

RV DAYS

TRAILER HANDBOOK

All your FAQ’s answered inside
while you are camping with us !



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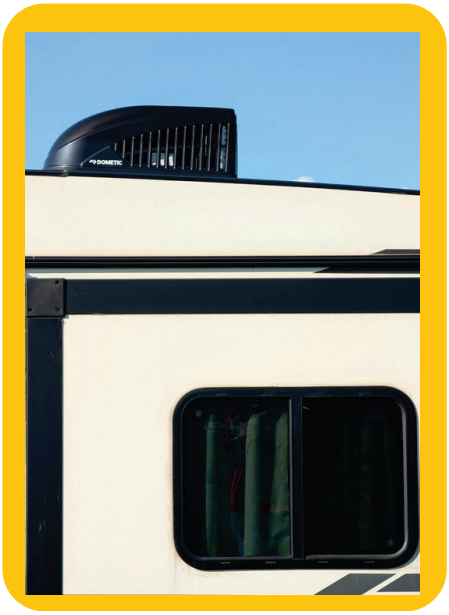
RV DAYS

AIR CONDITIONING



General Information / Overview:

- RV A/C units are designed to only lower the temperature inside by 10^{0}C from the outside temp.
- A/C units are *not* designed to run effectively in *extreme* hot conditions.
- A/C units that malfunction during a rental period will be repaired as quickly as is reasonably possible.
- Allow for 72 hours to respond for failed Air Conditioning (A/C technicians are extremely busy during the summer holiday season, and cannot always provide same-day service).
- We can arrange for fans if needed in case of malfunction or failure of the A/C unit(s).

For optimum functioning of A/C units:

- Please ensure all doors, windows, and vents remain closed.
- Turn off vent fans when not needed.
- When you are away from the trailer for a period of time, leave the A/C unit on and set to 25^{0}C (77^{0}f) OR medium (analog dial).
- **DO NOT** continually turn the system on and off.

*** We thank you for doing your part during this hot weather.***

Temperature Settings:

- Do not set your A/C unit to be cooler than: 25^{0}C (77^{0}f) OR medium (analog dial).

!!! Attempts to set the A/C unit on lower/cooler settings will result in a freeze up of the unit and will take 6- 8 hours to thaw. Resulting in complete absence of cooling during the thawing period.

FAQ's :

Q) *How do I know that my A/C unit is frozen?*

- If your A/C is blowing warm air or has low air flow, the unit has probably frozen up.

Q) *Steps to troubleshoot my A/C unit when frozen (*before I call the office)?

1) Turn off A/C unit at the control panel.
2) Wait for the unit to defrost (6-8hrs).
3) After step 2 is complete, set A/C temp to 25^{0}C (77^{0}f) OR medium (analog dial).
4) Turn the A/C back on and observe.

* If you have warm air rather than cool air blowing out of the unit within 1-2 minutes after following all the steps above please call the office for assistance.

RV DAYS

AWNING GENERAL INFO



- The use of this awning is the sole responsibility of the renter!
- Be sure to lower one side slightly during heavy rain to allow drainage, and retract awning during any windstorms to prevent damage.
- Ensure that awnings are raised high enough so that the entry doors do not rub, or tearing can occur.
- Full instructions will be supplied with the trailer.
- Should you not wish to be responsible for the awning please leave the awning in the retracted, locked, and upright position. *The removeable security/tamper tab must be in place*.
- There is ZERO TOLERANCE for damaged awnings. Each awning is checked by the pick-up driver and our Technical Service Advisor prior to being delivered to you.
- Repairs are executed when damage is found. A removable security tab is then placed on the awning. This ensures that each awning on every trailer is in perfect working order and damage free upon delivery (unless noted). This enables us to bill the damage to the responsible renter.
- If the awning becomes damaged during your stay you will pay for the repairs. If there is previous damage to an awning that has not been repaired, it will be noted in the log-book located in the Welcome Package that is in each trailer. This will ensure that you are not charged for previous damage.

FAQ's :

Q) *How to identify if my awning is a MANUAL OR POWER awning ?*

- If your trailer has an awning switch located near the front door or in the overhead panel, then you have a POWER awning; if not, you have a MANUAL awning.

AWNING MANUAL AWNING



Need help with opening or closing the awning?

- For online video help, scan the following QR Codes by pointing your devices camera:

OPEN **CLOSE**

PLEASE DO NOT:

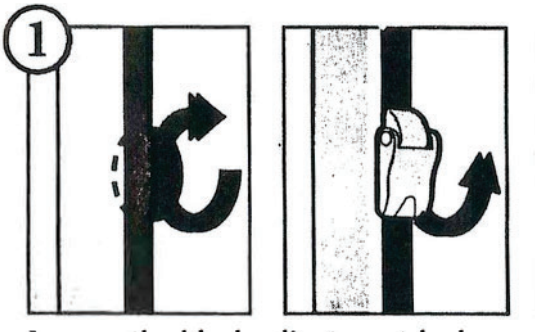
- Leave the awning unattended when away i.e. going for walks, visiting friends, going to the beach etc.
- Leave the awning out while in bed.
- Leave the awning out when it is windy.
- Hang anything on the awning arms.
- Allow the children to hang off the awning arms.
- Remove the awning support posts from the side of the trailer and place then upright on the ground.

