

Camperhuren.nl

The manual
for your
camper

CAMPERGUIDE



Welcome to Camperhuren.nl!

You have rented a camper and are going to enjoy your camper holiday. In this camper guide you will find all the information about the camper you need for your camper trip.

Every motorhome renter travels in his own way. One has a specific destination in mind, the other follows a carefully planned route, and some only decide in the morning where the journey will take them that day. And that is exactly the beauty of traveling with a camper: you literally follow your own path.

We would like to give you this golden tip from experience: do not plan too many kilometers per day. This way you can really enjoy everything you encounter along the way, and you prevent unnecessary stress or damage. Take your time, drive along the beautiful European roads, let yourself be surprised by the surroundings and make time for spontaneous excursions and holiday fun along the way.

Want to be well prepared for your trip? Then take a look at our website at the inspiration pages under *Well prepared* . There you will find even more useful tips and ideas.

At the last page of this guide you will find QR codes that allow you to easily watch instructional videos, complete or per section, via YouTube, via WiFi or mobile network.

We wish you great adventures in the motorhome!

Team Camperhuren.nl

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GENERAL INFORMATION

Before you start your journey

Ready for departure

- Our motorhomes weigh around 2900 - 3000 kg ready to drive (that includes a 90% filled diesel tank, 90% filled water tank and a 75 kg driver). These campers may be loaded up to 3500 kg; the maximum permitted mass.
- All motorhomes have a bike rack that can carry up to 50 kg. Do you have an electric bike? Then we advise you to remove the battery before departure. And we advise you to weigh your bikes at home.
- Adjust your mirrors and seat before you leave. To adjust the side mirrors, turn the switch to one of the four points and push the button left or right to put the mirrors in the correct position. Always point the lower mirrors at the blind spot.
- The seats in the cabin are adjustable, as are the backrests. They are also fully rotatable (except in the alcove campers). The armrests are adjusted with a turning wheel.
- Actively use your checklist every time before you leave.

Country information

- Each country has its own rules for driving and staying overnight with the camper. For example, there are destinations with regulations where you are allowed to park the camper or environmental zones where it is forbidden to drive the motorhome. In Italy and Spain, for example, it is mandatory to indicate the bicycles at the rear of the camper with a marker board. This sign is located in the storage room of the camper.
- For information per country, please visit the ANWB website and the ANWB Travel Guide.
- Are you going to Scandinavia? Make sure you are registered via EPass24.com, a system for paying tolls and ferries to and in Scandinavia. If you forget to register, the bill will come to us. Processing at EPass can sometimes take more than half a year. We receive all unpaid tolls via license plate registration. If you have not registered and we still receive a bill for your rental camper in the period you rented, we charge €35 per bill.

Driving the camper

General

- A motorhome is a means of transport that you are usually not used to driving. Drive calmly, anticipate and take your time. Then you can enjoy your ride to the fullest. After all, you are on holiday!
- With a motorhome you will take longer on your journey than with a car. If you take this into account when planning your route, you will not be faced with any surprises.
- Never blindly trust navigation. Always use your common sense and do not take risks when choosing your route.
- We recommend that you have the co-driver actively watch while driving. Two see more than one.

- An advantage is that you sit high and therefore have a good overview of what is happening on the road ahead of you. Anticipate the traffic around you.
- A camper has a longer braking distance due to its weight: so keep enough distance, in any case more than with a passenger car.
- The wind can affect driving, you will notice this on the motorway. An alcove camper naturally catches more wind than a bus camper. However, every camper is sensitive to crosswinds. Adjust your speed in strong winds, especially on bridges. If you overtake a truck in strong winds, you can feel the wind quite a bit after overtaking. Use your side mirrors actively and don't get caught off guard.
- Are you at the front of the traffic jam? Keep to the right and let other road users pass as soon as possible. Try to avoid driving in front of a truck and keep enough distance from other road users, so that you have enough space in case of unexpected braking.
- Every country in Europe has its own speed regulations. In the Netherlands, you can drive just as fast with a camper with a B driving license as with a regular car. Check what applies to your route for the speed. And experience what drives pleasantly and responsibly with your camper. Usually 100 km per hour is the ideal speed on the highway. As a result, consumption of diesel is lower.
- If you receive a traffic fine, we will send it to you after your rental period and charge a €35 administration fee.
- Make sure you have a tidy camper before leaving, so that in the event of unexpected braking, items do not fly forward.

Dimensions

- The dimensions of the motorhome are indicated in the driver's area above or beneath the car radio and on your checklist.
- In general, a motorhome is higher, longer and wider than your own car. Pay close attention to traffic signs that indicate the dimensions of passages on your route.
- Avoid narrow roads, check the driving height at every bridge, tunnel or viaduct and keep an eye on lampposts and overhanging branches.
- If your trip is to England, study your route very carefully. Many roads in England are too narrow for motorhomes. Ensure a carefree trip and map out an easy to drive route.
- Remember to have a bicycle rack on the back of the camper.
- In a bend the back of the camper swings out quite a bit. Use your mirrors to look along the bend.
- Take into account a protruding rear behind the rear axle. Thresholds, sloping ramps, slopes or ferry ramps can be quite an obstacle. Drive slowly, possibly diagonally over them or choose another route. This way you can enjoy driving your motorhome.

In the mountains

- Beware of overhanging rocks.
- Avoid clutch slippage on slopes or when leveling the motorhome. The clutch plates will then quickly show defects.
- When descending you will notice your motorhome is heavier than a car. Try to brake on the engine and avoid pressing the brake constantly. The camper remains easy to steer while braking.

