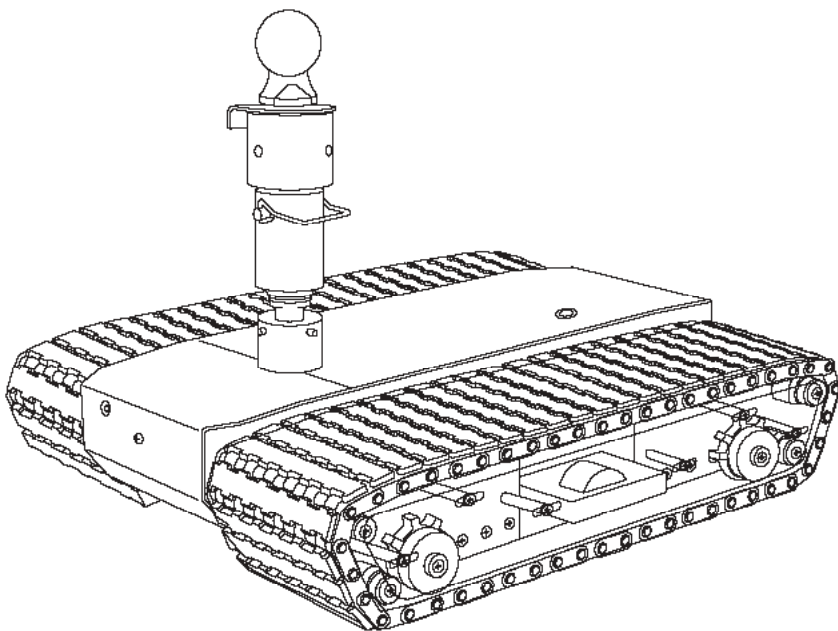




# RVR12

## OPERATING MANUAL

Rev 11.9.23



**MOVE *FORWARD*.**



## WARNING

Carefully read and understand all the instructions before connecting your new RVR12.

Failure to follow these guidelines may result in serious injury to persons and property for which Trailer Valet will not be held liable. Do not allow persons to operate or assemble this unit until they have read this manual and have developed a thorough understanding of how the unit works.

## SAVE THESE INSTRUCTIONS

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Phone: (844) 846-9344

Email: [support@trailervalet.com](mailto:support@trailervalet.com)

Office: 17970 Ajax Circle., Industry, CA 91748

Website: [www.trailervalet.com](http://www.trailervalet.com)



## IMPORTANT SAFETY INFORMATION

**Failure to heed these markings may result in personal injury and/or property damage:**

1. DO NOT use the RVR on slopes and inclines beyond stated limits.
2. Avoid getting the RVR wet. DO NOT submerge the RVR in water (salt or fresh).
3. Carefully read all instructions. The operator of the RVR must exercise common sense, caution, and full judgment when assessing situations not covered or cautioned in this manual.
4. The RVR is designed for specific applications only. Trailer Valet will not be responsible for issues arising from modifications made onto the device. Do not modify the device or use the device for any application other than its intended purpose. Do not exceed the designated weight limits.
5. Stay alert! Do not operate if you are tired. Do not operate the device while under the influence of drugs or alcohol.
6. Do not allow the RVR to be operated by children.
7. Operator and bystanders should never place any part of the body under or in the path of any portion of this product or the load being supported or moved.
8. This product must be installed and used in strict accordance with these instructions.
9. Before each use of the RVR, check for functionality and charge. Carefully inspect the device for any part that appears to be damaged to determine if the device will operate properly. If the device is neither charged, secured, or both: DO NOT use the device.
10. When servicing, use only factory replacement parts.
11. Have wheel blocks in place before/after use and ready in case of emergency.
12. Never exceed the maximum rated capacity. Refer to the operating manual or decals on the product to obtain rated capacity. If uncertain, contact Customer Support at (844) 846-9344 or email: [support@trailervalet.com](mailto:support@trailervalet.com).
13. The RVR is designed for vertical loading. Excessive side forces may cause failure and must be avoided.
14. The use of gloves is recommended while attaching the device to the trailer.
15. The RVR is designed for use on solid surfaces. DO NOT use the product on excessively soft or muddy terrain as the device will not be able to gain traction. If there is no traction despite being on a solid surface, consider shifting more of the weight of your trailer forward.

