



**Elddis**

# *AUTOQUEST*

Campervan

OWNERS  
HANDBOOK

Issue 1



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## WELCOME & INTRODUCTION

Thank you for selecting your new campervan.

Before you drive off, please familiarise yourself with the campervan and read this owners' handbook. This will help you to obtain the maximum pleasure from your vehicle and avoid endangering yourself and others, refer to the Fiat user handbook supplied with your campervan.

Additional information and detailed appliance instruction manuals are also contained in your Owner's Information Pack.

**Your new campervan has been designed as a recreational vehicle and is intended for recreational use only. It is not intended for business use or for permanent habitation. Elddis accepts no liability if the campervan is used for any purpose other than recreational/holiday use. Any use other than recreational/holiday use will invalidate your warranty.**

**Please note:** All Elddis campervans are classified as Grade 3 and therefore meet with the thermal insulation and heat levels for specific climatic conditions as specified within the British and European Standard BS EN 1646 part 1.

By following the instructions provided in this handbook and maintaining your campervan in a first class roadworthy condition, you are sure to have many years of carefree use. To ensure the very best quality and reliability all campervan designs and new developments are rigorously tested. Therefore Elddis will accept no liability or uphold the warranty if the campervan is altered or modified in any way.

### IMPORTANT

The serial number of your campervan must be quoted in all correspondence, it can be found on a plate fixed next to the chassis plate within the engine compartment. Your campervan serial number can also be found on the NCC certificate that can be found within your Owner's Information Pack.

There is also a Fiat serial number on the chassis cab windscreen, which should be quoted in any communications with Fiat.

Changing market and supply situations may prevent us from maintaining the exact specification details in this guide and we therefore reserve the right to alter specifications as materials and conditions demand and if necessary supply an alternative.

***Enjoy your new campervan.***

**IMPORTANT: Register your vehicle with us**

**In order to fully protect your valuable purchase, we would kindly ask you to take a few moments to complete our online Warranty Registration.**

Registering your vehicle will ensure that we always have the most accurate and up-to-date contact information and all of your vehicle details to hand, should you ever need our assistance.

Your feedback is incredibly important to us and helps shape the future of our leisure vehicles. We would be delighted if you would also complete our accompanying online Customer Questionnaire.

Both our **Warranty Registration** form and our **Customer Questionnaire** can be found on our Homepage: [www.elddis.co.uk](http://www.elddis.co.uk)

### End Of Life Vehicle Directive

Your new campervan fully complies with the European Directive on the End of Life Vehicles. In order to obtain information on how to dispose of your campervan at the end of its life please visit the Fiat website. The Fiat website contains full details on all Fiat products together with details of their environmental and recycling policies. The site address is [www.fiat.co.uk](http://www.fiat.co.uk).



## **Elddis Technical Approvals**

All Elddis campervans have been European Commission Whole Vehicle Type approved. In order to ensure your new campervan is safe to use Elddis are members of and have been inspected by the following bodies.

NCC who operate a certification scheme to ensure compliance with the European safety standards for campervans. National Inspection Council for Electrical Installation and Contracting (NICEIC) who carry out an annual inspection of the Elddis electrical installations within campervans.

Elddis is an ISO 9001:2015 approved manufacturer certified by SGS Limited.

**Please note:** Elddis campervan model year.

Elddis model year starts on the 1st September and runs to the 31st of August.



### GENERAL SAFETY

#### **Please read before using your new campervan.**

In order for you to get the most out of your new campervan it is necessary for you to be aware of the following:

- (i) Do not obstruct ventilators (See Safety Section - Ventilation)
- (ii) Inspect the flexible gas hose regularly for deterioration and renew as necessary, with approved type, as and in any case no later than the expiry date stated on the hose.
- (iii) It is recommended that you provide a dry powder fire extinguisher complying with ISO 7165 of at least 1 KG capacity by the exit door and a fire blanket next to the cooker. Ensure you read the 'advice to occupier label' fitted to your campervan.
- (iv) Never use portable cooking or heating equipment inside your campervan. Do not use your fitted cooking equipment as heating at any time.
- (v) Never allow modification to your gas or electrical system unless qualified persons carry them out. A Gas Safe Register™ approved gas fitter should carry out all modification to the gas system. Any modifications carried out on the electrical system should be carried out by an electrician on the roll of the NICEIC or be a member of the ECA.
- (vi) Never exceed your campervan's Maximum Technical Permissible Laden Mass.
- (vii) Never exceed the front or rear axle maximum load as specified by the Fiat weight plate under the bonnet.
- (viii) Pull out worktop extensions, where fitted, are only designed to take maximum weight of 6kgs.
- (ix) Please ensure extra care when young children use high level bunks and always use the safety nets and lift up flaps provided.
- (x) Do not leave children under 14 years of age unattended in your campervan.
- (xi) Please ensure all gas appliances are turned off while you are travelling.
- (xii) If you suspect there is a gas leak please

open all the windows then vacate the campervan. Switch off the gas supply if it is safe to do so. Then contact your nearest Eddis Retailer to arrange for them to check the gas system.

- (xiii) Only those seats designated for travelling should be occupied when the campervan is in motion.
- (xiv) Please note that campervans are covered by the seat belt regulations, which came into force in October 2006. These require children that are under 12 years old and also under 135cm in height to be seated in either child seats or on bolster cushions.
- (xv) Before travelling in your campervan: Ensure all the tables have been stored in their designated table storage position.
- (xvi) Ensure you remove all items from the microwave before travelling.
- (xvii) It is essential that you have securely closed and locked the habitation door before setting off on any journey.
- (xviii) Care is to be taken when mounting and dismounting the toilet due to its elevated height.

#### **Proper And Safe Use Of Storage Areas In Campervans**

The storage areas provided in your campervan are designed solely for the purpose of carrying personal possessions; these areas must not be used:

- As a habitation area (e.g. living, sleeping or cooking).
- To carry passengers, animals or livestock.
- For the installation (or use) of any LPG gas operated appliances, (unless supplied fitted by the manufacturer).
- For carrying LPG gas bottle cylinders, (unless designated by the manufacturer).
- To carry any flammable liquids, (unless properly stored, sealed and secured).
- For the operation of an electrical generator.
- In such a way that the loading exceeds the payload limit, as defined by the manufacturer.
- Such that the weight distribution of the vehicle means non-compliance with the vehicle axle loads.





## VENTILATION

All campervans manufactured by Elddis are ventilated at both high and low level in accordance with BS EN 721 Safety Ventilation. The fixed ventilation points fitted in your campervan must not be blocked under any circumstances as your safety may depend upon them. It is advisable that the fixed ventilation points are checked and cleaned (where necessary) on a regular basis.

### High-Level Ventilation

This is always provided by fixed ventilation within the fitted roof skylight. These roof skylights should be cleaned annually by use of a small brush to remove any dust that may have accumulated around the mesh fitted. On some roof skylights the mesh can be easily removed to aid cleaning. On fan-assisted roof skylights it is essential that the fan is switched off prior to cleaning.

### Low-Level Ventilation

All Elddis campervans have fixed low level ventilation provided. These ventilators are covered with plastic covers designed to prevent them from being obstructed by items placed within the bed box. These covers can be removed by undoing the two screws in order to facilitate cleaning the ventilators, however these covers must be replaced once cleaning is completed.

It is essential for your safety that these ventilators are not blocked at any time.

### Ventilation in Separate Bedrooms

In campervans with separated sleeping areas, separate ventilation is required and is provided via a roof skylight at high level and a ventilator at low level within a bed box.

### Gas Dispersal Holes

All appliances and gas unions have a gas dispersal hole within the same compartment. It is essential that these are not blocked or made ineffective.

## FIRE SAFETY

### Fire Extinguishers

It is recommended that a 1 kg (2lb) minimum capacity dry powder fire extinguisher be carried inside your campervan at all times. A pan fire must not have an extinguisher aimed at it, but must be smothered with a fire blanket.

### In Case Of Fire

- (i) Get everyone out of the campervan as quickly as possible using whichever exit is quickest including windows. Do not stop to collect any personal items.
- (ii) Raise the alarm. Call the fire brigade.
- (iii) Turn off gas container valve if safe to do so.

### Fire Retardant Foams

All campervans are equipped with Polyurethane (PU) foam which are combustion modified foam cushions, sprung mattresses and fire retardant fabric. All furnishings and fabrics used by Elddis comply with the Furniture and Furnishings (Fire Safety) Regulations. In addition all upholstery is made of fire retardant fabric.



## PREPARING FOR THE ROAD

Before venturing out on to the road with your campervan, it is important that you prepare correctly.

### CAMPERVAN WEIGHTS EXPLAINED

#### Mass in Running Order

The weight of your campervan as it leaves the factory, as new with standard fixtures and fittings, plus an allowance for the driver of 75kgs, the mass of the fuel (diesel) when the tank is 90% full and an allowance of 12kg for a full gas tank.

#### Maximum Technically Permissible Laden Mass

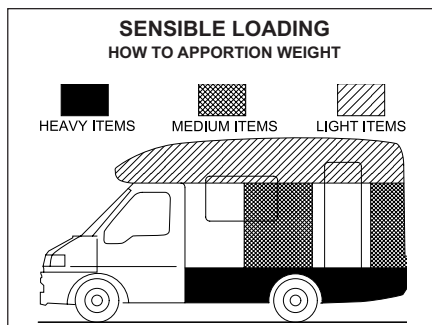
The maximum mass the vehicle can be when fully laden for use on the road.

#### User Payload

The load margin (payload), this represents the difference between the Mass in Running Order and the Maximum Technically Permissible Laden Mass. It shows the maximum weight that can be loaded into your campervan, covering items such as food, crockery, cutlery, clothing, bedding, etc.

#### Loading

It should be noted that even weight distribution is a major factor in making your campervan an easy and pleasant vehicle to drive. Care should therefore be taken in balancing the load, ensuring that heavy items are well spaced and are in as low a position as possible, for example, low cupboards and bed boxes.



**Note:** Light items are considered as clothing and bedding. It is not recommended to travel with tinned items in overhead lockers.

**IMPORTANT: Do not exceed maximum technical permissible laden mass for your campervan.**

#### BEFORE MOVING OFF

Whenever making a journey with your campervan, either setting off on holiday or returning home, it is good practice to run through this simple checklist.

- (i) Close and secure all cupboards and drawers and secure any loose articles.
- (ii) Do not store tins, bottles, etc. in overhead lockers.
- (iii) **Close and secure all windows and roof lights.**
- (iv) Leave all curtains and blinds open to aid visibility.
- (v) Turn off all gas appliances.
- (vi) Switch off 240volt supply at source; disconnect mains cable and store in an appropriate place.
- (vii) Check that the battery is secure.
- (viii) Ensure the fridge is on 12V operation and door lock is set. (Note: the electrical relays will allow the fridge to be run on the vehicle battery when the engine is running.)
- (ix) Remove any external fresh water connections etc.
- (x) Make sure any heavy articles are stored in accordance with the loading procedure.
- (xi) Lock the campervan habitation door.
- (xii) Check your external rear view mirrors and adjust if necessary.
- (xiii) If a step is used, ensure it is put away before moving off.
- (xiv) Your new Elddis campervan has been designed to carry passengers in designated passenger seats only. The fitting of a 3-point seat belt can identify these seats. Any seat not fitted with a 3 point seat belt is not designated as a passenger seat.



- (xv) Ensure all tables have been stored in their designated table storage position.
- (xvi) Ensure you remove all items from the microwave (if fitted) before towing.
- (xvii) Check all the road lights are operational.

### **Pulling Off**

- Pull away smoothly.
- Avoid wear and tear on clutch and transmission by taking extra care.
- Change gears smoothly.
- Try not to jerk the clutch.

### **Bicycle Racks**

Fitting a bicycle rack to the rear panel of a campervan will affect how weight is distributed. There are restraints to be aware of with such fitments.

The maximum loading allowed on the back panel is 35 kgs including the weight of the bike rack and bicycles.

The campervan must also be balanced to take into account the new weight distribution. Weight must be distributed evenly.

Elddis cannot be held responsible for problems related to a bicycle rack fitted by a third party.



## MOTORWAY HANDLING

### Best Practice

To gain the most enjoyment and ensure a long life for your campervan, the following should be observed:

- Do not bump kerbs with wheels.
- When overtaking ensure sufficient clearance is given to other vehicles.
- Your campervan will not accelerate as quickly as a car, so take this into account when attempting to overtake other vehicles.
- Carry out all manoeuvres as smoothly as possible.
- Use the wing mirror to check your campervan has cleared the other vehicle.
- Slow down and take care when driving over raised speed bumps, 'sleeping policemen' or when embarking/disembarking ferries.
- In high or cross winds, travelling downhill or in conditions of poor visibility reduce your speed.
- High-sided vehicles can cause air buffeting so extra care must be taken when passing or being passed. Leave as much space as possible when overtaking these types of vehicles

### Speed Limits

Be sure to observe all statutory speed limits and adapt your speed to take account of prevailing weather and road conditions.

### Towing Your Campervan

In the unlikely event that you have to tow your campervan, the towing point is fitted within the front bumper, behind the removable flap provided by Fiat. The towing hook can be found in the tool box supplied by Fiat, found under the front passenger seat.





### ARRIVING ON SITE

#### CHECK SITE REGULATIONS

On arrival at a campsite, you should always check the site regulations. This will help avoid any unnecessary conflict with site management and other site users.

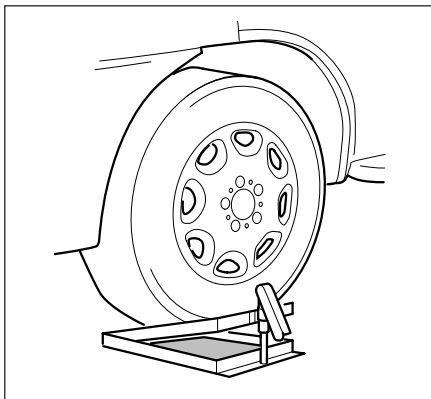
#### SELECTING A PITCH

Carefully select where you wish to place your campervan. The site should be as level as possible, preferably not under or near trees, well drained and away from possible boggy areas. Consider how you will move the campervan when it is time to leave the site. On sloping ground it is better to pitch facing downhill, especially during wet weather.

#### LATERAL LEVELLING (SIDE TO SIDE)

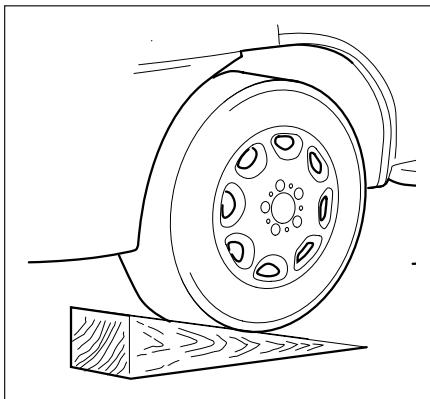
A quick glance at your pitch should tell you if you are likely to need side to side leveling i.e. levelling across the axle. On uneven ground lateral levelling is accomplished by the use of a leveler jack or ramp and a spirit level placed 'across' the campervan floor.

#### LEVELLER JACK



Place the leveller jack, folded flat, in front of the wheel that is to be raised to level the axle. Drive the campervan onto the leveler jack and adjust the height until the spirit level shows that the campervan is laterally level.

#### RAMP



Reverse onto your pitch about a foot further back than you wish to end up. Then place the levelling ramp in front of the wheel that needs to be raised.

Place a spirit level parallel to the axle or just inside the campervan door. It helps to have two people at this point. One should drive the campervan very slowly forward moving the wheel up the ramp and the other should indicate when the spirit level bubble is in the middle.

Whichever method you use, once level, apply the campervan handbrake and chock the campervan wheel if necessary.





## GETTING STARTED

You have arrived at your destination and now want to start to enjoy your new campervan. The following is a step by step guide to connecting your services and getting everything in your campervan working.

### ELECTRICITY

#### Power Supply Charger

Your campervan is fitted with a power supply/charger. This will charge the leisure battery "where supplied" when fitted and also power the 12V systems in addition to your leisure battery.

A leisure battery must be fitted to the campervan at all times when in use.

The Charger is fully automatic and will not overcharge the leisure battery.

#### 12v Systems:

When connected to the 230V site supply the automatic Power Supply/Charger will charge the leisure battery and power the 12V systems.

When the ignition is switched on the 12V system in the campervan is automatically switched off, vehicle power is supplied to the refrigerator.

#### GENERATOR/CHARGER

When connecting to a generator, always switch off the RCD, start the generator and allow running for a few minutes to stabilise. When this has happened, switch the RCD to the ON position.

#### ELECTRICITY MAINS SUPPLY

Your campervan's main electrical installation is designed to run on 230V at 50 hertz AC supply.

#### CONNECTING TO MAINS SUPPLY ON ARRIVAL AT SITE

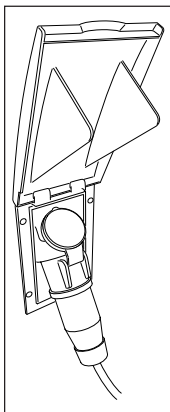
Before connecting the campervan installation to the mains supply, check that:

- (i) The mains supply is suitable for your installation and appliances, i.e. whether it is AC or DC and whether it is at the correct voltage and frequency.

- (ii) Your campervan is properly earthed. Never accept a supply from a socket outlet or plug having only two pins, or from a lighting outlet.
- (iii) Any residual current device (earth leakage circuit breaker) in the mains supply to the campervan has been tested within the last month. In case of doubt, consult the site owner or their agent.
- (iv) Make sure that the switch at the site supply point is off and that all electrical equipment in the campervan is switched off by ensuring your campervan mains isolating switch on the MCB is in the 'OFF' position.

Once the above checks have been made:

- (v) Remove any cover to the electricity inlet provided on the campervan and insert the female connector of the flexible orange supply cable as shown.

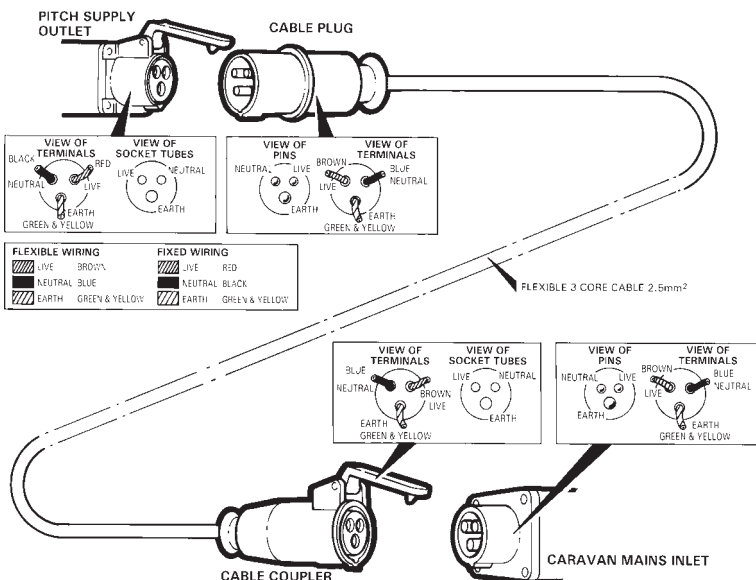


- (vi) Locate the site supply and remove any cover from the socket outlet provided at the supply point. Insert the male plug at the other end of the flexible orange supply cable. Switch on the main switch at the site supply point (if appropriate).
- (vii) Place any surplus cable under the campervan. Ensure that the surplus cable is not coiled up as it could overheat.
- (viii) The MCB main electricity supply switch should be put in the 'ON' position.
- (ix) Check the RCD is working by pressing the test button. Once pressed all electrical lights and appliances should cease to operate. Reset and then check the electrical system is operational.





## WIRING OF CONNECTING CABLE AND CAMPERVAN MAINS INLET



**WARNING:** It is essential that connections are made exactly as shown. If terminal markings are not in accordance with the above diagram they must be ignored.

- (vii) Place any surplus cable under the campervan. Ensure that the surplus cable is not coiled up as it could overheat.
- (viii) The MCB main electricity supply switch should be put in the 'ON' position.
- (ix) Check the RCD is working by pressing the test button. Once pressed all electrical lights and appliances should cease to operate. Reset, and then check the electrical system is operational.
- (x) Finally in order to get your 12V system operational, ensure the master 12V switch is in the 'ON' position.

### DISCONNECTING MAINS SUPPLY WHEN LEAVING SITE

- (i) Switch 'OFF' at the campervan mains isolating switch.
- (ii) Remove the male plug from the site supply.
- (iii) Disconnect the female plug from the campervan and store the cable in an appropriate locker.

### OVERSEAS ELECTRICAL CONNECTION

**Please Note:** Connection to a mains voltage supply OVERSEAS requires particular attention.

Care must be taken when connecting supplies abroad since the supplies can be of REVERSE POLARITY.

The significance of REVERSE POLARITY is that when equipment is switched off, it may not be electrically isolated. The only certain way of making equipment safe is to unplug it.

A means of checking the polarity of the mains supply when overseas is recommended. There are available several proprietary makes of equipment for the purpose.

If it can be achieved, it is preferable to connect live to live and neutral to neutral to maintain full electrical protection.

CHECK all campervan equipment is set-up to accept the site supply before actually switching on.



## GAS SUPPLY






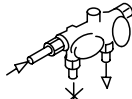
Your campervan is designed to operate using either propane or butane liquefied petroleum gas at 30M/bar. Gas can be obtained from a LPG filling station. To locate your nearest station search [www.mylpg.eu](http://www.mylpg.eu)

### Connection

Make sure that heating and cooking appliances and gas tank are switched off.

