

Polaris 6

Your complete guide to your Star RV vehicle

New Zealand / Gen001 / Mercedes

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Images within this manual are for illustrative purposes only.
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
Download the vehicle manual	Get to know your vehicle with our how-to videos and the full vehicle manual. Scan the QR code in your vehicle to find them, and make sure you're looking at the correct vehicle generation.
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.
Freedom Camp responsibly	Your vehicle is certified self-contained. It has an onboard toilet and waste-water tank, so you can stay at campsites and freedom camping areas marked "self-contained vehicles only". Always check local signs and council rules before you stay, as some areas have time limits or don’t allow camping at all. Empty your toilet and waste water at an approved dump station only. Fines may apply.
Rubbish Bins	You’ll also find a reusable rubbish bin in your vehicle. Pop your rubbish in there, empty it at a verified dump point, then give it a rinse, so it’s ready to use again! Please help us keep our environment clean.
Road User Charges	In New Zealand, diesel vehicles may incur Road User Charges based on kilometres travelled. These are charged on your vehicle’s return.
Follow the speed limits	Always obey posted speed limits, which are strictly enforced in New Zealand. Speed limits vary depending on the type of road, vehicle, and location. Our **Polaris 4 and Polaris 6** motorhomes are classified as **heavy vehicles** in New Zealand. Unless a lower speed limit is posted, the maximum speed for these vehicles is **90 km/h (55 mph)**. In urban areas, the speed limit may reduce to **50 km/h**, or lower in designated areas such as **40 km/h school zones**. Always follow the posted speed limit, even if it is lower than the maximum allowed for your vehicle.

Description of keys

Key	What you need to know
 or   *Ignition*	**Ignition Key** Use the ignition key to: • Start your vehicle. Turn the key in the ignition barrel and release once the engine starts. • Keyless vehicles: keep the key fob close to the Start/Stop button to start the vehicle. • Lock or unlock the fuel tank's cap.
 or   *Side door*	**Side Entry Door** There are two keys which lock or unlock the vehicle's side entry door lock. One will be for the deadbolt, the other will be for the entry door lock. ***We recommend you just use the deadbolt to secure the vehicle side door.***
 	**Toilet Cassette Compartment:** Use this key with THETFORD engraving to lock or unlock the vehicle's toilet cassette compartment. To open the compartment once unlocked, push in the buttons fully whilst pulling the sides to open.
  	**External Storage Compartments** Use this key to lock or unlock the vehicle's external storage compartments including: • LPG gas compartment • Storage compartments and small storage compartments To open the compartment once unlocked, push in the buttons fully whilst pulling the sides to open.
 or   *Fresh Water Tank*	**Fresh Water tank / gas locker / outdoor shower key** Use the small round silver key to lock or unlock the vehicle's freshwater filling point.

Vehicle equipment

Fire extinguisher

Each vehicle is equipped with a dry chemical fire extinguisher, 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 at the top of the bottle, direct the nozzle towards the base 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 powered 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.

Gas alarm

Each vehicle has a 'harmful gas' alarm located behind the rear cabin seats. In the event there is a high level of harmful gas, the alarm will beep, and a red light will indicate.



IMPORTANT INFORMATION
When the alarm is beeping, open all windows and move to fresh air. ***If there is an actual fire and or heavy smoke, evacuate immediately and call emergency services***

Seat belts & baby seats

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.

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

Baby seats

The location of the anchor points may vary depending on the age of your vehicle. Please refer to the images below to ensure you are following the correct instructions:

Option 1: Your anchor points are located behind the headrest.
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. There is no Isofix connection available.



Baby Seat installation for option 1

1. Locate the anchor points (refer image to their location above).
2. Firmly attached the tether strap to the anchor point.
3. 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.
4. 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.

Option 2: Your anchor points are located behind the cushions
The two anchor points for 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.





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

Baby Seat installation for option 2

1. Remove both the back cushions for easy access.




2. Firmly attach the tether strap to the anchor point. Depending on your vehicle, it will look like one of the images below. Highlighted are the anchor points.


or


3. 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.
4. 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.



