

New Zealand
Self-contained

Polaris

Iveco

Vehicle manual.





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01. Description of keys



IGNITION KEY:

Use the indicated ignition key to:

1. Start your vehicle
2. Lock or unlock the fuel tank's cap.



CABIN DOOR:

Use this key to lock or unlock the vehicle's side entry door lock.



TOILET CASSETTE COMPARTMENT:

Use this key with THETFORD engraving to lock or unlock the vehicle's toilet cassette compartment.



EXTERNAL STORAGE COMPARTMENTS:

Use this key to lock or unlock the vehicle's external storage compartments.

Please note: This key is applicable to LP Gas compartment on rear driver's side, storage compartment on rear passenger's side and small storage compartment beside driver's cabin door.



WATER TANK:

Use the small round silver key to lock or unlock the vehicle's freshwater filling point.



BOTTOM STORAGE COMPARTMENT:

Use the small black and silver key to lock or unlock the horizontal bottom storage compartment on the driver's side.



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02. Vehicle equipment



FIRE EXTINGUISHER

Each vehicle is equipped with a dry chemical fire extinguisher, meticulously selected to address both type B fires (involving grease and liquids) and type C fires (involving electrical elements). To deploy the extinguisher effectively, grasp the ring situated atop the bottle, direct the nozzle towards the top of the flames, and press down the lever firmly. Guide the nozzle from side to side to cover the entire width of the base of the flames.

*A fire extinguisher is attached to the interior of the vehicle



SMOKE ALARMS

Each vehicle is furnished with a smoke alarm, serving as a crucial element for your safety and security. This alarm is energized by a replaceable 9-volt battery. Should a replacement be warranted during the duration of your rental, kindly procure a new battery, retain the receipt, and upon vehicle return, reimbursement will be facilitated accordingly.

***DO NOT DISCONNECT THE SMOKE ALARM. IT MUST BE CONNECTED AT ALL TIMES FOR YOUR SAFETY.**



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03. Starting the vehicle



Gear stick in parking mode



Gearstick must be in PARK and your foot on the pedal for the vehicle to start.

The dashboard will display a 'P' indicating the vehicle is in Park. Start the vehicle using the ignition key.



Gear stick in driving mode



With your foot still on the brake pedal, pull the gear stick down into the 'D' position. The dashboard will display a 'D' indicating that the vehicle is in Drive.

Disengage the hand brake by clicking it down once. A white light will disappear. To engage the handbrake, pull the handbrake button towards you. A white light will appear.



CAUTION – Handbrake is on the left-hand side of the steering wheel. Do not forget to disengage the handbrake before you drive.



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04. Windows & vents

WINDOWS

To open the windows on board your vehicle, turn the handles inwards. Push the window out and click the latch in place.



To access the blind and flyscreen, Pull the bottom metal handle up and the top metal handle down.



VENT

To open the vent, push the handle up and slide along the frame





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05. Cabin door



External view



Internal view

The entrance door may be opened from outside the vehicle by pulling the door handle outward.

To open the door from the inside, pull the door handle downwards and apply slight pressure to the door. When the door is locked, neither the inside nor outside door handle can be operated.

To lock the entry door from the outside, turn the key anti-clockwise towards the lock symbol on your entry door lock. To unlock the entry door, turn the key clockwise towards the unlock symbol on your entry door lock.



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06. Outdoor step

Your motorhome is equipped with an electric side doorstep and will **ONLY** operate while the vehicle is off. Please make sure you press the down button to open the step and up button to close the step. The switch to operate the sidestep is located on the righthand kitchen wall.



Please note: Do NOT try to manually open or close the step.



07. Seatbelts

It is the law in New Zealand, that all passengers in a motorhome must be properly restrained with seatbelts. Vehicles are equipped with both lap and shoulder belts. Only seats fitted with seatbelts can be occupied while the vehicle is moving. To use, insert the belt tongue into the correct buckle until you feel it click and latch.



The two anchor points for baby seats are located on the forward-facing seat at the dinette behind the driver's cabin. Anchor points are located behind the head rest.

Please note: The table must be always removed while passengers are sitting at the dinette seats while in transit.



08.240-volt electrical system



To run the microwave, power points, air conditioner and to recharge the house battery, connect the motorhome's 15 AMP electricity cord to a 240-volt external power source. The listed devices will only work if you are connected to 240-volt power. It is recommended that every second night, the vehicle is charged at a powered outlet to keep batteries charged.



