

SECTION 5 – FREQUENTLY ASKED QUESTIONS

GENERAL FAQs

I have a technical question about my RV?

Your selling Jayco dealership should be able to answer any of your technical questions about your RV. Alternatively you can forward your question(s) to info@jayco.com.au and our Technical Advice team will reply to you. Please remember to include your RV's chassis number so we can provide the appropriate information promptly.

I need to purchase spare parts?

Spare parts can be purchased from your nearest Jayco dealership service centre. You can find your nearest Jayco dealership on our website www.jayco.com.au.

Enquiries about whether an item or repair is covered under warranty.

Enquiries for repairs under warranty are managed through Jayco dealerships and authorised repair agents. Please contact your nearest Jayco agent to arrange an inspection and assessment of your RV. After inspecting your van and the issue raised, the Jayco repair agent will be able to advise you whether or not it is covered by the Jayco warranty.

Further information about our warranty terms and conditions can be found in your Service & Warranty Book, the Warranty section of the Owner's Information & Service Book or on our website www.jayco.com.au.

What year/model is my caravan? What is my RV's chassis number?

Generally, the year model of your RV can be gleaned from the chassis number (welded onto the A-frame). If the chassis number is not visible please send a photograph of the RV's compliance plate to info@Jayco.com.au and we will advise you of the year and model. For much older RVs, or RVs with substantial modifications and/or without a chassis number, it may be difficult to accurately identify the exact year and model.

For motorised RVs, the chassis number is printed on a model sticker inside the passenger door.

My cupboard doors and drawers keep moving after they have been aligned?

Door and drawer movement is normal and expected in an RV which designed for mobility and flex whilst being towed. Adjustments are part of the regular servicing and maintenance of a RV and will be re-adjusted during your first and subsequent services.

Is my second-hand Jayco RV covered under warranty?

Jayco's 2-year Manufacturer's Warranty is transferable to the second and subsequent owner for the period remaining of the first owner's manufacturing warranty. The 5-year Structural Warranty is not transferrable, and an offer limited to the original purchaser only.

How do I transfer the ownership of a second-hand RV?

To validate a transfer of ownership and update our records, please provide a copy of proof of purchase. A full copy of the registration document including the new owner's full name, address and the RV's VIN/Chassis number is normally sufficient. Please forward the details to info@jayco.com.au.

RV MODIFICATIONS

Will modifications to my RV affect my warranty?

Modifications to your RV will not completely negate your warranty, however if an issue for repair arises due to a specific modification, subsequent repair may not be covered by Jayco warranty.

I would like to have my RV's ATM upgraded.

As a general regulation of manufacturing, Jayco does not approve the alteration of the original compliance plate to differ from its original manufacturing specifications. To have the ATM weight altered or upgraded on your compliance plate, you will need to seek the advice and assistance of a qualified automotive engineer.

Can I upgrade my suspension to increase my payload?

As a general regulation of manufacturing Jayco does not make alterations to the original manufacturing specifications after an RV has left our manufacturing facility.

CONDENSATION

I am experiencing condensation in my RV?

Good ventilation is the best method for reducing condensation in your RV. Keeping windows open even minimally for good cross ventilation will help especially when cooking, showering, heating and sleeping. The lockout feature for your windows can be utilized to always assist with ventilation when your RV is in use.

When using a Pop Top RV, make sure to lift and secure the Pop Top roof as this will aid the ventilation process and reduce condensation.

TYRES/WHEELS

If you are uncertain about identifying the wheel bearings required for your Jayco caravan, please contact your local Jayco dealership for assistance.

What tyre pressure should I have for my caravan?

The maximum cold tyre pressure for your caravan is located on the RV's compliance plate as per tyre manufacture's recommendations. Tyre pressure can be changed to suit driving conditions and is the owner's discretion. Please note excessive tyre wear can be caused if pressures are set too high or too low.

Where is my spare wheel located?

