14 April 2023

Dear

**Frost valve (Safety Drain Valve)**

It’s that time of year again when it is timely to remind those that have European Built motorhomes and caravans with Truma combi heating systems about the Frost Valve. To recap, when there is a frost, and your RV is parked up the drain valve will automatically activate when the interior reaches 3 degrees and drain your hot water cylinder to the ground. It may also syphon water from your fresh tank, this depends on the model though. It is nothing to be concerned about and is designed to prevent water freezing in your water cylinder.

To reset, the interior temperature needs to be above 6 degrees, turn the master 12V switch on, turn on a hot tap to both activate the water pump and let air out of the hot water cylinder as it refills.

If you are unsure where the valve is located, you will find it beside or very close to the Truma Combi heater. It has a blue diamond shaped knob on top and when activated a small blue button will be sticking out on the side.

**Knowledge Base**

Dethleffs have an online knowledge base that has some snippets of useful information that is pertinent to other brands as well as Dethleffs. You can find this at the following address (copy into your browser).

<https://wissensdatenbank.dethleffs.de/hc/en-gb>

**Warranty**

We are starting to notice that most of our suppliers are getting very strict about their warranty time frames. Most warranty periods start on the date of first registration. The warranty time periods vary depending on depending on what the problem is. Water ingress warranties range from 5 to 8 years dependant on the motorhome manufacturer. Interior fittings and general construction is 2 years. Fiats mechanical warranty is 2 years. Ford varies between 2 and 5 years depending on who the motorhome importer is. Thetford appliances have a 3-year warranty. This is not a comprehensive list but gives an indication of the time frames we must work within.

The important thing is to notify us immediately you think there is a warranty related issue, preferably with photos so we can supply this to the relevant manufacturer. If you leave it till next time you are in the area the warranty claim is likely to be declined because it is past the warranty end time.

**Solar charging in winter**

If you notice your batteries seem to be going down quickly in winter, it may be a result of “incremental losses”. To explain, you may use say 50-amp hours from your batteries over a 24-hour period but because there is less sunshine in winter and more overcast days you might only add 30 amp hours back leaving a shortfall of 20 amp hours. Over a 5-day period this will add to a shortfall of 100-amp hours. At this stage it is likely you will have electrical problems in the early evening. In most cases you will see the TV shut down when its low voltage protection kicks in closely followed by other systems.

The solution is to either add more solar capacity to your roof or add more batteries. It will depend on your existing configuration and budget to give the best answer to this.

**Silicone Spray**

Silicone Spray is a great product to have on hand to help get moving parts moving easier. It doesn’t leave a greasy residue and is very easy to apply. Works well on roof vent blinds, rubber seals, hinges etc.

**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

**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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