



# Trailica

Your RV and Trailer Centre  
Votre centre de VR et de remorques

## Customer Orientation Booklet



Keep this booklet in your RV at all times. It is a handy resource and should be presented at service appointments.

Customer Name: \_\_\_\_\_

Unit Brand: \_\_\_\_\_ Unit Model: \_\_\_\_\_

Unit Stock #: \_\_\_\_\_ Unit Serial #: \_\_\_\_\_

Date of Purchase: \_\_\_\_\_

Manufacturer Warranty Coverage: \_\_\_\_\_ (Date to Date)

Extended Warranty Coverage: \_\_\_\_\_ (Date to Date)

Important Contact Info: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

*Trailica RV and Trailer Sales Inc. is a proud member of these organizations:*



# Trailica at your service!

## ***Welcome!***

We are thrilled that you have chosen Trailica, and we will do all that we can to help make your experience a great one. Our parts and service departments will ensure that you enjoy many years of use from your investment. Included in this booklet is a handy service log to help you follow the recommended maintenance schedule that will keep your RV in tip-top condition.



This booklet contains important warranty information (for all RVs and trailers) that you should review. If you have any questions regarding this information, or about your trailer in general, please contact us .

***The Trailica team is always here to help you!***



### ***Trailica Trailer and RV Sales***

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# Warranty Information

## **Looking after your investment.**

The Trailica team wants you to benefit from your purchase, and we hope that your enjoyment is problem-free. Should any issue arise, we will be happy to look after it for you; however, sometimes our hands are tied as to what we can do under warranty. Here is what you should know about warranties and our services:

- 1. TRAILICA IS NOT THE MANUFACTURER:** We do not make the products that we sell, but we do choose products that we feel offer the best quality and value in the industry. We strive to sell products at the lowest possible cost, so we don't "pad" the price in case there will be servicing required later. Although we can provide any after-sales service you may want, Trailica can only provide free services for items specifically covered under the manufacturer's warranty.
- 2. LIMITED WARRANTY:** A limited warranty does not necessarily cover all labour or parts. Please read your warranty information in the customer package that you received from your sales representative or financing officer.
- 3. ESTHETICS AND BROKEN PARTS:** Scratches, dents, rips, stains, etc., broken objects and burnt-out lights after delivery are not covered under warranty.
- 4. HOUSE ON WHEELS:** A camper is essentially a house built on wheels; it moves constantly, twists and bounces, and therefore requires ongoing maintenance. The same is true for a cargo trailer — it's a shed on wheels. Although campers don't depreciate as quickly as a car, they still require regular maintenance. It is important that you understand that certain compartments, screws, pipes and fittings coming loose is not covered under the warranty. For safety and ongoing enjoyment of your purchase, you should inspect and maintain your camper or trailer on a regular basis. Examples of routine maintenance are\*:

- |  |   |
|--|---|
| a. tightening of the lug nuts                              | e. cleaning the interior with proper products |
| b. refitting and tightening of water pipes or moving parts | f. looking for obstructions in moving parts   |
| c. lubricating the slide-outs                              | g. proper winterization                       |
| d. lubricating the bearings                                |   |



- h. cleaning the exterior side walls with proper products
- i. cleaning the exterior roof with proper products
- j. lubricating against rust built-up
- k. removing rust from underneath the carriage
- l. proper air pressure in all tires

*\* A detailed maintenance schedule is included in this booklet.*

**5. WHAT IS COVERED?** Again, to be best informed you should read carefully the warranty manuals for all appliances and trailer/camper components. Basically, for a Travel Trailer and Fifth Wheel, there is a 1 year warranty on defects in the frame and structure, 6 months on the axles, and 12 years on the rubber roof membrane (if it has one). For a Tent trailer, 5 years for the tarp and roof if they have not been modified. Keep in mind that any rust, scratches, cuts, tears or tire wear/damage is not covered under the original manufacturer's warranty. We understand that warranties don't always cover everything we'd like them to, and that can be upsetting. Bring your concerns to our Service Manager and we'll do our best to accommodate you. We recommend the under carriage grease treatment for proactive care.

**6. TRAILICA'S RIGHTS OF REFUSAL:** Trailica may bill you directly for repairs that we believe will not be covered by the manufacturer (or for the amount beyond the portion covered under warranty). You may claim such repairs directly from the manufacturer if you feel it should be covered by their warranty. If the product was not purchased at Trailica Inc., we will bill the customer directly and it will be the customer's responsibility to claim the cost against the warranty with the manufacturer. Trailica reserves the right to refuse warranty or services requested by the customer (We don't like saying that and hope it never happens, but our lawyers insist on including some statements!).