The spare wheel is either located under your RV or on the rear.

TROUBLESHOOTING:

POWER TO RV?

I do not have any 240V power in my RV?

Check to make sure your power lead is plugged in and turned on at the source. Check to see if the

source's circuit breaker has not tripped and check your RV's internal circuit breaker. You may wish to try another 240V lead to ensure that yours is not faulty.

Note: When connecting to 240V power supply please ensure that you use a 15amp power cord or suitable adaptor (AMP-Fibian Adaptor).

I do not have any 12V power in my RV?

Check the battery isolation switch at the control panel, at the Battery Management System (BMS) and at the battery (Projecta HD lithium only). Check battery State of Charge (SOC), if no reading, check fusing at BMS. [may need rewording]

I do not have any gas to my gas appliances?

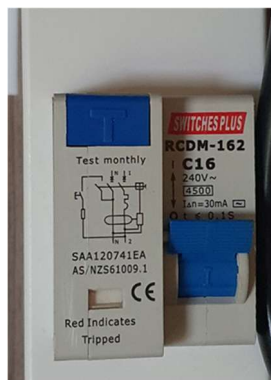
Ensure gas bottles are filled and valves opened. Carefully check valves underneath the van are opened as each appliance is fitted with its own gas isolation valve.

My 240V power keeps tripping?

This can commonly occur and is normally caused by external appliances connected to 240V power sockets such as a kettle, an iron, hair dryer etc. Please ensure all external appliances are unplugged from all sockets and reset the circuit breaker. If this does not rectify the tripping, you will need to have the RV inspected by a local service agent or dealership.

Where is/what does the circuit breaker look like?

The circuit breaker will be located either inside or outside your RV depending on the model RV. The following photos may assist you in locating the circuit breaker.



1. Internal Circuit Breaker



2. External Circuit Breaker

FRIDGE

My fridge will not operate from my car?

Make sure the fridge is set to "Auto" and has selected to 12V at its power source. Check trailer or Anderson plug connection, ensuring adequate contact. Make sure the fuse for the fridge power supply on the towing vehicle is not blown. Make sure vehicle is on with engine running. (NOTE: 3-way fridges will only hold temperature when powered by vehicle 12V)

My fridge will not operate on Gas?

Ensure the fridges power source is selected to gas. When switching from 12V to gas there is a delay of about 15 minutes when set to auto mode. Make sure the flue is not obstructed and the gas bottles are full and switched on.

My fridge will not operate on 240V?

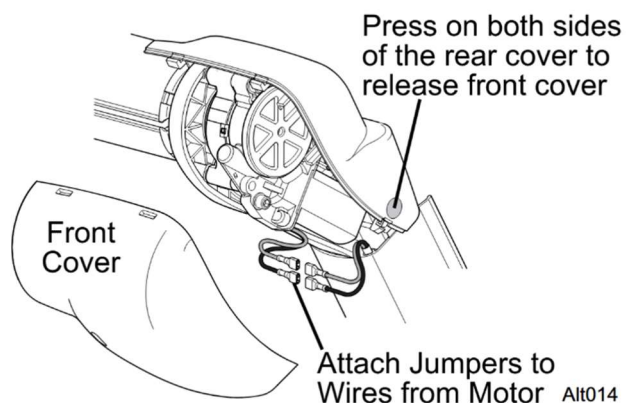
Ensure that 240V power is present (check other appliances), make sure the fridges power source is selected to the 240 option (when on "Auto" the fridge will default to 240V). Make sure fridges power lead is connected and turned on at the power socket. (NOTE: If you have a compressor style fridge and an inverter system, the fridge may be unplugged to avoid excess power consumption when operating the inverter)

SLIDE OUT/AWNING/ PULL OUT BEDS

My electric awning is stuck out and will not retract?