5. 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 in parking mode





or

The 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 key provided. **If your vehicle has a key fob, keep it close by and press the Start/Stop button to start the vehicle.**



With your foot still on the brake pedal, pull the gear stick down into the 'D' position. The dashboard will display a 'D' indicating the vehicle is in Drive.
Disengage the hand brake by pulling up slightly with the button held. The hand brake will start to move down.



Gear stick in driving mode





or

To engage the handbrake, pull the button towards you. A white light will appear.



IMPORTANT INFORMATION
CAUTION - Handbrake is on the left, beside the driver's seat. Do not forget to disengage the hand brake before you drive. 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



Folding 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

Some vehicles may have windows that open outward or slide sideways to open. 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.

ADDITIONAL TIPS
Some vents may vary between models

Entry door

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 anticlockwise 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.



ADDITIONAL TIPS
Please note, doors may vary between models.

Outdoor step

Your motorhome is equipped with either an electric or manual doorstep. For the manual step, simply grip the middle of the step and pull out until it locks into place. To close, push it towards the cabin until it clicks back into place.

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.



Manual side doorstep

Dashboard warning lights

Dashboard Warning Lights Guide – Polaris 6 Gen001 Mercedes-Benz Sprinter.

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 color 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.
	**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.
	**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.
	**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.
	**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.
	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.
	**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.

	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.
	**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.
	**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.
	**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.
	**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.

Connect your phone

How to connect your phone to the vehicle using Bluetooth

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).

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.

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.

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 and to recharge the house battery, connect the motorhome's 15AMP electricity cord to a 240-volt external power source. These devices will only work if you are connected to 240-volt power.

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.

You will know that the 240-volt is working by the microwave turning on and displaying a clock.

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.*** On some vehicles, the 240-volt outlets and appliances are protected by two circuit breakers located at the bottom of the back seat. If they trip, switch them back to the 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 the 240-volt

Problem	Possible cause / Solution
240-volt not working	Check the 240-volt cord is connected to the power site and motorhome properly. Make sure the circuit breakers on both the power site and motorhome haven't tripped. If the above options are correct, try to change the 240-volt cord (can usually hire from a campsite) or try an alternative power site. If the plug does not release easily, do not use excessive force or tools to remove it, as this may damage the plug or the vehicle's power inlet. If none of the above work, please call the Star RV helpline.
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. On some vehicles, the circuit breakers are at the bottom of the back seat.

12-volt electrical system

Your motorhome has two batteries, one in the engine compartment and one under the passenger's seat. The battery inside the cabin is also called the auxiliary battery.
The auxiliary battery operates the TV, water pump, fridge and interior lights, extractor fan and toilet.
It is charged by both the alternator when the vehicle is being driven and the 240-volt system when it is plugged into a mains power source.
The 12-volt electrical panel is located on the side, just above the domestic switches, and the digital gauge displays the voltage as a blue number.
Some vehicles have an analogue gauge instead, located on the side wall as you enter the motorhome, just above the domestic switches. The needle should stay within the green section.



12v electrical panel

or



12v analogue gauge

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.

IMPORTANT INFORMATION
The more appliance you use, the faster the power will drain from the battery. If the 12V battery drops to 11V or below, drive the vehicle or plug into 240V power to recharge it.

Power points and USB Charging

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 or outside underneath the awning.



IMPORTANT INFORMATION
The power points will only work when you are connected to 240-volt power at a powered campsite.

WATER & BATHROOM

Water & Bathroom Systems

Freshwater tank

Onboard the vehicle is a freshwater system consisting of a water pump and freshwater tank. The water tank has a 120L capacity and is located on the passenger side of the vehicle. This water is for the sink, shower and toilet flush.
Your motorhome comes with a freshwater hose, used to fill up the tank. When the tank is full, the water will overflow out of the water inlet.

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.



ADDITIONAL TIPS
You can check the level of your water on the domestic switchboard by pressing the test button. The green light will indicate how full the water is. The fresh water level is on the left, the waste water level is on the right.



Greywater tank

The greywater holding tank collects wastewater from the kitchen, bathroom sink and shower. You can see the level of your water on the Domestic panel switchboard. This is labelled 'waste'.
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.





