

HCCR RV Decks & Stairs Frequently Asked Questions:

- **How many components are required to assemble the D40 or D60 platform models?** A total of 12 (D40), 14 (D60) components are assembled with minimal tools. 1st- two deck legs are inserted into deck bottom (DL21, 28, 35 or 42) and 2 deck legs braces (DB21, 28, 35, 42) Make sure the deck is level, shim or use adjustable legs. 2nd- the stairs are inserted unto deck (S21, 28, 35 or 42) center, left or right-side entry. 3rd- 3 deck rails are inserted into deck top (DR39, 40, 28,29,30, 08, 09). 4th- 2 stair rails are inserted into stairs (SR14, 21, 28, 35). You will have extra components depending on set up option (Left, Center or right entry) this take 5-20 minutes. Note: depending on stair entry (Left, Center or Right) you need to move the deck railings around. Make sure the Deck and stairs are level before attaching railings. When configuring height (RV door threshold to level ground) always allow for 3-7 inches between deck and bottom of door because all RV sites are not the same. Some are not level and some have elevated 2-4 inch slab patios.
See the configuration document at: [Model Selection](#) and [Set Up Instructions](#).
- **Are there any nuts or bolts required to finish assembly?** Yes, there are bolts with wing nuts will need to be fastened to the top of deck and stair rails. (Always do this 1st) and then you; will need to fasten nuts to bottom of the 3deck rails & 3 nuts for deck leg braces. Tools needed are an adjustable wrench or 9/16 socket. The Total unit is now totally assembled and ready for use. See deck assembly video here: [DECK ASSEMBLY VIDEO](#)
- **Set Up Tips:** First Always level the deck side to side and front to back. Next level the stair assembly when attached to deck. Side to side and front to back. If not level the bolt holes for railings will not match up. Use the adjustable legs or shims to level. Once level put on the railings and do bolts and wing nuts 1st then do the nuts on the deck railings. See details on setups here: [D40-D60 Set up details](#)
- **How do you store the Deck and Stairs?** Once disassembled the deck is turned upside down and most of the components will fit into the deck. Depending on size of your RV storage compartment you may have to store stairs and stair rails separately. I have stored my D402830 model totally in my basement storage on a 2003 Hitchhiker 26rls which has a small storage area. Our decks are portable and do not need to be left behind. In Feb of 2015 we announced our new Custom Carrier that is hitch based and can safely carry any StairLite or SafeSafe model. (Option CC). This is an awesome quality cargo carrier and can also be used for many other purposes.

- **What does the total unit weigh?** 36lbs to 180 lbs depending on model and options. The heaviest component is Deck and Stair assembly at 45lbs to 55lbs

1/13/2013				
	Unit	Shipping	skid	Skid
Models	Weight	Weights	size (L,W,H)	Weight
D402130	135	165	48x42x24	30
D402830	145	180	56x42x24	35
D403530	155	195	64x42x24	40
D602130	160	200	64x42x24	40
D602830	170	215	64x42x24	40
D603530	180	230	64x42x24	40
S1430L	36	76	40x40x12	40
S2130L	53	73	40x40x12	20
S2830L	73	103	50x40x12	30
S3530L	89	129	60x40x12	40

depending on model.

- **How are the decks and stairs shipped?** We ship LTL and use shipping broker to obtain the best prices for our customers and total unit is on a skid and shrink wrapped. We can ship to business, residence or customer can pick up at closest carrier depot. Customer can also pick up our factory in Henderson, Nevada.
- **Are the shipping rates expensive?** We get the best rates available from our broker and costs will vary by Zip Code. When we do a customer Quote we spell out everything up front including shipping costs. We do add \$25 to shipping costs to cover skid and shipping material.
- **Are your Decks and Stairs high quality and will they hold up?** We pride ourselves on the quality and durability of our decks and stairs. They will hold up to the test plus feel solid and are not flimsy. We field tested our decks in tough conditions so we know they will hold up and last.
- **How do you level your deck and stairs?** Our units require that the deck platform and also stairs be level. Our deck legs and stair legs do have an adjustable legs option (A4, A6) that are individual leg screw type adjustable legs with about 4 inches of adjustment. You can also use shims.



