

# HERO CAMPER TRAILER MANUAL – 2021

## Disclaimer and Copyright

All information, illustrations and specifications contained in this manual are based on the latest product information available at the time of publication approval. When new materials and production techniques are developed that can improve the quality of its product, or material substitutions are necessary due to availability, Hero Camper Trailer reserves the right to make such changes.

HERO CAMPER TRAILER Owner's Manual

**Hero Camper**



# Contents

INTRODUCTION .....	1
Safety .....	1
Safety Precautions.....	1
Mold.....	1
Tire Safety.....	2
Lug Nut Torqueing.....	2
Towing and Weight Distribution .....	2
Control Sway.....	2
Alarms and Detectors.....	2
Smoke Alarm.....	2
Fire Extinguisher.....	3
Chemical Sensitivity and Ventilation .....	3
Chemical Sensitivity .....	3
Formaldehyde.....	3
Ventilation .....	3
GENERAL INFORMATION.....	4
Coverage Provided.....	4
Owner’s Obligation.....	5
Warranty .....	5
Limited Warranty .....	5
Warranty Exclusions .....	5
What Is Not Covered.....	5
Service.....	6
Making a Service Appointment.....	6
Waiting at the Repair Facility.....	7
Service.....	7
Reporting Safety Defects .....	7
CAMPING .....	8
Overnight Stop .....	9
Extended Stay .....	10
Leveling .....	10
Support legs .....	10

Effects of Prolonged Occupancy.....	10
Tips to Controlling Condensation .....	11
Molds .....	11
Contributing Factors to Mold Growth.....	11
Inhibiting Mold Growth.....	12
Safety .....	12
INTERIOR.....	13
General Information and Cleaning.....	13
Water tank .....	13
Electrical .....	13
Battery Disconnection.....	14
240-Volt Electrical System.....	16
Ground Fault Circuit Interrupter .....	16
Appliances.....	17
Air Conditioner .....	18
EXTERIOR.....	19
General Information and Operation .....	19
Doors.....	19
Rear Door.....	19
Towing .....	19
Tow Vehicle.....	19
Loading .....	20
Hitching Up.....	21
Towing Tips and Information.....	22
Off-Road Towing .....	22
When Being Passed.....	22
Passing .....	22
Backing Up .....	23
Controlling Sway or Fishtailing .....	23
Equipment .....	24
Driving .....	24
Corrective Measures .....	24
MAINTENANCE .....	25
Maintenance Schedule .....	25

Maintenance / Repair Schedule.....	26
Tire Load and Inflation Information .....	27
Proper Tire Inflation.....	27
Underinflated Tires .....	28
How Overloading Affects Your Tires .....	28
Tire Care.....	28
Tire Care Tips.....	29
Lug Nut Torqueing .....	29
Spare Tire Carrier.....	30
Brakes .....	30
Battery Storage.....	30
Water Pump.....	31
WINTERIZING AND STORAGE.....	31
Component Manufacturers Contact Information .....	32

## INTRODUCTION

The Owner's Manual for your new HERO trailer is designed to respond to the most frequent inquiries regarding the operation, function, and care of the many systems that make modern trailering a joy. Any modification done by the end user, will mean that the manufacturer can no longer guarantee the safety nor is the warranty no longer applicable, for those areas and the once that the modification is related to. Note that any modification done by the end user has to be done in accordance to the NFPA 1192. We have provided many important safety messages in this manual. Always read and obey all safety messages.



**DANGER:** indicates an imminently hazardous situation which, if not avoided, will result in death or serious injury.



**WARNING:** indicates a potentially hazardous situation which, if not avoided, could result in death or serious injury.



**CAUTION:** indicates a potentially hazardous situation which, if not avoided, may result in minor or moderate injury. It may also be used to alert against unsafe practices.



**NOTICE:** is used to address practices not related to personal injury. This applies to hazardous situations involving property damage only.

Optional items may be available on all our models. Additionally, some optional items can only be included during the manufacturing phase and cannot later be added to the trailer.

The inclusion of optional items information in this manual does not imply or suggest the availability, application suitability, or inclusion for any specific unit.

## Safety

### Safety Precautions

Many things can be construed as safety related, but the most important is your common sense. If you are careless with matches, cigarettes, flammable material, or any other hazardous material, you surely realize your potential for accidents is greatly increased.

You will find many safety recommendations in this section and throughout the manual. The following recommendations are the ones we consider to be the most important.

### Mold

Mold and mold spores exist throughout indoor and outdoor environments. There is no practical way to eliminate all mold and mold spores in the outdoor environment, however, the way to control indoor mold growth is to control moisture, by ventilating the units as much as possible.



## Tire Safety

Properly maintained tires improve stopping, traction, and load-carrying capability of your vehicle. Refer to page 27 - Maintenance for tire care and safety information. Also, be sure to read the Tire Safety Manual Addendum included with your owner's packet.

## Lug Nut Torqueing

Making sure lug nuts on trailer wheels are tight and properly torqued is an important responsibility that trailer owners and users need to understand and practice. Inadequate and/or inappropriate wheel nut torque (tightness) is a major cause of lug nuts loosening in service. Loose lug nuts can rapidly lead to a wheel separation resulting in potentially serious safety consequences. See torque pattern on page 29.

## Towing and Weight Distribution

Weight distribution is an important factor when loading your travel trailer. A camper with the cargo distributed properly will result in efficient, trouble-free towing. Refer to page 19 - Towing for more information.

## Control Sway

Sway or fishtailing is the sideways action of a trailer caused by external forces. Excessive sway of your trailer can lead to the rollover of the trailer and tow vehicle, resulting in serious injury or death. Refer to page 23 - Towing for more information.

## Alarms and Detectors

### Smoke Alarm

A smoke detector is provided with your trailer. A manual relating to the detector is included in the paper work given to you at the dealership. Please read and follow all care, maintenance, and safety information contained in the smoke alarm manual.

When the battery becomes weak or the alarm has reached its end of life, the alarm unit will issue a series 5 quick "chirps" approximately once a minute (the low battery / end of life). The low battery warning can be silenced for 8 hours and should last up to 7 days, but you must replace the alarm to continue your protection.

 **WARNING:** Check your alarm. To activate battery, install unit in holder and turn unit clockwise.

 **WARNING:** Smoke alarms have a limited life. The unit should be replaced immediately if it is not operating properly. You should always replace a smoke alarm after 10 years from the date of purchase. Write the purchase date on the space provided on the back of unit.



## Fire Extinguisher

Fire extinguisher should be checked and replaced in time according to the specific instruction written on the extinguisher itself, stated by the manufacturer of the extinguisher.

