



Your Motorhome Sidekick

Our guide to keeping you on the right track

Quick Start Guide



Wherever your holiday takes you we hope you have fun and enjoy your time in a Luna motorhome. We would Love to see any photos of your trip.

You can email these to us info@lunamotorhomehire.co.uk or share them on our Facebook page.

We Look forward to seeing you on your return.



Keen to get your motorhome adventure started?

Although you have received a personal tour of your motorhome. we know it can be a Lot to take in! Everything can become a bit of a blur. Below you will find a few tips to help you get settled into your motorhome and some FAQ's should you need them.

Keys

You have 2 Keys on your coloured key ring; one for the ignition and diesel cap and one for all the exterior Lockers and habitation door. To avoid Locking the keys in the motorhome always use the keys to Lock the habitation door Last when Leaving.

Power

To connect the motorhome to mains electric you need to use the orange hook-up cable Located in the gas Locker. Plug this into the motorhome and the power supply as soon as you get to your pitch at the campsite to enable power to your motorhome.

Fridge

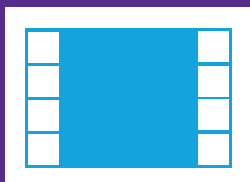
Once you have set up your power connection; remember to change your fridge setting to electric hook-up too be able to enjoy continuous power. Try to let the fridge cool before filling with food and buy chilled food as this will help to keep the food colder.

Gas on

To be able to enjoy the Luxury of warm heating. hot water or to cook your favourite meal, you will need to make sure you have turned the gas on. To do this you need to go to your gas Locker and turn the brass tap on the top of the bottle anti clock wise. Please remember to turn the gas off at the bottle after you have finished using it. Keep the gas turned off when you are travelling. when asleep and when the motorhome is left unattended.

Need a bit of warmth or to freshen up? If you need to take a shower after the journey or heat the motorhome then you will need to use the Heating Dial. Select the appropriate setting; 60° for your water or the flame symbol for your heating.

Control Panel



Display screen



This appears when 240V supply is present



This appears when motorhome is travelling and both batteries are coupled



This appears when a fuse has blown

Water pump

use for shower/sinks/too, remember to turn off when not required

External light s on/off

may not be present on your motorhome

Internal lights on/off

needs to be on for the TV to operate

Internal temperature

press once

External temperature

press twice



Water tank level press once for fresh water and twice for grey water

Leisure battery charge B2

press once to display voltage and twice to display remaining charge %

Starter battery charge B1

press once to display voltage and twice to display remaining charge %

On/Off turns control panel on or off make sure you turn off before leaving motorhome

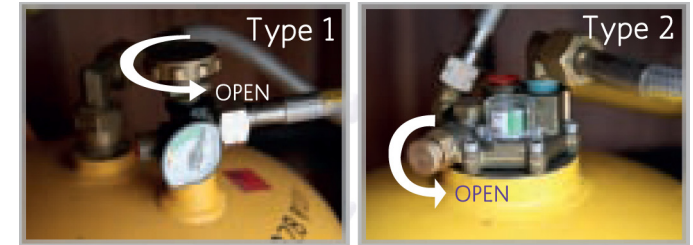
nb, Always turn the control panel off when you leave the motorhome. Also ensure the water pump is off when not in use as it will empty all water from motorhome & burn out the pump if the pump if the frost protection switch trips.

LPG (Gas) Bottle



Turning on

There are two types of tap, both of which you turn anti-clockwise to open, and clockwise to close. The gauges are also slightly different and give you an indication of how much gas you have remaining.

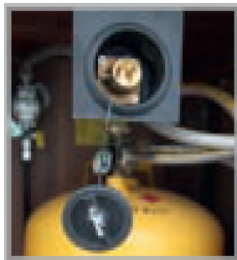


nb. Make sure tap is closed when vehicle is moving, unattended or you're asleep

Re-filling (please return full)

1. Make sure tap on bottle is closed (turn tap clockwise)
2. Remove filler cap (turn anti-clockwise)
3. Put pump nozzle into gasflow point and twist (bayonet fitting)
4. Squeeze nozzle handle and Lock in open position
5. Push & hold flow button on LPG pump
6. Pump will automatically stop when full
7. Release filler nozzle (it will make a whoosh sound)

When re-filling in europe, use adaptors attached to bottle; find the correct one and screw it firmly to the filler nozzle. information about filling Locations can be found at www.drivelpg.co.uk Please be aware there very few filling points in N. Scotland, Ireland & Spain.