Each gas appliance is connected to its own gas isolation valve which is adjacent to or close proximity. These are identified on the tap via a label. Below is a key to identify each label.

To operate the tap the arrow on the tap shows the direction of flow for the gas. The arrow should be pointing towards the appliance for the appliance to operate.

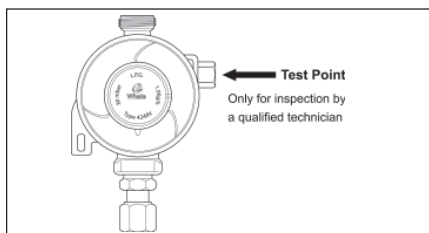
 Water Heater	 Cooking Appliance
 Space Heater	 Hob
 Refrigerator	 Gas On/Off

## Gas Regulator

Your new campervan has been fitted with a fully approved gas regulator designed to operate with Propane gas at a gas pressure of 30mBar. Your regulator is fitted with a test point, which is accessed via the inlet at the side of the regulator. This access point is only for carrying out gas pressure tests and **must not** be used for any other purpose.

**Please note:** Only Gas Safe Register™ or STGW approved gas fitters can carry out any work on your campervan gas installation.

This regulator is not designed for vehicle in motion.





## Gas Operation

In order to make all your campervan gas appliances operational it is necessary to open each appliance gas tap as detailed on the previous page. All your gas appliances should now be operational. Instructions on how to use each appliance are detailed later in your handbook.

**WARNING: Aerosols and highly flammable liquids must not be stored in the compartment behind, or adjacent to, any gas appliance. Some industrial LPG appliances operate at high pressure and require a 'high pressure' regulator. This often has an adjusting handle on it. NEVER use such a regulator on a campervan.**

**Ventilation holes must be clear at all times.**

## WATER SYSTEM

### Filling your fresh water tank

Your campervan is fitted with a standard water inlet which can be filled using a hose pipe connected to a tap placed into the water filler point.

Please take care not to over fill your tank it is advised that someone monitors the water level in the tank while filling is in progress.

### Waste Water Tank

Your new campervan is also fitted with a 45 litre waste water tank. All waste water excluding the toilet waste will run into the waste water tank. The level of water in the tank can be monitored using the control panel. Opening the grey waste outlet provided on the outside of the campervan empties the tank. Open the tap when the outlet is over a drain and the water will run out of the tank.

### Draining Down Your Water System

- (i) It is essential that you drain down your campervan water system when it is not in use. This is most important during winter months to protect against frost damage
- (ii) Disconnect the water pump and switch off power supply.
- (iii) Open the safety drain valve on the water heater located next to the water heater.
- (iv) Open all taps and remove all plugs from sinks and showers. Lever operated taps should have the lever put into the up and central position.
- (v) Open both the blue and grey drain outlets on the outside of your campervan.
- (vi) Adjust the level of the campervan to ensure that the drain outlet is at the lowest point of the campervan.



### GAS SAFETY ADVICE

In the event of a suspected gas leak the gas must be turned off using the isolation valve on the LPG tank. A competent gas fitter should then check the system before it is used/reused.

Regularly check flexible gas hose, joints and connections for tightness. Finally, make sure that each gas appliance is working efficiently to the recommendations of the appliance manufacturers.

See Index - Ventilation

### FACTS ABOUT LPG

- LPG is not poisonous.
- Bi-products of incomplete combustion are harmful to health.
- LPG is dangerous if all air and oxygen is excluded.
- LPG has been given a smell by the manufacturers in order to identify leaks.
- The gas is heavier than air and therefore sinks to the lowest point.

### AWNING SPACES, LPG AND APPLIANCE EXHAUST

Space and Water heaters may produce sufficient amounts of CO<sub>2</sub> to pollute the awning space, if it is totally enclosed and therefore **MUST NOT BE** used on gas when an awning is attached.

In extreme cases there could be a build up of carbon dioxide to a dangerous level. Campervan owners are advised to allow some fresh air circulation in the awning space when such appliances are in use.

**Please note:** Ventilation holes must be clear at all times.

### LPG GAS SYSTEM

Elddis does not recommend the use of any external cylinders.

It is recommended that no flammable material is stored or placed within 300mm of any open flame.

Please ensure that you have read the operating instructions for each gas appliance contained in your Owners Information Pack.

### WARNINGS

- **Fresh air circulation should be allowed below the campervan when appliances are in use and when flues terminate below the floor to allow free evacuation of the products of combustion. At least three sides of the underfloor space should always be kept open and unobstructed especially by snow. Do not make any additional openings in the floor.**
- **No appliance shall be used outside when connected to an internal outlet.**
- **Maintain adequate spacing of combustible materials from sources of heat.**
- **Do not use additional independent gas appliances inside the campervan.**



## GUIDELINES FOR THE SAFE REFUELLING OF AUTOGAS VEHICLES

### Health and Safety of Refuelling

The driver, when pulling up to the Autogas dispenser, is to apply their handbrake and switch off the engine.

No ignition sources should be present including no smoking, no naked flames or mobile phones.

### General Filling Guidelines

For a complete guide to filling an LPG vehicle with LPG please refer to appendices 1 and 2 of this guidance note.

**Note:** The vehicle's LPG tank is fitted with an automatic stop fill valve set at 80% of the tanks volume, which should prevent the vehicle from being overfilled. If an overfill does occur, put the nozzle out of action and call an engineer to inspect it. It is recommended that the driver of the vehicle should get their vehicle inspected by a recognised LPG servicer.

### Filling Nozzles

There are two types of filling nozzles commonly used

- LG30 Gas Guard™
- V10 DeVisser™

Both types of filling nozzle use the Bayonet type nozzle connection, which should connect directly on to the vehicle filler point.

### Adaptors and Portable LPG Cylinders

Adaptors are not recommended for use at Autogas tanks. Calor also complies with the UKLPG guidance and does not allow the filling of owner used portable refillable LPG cylinders at Autogas refuelling sites. A copy of this guidance can be found on the UKLPG website [www.uklpg.org](http://www.uklpg.org).

**Safety Note:** When filling the vehicle, you must always ensure that the nozzle is correctly fitted and clamped. This should stop any possible product release due to a poor connection seal.

## First Aid

If any product is released and comes into contact with you or the customer the following first aid measures should be used:

**Inhalation:** Remove the affected person to fresh air. Keep the patient warm and at rest. If breathing has stopped administer artificial respiration. Give external cardiac massage if necessary. If the person is breathing, but unconscious, place them in the recovery position. Obtain medical assistance immediately.

**Skin:** Burns should be flushed with tepid water to normalise temperature and until circulation returns. Cover the burns with sterile dressings. Do not apply ointments or powders. Obtain medical assistance immediately.

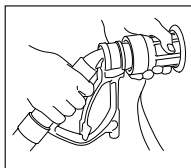
**Eyes:** Cold burns should be flushed immediately with water at normal temperature. Hold eyelids apart while flushing to rinse entire surface of the eye and lids with water. Cover the eye with a sterile dressing and obtain medical assistance immediately.

## Filling Instructions

Always check that the nozzle is disconnected from the vehicle and replaced in the dispenser holder before the vehicle is driven away.

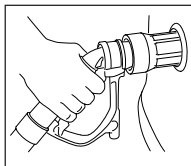
### Gas Guard™ nozzle filling instructions

#### Connecting



1. Push nozzle over the lugs on the filler valve and turn barrel quarter turn clockwise to lock. Do not squeeze lever before nozzle is connected. From this

moment onwards ensure hands are away from the nozzle.



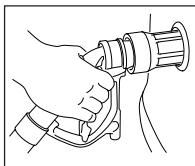
2. Pull back lever and latch into place. Ensure lever is latched securely. Push the 'FILL' button dispenser and hold until the fill is complete or

desired amount reached.



### Disconnecting

Ensure hands are away from the nozzle barrel.



3. When dispensing has ended, squeeze back lever and release the latch, then release the lever fully. A small release of gas will occur as you release the

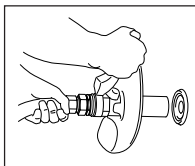
lever. This is normal! Do not place hands on barrel until after the gas has released.

4. Turn the barrel anti-clockwise a quarter turn to release nozzle from the vehicle. Replace nozzle in holder on dispenser.

### De Visser™ nozzle filling instructions

Ensure De Visser™ nozzles are fitted with protective nozzle shields. Report to site staff if missing.

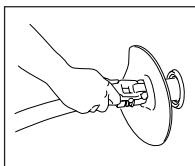
### Connecting



1. Hold the hose behind the nozzle and the guard, keeping lever pushed forward with the handle at the 12 o'clock position.

Locate the nozzle over the lugs on the filler valve and turn the lever quarter turn clockwise to lock.

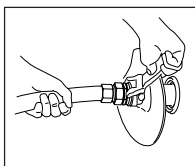
From this moment ensure hands are away from the nozzle barrel.



2. Pull back lever towards hose and latch into place. Ensure lever is latched securely.

Push button and hold until the fill is completed or desired amount reached.

### Disconnecting



Ensure hands are away from the nozzle barrel.

3. Hold hose behind guard and release lever by pushing forward. (Do not place hands on the nozzle until after the

gas has been released.

A small release of gas will occur as you release the lever. This is normal!

4. Turn lever anti-clockwise quarter turn to release nozzle from vehicle. Replace nozzle in holder on dispenser.





## ELECTRICAL SYSTEM 12V POWER SUPPLY

### Battery Installation

Your campervan will be fitted with a charging and power distribution unit.

When installing the leisure battery please ensure that it is placed on the battery tray supplied with your campervan. Then place the tray in the battery locker fitted. Connect the battery to the clamp fittings connected to the connection leads within the battery box.

We recommend that you refer to the NCC approved battery scheme, which can be found at [www.thencc.org.uk](http://www.thencc.org.uk).

### Battery Maintenance

#### Storage

Ensure that the leisure battery is fully charged before placing the vehicle into storage.

Check the battery state every month, if the terminal voltage drops below 12.07V then re-charging is necessary.

Charging should be carried out in a cool, dry well ventilated area.

**CAUTION:** Your Thatcham alarm system is powered by the leisure battery. Therefore it is recommended that a battery is installed at all times. Failure to do so could void your insurance policy.

Do not place the battery onto cold surfaces such as concrete as this will affect the battery's ability to charge.

#### Points to remember

- Prolonged discharge causes harmful sulfation and may damage a battery.
- For peak performance never let a battery sit discharged for long periods of time.
- Over discharged batteries are permanently damaged and need to be replaced.

**Note:** Do not over discharge the battery. One of the most common causes of battery failure is when the battery is discharged below the recommended level of approximately 12.2v - ref table. Discharging a battery below this figure will cause permanent damage.

Overheating and gassing will occur when re-connected to the mains supply.

	12 Volt Battery	State of Charge
Good	12.7V	100%
	12.5V	90%
OK	12.42V	80%
	12.32V	70%
	12.20V	60%
	12.06V	50%
Warning	11.9V	40%
	11.75V	30%
	11.58V	20%
Damaged	11.31V	10%
	10.5V	0%

**Good:** the battery is in good condition and not in need of charging

**OK:** nothing to worry about but put the battery on charge as soon as you can

**Warning:** get the battery on charge as soon as you can. Leave it and the battery will be damaged, possibly beyond repair

**Damaged:** Replace battery

### Generators / Charger

All electrical equipment fitted in your new campervan can be run from either a controlled generator or charger whose output is maintained between 11volts and 14volts.

At least once every 3 years, the campervan electrical installation should be inspected and tested and a report on its condition obtained, as prescribed in British Standard BS7671.

## 230v POWER SUPPLY

### Mains Unit

The Mains Unit replaces the conventional fuse box. Similar, but larger ones are often fitted in new houses. The unit, normally located on the front bed box, gives overloads and earth leakage protection for the 230V electrical supply in your campervan.

For normal operation all switches on the unit need to be in the ON position. The switches on the left of the unit are known as MCB's (miniature circuit breakers). These take the place of the conventional fuse but are more





convenient. In the event of a fault the MCB 'trips' i.e. automatically moves to the OFF position. After elimination of the fault the MCB can be re-set by switching to the ON position (against the spring pressure in an upwards direction). If an earth fault develops, or a person was to touch a live piece of equipment, the leakage of current to earth should immediately operate the RCD (residual current device) and 'trip' the main switch, to the OFF position. This switch can only be re-set after elimination of the fault.

**Please note:** In case of difficulty, consult an approved electrical installation contractor (who may be the local electricity board). It is dangerous to attempt modifications and additions yourself.

**CAUTION:** Lamp holder-plugs (bayonet- cap adaptors) should not be used under any circumstances.

**Resetting the RCD**

To re-set, operate the switch as for MCB's. Periodically, the RCD should be checked by operating the test button marked 'T'. The unit should immediately switch to the OFF position. If the unit does not switch off then a qualified electrician should be consulted. If the unit does switch off, the test is complete and the switch can be re-set restoring the supply back to normal.

**Please note:** Simultaneous operation of all of the 230V mains electrical equipment may not be possible. A typical UK site mains hook-up point provides a maximum output of 16 amps and on some continental sites the available output may be as low as 5 amps. If your loading exceeds the site supply it may trip the site circuit breaker. Please check the available mains output with your site operator. The following items need to be added together if used simultaneously.

230V mains equipment typical consumption figures:

- Refrigerator ..... 0.50 amps
- Charger ..... 0.50 amps
- Water heater ..... 3.9 amps
- Blown air heaters ..... 8.5 amps
- Colour TV ..... 3.33 amps

**AUTOMATIC CHARGING SYSTEM**

The battery charger will operate automatically when the campervan is connected to the mains outlet on a campervan site.

**Note:** The charging unit only charges the leisure battery not the vehicle battery.

When the campervan engine is running the 12V system will not operate with the exception of the 12V refrigerator.

**Note:** When the vehicle is in transit the engines alternator will charge both the vehicle and leisure batteries.

CHECK all campervan equipment is set-up to accept the site supply before actually switching on.

**MAXIMUM BULB RATINGS FOR INTERNAL LIGHTS**

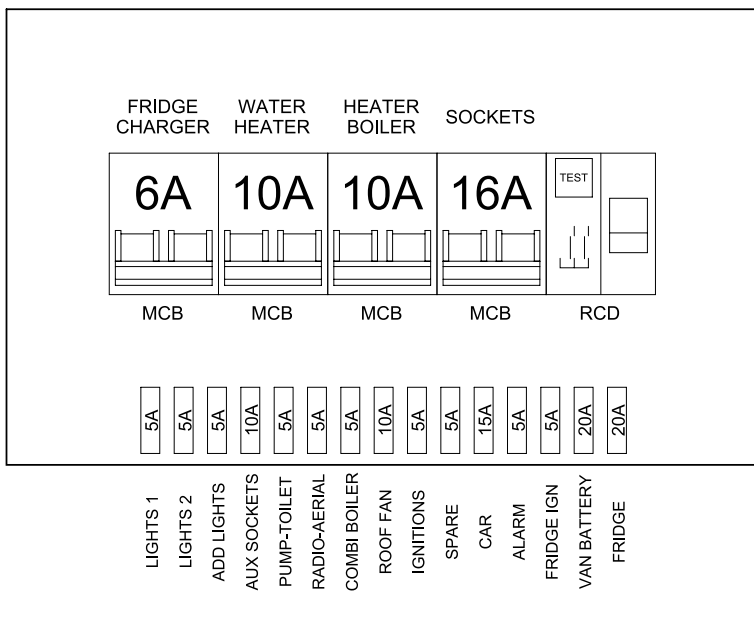
Type of Light	Maximum Bulb Rating
Downlighters .....	1.2 watts
Reading lights .....	0.4 watts
Above locker strip light 500mm .....	1.2 watts
Above locker strip light 800mm .....	2.2 watts
Awning lights .....	4 watts

**Note:** All LED lights can only be replaced with a new complete unit and not a replacement bulb.

**CAUTION:** It is recommended to set the position of the reading light before switching on. Do not look directly at LED lights.



## MAINS UNIT - CAMPERVAN







## HOW TO USE YOUR CAMPERVAN'S EQUIPMENT

Within this section of your campervans handbook we will give you brief details on how to operate all of the campervans equipment from the gas cooking equipment to the window blinds. For further details on the major equipment within your campervan please read the individual appliance instructions contained with your user information pack.

**Please note:** Before attempting to use any gas equipment please ensure that the LPG tank contains gas and the valve is in the on position. Also ensure the appliance isolation valves are in the on position as shown in the gas system section.

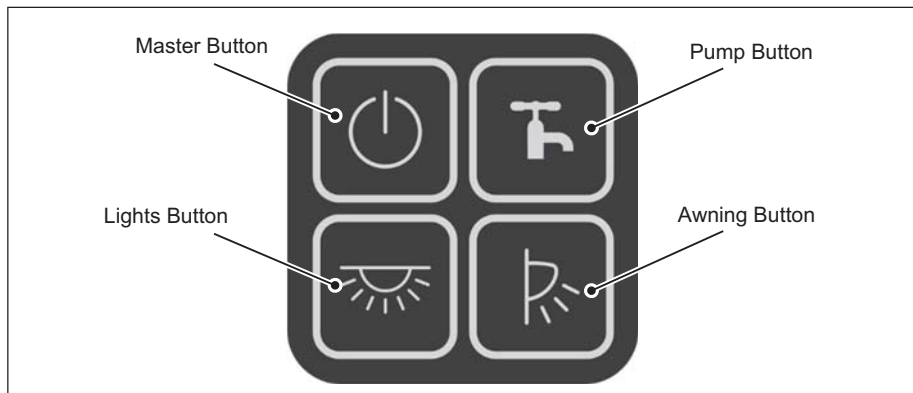
**Please note:** Before attempting to use any electrical appliance please ensure that you have connected the mains connection cable to a mains hook up and that the mains isolation switch is in the on position. Ensure the 12V master switch is in the ON position. This is found in the side of the unit next to the entrance door.



## CONTROL PANEL

Your new campervan is fitted with the control panel shown below.

### Vegas Button Control Panel



#### Master Button

When the Master Button is pressed, the control panel will switch power to all non-essential accessories.

- Some features, such as lights, will need the Master Button to be switched on to work.

#### Lights Button

When the Lights Button is pressed, the control panel will switch power to all the interior lights.

- If the Master Button is switched off then this button will not function.

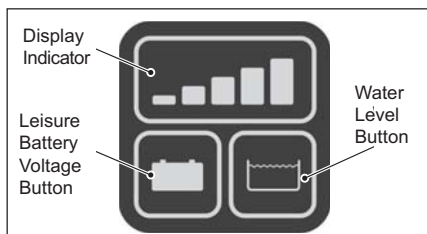
#### Pump Button

When the Pump Button is pressed, the control panel will switch power to the water pumps.

- Holding down the Pump Button forces the internal pump to run regardless of tank level. This is so that the user can purge their water pipes.

#### Awning Button

When the Awning Button is pressed the control panel will switch power to the exterior awning light.



#### Display Indicator

The Display indicator on the Vegas Voltmeter Panel is used to display the Leisure Battery voltage and the Water level, depending on which button is pressed.

- If a waste tank is fitted, the lowest indicator will illuminate when the waste tank is full.
- When the pump is running the 5th indicator (Green) will illuminate to indicate that the pump is currently running.

#### Leisure Battery Voltage Button

When the Leisure Battery Voltage Button is pressed, the Display Indicator will light up and display the voltage level of the Leisure Battery.

#### Water Level Button

When the Water Level Button is pressed, the Display Indicator will light up and display the water level reading inside the water tank.



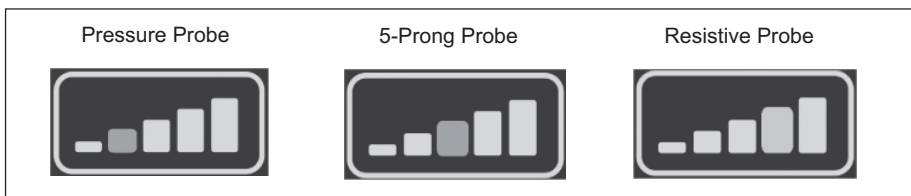
## Water Level Calibration

Before the Water Level Button is used for the first time, you will need to calibrate the Control Panel to your water tank.

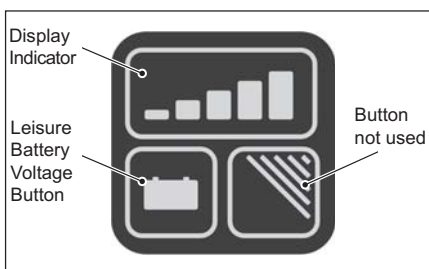
- Make sure your water tank is at the recommended maximum level before starting the calibration process.
- You will need to re-calibrate the Control Panel if you change water tank.

Use the following steps to calibrate your Control Panel.

1. Hold down both the Voltage Button and Water Level Button for 6 to 8 seconds to get into calibration mode.
2. When you are in calibration mode, the Display Indicator will light up depending on which water probe you have installed.
3. To cancel calibration mode, press and hold Leisure Battery Voltage Button for two seconds.
4. To start the calibration process, press and hold the Water Level Button for two seconds.
5. If the calibration process was successful, the display will flash three times.
  - If the calibration process is successful, the Control Panel will restart and be ready to use.
6. If the calibration process was unsuccessful, the display will flash two times.
  - If the calibration process fails, go back to step 2 to start the calibration process again.



## Vegas Voltmeter without Water or Gas Level



### Display Indicator

The Display indicator on the Vegas Voltmeter Panel is used to display the Leisure Battery voltage.