## Chemical Sensitivity and Ventilation

### Chemical Sensitivity

Immediately after the purchase of your new camper, and sometimes after it has been closed for a period, you may notice a strong odor and/or experience a chemical sensitivity. This is not a defect in your camper. Like your home, there are many different products used in the construction of camper, such as linoleum, composite, insulation, upholstery, etc. Formaldehyde is also the by-product of combustion and numerous household products, such as some paints and coatings. However, campers are much smaller than your home and therefore, the exchange of air inside a camper is significantly less than in a home. These products, when new or when exposed to elevated temperatures and humidity, may off-gas different chemicals, including formaldehyde. This off-gassing, in combination with the minimal air exchange, may cause you to experience irritation of the eyes, nose, and throat and sometimes headache, nausea, and a variety of asthma-like symptoms. Elderly persons and young children, as well as anyone with a history of asthma, allergies, or lung problems, may be more susceptible to the effects of off-gassing.

### Formaldehyde

Formaldehyde is a naturally occurring substance and is an important chemical used widely by industry to manufacture building materials and numerous household products. It is also a by-product of combustion and certain other natural processes. Thus, it may be present inside the trailer and some people may be sensitive to it. Ventilation of the unit normally reduces the exposure to a comfortable level.

Your Hero Camper Trailer is manufactured using Fiber Reinforce Plastic (FRP) products. The use of FRP products is typical in the recreation vehicle industry. Formaldehyde has an important role in the adhesives used to bind products used in campers. The products in your trailer are designed to emit formaldehyde and should not produce symptoms in most individuals.

While FRP products typically do not emit formaldehyde at a level that would cause symptoms in most individuals, it is possible, though not likely, for that to occur when the trailer is not properly ventilated. Ventilation is an essential requirement for trailer use, for many reasons. Any effects of formaldehyde can be greatly reduced by actions such as opening windows, opening roof vents, running the air conditioner, or some combination thereof. In addition, the emission of formaldehyde by these products naturally decreases rapidly over time. Hero Camper Trailer strongly suggests you take measures to properly ventilate your trailer on a regular basis. If you have any questions with respect to proper ventilation of your trailer, please do not hesitate to contact your Hero Camper Trailer dealership.

### Ventilation

To reduce or lessen exposure to chemicals from off-gassing, it is of utmost importance that you ventilate your Hero Camper. Ventilation should occur frequently after purchase and at times when the temperatures



and humidity are elevated. Remember, off-gassing is accelerated by heat and humidity. Open windows, doors and roof air conditioner, and use a fan to force stale air out and bring fresh air in. Decreasing the flow of air by sealing the Hero Camper Trailer increases the formaldehyde level in the vehicle's indoor air.

## GENERAL INFORMATION

Welcome to the **Hero Camper Trailer** family and thank you for selecting a **Hero Camper Trailer** product. Congratulations on choosing a lifestyle that will provide you the freedom to enjoy recreation, wherever you may choose.

This Owner's Manual is designed as a Quick Reference Guide for the operation and care of your new purchase. For more complete instructions regarding safety, maintenance and operation of the items used in the manufacturing of your Hero Camper Trailer, carefully read the booklets supplied by the component manufacturers. All information contained in this manual may not relate to your specific model; however, booklets supplied by the component manufacturers and included in your Owner's packet will provide any additional information needed.

Your dealership personnel should be able to answer any questions or concerns you may have regarding your new product. Please carefully read the Limited Warranty in this manual. **Hero Camper Trailer** has no other expressed or implied warranties of any type. You, as the owner, are responsible for providing proper maintenance as outlined in the manual and as set forth in the component manufacturer's booklets.



**NOTICE:** Failure to properly maintain your trailer could result in loss of warranty coverage.

Several of our component manufacturers carry their own warranties and require separate warranty information to be filed with them. Please read all component manufacturers' owner's manuals provided with your Hero Camper Trailer and file appropriate individual warranty cards as required. You have joined the HERO family, and as you begin making great memories using your new **Hero Camper**, we wish you a lot of exciting and adventurous days of camping.

### Coverage Provided

Within the Warranty Period, **Hero Camper Trailer** is obligated to repair or replace any part covered by this warranty proven defective. In the event of such an occurrence, the Owner should contact the selling dealership for a service appointment. If it is not possible to return to the selling dealership, contact the Hero Camper Trailer head office, and they will provide you with the location of the nearest authorized dealer or repair facility. The cost of transporting the Camper to the dealer or service center shall be incurred and paid for by the Owner.



## Owner's Obligation

The purchaser must notify Hero Camper Trailer or a Hero Camper Trailer authorized dealer of any defect promptly upon discovery. Warranty repairs by a non- Hero Camper Trailer Dealer or service center must be approved by Hero Camper Trailer customer service prior to any work being started. This is the only warranty given with the purchase of the Hero Camper Trailer other than express or implied warranties given by the component manufacturers. Any warranties implied by law are limited to the Warranty Period. Any other warranty, expressed or implied, not provided for in this Limited Warranty is waived by the Owner, to the extent allowed by law.

## Warranty

### Limited Warranty

**Hero Camper Trailer** warrants to the original end user purchaser ("Owner") of this Camper, to be free of defects in materials and workmanship and for structural integrity, under normal use, with care and maintenance, according to page 25-32, for 12 months from the date of purchase (the "Warranty Period"), subject to the exclusions given below.

### Warranty Exclusions

This warranty is limited to only items constructed by **Hero Camper Trailer** therefore makes no warranty with respect to component parts constructed or assembled by other manufacturers, including: Electrical appliances, refrigerators, plumbing fixtures, light fixtures, lights, entrance door, and windows. Such component parts may be warranted by their respective manufacturers, and copies of such warranties are included with the Camper.

### What Is Not Covered

1. Tires, batteries, refrigerator, air conditioner, tents/visor, as well as other materials, parts, and components warranted by persons or entities other than Hero Camper. Please refer to the warranties of component manufacturers for terms and conditions of coverage.
2. Accessories and equipment that are working as designed, but which you are unhappy because of the design.
3. Any part or component of the camper that was not manufactured or installed by Hero Camper.
4. Normal deterioration due to wear or exposure, including but not limited to upholstery, flooring rust, corrosion, oxidation, and cosmetic blemishes.
5. Normal maintenance and service items, including but not limited to light bulbs, fuses, lubricants, sealants and seals, as well as door adjustments.
6. After-market equipment or accessories installed on the camper after completion of manufacture by Hero



Camper, or any defects or damage caused by such items.