ADDITIONAL TIPS
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.

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 a 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.



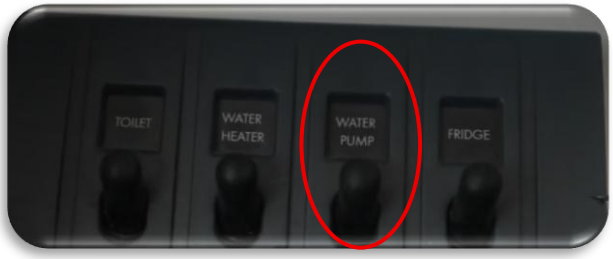




Water pump

To use water on board the vehicle, ensure there is water in your freshwater tank. On the switchboard, push the PUMP switch down. You will hear the pump quietly start.
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 button on to operate the kitchen tap, shower and toilet flush.





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

IMPORTANT INFORMATION
Do not drink the water from the tap unless it's boiled first.

Hot water heater

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

To operate the water heater using LPG:

1. Turn the gas bottle valve on, located in the external storage compartment named LPG Storage, turn the LPG gas bottle knob 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. Turn on the 'water heater' switch on the 12-volt switchboard panel. Some vehicles will also require you to turn on the water pump switch on for the water to flow.





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, 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.

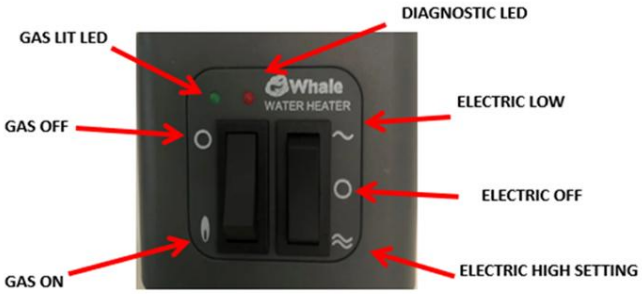
ADDITIONAL TIPS
Your motorhome is fitted with a 240-volt hot water system. When connected to mains power, this system will automatically activate and commence heating the water. If the water has already been heated via the 240-volt mains power, the gas operation for the hot water will be inactive.

To operate the water heater using 240-volt mains power:
Your motorhome is fitted 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.

1. Using the 15amp power cable, plug your vehicle into an external power source at a powered campsite.
2. Turn on the water heater and water pump switches via the control panel.



3. The water heater switch next to the control panel will illuminate and the boiler will ignite. The switch on the left, needs to be in the “o” symbol position when using gas as your option (shown below).
4. The switch on the right, will determine the temperature of the water once heated. It is (top to bottom) low, off, high.



5. Once the boiler has ignited with a successful flame, the water will take approx. 30-40 minutes to heat.

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

Hot water heater with a single switch (some vehicles)

Some vehicles have a single "water heater" switch. To operate the water heater using LPG on these vehicles:

1. Turn on the gas bottle, located in the side panel on the driver's side, ensuring the valve is fully opened. Twist the valve on the gas bottle counter-clockwise to open and clockwise to close.
2. Turn on the "water heater" switch. The red light next to the switch will illuminate bright red and the boiler will attempt to ignite.
3. Once the boiler has ignited with a successful flame, the red light will dim and the hot water will take approx. 30-40 minutes to heat.

If the light stays bright red after about 2 minutes:

1. Turn off the switch.
2. Check that there is gas in the bottle and that the tap is turned on.
3. Check that the gas valve is on. This is located by the gas bottle locker. The image below shows the on position.



4. If everything is on, turn the switch back on.
5. If the light is still bright and hasn't dimmed, turn off the switch, leave it for 15 seconds, then turn it back on. Repeat this step up to another 3 times if it doesn't dim.
6. If it is still not working, please call the Star RV helpline.

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 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:
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.

Reset the hot water heater

1. Turn off the system via the switches on the control panel and turn off the gas.
2. Locate the blue hot water cylinder under a seat in your rear lounge area.





3. Locate your hot water cylinder and press the reset button, holding it in for 5 seconds and release (see picture below). This will make the red light go out on the switch.





