

RV Travel Guide for “The Cardinal”



IN THE EVENT there is a MALFUNCTION,
BREAKAGE, or need for additional SUPPORT,
PLEASE CONTACT US via:

EMAIL - info@terrificbits.com

TEXT / PHONE - (469) 731-8311

or use the message feature on or BUILT IN FORM
on our WEBSITE www.380RVrentals.com

About Us

In 2018, Bryan and David decided to create a company that would share their love of camping as well as be dedicated to providing a safe, clean, reliable and comfortable RV rental. Their idea took off in the Fall of 2018 and 380 RV Rentals was born! Together, the entire crew at 380 RV Rentals works to ensure that you have a safe, clean and enjoyable experience every time you rent with us.

At 380 RV Rentals, we want to make sure we always keep our core values in mind. In everything we do, and with every interaction you have with us, we strive to hold, and display, these:

- 1) Integrity
- 2) Safety
- 3) Thoroughness

RV camping is a wonderful escape from the demands of everyday life, and we hope we can be a part of a great adventure for you! From all of us at 380 RV Rentals, thank you for trusting us with your business and we sincerely hope we see you again soon!

Before You Go

Walkthrough

You will have a chance to walk through the trailer to ask any questions and record any pre-existing damages.

Ask as many questions as you like. Please don't be shy here.

Getting Packed

- Safety Prep
 - This trailer cannot handle more than 1643 lbs. of cargo.
 - Filling the fresh water tank is 349 lbs. leaving you with 1294 lbs. of cargo.
 - Your vehicle must be able to tow **6900 lbs.** to pull this trailer safely.
 - Your vehicle must have a brake controller to tow this trailer safely.
 - Your vehicle must have a 7 way flat pin traditional or RV trailer connection to tow this trailer safely.

Calculating your trip weight

Factory Weight	Installed equipment	Trailer at Pick-up	Full Water	Clothing and Food
5257 lbs	450 lbs	5707 lbs	349 lbs	100-150 lbs/person

Example Calculation

Trailer at Pick-up		<u>Full</u> Fresh Water Tank		Clothing and Food		Final Loaded Weight
5707 lbs	+	349 lbs	+	150 lbs x 4 people	=	6656 lbs

NOTE

Maximum "Fully Loaded" Weight is 6900 lbs
Ensure that the "Final Loaded" Weight is at or below you tow vehicles tow rating

Getting Hitched

- The hitch is a weight distributing system that helps absorb road conditions that would otherwise cause safety issues
- The hitch requires a 2"x2" receiver on the tow vehicle and a 7 point plug

Hooking up trailer to tow vehicle

- Ensure all scissor stabilizer jacks are fully up
- Back the tow vehicle up to the trailer, leaving a 2-3 foot gap from hitch ball to trailer
- Ensure the coupler is higher than the tow vehicle hitch ball (if not, lift tongue jack)
- Back tow vehicle up until hitch ball is fully under coupler.
- Lower tongue jack until coupler seats on hitch ball and coupler latch closes completely.
 - If coupler does not seat correctly (or in latch does not fully close), take note of where hitch ball is in relation to coupler. Raise tongue jack and try previous steps again, adjusting position of hitch ball and tow vehicle.



OPEN



CLOSED

- Install pin or lock into coupler to ensure couple stays closed



- Install anti-sway bars into hitch locations and secure with metal pin and cotter pins.
- Raise tongue jack until anti-sway bars can be lifted on brackets on trailer.



- Install and secure silver friction brackets

- Raise tongue jack until it is just above the lowest point on hitch (completely retracted is not always necessary).
- Remove yellow chocks (if trailer has rested on chocks, you may need to reverse or pull forward tow vehicle and trailer slightly to remove chock).

- **Ensuring you are fully hitched**

- All support “scissor-type” jacks should be raised to prevent damage to support jacks.
- Ball hitch is on the vehicle hitch with a fully secured pin in place.
- Trailer hitch is on the ball hitch with the ball hitch lock down and pin or lock in place.
- Stabilizer bars are secured and in place.
- Friction brackets are in place and secured to hitch point on trailer frame
- The chains are secured to the vehicle hitch.
- The safety breakaway brake line is secured to the vehicle hitch.
- The 7 way electrical connection is secured
- All lights work including:
 - (Headlights on) All exterior running lights illuminated
 - Left blinker
 - Right blinker
 - Brakes
 - Reverse

- Brake controller is operational
 - All brakes controllers are unique, but each follows the same basic premise - use the trailer brakes to lessen the tow vehicles work and, most importantly, PROVIDE GREATER TOW STABILITY.
 - The “+” and “-” on your brake controller is the GAIN. Gain can be varied in order to modulate the braking force sent to the trailer brakes from your braking control unit.