7. Campers not purchased through an authorized dealer of Hero Camper Trailer and campers purchased directly or indirectly through auction, salvage, repossession, or other non-customary sale means.
8. Defects or damage caused by, in whole or in part, or in any way related to: Accidents, misuse (including off-road use. I.e. use in terrain that requires 4 wheel drive and individual suspension), or negligence; Failure to comply with the instructions set forth in any owner's manual provided with the camper; Alteration or modification of the Camper except such alterations or modifications approved in writing by Hero Camper; Acts of God or other environmental conditions, such as lightning, hail, salt causing rust, or other chemicals in the atmosphere; De-icing agents or other chemicals applied to the Camper; Failure to properly maintain or service the Camper, including but not limited to the maintenance of lubricants, sealants, and seals; Condensation and the results of condensation including water damage and the growth of mold or mildew. Mold and mildew are natural growths given certain environmental conditions and are not covered by the terms of this Limited Warranty; Use of the trailer other than for temporary recreation purposes, including but not limited to use of the trailer for residential, commercial, disaster relief, or rental purposes; The addition of weight to the Camper that causes the total weight to exceed applicable weight ratings, or addition of weight causing improper distribution of the weight of the Camper; Failure to seek and obtain repairs in a timely manner; Failure to use reasonable efforts to mitigate damage caused by defects; Failure to properly ventilate the trailer; Improper electric power supply or improper trailer hookup to other facilities; Acts or omissions of any person or entity other than Hero Camper.

No payment or other compensation will be made for incidental expenses, including, but not limited to, towing, telephone, transportation, lodging, travel, gasoline, loss of pay or indirect or consequential damage including, but not limited to, loss of use of the Camper, inconvenience, damage or injury to person or property, or loss of revenue, which might be paid, incurred, or sustained because of manufacturer's defect covered by this warranty. Hero Camper Trailer does not provide warranty on equipment or accessories installed at any dealership or other place of business, or by any other party.

This Limited Warranty is intended to comply with the requirements of EU legislation. Any part of this Limited Warranty in conflict with any law shall be ineffective to the extent of any such conflict. This warranty gives you specific legal rights, and you may also have other rights, which may vary from country to country.

## Service

### **Making a Service Appointment**

Contact your Hero Camper Trailer dealer and make a service appointment. Your local Hero Camper Trailer service center can have various opening hours. Give them ample time to schedule your Camper for service.

When you call to schedule your appointment, have the following information available:



1. VIN or Serial Number containing 17 letters and digits.
2. Date of Purchase.
3. Description of Problem.
4. Add photos of damage.
5. History of repairs and repair center location (where the repairs were performed).
6. A calendar with your schedule noted, for convenience in coordinating a service date that works for you and the repair center. If you believe a defect is covered by this Limited.

After attempted repair by an authorized Hero Camper Trailer dealer the warranty still exists, provided that your trailer is under warranty. **Hero Camper Trailer** may direct you to an authorized **Hero Camper Trailer** dealer. **Hero Camper Trailer** does not control the scheduling of repairs at its authorized dealer. Therefore, you may encounter delays in scheduling repairs and/or completion of repairs. All costs associated with transporting the camper for any warranty service shall be the sole responsibility of the owner.

### **Waiting at the Repair Facility**

For safety reasons, most insurance policies prohibit non-employee personnel to be in the work area. If it is necessary for you to wait until the repairs are completed, most dealers provide you with a safe, comfortable customer lounge.

### **Service**

Before leaving the factory, every vital part of the trailer is tested for performance. Each test is signed and certified by an inspector. After the trailer arrives on your dealer's lot, all vital parts and systems are again tested. When you take delivery of your new trailer, you will receive a complete check out.

At that time, a specified list of performance checks on your trailer equipment will be conducted, and any deficiencies you have experienced since taking delivery will be corrected.

### **Reporting Safety Defects**

For detailed information about your HERO Camper, go to [www.herocamper.com](http://www.herocamper.com). If you have any questions or concerns about your HERO Camper contact [sales@herocamper.com](mailto:sales@herocamper.com).



## CAMPING

### Suggested Pre-Travel Check List

#### Interior

1. Turn off water tap switch.
2. Check battery.
3. Close windows and vents.
4. Shut all interior cabinet doors.
5. Hold down or stack securely all loose, hard, and sharp objects.
6. Turn off interior lights.
7. Zip up shades.
8. Secure and lock all doors.

#### Exterior

1. Disconnect and stow the electrical hookup cord.
2. Retract Support legs.
3. Check hitch for proper attachment.
4. Check safety chains and breakaway switch cable.
5. Fully retract hitch jack wheel. Remove wood block.
6. Check clearance and stoplights.
7. Check lug nuts.
8. Check tires for correct pressure.
9. Adjust tow vehicle mirrors.
10. Pull forward about 50 ft., test brakes, and check site for forgotten objects and cleanliness.



### **Trailer *Equipment and Accessories***

1. Power cord adapter, 30-amp capacity.
2. 30-ft. electric cord, 30-amp capacity.
3. Blocks for leveling.
4. Cross-type lug wrench and a torque wrench.
5. Quality tire gauge.
6. Emergency road warning triangle.
7. First aid kit.

### **Overnight Stop**

**Hero Camper Trailer** owners have parked virtually in every place imaginable, from filling stations to farmlands.

In time, you will develop a knack for scouting wonderful little roadside locations by turning off the main highway and exploring.

There are many modern parks, including State, County, and Federal parks with good facilities where you might obtain hookups of electrical, water, and sewer connections. Directories are published, which describe in detail what is available in terms of services and hookups.

When stopping for the night, your camper is built to be safely parked in any spot that is relatively level and where the ground is firm. Your facilities are with you. You are self-contained. Unless the tow vehicle is needed for transportation, it is not necessary to unhitch. Choose the most level parking spot possible. Support legs or blocks may not be required for an overnight stay.

Before moving on, check your campsite, both for cleanliness and, to be sure you haven't left anything behind. Make sure everything is properly stowed. Use your pre-travel check list and you are ready for more travel adventure.



**WARNING:** At each campsite, make sure you have not parked in such a manner as to block the operation of the doors by being too close to trees, fences, or other impediments. Scenic views are one reason for traveling, but don't park so the beautiful lake or steep cliff is just outside your door.



## Extended Stay

When you plan to stay in the same place for several days, weeks, or months, you will want your trailer to be as level and steady as possible. To ensure that your trailer is level you can do so by using a small construction level and either set it on the A-frame of the trailer or on the inside of the trailer. If a correction is necessary, you must level from side-to-side first. This can be done easily by backing the trailer up onto one or more 2 x 6 boards. We do not recommend placing tires in a hole for leveling.

## Leveling

Level from front to rear by disconnecting the hitch from the tow vehicle and adjusting the jack up or down until you are level. Block or chock the wheels to keep the trailer from rolling. Use the Support legs at the two rear corners, to eliminate the natural spring action of the axles.

## Support legs

The support legs are located at the rear corners of the trailer. Use the manual handle to lock the legs into position. Support legs should only be lowered enough to contact the ground.



**WARNING:** Support legs are designed to stabilize the trailer only. Misuse of the support legs to level or lift the trailer may result in damage to the legs and potentially the trailer.



**WARNING:** Whenever the trailer must be lifted, as when changing a tire or leveling on very rough terrain, always place the lifting jack under the main frame rail. Never use Support legs to lift the trailer.