4. The reset can be completed by moving the hot water heater switch from the ‘on’ position to the ‘off’ position and then back to the ‘on’ position. The complete sequence of switch movements must be completed within 2.5 seconds for a reset to be successfully cleared.



Hot water heater ventilation
Your hot water heater has an exhaust, on the exterior of the vehicle. Please make sure you do not park too close or leave anything that may lean up against it when you are heating the water because it can get hot.



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). The blue button may be on the top or to the side of the toilet.





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, make sure the grey flush lever is in the closed position, then 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. On the water heater switch, on the left-hand side, select either 240-volt power source, or gas. On the right-hand side, select your temperature. In order (top to bottom) low, off, high. (refer to the instructions for the hot water depending on your power source).



or



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

External Shower

Your vehicle may have an external shower unit. You need to ensure the water pump is turned on before using. The external shower is not a standard feature of our vehicles.





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

KITCHEN & APPLIANCES

Kitchen & Appliances

Microwave

The microwave in your motorhome will only operate via 240-volt power. This means that you must be plugged into an external power source.
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 are a fire hazard - except the obvious like popcorn bags which are designed to be microwaved.
- 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	Possible cause
Microwave is inoperative and there is no display.	240-volt power is not plugged into 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 it is not heating food.	Microwave may be broken. Please call the Star RV on-roads team for assistance.
Sparks when the microwave is turned on.	Metal object in the microwave.

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 INFORMATION
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.

IMPORTANT INFORMATION
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 New Zealand, 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.

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.

Stove top & grill

IMPORTANT INFORMATION
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.



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.

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. Some vehicles are equipped with 1 electric hob, 3 gas hobs and a gas stove.

Using the gas stove top

1. 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.
2. The stove top in the motorhome has an igniter switch. Ignite the stove using the igniter switch. On some vehicles, make sure the domestic switch labelled "STOVE IGN" is on before using the igniter.
3. Lift the 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.



ADDITIONAL TIPS
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 the stove top lid is fully opened when operating the grill.

Electric hob (some vehicles): To operate the electric hob, make sure you are plugged into a powered campsite and that the hob switch next to the stove is on.





If using a match

IMPORTANT INFORMATION
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.

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

Fridge

The Fridge is operated on the domestic battery and 240-volt hook up. Make sure the domestic switch “Fridge” is on. Once you plug into a powered campsite, the fridge will automatically switch to 240-volt as its power source.

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.
Your switch may be different by design compared to the image shown below depending on your vehicle.



IMPORTANT INFORMATION
The 12-volt source operates only when the vehicle is being driven. On some vehicles, the fridge runs on the domestic battery while parked.
The 240-volt power is available only when connected to an external power source.

Changing your fridge power source

Power Source	Action
240-volt	Plug your vehicle into a powered campsite using the 240V power cable provided. Turn the “Fridge” switch on, via the control panel.
12-volt	Turn the “Fridge” switch on, via the control panel.

To adjust the temperature of the fridge, rotate the dial to number 4.



IMPORTANT INFORMATION
The higher number means the fridge will use more power. Optimal setting is number 4.

Troubleshooting the fridge

Fault	Possible Cause	Action
Fridge not cold	No power supply, low battery, no gas or faulty fridge.	Check the fridge switch is on the control panel, and that the domestic battery has over 10v power. Check you have enough supply of LPG gas in the bottle. If not, you will need to switch the gas bottle over or refill it.

		If this fails, connect the vehicle to 240-volt power source at a powered campsite.
Compressor makes short start attempts	Bad power supply, too low voltage or a voltage drop during start attempts, or discharged batteries.	Charge the vehicle batteries, run the engine for a number of hours by driving it (to allow it to charge back up) or plug into powered campsite using the 240-volt power source to charge it back up.

IMPORTANT INFORMATION
If the above troubleshooting fails, please call the Star RV helpline.

Fridge ventilation

Your vehicle has an external ventilation for the fridge, please ensure you do not place an items in front of the vent as it may get hot when the fridge is in use.



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 and power 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
Water not suitable for drinking.
Please do not put food scraps or waste down the sink drain. This can block the pipes and prevent the grey water tank from emptying correctly. A cleaning fee will apply if the grey water tank is not empty on vehicle return.