The motorhome connects to powered outlets at caravan parks.

The 240-volt outlets and appliances inside the motorhome are protected by two circuit breakers. This device is intended to protect you from electrical shock hazards when you are using electrical appliances. If you experience a power surge where the circuit breakers trip, locate the circuit breakers outside of the motorhome and switch them back to 'ON'/UP position.

Overloading the 240-volt system will cause the circuit breakers to turn off. This can happen if using multiple 240-volt items at once. The main cause could be if trying to use air conditioner and microwave at the same time.

Troubleshooting: If you are having trouble in charging the vehicle, ensure that the powerpoint at the caravan park is in working order.

Unplug the van from the powered outlet at the caravan park.

Attach an alternative device (mobile phone, toaster etc.) into the power lead on the van and check the lead is in working order.

Plug the device directly into the powered outlet at the caravan park. If there is an issue with the powered outlet inform caravan park staff.



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09.12-volt electrical system

Your motorhome has two batteries, one in the engine compartment and one in the rear of the cabin. The battery inside the cabin is also called the auxiliary battery. The engine compartment battery is located under the passenger's side, in the main driver's cabin.

The auxiliary battery operates the TV, water pump, fridge and interior lights and is charged by both the alternator when the vehicle is being driven and the 240-volt system when it is plugged in to a mains power source.



The 12-volt electrical panel is located in the control cabinet near the microwave . The picture above shows your voltage of your auxiliary battery. 12-13 volts is the maximum it will show and will drop down the more domestic appliances you use.



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10. Microwave

The microwave in your motorhome will only operate via 240-volt power. This means that you **must** have the electric cord plugged into a powered site at a caravan park/campground.

When you are using the microwave, please be aware that there are certain materials that must not be put in the microwave.



NOT Recommended

- Paper bags – except the obvious like popcorn bags which are designed to be microwaved – are a fire hazard.
- Aluminium foil.
- Never use dishes with metal rims.
- Plastic containers – can melt.
- Wire ties from bread and metal utensils.
- Styrofoam plates and cups – can melt.
- Glass jars – can shatter.

Recommended

- Microwave approved glass, ceramic plates and bowls.
- Microwave browning dishes.
- Microwave plastic wrap, wax paper, paper towel and napkins.
- Paper plates and cups.

TROUBLESHOOTING THE MICROWAVE

Problem: Microwave is inoperative and there is no display.

Possible cause: 240-volt power is not plugged in to an outlet. Check that the vehicle is connected to mains power and that the powered outlet is in working order.

Problem: Microwave is operable (light on, turntable working) but is not heating food.

Possible cause: Microwave may be broken. Please call the Star RV, On roads team for assistance.

Problem: Sparks or arcing when the microwave is turned on.

Possible cause: Metal object in the microwave.



11. Freshwater

On board the vehicle is a freshwater system consisting of a water pump and freshwater tank. The water tank has a 120L freshwater tank and is located on the passenger side of the vehicle. This water is for the sink, shower and toilet flush.



To check the level of your Fresh water press the button on the Tank panel. A blue line will appear on how full the tank is e.g F = full, RES = empty



To full up the fresh water use the hose provided and connect to a tap. Open the fresh water flap. Insert the hose and turn on the water. When the tank is full the water will overflow out of the water inlet.

We recommend to empty the grey water tank every time you fill the fresh water tank.



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12 Greywater tank



The grey water holding tank collects wastewater from the kitchen, bathroom sink and shower. You can check the level of your water on the 12-volt switchboard as seen in the picture.

It is not uncommon for the greywater level indicator to give an inaccurate reading. It may show 100% even if it is empty. We recommend emptying your greywater tank as regularly as possible.

To empty the greywater tank:

1. Collect the greywater hose from the storage compartment.
2. Connect the hose to the outlet. Make sure it is firmly attached by pulling down the silver levers on each side of the attachment.



3. Place the other end of the hose into the dump station disposal opening.
4. Open the tank by turning the red lever towards you so it is parallel with the pipe and wait for it to empty.
5. Once the greywater is empty, close the lever and remove the hose and stow it away in the storage compartment.



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13. Water pump



To use water on board the vehicle, ensure there is water in your freshwater tank outside. On the switchboard, press the Water PUMP symbol once.

