

Caravan Talk



The Baton Passes

Andrew returns! On 1st April the ownership of Hardings Caravan Services will pass on to Andrew & Claire Gallop. This will be a very fitting arrangement for various reasons. Greg approached Andrew as the preferred purchaser knowing his record and interest in the caravan industry, spanning almost 18 years. It also brought to fruition one of Andrew's long held ambitions, to run his own business within the industry.

Andrew has a long standing connection with Hardings going back almost 18 years when he started with the business, fitting brake controllers and towbars on Saturdays. It was Andrew's first job as a young guy! Many of you will remember Andrew from the early days.

Andrew continued with Hardings for several years working part time, and then full time at different periods. Whilst studying for his Engineering degree, there was an opportunity to take a year out in industry which resulted in Tom Harding finding Andrew a job at 'Swift Caravans' in the UK. Andrew worked as a Production Engineer for Swift who are one of the largest manufacturers of Caravans, Motorhomes and Campervans in Europe, turning out around 40 units per day. This gave Andrew a whole new perspective on caravans and their manufacture. There are concepts from this era Andrew plans to put back into the industry further down the track.

After finishing his studies and having a keen interest in small business, Andrew came back to the business to manage the Hardings Murrumbidgee workshop for Greg.

Since Hardings Andrew has worked as a manager for a business called Preschem that manufactures wood preservatives. Andrew has worked in various roles at Preschem from manufacturing to the marketing of new preservatives for markets in South Africa and America. This has given him a solid base in business management.

As a customer rest assured you will be in good hands with Andrew. He knows his way around a caravan, plus having spent many years under the wings of Greg and Tom his levels of customer care will be of the same high standard. Andrew is well known for keeping to his word. Being honest and reliable and very competent technically. He's committed to providing a high standard in whatever he tackles in life!

Personal Note

This is an opportunity I have been driving towards for many years. From your perspective as customers I bring my long standing Hardings experience plus a passion for the lifestyle of caravanners and the industry. It is also a good fit for Claire and myself, our family, and this will flow down to you as customers.

In this Edition

- The Baton Passes
- Caulfield Caravan Show
- Diary Dates
- Dust
- Mirrors – Hardings' Recommendations
- Test Drives are Free!
- Only One Brake Working?
- Emails on Holidays
- Truck Tyres
- Holidays Close to Melbourne
- Power Wheel Brackets
- Friction Sway Controls
- The Body Workshop?
- Customer Feedback
- Sullage & Mains Hoses
- Staff Profile
- 'Get to Know Your Caravan' Seminars
- 'We Love This Country' Membership
- Service Discount

Diary Dates

- Caulfield Caravan Show 28th March to 3rd April 2007
- Get to Know Your Caravan Seminar Saturday 12th May 2007, 2-5pm

My holidays growing up were spent in camper trailers and Claire and I plan to continue this tradition with our kids.

I'm taking on a team of very competent repairers and Greg and Tom have built a business that is highly regarded by customers. You can be assured that the high standards will be maintained, and quality will always be our aim. If I have not met you before please come and introduce yourself. For those who know me come and say hello. I look forward to catching up with you.

Cheers, Andrew

**Do you receive our emails containing periodic offers, announcements and Caravan Park specials?
Simply login to www.hardingscaravans.com.au and follow the links to free membership**

Workshop News & Information

Dust – How did it get in?

Finding half the Gibb River Road inside the caravan after a days drive can be enough to make you want to head back for the city lights. Let's face it, the unsealed roads often take us to the better spots but some small modifications can mean we don't spend half our time cleaning when we get there! It's all about positive pressure in the van to stop it leaking in:

- Open the front flap of a 4-seasons hatch onto the 1st notch to create a positive pressure in the van
- Open the pressure scoop (Hardings can fit these)
- Check for holes under the van which could be sealed
- Make a door cover for exceptionally bad roads (most doors have a large vent in the lower door section).

Test Drives are Free!

Test drives are an integral part of the business and vitally important for both you and us. Many customers will have been on one in the past with Tom, Greg or even Andrew in earlier years. For you it is a unique opportunity to have your brakes properly demonstrated, and for us it's all about making sure the rig feels as it should.

Only One Brake Working?