Troubleshooting Tips for the kitchen sink

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 & LIVING

Comfort & Living

Heater

Your vehicle has an internal heating system that uses the LPG and ignited by the 12-volt battery.
Some vehicles have a diesel heater instead (see "Diesel heater" below).
To operate the heater, make sure you have sufficient charge of the domestic battery.
Make sure the gas bottle is on and has adequate gas level.
Rotate the top dial clockwise to the flame icon. You might hear a small "whoosh" as the gas ignites.



The fan will start to blow air in about 30 seconds; heat should start flowing after 90-120 seconds. Adjust the bottom digital setting to suit your comfort, and the heater will cycle on and off to maintain the set temperature.



Troubleshooting the heater

Problem	Possible Cause	What to Do
No ignition	Low battery or gas not turned on	Check gas supply and battery
Heater clicks but no heat is coming out.	Air in gas line or blocked vent	Check the vents are not obstructed. Check the gas is full and switch the gas bottles over to a new one or refill.
Blowing cold air only	The set temperature is too low	Increase the temperature on the dial
Heater unit won't power on	Blown fuse or power off	Check fuses and 12V system. Switch to gas and or connect your vehicle to 240-volt to charge the 12V battery.

In the unlikely event of a failure, the red LED (diagnostic LED) on the Control Panel will flash a number of times, pause, and repeat until switched off. Count the number of flashes and refer to the fault-code table below.

Number of Flashes	Fault	Remedy
1 flash	No Flame Detected	Check gas supply making sure there is gas in the bottle, the applicable valve is open and no blockage in the gas line. You should swap gas bottles in the first instance to see if this resolves it. Reset the system as described below.
2 flashes	Overheat	Check the air ducts and vents are not blocked or restricted. We recommend you wait at least 5 to 10 minutes to allow the heater to cool before resetting as described below.
3 flashes	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 flashes	Combustion air fault	Check combustion air flute and exhaust flute for blockages. This will require a technician to check for you as requires the internal pipes to be checked. Please do not check the pipes yourself. Try a reset of the system as described below.
5 flashes	Other/Internal fault	Attempt to reset as described below. If this fails, it needs to go to workshop or branch.
Solid	General Fault	Two faults have occurred at the same time OR at least five or more reset clearing attempts have been unsuccessful. Reset the system by pressing the red Reset Button on the Water Heater system as described above.

To reset the heater:

1. Turn the temperature knob to MAX.
2. Turn the dial to the gas flame on to off position then back to on position. This sequence of switch movements must be completed within 2.5 seconds for the reset to be fully cleared.
3. The heater should start working again, and the green light should turn on. If there is air in the gas line (example after a gas bottle change, the heater may require several attempts before it lights).
4. Turn the temperature knob back to your desired temperature.
5. You can try the reset up to three times. If the heater doesn't work after the fourth reset attempt, please call our help line.

Diesel heater (some vehicles)

Some vehicles are equipped with a heater that is operated from the domestic battery and fuelled by the diesel tank of the motorhome.
To operate, make sure you have sufficient charge of the domestic battery (check that the needle is in the green area of the voltage meter). Rotate the dial clockwise to the desired setting. The triangle in the middle will illuminate green.



The fan will start to blow air in about 30 seconds and heat should start flowing after approximately 90-120 seconds.

- Please note that the lights in the cabin will flicker during operation.

Troubleshooting the diesel heater

If there is an error, the green light will flash. The error code is communicated by a series of flashes from the error code light in the centre of the dial. After a sequence of 5 fast flashes, the error code will be communicated by a series of long flashes. For example, F03 is shown as:

Example: F 03 = 5 flashes Pause 3 flashes Pause 5 flashes

Error Code	Diagnostic	Remedy
F00	Control unit error	Call the Star RV helpline.
F01	No start	Call the Star RV helpline.
F03	Under/over voltage	Check the battery level. The operating level for the heater is 10.5V-15V.
F10	Overheating	Turn off the heater, wait 20 minutes and restart. Check that there are no blockages in the exhaust system and vents.
F12	Lock out	1. Disconnect the power supply (i.e. remove the fuse) while the heater is switched on. 2. Turn the heater switch to the off position and reconnect the power supply. 3. The heater codes have been cleared and the heater has been removed from "Lock-out mode".