Turning and maneuvering

- Are you going to make a difficult turn, reverse or park? Always have someone outside the motorhome watching. Even if your camper has a reversing camera. You do not see everything that happens behind the camper in the reversing camera.
- Open the windows of the doors and make sure that the person watching is on the left side of the camper and that you can see and hear this person in your rearview mirror and vice versa. Make sure that you understand each other's signals and actively use your mirrors.
- If necessary, get out to view the situation yourself up close. This way you drive safely and prevent damage.

Upon arrival at your overnight accommodation

When you arrive at the campsite or motorhome pitch, carefully check the route to your camping spot and examine your camping spot.

- Are you driving over speed bumps or steep slopes?
- Are there any overhanging branches, signs or lamp posts?
- Do you have enough room to turn?
- What is the surface like? Is it dry or soggy?
- How do you position the camper? On which side do you want the door opening?
- Where does the sun rise and where is the shade?
- Are you going to use the ramps to level the camper?
- Do you have electricity and/or a water point at your spot?
- Are you going to fill up with water and discharge it at the service point first?
- How much power do you need?

Take your time to gather this information. Then you will usually be parked correctly in one go.

Preparing for the return of the motorhome

Check your submission date and drop-off time

- Double-check your unique drop-off time We ask you to stick to this, so that we have time for you when you return and we can also let the next renter leave on time.
- If you return the motorhome later without mutual agreement, significant costs will be charged, as described in our general terms and conditions.
- Drop-off without any special circumstances takes approximately 30 minutes.

Filling and emptying

- Refill the fresh water tank and empty the grey water tank.
- Return the camper with a full diesel tank.
- The toilet cassette must be returned empty and clean. After the last emptying and flushing, do not put a new tablet in the cassette. If the toilet cassette is still dirty when returned, we will retain €100 from the deposit.

Cleaning inside and outside

- Make sure the camper is completely clean inside and out. The roof does not need to be cleaned. Unloading and cleaning the motorhome takes you an average of 2 to 3 hours.
- If you want to outsource the cleaning, please contact us at least 2 days before arrival to check the availability.

Comments about the camper

Do you have any comments about the camper? Please inform us via info@camperhuren.nl before you return the camper. Send as many photos as possible to explain your information.

Preventing damage

A camper consists of quite a few parts, large and small. When used carefully, everything functions well. However, something can still break unintentionally. To prevent damage, we give you tips and advice in the instructional film, when you pick-up the motorhome and in this camper guide.

You will also receive the Checklist upon departure. Use the checklist for each departure.

We would like to emphasize the following:

Inside the camper

- Mosquito nets and blackout curtains are vulnerable. Open and close them with care.
- If a screen or curtain is stuck, do not use force and try to carefully get it back into the rails.
- Only place light and soft items such as towels and clothing in the cupboards above the table. During the journey, things may have shifted and fallen out when opening the cupboards. This can cause a crack, scratch, pit or dent. Repairing damage to the table top is a labour-intensive job and costs from €250 per claim. This also applies to the countertop.
- Do not place hot pans on the counter or table without coasters.
- Put away all loose items before driving.
- Always press the button of the cabinets and drawers again after closing, so that they are locked and do not open unexpectedly when making a turn. The contents could fall out and a drawer could come off the rails.

On the outside of the camper

- Do not close the side door when the screen door is open.
- Close the doors and side hatches when not in use. The wind can blow the door against something.
- Do not place items such as chairs and bicycles too close to the camper, so that they cannot cause damage to the camper.
- Always retract the awning when leaving the camper or when going to sleep.

Safety

General

- You can find emergency numbers on the camper checklist.
- In case of breakdown, first get yourself to safety. Safety vests are placed in the driver's door.

Smoking and fire

- Smoking is prohibited in the motorhome and in the vicinity of the camper.
- If there has been smoking in the camper, the cleaning costs incurred will be deducted from the deposit. These cleaning costs amount to at least €500.
- Lighting candles in the motorhome is not permitted.
- The use of flammable substances in the camper is also not permitted.
- When cooking in the camper, ensure there is adequate ventilation.

Parking

- Close all doors and (roof) windows of the camper when leaving the motorhome.
- Always take both sets of keys with you and keep them separate from each other.
- Never park the RV in a public parking lot or along the highway for the night. The chance of burglary is very high in these places.
- Never park a camper on a P+R if you want to visit a city or village by train. Burglars know from experience that you are gone all day and have time to break in.
- Want to park your camper in a safe place? Then put it on a camper place or camping.
- The handbrake is located on the left side of the driver's seat. Always use it when parking the camper.

INFORMATION IN ALPHABETICAL ORDER

Awning

Instructions for use of the awning

To turn out the awning you need at least 2 people and the crank. The crank is in the garage. One person operates the crank. The other guides the legs.

- Insert the crank into the hole on the left side of the awning. Turn slowly and prevent the crank from popping out of the holder while turning. Turn the crank out of the awning until the other person can reach one of the legs, maximum 1.5 meters.
- For alcove and (semi-)integral motorhomes:
 - Push the button on the outside of the awning to the side, so that the awning leg comes out of its holder.

For camper vans:

- Push the leg on the inside of the awning to the side, so that the awning leg comes out of its holder.

