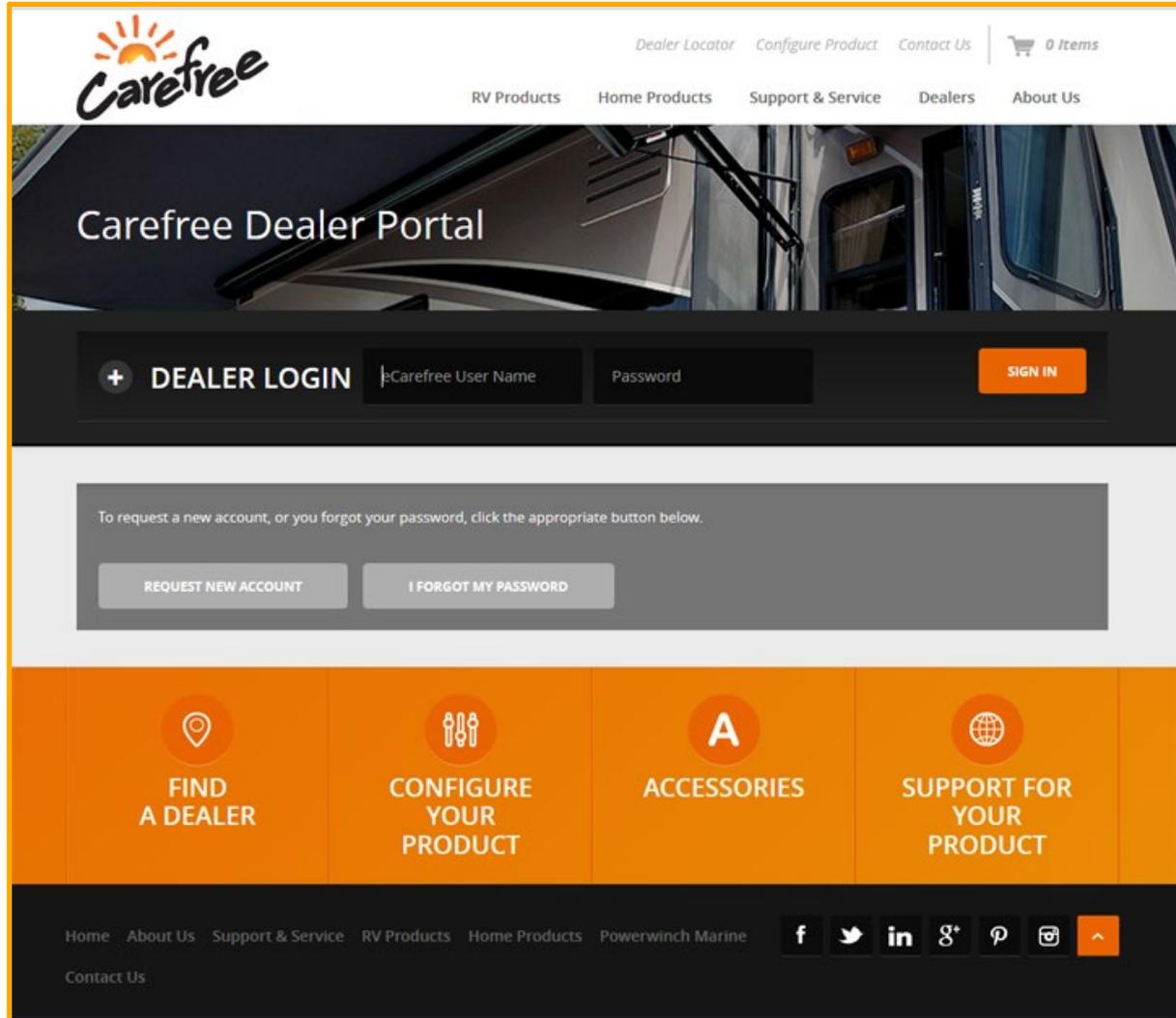




# E-Carefree: How-to Guide



Step 1:

Go to [www.e-carefree.com](http://www.e-carefree.com)

Step 2:

Login by entering in your dealer User Name and Password and click the "SIGN IN" button

If you do not have a username and password, click the "REQUEST NEW ACCOUNT" button

