



## Trouble Shooting

### Basic

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**Please report all deficiencies to Castaway North RV Trailer Rentals, so we can make sure all problems/issues are addressed immediately. 905-315-0844**

#### Fridge Not Operating

What mode are you trying to use, Gas or 120 V? The fridge doesn't make a sound similar to a house fridge.

##### **Gas Mode**

- Make sure fridge switch is in the “on” position, and the Gas switch is in the out position. No Lights on the control panel should be on.
- Make sure propane tank has fuel and is turned on
- If the “check” light is on, “Reset” the fridge by turning off then on.
- Make sure the trailer is properly level the stabilization jacks are down properly.
- Check the thermostat cable is in the proper position in the back of the fridge
- Is the battery connected and have a charge.

##### **120 Volt Mode**

- Make sure fridge switch is in the “on” position. “Auto” should be on.
- Check the thermostat cable is in the proper position in the back of the fridge.
- Is the trailer connected to a 120V power supply. If the microwave or a/c are working then the trailer has a 120V power supply. If not, check breaker from the power supply.
- Check fridge breaker, located in the electrical panel in the trailer

If there continues to be a problem, check the operating manual for more details and then contact Castaway North Trailer Rentals.

#### Low 12 Volt Trailer Battery

When the trailer is connected to shore power, the battery is kept charged with an automatic battery charger. A low battery may take up to 24 hours to properly charge. Older batteries will not hold a charge as long as newer ones. A solar charger may be able to keep up with maintaining a charged battery, and may struggle to charge one from a dead state.

- Make sure the trailer is connected to a power supply and that there is power in the trailer. You can check if there is power in the trailer by seeing if the microwave is on. If the microwave doesn't work, then more likely your power supply is compromised.

### **Hot Water Heater Issues**

#### **Gas Mode ( Off Grid)**

- Make sure Gas switch in bathroom is on.
- Make sure propane tank is connected and full of propane
- Make sure 120 volt switch is off (outside in hot water compartment)
- Check 12V battery is connected and has a charge
- Check 12V Fuse located in fuse panel in trailer.

#### **120 Volt Mode**

- Make sure trailer has 120 Volt supply,
- 120 Volt Hot water switch is on, (Located outside in Hot Water compartment)
- Check breaker in fuse panel inside the trailer

The bypass valves may have been improperly positioned if the trailer was recently serviced. If there continues to be a problem, check the operating manual for more details and then contact Castaway North Trailer Rentals.

### **Low/No Water Pressure**

#### **City Connection**

- Make sure the water supply hose is connected to the "City" water port on the side of the trailer.
- Make sure the City water supply valve is open. Located at the water source

#### **On-board Tank**

- Make sure potable water holding tank is full
- Make sure the "Pump" switch is on. Located in the bathroom. If the trailer is being used after a service the pump may take awhile to prime. Keep the kitchen cold water tap open until the water comes out. Don't run pump longer than 3 min

If there continues to be a problem, check the operating manual for more details and then contact Castaway North Trailer Rentals.

### **Smoke / CO and Gas Detector**

#### **Smoke Detector**

- Battery operated smoke detector, a chirp will indicate a low battery. Replace with 9 Volt

#### **CO/Gas Detector**

- This detector is connected to the 12 volt power on the trailer. If the detector sounds, Call the Local Fire Department. There may be a propane gas, or carbon monoxide leak.
- If the detector chirps, the main trailer battery may be low.

### **Propane Supply**

You are supplied with either 1 or 2 FULL propane tanks on the tongue of the trailer, depending on the size of the trailer you rented. Propane should last a long time unless you are using the furnace, in which it only may last a few days in the cool fall nights. If you suspect a an issue with flow of propane:

- Check tank, propane level. Some tanks have a gauge, others you may need to lift the tank to tell, or on humid days, condensation on the side of the tank will indicate the level.

If the tank has gas, but you are still not getting flow, possible OPD valve on tank is activated. This will stop gas from leaving the tank as the valve may have been opened too quickly causing the valve to think there is a leak. To Reset OPD Valve.

- Turn off propane tank.
- Disconnect hose into propane tank.
- Wait 20-30 seconds
- Reconnect hose to tank
- SLOWLY open propane tank, OPD valve has been reset.

Still no flow of propane to devices? A faulty regulator may be the cause.