## Effects of Prolonged Occupancy

Your trailer was designed primarily for recreational use and short-term occupancy. If you expect to occupy the trailer for an extended period, be prepared to deal with condensation and the humid conditions that may be encountered.

Moisture can condense on the inside surfaces of the trailer during cold weather, when relative humidity of the interior air is high. This condition is increased because the insulated walls of the camper are much thinner than house walls. Also, the relatively small volume and tight compact construction of modern camper means that the normal living activities of even a few occupants will lead to rapid moisture saturation. Estimates indicate that a family of four can vaporize up to three gallons of water daily through breathing, cooking, bathing, and washing. Unless the water vapor is carried outside by ventilation, or condensed by a dehumidifier, it will condense on the inside of the windows and walls as moisture, or in cold weather, as frost or ice. It may also condense out of sight, within the walls or the ceiling, where it will manifest itself as warped or stained panels.



Appearance of these conditions may indicate a serious problem. When you recognize the signs of excessive moisture and condensation in the trailer, action should be taken to minimize their effects.

### Tips to Controlling Condensation

Avoid dead air spaces by:

1. Open windows to keep air circulating.
2. Keep the temperature as reasonably cool during cold weather as possible.
3. Allow your trailer to breath; do not make it airtight.
4. Allow some warm air to be removed and some cool outside air in.
5. In hot weather, starting the air conditioner early will help remove excess humidity from the air while lowering temperatures.



**NOTICE:** Your trailer is not designed, nor intended, for permanent housing. Use of this product for long-term or permanent occupancy may lead to premature deterioration of structure, interior finishes, fabrics, carpeting, and drapes. Damage or deterioration due to long-term occupancy may not be considered normal, and may, under the terms of the warranty, constitute misuse, abuse, or neglect, and may therefore reduce the warranty protection.

### Molds

Molds are microscopic organisms that naturally occur in virtually every environment, indoors and out. Outdoors, mold growth is important in the decomposition of plants. Indoors, mold growth is unfavorable. Left unchecked, molds break down natural materials, such as wood products and fabrics. Protect your investment by understanding the potential risks that mold imposes.

### Contributing Factors to Mold Growth

For mold growth to occur, temperatures, indoors or outdoors, must be between 40° and 100°F, and must also have a source of moisture, such as humidity, standing water, damp materials, etc. Indoors, the most rapid growth occurs with warm and humid conditions.



## Inhibiting Mold Growth

By controlling relative humidity, the growth of mold and mildew can be inhibited. In warm climates, use of the air conditioner will reduce the relative humidity even during colder weather. opening a window during these activities will assist in ventilation. In extremely humid conditions, the use of a dehumidifier can be helpful.

Frequent use of your trailer, or cleaning regularly, are important preventive measures. Additionally, any spills should be wiped up quickly and dried as soon as possible. Avoid leaving damp items lying about. On safe surfaces, use mold or mildew-killing cleaning products. Check sealants regularly and reseal when necessary to avoid water leaks. Proper preventive maintenance to the trailer and its accessories, as described both in this manual and in accompanying literature, will provide the best protection to the camper.

For more information concerning controlling moisture in the trailer, read Tips to Controlling Condensation in this section.

## Safety

As always, safety should be a top priority. Ensure that you, and everyone traveling with you, can operate the main and rear door rapidly, without light. Contemplate other means of escape in case the designated exit is blocked. The side windows can be vented to allow fresh air in and stale air to escape, however, the windows were not designed as escape windows. Be sure to keep both doors unblocked for means of escape if necessary.

 **NOTICE:** If using a dehumidifier, please read and follow all manufacturer instructions and recommendations for the use and cleaning of the dehumidifier.

 **WARNING:** Do not smoke inside the camper. Keep matches out of reach of small children. Don't clean with flammable material. Keep flammable material away from open flame.

 **WARNING:** Read the directions on the fire extinguisher carefully. If you have any doubts as to its operation, you and your family should practice, then replace or recharge the extinguisher. Your local fire department will be able to assist you and answer any questions.

 **WARNING:** The window operation should be checked before each trip.



## INTERIOR

### General Information and Cleaning

The interior of all Hero Camper Trailer has been designed for comfort, convenience, durability, and appearance. How you use it and how you take care of it, naturally, depends on you. However, if you learn to operate the interior components, and take care of them and the trailer properly, this knowledge will add to your pleasure, as well as the durability of your trailer.

### Interior Skin

Interior skin can be cleaned by washing with any mild non-abrasive soap or detergent. Cleaning should be followed by a thorough clean water rinse. Drying the unit with a soft cloth to prevent spots and streaks. Do not use abrasive cleaners or utensils.

### Water tank

Notice that the water sitting in the water tank under the zinc is non-potable. Non-potable water has a wide range of uses, however drinking the water isn't one of them. Water that has not been examined or properly treated as an approved water source should not be consumed.

Even though you fill in potable water in the tank, the quality of the water in a water tank rapidly deteriorates. Especially high temperatures in the summer encourages the growth of harmful bacteria. Bacteria are free to multiply rapidly as the water is not moving and stays in an enclosed space. Bacteria and/or mold will particularly gather along the walls and in the tubes of the tank.

For your safety, you should sanitize your water system when your HERO Camper Trailer is new or when it has been sitting unused for a period of time and it may have become contaminated.



**WARNING:** The water in the water tank is non-potable. Sanitize, Flush, and drain before using. See the maintenance and winterization guide on page 25 & 32 for instructions. Failure to comply could result in illness, death, or serious injury.

### Electrical

#### Ceiling and Porch Lighting

Switches located inside the doors to control the lights of the trailer.

#### Battery/12-Volt System Information

The major portion of electrical power in your camper is 12-volt.



All 12-volt current comes through the battery system. The battery is installed in the front of the trailer.

If you replace a blown fuse and it immediately blows again, do not replace the fuse again until a qualified service technician can correct the problem.

If the replacement fuse holds for a week or more and the gap in the fusible metal is barely melted apart, this usually indicates an overload condition. Reducing the number of lights or appliances used on that circuit at the same time could prevent any further fuse failure.

### **Battery Disconnection**



If battery is not used for a period, switch off battery switch in the A/C box to avoid system power consumption.

The battery disconnect switch is used to separate the batteries from the 12-volt distribution panel and CTEK charging system. When the switch is turned to ON and the trailer is plugged into a 220-240-volt shoreline, the 12-volt distribution panel will receive power from the CTEK charger and the batteries will be charged through the CTEK charging system.

When the switch is turned to OFF and the batteries are disconnected from the system. The batteries will not be drained with the switch in the OFF position. The CTEK charger will not charge the batteries with the switch in this position.