If you cannot remember your password, click the "I FORGOT MY PASSWORD" button



# E-Carefree: How-to Guide

## Dealer Home Page

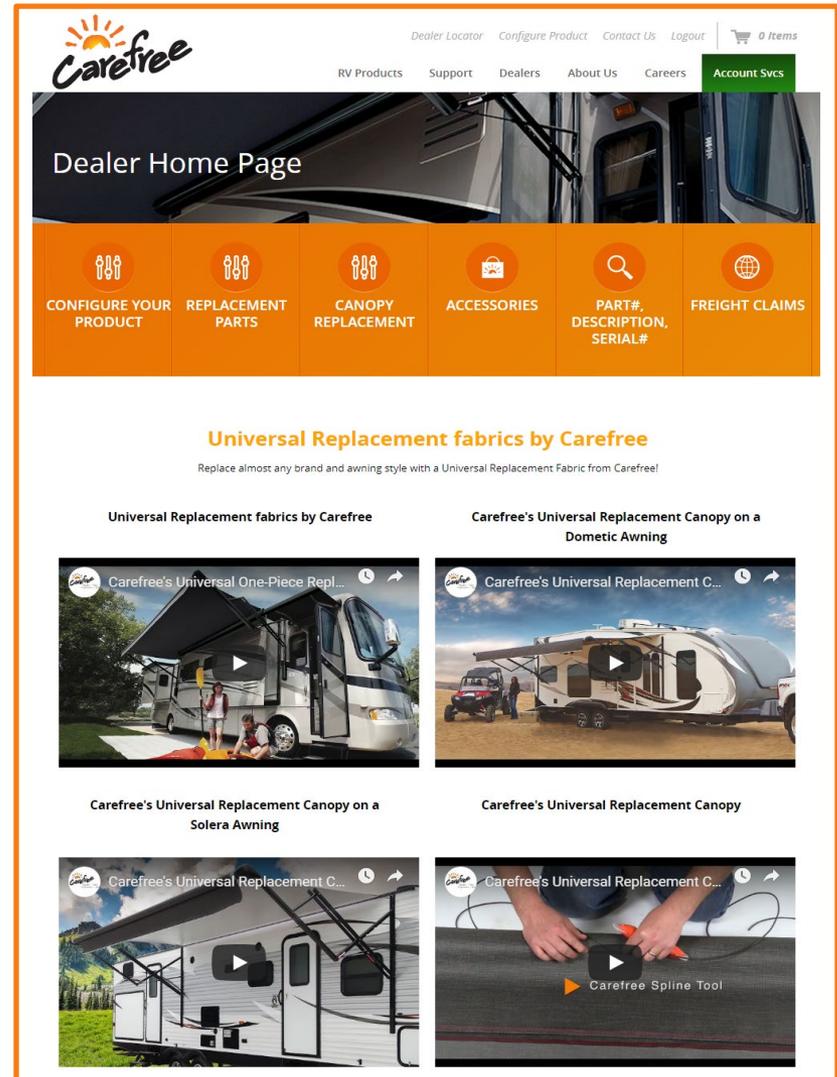
After successful completion of the login process, you will be brought into the official E-Carefree Dealer Portal.

To access the primary dealer services, mouse over to the tab that is highlighted in green titled "Acct Services."

Other options of the dealer portal:

- Configure Your Product
- Order Replacement Parts
- Order a Canopy Replacement
- Order Carefree Accessories
- Search our system by part #, part description and/or serial #
- Submit a freight claim (downloads PDF form)

***View Carefree's latest product videos and information right as you login!***



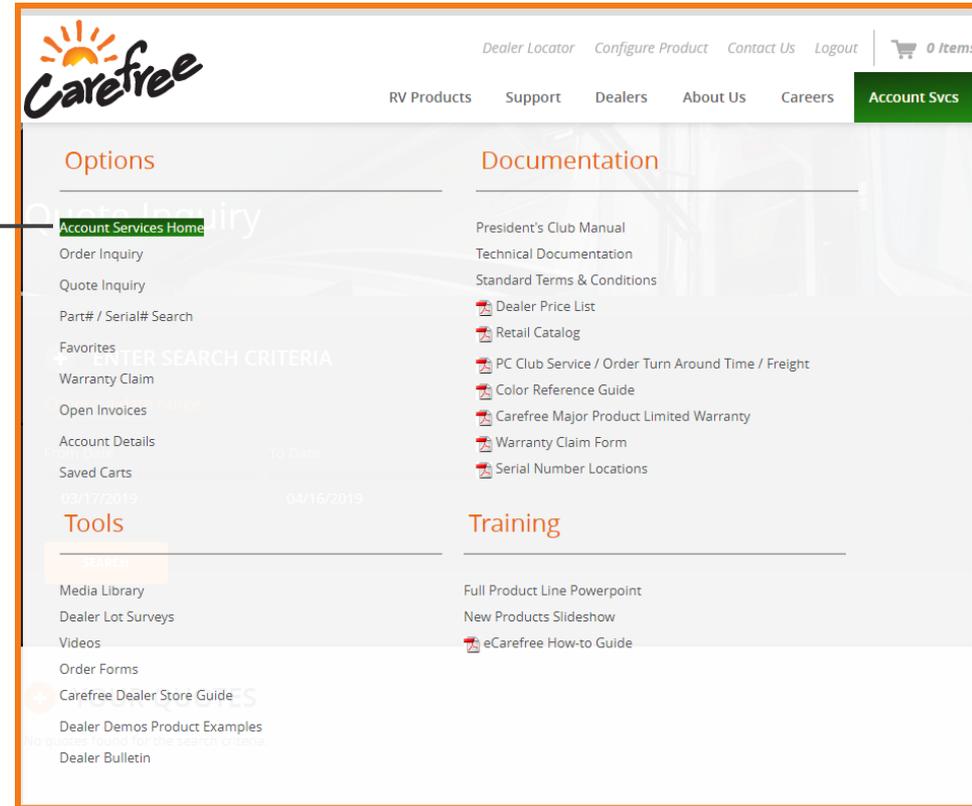


# E-Carefree: How-to Guide

The “Acct Services” Tab contains these sections:

- Options
- Documentation
- Tools
- Training
- Dealer Demos
- News

This entire menu can also be accessed via clicking on the “Account Services Home” button which is also highlighted in green. This will bring up the screen below.





# E-Carefree: How-to Guide

## Acct Services Options Section: Order Inquiry

To find your order, enter in the date range of when the order was placed along with other relevant information into the optional filters.

