

Polaris 6

Your complete guide to your STAR RV vehicle

Australia / Gen001 / Mercedes & Iveco

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Actual vehicle, model, and exterior paint colours may vary.

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GETTING STARTED

Welcome to your Star RV vehicle

Before you hit the road

Welcome to your Star RV adventure! This manual is your complete guide to everything you need to know about your vehicle. Please read all sections carefully before your trip begins to ensure a safe and enjoyable experience.

IMPORTANT INFORMATION
Before starting your journey, take a few moments to familiarise yourself with the motorhome and make sure everything is secure. These simple checks will help you enjoy a safe and comfortable journey.

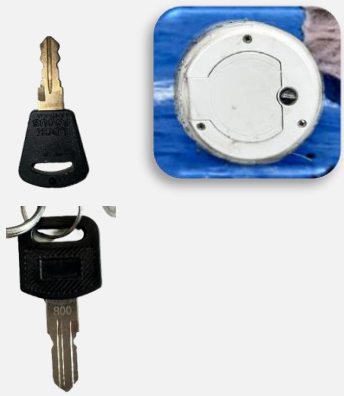
Tip	What you need to know
Secure your belongings	Make sure luggage and personal items are safely stored. Close and latch all cupboards, drawers, the fridge/freezer and bathroom or shower doors. Avoid leaving loose items on benches, tables or the dashboard as they may move when driving.
Check the outside of the vehicle	Ensure the awning is fully retracted and secured, the entry step is stored away, and all external power, water and other connections have been disconnected. Take a quick walk around the vehicle before departing.
Know your vehicle's dimensions	Be aware of the motorhome's height, width and length. Take extra care around low branches, bridges, tunnels, car parks, petrol stations and other areas with restricted clearance.
Allow extra space	Motorhomes are larger and heavier than standard cars. Allow additional space when turning, changing lanes, merging and stopping, and maintain a safe following distance.
Keep left	In Australia and New Zealand, we drive on the left-hand side of the road. Take extra care when turning, entering roundabouts and changing lanes.
Take care when reversing and parking	Use your mirrors and reversing camera where fitted, but don't rely on them alone. Check your surroundings carefully and, where possible, have someone outside the vehicle guide you.
Plan your route	Check that your planned route is suitable for a motorhome. Consider vehicle height and road conditions, and don't assume your GPS will account for the dimensions of your vehicle.

Take extra care in regional areas	Regional roads can be narrower, winding or unsealed, with fewer fuel stations and services. Plan fuel and rest stops ahead of time and allow extra time for your journey.
Watch for wildlife	Animals are more active around dawn, dusk and overnight, particularly in regional areas. Stay alert and reduce your speed where appropriate. If an animal enters the road, brake firmly and stay in your lane where it is safe to do so. Avoid sudden swerving.
Be particularly careful at dawn and dusk	Visibility can change quickly around sunrise and sunset, and wildlife may be more active. Reduce your speed, use your headlights as appropriate and remain alert for animals, cyclists and other road users.
Allow for changing road conditions	Drive to the conditions and take extra care on narrow bridges, winding roads, uneven surfaces and in wet or windy conditions.
Check your fuel and mobile coverage	Don't assume the next fuel station or town will be nearby. Plan ahead when travelling long distances and be aware that mobile coverage can be limited in regional and remote areas. Download maps or directions before entering areas with limited coverage.
Be aware of limited services in regional areas	If you travel a long distance from one of our branches, access to vehicle repairs, roadside assistance, parts, and other support may be limited, particularly in remote areas, on weekends and during holiday periods when some repairers may be closed. If you experience an issue, contact us as soon as possible so we can work with you to find the best available solution. ***Please be patient while we coordinate assistance, as arranging repairs or recovery in regional areas can take additional time and coordination.***
Take your time	If you're new to driving a motorhome, allow yourself time to become comfortable with its size and handling. Take it easy, leave plenty of space and enjoy the journey.



Description of keys

Key	What you need to know
 	**Ignition Key** Use the ignition key to: • Start your vehicle. Turn the key in the ignition barrel and release once the engine starts. • Lock or unlock the fuel tank's cap.
 	**Remote Key** Some vehicles may have a push to start button. While driving, place keys in the cupholder next to the driver in order for the vehicle to operate.
  	**Side Entry Door** Use this key to lock or unlock the vehicle's side entry door lock.
   	**External Storage Compartments** Use this key to lock or unlock the vehicle's external storage compartments including: • LP gas compartment on rear passenger's side • Storage compartment which can be opened from the rear driver's and passenger's side and small storage compartment besides passenger's cabin door • Toilet cassette compartment

	**Fresh Water Key** Use the small black and gold key to lock or unlock the freshwater tank located on the passenger side of the vehicle
	**Auxiliary Shower** Use the small round silver key to lock or unlock the vehicles outside auxiliary shower at either the rear of the vehicle or driver's side

Vehicle safety 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. **The Fire extinguisher is attached to the interior of the vehicle.**



IMPORTANT INFORMATION
Do not attempt to put out a fire if you are in any danger. If you are unable to control the fire, stay away from the vehicle in case of explosion and call emergency services.

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.



IMPORTANT INFORMATION
Do not disconnect the smoke alarm. It must be connected at all times for your safety.

Smoke alarm troubleshooting

Issue	Possible Cause	Solution
The smoke alarm is beeping intermittently (beeping is not frequent and spaced).	The 9-volt battery is running low.	Replace the battery with a new 9-volt battery. Keep the receipt, as you will be reimbursed for this upon return of the vehicle. 
The smoke alarm is beeping quickly and will not stop. There is no fire or smoke present.	Smoke, steam, or dust has triggered the alarm (commonly from cooking, or dust in the air)	Ventilate the area by opening windows and doors and turning on a fan. If cooking, move away from the alarm and allow the air to clear. Do not disconnect the alarm. If there is no visible smoke, steam, or fire source and the alarm continues, you can try to replace the batteries.

		If there is an actual fire and or heavy smoke, evacuate immediately and call emergency services.
The smoke alarm is flashing.	This is normal; most smoke alarms flash a small LED light periodically to indicate the unit is powered and functioning correctly.	No action required. This is simply confirming the alarm is working as intended.

Seatbelts & baby seats

Seatbelt

It is the law in Australia 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.

IMPORTANT INFORMATION
The table must be always removed and stowed away securely while passengers are sitting at the dinette seats while in transit.

Baby seats

The two anchor points for the baby seats are located on the forward-facing seat at the dinette behind the driver's cabin (highlighted below). Attach the baby seat to the circled anchor points and fasten with the seatbelt.





Baby Seat installation

- Step 1: Remove both the back cushions for easy access.
- Step 2: Place the tether strap over the back of the seat
- Step 3: Firmly attached the tether strap to the anchor point.
- Step 4: After attaching the baby seat to the anchor point, pull the strap to tighten the seat as much as possible and put the back rest cushion back in place.
- Step 5: Thread the motorhome's seat belt through the forward-facing seat belt path on the baby seat from one end and buckle on the other side. After pulling the belt through and buckling it, push down on the baby seat and pull on the belt so that it locks.
- Step 6: Once the baby seat is firmly secured, please place the remaining part of the back cushion in original position.

VEHICLE CONTROLS

Dashboard & Controls

Starting the vehicle

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





Gear stick in parking mode

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





Gear stick in driving mode

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.

IMPORTANT INFORMATION
CAUTION -- Handbrake is on the right-hand side of the steering wheel. Do not forget to disengage the handbrake before you drive. The vehicle will signal the handbrake is still on via a loud beeping sound.

Why won't the parking brake engage?

If the vehicle is still moving, even slightly, the electronic parking brake may not engage correctly. Bring the vehicle to a complete stop with the foot brake, then apply the parking brake. Repeatedly pressing the parking brake switch while the vehicle is still rolling may affect the system, causing it to malfunction.

Folding handbrake



Electronic Park brake

Some vehicles may have a folding handbrake, that allows you to fold the hand brake down without turning it off. This enables you to move around freely in the front cabin while the vehicle is parked without the obstruction of the handbrake.