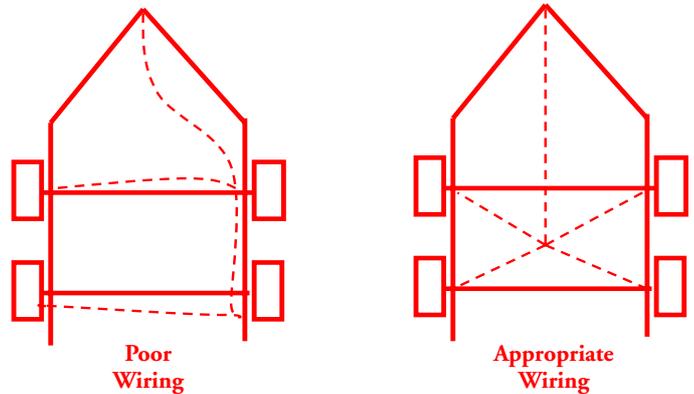
Some caravans have unsheathed wiring to the electric brakes, joined to the back of the brake assembly with plastic connectors. Both the wiring and connectors are prone to stone damage which often break the joints. This can result in the brakes creating a sideways jerk due to only one brake operating. This can be quite unnerving and with this type of wiring it can happen at any time without warning. At Hardings we will never let brake wiring go unmentioned if we're servicing your van, but it's worth reminding us to check it if your van is just in for bodywork. It won't cost anything for us to tell you whether it is sufficiently protected, giving you peace of mind.

Your caravan electric brakes are attached to the car through the seven pin plug at the rear of the vehicle. The wiring follows along the caravan chassis and connects to each brake assembly. The wiring route and effectiveness of these connections can have a material impact on your brakes. Furthermore because of the exposure to stones, mounting and sheathing are important considerations also.

Following are some points that we look out for and rectify when doing a service on your van:

- Connections not soldered
- Exposed wires drooping down
- Excessive distance between connection points to chassis or axle
- Wire too thin (recommend minimum 4mm)

- Inadequate movement in the wire near the springs
- Wires in the "crunch zone" between the axle and the chassis
- Poorly designed wire routing that leaves one or more brake starved for current (see diagram)



It is important to deal with any limitations at service because one brake or no brakes on your holiday is not pleasant.

Other points of interest:

- Electric brake magnets have two wires coming out of them but they are not polarity sensitive, so it does not matter how you join them
- The electric brake wires attach into pins 5 and 3 of your 7 pin plug
- Each electric brake magnet has a current draw of 3 amps
- You can check your brakes are working on route by cautiously touching the brake drum. If it is warm or hot you can be assured of reasonable performance.

Truck Tyres

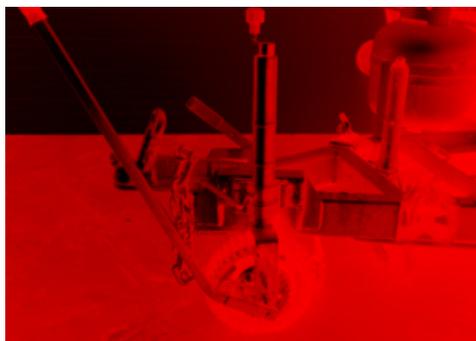
They're a must on caravans, boat trailers or campers. It has been proven that conventional car tyres just don't stand up and the risk of blowouts is relatively high. Blowouts and unchecked wheel bearings is generally why you see all those Caravans stranded on the roadside in peak holiday season. The reason we recommend heavier duty tyres is a typical single axle pop-top or caravan will be supporting 1200kg on 2 tyres whereas a car distributes this across 4 tyres. If you don't have 8 Ply Light Truck Tyres we would recommend a change. Talk to us next time you are in if you feel you don't have the right tyres.



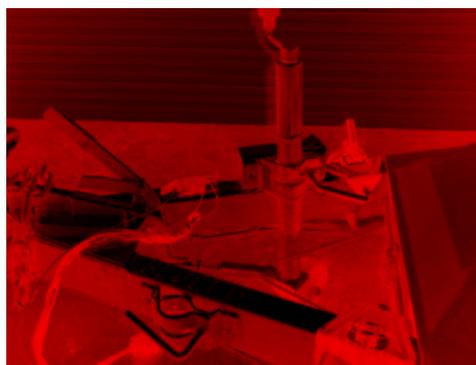
Travelling Tips

Power Wheel Brackets

Power Wheels are a great asset for moving the van at home or on-site. However, with the wrong bracket on the A-frame a Power Wheel can be virtually unusable. Have a look at the photographs showing the brackets we have fitted for a number of years. These are both 'raised and extended' and this enables the wheel to be easily fitted, plus allows good turning whilst the wheel is in use.