## SAVE THESE INSTRUCTIONS



## THANK YOU FOR YOUR PURCHASE

Congratulations on your purchase of the Trailer Valet RVR12. For your future reference please complete the owner's record below:

Purchase Date: \_\_\_\_\_ Order No.: \_\_\_\_\_

Retailer: \_\_\_\_\_

Be sure to save your receipt and owner's manual with warranty information in a safe place.



## WARNING

### WARNING NOTICE FOR BATTERY

#### **Charge the battery completely before first use!**

The lithium battery installed in this machine has only been charged to partial capacity (as freight regulations prescribe). It is vital that you charge the battery to its full capacity before operating the machine to ensure high performance and long life. Charging for the first time may take 6-8 hours (see recharging instructions).

#### **Recharge Periodically!**

If the RVR goes unused for more than two months, it is highly recommended to inspect and charge the battery in order to maintain maximum battery life and performance.

Do not store the RVR in direct sunlight or at high temperatures. High temperatures may drain the battery quickly.

Failure to follow these instructions may damage the battery and void the battery's warranty!

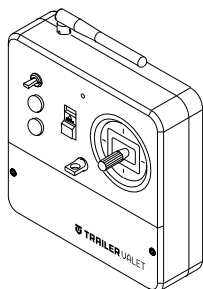
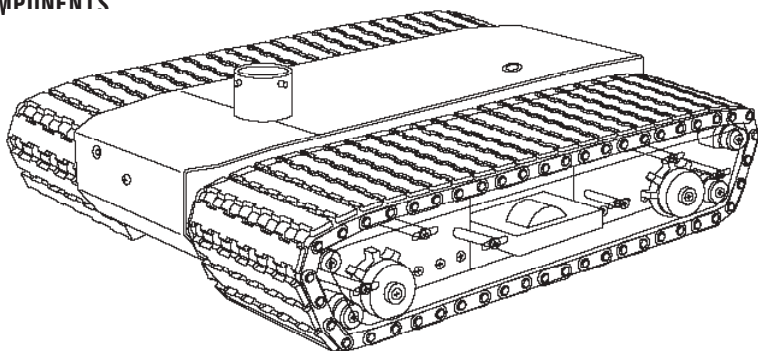


## WHAT'S IN THE BOX

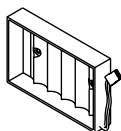
Upon removing items from packaging, it is very important to thoroughly inspect all parts of the system before using the device. Any part that is missing or damaged must be immediately replaced.

Contact Trailer Valet Customer Service at 1-844-846-9344 or [Support@TrailerValet.com](mailto:Support@TrailerValet.com)

