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## General HWH Questions

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**1. Where is HWH or Moscow, Iowa?**

HWH is located approximately half way between Iowa City and the Quad Cities, **1/8 mile south of I-80** at exit 267. (The actual town of Moscow, Iowa is located 5 miles south of I-80 at exit 267.)

**2. What does HWH stand for?**

HWH is the name. It stands for high quality and great service. Paul Hanser is the founder of HWH.

**3. How do I get calendar refills?**

E-mail [sales@hwh.com](mailto:sales@hwh.com) or check at the HWH booth at a RV rally. You can also fill out and mail in the order form located right before the "October" page in your current calendar.

**4. Is everything in my system manufactured by HWH**

HWH manufactures about 80 to 85% of the parts in our systems. Parts not manufactured by HWH must meet design specifications set by HWH.

**5. Does HWH have other locations?**

Most of the manufacturing is done at the Moscow facility but there is another plant in Wilton, Iowa where some of the manufacturing takes place. Wilton is about nine miles southeast of the Moscow facility.

## HWH Contact Information

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**6. What phone numbers can be used to contact HWH?**

The general phone numbers for HWH are 800-321-3494 or 563-724-3396.

**7. When can I contact HWH?**

Normal business hours for HWH are 8:00 AM until 5:00 PM Monday through Friday, Central time. Iowa does observe daylight saving time. Email can be used anytime.

**8. Is HWH open during holidays?**

HWH does close for certain holidays. Check the HWH website ([www.hwh.com](http://www.hwh.com)) for plant closing information. Information concerning any closed time will scroll across the home page near the top of the page.

**9. Can I contact HWH via email?**

Yes, using email is an excellent and efficient way to contact HWH. From the HWH home page at [www.hwh.com](http://www.hwh.com), click on "Contact us". This is a link to that section of the website: <http://www.hwh.com/homeland5.html> There are several options in that directory that allow you to request service help, get sales information, or order parts online. **Do not enter credit card information when contacting HWH.**

**10. Does HWH accept credit cards?**

Yes, we accept Visa and Master Card. We will need the card number, expiration date, the three digit code on the back of the card, and the card billing address. **DO NOT SEND CARD INFORMATION WITH AN EMAIL.**

**11. What information should I have when I contact HWH by phone or email?**

Some of the email sites available on our website will direct you to enter the necessary information.

The information we need to help you is:

- Name
- Street address (for shipping purposes)
- City, State, (Province) Zip code
- Phone number
- Coach year, make, and model
- Purchase date/first or second owner
- VIN number
- If ordering parts and using a credit card, we will need the billing address of the credit card. **DO NOT SEND CARD INFORMATION WITH AN EMAIL.**

**12. Why is it so hard to get through to HWH during the peak RV summer months? The phone lines are always busy.**

- HWH has been producing product since 1967 and has supplied over one million units during this time.
- We have a limited number of operators, phone lines, and service technicians.
- The RV industry as a whole relies heavily on a large network Dealers, located nationwide, to provide End Users with quality service. Contacting a Dealer may get you a quicker response during the peak RV season.
- We have a very informative web site where you might be able to find some answers.
- Using email [service@hwh.com](mailto:service@hwh.com) is a good option for contacting HWH.

## **General System Questions (Sales Type Questions)**

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**13. What other brands of leveling systems and slide out systems are available and why are HWH systems better?**

There are several suppliers of leveling systems and slide-outs. We won't help advertise for them by giving their names. We feel that due to 45+ years of experience, our commitment to growth, the use of sophisticated manufacturing processes, our engineering capabilities, and a total commitment to customer service and satisfaction, HWH is far superior to our competitors.

**14. What is BI-AXIS<sup>®</sup> leveling?**

BI-AXIS<sup>®</sup> leveling is the process of using two jacks at a time to level the coach from side-to-side (if necessary) and from front-to-rear. HWH air leveling also utilizes BI-AXIS<sup>®</sup> logic.

**15. Which HWH leveling system is better?**

All HWH systems are designed and manufactured with the same commitment to excellence. The only difference between the different HWH systems are the features, the quality of each HWH system is the same.

**16. Which is the most reliable HWH leveling system?**

Although the computerized systems have more components, any of the HWH systems should provide the same reliability.

**17. Is it possible to convert my present leveling system to an HWH leveling system?**

No, you would have to remove the complete existing system and have a new HWH system installed.

**18. Is it possible to convert my manual leveling system to a computerized leveling system?**

It is possible but usually this is at a substantial cost.

**19. Which is better, hydraulic leveling or air leveling?**

Both systems have desirable qualities but hydraulic leveling provides more stability and usually has better leveling capabilities in different situations.

