

Polaris 2

Your complete guide to your Star RV vehicle

New Zealand / Gen001

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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
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.

Description of keys

Key	What you need to know
  Ignition	**Ignition Key** Use the indicated ignition key to: • Start your vehicle. • Lock or unlock the fuel tank's cap.
  Fresh water	**Fresh Water Key** Use this key to lock/unlock the freshwater compartment.
  Compartment	**Compartment Key** Use this key for: • Unlock/lock the toilet cassette compartment. • Unlock/lock the LPG gas compartment.

Vehicle equipment

Fire extinguisher

Each vehicle is equipped with a dry chemical fire extinguisher, meticulously selected to address both type B fires (involving grease and liquids) and type C fires (involving electrical elements). To deploy the extinguisher effectively, grasp the ring situated atop the bottle, direct the nozzle towards the 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.

A fire extinguisher is attached to the interior of the vehicle, behind the rear passenger seat.



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.

Baby seat installation

The two anchor points for baby seats are located on the front forward-facing seat at the dinette behind the driver's cabin. The anchor points are on the bottom of the chair at the back.

1. To install the baby seat, feed the tether strap through the back of the chair (red arrows).



2. Reach your hand through the middle join of the chair and clip the tether strap to the anchor point.



3. Thread the vehicle seatbelt through the seat belt path on the baby seat from one end and buckle on the other side.
4. Ensure the seatbelt is firmly secured.

VEHICLE CONTROLS

Dashboard & Controls

Starting the vehicle



Gear stick in parking mode

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 ignition key.



Gear stick in driving mode

With your foot still on the brake pedal, pull the gear stick down into the 'D' position. The dashboard will display a 'D' indicating the vehicle is in Drive.
Disengage the hand brake by clicking it down once. A white light will disappear. To engage the handbrake, pull the handbrake button towards you. A white light will appear.



IMPORTANT INFORMATION
CAUTION – The handbrake is on the right-hand side of the steering wheel. Do not forget to disengage the hand brake before you drive.

Reverse Camera

Variant 1 - REVERSE CAMERA in the vehicle dash as a screen:
In the middle consol of the vehicle within the panel screen. This camera automatically turns on and displays your surroundings on the panel screen when putting the vehicle into reverse.
There may also be a power button which when pressed turns on or off the screen on the dash.

Variant 2 - REAR CAMERA in the revision mirror:
The revision mirror next to the sun visors displays a rear camera when driving, so that you can see the cars behind you. This camera will automatically display on the mirror when you are in drive.
You can move the lever in the middle of the revision mirror up or down to swap between displaying a vanity mirror and the rear camera.

Refer to the image below with the arrow to see the location of the lever.



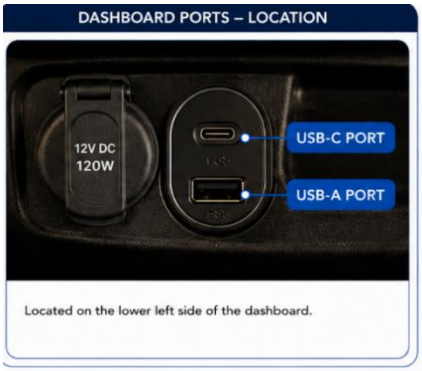
Connect your phone

Apple CarPlay® & Android Auto™ setup instructions for Bluetooth.
Step 1: Connect
Connect your phone to any available USB-C or USB-A 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 left side 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.

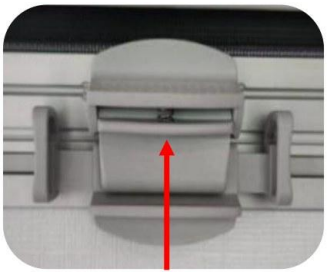
Windows & vents

Windows

To open the windows, turn the black handles inwards. Push the window out. On the window arm, screw in the bolt to make the window stay in place. The windows have a mosquito net and a blackout blind. To use the mosquito net, pull down the clip above the window and attach it to the bottom clip.




To use the blackout blind, pull the blind up by pushing in the side buttons, then pull the blind up and clip it onto the mosquito net handle.