- To engage handbrake, push button in and lift as usual.
- To disengage, push button in and release down as usual.
- To lay the handbrake down without turning off, ensure the handbrake is in the engaged position and push down without pressing the button. To disengage again before driving, pull the handbrake back to the top again. Once at the top, push the button and pull the handbrake slightly up again before pushing to the floor.

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. The window has a mosquito net and a sun blackout blind. These can be used separately. To use the mosquito net, pull the white blind down using the handle indents. To use the sun blackout blind, pull the blind up using the handle indents. For sliding windows, simply press the latch handle and slide the glass sideways.







Vent



To open the vent, twist the handle clockwise. To close the vent, twist the handle anti-clockwise. To use the flyscreen, pinch the top buttons together and pull to the left. To use the blackout blind, pinch the bottom buttons together and pull to the left. Some vents may vary between vehicles.

Entry door

The entrance door may be opened from outside the vehicle by pulling the door handle outward. Doors may vary between models.



External View



Internal view

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 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.

Outdoor step

Your motorhome is equipped with an electric side doorstep. Please make sure you press the down button to open the step and the up button to close the step.
The switch to operate the step is located on the right-hand kitchen wall.

IMPORTANT INFORMATION
Do NOT try to manually open or close the step if your step is operated with an electric side doorstep.

IMPORTANT INFORMATION
Please ensure the step is retracted fully closed when driving, to avoid damage to the step. The vehicle may beep at you a warning if your sidestep is left down when driving and or it may not start.







Electric Step button

ADDITIONAL TIPS
Some vehicles depending on their age and model may have a manual side doorstep. To open and close the manual side doorstep you simply pull the step out and push it back in when not in use.

Dashboard warning lights

Dashboard Warning Lights Guide – Polaris 6 Gen001: Iveco Daily & Mercedes-Benz Sprinter 906 & Sprinter 907.

It's important to know what each dashboard warning light means and what actions you can take, because you might be able to avoid a breakdown or catastrophic failure which will result in your vehicle being towed and disrupting your holiday.

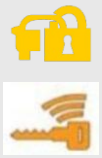
This guide will give you the facts you need to understand what the different amber and red warning lights on your dashboard mean, should they come on, why they come on, the urgency of the problem and what you should do when you see them.

The warning lights on your dashboard follow a simple traffic light colour system:

- **Green:** The system is functioning properly or is actively in use.
- **Amber:** There is a malfunction or fault - exercise caution and have it checked at your next convenience, but it is not immediately critical and non-urgent.
- **Red:** A serious and potentially dangerous issue - stop driving as soon as it is safe to do so as this could cause severe damage, costly repairs or compromise safety.

	**Brake Warning** Also known as the brake system warning light, parking brake warning light or brake fluid warning light. The brake warning light illuminates in red indicating that the handbrake is engaged. If the handbrake is fully released but the brake light remains lit, it indicates low brake fluid levels or if you are driving downhill for a long period of time. If the ABS warning light is also illuminated, this signals that the braking system has malfunctioned and your brakes may not work properly. **Can I still drive with my Brake warning light on?** Pull over and stop as soon as it's safe to do so - keep your speed low and avoid braking suddenly. If the light goes out after you stopped the vehicle, the problem has cleared. As brake pads wear, fluid levels fall causing the light to come on. If the problem persists please get in touch with Roadside Assistance.
	**ABS Warning** Also know as ABS (Anti-lock Braking system) is an add-on safety system to prevent the brakes locking and skidding. ABS helps to prevent the wheels from locking when under hard braking. If ABS fails, normal brakes are unaffected, though they operate without ABS. The most common cause for ABS warning light is a damaged wheel speed sensor. Diagnostics and fault code scanning should determine the malfunction. **Can I still drive with my ABS light on?** If the ABS light comes on by itself you should still have normal, unassisted braking, so it's safe to continue your journey - but keep your distance, take extra care, and get it checked as soon as possible. If it comes on with the red brake warning light it could indicate that the brake system is failing and you should stop straight away and get in touch with roadside assistance.
	**Electronic Stability Warning** Also known as Electronic Stability Control (ESC). This warning light indicates a problem with traction control. If it's flashing it means the ESP system is intervening - for example, if you're driving on a slippery road. If the light stays constantly lit, it indicates a malfunction. The ESC / ASR system is reliant on wheel speed sensors and as these sensors are prone to damage. The ESP light will light up with the word 'OFF' if the system has been deactivated, in which case you may have inadvertently turned it off.

	Can I still drive with my Electronic stability light on? Yes, be cautious and drive to the conditions. To check, try stopping, shutting down and restarting the engine. If the light remains on after restarting get in touch with roadside assistance.
	**EBD Failure Warning** The simultaneous illumination of the brake warning light, ABS light and the ESC warning light mean that the EBD system is either unavailable or has malfunctioned. EBD stands for Electronic Brakeforce Distribution and is responsible for distributing brake force to individual wheels, helping to improve the van's braking abilities. **Can I still drive with my EBD light on?** Yes, however with an EBD failure, unstable braking may occur such as locked rear wheels or the van may swerve when braking. Drive cautiously since the vehicle's brakes need to be serviced right away, please get in touch with roadside assistance.
	**Seatbelt & Airbag Warning** Also known as the supplemental restraint system (SRS) warning light or seatbelt warning light. When this light goes red it means that at least one element of the seatbelt or airbag safety system is not working correctly: airbag module fault; airbag crash sensors damaged often due to a collision or water damage; problems with seat belt / buckle; wiring under the seats dislodged. **Can I still drive with my Airbag light on?** Check all seatbelts are buckled and clipped in correctly. It can also come on if a heavy bag is placed on a seat, making the vehicle think that someone is sitting in the seat without a seatbelt on. If this light comes on and you cannot get it to turn off, please get in touch with roadside assistance.
	**Engine Coolant Overheating Warning** Also known as the coolant temperature warning light. This light will come on when the engine is overheating. This could mean that coolant levels are running low, perhaps due to a leak in the system, or it could be a sign of a larger problem, like a head gasket failure. **Can I still drive with my engine overheating light on?** If this light is red you should stop straight away, as without enough coolant your engine will have irreparable damage. Check that coolant levels are not below the minimum mark on the reservoir tank. If topping up, allow time for the coolant to cool before removing the cap. Have a look to see if there are any obvious leaks. If you can't see any and the light goes off after topping up then you should be fine to continue your journey. If the light comes back on again after topping up please stop the vehicle and get in touch with roadside assistance.
	**Battery Warning** Also known as the battery charge light or battery charging system light. If this light comes on when you're driving it indicates that the battery is not charging. This could be due to a problem with your car's electrical system and it could have several causes, such as a faulty alternator, faulty battery, bad electrical connection or damaged cabling. **Can I still drive with my battery charging system light on?** Yes, however your car will run as normal until the battery is dead but once it is drained your vehicle will not start. If this light comes on, get in touch with roadside assistance.
	**Oil Pressure Warning** Also known as the low engine oil or low oil pressure light. The oil warning light comes on when either the oil temperature gets too high or the oil level or pressure is too low. If the oil is not lubricating the engine effectively it could lead to expensive or irreparable engine damage, so it's important to act quickly.

