

Hi Elias from the team at DeLuxe RV Group



In this months newsletter

- Intro
- Selling or Trading your Motorhome or Caravan with Deluxe RV
- The Ultimate Guide To Camping With Dogs
- Inverters: Correct Usage and Limitations
- Pilote History: Welcoming Our Pilote R800S
- Warranty Reference Guide
- Customer Story: West Coast
- Habitation Batteries: How To Manage Your Battery System



Welcome to the April issue of the Deluxe RV Group newsletter!

Easter is just around the corner and daylight-saving time finished. Winter is not far away, and colder temperatures are slowly creeping in. As much as I love summer, sitting in a warm motorhome having a hot drink and watching the first snow fall always gets me excited and reminds me how lucky we are.

Owning a well-insulated and heated motorhome or caravan enables us to travel throughout all seasons, experiencing the magic of each one of them.

If you have travelled less or not at all during the winter months in the past, I would like to encourage you to step out of your comfort zone, plan a couple of winter adventures this season and make the most of a truly magical time of the year.

Enjoy the read!!!

Selling or Trading your Motorhome or Caravan with Deluxe RV



Trading your current motorhome when you purchase a new one is a simple and often an easy way for customers to have a seamless changeover as well as not missing out on camping whilst you are waiting for a new motorhome or caravan to arrive.

Current shipping challenges have increased the chance of a new arrival being delayed and most campers are unwilling to let go of their pride and joy prior to making the move to a new vehicle.

Due to recent price increases trade in evaluations are higher than ever and are well worth considering.

Please note that we currently consider purchasing motorhomes and caravans outright.

If you own a late model motorhome or caravan and are considering either selling or trading it in, please feel free to get in touch for an obligation free evaluation.

We are always happy to assist!!!

The Ultimate Guide To Camping With Dogs



After a conversation with one of our customers, I decided to revisit the topic of "Dogs and Camping" and share a great article Ian found. I am always intrigued when I meet people travelling with their dogs and seeing how passionate they are about sharing their experiences.

Ian and Suzanne recently introduced their German Shorthaired Pointer to the van and shared the below.

"We took our new GSP for his first experience in the van this weekend in preparation for a longer road trip this Easter.

Things we are now considering taking in the future are

- Crate. This is a safe place when you can't have eyes on or for travelling in
- Drool rags and wipes. Dog drool just gets everywhere.
- Patience and lots of it.
- Your dog will probably want to sleep right next to you. So have a sleeping plan B if the dog chooses to ignore where you want them to sleep."



"THE ULTIMATE GUIDE TO CAMPING WITH YOUR DOG

If you are like most dog owners, you probably want to bring your four-legged friend along wherever you go — including camping trips. Spending time with your dog can be incredibly beneficial to both of you. By strengthening your bond, you are encouraging your dog to trust you more and introducing them to activities that will keep them healthy and mentally stimulated. In turn, your dog can help you stay more active and develop your social skills. Plus, camping with your dog can be a lot of fun."



PLAN AHEAD

Planning ahead is the best way to ensure both you and your dog have a safe and enjoyable camping experience.

Please click on the link below to view the full article.

<https://koa.com/blog/tips-from-camping-with-dogs/#:~:text=Some%20ways%20to%20prepare%20your%20dog%20for%20a,trip%2C%20why%20not%20have%20a%20trial%20run%3F%20>

Inverters: Usage and Limitations



I have recently had many conversations regarding inverters, how to use them and their limitations and often wonder if people fully understand the product. Unfortunately inverters do have limitations as all systems in RV's and it is paramount to understand how and when to use an inverter.

What does an inverter do?

A DC to AC inverter is a clever device that allows us to use appliances that run on 'home electricity' in our RVs using our batteries. Inverters convert direct current (DC), like the power from an RV house battery, into alternating current (230-volt AC), the same as the wall plugs at home.



Do you leave the inverter on all the time?

RV inverters can seem like relatively complicated electrical devices, and it's hard to know when they should be left on or turned off. For most installations, an inverter should be turned off when not in use. This is because an inverter can drain power from batteries even when there is no power being used.

What would I use the inverter for?

- Charging your laptop
- Charging E-Bike batteries
- Running a small coffee machine
- Hair dryers



What are the limitations of an inverter?

Inverters are hard on our batteries and are generally designed for short term usage as suggested above. You should always aim to use 12v appliances if you can and only use the inverter when necessary. The inverter will stop working when the battery voltage is too low, and you basically run out of power.