The Raised & Extended Bracket



The Raised Bracket

Mirrors

Mirrors are a vital part of the towing package. Sometimes the decision on which set to install will come down to the budget as they're the last item on the list after the van, car and accessories. Appropriate mirrors should allow you to see the rear clearance lights (on side of caravan) At Hardings we are currently recommending 3 options. We are more than happy for you to experiment with these 3 options in our car park and choose a mirror that best suits your vehicle.



Clip on mirrors

Option 1 - Standard Clip-on Mirror

- \$42.50/Pair (Sedan Type)
- \$55.00/Pair (4WD Type)
- Good start if the budget is limited
- Very functional but prone to movement and vibration in wind and from trucks
- Quick and easy to fit



ORA Mirrors

Option 2 - ORA Mirror

- \$140/Pair
- Suited to longer distance travellers
- Limited wind and vibration movement
- Quick release system to detach mirror head
- Additional support struts available at \$45 each to prevent movement if required
- An attractive low profile mirror



Aussie Truck Mirrors

Options 3 – Aussie Truck Mirror

- \$115 Each
- Most effective mirror for reduced wind and vibration movement
- Adjustable ratchet and tension device which prevents movement
- Older design, but effective.
- Ideal for long haul trips

Emails on Holidays

Sometimes it's refreshing to be out of email and phone contact whilst on holiday, however as the days roll on some of us want to hear the gossip from home. If so, there are various options while you're away to keep in touch with friends and family:

- Many parks often have internet access in the park office
- Libraries in regional areas generally have computers available for public use
- Laptop access can be setup allowing you access in your van to 'wireless broadband' so you can send and receive your emails wherever you are in the country (most locations)

If you do decide to go for the first two options most email accounts have a 'remote access' system that enables you to use any computer with internet access. With the right password you can connect into the 'server' where your emails are downloaded from. Talk to your service provider about this as it shouldn't come at an extra cost to you.



Friction Sway Control

The Friction Sway Control

The Hayman Reese Sway Control makes a surprising amount of difference to your rig by acting as a dampener against any “unauthorised” movement of the caravan. If your van is affected by overtaking trucks or windy days then join the many happy Hardings customers who enjoy the safety and comfort benefits of a Friction Sway Control.

How do I tension the handle?

This is one of the most commonly asked questions we receive. Unfortunately there is no clear cut quantifiable answer to this but there are some guidelines to follow.

- Firstly, keep in mind when they are new the product is stiff and will take some time to loosen up. The tensioning handle feels tight even with negligible pressure applied to it
- Tighten the handle until it feels firm. Then tighten it another revolution. Keep in mind that it is virtually impossible to cause damage by over tightening it unless you use an extension pipe on the handle
- If you experience some movement of the van from turbulence, stop as soon as possible and tighten the tensioning handle one full revolution
- Experiment and don't be backward about applying plenty of pressure. Expect the unit to need more revolutions on the handle when it has run in and loosened up.

What's with the noise?

Sometimes when they are new the Friction Sway Control can make quite a metallic thumping noise or groaning as you turn a corner. To overcome this, simply rub a small quantity of dry soap onto the steel slide bar. This eliminates the noise without compromising the performance of the sway control.

Reversing Requirements

It is important to remember that if you are reversing into a very tight caravan site or driveway you should release the pressure from the tensioning handle. Failure to do this could bend the slide bar or distort the ball adaptor plate on the ballmount. A normal right angle bend up to 90 degrees is not a problem but a tight backwards angle less than 90 degrees requires the disengagement of the unit. This is a situation where you would also be inclined to remove your levelling bars before commencing the reversing. Travelling forwards will not cause a problem in any circumstance.

Maintenance

The Friction Sway Control should be stored in a dry environment to prevent rust affecting the uncoated mild steel bar. If you leave it in the caravan's front boot wrap it in a towel or Hessian bag to protect it from moisture. Periodic lubrication of the tensioning bolts is also important. Apply oil

or light grease to the fine threaded bolts to prevent them from seizing. Do this at the start of your trip or monthly whilst on the road. And don't forget that if you hear that awful groaning noise when turning a corner, a light rub or dry soap on the slide bar will fix it.