	Can I still drive with my low engine oil light on? Amber/Orange oil warning light – Usually indicates the engine oil level is low or that the vehicle requires an engine oil service/change (depending on the model year and dashboard configuration). The vehicle can often still be driven, but the oil level should be checked as soon as it is safe to do so. Red oil warning light – Indicates low engine oil pressure, which is a serious fault. The engine should be stopped as soon as it is safe to do so to avoid severe engine damage. Refer to the additional information section to see what oil type is needed.
	**Power Steering Warning** Also known as the EPS or EPAS warning light. The steering wheel and exclamation mark indicate a problem with the power steering. Excessive usage of the steering when the vehicle is stationary, or leaving the steering on full lock while the engine is running can cause the power steering motor to overheat. **Can I drive with my EPS light on?** This is temporary and normal steering operation will resume once cooled. You can continue to drive but if the warning light is red, the power steering system has a failure, you will notice that the car is harder to turn and you should take extra care. If the light remains on, pull over when safe to do so and get in touch with Roadside assistance.
	**Engine Management Warning** Also known as the check engine or ECU warning light. When the engine management light is illuminated it can indicate a number of faults, from minor issues like a broken electrical sensor to a much larger mechanical issue, like a fault with your emission control system or catalytic converter. **How long can I drive with my check engine light on?** If the check engine light comes on you can continue to your destination, then get in touch with Roadside assistance.
	**Glow Plugs Warning** The glow plugs light may remain lit for longer periods of time in cold conditions, but only a very short time in warm conditions. If the glow plug light remains constantly lit or flashes, it's likely that the glow plugs and/or relay switch require replacement. **How long can I drive with my glow plug warning light on?** It is safe to drive but the vehicle needs to be diagnosed, please get in touch with Roadside assistance.
	**AdBlue Warning** The diesel emissions additive (AdBlue) warning light comes on when levels are low. AdBlue consumption depends on driving style. When the AdBlue light comes on, top up with AdBlue fluid asap. The AdBlue cap is next to the fuel filler cap and is blue. DO NOT PUT ADBLUE INTO THE FUEL. Always fill the AdBlue tank with at least 5 litres of AdBlue. **How long can I drive with the AdBlue warning light on?** It's safe to drive but if not topped up soon, the vehicle will go into "limp mode" and may not start, leaving you stranded. You will have approximately 600km's of travel to refill the AdBlue once this light comes on. You can find AdBlue at most petrol stations.
	**Immobilizer Warning** Also known as the anti-theft warning light. This light should flash once when the ignition is set to MAR. If the warning light illuminates constantly, it indicates a possible failure in the engine immobilizer / anti-theft system. If the light consistently flashes with the engine running, it means the van has a code system failure. It may be as simple as requiring a new battery in the key FOB. **How long can I drive with my immobilizer warning light on?** You can continue driving, however please get in touch with Roadside assistance.

	**Warning Triangle** It's a generic warning where no dedicated alternative warning light is used. The general failure triangle warning light may come on due to the following: the fuel inertia cut-off switch is activated; lights failure (rear fog lamps, indicators, brake lights, number plate lights, side lights, daytime running lights, main beam); airbag warning light failure; rain sensor failure; diesel filter sensor failure; engine oil pressure sensor failure; parking sensor failure (certain Ducato versions); water in diesel fuel filter (certain Ducato versions); engine oil level sensor failure; insufficient engine oil level; low engine oil pressure warning light failure. **Can I still drive with my triangle warning light on?** Yes but pay attention and note down anything that doesn't feel or sound right. When you reach your destination, please get in touch with Roadside Assistance and report any findings.
	**Diesel Particulate Filter Warning** Also known as the DPF or exhaust particulate filter warning light. This light may appear occasionally to alert the driver that the DPF system is running a cleaning cycle. The light will go out once it has finished. If blocked and requires elimination of trapped pollution particulates, the light comes on and stays on, meaning the system requires driver input. On certain models, an alternative DPF warning light may be used. Short trips with lots of stops and starts can cause this light to come on. **Can I still drive with my DPF light on?** Yes, drive at a speed of 60 km/h with the engine revs above 2000 rpm for about 15 minutes. Ideally, driving for long durations on a highway is the best way for the vehicle to run the regeneration. When regeneration is complete, the warning light goes off. If the DPF warning light stays on, try the process again. Failing that, please get in touch with Roadside assistance.
	**Brake Pad Warning** Also known as Brake pad wear warning light. If this symbol shows up it means a sensor has detected your brake pad wear is at 20%. **Can I drive with my brake pad light on?** Yes, this warning light is designed to come on before the brake pads become dangerously thin, usually with 20% of the pad remaining. If you still have more than 5000km's left on your trip, get in touch with Roadside Assistance.
	**Tyre Pressure Warning** Tyre pressure monitoring systems let you know when the pressure falls. This could happen over time or it could be because of a puncture. **Can I still drive with my tire pressure light on?** Yes, but you should drive with extra care and aim to check the tyres at the next opportunity. Low tyre pressure can cause unsafe driving conditions so reduce your speed, and try to avoid braking suddenly or making any violent steering actions. Inflate the tires according to the vehicle manufacturer specification in the tyre chart sticker inside either the driver's or passenger front doors. If you have a flat tyre, please use the tools and spare tyre to change it.
	**Maintenance Warning** This spanner warning light comes on when the van is due or close to scheduled service and maintenance. **Can I still drive with the service due light on?** Yes, this is just an indication that the service is approaching. This service will be carried out when you return the vehicle.
	**Windshield Washer Fluid Low** This warning light is indicating that the windscreen washer fluid level is low.

	Can I still drive with this light on? Yes. Fill up with fresh water when convenient. The filler bottle is under the bonnet and has a blue cap.
	**Collision Avoidance System Warning** This vehicle may be equipped with collision avoidance technology. This system will automatically apply the brakes if it senses a collision is about to occur. **Can I still drive with the collision avoidance system light on?** An amber light may appear if the system activates or intervenes. If the light appears with an exclamation next to it and it is red, it indicates a fault in the system. This most commonly occurs if the radar system in the windscreen or on the front of the vehicle has been obscured or has been damaged. If no damage has occurred, check the front of the vehicle for any obstructions such as mud, snow or excessive build-up of bugs. Clean where possible and restart the engine. You can continue driving to your destination, however the automatic collision avoidance system will not function, and this needs to be reported to Roadside Assistance.
	**Lane Control System Failure** Applies to: Iveco Daily only -- not fitted on the Sprinter 906 or 907. This vehicle may be equipped with lane assist technology. This system will automatically move the steering wheel if it senses the vehicle is moving off the road. **Can I still drive with my lane control system light on?** Yes. This system can be manually turned off, so check this. There will be a button on the dash to turn it on and off. If this does not work, there may be a fault in the system. You can continue on your journey and please get in touch with Roadside assistance when convenient.

Connect your phone

The following instructions to connect your phone, are depending on if you have a Mercedes or an Iveco. Please ensure you are referring to the correct instructions based on your vehicle.

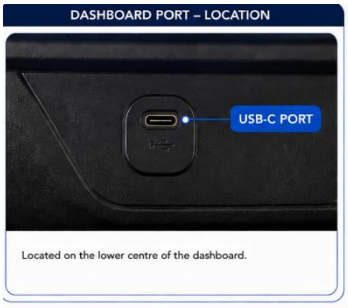
Mercedes

Connect Your Phone with Bluetooth— Polaris 6 (Mercedes)
Apple CarPlay® & Android Auto™ setup instructions.
Step 1: Connect
Connect your phone to any available USB-C port using a genuine or certified data cable.
Step 2: Unlock
Unlock your phone and accept any connection prompts.
Step 3: Select
Select the Apple CarPlay® or Android Auto™ icon on the vehicle screen.



Dashboard ports

Dashboard Port Location



Located on the lower centre of the dashboard.

Apple CarPlay® Requirements

- Compatible iPhone
- iOS 7.1 or later
- Genuine Apple Lightning cable or Apple-certified cable
- Mobile data connection



Android Auto™ Requirements

- Compatible Android™ phone
- Android 6.0 or later
- Genuine or manufacturer-approved USB data cable
- Android Auto app installed (if required)
- Mobile data connection



Troubleshooting — If Your Device Does Not Connect

- Ensure you are using a genuine or certified data cable. Charging-only cables will not work.
- Confirm the cable is fully inserted into both your phone and the USB port.
- Unlock your phone and accept all prompts.
- Ensure mobile data is turned on.
- Ensure Siri® (Apple) or Google Assistant™ (Android) is enabled.
- Check that your phone software is up to date.
- Try a different genuine data cable if available.

Important

- For your safety, complete initial setup while the vehicle is parked.
- Mobile data charges may apply.
- Performance may vary depending on your phone, software version and cable quality.

