26 January 2022

Dear

**Happy New Year**

We trust everyone has had an enjoyable Christmas and not too many were caught up in the Cyclones that visited New Zealand. Only 1 of our team travelled north to experience the wet and wind.

**Black Sealant**

We have received some enquiries about the black sealant that can become visible on the side walls of your Dethleffs Motorhome so thought we should provide an explanation of what it is and why is sometimes appears.

Dethleffs (and most other European Manufacturers) use a Mastic Sealing tape as an adhesive and sealant on all their exterior joins. Mastic tapes have superior adhesion and sealing properties to a wide variety of substrates plus excellent UV and water resistance. The tape form is used in the factory to ensure that a sufficient amount of sealant is applied (a known thickness and width) rather using a chaulking gun and cartridge sealant where there is a risk of insufficient sealant being applied which can lead to problems with water leaks.

Mastic’s do not set but stay flexible and pliable. This can result in the sealant “flowing” when it is under compression in hot weather and then become visble as in the photo above.

Should this become unsightly it can be removed by carefully trimming away the excess with a plastic scraper. Don’t use a metal tool which can scratch the paint work or cut the rubber trim under the aluminium trim. Any residual can then be carefully cleaned off with Mineral Turps. This job is best done on a cold day.

When you use any solvents on the motorhome you must be very careful not to allow any to come into contact with the plastic windows. The solvent will damage the plastic window.

Our recommendation is to leave the sealant visible unless you find it unsightly. From our manufacturing experience it is better to be able to see some sealant rather than remove any excess.

**Submersible freshwater pumps**

The water pumps found in many European Motorhomes (Dethleffs, Sunlight, Burstner, Carado etc) are an impellor style pump that is activated by switches in the taps. These pumps have a non-return valve in them to prevent water slowing draining from the hot water heater back to the fresh water tank.

If you replace the pump with an aftermarket pump that doesn’t have a non-return valve, or the valve gets stuck open you will find that the hot water cylinder fills with air. This causes the hot tap to splutter every time you use it until the cylinder refills with water. The freshwater system must have a non-return valve to operate properly.

If you have a pressure pump then you do not need to worry about this.

**Support videos**

Just a reminder that we have some videos on the UCC motorhomes web site that cover some of the common items on European sourced motorhomes.

Go to https://uccmotorhomes.co.nz/videos

You will also find previous issues of this newsletter on our website that cover a variety of topics such as the black sealant mentioned above.

Go to https://www.uccmotorhomes.co.nz/service/documents

**Fiat exterior temperature sensors**

In the past when the exterior temperature sensor in the driver’s side wing mirror on a Fiat Ducato failed the only option was to replace the entire wing mirror. The Italian Auto Centre in Auckland have developed a repair that is considerably less expensive and relatively straight forward. We have trialled this and it appears to be successful. If your exterior temperature sensor is showing faulty readings you can book your motorhome into our workshop and we will be able to repair it. If it is still covered under Fiats 2 year warranty then please see the Fiat Service Agent first.

**Workshop**

Our workshop capacity has been increased and we are now able to carry out work for our customers in a more timely fashion. Repairs, general maintenance or accessory installations can all be accommodated. Please contact us to arrange an appointment.

**Selling your Motorhome**

If you have made the sad decision that you no longer need your motorhome and intend to sell it, please contact either Rob or Sarah to discuss the options we can offer to help you with this. We are always on the lookout for good motorhomes.

Please remember that if you need help or advice for your motorhome or caravan, please do not hesitate to get in touch with one of our team.

Wishing you and your family enjoyable and safe travels.

Kind regards

The Team @ UCC Motorhomes and Caravans

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