Changing cars or caravans

If you change your caravan and are reluctant to take the sway control ball adaptor off the A-Frame and leave holes, never mind, we will simply fit a new one to your next van. Furthermore a change of car should not present a problem because usually you keep the hitch component and fit it to your new vehicle. Easy!

Installation prices for The Friction Sway Control

Supply and fit Friction Sway Control, complete \$395

Get to Know Your Caravan Seminar

Tom is still around and we are happy that he is still keen to be working with us on seminars and shows. Tom has hosted these seminars for many years.

These three hour sessions are ideal for new or intending caravanners. In an interactive small group we discuss and demonstrate the things you need to know to have a safe and enjoyable holiday. Topics include: Electric Brakes, Towbars & Levelling, Car & Caravan Combinations, Important Accessories, Batteries, Solar, Maintenance, Loading, Critical Purchase decisions, Awnings Handling & Maintenance and much more! For a modest \$25 per person you can find out what you don't know and take all the worry out of buying a caravan and getting it on the road. Refer to the front page for our next session or our website www.hardingscaravans.com.au under 'seminars'.

Destination Diary

Holidays Close to Melbourne

No sooner have the kids gone back to school than Easter seems to be upon us. It has been said many times that Easter is our last chance of getting some decent weather before the onset of the cooler months, and there are many interesting and pleasant destinations to choose from that are only 100 kilometres or less from Melbourne (depending on where you live).

The North East

Taggerty (111 km)

A beautiful completely rural area on the Acheron River accessed by driving through Healesville and the magnificent Black Spur. Keen fisherman will like this area as will bushwalkers with great walks in the Cathedral Ranges and nearby Marysville. Here's an indication of some of the walks to give you an idea of the range that is catered for in this area. At the Cathedrals there is a delightful walk starting from Neds Gully along the river to Cooks Mill. It is flat to gently undulating and will take around 40 minutes to complete. In the Parks Victoria brochure this is rated appropriately as 'easy'. Another walk with the 'easy' rating is the 'Friends Nature Trail'. You need to set aside an hour for this one which commences at Cooks Mill. There is camping available at both Neds Gully and Cooks Mill but if you have your caravan in tow you would have to go to Cooks Mill as the former is tenting only. For those wanting more of a challenge, the track up the side of the range to Neds Saddle will take you one hour but you will be rewarded with a wonderful view from the ridge. The rating on this one is 'medium'. One of the delights of staying here or in Taggerty is that it is so completely rural. It is basically all farmland or National Park. On the other hand if you would like some town comforts and you would like to dine out, then Alexandra is only 20 minutes away as is Marysville. Only an hour from the Eastern suburbs this is really worth a look!



Taggerty

Marysville (97 km)

Accessed via a similar route to Taggerty, Marysville has beautiful walks and waterfalls and is host to beautiful residential gardens, a great golf course and scenic drives. This is in a very similar area to Taggerty but probably better known. Many of the walks start right at the town centre and keen walkers could tow the van into place and not need the car again for the duration of their stay. Many of the walks in this area have beautiful waterfalls such as Steavenson Falls and Keppel Falls. Again the range of ability and interests are catered for. You can either drive and walk a few hundred metres to the majestic Steavenson Falls or take an hour to follow the river to the falls from Marysville which is a good 4 kilometre trek. There are a number of eateries here including cafes, hotels and bakeries. The golf course is a must for those who love the game and enjoy playing in relaxed and uncongested conditions. Those who enjoy a wander through the art and craft shops will also enjoy Marysville. There are not many places where just wandering through the streets is something worth doing, but it is here! It doesn't seem to make much difference what season it is, the residential gardens in Marysville are truly magnificent with a wonderful splash of colour. Again keep this one on your list.



Warburton (77km)

Forty five minutes from the Eastern Suburbs makes this an ideal location if perhaps your stay is not for the full Easter duration. Warburton itself, nestled as it is in between the ranges, is a superb place in which to relax. Again a variety of walks are possible with the easy and very scenic walks along each side of the river to more demanding walks such as La La Falls. There are also some interesting drives in the area. Mount Donna Buang is scenic and interesting with a lookout tower to scale at the summit. The Upper Yarra reservoir is another spot for a walk and picnic lunch. Other places of interest easily accessed from here include Reefton, McMahons Creek or the more remote settlements at Matlock and Woods Point. Bike riders love this area with the famous 'Warburton Trail.' Lilydale is some 37 kilometres away via the bike trail and recreational riders will enjoy how the trail (which is very scenic), winds its way through the Yarra Valley towns of Millgrove, Yarra Junction, Woori Yallock and Wandin where you can access the bakeries and coffee shops. Again for the enthusiast a very scenic golf course, plentiful fishing in the upper reaches of the Yarra River and easy access to the Healesville Sanctuary. A good place to visit.

