

Service Manual



Congratulations on the purchase of your RV! Welcome to the Traveland Family

We know how exciting it is to take possession of your new RV, and that's why **Traveland** is here to assist you at every turn. We'll help you become familiar with all of the included systems as well as guide you through the process of setting up a maintenance schedule to allow you to enjoy your RV for years to come.

Whether this is your first, second, or tenth venture into the RV lifestyle, we always encourage you to read through the owner's manuals, as they provide so much valuable information.



TravelandRV.ca

What Can I Expect?

RVs are made up of a combination of both household and automotive components. In many ways, RVs are more like a house than a car, because they're built by hand. They offer a different set of challenges when compared to modern vehicles that are built. It's important to keep this in mind while going through your RV's break-in period. All RVs have their systems inspected and tested during the pre-delivery inspection. But despite these rigorous checks, new issues can arise during the first few times you use your RV. During the break-in period, make sure to keep a list of your noted concerns so that they can be addressed during your next service visit. If a major issue arises that will keep you from enjoying the camping season, please contact our service department immediately so that we can help.



What Do I Need to Know?

With the popularity of RVs on the rise, people are purchasing them for many different reasons. Some want to spend time with friends & family on the weekend, while others want to head south to enjoy some warmer weather. And right now, more than ever, many folks are deciding to live in their RVs full-time. When considering the move to full-time RV life, it's wise to ensure that a Mobile RV Technician is available to service the area in which you're planning to park your RV. And although Traveland has five service and repair facilities throughout Western Canada, sometimes the repair simply can't be done on-site. If this is the case, the owner is responsible for bringing their RV into a Traveland location where the work can be completed. Please note that Traveland does not cover or reimburse any costs that are incurred while an RV is being repaired (transportation, accommodation, or otherwise).

Available On-Site Service Coverage

For those who decide to full-time in their RV, there's a \$1495 on-site service coverage option that pairs with an extended warranty. This option will cover the mobile service charge of an on-site visit for approved warranty work. There are important criteria that need to be met to take advantage of the additional coverage:

- A Mobile Service Technician must be available in the area where the RV is stationed
- There's a maximum mobile service charge of \$400 per claim
- Mobile service charges are covered for approved warranty claims only

Regardless of coverage, it's important to remember that a mobile warranty claim generally requires two visits, one to diagnose the problem and order the necessary parts, and a second to install those parts once the warranty issue has been processed.



Booking Your Service Appointment

At Traveland, we understand that you may have developed a relationship with various members of our team. However when your RV requires servicing, we encourage you to call and ask for the Service Department in general. This allows us to put you in contact with the Team Member that is best suited to resolve the issues. These Team Members are trained to assist you with your service needs and offer you the best opportunity to troubleshoot the problem. If it's determined that a service appointment is required, we'll take down all of the available information and that will allow us to give clear and concise instructions to the certified RV Technician who will eventually be servicing your RV. Once the detailed notes are entered into our system, we'll schedule a convenient drop-off appointment with you.

Our Goal Is to Keep You Camping!

1st Priority Issues:

Appliances, water system, exterior water leaks, running lights, trailer brakes, slide outs.

Our goal at Traveland is to always keep you camping! If you've incurred a problem that's preventing you from being able to use your RV, we'll book you an emergency service appointment.

This is made possible by prioritizing service issues and doing our best to book cosmetic repairs for the shoulder seasons.

2nd Priority Issues:

Items not listed on the Priority 1 list are considered maintenance and/or cosmetic issues. These issues are considered important for the longevity of your RV and may be scheduled for completion away from the peak usage times (ie. fall and winter). It's important that we receive a copy of all your concerns and that you book your service appointment within your warranty period to comply with guidelines set forth by the manufacturer. They have the right to deny any claims completed once the manufacturer's warranty has expired.

General Maintenance

Traveland Customers have, and always will be, our top priority, followed by Customers who have purchased their RVs elsewhere. We suggest that you have your RV serviced according to the Manufacturer's suggested schedule found in the Maintenance Guide or in your RV's Owner's Manual. We suggest completing a detailed sealant inspection every six months to repair or replace sealants as needed. Please talk to a Service Team Member about pre-booking your warranty-required maintenance.