## Fuses and Breakers

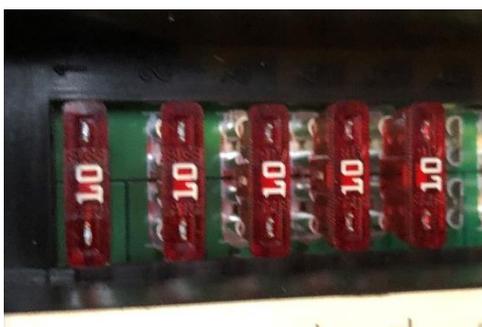
### Circuit breakers



The 220-240 Volt system was designed to use a 30-amp main breaker with 15-amp branch circuits for cabin, kitchen and A/C box. Should a breaker become faulty, replace with the same type breaker only. Use only approved circuit breakers.

 **NOTICE:** When replacing circuit breakers replace with the same type and rating as the original.

### 12 VDC Fuses



Each 12volt DC circuit was designed for a maximum of a 10-amp automotive style fuse. Should one need to be replaced the fuse will light up, be sure to replace it with the same type and Amp rating as originally supplied by Hero Camper. Replacing it with either a higher or lower Amp fuse could result in the system not functioning properly.



## 220-240-Volt Electrical System Shore Power



When your trailer is hooked up to external AC power, the CTEK charging system automatically charges the trailer batteries with the battery disconnect switch in the ON position. The speed and degree of charge depends on how much power is used for lights and appliances, as only the surplus goes to charging the battery. If you are making an extended stay, then you should keep your trailer hooked up to a 220-240-volt current if it is available. While you are connected to the 220-240-volt receptacle, the wiring is protected by circuit breaker on left side behind backrest. In the event of a failure of a 220-240-volt circuit, first check your trailer circuit breaker and the breaker for the outlet, into which your trailer shoreline cord is plugged. If a breaker continues to trip after you have reset it several times, your circuit may be overloaded with appliances or there may be a short in the circuit. Try lessening the load on the circuit. Perhaps an electric griddle, hair dryer, or an electric heater can be turned off. If that does not solve the problem, consult a **Hero Camper Trailer Service Center**.

The 220-240-volt electrical system provides power to operate the air conditioner, and 220-240-volt receptacles for portable appliances. The power is carded through the 220-240-volt city power flexible cord to the 220-240-volt power input socket, and then is distributed to each appliance or receptacle.

All wire, components, and wiring methods conform to EU requirements.

### **Ground Fault Circuit Interrupter**

Most countries require trailers with exterior 220-240-volt receptacles and receptacles close to a water sources, such as a faucet, to have a ground fault-circuit interrupter. When properly installed, the GFCI circuit breaker provides reliable overload and short circuit protection, plus protection from ground faults that might result from contact with a HOT load wire and ground. Each GFCI circuit breaker is calibrated to trip with a ground current of 5 milliamperes or more. Since most persons can feel as little as 2 milliamperes, a distinct shock may be felt if the need for protection exists. However, the shock should be of such short duration that



the effects would be reduced to less than the normally dangerous level. However, persons with acute heart problems or other conditions that can make a person particularly susceptible to electric shock may still be seriously injured. While the GFCI circuit breaker affords a high degree of protection, there is no substitute for the knowledge that electricity can be dangerous when carelessly handled or used without reasonable caution.



**WARNING:** The GFCI circuit breaker provides protection only to the circuit to which it is connected. It does NOT provide protection to any other circuit.

GFCI(s) are proven lifesavers, however, consumers need to take a few minutes each month to perform this simple test. By acting, you can help protect your family from the risk of electric shock.

To properly test GFCI receptacles:

1. Push the Reset button located on the GFCI receptacle first to assure normal GFCI operation.
2. Plug a device, such as a night light, with an ON/ OFF switch into the GFCI receptacle and turn the product to the ON position.
3. Push the Test button located on the GFCI receptacle. The device should turn off.
4. Push the Reset button, again. The device should come on again. If the device remains on when the Test button is pushed, the GFCI is not working properly or has been incorrectly installed (wired wrong). If your GFCI is not working properly, call a qualified, certified electrician who can assess the situation, rewire the GFCI if necessary, or replace the unit.



**NOTICE:** All GFCI breakers implement an auto self-test function, however, we recommend a manual test to be conducted every month.

## Appliances

All appliances come with in-depth owner's manuals. Those manuals are included in the delivery box supplied by your dealer. The manuals may contain warnings, cautions, and operating instruction that should be read and followed before operating the appliances.



## Air Conditioner



The air conditioner operates on 220-240-volt power, which is supplied through power distribution box, to an outside 220-240-volt power outlet mounted in the A/C box. The factory installed air conditioner is a high efficiency, power saver unit.

The air conditioner will provide cooled air for your comfort. However, it is the largest single load of electrical usage. It is important to manage your electrical usage when you have an air conditioner. Be sure the air conditioner is OFF before connecting electricity.

When the air conditioner has been shut down, wait at least five minutes before restarting.

If your AC unit does not start, check the 15-amp breaker. Turn the breaker to OFF then back to ON. Check the AC units power plug, if the LED is red press reset button on the side of plug. If the unit still does not turn on consult **Hero Camper Trailer** office.



**NOTICE:** Always ensure that the trailer is level before operating the air conditioner as this may lead to condensation, drainage issues and water damage.

### Helpful Notes When Using the Air Conditioner

Keep window curtains closed. Air conditioner removes moisture from the air and it is normal to have water discharge under the bottom of the AC unit.

Refer to the air conditioner manufacturer's users' manual for complete operating and service instructions. Efficiency, when using the air conditioning, can be increased by closing all windows and curtains and parking your camper in the shade. Air conditioning consumes a large portion of the electric power available



in the recreational vehicle and efficient operation can be an important consideration. Even though your Hero Camper Trailer is equipped with 30-amp capabilities, be aware that some campgrounds may offer less than 30-amp service. Check with the campground before utilizing excessive power, which may create a fire hazard or trip breakers, in either the Hero Camper Trailer or the outside power source.



**NOTICE:** Always turn off the air conditioner (and all electrical appliances) before disconnecting the camper from its 240 Volt AC power source.



**NOTICE:** If you cover the outside portion of your air conditioner during periods of storage, be sure to remove protective cover before reusing.

## EXTERIOR

### General Information and Operation

#### Doors

The doors of the camper are manufactured with an integrated door lock, which is engaged from the outside by use of a key. The doors are fixed to the side walls by self-tapping screws and sealed by glue all around the gaps.

When doors are open fully and fixed in to locking system. Please remove the key from the door lock beforehand.



**CAUTION:** When towing, all locks must be secured. The constant vibration of travel may cause the door to open resulting in possible damage.

#### Rear Door

The rear door provides access to the rear kitchen area, the rear door lock is opened by the same key for side lock. Before driving the rear door must be locked.