Iveco

Connect Your Phone with Bluetooth — Polaris 6 (Iveco)

1. Press Phone: Press PHONE on the radio.
2. Select Register Device: Select Register Device.
3. Enable Bluetooth: Enable Bluetooth on your phone.
4. Select Vehicle: Select the vehicle from your phone's Bluetooth list.
5. Confirm Pairing Code: Confirm the pairing code.
6. Connected: Once connected, you can make hands-free calls and stream music via Bluetooth.



Vehicle radio / USB-A Port and Auxiliary (AUX) Port

Port Location

The USB-A and Auxiliary (AUX) ports are located above the driver's side dashboard, as shown in the image above.

- Hands-free phone calls supported.
- Bluetooth audio streaming supported for your navigation devices ie map apps (most vehicles with this radio).

Once connected, your phone will automatically reconnect next time.
You can now make hands-free calls, listen to navigation instructions and stream music via Bluetooth.

ADDITIONAL TIPS
If you are unable to connect your phone to the vehicle via Bluetooth, you can use the phone cable to connect to the vehicle. Low-cost or charging-only cables may not support data transfer, which means it may not connect.

POWER & ELECTRICAL

Power & Electrical Systems

Power overview

Understanding Your Vehicle's Power. A few minutes now means a seamless journey ahead. Your motorhome is designed to keep everything running smoothly so you can focus on the moments that matter. This guide answers the questions most travellers ask, so you're confident and prepared from the very first night.

What power systems does my vehicle use?

Your motorhome draws on three independent power sources, each serving a different purpose on the road.
Your engine starter battery is entirely separate from the domestic house battery. Running appliances, lights, or the fridge will not affect your ability to start the vehicle.

- **Domestic Battery (12V)** — Powers the living area: lights, fans, water pump, and fridge. Under normal use, a full charge lasts approximately 12–14 hours.
- **Mains Power (240V)** — At a powered campsite, 240V mains power runs your fridge, stovetop (select models), and standard power outlets — and automatically recharges the domestic battery through the vehicle's built-in charger.
- **LPG Gas** — Powers the cooktop, oven, and hot water system, ideal for nights away from powered sites. LPG also runs the fridge in some vehicles.

> **IMPORTANT INFORMATION**
> Connect to 240V mains power at least every second night to keep the domestic battery charged and in good condition.
> Do NOT plug into a standard home power outlet. Your motorhome requires a 15A campsite supply. A standard 10A domestic socket can overload the circuit, create a fire hazard, and damage your vehicle.

How do I keep the domestic battery charged?

- **Plug into mains power (240V)** — The best option. A powered campsite connection will fully recharge the battery overnight while running your appliances. It requires 10-16 hours of continuous charging via 240V mains power to reach full capacity.
- **Drive the vehicle** — The engine's alternator charges the battery while you're on the road. Keep in mind that several hours of driving are needed for a full recharge, and idling the engine at your campsite is not an effective substitute.

> **IMPORTANT INFORMATION**
> A battery that isn't recharged regularly will degrade over time. If it runs flat, appliances will stop working and the battery may need replacement. Staying at a powered site every second night is the simplest way to avoid this.

How long will the battery last when we're off-grid?

It depends on how much you're running. As a guide:

- Light use (lights, water pump, charging devices) approximately 12–14 hours.
- Heavy use — noticeably less.

Running the fridge on 12V battery power alone while parked will drain the battery within 3–4 hours, leaving other appliances without power. Connect to mains power at your next stop to recharge.

Will the fridge keep running when we're not plugged in?

Yes, for a period of time. When unplugged, the fridge switches to the 12V domestic battery and holds the temperature it was last at. It won't cool things further, only maintain them for approximately 3–4 hours before the temperature begins to slowly rise.

Can we use the microwave when off-grid?

No. The microwave requires 240V mains power and won't function on the domestic battery. Plan to use it when you're connected at a powered campsite.

How do we check the battery level?

Your motorhome has a battery monitor near the control panel that displays the current charge level. Check it regularly when free camping if the reading drops below 12V, appliances will begin to underperform.
Our team will walk you through the battery monitor during your vehicle handover. Don't hesitate to ask we're here to make sure you leave feeling confident.

Five Simple Habits for a Well-Powered Trip

- **Keep an eye on your battery level** — A quick glance at the battery monitor each morning takes seconds and gives you the confidence to plan your day especially on free camping nights.
- **Save high-draw appliances for powered sites** — Air conditioners, microwaves require 240V mains power. Save them for powered campsites, and you'll have reliable battery reserves for everything else.
- **Switch off what you're not using** — Lights, the water pump, the fridge on a high setting when it's nearly empty — these small draws add up. A quick check before bed can extend your battery life by hours.
- **Let your driving time work for you** — The alternator charges the house battery while you're moving. Use this time to charge devices or run higher-draw appliances, then ease into lighter usage once you've parked.
- **Plan your stops with overnight charging in mind** — Aim for a powered campsite at least every second night. It keeps the battery healthy, lets you enjoy the full range of appliances, and means you're always ready for the next leg of your journey.

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.

Some features within the vehicle 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.

Please ensure to plug in on driver's side. The outlet on the passenger side is intended to plug in your own accessories ONCE the vehicle has been plugged into an external power source from the driver's side





IMPORTANT INFORMATION
It is recommended that every second night, the vehicle is charged at a campsite power outlet to keep batteries charged.

ADDITIONAL TIPS
Ensure you unplug the power cord and put it away in its correct stowage before driving to prevent damage to the vehicle and to the campground power.

IMPORTANT INFORMATION
The motorhome connects to powered outlets at caravan parks.
Our vehicles must only be connected to an approved 240V, 15-amp RV/campervan power outlet using the power lead supplied with the vehicle.
You cannot use a standard household power cable as a substitute.



The 240-volt outlets and appliances inside the motorhome are protected by a circuit breaker. 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 breaker trips, locate the circuit breaker inside the motorhome on the main switch board and switch 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. Main cause could be if trying to use air conditioner and microwave at the same time.

ADDITIONAL TIPS
When connecting the vehicle to mains power, ensure the 240V plug is fully inserted into the vehicle's power inlet before switching on the campsite power. A secure connection helps ensure a reliable power supply and reduces the risk of damage to the plug or socket.

IMPORTANT INFORMATION
Ensure all appliances in the vehicle are turned off before disconnecting from the campsite power to prevent short circuiting the vehicle power.

Troubleshooting Tips

Issue	Possible Cause	Solution
Trouble charging the vehicle	Power point at the caravan park may be faulty	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.
240V power lead won't unplug	Not inserting the power cable correctly into the power source.	Turn off the power at the campsite before disconnecting. Hold the plug firmly and pull it straight out. If it does not release, do not force it or use tools. Contact On Road Support for assistance as it will require a repair person to fix it.
Power Outage in the vehicle and no appliances are working	Overload of the circuit breaker due to many appliances running at the same time. OR Faulty or damaged power cable.	If you experience a power surge where the circuit breaker trips, locate the circuit breaker inside the motorhome on the main switch board and switch back to ON/UP position. If Power cable is the confirmed issue, you can contact us for approval to reimburse you for a replacement.

12-volt electrical system

Your motorhome has three batteries, one in the engine compartment and two 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 cabin floor, 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 above the fridge inside your motorhome, it will be labelled "Main Switch Board". Once you have pushed down the silver button to open the cupboard, you will find the panel that operates light, fridge, water pump, water heater, toilet, rangehood, media and ACC. For any appliance to work, the relevant switch must be turned on and a red light will appear.

The 240-volt circuit breaker, battery charge panel, fresh water and grey water gauge, hot water switch, media player, microwave plug, and fridge plug can also be found inside. The battery indicator below must be above 12-volt for appliances to run on the house battery.

IMPORTANT INFORMATION
The house battery can only last up to two days before it MUST be charged again to avoid any power loss issues. If the 12V battery drops to 11V or below, drive the vehicle or plug into 240V power to recharge it.



12-volt battery charging time



Drive at least 30/40km to get back up to 12-volt from approx. 10-volt if the battery is still in good condition. Using 240-volt power should charge back over 12-volt after 10 to 15 minutes

IMPORTANT INFORMATION
If you are going off grid for a few days, ensure you have a full battery (12-volt) as your battery will only last up to two days when used conservatively. We recommend you recharge your devices using the USB charging ports when driving, so not to drain the vehicle battery.