Regular RV Maintenance Guide

The intervals outlined here are based on typical RV travel & family camping, in typical climates & weather conditions. please review your Owner's Manual for more information.

SYSTEM	Pre-Trip	Post-Trip	Monthly	3 Months	6 Months	Yearly	2 Year	DESCRIPTION
Pin Box & Hitch Equipment	I		L					Inspect / Lubricate
Safety Chains	I							Inspect
*Jacks (A-Frame, Landing)	I							Inspect / Touch-Up Paint as required
Fiberglass/Gel Coat		CL		CL	Wax			Clean / Wax
Metal Siding		CL		CL	Wax			Clean / Wax
Window Sealants					I/R			Inspect & Recaulk if needed
Corner Moldings					I/R			Inspect & Recaulk if needed
Other Moldings					I/R			Inspect & Recaulk if needed
Roof Seams & Joints					I/R			Inspect & Recaulk if needed
Roof Material					I		SER	Inspect / Service = Apply UV Treatment
*Brakes	T			AD				Test / Adjust every 3 months or 5000kms
*Battery	I							Inspect for Charge & Condition
Black Water System	I	FL						Flush & Clean
Grey Water System		FL						Flush & Clean
Roof Air Conditioner			CL			SER		Clean vents & ducts / Service System
Propane System						LT		Leak Test by Certified Technician
*Slide-Out System					L			Lubricate Mechanisms
Slide-Out Box					I/R	T/R		Inspect & Recaulk if needed / Treat Rubber Seals
*CO Detector	T							Test for Proper Operation
*LP Detector	T							Test for Proper Operation
*Smoke Alarm	T							Test for Proper Operation
*Generator	CH						SER	Check Oil / Service: Full check, cleaning & maintenance
*Furnace						C/S		Clean / Service: Full check, cleaning & maintenance
*Refrigerator						C/S		Clean / Service: Full check, cleaning & maintenance
Roof Vents					I			Inspect Operation & seals
*Water Heater		DR				SER		Drain / Flush / Service: check, cleaning & maintenance
Fresh Water System		DR						Drain / Sanitize
Latches, Locks			L					Lubricate
Entry Steps			L					Lubricate & repaint as requested
Tires	I							Inspect Pressure, tread wear & valve stems
Wheel Nuts	I							Inspect for required torque
Wheel Bearings						SER		Service: Repack bearings, clean & adjust brake
Frame					TP	M		Clean & Touch-Up Paint, Undercoat or Mouse-Free
Fire Extinguisher	I							Inspect / Check Date

*Please refer to the manufacturer instructions supplied, or applicable website for care & operation. Extended, full time use or extreme conditions may accelerate deterioration of components, seals, etc. May require more aggressive maintenance intervals.



Battery Maintenance

The batteries should be maintained every 30 days, on average, and should become part of your regular service routine. Battery maintenance for RVs stored on constant shore power or used as a full-time residence will require a shorter time between service intervals. Only distilled water should be used to replenish fluid levels. See your RV Owner's Manual for more detailed instructions.

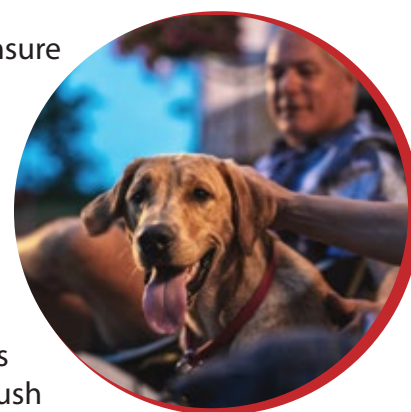
Winter Precautions

Make sure to monitor the temperature and winterize your RV when freezing starts. Damage to water components and lines is not covered under warranty. If your unit is in for service and you are worried about the temperatures, please request that we winterize it for you. Traveland does not automatically winterize customer RVs on our lot.