### Towing

#### Tow Vehicle

When buying a new vehicle to tow your camper, we suggest including towing options offered by most tow vehicle manufacturers. These include such things as a heavy-duty alternator and radiator, heavy-duty springs and shock absorbers, transmission cooler, heavy-duty fan and flasher unit, etc., for the make of the vehicle. Transmissions may be manual or automatic, but an automatic transmission may prolong your tow vehicle's life and generally does a better job of controlling engine loads than does the average driver using a manual



shift.

Having adequate power is very important when considering the purchase of a new vehicle or the trailer-towing capability of your present one. Auto dealers are provided with guidelines to use when helping a customer decide on a tow vehicle. Guidelines are not determined solely by the power output of the engine. The gear ratio of the differential is also a very important part of the guideline.

Inspect the tow vehicle's hitch regularly for loose bolts or nuts, cracked welds, loose ball mounts, worn parts, etc.

Remember that every item you take along is one more thing to tow and adds weight to the total load you must pull. Consolidate items in shelves, lockers, and in the refrigerator. It is better to have one full and one empty locker, than two half empty ones. Special care must be taken not to overload the front and rear ends of the trailer.

### **Loading**

When towing a camper, you are subject to new and different challenges on the highway than you may have previously encountered. Towing a camper is no small responsibility and should be undertaken with great care and safety first in mind. An accident with a tow vehicle and camper can have much greater consequences than carelessness with a small car. Like an airline pilot who is responsible for expensive equipment and many lives, you should take your responsibilities as a tow vehicle driver very seriously and learn all you can about doing the job safely and well. Balancing the load and preparing the trailer and tow vehicle are critical to safe handling.

One of the most critical aspects of safely towing a camper is knowing the weights involved and where they are placed. The first thing to determine is how much is being towed and confirming that it is within the capacities of the equipment being used. Determining where the load is placed is critical to the way your rig will handle on the road. Know what your camper weighs loaded. Load your camper including water, propane, etc. and take it to a public scale. Weigh each axle of your vehicle.

Refer to your axle weight and tire limits to see if you are within a safe range. Total all axle weights, ensuring you are below the Gross Vehicle Weight Rating (GVWR). Make sure your load is balanced. Do not load too much on one side. A balanced load is much easier to tow or drive. Front to back balance is also important. Step back and look at your camper, making sure that there is not too much weight on the hitch, or on the rear of the camper. Secure all items, as loose items can cause damage and become a safety issue.

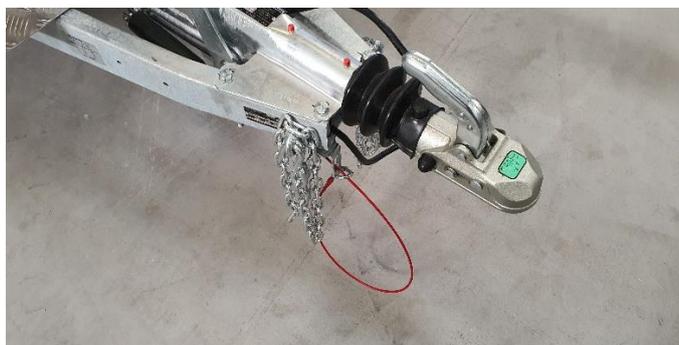
As cargo is added, removed, or shifts in location, the weight on the axle and hitch will change. Also, the transfer of weight because of water in the fresh water tank being used, the reduction in hitch weight may be significant. When loading the trailer, keep the following in mind:



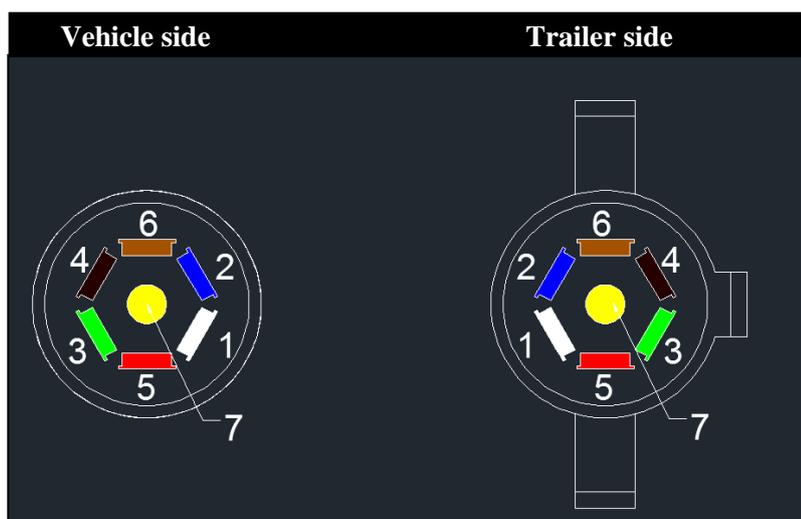
- GVWR
- Gross Axle Weight Rating (GAWR)
- Tire Weight Rating
- Cargo should never exceed these ratings. Your safety depends on not overloading the trailer, trailer axles, and tires

### Hitching Up

The process of hitching up your trailer is something that will become almost second nature with practice. The following section includes proper hitch load distribution. Proper training on connecting your trailer to a tow vehicle is essential for safety. Please see your dealer or other qualified personnel for instruction on the proper hitching of your trailer. Safety chain use on the hitch is required in all countries.



### 7-Way Plug



- White: Ground
- Blue: No connection
- Green: side markers, position lights, rear indicator lights, clearance lamps, license plate lights
- Black: No connection
- Red: Left turning, Left stop light
- Brown: Right turning, Right stop lamp
- Yellow: Reverse lamp



**WARNING:** The tongue weight should be approximately 10 to 15% of the trailer's total weight, but must not exceed 1,000 lb. Under no condition should it exceed the hitch rating. Your hitch installer should provide your hitch rating information.

## Towing Tips and Information

### Off-Road Towing

When driving in mud and sand, let the momentum carry the rig through. Apply power gently and use as little as possible. Stay in the tracks of the vehicle ahead and keep the tow vehicle in the highest possible gear. If you get stuck, it is best to tow out the entire rig together without unhitching.

### When Being Passed

Despite the best hitch, you will notice that whenever a large bus or truck overtakes your rig, the displaced air first pushes the trailer rear slightly to the right and then affects the front. It may be necessary to steer very slightly, momentarily, toward the bus or truck to help compensate for the sway induced by the passing vehicle. Do not apply the vehicle brakes, as this can tend to exaggerate the situation. You may find, however, that briefly applying the trailer brakes with your manual control will help eliminate sway.

On a two-lane road, cars may line up behind you because you travel at a lower speed. It is both courteous and sensible, if you are able, to signal, pull onto the shoulder, and let them pass. Your trailer is designed to be towed easily at any legal speed, so if you are not careful, you may forget it is there.