Setting Trailer Brake Controller

- Following these steps will help you set your brake controller to your rental:
 - Set gain the halfway point (“5.0” for most controllers).
 - On a side street or deserted pavement area, drive the vehicle to 25-30 mph and then apply medium braking pressure. Based on what you “feel” during the stopping force, you will make adjustments.
 - If it “feels” like the trailer is pushing the vehicle, increase the GAIN by “0.5” or “1.0” and repeat.
 - If it “feels” like the trailer and tow vehicle are pulling on each other and creating a “back and forth” rhythm, decrease the GAIN by “0.5” or “1.0” and repeat.
 - Once a good median is found, we recommend increasing the GAIN by “0.5.” This will provide a very small “tug” by the trailer but will aid preventing a loss of stability in a wet pavement situation or heavy braking application.
 - You’re ready to go! You shouldn’t need to make any adjustments of the GAIN on the rest of the trip.
- It is recommended to test the braking the first time you move the vehicle/trailer combination after restarting the tow vehicle. This can be done by letting the vehicle slowly roll forward then applying a medium force to ensure trailer braking is felt.

Getting moving

Now that you're hitched, let's go through the checklist to get moving. The below checklist is our suggested walk around. It will ensure that you hit all the high points while also providing a "logical flow" to the process.

Interior	Exterior
<ul style="list-style-type: none"> ● Bathroom tub and counter items secured ● All cupboards closed ● Vents closed ● Windows closed ● Blinds closed ● Kitchen sink and counter emptied ● Refrigerator items secured ● Refrigerator door latched closed ● Water pump and water heaters off ● Bathroom door closed ● Privacy doors to queen bed room secured ● TV swivel tray locked ● Trash out ● Furnace/AC off 	<ul style="list-style-type: none"> ● Retract awning ● Lock outdoor kitchen ● Secure outdoor kitchen fridge door ● Disconnect water hose ● Disconnect cable TV ● Drain tanks (if needed) ● Verify slide clear ● Verify slide top clean ● Remove tire chocks (L) ● Check tires (L) ● Remove electrical power ● Check lights (rear) ● Remove tire chocks (R) ● Check tires (R) ● Retract slide ● Stow entry steps ● Lock door ● Stow grab handle ● Stow wheel chocks, jack squares ● Fill fresh water tank (if needed) ● Close and lock forward storage doors (L and R) and rear compartment
<p>Final Walk Around (just before climbing into tow vehicle)</p> <ul style="list-style-type: none"> ● Check all windows, doors, steps, awning, vents ● Inspect area for litter, items ● Check for tree limbs or obstructions ● Check hitch coupler ● Check anti-sway pins ● Trailer key in tow vehicle 	

Going (what you need to know about pulling)

- Put your vehicle in TOW mode (if equipped) or disable overdrive if available
- The hitch will creak and pop as you drive, this is normal. You'll notice this especially as you park, slowly drive or in rainy/wet weather. As the hitch moves with the trailer, the bars create friction with metal brackets on the trailer; this is the action that creates the noise as well as the stability.

RV Height - 11' 6"

DO NOT ATTEMPT TO USE LOWER CLEARANCE LEVELS

- ALWAYS REDUCE SPEED.
 - These trailer tires are rated for no more than 75 mph. As the trailer is moving, 3+ tons are being supported by four tires. Increased speed will make the tires heat beyond their design point.
 - High winds, especially crosswinds, will make the trailer "sway." Most modern vehicles have assistive features to counteract this sway however, it cannot be eliminated. If you are towing through an area of high wind, reducing your speed will improve stability and comfort during travel.
 - Reducing your speed will lower the drag coefficient on the tow vehicle and trailer. This will be noticed in an exponential increase in fuel economy - always a plus! If you don't have a schedule to keep, consider
- Using the trailer while travelling is one of the best parts of pulling your house behind you!
 - Feel free to use the CLEAN restroom in the trailer, the toilet and sink will run off the water pump (switch located in the bathroom to right of mirror) which is powered by the on-board battery.
 - If you have switched the fridge to "AUTO" mode, the fridge is now powered by the propane (LP). This means that all food that is transported will remain cold! The fridge in the outdoor kitchen is only powered by 120V (household) electricity

DO NOT USE this to store meats or other perishable items.