**7. SHAKEDOWN:** We certainly won't "shake you down," but you need to be aware of this phenomenon. Shakedown happens once you have left with your new camper or trailer. When the trailer/camper travels its first 200 km, debris — wood shavings and loose construction materials in the walls, cracks and ceiling — will appear. Even though we perform a thorough cleaning of your product before you pick it up, some construction debris is inaccessible until it gets shaken from its hiding places. Cleaning due to shakedown is not covered under the warranty.

Shakedown can also cause certain wires, cables, pipes and moving objects to come loose. Such items may be covered by a 30-day warranty after your purchase, and can be prevented after that with proper maintenance.



**8. HIGH PEAKS OF SEASON:** During high peaks in the season (March, April, May and June) our Service Department is overwhelmed with product preparation and customer requests. We therefore ask that you be patient and reasonable with your expectations. It is wise to book routine maintenance in advance and schedule it for off-peak times — that will increase the satisfaction level for everyone!

Since we cannot stock thousands of items, some parts will need to be ordered. Receiving parts normally takes two to ten days; however it can take as long as two months. You can rely on the Trailica team to negotiate with manufacturers for the quickest possible delivery, but you may have to be patient. To be safe, book maintenance and after-sale improvements well in advance, and during non-peak seasonal periods.

**9. SERVICE IS NOT FREE:** Please appreciate that proper service requires specialized equipment, tools and professionally trained technicians. We know that is what you expect and we wouldn't offer you anything less. We therefore cannot afford to give away parts or service, that would negatively affect our prices and we believe you want us to be as competitive as possible.

**10. USED UNIT WARRANTY:** All units are sold "as is" unless otherwise specified in the sales contract. All used products have a limited warranty of 30 days. Trailica Inc. will replace any defective part that we determine has not been abused and has been used according to the manufacturer's specifications. The limited 30 day warranty does not cover displacement cost or labour. All units have been tested for leaks and therefore no leaks will be covered under this warranty. We cannot warranty any item that was not covered in the original manufacturer's warranty. Tires, wearing of parts, and accidental damages are not covered by the Used Unit Warranty.

**11. DISPLACEMENT COSTS:** No warranty covers the cost for displacement (i.e. you getting the product to us, or us getting to it). If we determine that the unit must be repaired in our service facilities, there will be a \$500 pick-up charge and a \$500 delivery charge. If the work can be done on location, then a minimum displacement charge of \$150, including the first 50 km and then \$2.50/km.

**12. INSPECTION PROGRAMS:** The Trailica team offers a bi-annual inspection program. We also provide a free inspection when your camper or trailer is brought in for servicing. Any recommended servicing will be provided in writing. Please contact our Service Department for more information.

**13. EXTENDED WARRANTIES:** To ensure that you are well covered, we recommend that you purchase an extended warranty. In addition to longer protection, labour and parts not covered in an original warranty may be included in an extended warranty. TRAILICA OFFERS A GUARANTEED REFUND OF OUR EXTENDED WARRANTIES IN FULL AS A STORE CREDIT IF THE WARRANTY WAS NOT USED BY EXPIRATION. Extended warranties are available up to 60 days after purchase if the manufacturer's warranty has not expired.

# Warranty Service Packages

Looking after your unit is important to keep it looking great and functioning properly for many, many years of enjoyment. These packages meet the required service maintenance for warranty coverage validity.

## WINTERIZATION 1



1. Drain all water conduits
2. Drain all holding tanks (black, grey and fresh water tanks)
3. Interior and exterior cleaning
4. Drain and bypass hot water tank
5. Push antifreeze through all lines and drains
6. Battery — charge and water inspection

Date \_\_\_\_ / \_\_\_\_ / \_\_\_\_ Service Writer X \_\_\_\_\_

## SPRING INSPECTION 1



1. Drain all water conduits
2. Drain all holding tanks (black, grey and fresh water tanks)
3. Interior and exterior cleaning
4. Drain and bypass hot water tank
5. Push antifreeze through all lines and drains
6. Battery — charge and water inspection

Date \_\_\_\_ / \_\_\_\_ / \_\_\_\_ Service Writer X \_\_\_\_\_

## WINTERIZATION 2



1. Rust proofing
2. Roof cleaning and inspection (Removes atmospheric dust)
3. Vent inspection and minor caulking maintenance.
4. Frame stress inspection

**Plus all items included in Winterization 1**

Date \_\_\_\_ / \_\_\_\_ / \_\_\_\_ Service Writer X \_\_\_\_\_

## SPRING INSPECTION 2



1. Re-pack wheel bearing grease
2. Break inspection
3. Tire rotation and balance
4. Propane 2hr Leak Test (Sniffer and Pressure Monitoring)
5. Appliance inspections
6. Battery — charge and water inspection
7. 12V electrical inspection