You must have this button on to operate the kitchen tap, shower and the toilet flush.

Please Note: Avoid running the pump when the water tank is empty. Operating the pump continuously with no water can cause damage.

Caution- Do not drink the water from tap unless it's boiled first.



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14. Hot water

The switch to activate the gas-operated water heater system is situated in the domestic control panel.

To operate the water heater in your vehicle, please follow the below steps:

Step 1: Turn the gas bottle, to the 'on' position, ensuring the valve is fully opened. Twist the valve on the gas bottle counterclockwise to open and clockwise to close.

Note: The system will not function if there's insufficient gas in the bottle.

Step 2: Activate the Water heater switch on the switchboard.



Step 3: Adjust the 'Boiler' switch upwards to the 60-degree mark.



Step 4: Observe a brief flash of a red light on the 'Boiler' switch, which should then extinguish, indicating the system's operation. Should the red light persist, signaling that the burner has not ignited, cease all operations, reset the switch to the neutral 'O' position, and retry. You may attempt this up to three times. If ignition is not achieved by the third attempt, allow the system to rest for 10-15 minutes before retrying.

If the red light is not continuously illuminated, the system will proceed to heat water for your shower and sink. It typically takes around 20-25 minutes for the water to reach the desired temperature.

Please note: Your motorhome is additionally outfitted with a 240-volt hot water system. When connected to mains power, this system will automatically activate and commence heating the water. If the water has already been heated via the 240-volt mains power, the gas operation for the hot water will be inactive.



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15. Toilet use

1. Turn on the water pump and toilet switch on the domestic control panel.



2. Push the blue button on the toilet to fill the base with water



3. Once finished, adjust the lever on the bottom of the toilet to empty into cassette



4. Ensure the lever is in the closed position after use



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16. Toilet cassette

It is highly recommended to regularly empty the toilet cassette, and it is mandatory to empty and clean it before returning the vehicle to the depot. To empty the cassette, lift the blue lever and remove the entire cassette from the vehicle.



Should the cassette become jammed, refrain from applying excessive force. Instead, ensure that the toilet cavity inside the vehicle is securely closed. Once the cassette is removed from the vehicle, rotate the pour-out spout, and unscrew the cap. Dispose of the waste at a designated black water dump point.

After emptying the toilet cassette, rinse it thoroughly and repeat the emptying process. Then, add a toilet chemical along with half to a litre of water.

Please Note: It is crucial for the cassette to click back into position to align with the toilet above.





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17. Gas bottle

The gas bottle is located on the exterior of the vehicle in a locker marked by a L.P Gas Storage label.



IMPORTANT: Never drive with the gas bottle turned to the 'open' position.

To open the gas bottle, rotate the valve fully in an anticlockwise direction. To close the gas bottle, turn the valve on top of the gas bottle clockwise until it's securely tightened.

Gas bottles can either be filled at Gas stations that sell LPG or Swapped for a full bottle

If you detect the smell of gas:

1. Extinguish all open flames and smoking materials.
2. Refrain from touching any electrical switches.
3. Shut off the gas supply at the gas bottle using the valve on top of the bottle.
4. Open doors, windows, hatches, and any other ventilation openings.
5. Evacuate the area until the gas odour dissipates.
6. Contact STAR RV for assistance.



18. Stove top & grill

Warning: It is not safe to use cooking appliances for comfort heating.



How it operates

The gas burners in the vehicle operate on LPG. The basic operation is the same as a gas stove in a house. However, the amount of oxygen in a motorhome is limited due to its size; therefore, always have sufficient ventilation when using the stove.

Using the stove top

The stove top in the motorhome has an igniter switch. Ignite the stove using the igniter switch.

Locate the gas bottle on the outside of the van and turn the valve on top of the gas bottle fully to the 'open' position.

Lift glass stove lid so it is fully upright. If your lid is partially open, the burners on the stove top will not work



Push in, hold down and turn the burner knob to your desired heat level.

Whilst the burner knob is still being pushed in, press the igniter switch until the gas lights. Keep holding down the burner knob.



Wait approximately 15 seconds before slowly releasing the burner knob.

Please Note: If the flame extinguishes the burner knob may have been released too soon. Start from step two and try again.

To operate the grill, select the knob at the far end marked 'grill'.