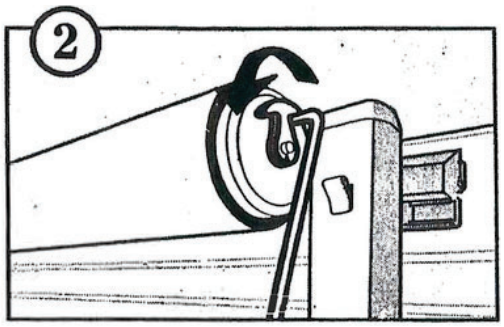
AWNING MANUAL AWNING

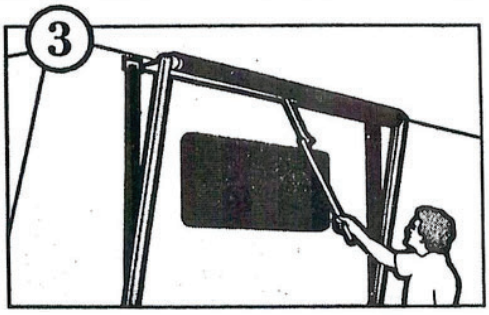
Need help with opening or closing the awning?

- For online video help, scan the QR Codes on the previous page whereas for step by step instructions read below.

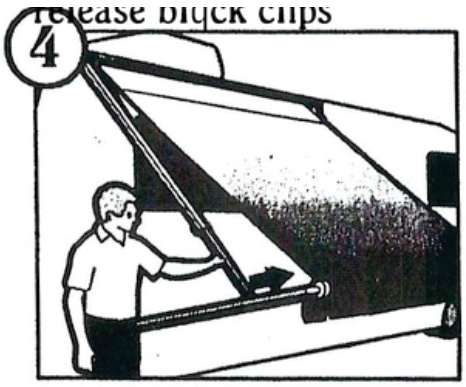
OPENING A MANUAL AWNING

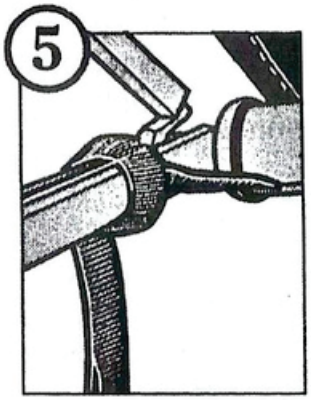


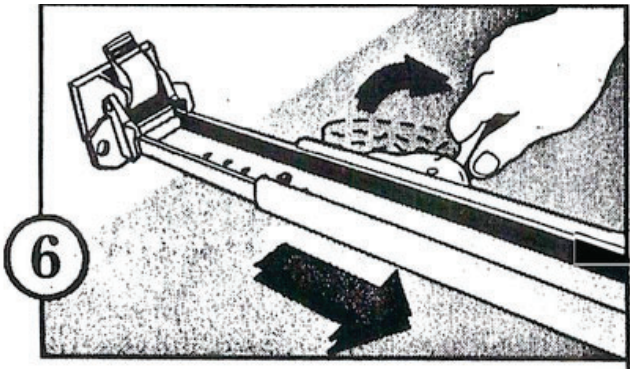




1. Loosen the black adjustment lock knob behind each main arm. Flip travel lock latches up or release black clips.
2. Using the provided pull rod, reach up and pull the locking lever forward to release the awning.
3. Hook the rod into the loop of the pull strap, and pull the awning all the way out.
4. Slide one rafter arm up until it snaps into place. Push down on the main arm and pull out on rafter to remove slack from the fabric, and tighten the black adjustment knob. Repeat for other side.
5. Slide the pull strap to the right end of the roller, and wrap it around the main arm.
6. Pull up on the lift handle and raise the arm assembly to the desired height. Swing handle in, and allow the lock button to snap into one of the holes. Repeat for other side.