**Plus all items included in Spring Inspection 1**

Date \_\_\_\_ / \_\_\_\_ / \_\_\_\_ Service Writer X \_\_\_\_\_

## WINTERIZATION 3



1. Drain all water conduits
2. Drain all holding tanks (black, grey and fresh water tanks)
3. Interior and exterior cleaning
4. Drain and bypass hot water tank
5. Push antifreeze through all lines and drains
6. Battery — charge and water inspection

Date \_\_\_\_ / \_\_\_\_ / \_\_\_\_ Service Writer X \_\_\_\_\_



### SPRING INSPECTION 3



1. Battery — charge and water inspection

**Plus all items included in Spring Inspection**

Date \_\_\_\_ / \_\_\_\_ / \_\_\_\_ Service Writer X \_\_\_\_\_

### COMPREHENSIVE MAINTENANCE



***(Make sure that you schedule this service before the manufacturer and extended warranty deadline dates. This will be your last chance to take advantage of covered repairs and service.)***

- Recaulk roof corners, roof vents, antenna and water sprouts/rail
- Clean roof membrane
- 120 V, 30 AMP circuit inspection
- Tire replacement and spare tire inspection
- Slide out motor and mechanism inspection and lubrication
- A/C inspection and test
- Heating furnace inspection and test
- Vent obstruction inspection
- 12V and 120V light burnout replacements
- Roof leak test
- Vent leak test
- Propane leak test and exhaust system cleaning (CO2 removal)
- Awning stress test
- Rust removal from tungs, bumpers and some frame areas (optional)
- Ground fault test
- Thorough cleaning of all grey and black water holding tanks
- Water filter change

Date \_\_\_\_ / \_\_\_\_ / \_\_\_\_ Service Writer X \_\_\_\_\_



# Servicing

## *What we're doing for you.*

When you come to Trailica for servicing, whether it is a scheduled check-up or troubleshooting, we offer you the best service without delay and at a fair cost. However, good service involves many investments and people that are working on your behalf:



**SPECIAL  
TOOLS**



**SPECIAL  
TRAINING**

**PARTS**





# TRAILICA PROFESSIONAL SERVICE

**DETAILING  
& QUALITY  
CONTROL**

**ADMIN STAFF**

**INSURANCE,  
BENEFITS  
& WAGES**



**BUILDING  
MAINTENANCE  
UTILITIES**





# Trailica Parts

Unlike the automotive industry, most RV and trailer manufacturers do not have standardized catalogued parts. In fact, two RVs of the same model that are shipped on the same day can have different parts. We recommend you bring a photo of the part that you need replaced. This way we can ensure that we order the correct replacement and avoid disappointment and delays.

Although we carry thousands of parts in-house, your needed part may have to be ordered. Please, keep in mind that RV parts are not manufactured in Canada and it may take several weeks to fulfill your order. Our Parts Manager will ensure that your order is given priority throughout the process. Due to non-standardized parts and potential warranty contravention, we do not take parts from unsold units.

Some buyers expect a “bumper-to-bumper” warranty on their new RV. First of all, there is only one bumper on an RV, and second, most manufacturers offer only limited warranty protection. The Trailica Service team works on your behalf to minimize problems. We perform an extensive (up to 16 hours) Pre-Delivery Inspection (see form) to make sure that the unit is truly ready for you. We’ll also provide you with a recommended maintenance schedule to properly look after your trailer. Failure to maintain your trailer properly could lead to problems and may void parts, or even all, of your warranty.

Certain parts/accessories are recommended to help maintain your camper’s operating capacity and prevent potential problems:

- a. water pressure regulator
- b. insulated electronic power protection
- c. black water tank treatment/enzymes
- d. and more — ask our parts & accessories personnel

Performing scheduled inspections can identify potential problems while they are still covered by warranty.

# Pre-trip Inspection

For a safe and enjoyable get-away, make sure that all servicing is up-to-date, and be sure to check:

- Tires – check pressure and look for damage (spare too!)
- Bearing caps secured
- All doors secured (interior and exterior)
- Propane tanks closed and secured
- Tongue or fifth wheel hitch attachments secured
- Stabilizer jacks in the “Up” position
- All personal belongings secured
- Empty waste water tanks
- Fill fresh water tanks if you won’t be able to do so at your destination
- Before opening/closing slide-outs, check that all cabinet doors are securely closed
- Verify that you have packed items to make your trip more enjoyable:
  - a. Sewage hose
  - b. Fresh water hose
  - c. Electrical surge protection
  - d. Quick dissolve toilet paper
  - e. Electrical extension cords
  - f. Small tool kit
  - g. Flash light
  - h. Garbage bags
  - i. Lighter/matches and camp-fire quick starter
  - j. Mosquito repellent
  - k. Maps (province, state, campsite, etc.)
  - l. Trailica service phone number
  - m. Visit [Trailica.com](http://Trailica.com) for a catalogue of useful camping parts and accessories

Call our Parts Manager with any questions, we’re happy to help you get more out of your RVing experience!





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