If a waste tank is fitted, the lowest indicator will illuminate when the waste tank is full.

### Leisure Battery Voltage Button

When the Leisure Battery Voltage Button is pressed, the Display Indicator will light up and display the voltage level of the Leisure Battery. The button on the right of the panel is not used on this panel.

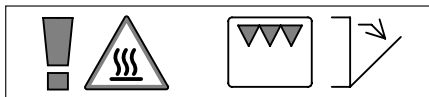


## OVEN, HOB AND GRILL

### Safety

- This appliance may be used by children aged 8 years or older and persons with reduced physical, sensory or mental capabilities and/or lack of experience and knowledge only if they are supervised or have been given instructions on the safe use of this appliance and understand the potential hazards.
- Keep children younger than 8 years away from the appliance, except under constant supervision.
- Do not allow children to play with the appliance.
- Do not allow children to clean or maintain this equipment unattended.
- Use only parts supplied by the manufacturer.
- Do not change or adjust anything on the appliance, unless the change is authorised by the manufacturer or its representative.
- If the power cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.
- Use the appliance for cooking only and not for anything else, for example room heating. This can lead to carbon monoxide poisoning and overheating. The manufacturer cannot be held liable for damage resulting from improper use or incorrect setting of the controls.
- This appliance is not intended to be operated by means of an external timer or separate remote-control system.
- The use of this gas cooking appliance results in the production of heat, moisture and products of combustion in the room in which it is installed. Ensure the room has sufficient ventilation when the appliance is in use. During prolonged use, additional ventilation may be needed by opening a window or increasing the extraction force of the hood.
- Never extinguish a cooking fire with water. Turn the burner off and cover the flame with a lid or a fire blanket.

- The burners and pan supports are hot during and after use. Allow all parts to cool before touching them, as this can cause serious injury.
- Unattended cooking on a hob with fat or oil can be dangerous and may result in fire. Do not leave the appliance unattended when in use.
- The use of inappropriate hob guards can cause accidents.
- Do not store items on the cooking surface of the hob.
- The food shelves and trays in the appliance are hot during and after use. Allow all parts to cool before touching them, as this can cause serious injury. Always use oven gloves when removing the shelves and trays.
- Do not store items in the appliance.
- Do not put heavy objects on the open appliance door.
- The appliance and accessible parts become hot when the grill is in use. Young children should be kept away.
- Caution: hot surfaces. Door must be open when grill is in use.



- In the event that abnormal drift in cooking temperature of the oven is observed, have the thermostat checked by a qualified service engineer.
- Care should be taken not to overload the oven, allowing adequate spacing to ensure free circulation of heat.
- Do not use steam cleaners or pressure washers to clean the appliance. See Maintenance and cleaning for instructions.
- Do not allow oil or fat to build up on the appliance. Clean the appliance after each use.
- The glass lid may snap shut towards the end of lowering due to the travel-lock action of the hinges. Make sure all fingers are clear of the appliance when closing the lid.



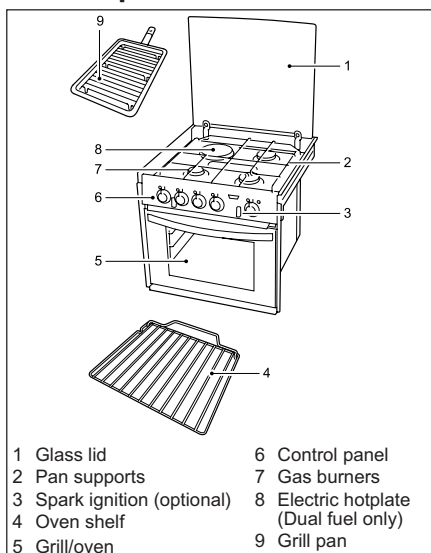
## HOW TO USE YOUR CAMPERVAN'S EQUIPMENT



- **Do not use harsh abrasive cleaners or sharp metal scrapers to clean the surface of the glass, since they can scratch the glass surface which may result in shattering of the glass.**
- **Remove any spillage from the glass lid before opening the lid.**
- **Do not shut the glass lid when the burners are lit or still warm.**



### Main components



The types of burners may vary depending on the type of appliance. Refer to Technical specifications for further details.

### Before use

Before using the appliance:

- Ensure that all packaging materials have been removed.
- Clean the appliance with warm water and household detergent and dry carefully with a soft cloth.
- Ensure that the gas supply is connected and turned on.
- Ensure that the appliance is connected to the 12V DC battery for the spark ignition.
- Ensure that the pan supports are positioned properly.
- Ignite the gas burners and let them burn to expel odours and vapours first.
- Ignite the burner and heat the grill for about 20 minutes to eliminate any residual factory lubricants that might impart unpleasant smells to the food being cooked. Smoke may occur during this procedure. Open any windows and turn on mechanical ventilators to help remove the smoke.
- Ignite the burner and heat the oven for about 30 minutes at 200°C to eliminate any residual factory lubricants that might impart unpleasant smells to cooked food. Smoke may occur during this procedure. Open any windows and turn on mechanical ventilators to help remove the smoke.

### Dual Fuel only:

- Ensure the electricity is connected and switched on.
- Prime the hotplate by switching on the hotplate for a short period, without a pan, to harden and burn off the coating. Use a medium to high setting for 3-5 minutes. Allow adequate ventilation to disperse any smoke that occurs during this process. Allow the hotplate to cool.
- Season the hotplate by heating the hotplate for 30 seconds on a medium setting and then switching off. Pour a minimal amount of unsalted vegetable oil onto a clean dry cloth or paper towel and apply a thin coat of oil to the hotplate surface. Wipe off any excess oil, then heat the hotplate on a medium setting for 1 minute. Occasional seasoning will help to maintain the hotplate's appearance.

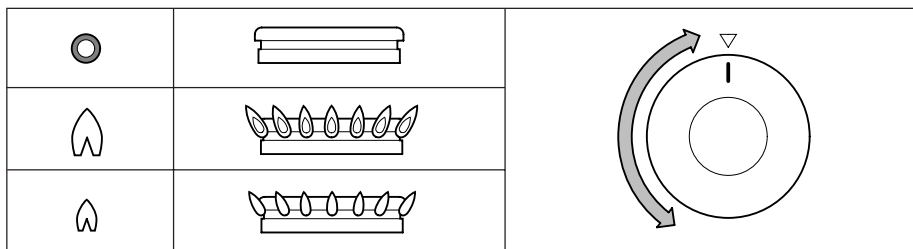
Only use LPG (Liquefied Petroleum Gas). The appliance operates on propane or butane. Propane is preferred over butane, because butane provides poor performance at an ambient temperature below 10°C and cannot be used at an ambient temperature below 5°C.







## Use of the burners



For the exact location of the control knobs, see:

### Turning on:

- Push and turn the control knob.
- Turn the control knob anti-clockwise to the full rate position.
  - For automatic ignition models: The automatic ignition sparks and lights.
  - For non-ignition models: Hold a lit match or gas match to the burners.
- Keep the control knob pressed for about 10-15 seconds and then release it.
- Adjust the height of the flame.

If the burner accidentally extinguishes turn the control knob to the 0 position and wait at least 1 minute before re-igniting the burner.



If the burner has not lit within 15 seconds turn the control knob back to the 0 position and release it. Wait at least 1 minute and repeat the steps above to turn on the appliance.

### Turning off:

- Turn the control knob clockwise to the 0 position to turn off the burner.

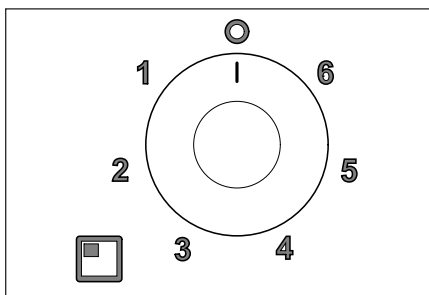


Always make sure the control knob is in the 0 position when you have finished using the gas burners.



Do not shut the glass lid when the burners are lit or still warm.

## Use of the electric hotplate (if applicable)



For the exact location of the control knob, see Main components.

### Turning on:

- Rotate the control knob either clockwise or anti-clockwise to the required position (1-6).

For maximum efficiency, a correctly sized pan with a flat heavy gauge base should be used. The pan size should be the same or slightly larger than the hotplate (up to 1<sup>1</sup>/<sub>2</sub>cm oversize).

### Turning off:

- Turn the control knob to the 0 position to turn off the hotplate.



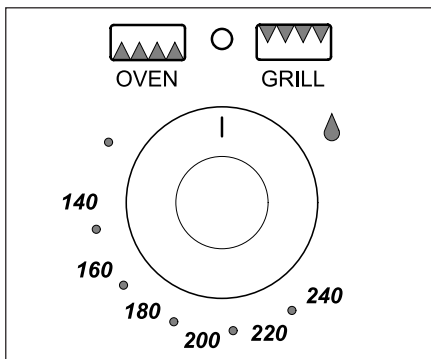
Always make sure the control knob is in the off position when you have finished using the hotplate.



Do not shut the glass lid when the hotplate is turned on or still warm.



## Use of the grill



For the exact location of the control knob, see Main components.

### Turning on:

- Open the door and push the control knob.
- Continue pressing the control knob and turn it anti-clockwise to the full rate position.
  - For spark ignition models: Push the ignition button.
  - For non-ignition models: Hold a lit match or gas match to the burner.
- Keep the control knob pressed for about 10-15 seconds and then release it.
- Adjust the required heat setting.



The grill is only to be used at its nominal heat setting.

- Depending on the food to be cooked, the correct grilling height can be achieved by inverting the pan trivet into either the high or low position.
- The grill pan supplied is multi-functional, for use in grill or oven and the handle design allows removal or insertion whilst the pan is in use. Always remove the handle when the pan is in use.
- Place the shelf in the required position.

The grill door must remain open when lighting and using the grill.



If the burner accidentally extinguishes turn the control knob to the 0 position and wait at least 1 minute before re-igniting the burner.

- If the burner has not lit within 15 seconds turn the control knob back to the 0 position and release it. Wait at least 1 minute and repeat the steps above to turn on the appliance.
- Although the grill heats up quickly, it is recommended that a few minutes preheat be allowed.
- It is normal for the flames on this burner to develop yellow tips as the grill heats up.

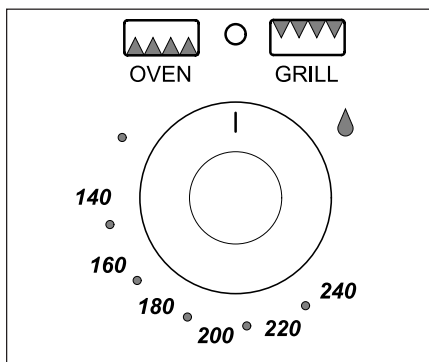
### Turning off:

- Turn the control knob clockwise to the 0 position to turn off the burner.



Always make sure the control knob is in the 0 position when you have finished using the grill.

## Use of the oven



For the exact location of the control knob, see:

### Turning on:

- Open the door and push in the control knob.
- Continue pressing the knob and turn it anti-clockwise to the full rate position. (240°C gas mark 9).
  - For spark ignition models: Push the ignition button.
  - For non-ignition models: Hold a lit match or gas match to the burner.
- Keep the control knob pressed for about 10-15 seconds and then release it.



## HOW TO USE YOUR CAMPERVAN'S EQUIPMENT



- Adjust the required heat setting.
- Place the oven shelf in the required position and close the door.

Ignition must always be carried out with the oven door open.

If the burner accidentally extinguishes turn the control knob to the 0 position and wait at least 1 minute before re-igniting the burner.

If the burner was not lit within 15 seconds turn the control knob back to the 0 position and release it. Wait at least 1 minute and repeat the steps above to turn on the appliance.

Although the oven heats up quickly, a 10-minute preheat is recommended. The oven should reach full temperature in about 15-20 minutes.

### Turning off:

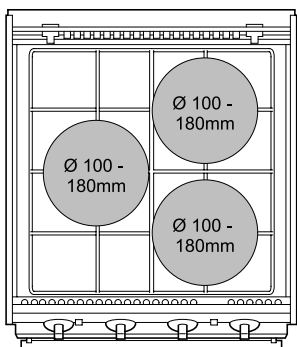
- Turn the control knob clockwise to the 0 position to turn off the burner.



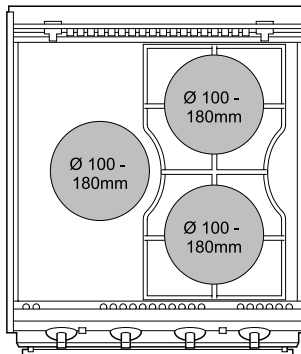
Always make sure the control knob is in the 0 position when you have finished using the oven.

### Safe cooking

- Do not allow cooking vessels to overlap the edges of the appliance - use the correct sizes of pans and position them centrally over the burners.



SOH700



SOH710

- Ensure that there is at least a 10mm gap between the pans and the edges of the hob.
- Turn the pans so that the handles do not overhang the front of the appliance.
- Ensure that the flame of the gas burner heats the bottom of the pan, not the sides.
- The pans and trays supplied with this appliance are the maximum sizes. Do not use larger pans and trays. They may restrict good circulation of heat, which may increase cooking times.
- The oven shelf allows good circulation at the rear of the oven.
- A raised bar at the rear of the shelf prevents trays or dishes making contact with the back of the oven.
- To remove a shelf, pull it forward until it stops, raise at the front and remove.
- To place a shelf in the oven, lower it at the front and slide it backward until it stops.
- Do not leave the appliance unattended when in use.
- Do not use the appliance while the vehicle is moving.
- Turn the control knob back to the 0 position after cooking.
- Keep the appliance clean and prevent accumulation of grease and food scraps.



## HOW TO USE YOUR CAMPERVAN'S EQUIPMENT



Never cover slots or holes in the appliance and never cover a shelf with materials such as aluminium foil. That restricts the airflow and may cause carbon monoxide poisoning.



The food shelves and trays in the appliance are hot during and after use. Allow all parts to cool before touching them, as this can cause serious injury. Always use oven gloves when removing the shelves and trays.

### Temperature control

The temperature in the oven is controlled by a thermostatic gas tap and is variable over the range 130°C to 240°C.

The table overleaf provides a guide to the approximate temperatures at each of the shelf positions with respect to the gas mark setting. Good use can be made of the temperature variation between the shelf positions, as several dishes requiring different temperatures may be cooked at the same time. In this way maximum benefit can be obtained from the gas used to heat the oven.

### TEMPERATURE ZONES

Gas Mark				Dish
1/4 - 1/2	90°C	110°C	130°C	Meringues
1	110°C	130°C	150°C	Stewed fruit
2	120°C	140°C	160°C	Rich fruit cake, rice pudding
3	130°C	150°C	170°C	Baked custard, shortbread finger
4	140°C	160°C	185°C	Victoria sponge
5	155°C	180°C	200°C	Whisked sponges, ginger nuts
6	170°C	190°C	215°C	Short crust pastry
7	185°C	210°C	230°C	Bread, scones, flaky pastry
8	200°C	220°C	245°C	Puff pastry
9	215°C	240°C	260°C	Quick browning



Care should be taken not to overload the oven, allow adequate spacing to ensure free circulation of heat.



When roasting with aluminium foil ensure the foil does not impair circulation of heat or block any oven flue outlet.



LPG is heavier than air. Escaping gas accumulates at lower levels. By following the strong, unpleasant smell of gas, you can determine where the leak is located. To investigate where it is exactly, use a special leak detection spray. Never use an open flame to find the leak!

### Gas Leaks

As soon as you smell gas:

- Ensure that all burners are turned off.
- Extinguish all naked lights and do not smoke.
- Shut off the gas supply at the gas bottle immediately.
- Do not use electrical switches.
- Open all doors and windows.



## Troubleshooting

Problem	Possible cause	Solution
Burners do not burn or burn unevenly	Gas bottle is empty Gas tap is closed Burner caps are not correctly positioned Burners are wet or clogged	Change gas bottle Open tap Allow caps to cool, then reposition them Dry or clean burners
Spark ignition does not spark	12V DC battery is discharged Connections are loose	Charge battery Secure connections
	Ignition points are wet or dirty	Dry or clean ignition points
Control knobs do not function	Knobs are mounted incorrectly	Install knobs correctly



If you cannot solve a problem, contact the authorised local Service Centre or Thetford Customer Service in your country.

## Putting in storage

- Close the gas valve at the gas bottle.
- Dual Fuel only: Disconnect the electrical supply.
- Spark ignition models only: Disconnect the battery.
- Ensure that the control knobs are in the 0 position.
- Close the glass lid.
- Close the grill door.
- Close the oven door.
- Wipe the appliance clean and dry.



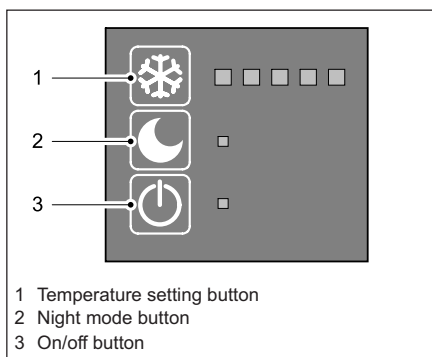
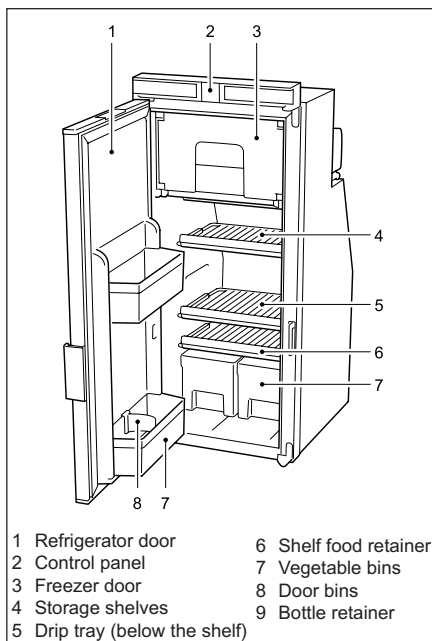
## REFRIGERATOR

### Safety

- This appliance may be used by children aged 8 years or older and persons with reduced physical, sensory or mental capabilities and/or lack of experience and knowledge only if they are supervised or have been given instructions on the safe use of this appliance and understand the potential hazards.
- Keep children younger than 8 years away from the appliance, except under constant supervision.
- Do not allow children to play with the appliance. Children can become trapped and suffocate.
- Do not allow children to clean or maintain this equipment unattended.
- Use only parts supplied by the manufacturer.
- Do not change or adjust anything on the appliance, unless the change is authorised by the manufacturer or its representative.
- Use the appliance for cooling and freezing only and not for anything else. Follow the instructions in this manual. The manufacturer cannot be held liable for damage resulting from improper use or incorrect setting of the controls. If the instructions have not been followed, warranty claims will not be accepted.
- This appliance is designed for 12V DC supply voltage. Do not attempt to run the refrigerator on any other voltage or means of supply.
- Build-up of dust on the condenser will reduce the performance of the appliance and increase the risk of overheating of the cooling system. Have the condenser and cooling fan cleaned by qualified service personnel if you suspect poor performance.
- Never open or damage the refrigerant circuit of the cooling system at the back or on the inside of your appliance. The cooling system is pressurised and contains flammable substances.
- Do not use electrical appliances in the appliance.
- Do not store explosive substances such as aerosol cans with a flammable propellant in this appliance.
- The maximum load of the large shelf is 12kg and the maximum load of the small shelf is 6kg.
- Never expose the appliance to moisture.
- Keep ventilation openings, in the appliance enclosure or in the built-in structure, clear of obstruction.
- Never expose the appliance to moisture.
- Keep ventilation openings, in the appliance enclosure or in the built-in structure, clear of obstruction.
- Do not use mechanical devices or other means to accelerate the defrosting process, other than those recommended by the manufacturer.
- This refrigerator is intended for use in mobile leisure vehicles.



## Main Components



## Before use

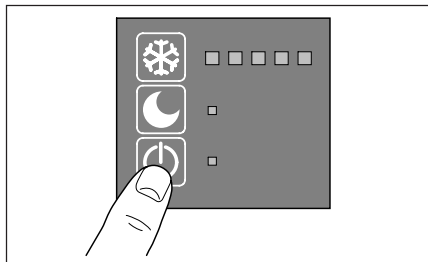
Before using the appliance:

- Ensure that all packaging materials have been removed.
- Clean the inside of the refrigerator properly with warm water and household detergent and dry carefully with a soft cloth.
- Ensure that the DC electricity supply is connected and turned on.

## Switching on the refrigerator

To switch on the refrigerator:

- Push the on/off button and hold it for 2 seconds.



The refrigerator is powered from the 12V battery.

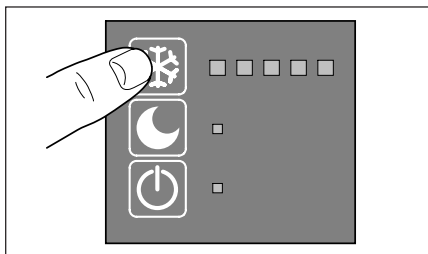
After 10 seconds the temperature setting indication will dim. The blue light indicates the refrigerator is still in function.

For optimal performance, switch on the refrigerator 4 hours before placing food.

## Selecting cooling level

To select the cooling level:

- Push the temperature setting button and hold it for 1 second.
- Tap the button again to select the desired cooling level (1 to 5).