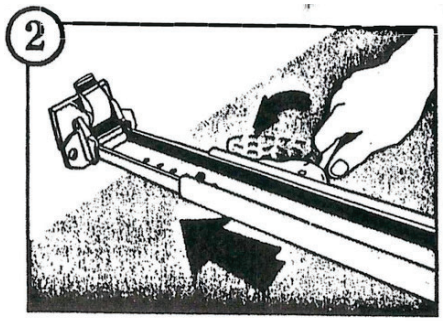


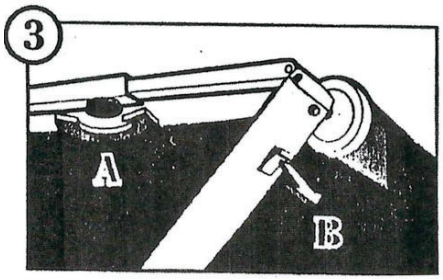




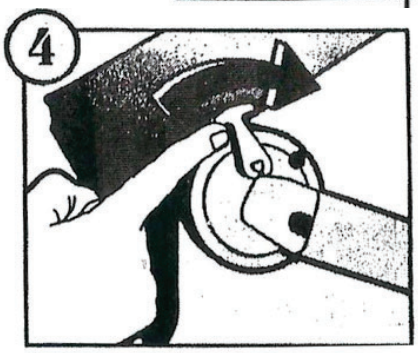
AWNING MANUAL AWNING

CLOSING A MANUAL AWNING

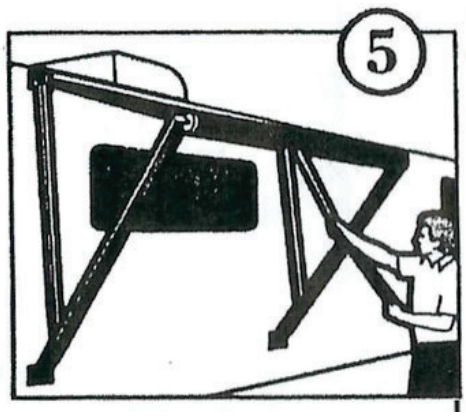


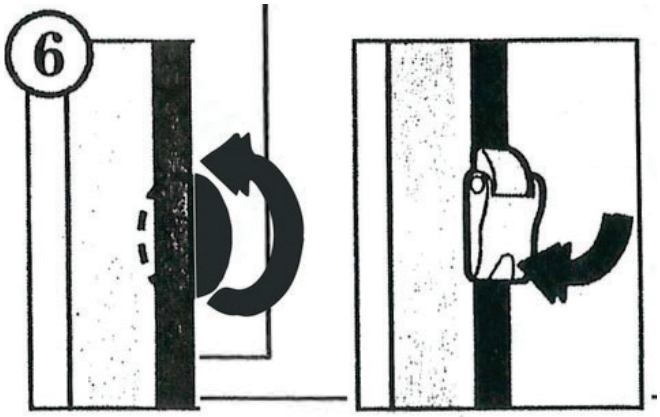






1. Pull stakes from the ground, swing arm toward the vehicle, and snap the patio foot into the bracket. Repeat for other side, and proceed to next step.
2. Raise the lift handle to release the lock button. Lower main arm to the stop plug. Swing the handle into engage the lock button in a hole. Repeat for other side.
3. Loosen black adjustment knob, lift slider catch, and slide the rafter arm down to the bottom of the main arm. Leave black adjustment know loose. Repeat for others side.
4. Grasp the pull strap, pull toward you, and flip the locking lever up to the ROLL UP position.
   CAUTION: Do not release the awning now. It is under tension and could snap back against the vehicle side.
5. Slide the pull strap to the center, and using it to control speed, allow the awning to return to vehicle side.
   NOTE: Allow the strap to wind diagonally to prevent a bulge in the fabric.
6. Tighten black adjustment know, and flip travel lock latch down. Repeat other side. The awning is now ready for travel.





AWNING POWER AWNING



Need help with opening or closing the awning?

- If your trailer has a power awning the switch will be located near the front door.
- **To Open** : press the awning switch to the “open” or “Extend” position. Hold in this position until the awning is completely open. DO NOT OVER EXTEND.
- **To Close** : press the awning switch to the “close” or “Retract” position. Hold in this position until the awning is completely retracted. DO NOT OVER RETRACT.

PLEASE DO NOT:

- Leave the awning unattended when away i.e. going for walks, visiting friends, going to the beach etc.
- Leave the awning out while in bed.
- Leave the awning out when it is windy.
- Hang anything on the awning arms.
- Allow the children to hang off the awning arms.
- Remove the awning support posts from the side of the trailer and place then upright on the ground.