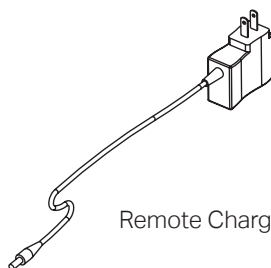
### RVR12 COMPONENTS



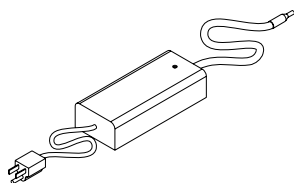
Remote Control



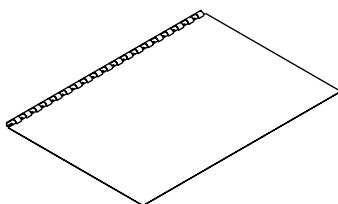
Battery Tray



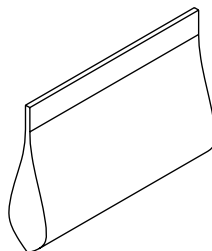
Remote Charger



Unit Charger



Owner's Manual

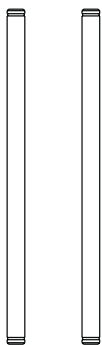


Spare Parts Bag



# WHAT'S IN THE BOX

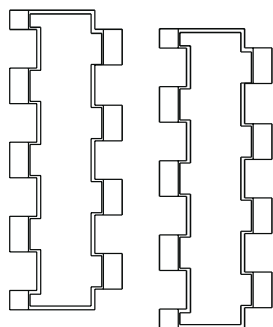
## SPARE PARTS



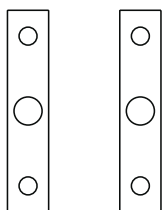
Pins



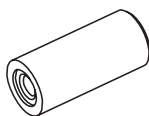
Rotoclips



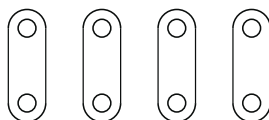
Treads



Track Pin Tools



Retainer Clip  
Tool



Links

## COUPLER SET



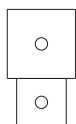
2" Hitch Ball



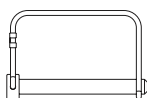
Coupling Plate



Coupling Plate



Ball Base



Rotation/  
Security Pin



Base Tower



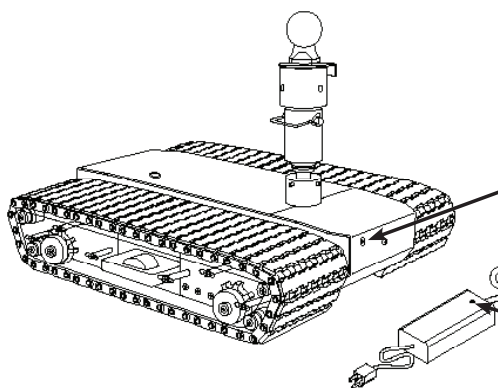
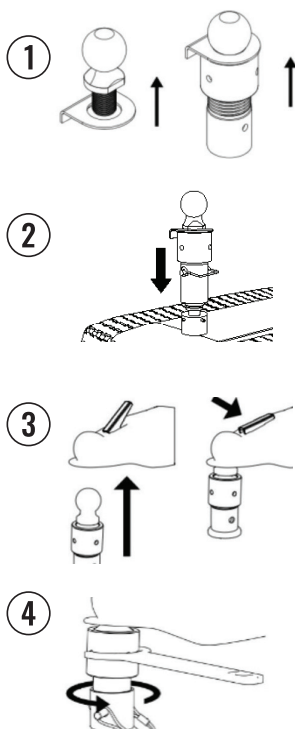
Spanner  
Wrench



## ATTACH WITH COUPLER SET

1. If the Coupling Plate is not already installed with the Ball Base, detach the ball from the Base, slip the Coupling Plate under the ball, and reinsert into the Base. Secure tightly.
2. Place the Ball Base into the Base tower and secure with included pin. Then secure the Ball Base Tower into the slot on top of the RVR in place of the Mount Bracket Tower.
3. Raise the trailer tongue above the height of the Hitch Ball in order to slip the ball into the coupler and lock the with the coupler latch.
4. Using the Spanner Wrench, turn the Locking Nut counter clockwise until the nut is secured flat against the coupler.

**WARNING!** Failure to tighten the Locking Nut against the coupler may cause the ball to slip out of the coupler.



ing Jack

Charging Indicator  
Light

## CHARGING THE RVR12

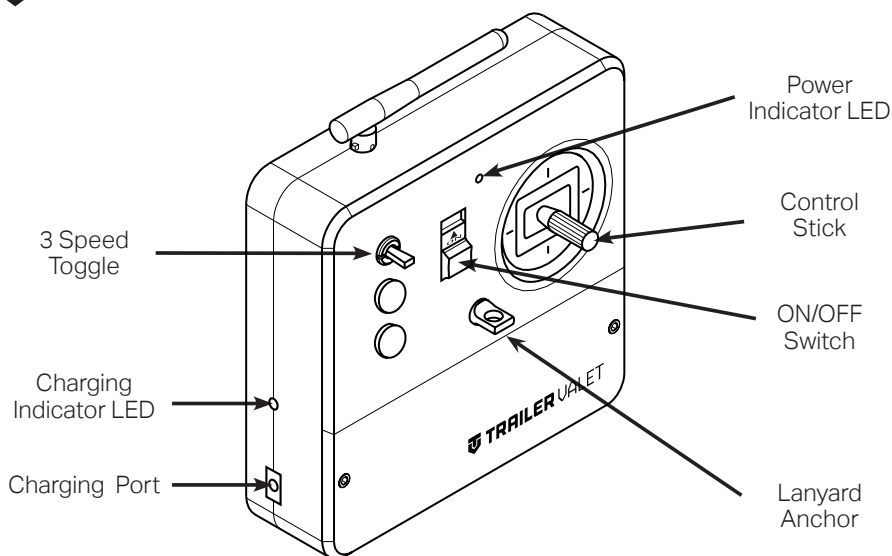
1. Before charging your RVR12, be sure the radio and tug are both turned OFF.
2. The charging indicator light on the charger should light up red once the charger is connected properly. The tug will be fully charged once the charge indicator light turns green.

