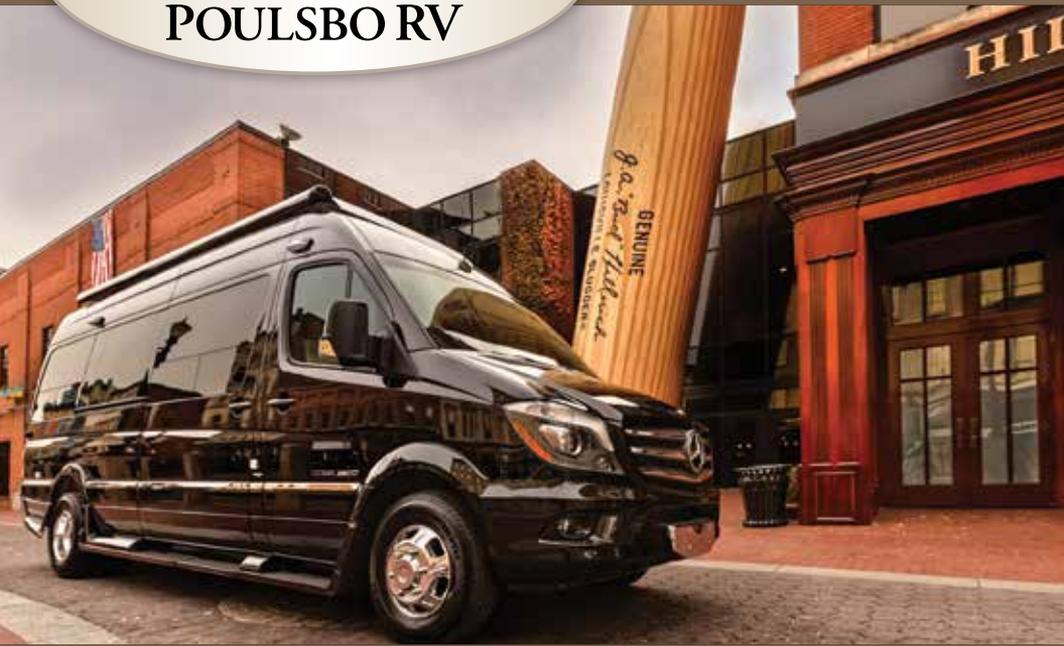


Customer Care

AT

POULSBO RV



Recommended Maintenance Programs

POULSBO RV.com

PARTS & SERVICE

Your Service Advisor is:

Phone Number: _____

Email: _____

The services in this brochure have been determined by the vehicle manufacturer's general recommendations combined with Poulsbo RV's years of experience.

POULSBO RV.com

PARTS & SERVICE

Come in to any of our Five
Convenient Locations

Kent

23051 Military Rd. S
Kent, WA 98032
800-562-2323

Auburn

3905 Auburn Way N
Auburn, WA 98002
800-568-1678

Everett

12218 Hwy 99 S
Everett, WA 98204
800-566-3878

Fife

2950 Pacific Hwy E
Fife, WA 98424
253-344-4240

Mount Vernon

510 Eleanor Lane
Mt. Vernon, WA 98273
888-413-1112

Services Offered at Poulsbo RV

- 15 Point Inspection
- Air Conditioning
- Air Suspension
- Appliance Inspection
- Appliance Service
- Awnings
- Batteries
- Brakes
- Cabinets
- Campers
- Cargo Trays
- Carpet
- Central Vacuums
- Chassis Service
- Collision Repairs
- Complete Remodels
- Complete RV Inspection
- Counter Tops
- Detail
- Electrical
- Engines
- Fabrication
- Fire Repair
- Fireplaces
- Fleet Services
- Flooring
- Freezers
- Furnace
- Generators
- Heating
- Hitches
- Horse Trailers
- Hydraulic Lifts
- Hydronic Heat
- Ice Makers
- Inverters
- Jacks
- Ladders
- Dry Rot Repair
- Levelers
- Lighting
- Locks
- Macerators
- Oil Changes
- Plumbing
- Power Steps
- Propane
- Radio
- Redecorating
- Roof Repair

Customer Care at POULSBO RV

- Roof Seals
- Safes
- Slide Outs
- Solar Panels
- Spot lights
- Stereos
- Sway Bars
- Tile
- Tongue Jacks
- Tow Bars
- Tow Cars
- Trailer Brakes
- Transmission Services
- TV Upgrades
- Vent Covers
- Water & Waste Systems
- Windows
- Winterization
- De-Winterization
- Wiper Blades
- And More...