### Passing

On freeways or expressways, pick the lane you want and try to stay in it. Always maintain plenty of space between you and the car ahead, at least the length of the tow vehicle plus trailer, for every ten miles per



hour. Remember that to pass another vehicle you will need longer to accelerate. You must also allow for the length of the trailer when returning to the right-hand lane.

## Backing Up

When backing up, the important thing to remember is to do everything slowly and to correct immediately if you see the trailer turning the wrong way. Concentrate on the rear of the trailer. With your tow vehicle and trailer in a straight line, back up slowly and turn the bottom of the steering wheel in the direction you want the trailer to go. Watch out the window or in the mirror until the rear of the trailer is pointing in the desired direction. Your tow vehicle will be following the trailer in an arc. Straighten the tow vehicle and trailer by turning the steering wheel more sharply, and then, when they are in line, straighten the steering wheel.

Always try to back to your left because the visibility is much better. When you don't make it on the first try, it is usually much easier to pull forward to your original position and start over, or at least pull forward until the rig is straight, and then start backing.

If your spouse or traveling companion normally directs you when backing, they should position themselves forward of the tow vehicle so the driver can easily see them. Their directions should always indicate to the driver the direction the rear of the trailer should go.

A little practice in a parking lot, with the person giving directions, can save a lot of frustration when backing into a campsite.

## Controlling Sway or Fishtailing

Sway or fishtailing is the sideways action of a trailer caused by external forces. It is common for trailers to sway in response to strong winds, crosswinds, when passed by or passing a semi-tractor and trailer, or driving downhill.



**WARNING:** Excessive sway or fishtailing of your trailer can lead to the rollover of the trailer and tow vehicle. Serious injury or death can occur. It is important that you read and understand the information in this section.

Sway or fishtailing of your recreation vehicle can be controlled and is primarily impacted by four factors:

1. Equipment
2. Tongue Weight



3. Driving
4. Corrective Measures

### Equipment

When hitched together, the trailer and the tow vehicle must be level. The tires of both the trailer and tow vehicle should be in good condition and properly inflated to their recommended pressures.

### Driving

This is the most important component. The tendency for the vehicle to sway increases with speed. Therefore, obey all speed limits and reduce speed during inclement weather or windy conditions.

### Corrective Measures

If sway occurs, the following techniques should be used:

1. Slow down immediately, remove your foot from the accelerator. Avoid using the tow vehicle brakes unless there is a danger of collision. Reduce speed gradually whenever possible. If you can do so safely, use the brake hand controller to apply the trailer brakes in a gently and progressively manner. This will help keeping the vehicles aligned. Practice using the brake hand controller in a deserted parking lot.
2. Do not wait until an emergency occurs before using it. Location of the brake hand controller is important and should be made easily accessible.
3. Steer as little as possible while maintaining control of the vehicle. Because of natural reaction lag time, quick steering movements to counter trailer sway will cause increased sway and loss of control. Keep both hands on the wheel. Hold the wheel as straight as possible until stability is regained.
4. Once the swaying is under control, stop as soon as possible. Check tire pressures, cargo weight distribution, and look for any signs of mechanical failure. Travel at reduced speeds that permit full control until the problem can be identified and corrected.



**WARNING:** Do not jam on the brakes or attempt to press on the accelerator to speed your way out of the fishtailing. Both actions make the situation worse and could cause severe injury or death.



## MAINTENANCE

### Maintenance Schedule



**WARNING:** Failure to maintain your trailer can cause premature and unexpected parts breakage and/or erratic operation that may be hazardous.



**NOTICE:** See appliance manufacturer's literature for further information.

Service to Be Performed	Each Trip	Before Use At Set-Up & Weekly	Monthly
Inspect wiring, connector plug and receptacles	X		
Check exterior lighting	X		
Test smoke detector for proper operation		X	
Check fire extinguisher			X
Inspect/clean battery cables, terminals, tighten wing nuts			X
Check battery charge (in storage)			X
Check battery electrolyte (in use)			X
Wash exterior			X

Service to Be Performed	Every Six Month	Yearly & After Prolonged Storage
Inspect nosewheel & lubricate per manufacturer's instructions	X	
Inspect roof sealants (required)	X	
Inspect compartment & access doors, moldings & window seals (required)	X	
Inspect all cold, & drain plumbing		X
Sanitize fresh water tank		X
Lubricate locks, hinges & hardware		X
Wax Exterior		X





 **WARNING:** The maximum speed rating on the tires installed on your trailer is 120 km/h. Do not exceed this rating. Failure to heed this warning could cause catastrophic tire failure resulting in property damage, personal injury, and/or death.

 **WARNING:** When removing aluminum-forged wheels from the spindle, it is very important to mark them to ensure the wheel is placed in the same position of the drum when reinstalling. If the aluminum-forged wheel is to be mounted on a different drum, it is important to sand all loose corrosion from the mating surfaces.

 **WARNING:** Wheel separation can occur:

1. On first trip, tighten wheel nuts at beginning of trip, and at 10, 25, and 50 miles.
2. Thereafter, check wheel nuts before each trip.
3. Following winter storage, check wheel nuts before beginning a trip.
4. Following excessive braking, inspect wheel nuts. Do not over torque.

### Tire Load and Inflation Information

Maintaining proper tire inflation pressure is essential for both tire safety and performance.

#### Proper Tire Inflation

The level of air in your tires affects your vehicle's overall performance. A maximum inflation pressure specification is found on the trailer's exterior on a sticker on the front left corner of the trailer, as well as on the original equipment of the tires.

Air pressure should be checked based on the load on each individual tire. Cold Inflation Pressure should be adjusted to handle the maximum tire load, and all tires on the axle should carry the same inflation pressure. Cold tire inflation pressure is the tire pressure checked in the morning before you drive more than a few miles or before rising ambient temperatures or the sun's radiant heat affects it.



## Underinflated Tires

Underinflation brings a higher risk of damage due to road hazards, reduce casing durability, cause a loss in fuel economy, and will result in uneven or irregular tire wear. Severe underinflation brings about an increased risk of tread separation, handling difficulties, and possible tire failure, caused by overheating.

When minimum inflation pressure requirements are not met, tire durability and optimum operating conditions are compromised. Tire inflation pressure should always meet the guidelines for vehicle weight.

Observe the following:

- It may be necessary to inflate your tires at a truck stop or truck service center to achieve adequate air pressure for your trailer's needs.
- Only permanent air seal metal valve caps should be used.
- Be safe - if a tire has been run in a 20% underinflated condition, it must be dismantled and inspected by a trained professional. It should not be aired up without a full inspection or without using a safety cage. Use a calibrated gauge.
- If your tire is rated for higher inflation pressures, a special gauge will be required designed for larger tires.
- Do not bleed air from warm tires to reduce pressure buildup.
- Do not inflate tires to cold PSI rating beyond rim specifications.