Tips and Tricks

- 1.) Upgrade your solar and battery system to suit your inverter usage
- 2.) Only use the inverter when necessary and ensure the inverter is turned off
- 3.) Use the inverter during the day when your solar recharges the batteries
- 4.) Charge E-Bike batteries while you are on the move or during the day
- 5.) Use low watt appliances

Pilote History: Welcoming Our Pilote R800

We managed to get our hands on a 1990 Pilote R800S and are very excited to share a piece of Pilote History with our customers.





It's currently being displayed on our yard. Feel free to pop in and have a look at the detailed craftsmanship and get nostalgic about the good old times.





Warranty Reference Guide

How to manage my warranty:

When customers collect a vehicle from Deluxe RV our sales team debrief everyone on the warranty procedure of the vehicle you have bought and what needs to be done if an issue arises.

Think of a motorhome being like a house on wheels. There will be something that may need attention from time to time. Good communication and appropriate management of the situation is paramount to finding a solution and the dealership approach to warranty issues and aftersales service is often a key factor in deciding who to purchase from.

As a family business we value and appreciate our customers immensely and thrive to provide the highest level of service possible. However, we often see issues being approached fueled by negativity and even anger towards staff prior to us having a chance to find a solution.

We understand that any problem can be frustrating however it is important to remember we are here to assist and resolve the issue as smoothly as possible. Our team always intends to help where possible and get you back on the road swiftly.

We pride ourselves in our aftersales service and sincerely hope that this article further enhances your understanding of the warranty process, and we are all looking forward to assisting the Deluxe RV Community in the future.

“A positive mindset brings positive things.”

Kea THL warranty:

When you purchase a Kea product through the THL dealer network the warranty is handled directly through the THL warranty system. Deluxe RV have no power to arrange repairs and the warranty procedure must be followed as stated on the warranty document. When you collect your Kea motorhome from Deluxe RV you will receive a “warranty reference guide” that will guide you through the process. Star Insurance manage the warranty process for THL. When you follow the prompts 3-3-1 on the 0800 number you will be guided to them. This will allow you to take the RV to your nearest repairer for assessment and quotation. This must be done before any repairs are authorised.

Pilote and Le Voyageur:

Your New Pilote or Le Voyageur motorhome comes with a brand-new factory warranty. This includes a 2 year Fiat Chassis, 2 Year Componentry and 5 year for Water Ingress Warranty.

Please note that the Fiat engine service and the water ingress service must be completed on an annual basis to keep these warranties valid. If you find you have an issue with your Fiat cab, engine, or chassis you must contact your nearest Fiat dealer. Your Motorhome will be entered into the Fiat Global warranty system, and they will have all the information they need. You can find your nearest Fiat dealer on the below web address <https://www.fiat.co.nz/en/motorhomes.html>.

If you have a component or water ingress issue you must contact Deluxe RV. Sending us an email with photos, your location and explaining the issue is a

huge help to making sure we can find a solution to your problem as soon as possible.

Second hand motorhomes and caravans:

When you purchase a pre owned motorhome or caravan Deluxe RV will provide you with a 3-month company backed warranty on components and water ingress and we will arrange a 12 month free mechanical breakdown cover with Protecta insurance (up to 4500KG GVM). If your van exceeds 4500kg GVM please ensure to discuss further options with us.

You will have the option of extending the mechanical breakdown insurance for an additional cost. In case of a mechanical issue within the warranty period, you will need to call your policy holder to arrange an assessment and quotation for repairs. If you have a water ingress leak or component fail, you will need to email Deluxe RV with images and details so we can assist you as soon as possible and find an appropriate solution.

Bailey Caravans and Motorhomes:

If you purchase a New Bailey motorhome or caravan from Deluxe RV, new vehicle warranties will apply. Bailey offers a 2 year component as well as a fantastic 10-year water ingress warranty.

When purchasing a Ford or Peugeot motorhome, you will get 3 years warranty on the chassis of choice. It is important to note that you must keep up with your annual servicing to keep your warranties valid.

Please email Deluxe RV with detailed photos and an explanation of your issue. This will assist us in finding a repairer and allowing us good insight to resolve your issue. Contact your closest Ford or Peugeot dealer for any chassis issues to assess and repair as required. Your vehicle information has been handed to the appropriate manufacturer on sale. This will enable you to lodge a warranty claim directly with them. Please click on the link below to find your closest dealer.