It is recommended to leave the tug charging when not in use.

3. Once it is fully charged, unplug the charger and turn the tug on. Then turn the tug off for a few seconds and back on again. This will resets the tug. It is now ready to be used.



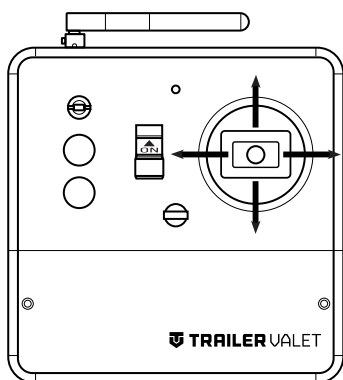
# CONTROLLER OPERATION



**NOTE:** The 3 Speed Toggle ranges from fast, moderate, and slow. When operating the valet at slow speeds it may be necessary to switch to the moderate or fast speed position on the toggle when turning at 90 degrees. Factors such as terrain and incline may affect the maneuverability of the valet. Adjust the speed at your own discretion.

**STEP 1.** Switch the controller on and make sure the power indicator light turns on and the controller beeps once. If this does not happen, check to make sure the batteries were installed correctly. When the battery level in the controller becomes low the controller will begin to beep, signaling you to replace or recharge the batteries.

**STEP 2.** To drive the valet, move the control stick in the desired direction.



**WARNING:** The control stick on the remote is very sensitive and will cause the valet to move if it is moved accidentally. When not using the remote it is recommended that the power switch is turned OFF.

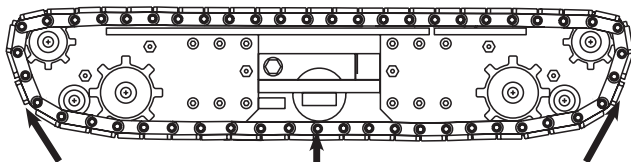
**NOTE:** If the remote is not used for more than a couple minutes it will start beeping as an indicator that it is still in the ON position. This is not an indicator of low battery level.





# OPERATING INSTRUCTIONS

1. Before turning on the RVR, make sure that the tracks and bottom of the RVR are free from obstruction.
2. Turn the RVR on using the ON/OFF button. There will be a short series of beeps and then the power indicator LED around the Power button will illuminate to show the RVR is on. The Power Indicator LED may blink to indicate that the charge level of the battery is low.
3. Turn on the power switch on the radio controller and the power indicator LED will be green and the transmit indicator LED will be red.
4. When towing, ALWAYS be cautious of the steering angle limitations of your trailer. Do not over steer your trailer with the RVR.
5. After lifting the RVR off of the ground for any reason or taking it on and off of your trailer, you must check to make sure that the sprockets are correctly seated on the tracks. If the sprocket is not properly seated it could result in damage to the tracks.



6. Visually check the tracks for wear on the treads and wear on the inner plastic surfaces. Also inspect for damaged or missing rotoclips as a result of driving over small rocks. Damaged treads should be replaced before operating the RVR.

**NOTE:** The circuit breaker reset button will trip if the RVR is overloaded. To reset the circuit breaker open the top cover to push the reset button down. If the reset button pops back up, wait 1 minute then try again.

**NOTE:** If your trailer has built-in brakes, they must be disengaged prior to operation of the Trailer Valet. Consult your trailer manufacturer's manual/instructions on temporary brake release. If this is not available to you, please contact Trailer Valet Customer Support through phone or email for assistance.

When using your RVR to move your trailer UP a slope or edge, the RVR must PUSH the trailer up the slope – if necessary, one wheel at a time. When moving your trailer DOWN a slope the RVR must LEAD the trailer DOWN the slope.

**ATTENTION:** If going downhill, it is very important that the RVR is turned 180 degrees, so that it is moving in reverse, down the hill, i.e. with the front of the unit opposite the maneuvering direction and facing the trailer. This is important, as the RVR might otherwise tip over forward.