Electric Awning Override Procedure:

1. Remove the front Cover on the motor side. To remove, press on both sides of the rear cover to release and lift front cover off.
2. Detach the RED and BLACK wires from the cable to the motor.
3. Attach jumper wires to the motor wires.
4. Connect the other ends of the jumper leads to a 10-14V source. If the awning moves in the wrong direction reverse the leads. Maintain contact throughout the retraction process.
5. When the awning is closed, remove the jumper wires and reattach the cable wires to the motor wires- Be sure to match the wired colours.
6. Snap the front cover onto the rear cover. Hang the front cover on the back cover hooks and swing down until it clicks. (Refer above image)



If this does not work, please contact your Jayco dealer or repair agent.

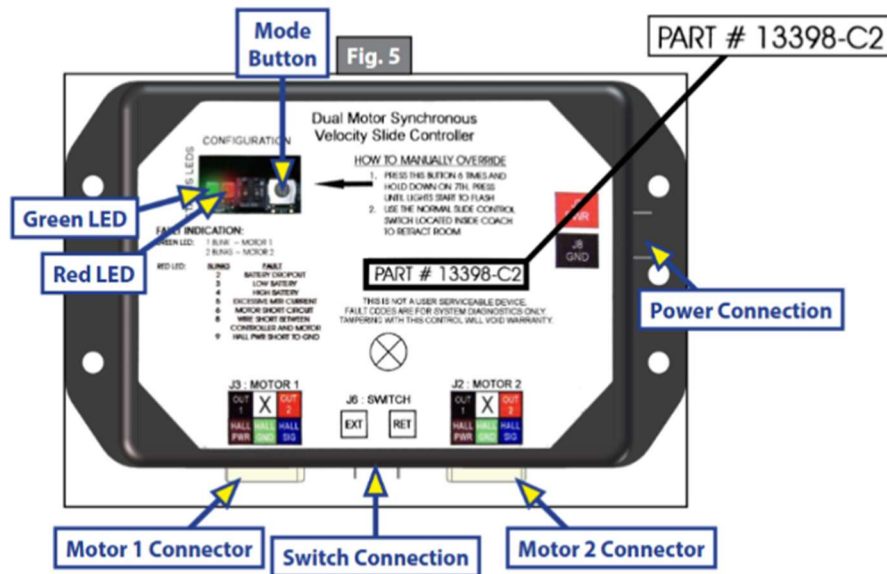
My slide out/awning has no power to move out when setting up at a camp site?

Ensure your caravan is not connected to the tow vehicle via the 12 pin plug. The caravan has a safety feature system to stop the slide out and awning from extending while connected to the tow vehicle.

My slide out is stuck out and will not retract?

If your slide out is stuck, you can initiate a manual override as follows:

Controller Overview (C2 Version)



Reference Image only

Press and hold the mode button quickly 6 times, press a 7th time and hold in for approximately 5 seconds

- The red and green LED's will begin to flash indicating the control box is in overdrive mode.
- Using the wall switch press the "in" button until the slide out has completely closed.

If this does not work, please contact your Jayco dealer or repair agent.

My slide out is going in/out unevenly?

Re-synchronizing the slide out motors can assist with uneven operation of the slide out.

1. Fully extend the slide out using the switch. Keep the switch engaged until the motors shut down on their own.
2. Retract the slide out 2.54cm- 5.08cm.
3. Repeat steps 1 and 2 until both motors shut down at the same time. This may need to be repeated 2 or 3 times before both motors shut down.
4. Fully extend and then retract the slide out. Always let the motors shut down on their own before releasing the switch.
5. Ensure the Slide out moves smoothly and does not have any unusual noises like popping, squeaking, etc.

If this does not work, please contact your Jayco dealer or repair agent.

My Slide out bed is hard to move in/out?

Apply a small amount of lubricant on the tracks for the slide out bed to assist in ease of movement. Ensure there is nothing obstructing the slide-out. E.g. items stored under bed.

What is the weight limit for my slide out bed?