Vents

To open the vents, twist the handle anticlockwise. To close, twist clockwise.




Fan

Your vehicle is equipped with a small fan above the double bed which is operated via 12-volt power. To operate, look behind the fan and twist the dial in the middle clockwise. You can choose from 3 different speeds. To turn off, turn anticlockwise.



Entrance step

The vehicle is equipped with a convenient entrance step located on the passenger side sliding door, enhancing ease of entry for passengers.

To extend the entrance step:

1. Push the step and release the lever underneath the step.
2. Gently pull the step outward until it locks into place.



3. Ensure it is fully extended and stable before use.



To retract the step:

1. Push the lever and the step back to its original position until it locks securely.

IMPORTANT INFORMATION
Please make sure you secure the step to its original position before driving or moving the vehicle to prevent damage. Your vehicle may beep at you and or will not start if your step is not secured properly.

Dashboard warning lights

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.
	**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.

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, microwave and power points — and automatically recharges the domestic battery through the vehicle's built-in charger.
- **LPG Gas** — Powers the gas stove top, ideal for nights away from powered sites.

> **!** **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** — The microwave and power points 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 vehicle's 15AMP electrical cord to a 240-volt external power source. These items will only work if you are connected to 240-volt power.



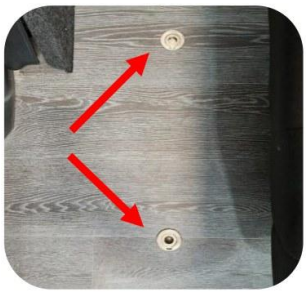


IMPORTANT INFORMATION
It is recommended that the vehicle is plugged into power every second night, to keep the house battery charged.

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 are protected by circuit breakers. This device is intended to protect you from electrical shock hazards when you are using the electrical appliances.
If you experience a power surge where the circuit breakers trip, locate the circuit breaker under the floor in front of the back seats. Lift the floor by pulling up on the rings and switch back to the ON/UP position.




Picture shows the ON position

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.

The 240V power lead is stuck and won't unplug

1. Turn OFF the power at the campsite power outlet before disconnecting the lead.
2. Firmly grip the plug (not the cable) and pull it straight out from the vehicle socket.
3. 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.
4. Contact our On Road Support team for assistance because it will require a repair person to fix it.

Troubleshooting the 240-volt

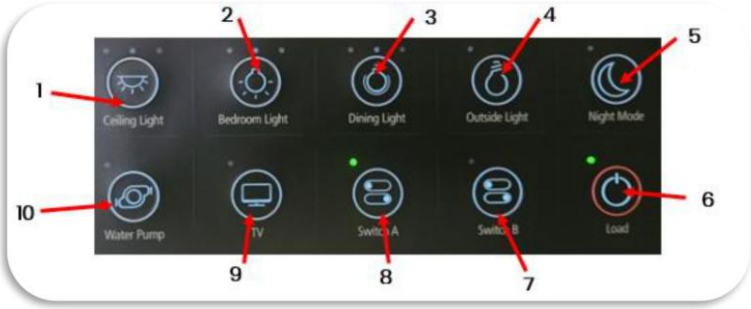
Problem	Possible cause / Solution
240-volt not working	Check the 240-volt cord is connected to the power site and motorhome properly. Make sure the circuit breakers on both the power site and motorhome haven't tripped. If the above options are correct, try to change the 240-volt cord (can usually hire 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.
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 under the floor in front of the back seats 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

The 12-volt electrical panel is located above the rear seats. To turn it on, press the power button.



1. Indicates the level of fresh water
2. Indicates the level of wastewater
3. Illuminates when connected to 240v
4. Illuminates green when the water pump is on
5. Displays outside temperature
6. Output power
7. Voltage of house battery
8. House battery state of charge



1. Ceiling Light
2. Bedroom Light
3. Shower Light & Fan
4. Outside Light
5. Night Mode (dims panel)
6. On Button (Powers the fridge)
7. Not in Use
8. Heater Fan
9. TV
10. Water Pump

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 appliances 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

The vehicle is equipped with two power points located above the kitchen bench. These will only work when the vehicle is plugged into 240-volt mains power.