Important Info Regarding Your RV Roof and Other Seals

Inspection of roof components at least twice a year is very important to ensure seams and seals are not cracked or worn. Although the roof material comes with a 10-year or 12-year warranty, Customers do have some responsibility in maintaining the roof. Proper maintenance of seals is necessary to keep moisture from entering and causing damage such as rot, mold, or mildew. If you encounter dry, cracked, or weathered seals, reseal or replace as necessary. Consult your Owner's Manual for the type of caulking required for your RV's roof and the correct method of sealing or replacement. Required sealants can be purchased from the Parts Store. A mild household soap solution or rubber roof cleaner and a soft brush can typically be used to clean a rubber roof.



Dropping Off Your RV

When the day comes to drop off your RV, please make sure that you have enough time to meet with a Team Member to go through your concerns and demonstrate the issues. In an effort to give the best Customer experience, we schedule specific times for drop-off appointments so that we can give you our undivided attention. Showing up early or late might mean we're tied up with another Customer, and that can delay your drop-off process. We also suggest that you remove any perishable items or valuables from your RV, and empty your fridge before your appointment.

Warranty

Warranty coverage is measured by the mileage and the amount of time since the date of purchase. It is your responsibility to report warrantable items within the warranty period as quickly as possible, and to make every effort to get covered items corrected in a timely manner. Warranty coverage may be contingent on regular maintenance. Just as proof of oil changes on your engine is required for warranty coverage if your engine fails, you may be asked to show proof of maintenance for certain warranty coverages. We hate saying no, so please help us be able to say yes to warranty coverage! Perform the required maintenance and retain proof.



Also, please familiarize yourself with the items your Extended Warranty will or will not cover for repair. Items that are NOT typically covered by an Extended Warranty include freight, fuses, or silicone, as well as shop/cleaning supplies that are required to repair your RV. Please also be aware that there is one deductible per visit on your Extended Warranty. Traveland will not be responsible for any unidentified claims.



Parts Ordering

One of the biggest challenges that we face in the RV Industry is getting parts from the Manufacturer in a timely manner. A significant amount of special-order parts need to come from the Manufacturer directly, and this process can sometimes take up to 8 weeks or more. Ordering from Amazon is easy, ordering RV parts is not! The process involves a number of steps:

- 1- The issue needs to be diagnosed by a Technician and submitted to Warranty for approval.
- 2- The Warranty Team works to get authorization to order the required parts.
- 3- Once authorized, the Parts Team will start the ordering process.
- 4- The parts are researched to obtain a part number (this usually requires getting in touch directly with the Manufacturer via e-mail).
- 5- Once the part number is received, the part is ordered.
- 6- The part is then processed and shipped.
- 7- The part arrives at the border and waits to clear Customs.
- 8- Once received, the part is checked for shipping damage and accuracy.
- 9- If cleared, the Service Appointment is set.

With the significant amount of time that it takes from when we order the part to when we receive it, it is critically important that we have the correct information to ensure the accuracy of the requested parts.

Picking Up Your RV

Once your RV Repair Order has been completed, you will be contacted by a Service Team Member who will schedule your service walk-through. When you arrive at the dealership for your scheduled pick-up appointment, we'll take you through the RV and demonstrate the repairs that have been completed.

If parts are needed to complete the required service work, we may ask you to come back and pick up your RV while we wait for parts to arrive from the factory. We will complete all the jobs that do not require parts or authorization. We cannot express how much we appreciate you working with us on this issue. This goes a long way towards helping us achieve our goal of delivering a high level of service to as many Customers as possible.

How to Prevent Condensation

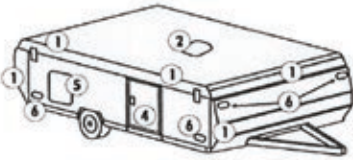
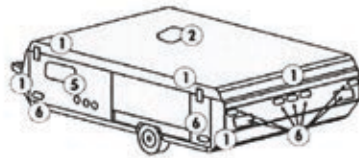
Condensation is caused by warm, moist air from inside the RV hitting the cold interior walls and windows and releasing moisture. It can rot wood, rust metal, cause mold to grow and seriously damage your RV.