Other optional filters to better find your order:

### Filter Type

- Order Number, Invoice Number, PO Number

### Filter Value

- Enter in the Order #, Invoice #, or PO # here

### Order Status

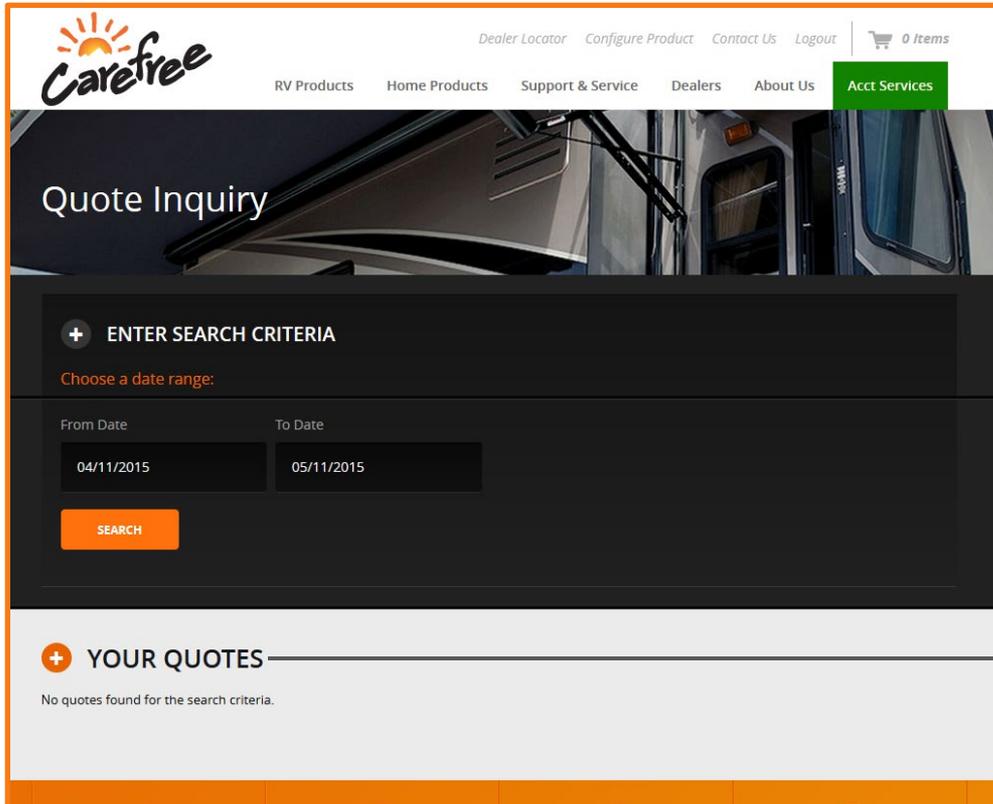
- Any, shipped, not shipped, or cancelled

### YOUR ORDERS

- Displays the orders found based upon the search criteria

## Acct Services Options Section: Quote Inquiry

If you would like to review any previous quotes just enter in the date range or specific date of the quote and the list of previous quotes will be displayed in the “Your Quotes” section at the very bottom of this page.



The screenshot shows the Carefree website interface. At the top left is the Carefree logo. The navigation menu includes: Dealer Locator, Configure Product, Contact Us, Logout, 0 Items, RV Products, Home Products, Support & Service, Dealers, About Us, and Acct Services (highlighted in green). The main heading is 'Quote Inquiry'. Below this is a search form with the following elements:

- A plus icon and the text 'ENTER SEARCH CRITERIA'.
- The text 'Choose a date range:'.
- Two date input fields: 'From Date' (04/11/2015) and 'To Date' (05/11/2015).
- A 'SEARCH' button.
- A section titled 'YOUR QUOTES' with a plus icon.
- Below 'YOUR QUOTES', the text 'No quotes found for the search criteria.'

An arrow points from the 'YOUR QUOTES' section to a text box on the right.

A list of any quotes will be shown in this section beneath the search



# E-Carefree: How-to Guide

## Acct Services Options Section: Product Search

The product search section allows you to find the specific product you need by:

- Serial Number
- Part Number & Description

Based upon your search criteria, the results of your search will be displayed in the “Part Number Search Results” section. From here, you can determine the quantity you need to order and add it to your cart by selecting the orange “ADD” button. If this is a commonly ordered part, click the charcoal colored “ADD” button and it will add it to your favorites. This can then be found under “Favorites” in “Acct Services.”

If you do not see the correct part or any part based on your search criteria after the search has been completed, please enter in a detailed description of the part you would like to order along with the quantity at the very bottom of the page.

The screenshot shows the Carefree website's Product Search interface. At the top, the Carefree logo is on the left, and navigation links for Dealer Locator, Configure Product, Contact Us, Logout, and a shopping cart with 0 items are on the right. Below the navigation is a menu with links for RV Products, Home Products, Support & Service, Dealers, About Us, and Acct Services (highlighted in green). The main heading is "Product Search" over a background image of an RV. Below this are four orange buttons: "CONFIGURE YOUR PRODUCT", "REPLACEMENT PARTS", "CANOPY REPLACEMENT", and "ACCESSORIES". The "ACCESSORIES" button has a white letter 'A' on it. Below the buttons are two search sections: "SEARCH BY SERIAL NUMBER:" with a text input field for "Serial Number" and a "SEARCH" button; and "PART NUMBER/DESCRIPTION:" with text input fields for "Part #" and "Description" and a "SEARCH" button. Below these is a section titled "PART NUMBER SEARCH RESULTS" with a note: "Note: For significant savings on freight charges, check your preferred distributors' current stock before placing orders online." At the bottom, there is a text area for a description, a "Quantity:" input field with the value "1", and an "ADD TO CART" button.

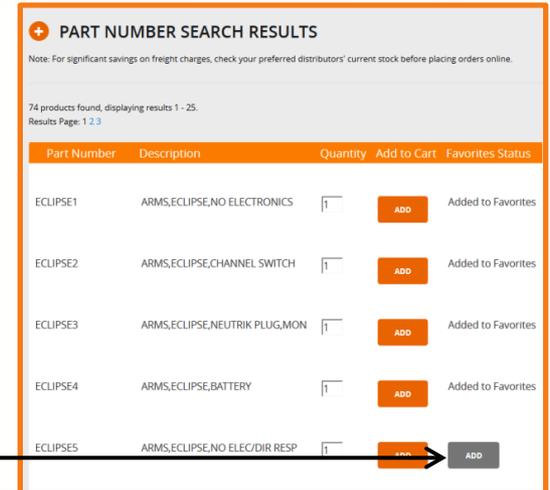
## Acct Services Options Section: Favorites

The favorites section displays products that you have selected as your favorites while doing a product search.