- **Can you use your stair entry left, center or right side?** Yes. This is the way we designed them. If you get a new RV your steps should still work. You decide which entry you want when you set up the deck and stairs. You receive all the components for entry left, center or right. See [Set Up Instructions](#)
- **Can you do custom options?** Normally the answer is yes. However, it depends specifically on what customer requires. Sometimes if we have enough customer interest we make a custom option either a standard with our models or a standard option like we did with Pet friendly options, stair widths and heights, non slip decks, Child safety option.
- **How long have you been in business?** Steel Works (SW) who is our partner and manufactures our decks and stairs has been in business for 20+ years. HCCR RV Products has been in business since November of 2010. SW distinct manufacturing competence is in Iron and Steel Fabrication and has a great reputation in commercial, residential both Nevada and New Mexico. Building our decks and stairs fits into their expertise and we work together as a team. We unveiled our Deck and Stairs product line in January of 2011 at the Quartzite, AZ RV show. We now have our units in most of the states plus Canada. Both Bill Wisner (owner of SW) and Len Hofmann (owner of HCCR) share the same passion on providing a quality product that is affordable and provides a needed service to the RV industry. Our products improve customer safety and extend the RV lifestyle for customers and their pets that require safer entry and exit to their RV's. Bill and Len also want to provide the best customer service possible by being hands on and dealing direct with our customers. Our business model is factory direct to customer and our product design model is modular scalable components. We sell typically over the internet and via customer referrals. Our advertising model is doing a few RV shows a year, Use of social media like Facebook & LinkedIn. We will also occasionally advertise in RV Life and Trailer Life magazines. By having these models we can keep our costs down and can provide the best quality for lowest price.
- **Do you use what you sell?** Absolutely. HCCR has been in business since 1994 doing consulting (Information Technology), construction (Team Hofmann), and Racing (Hofmann Racing). We have been RVing since the 60's and have owned, built, modified many RV's over the years for our own use.
- **Is your company open to customer ideas and suggestions?** Yes. It is because of suggestions from family, friends and people that have seen our rigs we decided to get into the RV Products business. We are open to new ideas, change and suggestions.

- **How can I get one of my questions answered?** The quick way is to email Len at lhofmann@hofmannccr.com . We will respond within 24 hours or less. Check our web page contacts also for phone numbers, etc. If question is something other customers might have an interest in I will also add it to this FAQ link.
- **I weigh over 300lbs. Will your deck and stairs hold me?** No problem. Our units will hold up to 1,000 lbs for sure and possibly more.
- **How tall are your steps?** Our standard risers are 7 inches.
- **How deep are your steps?** Our standard depth is 10 inches.
- **How wide are your steps?** Our standard width is 30 inches and we do 32 inch for Stairlite models if customer has 30 inch doors.
- **Do you have to assemble your steps?** No. Our steps come assembled as one component. (Stringers and treads)They attach to deck for left, center or right entry and stair rails simply slide into stair assembly.
- **Is carpet your only deck and stair option?** No. Our standard deck and stair tread's are now NON Slip (raised Metal). Other Deck options that go over standard deck are carpet (Grey or Tan), 15 x15 SwissTrax interlocking tile, Stair treads are standard Non-Slip. Options are: Carpet, nonslip tape.
- **How is your carpet attached to the deck & stairs?** We have tested many options and found that indoor/outdoor two way Rhino tape from Home Depot or Gorilla two way tape from Lowes works the best. It holds up to the elements and carpet can simply be replaced when worn.
- **Are your frame and all metal components and assembly's powder coated?** No. We found a paint process that was proven to be as good if not better than powder coating and don't chip. SW has been using this process for years on their commercial projects and it is time tested.
- **Do you have any other RV products in the works?** Yes. Keep checking our web site. We plan to build around our current high quality deck and stair models with some more cool options and accessories.
- **How would I select a model?** 1st decide if you want a StairSafe model (Deck) D40 (40x40) or D60 (40x60) deck platform or a Stairlite model (no deck). 2nd you would need to know the height from ground to bottom of RV door threshold then select 14, 21, 28, 35 or 42-inch height. Example: D4035. 3rd you need to decide on standard stair width of 30 inches or optional stair. Example: D403530. 4th select Non Skid (N) or carpet color grey (G) or Tan (T). Example: D403530BG. 5th If you want any options or accessories:

