

## ROYAL FLAIR NEWSLETTER - 2020



**G'Day Royal Flarians and welcome to our August 2020 newsletter.**

Well, where do I start! Here in Victoria we are in a lockdown that we have never had to experience before. Those who didn't manage to get away like me shed a tear each time we look at our Royal Flair van, but, one day we will be on the road again. Those of you who are away we hope you will enjoy your time and we know you are thinking of us who can't. It is cold in some places but Spring is just around the corner and we can hardly wait.

In the meantime, and, as you are now aware, all caravan manufacturers in Victoria have been left no option but to cease production, and, this includes Royal Flair Caravans. In a recent special edition newsletter to you all we set out details on what you need to do if you have a warranty claim or repair issue. If you missed it here are the details.

### **WARRANTY CLAIMS:**

We know some of you are fortunate enough to be travelling and enjoying your Royal Flair caravan. If you have a warranty claim during the period of our Covid 19 closure please note the following:-

- . While the Royal Flair office is closed Mark has remote access to the web site, so you can lodge a warranty claim on it. ([www.royalflair.com.au](http://www.royalflair.com.au))
- . Contact the dealer who you purchased your van from giving all relevant details.

. **Most important for Victorians is that you must not travel more than 5 kilometres from your home, and also you cannot tow your van to the dealer. Ask the dealer what arrangements if any could perhaps be made.**

. For those in other States check what conditions apply re movement.

. Please bear in mind that if parts are needed there may be some delay in getting them as many manufacturers Australia wide may be closed or operating on reduced service.

#### **NON WARRANTY URGENT REPAIRS:**

If you need a repair on your van and it is not under warranty please contact the nearest Royal Flair dealer to where you are. To do this go to the Royal Flair web site ([www.royalflair.com.au](http://www.royalflair.com.au)) and check under “dealers”.

You should at all times carry in your van all books and documents relating to various items in the van (ie: Thetford, Dometic, NEC). Every item in your van has a serial number. As example your refrigerator will have a serial number on the inside of the door. These serial numbers may be needed to assist in obtaining any part needed.

If you have any problem locating a dealer or having an urgent repair done to enable you to keep on the road, please email Mark who has remote access at [warranty@royalflair.com.au](mailto:warranty@royalflair.com.au) who will try and assist you.

This is a trying time for everyone and Royal Flair values all customers. We will do our best to ensure any problems can be attended to.

Please keep safe; remember, staying apart keeps us together and let us all work together to ensure our welfare and good times ahead.

Regards: Bill Deralas. CEO: Royal Flair Caravans

**NAGAMBIE:** I am still living in hope that things might work out but I have to be honest in saying at this I am not holding my breath. I have arranged a phone hook up with Bill and Nagambie Lakes mid September, and, that is when the lockdown stage four is supposed to end. If we do not get together then we will have an even bigger event in 2021 and I am hoping I will still be around to join everyone.

A new segment each month will now include some interesting insights as to how Royal Flair vans are made and what goes into them. This month we look at the electrical side.

“Royal flairs source of power varies depending on what designer caravan it is, for example our Aussiemate and Raptor run off the same system which is the enerdrive epower200amp/12vLiFePo4 BatteryBT where as our Piazza, Family Flair and Designer run off BP35Battery Management System w/oddessey. Our Razor XT uses a Lithium battery which is the BP35 HA Battery management system w/oddesy

## STAGE TESTING:

Our caravans go through many electrical testing stages before they are delivered so we confident our vans are safe for all our customers. Our Electricians label the battery wires, so they know exactly where everything is going to and coming from. Our electricians have a check list that has to be done after all has been wired, they do a 12-volt test then once all screws have been put in, they do a shorting test. This makes sure no wires have moved and have begun to touch and ensures that every appliance in our caravans are working smoothly. Royal flair gets their A grade certified electrician to go over the 240-volt system to ensure they meet the high standards of the Australian electrical regulations.”



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Royal Flair are happy to announce that they have a new Marketing manager. Raquel Deralas has been at Royal flair for a while now working downstairs in the Caravans but in December last year, she took over the marketing side of Royal Flair and has been enjoying it very much. Welcome to Royal Flair Raquel and we look forward to meeting you one day.



**KIDZ  
KORNER**



## **Easter 2018 ! (By Tamara and Breanna Ashdown)**

On the 18th of April 2019 ( because we could not go in 2020) our family and friends went up to Shepparton to our grandparents house and camped on their massive block of land for four days, which was lots of fun.

We did things like catch yabbies' and had yabbie races, we went ten pin bowling, we deep fried things like hot cross buns which was actually quite yum. On Easter Sunday we go on an Easter egg hunt with all of our friends and of course eat loads of chocolate. But our by far favorite thing to do up in Shepparton is spending time with our friends and family on Easter.

On Easter Saturday we have a big feast, where we cook a pig on the spit which always made us feel sad for the pig but in the end it tasted delicious. For an afternoon tea most days we ate fried food which was cooked by our friend Simon which we have now given the name of the dancing man frying van. What happens is that our friend plays music and dances while cooking our food which is very funny.

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**When we were coming to the end of our stay our friend gave a little thank you to our Nan and Pop by giving them a sign saying Konig Holiday Park because our Poppy always wanted to run a holiday park.**

**So that was our Easter last year and I hope you enjoyed reading about it.”**

**(Continued)**

**Thankyou Tamara and Breanna, that was a great story about your Easter Royal Flair adventure. Maybe one day your Pop might have a caravan park and we can all have a happy time together at it.**

**OK folks, that’s it for our August issue. Spring is just around the corner and we can hopefully look forward to some great warm weather and the lifting of restrictions so we can be on the road again. Cheers, stay safe and warm!**

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