

Dear %custfullname%

We hope you got through the Covid-19 lock down Ok and can now return to enjoying your motorhome.

During the lock down we made the decision to upgrade our systems managing vehicle and customer information, this was a mix of paper files, accounting package, spreadsheet and our individual memory. We have implemented an integrated database that will allow us to improve our levels of service and support from where they have been. The database is more accessible for the entire team at UCC, very user friendly and allows remote access.

The first thing you will notice will be automated Dethleffs Service Reminders emailed to you. They are system generated 4 weeks before the due date. If you have had or intend to have the service done at one of the other Dethleffs Agents, then just let us know so we can update the database. The Dethleffs Service is a good preventative maintenance measure and forms part of the Dethleffs 6 year Water Ingress Warranty. To give you an idea of the size of this warranty Dethleffs have in the order of 60 000 vehicles covered under it at any one time!

Another thing you will see from time to time will be “useful” information or reminders that we think you will find helpful. This will be a result of queries we receive, customer feedback or information from Dethleffs.

The first is a reminder of the Safety Drain Valve (I call it the Frost Protection Valve) located beside the water heater. It is activated when the temperature reaches 3° inside the motorhome. This happens when it is parked and not being used, and the first indication is a puddle under the motorhome or no water coming out the hot tap. The valve drains the hot water cylinder and most of the freshwater tank. The valve is reset by pressing the blue button on the side in, but the interior temperature needs to be above 6°. You then need to refill the hot water cylinder by activating the pump and turning a hot tap on. This will take a couple of minutes. You will also need to refill your freshwater tank at the same time. I would not worry about resetting the valve until I was planning to head away for a trip.



You may also be interested to know that we now have stock of the New model Dethleffs on the New Fiat with 9 speed automatic transmission. They are **very** nice to drive.

Kind regards

Rob & the Team @ UCC Motorhomes and Caravans