Adjustable Legs (A4, A6), Child Safe or Pet Kennel (C), Customer Plaque (P), Redwood stair railing caps (WL14, 21, 28, 35), Pet Friendly- (PR01, PR02, PRDK). Example: D403530BG A6, C, PR02, PRDK, WL28, P-hccr. This is a 40x40 deck, 35 inch height, 30 inch width steps, black paint, gray carpet, with 6 adjustable legs, Child safe/Pet kennel and pet ramp with pet deck access gate, 2 redwood stair railing caps and customer plaque.

See this configuration document at: [Model Selection](#)

- **What type of units will HCCR RV Deck and Stairs work with?**

Typically, 5th wheels, travel trailers, motor homes, truck campers, Tiny Homes and park models. However, we have sold decks for many other uses also like free standing platform to get on and off horses, entry to above ground pools and Spas, mobile home and RV dealers for customer safe access on their lots, Boat Vehicle (Fire truck, garbage truck, etc) customer access at shows. Our units can work anywhere easy access, safe entry into raised units are a requirement.

- **Is there a handicap options for HCCR Decks & Stairs?** After

reviewing all the options on handicap entry for our HCCR decks and stairs we will have basically 3 solutions:

- 1- Ramp- Depending upon customer requirements we can recommend a ramp mfg's product that will work and either ramp mfg or HCCR will do integration to our products. Key is if ADA standard is a customer requirement?
- 2- Lifts- We will be able to recommend a lift mfg's product that will work and either have lift mfg or HCCR do integration to our product. Until we have better information on market needs for handicap access to our products we will not market standard handicap options but handle this need as a special order.
- 3- Custom stair risers less than 7 inch's. Typically, some handicap people only need good stair railings and lower stair risers, and this can simply be done as a special order. Option CR-5, CR-6

- **Do you have a child safe option with a lockable gate?** We have

developed a lockable gate and balusters to be 4 inches in spacing. This is now a standard option in December of 2010. Option: C

- **Can you do larger decks than 40x40 or 40x60?** Yes, we have an option for extra XD40 decks or XD60 decks that can connect to other D40 or D60 decks to make many new configurations of decks. You can also connect multiple stairs.

- **I am a weekend Rver (still working...) and I need a safer set of stairs that I can use and then stow in a few minutes. I love the decks but for now just need wider and deeper steps with railings.**

Do you have any plans to make just steps and railings for us part time Rvers? We have a model line called “StairLite”. The steps and railing are just like the ones we use with our decks. However, they will have a set of legs to be free standing. The railings will insert like all our railings do with no tools. We have 2, 3, 4 and 5 step StairLite models.

- **Do you have Pet Friendly option?** Yes. In March of 2012 we announced three new options: PR01- Pet Ramp that telescopes from 39” to 72”, PR02- Pet Ramp that telescopes from 47” to 87”, PRDK- a standard pet access gate for all deck models. These new options and our C- Pet Kennel option now provide the same safe access we provide for people to their pets also.

Details at: [PET FRIENDLY](#)

- **The stair railings get hot to touch in the summer. Do you have an option or suggestion for this?** Yes. We announced our new redwood stair railing caps (WL14,21,28,35) in Q3 of 2011 and these are caps that fit over all our stair railings and can be ordered with new units or as aftermarket. They are high quality and solve the cool to touch plus also add an awesome look to all Deck and Stairlite models.

