

**WE ARE
PRO CLASS**

volume 1 issue 4

NORTHWOOD CONNECTION



1st Quarter 2023
Editor - Clint Williams

Moving Forward with Northwood in 2023

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Happy New Year! As we enter 2023, the one thing we know for sure is that quality never goes out of style. In the past several years we have enjoyed a tremendous market and many manufacturers have ramped up production and focused more on quantity rather than quality. I am proud to be part of a company that has a clear vision when it comes to quality. Quality will remain our highest priority!

Starting with our first trailer, thirty years ago, quality has always been our main goal at Northwood. A quality product starts with reliable suppliers and strong relationships to ensure we are getting the best materials available. We take these materials and put them into the hands of a workforce that understands we are building units that will outperform our competitors in the climates that we enjoy camping in. After that unit is built on one of our three production lines, each and every unit is taken through our extensive pre delivery inspection (pdi) process. While other manufacturers boast of checking half or a third of their units once they are built, Northwood will always practice a 100% PDI process!

At Northwood quality doesn't stop with just a great product. The Northwood sales team prides itself in providing quality services to our dealers. This includes being available when needed and getting back to our dealers in a timely manner even after-hours including weekends. They provide consistent communication in the form of order reports, delivery expectations, and product updates. Our service team is committed to giving our dealers great support when needed. This is evident even in the simple act of a live person answering the phone when you call the plant.

Ron Nash's vision has always centered around building the highest quality RV in the world. As we celebrate our 30th year in business in 2023 you can bet our top priorities remain the same: Quality, Quality, Quality!

Submitted by Donald Cochran – Chief Sales Officer

With Northwood – “Camping Season Never Ends”

There's a lot to consider when looking at an RV that you would like to use year round. Many manufacturers claim to be four season RVs, but if you look deeper into the insulation and construction of the “other brands” you can soon find reasons that they aren't capable of withstanding the cold like a Northwood RV is. In this issue we're going to cover the highlights that you can discuss with your customers as they are considering a Quality Northwood RV.

Heated Tanks and Maximum Insulation – what are we talking about?

Let's outline how Northwood build our units for the cold:

Fully Insulated Tank Compartments

All of our trailer and 5th wheel models offer a fully insulated holding tank area. Each holding tank is suspended in it's own tank compartment and has R-7 blanket insulation wrapped around the bottom and sides of the tank.....the dump valve is insulated in this compartment as well and located next to the black tank. Warm air is circulated around each individual tank using a dedicated "Fox Hole" heat duct from the furnace providing the best protection from freezing. Remember: if you can see the dump valve exposed on a competitor's product, it is not 4 – Season. For the Truck Campers we use R-11 blanket insulation in the basement and then the warm air from the furnace is circulated via a fan vent.

Insulation

In the trailers and 5th wheels the bottom of the floor is covered with Darco moisture barrier the full length of the floor. This material not only provides added insulation, it helps to protect the underside of the RV. The floor is further insulated with top quality R-7 residential type insulation. We use the maximum amount of insulation for the space provided, so this means R-7 in the 2" walls and from R-14 to R-18 in the ceiling depending on the truss height. We do not "make up" a number for our R Values; we only advertise the actual R value of the insulation material we install. Many manufacturers use a fabricated number and include such items as the roofing material and interior wall board to inflate there R Values.

TFRB – Thermal Foil Reflective Blanket

TFRB is a reflective insulation that reflects 97% of the heat/cold in both directions keeping you toasty warm in the off-season and cold in the summer. It is an ideal convection and vapor barrier (protects from mildew and will not get wet). The design of the product also helps eliminate unwanted air drafts. We use TFRB in the ceiling of all our trailers and 5th wheels, locating it between the two layers of batten (pink) insulation. In addition we use TFRB to insulate slide-out floors – many RV manufacturers just put a vapor barrier or just lay carpet over the slide-out floors, so our slide rooms are better insulated.

Submitted by Clint Williams – District Sales Manager

Additional Northwood 4 – Season Features:

- ❖ Thermal Dual Pane Windows – these are a standard feature on Arctic Fox Trailers, 5th Wheels, Desert Fox Toyhaulers, and Nash Travel Trailers and optional on Fox Mountain 5th Wheels, Arctic Fox and Wolf Creek Truck Campers. Twice the R-Value of a single pane window, reduce condensation and are tinted to help with heating and cooling. There is a misconception that thermal windows are only needed for cold weather camping; that is not the case as they have the same benefits for hot climates. Just like your home, a dual pane window helps keep you RV cooler when it's hot out and helps your A/C unit work more efficiently.
- ❖ Quality High Compression Seals on all Slide-outs, luggage doors and entry doors.
- ❖ 1" Thick insulated luggage doors- reducing unwanted drafts

The Importance of Winterizing

Today's RV enthusiasts are interested in extending their recreational lifestyle to live on the road, both in warm and cold climates. Using water inside of your coach becomes more challenging when the temps drop below freezing or being prepped for storage once the season has come to an end. Use in cold climates while on the road or full time living is an obstacle most of our customers try to avoid but in certain circumstances it's required. Snow birds stay the season in warm weather while others spend time enjoying their favorite winter activities.