Ford: <https://www.ford.co.nz/locate-a-dealer/>

Peugeot: <https://www.peugeot-newzealand.co.nz/dealers/>

Customer Story: West Coast

Mish and Alan spend a lot of time travelling our beautiful country and I am always happy when they send me another great shot. This one is taken on the west coast of the South Island and should encourage everyone to plan a west coast trip soon.



How To Manage Your Battery System

Winter is just around the corner and the shorter days usually result in many questions related to batteries and how to manage your system. Brett has put together a reference guide which I am happy to share with you. Enjoy the read!!!



What is an amp hour? How do I manage my power use?

Example:

A standard AGM Battery comes with 100 amp hours, in some cases a vehicle may have two 100 amp hour batteries but what does that really mean?

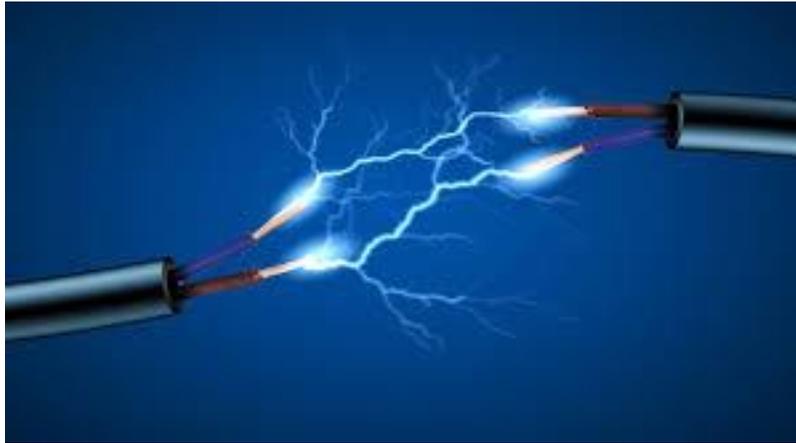
A 12watt light bulb running off a 12v battery uses 1amp per hour.

12watt divided by 12volt equals 1 amp, 24watt divided by 12volt equals 2 amps per hour and so on.

Watts divided by volts = amps

Let's say a 70watt TV divided by 12volts = 5.8 amps per hour. Now watch TV for 3 hours, 5.8 amps X 3 hours = 17.4 amps.

A 100AH battery minus 3 hours of TV @ 17.4 AH leaves you with 82.6 AH remaining, keep in mind an AGM battery should not go below 50% (Or 50 amps in this case) to make sure the battery has good longevity and life.



So that's amps going out, now let's get some back in with charging.

For example, if your solar system is 200watts, the average output for a sunny day is around 6 to 10 amps/hour. Keep in mind, most solar systems on RV's are laid flat on the roof so the efficiency of the panel does drop a little.

If you have 8 amps of charge coming from your 200W panel it will take you just over 2 hours to recharge your used power. You also need to remember, if you have a low sun light or a dullish day your solar efficiency can drop a lot so your recharge time will be a lot longer than expected. To get maximum charge from your 200W panel you will need to have a high summer sun light and great conditions.

One thing I see a lot of confusion around is battery voltage. A fully charged AGM battery at 100% is 12.9 to 13 volts, battery dependent. If your battery voltage is showing higher than 13 volts this is because it has input load on it from your charging system. If you are not plugged in to 230volt mains power and the sun has set for the day, you will see your battery voltage normalize to 12.9volts-13volts if fully charged. The working voltage of your AGM battery is 0.95volts, so this means when your voltage gets to 12volts after your nights use you have used 50% or 50 Amps from your 100 amp battery. This is fine, the key thing is to make sure you can recharge the next day....

AGM BATTERY STATE OF CHARGE	
Level	Voltage
100%	13.00V
90%	12.75V
80%	12.50V
70%	12.30V
60%	12.15V
50%	12.05V
40%	11.95V
30%	11.81V
20%	11.66V
10%	11.51V
0%	10.50V

If you are wanting to work out how much power you have left in your battery system always make sure it is with no load going in or coming out. I have attached a basic chart above to help guide you.

I hope this helps explain power usage for you!!!



If you have an interest in anything contained within our Newsletter then please don't hesitate to contact us, we would love to hear from you.

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