The vehicle is equipped with two USB charger ports as well as an auxiliary power outlet located to the side of the bottom bed. These will work when the vehicle is plugged in and when the 12-volt control panel is turned on.



WATER & BATHROOM

Water & Bathroom Systems

Freshwater tank and water access

On board the vehicle is a freshwater system consisting of a water pump and freshwater tank.
The water tank has a 90L capacity and is located on the passenger side of the vehicle. This water is for the sink, shower and toilet flush.

To fill the freshwater tank:

1. Unlock the compartment that says "Fresh Water Only" with the small black key on your keyring.
2. Remove the cap from the water inlet.
3. Place the end of the water hose into the tank and connect the hose to the tap to fill the vehicle with fresh water.



ADDITIONAL TIPS
Do not use too much pressure as the tank must be vented when filling. In the event of an air bubble, simply remove the hose, reinsert and fill slowly again.

The tank is full when the water starts to overflow from the water inlet.
You can check the level of your fresh water on the 12-volt switchboard as seen below. This is the 2nd tank level on the control panel.



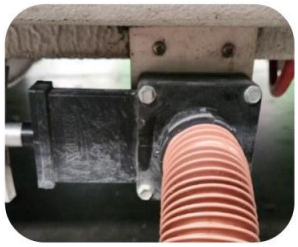
Greywater tank

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

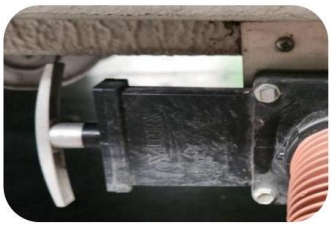
IMPORTANT INFORMATION
It is not uncommon for the greywater level indicator to give an inaccurate reading. It may show 100% even if it is empty. We recommend emptying your greywater tank as regularly as possible.

To empty the greywater tank

1. Collect the greywater hose from the storage compartment.
2. Connect the hose to the outlet. Make sure it is firmly attached by twisting the pipe and locking it into place.

3. Place the other end of the hose into a dump station disposal opening.
4. Open the tank by pulling out the silver handle and wait for it to empty.

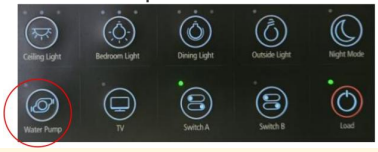


5. Once the greywater is empty, close the lever, remove the hose and stow it away in the storage compartment.

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 clears.

Water pump

To use water on board the vehicle, ensure there is water in your freshwater tank outside. On the switchboard, press the water pump symbol once. You 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 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.
Caution: Do not drink the water from the tap unless it's boiled first.

Hot water

Some of the vehicles have a different hot water system. To operate this system, follow the instructions below based on the version you have. Please look at each version of instructions to determine the version you have.

Hot water version 1

The hot water and heater operate off the domestic battery and the diesel fuel from the vehicle's fuel tank. Make sure your vehicle has at least a quarter tank full before activating.
Make sure “Switch A” and “water pump” is turned on, via the domestic control panel to give power to the heater.

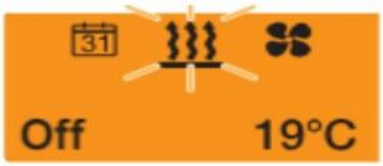


To turn on, press and hold the operating button.



Scroll using the operating button, turning it clockwise until the heat symbol flashes. Then press the operating button.





Choose the desired running time between 30 mins – 720 mins, or for constant operation, scroll to this symbol ∞.



Press the operating button to confirm. A red ring should appear around the operating button, which means it is running in heat mode.



IMPORTANT INFORMATION
Hot water and heat will start flowing in 10-15 minutes. A long press (3 seconds) of the operating button (when it has been off) will automatically turn on the heater, using the last timer settings.

To turn off, press and hold down the operating button for 3 seconds.