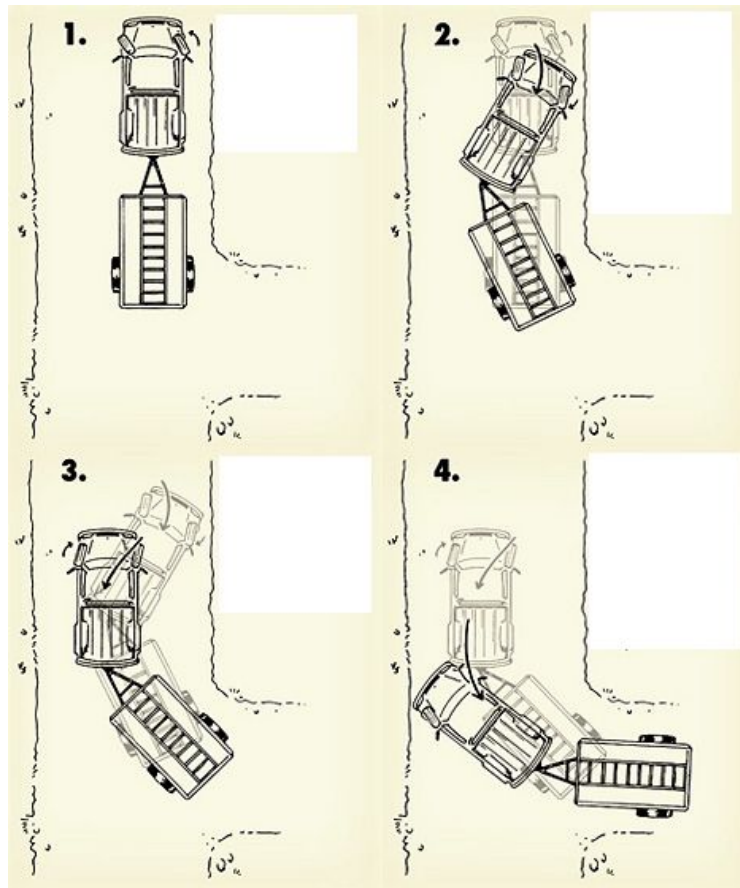
- Finding a nice spot to stop and rest or have a meal is common when travelling with an RV. The slide out, most lights and heater are powered off the on-board battery. The Air Conditioner will require a hook up to an outlet or a gasoline or propane generator.

When You Get There

Setting up

Now that you're here, let's get setup.

- When parking, note where the water, electricity and sewer (if campsite is equipped) hookups are located. These ports are both (commonly) on the driver's side of the trailer towards the back.
- If you are new to parking a trailer, many spots offer "Pull through" options - this makes the process far simpler! Many state parks and smaller campsites are back in only. To do this, use a spotter (when available) that will stand behind and to the side of the trailer as it backs up. Pull the trailer PAST the intended spot until the rear bumper is just past the spot (often called "driveways"). Reverse the vehicle and immediately begin to turn the steering wheel in the opposite direction you would like the trailer to swing.



<http://www.livinlightly.com/how-to-backup-a-travel-trailer-like-a-pro/>

- While you are getting comfortable with backing up the trailer, use the “6-o’clock rule.” Place your hand at the bottom of the steering wheel and steer - whichever way your hand moves, the trailer will go that way. In other words, if you want the trailer to go to the vehicle’s right, the use the “6-o’clock rule” and turn your hand to the right.



- Once the trailer is aligned within the driveway, take a look at the bubble levels at front and rear of trailer (front to back leveling will be accomplished once parked). Using orange leveling blocks under BOTH tires on lower side, level the RV as much as necessary.
- Turn only on one of the propane tanks at a time to ensure you do not run out of propane without warning.
- Electricity Connection
 - The connection on the RV for electricity is on the driver’s side of the RV between the slide and the rear of the RV. It is under a black square box and has three prongs inside the plastic cover.