**20. My last RV had kick-down jacks and my new one has straight-acting jacks. Why and which is better?**

This is basically a question of customer preference, however for some coaches only kick-down or only straight-acting jacks are available.

**a. Features of Straight-Acting Jacks:**

1. You can not roll off the jacks (but don't try to drive off).
2. Give a little better stability especially for slide-outs.

**b. Features for Kick-Down Jacks:**

1. If you accidentally drive off the jacks it is unlikely there will be any damage.
2. If jack feet are stuck in the mud or sod they may be freed by easing the coach forward.

**21. Can I convert my BI-AXIS<sup>®</sup> Joystick system so I can operate one jack at a time?**

No, the system is designed to operate two jacks at a time and will not operate properly running one jack at a time.

**22. Can I have a slide out installed on my coach? If so, can HWH do this for me?**

Although HWH has installed slide-outs on Prevost<sup>®</sup> shells, HWH does not install slide-outs on finished motor homes.

**23. How do I find a service center or where can I buy your product?**

We can help you. Also check with an RV dealer or check the HWH website at [www.hwh.com](http://www.hwh.com). The following is a link to service and sales center information. [ml55894\\_03.html](http://www.hwh.com/ml55894_03.html)

## **WARNING, Safety, and Emergency Information**

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**Click Here for Emergency Procedures:** <http://www.hwh.com/ml55080.html>

**24. Can I use my leveling jacks to change tires?**

No, the jacks should not be used to lift the vehicle to change tires.

**25. Can I use my hydraulic or air leveling system to service my vehicle?**

Neither leveling system should be used to raise the vehicle to perform any maintenance. The following are a couple basic HWH Warnings:

- **WARNING: BLOCK FRAME AND TIRES SECURELY BEFORE CRAWLING UNDER VEHICLE. DO NOT USE LEVELING JACKS OR AIR SUSPENSION TO SUPPORT VEHICLE WHILE UNDER VEHICLE OR CHANGING TIRES. VEHICLE MAY DROP AND/OR MOVE FORWARD OR BACKWARD WITHOUT WARNING CAUSING INJURY OR DEATH.**
- **WARNING: KEEP PEOPLE AND OBSTRUCTIONS CLEAR OF ROOM WHEN OPERATING. ANY OBJECT OBSTRUCTING ROOM MOVEMENT MAY BE CRUSHED CAUSING INJURY OR DEATH AND VEHICLE DAMAGE.**

## **Warranty Questions**

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**26. What is the warranty on my system?**

The current warranty, for an aftermarket system, is one year for parts and labor. You must have prior authorization from HWH before getting warranty service. For manufacturer installed leveling and slide-out systems, check with your coach manufacturer for specific warranties.

**27. Can the warranty be transferred if I sell my unit?**

No, the warranty is not transferable.

**28. I couldn't find the serial numbers on my jacks. If I don't put the numbers on my warranty card, will that void my warranty?**

No.

**29. When my system goes out of warranty, what is the best way to get repairs done on my system?**

There are many dealers that will service HWH equipment. This link can help you find a dealer: [ml55894\\_03.html](http://www.hwh.com/ml55894_03.html). HWH does NOT have "Certified" dealers or technicians nor can HWH control labor or parts pricing at dealerships. It is a good idea to get an estimate for repairs. HWH can give you a suggested retail price for a part. You should resolve any pricing questions before the repair is complete. HWH does offer remanufactured parts when available and also will repair most parts if they are sent to HWH. (See "Repair Parts Questions", questions 58 thru 63.) Also, HWH systems have assemblies that normally do not have to be replaced as a complete assembly, for example one of the straight-acting leveling jacks is leaking. The complete jack does not have to be replaced; only the cylinder needs to be replaced or repaired. If you have questions, you can contact HWH several different ways through this link: <http://www.hwh.com/homeland5.html>

**30. Do you cover excess labor for accessibility or clean up?**

HWH does not warrant cleaning compartment, subsequent damage or accessibility to HWH equipment. HWH allows time to clean oil from HWH slide-out equipment. This is a link to warranty information: [ml44100b0\\_warranty.pdf](http://www.hwh.com/ml44100b0_warranty.pdf)

**31. Does HWH cover Next-Day-Air freight?**

Normally HWH does not cover next-day-air freight charges. (Covering next-day-air can be considered on an individual basis.) This is a link to warranty information. [ml44100b0\\_warranty.pdf](http://www.hwh.com/ml44100b0_warranty.pdf)

**32. My windshield broke while I was using my leveling system. Do you replace my windshield?**

HWH does not cover windshield damage. Contact the coach manufacturer for assistance.

**33. Can I perform warranty repairs on my HWH equipment?**

Yes, but you must follow our warranty guidelines. Go to [ml44100b0\\_warranty.pdf](http://www.hwh.com/ml44100b0_warranty.pdf) for warranty procedures.