Hot water version 2

Some of the vehicles have a different hot water system. To operate this system, follow the instructions below:

1. Turn “Switch A” and “Water pump” switches are turned on, wait 15 minutes for the water to heat.



2. Turn the dial to the fan position and then turn to the desired temperature. Red is the hottest, blue is the coldest.



Turn the dial to the fan position



Turn the dial to the desired temperature (red means



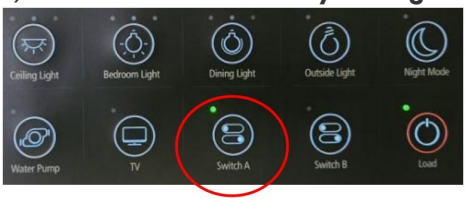
3. To turn off, press switch A so the light turns off. And turn the dial to the “o” position.

Heater

Some of the vehicles have a different heater system. To operate this system, follow the instructions below based on the version you have. Please look at each version of instructions to determine the version you have.

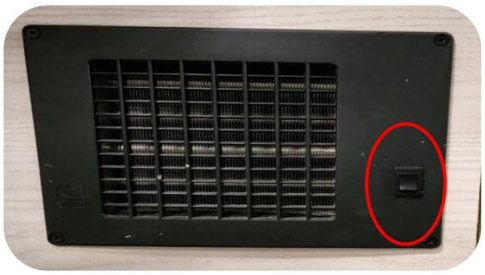
Heater Version 1

1. Turn on the heater fan button (Switch A) on the domestic control panel. Follow the steps (above) for hot water **version 1 by setting the temperature on the dial**.





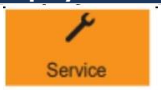
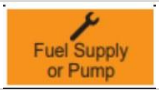
2. Turn the switch up for high-speed fan and down for low-speed fan. The heater is located at the bottom of the back seats.





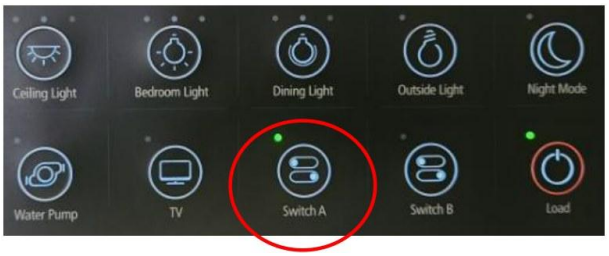
3. **To turn off**, press and hold down the operating button for 3 seconds on the dial and press Switch A so the light turns off.

Troubleshooting the heater

Display	Description	Remedy
	There is a fault in the heater that can only be remedied by a specialist workshop.	Call the Star RV helpline.
	Undervoltage applied at the heater control box without interruption for at least 20 seconds.	Check the battery for a drop in voltage. Charge the 12v battery by using your 15amp electric power cable and connecting to a powered campsite.
	Fault in the fuel supply or fuel pump.	Call the Star RV helpline.

Heater Version 2

1. Turn on the heater fan button (Switch A) on the domestic control panel.



2. Turn the dial to the fan position.
3. Once air is flowing, set the temperature dial to your desired temperature. Red is the hottest, blue is the coldest.



Turn the dial to the fan position



Turn the dial to the desired temperature (red means



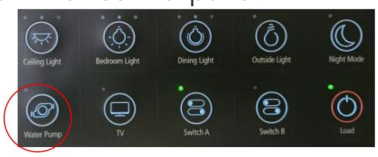
4. To turn off, press “switch A” so the light turns off. And turn the dial to the “o” position.

Toilet use

To add water

The toilet is designed to pump water into the bowl once you open the bottom of the toilet. If you need to fill the bowl with water before flushing:

1. Turn on the water pump on the 12-volt control panel.



2. Open up the toilet by pulling the grey lever. Push the water drop button on the toilet to fill the base with water to the desired level.



To flush

1. Once finished, push the lever across on the bottom of the toilet to empty into the cassette.
2. When you open the latch, the toilet will automatically flush down some water.



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:

1. Make sure you are disposing at an appropriate facility which has this symbol displayed.



2. Ensure the top of the cassette lid is closed, then lift the yellow lever to remove the entire cassette from the vehicle.