Caution! At the same time, keep your other hand on the awning leg, so that it does not unexpectedly shoot out of the holder, which could cause damage to the RV.

- Remove the leg from the holder with both hands and lock the leg with the gray lever that is on the leg. Do the same with the second leg.
- Continue to extend the awning and move the two legs forward a little at a time until you cannot extend the awning any further.
- Remove the crank from the holder by pushing the crank up slightly and turning it a quarter turn and then removing the crank.
- Use the hammer and secure the pegs from the garage into the feet of the awning legs.
- To retract the awning, follow these steps in reverse order.

Always retract the awning before leaving, when it rains, when you feel the wind is starting to blow, when you go to sleep and when you leave the camper. (Unexpected) wind can cause the awning and/or awning legs to break and the awning to damage the camper.

Bad smells in the RV

Removing bad odors

It can happen that you suddenly smell an unpleasant odor in the RV when driving away. This smell is caused by the stagnant water in the (dry) pipes moving. You can easily remedy this by briefly opening all the taps of the RV, which flushes the water through the pipes. Then put the plugs on the drains and the smell will be gone.

Beds with specific instructions

Types of beds

In our fleet we have different types of campers with different types of beds. A number of beds have specific instructions.

Pull-down bed semi-integrated camper

The roof of the 4-person semi-integrated campers has a pull-down bed. Depending on the type of lifting bed, the bed goes down electrically or manually. is lowered electrically or manually. The pull-down bed is not suitable for children under 6 years old. The pull-down bed can carry 200 kg.

Electric lifting bed – to use

- Clear the space under the pull-down bed and adjust the backs of the seats under the pull-down bed.
- Open the lid of the fake cabinet next to the kitchen.
- Close the glass plate of the sink, if present.
- Loosen the pull-down bed belt.
- Insert the supplied key into the lock of the control panel and turn the key to the desired position. This is indicated by an arrow.
- Press the button with the arrow pointing downwards, until the pull-down bed stops.
- Remove the key from the lock and store it.
- Use the stairs to get into the bed.
- Attach the safety nets to the connection on the ceiling on both sides.

Electric pull-down bed - storage

- Disconnect the safety nets and tuck them under the mattress.
- Remove pillows and duvets from the mattress.
- Close the roof hatch.
- Put the stairs back on the mattress, but not under the roof hatch.
- On the control panel, press the arrow pointing upwards until the pull-down bed is against the ceiling.
- Turn the key back and put it away.

Mechanical pull-down bed – to use

- Clear the space under the pull-down bed and adjust the backs of the seats under the pull-down bed.
- Close the glass plate of the sink, if present.
- Unlock the black button on the side of the bed by pushing it to the right and pull the pull-down bed down.
- Use the stairs to get into the bed.
- Attach the safety nets to the connection on the ceiling on both sides.

Mechanical pull-down bed - storage

- Disconnect the safety nets and store them under the mattress.
- Remove pillows and duvets from the mattress.
- Close the roof hatch.
- Put the stairs back on the mattress, but not under the roof hatch.
- Push the pull-down bed upwards until it is attached on 2 sides. You'll hear a click left and right.

Pull-down bed integral motorhome and alcove camper

In the integrated motorhomes and in some motorhomes with an alcove, there is a pull-down bed above the driver. The pull-down bed is not suitable for children under 6 years old. The pull-down bed can carry 200 kg.

To use

- Integral motorhomes: make sure the backrests of the seats are folded forward.
- Loosen the pull-down bed belt or release the black button by pushing it to the right and pull the pull-down bed downwards.
- Pull down on the pull-down bed.
- Use the stairs to get into the bed.
- Attach the safety net to the connection on the ceiling.

Store

- Disconnect the safety net and store it under the mattresses.
- Remove the bedding from the mattress.
- Close the roof hatch.
- Put the stairs back on the mattress, but not under the roof hatch.
- Push the pull-down bed upwards until it is attached on 2 sides. You'll hear a click left and right.

Convertible bed alcove campers

The seating area of the alcove camper can be converted into a bed.

- Remove the seat cushions and remove the table from the top rails.
- Lower the table by folding the leg.
- Place the blade on the bottom rails.
- Build the mattress using the seat cushions and any other cushions supplied.

This is demonstrated in the instructional video.

Single beds

In the back of the campers with single beds there are 3 single beds, the middle one of which can be pulled out to make one large bed out of three.

- Pull the front of the middle bunk all the way toward you.
- Place the extra cushion in the open part.
- You enter the bed via the small stairs.

Queensbed

The Queens size bed can be adjusted, so you either have more storage space in the garage or better access to the bed. By removing the extra cushion after sleeping, you create more walking space.

Mechanical Queensbed

Some campers with queensbeds have an adjustable rear bed. In the garage there is a mechanism to raise or lower the rear bed handle.

- Open the right garage door. At the top of the garage you will see a metal hook.
- Pull this hook towards you to release the bed.
- Take the Queensbed crank from the garage and connect it to the coupling on the mechanism.
- Turn the crank to lower or raise the bed.
- Once the bed is at the desired height, push the metal hook back to lock the bed.

Queensbed with extra pillow

On the bed is a narrow long pillow.

- Pull the mattress a little forward and place the extra pillow between the mattress and the headboard to lengthen the mattress.

Bicycle carrier

Use of the bicycle carrier

The bike carrier on the back of the motorhomes can carry a maximum weight of 50 kg. If you exceed the maximum weight, the bicycle carrier will become dislocated and cause damage.

