



ALTMANS RENTAL RV TROUBLESHOOTING GUIDE

The following chart is to assist you in the event of any trouble with the RV. Check the chart before requesting additional service. You will be asked if you have followed the suggested solutions in relation to the problem you are experiencing.

Problem	Possible Cause	Possible Solution
Electrical Power		
Battery for house does not hold charge.	Battery water may be low.	Pop caps of battery off and fill cells to top.
	Terminal post may be dirty.	Remove cable to clean post and reattach.
	Ground cable may be loose.	Confirm connections on both sides are tight.
	Battery Disconnect may be off during charge.	Flip switch to the "use" position allowing charging current to recharge battery.
	Battery may be dead. <i>(See "Note on Battery" located at the back of this section)</i>	Make sure battery fluid levels are full and recharge by plugging unit in or running engine as indicated in RV manual under "Batteries".
No electrical power to Unit	shoreline connection	Confirm power at shoreline outlet point.
	A circuit breaker (120 V) may be tripped.	Reset breaker(s) at power center on the RV.
	Circuit breaker (12 V) may be tripped	Reset breaker located in line off battery positive cable under the hood.
	Check 12 volt fuses under dash or in power center	Replace bad fuse
	Battery disconnect may be in "storage" position.	Flip switch to the "use" position. Indicating light should come on.
	Battery to low to activate battery disconnect.	Hold in "Emergency Start" button and activate.
No electrical power from generator	Shoreline power cord may not be plugged into the RV generator plug.	Plug cord into outlet in power cord compartment.
	A breaker on the generator may be tripped.	Reset 20 amp breakers on the generator.
Some electrical outlets or appliances have no power	GFCI breaker on outlet may be tripped	Check GFCI outlets located around kitchen and bathroom area. Reset the outlet.
Electrical Power Converter		
Converter makes a clicking noise	Circuit Overloaded.	Reduce load on circuit.
	Reversed polarity at battery.	Correct polarity at battery.
	Short in recharge line.	Locate and fix short.
	Missing ground on plug.	Change 3 prong plug.
Electrically Charged (Hot) Chassis		
Chassis is electrically charged.	Short in 110/120 volt circuit.	Disconnect unit from electrical supply. Have unit inspected and repaired if necessary by a qualified service facility. <i>NOTE: Determine if shoreline has proper polarity.</i>
	Power cord ground wire removed.	Make sure shoreline post ground is earth ground and power cord is used.

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Furnace		
Furnace does not light or just blows cold air.	May be out of LP gas.	Check the LP gas supply. Make sure you have propane and it's on.
		Check reset on Furnace located behind outside access panel.
	Heat setting may be to low.	Adjust setting on the thermostat.
	Low battery or bad battery.	Refill battery water to correct level or replace. Plug into shoreline power.
Furnace does not light and fan does not run.	Blown fuse.	Replace fuse with one of the same ampere rating.
Furnace does not light after several attempts.	No propane supply.	Check propane valve to make sure it's open.
		Check LP Gas detector, make sure it is on with green light flashing.
	Needs Service	Turn thermostat and gas off and call a service technician for repair.
Generator		
Generator won't start.	Gas below 1/4 tank.	Fill the engine gas tank.
	Battery low	start engine, then start generator.
	Fuse on Generator may be bad.	Replace bad fuse.
	Generator oil may be low.	Add oil to proper level as indicated on dip stick inside of oil spout cap.
Generator runs but there is no power in the coach.	Shoreline power cord may be unplugged.	Plug cord into outlet in power cord compartment.
	Generator breakers may be tripped.	Reset generator breakers.
	GFCI plug may be tripped.	Reset GFCI located in the kitchen or bath area.
Hot Water Heater		
Hot water heater doesn't light	LP gas may be off or empty.	Check the main LP gas valve to make sure it's open.
	No water in the heater.	Turn on hot water until a steady flow of water runs through.
	Battery may be low.	Plug into shoreline power or run engine and let run for approx. 45 min.
		Check "Electrical Power" section on battery problems.
	Air in LPG line.	Cycle water heater off & on to clear lines.

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Lights		
Lights flickering	Loose fuse holder.	Tighten or replace fuse holder.
	Blown fuse.	Replace fuse with the same ampere rating.
	Broken connection or wire.	Replace connection and/or wire.
Lights dim or half bright.	Bad ground.	Make sure ground connection is secure.
	Possible converter malfunction.	Have converter checked by an authorized service center.
	Possible low voltage from shoreline.	Make sure voltage to shoreline is not too low.
	Possible low battery.	Start engine and run for approx. 45 min.
Lights don't work	Battery disconnect may be flipped.	Switch battery disconnect to "use" position.
LP Gas		
Smell gas in unit	Possible gas leaks in system.	1. Extinguish any open flames, pilot lights and all smoking materials.
		2. Do not touch electrical switches
		3. Shut off the gas supply at the tank valve(s) of gas supply connection.
		4. Open doors and other ventilating openings.
		5. Leave unit area until odor clears
		6. Have the gas system checked and leakage source corrected before using again.
Gas appliances don't work.	Propane tank may be shut off.	Turn propane tank on. Cycle gas appliances on and off until gas clears air out of the lines.
	LP Gas Detector may be off	Turn LP gas detector on. The green light should be flashing. The detector is located close to the floor around kitchen area.
	House battery may be below 50%	Start engine and let run for approximately 45 min. to recharge or plug into shore power.
LPG Detector Alarm goes off.	House battery may be below 50%	Start engine and let run for approximately 45 min. to recharge or plug into shore power.
	Possible gas leaks in system.	Refer to Smell gas in unit listed above.
Microwave Oven		
Microwave Oven will not operate.	No power to oven.	Check power supply and circuit breaker located in house power center.
	GFCI breaker on plug in kitchen or bathroom area may be tripped.	Check and reset.
	Door open, or Timer OFF.	Close door and turn timer ON.
	Oven not plugged in.	Open cabinet on either side of oven and plug cord in.