**DO NOT** use the RVR on slopes and inclines exceeding a strict maximum of 5 degrees on a paved/concrete surface. This rating is subject to factors including, but not limited to, alternate surfaces, weight distribution, changes in weight capacity, and use on multi-axle trailers. If you have any questions concerning the use of your Trailer Valet RVR on a slope or incline, please contact us at (844) 846-9344 or email us at: [support@trailervalet.com](mailto:support@trailervalet.com)



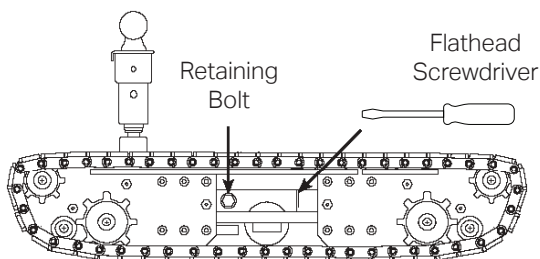
# TREAD MAINTENANCE

## ADJUSTING TRACK TENSION

Over time, the tracks on your unit will stretch. This is expected after the first couple uses. To tighten your track, first, loosen the retaining bolt shown below using a 14 mm socket wrench. Only a half to quarter turn is needed to loosen the bolt. **DO NOT** attempt to remove the bolt.

Next, insert a wedge implement, such as a flathead screwdriver, into an exposed tensioning notch closest to the retaining bolt.

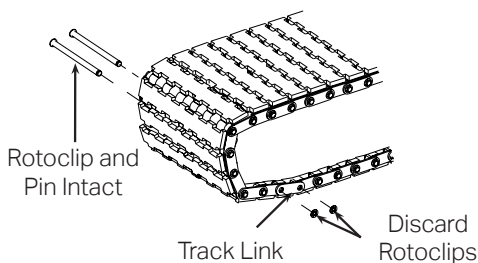
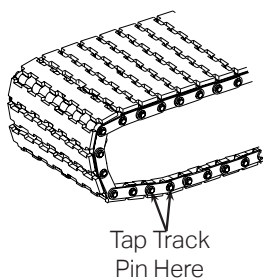
Tighten the track by moving the notch in the direction away from the retaining bolt. While maintaining this tension, re-tighten the retaining bolt to secure the track in place.



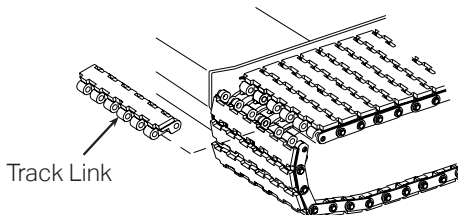
## REPLACING TREAD SECTION

**1.** Remove 2 adjacent Rotoclips from the front end of the tug. Remove 2 track pins with the Rotoclips on the opposite end intact and 2 track links.

Tip: Tap the end of the track pin using a hammer to drive the pin through the Rotoclip. The Rotoclip will not be reusable after.



**2.** Remove one track segment and align the ends of the track.

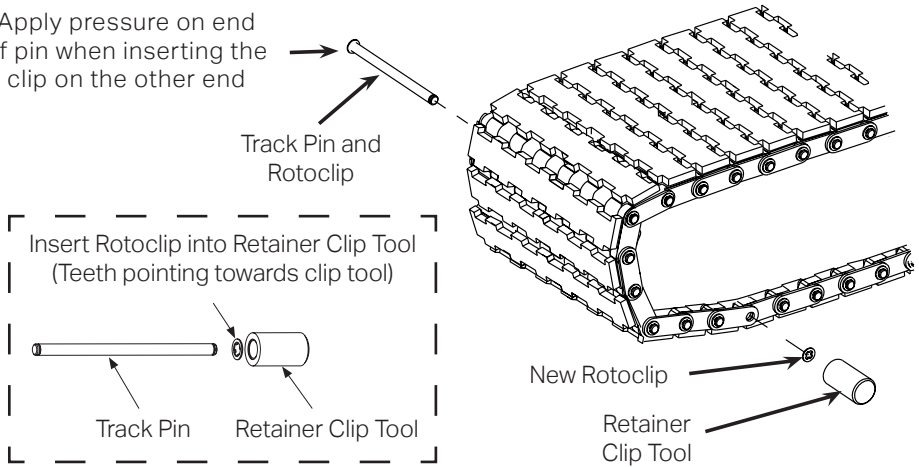




## TREAD MAINTENANCE

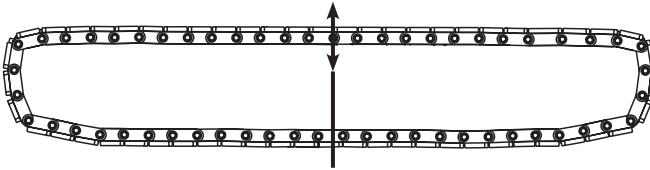
3. Overlap the Track Links on each side of the track and insert the track pin and rotoclip as shown below.