- Remove batteries from electric bicycles.
- Place the bicycles alternately on the rack on the rails.
- Place the largest or heaviest bicycle closest to the RV.
- Make sure that the handlebars of the bicycle closest to the RV are at least 5 cm away from the camper, so that the handlebars cannot cause damage to the RV while driving.
- Secure the wheels with the straps and use the support arms to attach the bar or seat post.
- Make sure that the support arm of the bicycle closest to the RV is horizontal, so that the bicycle and handlebars are positioned sufficiently far away from the RV.

Some motorhomes have a lift system, which you operate with a crank from the storage room.

In several countries you are obliged to attach the red and white sign (located in the garage) to the back of the bicycle rack, regardless of whether or not you have bicycles on it.

Breakdown and/or damage

What to do in case of a breakdown?

Our motorhomes are technically well maintained by authorized dealers. This prevents breakdowns on the road. The technology can always let us down. That is why we have taken out roadside assistance for all our motorhomes if the RV is no longer driving due to a breakdown or accident.

If a red light comes on on the dashboard, stop driving immediately and first contact us using the service number on your checklist.

Roadside assistance service

Our roadside assistance service is provided by Stellantis from Stella Assistance. If you have a breakdown on the road, first make sure you and your fellow passengers are safe. Then call the roadside assistance service number that is on the Stellantis card in your briefcase. They will ask you where you are and ensure that local roadside assistance or a towing service arrives as soon as possible.

Contact our own service number as soon as possible. You can find this on the checklist in the briefcase and it is available 24 hours a day.

Request roadside assistance

When are you entitled to roadside assistance?

You will receive roadside assistance if the RV can no longer drive. This can be due to:

- A mechanical, electrical or electronic defect
- An accident
- Keys locked in the car

- The loss of keys
- Filling up with the wrong fuel
- A flat tire
- A battery defect

In which countries are you entitled to roadside assistance?

You will be offered roadside assistance in countries where it is permitted to drive with the RV. You can find these countries on the Green card in your briefcase.

What happens if the camper breaks down?

We will always look for the best solution if the camper is no longer driving. This depends on several factors, for example by looking at how quickly the RV can be made, the distance from your location to our location, the remaining rental period, etc.

In the Netherlands, you are entitled to 2 days of replacement transport (a car) via the roadside assistance service. In Europe, outside the Netherlands, your replacement transport (a car) is 4 days, so that the camper can be repaired if necessary and you can then continue driving. A hotel stay for a maximum of 4 days in Europe, outside the Netherlands, is also part of the roadside assistance.

We will always help you find the best possible solution for your situation. We are dependent on the options provided by the roadside assistance service.

Are there any additional costs if you have a breakdown on the road?

Should you have a breakdown on the road and your Rv is repaired or repatriated, you may be forced to adjust your route. Apart from hotel stays or replacement transport, all other personal expenses are at your own expense.

Damage caused by your own actions or, for example, damage caused by hail or other weather conditions, a blowout or the costs of replacing a window as a result of a broken window or stone chipping are at your own expense. These forms of unforeseen damage fall under the deductible.

When are you entitled to (breakdown) assistance as a person?

Our breakdown service is intended to repair your rental camper, so that you can continue driving with the camper. If something has happened to you and you are no longer able to drive, please contact your own travel or health insurance. You still remain responsible for returning the camper on the agreed return date. If a second driver is registered, he or she can continue driving the camper. In such a case, always contact us via the service number, then we will help you with advice.

Damage

- ⇒ Report any damage to Camperhuren.nl within 24 hours.
- ⇒ Fill in the damage form, take as many photos as possible and send everything to info@camperhuren.nl.
- ⇒ In case of serious damage, call the Camperhuren.nl service number immediately.

Damage caused by a collision or accident

- ⇒ Call the local police.
- ⇒ Complete the damage claim form together with the other party.
- ⇒ Take as many pictures of the situation as possible.
- ⇒ Please email the photos of the damage and the form to info@camperhuren.nl.
- ⇒ Please contact the Camperhuren.nl service number immediately.

Camper briefcase

Camper briefcase content

In the camper briefcase that you receive upon departure you will find important information.

- Camper guide, the manual for your camper
- The checklist
- Damage forms
- The registration certificate
- The Green Card
- The APK letter
- The Roadside Assistance Service Certificate
- Stickers for a spark in the windshield
- A dealer booklet

Checklist

Information on the checklist

The checklist includes important telephone numbers, information about roadside assistance, Diesel and AdBlue, the dimensions of the RV, QR codes for instructional videos and the list that you always check before each departure. The checklist can be found in the camper briefcase.

Contact details

Contact details Camperhuren.nl

Address:	Turfstekerstraat 26 AALSMEER
Opening hours:	Tuesday to Saturday 9am-5pm
Telephone number:	+31 297 547 007 (for emergency number, see Checklist in briefcase)
E-mail:	info@camperhuren.nl
Website :	www.camperhuren.nl

Control panel

Explanation of the control panel

The control panel varies by model and is located above or near the side door. It states:

- The 12 Volt indicator with green light. This must remain on continuously.
- The 230 Volt indicator. The light is on when you are connected to power.
- The level of the batteries.
- The level of the clean and dirty water tanks.

Diesel and AdBlue

Information of Diesel and AdBlue

All motorhomes run on Diesel and most campers have an AdBlue tank to reduce emissions. Environmental zones are in force in an increasing number of cities in The Netherlands and abroad. We have placed environmental stickers for France and Germany on the windscreen of our motorhomes. For more information about environmental zones in Europe, please refer to the ANWB website.