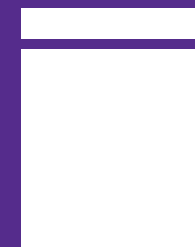


Your gas bottle will cost around £15 to fill from empty

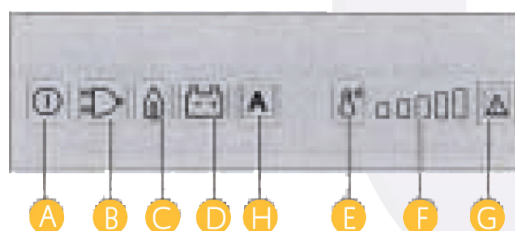
The fridge can operate using three types of power

- 240V mains power voltage
 - Direct voltage (12V battery)
 - Gas (liquid propane/butane)
- Only works when connected to electric hook-up
- Only works when engine is running
- Can work whenever; please phone office for further instructions

Fridge



1. To turn fridge on press & hold power button
2. Choose power source using selection button
3. Select desired temperature using temperature button
4. If the fridge is unable to run off the selected power source, the symbol will flash and the warning light will show



Your fridge will have a control panel similar to those pictured below. They Look slightly different but all operate in a similar way.

- A. ON/OFF button
- B. 240V power selection button
- C. Gas power selection button
- D. 12V power selection button
- E. Temperature Levels button
- F. Temperature Levels indicator
- G. Fault LED/GAS FAULT reset button
- H. "AUTOMATIC MODE" selection button



Gas Oven & Grill



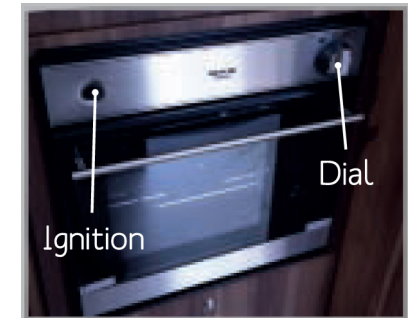
This oven operates in the same way as the silver Smev, you just have to open the door to access all of the controls



Thetford ←

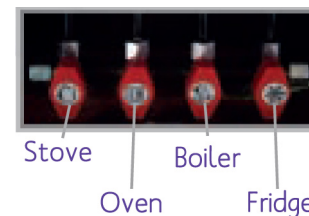
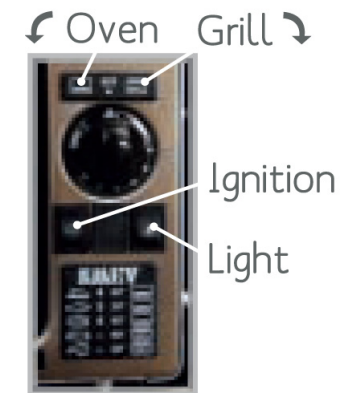


1. Turn on gas at bottle
2. Push in and turn dial to Left for oven and right for grill
hold dial in for 10-15 seconds
3. Press ignition button to Light the gas
4. Once ignited, oven temperature can be altered with the dial (gas mark)



Smev ↙ ←

1. Turn on gas at bottle & pull out heat shield at top if using grill heat shield is only on silver oven shown Left
2. Push in and turn dial to right for grill and Left for oven
3. Press ignition button to Light the gas
4. Once ignited, oven temperature can be altered with the dial (gas mark)



If you ever need to isolate the gas, check the "find it sticker" in your motorhome to locate these taps. To isolate turn horizontal, they are shown open (vertical).

Heating & Hot Water



Window sensor (only on some models)

The heating will not function if the window is open; close the window for it to work.

Turning on the heating & hot water

- Heating

Turn on gas, then turn rear dial down to the flame symbol. You can control temperature with the front dial; 5 being the warmest.