ADDITIONAL TIPS
The vehicle is fitted with a kill switch located next to the control panel. If your 12-volt does not work, please flick the kill switch up.

Power point & USB accessories

There are multiple power points throughout the vehicle for personal devices to be connected. These will ONLY operate when the vehicle is connected to 240-volt power. Location of the power points may vary dependent on vehicle model, but are typically located on the kitchen bench, under the middle table, on the wall underneath the TV and outside underneath the awning.







WATER & BATHROOM

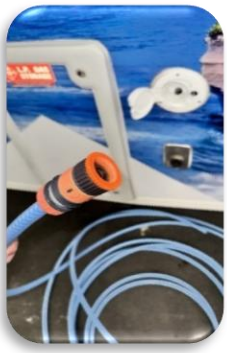
Water & Bathroom

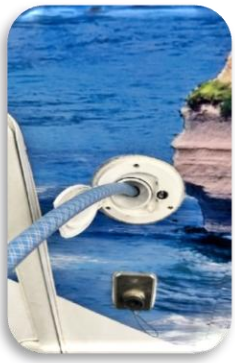
Freshwater tank

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. We recommend that you fill up your freshwater tank as often as possible. This can be done by inserting the blue hose located in the rear storage unit into the tank (as far as possible) and using the attachment on the other end to connect to an external tap.







To access fresh water from the sink, turn on the water pump switch on the main switch board panel and lift the lever on the tap.

> **IMPORTANT INFORMATION**
> Please note: You can check the level of your water using the left gauge on the 12-volt switchboard. Press the power button to activate it as seen below. Do not drink water from tank.



Troubleshooting: My sink won't drain

Issue	Possible Cause	Solution
Sink won't drain	The grey water tank has not been emptied (most common cause)	Empty the grey water tank and see if this resolves the issue.
Sink won't drain (grey water tank already empty)	The pipe may be blocked	Pour hot water or baking soda mixed with vinegar down the sink to unblock the pipe.

IMPORTANT INFORMATION
We ask that you do not put food scraps or any items other than liquids into the sink to prevent it from getting clogged in the first instance.

Greywater tank

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

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



To empty the grey water tank

- Collect the grey water hose from the storage compartment.
- Connect the hose to the outlet. Make sure it is firmly attached by pulling down the silver levers on each side of the attachment.
- Place the other end of the hose into the dump station disposal opening.
- Open the tank by turning the red lever towards you so it is parallel with the pipe and wait for it to empty.
- Once the grey water is empty, close the lever and remove the hose and stow away in the storage compartment.





Should the grey water tank become obstructed during your journey, we recommend inserting a hose into the grey water outlet as far as it reaches. Turn on the hose to its highest pressure setting and direct the flow of water into the tank until it reaches full capacity. Once achieved, withdraw the hose, facilitating the flow of grey water. If needed, repeat this process until the obstruction is cleared.

Water pump

To use water on board the vehicle, ensure there is water in your freshwater tank by checking the gauge. On the switchboard, flip the water pump switch. You will hear the pump quietly start up. The pump operates as part of the 12-volt system. When you are not using the water pump, ensure It is turned off.
You must have this this button on to operate the kitchen tap, shower, and the toilet flush.



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

Hot water heater

The switch to activate the gas-operated water heater system is situated in the main switch board.

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

1. Turn the gas bottle, located in the rear doors under the bed, 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.
2. Activate the water pump and water heater switch on the 12-volt switchboard.
3. Adjust the 'Boiler' switch upwards to the 60-degree mark.
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, signalling 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.

IMPORTANT INFORMATION
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.

ADDITIONAL TIPS
It typically takes around 20-25 minutes for the water to reach the desired temperature.

Troubleshooting the Hot Water heater

ADDITIONAL TIPS
LPG Gas outages are the most common reason why your hot water is not working.
You can try in the first instance to check you have enough gas supply by lighting the gas cooktop. If you gas cooktop ignites with a flame as normal, this eliminates a gas outage issue and you can move onto the next steps below.

In the unlikely event of a failure, the red LED on the boiler switch for the water heater will light up. It will flash several times, pause and repeat until switched off. Count the number of flashes and refer to the table below:
In the unlikely event of a failure, the red LED on the control panel for the water heater will light up. It will flash several times, pause and repeat until switched off. Count the number of flashes and refer to the table below:

Number of flashes	Fault	Solution
1	No flame detected	Check gas supply making sure there is gas in the bottle and no blockage in the gas line. Ensure gas is used at temperatures below +5C. Reset as per instructions below.
2	Overheat	Check there is enough fresh water in the tank. Turn the switches off. Refill the fresh water tank and we recommend you wait at least 5 to 10 minutes to allow the heater to cool before resetting it as described below.
3	Low / High supply voltage	The minimum operating voltage is 10V, maximum is 12V when measured at the water heater. Check the 12-volt battery voltage of your vehicle. If between 10-volt and 12-volt. Plug your vehicle into a powered campsite using the 240-volt power cable to charge your battery. Reset as per instructions below.
4	Other / Internal fault	Attempt to reset as per instructions below. Reset up to 3 times waiting 5 to 10 minutes in between resets. If this fails, it may require a repair person to fix it. You will need to contact us to find the nearest repairer.

Toilet use

The toilet uses the fresh water from the fresh water tank and the 12-volt system to flush.

1. Turn on the “toilet” and “water pump” switch on the 12-volt control panel.



2. Push the blue button on the toilet to fill the base with water (diagram A)



Diagram A

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



Diagram B

4. Ensure the lever is in the closed position after use (diagram C)



Diagram C

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 (or orange) 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.

> **IMPORTANT INFORMATION**
> Please note: It is crucial for the cassette to click back into position to align with the toilet above.







Proper care of the toilet cassette will help prevent odours, maintain cleanliness, and ensure the toilet system operates correctly throughout your hire.

To prepare and use the toilet cassette

- Ensure the cassette is securely fitted into the vehicle before use.
- Before first use, add one sachet of toilet chemical to the toilet. Push the lever to open the compartment and drop the sachet inside.
- Add approximately 0.5 litre of clean water also to activate the toilet chemical and assist with waste breakdown.

During your trip

- Empty the toilet cassette regularly at designated dump points. To open, unscrew the lid on the toilet cassette. Do not allow the cassette to become overfull, as this may cause spills, leaks, or difficulty emptying.



- After emptying, add fresh toilet chemical and approximately 0.5 litre of clean water before continuing use.
- Using toilet chemical as recommended will help control odours and keep the cassette clean.

Preparing the Toilet Cassette for Vehicle Return

- Before returning your vehicle, the toilet cassette must be cleaned and returned completely empty and free of liquid.
- Empty the toilet cassette at a designated dump point.
- Rinse the cassette thoroughly with clean water. (You may need to repeat this process until the water runs clear.)
- Add the recommended amount of toilet chemical and approximately 0.5 litre of clean water.
- Gently swirl the solution around the inside of the cassette for approximately 30 seconds to clean the interior.
- Empty the cassette completely, ensuring all liquid has been drained.
- Reinstall the clean, empty cassette in the vehicle.

> **!** **IMPORTANT INFORMATION**
> The toilet cassette must be returned completely empty and clean at the end of your hire. Do not leave any water, waste, or cleaning solution inside the cassette.

Internal Shower

Your vehicle has an internal shower unit.



To use the shower:

1. First, decide your power source for the use of the hot water, either LPG gas or 240-volt. Refer to the instructions for the hot water above based on the power source. This will determine how you get access to the hot water in the first instance.
2. You need to ensure the water pump and water heater switches are turned on before using and the switch is on via the hot water heater.



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



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, signalling 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.
5. Once the hot water has heated, turn the shower on via the tap as normal.

> **!** **IMPORTANT INFORMATION**
> Ensure you have sufficient fresh water in the tank before using the shower and water heater.