- The connection on the campground that provides electricity is usually in a box jetting up out of the ground near the parking space.
- The wire is in the rear compartment of the RV.
 - To connect, align the prongs under the cover with the holes inside the female end of the black cord, keeping the red light towards the top.
- This trailer requires is a 30 amp (120 volt) electrical connection.
 - If only a 50 amp connection is available, the converter is in the clear storage bin located in the forward storage compartment.
 - If only a 15 amp connection is available, the converter is also located in the forward storage compartment. NOTE: If using 15 amp service, use of the air conditioner with other items (microwave, lots of lights, etc.) should be limited in order to prevent from overloading the outlet and breaker to which the trailer is attached.

NOTE

Use the voltage tester in any outlet after connection to ensure range between 110 and 126 volts

- Fresh Water Connection

- The connection on the RV for fresh water consumption is on the driver's side of the RV between the slide and the rear of the RV.



- The connection on the campground that provides fresh water could be a simple faucet.
- **ONLY USE THE FRESH WATER HOSE FOR THE FRESH WATER PORT.**

Unhooking from tow vehicle

- Place yellow, plastic, wedge chocks under both sides of one wheel on each side of the trailer.
- Place 3-5 orange blocks under electric tongue jack and lower jack until contact is made with the orange blocks.
- Remove silver friction brackets
- LEAVE SAFETY CHAINS ATTACHED at this point.
- Lift tongue jack until anti-sway / friction bars are able to be moved off brackets
- Lower tongue jack once again until you are able to open hitch coupler
 - If unable to open hitch coupler, put tow vehicle in neutral momentarily, release brakes, then park again.
 - If the tow vehicle has rolled backwards (towards trailer) during parking, there is a chance that too much weight is resting on the coupler, making it hard to move. Attempt to move that weight off the coupler so it can be opened.
- While applying some sort of downward pressure on tow vehicle hitch, raise electric tongue jack once more until coupler lifts from ball.
- Remove safety chains and breakaway switch
- SLOWLY move tow vehicle away from trailer
- Remove anti-sway bars from hitch by removing cotter pins and associated metal pins.

A quick note about trailer electrics

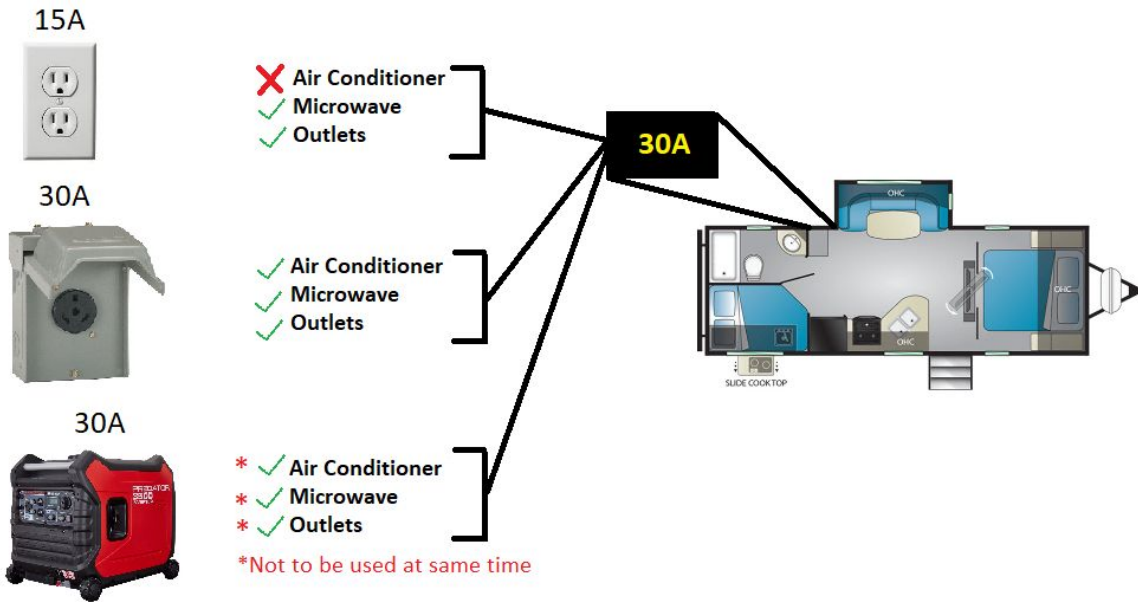
Nearly all travel trailers and RVs use two independent, yet connected, power systems; Direct Current (DC) and Alternating Current (AC). A trailer supplies power to the DC system via the battery that is positioned on the tongue of the trailer. The AC system is supplied power via the power cable and a connection to campground power, household power or generator power. The AC system will then charge the DC system continuously through a device called the “converter” - thus supporting both electrical systems.

