2 May 2022

Dear

**Service Administrator**

With an ever-increasing number of customers, we have been aware that we need to increase our level of after sales support. To do this we have create a new position of Service Administrator to support Ross, Peter, and the workshop team to achieve this. Rachael has joined the team at UCC in this role. Rachael has been with us for 2 weeks and has been a great addition and picked up the systems quickly. We are sure you will appreciate the improved level of service and support. Rachael will be the main point of contact for service bookings and parts etc.

We are also in the process of installing a new phone system that will make it easier to contact the person you need to. This will allow you to be put in contact with the best person to help you when you call UCC. Currently if you call a cell phone and the person you want to contact is with a customer the call will probably not be answered. Calling the 0800 number or regular office number will be a better option in the future. The phone numbers are 03 349 7747 or 0800 222 108. Please bear with us while this system is implemented by our IT Support people.

**Open Weekend**

To coincide with the Christchurch Motorhome & Caravan show, UCC is proud to announce that we are hosting an open weekend from Friday the 20th - Sunday 22nd of May.

We have all sorts of motorhomes and caravans available: 2, 4, and 6 berth models, single axle, tandem axle, brand new, second hand - with variations of layouts. All stock on our yard is up for grabs - you can view, test drive, and take your very own motorhome or caravan away, right then and there.

We haven’t hosted an open weekend in quite some time; make the most out of it and come on down. If you know anyone currently in the market for a motorhome or caravan, please let them know that we will be here and ready to help!

**Winter reminder**

If you have a European motorhome, it will likely have a Safety Drain Valve (Frost protection valve) located bedside the Truma Combi 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.

**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://www.uccmotorhomes.co.nz/videos>

**Heads Up Display**

When we told you about a Heads Up Display in our last message we thought we had plenty of stock. We ran out within a week and have increased our stocks.

The Heads Up Display makes checking your speed a lot easier on Fiat Ducato’s. It has a GPS option or can plug into the OBD-II port on the Fiat. This will eliminate the issue around not being able to see the speedo easily.

Pricing is $69.90 including GST. This can be fitted by the owner or UCC can do this for you.

**Winter Storage**

This is a list of some of the things you can do to prepare your motorhome or caravan if you plan to put it away for the winter. It’s not comprehensive and there will be some variation between brands and models, but it will give you a good idea of the things to consider. Although in my opinion, why stop using your RV in winter. There is still lots to do and see.

Awning

Fully open the awning, clean off any leaves and dirt if necessary. Allow to dry. Lubricate and moving parts with silicone spray. Close the awning.

Interior

Remove any food that can spoil. Air out cupboards sand drawer. Prop up squabs and mattresses to allow air to circulate.

Refrigerator

Clean and dry out the freezer and fridge compartment. Latch the doors open to allow air to circulate. We place coffee beans in the fridge, they last a long time.

Grey water tank

Empty and flush out the tank (do not over pressurise the tank, we do not recommend putting a hose up the outlet). A good option is to partially fill the grey water tank, add a grey tank treatment and go for a drive to agitate the contents of the tank and then empty the tank.

Fresh tank

If possible, check the interior of the tank is clean. If you live in an area that has heavy frosts you will need to drain your fresh water tank, water cylinder and plumbing. Leave the taps in an open position also. If you are in an area where frosts are not a concern leaving your fresh tank full should not be an issue.

Exterior

A good clean with a quality car wash is recommended. If you can do so safely, washing the roof is also advisable. This gives you an opportunity to inspect for any damage that can lead to water leaks etc and allow time to carry out any remedial work before there is a major problem.

Batteries

If your RV is stored outside and has a solar system this should maintain your deep cycle (house or leisure) batteries in a fully charged state. Some motorhomes solar system will also charge the engine start battery but not all do this so you will need to either attach a trickle charger to this battery of run your engine periodically to maintain the start battery. All modern RV’s have smart battery chargers so can be left plugged into mains power if this option is available to you.

**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.

Kind regards

Rob & the Team @ UCC Motorhomes and Caravans

If you do not wish to receive these emails from UCC Motorhomes please reply to [ross@uccmotorhomes.co.nz](mailto:ross@uccmotorhomes.co.nz) with “unsubscribe” in the subject line