

FAQ

Truma Caravan Movers

Q. Where can I buy a Truma Caravan Mover?

A. Any local caravan dealer that stock Truma Caravan Movers. To find your nearest dealer that stock Truma Caravan Movers please go to 'Find Your Dealer'.

Q. Is there a difference between caravan movers for single and twin-axle caravans?

A. Yes. Within Truma's Caravan Mover range both types of caravan are catered for.

Single axle caravans are operated by different mechanics in the PCB board. This allows for the caravan to pivot through a 360^oC turn, where one motor turns clockwise and the other turns anti-clockwise to create a full rotation.

With twin-axle caravans both wheels are unable to continually turn due to the restraint caused by having 4 wheels. Therefore as one motor fully rotates, the other pulsates to move the caravan in an arch.

Q. What does a Truma Caravan Mover consist of?

A. With all Truma Caravan Movers you purchase the following components:

- 2 motor movers/rollers***
- A steel connection pipe that clamps onto the chassis of the caravan, and holds the rollers in place***
- PCB board that commonly fits under the bed inside your caravan***
- Cross actuation kit for the Original Caravan Mover and Truma Caravan Mover S***
- For Truma's manually engaging caravan movers, a wheel brace for engaging and disengaging.***
- A remote control handset***

Q. What single-axle caravan movers do Truma offer?

A. Truma have 3 single-axle caravan motor movers to choose from.

Truma's Original Caravan Mover was the first to be introduced into the Caravan and Leisure Industry and therefore has undergone numerous alterations to make it as near to perfect as possible! Truma's Original Caravan Mover weighs up to 30kg, is manually engaging, and features a cross-actuation kit, can move up to 1600kg and hold a caravan of 1200kg on a 25% incline.

Truma's New Generation Range of Caravan Movers for single-axle caravans are a result of product innovation and consist of the Caravan Mover S and Caravan Mover SE. All New Generation Caravan Movers benefit from a smooth start/stop feature eradicating juddering of the caravan, can move up to 1800kg and have a large aluminium roller.

Truma's Caravan Mover S is manually engaging and features a cross-actuation bar, meaning both rollers can be engaged/disengaged from either side of the caravan. Truma's Caravan Mover SE is electronic engaging and is top of Truma's Caravan Motor Mover range. Engagement/disengagement of the motors is done through the touch of 2 buttons and is considered the luxury caravan mover in Truma's range.

Q. What twin-axle caravan movers do Truma have?

A. Truma's twin-axle caravan mover is within the New Generation Range, the Caravan Mover TE. The Caravan Mover TE features electronic engagement/disengagement, a lightweight construction of just 35kg, and has the capability to move up to 2250kg on a 1:10 incline.

Q. What does 'cross-actuation' mean?

A. Cross-actuation refers to being able to engage/disengage the rollers at the same time, from one side of the caravan. This means that if a caravan is parked close up against a wall, Truma's Caravan Mover can be engaged from the side of the caravan that is accessible, enabling you to manoeuvre it out of its parked position.

Q. If I have a Truma Caravan Mover SE/TE, can I manually disengage the rollers if needs be?

A. Yes. On the bottom of the motors is a black end cap that can be taken off, and using a disengaging key the rollers can be wound off.

Q. Are the Truma Caravan Mover rollers susceptible to wear and tear?

A. Truma's Original Caravan Mover has the traditional grit and resin rollers which do lose their grip capability over time. The lifetime of the rollers are dependant upon usage, however Truma do usually say the rollers will last up to 4 years.

Truma's Original Mover rollers are available to buy as a pair from your local dealership.

Q. Can Truma's Original Mover rollers be upgraded to Truma's New Generation Range of caravan mover aluminium rollers?

A. No. Truma's Original Caravan Mover has a different pin that the roller slides onto, therefore the aluminium rollers used on the New Generation Range cannot be transferred to the Original Mover.

Q. *If I upgraded my caravan from a single-axle to a twin-axle caravan, can I transfer my single-axle mover to use on my twin-axle caravan?*

A. *Truma's Mover SE can be transferred onto a twin-axle caravan, but will need a new PCB board and handset so it's compatible with twin-axle caravan movement.*

Truma's Original Mover and Mover S cannot be transferred due to mechanical differences.

Q. *What happens if I forget to disengage the rollers before driving off?*

A.

Q. *If I own a Truma Caravan Mover SE/TE that engages electronically, is there a possibility the rollers will engage accidentally while driving?*

A.

Q. *What warranty do Truma offer on their caravan movers?*

A. *Truma offers a standard 2 year warranty on all of their products. An additional 3 years is optional at a cost of £99 through a 3rd party insurance company.*

Q. *If I encounter problems with my Truma Caravan Mover while out and about, what support do I have?*

A. *As Truma are a supplier of the caravan mover, we cannot offer a call out service for repair. However our Technical and Service Centre lines are open Monday – Thursday 8:30am – 5pm and Friday 8:30am – 1:30pm to help answer any questions or queries you have.*

Alternatively any local caravan dealership in the area that are Truma approved will

Q. *How can I be sure that a Truma Caravan Mover will fit onto my chassis?*

A. *Truma have an outline of all chassis specifications that will help you determine whether your caravan is suitable for a Truma Caravan Mover. Please see link:*

Q. *Do Truma Caravan Movers fit onto caravans with shock absorbers?*

A. *Truma have made adaptations to the caravan mover range to ensure that they are suitable to fit onto caravans with shock absorbers. However to make absolute certain that*

a Truma caravan mover will fit onto your caravan if you have shock absorbers, please contact Truma Technical on 01283 586020.

Q. Where can I see a Truma Caravan Mover in action?

A. Truma have caravan mover DVD that demonstrates the how a caravan mover works, and talks you through step by step all its features. Link:

Alternatively, Truma have provided various caravan dealerships with a demonstration unit where you are able to see the caravan mover working up close, and even have a go at it yourself before you buy!