This device is operated the same way as the gas stove. Make sure stove top lid is fully opened when operating the grill.

If using a match

Danger: Misuse of the gas stovetop can result in fire and explosion in a motorhome/campervan just as it can in a kitchen. Use extreme caution when lighting the stovetop burners with a match. To prevent too much unburned gas from accumulating, first light the match, hold it next to the burner then open the burner valve.

If the stove does not ignite there may be insufficient power in the battery to provide a spark. You must connect to mains power or alternatively, use a match to light the stove.

Please Note: The stove top lid must be in a fully upright position for the hotplate and grill to ignite.



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19. Fridge

To turn on the fridge turn on the domestic switch



The fridges should already be set to auto meaning that the fridge will automatically find the next available power source. To tell if it is on auto on the display screen will be the words AUTO



This Motorhome is equipped with a 3-way fridge this means that the fridge will operate on 3 different power supplies.

1.  **Gas** – using the LPG from the gas bottle.
 2.  240v – power from the powered campsite
 3.  Battery – Using the domestic battery to keep it at its current temperature.
 7.  Shut off symbol. When you turn off your vehicle this symbol will show. This symbol means that the fridge will shut off for and automatically come back on after 15min. This is a safety feature as you may be filling up the fuel tank so the fridge will shut off gas and power so no naked flames will be going while you refuel.
- If you are driving the vehicle, it will use the domestic battery power
8. When the vehicle is off it will search for the gas or 240v so make sure the LPG is on or you are plugged in.



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Setting the temperature

The Fridge is set to the correct temperature which is 3 bars illuminated. If this is showing lower or you want to increase:

9. Push the circle dial in. The icons on the screen will dim with the icon you want will be illuminated.

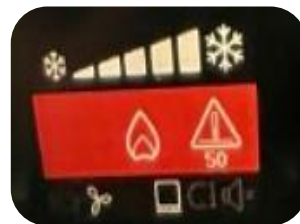


1. Scroll the dial until the temperature symbol is illuminated and then press the dial in.
2. Adjust the temperature by turning the dial left (warmer) or right (cooler). To confirm the temperature, push the dial in.



Troubleshooting:

50 or 51 error code – Gas lockout



This code means that the fridge has attempted to light on gas 3 times without being successful. When this code shows please check the following:

1. Check that the gas bottle is full and turned on. If empty swap to a new one
2. The vehicle is parked on a flat surface.
3. Press and hold the dial button for 3 seconds. The screen will go blank and restart.
4. If you get the error again then repeat step 3 for another 3 times.
10. If above is not successful, please call the help line.



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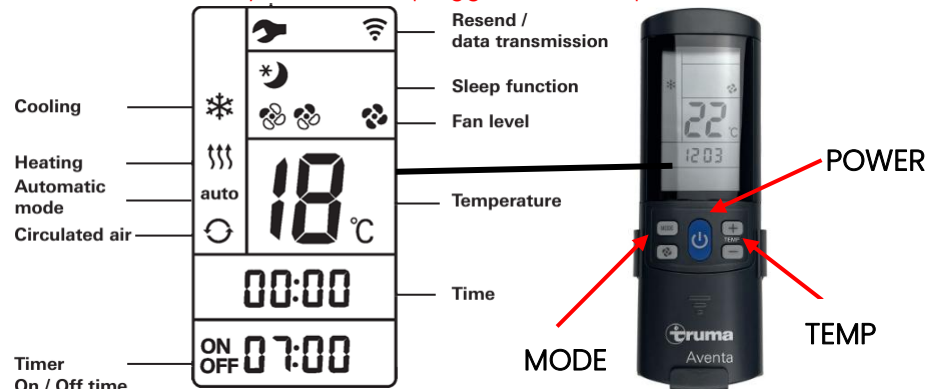


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20. Air Conditioner

The vehicle is equipped with a reverse cycle air conditioner. This will generate both hot and cold air to suit your needs.

The air conditioner only works when plugged into 240v power.



Operating the air conditioner:

Plug the vehicle into 240 Volt mains power.

2. Turn on the unit by pressing the power button on the remote control.

3. Select the mode by pressing the mode button

Hot air 

Cold Air 

11. Adjust the temperature using the temp buttons either the + (for higher) or - button (for lower).

On the Air conditioner unit is a small black circle called the function indicator. This is for the communication between the remote and the unit to show what function the unit is operating at.