***Duct Tape won't even last the Winter.
Poulsbo RV's Warranty
Will Last a Lifetime!***

**collision
repair
center**

Why do so many RV owners
and Insurance Companies
choose Poulsbo RV?

Our Life Time Warranty.

service | quality | trust



Helpful Hints: Caring for Your New RV

TEST & TRIAL RUN

Poulsbo RV strongly suggests you simulate a camping trip for a couple of days. This will allow you time to familiarize yourself with your new coach or trailer. Light all the appliances, open and close the slides, use the water system, run the water heater and the furnace. Operate each system to become acquainted with its operation. While you are dry camping, we suggest that you read through all the helpful literature you receive in your welcome packet. This valuable knowledge will prevent you from learning, in the middle of the wilderness, that you are not prepared.

MAINTENANCE SUGGESTIONS

Poulsbo RV strongly believes in following the suggested maintenance plan from the owners manual of your RV or trailer. If you have any questions about the Manufacturer's recommended maintenance schedule, please call your Service Advisor. They can help answer any questions you may have.

Customer Care at POULSBO RV

QUARTERLY INSPECTIONS

It is very important that your RV or Trailer is inspected every 90 days to make sure that seals, appliances and your roof are in good shape. Quarterly inspections are not only an important part of preventative maintenance but in many cases are a requirement of factory warranties as well as extended warranties.

HUMIDITY

The ability to control the air temperature and the humidity levels in your RV or trailer is important. High humidity can have unpleasant and costly consequences.

POULSBO RV HIGHLY RECOMMENDS purchasing vent covers for your RV or trailer. These covers allow you to leave your vents open in any weather to circulate air, reducing condensation while preventing water from entering. Vent covers are the easiest way to protect your RV or trailer from the environment outside while controlling it on the inside.

POULSBO RV HIGHLY RECOMMENDS that you have your roof and window seals inspected every 90 days as required by all manufacturers. We cannot stress strongly enough the importance of this preventive measure.

CONDENSATION

Your RV or trailer was designed primarily for recreational use and short term occupancy. If you plan to stay in it for longer than a couple of days you need to understand how to properly manage the humidity and condensation that occur.

Modern RVs and trailers are smaller than most houses and are tightly built. This means that the interior air may become quickly saturated with moisture. The routine activities of only a few people can put a lot of water into the air. In cold weather this moisture becomes visible as condensation.

When the humidity of the interior is high, water vapor will condense on the inside of the windows and walls. Everyday acts like washing dishes, cooking, and using the washroom will add extra moisture to the air. In the summer, this is not usually a problem because the air is warmer and can hold more moisture. In winter, when the air is cold, it cannot hold as much moisture.

In extremely cold weather, frost or ice may condense *within* the walls or ceilings. It may cause water stains on the panels or promote mold growth. While you may think your seals are leaking, the problem could actually be excessive moisture in the air.

POULSBO RV HIGHLY RECOMMENDS the use of a de-humidifier such as Dry-Z-Air, H2O Out, or an air dryer.

POULSBO RV HIGHLY RECOMMENDS the installation of vent covers to allow moist air to escape from the interior of your RV or trailer. (see page 7 on Humidity)

Customer Care at POULSBO RV

BLACK STREAKS

The black streaks that appear on the exterior of your RV or trailer are caused by airborne contaminants accumulating on your roof.

POULSBO RV HIGHLY RECOMMENDS:

- Application of paint sealant product to your RV to make it easier to clean the streaks
- Regular roof cleaning to allow less dirt and contaminants to spill down the sides of your RV or trailer
- Installation of diverters at the end of your drip rails. This will direct water runoff away from the walls of your RV or trailer

Poulsbo RV Service Departments can perform all of the above services at any scheduled appointment. Contact your service advisor for more detailed information on the recommended services.