SEWER/TOILET

***Sewer Site**



- **The design of this trailer's sewer system requires you to *use more water* than normal.**
- **Paper tends to sit in the pipe if it's not flushed away with sufficient water causing the toilet to plug and back up.**

- **With EVERY use, even just toilet paper, fill the bowl to 3/4 by pressing partway on the foot peddle or handle and then flush the entire bowl when done. Repeat a second time.**





- **DO NOT *flush anything other than toilet paper* (including paper towels and sanitary items)**

For Questions and help contact our team 250-483-4007

- ***Service charges may apply* for calls to unplug toilets.**

SEWER/TOILET

Non-Sewer Site



- **Your trailer is equipped with built in storage tanks for grey and black (toilet) water.**
- **Reminder that these tanks are not big!**
- **You can easily fill these tanks with excess use of water. Please use the campground facilities when available.**

- **When using the toilet please use 3/4 full toilet bowl of water/per use.**
- **A family of 4 can easily fill these tanks within a few days.**





- **Contact the campground to make arrangements to have your tanks pumped out during your stay if you feel you have filled them.**
- **DO NOT TRUST THE BUILT IN GAUGES!**

For Questions and help contact our team 250-483-4007

- ***Service charges may apply* for calls to unplug toilets.**

SEWER SYSTEM

Trailer(s) on Sewer Site

Your trailer has been hooked to the in-ground sewer system of your campground.

VALVE SYSTEM EXPLAINED

GREY WATER VALVE

- The grey water valve (sink and shower water) has been opened to allow you to shower and wash dishes without filling the holding tanks.

BLACK WATER VALVE

- The black water valve (toilet water) has been left closed to stop the back-flow of fumes and odours from entering the trailer.



Where to locate the valve? How and when to use it?

- The black water valve, located where the sewer hose is attached to the trailer, must be opened once (1 time) per week. The black water valve is the handle on the large pipe coming from the bottom of the trailer. It is marked with **PINK paint** (as shown in picture above).
- Please open (pull) this valve and wait until you no longer hear water flowing through the sewer hose (this may take 1-2 mins). Once the flow of water has stopped, please close this valve. *DO NOT leave this valve open!*
- NOTE: Please ensure the Grey water valve(s) (small pipe(s)) is still open and hasn't been closed accidentally.

Please contact the office if you have any questions about this procedure.

SEWER SYSTEM

Trailer(s) on Non-Sewer Site

- *A $25 Sani-dump charge may be added to your rental charges if you have our trailer delivered to a campsite without sewer hook-up*. However, it is the sole responsibility of the renter to have someone come to your site and dump the tanks if you should fill the holding tanks during your stay.

- It is normal to fill the tanks within 3 days with minimal use. Showers could fill the holding tank in 1 day. We suggest you use the campground facilities at all times except for night bio-breaks.

- Take care when doing dishes to use a basin so the water can be thrown out instead of going down the drain.

- If you feel that you may need to have the holding tanks dumped during your stay, we suggest you arrange with the campground office for a scheduled delivery.

- Please note that ALL holding tanks have been dumped and re-checked before being delivered to you. **The gauges in the trailers are always incorrect. Please don't trust them.**

If you have any questions, please feel free and call us at the office and will gladly help you!

UNIT CLEANING / DAMAGES







What is included in terms of cleaning supplies and where do I find them?

Each trailer comes with cleaning supplies and a mop, bucket, broom, and dustpan. These items are sometimes located in an outside storage compartment normally located on the door side of the unit at the front of the trailer.

What is requested of me as an renter?

1. Dishes and utensils be washed and put away.
2. Counters, table tops, sinks, tubs/showers, and appliances be wiped down.
3. Inside of ovens, microwaves, and refrigerators be wiped clean.
4. Floors be swept and mopped, and any spills on carpeting or upholstery wiped up.

What if I do not clean or something is damaged?

Units must be returned clean and undamaged, or charges may apply.

- *If a carpet needs professional cleaning due to excess spillage etc. a cleaning charge of $200 may apply*.
- If our cleaners have to wash dirty dishes or clean exceptionally dirty trailers a cleaning charge of $100 will be charged.
- If the holding tanks are allowed to back up into the tub, or toilets are plugged and allowed to overflow, a $200 service charge **will** be applied for emptying holding tanks and sanitizing trailers.

PROPANE POLICY

Removal of the propane tanks from the trailer is strictly prohibited!



Details of Propane Policy :

- The propane is used for the trailer systems only.
- The propane tanks located on this trailer are not to be used for your barbecues, portable fire pits, or other personal propane devices.
- If a renter disconnects and/or removes a propane tank for use in another appliance or attaches an appliance to a propane tank in place on the unit, an immediate charge of $75 (plus applicable taxes) will be taken from your damage deposit along with a possible $75 (plus applicable taxes) service fee and may be grounds for immediate eviction.

What if I require a bottle of propane to operate my appliances during camping?

Please call the office and we can arrange for an extra 20lb bottle to be delivered to your site for a nominal charge. ****RV Days will not supply propane lines or other propane fittings.*

Details of lighting the oven :

- Please point your device's camera below at the QR code and follow the link to learn more.



RV DAYS

We hope you have taken a moment to read the information contained in the manual.

Please contact the office if you have any concerns or questions about this information.

Thanks again for your rental!

CONTACT



Your RV Days Team
250-483-4007 (9 am - 5 pm)
bookings@rvdays.ca