## **Service Location Questions**

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**34. Does HWH have authorized service centers?**

No. We have Master Service Centers and we will work with most RV dealers or repair centers.

**35. How do I find a service center?**

Contact HWH or check the HWH website at [www.hwh.com](http://www.hwh.com). Most RV dealers that offer service will offer service on HWH equipment. This is a link to service center information: [ml55894\\_03.html](http://ml55894_03.html)

**36. Can I get service at the HWH factory?**

Yes. HWH does have a service center.

**37. Do I need an appointment to come to HWH for service?**

It is always best to call ahead and get an appointment. People with appointments will be taken care of first. Without an appointment, you may not get service the same day you arrive. You can call us at 800-321-3494 or 563-724-3396. You can also email for an appointment at [service@hwh.com](mailto:service@hwh.com).

**38. Can I get service performed at RV rallies?**

RV rallies are not the best place to get service. Due to time restrictions, area, weather conditions, and parts availability, repair at a rally may not be possible. At some rallies service may be performed on a limited basis. Not all repairs can be made at a rally. Check with the HWH booth at a rally for available service. Our Rally Schedule can be found at this link: [ml33559.pdf](http://ml33559.pdf)

## System Maintenance Questions

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**39. How often do I need to check the fluid level in my system?**

When buying a coach or after having a system installed the fluid level should be checked to make sure the fluid level is within one inch of the top of the tank with all jacks retracted. Not all slide-outs need to be retracted to check the fluid level. After that, unless there has been a leak or a repair the fluid level does not have to be checked.

**40. Where do I check the fluid level for my leveling system?**

There is a breather cap on top of the pump-motor-tank assembly. Clean around the cap and remove it (turn counter-clockwise). The level should be one inch from the top of the tank with the hydraulic jacks retracted. Determine what type of slide-out mechanism is used to determine the proper position of the room to check the fluid level. If the fluid is touching the dipstick the level is adequate.

**41. Should my jacks and rooms be retracted to check fluid level?**

The leveling jacks should be fully retracted to check the fluid level. There are different types of slide-out mechanisms and some should be retracted and some should be extended. It is ok to check the level with all slide-outs retracted but do not over fill the tank if you are not sure of the correct slide-out position to check fluid level. Refer to your HWH Operator's Manual or contact HWH for specific information.

**42. What kind of fluid should I use in my system?**

The use of HWH Specialty Hydraulic Oil is recommended but Dexron® or multipurpose transmission fluids can be used if necessary. **DO NOT use hydraulic jack oil, brake fluid, or power steering fluid.**

**43. Do I need special fluid if my vehicle is always used in extreme cold weather applications?**

The use of standard fluids in extreme cold weather can cause the leveling system or slide-outs to be sluggish. HWH has a fluid available for use in extreme cold weather applications. [ml56900.html](http://ml56900.html)

**44. How often should I change the fluid in my system?**

Rarely - only for a possible condensation problem or contamination problem.

**45. If I add the wrong oil can it hurt my system?**

Yes. The wrong oil can damage seals or may not be compatible with recommended fluids.

**46. If the wrong oil is added to the system by mistake, how do I get that oil out of the jacks?**

The system would have to be flushed with fresh recommended fluid. The jacks may have to be removed and repaired to get rid of unwanted fluid. The following link explains the procedure for replacing oil in a system. [ml46791.pdf](http://ml46791.pdf)

**47. Should I lubricate the cylinder rods?**

The cylinder rods do not have to be lubricated. The following is a link to an information sheet available on the HWH website. [ml47149.pdf](http://ml47149.pdf)

**48. Is there something I can lubricate my jacks with to make them retract faster? How long should it take to completely retract my jacks?**

Lubricating a jack rod can help with retraction time but if lubrication is necessary, there is most likely a problem with the springs or the jack itself. The only thing HWH recommends to use is WD-40®. Refer to the following link for jack maintenance information: [ml47149.pdf](http://ml47149.pdf). The following link gives detailed information about allowable jack retraction times: [mi9553.pdf](http://mi9553.pdf)

**49. What kind of maintenance does my slide-out need?**

Cleaning of the slide-out tubes, if applicable, is the only maintenance necessary. DO NOT lubricate any slide-out components.

**50. My system has kick-down jacks. What maintenance does my system need?**

Keep the jacks clean and lubricate the jack pivot points and any roller assemblies. Lubricating actuator rods or jack rods is not necessary. Operating the system is the best maintenance for it. Refer to the following link for jack maintenance. [ml47149.pdf](#)

**51. My system has straight-acting jacks. What maintenance does my system need?**

Keep the system clean. Operating the system is the best maintenance for it. Refer to the following link for jack maintenance. [ml47149.pdf](#)

**52. Is there any general system maintenance that needs to be done for my HWH equipment?**

Keep the system clean. Operating the system is the best maintenance for it. Make sure that all electrical connections are clean, tight, and free of corrosion. This includes grounding connections. Weak electrical connections can cause intermittent problems and complete system failure. Vehicle battery maintenance is also important to the operation of the HWH equipment.