- The fuel cap of the Diesel tank is located next to the driver's door and you open it with the large key (or the small key for an integrated RV).
- Use normal Diesel. The checklist shows the different European names for Diesel: Diesel – Gazole - Gasolio – Gasóleo (Aceite) – Nafta/Mazot – B7 – Dizel.
- If you are at the gas station and have any doubts, ask an employee at the pump for help.
- If you have a RV with an AdBlue tank and you receive a message on your dashboard that you need to refill AdBlue, you must do so within 150 km.
- Every gas station sells AdBlue and the larger petrol stations have an AdBlue pump where you can refill AdBlue at the pump.
- Return the camper with a full diesel tank.

Entry step

How the step works

To enter through the side door, you have either a low entry or an entry step with two steps. You can fold out this step by pressing the button next to the side door on the inside of the RV.

When using the step, fold it out completely and retract it completely before leaving. If you do not do this (correctly), you will hear an alarm the moment you put the key in the ignition.

Have you folded the step and do you still hear the alarm? Then step may not have been folded properly. Fold the step out completely again and hold the button a little longer when folding it in.

Fridge and freezer

One source – camper vans

The fridge and freezer of the camper vans always work on 12 volt. Make sure the battery is sufficiently charged. You can check it on the display above the door.

Three sources – all campers except camper vans

The refrigerator and freezer operate on four energy sources:

- 1) 12 Volt (battery)
 - 2) 230 Volt (shore power)
 - 3) Gas (via the supplied gas bottles)
- While driving, the refrigerator and freezer in the (semi-)integrated and alcove campers operate on 12 Volts (1) via the car engine battery.
 - When parked, the refrigerator and freezer only work on 230 Volt (2) or gas (3).

- When you are parked, make sure you are connected to electricity (2) or gas (3) to keep your fridge and freezer cold. The fridge and freezer cool best via electricity (2).

A for Automatic

The fridge-freezer combination automatically searches for the source that is connected. You can see this on the panel above the fridge. You activate the panel by briefly pressing the black button once. There you will see an A for automatic illuminated. You can also see which source the fridge has found by means of an illuminated icon:

- A battery (running engine - battery)
- A plug (shore power - electricity)
- A flame (gas cylinder - gas)

If the lights on the panel are flashing, the refrigerator is looking for a new energy source.

Tips

- Always make sure that one power source is connected. This keeps the refrigerator and freezer cold.
- The refrigerator/freezer needs a maximum of 20 minutes to switch from 12 Volt to gas.
- When you picked up the RV, we already connected the refrigerator and freezer to gas.
- If you turn off the gas bottle before you leave, you will hear the refrigerator ticking slightly until the engine is started. From that moment, the refrigerator runs on the battery motor and the refrigerator stays cold while driving.
- The refrigerator door and the freezer door have an extra lock. When closing the door, check that they are closed properly.

Gas

Operation of gas

The heater, the gas cooker and the hot water work on gas. The refrigerator (with the exception of the buscampers) works on gas when the engine of the RV is off and you are not connected to electricity. The gas bottle must then be opened. The gas bottles are in the gas shed. There are two different gas connections in the motorhomes: a system with and without crash sensor.

Gas bottles with crash sensor

Behind the gas hatch are 2 gas bottles. These are connected to the crash sensor. This system ensures that no gas can flow out freely in the event of an accident in the event of a pipe break. You can always leave the gas bottle open while driving. If you have closed the gas bottle, for example on the ferry, and you want to open the gas bottle, follow the steps below for the gas bottles without crash sensor.

Gas bottles without crash sensor

Behind the gas hatch are 2 gas bottles. Before you drive, turn the gas bottle off.

If you are parked and want to open the gas bottle, perform the following actions:

- Open the gas bottle by turning the knob all the way to the left.
- If there is a black or green button next to the connection, press this button firmly, 3 times. You will hear a sound that resembles venting.
- To check whether the gas supply is open, turn on one of the gas burners of the gas stove in the kitchen. If it doesn't work, repeat the steps above or watch the instructional film on our website again.
- Before you leave, close the gas bottle completely.

Changing the gas bottle

The connected gas bottle is empty when the heater or gas stove goes out. There are various connections in different motorhomes.

Check which connection you have:

- ⇒ If both gas bottles are connected, you have a system with a crash sensor with an automatic changeover switch.
- ⇒ Is one bottle connected? You can change the gas bottles manually.

Changing gas bottles with an automatic changer

- Close the left or forward gas bottle completely.
- Open the right or aft gas bottle by turning the knob all the way to the left.
- Press the green or black button firmly, 3 times.
- Turn the arrow on the grey square button to the side of the right or aft gas bottle.
- To check if the gas supply is open, turn on one of the gas burners of the gas stove in the kitchen. If it doesn't work, repeat the steps above or watch the instructional film on our website again.

Changing gas bottle manually

- Close the left or forward gas bottle completely.
- Use the gas bottle key to disconnect the hose from the left or forward gas bottle.
- Connect the hose to the right or aft gas bottle and tighten it with the gas bottle key.
- Turn the right or aft gas bottle fully open.
- To check if the gas supply is open, turn on one of the gas burners of the gas stove in the kitchen. If it doesn't work, repeat the steps above or watch the instructional film on our website again.
- Before you leave, close the gas bottle completely.