To add a product as your favorite, you simply need to click on the charcoal colored "ADD" button in the Product Search Section of Account Services.

Once you have added this to your favorites, this part will always show up and be ready to be added to the cart for ordering.

If you no longer want to have a part display under favorites, simply click remove and it will be removed from your favorites list.

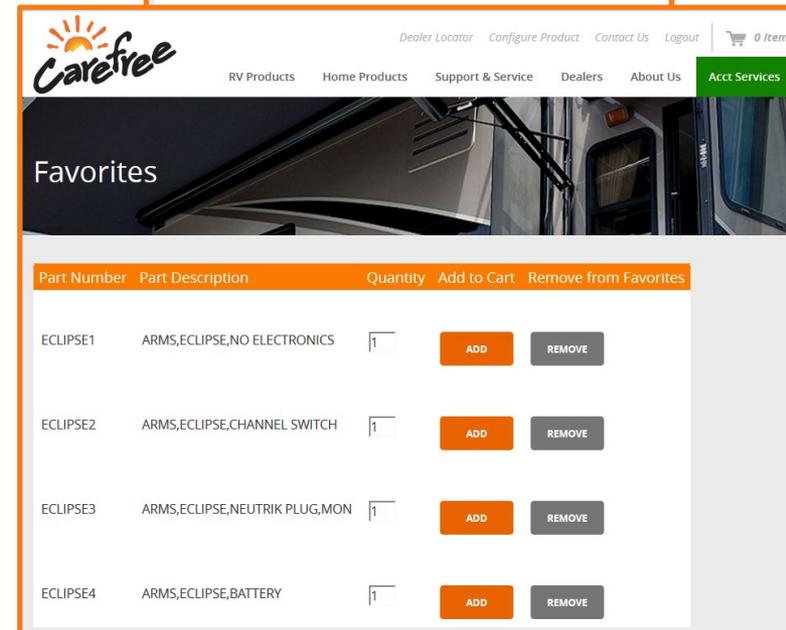


**+ PART NUMBER SEARCH RESULTS**

Note: For significant savings on freight charges, check your preferred distributors' current stock before placing orders online.

74 products found, displaying results 1 - 25.  
Results Page: 1 2 3

Part Number	Description	Quantity	Add to Cart	Favorites Status
ECLIPSE1	ARMS,ECLIPSE,NO ELECTRONICS	1	ADD	Added to Favorites
ECLIPSE2	ARMS,ECLIPSE,CHANNEL SWITCH	1	ADD	Added to Favorites
ECLIPSE3	ARMS,ECLIPSE,NEUTRIK PLUG,MON	1	ADD	Added to Favorites
ECLIPSE4	ARMS,ECLIPSE,BATTERY	1	ADD	Added to Favorites
ECLIPSE5	ARMS,ECLIPSE,NO ELEC/DIR RESP	1	ADD	Added to Favorites



**Carefree** Dealer Locator Configure Product Contact Us Logout 0 Items

RV Products Home Products Support & Service Dealers About Us **Acct Services**

### Favorites

Part Number	Part Description	Quantity	Add to Cart	Remove from Favorites
ECLIPSE1	ARMS,ECLIPSE,NO ELECTRONICS	1	ADD	REMOVE
ECLIPSE2	ARMS,ECLIPSE,CHANNEL SWITCH	1	ADD	REMOVE
ECLIPSE3	ARMS,ECLIPSE,NEUTRIK PLUG,MON	1	ADD	REMOVE
ECLIPSE4	ARMS,ECLIPSE,BATTERY	1	ADD	REMOVE



# E-Carefree: How-to Guide

## Acct Services Options Section: Warranty Claim

The warranty claim section allows you to complete a new warranty claim or search for previous warranty claims.

You can create a new warranty claim by clicking the “New Warranty Claim Request” link and submitting the necessary information.

If you are trying to check the status of an existing claim, enter the Transaction ID, AU number, or Reference number into the warranty claim search box and click the search button.





# E-Carefree: How-to Guide

## Acct Services Options Section: Open Invoices

The Open Invoices section allows you to view any open invoices for your account along with the ability to quickly pay the open invoices.

The invoices that are open will be displayed as shown in the image to the right and you will be able to pay them right here by clicking the “Pay Selected Invoice(s)” button in the bottom left corner.

The status of each invoice is displayed in the far right column as well.

The screenshot shows the Carefree website's 'Open Invoices' page. The navigation bar includes links for Dealer Locator, Configure Product, Contact Us, Logout, and a shopping cart with 0 items. The main menu has options for RV Products, Home Products, Support & Service, Dealers, About Us, and Acct Services (highlighted in green). The page title is 'Open Invoices'. Below the title is a table with the following data:

Pay	Invoice Number	Net Amount Due	Current Status
<input type="checkbox"/>	006009652	\$115.60	
<input type="checkbox"/>	006012254	\$22.43	
<input type="checkbox"/>	006012976	\$240.00	
<input type="checkbox"/>	006014006	\$250.94	
<input type="button" value="PAY SELECTED INVOICE(S)"/>		Total Due:	\$628.97



# E-Carefree: How-to Guide

## Acct Services Options Section: Account Details

The account details section allows you to update your account Username, Name, Phone Number, Fax Number, Email Address, and Password.

Additionally, it allows you to view your preferred distributors or remove a distributor if they are no longer preferred.

Finally, you can add a preferred distributor from our distributor drop down list at the very bottom of the page.