The slide out beds have a weight limit of 350kg.

What is the weight limit for my bunk beds?

75kg – static without mattress. With mattress, 65kg is the weight limit of each individual bunk bed. Please note that the bunk beds have been designed for children.

WATER TANKS/ WATER PRESSURE

I do not have a lot of pressure when my RV is connected to mains water?

There are several reasons why the water pressure may have dropped in your RV. The reasons may include (but are not limited to):

- A kink in your mains water hose.
- Poor water pressure from your camp.
- Blocked filters in your taps.

If the above have been checked and cleared, you may need to have the pressure limiting or one-way valve replaced. Please arrange a booking with your nearest Jayco service agent or dealership.

My water tanks do not seem to be working?

On my water tank display, only 1 tank is using water and not drawing from the other tank.

Water tank drawing sequence is distributed using a tank selector. This is located underneath the RV attached to the chassis rail. (See picture below to assist in identifying tank selector.)

Using the tank selector, set desired selection as follows:

- Turn arrow to face front of RV to draw water from front tank.
- Turn arrow to rear of RV to only draw water from rear tank.
- Turn arrow facing down in the middle to draw from both tanks.
- Turn arrow to facing up to the top of RV to turn tanks off.



My grey water tank is hard to drain.

A grey water tank which is hard to drain may be blocked due to a build-up of grey water residue. We recommend grey water tanks be flushed regularly to avoid this occurring. Alternatively, a grey water tank cleaner will assist in preventing blockages. Please note that food residue, cooking fats, hair and general dirt or debris discarded down the sink contributes to grey water tank blockages.

My toilet will not flush?

Check the fuses within the external toilet compartment, please change if required. Alternatively, you may need to contact a local service agent or Jayco dealership for assistance.

ELECTRONICS

Where is the breakaway battery located?

The breakaway system is connected directly to the house battery inside the caravan. You can check the system status via the indicator lights on the brake away controller.

My RV air conditioner struggles in hot weather?

Reverse cycle air conditioners normally struggle when operated in very high ambient temperatures and especially if the thermostat temperature is set at very low. Try adjusting the thermostat to a higher temperature setting, ideally at 23°C. If you believe there is a problem with your system, wait for a cooler day and try the air conditioner again.

If the problem persists, we suggest you contact the customer help line of the air conditioning manufacturer who will be best placed to assist with any trouble shooting.

My solar panels do not seem to be working or putting out as much power as I expected?

Solar output will depend on many factors. The most common being the weather, on overcast and rainy days, your solar output will be much lower than on a day of full sun. Seasons also play a large part as the sun's availability in the sky is much less in winter than it is in summer therefore less output in winter compared to summer. Shade can also have a large effect, please check that you are not setup near any trees or buildings that maybe shading your solar panels.

A fully functioning solar panel in perfect weather conditions should have an input between 5amps and 9amps for a 200W panel, this is for each panel fitted. If you are concerned solar panels are not working and you have access to a multi metre, try the following:

1. Remove both terminals of the solar input position on the BMS, ensuring to remove the negative (-) first.
2. Using the multi metre, place onto positive and negative wires of solar cables and there should be a reading of 17v to 20v again depending on weather conditions. When reconnecting the terminals ensure you connect the positive (+) then the negative (-).

If this does not work, please contact your Jayco dealership or repair agent.

I am unable to get a satellite signal?

Check your surroundings and ensure that the dish has a direct line of sight to the satellite. Trees, buildings and other objects will prevent the receiver from locking onto the satellite.

My ESC light has gone to red/flashing red what does this mean?

The LED status light, located at the front of the caravan, will display red during the test. Once the test is complete, the LED status light will turn green. The ESC is then operational and ready for use.

Occasionally the LED will flash green and then requires some movement to complete the test, if this occurs the vehicle should be driven a short distance and the LED status light rechecked for a solid green LED to make sure that the system is working correctly. When a sway or swerve occurs during