Gas taps

In the kitchen there are 3 gas taps with 3 different icons. These are vertical (open). You don't do anything with these taps. It is sufficient to close the gas bottle before you start driving.

Gas stove

⇒ First follow all the steps in **the gas section of this manual** to open the gas bottle.

- Lift the glass cover of the gas stove.
- Open the window near the gas appliance so that the heat generated by cooking can escape.
- Press and turn a knob on the gas stove to activate the gas burner.
- To light the stove, press the ignition button on the gas stove, if present, or use the gas lighter in the drawer.
- To extinguish the flame, turn the knob to off.
- As soon as the flame blows out or goes out, the gas stops for safety reasons.
- Allow the gas stove to cool down before closing the glass plate.

Heater

Instructions of the heater

The heater runs on gas. There is a thermostat in the RV with which you turn on the heater and set it to the desired setting.

- ⇒ Before using the stove, first follow all the steps in **the gas section of this manual** to open the gas bottle.
- ⇒ Only then set the thermostat to the desired room temperature. Keep to this order, otherwise the heater will not turn on.

There are 2 different thermostats. The thermostats are located above or next to the side door or on the side of the rear bed.

Thermostat with a rotary knob

- Turn the thermostat with the outer ring to the desired setting; heater (flame) or hot water and heater (flame at 60 degrees)
- After a few seconds, a steady green or green and orange light will appear on the thermostat.
- Turn the thermostat with the inner ring to the desired temperature; 1, 2, 3, 4, 5. The numbers are lit up green.

Turn the thermostat back to 0 when you no longer need the heater.

Thermostat with rotary knob malfunction

If an orange light flashes on the thermostat, there is a fault.

- Turn the thermostat with the outer ring back to 0.
- Wait until the orange and green lights go out.
- Check if there is gas on the gas stove by turning on a gas burner.
 - ⇒ Do you have gas? Then follow all the steps for turning on the heater again.
 - ⇒ No gas? Turn off the gas bottle and follow all the steps for opening the gas bottle again or watch the instructional video.

Thermostat with a display

Press the round knob to turn on the control panel. The display will be illuminated and various symbols become visible.

- Turn the round knob to the first symbol on the display: the RV with a thermometer.
- Press the button when this symbol starts flashing.
- Press the button again to set the temperature.
- Turn the knob to the desired temperature.
- Press the button again.
- The RV symbol will start flashing again, which means the heater is on. When the desired temperature is reached, the RV sign will stop flashing.

Turn the thermostat back to OFF when you no longer need the heater.

To return the home screen, press the rectangular button with the return arrow.

Thermostat with display malfunction

If a code such as E517H, 507, 516 appears on the display, there is a fault. Do not turn the knob, otherwise the system will be blocked for 15 minutes!

Check if there is gas on the gas stove by turning on a gas burner.

- ⇒ Is the 12V light on the display lit? No, turn on the 12V. Yes, read on.
- ⇒ No gas? Turn off the gas bottle and follow all the steps for opening the gas bottle again or watch the instructional video.
- ⇒ You have gas? Wait 15 minutes for the blocking time to pass and repeat the steps to turn on the heater.
- ⇒ Are you getting an error code again? Then the system needs to be reset.

Resetting the system

- Press the round button twice.
- Is the error message still displayed? Repeat it again. After 4 resets the error code will flash and you will have to wait 15 minutes.
- Has the error message stopped flashing after 15 minutes? Press the round button twice again. The heater will now start up. If not, send a mail to info@camperhuren.nl and we will get back to you soon.

Did you press or turn the knob incorrectly?

- Use the round button to go to the main menu and turn to the triangle with the danger sign.
- Then press the button. An error message will appear.
- Press the round button twice to reset

Inventory list

Inventory list of kitchen and garage

The inventory list of the kitchen and garage can be found at www.camperhuren.nl/inventarislijst-camper/ or scan the QR code at the back of this guide and you will immediately find the list.

Keys and locks

Explanation and advice

You will receive 1 large and 2 small keys before departure.

- The big key is for the ignition and the fuel cap. It is also the remote control for opening and locking the central locking of the cabin. In the integrated models, the big key is only for the ignition.
- The 2 small keys are used for all other locks. For the side door lock, turn the key to the right. You will hear a click. Then turn the key back and remove it.
- For some doors you will have to perform additional actions after opening or closing the lock, such as turning and/or pressing an additional button.
- You lock the side door from the inside by pressing the lever. Make sure the side door is closed and locked while driving. You unlock the door by pulling the lever towards you.
- With Sunlight motorhomes, when opening and closing the side door, always hold the key and lock vertically before removing the key.
- Never leave the keys in the RV when you are not in the RV. There are models where the locks lock themselves after a while. You can no longer enter the RV without a key.

Navigation

Advice

If you have booked navigation with your reservation, you will receive either a chip for the built-in navigation or a mobile navigation. These have had the latest updates, are set to the dimensions of campers and indicate campsites and camping sites.

Attention! Never blindly trust navigation. Always use your common sense and do not take risks when choosing your route.

Power

Electricity in the RV

- To connect the RV to electricity, use the cable and possibly the coupling piece from the garage. Always unroll the reel completely and check the cable for damage before use.
- On the side of the RV is a socket under a cover, to which you attach the connection coupling. Make sure the lid of the cable is horizontal. Connect the other side of the cable to the energy source of the camper spot.
- When you have connected the power cable, you can read on the control panel above the door whether you are connected to shore power. The 230V light is on.
- You can only use the sockets if you have 230V.

