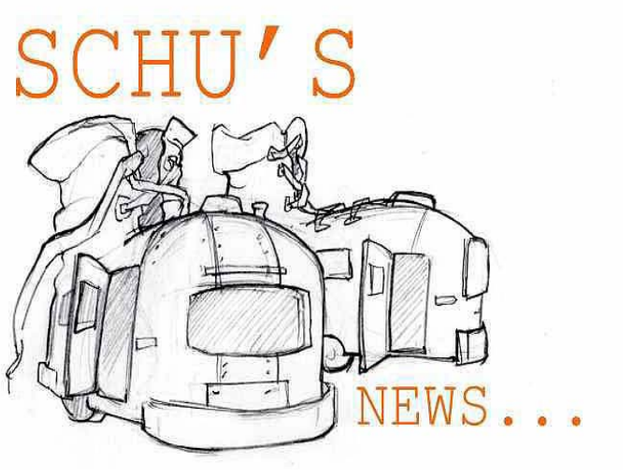


Dave Schumann, General Manager

Customer Relations Group

Welcome back! I hope everyone has been enjoying the summer; it seems to be going quickly!
I recently returned from the International Rally in Gillette, Wyoming. It was good to see all the familiar faces and to be able to hear your suggestions and discuss any concerns. I have a large list of your ideas and suggestions and hope I will be able to address some of them in upcoming articles.

I want to share some of the questions that came up at the Rally. The most common requests for information were: why doesn't my water heater work, my refrig. doesn't work or my furnace doesn't light; tell me what the problem is.

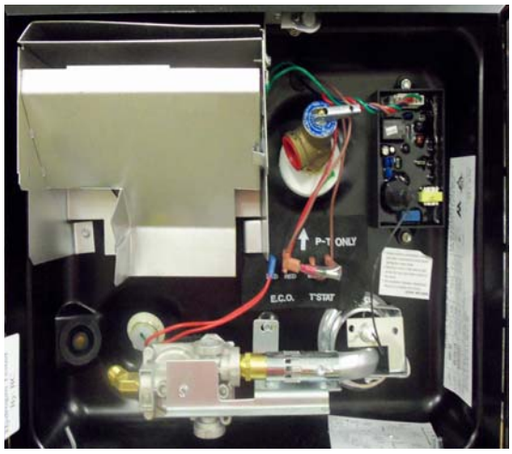
All great questions and each have many possibilities.

The key for resolving any problem as quickly as possible is to be able to describe the problem to a tech or Service Writer. You should be able to provide detailed information as to when, what and how problem began and symptoms, if you know, in order to reduce repair costs. Here is a quick list of items you may want to look at before you call your Service Center.

Here are some things that should be fairly easy to check:

- ✓ Confirm you have power (12 Volt-battery level should be between 10.5 Volts and 13.5 Volts or 110 Volt-incoming voltages should be between 108-132 Volts for refrigerator). Furnaces, water heaters and refrigerators need the proper voltage to operate gas valves properly.
- ✓ Make sure you have checked all fuses and breakers.
- ✓ Verify that you have propane and the proper pressure. 10.5 to 11 " of water column(easy test is to turn on cook stove burners and check the color of the flame),it should be burning with a blue color, if there is a lot of yellow in flame or sputtering you may have a propane issue.
- ✓ When was the last time you used the appliance? If it has not been used for awhile you may want to make sure the flue, burner tube and orifices have been cleaned. Use compressed air to blow out the flue and the surrounding area; they also make specific brushes that can help with this. Dirt can build up in vents, flues and fall on burner. Spiders and wasps can build homes in the appliances causing problems with gas flow and ignition.
- ✓ Are there any loose wires or connections? This is one of the most frequent issues when you experience erratic operation of a gas appliance. Remove and reinstall wire connections on circuit boards, thermostats and switches and check all other wire connections.
- ✓ The Electric Heating Element for refrigerator: If the refrigerator works on gas but not electric check the electric heating element; the electric heating element supplies the necessary heat for refer operation on shore power. If your refrigerator doesn't cool on 110 Volt and you have power to the refrigerator your electric heating element may have failed. Your refrigerator also needs to have 12 Volt power to operate the thermostat and control board on gas or electric.
- ✓ Water heaters have a fusible link that may have burned off that will shut power off to the water heater.

Are there signs of any a gas flare up? (Soot, burnt wire smell, etc.) The fusible link is located above the burner tube on the water heater.



Water Heater behind exterior door

Back side of Refrigerator in ext. access comp.

Areas to check for loose connections

Behind Exterior Furnace Door

Once you get past this checklist and the basic trouble shooting you will probably want to have a Service tech involved to test and identify any failed parts. It can become costly by just replacing parts until you find the problem or you may even damage good parts.

Some reminders for your generator on Class A or B Motorhomes –

The generator oil and filter should be changed at recommended intervals (Consult owners manual for specific recommendations).

A good rule of thumb is around 150 hours of use.

It is also recommended that the generator be run once a month for 30 minutes with a constant load to keep the generator lubricated; this will also help remove moisture from the generating unit.

If you have a gasoline generator you may want to consider adding an additive called Sta-Bil to the gas to help keep the gas fresh if not used on a frequent basis.

If your generator is located under the motorhome inspect for dirt build up on or around the generator, your generator needs a good air flow to function properly.

Check for damage to generator or look for any signs oil or fuel leaks.

Do you know where your generator transfer switch is located? The contacts can stick in the transfer switch box and not let your unit switch between shore power and generator.(Don't get into this box with power on.)

Be aware that your generator may have resets (breakers) located on the generator, this should be one of the first places to look if you are not getting power from your generator.

I should have seen it coming!

I was standing in the park wondering why frisbees got bigger as they get closer. Then it hit me. - *Unknown*

I dream of a better tomorrow...where chickens can cross roads and not have their motives questioned- *Unknown*

Have a great month and I will see you on down the road.

If you have a topic for this column, please send your suggestions to:
Dave Schumann, Airstream, Inc., 419 W. Pike Street, Jackson Center, OH 45334

If your topic is published, you will receive a "Schu's News" t-shirt!