News & Information

The Body Workshop?

Many customers will have seen both workshops but as the bodywork is carried out in the rear of the premises some people may not have had need to see it. If you're interested when you're next in we're happy to show you around. The guys do everything from insurance work, reseals to solar and battery installations and air conditioner fitments. Wide screen television installations have also become popular in the past 12 months.

Customer Feedback

Hardings have always listened to their customers and that's the way we plan to continue. However any sort of feedback on how we could do things differently is always appreciated. Sometimes its easier for you to see a better approach when you're not looking at it every day.

Feel free to email us on info@hardingscaravans.com.au or drop us a line or have a chat next time you're in.

Your Voice

Having just written my first newsletter, I've got great admiration for all the newsletters Greg's written in the past. My wife Claire has suggested that maybe you could help us with articles in the future or better still suggestions for things you'd like to see included – after all, it's your newsletter and it needs to be of interest to you! As something different for this newsletter, I've started off with a recipe which is fantastic to do on the BBQ. Next newsletter I'd be keen to include your suggestions, so send them to us before August. It can be anything to do with holidays, caravans or places of interest that will be useful for all of us. (I won't be able to publish everything however the owner of articles published will be entitled to a free UnderCarriage Service)

Simon's Chicken Marinade

Mix the following ingredients together:

- 1 tbsp Sesame Oil
- 2 tbsp Fish Sauce
- 2 tbsp Lime Juice
- 2 tbsp Oyster Sauce
- 1 Small Red Chilli chopped
- 1 Clove Garlic chopped
- 2 tsp Finely Chopped Coriander
- Pinch of White Pepper

Chop up two chicken breasts into small strips suitable for barbeque.

Pour marinade over chicken and allow to absorb flavours for at least half an hour.

The lime helps tenderise the chicken so it remains relatively moist even when well cooked. Cook on the barbeque and enjoy!

Change of Saturday hours

As of 1st May we will be closing at 12 noon on Saturdays. It has been 2pm for many years however most customers have come and gone by midday. We can be flexible on these times if we are still working on your van but generally we are finished most work by 12 noon.

WE LOVE THIS COUNTRY



From the dry red earth of the outback to the deep coral blues of our spectacular beaches, Australia is one of the most beautiful places on earth, which is why you really should see more of it whenever you want to.

Camping, caravans and motorhomes are the easiest and most independent way to see it all. Choose your destination at the drop of a hat. Stop wherever takes your fancy in one of hundreds of member holiday parks that not only offer spacious powered and unpowered sites, but also a great range of cabin accommodation.

Make life long friends along the way and spend more quality time with your family. For complete freedom on your next Aussie holiday, all you need to do is visit the website.

SPECIAL OFFER! FREE

"We Love This Country" Membership

Details on the website. Join today to receive Caravanning hints and tips via a regular e-newsletter, a must for every traveller.



www.welovethiscountry.net.au



Staff Profile

The heart of the mechanical repair team. John has been with us for many years and whilst Ken is a recent edition he brings a wealth of experience.

John has plenty on his hands with kids however whenever he gets a chance he heads for the bush trails in his Jackeroo or on the trail bike. John has a keen mechanical interest out of Hardings and this has been a huge asset to us as he can almost tackle any job. John spent some of his youth growing up in Indonesia and perhaps this early overseas experience makes him the versatile bloke he is now.

Whilst Ken is now a keen lawn bowler he has a competitive edge where he spent his earlier years ski racing and still now races jet boats. Ken has spent many years in boats and ran his own boat dealership in Sanctuary Cove for many years. Ken was a mechanic with Jaguar and Volvo and has a genuine mechanical interest that will go well at Hardings.