3. Pull out this pipe and unscrew the cap.



4. Tip the waste down into the dump station. Press this button to allow air to escape.





5. 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.

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.

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.

Shower

To operate the shower, please follow the steps below:

1. Activate the hot water heating system by following the hot water instructions based on your version.
2. Turn on the water pump by pressing the WATER PUMP button on the control panel.
3. Pull the shower handle towards you to turn the water on.
4. Adjust for hot or cold water by turning the handle. Left to H for hot or right to C for cold.



The vent in the shower serves as a means to expel excess moisture and odours from the vehicle. To open the vent, simply twist the handle anticlockwise.
Additionally, the vent is equipped with a fan that can be activated by pressing the small black button. This fan helps to further circulate air and ventilation in the shower/bathroom area, ensuring a comfortable and fresh environment inside the vehicle.

KITCHEN & APPLIANCES

Kitchen & Appliances

Microwave

The microwave in your vehicle 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. Remove immediately.

Gas bottle

The gas bottle is located at the back of the vehicle, under the bed. There is a cupboard marked L.P. Gas Storage.



IMPORTANT INFORMATION
Never drive with the gas bottle in 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 using the valve on top of the gas 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

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 gas burners in the vehicle operate via gas. The basic functionality resembles that of a gas stove commonly found in households. However, it's crucial to note that the vehicle's confined space limits the amount of oxygen available. Therefore, it's imperative to ensure there is adequate ventilation whenever using the stove.
When the stove is in use, ensure that the area is well vented by opening a window or roof vent.

How to operate the stove

To ignite the stove in the vehicle, follow these steps:

1. Locate the gas bottle at the back and fully turn the valve on top of the gas bottle to the 'open' position.
2. Press in, hold down and turn the burner knob to the highest heat level.



3. While continuing to hold in the burner knob, press the ignition switch until the gas ignites. Maintain pressure on the burner knob.



4. Wait approximately 5 seconds before slowly releasing the burner knob.

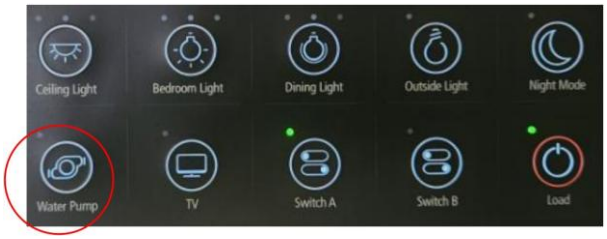
ADDITIONAL TIPS
If the flame extinguishes, the burner knob may have been released too soon. Repeat steps two to four and try again.

Tap & sink

The vehicle comes equipped with a hot and cold water tap. The water pump must be turned on to use the tap.

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.



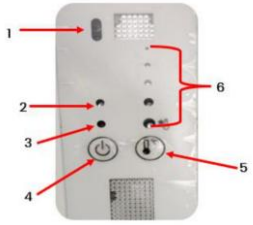


Troubleshooting Tips for the kitchen sink

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.

Fridge

The fridge in your vehicle operates via the 12-volt & 240-volt systems. To operate the fridge, follow the steps below:



1. IR sensor for interior light
2. LED Blue: compressor is running. LED Orange: compressor is off
3. LED service display
4. On/off
5. Temperature display
6. Temperature levels

To operate the fridge

1. Turn on the Load button on the control panel.



2. Open the fridge and access the control panel (left side). Hold down the power button (4) for 3 seconds. The fridge will start up and the light will come on. The compressor will start within a few seconds.
3. You can adjust the temperature by pressing the temperature icon (5). The optimum temperature setting is when there are 3 dots illuminated (6).

Troubleshooting the fridge

If an error occurs, the LED service display (3) will flash in sequence. Each sequence relates to a different error:

No. of flashes	Fault	Possible cause	Remedy
1	Low voltage	12V Battery could be low	Charge battery using the 240V electrical cable at a powered campsite or drive vehicle to charge 12v battery.