- After the temperature setting button is activated, you can also select the cooling level by holding the button.
- Thetford advises to set the refrigerator on cooling level 3, with an ambient temperature between 15°C and 25°C. A higher temperature needs a higher cooling level, a lower temperature a lower level.

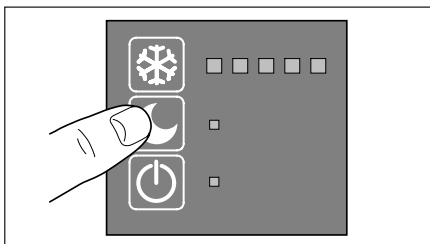


- Your refrigerator meets the climate ST class at an ambient temperature between 16°C and 38°C. When using the night mode, the refrigerator meets the N class between 16°C and 32°C.
- Active running time of the refrigerator depends on the temperature, size and state of the battery, electrical load of other devices in the vehicle, content of the refrigerator and frequency of use.
- When the vehicle is exposed to full sunlight, it is strongly recommended to apply proper ventilation in the vehicle.

## Selecting night mode

The blue light indicates the night mode is activated. When the night mode is activated, the cooling unit will run at low speed, so noise and power consumption are reduced to the minimum. To select the night mode:

- Push the night mode button.



- Use night modus only when temperatures in the vehicle are below 30°C. Do not forget to switch off the night modus, when temperatures exceed 30°C.

## Use of the freezer compartment

- Use the freezer compartment to store perishable foodstuffs or frozen foods for short periods.

Never keep carbonated liquids in the freezer compartment.

The freezer temperature cannot be guaranteed if the refrigerator performs in a vehicle interior temperature below 16°C. Food might defrost. Raise the temperature setting to minimal level 4 if you expect vehicle interior temperatures below 20°C and want to

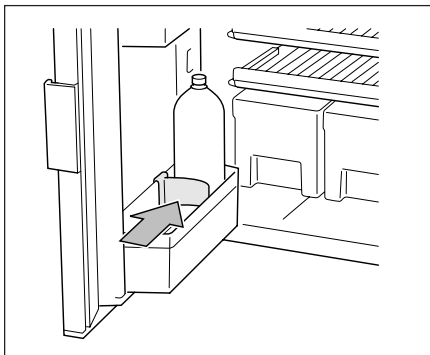
maintain freezing temperature in the freezer compartment. As a consequence the temperature of the refrigerator compartment will become lower. Raising the vehicle interior temperature will also contribute to a lower freezer temperature.

- Use the freezer to make ice cubes.
- Fill 2/3 of the ice-cube tray with water and put the tray in the freezer compartment. Make sure you only use drinking water.

Never eat ice-cubes or popsicles directly out of the freezer compartment. This can cause burns.

## While driving

- Make sure no products in your refrigerator can move while driving. Secure the bottles in the door and the drawer with the bottle retainer and secure all food on the storage shelves.



- Close the door.

When you close and press the door of the refrigerator, the door locks automatically. While driving this door lock also secures the door.

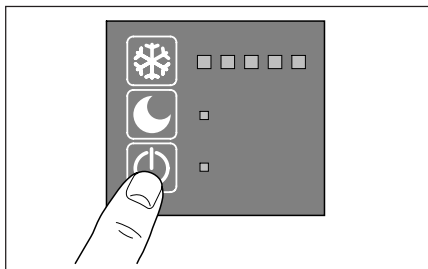




## Switching off the refrigerator

Switch off the refrigerator before defrosting or storing your vehicle:

- Push the on/off button and hold it for 2 seconds. The blue light will dim.



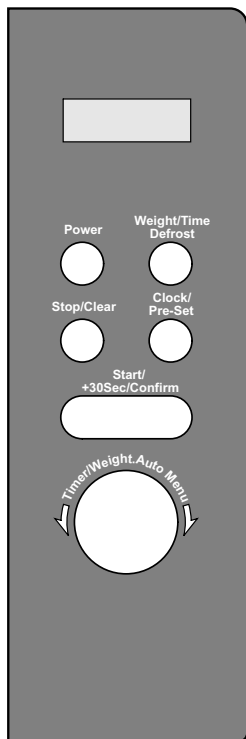
## Troubleshooting

Problem	Possible cause	Solution
Fridge not cooling, compressor will not run at all	Battery voltage too low	Recharge battery
	Start delay of 1 minute (no issue)	Wait 1 minute
	Overheat due to high ambient	Turn off fridge for 1 hour, vent the vehicle, switch to day mode
	Vehicle fuse has blown	Check fuse rating, replace with 15A
Fridge not cooling, compressor starts but switches off directly	Overheat due to high ambient temperature	Turn off fridge for 1 hour, vent the vehicle, switch to day mode
Fridge is overcooling	Temperature setting too high	Turn off fridge for 1 hour, vent the vehicle, switch to day mode
Noise is more than in night mode	Fridge is in day mode	Change to night mode if temperatures are below 30°C
Fridge not cooling, compressor runs continuously	Go to a service centre	
Fridge has insufficient cooling	Overheat due to high ambient temperature	Turn off fridge for 1 hour, vent the vehicle, switch to day mode
	Ventilation openings, complete or partially blocked	Clean or remove blockage
	Door is not properly closed	Close door, make sure door seal in good order
	Too much ice on evaporator (more than 3mm)	Defrost evaporator, make sure door seal is in good order

If you cannot solve a problem, contact the authorised local Service Centre or Thetford Customer Service in your country.



## MICROWAVE (When installed)



**MENU ACTION SCREEN** Cooking time, power, auto and the clock time are displayed.

**POWER** Press to select the power level for microwave cooking.

**WEIGHT/TIME DEFROST** Press this button to input weight for defrosting.

**CLOCK/PRE-SET** Press this button to input weight for defrosting.

**STOP/CLEAR** Press to stop the cooking process.

**TIMER/WEIGHT . AUTO MENU** Rotate to select the cooking time and the auto menus.

**START/+30SEC/CONFIRM** Press this button to start the cooking process and confirm when programming.

**DOOR OPEN** Pull the handle to open the door.

## Microwave cooking

- 1 Press the "POWER" button once and "P100" will display and flash.
- 2 Turn the "TIMER/WEIGHT" to select the microwave power. "P100", "P90", "P80", "P70", "P60", "P50", "P40", "P30", "P20", "P10" and "P00" will display in order.
- 3 Press "START/+30 SEC" to confirm.
- 4 Turn the "TIMER/WEIGHT" dial to adjust the cooking time. (The time setting should be between 0:05-95:00).
- 5 Press "START/+30 SEC" to start the cooking process.

Press power button	Cooking power
P100	100%
P90	90%
P80	80%
P70	70%
P60	60%
P50	50%
P40	40%
P30	30%
P20	20%
P10	10%
P00	0%

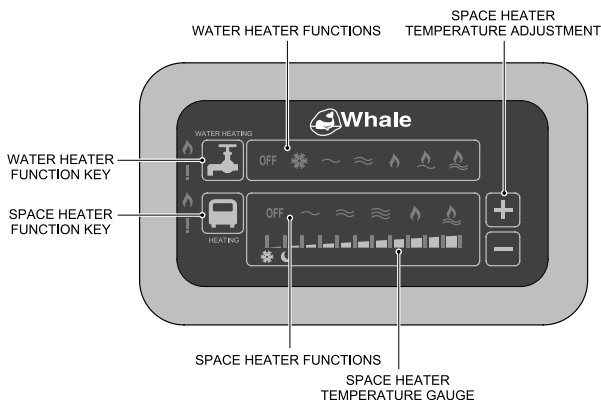
To stop the cooking process at any time press the "STOP/CLEAR" button.

For further appliance information please refer to microwave user manual.



## Whale Heating System

The Whale Space Heater and Whale Water Heater are both operated by using the Whale Duo Control Panel. To operate the Space Heater or Water Heater on gas only, a 12 V d.c. supply must be connected at all times. To operate the Space Heater or Water Heater on electric, they must also be connected to a suitable 230V a.c. supply.



Space Heater		Water Heater	
Symbol	Function	Symbol	Function
	Off		Off
	500W (Low)		750W (Med)
	1000 (Med)		1500W (High)
	2000W (High)		Gas On
	Gas On		750W + Gas
	2000W + Gas		1500W + Gas
	Frost Protection		Frost Protection
	Night Time Setting		



# HOW TO USE YOUR CAMPERVAN'S EQUIPMENT



## Whale Space Heater - User Operation

### For Gas Operation:

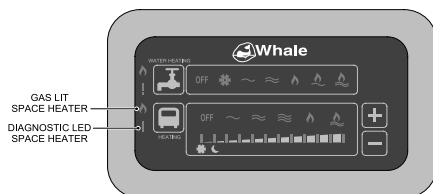
Press the Space Heater Function Key



until the Gas icon is illuminated



There will be a pre-purge pause of approx. 20 seconds to allow any unburnt gas to leave the flue. The Gas Lit LED will light green upon successful flame ignition.



**Please note:** If there is air in the gas supply line it may take a few attempts for the gas to ignite. If the ignition is unsatisfactory the Space Heater Diagnostic LED will light red. If the Diagnostic LED is lit, please refer to the Troubleshooting section.

### For Electric Operation:

The Space Heater is equipped with 3 electric power settings; 500W, 1000W and 2000W.

#### To select 500W:-

Press the Space Heater Function Key

until the 500W icon is illuminated



#### To select 1000W:-

Press the Space Heater Function Key



until the 1000W icon is illuminated



#### To select 2000W:-

Press the Space Heater Function Key



until the 2000W icon is illuminated



### For Gas & Electric Operation:

The Space Heater is equipped with a boost setting which operates at 4kW, using gas and electric combined.

#### To select Boost:

Press the Space Heater Function Key



until the Boost icon is illuminated



#### To turn the Space Heater Off:

Press the Space Heater Function Key




until 'Off' is illuminated



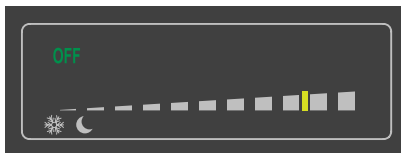
#### To adjust the temperature:

Use the temperature control buttons to adjust the temperature.

Press  to increase the temperature.

Press  to decrease the temperature


The temperature setting will be shown on the temperature gauge.



**Please note:** The Space Heater will automatically turn itself on and off to maintain the desired ambient temperature.

### For Night Time Setting:


Night Time setting maintains a temperature of approximately 15°C, using a low power setting.

Press  until the night time icon is illuminated on the temperature gauge.



### For Frost Protection:

Frost protection maintains a low temperature in the vehicle during cold temperatures.

Press  until the frost protection icon is illuminated on the temperature gauge



**Please note:** The vehicle **must be** connected to a suitable 230V a.c. supply in order to operate.



## Whale Water Heater - User Operation

### For Gas Operation:

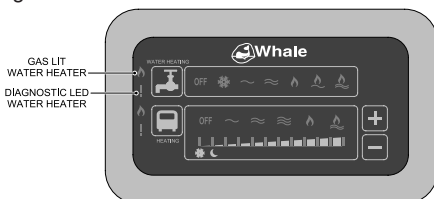
Press the Water Heater Function Key



until the Gas icon is illuminated



There will be a pre-purge pause of approximately 5 seconds to allow any unburnt gas to leave the flue. The Gas Lit LED will light green upon successful flame ignition.



**Please note:** If there is air in the gas supply line, it may take a few attempts for the gas to ignite. If the ignition is unsatisfactory, the Water Heater Diagnostic LED will light red. If the Diagnostic LED is lit, please refer to the Troubleshooting section.

### For Electric Operation:

The Water Heater is equipped with 2 electric power settings: 750W and 1500W.

#### To select 750W:-

Press the Water Heater Function Key



until the 750W icon is illuminated



#### To select 1500W:-

Press the Water Heater Function Key



until the 1500W icon is illuminated



### For Gas & Electric Operation:

For faster water heat up, the Water Heater can be operated on both gas and electric.

#### To select 750W and Gas:-

Press the Water Heater Function Key



until the 750W and gas icon is illuminated



#### To select 1500W and Gas:-

Press the Water Heater Function Key



until the 1500W and gas icon is illuminated



#### To turn the Water Heater Off:

Press the Water Heater Function Key until 'Off' is illuminated



### For Frost Protection:

Frost protection maintains a low temperature in the vehicle during cold temperatures.

Press the Water Heater Function Key



until the frost protection icon is illuminated



**Please note:** The vehicle **must be** connected to a suitable 230V a.c. supply in order to operate.





## Whale Heating System - Troubleshooting

The Whale Space Heater and Whale Water Heater are equipped with an electronic diagnostic system which will detect fault conditions ranging from poor gas or d.c. supply to internal heater malfunctions. In the unlikely event of a failure, the Diagnostic LED will light red.

### Whale Space Heater - Fault Finding

If the Space Heater diagnostic LED is lit as shown:-



Press  and  together to identify the problem.

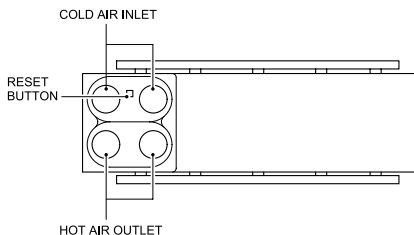
The number of bars that light on the Temperature Gauge indicate the fault code, e.g. 1 bar lit equals fault code 1, 2 bars lit equals fault code 2 etc.

Check gas supply making sure that there is gas in the bottle and no blockage in the gas line. Ensure that propane is used at temperatures below +5°C. Clear lockout as described.

Number of Bars Lit	Fault	Remedy
1	No flame detected	Check gas supply making sure that there is gas in the bottle and no blockage in the gas line. Ensure that propane is used at temperatures below +5°C. Clear lockout as described.
2	Overheat	Check the air ducts and vents are not blocked or restricted. Whale recommends that you wait at least 5 to 10 minutes to allow the Space Heater to cool before clearing lockout as described.
3	Low/high voltage supply	Minimum operating voltage is 10V, maximum is 15V, when measured at the Space Heater. Check battery voltage. If between 10V and 15V, check connections between Space Heater and battery. Check alternator or external battery charging. Clear lockout as described.
4	Combustion air fault	Check combustion air inlet flue and exhaust flue for blockages. Clear lockout as described.
5	Other/Internal fault	Attempt to clear lockout as described. If this fails, contact <b>Whale Support on +44 (0)845 217 2933</b> .
Solid	General fault	Two faults have occurred at the same time OR at least five or more lockout clearing attempts have been unsuccessful. Clear lockout by pressing the red Reset Button on the Space Heater, as described.



## Whale Space Heater - Reset Button Location



### Heater - Lockout Clearing Procedure

If the Space Heater lockout condition has been identified by **1, 3, 4 or 5** flashes, the lockout must be cleared by turning the d.c. power 'off' and then 'on' again at the master switch in the vehicle. If the first attempt is unsuccessful, you can retry an additional 4 times. If the lockout still will not clear (Identified by a solid LED), please press the Reset Button on the Space Heater.

If the Space Heater lockout condition has been identified by a 2 flashes, a solid red LED and / or five or more unsuccessful attempts to clear a lockout have been made, the lockout must be cleared by pressing the Reset Button on the Space Heater once.

If the problem persists, contact **Whale Support on +44 (0)845 217 2933**.

## Whale Water Heater - Fault Finding

If the Water Heater diagnostic LED is lit as shown:-



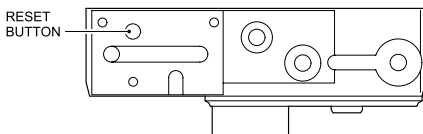
Press  and  together to identify the problem.

The number of bars that light on the Temperature Gauge indicate the fault code, e.g. 1 bar lit equals fault code 1, 2 bars lit equals fault code 2 etc.

Number of Bars Lit	Fault	Remedy
1	No flame detected	Check gas supply making sure that there is gas in the bottle and no blockage in the gas line. Ensure that propane is used at temperatures below +5°C. clear lockout as described.
2	Overheat	Check the air ducts and vents are not blocked or restricted. Whale recommends that you wait at least 5 to 10 minutes to allow the Water Heater to cool before clearing lockout as described.
3	Low/high voltage supply	Minimum operating voltage is 10V, maximum is 15V, when measured at the Water Heater. Check battery voltage. If between 10V and 15V, check connections between Water Heater and battery. Check alternator or external battery charging. Clear lockout as described.
5	Other/Internal fault	Attempt to clear lockout as described. If this fails, contact <b>Whale Support on +44 (0)845 217 2933</b> .
Solid	General fault	Two faults have occurred at the same time OR at least five or more lockout clearing attempts have been unsuccessful. Clear lockout by pressing the red Reset Button on the Water Heater, as described.



## Whale Water Heater - Reset Button Location



## Water Heater - Lockout Clearing Procedure

If the Water Heater lockout condition has been identified by **1, 3, 4 or 5** flashes, the lockout must be cleared by turning the d.c. power 'off' and then 'on' again at the master switch in the vehicle. If the first attempt is unsuccessful, you can retry an additional 4 times. If the lockout still will not clear (Identified by a solid LED), please press the Reset Button on the Water Heater.

If the Water Heater lockout condition has been identified by a 2 flashes, a solid red LED and / or five or more unsuccessful attempts to clear a lockout have been made, the lockout must be cleared by pressing the Reset Button on the Water Heater once.

If the problem persists, contact **Whale Support on +44 (0)845 217 2933**.

## Whale Heating System - Maintenance

The outside surfaces of the Space or Water Heater do not normally require cleaning.

If the surface needs cleaned, you must isolate the electric supplies and wipe down with a soft, damp cloth only. You must not use abrasive cleaning agents. Allow to fully dry before reconnecting electrical supplies.

## Whale Heating System - Servicing

Whale recommends that the Space and Water Heater must be inspected, at least annually. This must be in accordance with the practice in the country where it is used and in accordance with the Whale instructions (provided separately). Both the Space Heater and Water Heater contain ESD sensitive components and therefore must only be opened by a Whale Approved Service Centre or Engineer.

Annual testing of the gas soundness and combustion must be carried out by an accredited LPG Engineer.

## Whale Heating System - Winterising

When using the Space or the Water Heater in winter, you must ensure that the flues are not blocked by fallen leaves or snow etc. When the Space Heater is not in use for long periods of time, e.g. in winter storage, you must cover the open end of the combustion air and exhaust flues to prevent ingress of leaves etc.





## Smoke Alarm

### Operation

The smoke alarm is operating once a fresh battery is installed and testing is complete. When products of combustion are sensed, the unit sounds a loud 85db pulsating alarm until the air is cleared.

**Hush Control** - The "HUSH" feature has the capability of temporarily desensitising the alarm circuit for approximately 8 minutes. This feature is to be used only when a known alarm condition, such as smoke from cooking activates the alarm. If the smoke is not too dense, the alarm will silence immediately and the Red LED will flash once every 10 seconds for approximately 8 minutes. This indicates that the alarm is in a temporarily desensitised condition. The smoke alarm will automatically reset after approximately 8 minutes and sound the alarm if particles of combustion are still present. The "HUSH" feature can be used repeatedly until the air has been cleared of the condition causing the alarm.

**Note:** Dense smoke will override the hush control feature and sound a continuous alarm.

**CAUTION:** Before using the alarm hush feature, identify the source of the smoke and be certain a safe condition exists.

**Flashing LED Light** - This smoke alarm is equipped with a flashing red indicator light. The light is located under the test button and will flash every 40 seconds to indicate that the smoke alarm is receiving power.

**Testing** - Test by pushing the test button on the cover and holding it down for a minimum of 5 seconds. This will sound the alarm if the electronic circuitry, horn and battery are working. If no alarm sounds, the unit has defective batteries or other failure. **DO NOT** use an open flame to test your alarm, you could damage the alarm or ignite combustible materials and start a structure fire.

### TEST THE ALARM WEEKLY TO ENSURE PROPER OPERATION.

Erratic or low sound coming from your alarm may indicate a defective alarm and it should be returned for service.

**Note:** Weekly testing is required.

## Nuisance Alarms

Smoke alarms are designed to minimise nuisance alarms. Cigarette smoke will not normally set off the alarm, unless the smoke is blown directly into the alarm. Combustion particles from cooking may set off the alarm if the alarm is located close to the cooking area. Large quantities of combustible particles are generated from spills or when boiling. Using the fan on a range hood which vents to the outside (non-recirculating type) will also help remove these combustible products from the kitchen. If the alarm does sound, check for fires first. If a fire is discovered, get out and call the fire department.

## Maintenance

### Battery Replacement

**Note:** Replacement batteries are available where you purchased your alarm.

The smoke alarm is powered by a 9V battery. A fresh battery should last for one year under normal operating conditions. This alarm has a low battery monitor circuit which will cause the alarm to "chirp" approximately every 30-40 seconds for a minimum of seven days when the battery gets low. Replace the battery when this condition occurs.

**Note:** Use only the following 9 volt batteries for smoke alarm battery replacement:

Alkaline Type: Energizer 522; Duracell MN1604, MX 1604; Gold Peak 1604A.

**Note:** Weekly testing is required.

**WARNING: Use only the batteries specified. Use of different batteries may have a detrimental effect on the smoke alarm.**

### Cleaning your alarm

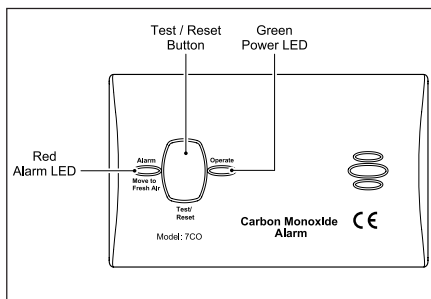
Your alarm should be cleaned at least once a year.