Some examples of items on each power system:

Direct Current (DC)	Alternating Current (AC)
General, bathroom and bedroom lights	Air conditioner
Slide out controls	Microwave
Power awning controls	Outlets (including TV)
Tongue jack	Converter (to charge battery)
Water pump	Outdoor fridge
Water heater (including propane)	Inside fridge (if kept in the AUTO mode)

Overloading a circuit can be dangerous. Thankfully, there are built in protections on both systems as well as wall connections (such as generators, house connections, camp grounds, etc.). In light of the protections, care should always be used to ensure that you are not intentionally overloading the power source to which you are connected.

The Predator 3500 generator is a generator inverter. This means that it provides “clean” power such as you would find in your home. This “clean” power is safe for sensitive electronics such as cell phones, computers, CPAP machines, etc.



When connected to household outlets (15-20 amp) - you cannot safely run the trailer air conditioner as well as other items when connected to a “standard” household outlet. Doing so will cause the trailer to draw more power than the outlet is rated and will cause a risk of fire and likely damage the extension cords/outlet used. If an air conditioner must be used, you must turn off all other trailer load from the AC system (using circuit breakers). This is a bit of an “advanced maneuver” so if you are hesitant or unfamiliar, you really should contact an electrician, our support team or someone who is more familiar.

When connected to a generator - Our generator generates 3500 watts. This is almost exactly 30 amps. The trailer circuit breakers will “trip” or shut off if the trailer draws above 30 amps. Additionally, many generators will shut down if an overload (or a demand greater than the generator wattage rating) occurs.

What does this mean for you? This means that no matter how much bigger the generator is than 3500 watts, the trailer will not use more than 3500 watts - this is because the trailer circuit breaker will disconnect the generator power when greater power is attempted to be used. Additionally, this means that while the generator is capable of running the air conditioner, microwave, TV, outlets, water heater, fridge all at the same time, doing so will likely cause an overload at the generator or with the trailer circuit breakers.

In order to avoid power interruption, we recommend the following configuration when connecting the trailer to the generator (initially):

- Air conditioning - OFF
- Inside fridge - Out of AUTO (light NOT illuminated)
- TV off

Once power is connected, after 10 or more seconds:

1. Air conditioning - ON (if required / desired)
2. After 10 or more seconds - Inside fridge - AUTO (if desired)
3. TV and outlet use - NORMAL

NOTE

When using the microwave we recommend shutting off the air conditioner and waiting 10 seconds before starting the microwave and before restarting the air conditioner after microwave use. Again, it is possible to use many items at once, however the trailer is limited to 30 amps of power and operating so many items at once can dilute the power available for all the items in use.

Using the Predator 3500 Generator (or other external generators)

NOTE

The generator should never be connected to the trailer before starting the generator nor disconnected from the trailer after the generator is shut down. Allow the generator to fully stabilize (and display the “green” LED) prior to connecting the trailer. When disconnecting, first disconnect the trailer then shut down the generator

Starting the generator

1. Ensure that enough fuel is present by visually verifying through the filling location/cap
2. Ensure “ESC” switch (bottom right section of control panel) is in the “OFF” position
3. Turn the combination switch (knob on top right section of control panel) to “START”

NOTE

This switch is the “CHOKE.” If the engine is warm (has been running for a long period of time and only shut down for a short period of time, you should first attempt the start in “RUN” prior to attempting the start in the “START” position

4. Press the electric start switch for three (3) seconds (bottom right RED switch on control panel) or pull the manual pull starter handle.
5. As the engine begins to run, count to three (1-2-3) and move the combination switch to the "RUN" position.
6. Once the generator is running and stable (audibly the engine will maintain a constant tone/volume), a green LED light should illuminate just under the LCD screen on the control panel. This is the indication that the generator is ready for power to be connected.
7. Power can be connected via the 30A plug using the supplied adapter or the 20A outlets (normal household outlets). If the 20A outlets are used, please read the note above regarding air conditioner use and necessity to limit loads.
8. If desired, the "ESC" button can be switched to "ON" - this button allows electronic throttling down of the engine if there is not a demand high enough to justify higher engine output. In other words, it runs the engine quieter and saves gas if you are not running a high electrical load.