LED 1 blue – illuminated – (cooling mode)

LED 1 blue – flashing – (cooling mode compressor start-up)

LED 2 yellow – illuminated – (heating mode)

LED 2 yellow – flashing – (heating mode compressor start-up)

LED 3 red – flashing – (data are being transmitted)

LED 3 red – illuminated – (fault) Red LED illuminates The device is indicating a fault. Switch device off, wait for a short time and switch on again. If the red LED continues to illuminate, please call Star help line.

IMPORTANT: Always ensure to turn off the air conditioner unit using the remote before disconnecting the vehicle from the 240v mains power.



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21. Stereo

The back media play is for use to play your music while the vehicle is off. There are speakers inside and on the outside of the vehicle.

To operate

1. Turn on the media switch on in the domestic control panel and then on the stereo



2. Select the source you want to use by pushing this button. 
 - a. Radio – Tune to a station by holding down the next button 
 - b. Bluetooth –
 1. Select  and choose DISCOVERABLE to make the stereo visible.
 2. Enable Bluetooth on your compatible Bluetooth device
 3. On your device, search for Bluetooth devices.
12. Select the stereo from the list of detected devices. The name of the stereo is the model number located on the top right-hand corner of the stereo or the Rego of the vehicle.
 4. Follow the on-screen instructions to pair and connect to the discovered stereo.

Volume control for the Zone

There are two zones for the sound. Either inside or outside. You can control the volume of each zone either individual or together.

To change the volume of an individual zone:

- c. Push the dial in once. On the screen it will show the zones



The zone that is thicker is the one you can control the volume e.g the image below zone INS is darker. Adjust the volume as needed.

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To move to the next zone, push the dial and the next zone will be highlighted



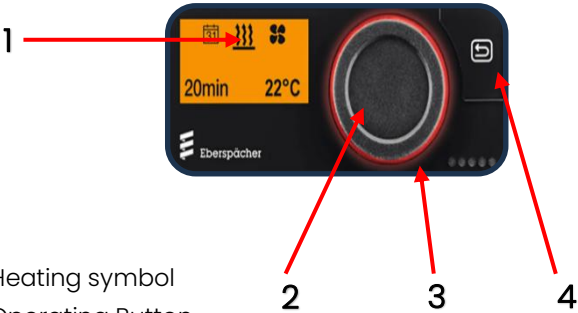


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22.Heater



- 1. Heating symbol
- 2. Operating Button
- 3. Led ring.
- 4. Back button

13. Press the operating button (2) and scroll to the heating symbol (1) which look like wavy arrows. Press the button to confirm.



- 1. Scroll either left or right to the desired time you want the heating to run and press the dial to confirm. There should be a red ring that will illuminate.



- 14. You will hear the fan running and in about 3-5mins you will have hot air coming out of the vent.
- 2. To turn off hold down the operating button for 3 seconds

Tip: A longpress (3 seconds) of the operating button will automatically turn on the heater and the timer will be the last setting used.

Display



Service

Description

There is a fault in the heater that can only be remedied by a specialist workshop.

Remedy

Call StarRV Helpline



Undervoltage

Undervoltage applied at the heater control box without interruption for at least 20 seconds

Check battery for a drop in voltage.
Charge the battery



Fuel Supply
or Pump

Fault in the fuel supply or fuel pump.

Call StarRV Helpline



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23. Lights



To use the cabin lights, turn on the light switch on the domestic control panel.



Use the switches on the wall of the motorhome to turn on the lights.

Switches by the cabin door control the Kitchen, Outside, Dining area and Front ceiling lights

Switches by the TV control the toilet, Shower,

You can operate the lights individually by turning on the button on the actual lights.

Please Note: Once you have finished using the lights, turn them off at the device as well as at the 12-volt panel to conserve battery power.



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24. Bed conversion

There are three double beds on board your motorhome. To make up each of the beds, please follow these instructions:

BED 1 (middle dinette)

Step 1: Remove the tabletop from the attachment on the seat.