Apply pressure on end of pin when inserting the clip on the other end



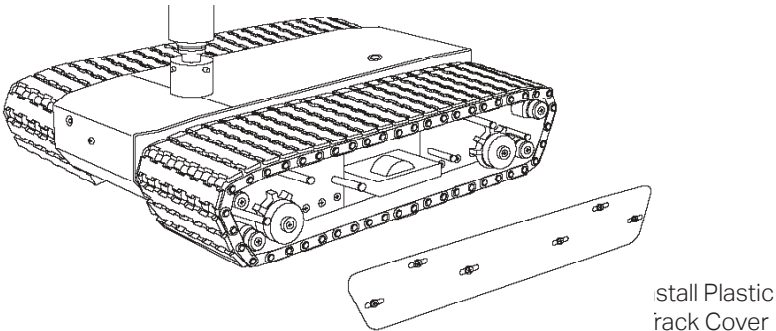
4. Inspect the track pin and Rotoclips. The Rotoclips should rotate freely inside the pin groove.

5. There should be about a 1/2" of play at the center of the track.



6. Reinstall the plastic track covers.

7. Repeat steps for the other track if needed.





# REMOTE CHARGING & BATTERIES

## CHARGING THE REMOTE CONTROL

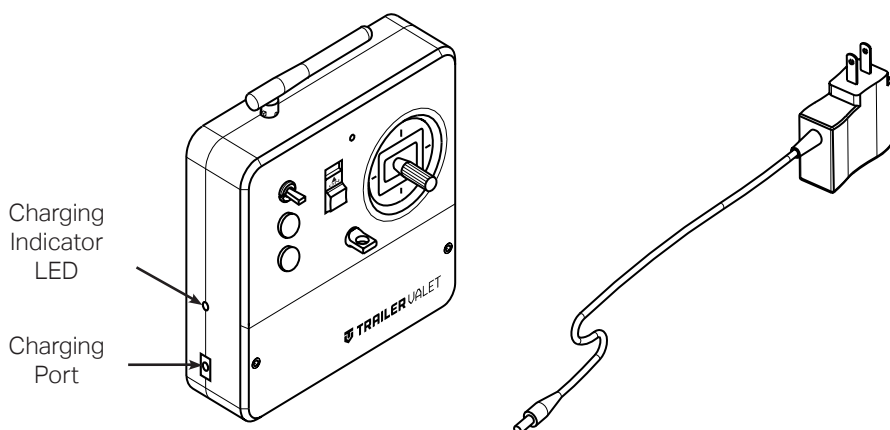
**WARNING:** Only use the supplied charger to charge the remote control when using the supplied batteries or the following:

### - 1200mAh Ni-MH or Ni-Cd 'AA' Rechargeable Batteries

**The use of the remote charger with alkaline batteries installed can damage the remote control. Do not use the charger if alkaline batteries are installed in the remote control.**

1. Plug the remote control charger into a 110v AC wall socket.
2. Plug the connector from the charger into the charging jack on the remote control. The charging indicator LED, located on the side of the remote control, will illuminate green indicating the remote control is charging. Once the remote control is fully charged the charging indicator LED will turn off.
3. The charging rate of the charger is 150mAh. When using the 1200mAh batteries that are supplied, the controller requires a 2-4 hour charge when fully discharged ( $1200/150=8$ ). If using 2200mAh batteries, it will take approximately 4-6 hours to recharge ( $2200/150=14.6$ ).