Hardings Newsletter saves the day

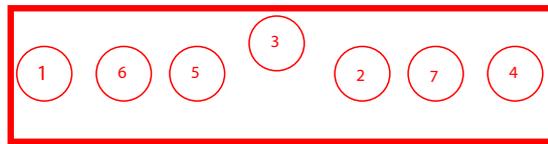
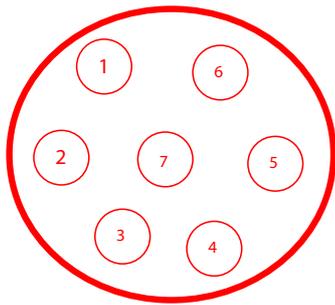
It's 8pm Thursday night before Easter, you didn't leave work till 6, you have a 2 hour drive ahead to get to Bright and now you discover the dog chewed the 7 pin plug apart. Nothing works!! Gosh what a night!!

Well hop down to the local servo as they often sell a 7-pin plug and here's a standard wiring diagram to get you on the road. Maybe we can fit and sheath it properly once you're back but hopefully this helps someone on one of those Thursday nights!

THE STANDARD WIRE CODE

The 7 Pin Round and 7 Pin Flat are both standard wiring used on your Caravan.

Number	Wire Colour	Use
1	Yellow	Left indicator
2	Black	12 Volt, Lights, Fridge etc.
3	White	Earth
4	Green	Right Indicator
5	Blue	Electric Brakes
6	Red	Brake Lights
7	Brown	Tail Lights



Sullage & Mains Hoses

For those who attended the last 'Get to know your Caravan Seminar', you would have heard Lindsay talking about the advantages of cutting your hoses into usable lengths. Often most of the hose lies in a coil and it's a nuisance when it needs coiling up again. Come in and talk with Ed about the connectors to make up several more useable lengths. For example:

- Cut one sullage hose to 4metres (Short Hose)
- Cut another sullage hose to 6 metres (Medium Length Hose)
- Both join together to make a 10 metre when you need it!

Undercarriage Service Discount – Show Special

We hope this helps the holiday budget. Also a good opportunity to come and meet Andrew!

If you're at the show, remember to take one of our 'Discount Service Offers'. Entitles you to a \$35 discount. Only available at the show.

Show Discount of \$35 off usual price

Hardings provides you with all the necessary products and services for your caravan.

- Accessories and spare parts
- Towbars, level rides and sway controls
- Electric brake controls
- Caravan repairs
- Trailer parts
- Camper trailer windup service and repairs
- Resealing
- Lift up beds
- Caravanners education programs
- Brakes and undercarriage servicing
- Chassis upgrades and repairs
- Aerolite chassis strengthening
- Sway problems corrected
- Improved lighting
- Bumper bars
- Outback preparation
- Caravanners advice
- Insurance repairs
- Solar equipment & installations
- Jacking systems
- Raise your van
- New pop top vinyls



Hardings Caravan Services ACN 005 584 047
6 The Nook Bayswater 3153
Phone: 03 9729 8477 Fax: 03 9729 3096
www.hardingscaravans.com.au

escape at the Victorian caravan show

caravanshow.com.au



Latest Caravans

Luxury Motorhomes

5th Wheelers

Dorothy the Dinosaur's Dance Party
©2006 The Wiggles Pty Ltd

See Dorothy the
Dinosaur's Dance Party

Tents & Camping

New 4x4 display

Holiday Parks

Camper Trailers

Over 15 acres of all the latest caravans, campers, motorhomes, camping gear and accessories. Plus guest speakers every day to give you all the inside info on getting the most out of your next holiday.

• Celebrity guest speakers including Geoff 'Coxy' Cox, Kathy and Craig Explore Oz, Dr Harry Cooper and many more.

FREE Seminars Daily

Preparing for the Big Trip
To Cape York & Back
Hardings on Tour
Working Holidays
Motor Homing
Travel Tips and so much
more to see and learn.



CAULFIELD RACECOURSE

Wed 28 March to Tues 3 April 10AM to 6PM (TUES ONLY 10AM TO 4PM)

Admission \$15 adult. Kids under 15 FREE if accompanied by an adult. Senior Card holders \$10. Wheelchair access and disabled parking available. Proudly brought to you by Caravan Trades & Industries Association Victoria.
FOR MORE INFORMATION VISIT WWW.CARAVANSHOW.COM.AU The Wiggles and Paul Paddick do not appear in Dorothy the Dinosaur's Dance Party

BCA/CAR154



PLENTY OF PARKING - FREE BEFORE 11AM AND \$5 THEREAFTER