CARBON MONOXIDE, SMOKE & PROPANE GAS DETECTORS

All detectors in your RV or trailer have an expiration date. Most detectors are only good for five years. It is important to check these expiration dates for the safety of your family.

If your detectors are not hard wired to the RV or trailer you will need remember to change the batteries at least once per year.

POULSBO RV SAFETY TIP: Use daylight savings day as a annual reminder to change the batteries in your smoke and gas detectors as well as those in your home.

PROPANE SYSTEM

It is important for the safety of you and your family that your LP system is professionally inspected twice a year. As part of your check list, before each trip you should make sure that all fittings are tight and in good condition. Make sure that the LP hoses are not cracking and that your propane tank has no dents.

POULSBO RV SAFETY TIP: Have your LP system inspected by our Master Certified Technicians twice yearly.

Customer Care at POULSBO RV

RECOMMENDED QUARTERLY MAINTENANCE PROGRAM

POULSBO RV 15 POINT INSPECTION:

- Roof Inspection
- LPG Leak Check
- LPG Pressure Check
- Furnace Check
- Refrigerator Check
- Water Heater Check
- Stove/Oven Check
- Torque Lug Nuts
- Adjust Tire Pressure
- Exterior Light Check
- Battery Hydrometer Load Test
- 12 Volt Polarity Check
- Brake Check (Towable)
- Chassis Fluid Level Check (Motor Home)

INDIVIDUAL & SEASONAL MAINTENANCE:

- RV Orientation
- Wiper Blade Installation
- Winterization
- De-Winterization
- Roof Treatment
- Appliance Service
- Air Conditioner Sanitization
- Transmission Flush
- Water Tank Sanitization
- Sealant Inspection
- Oil Change
- Sealant Inspection
- Generator Service
- Wheel Bearing Repack (Towable)

RECOMMENDED PREVENTIVE MAINTENANCE PROGRAM

HOW TO BE READY:

- Check & Fill Batteries
- Load Test Battery Condition
- Clean & Tighten Down Clamps
- Check Exterior Lights
- Check Generator Fluid Levels
- Check & Lube Leveling Jacks
- Lube Entry Step Hinges
- Check Slide Out Room Function & Sealing
- Adjust Tire Pressure
- Clean Water Pump Strainer & Check Connections
- Inspect Exterior Sealants Around Doors, Windows, Sidewall Seams, Lamps & Roof Seams
- Lube TV Antenna
- Vacuum CO & Smoke Detectors; Test
- Inspect & Charge Fire Extinguisher(s)
- Clean, Inspect & Service Furnace
- Clean, Inspect & Service Hot Water Heater
- Clean, Inspect & Service Refrigerator
- Test GFCI Outlets
- Test LP Detector Operation
- Inspect Roof A/C Return Ducts
- Clean A/C Filters
- Defrost Freezer

Customer Care at POULSBO RV

TOWABLE ANNUAL MAINTENANCE

- Complete all monthly maintenance items
- Check awning mount tightness and strap, exterior and interior lights, generator fluid levels, jack crank operation, LP gas pressure and leak check. Check and adjust tire pressures, re-pack wheel bearings, rotate wheels and torque wheel nuts, and check brakes
- Inspection of power cord connections and ends, roof A/C condenser and LP piping for cracks and loose hangers, central vacuum system and filters, batteries and connections, toilet operation and bowl seat, ducts and vents, tighten appliance hinges and screws, faucets and interior plumbing for leaks, furnace air return passage, and water heater burner assembly
- Lube power hinges and vents, exterior and interior door hinges and latches, roof vents and window mechanisms
- Replace water filters, batteries in smoke and CO detectors, and batteries in TV remotes
- Drain and sanitize the fresh water tank
- Clean water pump strainer screen, vacuum furnace ducts, clean inside A/C filters, clean and flush the A/C condensation tube

SERVICE APPOINTMENTS

Date: _____
Time: _____

If you need to cancel or reschedule your appointment, please notify us at least 24 hours prior.

POULSBO RV.com

Make Memories ★ Save Money