KITCHEN & APPLIANCES

Using the Kitchen

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 in the microwave

- 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 in the microwave

- 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

Issue	Possible Cause	Solution
Microwave is inoperative and there is no display.	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.
Microwave is operable (light on, turntable working) but is not heating food.	Microwave may be broken.	Please call Star RV for assistance.
Sparks or arcing when microwave is turned on.	Metal object in microwave.	Remove the metal object from the microwave immediately.

Gas bottle

The gas bottle is located on the exterior of the vehicle in a locker marked by an LP gas storage label.





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

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

If you detect the smell of gas

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

Gas bottle refills

The gas bottles can be refilled at any location that offers a refill of LPG gas. Depending on your location, it may be best to do a quick internet search for "LPG gas refill near me" to find the best option for you to use. Calling them ahead will help save you time and or disappointment.

In Australia, BCF (Boating, Camping, Fishing) or Bunnings located throughout Australia can assist with LPG gas bottle refills. Just make sure you call them ahead to double check at your nearest store.

Some vendors (Such as at a petrol station) may offer a swap and go service, however the size of the bottle may not match the bottle you already have. Just make sure you check the size of the gas bottle before using the swap option.

Stove top & grill

> **WARNING**
> It is not safe to use cooking appliances for comfort heating. Always have sufficient ventilation when using this appliance by opening a window or door of your vehicle.

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.

> **IMPORTANT INFORMATION**
> Once you've finished cooking, wait until the burners have cooled down before lowering the lid on the stovetop (if you have a lid).
> The stove top lid must be in a fully upright position for the hotplate and grill to ignite.

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.



IMPORTANT INFORMATION
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.

IMPORTANT INFORMATION
The stove top lid must be in a fully upright position for the hotplate and grill to ignite.

Fridge

The fridge on board your motorhome operates via a three-way system. To operate the fridge, follow these instructions:
Locate the fridge switch in the main switch board panel. We recommend keeping this on for the duration of your journey to avoid the fridge from warming up. The fridge will require at least 6-12 hours to cool down again if switch is turned off.



Activating your fridge switch will illuminate the operation panel situated between the fridge and freezer compartments. The screen will display "Auto," indicating that the settings have been automatically configured to switch between battery, gas, and power modes. If a red error code appears on the panel, please refer to the error table at the end of this section for troubleshooting information.





IMPORTANT INFORMATION
The 12-volt source operates only when the vehicle is being driven. The gas supply functions only when the vehicle is off, not parked on an angle, is NOT connected to 240-volt, and the gas valve is open. The 240-volt power is available only when connected to an external power source.

Manually switching the fridge modes

240-volt: To be only used when plugged into 240-volt mains power. To manually select the 240-volt operation, press the silver dial and turn until the second bar, labelled "Auto," is highlighted, press again click to select. Turn the dial again until you see the 'plug' symbol highlighted with a white border and press to select. Turn the dial to press the back arrow and return to home screen.



IMPORTANT INFORMATION
The vehicle must be parked on level ground to operate the fridge on 240-volt mains power.

12v Battery: The 12-volt source operates only when the vehicle is being driven to manually select the 12-volt operation, press the silver dial and turn until the second bar, labelled "Auto," is highlighted, press again click to select. Turn the dial again until you see the 'battery' symbol highlighted with a white border and press to select. Turn the dial to press the back arrow and return to home screen.



IMPORTANT INFORMATION
If you try to use the battery when stationary it will not work. The fridge may beep and the display screen will continuously flash.

Gas: To be only used when stationary and NOT plugged into 240-volt mains power. To manually select the gas operation, press the silver dial and turn until the second bar, labelled "Auto," is highlighted, press again click to select. Turn the dial again until you see the 'flame' symbol highlighted with a white border and press to select. Turn the dial to press the back arrow and return to home screen.



IMPORTANT INFORMATION
When using gas, ensure your gas bottle is open correctly. The vehicle must be parked on level ground to operate the fridge on gas.

IMPORTANT INFORMATION
It is highly recommended to use the fridge in Automatic mode. In automatic mode the fridge will automatically selects the best source available.

To set the temperature of the fridge, press the silver dial. It automatically highlights the temperature bar on the first click. Turn the dial to the desired temperature (the more bars, the cooler the fridge will become).
Pull the levers shown below to open the fridge and freezer compartment door





IMPORTANT INFORMATION
Do not over fill the shelves inside the fridge. Excess weight can damage the fridge shelves. Evenly distribute weight on the shelves.

Refrigerator general troubleshooting

It is highly recommended to use the fridge in Automatic 'AUTO' mode. In 'AUTO' mode the fridge will automatically selects the best source available.
Make sure the vehicle is parked on a level ground for your fridge to work properly when you are using either 240-volt mains power or Gas. The fridge will NOT work and it will NOT achieve optimum cooling temperature if the vehicle is parked on tilted/inclined surface.
If the outside temperature is more than 34 degrees, put an ice bag at the bottom shelf of your fridge and freezer to achieve optimum cooling performance. Just make sure the ice bag doesn't have any leaks to avoid a water mess.

Troubleshooting fridge error codes

Error code	Possible Cause	Solution
E03	No connection between power module and display	Turn fridge switch off and on again. Press Silver button down for three seconds to reset fridge. Once you hear the first beep, release your finger. If the problem still exists, contact JUCY Roadside assistance.
E07: No cooling capacity in gas mode. The refrigerator does not work	The gas cylinder is empty	Replace the gas cylinder
E07: No cooling capacity in gas mode. The refrigerator does not work	The gas valve is closed	Twist the valve open very slowly
E07: No cooling capacity in gas mode. The refrigerator does not work	Air is in the supply line	Press Silver button down for three seconds to reset fridge. Once you hear the first beep, release your finger. Switch the refrigerator off and on again. Repeat the procedure three to four times if necessary. If the problem still exists, contact JUCY Roadside assistance. Check if the vehicle is at an angle and adjust so it is level, if necessary.

E08: No cooling capacity in 240-volt power mode. The refrigerator does not work	The fuse in the AC mains is defective	Check the circuit breaker. The fridge switch fuse may need to be replaced. If the problem still exists, contact JUCY Roadside assistance.
E08: No cooling capacity in 240-volt power mode. The refrigerator does not work	The vehicle is not connected to the AC mains	Check if the mains power is available and vehicle is properly connected to power
E08: No cooling capacity in 240-volt power mode. The refrigerator does not work	The AC heating element is defective	Check if the device is at an angle and adjust it so it is level, if necessary. Press Silver button down for three seconds to reset fridge. Once you hear the first beep, release your finger. If the problem still exists, contact JUCY Roadside assistance.
E09: No cooling capacity in 12-volt power mode. The refrigerator does not work	The vehicle battery is discharged	Recharge the 12-volt battery. Press Silver button down for three seconds to reset fridge. Once you hear the first beep, release your finger. If the problem still exists, contact JUCY Roadside assistance.
E09 (same)	The vehicle ignition switch is not turned on	Make sure the vehicle is running
E09 (same)	The DC heating element is defective	If the problem still exists, contact JUCY Roadside assistance.
E09 (same)	The fuse in the DC Supply is defective	Check the circuit breaker. The fridge switch fuse may need to be replaced. If the problem still exists, contact JUCY Roadside assistance.
E12	Gas valve test error. Gas operation not possible	Turn off gas valves then very slowly turn on again. Press Silver button down for three seconds to reset fridge. Once you hear the first beep, release your finger. If the problem still exists, contact JUCY Roadside assistance.
E13	Internal communication error. Gas operation not possible	Press Silver button down for three seconds to reset fridge. Once you hear the first beep, release your finger. If the problem still exists, contact JUCY Roadside assistance.
E14	In stand-alone gas mode: The battery charge of the battery packs is too low	Recharge 12-volt battery. Turn fridge off and on again. If the problem still exists, contact JUCY Roadside assistance.
E50	Gas lock after 3 ignition attempts	Ignition not possible. Press Silver button down for three seconds to reset fridge. Once you hear the first beep, release your finger. OR: The gas cylinder is empty — replace the gas cylinder and press Silver button down for three seconds to reset fridge.