To clean your alarm, remove it from the mounting bracket. You can clean the interior of your alarm (sensing chamber) by using compressed air or a vacuum cleaner hose and blowing or vacuuming through the openings around the perimeter of the alarm. The outside of the alarm can be wiped with a damp cloth.

After cleaning, reinstall your alarm and test it by using the test button. If cleaning does not restore the alarm to normal operation the alarm should be replaced.



## CARBON MONOXIDE ALARM



### Switching on your CO alarm

**Note:** Your CO alarm must be installed by a competent person using the following guidance:

- Remove the batteries from the pack and insert them into the battery compartment. Make sure that you fit the batteries correctly to the polarity markings (+ or -) shown within the battery compartment. If correctly installed the alarm will give a short beep.
- To test the alarm, press the test button. The alarm will beep once followed by 4 loud pulses, then a brief pause and then 4 more pulses, ending with a single beep.
- Check that the green LED flashes at 30 second intervals to show that the alarm has power. This is easiest to see in a dark area, or with lights switched off.

### Recognising alarm signals and warnings

Feature	What this means	Required Action
Green LED flashes every 30 seconds	Normal operation	None
The alarm chirps every 60 seconds and the red LED flashes	Low batteries	Replace batteries as soon as possible
Alarm chirps twice every 30 seconds and the red LED flashes twice	End of life of the alarm	Replace the alarm
Alarm chirps every 30 seconds and red LED flashes every 30 seconds	Fault	Replace the alarm
Red LED on and constant tone	Malfunction	Replace the alarm
Loud continuous alarm with the red LED	Dangerous levels of CO have been detected	Follow emergency procedures.

### Using your alarm

#### Testing

Test your alarm each week by pressing the test button. The alarm will beep once followed by 4 loud pulses, then a brief pause and then 4 more pulses, ending with a single beep. While in full alarm the red LED will flash for 10 seconds.

This confirms that the alarm is powered up and working.

### Re-setting the alarm

If the alarm sounds, the test/reset button will silence the alarm unless it is still detecting dangerous levels of CO. The green light will then flash every 30 seconds to indicate that the alarm has power.

### Replacement of batteries

Under normal operating conditions, the batteries will last a minimum of one year. These batteries can be purchased from your local retailer.



**End-of-life** - This alarm will chirp every 30 seconds with a red LED flash after at least 10 years operation to let you know it has reached its end of life. A replacement needs to be purchased.

## **Carbon Monoxide Alarm Procedure**

What to do if your alarm sounds

If alarm sounds (4 loud audible pulses followed by a pause for 5 seconds):

- Immediately move to fresh air - outdoors or by an open door/window. Do a head count to check that all persons are accounted for. Do not re-enter the campervan nor move away from the open door/window until the emergency services responders have arrived, the campervan has been aired out and your alarm remains in its normal condition.
- Call Gas Emergency Services: 0800 111 999 or your local Gas Safe Registered Engineer.

Never restart the source of the CO problem until it has been corrected. Never ignore the sound of the alarm! If the alarm is sounding, pressing the test/reset button will terminate the alarm. If the CO condition that caused the alert in the first places continues, the alarm will reactivate. If the unit alarms again within six minutes, it is sensing high levels of CO which can quickly become a dangerous situation.

**WARNING: Activation of the alarm indicates the presence of Carbon Monoxide (CO) which can kill you.**

## **Maintenance of your alarm**

To keep your alarm in good working order:

- Test every week
- Vacuum regularly to remove dust
- Keep away from solvents or detergents
- Avoid spraying air-freshener, hair-spray near the alarm
- Do not paint the alarm. If decorating or using adhesives close to the alarm, remove it temporarily.

The following substances can affect the sensor and cause false alarms.

Methane, Propane, Iso-butane, Iso-propanol, Ethylene, Benzene, Toluene, Ethyl acetate, Hydrogen Sulphide, Hydrogen, Sulphur Dioxide, alcohol based products, paints, thinners, solvents, adhesives, hair-sprays, aftershaves or perfumes and some cleaning agents.

**WARNING: This Carbon Monoxide alarm is not a smoke alarm. It will not sense smoke, fire or any poisonous gas other than carbon monoxide.**



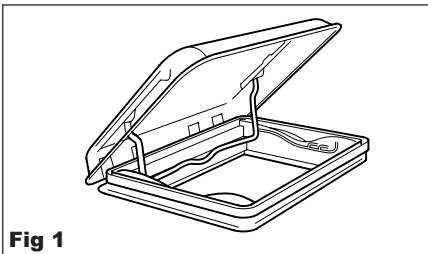
## ROOFLIGHTS

### Standard MPK Rooflight

The MPK 400 x 400 rooflight is generally fitted in washroom areas.

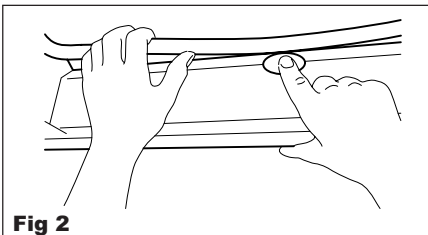
- (i) Lowering the flyscreen then pressing the black control rod in towards the centre of the rooflight.
- (ii) Then while the rods are depressed, push upwards to open the rooflight.

### Midi Heki Rooflight



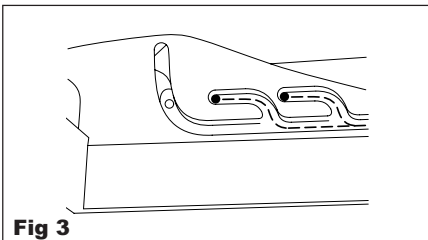
**Fig 1**

- (i) To open, push the large central button (Fig 2).



**Fig 2**

- (ii) Whilst depressed, slide the bar to the desired position and locate into the stops provided (Fig 3).



**Fig 3**

## Door Flyscreen

The exterior door flyscreen can be opened or closed from both inside and outside of the Campervan and does not restrict door openings.

When opening or closing the door flyscreen use the finger grip provided.



## Windows

Your new Campervan will be fitted with Polyplastic opening windows.

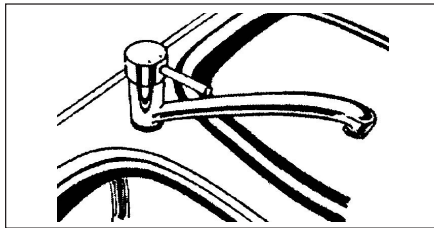
### Polyplastic Window Opening

- (i) In order to open the Polyplastic window it is only necessary to move the catch upwards and release the catch from the backing plate.
- (ii) The Polyplastic window should remain in the open position once opened, however if it does not then tighten the friction control on the window stays to increase the holding force.
- (iii) The Polyplastic window is also fitted with a night ventilation position where the catch is set to the centre position on the backing plate; in this position it may be possible for rain to enter the campervan in adverse conditions.

## TAPS

### Kitchen Taps

Your new campervan will be fitted with a mixer tap.



### Operation

For correct operation of the tap swivel the spout to the desired position over the sink. Lift the control lever to activate the pump and allow water to flow simultaneously. To adjust the temperature, swivel the lever to the left to increase the temperature and to the right to reduce the temperature.

**CAUTION:** The water temperature could be very high so do not lift the lever with the tap turned to the full left position. For winter storage and to prevent frost damage the tap swivel must be left in the centre up position.

## Washroom Taps And Showers

Your campervan is supplied with a combined mixer tap with retractable shower head.

### Operation

The mixer tap and shower mixer are operated in the same manner as the kitchen tap by lifting the control lever to activate the pump and swivelling the lever left or right to determine the temperature surface.

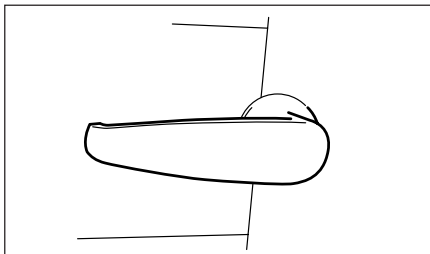
### Note:

- A. The water temperature could be very high so do not lift the lever with the tap turned to the full left position.
- B. For winter storage and to prevent frost damage the tap swivel must be left in the centre up position.



## INTERNAL DOORS

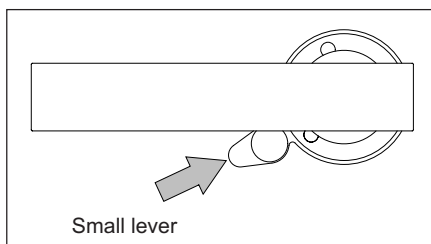
### Toilet / Washroom Doors



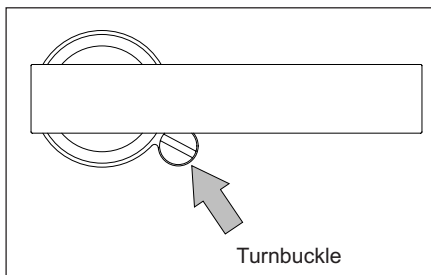
Toilet / washroom doors are fitted with a lever lock, which is operated by pushing the lever down. The lever is spring-loaded and will return to the closed position upon release. It is recommended that the lever is always used when closing the door.

The door can be locked from the inside by pushing the small lever downwards. To unlock just push the small lever up. The door can be unlocked from the outside by using a flat head screwdriver on the turnbuckle.

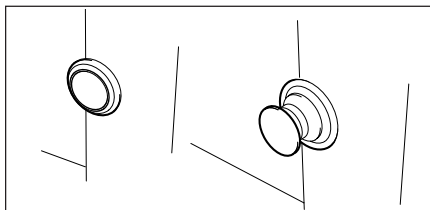
### Inside the bathroom



### Outside the bathroom



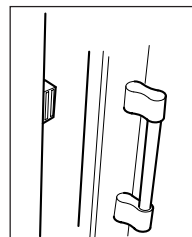
## Other Internal Doors



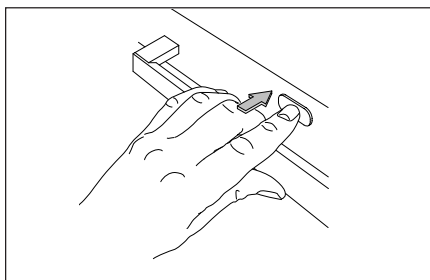
Other internal doors such as the wardrobe and table storage locker are fitted with a 2-position button lock. Push the button to lock the door and the button should remain flush with the door. Push the button again to release and the button should then protrude from the door surface.

## Magnetic Catches

Magnetic catches work on contact with the metal plate on the rear of the door. Simply close the door until the magnet engages and holds the metal plate. Pulling the door towards you with a moderate force will be sufficient to disengage the magnetic catch and open the door.



## Locker Door Catches (Paddle Latch)



Your new campervan is fitted with positive locking locker doors at high level.

These are operated by pressing down on the tab within the centre of the handle to release the internal catch.



## THETFORD C-260 CASSETTE TOILET RANGE

### Introduction

The Thetford Cassette Toilet is a high quality product. The toilet forms an integral part of your campervan bathroom, thanks to its functional design which combines modern styling and ease of use. The C-260 Cassette Toilet is manufactured from high quality synthetic materials which makes it a durable, user and maintenance friendly toilet.

The toilet is made up of two parts: a permanently fixed part and a Waste Holding Tank that is accessible from the outside. The removable Waste Holding Tank is located under the toilet bowl and can be removed via a door on the outside of the campervan. The Thetford Cassette Toilet is the solution to the sanitary problem in your campervan!

The operating instructions cover Thetford Cassette Toilet models C-260S, C-260CS (models connected to the vehicle's central water tank) and C-260CWE (model with its own flush-water tank). There are differences in the use of these models. Please ensure that you follow the instructions that apply to your toilet model.

### Preparing for use (standard)

1. Open the access door on the outside of your campervan.
2. Remove the Waste Holding Tank by pulling the safety catch (which holds the tank in place) upwards.
3. Pull the Waste Holding Tank outward to the stop. Tip it slightly and take the tank fully out.
4. Place the tank upright and turn the rotating emptying spout upwards. The emptying spout ensures that the tank can be easily and hygienically emptied.
5. Remove the cap, with the measuring cup inside, from the emptying spout and pour the correct dosage of Thetford toilet fluid (see product label) into the holding tank. This avoids unpleasant smells and keeps the inside of the tank clean. Next add approximately 2 litres of water - enough to ensure that the bottom of the Waste Holding Tank is covered. Far more

information on Thetford toilet fluids, see last page of this manual. Screw the cap back onto the emptying spout and turn back to its original position.

**Note:** The Emptying Spout Measuring Cap is supplied in the same packaging as this manual.

**WARNING: Never add toilet fluid directly via the blade or the toilet bowl as this could damage the lip seal of the Waste Holding Tank. Always pour the fluids via the emptying spout.**

6. Slide the Waste Holding Tank back into its original position via the access door. Make sure that it is secured with the safety catch. Close the access door and lock it. Your Thetford toilet is now ready to use.

**WARNING: Never use force if you cannot get the tank back into place easily. This may cause serious damage. If blockage occurs, always check if the blade handle is in the correct (closed) position.**

7. For toilets with own Flush-Water Tank: Open the water filling door and fill the flush-water tank with the correct dosage of Aqua Rinse. This Thetford toilet fluid keeps the flush water fresh and improves the flushing. Next, fill up the flush-water tank with clean water (approximately 8 litres) using a ferry can or hose. Your toilet is now ready to use.

### Preparing for use with Optional Features

8. Automatic Ventilator: Open the access door on the outside of your campervan and remove the Waste Holding Tank (as described above).
9. Remove the filter housing cover and if no filter is present, place a new filter into the filter housing. Peel off the sticker lids on the filter. Place back the cover of the filter housing.

### Using the toilet (standard)

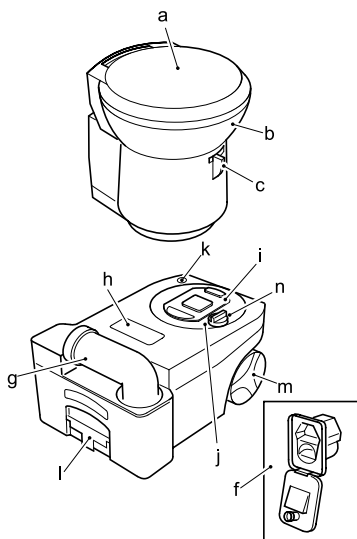
10. Turn the bowl to the desired position with the lid closed and using both hands.
11. To activate the control panel, press the flush-button once. The control panel display will stay activated for



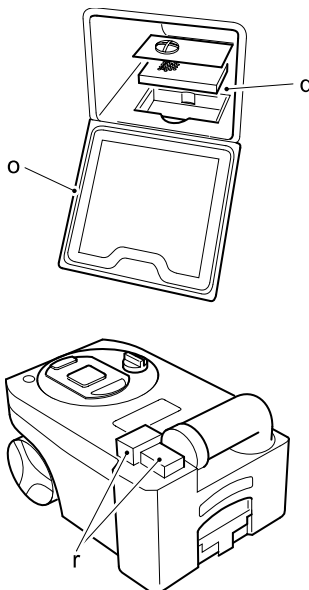
# HOW TO USE YOUR CAMPERVAN'S EQUIPMENT



## Standard



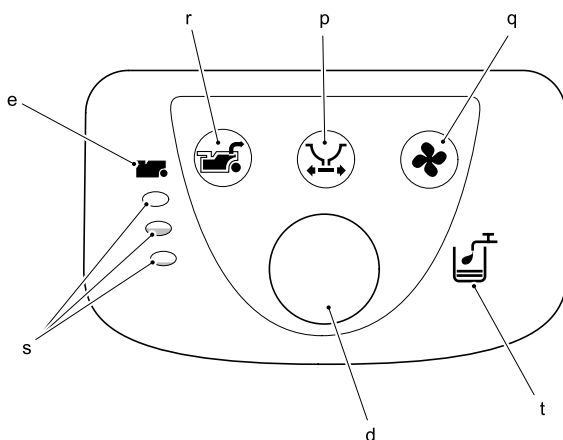
## Optional features



### Note:

Optional features can be bought from Thetford dealerships.

## Control panel (with optional features)



### PARTS

- a) Removable Seat and Lid
- b) Swivelling Toilet Bowl
- c) Blade Handle
- d) Flush Button
- e) Waste Holding Tank Level Indicator
- f) Water Filling Door (only if toilet has own flush-water tank)
- g) Rotating Emptying Spout
- h) Automatic Pressure Release Vent
- i) Sliding Cover
- j) Removable Mechanism
- k) Vent Plunger
- l) Pull-out Handle
- m) Wheels
- n) Blade Opener
- o) Access Door to Waste Holding Tank

### Optional Features

- p) Electric Blade
- q) Automatic Ventilator
- r) Waste Pump-Out System
- s) Waste Holding Tank Multi-Level Indicator
- t) Flush-Water Tank Level Indicator (only if toilet has its own flush-water tank)





approximately 5 minutes. Run some water into the bowl by pressing the flush button again briefly.

12. The toilet may be used with the blade open or closed. To open the blade, slide the blade handle under the toilet bowl sideways. After use, open the blade (if still closed) and flush the toilet by pressing the flush button for several seconds (if necessary re-activate the control panel). Close the blade after use.

**WARNING: If your toilet has its own flush-water tank, please make sure that you do not travel with a flush-water tank that is too full. Do not travel with water in the toilet bowl. Failure to adhere to this notice may result in water damage to your campervan.**

## Using the toilet with Optional Features

13. Electric Blade: Push the electric blade button on the control display to electrically open or close the blade. In the case of failure, you can manually open or close the blade by sliding the small handle under the toilet bowl sideways.
14. Automatic Ventilator: The ventilator automatically starts when the control panel is activated (by pressing the flush button) and will automatically shut off after approximately 5 minutes. The Automatic Ventilator Indicator will flash until automatic shut-off occurs. If you want to stop the ventilator, press the Automatic Ventilator button. If you want to re-start the ventilator, press the button again (the LED will start flashing again).
15. Flush Water Tank Level Indicator (only for toilets with own flush-water tank): When the Flush Water Tank Level Indicator lights up, refill the flush-water tank, as only about 1.5 litres of water is left in the tank, which is sufficient for approximately 2 flushes.

## Emptying

The Waste Holding Tank has a capacity of 18 litres and requires emptying when the red light (LED) on the toilet control display lights up, when the Waste Holding Tank only has

capacity for approximately 2 more litres, which is no more than two to three further uses.

Make sure that the blade is closed. Open the access door located outside the vehicle, pull the safety catch upwards and remove the Waste Holding Tank.

16. Place the Waste Holding Tank in an upright position (Pull-Out Handle at the top, Wheels at the bottom). Slide the handle sideways - to the front of the tank - until it snaps out of its locked position.
17. Pull the handle up and wheel the Waste Holding Tank to an authorised waste disposal point.
18. Push the handle back into its locked position. Turn the emptying spout upwards and remove the cap from the spout. Hold the Waste Holding Tank in such a way that during emptying you can operate the vent plunger with your thumb. To empty the tank without splashing, depress the vent plunger while emptying the tank. After emptying, rinse the tank and blade thoroughly with water.

**WARNING: Do not seriously shake the tank or use high pressure water cleaners. This may cause damage to the tank's interior.**

**Note:** The vent plunger should only be depressed once the emptying spout is pointing downwards. Prepare the toilet for re-use if required. Slide the Waste Holding Tank into the toilet and close the access door.

## Emptying with Optional Features

19. Waste Holding Tank Multi-Level Indicator: The lower lamp indicates that the Waste Holding Tank is almost empty; the middle lamp indicates that it is more than half full; when the upper lamp lights up, the tank needs emptying as it can only take 2 - 3 further uses.

**Note:** The Waste Holding Tank Level Indicator will flash when the holding tank is not present. In this case the toilet will not flush.



20. **Waste Pump-Out System:** When activating the control panel this feature automatically lights up. When the Waste Holding Tank Level Indicator illuminates, press the Waste Pump-Out button to pump out the waste from the holding tank into the vehicle's waste tank. The button will flash while the waste is being pumped and will stop automatically (after approximately 5 minutes) when all waste has been transferred. If the vehicle's waste tank is full, the Waste Pump-Out light will flash rapidly and no pump-out will be possible until the central tank is emptied. (Check the level of the vehicle's waste tank on the vehicle's central console). After the Waste Holding Tank has been emptied, there will be approximately 1.5 litres of waste left in the tank. This is normal. Add 2 litres of water and a correct dosage of Thetford toilet fluids to the Waste Holding Tank.

**CAUTION:** It is vital that the correct amount of toilet fluid is added to ensure the proper breakdown of the waste in the holding tank. Only use the system when the tank is full. Using the system too often on an empty tank can cause damage to the pump, which could cause the system to fail.

## Cleaning and Maintenance

The toilet should be cleaned and maintained regularly, depending on the amount of use. To clean Thetford toilets, we advise using water and Thetford Bathroom Cleaner.

**Note:** Never use bleach, vinegar or other powerful household cleaners that contain these substances. These may cause permanent damage to the seals and other toilet components.

## Toilet Bowl

- Squirt Thetford Bathroom Cleaner into the toilet bowl.
- Flush the toilet bowl with water and wipe down the rest of the toilet with a damp cloth.
- Clean seat and lid The seat and lid can easily be removed: Lift the seat and lid assembly and pull the round pins (inside the assembly) outwards from the pin

holes. After cleaning, replace the seat and lid by positioning the round pins in front of the pin holes and push the lid and seat downwards.