Troubleshooting the generator and frequently asked questions

The generator keeps shutting down every time I start the generator or connect the cable...

The generator is likely being overloaded. Additionally, high altitudes can cause motors to produce less than normal power outputs and cause overloads and subsequent shutdowns at much lower loads. Lessen the load on the generator, and attempt to slowly turn things back on, to determine the item(s) that are triggering the overload).

1. Ensure the cable is DISCONNECTED prior to starting the generator and only attached after it has been given a chance to stabilize.
2. Ensure you are following the recommended procedure above to prevent several systems from attempting to start all at the same time.
3. Keep the "ESC" switch in the OFF position - the generator may not be able to respond to the increased demand quick enough before an automatic shutdown is triggered.

The engine runs very rough on start up then shuts down...

This is most likely due to poor gasoline quality. Gasolines that have been allowed to sit for too long or the ethanol allowed to separate out can cause engine roughness. If an engine is not running smoothly, then it likely will not be able to produce power without an overload occurring and an automatic shut down being triggered. Replace the gasoline with new gasoline.

The microwave isn't heating quickly or at all...

This is likely because the available power is being spread out too thinly over the entire trailer. Reduce electrical load (such as turning off the air conditioner) and then reattempt to use the microwave

****Additional information regarding the generator starting, use and troubleshooting is located in the manufacturer's manual located in the trailer inside generator clear plastic bin, if generator was provided on pick-up.****

During Your Stay

- Enjoy yourself! RV'ing can be one of the most relaxing types of travel. You can see lots of places or find a secluded spot all while maintaining your own space and with access to a shower and bathroom!
- With quickly changing wind conditions, the RV's awning can become damaged if it is left extended in high winds. It is recommended that you retract the awning prior to any suspected high wind conditions and before bed every evening.
- The RV is equipped with both an electric and gas (LP) hot water heater. The switches for both types are located on the panel, inside the bathroom, next to the medicine cabinet. General rule of thumb:
 - When hooked up to electricity, use the electric heater all the time
 - When taking a shower (regardless of if electric is or is not turned on) always use the "DSI" or "LP" hot water heater.
- To light the range, turn the desired knob to "Lite" and then turn the spark knob (on far left) until the range burner lights.

Lighting the OVEN

- To light the oven, you will need a lighter (one should be provided in the trailer).
 - Locate the pilot light - it should be under the metal tray in the middle of the oven roughly halfway to the back of the oven.

- Turn the oven knob to “PILOT ON” and press the knob in.



- While holding the knob in, place the flame on the pilot light and hold for 2-3 seconds. Release the knob - the pilot light should stay lit.



- Turn oven knob to desired setting.

CAUTION: RV ovens can be finicky at times. Most often they will maintain temperature, but will not disperse heat evenly. Check food often and consider rotating throughout the cooking time.

- Washing Dishes - Unlike a traditional home sink, there is no disposal and all the sink water drains to a tank. With that in mind, please **minimize** the food that goes down the drain - this will help prevent clogs! Also, dishes can take up much needed shower water space. One option for rinsing pans or plate with stuck on food, is to use the *outdoor shower* (located next to water and electrical connection) and then finish in the sink.

NOTICE

Dishware, glassware, kitchenware and utensils have been provided as a convenience. These items have been cleaned using ordinary household dishwashing facilities and agents. They have not been sanitized according to the Federal and State standards for public food service establishments

- Things will sometimes happen while traveling. These can be accidental breakages or normal wear and tear. Regardless, we want to ensure a safe and comfortable experience for you and for the next renter. If you encounter an issue (even if it is not completely “broken;” e.g. the faucet handle is coming loose), please utilize our website form to let us know of the problem. This will help us be prepared to repair the item and will help speed your check-in process.

Trailer Awning

Trailer awnings can be great for providing refuge from the sun or rain during a camping adventure - they also can become giant sails in high or gusty winds. In order to prevent damage to the trailer’s awning, we recommend that the awning be fully retracted before bed, anytime the trailer will be left unattended for a period of time or in high or gusty winds. Very few intentional awning rips and tears occur and those that have were a result of an accidental oversight prior to bed or when leaving the trailer for the day or evening.