Details at: [Redwood Caps](#)

- **When we travel with our deck and stair unit what is the best method for packing and storage in our RV?** For packing we recommend using the foam rubber tubes used for water pipes. These can be bought for around \$1 a 4ft tube 1 inch diameter at Home Depot, Lowes or most hardware stores. Cut the tubes up in to about 6 inch sections. When packing the components put a tube on all corners and the middle of components so metal don't touch metal. To pack a deck model and store it depends on your RV storage area, Truck bed size and room inside the RV. Typically you would flip the deck over then put the deck railings, deck legs, stair railings, leg braces into the deck. The foot print on a D40 deck would be 40x40x8 and this should fit in most RV storage areas. The stair assembly could also fit on top and adds about 8 inches height or store the stair assembly in the truck bed. Use adjustable tie down straps to lock the deck and stair assembly together so when travelling components will not move not bounce around. If you have redwood stair railing caps recommend storing them inside the RV. Also check out our new custom cargo carrier that is hitch based and can carry any of StairLite or StairSafe models and use no cargo space in your RV. See pictures at: [Deck Storage](#) and our home page for the Custom cargo carrier.

- **How do I touch up paint that has been scratched?** 1st lite sand the area's using fine steel wool. 2nd clean with damp cloth then wipe dry with dry cloth. Use Valspar Black Satin or Gloss* spray paint, Desert Tan (Rust-Oleum Gloss Khaki) (Lowe's, hardware or paint store) and follow instructions on can. * we switched from Satin to Gloss on Black for orders greater than # 399 3/30/17



- **How do I re-finish the Redwood Stair Railing Caps?** We use MINWAX Sedona Red stain, MinWax Helmsman Spar Urethane clear gloss for finish either in spray can or brush on. We have our sprayers and usually spray on finish but sometimes we will use a brush. Need at least 2-3 coats on finish. To re-finish you do not need to remove the railings. Usually the railings will hold up 2 years in the AZ sun before you need to re-finish. Sand them down using 220 sandpaper with a sander to get off all the old varnish. Lite sand with 320 sandpapers, clean and re stain with Sedona Red. Let dry 24 hours then put on 1st coat of helmsmen (suggest brush) let dry 4 hours. Lite sand with 320, clean then repeat for coat #2 let dry 4 hours the repeat for coat #3 if necessary.



- **Installing Redwood Railing caps:** In June of 2015 we changed our design slightly. The basic installation is the same: After railings and your unit is all set up dry fit the top and bottom redwood caps on each railing. Take care in making sure the joints fit perfect. Then use the silicone glue and dab on top of railings. At least 3 gobs top and 5-6 bottom. Put the top cap then the bottom cap and make sure the joints are perfect. Can use clamps, zip ties or just some rope to clamp down railings for 24 hours until glue dries. The newer railings will have a wider dado cut but not as deep as prior design. They also allow for some expansion and contraction in changing temps. Offset the railings outside of stair railing. Both old design and new design redwood caps work great. Like any outdoor wood product, they do require a little simple maintenance to stay looking awesome. Note: top and bottom caps are also numbered so grain matches. Match the top and bottom by number.
- **Shipment tracking:** On every order you will receive email with details of items and options plus shipment number and tracking web site and your cred card receipt. Our standard lead time is 3 weeks from closest Tuesday or Thursday to date order was firmied. If holidays maybe be a few days longer than 3 weeks.
- **Multi-Deck setup options:** There are many possible configurations on how you can design your own deck using multiple D40 or D60 decks and multiple stairs. Here are a few possibilities: **MULTI-DECK SETUPS**
- **What is the best method for getting questions answered and/or Quotes/Orders?** Call us at 480-837-4927 or email us at lhofmann@hofmannccr.com . If you get a voice message, please leave message.