- To keep your flush water fresh and to prevent deposits from forming in your toilet bowl, add a correct dosage of Aqua Rinse in your flush water tank, if present, on your toilet.

**Tip!** For a really shining toilet, dry with a soft dry cloth after cleaning.

## Waste Holding Tank

To keep your Waste Holding Tank fresh and clean, Thetford has developed a number of different toilet fluids. Thetford toilet fluids suppress smells, reduce formation of gas, promote breakdown of toilet waste and increase the life span of a mobile toilet. We advise a thorough cleaning of the Waste Holding Tank once each season. Next to using Thetford's Cassette Tank Cleaner, the powerful cleaning agent for the periodical cleaning of the Waste Holding Tank of your toilet, we suggest the following: -

- Remove the removable mechanism from the Waste Holding Tank by turning it anti-clockwise and rinse it under a tap.
- Remove the cover plate from the Automatic Pressure Release Vent by prising it up using a small screwdriver. Use one hand to push the Automatic Pressure Release Vent open while holding the float of the Automatic Pressure Release Vent on the inside of the tank with the other hand. Push the float upwards, turn it 180 degrees and remove it from below. Remove the rubber seal underneath the float. Rinse the float and rubber seal under a tap. Replace the rubber seal and float for the Automatic Pressure Release Vent using the same method in reverse.

The rubber seals in the toilet (the lip seal, the mechanism seal, the automatic pressure release vent seal and the cap seal) should be regularly cleaned with water and treated with Thetford High Grade Seal Lubricant. This will ensure that the seals remain flexible and in good condition. If the toilet is not to be used



for any length of time, it is important to treat the seals with Thetford High Grade Seal Lubricant after cleaning.

**Note:** Never use Vaseline or any vegetable oil except olive oil. These may cause leakage or malfunction. The lip seal is a part of the toilet that is subject to wear. Depending upon the extent and manner of use, the seals will become less effective and will need replacing periodically.

## Cleaning and Maintenance for Optional Features

- Automatic Ventilation: The filter of the Automatic Ventilation needs to be renewed periodically. After approximately 4 full weeks of use, the filter loses its absorption power.
- Pump-Out Waste System: To ensure optimal functionality of the Pump-Out Waste System, periodical maintenance of the tube and pump is recommended. After emptying the Waste Holding Tank completely, fill it with clean water and empty it again. This will clean the pump and the hose. Do this once every 3 weeks when on holiday. This should ensure proper operation of the system.

## Winter operation

You can use your Thetford Cassette Toilet as normal in cold weather as long as the toilet is situated in a heated location. If there is a risk of freezing we advise that the toilet is drained by following the instructions under 'Storage'. For environmental reasons the use of antifreeze, such as that used in car radiators, is not recommended.

## Storage

It is important that you follow the instructions below if you do not expect to use your Thetford toilet for a long (winter) period.

- Activate the Control Panel by pressing the flush button. Open the blade and press the flush button until water stops flowing into the bowl. Close the blade. Open the access door on the outside of your campervan and empty the Waste Holding Tank at an authorised waste dump. Follow the instructions for cleaning

and maintenance. To allow the Waste Holding Tank to dry, do not place the cap back on the emptying spout of the tank.

21. If the toilet has its own flush-water tank, place a sufficiently large bowl under the drain tube to catch the remaining water from the flush-water tank and remove the drain plug. When no more water exits, put the drain plug on the drain tube, put it back in its original position and close the access door. If the toilet is connected to the vehicle's water tank, please follow your vehicle's instructions for draining the central water system. If your toilet is optionally featured with a Waste Pump-Out System, take out the Waste Holding Tank and completely clean it (see Cleaning and Maintenance). After cleaning, fill it with water, put it back and empty it via the waste pump-out system. Repeat this twice.

## Toilet unit malfunctions

Contact your dealer or a Thetford Service Centre.

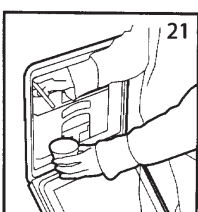
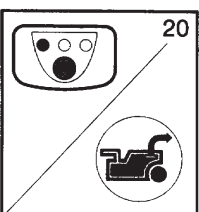
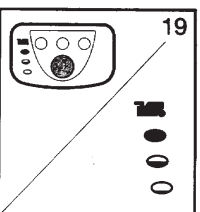
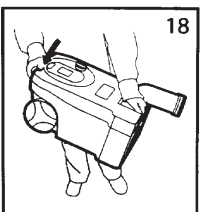
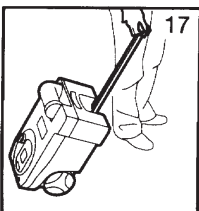
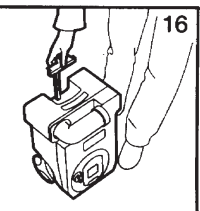
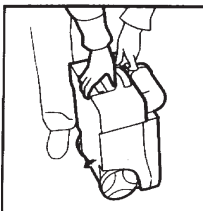
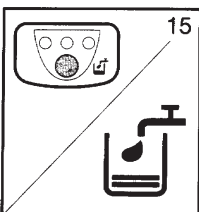
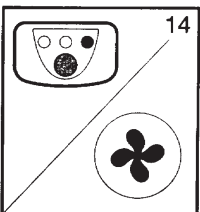
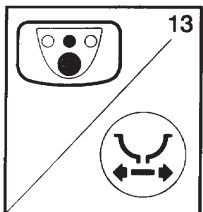
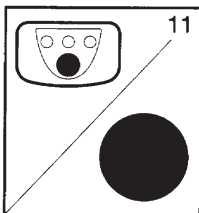
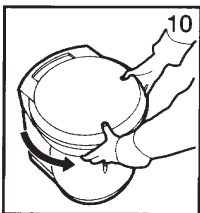
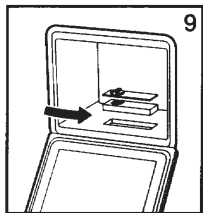
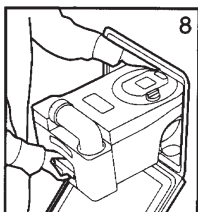
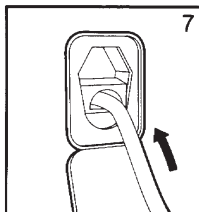
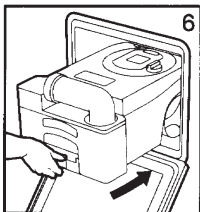
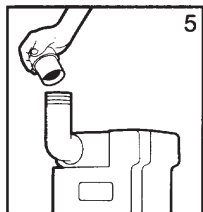
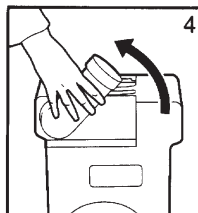
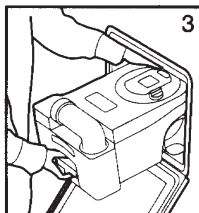
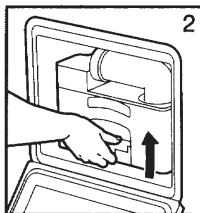
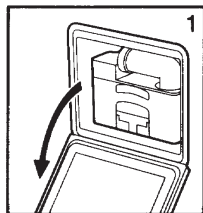
We advise draining the fresh water tank prior to travelling. Antifreeze should not be required if the campervan is heated. If you do wish to use antifreeze, brands containing the following properties may be used in the fresh water tank:

- Ethylene glycol
- Mono-Ethylene glycol
- Propane-diol
- Glycerol
- Ethane-diol
- Glycol

Never use alcohol based antifreeze, i.e. Methanol, Ethanol, and Iso-propanol.



# HOW TO USE YOUR CAMPERVAN'S EQUIPMENT





## WING OMNI-DIRECTIONAL TV ANTENNA

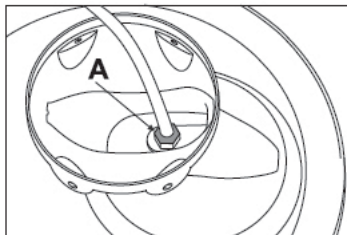
### Operating Instructions

- 1) Switch on the amplifier using the on/off switch.
- 2) Turn the dB dial of the amplifier clockwise to increase the gain of the TV signal received.
- 3) Tune your television to a channel available in the area where you are located.

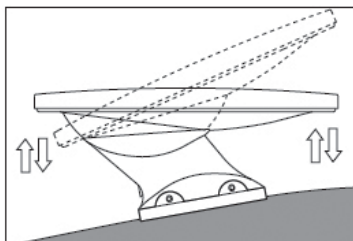
### Changing the slant of the antenna

Should the roof of the vehicle not be flat, we suggest you change the slant of the antenna so that it is parallel to the ground when installed. In fact, in order to give its best performance, the antenna must be:

- 1) Far from any obstacles which can hinder the passage of TV signals (for example trunk holders, air conditioners, etc.)
- 2) In a horizontal position. One should also bear in mind that TV signals diminish considerably beneath trees and reception can be poor or even non existent.



Loosen the nut (A) slightly (by one quarter of a turn).



Slide the antenna on the roof and slant it until it becomes horizontal. Tighten the screws (A) again and fasten the antenna to the base.

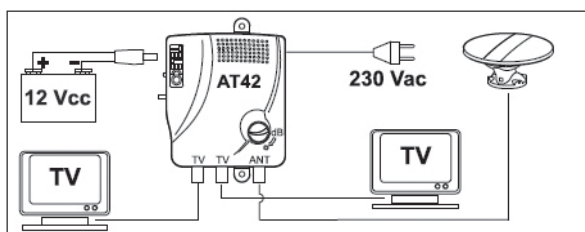
### Wiring connections

**Band: 40-860 MHz**

**Max. Gain BI 8 dB/BIII 22 dB / UHF 26 dB**

**Power supply: 220 Vac/12-24 Vdc**

- 1) Cut the antenna cable to the proper length and apply the connector. Make sure no wire of the braiding touches the core of the cable.
- 2) Fit the antenna connector into the relevant input of the amplifier and then connect the TV sets using two pieces of cable.
- 3) Connect AT 42 to a 230 Vac power source or else to a 12 (or 24) Volt battery. Make sure you do not mix up the + and - clamps.
- 4) Look at the TV set and adjust the sensitivity of the antenna by turning the "dB+" handle until you get the best image.





## THULE STEP

Read this installation instruction and the safety instructions in appendix thoroughly. No guarantee will be allowed for damages caused by wrong installation or operation.

### Operation

- The Thule Step is operated by the lever switch.
- Maximum static load is 200kg.  
**Note:** Hold the switch until the step is fully extended.
- Never use the step when retracted or not fully extended, or the blocking will not work and the motor can be damaged.
- Always check that the step is fully retracted before departure.

### Safety instructions

Read this safety instructions thoroughly, before starting up the device and store it in a safe place. If the device is handed over to another person, this manual is to be handed over along with it.

**CAUTION:** Safety Instruction: failure to observe this instruction can cause material damage or personal injury and impair the proper functioning of the device.

**CAUTION:** Safety Instruction relating to danger emanating from electrical currents or voltage: failure to observe this instruction can cause material damage or personal injury and impair the proper functioning of the device.

The manufacturer will not be held liable for claims for damage resulting from the following:

- Faulty assembly or connection
- Damage to the appliance resulting from mechanical influences and excess voltage
- Alterations to the device without express permission from the manufacturer
- Use for purposes other than those described in the operating manual

**WARNING: To prevent short circuits, always disconnect the negative terminal of the electrical system before working on the vehicle. If the vehicle has an additional battery, its negative terminal should also be disconnected.**

**WARNING: Inadequate supply cable connections could result in short circuits with the consequence that:**

- cable fires occur
- the airbag is triggered
- electronic control devices are damaged
- electric functions fail (indicators, brake light, horn, ignition, lights)

**CAUTION:** Installing the wrong fuse can cause cable fire in case of a short circuit or malfunction!

### Maintenance

Dirt and frost can prevent the Thule Step from operating properly. In this case the moving parts should be cleaned or defrosted. Keep the footboard clean and check the operation of the switch regularly.

It's possible to take out the footboard in order to clean the step inside.

- Retract the footboard by the lever switch, when possible not fully. Disconnect the power to the step.
- Disconnect the 2 drive rods from the footboard by removing the clips at the bottomside of the footboard.
- Take away the 2 black stops with the screws at the outside.
- Take out the footboard and clean.
- Brush the inside of the step and remove the dirt with a vacuum cleaner. Never use a high pressure cleaner or water.
- First reconnect the driving rods. Followed by fixing the endstops.

### In case of electrical failure

If the step does not retract by motor: it's possible to take out the footboard: see maintenance. **Note:** Never retract or extend the step by hand without this mechanical disconnection.

### Current drawn

The Thule Step motor uses 2A during operation. **Note:** If the switch is kept pushed when fully extended or retracted, it uses 9A.

### Accessories

- Electronic control unit (308812) for automatic extension and extraction when opening or closing the door.
- Relay for automatic retraction (x10) (308200) that prevents operation of the Thule Step and keeps it retracted whilst driving.

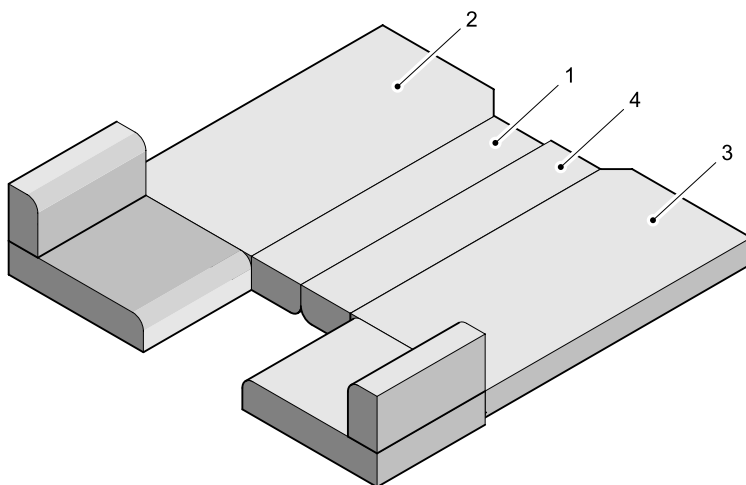
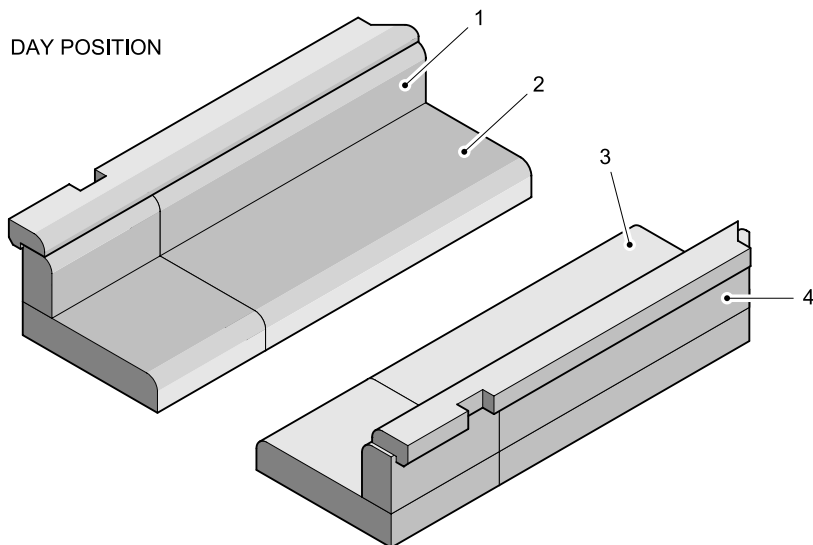


## HOW TO MAKE UP YOUR BEDS

The front double bed is made up by lifting the two side beds up and pulling them together to meet in the centre.

### Campervan Day and Night

DAY POSITION

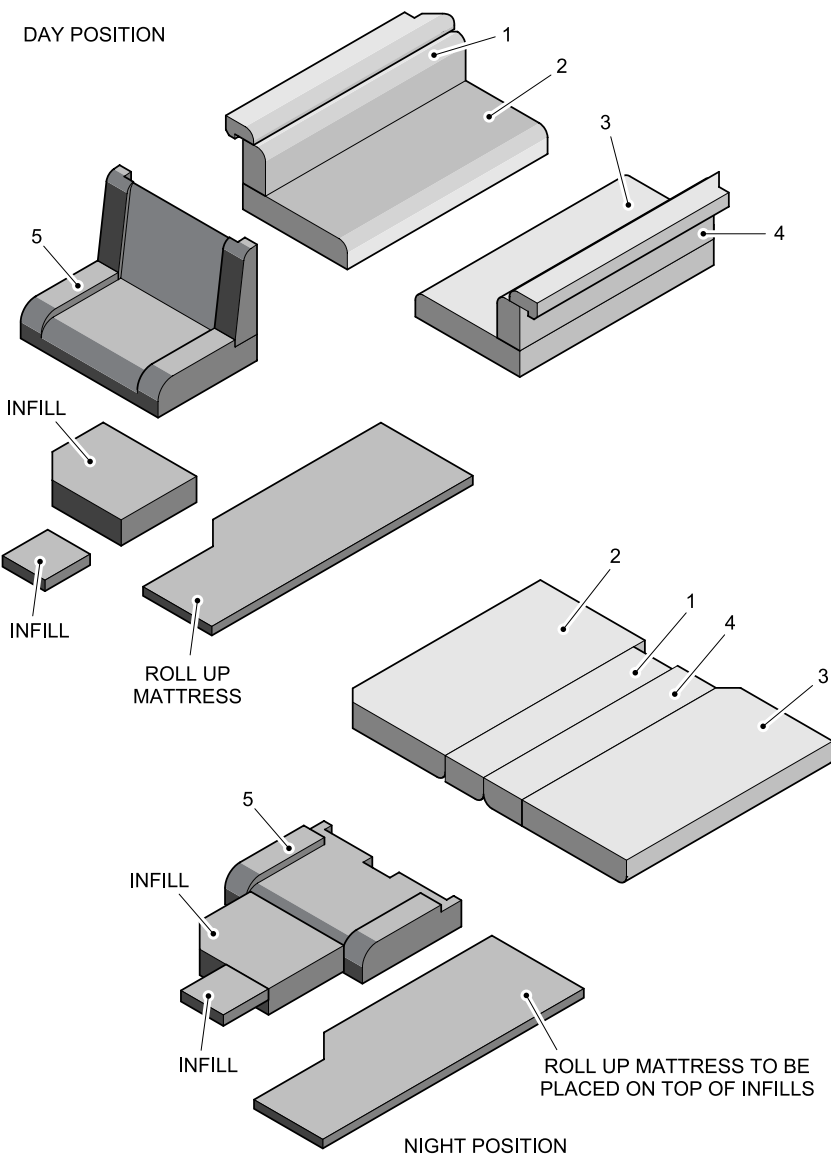


NIGHT POSITION



## HOW TO MAKE UP YOUR BEDS

### Campervan Day and Night



**N.B.** Turn driver seat 90 degrees anti-clockwise to make up front bed







### SECURITY

Theft deterrent, prevention and security of your campervan is taken very seriously at Elddis. That is why we have provided a combination of standard features and optional extras designed to deter and prevent thieves from stealing your property. And in the unlikely event that they should succeed, aid the identification, speedy recovery of your property and assist in the prosecution of the thief.

#### Tracker (Option)

Your campervan can be fitted with an optional TRACKER.

Your dealer may have registered the campervan with TRACKER and confirmation sent to you via email.

If it has not been registered you can easily do it yourself.

Open the TRACKER registration portal

[www.tracker.co.uk/elddis](http://www.tracker.co.uk/elddis)

TRACKER VLU and Campervan VIN

Numbers are matched and confirmed with the vehicle model

Enter Dealership name from dropdown menu

Enter customer details including email address

Confirmation sent to customer email

One year subscription will begin

TRACKER will contact customer towards the end of the one year subscription period with the options available.

or call TRACKER directly on 0870 606 1269

### Campervan Theft

The theft of a campervan can occur in the most unlikely circumstances; from a motorway service area, even from an owner's driveway. Secure all windows and doors when your campervan is unoccupied, even if only for a short length of time.





## CARE OF YOUR CAMPERVAN

This section of the guide is devoted to the care, cleaning and general preservation of your campervan in order to retain its showroom condition.

For care of the base vehicle please refer to the original manufacturers handbook provided with your campervan for more information.

### Exterior Body Shell

The exterior painted body shell of your campervan, which is extremely durable and easy to clean. It is recommended you first wash off any caked dirt and mud with cold water then use Autoglym products.

**CAUTION:** Under no circumstances should an abrasive or harsh cleaner be used. Do not use a pressure washer as this can disturb mastic seals.

### Acrylic Windows

Your campervan is fitted with shatter resistant acrylic windows. To preserve their clarity and unblemished transparency it is essential that the following cleaning instructions are strictly adhered to: Road grit, dust, sand, flies, bird droppings etc., should be washed off using plenty of cold water do not use a sponge to clean off heavy dirt deposits. Any remaining dirt should be washed off using a soft cloth and warm water. Under NO circumstances should any abrasive cleaning agents, household detergents or proprietary cleaning fluids be used. Wash the window again using only cold water and dry off with chamois leather.

**Please note:** Should scratches appear on the acrylic windows these can often be removed with an acrylic polish. E.g. ICI Perspex polish. Gentle polishing with a liquid metal polish, i.e. Brasso may also have the desired effect - consult your retailer BEFORE attempting to remove any but the slightest scratch.