The screenshot shows the 'eCarefree Account Details' page. At the top, there is a navigation bar with the Carefree logo and links for Dealer Locator, Configure Product, Contact Us, Logout, RV Products, Home Products, Support & Service, Dealers, About Us, and Acct Services. The main heading is 'eCarefree Account Details'. Below this, there are three sections: 1. 'UPDATE ACCOUNT INFORMATION' with a sub-heading 'DEALER NAME & ACCOUNT #'. It contains a form with fields for Username (CAREFREE E-ACCOUNT), Name (CAREFREE), Phone (303-410-6290), Fax (303-469-4742), Email (carefree@carefreeofcolorado.com), Password, and Confirm Password. An 'UPDATE ACCOUNT DETAILS' button is at the bottom of this section. 2. 'PREFERRED DISTRIBUTORS' with a sub-heading 'Current Distributors'. It shows a list of distributors with 'REMOVE' buttons next to each. 3. 'ADD A PREFERRED DISTRIBUTOR' with a dropdown menu labeled 'Select a Distributor'.



# E-Carefree: How-to Guide

## Acct Services Documentation Section: President's Club Manual

The President's Club Manual section contains PDF downloads for:

- Patio Awnings
- Box Patio Awnings
- Electronics
- Window Awning Over the Door
- Slide Out Cover
- Canopies
- Hardware (Includes Visors and Rooms)
- Springs
- Warranty Policies
- Freight
- Order Discrepancies
- Returns & Order Changes
- President's Club Service/Order Turn Around Time/Freight Charges
- Color Reference Guide
- Carefree Major Product Limited Warranty
- Warranty Claim Form
- Serial Number Locations

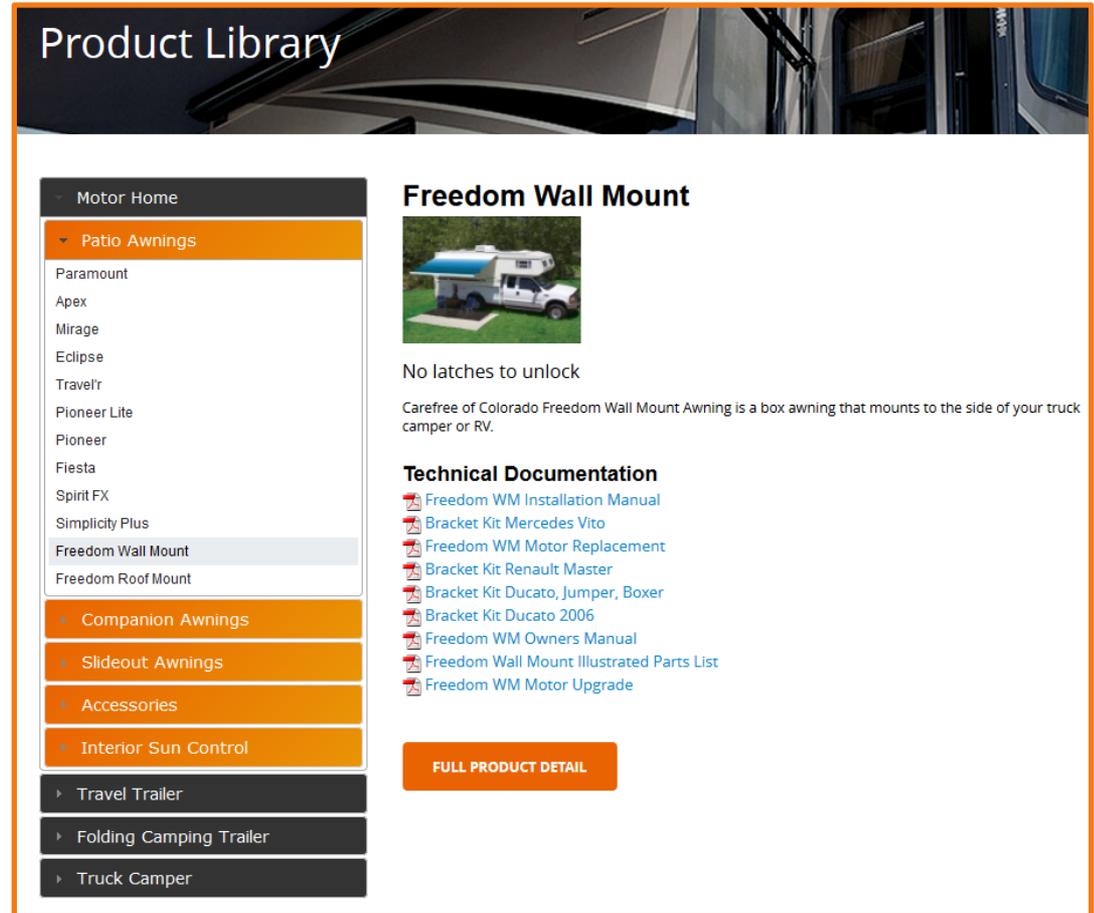
The President's Club Manual section also contains PDF downloads for Product Illustrated Parts List:

- Apex
- Ascent
- Buena Vista
- Eclipse
- Fiesta Lite
- Freedom Roof Mount/Wall Mount/Freestyle
- Manual OtD
- Marquee
- Metric Campout
- Mirage
- Pioneer/Pioneer Lite
- Rafter VI/Rafter VII
- SL Window Awning
- SlideOut Cover
- SOKIII
- Spirit – Fiesta
- Sun Shade
- Travel'r Adjustable Pitch / Travel'r Fixed Pitch
- Truckin' Awn
- Vacation'r
- Discontinued Products

## Acct Services Documentation Section: Technical Documentation

The Technical Documentation section of E-Carefree offers users the ability to browse the product library for items such as owner's manuals or operations guides. Simply select the product in the left hand column and just to the right will populate with the all the related product technical documentation.