E51	Gas lock, internal error in the power module	Press Silver button down for three seconds to reset fridge. Once you hear the first beep, release your finger. If the problem still exists, contact JUCY Roadside assistance.
E52	Ground contact, gas valve	Press Silver button down for three seconds to reset fridge. Once you hear the first beep, release your finger. If the problem still exists, contact JUCY Roadside assistance.
E53	Ground contact, ignition electrode	Press Silver button down for three seconds to reset fridge. If the problem still exists, contact JUCY Roadside assistance.

Issue	Possible Cause	Solution
Refrigerator has insufficient cooling	The ventilation around the cooling unit is not sufficient	Check that the ventilation grille is not obstructed
Refrigerator has insufficient cooling	The evaporator is iced up	Check whether the refrigerator door is properly closed. Defrost the refrigerator
Refrigerator has insufficient cooling	The temperature is set too high.	Set a lower temperature.
Refrigerator has insufficient cooling	The ambient temperature is too high.	Remove the ventilation grille for a while so that warm air can escape quicker.
Refrigerator has insufficient cooling	Too much food at once was placed in the refrigerator	Remove an item
Refrigerator has insufficient cooling	Too much warm food at once was placed in the refrigerator	Remove the warm food and leave it to cool down before putting it in again.
Refrigerator has insufficient cooling	The refrigerator has not been operating for very long.	Check the temperature again after four or five hours.
Refrigerator has insufficient cooling	Vehicle is not parked on ground level	Make sure the vehicle is parked on level ground
12-volt Battery Charging Time	Driving time	Drive at least 30/40km to get back up to 12-volt from approx. 10-volt if the battery is still in good condition
Powered site 240-volt charging time	Charging battery	By using 240-volt power to charge your battery, it should charge back over 12-volt after 10 to 15 minutes.

IMPORTANT INFORMATION
If you are going off grid for a few days, ensure you have a full battery (12-volt) as your battery will only last up to two days when used conservatively.

Kitchen Tap

There is a tap and sink located in the kitchen area. Turn the tap on and off as you would a normal tap. Your water pump switch needs to be on via the control panel for the water to flow through the tap. You will need to also ensure that you have fresh water in the tank. Tap may vary in design from the image below.





IMPORTANT INFORMATION
We ask that you do not put food scraps or any items other than liquids into the sink to prevent it from getting clogged in the first instance. We do not recommend you drink the water from the tap.

Troubleshooting Tips

Issue	Possible cause	Solution
My sink wont drain.	The most common reason for a sink not draining is due to the grey water tank not being emptied	Try emptying the grey water tank and see if this works.
	If the grey water tank is empty and your sink still won't drain, the pipe may be blocked.	We recommend pouring hot water or baking soda mixed with vinegar down the sink to unblock the pipe.

COMFORT & ENTERTAINMENT

Comfort & Entertainment

Heater & 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 240-volt power.





Operating the air conditioner

- You must plug the vehicle into 240-volt mains power.
- Turn on the unit by pressing the blue power button on the remote control.
- Select the mode (Heat, cool or fan).
- Adjust the temperature using wither the plus button (for higher) or minus button (for lower).

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

Using the air conditioner in humid and hot conditions

When utilising the air conditioner in humid climates, it's essential to take extra precautions to ensure optimal performance and minimize potential issues.

- If leaving the vehicle unattended for an extended period, keep curtains/blinds closed to maintain a cooler internal temperature.
- Before activating the air conditioner, ventilate the interior by opening doors and windows to expel warm air from the motorhome, thus reducing the internal temperature.
- Once the internal temperature has sufficiently decreased, close all windows and external doors before switching on the air conditioner.
- Adjust the temperature to 23C while ensuring the fan operates at maximum speed. Avoid setting the temperature below this level.
- By adhering to these guidelines, you can reduce the risk of condensation, which may lead to water overflow within the motorhome.

IMPORTANT INFORMATION
During periods of high temperature, air conditioners may experience fluctuations in power due to voltage drops from the 240-volt power source. This can result in blown internal fuses, causing the air conditioner to malfunction.

Using the air conditioner in cold conditions

- The air conditioning units may cease functioning when temperatures drop below 4C.
- If this occurs, wait for the temperature to rise before attempting to use the air conditioner again.

Lights

To use the cabin lights, turn on the light switch in the main switch board.



Use the switches located on the right-hand wall of the kitchen and next to TV. Location and sizes may vary depending on vehicle model.





You can operate each light directly by pressing the button located on the device. The switches next to side entrance door will turn on your outdoor lights underneath the awning.





IMPORTANT INFORMATION
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.

Television

Some of our vehicles are fitted with a smart television for your entertainment.
You can find the remote conveniently located in the main switch board cupboard. The TV operates on both 12-volt and 240-volt mains power. Additionally, it may feature various for streaming which are accessible when connected to Wi-Fi and internet.

> **IMPORTANT INFORMATION**
> Television reception may vary in rural areas and not all vehicles are fitted with a television.

You can stream your own content to the TV

Even if there is no TV reception, you can still use the screen to watch your own content. Most vehicles allow you to:

- Connect your phone, tablet, or laptop via HDMI
- Use the TV as a screen to stream Netflix, YouTube, or other apps from your device

Simply plug your device into the TV using an HDMI cable and select the HDMI source on the TV.





To use the television on 240-volt power

Your TV only operates when the vehicle is connected to 240V mains power at a powered campsite. Please ensure that the television 240-volt cord is plugged in and the power switch is on. Use the 240V power cord to connect power to the vehicle.
Press "TV" on the power control panel to give the television power.
To use free to air television, ensure the aerial (white or black cord) is plugged in. Please note that television reception may be limited in some rural areas.

To use the television on 12-volt power

Please ensure that the television "TV" button is switched on within the control panel and the power cable is connected.
To use free to air television, ensure the aerial (white or black cord) is plugged in. Please note that television reception may be limited in some rural areas.

Troubleshooting Tips

- Ensure the vehicle is plugged into a powered site -- it works best this way.
- Confirm the campsite power outlet is switched on.
- Check the TV power point and that no circuit breakers have tripped and it's plugged in with the power on.
- If the TV displays "No Signal", this is usually due to local reception. Adjust the aerial or retune the TV to local channels using the remote.
- No TV reception? You can still watch your own content by connecting a phone, tablet, or laptop to the TV via HDMI and selecting the HDMI input.

Media

Turn on the media switch to operate the media player in the main switch board. This will turn on the speakers in the back cabin and the outdoor speakers located on the passenger side. See below for the function of each button.

1. Settings
2. Select between Bluetooth and radio options (please see 7)
3. Rewind
4. Forward
5. On/Off
6. Play/Pause
7. After pressing button "2", rotate button "7" to navigate through the available options. Additionally, press the 7 again to access the volume settings. Rotate the knob to adjust the volume up or down. You can change the volume for the inside and outside speakers by pressing the button to select "Area 1" (inside), press again to select "Area 2" (outside), or press once more to adjust both volumes simultaneously.
8. To return to the main page, press button "2" again.



SLEEPING & LIVING

Sleeping & Living Areas

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)

1. Remove the tabletop from the table leg by turning the top handle underneath the table in an anti-clockwise direction 3 turns and remove the table from the pole. Don't fully unwind the top handle otherwise it will remove itself from the mechanism.
2. Remove the table leg from its attachment point by pulling it away.
3. Insert the tabletop between the two seats so that it is resting on the ledges to make up the base of the bed.
4. Using the cushions from the seats, arrange these so the bed looks like Diagram A.
5. Extend the bed arms using the handles to establish the double bed (Diagram B).
6. Finalise the bed by using the backrest from the rear dinette (Diagram C).

> **!** **IMPORTANT INFORMATION**
> Within Step 1: Don't fully unwind the top handle underneath the table otherwise it will remove itself from the mechanism.