No. of flashes	Fault	Possible cause	Remedy
2	Excessive fan	Too much load on fan	Turn off for 5 minutes, remove any items close to the cooling vent inside the fridge.
3	Motor doesn't start	Rotor is jammed	Turn off for 5 minutes, will likely need repairer.
4	Speed too low	Cooling system overloaded	Turn off for 5 minutes, will likely need a repairer.
5	Overheating	Cooling system is heavily loaded	Turn off for 5 minutes, remove any items close to the cooling vent inside the fridge.

COMFORT & LIVING

Comfort & Living

Lights

To operate the cabin lights, turn on the 12-volt control panel by pressing the load/power button on and the applicable light section:



There is also a button on the individual lights which will turn them on/off. You must have the load/power and the light switch on via the control panel for them to work.



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 and 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.

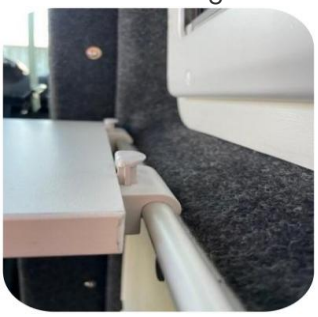
To use free to air television, ensure the aerial (white or black cord) is plugged in. Please note that television reception may be limited in some rural areas.

Troubleshooting tips

- Ensure the vehicle is plugged into a powered site and confirm the campsite power outlet is switched on. Check to make sure the "TV" button is illuminated on the control panel.
- 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.

Dining table

To remove the dining table, click the buttons on the edge of the table so they are raised.



When you put the table back, push the buttons down to secure it in place.



Swivel chairs

The passenger and driver seats are designed to swivel around for your convenience, allowing you to easily transition to the dining table area. To swivel the chair around, find the lever located on the side of the chair and pull it towards you. The chair should then spin around.





SLEEPING & LIVING AREAS

Sleeping & Living Areas

Bed

The vehicle is equipped with one double bed.



Storage

The vehicle has a dedicated storage area under the bunk beds, above the front seats as well as various drawers & cupboards throughout the vehicle to store personal items.



Internal blinds

To secure the internal thermal blind to the front windscreen and two side windows of the vehicle, follow these steps using the suction cups:

1. Retrieve the internal thermal blind from the storage compartment located above the front cabin of the vehicle.

2. Unfold the thermal blind and position it against the front windscreen, ensuring it covers the entire surface area.
3. Attach the suction cups to the designated points on the thermal blinds. These points are usually along the edges of the blind.
4. Press firmly on each suction cup to ensure a secure attachment to the windscreen. Make sure there are no air gaps between the suction cup and the glass surface.
5. Repeat the same process for attaching the thermal blind to the two side windows of the vehicle using the remaining suction cups.
6. Once all suction cups are securely attached, adjust the position of the thermal blind as needed to ensure proper coverage and fit.
7. When not in use, carefully remove the suction cups from the glass surfaces and fold the thermal blind for storage in the designated compartment.





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

1. Using the awning handle, roll the awning out. The awning winder is in the storage compartment.



2. Unfold both awning arms by twisting them down.



3. Twist the button anticlockwise and pull down to secure the awning legs.



4. Secure the awning using the provided tent pegs to anchor the feet into the ground, or by securing to the foot clips located on the side of the motorhome.



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 cap 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 please do not start the engine. Call Star RV Roadside Assistance immediately.



AdBlue

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 which supplies AdBlue and refill the vehicle with AdBlue as soon as possible. Failure to refill the AdBlue tank will result in the vehicle going into limp mode. The AdBlue filler cap is below the diesel filler cap.

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



Jack & spare tyre

The tools can be found under the front passenger seat. To access them, pull the compartment out from beneath the seat. There is a lock which secures the tools into place. Turn the lock to release the tools from under the seat.
Next, on the tool box push the front tab in and lift the upper shell off, as shown in the images below.





The spare tyre is located at the back of the vehicle, underneath the motorhome. To access it, use the release mechanism (use the rod which is in the tool box) to connect it into the hole (shown below), then turn the rod to lower the tyre to access it.




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!