## Vehicle Storage Information Concerning HWH Equipment

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**53. Can I store my coach with my jacks extended?**

Yes, this will not hurt the system.

**54. How long can I leave my coach parked with the jacks extended?**

As long as you want. We recommend operating the system occasionally if possible.

**55. Do I need to do any maintenance on the jacks or slide-outs while the vehicle is parked with the jacks and slide-outs extended?**

There is no necessary maintenance for the jacks or slide-outs while the vehicle is parked. If desired, WD-40® can be used on the jack rods right before storing the jacks if dirt has collected on the rods. Refer to the following link for jack maintenance information [ml47149.pdf](#).

**56. If I'm parked for a month or two, should I occasionally operate my system?**

Yes, it is good to operate the system occasionally but it is not required.

**57. I have the HWH Air Leveling system, should I dump all the air from my suspension when I store the coach?**

You should talk to the coach manufacturer to get the information. Storing the coach either way will not hurt the HWH equipment.

## Repair Part Questions

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**58. Do I have to buy a new component if my system fails?**

There are several options available other than new components. Most parts can be sent in for repair. Sometimes, certain parts might be available as a remanufactured part. Remanufactured parts are sold at 70% of the cost of a new part.

**59. How much does it cost to have a part repaired?**

HWH guarantees the maximum cost to repair a part will not exceed the cost of a remanufactured part. It may cost less but until we check the part we can't give an exact cost. The repair cost does not include shipping to or from HWH.

**60. Can I just send the part to HWH without contacting HWH first?**

Parts should never be sent to HWH for any reason without first contacting HWH. HWH will issue an RGA (Returned Goods Authorization) so the part can be tracked after being received. You can request an RGA via email [service@hwh.com](mailto:service@hwh.com) or by phone.

**61. Where can I locate part numbers on different components?**

Not all components have part number tags. Numbered parts have a HWH sticker with an AP----- part number. Some parts will have an assembly number and an individual component number. The assembly number is the best number to use. The HWH parts catalog can help identify components. It is on the internet at [www.hwh.com](http://www.hwh.com) under "Replacement Parts" on the home page. This is a link to the parts catalog. [ml11428home.html](#)

**62. I have the part in front of me and can describe it. Can you tell me the right part number?**

We can try to help. Always give as accurate a description as possible. You may be asked to give a measurement. It can be helpful to take a picture and email that to HWH. It is also possible that the vehicle manufacturer can supply a kit number for the equipment on a vehicle. This is also very helpful.

**63. What is the price of this part and does that include shipping costs?**

Unless you are a dealer or vehicle manufacturer, HWH will only give you the suggested retail price of the part. HWH has no control over prices for parts or labor charged by dealers. Parts prices do not include shipping costs. Exact shipping costs cannot be given until the part is actually ready to be shipped.

## Shipping Questions for Parts Orders

**64. Did my order ship and if so, when?**

HWH can check the order and see if and when the order shipped.

**65. How long will it take for my parts to get to me after they ship?**

HWH can give you a *tentative* arrival date but cannot guarantee shipping times and is not responsible for shipping problems encountered with carriers.

**66. When will back-ordered part ship?**

Normally, back-ordered parts should ship within several days to a week. But this will not always be the case depending on manufacturing situations that may occur. Obsolete parts or parts that are no longer in use may take longer.

**67. What is the pro number or tracking number so I can trace the shipment?**

HWH can supply tracking information for orders that have shipped. Contact us via email or by phone:  
<http://www.hwh.com/homeland5.html>

## System Operation Questions

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**68. What is the proper way to operate my system?**

That depends on which system you have. A computerized system should always be operated in the automatic mode. With manual systems, the jacks should always be operated according to the yellow lights. In either case you should always read the operator's manual to get specific instructions and warnings. Manuals can be obtained from HWH at no charge or some are available off the HWH website. This is a link to HWH Operator's Manuals: [ml44100b0\\_op\\_mls.html](http://www.hwh.com/ml44100b0_op_mls.html)

**69. How can I get an Operator's Manual for my system?**

The following link will take you to a section on the HWH website that contains Operator's Manuals: [ml44100b0\\_op\\_mls.html](http://www.hwh.com/ml44100b0_op_mls.html) This section contains manuals for various vehicle and coach manufacturers. The list is in alphabetic order. There is also a generic section that contains slide-out operator manuals and leveling system manuals that are adequate for most systems. If you cannot find a manual that fits your system or you need assistance, contact HWH via email or phone: [homeland5.html](http://www.hwh.com/homeland5.html)

**70. When I operate my jacks should the ignition key be in the "ACC" or "ON" position?**

That depends on how the system is wired but usually the system can be operated in the "ACC" position. Air leveling systems must have the ignition "ON" to be **turned on** and operate better if the engine is running.