No power?

If you have no electricity in the RV, check the following:

- Is the 230V light on the control panel on?
- Have you connected the RV to a power point? Without power, the sockets in the camper will not work.
- Has the campsite/camper site/other power supplier turned on the power point at your spot?
- Have you connected the cable properly or is the cable stuck?
- Do you have enough amps? The camper needs at least 3 amps to function under normal use.
- Did you bring your own devices and connect them? Then you need more amps at your camper spot.
- Do your neighbours have electricity? If so, check if you can get electricity at their power point with your cable.
- Check the fuses in the fuse box. This box is located in one of the wardrobes or under the side bench of the seating area. Both fuses should be facing up or should be turned up again.
- Watch the instructional film about electricity again.
- It is possible that your cable is broken if all other points do not provide the solution. Let us know via info@camperhuren.nl. After consulting us you can purchase a new cable and email the receipt to us.

Disconnecting the cable

- For some models, first press the blue lever to unlock the cable.
- Gently remove the cable from the socket by pulling the plug. Do not pull the cable, as this will damage the cable and you will no longer be able to use it.
- Press the flap firmly closed until you hear a click.

Ramp blocks and level

Leveling the motorhome

To level the RV on your camping spot, use the ramp blocks from the garage and the level. The level is in the kitchen drawer.

- Place the level on the kitchen worktop and check whether the camper is level. Determine under which wheels the ramp blocks will be placed and place them near the wheels.
- One person goes behind the wheel and another stands outside. Open both windows in the driver's compartment to communicate with each other.
- Make sure that others outside the camper keep sufficient distance in case a ramp blocks shoots away while driving up.
- Drive carefully onto the blocks and stop the camper immediately at the right moment.

- Check if the motorhome is level. If not, drive off the blocks and repeat the above steps.

Shower

Shower cabin with doors or curtains

There are different types of showers in the motorhomes. This is how you convert the shower:

- Loosen the strap or press a lever to pull the shower or curtain forward or to release the shower door. In some campers you also unlock additional swing doors. This creates a shower cabin.
- There are motorhomes where you first remove a wooden floor panel before you can open the shower door.
- Secure everything properly after use.

Stabilizers

Instructions for use

Some motorhomes have stabilizers for more stability on the camping spot. You can turn these out with the crank, which is in the garage.

- Check that the RV is on the handbrake.
- Place the crank on the pin and turn out the stabilizer leg.
- When the leg hits the ground, rotate it 2 or 3 more times so that it is secure.
- Make sure you turn the legs in completely before you start riding.

Attention! Place the crank on the driver's seat, so you can never forget to turn in the stabilizers before you set off.

Good to know: you do not level the camper with the stabilizers. You do that with the ramp blocks.

Start/stop system



Disable start/stop system

Some campers have a start/stop system. You can recognize this by the symbol with an A and an arrow turning clockwise to the left of the steering wheel.

If your RV has a start/stop system, always turn it off to prevent a malfunction in the system. You do this every time, after you have started the RV and before you drive, by pressing this button.

Toilet

Toilet instructions

Before going to the toilet, you can first turn the toilet bowl to the desired position.

- Open the toilet seat.
- Open the grey slide on the side of the toilet to open the lid of the cassette.
- After use, push the blue button to flush.
- Close the cassette lid again with the grey slide.
- Press the blue flush button briefly once more for a small layer of water in the toilet. The toilet is airtight in this way and the water keeps any odors away.

- Close the toilet seat.

Toilet cassette instructions

Underneath the toilet is a toilet cassette in which the toilet waste is collected. We recommend that you empty the toilet cassette regularly, especially in warm weather. At camper spots, campsites and at service points along the way you will find various places to empty and flush your toilet cassette.

- The toilet cassette is full when the red light next to the blue push button in the toilet is on. You can also see for yourself, when you open the lid in the toilet bowl of the toilet cassette, that the toilet cassette is full. Do not let the toilet overflow.
- Tell your fellow passengers that you will remove the cassette before emptying the toilet cassette.
- Make sure the cassette lid in the toilet is closed using the grey slide on the side of the toilet bowl.
- Open the toilet cassette door lock with the small key on the outside of the RV. Press the two push buttons simultaneously to open the door. Unlock the cassette with the lever and carefully pull it out.
- Unscrew the cap from the tube. Press the vent button and empty the cassette at the service point. Rinse it three times and fill it with a small amount of water. Screw the cap back on.
- Place the cassette back in place, close the door.
- Put a new block in the toilet. The blocks are in the toilet cabinet.

Water

Filling up and emptying clean and grey water

The camper contains a fresh water tank and a waste water tank. The fresh water tank is filled upon departure. The capacity is approximately 90 litres. You can read the level of both tanks on the control panel at the side door of the camper. When the fresh water tank is empty, the waste water tank is full. At various service points along the way, at campsites and at camping sites, you can easily discharge the dirty water and fill up with fresh water.

We recommend that you do not drink tap water.

- On the left side of the RV (under a flap) is the cap of the fresh water supply. You open this with the small key. Use the fresh water hose and connect it to the water tap at the service point. If necessary, you can change the coupling. The hose and the coupling are in the crate in the garage of the RV. The tank is full when the water overflows. After refueling, close the cap again with the key (and close the flap properly, until you hear a click).
- To empty your dirty water, drive the camper over the dirty water pit. The key, which is in the compartment on the left next to the steering wheel, is placed on the pin under your camper. Turn the key to open the dirty water drain. After the dirty water tank is empty, turn the pin with the lever closed again. Place the lever back in the compartment next to the steering wheel.