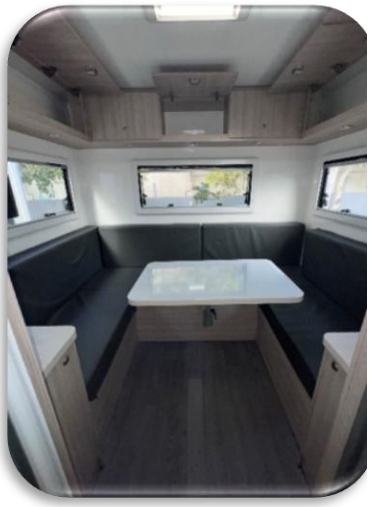


Diagram A / Diagram B / Diagram C

Bed 2 (Rear dinette)

- Step 1: Remove the tabletop from the table leg by turning the top handle underneath the table in an anti-clockwise direction 3 turns and remove the table from the pole.
- Step 2: Remove the table leg from its attachment point by pulling it away.
- Step 3: Rest the tabletop on the ledges of the seating area to make up part of the bed base.
- Step 4: Use the back-rest cushions to complete the mattress.

> **IMPORTANT INFORMATION**
> Within Step 1: Don't fully unwind the top handle underneath the table otherwise it will remove itself from the mechanism.





Bed 3 (Overhead bed)

The overhead bed should be accessed by the ladder stored in the overhead 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.





Storage units

Storage cupboards are located above both the middle and rear tables for storing personal items during your journey. To open or close, simply press the silver button. Some models may also feature storage units beside the rear couches, complete with hangers for added convenience.

Additionally, there is storage in the external compartments for you to use also.





IMPORTANT INFORMATION
Storage compartments can vary by vehicle. Images shown are sample only and may not be an exact match to your vehicle.

OUTDOOR LIVING

Outdoors

Awning

> **IMPORTANT INFORMATION**
> **Take care with the awning** – Always retract the awning in windy or rainy conditions. Wind can cause the awning to move or lift unexpectedly, while rain can cause water to pool and place excess weight on the awning, potentially causing damage. **Never extend the awning in windy conditions and retract it before conditions deteriorate.**

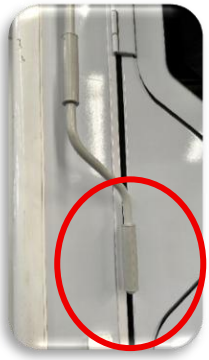
To roll out the awning

- Find the awning winder arm located in the rear storage unit.



- Place the silver knob on the end of the arm into the small insert on the lefthand side of the awning





Unwind the awning by spinning the handle to open and in reverse to retract.

> **IMPORTANT INFORMATION**
> Rotate the handle in a clockwise direction to open the awning. Please note that if the legs of the awning have not been locked in correctly, they may fall out when opening. Ensure nobody is standing directly under the awning when opening.

- Once the awning is open, remove the awning winder arm by pushing upwards and turning the silver knob into a position where it can be removed.

- Release awnings legs and twist to face the vehicle.



- Use the knob at the top of the awning leg to loosen then lengthen.



Twist the knob to loosen and lengthen the leg.

- Once the leg is lengthened, insert the silver piece into the rectangular white inserts located next to the freshwater tank and to the left of the side entrance door.



To roll up the awning, follow the above steps in reverse and use the awning winding arm in an anti-clockwise direction until the awning has fully retracted.

To roll up the awning

To roll up the awning, follow the above steps in reverse and use the awning winding arm in an anti-clockwise direction until the awning has fully retracted.

FUEL, MAINTENANCE & ROADSIDE

Fuel, Maintenance & Roadside

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





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. Below are the locations for the AdBlue on our 2 vehicle models:

MERCEDES	IVECO
20L AdBlue tank	20L AdBlue tank
Located under bonnet	Located next to driver side front door
	

IMPORTANT INFORMATION
AdBlue is NOT a diesel fuel additive. DO NOT add or mix with diesel under any circumstances.

Spare Tyre and Tools

There are two different sets of instructions to change the tyre depending on if you have an Iveco and or Mercedes. Please ensure you are following the correct instructions specific to your vehicle.

Iveco

- **Prepare the Vehicle:** Stop the vehicle in a safe, flat, and stable area. Turn off the engine and engage the parking brake.
- **Retrieve the Tools:** The tools can be found under the front driver seat. To access them, pull the compartment out from beneath the seat. The tray the tools are located in will slide out. The jack is located underneath the seat also within the tools.





- **Loosen the Wheel Bolts**: Use the bolt spanner, extension, and rod to loosen the wheel bolts by one turn.
- **Position the Jack**: Extend the jack slightly and position it at the designated lifting point.
- **Lift the Vehicle**: Raise the vehicle using the jack until the wheel is off the ground.
- **Take Off the Punctured Wheel**: Use the wrench to remove the spare wheel from under the vehicle and free it from its holder.
- **Collect the spare wheel**: The spare tyre is located at the back of the vehicle, underneath the motorhome. To access it, use the release mechanism (use the 2 metal rods from your toolkit and join them together) to unclip the tyre from its place and unscrew the bolts to lower the tyre to access it. Ensure you clip it back into place when done.



Bolts are underneath. Use the tools to release them.

- **Install the spare wheel**: Place the spare wheel, lining up the holes with the pins. Tighten bolts by using the bolt spanner, extension and rod crossing from one bolt to the opposite one.
- **Lower the car**: Lower the car back down and remove the jack ensuring you tighten the wheel bolts fully. Ensuring to put the tools back into their location.

Mercedes

- **Prepare the Vehicle**: Stop the vehicle in a safe, flat, and stable area. Turn off the engine and engage the parking brake.
- **Retrieve the Tools**: The tools can be found at the feet of the front passenger seat. To access them, pull the plastic compartment lid off. The tools will be underneath. You can use the flathead key from your keyset to open this if locked.



- The Jack is located underneath the driver seat. Remove the cover and pull it out.



- **Loosen the Wheel Bolts**: Use the bolt spanner, extension, and rod to loosen the wheel bolts by one turn.
- **Position the Jack**: Extend the jack slightly and position it at the designated lifting point.
- **Lift the Vehicle**: Raise the vehicle using the jack until the wheel is off the ground.
- **Take Off the Punctured Wheel**: Use the wrench to remove the spare wheel from under the vehicle and free it from its holder.
- **Collect the spare wheel**: The spare tyre is located at the back of the vehicle, underneath the motorhome. To access it, twist the handles (as seen in the image highlighted below) to release the tyre from its storage and lower the tyre from the rack to access it. Ensure once you have collected the tyre, to put the rack back into place by fastening the handles.



- **Install the spare wheel**: Place the spare wheel, lining up the holes with the pins. Tighten the bolts by using the bolt spanner, extension, and rod crossing from one bolt to the opposite one.
- **Lower the car**: Lower the car back down and remove the jack. Ensuring you tighten the wheel bolts fully. Ensuring to put the tools back into their location.

Additional vehicle information

Type	Detail
Tyre Size	Mercedes: 205/75 R/16C, Iveco: 195/75R16C
Tyre pressure	50 PSI
Oil type	Pro 5 5W30
Coolant type	Red Coolant (any brand)
Car Battery	Mercedes: NPCISS100H Iveco: NPCISS110H

IMPORTANT INFORMATION
Service stations may not have the correct oil type for our fleet.
It is recommended to visit a mechanic who will most likely have the correct oil type you need to purchase if an oil top up warning comes on.

VEHICLE RETURN

Vehicle Return

Get ready for vehicle drop off

Please return your vehicle at the time listed in your booking confirmation.

> **IMPORTANT INFORMATION**
> Sorry, no after-hours drop-offs. We want to make sure everything's safely checked back in.

Before you say goodbye to your vehicle

- Top up the fuel and gas (if applicable based on your confirmed booking date) to the same levels as when you picked up.
- Remove all your items, including any food or gear from cupboards, drawers, or storage.
- Tidy up the vehicle — a quick clean, dishes done, and rubbish taken out.
- If you confirmed your booking on or before 30th April 2026, you will need to ensure you return vehicle to us with your LPG gas bottles full.
- If you confirmed your booking on or after the 1st May 2026, you can return your vehicle with empty LPG gas bottles, because you have paid for this with the LPG Fee applied to your booking.
- If your vehicle has a toilet cassette and grey water tank, please empty them at an authorised dump station before you return.
- Then just hand the keys back to our friendly team and you're all set!