

Operating Instructions

At Rhyno Caravan Movers we like to keep things simple, so we focused on creating a robust and reliable caravan mover that is really easy to operate.

In the unlikely event of a problem or for support and advice you can call us direct on **02476 387080**.

Make sure all steadies have been raised and ensure the caravan door is secured.

Open battery box and switch on power with the red key.

Engage rollers onto the caravan tyres using the wrench supplied and release handbrake.

Press green button on handset to turn it on.

Manoeuvre your caravan using the intuitive direction arrows on the handset.

The Rhyno mover will move your caravan at just less than walking speed, keeping you in perfect control every step of the way.

The handset will automatically switch itself off after a short period.

Aftercare and cleaning

Ensure your caravan mover is kept clean and free of road salts. A good quality detergent will remove road salts and keep your Rhyno mover in good condition. Do not use a pressure washer or solvent as these can cause damage.

Do not store metal awning poles or large metal objects in the storage space as this can interfere with the remote control signal (an emergency lead is provided).

General-purpose grease should be applied once a year to all sliding parts and linkages for lubrication. Do not use oils or spray lubricants.

Ensure all cables are kept secured, neat and tidy. Do not allow cables to be damaged by placing heavy objects on them.



Troubleshooting

With Rhino Caravan Movers you have the peace of mind that comes from dealing direct with the manufacturer of the ONLY 100% British-made caravan mover on the market today.

We are an approachable and down-to-earth team that takes great pride in the quality of the product that we produce, and we will do everything we can to ensure your total satisfaction.

More often than not if someone is having problems with the operation of their caravan mover it is rarely a fault with the mover itself. So we hope this troubleshooting guide proves useful and saves valuable time.

If the mover fails to operate:

- Is the battery fully charged and in good condition?
- Are the battery connections secure?
- Are all cable connections secure?
- Is the isolator switch turned on?
- Is Control Unit flashing an error code.

No LED illumination on remote control handset:

- Do the batteries need replacing?

No power or LED illumination on the Control Unit:

- Is the battery fully charged and in good condition?
- Are all cable connections secure?
- Are the battery cables connected correctly? (reverse polarity can overload and damage the control unit)

Rollers are slipping on caravan's tyres:

- Rotate the engagement spindle to move the roller further onto the tyre
- Check that the disengaged position provides a distance of 20mm between the front edge of the roller and the surface of the tyre
- Are your caravan's tyres inflated to the correct pressure?

Movement of the caravan does not correspond to the directional buttons being pressed on the handset:

- Turn the handset upside down

If you're still having problems call us on **02476 387080** with your invoice to hand and we will endeavour to help!

Caravan battery charging advice

Successful operation of your caravan motor mover relies on your caravan battery being in good condition and fully charged. Even brand new batteries sold as “fully charged” rarely have more than 60% capacity, which may be insufficient for moving your caravan on inclines or rough ground. It is therefore very important that your battery is charged thoroughly on a regular basis.

Caravan battery chargers

Your caravan battery charger is likely to be a maintenance type charger and therefore not a “deep charge” unit. We recommend that you charge your new or used battery with a minimum of an 8 Amp car type charger for at least 24 to 36 hours or until the charge cycle is complete. The may be needed every four to six weeks.

Batteries showing 12 volts are likely to be at 50-60% charge, which is ample for normal services such as lighting, water pumps, etc. An indicated 13.4 volts relates to a charge of around 70-90%.

Lead acid vs. gel type batteries?

The discharge capability of a gel type battery is different to that of a traditional lead acid battery as they do not “recover” as well after a short, high amp discharge (such as when you used a caravan mover). For this reason we only recommend a lead acid 110 Amp/hr leisure-type battery.

Aux lead

Included in the Rhyno kit is a black lead with 2 jack plugs, which is an emergency lead for the handset should you encounter radio interference. Simply plug one end into your handset and the other to the left of the red light on the control board. The lead is 3 meters long, sufficient to be able to feed it through a caravan window and use the mover safely.



Warranty Details

Your Rhyno Caravan Mover has been designed and built to give the user the very best in performance and reliability.

Mechanical reliance with good service is based on good care, correct usage and correct installation as detailed in the installation instruction; it is designed to give many years of reliable service.

This is a limited warranty; the parts covered are detailed below:

The motors are covered for a period of five years from date of purchase. The motors are covered against poor workmanship and non-conforming components. The motors are not covered for loss or immersion in fluids or liquids of any type, water or flood damage, road accident damage, poor installation or faulty workmanship arising from a poor installation (for self-installation only), or fair wear and tear. The motors must be cared for as per the aftercare and cleaning directions contained in this leaflet.

The electrics are covered for a period of five years from date of purchase. The electronics are covered against poor workmanship and non-conforming components. The electronics and handset are not covered for loss or immersion in fluids or liquids of any type, water or flood damage, road accident damage, poor installation or faulty workmanship arising from a poor installation (for self-installation only). Interference with the electronic controls in any way, by anyone other than an appointed Rhyno service engineer (unless otherwise advised in writing) will invalidate this warranty. The electronics and handset must be cared for as per the aftercare and cleaning directions contained in this leaflet.

The mechanical components of the mover are covered for faulty materials and poor workmanship. The exclusions are corrosion caused by road salts or chemicals, accidental damage, fair wear and tear, poor installations (for self-installation only) and loss.

The roller system is not covered by the warranty as these are considered to be wearing parts to be replaced as necessary. These are available from our online shop.

Batteries are not supplied with the mover; these are your responsibility at all times.

This warranty is not automatically transferable; a small charge will be made to transfer.

In all cases and without exception this warranty will be deemed void if the electronic components or motors are interfered with or modifications made to the mover in any way.

In the event of an issue please refer to the trouble shooting guide enclosed, or on our website.

If you are still having problems call us on 02476 387080 with your invoice to hand and we will endeavour to help and address the issue as quickly as possible. We reserve the right to send an engineer to investigate and report as to the fault.

In most cases, should replacement parts be required, they will be sent to the engineer who will liaise with the owner to arrange a date for the parts to be fitted. In the event that the mover was a self-fit package the parts will be sent direct to the owner for fitting. In some instances your mover may have to be returned to our works for work to be carried out. You may be asked to replace small components with our reference to an engineer; you will be given full instructions if required.

In all cases, we are committed to handling your claim in an efficient and friendly manner. We assure you of our very best attention and assistance at all times.

We will respond in a reasonable and fair application of the contents of this warranty in the quickest time scale available to the company.