By clicking on the "Full Product Detail" button which is located underneath the list of technical documents, you will be taken directly to the product page of the Carefree website.



The screenshot shows the 'Product Library' interface. On the left, a navigation menu is titled 'Motor Home' and includes categories like 'Patio Awnings', 'Companion Awnings', 'Slideout Awnings', 'Accessories', 'Interior Sun Control', 'Travel Trailer', 'Folding Camping Trailer', and 'Truck Camper'. The 'Patio Awnings' category is expanded, showing a list of products including 'Paramount', 'Apex', 'Mirage', 'Eclipse', 'TravelR', 'Pioneer Lite', 'Pioneer', 'Fiesta', 'Spirit FX', 'Simplicity Plus', 'Freedom Wall Mount', and 'Freedom Roof Mount'. The 'Freedom Wall Mount' product is selected and highlighted. To the right of the navigation menu, the product page for 'Freedom Wall Mount' is displayed. It features a photograph of a white truck camper with a blue and white awning. Below the photo, the text reads: 'No latches to unlock' and 'Carefree of Colorado Freedom Wall Mount Awning is a box awning that mounts to the side of your truck camper or RV.' Underneath this, there is a section titled 'Technical Documentation' with a list of links: 'Freedom WM Installation Manual', 'Bracket Kit Mercedes Vito', 'Freedom WM Motor Replacement', 'Bracket Kit Renault Master', 'Bracket Kit Ducato, Jumper, Boxer', 'Bracket Kit Ducato 2006', 'Freedom WM Owners Manual', 'Freedom Wall Mount Illustrated Parts List', and 'Freedom WM Motor Upgrade'. At the bottom of the product page, there is an orange button labeled 'FULL PRODUCT DETAIL'.



# E-Carefree: How-to Guide

## Acct Services Documentation Section:

The remainder of the Documentation Section of E-Carefree contains links and PDF Downloads.

### Carefree Website Links:

- Fabric and Hardware Options
- Standard Terms and Conditions

### PDF Downloads:

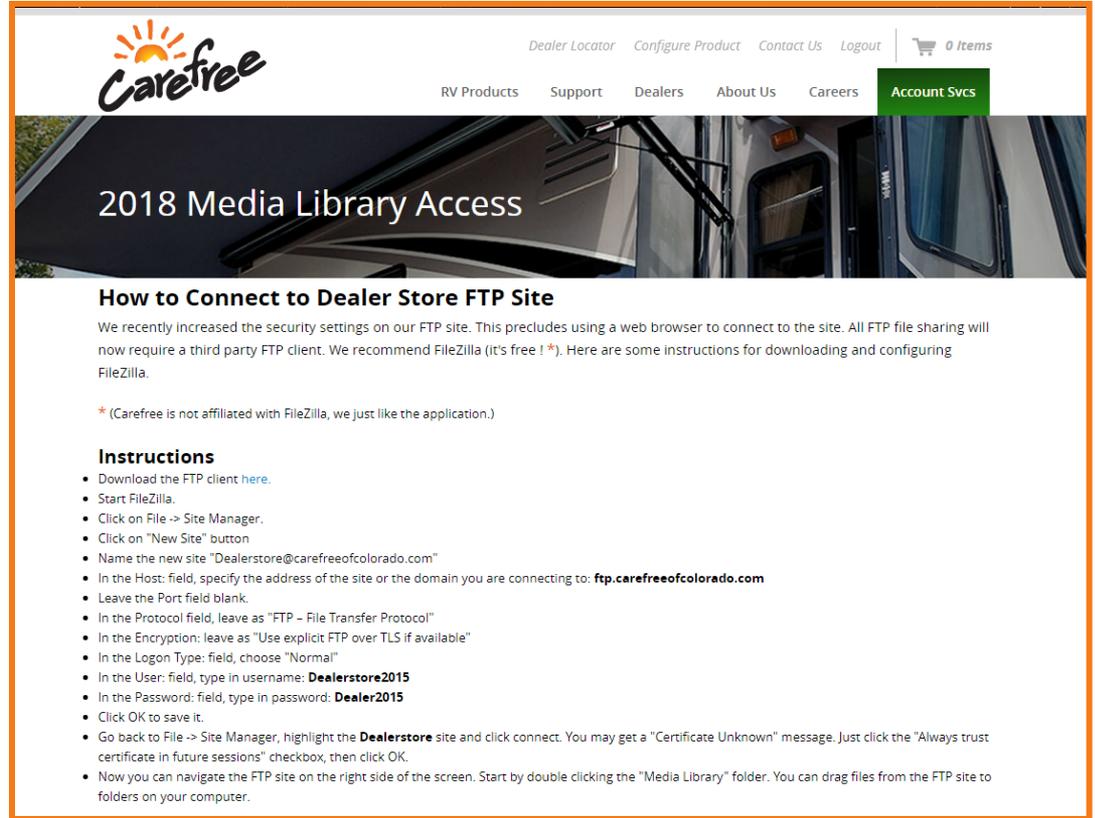
- 2015 Dealer Price List
- 2014 Pocket Catalog
- President's Club Service /Order Turn Around Time /Freight Charges
- Color Reference Guide
- Carefree Major Product Limited Warranty
- Warranty Claim Form
- Serial Number Locations



## Acct Services Tools Section: Media Library

The Media Library provides access to our FTP site for media downloads.

After clicking on the Media Library link, you will be brought to a page that displays the FTP Client Carefree recommends and a download link with instructions.