**71. Do I have to run my engine while leveling the coach or operating the slide-out?**

With a few exceptions the engine does not have to be on to level or run the slide-out. For some coaches with air suspensions and hydraulic leveling the engine cannot be on during leveling. Coaches with air leveling perform better with the engine running. Different coach manufacturers have different requirements for operating the rooms. Contact the vehicle manufacturer for specific information.

**72. Is it possible to operate one jack at a time?**

Not with HWH BI-AXIS<sup>®</sup> leveling systems. The 100 and 110 series lever-controlled systems will operate one jack at a time. With few exceptions, all Joystick-controlled leveling systems and all touch panel-controlled (manual or automatic) leveling systems are BI-AXIS<sup>®</sup> and will always operate two jacks at a time.

**73. How much lift will my jacks give me?**

Lift should be between four and six inches but this depends on the type of jack and the height the jacks are mounted at.

**74. Should I always put a block or pad under the jacks?**

The use of one good wood block or pad for support under each jack is allowable. If the surface the vehicle is parked on is asphalt or soft ground, it is a good idea to use a pad under the jacks. Some sites will require the use of pads. HWH does not recommend the use of more than one block or pad per jack.

**Note: Make sure the block or pad will be fully under the jack foot when the jack is extended to the ground. Straight-acting jacks can extend at a slight angle. If the foot is not centered on the pad, the jack may slide off the pad and damage the jack.**

**75. Is it OK to put blocks under the jacks to lift the coach higher?**

The use of one good wood block or pad for support under each jack is allowable. HWH does not recommend the use of more than one block or pad per jack.

**Note: Make sure the block or pad will be fully under the jack foot when the jack is extended to the ground. Straight-acting jacks can extend at a slight angle. If the foot is not centered on the pad, the jack may slide off the pad and damage the jack.**

**76. Sometimes after leveling I have one tire off the ground. Is this OK?**

If the vehicle is equipped with kick-down jacks, the vehicle may roll off of the jacks if too much weight is lifted off the rear axle. After leveling any system, a tire may be off the ground. Stability can be improved by placing blocks under those tires BEFORE leveling. Check with the chassis or vehicle manufacturer to get information concerning a tire being off the ground. This condition will not affect the HWH equipment.

**77. The warning buzzer for your jacks can be annoying. Would it be OK to disconnect it?**

No, this buzzer can keep you from driving off the jacks and damaging them. It also is a warning if a jack starts to creep down while driving.

**78. Can I drive off my kick-down jacks?**

Driving forward or backward off kick-down jacks usually will not damage the jacks.

**79. If I am parked on uneven ground can leveling the coach damage my coach?**

If the system is operated properly according to the HWH Operator's Manual there should be no damage to the vehicle.

**80. If one corner of my coach is low, how do I get the coach level using a BI-AXIS® leveling system?**

Extend the jacks according to the yellow lights. This assures leveling the coach side-to-side first. This puts the coach in a flat plane that allows leveling to be finished by raising the front or rear of the vehicle.

**81. After I level the coach, all the yellow lights are out but the coach does not seem to be level.**

The level sensing unit has a tolerance of about one inch side-to-side and about five inches front-to-rear. Using a round bubble level, if ½ of the bubble is in the bulls-eye, that is within the tolerances. If the coach is not level within the tolerance, the sensing unit may need to be adjusted. [Refer to question 93.](#)

**82. Do my jacks retract under hydraulic power?**

Most HWH systems use single-acting cylinders for leveling. The jacks are retracted by the use of springs. There are some systems that have double-acting cylinders. These jacks are retracted with hydraulic power.

**83. How long should it take for all four jacks to retract completely?**

Jack size, hose lengths, hose routing, temperature, and other factors affect jack retraction times. The following link explains jack retraction times and what the allowable time is for different size jacks in different temperature conditions. [mi9553.pdf](#)

**84. My coach has an air suspension. Should I start my engine and build air pressure before retracting my jacks?**

No, you should start the engine to start building air pressure, but the jacks should be stored immediately after starting the engine. With lever-controlled leveling systems, it is recommended to start retracting the front jacks before retracting the rear jacks.

**85. My coach has HWH air leveling. Should I dump all the air from my suspension before leveling my coach?**

No. The leveling system will do a better job if allowed to start at ride height. If the coach is on level ground or if you're in a windy situation, the air can be dumped from the suspension to give more stability but the coach may not be level.