## How Overloading Affects Your Tires

Tire pressure is what enables your trailer tire to support loads, thus, overloading can have serious consequences. Too much weight can cause stress on the suspension system components, brake failure, handling and steering problems, irregular tire wear, and possible tire failure. If you discover that your tires cannot handle the load, lighten the weight of the load on your tires.

## Tire Care

The most important function of tires is to provide traction while moving, and grip when steering or stopping. The tires on your trailer are designed for highway use and must be properly maintained to maximize tire life, as well to provide a safe mode of transportation.



### Tire Care Tips

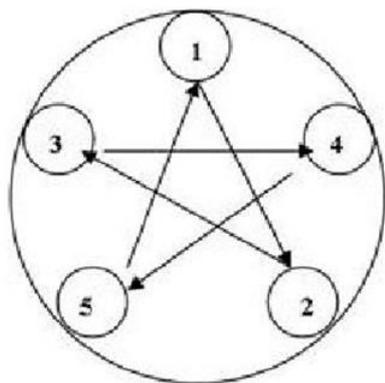
To reduce the risk of tire failure, we strongly recommend the following:

1. Check the pressure in your tires, including your spare, at least monthly when the tires are cool.
2. Never overload your tires. Heed the maximum load-carrying capability of your tires.
3. Check your tires frequently for scrapes, bulges, separations, cuts, or snags resulting from use. See your tire dealer immediately if any such condition is discovered.
4. Never operate your vehicle more than lawful speeds or the maximum speeds justified by driving conditions, or more than speeds recommended for the tires you are using.
5. Make every effort to avoid running over objects that may damage the tire through impact or cutting, such as chuck holes, glass, metal, etc.

### Lug Nut Torqueing

Trailer wheels must carry much higher loads per wheel than passenger car or truck wheels. Each wheel may carry 1000 pounds and higher. Furthermore, wheels on tandem axle trailers do not steer, and are subjected to very high side load stress whenever the trailer makes a tight turn. When going around corners, especially on slow, tight turns, the wheels are subject to very strong side loads. This tends to flex the wheel and gradually loosen the wheel nuts. Although the materials and manufacturing methods are maximized for this kind of service, these extra loads can cause stress, which can result in flexing and loosening of wheel nuts.

Before each trip and anytime a wheel is replaced, be sure to tighten the wheel nuts, following the lug-pattern sequence shown below. If the wheel was replaced, check the torque every 10, 25, and 50 miles.



**Five-Bolt**



If you notice wheel wobbling, or hear a rattling sound coming from a wheel, especially at low speeds, a wheel lug nut may have come loose. This problem is usually caused by improper tightening, or by faulty or damaged lug bolt threads.

If suspicious of a loose lug nut, safely stop the vehicle as soon as possible. Put up warning devices. Remove the lug caps and check the tightness of all the lug nuts. Tighten all lug nuts to the specified torque, using a torque wrench. If stud threads are damaged or faulty, get professional service help.



**NOTICE:** Use a torque wrench to tighten lug nuts. Tightening by hand or with an impact wrench is not recommended. See the Specification Chart in this manual for wheel torque ratings.

### Spare Tire Carrier

The HERO'S spare tire is held on a frame fixture beside the wall. Use a regular hex wrench to loosen the bolts for spare tire and take it down by hand. To secure the spare tire onto the frame fixture by same way as normal wheel bolts tightening.



**CAUTION:** The frame is designed to carry a tire and wheel combination of maximum 28kg

### Brakes

Due to normal brake lining wear, the brakes should be checked every six months or 10,000 miles, whichever comes first.

### Battery Storage

During the winter, the batteries should be removed from the trailer and stored in a cool, dry place, where there is no danger of freezing. They should be kept full of water, cleaned, and charged monthly. A battery that can completely lose its charge will never regain its original power or a full charge.

The following recommendations may be helpful if the battery is to be stored:

- When storing the battery in a vehicle or vessel, it is not necessary to leave it on charge. Disconnect the negative battery cable. This will prevent inadvertent discharging of the battery which may lead to a complete discharge.



- Fully charge the battery before putting it in storage and store in a cool place.
- Charge the battery every 30 to 60 days to ensure maximum battery life.

 **NOTICE:** A battery will self-discharge 1-3% per month at 80 degrees.

## Water Pump

The water pump located under the sink.



## WINTERIZING AND STORAGE

When storing your trailer for short or long periods, use the same precautions as you would in your own home regarding perishables, ventilation, and rain protection. In addition, for prolonged storage periods, flush out all the drain lines, also drain the entire water system including the water storage tank. Instructions for draining the water system are explained in the following paragraphs on winterizing.

The main consideration in winterizing your trailer is to prevent the following items from freezing; water pipes, tank, pump, the waste drain system including the traps and tanks, and the batteries.

To completely winterize your camper, follow this procedure:

1. Level the trailer from side to side and front to rear. Open all faucets.
2. Turn the water tap switch to the ON position to expel water from the storage tank.
3. Turn the pump switch OFF after all water has been removed from the storage tank.
4. Remove the water pump inlet connection from the portable tank and turn the pump on until all the water is expelled from the system.



5. Remove the batteries from your trailer and store in a cool, dry place where there is no danger of freezing. It is very important for optimum life of a battery to check it periodically and to keep it fully charged.

For additional winterizing protection, add a non-toxic antifreeze (approved for drinking water systems) to the water lines using the following procedure:

1. For antifreeze usages follow manufacturer's instructions found on label of container.
2. Insert hose length into the antifreeze container, turn the pump switch on, and run the water pump until the antifreeze solution fills all water lines.

## Component Manufacturers Contact Information

**These items have Standalone warranty coverage from the Component manufacturer.**

1. Axles (Dexter Axle) phone 574-295-7888 ([http://www.dexteraxle.com/contact\\_us\\_\\_\\_\\_\\_](http://www.dexteraxle.com/contact_us_____))
2. Tires (Lionshead) Brenda Speicher Email: [bspeicher@lionsheadtireandwheel.com](mailto:bspeicher@lionsheadtireandwheel.com) Phone: 574-533-6169
3. Radio/DVD Player/Monitor/Speakers (ASA Electronics) phone 877-305-0445 call for immediate Customer Service Support and 877-845-8750 for Technical Assistance. (<http://www.asaelectronics.com//customerservice>)
4. Batteries (Dealer Provided) contact your dealer.
5. Power Converter (WFCO Distribution) phone 1-877-294-8997 (<http://wfcoelectronics.com/contact/>)
6. Air Conditioners (contact the factory at 330-852-4811)
7. Stoves and Microwaves (Call the factory for contact information phone 330-852-4811)
8. Cooler phone 1-800-543-1219 (<http://www.thetford.com/customer-support/dealer-and-service-center-locator/>) [info@thetford.com](mailto:info@thetford.com)