Hot water

Water is heated by gas. The RV has a thermostat with which you can turn on the boiler and set it to the desired temperature.

- ⇒ Before using hot water, first follow all the steps in **the gas section of this manual**.
- ⇒ Only then set the thermostat to the desired water temperature. Keep to this order, otherwise the gas supply will be temporarily blocked.

There are different thermostats. The thermostats are located above or next to the side door. Another place is on the side of the rear bed.

Thermostat with rotary knob

- Turn the thermostat with the outer ring to the desired temperature;
 - 60 degrees,
 - 40 degrees
 - Heater (flame)
 - Hot water and heater (flame at 60 degrees)
- After a few seconds, a steady green or green and orange light will appear on the thermostat. After about half an hour the water is warm.

Turn the thermostat back to 0 when you no longer need hot water.

Thermostat with rotary knob malfunction

If an orange light flashes on the thermostat, there is a fault.

- Turn the thermostat with the outer ring back to 0.
- Wait until the orange and green lights go out.
- Check if there is gas on the gas stove by turning on a gas burner.
 - ⇒ Do you have gas? Then follow all the steps for turning on the heater again.
 - ⇒ No gas? Turn off the gas bottle and follow all the steps for opening the gas bottle again or watch the instructional video.

Thermostat with a display

Press the round button to turn on the control panel. The display will light up and various symbols will be visible.

- Turn the round knob to the second symbol on the display: the thermometer with the water wave symbol.
- Press the button when this symbol starts flashing.
- The boiler has four settings. Select the desired temperature by turning the knob and then pressing the knob.

The display shows the current status. The statuses are:

 - OFF - the boiler is off
 - ECO - the water is heated to 40 degrees.
 - HOT - the water is heated to 60 degrees.
 - BOOST - the water is heated quickly to 60 degrees.

- Select an option by pressing the button again. After about half an hour the water is warm.

Turn the thermostat back to OFF when you no longer need hot water.

You can return to the home screen by pressing the rectangular button with the return arrow.

Thermostat with display malfunction

If a code like E517H, 507, 516 appears on the display, there is a fault. Do not turn the knob, otherwise the system will be blocked for 15 minutes!

Check if there is gas on the gas stove by turning on a gas burner.

- ⇒ Is the 12V light on the display lit? No, turn on the 12V and start over. Yes, read on.
- ⇒ No gas? Turn off the gas bottle and follow all the steps for opening the gas bottle again or watch the instructional video.
- ⇒ You have gas? Wait 15 minutes until for the blocking time to pass and repeat the steps to turn on the heater.
- ⇒ Are you getting an error code again? Then the system needs to be reset.

Resetting the system

- Press the round button twice.
- Is the error message still displayed? Repeat it again. After 4 resets the error code will flash and you will have to wait 15 minutes.
- Has the error message stopped flashing after 15 minutes? Press the round button twice. The heater will now start up. If not, send a mail to info@camperhuren.nl and we will get back to you soon.

Did you press or turn the knob incorrectly?

- Use the round button to go to the main menu and turn to the triangle with the danger sign.
- Then press the button. An error message will appear.
- Press the round button twice to reset.

Windows, screens and blackout

Opening and closing windows

- Press the release button and turn the lever counterclockwise to open.
- A window usually has 3 positions. Push the window out.
- When you hear a click, you can let go of the window and it will stay in place.

To close the window, push the window up and the window will come loose again. Then lock the window again with the handle.

There are also small windows that you lock and unlock with a turning knob.

Mosquito nets and blackout

- The side windows have fly screens and blackout curtains. You lock these by making a small tilt.
- Also at the front you will find (pleated) curtains at every window to darken the cabin.
- The roof hatches have a simple sliding system for mosquito nets and blackout.
- To open the roof hatches, press the button on the edge and pull the bracket down and towards you. Then put the bracket in the desired position. Close the roof window in reverse order.
- In the bathroom, you open the roof hatch by unlocking the handles on the roof hatch and pushing it upwards.
- The side door has a mosquito net in the door frame. Please note that the screen must be retracted before closing the side door.
- The windows should only be cleaned with a soft cloth.
- When it rains, close the roof hatches to prevent flooding.
- All (roof) windows and hatches must always be closed while driving.

TECHNISCHE ASPECTEN

Oil and other liquids

You do not need to check the oil level unless you get a warning on the dashboard. In that case, first contact Camperhuren.nl using the numbers on your checklist.

Liquids are checked by us before each rental period.

You may not add oil or other liquids without our permission.

Windshield wiper fluid

The amount of windscreen wiper fluid has been checked and topped up before your departure. If you do get a message on your dashboard, top it up as soon as possible. Windscreen wiper fluid can be purchased at all major gas stations.

Tire pressure

Before each rental period we check the tire pressure. If it is necessary to inflate the tires, keep 4.8 to 5.0 bar.

Red light on the dashboard

Stop now! Contact Camperhuren.nl immediately using the numbers on your checklist!

Orange light on the dashboard

Inform Camperhuren.nl immediately via info@camperhuren.nl and send a photo. We will give you advice.

QR-CODES

Gas bottles



Gas, heater and fridge



Power, electricity, water and diesel



Heater and hot water



Inventory list



Instructional film

