

PLATINUM II[®]

OWNER'S MANUAL



CH *Coach House*[®]

Motor Homes

3480 Technology Drive • Nokomis • Florida
(800) 235-0984 • (941) 485-0984 • (941) 488-4095 FAX
ON THE WEB: WWW.COACHHOUSERV.COM
EMAIL: INFO@COACHHOUSERV.COM



Mercedes-Benz

3500 SPRINTER CHASSIS

Appliance	Manufacturer	Model	Serial Number	Mfr. Cust Svc. Phone
Chassis	Mercedes	Sprinter 3500 (2020)	W1X8E33Y2LN12085	
Furnace	Suburban	SF30Q	211410036D	423-775-2131
Stove	Domestic	2BR-1066057	4000907015615	574-294-2511
Refrigerator	Domestic	DM268E4BFX	10496350	574-294-2511
Water Pump	ShurFlo	4008101A65	368024	
Water Heater	Truma	DLE60C	31274017	855-558-7862
Toilet	Tecma (Thetford)	2G Silence Plus	34760189	800-543-1219
Roof Air Conditioner	Domestic		10523029	888-867-4188
Inverter	Xantrex	Freedom X	92642011701603	800-670-0707
Microwave	High Pointe	EC028KD7		574-848-4256
Generator	Cummins/Onan	3.6 KY26120R	J200828978	800-888-6626
Awning	Domestic	231NS13.004U	10699929	
LP Tank	Manchester		1967476	800-640-6327
TV Antenna	Winegard	Connect 2.0+ WF2-95B	A051021400383881	800-288-8094
TV Antenna	Samsung	N5300AF (32")	BZ8139DNA01654	
DVD	Sony	S3700	4649687	

PLATINUM II®

OWNER'S MANUAL

SECTION 1 INTRODUCTION

Section 1 - Introduction:

Introduction	1-2
Letter from the Owners	1-3
Master Uplifter	1-4
CHOC Application	1-5
FMCA Application	1-6
Ambassador Program	1-8
Warranty Coverage	1-9
Appliance Warranty Information	1-12
Reporting Safety Defects	1-13
Safety Recalls	1-14
Florida Lemon Law	1-14

Coach House[®]

WARRANTY COVERAGE

This document is intended to provide a general guideline regarding the warranty of your new Coach House, Inc. *Platinum II* motor home. The original Coach House Inc., Limited Warranty form was signed by you when you purchased and took delivery of your new unit and is the only document which governs the Coach House, Inc. limited warranty. Coach House, Inc. reserves the right to make changes to the limited warranty at any time at its' sole discretion.



Coach House, Inc. warrants only the conversion portion of the motor home for a period of three (3) years or thirty-six thousand (36,000) miles from the date of the first retail purchase or first in-service date. Appliances and auxiliary equipment carry warranties from the individual manufacturer. Please refer to the original equipment manuals included in this Owner's Manual. The warranty period applies only to units used for recreational travel and family camping.



Mercedes-Benz

Mercedes Benz Chassis are warranted for three (3) years or thirty-six thousand (36,000) miles from the date of delivery, whichever comes first. Also included is 3 years, or 36,000 miles of Roadside Assistance.

The powertrain and corrosion resistance are warranted for five (5) years or one-hundred thousand (100,000) miles from the date of delivery, whichever comes first.

California and certain other states require special warranty limits. Please consult your chassis manual to verify your coverage.

Mercedes Benz customer assistance can be obtained by calling 1-877-762-8267.

MASTER UPFITTER



Mercedes-Benz

What is covered?

Defects in material and workmanship caused by Coach House, Inc.

What is NOT covered?

1) Adjustments

EXCEPTION - The following items will be adjusted free of charge for a period of ninety (90) days after retail purchase:

- a. Cabinet Doors
- b. Cabinet Drawers
- c. Latches
- d. Entry Doors, steps, and striker plates
- e. Awnings
- f. Loose Trim
- g. Slide-out adjustments

2) Fuses and Light Bulbs

3) Any product not registered and normally used in the United States or Canada.

4) Components that are warranted separately by the manufacturer of the product, including but not limited to chassis, tires, batteries, generators, plumbing, electrical equipment, air conditioners, furnaces, audio equipment, furniture, upholstery, and appliances.

5) Any product used for commercial purposes, as a permanent residence, or as a rental unit.

6) Window glass breakage. Headlights, Tailights. (Unless noted at the time of Delivery)

7) Lubrication and minor adjustments of locks, latches, hinges, slide-out system, etc.

8) Rust, corrosion, oxidation, dents, and other damage as a result of environmental conditions such as, but not limited to, heavy winds, hail, lightning, salt, and sand.

9) Fading or normal deterioration of items such as fabrics, exterior paint, decorative items, carpet, etc. due to use or exposure to ultra-violet rays or sun. Coach House does not warranty the conversion due to excessive climate conditions.

10) Cleaning of undercarriage/frame - Units delivered during winter months are likely to have been exposed to highway salts and chemicals. It is the responsibility of you, the owner, to wash the frame and undercarriage of the unit to prevent damage from rusting or oxidizing.

11) Damage/fading of the exterior caused by chemical cleaning or lack of proper maintenance of the exterior.

12) Normal unit maintenance, such as inspecting and resealing exterior seams.

13) Damage caused by abuse, misuse, negligence, condensation, overloading, vandalism, collision, road hazards, acts of nature (hail, wind, heavy rain damage, acid rain, flood), rock chips, alterations or modifications, improper non-warranty repairs, lack of normal maintenance, failure in giving prompt notice of water damage, improper operation or storage of components.

14) Subsequent damage, loss, or injury beyond warranty repairs as a result of mold or fungi.

APPLIANCE WARRANTY INFORMATION

Appliances installed by Coach House are warranted by the individual appliance manufacturers; refer to the Coach House Limited Warranty. Some of the manufacturers include a list of authorized service centers with their instruction manuals. The following is a partial list of appliance manufacturers with their phone numbers you should call if you experience any problems while under warranty.

<u>Appliance / Item</u>	<u>Manufacturer</u>	<u>Location</u>	<u>Phone #</u>
Air Conditioner	Dometic	LaGrange, IN	(888) 867-4188
Awning (Motorhome)	Carefree of Colorado	Broomfield, CO	(800) 622-3230
Converter	Progressive Dynamics	Marshall, MI	(269) 781-4241
Furnace	Suburban	Dayton, TN	(423) 775-2131
Generator	Onan	Minneapolis, MN	(800) 888-6626
Inverter	Xantrex	Elkhart, IN	(800) 670-0707
LPG Tank	Manchester Tank	Lynwood, CA	(800) 640-6327
Microwave	High Pointe	Bristol, IN	(574) 848-4256
Refrigerator	Dometic	LaGrange, IN	(574) 294-2511
Roof Vent	Fantastic Vents	Imlay City, MI	(800) 521-0298
Stove Top	Dometic	LaGrange, IN	(574) 294-2511
TV	Varies	(Check Info kit at back)	
TV Antenna	Winegard	Burlington, IA	(800) 288-8094
Water Closet (Toilet)	Thetford	Ann Arbor, MI	(800) 543-1219
Water Heater	Truma	Elkhart, IN	(855) 558-7862

For specific warranty information regarding each appliance, please refer to the instruction manuals included in the INFORMATION KIT at the back of this binder.

NOTE: that some warranty cards are included to be filled out and mailed, while other warranties can be filled out online.