### Window Blinds & Flyscreens

To clean the blinds and flyscreens, moisten a soft cloth or sponge with a small amount of water and mild soap suds and gently wipe dirt off. Allow to dry before retracting, failure to do this could result in mildew forming.

### ABS - Components

To preserve the appearance of all ABS panels and fittings road grit, dust, sand, flies, bird droppings etc., should be washed off using plenty of cold water. Any remaining dirt should be washed off using a soft cloth and warm water. Under NO circumstances should any abrasive cleaning agents, household detergents or proprietary cleaning fluids be used. Wash the ABS material again using only cold water and dry off.

### Interior Walls

Your campervan interior walls will only require a wipe over with a damp cloth, using a mild detergent, to keep them in a 'showroom' condition.

### Furniture

Treat your campervan furniture as you would the furniture in your home. Polish wood surfaces sparingly with a good quality wax or spray polish. Use a damp cloth to clean Melanate laminated surfaces.

### Carpets, Upholstery And Curtains

Vacuum clean carpets and upholstery to ensure a long life, marks on cushions can be removed using a mild upholstery shampoo with the minimum of water. Curtains should be dry cleaned only.

### Washroom And Handbasin Fittings

These should be cleaned using a non abrasive household cleaner. Always put the cold water into the hand basin before adding the hot in order to preserve the finish of the thermoplastic formed basin.

**Please note:** Under no circumstances should alcohol, spirit or solvent-based liquids be used on GRP or ABS plastic panels as these substances may react with the material and cause visible damage.



## Shower Trays

Only clean your shower tray using soap and water. Do not use chemical based cleaning agents as this may attack the material of the tray.

## Water Systems

The water systems and in particular storage tanks, in campervans are susceptible to contamination by bacteria if care is not taken with their use and cleaning. The symptoms caused by bacterial contamination are not purely limited to gastro-intestinal diseases, but may also manifest themselves as ear, nose, throat, and eye or skin infections. It is therefore important that you carry out the following procedure prior to using the campervan each time, even if you boil or filter all water you use for drinking.

**Please note:** If your campervan is not going to be used for an extended period of time please refer to section 12-1 Storage.

## Water Containers

- (i) All water remaining in any water container should be disposed of so that the container is empty.
- (ii) The outside of external water containers should be thoroughly cleansed and washed down to remove any dirt, dust or other contaminant. Water at a suitably hot temperature containing an appropriate detergent is recommended for this purpose. Water should then be put into the container, swirled round and then emptied out.
- (iii) All containers should then be totally filled with water containing an appropriate disinfectant / sterilising solution and allowed to stand for the recommended contact time (e.g. Milton for 15 minutes).
- (iv) The solution should be emptied from the container.
- (v) The opening of the any container should be cleaned thoroughly with an appropriate pre-prepared wipe impregnated with a disinfectant / sterilising solution.
- (vi) External containers should be inverted whilst stored overnight (if possible).

- (vii) Containers must be filled with mains water only and mains water only should be used for the above cleaning procedure.
- (viii) On no account should garden hoses be used to fill water tanks.

## Internal Water Systems

- (i) Drain down the system. (Open all taps to allow air in, enabling the system to drain quickly).
- (ii) Remove any water filters fitted, and replace with a short length of hose or empty filter cartridge (this will ensure the filter is not affected by the disinfectant / sterilising solution).
- (iii) Fill the system by using the pump with a disinfectant / sterilising solution. (Check that the solution at full strength appears at all taps/showers). Allow to stand for the recommended period of time.
- (iv) Drain the system down completely.
- (v) Thoroughly clean the outside of all taps/connectors with a cloth soaked in the disinfectant / sterilising solution.
- (vi) Flush the system through with clean drinking water until no traces of disinfectant / sterilising solution can be detected at any tap.
- (vii) Replace the filter. Suitable sterilising chemicals are available from your Elddis Retailer, accessory shop, chemists, or homebrew shops. It is not, however, recommended to use bleach or sodium metabisulphide.



### **Thetford Toilet**

#### **WARNINGS**

**Cold Weather Use** - To prevent freezing during cold weather use, add antifreeze to the toilet system fresh water tank. Use a non-toxic (propylene glycol) type of antifreeze. Refer to chart on container to obtain level of protection.

**Warmer Weather Use** - In warmer weather or longer intervals between emptying the waste tank you may require additional toilet fluid. Use only Thetford toilet fluid to achieve the best results.

#### **CAUTIONS**

- Never add toilet fluid directly into toilet bowl.
- Do not use strong household detergents or cleaners that contain chlorine, solvents or acid contents.
- High Altitude and Hot Weather Use - with large temperature differences and changing heights during driving, pressure can start to build up in the waste holding tank, causing contents to splash upward upon opening the valve blade if opened too fast.

### **Changing a Wheel**

Refer to Fiat handbook.



## PRE-SEASON WATER SYSTEM PREPARATION

Over the winter months bacteria can grow in your water system. Particles of minerals and dirt gather in joins and any undrained areas. After following this guide, change your water filter. If you have a Whale AquaSmart system, change your Whale WF3000 Water Filter. If you have an in line filter in your plumbing system, Whale recommend you use WF1230 Aquasource Water Filter.

To check the system hasn't suffered any frost damage over the winter and floods your van, take the following precautions:

- Close all drain valves in your van's water system.
- Re-attach your shower head.
- Ensure all taps and showers are positioned over sinks and drains.
- Check condition of leisure battery, if it is below 12V please connect to mains electricity supply.
- Rinse out fresh and waste water tanks with water, add a non-caustic cleaning and purifying agent.
- Completely fill your fresh water tank with tap water.
- Leave the hot tap that is furthest away from the water heater fully open, close all remaining taps and showers.
- Turn on isolation switch for water pump, normally found on the control panel or in a menu within the control panel's software.
- You should hear the pump running or the pressure coming from the open hot tap.
- Water will pop and splash as it comes from the hot tap, it will take some time for a flow of water to arrive as the water heater needs to fill up first.
- Once an even flow is achieved, work back towards the water heater, opening the next further away hot tap until all have been opened and there is a smooth water flow.
- The next stage is to close all hot water taps and open the cold water taps in the same order as the hot taps, beginning at the furthest away cold tap.
- When an even flow is achieved through all the taps in your van close all the taps. The pump should turn off (after a few seconds if it is a pressurised system).
- Remain in your van after the pump has stopped and inspect all the taps and shower heads for leaks. You may need to dry them down first to spot any leaks). If there is access to the underside of the taps check for water leaks.

If you find a water leak, check the following:

- If there is a water leak coming from the connections on the underside of the tap, try to push them home or tighten them with a spanner depending on the connections.
- If the leak originates from a crack or an unknown source check the rest of the taps and showers before turning off the water pump.
- Then drain the water system as the water pressure will continue to escape through the leak and will cause water damage to your van. Contact your local dealer to rectify the leak(s).

**(Note:** While checking the taps and showers you may hear the pump turn on and off a few times. If you hear this, turn on and off all the taps for 10 seconds individually to remove any trapped air from the system.)

- If the pump continues to run intermittently for short bursts this can indicate a leak as pressure is being lost. Follow all the water pipes and check if there is any water leaking from joints or if a pipe is burst.
- Should you find a leak at a joint, tighten the joint or push the pipe fully into the Quicklift fitting to dry up the water and wait to see if the problem persists.
- If you find a burst pipe or damaged tap/shower we recommend that you contact your nearest Campervan dealer.
- After the cleaning agent has remained in the system for the required time, purge the system by running 2 or 3 full tanks of water through the system using all taps and showers in the mixed position.
- Change your filter.
- Finally your system is ready for use.

If you have successfully carried out this guide, please check your water heater is functioning correctly, to do this please follow the manufacturer's instructions.

**Enjoy the new season.**



## GETTING READY FOR THE WINTER

Before following this guide, ideally carry out this procedure prior to moving the campervan to its winter storage location. (The movement of the vehicle will encourage residual water to drain from the system).

Ensuring that all water is removed from the campervan's pipework, taps and appliances will reduce the risk of frost damage occurring. Frost damage can occur when water left in the system freezes and expands, causing pipework and appliances to split, crack or burst.

- Ideally position campervan so the drain valves are at the lowest point i.e. tilt the campervan or park on a slope.
- Turn the pump off.

**User Tip:** If mains electric hook up is available and a Whale Space Heater is fitted select 500w electric ( ) and set temperature to frost protection.

- Open all taps/mixers in the mid position, including the external shower (if fitted).

**User Tip:** Fully drain/empty holding tank and flush tank of toilet in accordance with the manufacturer's instructions.

- Remove shower handset (including the external shower, if fitted) and shake water out.
- Open water heater drain valve and leave open.

**User Tip:** Ensure the gas is turned off at the bottle.

- Open on board tank drain valve (if present) and leave open.
- Where grey waste tanks are fitted, remove all sink plugs and open the drain tap.

**User Tip:** Do not close the fridge door tightly, leave ajar to prevent mildew forming.

- Open any other drain points (if present).

**User Tip:** To maintain the battery periodically charge throughout the winter.

- External water components - shake water out of pump/Aqua Source/Aquasmart filter assembly and store inside the van.
- Internal pump - turn on and allow to run to expel additional water for 2 minutes.
- If internal pump is accessible disconnect outlet pipe and turn on pump to purge water into an aequate basin. Only reconnect pump when water system is to be used.







## STORAGE

### LONG TERM & WINTER STORAGE

If your campervan is to be stored for any length of time, especially over the winter period, the following operations are recommended:

- (i) Ensure all windows, roof lights, habitation and exterior locker doors are closed firmly and locked.
- (ii) Remove all soft furnishings which could be affected by damp conditions
- (iii) Clean the campervan inside and out.
- (iv) Drain the water system (see Water system 12-1).
- (v) For winter storage and to prevent frost damage all taps must be left in the open position. For those campervans with lever taps please ensure the taps are left in the central position.
- (vi) All blinds and flyscreens should be left in the retracted position. Check all fixed ventilation apertures are not obstructed.
- (vii) Ensure that the refrigerator/freezer compartment doors are left open during storage.
- (viii) Check that the site you have chosen to store the campervan is open, fairly high and dry and if possible not exposed to gales etc.

### Campervan Covers

Covers may be used to protect your new campervan provided that the cover used is of a breathable type.

Lower the TV antenna and ensure the cover is well tied down to avoid the cover being punctured.

Your campervan must be ventilated every 4 to 6 weeks if it is to be stored with a cover in place.

## Battery Maintenance

### Storage

Ensure that the leisure battery is fully charged before placing the vehicle into storage.

Check the battery state every month, if the terminal voltage drops below 12.07V then re-charging is necessary.

Charging should be carried out in a cool, dry well ventilated area.

Do not place the battery onto cold surfaces such as concrete as this will affect the battery's ability to charge.

Should the campervan be stored for a prolonged period of time it is strongly recommended that the campervan is fully serviced before the commencement of use. Your retailer will ensure that your campervan is safe, secure and ready for your enjoyment.

**Please note:** It is recommended that you place a bowl of salt within your campervan to absorb any moisture during the winter months.





## CAMPERVAN WARRANTY COVER

### Introduction

At Elddis we are confident that our new campervans are engineered using the latest manufacturing techniques and advanced materials technology ensuring that, when buying one of our products, you are buying the very best. We extend this philosophy to our customers by offering long term peace of mind and reassurance through our extensive warranty cover.

Your warranty cover commences on the day your new campervan is purchased, this comprises of three key elements:

1. The base vehicle warranty cover is provided by the original manufacturer (details are included separately in the user handbook).
2. Three year Elddis manufacturers warranty
3. Ten year Elddis body integrity warranty

### Scope

This applies to all new Elddis products manufactured from 2012 model year onwards.

### Three year manufacturer's warranty

**Year 1 warranty** - Covers all original components, including permanently fitted equipment forming part of the original product specification.

**Year 2 and 3 warranty** – Covers all original components, including permanently fitted equipment forming part of the original product specification, with the exception of the following items:

- Microwave
- Batteries
- Windows and glass
- Soft furnishings, carpets and floor coverings
- Entertainment equipment
- Fuses and LED lights
- Plastic products
- Minor adjustment of blinds, hinges, catches, stays and doors
- Exterior decals
- Normal wear tear/servicing items and other components subject to routine maintenance.
- Ironmongery (Handles, hinges etc)
- Electrical connections

### Ten year body integrity warranty

Elddis products are covered against water ingress damage for 10 years from the original date of purchase, for all Elddis fitted components (6 years for subsequent owners from the 1st owners original date of purchase).

In order to comply with the terms of the above cover the following conditions must be met:

### Reporting a fault

In the unlikely event that you experience a problem with your campervan please contact your retailer.

It is with the retailer that your contract of sale exists and consequently they have the responsibility to ensure any complaints and warranty issues are addressed. Any Elddis approved Retailer / Service Centre are able to undertake any warrantable work at their convenience or discretion, but are not obliged to do so, if the vehicle was not purchased from them.

All Elddis products are classed as portable and therefore all work under warranty requires the campervan to be delivered and collected from the selling retailer.

**The cost of transporting the campervan by any means to and from the place of repair is the responsibility of the owner.**

### Conditions attached to the warranty cover

If you have your campervan serviced at an NCC approved workshop and then warranty work is required, this work will have to be undertaken at an Elddis approved Retailer / Service Centre. An additional charge may be required to cover the second inspection if required.

- You must retain the original sale invoice for the campervan .
- All new campervans must be registered with Elddis within 6 weeks of purchase as new. Your retailer can forward this information to us. Please keep us informed of any name or address changes by using the Notification of Change to Name and Address form.



- The campervan must have an annual service and damp check carried out by an Elddis approved Retailer / Service Centre or NCC Approved workshop or NCC equivalent standard as set out in this handbook. Original invoices, service checklists and damp reports must be retained as proof that the annual services have been carried out in accordance with our warranty terms.
- Service intervals:
  - a) In years 1, 2, and 4 through to 9 the service must be completed no more than 60 days either side of the anniversary of the date of purchase.
  - b) In Years 3 and 10 the service must be completed no more than 60 days on or before the anniversary of the date of purchase and must not exceed this date.
  - c) For second owners the service in years 3 and 6 must be completed no more than 60 days on or before the anniversary of the original date of purchase.
  - d) No service interval should exceed 14 months.
  - e) **Failure to service the vehicle within the specified time limits will invalidate the warranty of the conversion.**
- Where an annual service identifies that repairs are necessary the campervan must be made available for repair within six weeks of the date of inspection for the purpose of carrying out the repair work. Elddis reserves the right to inspect the vehicle before work commences.
- Work may only be undertaken by an Elddis approved Retailer / Service Centre as set out in this handbook and only after approval by Elddis (depending upon individual circumstances).
- Elddis will pay the costs of remedial work to the repairer, only after approved work has been carried out. The cost of transporting, towing or moving the campervan by any means to or from the place of repair is the responsibility of the owner.

- The Policy is not retrospective and is applicable to 2018 model year campervans onwards.
- No liability will be accepted for any consequential loss, damage, costs, expenses or other claims for compensation arising which were not reasonably foreseeable by both parties when the campervan was originally purchased.
- No liability will be accepted for damage caused by fair wear and tear, rodent damage, willful damage, negligence or abnormal working conditions.
- No alteration may be made to the original construction.
- In the case of a dispute Elddis will appoint an independent arbitrator. Elddis will pay for the costs of arbitration, subject to the owner paying a £250 deposit.
- If the arbitrator finds in favour of the customer, then the deposit will be returned. If the arbitrator finds in favour of Elddis, the customer will lose their deposit.
- Where the arbitrator awards a sum of money less than an offer made by Elddis, which has already been rejected by the customer, then their deposit is forfeited.
- In all cases the arbitrator's decision is final and both parties must agree to abide by the decision.

Elddis reserve the right to inspect the campervan at any time.

## Exclusions

Warranty cover is not given for campervans if they have been used under any of the following circumstances:

- Used for hire.
- Used as a permanent residence
- Used for racing or time trials
- Damage resulting from freezing, accident or fire damage

## Mains electrics

It is recommended that you have your mains electrics system inspected by a NICEIC approved contractor every 3 years.



## Transfer of ownership

If you purchase this vehicle as a used vehicle it may be possible to transfer the unexpired term of the warranty cover (up to a maximum of six years commencing at the original date of purchase from the first owner) and is as follows:

1. Three year manufacturer's warranty
2. A maximum of six years' body integrity warranty

The warranty is subject to the usual terms and conditions' set out in the handbook and is only transferable on payment of a £50 administration fee. Full documentary evidence that the campervan has been serviced annually should be provided at the time of transfer, in accordance with the terms and conditions of the warranty stated in the handbook. Transfer of ownership must be completed within three months of change of legal ownership. Please complete the Notification of Change of Ownership form in your handbook.

This warranty does not affect the purchaser's statutory rights. The warranty shall be governed and construed in accordance with the laws of England and the parties irrevocably submit to the exclusive jurisdiction of the courts of England.

For second owners the service in years 3 and 6 must be completed on or up to 60 days before the anniversary of the first owners date of purchase and must not exceed this date.

## NON WARRANTY REPAIRS

Should you require any replacement parts for your campervan it is necessary that you contact the Retailer or service centre from whom you purchased the campervan or any Elddis approved Retailer and give the following information, which will help in identifying the required component:

- (i) Model and make of campervan
- (ii) VIN number
- (iii) Description of required part
- (iv) Photograph, size or diagram of required part

**Please note:** All parts must be ordered and supplied through an approved retailer or service centre.

## REMEDIAL WORK

Elddis, together with its suppliers is continually undertaking extensive research into testing, remedial work procedures and materials such as sealants, adhesives, gaskets and tapes. If for any reason your new campervan is damaged or requires remedial work then only an approved Elddis Retailer or Service Centre should undertake such work.

All such work should be undertaken using only approved Elddis genuine parts, recommended sealant and following Elddis procedures. Elddis will also undertake to supply certain specialist repairers with the necessary spare parts. In this case, your selected repairer must contact the PARTS DEPARTMENT with all enquiries.





## **CAMPERVAN CONSTRUCTION - MAIN COMPONENTS**

The following is a brief description of the main components used in your campervan. More comprehensive descriptions can be found in the equipment manufacturers literature held in the Owner's Information Pack.

### **WINDOWS**

Windows are all of a double glazed acrylic construction and the door frames are extruded aluminium.

### **INSULATION**

Elddis campervans are built to comply with grade 3 thermal insulation in accordance with the European Standard BSEN 1645 part 1. This states that an average temperature difference of at least 35°C between the inside and outside temperatures should be achieved when the outside temperature is -15°C and an internal temperature of 20°C.







## EQUIPMENT LIST

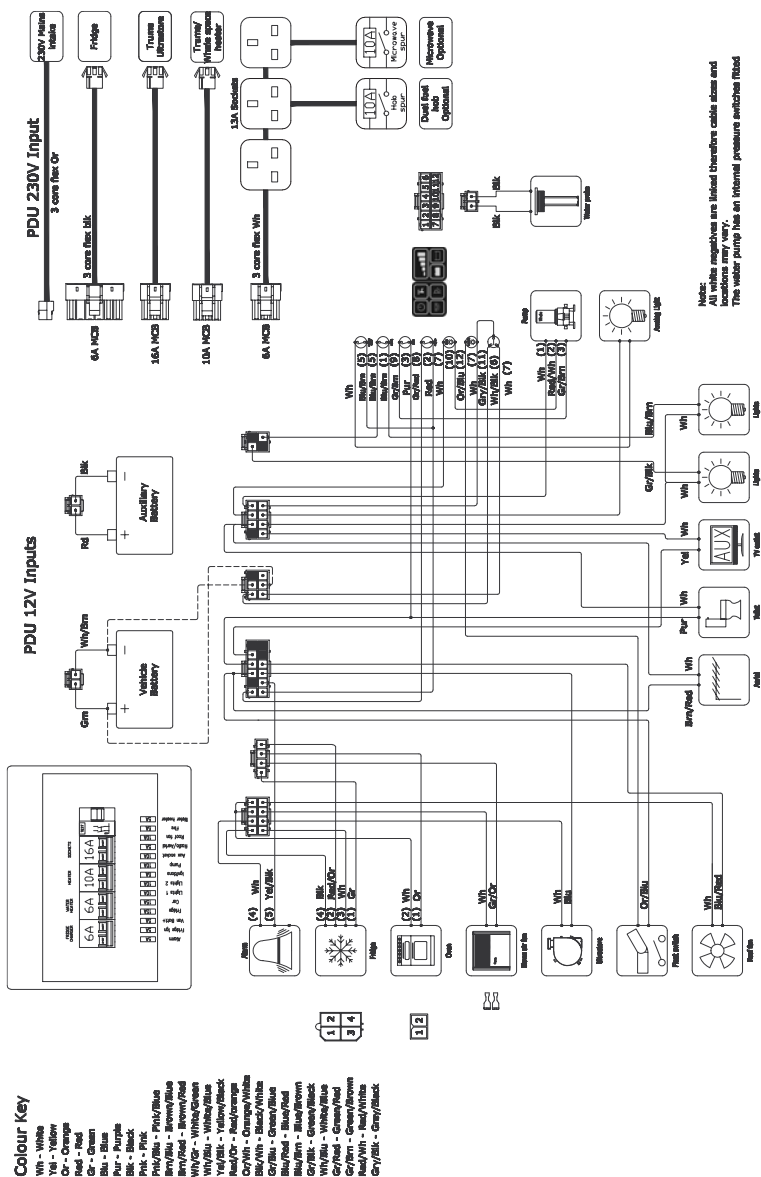
### CAMPERVAN

REFRIGERATOR	THETFORD T1090
HEATER	WHALE SPACE HEATER
WATER HEATER	WHALE EXPANSE
SINK AND DRAINER	THETFORD SPINFLO ARGENT CENTRE SINK
OVEN	THETFORD TRIPLEX
HOB	THETFORD TRIPLEX
TAPS	CARAFAX MIXER TAP 240/120
LIGHTS RECESSED LED	DREAM LIGHTING
12V READING LIGHTS	DIMATEC LED
CONTROL PANELS	BCA VEGAS
ELECTRICAL FITTINGS	BCA C LINE
TOILET	THETFORD C260S





## CAMPERVAN







### GENERAL QUESTIONS

#### **Q: Where Can I Obtain Your Latest Brochure?**

A: Our latest brochures are available from Approved Retailers or can be viewed and printed from the **download** section on our website [www.elddis.co.uk](http://www.elddis.co.uk). A request form can also be completed should you wish to receive a printed copy of our latest brochures.