Here are some tips to reduce moisture inside of your RV:

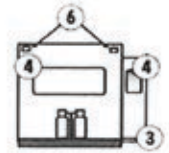
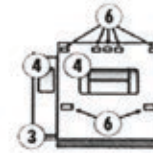
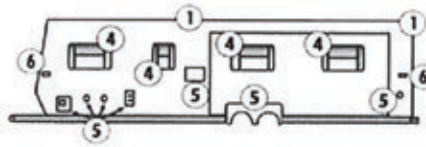
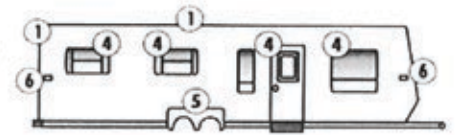
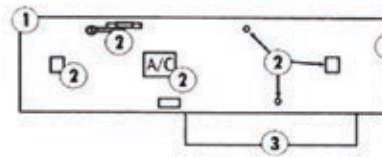
- Using crystal moisture absorbers can help pull the moisture from the air and keep small dark cabinets mold free.
- Insulate your RV with a rug or thick curtains to help reduce condensation. You can also insulate your windows by placing a barrier between the air and the windows surface, or wipe them down as it forms.
- Increasing the temperature inside your RV warms the interior surfaces and reduces the amount of condensation formed.
- On dry days with no precipitation, go ahead and open the windows and vents of your RV and get that fresh air circulating. Airing your RV out regularly helps to eliminate potential hazards and damage.
- Because moisture builds up in small spaces, you should leave cabinet doors open to keep the air circulating and avoid mold growth.
- Instead of using your kitchen stove, consider using the oven, outdoor kitchen, or an instant pot instead.
- You should open a window and use your vent fans on the roof of your RV for a few moments when you notice condensation building up on the windows.
- Try not to take long, hot steamy showers. Showering is the number one cause of moisture buildup in the air of an RV. If you do shower, wiping it down and drying the towel outside reduces moisture. Avoid drying clothes or towels indoors because the moisture from damp items increases condensation gathering inside your RV.
- Switch from using your propane furnace to using an electric space heater. These emit much less moisture than a propane heater.



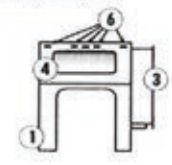
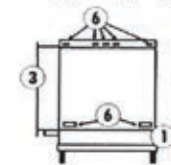
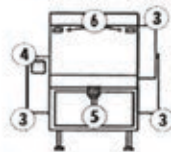
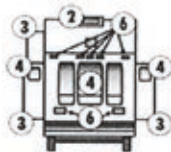
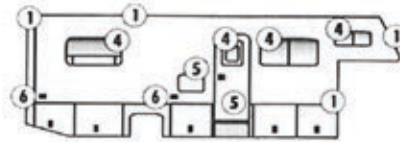
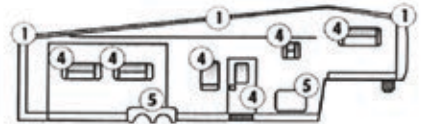
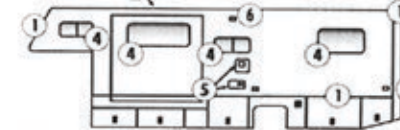
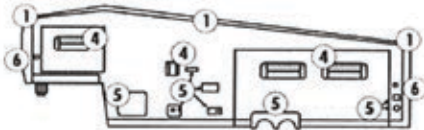
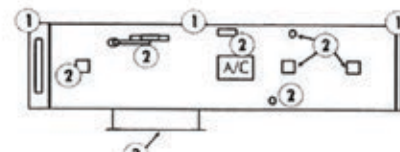
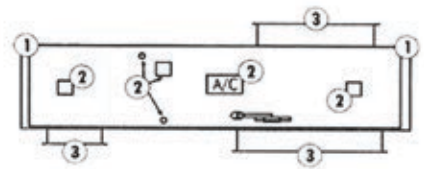
Key Resealing Areas