**86. My coach has HWH air leveling. Should I leave the system on after I finish leveling my coach?**

The system is designed to keep the coach in a level position if the system is left on after auto leveling. This is called the "Sleep Mode". Either turning the system off or leaving it on is OK. If the system is turned off, the coach may not stay level due to air leaks in the suspension. It is not recommended to leave the system in the sleep mode if the vehicle is stored.

**87. Should I extend my slide-out before I level my coach?**

Different coach manufacturers have different requirements for extending or retracting slide-outs. Check with the coach manufacturer or owners manual for correct operating instructions. HWH recommends leveling then extending slide-outs and retract the slide-outs before retracting the jacks.

**88. Can my air leveling system be modified to keep my suspension lowered without having to hold the "DUMP" button down?**

Due to liability considerations, HWH cannot help modify an existing air leveling system to make the "DUMP" Button constant instead of momentary.

## **Technical and Diagnostic Questions**

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**89. Is it OK to change my tires or service my coach using the jacks or air leveling system to lift the coach?**

No. You should never change the tires or crawl under the vehicle if it is supported on the jacks or air suspension. Refer back to the "WARNING and Safety Information" section.

**90. Where is the pump located?**

The pump can be located in many different places. Check with the installer or coach manufacturer. If the pump runs listen for the sound of the pump.

**91. Does my system run off my house batteries or engine battery?**

The electronic controls for the system, such as the control box or light plate, are connected to the engine battery through the vehicle's ignition circuit. The pump can be connected to the engine battery or house battery.

**92. Where is the level sensing unit located?**

The sensing unit can be located anywhere such as in a compartment or under the coach. They have been mounted inside the coach in the dash area, under a couch or maybe under a dinette seat. Sometimes HWH can help locate the sensing unit but not always. If HWH cannot help, you can check with the installer or coach manufacturer. The 2000, 305, 325, 625 and 625S series systems have the sensing unit mounted in the control box or central control

module. The 305, 325, 625, and 625S system control boxes are normally part of the power unit control with the hydraulic pump and solenoid valve manifold.

### 93. How do I adjust the sensing unit?

There are sheets available on the HWH website that explain the adjustment of different styles of sensing units. The following are links to these pages.

- For the remote mounted mercury style sensing unit: [mi9543.pdf](#)  
Note: This sensing unit is no longer available but can be updated with a new style potted electronic sensing unit.
- For the remote mounted potted electronic sensing unit: [ml47508.pdf](#)
- For the control box mounted electronic sensing unit: [ml47509.pdf](#)

### 94. How do I free my jacks if they are stuck in ice, frozen ground, or mud?

If you have kick-down jacks you can drive forward slowly to free the jacks. If you have straight-acting jacks you will have to dig around the jack to free the foot. If the jacks are frozen to the ground, pouring hot water on the feet can free them up.

### 95. Can solenoid valves be manually opened to retract jacks or slide-outs if there is a malfunction?

Yes, all hydraulic solenoid valves since about 1993 have a manual release mechanism. There large diameter (2.25") valves and small diameter (1.50") valves. The large diameter valves were originally equipped with a T-handle. To open this valve, you turn the T-handle counterclockwise until it stops turning, about five full turns. The T-handle will turn easily at first and start to get harder to turn as an internal spring is compressed. Both the large and small valves have been equipped with a valve release nut and are now equipped with a valve release cam. The following link shows the large and small valves with both the release nut and release cam along with operating information.

[mp849999.pdf](#)

### 96. How do I manually retract my slide-out if there is a malfunction?

Some mechanisms are equipped with a manual retract mechanism. Some mechanisms will need an external device to retract the room such as a winch. Connection information for a retract winch will come from the vehicle manufacturer. The following link has manual retract information for most of the HWH slide-out mechanisms: [ml55080.html](#) The following links can help you identify your slide-out mechanism: [mi158331.pdf](#) (style a or b text descriptions only) [ml17785\\_01\\_nom\\_pr\\_so.html](#) (text and pictorial of mechanisms)

The hardest part of manually retracting a slide-out might be determining which solenoid valves operate which room. If determining the correct pair of valves is not easy, it is permissible to open all of the slide-out valves while manually retracting a room. If all the valves have been opened, after a slide-out has been manually retracted, you should close the valves and make sure the other slide-outs are fully retracted before continuing. The following link will help identify which pair of valves operate which room. [mi159502.pdf](#)

### 97. How do I hook a winch up to bring a slide-out in?

Refer to the coach manufacturer's instructions to hook up the winch. The coach manufacturer supplies the winch connections.