**It is recommended to keep the transmitter charging when not in use.**





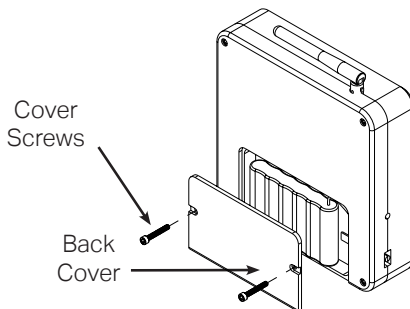
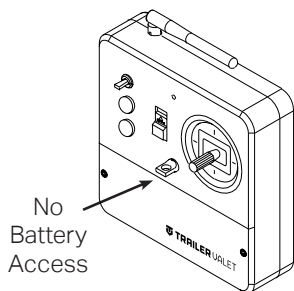
# REMOTE CHARGING & BATTERIES

## REPLACING THE REMOTE CONTROL BATTERIES

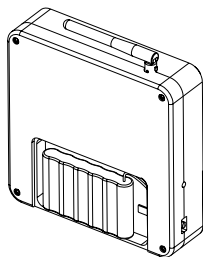
1. Remove 4 cover screws from back of Remote Control case.

2. Replace old battery pack with new battery pack.

NOTE: A battery tray is provided with the tug. It can be used with standard AA rechargeable batteries.



### A Shrink Wrapped Battery Pack



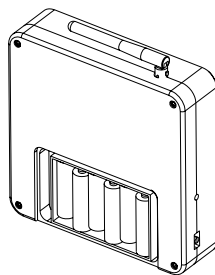
**3A.** Disconnect the shrink wrapped battery pack and remove the battery.

**4A.** Replace the batteries by purchasing a new shrink wrapped battery pack or installing the supplied battery tray and purchasing 6 rechargeable 'AA' Lithium Ion batteries.

**5A.** Reconnect the battery to the transmitter circuit board.

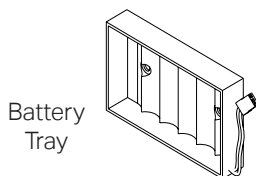
**6A.** Re-install back cover and screws.

### B 6 Rechargeable AA' Lithium Ion Batteries



**3B.** Remove the 6 batteries and replace with new rechargeable 'AA' Lithium Ion batteries.

**4B.** Re-install back cover and screws.

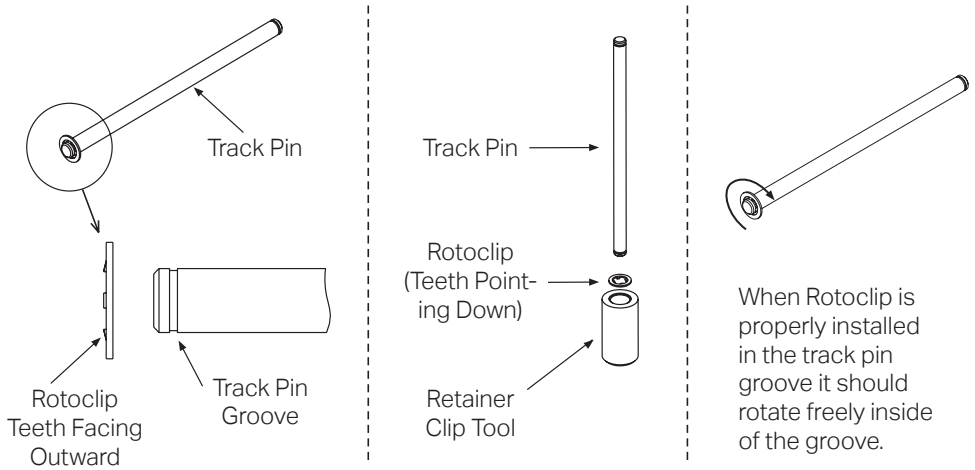




# TRACK TOOLS

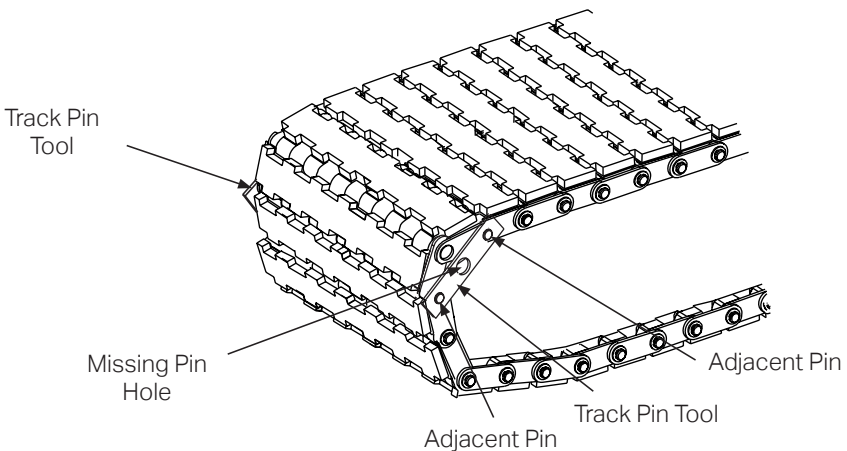
The Track Tools are used to assist in the installation of new tracks.