The screenshot shows the Carefree website's "2018 Media Library Access" page. The page features the Carefree logo in the top left, a navigation menu with links for "Dealer Locator", "Configure Product", "Contact Us", "Logout", "RV Products", "Support", "Dealers", "About Us", "Careers", and "Account Svcs" (highlighted in green). Below the navigation is a banner image of an RV with the text "2018 Media Library Access". The main content area is titled "How to Connect to Dealer Store FTP Site" and includes a notice about increased security settings, a disclaimer, and a list of instructions for connecting to the FTP site.

### How to Connect to Dealer Store FTP Site

We recently increased the security settings on our FTP site. This precludes using a web browser to connect to the site. All FTP file sharing will now require a third party FTP client. We recommend FileZilla (it's free ! \*). Here are some instructions for downloading and configuring FileZilla.

\* (Carefree is not affiliated with FileZilla, we just like the application.)

#### Instructions

- Download the FTP client [here](#).
- Start FileZilla.
- Click on File -> Site Manager.
- Click on "New Site" button
- Name the new site "Dealerstore@carefreeofcolorado.com"
- In the Host: field, specify the address of the site or the domain you are connecting to: **ftp.carefreeofcolorado.com**
- Leave the Port field blank.
- In the Protocol field, leave as "FTP - File Transfer Protocol"
- In the Encryption: leave as "Use explicit FTP over TLS if available"
- In the Logon Type: field, choose "Normal"
- In the User: field, type in username: **Dealerstore2015**
- In the Password: field, type in password: **Dealer2015**
- Click OK to save it.
- Go back to File -> Site Manager, highlight the **Dealerstore** site and click connect. You may get a "Certificate Unknown" message. Just click the "Always trust certificate in future sessions" checkbox, then click OK.
- Now you can navigate the FTP site on the right side of the screen. Start by double clicking the "Media Library" folder. You can drag files from the FTP site to folders on your computer.

## Acct Services Tools Section:

### Dealer Lot Surveys

- Provides links to Survey Document and Survey Instructions

### Serial Number Search

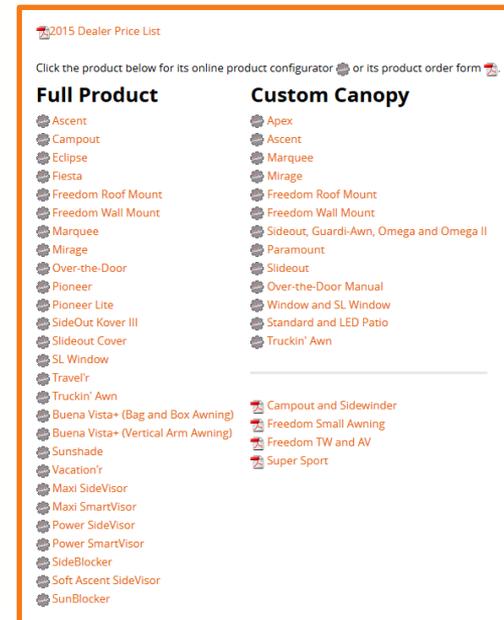
- Search Products by Serial Number

### Videos

- Videos for viewing

### Order Forms

- Takes you to online configurator for product or the **product PDF order form**





# E-Carefree: How-to Guide

## Acct Services Training Section:

### 2014 E-Carefree How-to Webinar Link

- Links to the E-Carefree Webinar

### 2013 Full Product Line Powerpoint Link

- Opens up a Powerpoint of 2013 Product Line

### 2013 New Products Slideshow

- Opens up a Powerpoint of the 2013 New Products

### E-Carefree Help

- Opens the e-Carefree help webpage

## eCarefree Help

### Section 1: E-Carefree Account Administration

#### 1.1 Updating Account Contact Information and Password

After logging into E-Carefree, customers can update their contact information or password by clicking on the Account Details link.

#### 1.2 Lost or Forgot Password

Customers can reset their passwords from the E-Carefree login page. Click on "I forgot my password." Then enter your username. A new password will be generated and sent to the email address on file.

### Section 2. Order Inquiry

This is the default page after logging into E-Carefree. By default, the page shows the last 30 days of orders. The search options at the top of the page enable customers to adjust the date range or search for a specific order, invoice, PO number, or order status. Click on an order to show the order details.

### Section 3. Product Catalog

#### 3.1 Product Catalog Screen

Enter a product number or description on the product catalog page to find products.

#### 3.2 Adding Items to Favorites

Items found in the product catalog can be added to the customer's favorites by clicking on the "Add to Favorites" link.

#### 3.3 View Favorites

The favorites is an easy way for customers to save a list of products that they frequently order. Customers can access the favorites by clicking on the "Favorites" link. The favorites displays the products a customer has added to their favorites from the product catalog. The information and functionality is all the same as the product catalog. Products may be removed from the favorites by clicking on the "Remove" link next to the product.

### Section 4: Order Entry, Shopping Cart, and Checkout

#### 4.1 Order Entry/Shopping Cart

To place an order, add items to your shopping cart. Items can be added from your favorites or from the product catalog search page. If you do not find your item in the product catalog, use the Order Entry screen to type in a description of the product.

You can also add items to a shopping cart from the Overstock Outlet. However, these items go into their own shopping cart. We have one shopping cart for Overstock items and one for everything else you can order on E-Carefree. Outlet orders can be paid for by credit card. This is the reason why Outlet items go in their own shopping cart.

#### 4.2 Checkout

The checkout screen is where an order is placed after all the items the customer wants to order have been added to the shopping cart. Customers can enter the checkout screen by clicking the "Checkout" button under the shopping cart. Enter all required information then submit the order.

