



RICK'S RV CENTER

1546 E. Main St.
El Cajon, CA 92021
ph# 855-388-8616

RicksRVCenters.com

TROUBLE-SHOOTING GUIDE

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HOUSE ELECTRICAL

SYMPTOM	POSSIBLE CAUSE	PROBABLE SOLUTIONS
Inadequate 12 volt power (as indicated by dim house lights or rapid discharge after changing batteries)	Battery disconnect switch in the off position during charging	Turn house battery disconnect switch to 0 position and charge battery
	Insufficient charge time	Idle engine 30 minutes or Run generator 4 hours or Plug into shore power for 4 hours
	Loose or dirty battery terminals	Clean and/or tighten terminals
	Low battery electrolyte	Service battery by qualified technician
	Faulty battery	Replace battery (gain company approval prior to replacement)
No 12 volt power (as indicated by no light and generator will not try to start)	House battery disconnect switch turned off	Turn house battery disconnect switch to ON position
	House battery completely discharged	Idle engine 30 minutes or Run generator 4 hours or Plug into shore power for 4 hours
	T.V. antenna booster left on	Turn booster to off position
No 110 volt power from generator (generator runs, but no power to house - as indicated by roof C and microwave lacking power)	Shore cord not plugged into generator output socket (if equipped)	Plug shore cord into generator output socket
	Auto transfer switch stuck (only on units without generator output socket)	Stop the generator. "Flip" the generator switch several times then restart generator
		Stop generator. Plug and unplug the shore cord several times then re-start generator
		Contact company for assistance
	Generator circuit breaker tripped	Reset circuit breaker at generator
House circuit breaker tripped	Reset house circuit breaker (at power center inside)	
No 110 volt power from shore cord (no power to house with shore cord plugged in - as indicated by roof NC and microwave lacking power)	No 110 volt supply	Reset outlet circuit breaker (at supply)
	Inadequate 110 volt supply - brownout (As indicated by intermittent power loss)	User generator till corrected - continued use may damage appliances
	House circuit breaker tripped	Reset house circuit breaker (located at power center inside)
No 110 volt power limited to some outlet (Typically outside or near sinks)	GFCI circuit breaker tripped	Reset GFCI circuit breaker (usually located on power outlets in kitchen or bath)

ENGINE/CHASSIS ELECTRICAL

SYMPTOM	POSSIBLE CAUSE	PROBABLE SOLUTIONS
No brake lamps, turn signals or parking brake	Improper tow plug wiring resulting in blown fuse	Correct towed vehicle plug wiring to match motorhome wiring and replace fuse (see chassis manual for fuse location)
	Engine battery disconnect switch off	Engine battery disconnect switch in ON position
Engine will not crank or cranks slow	Discharged engine battery	Use Auxiliary Battery jump start switch to supply starting power
		If house battery is also discharged, call roadside assistance for jump start
	Loose or dirty battery terminals	Clean and/or tighten terminals

GENERATOR

SYMPTOM	POSSIBLE CAUSE	PROBABLE SOLUTIONS
Generator cranks. But will not start	Inadequate 12 volt power	See "Inadequate 12 volt power" under "House Electrical" section
	Inadequate fuel supply	Fill fuel tank beyond ¼ tank
	Improper fuel supply	Add or remove engine oil as needed
Generator will not crank	No 12 volt power	See "No 12 volt power" under "House Electrical" section
	Blown 12 volt fuse	Replace with fuse of like size and type (at generator control panel)
Generator runs then stops or stops while in transit	Improper generator oil level	Add or remove engine oil as needed
	Inadequate fuel supply	Fill fuel tank beyond ¼ tank

HOUSE LIGHTING

SYMPTOM	POSSIBLE CAUSE	PROBABLE SOLUTIONS
House light(s) dim	Inadequate 12 volt power	See "Inadequate 12 volt power" under "House Electrical" section
House light(s) inoperative	No 12 volt power	See "No 12 volt power" under "House Electrical" section
	Light has remote switch	Turn on fixture and remote wall switch
	Bulb burnt out	Replace bulb or swap with bulb from fixture not needed

LP GAS

SYMPTOM	POSSIBLE CAUSE	PROBABLE SOLUTIONS
No LP Gas supply to house (as indicated by no gas supply at cooktop)	Propane tank shut off	Turn tank on at outside valve. Light stove to confirm gas is on. Then, cycle propane appliances off and back on
	Propane tank is empty	Check gauge at tank fill area and fill if empty
	Air in LPG supply lines	Turn on stove and apply flame until lit
LP Gas smell, but LP detector is <u>not</u> sounding	Smell is something other than propane (smells like rotten eggs)	Check outside and away from unit for smell. If still present, address or tolerate smell or move camp
		Run sufficient amount of water down all sinks and shower drain to fill "P" trap (gray tank smell frequently is confused with propane)
LP detector alarm sounds	Inadequate 12 volt power	See "Inadequate 12 volt power" under "House Electrical" section
	Oven or stove turned on but not lit, or oven pilot light turned on but pilot light is not lit	Turn stove and oven knobs to off position and open windows to ventilate unit
	False alarm from non-LP gas substance (i.e. aerosols such as hair spray, cooking sprays; lotions, alcohol, and perfumes)	Press reset button on LP alarm. Open windows to ventilate unit
	Faulty LP detector	Contact company for assistance
	Leaking LP lines	Turn off LP gas at tank (outside), open windows to ventilate unit, and contact company for assistance

