

An Expensive Option

Written by

Wednesday, 14 January 2004 00:00



When we ordered our motorhome, one of the options that we decided to go with was the [Hydro-Hot](#) heating system (now known as Aqua-hot). We knew it was an expensive option but all our research indicated that it was a far superior heating method that would also provide us with endless hot water. The other advantage of this system was that we could make our coach "all electric", eliminating the need for propane as it ran on diesel. Everyone we spoke to raved about their system and had little to no problems with them. We took possession of our motorhome in May and almost immediately started having some problems with our heating system.

It took until August for the problems to become serious and because Rick is mechanically inclined, he was able to attend to it (for the most part) himself. There are no service centres in Ontario for these systems because they rarely have a problem and the problems are typically minor enough that the dealers can fix them. Not ours! I would be showering and the switch would shut off. A few times in September the furnace just stopped working so we had no heat or hot water. This isn't a big deal when you are parked somewhere warm, but as we were in Ontario and winter was on its way, it was a big deal for us. In October, we went to Tennessee and sought out a Hydro-hot service centre while in Nashville. They were very helpful and changed a couple components, which seemed to fix the problem, however it became apparent that it wasn't a successful diagnosis.

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Back in Ontario, we made several phone calls to the manufacturer and had various parts shipped to us which Rick installed again with little success. As the weather got cold, we were always wary of the next time that the system would stop working. It was basically staying working on a wing and a prayer and it was something we had on our list for Travel Supreme to completely go over while at the factory. Our second night here the system stopped working at around 5:00 a.m. Here, the weather has been much milder than in Ontario so the heat was sufficient until 6:30 a.m. when the crew came out to take our rig into the shop, however we had no hot water to shower. We spent most of the day hanging around in the waiting room not venturing too far.More tomorrow!