Traveling and living in an RV during the winter months can be more challenging if the water systems are being used. We offer optional heat pads that are 12V powered, they help maintain heat in the tanks. Using the furnace while parked to heat the tank compartments is needed, this also helps keep the interior water lines from freezing. Using a heated hose for the city connection will help but in extended cold snaps it may be easier to fill the fresh tank to supply water. Skirting your unit will also help maintain warmer temps inside, they help keep cold wind from blowing underneath.

Here at the plant our PDI department uses RV antifreeze in units ready to ship, this begins in October and extends into spring time when temps are consistently above freezing. When prepping your coach for winter storage first drain the tanks, water lines and water heater. Turn the bypass valve to the water heater and draw antifreeze into the system at the pump, run each sink until antifreeze comes out. We then know it's all of the way through the system and fills the P-Traps, these can't be drained so they need freeze protection. It's important to remember to run antifreeze through your outside shower so it doesn't freeze. Once full of antifreeze your unit is ready for winter storage. Many winter sport participants use their camper dry during winter months and carry water to drink and cook with, leaving it winterized until it warms up.

Colder climates are definitely more challenging, especially when water is involved. Taking the correct precautions to protect your investment is very important to preserve your unit for many years to come.

Submitted by Rob Miller – DSM/Sales Administrator

Factory Tours are back!

Don't forget to let your potential customers know that they can come take a factory tour. The tours are available Tuesday through Thursday at 11:00 a.m. and they don't need to reserve a spot, just have them be in the main office a few minutes before the start time.



Michael Culbertson started working for Northwood in 2013 for line 1 in the electrical department. After 5 months in the electrical department he was promoted to Utility. For two years he helped throughout production in various departments when people were on vacation, sick, or if more help was needed. He was then promoted to the lead of sidewalls because he was familiar with all job duties in this department. After three years as the lead he was then promoted to the shipper, which is responsible for installing all missing parts once the units is offline, fixing issues that are found once offline, and helping out various departments when short handed. Michael has done it all throughout production which makes sense that he was recently promoted to the Assistant Production manager of Line 2. Of all the positions that he has worked he liked the shipper position the most because he was always working on something new and having to troubleshoot different issues on a day-to-day basis. This helped him develop the skills he has now that helps him as an Assistant Production manager.

In his 9 years working at Northwood he has worked numerous positions and has made a lot of friends, which is one of his favorite parts of the job. The different people that he gets to work with and friendships that he has made over the last several years is something that he hasn't experienced working elsewhere. He always appreciates all the skills and knowledge gained from current and new employees. "People really surprise me with some of the things they come up with that I never thought of". He appreciates the opportunity to better himself and his family with higher positions within the company. As long as he works hard and has a good attitude he knows that his opportunities are endless, and this shows when you're around Mike. He's always in a good mood and always working hard on something, which is appreciated by all of his coworkers and why he was selected to be featured on our employee spotlight. He stated that no matter how high he gets in the company he will always work harder because he wants to be on top.

Outside of work Michael enjoys spending time with his two sons, Gauge and Maddox, and his fiancée, Alea. He's a big fisherman and really wants to get into hunting, but is unfamiliar with the area because he has lived in so many different places including; North Dakota, Philippines, New York State, Colorado, Arizona and now Oregon. He use to hunt a lot when he lived in New York State chasing White Tail deer, so in the near future he plans to explore Eastern Oregon and get back into hunting. He also enjoys just being in the outdoors; whether he's just driving around in his pickup, shooting his guns, or exploring new ground. His favorite's foods are endless; he had a hard time choosing just one so he said, Steak, Mac & Cheese and Brussels sprouts would be his top three. His favorite sport to watch his football, which has been tough this year because his favorite football team is the Denver Broncos who're struggling just a little in the 2022 season. Michael is a key piece within Northwood to continue Ron Nash's legacy producing the highest quality, True 4-season RV in the market. Without our employees it would be impossible to improve year-after-year, and people like Michael help improve moral and work ethic. – Submitted by Colby Lankford – District Sales Manager

Upcoming Events

Northwood Rep

Saint Paul RV Super Show	Jan 12th – 15th	River Center, St.Paul, MN Clint Williams
Tacoma RV Show	Jan 19th – 22nd	Tacoma, WA – Clint Williams
Spokane RV Show	Jan 19th – 22nd	Spokane, WA – Colby Lankford
Calgary RV Show	Jan 26th – 29th	Calgary, AB – Colby Lankford
Seattle RV Show	Feb 16th – 19th	Seattle, WA – Clint Williams
Earlybird RV Show	Feb 16th – 19th	Abbotsford, BC – Clint Williams
Helena RV Show	Feb 16th – 19th	Helena, MT – Colby Lankford