Fold Down Trailers

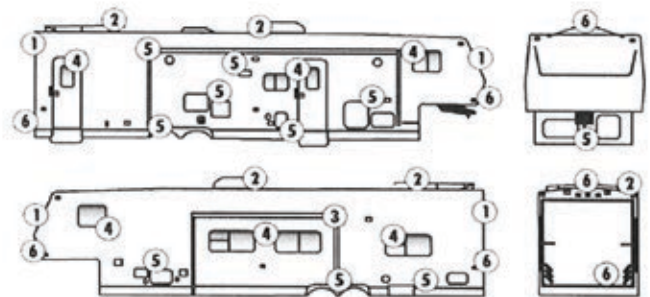
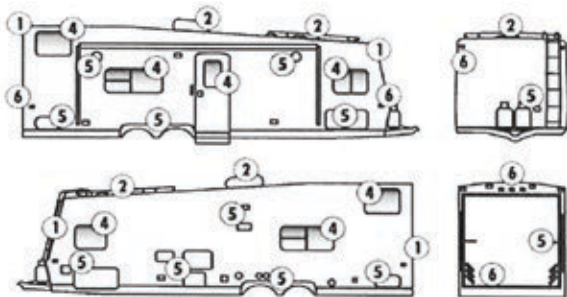


Travel Trailers



Fifth Wheels

Motorhomes



Toy Hauler Travel Trailers

Toy Hauler Fifth Wheels

Legend

- 1. Trim Edges
- 2. Roof Items
- 3. Slideout Roof/Floor
- 4. Windows/Doors
- 5. Storage Compartments/Access Doors/Wheel Wells
- 6. Lights

Service Schedule Explained:

Service Schedule Explained: Keep Your RV Adventure-Ready with Traveland RV!

To help you get the most out of your RV, we've created a simple maintenance schedule based on manufacturer recommendations. Regular service is key to safety, performance, and extending the life of your RV. Here's a quick overview:

Spring: Service A

- **Dewinterization & Plumbing Test:**
Remove antifreeze, check for leaks, and ensure your water system is ready for use.
- **Sealant Inspection:**
Check all seals to prevent water damage and costly repairs.
- **Bearing Repack:**
Re-grease wheel bearings to ensure a smooth and safe ride.
- **Generator Service:**
Change oil, replace filters, and inspect parts to avoid breakdowns.
- **Battery Service:**
Test, clean, and maintain house and chassis batteries to prevent power failures.
- **Appliance Service:**
Inspect and service appliances to ensure safe and efficient operation.
- **Propane System Service:**
Check for leaks and test pressure to maintain safety.
- **Slide-Out Service:**
Lubricate and inspect slide-outs to prevent jamming.
- **Aquahot Service:**
Clean and check the heating system for reliable hot water and heating.



Fall: Service B

- **Winterization:**
Drain water lines and add antifreeze to protect against freezing.
- **Sealant Inspection:**
Check all seals to prevent leaks and damage from ice or snow.
- **Battery Service:**
Ensure batteries are clean, charged, and ready for storage.

*Follow this schedule to protect your investment, avoid costly repairs, and enjoy peace of mind on every trip.
Contact us at Traveland RV with any questions or to schedule your service!*

Our Locations



TLRV Langley

20529 Langley Bypass
Langley, BC V3A 5E8
Sales – 1-844-279-0339
Service – 1-844-279-0337



TLRV Kelowna

1460 Byland Rd
West Kelowna, BC V1Z 1A7
Sales – 1-844-279-0314
Service – 1-844-279-0295



TLRV Cowichan Valley

5267 Boal Road
Duncan, BC V9L 6W3
Sales – 1-855-657-2249
Service – 1-855-516-2142



TLRV Airdrie

63 Kingsview Rd SE
Airdrie, AB T4A 0A8
Sales – 1-844-279-0272
Service – 1-844-278-3169



TLRV Grande Prairie

15211 100 St
Grande Prairie, AB T8V 7C2
Sales – 1-855-657-2249
Service – 1-833-519-1838



TLRV Edmonton

9897 283 Street
Acheson, AB T7X 6J5
Sales – 1-780-948-1750
Service – 1-780-948-1772



TLRV Saskatoon

20 Recreation Blvd.
Martensville, SK S0K 2T0
Sales – 1-844-915-0323
Service – 1-844-578-0136vv



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