

RV Repair (a little runway is better than none)

If you need or think you need some RV repair work, give us a call ahead of time: Here is why! Some of the work that needs to be done can be done over the phone at no cost to you!

Example: We had a guest here the other day, who was having trouble with their Satellite dish. The dish was installed correctly but the training was, well let's say less than perfect. We went through the few steps in starting the dish and bingo they were good to go. This could have been handled over the phone in 5 minutes.

Another example: We had a couple that was on a time line and they needed a new water pump. We usually can get a part the same day but sometimes we need to have something flown in. If we had a phone call ahead of time we could have had the part waiting for them and in and out in less than a day. Unfortunately we had to charge overnight shipping and our customer was delayed an extra day. Now don't get me wrong, if you are going to have to spend an extra day, The Oasis RV Resort is as good a place as there is!

Another example: We had a couple that were driving to Arizona for a week and coming back through Amarillo on their way back home. I was shooting the breeze with the customer at the restaurant and we were talking about our different services. Long story short we met up with our certified technicians at their RV and started going over the various repairs that they would like to eventually have repaired. So we made a laundry list of things they needed repaired. The customers came back (a day late (which is fine)) and we had everything we needed and the technicians got them in and out in 1 day. They ended up staying an extra day and spent the third night free!

Another great example: We had a couple on their maiden voyage to Florida from Washington State. They had a limited understanding of their new RV and frankly they were a bit stressed out. Fortunately they found us (a referral thank you very much). We spent 1 hour going over the RV and showed them the ins and outs of the machine. There were a couple of items that we decided to take care of at the Oasis RV Resort and left them with a list of warranty items that they wanted to have the manufacturer take care of. (We do warranty work but they wanted the factory to perform the work just because). We called the manufacturer and communicated their problems, as well as organized some time at the Manufacturer for a refresher course on their new RV.

If you have limited experience in RVing, you might find yourself worrying about things that you do not need to worry about and conversely you might miss some things that you should be worrying about. And at the end of the day that is NO FUN. Why in the world would you spend a ton of money on your home on wheels just to be stressed out, or worse yet inconvenienced. Might as well go back to work and give up on your dreams of exploring the open roads.

Dear Oasis RV Resort,

I wanted to thank you for your great customer service and your RV Repair service. I had been fighting my heating unit for 2 months now and nobody could figure it out! Your Technician (Curtis) was professional and in no time knew exactly what the problem was (control board) He ordered the part and we were fixed up the next day!

Keep up the great work!!

Bob & Shirley Wyntrout

Coral Gables, FL

Dear Thomas

What a great park, we were talking to some folk down in Gila Bend AZ and they mentioned your park and all the new services you provide. Carol and I have been having trouble with our Sat Dish for sometime now, sometimes it would work and sometimes not. The technician explained that our Technology was getting pretty old (10 years) and we should think about upgrading. But in the meantime he gave a reboot procedure that has worked flawlessly. Now Carol and I are wondering if we should upgrade or not!

Thanks A Million

Doyce & Carol Hellmich

Stuberville Ont. Canada

I just wanted to thank you guys so much for my stay at your wonderful Park. I have been travelling alone since my husband died 18 months ago and you guys took me in and really made me feel good. I got my carpets cleaned just for something to do and boy was I surprised! Thomas the owner showed me the water after he cleaned my carpets and I was horrified (it was almost black) he explained that my carpet was just as clean/dirty as everybody elses. Boy I wont let my carpets go uncleaned any more!! I look forward to seeing you in the spring on the way home! And getting my carpets cleaned!

Bobby Joe Gallagher

Michigan City MI