Lights

To use the lights, turn on the “light” switch in the domestic control panel.



Some lights can be individually switched off. Switches are located on the lights themselves.
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.
Alternatively, you can control a section of lights using the light switches located by the cabin door and the bathroom door.






ADDITIONAL TIPS
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

The vehicle is equipped with a television for your entertainment. The remote can be found either in the kitchen drawer or in the cabinet above the television. The television works on either 240-volt mains power or 12-volt power.

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 that 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.

You Can Stream Your Own Content to the TV

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.

Television remote control may be different to the image shown below.





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 item 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 AREAS

Sleeping & Living Areas

Bed conversion

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

Bed 1 (middle dinette) Version 1:

1. There are two versions of this bed within our fleet, please refer to the images below to see which style of seating you have as this will depend on the cushion setup.
2. 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.**



3. Remove the table leg from its attachment point by pulling it away.
4. Insert the tabletop between the two seats so that it is resting on the ledges to make up the base of the bed.
5. Using the cushions from the seats, arrange these so the bed looks like Diagram A.
6. Extend the bed arms using the handles to establish the double bed (Diagram B).
7. 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 1 (middle dinette) Version 2

1. There are two versions of this bed within our fleet, please refer to the images below to see which style of seating you have as this will depend on the cushion setup.
2. Remove the tabletop from the wall by pushing the clips down. Fold the leg and store it behind the front passenger seat.





3. Pull the middle squab off as highlighted below and put it aside.



3. Pull out the frames by pulling the handles towards you.




4. Place the tabletop between the seats, then put the middle squabs over the table. Position the long squab over the frames.

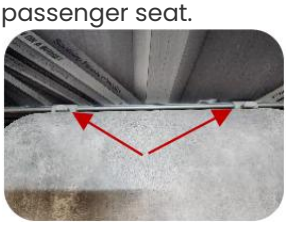


5. Finalise the bed using the large backrest from the rear dinette (This can sometimes also be found in the overhead bed area.)



Bed 1 (middle dinette) Version 3

1. Remove the tabletop from the wall by pushing the clips down. Fold the leg and store it behind the front passenger seat.

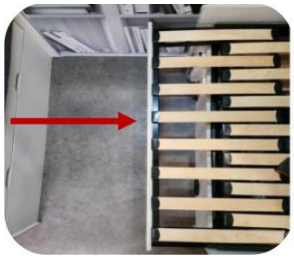




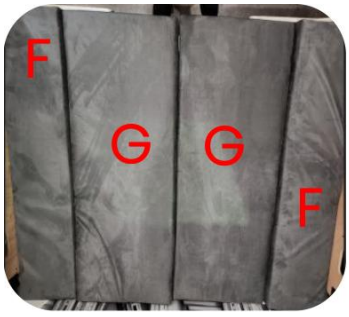
2. Put aside squabs J and G on both seats (there is a tag on the squabs with letters on them).



3. Pull out the wooden frame under both seats and pull down the legs on both wooden bed frames.




4. Lay squab F on the bottom of the seat closest to the backrest, with the higher angle tucked under the backboard. Lay squabs G on the middle wooden slats.

Bed 2 (rear dinette) Version 1

1. Remove the tabletop from its bracket and unscrew the table leg, storing it away in a secure location so it doesn't roll around.
2. Rest the tabletop on the ledges of the seating re to make up part of the bed base.



3. Remove the cushions from the backrests, and place the squabs over the table in the configuration as shown in the image below to form a bed base.



Bed 2 (rear dinette) Version 2

1. Remove the tabletop from the table leg. Store the table behind the driver's seat and the table leg in the cupboard by the cabin door.



2. Put aside squabs B and D to access the 2 panel boards.





3. Unclip the 2 panels (one on each side of the seat) and lay them in the gap where the dining table would normally be.



4. Put squab B back in its original position and add squab X on top of the 2 wooden panels.



5. Store the spare squabs under the wooden panels.



Bed 3 (overhead bed)

The overhead bed should be accessed by the ladder stored behind the driver and passenger seats. 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.