### 98. How do I manually retract my jacks? I have a touch panel controlled leveling system.

Locate the pump/manifold assembly. There large diameter (2.25") valves and small diameter (1.50") valves. Some manifolds may have two large and two small valves. The large diameter valves were originally equipped with a T-handle. To open this valve, you turn the T-handle counterclockwise until it stops turning, about five full turns. The T-handle will turn easy at first and start to get harder to turn as an internal spring is compressed. Both the large and small valves have been equipped with a valve release nut and are now equipped with a valve release cam. The following link shows the large and small valves with both the release nut and release cam along with operating information. [mp849999.pdf](#) Open the center two valves and then the outer two valves. Use caution when using the T-handles or valve release nuts/cams.

Make sure there is plenty of clearance, including for you, before lowering the motor home. **WARNING: BLOCK FRAME AND TIRES SECURELY BEFORE CRAWLING UNDER VEHICLE. DO NOT USE LEVELING JACKS OR AIR SUSPENSION TO SUPPORT VEHICLE WHILE UNDER VEHICLE OR CHANGING TIRES. VEHICLE MAY DROP AND/OR MOVE FORWARD OR BACKWARD WITHOUT WARNING CAUSING INJURY OR DEATH.**

### 99. How do I manually retract my jacks if the manual valve release does not work? I have a touch panel controlled leveling system.

Refer to [question 95](#) to make sure you have used the manual release correctly. If some jacks retract but others don't, there is an individual valve or jack issue. Contact HWH for assistance: <http://www.hwh.com/homeland5.html> If none of the jacks will retract, the problem is most likely the shuttle valve. This is a link to an instruction sheet that will probably help you get the jacks retracted. [mi158813.pdf](#) If this does not work, you will need to contact HWH for assistance. If this instruction sheets helps get the jacks retracted, you will need to replace the shuttle valve (RAP7964) or this malfunction will occur again.

### 100. My jack warning light and buzzer came on while I was driving. I have straight-acting jacks. What could be wrong?

Fluid expansion due to heat can extend a jack slightly while driving. Lever-controlled systems should have the levelers kept in the retract position while driving. Most touch panel type systems will automatically turn off after being put in the

“STORE” mode. This should not be interrupted. Do not push the off button or turn the ignition key. If a jack is not fully retracted, that jack may extend far enough to turn a warning light/buzzer on. The following links contain jack retraction information and how the warning switches work. The new 725 system works much like the 625 system on this information page. The warning switch information is about the same for all systems. The only difference is on some systems, the jack will only extend about one half inch instead of one inch to turn a warning light on.  
Jack retraction information: [ml30817.pdf](#)

Warning switch information: [mi95400c.pdf](#)

If you are sure that you are properly retracting the jacks and you still have an issue with the warning buzzer coming on, most likely there is an issue with one or more of the jack cylinders.

**101. What makes a jack leak? Can I hurt my system?**

There are different reasons that can cause a jack to leak. Normal use of the system will not cause jack problems. Improper use of the system such as too many blocks under the jacks, improper placement of a block or pad, or moving the coach with the jacks in contact with the ground (not kick-down jacks) can cause damage to the jacks.

**102. I noticed some seepage from one of my jacks a few months ago. Do I need to get the jack repaired?**

A little dampness on the foot or at the base of the cylinder is not cause enough to replace the jack. If a jack was leaking but is no longer leaking do not replace the jack.

**103. I just had a leaky jack replaced. Are the other jacks going to be a problem also?**

The other jacks should not cause further problems.

**104. Sometimes I have to pry a jack up to get it to retract. Will new springs take care of this problem?**

Sometimes replacing springs will help a slow-retracting jack but if the jack needs to be pried up, even if sometimes the jack retracts by itself, new springs will most likely not fix the problem. The cylinder will need to be repaired. This is a link for jack retraction information. [mi9553.pdf](#)

**105. Why is one jack slower than all the rest when retracting? How long should it take the jacks to retract?**

Hose lengths, routings, jack sizes, and other things can cause one jack to retract slower than the rest. This is normal. The following link explains jack retraction times and what the allowable time is for different size jacks in different temperature conditions. [mi9553.pdf](#)

**106. I've noticed, once in a while, after we stopped and leveled our coach for the night, later in the evening one of our yellow level lights comes on. Why?**

If you are parked on unpaved ground the coach may settle some. Fluid contraction from the fluid cooling could allow some settling of the coach. A coach with air suspension may have air getting into the air bags lifting the coach slightly. Are the jacks staying firmly on the ground? If not there may be an internal valve leak.