**NOTE:** This section is intended to show how the tools are used only. A detailed instruction guide is provided when purchasing new tracks. Refer to that instruction guide when installing new tracks.



The Track Pin Tools are used to assist in the installation of new tracks when the tracks are too tight making it difficult to align the pin holes.

Insert the Track Pin Tools on the inside and outside adjacent pins to the missing pin hole. Note: You will need to hold these in place by hand.





# LIMITED MANUFACTURER'S WARRANTY

SuperTech S Corp warrants for one year from the purchase date that the product will be in working condition and will be free from manufacturing defects, provided that installation and use of the product is in accordance with product instructions. This warranty is only made to the original consumer purchaser and is non-transferable.

**ALL OTHER WARRANTIES IMPLIED OR EXPRESSED ARE HEREBY DISCLAIMED.**

## **THIS WARRANTY DOES NOT COVER:**

1. Normal wear and tear or normal aging of the product;
2. Consumable parts designed to diminish over time, unless failure occurred due to a manufacturing defect;
3. Cosmetic damage, including but not limited to scratches and dents;
4. Damage through accident, abuse, neglect, misuse, natural events, or other external causes;
5. Damage through misapplication, overloading, or improper installation;
6. Damage due to improper maintenance and repair; and/or
7. Product alterations.

## **LIMITATION OF LIABILITY:**

EXCEPT AS PROVIDED IN THIS WARRANTY AND TO THE MAXIMUM EXTENT PERMITTED BY LAW, SUPERTECH IS NOT RESPONSIBLE FOR ANY DIRECT, INCIDENTAL, CONSEQUENTIAL DAMAGES, OR INJURIES RESULTING FROM ANY BREACH OF WARRANTY OR CONDITION; INCLUDING, BUT NOT LIMITED TO, LOSS OF USE, LOSS OF REVENUE, LOSS OF ACTUAL OR ANTICIPATED PROFITS, LOSS OF BUSINESS, LOSS OF OPPORTUNITY, LOSS OF GOOD WILL, LOSS OF REPUTATION, OR ANY DIRECT, INDIRECT, OR CONSEQUENTIAL LOSS OR DAMAGE WHATSOEVER CAUSED, INCLUDING THE REPLACEMENT OF EQUIPMENT AND PROPERTY.

## **CUSTOMER RESPONSIBILITIES:**

Customers may be required to provide proof of purchase date, respond to questions designed to assist with diagnosing potential issues, and follow Trailer Valet's directions to make a claim on your warranty.

## **TO MAKE A WARRANTY CLAIM:**

Contact us either through:  
PHONE: (844) 846-9344  
EMAIL: [support@trailervalet.com](mailto:support@trailervalet.com)  
OFFICE: 17970 Ajax Circle, Industry, CA 91748  
WEBSITE: [www.trailervalet.com](http://www.trailervalet.com)

**TRAILER VALET SHALL HAVE THE EXCLUSIVE RIGHT TO DETERMINE IF A UNIT IS COVERED UNDER ITS LIMITED MANUFACTURER'S WARRANTY.**

## **SEVERABILITY:**

The invalidity, illegality, or unenforceability of any provision of this warranty shall not render the other provisions invalid, illegal, or unenforceable.

## **GOVERNING LAW AND JURISDICTION**

This warranty shall be governed by the laws of the State of California. The courts of California shall have the exclusive right to adjudicate any disputes arising under or in connection to this warranty.

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For further information or if you have any questions, please contact:

**SUPERTECH S. CORP.**

Customer Service: (844) 846-9344

Email: [support@trailervalet.com](mailto:support@trailervalet.com)

[WWW.TRAILERVALET.COM](http://WWW.TRAILERVALET.COM)