#### 4.3 Add Distributor to Bill-to Distributor List (Dealer Checkout)

If the distributor the customer wants to bill-to is not in the drop down list, the customer may click the "Add Distributor to List" link to select a distributor to add to the list. Select a distributor, wait a moment and another drop down with all the distributor's branches (locations) will appear where you can then select the specific branch to bill through. Click the Add to List button save the distributor to your list. You can then select this distributor easily on future orders.

#### 4.4 Confirmation

The confirmation screen confirms the order has been placed. You may want to print this page for your records. You can also use the "Order Inquiry" screen to track your orders after they have been submitted.

### Section 5. Warranty Claims

Click on Warranty Claims to track existing claims or submit a new claim.

### Section 6. Customer Support

Under the customer support section we have posted a number of frequently requested documents. The PC manual, order forms, quick access to technical documentation, news items, and promotions are found under the customer service section.



# E-Carefree: How-to Guide

## Acct Services Dealer Demos Section:

### Carefree Dealer Store Guide

- Request additional information about Carefree dealer stores
- Submit your name, company, email address and the request you would like to make and we will get back to you with the necessary information.

The screenshot shows the Carefree website's navigation bar with the logo on the left and links for Dealer Locator, Configure Product, Contact Us, Logout, and a shopping cart with 0 items on the right. Below the navigation bar are links for RV Products, Home Products, Support & Service, Dealers, About Us, and a highlighted Acct Services link. The main content area features a background image of an RV and the heading "Dealer Store Guide". Below this is a sub-heading "Carefree Dealer Store Guide" with a small icon. The main heading is "Request More Information About Carefree Dealer Stores". The form includes fields for Name, Company, Phone, Email, and Request, with a large text area for the Request field. A blue SUBMIT button is located at the bottom of the form.

## Acct Services Dealer Demos Section:

### Dealer Demos Product Examples

- View the various Dealer Demo Options available for your store

### Request More Information About Carefree Dealer Demos

- Submit a direct request for a specific question related to our Dealer Demos

### Add'l Dealer Demo Price List PDF Download

- Download the Dealer Demo PDF Price List

**Additional Carefree of Colorado Dealer Demo Price List**

---

**Request More Information About Carefree Dealer Demos**

Name:

Company:

Phone:

Email:

Request:

**SUBMIT**

### Dealer Demos

---

#### Point of Purchase Displays and Demonstration Units

**Pioneer Lite Awning**

*Closed with crank handle*  
*Partially extended*  
*Fully extended*

*In-store awning demonstration unit*

*Allow your customers to experience the ease of the Pioneer Lite*

This fully functioning awning demonstration unit shows your customers the advantages of the Pioneer Lite awning, as well as the quality manufacturing and materials that you have come to expect from Carefree. This unit hangs directly to your store wall, slat wall or most any other flat surface. Measures 38" high by 38" wide.

**Ascent Demo  
Slideroom Awning**

**SideOut Kover III Demo  
Slideroom Awning**

**Slideout Cover Demo  
Slideroom Awning**

**Dealer Banner**

*Let your customers know where the good stuff is.*

Drive customers into your store with this vibrant Carefree vinyl banner, or use it inside to direct customers to your awning section. Size is 24" x 48".

**Retail Display Header**

*Die cut version*

*Square cut version*

*For longer displays, the header can be repeated.*

**Pull buyers to your replacement parts and accessories display**

Specifically designed for the Carefree planogram, this sign will draw attention and remind your buyers that RVing should be a Carefree experience. The standard size is 24" x 48". If you'd prefer, the sign is designed so that you can repeat it along the top of longer displays.

**Give your buyer complete information with Carefree peripheral materials**

Carefree retail catalogs and Dealer store swatch books available.



# E-Carefree: How-to Guide

## Acct Services News Section: Dealer Bulletin

Offers up the latest and greatest information with regards to our products.

Any news worthy product changes or adaptations will be posted here.

All bulletins will be available for download in PDF format.

The screenshot shows the Carefree website's Dealer Bulletin section. At the top left is the Carefree logo. To the right are navigation links: Dealer Locator, Configure Product, Contact Us, Logout, and a shopping cart icon with 0 items. Below these are links for RV Products, Support, Dealers, About Us, and Careers. A green 'Account Svcs' button is on the far right. The main heading is 'Dealer Bulletins' over a background image of an RV. Below this are two sections: 'CURRENT ISSUE' with a link for 'September 2017 - Discontinued Products', and 'PREVIOUS BULLETINS' with a list of links from June 2011 to June 2016, including titles like 'Latitude Motor Wiring', 'Optional Ascent Mounting Brackets', and 'New update for eCarefree (Omega/II replacement canopies)'.



# E-Carefree: How-to Guide

## Carefree of Colorado Contacts:

### **Customer Service & Warranty Contact Information**

303.469.3324

[customerservice@carefreeofcolorado.com](mailto:customerservice@carefreeofcolorado.com)

[warranty@carefreeofcolorado.com](mailto:warranty@carefreeofcolorado.com)

### **Customer Service Manager**

Bill Dunning

Direct Line: 303.410.6319

Mobile: (720) 765-1076

Email: [bdunning@carefreeofcolorado.com](mailto:bdunning@carefreeofcolorado.com)

### **Aftermarket Sales Manager**

Kevin Jastrem

Direct Line: 303.410.6322

Mobile: 303.887.3289

Email: [kjastrem@carefreeofcolorado.com](mailto:kjastrem@carefreeofcolorado.com)

### **Marketing Manager**

Jensen Huddleston

Direct Line: 303.410.6290

Mobile: 303.905.7401

Email: [jhuddleston@carefreeofcolorado.com](mailto:jhuddleston@carefreeofcolorado.com)

### **Consumer Sales & Service Manager**

Traci Deyoung

Direct Line: 303.410.6226

Email: [tdeyoung@carefreeofcolorado.com](mailto:tdeyoung@carefreeofcolorado.com)