REFRIGERATOR

SYMPTOM	POSSIBLE CAUSE	PROBABLE SOLUTIONS
Refrigerator is not cold enough	Excessive entry into refrigerator	RV (absorption) refrigerators will not keep up like borne units. Initial chilling takes 6-8 hours. They will not keep up with frequent opening of the doors
	High outside temperature	RV refrigerators remove hot air from the box. As a result, they do not work as well in high temperatures. Limit entry into unit
	Motorhome is not level	RV refrigerators must be level (comfortable for sleeping) when unit is stationary for over 30 minutes
	General tips	Put items frequently needed (i.e. sodas) in a separate ice chest. Place a block of ice in a pan or tub in the bottom of the refrigerator to aid cooling. Allow hot items to cool before storing
Will not cool on 110 volt electricity	No 110 volt power	See "No 110 volt power" under "House Electrical" section
	Defective 110 volt section of refrigerator	Run refrigerator on propane and contact company for assistance
Will not cool on propane	No LP Gas supply	See "No LP Gas supply to house under "LP Gas" section
	Inadequate 12 volt power No LP Gas supply	See "Inadequate 12 volt power" under "House Electrical" section
	Blown 12 volt fuse	Replace with fuse of like size and type
	Defective propane section of refrigerator	Run refrigerator on 110 volt power and contact company for assistance

FRESH WATER SYSTEM (includes Hot Water)

SYMPTOM	POSSIBLE CAUSE	PROBABLE SOLUTIONS
Water pump is inoperative	Water pump is not turned on	Turn water pump on at switch
	Blown 12 volt fuse	Replace with fuse of like size and type (at house fuse panel and/or at water pump)
	Water lines may be frozen	Contact company for assistance
Water pump cycles intermittently	Open valve or faucet	Confirm that shower, outside shower, toilet, and all faucets are turned off completely
	Minor leak in plumbing	Check for water on all floor areas, below sinks, and on ground around unit - if leak is found, disconnect from city water, turn off water pump, and contact company for assistance
	Out of water in holding tank	Refill fresh water holding tank
Water pump runs continuously	Significant water leak	Disconnect from water, turn off water pump, and contact
	City water, tank fill bypass valve is open	Close tank fill bypass valve
No water at shower head only	Flow control turned off at shower head	Turn on flow control as needed
Water heater is not functioning	Water heater turned off	Turn on water heater (light comes on briefly then goes out-wait 20 minutes)
	Water is already hot	Run sufficient water to check, or feel water heater tank to confirm water is hot (no light comes on with switch in either position)
	No Water is already hot LP Gas supply	See "No LP Gas supply to house" under "LP Gas" section.
	Air in LP Gas supply line	Light burners on cook top to purge air then recycle water heater (turn off and on) until light stays out.
	Faulty water heater	Contact company for assistance

SLIDE OUT ROOM

SYMPTOM	POSSIBLE CAUSE	PROBABLE SOLUTIONS
Slide out room will not go in or out	Vehicle ignition switch not in run position	Start engine to provide necessary electrical energy for slide out room
	Transmission improperly selected	Place transmission in Park or Neutral
	Parking brake not set	Set parking brake
	Inadequate 12 volt power	See "Inadequate 12 volt power" under "House Electrical" section
	Blown 12 volt fuse	Replace with fuse of like size and type
Water leak around slide out room	Faulty or damaged slide out room component	Contact company for assistance
	Slide out room not fully extended or retracted	Make sure slide out room is fully extended or retracted
	Damaged or missing water seal	Contact company for assistance

WASTE SYSTEMS (includes Gray and Black Tanks)

SYMPTOM	POSSIBLE CAUSE	PROBABLE SOLUTIONS
Waste valve(s) leak	Knife valve not closed completely	Clean debris from valve seat and close valve completely
Gauge indicates tank(s) is/are not empty after tank evacuation	Debris on probes in tank	Close valve(s), fill with water, and evacuate tank - repeat as necessary to remove debris from probes
	Faulty gauge(s)	Rely on visual inspection at commode for waste and shower drain for gray
Waste does not evacuate when waste valve is opened	Second in-line valve	Locate and open valve
	Clogged evacuation route	Auger via commode opening with water pump in off position and city water turned off or disconnected
Standing water in shower	Gray water tank is full	Evacuate gray water tank
Toilet will not flush	Black tank is full	Evacuate black tank
	Clogged black tank	Auger via commode opening with water pump in off position and city water turned off or disconnected
Foul odor associated with waste tank systems	No water in "P" trap	Run water in all sink drains and shower drain
	No deodorizing chemical in black tank	Add approved chemical via commode