The best way to see if the jacks are moving is to make sure all jacks are solidly on the ground. Then use a marker or piece of tape to make a mark on the jack rod (shiny part) 1" down from the bottom of the barrel (painted part). If the jack retracts more than about ½", there is most likely a problem with the solenoid valve for that jack. It should be replaced. If it is a large valve, 2.25" diameter, the part number is RAP0642 (RM0642 for a remanufactured valve). If it is a small valve, 1.50" diameter, the part number is RAP90729 (RM90729 for a remanufactured valve). The part can be ordered online. [mr600000.html](#)

**107. When the jacks are solidly on the ground there is still movement in the coach. What is the problem?**

No two coaches are built exactly alike. Jack placement on the frame, weight of the coach, how far the jacks are extended, how the coach is built (floor and body attachment to the frame) or the type of ground the coach is parked on can dictate how much movement the coach will have when supported by the jacks. Remember, unlike a house, a motor home does not have a foundation to sit on. The basic frame of the coach is supported by one jack at each corner. Having rock solid stability is not easily accomplished.

**108. I have replaced most of the springs on my jacks. Will I continue to have a problem?**

Although you should not continue to have problems, there is no way to guarantee you will not have a failure in the future. If the problem persists, please contact us so that we can help.

**109. My vehicle is several years old and a friend said he had all of his springs replaced. He said that the new springs are better. Should I have all my springs replaced?**

The only reason to replace springs would be if the jacks are not retracting properly or if a spring has broken.

**110. I would like a bigger foot for my jack. Can I get a bigger foot?**

We normally don't recommend installing a bigger foot. There may be clearance issues between the foot and vehicle equipment or tires. If necessary on a soft surface, use a pad under the foot.

**111. Can I work on my HWH leveling system?**

You do need some mechanical knowledge and a working knowledge of 12 volt electrical systems but it is ok for you to service your HWH equipment. There is a lot of information at [www.hwh.com](#) including service manuals. This is a link for service manuals: [ml54800\\_srvc.html](#) This is a link to identify the type of leveling system you have. [ml17785\\_01\\_nom\\_pr.html](#) Make sure you get the correct repair manual. If you read the repair manuals carefully, they will help diagnose most problems you will encounter. **Pay close attention to all WARNINGS and CAUTIONS.**

**112. Can I get training so that I can work on my HWH equipment?**

Yes, we have free online training at [www.hwh.com](http://www.hwh.com). This is a link to our Online Technical School: [ml44100b0\\_schools.html](http://www.hwh.com/ml44100b0_schools.html) If you are relatively new to the technical field, it is best to start with our basic lessons first, and then proceed to the specific HWH lessons.

**113. My slide-out creeps out after I retract it. What could be the problem?**

The problem depends on the type of slide-out mechanism. HWH has two basic types of rooms; A style rooms – room extends when the cylinder extends and the room retracts when the cylinder retracts. The B style room – room extends when the cylinder retracts and the room retracts when the cylinder extends. The following link explains the A and B style rooms and how to identify which type of room you are dealing with: [ml158331.pdf](http://www.hwh.com/ml158331.pdf) If you have an A style room that creeps out, the most likely problem is the cylinder extend valve. It could be the check valve or an internal cylinder leak, but the solenoid valve is most likely the problem. If you have a B style room that creeps out, the problem is most likely the cylinder retract valve. You should check for visible oil leaks because a visible oil leak can cause a creeping issue.

## Website Questions

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**114. What information is available on the web?**

Our website, [www.hwh.com](http://www.hwh.com), contains a mountain of information; sales and equipment literature, contact information, customer support or technical information, and much more. The following are some links to frequently needed information.

- Contact Information: <http://www.hwh.com/homeland5.html>
- Bulletins - Service, Repair, and Information: [ml57000\\_srvc\\_home.html](http://www.hwh.com/ml57000_srvc_home.html)
- Manuals - Operator's: [ml44100b0\\_op\\_mls.html](http://www.hwh.com/ml44100b0_op_mls.html)
- Manuals - Service and Repair: [ml54800\\_srvc.html](http://www.hwh.com/ml54800_srvc.html)
- Manual Room Retract Procedures: [ml44100bx\\_so.html](http://www.hwh.com/ml44100bx_so.html)
- Parts Catalog: [ml11428home.html](http://www.hwh.com/ml11428home.html)
- Sales and Service Centers: [ml55894\\_03.html](http://www.hwh.com/ml55894_03.html)
- System Identification: [ml17785\\_01\\_nom\\_pr.html](http://www.hwh.com/ml17785_01_nom_pr.html)
- Warranty Information: [ml44100b0\\_warranty.html](http://www.hwh.com/ml44100b0_warranty.html)

There is much more information available. If you need HWH information, just surf the website to see everything that is there. The "Tech Support" tab on the home page will get you to most of the information needed to get help with your HWH equipment.

**115. Is there training available on the HWH website?**

Yes, there is an excellent Online Technical School on our website as well as information for installing and selling our products. Our training sections are continually growing and getting better. The following is a link to the online schools: <http://www.hwh.com/homeland4.html>

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