#### **Q: Why Is the Handbook Not Specific To My Model?**

A: Many of the components used in the manufacture of our campervans are identical throughout our model ranges, so we produce a generic handbook, which covers all models manufactured for that season. If the literature supplied with your campervan does not answer your question then please contact your Retailer for further assistance.

#### **Q. I Require Technical Or Other Information, Who Can Help Me?**

A. The majority of information you require is available through your Elddis Retailer.

#### **Q - Can You Tell Me The Second Hand Price Of My Campervan?**

A - As a manufacturer we are not involved in the second hand market. You should contact a Retailer. They should be able to give some indication of market value.

#### **Q: Can I Fit A Bicycle Rack/Top Box/Air Conditioning To My campervan?**

A: It may be possible to fit accessories to your campervan but this will depend upon the internal construction of the roof/walls and whether they can support the weight of the accessory. If it is possible your Retailer will be able to advise you, (or alternatively they will obtain confirmation and a drawing where necessary, from Elddis). Please note that weight of any accessories will reduce your User Payload allowance.

#### **Q: My Interior Lights Are Not Working, What Do I Do?**

A: It is possible that all of the 230V mains electrical equipment may not be operated simultaneously. Check fuses, battery connections and power supply (master light switch). Refer to your Retailer for further assistance.

**PLEASE NOTE:** The internal lights in your campervan will not operate whilst the campervan engine is running.

#### **Q: Where Can I Get Spare Parts For My Campervan?**

A: Retailers and service centres will be able to source most parts you require. For details of your nearest Elddis Retailer please refer to our Find A Retailer section on our website, or call 0371 964 2113 for assistance.

#### **Q. How Many Years Will Spare Parts Be Available For My Campervan?**

A. Elddis will endeavour to supply spare parts for a campervan, for at least 8 years from new.

#### **Q. Why Don't You Stock Parts At The Elddis Factory?**

A. Due to the volume of models we produce it is not possible for us to maintain stock levels of every individual component used in our manufacturing process. We do stock commonly requested items, but some items must be made to order

#### **Q. What If The Parts Are No Longer Available?**

A. Where an original part is no longer available, whenever possible we will suggest a suitable alternative if it is available.

#### **Q: Who Can Service My Campervan ?**

A: Your supplying Retailer is obliged to undertake your warranty work. However, any Elddis Approved / Service Centre, can undertake the work, but this is at their discretion. We will also accept services completed by a NCC approved company, but they will not be able to undertake warranty work if they are not approved by Elddis

#### **Q. I Am Having Trouble Booking My Campervan in For Its Service, In Line With The Requirements. What Timescale Is Acceptable?**

A. Please refer to the warranty section for the terms and conditions of servicing. We would recommend that you plan your services in advance in order to meet the requirements.



**Q. I Have A Problem With My campervan ,  
Who Can Help Me?**

A. We would always recommend that you contact your supplying Retailer. Your local Elddis Retailer or Elddis Approved Service Centre may be able to assist. An inspection can then take place and the necessary course of action agreed.

**Q. I Am Unhappy With The Service I Have  
Received From My Retailer/Service  
Centre, Where Do I Go From Here?**

A. We would recommend that you write to your Retailer/Service Centre, detailing your problems and requirements, requesting a response explaining how they will resolve your complaint. A copy of your letter can also be forwarded to Elddis Customer Care Department, quoting the serial number of your campervan and the name of the Retailer/Service Centre. Please be assured that we will assist your Retailer/Service Centre in resolving any problems.



## GLOSSARY

### **ABS - plastic**

Acrylonitrile Butadiene Styrene Plastic the material used for most of the large plastic components within your campervan.

### **Actual Laden Weight**

This is the total weight of the campervan when loaded ready for use by the end user.

### **Aquaroll**

Brand name used generically for a water container that rolls so you don't need to lift it.

### **Battery Charger**

This is required to keep a leisure battery charged. All campervans include a charging facility that operates via the mains hook-up, and also has the ability to trickle charge from the vehicles alternator while travelling.

### **Berth(s)**

Sleeping place - Refers to the number of people a campervan can accommodate for sleeping.

### **Blown Air Heating**

A method of heating the living quarters of a campervan by use of a fan pushing air out through a number of outlets.

### **Bunk Bed**

This is a sleeping place, usually higher up than a conventional bed. Often (but not always) this can be folded or removed to provide additional living space.

### **Propane**

Is a form of Liquefied Petroleum Gas (LPG) that normally comes in red cylinders. This type of gas is most commonly used in the UK.

### **Campingaz**

This is the trade name of Butane gas.

### **Cassette Blind**

This is a roller blind that is fitted as part of the window assembly, often along with a flyscreen, thus giving a neat installation.

### **Cassette Toilet**

A form of chemical toilet found in modern campervans, where the waste holding tank can be accessed and emptied from outside.

### **Control Panel**

Used as the description for the panel of electrical switches and gauges governing 12V and mains electricity systems.

### **Dinette**

This is a popular style of seating arrangement where two seats or settees face each other across a table.

### **Earth Leakage Circuit Breaker (ELCB)**

ELCB Earth leakage circuit breaker - see residual current device (RCD)

### **End Kitchen**

A common term used to describe floor plans that put the kitchen across the rear, usually adjacent to a campervan door on one side and washroom on the other.

### **Essential Habitation Equipment**

Those items and fluids required for the safe and proper functioning of the equipment for habitation as defined by the manufacturer of the campervan. This includes items such as the leisure battery and gas cylinders, plus water contained in the water heater etc.

### **Flyscreens**

Mesh fittings for windows doors and roof vents, to keep out insects etc.

### **Free-Standing Table**

This is a table that, because of its leg design, can be used inside or outside.

### **Full Service Pitch**

This is a pitch that has individual provision for fresh water supply and waste water disposal, in addition to mains electricity and in some cases TV aerial connection.

### **Gas Cylinder**

This is a portable, pressurised container for the storage of LPG.

### **Gas Cylinder Locker**

Is the compartment on the campervan for the storage of gas cylinders.

### **Gas Drop out Holes**

These are not part of the ventilation. LPG is heavier than air, so holes through the floor below gas powered appliances allow any leakage of gas to exit the habitation area.





## **Grey Water**

This is the waste water from sink/shower.

## **Gross Vehicle Weight (GVW)**

This is the weight of the vehicle laden to its maximum, as defined by the manufacturer. See also MTPLM.

## **GRP**

Is Glass-reinforced plastic, but more commonly known as glass fibre (not fibre glass, which is a trade name)

## **Handbook**

This is an owner's manual, a guide to the workings of your campervan.

## **Hardstanding**

This is a pitch which has a hard surface made of gravel, asphalt, concrete etc, instead of grass.

## **Hook-Up**

This is a facility on a pitch for connection to mains electricity.

## **Ingress**

Usually meaning water ingress, a possible problem where water seeps in at the joins, usually as a result of worn sealant.

## **Jack**

This is a device for raising the vehicle so that a wheel can be changed.

## **Kerb Weight**

This is the empty weight of a motor vehicle as defined by the manufacturer.

## **Layout**

This is the Interior design and details where furniture units are placed in relation to each other.

## **Leisure Battery**

This supplies the power for the campervan electrical systems and is sometimes called an auxiliary battery.

## **Levelling**

The process of ensuring that a campervan is level when sited on a pitch. It is important for comfort and also to ensure the correct functioning of the fridge and water systems.

## **LPG**

Liquid Petroleum Gas, i.e. butane or propane.

## **L-Shaped**

This is a term where the seating area of a campervan is indeed L shaped.

## **Mains Hook-Up**

This is a site facility where you can plug into a mains electricity supply.

## **Maximum User Payload**

This is the maximum payload allowed for the user.

## **MIRO - Mass In Running Order**

Weight of the campervan equipped to the manufacturer's standard specification including essential habitation equipment

## **MTPLM - Maximum Technically Permissible Laden Mass**

The technical maximum permissible laden weight of the campervan, this must not be exceeded.

## **NCC**

The only trade association representing manufacturers, retailers and suppliers within the campervan industry.

## **Optional Equipment Payload**

The payload provided by Elddis for any factory fitted options that may be available.

## **Owners' Club**

This is a group of people who usually own the same brand of campervans and enjoy meeting up for rallies.

## **Payload**

The amount you can put into a campervan. Specifically the difference between the Maximum Technical Permissible Laden Mass (MTPLM) and the Mass In Running Order (MIRO).

## **PDI**

This is an inspection undertaken by the Retailer prior to handover to the customer.

**Pitch**

A designated area of a campervan site allocated for the use of one outfit. Most sites will be arranged with defined pitches.

**RCD**

This is a residual current device and is part of the electrical system that will 'trip' if there is an electrical fault.

**Gas Regulator**

Safety device fitted between the LPG tank and the gas system of a campervan, which controls the pressure of gas being released from the cylinder.

**Road Lights**

The external lights used while the vehicle is traveling.

**Roof Lights** - See Roof Vent.

**Roof Vent**

Is an opening unit in the ceiling that lets in ventilation and light, these vary in size, but the best ones will have integral blinds and flyscreens and are also called rooflights.

**Semi-Rigid Pipe work**

Is water pipes made of a semi rigid plastic and are infinitely preferable to cheaper convoluted piping which can act as a trap for germs and smells.

**Slats**

Sometimes used for beds and can improve ventilation to mattress cushions.

**Space Heater**

This is a type of heating equipment for the living quarters. Modern units fitted offer gas and mains-operation.

**Speed Rating**

This is the maximum speed at which a tyre may be used, as marked on its sidewall.

**SMMT**

Society of Motor Manufacturers and Traders.

**Torque Wrench**

A form of spanner used to set nuts and bolts to a specified degree of tightness. It is recommended for adjustment of wheel fixings on campervan.

**User Payload**

The weight of all items carried in the campervan.

**U-Shaped Settee**

Usually a reference to seating that literally is 'U' shaped.

**Vehicle Kerb weight**

The weight of the tow car often indicated in the manufacturers specifications.

**VIN - Vehicle Identification Number**

This is a unique serial identification number for a vehicle. All cars and campervans should carry a VIN. Campervans are not obliged to, but most of those sold in recent years in the UK do.

**Warranty**

Are the terms and conditions that spell out your rights with regard to servicing, repair or replacement of parts as provided by the manufacturer.

**Wild Camping**

Term used for staying overnight away from a site. Illegal in many countries, but permission may be granted by individual landowners.





## CAMPERVAN ANNUAL SERVICE RECORD

In order to ensure your warranty remains valid an annual service must be carried out in accordance with the requirements of this handbook. You are responsible for any charges incurred for the service of your vehicle. If the annual service is performed by an authorised Elddis Approved Retailer / Service Centre or NCC Approved Workshop then Erwin Hymer Group UK Limited deems that the service has been performed correctly.

You may choose to have your annual service performed by an unauthorised repairer / service centre and if you do it will be your responsibility to ensure that the service meets our requirements.

We will ask you to provide a copy of the following documentation:

- Damp report
- Annual Habitation Service check list (to the minimum standard set out in this handbook)
- Invoice / dated service stamp

If the Annual Service has not been performed in accordance with the requirements in this handbook your warranty will be invalidated, however this will not affect your legal or statutory rights as a customer.

Elddis will not pay any unapproved Service Centre for the undertaking of any warranty work.

Minimum service requirements

The service must be undertaken by suitably qualified personnel.

A full damp test check should be undertaken and damp readings recorded.

A service check must be performed to the minimum standards set out below.

### Annual Habitation Service check list

#### UNDERBODY

Item	Condition
Corner steadies, folding step and spare wheel carrier where applicable - check operation and lubricate	
Under slung tanks and pipes - check condition and security	

#### ELECTRICAL SYSTEMS

Item	Condition
Check the leisure battery is being charged from both the engine when running, or with a multi-tester and the mains charger	
Leisure Battery (if fitted) - check condition of the battery & its compartment	
Leisure Battery (if fitted) - check condition, top up fluid if required and check the charge condition	
Interior lighting & equipment - check operation and fuse rating	
Awning light - check operation	
Wiring earths - check for defects on all ELV circuits (Visual)	
LV inlet plug & extension lead – check condition & resistance across pins	
Earth Bonding - visual inspection	



## ELECTRICAL SYSTEMS (continued)

Item	Condition
RCD unit - check operation of RCD test button and operations of MCBs	
230V appliances - check operation	

## GAS SYSTEMS

Item	Condition
Regulator and gas hose - check age performance and security	
Perform a gas pressure check	
LPG Tank (if fitted) - check security	
Flame failure devices - check operation	
Gas dispersal holes - check they are clear from obstructions.	

## APPLIANCES (check gas and electric operation)

Item	Condition
Hob - check operation	
Oven - check operation	
Grill and fan - check operation	
Fridge - check operation	
Water boiler – Check operation	
Heater - check operation	

## WATER SYSTEM

Item	Condition
Water pump & pressure switch - check operation	
Taps, pipes - check operation	
Water inline filter - replace filter where necessary	
Water system - check for leaks	
Water Tanks (if fitted) - check security of all water tanks including underslung tanks.	
Toilet - check security, operation of flush pump and free from obstructions.	
Drain down the system when checks are complete.	



## VENTILATION

Item	Condition
Rooflights - check all are free from obstructions, cracks and have a free air flow	
Floor vents - remove protective cover and check they are clear from obstruction then refit covers	

## FIRE & SAFETY

Item	Condition
Smoke and carbon dioxide detectors - check for operation via the test buttons fitted, check battery condition.	
Fire Extinguisher (if fitted) - check it is still within date	
Fire Blanket (if fitted) - check it is still within date	
Habitation doors operation	

## BODYWORK

Item	Condition
Doors and windows - check all catches are present and operating correctly.	
Blinds and flyscreens - check condition and operation	
Roof - check condition of roof.	
Cab seats - check condition of the seats and seats belts	
Floor - check condition of floor	
Furniture - check condition of the furniture	
Damp Test - undertake a damp test and record all readings taken.	
Lubricate all locks	



ANNUAL HABITATION SERVICE RECORDS

ANNUAL SERVICE RECORD

CAMPERVAN MODEL .....  
VEHICLE IDENTIFICATION NUMBER ..... YEAR .....

1st SERVICE

DATE:  
  
RETAILERS STAMP:  
  
I/We certify that an annual service has been carried out in accordance with the manufacturers' and NCC recommendations.

2nd SERVICE

DATE:  
  
RETAILERS STAMP:  
  
I/We certify that an annual service has been carried out in accordance with the manufacturers' and NCC recommendations.

3rd SERVICE

DATE:  
  
RETAILERS STAMP:  
  
I/We certify that an annual service has been carried out in accordance with the manufacturers' and NCC recommendations.

4th SERVICE

DATE:  
  
RETAILERS STAMP:  
  
I/We certify that an annual service has been carried out in accordance with the manufacturers' and NCC recommendations.

5th SERVICE

DATE:  
  
RETAILERS STAMP:  
  
I/We certify that an annual service has been carried out in accordance with the manufacturers' and NCC recommendations.

6th SERVICE

DATE:  
  
RETAILERS STAMP:  
  
I/We certify that an annual service has been carried out in accordance with the manufacturers' and NCC recommendations.



## 7th SERVICE

DATE:

RETAILERS STAMP:

I/We certify that an annual service has been carried out in accordance with the manufacturers' and NCC recommendations.

## 8th SERVICE

DATE:

RETAILERS STAMP:

I/We certify that an annual service has been carried out in accordance with the manufacturers' and NCC recommendations.

## 9th SERVICE

DATE:

RETAILERS STAMP:

I/We certify that an annual service has been carried out in accordance with the manufacturers' and NCC recommendations.

## 10th SERVICE

DATE:

RETAILERS STAMP:

I/We certify that an annual service has been carried out in accordance with the manufacturers' and NCC recommendations.

## 11th SERVICE

DATE:

RETAILERS STAMP:

I/We certify that an annual service has been carried out in accordance with the manufacturers' and NCC recommendations.

## 12th SERVICE

DATE:

RETAILERS STAMP:

I/We certify that an annual service has been carried out in accordance with the manufacturers' and NCC recommendations.

## 13th SERVICE

DATE:

RETAILERS STAMP:

I/We certify that an annual service has been carried out in accordance with the manufacturers' and NCC recommendations.

## 14th SERVICE

DATE:

RETAILERS STAMP:

I/We certify that an annual service has been carried out in accordance with the manufacturers' and NCC recommendations.





## 15th SERVICE

DATE:

RETAILERS STAMP:

I/We certify that an annual service has been carried out in accordance with the manufacturers' and NCC recommendations.

## 16th SERVICE

DATE:

RETAILERS STAMP:

I/We certify that an annual service has been carried out in accordance with the manufacturers' and NCC recommendations.

## 17th SERVICE

DATE:

RETAILERS STAMP:

I/We certify that an annual service has been carried out in accordance with the manufacturers' and NCC recommendations.

## 18th SERVICE

DATE:

RETAILERS STAMP:

I/We certify that an annual service has been carried out in accordance with the manufacturers' and NCC recommendations.

## 19th SERVICE

DATE:

RETAILERS STAMP:

I/We certify that an annual service has been carried out in accordance with the manufacturers' and NCC recommendations.

## 20th SERVICE

DATE:

RETAILERS STAMP:

I/We certify that an annual service has been carried out in accordance with the manufacturers' and NCC recommendations.

## 21th SERVICE

DATE:

RETAILERS STAMP:

I/We certify that an annual service has been carried out in accordance with the manufacturers' and NCC recommendations.

## 22th SERVICE

DATE:

RETAILERS STAMP:

I/We certify that an annual service has been carried out in accordance with the manufacturers' and NCC recommendations.



## NOTIFICATION OF CHANGE OF OWNERSHIP

If you purchase this vehicle as a used vehicle it may be possible to transfer the unexpired term of the warranty cover (up to a maximum of six years commencing at the original date of purchase from new). Please refer to the warranty section of the handbook for terms and conditions.

Please complete the attached form and post it to us along with the following information:

- A copy of the V5 registration form
- A copy of the habitation service handbook displaying a complete and up to date service history, including service checklist and damp report.
- A cheque for £50 made payable to Erwin Hymer Group UK Limited.

Transfer of ownership must be made within the first three months of any change of legal ownership in order for the warranty cover to remain valid.

Erwin Hymer Group UK Limited Customer Care

Delves lane

Consett

County Durham

DH8 7PE

[www.elddis.co.uk](http://www.elddis.co.uk)

This form is also available for you to print from our web site.

## NOTIFICATION OF CHANGE OF OWNERSHIP

### Previous owner details (if known):

Name: .....

Address: .....

Post code: .....

Email: .....

### New owner details:

Name: .....

Address: .....

Post code: .....

Email: .....

Daytime telephone number: ..... Date of purchase: .....

### Details of Campervan:

Range: ..... Model: .....

Vehicle identification number (17 digits): .....

\* In order for you warranty to remain valid, your campervan must have been serviced annually by an Approved Retailer / Service Centre, NCC Approved Workshop or NCC equivalent standard as set out in this handbook.

If you do not want to receive information about products and services from Elddis, please tick. ☐





## NOTIFICATION OF CHANGE TO NAME AND ADDRESS

In order that we can provide you with the very best level of service we ask that you keep us informed of any changes to your contact details.

Should your details change please complete the online form on our website, in our 'Customers' section. Alternatively, please complete the attached form and post to us:

Erwin Hymer Group UK Limited Customer Care  
Delves Lane  
Consett  
County Durham  
DH8 7PE  
www.elddis.co.uk

.....✂.....

## NOTIFICATION OF CHANGE TO NAME AND ADDRESS

### Previous details:

Name: .....

Address: .....

.....

..... Post code: .....

Email: .....

### New details:

Name: .....

Address: .....

.....

..... Post code: .....

Daytime telephone number: ..... Date of purchase: .....

Email: .....

### Details of your Campervan:

Range: ..... Model: .....

Vehicle identification number (17 digits): .....

If you do not want to receive information about products and services from Elddis, please tick. ☐



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**Elddis**

**Erwin Hymer Group UK Limited** Delves Lane, Consett, Co. Durham DH8 7PE

Telephone: 01207 699000 • Facsimile: 01207 699001 • [www.elddis.co.uk](http://www.elddis.co.uk)

All the illustrations and descriptive matter in this guide are intended to give a general idea of the caravan. Changing market and supply situations may prevent the manufacturer from maintaining the exact specifications and details in this handbook and we therefore reserve the right to alter specifications and materials as conditions demand.

Retailers are independent of the manufacturer and have absolutely no authority to bind the manufacturer by any express or implied undertaking or representation.

AUTOQUEST - Model Year 2019