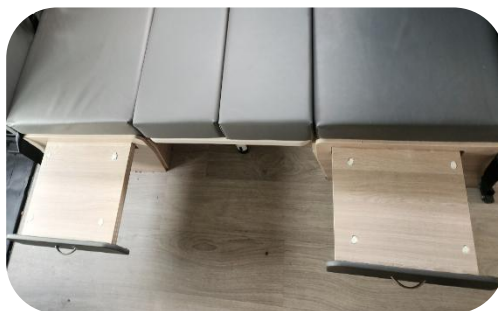
Step 2: halfway down the table leg is a button you push to fold the table leg in half



Step 3: Insert the tabletop between the two seats so that it is resting on the ledges to make up the base of the bed. Using the middle cushions on the back rest insert this on top of the table.



Step 4. For a wider bed. Pull out the extension located on the side of the seats. The long insert is located on the overhead bed.





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BED 2 (Rear dinette)

Step 1: Pull handle 1 out and rotate right. Clip back in and rotate left; repeat to loosen and remove the table top. Repeat for handles 2 & 3 and remove table leg. and put aside.



Step 2: Unlock the two latches and pull out the panel from the side until it extends out halfway. Using the locks align them with the holes on the floor and lock into place.



Step 3: Use the table to cover the gap.



Step 4: Using the 2 side cushions add them to the gaps

Step 5: Store the other side cushions under the bed.

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BED 3 (Overhead bed)

The overhead bed can be accessed using the ladder stored next to the compartment. This ladder must be connected to the attachment points horizontally to ensure that it is secure for use. The bed can then be secured with the provided net.



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24. Awning

To roll out the awning:

- 1- The awning handle is located in the back compartment.



- 2- Connect the hook on the end of the crank to the awning.



- 3- Partially deploy the awning about halfway, or just enough so you (or your helping hands) can reach the front of the awning to access the legs.
- 4- Pop out the legs by grabbing them near the end, and pulling towards you/the van so you can fold them out to adjust.



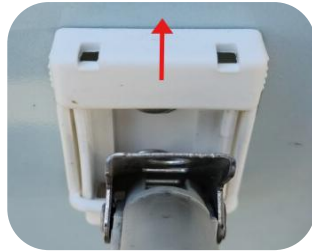
- 5- Continue rolling out the awning with the crank.
- 6- Adjust leg placement and height as needed. By twisting the bolt. Retighten when you have the desired length.



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7- Slide the rafter arms up until they 'click' securely into the side mounts.



8- Tighten the locking knobs on both rafter arms.

9- Retrack the awning to the height you need.

*If there are no side mounts on the motorhome then the legs can be pegged to the ground. Pegs are in the back compartment.

Put away the awning

1. If you are using the side mounts, remove the legs from the side mounts and set them on the ground.
2. Connect the hook on the end of the crank to the awning.
3. Wind up the awning about halfway, enough so you can reach the front of the awning.
4. Shorten each leg all the way, fold up, and push back into the front.
5. Continue rolling up the awning with the crank until it clicks into the awning case and it's not hanging
6. Put away the crank in the back compartment.

Warning: Do not set up the awning in windy conditions as it may damage the awning.

23. Diesel fuel

The vehicle accepts diesel fuel only. DO NOT refill the motorhome with any other fuel or fluid. The diesel tank cap is marked with DIESEL on it and is unlocked using the vehicle diesel key. The fuel filling location is located next to the passenger door. Simply open the lid using your hands, then use the diesel key to unlock. Turn the key anticlockwise to unlock the cap.

Once filled with diesel, place the fuel cap on the inlet and turn the key clockwise to lock it.

IMPORTANT: The vehicle accepts diesel fuel only. If you fill the vehicle with unleaded, water or AdBlue, please do not start the engine and call STAR RV Roadside Assistance immediately.





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24. AdBlue

Every 2500 km the vehicle will require AdBlue to be refilled.

If the AdBlue level is low, a warning light or symbol illuminates on the dashboard and a message advises you to top up the AdBlue tank.

Please find the nearest fuel station or auto shop which supplies AdBlue and refill the vehicle with AdBlue as soon as possible. Failure to refill the AdBlue tank will result in the vehicle going into limp mode.

The AdBlue filler cap is on driver's side.

Please Note: AdBlue is NOT a diesel fuel additive. DO NOT add or mix with diesel under any circumstances.





25. Jack & spare tyre

The tools can be found as follows: they are located under the front driver's seat.



The spare tyre can be found underneath the rear of the vehicle. To access it, use the provided tool.

Be sure to follow all safety precautions when handling the spare tyre.