HOUSE HEATER

SYMPTOM	POSSIBLE CAUSE	PROBABLE SOLUTIONS
Heater will not run	Switch and/or thermostat not set properly	Set function switch to "Heat" or ON/OFF switch to ON AND Thermostat to temperature hotter than room temperature
	Blown 12 volt fuse	Replace with fuse of like size and type (at house fuse panel or at non-flush mounted thermostat)
	No 12 volt power	See "No 12 volt power" under "House Electrical" section
Heater blows cold air only	No LP Gas supply	See "No LP Gas supply to house" under "LP Gas" section
	Low house battery	See "Inadequate 12 volt power" in "House Electrical" section
	Faulty furnace	Contact company for assistance

HOUSE AIR CONDITIONER(S)

SYMPTOM	POSSIBLE CAUSE	PROBABLE SOLUTIONS
A/C will not run	Switch and/or thermostat not set properly	Set function switch to a setting that includes the word "Cool" AND Thermostat to temperature colder than room temperature
	Blown 12 volt fuse	Replace fuse with like size and type fuse (at house fuse panel or at non-flush mounted thermostat)
	No 110 volt power	See "No 110 volt power" under "House Electrical" section
	110 volt draw too high (as indicated by "on" and Shed lamps continuously illuminated - on models so equipped)	Turn off unnecessary electrical equipment
	A/C unit turned on too soon after turned off	Once turned off, A/C must remain off for 3 minutes before being turned on
	Faulty A/C unit	Contact company for assistance
A/C blows, but not cold	Function switch set to fan	Set function switch to a setting that includes the word "Cool" AND Thermostat to temperature colder than room temperature

TV/VCR/SIGNAL CONTROL CENTER

SYMPTOM	POSSIBLE CAUSE	PROBABLE SOLUTIONS
TV/VCR does not turn on	Vehicle ignition switch in run position	TV/VCR will not operate with the vehicle ignition switch turned on
	No 110 volt power (for units operating on this power source)	See "No 110 volt power" under "House Electrical" section
	No 12 volt power (for TV CR operating on the power source)	See "No 12 volt power" under "House Electrical" section
		Replace 12 volt fuse in end of power cord with like size and type if blown
TV operates but has no picture or sound	Power cord not inserted completely into 12 volt outlet	
	TV input mode improperly selected	Use input or mode button on TV remote control to select correct input mode (i.e. TV, VCR)
	Signal Control Center input source improperly selected (on units so equipped)	Select the appropriate input source from "ANT", "VCR" or "AUX" for the TV being watched (TV1-Front, TV2-Rear)
TV operates but has poor quality picture using built in antenna	Signal boost not on	Turn on signal boost switch (as indicated by glowing red LED)
	Antenna not properly utilized	Raise and aim (rotate) antenna to accomplish best picture
	Faulty coaxial cable (on portable TVs)	Confirm small copper wire is present in each end of cable and cable ends are secure and tightened at outlet and TV
TV operates but has poor quality picture using cable signal at campground	Faulty coaxial cable	Confirm small copper wire is present in each end of cable and cable ends are secure and tightened at outlet and TV (portable TVs only) and at source and outside RY connection on all units
	Signal boost turned on	Turn off signal boost switch (as indicated by no glowing red LED)
	No signal from source	Check with campground staff, neighbors, or connect a portable TV directly to the campground source
TV operates but has poor quality picture using VCR	TV channel not properly selected	Select channel 3 or 4 on the TV

HYDRAULIC JACKS

SYMPTOM	POSSIBLE CAUSE	PROBABLE SOLUTIONS
System does not turn on (as indicated by no lights illuminated on control panel)	Vehicle ignition switch not in run position	Start engine to provide necessary electrical energy for jacks
	Transmission improperly selected	Place transmission in Park or Neutral
	Parking brake not set	Set parking break
	Panel left on for more than 4 hours	Turn engine ignition switch off then on to reset system
Jacks will not extend and pump does not run	Blown 12 volt fuse in touch pad	Replace with fuse of like size and type
Jacks will not extend but pump is running	Insufficient fluid in jack reservoir	Fill reservoir with Dexron III automatic transmission fluid while jacks are retracted
	Blown 12 volt fuse in touch pad	Replace with fuse of like size and type
One jack will not extend while others will	Blown 12 volt fuse in touch pad	Replace fuse of like size and type
None of the jacks will retract	Blown 12 volt fuse in touch pad	Replace fuse of like size and type
Some jacks retract while others do not	Retraction spring failure	Contact company for assistance
"Jacks Down" light on touch pad does not go out when all jacks are retracted	Insufficient fluid in jack reservoir	Fill reservoir with automatic transmission fluid while jacks are retracted
Alarm sounds and "Jacks Down" light starts flashing while traveling AND jacks are fully retracted	Insufficient fluid in jack reservoir	Fill reservoir with automatic transmission fluid while jacks are retracted