Outdoor Grill

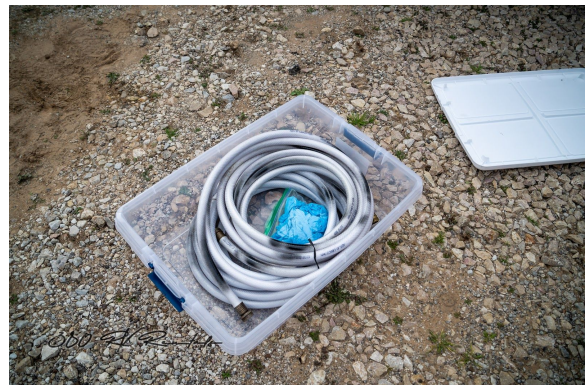
We have provided a portable outdoor grill for your camping pleasure. This grill is powered by small propane canisters that are available from many stores including Wal-Mart as well as sporting goods stores and some home improvement stores. We recommend you use this grill in an open area and an area not covered by a vinyl awning (such as the trailer’s) or any other flammable material.

Final note - what to do if you need assistance

If a problem arises that needs immediate attention, please use our 24-hour customer assistance phone number. If the issues relate to roadside assistance (towing, tire replacement, etc.), please use the number provided by the rental company you rented through (RVShare, Outdoorsy) first, then notify us of the problem (380 Rv Rentals 469-731-8311)

Before You Leave There

- Emptying the tanks (*short video illustration available on www.380rvrentals.com*)
 - If you have not paid for us to empty the tanks, they will need to be emptied following the exact process below. Failure to do so can create an unsanitary condition and lead to damage charges.
 - Pull up to a dump station (or use the one at the parking spot if available). Often state parks and RV park have a dump station if one is not provided at your reserved camping spot. There is also a dump station at the return location during most times of year. If you choose this option, please leave enough time prior to check-in. The complete process can take 20-30 minutes depending on the use of the tanks.
 - Remove the sewer outlet cap from the sewer outlet located under the trailer on the driver side towards the rear and hook up the hose from inside the rear bumper (ensuring the plastic posts are securely seat in hose coupling).
 - Remove the clear plastic elbow from storage container in rear storage compartment. Attach to the other end of the hose and insert into ground dump station. Sewer connections provided at RV campsite often require a screw on connection - this is provided on the bottom of the plastic elbow.
 - Locate the handle furthest towards the BACK of the trailer (this is the toilet, or "Black," tank). Pull the handle out (not down) and the tank contents will begin to drain (the valve will now be OPEN).
 - Locate the "wash out" hose (or use the one at the dump station)



- Attach wash out hose to bottom water connection port (to right of electrical connection)

- Turn on the water and listen for water spray to be heard inside RV tanks
 - Let run for 1-2 minutes with valve OPEN
 - CLOSE Black tank valve and leave water running.
 - Time for 3 minutes but do not walk away or perform ANY other tasks. Distraction at this step will cause the black tank to overflow and create a disgusting mess.
 - OPEN Black tank and watch for solid and color matter to pass through the clear elbow sewer connection.
 - Perform previous two steps one more time
 - Shut off water and wait for water to stop or nearly stop flowing
 - CLOSE Black tank valve by pushing the handle furthest the BACK of the trailer back to its original position.
 - OPEN Grey Water valve by pulling the handle towards the FRONT of the trailer next to the sewer hose and let remain open until water stops flowing
 - Disconnect wash out hose, sewer hose, clear sewer elbow and replace into their appropriate containers and bumper storage locations.
- When you are ready to leave a campsite and move to the next (or head home), make sure to use the checklist from the previous section “Getting Moving;” this will minimize accidental breakages and issues while driving.

Coming Home

- There are a variety of ways to unpack the trailer but two common options are these:
 - Clean and unpack the trailer (and into the tow vehicle) prior to leave the campsite. This way the trailer can be dropped on the way back home
 - Unpack and clean the trailer at your home and then return the trailer back to us.
- Thank you for your trusting our team with your vacation plans. We will be sending you a brief survey regarding your experience and give you the chance to provide feedback to help us improve. Please take the time to rate us on the rental reservation website, facebook and google reviews!

A note on the damage deposit

We will perform a walk around when you return the RV to our location (or when you “check-out” if it was delivered and set-up to a location. Although we will be able to see most issues on this walk around, final determination on the damage deposit will be made once the trailer has been viewed in daylight (if applicable) and our staff have been able to thoroughly clean the unit.