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Problem	Possible Cause	Possible Solution
Refrigerator		
Refrigerator will not cool on gas or electric.	Unit may not be level.	Make sure unit is level.
	Upper and/or lower refrigerator vents may be clogged.	Clear vents of all debris.
	Compressor may need service	Place ice in refrigerator to keep food cold and call for service.
Refrigerator will not cool on gas.	LP gas tank empty.	Fill LP gas tank.
	LP gas detector may be shut off.	Turn on LP gas detector located near the floor in kitchen area.
	Blown fuse.	Replace fuse with same ampere rating located in the house power center.
	Battery off or too low to start ignitor on gas.	Put ice in refrigerator to keep food cool. Plug into shoreline power or start engine to charge battery.
	Air may be in the LPG line.	Cycle fridge on & off for a few minutes until the fridge stays lit.
Sewer Dumping Valves		
Valve leaks.	Debris may be blocking valve or build-up.	Clear debris from and around valve.
	Bad gasket.	Replace gasket.
Sewer Waste Tank		
Waste will not drain.	Build-up in tank.	Check for build-up in tank at the toilet. Make sure toilet holds water.
	Chemical may not have been used after last dumping.	Add chemical and water, let sit for 6 hours and dump.
Foul odor coming from tank.	Needs chemical in tank and standing water.	Add chemical to toilet. Add water and leave small amount of standing water in toilet.
	Trap may be blocked with toilet paper preventing trap from closing completely and allowing water to remain in bowl.	Take a coat hanger tip and carefully swipe the trap seat to clear obstruction allowing trap to close completely and seal.
Monitor Panel reads full when it's empty.	A debris build-up may be on tank sensors.	After dumping, fill tank with water and dump several times to clear sensors.
TV/VCR		
Does not work while engine is on.	Federal laws	prohibit TV to be ON within drivers view.
Does not work on DC.	Blown fuse in the TV adapter.	Replace fuse with same ampere.
	Adapter may not be making good connection	Adjust DC plug until connection is sure.
Antenna has poor reception.	Power jack not turned on.	Turn on power jack switch on the wall plate.
	Bad connections at TV or wall plate.	Check connections to TV and wall plate.
	Cut or nicked cable.	Replace bad cable where needed.
	Antenna not pointed in direction of "sending" station.	Rotate antenna direction to increase signal.

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Problem	Possible Cause	Possible Solution
Water Pump		
Low Water pressure when connected to city water	City water pressure may be low when demand is high.	Wait for less water demand or switch to potable water and use RV water pump.
Pump fails to start when the switch is on.	Fuse located in the converter may have blown.	Replace fuse with one of the same ampere rating.
	System hooked up to city water.	Disconnect hose from city water. (Pump is not needed when hooked up to city water.)
Pump operates, but no water runs from the faucet.	Water tank may be empty or there might be a leak in the system.	Fix any leaks in plumbing system, by checking all fittings for tightness and replace any broken parts.
	Out of water.	Turn valves in the water compartment to correspond with filling the tank or direct city water hook-up. After tank is full turn the valves back to normal operation, also city water will not fill the fresh water tank.

IN CASE OF BREAKDOWN	NUMBERS
Altmans Main Rental Office	1-800-400-0787
Altmans Rental Service Manager	1-310-755-8093
Ford Motor Co. RV Assistance Center	1-800-444-3311
Winnebago Roadside Service	1-888-890-1742

NOTE ON BATTERY: RV batteries are a primary part to the RV experience and can be used heavily. As a result water level in the batteries can be consumed. Make sure water levels are full in both batteries allowing full charge to take place. A Low Battery on the RV can cause several problems. Appliances and generator may not start, LP gas and CO 2 detectors will constantly beep. It is strongly recommended to have the RV plugged into shoreline power as often as possible. This will not only provide consistent power to the RV but also provides a charge to the batteries on the RV.

By starting the engine, full 12 volt power is available to operate everything on the RV except items requiring 120 volts such as the overhead Air conditioner and the microwave. If battery has been run completely dead and the battery disconnect cannot be turned on, hold the emergency start button down and activate the battery disconnect to the “use” position with the engine running. This will allow a charging current to enter the battery and recharge the house battery.