On some vehicles, the ladder is stored in the cupboard next to the cabin door and must be connected to the gap provided.





IMPORTANT INFORMATION

- **Do not jump** on or off the ladder.
- **Do not push hard** or lean heavily against the ladder.
- **Always use the steps** to climb up and down instead of jumping to the floor.

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.





OUTDOOR LIVING

Outdoor Living

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.**

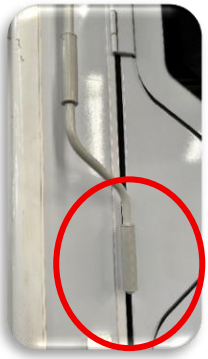
To roll out the awning

- 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





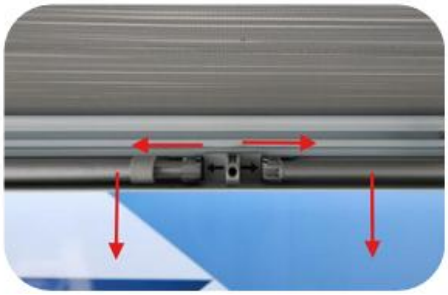
Unwind the awning by spinning the handle to open and in reverse to retract. Partially deploy the awning about halfway, or just enough so you (or your helping hands) can reach the front of the awning to access the legs.

> **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.



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 going anti clockwise 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.

Awning Version 2 (pole-operated awning)

Some vehicles have an awning that is operated using a pole.

To roll out the awning:

1. Release the 2 hooks from the bolts at the top of the awning arms by pushing them up with the pole.




2. Loosen (anticlockwise) the 2 black bolts on both arms of the awning.



3. Using the pole, hook into the eye bolt in the middle of the awning and pull away from the motorhome.



4. Pull back until the awning arms click into place. Tighten (clockwise) the 2 plastic bolts on the awning arms.




To roll up the awning:

1. Loosen the black bolts and, using the pole, insert it into the eye bolt. Push the awning up and towards the motorhome. The awning will automatically roll back into place.



2. Tighten the black bolts and secure the top hooks.





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. To open, the passenger door needs to be opened to access the flap covering cap, then the cap just twists to open.

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 diesel fuel compartment with unleaded, water or AdBlue, please do not start the engine and call Star RV Roadside Assistance immediately.



AdBlue

Depending on your vehicle, AdBlue may be required. Check your vehicle to check. Every 2,500 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 that 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 below the diesel filler cap.

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



Jack and Spare Tyre - Mercedes

1. **Prepare the vehicle:** Stop the vehicle in a safe, flat, and stable area. Turn off the engine and engage the parking brake.
2. **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.



On some vehicles, the jack tools are in a compartment on the floor in front of the passenger seat. Use a butter knife or a similar tool to gently unscrew the compartment cover. Once removed, you will find the jack tools inside.



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



3. **Loosen the wheel bolts**: Use the bolt spanner, extension, and rod to loosen the wheel bolts by one turn.
4. **Position the jack**: Extend the jack slightly and position it at the designated lifting point.
5. **Lift the vehicle**: Raise the vehicle using the jack until the wheel is off the ground.
6. **Take off the punctured wheel:** Use the wrench to remove the spare wheel from under the vehicle and free it from its holder.
7. **Collect the spare wheel:** The spare tyre is located at the back of the vehicle, underneath the motorhome. To access it, twist the handles 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.



8. **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.
9. **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.

IMPORTANT INFORMATION
Ensure you follow all safety instructions when handling the spare tyre and use the proper tools to secure it when finished.

IMPORTANT INFORMATION
If you do change your tyre whilst on the road with us, please call us to let us know so that we can ensure our vehicle maintenance team are notified to replace the spare tyre when you return your vehicle for the next customer.

Additional vehicle information

Type	Detail
Tyre Size	205/75 R/16C,
Tyre pressure	60 PSI
Oil type	5W30
Coolant type	Red Coolant (any brand)
Car Battery	AGM95L5

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!