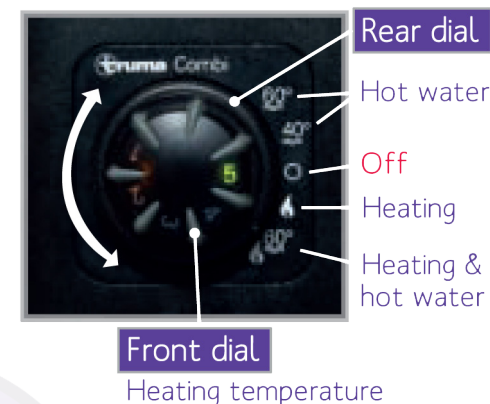
- Hot Water

Turn on both gas and water pump, then turn rear dial to either 40 or 60 degrees. The water should take around 20 minutes to heat up.

- Both

Turn on gas and water pump, then turn rear dial down to the flame and 60 degree water symbol.

Analogue thermostat



Orange light

Boiler is heating up

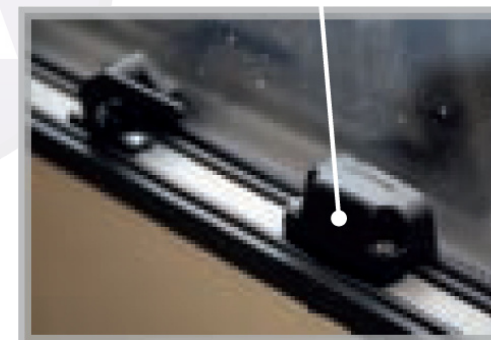
Green light

Selected heating temperature

Red light

System is not functioning

1. Try setting dial to 'off' and then back on again
2. Ensure gas is switched on and isn't empty
3. Ensure there is water in the fresh water tank
4. Press the water pump button on control panel
5. Ensure Leisure battery has charge if not on hookup

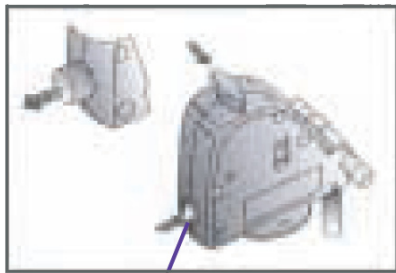


nb. Never Leave combi boiler on when vehicle is moving, unattended or you're asleep

Stove



The stove tops are illustrated by way of example only. The shape and position of them may vary according to the model.



Blue button

Digital thermostat

If you have a digital thermostat it has all the same functions as the analogue system with the following additional features:

- Hot Water Priority: gives priority to water heating until set temperature is reached.
- You can select Eco, Mid or High fan mode to suit your requirements.
- Functions can be programmed to run on a timer.



Frost protection switch

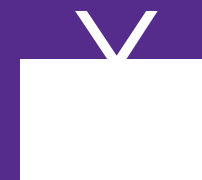
During the colder months this switch will automatically empty the water from the boiler to prevent it from freezing. Check the "find it sticker" in your motorhome to find the Location of this switch. The blue button needs to be pressed in flush with the unit to function.

1. Turn on gas at bottle and ensure gas isolation tap is open
2. Turn and hold the relevant knob then light with a match
3. Keep knob depressed for 10-15 seconds after ignition
4. Once ignited, flame size can be altered with the dial.

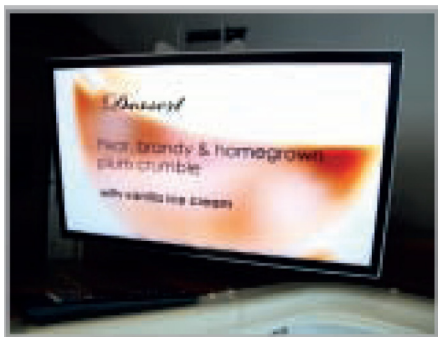


nb. Do not close the glass cover when the stove is still hot

TV & DVD System



Using the TV



1. Ensure Lights are turned on via the control panel (same circuit as TV).
2. Turn on the TV using the red button at the top of the remote.
3. Hold down tune button (AQT).
4. Select the country you are in using the side arrows, then press OK (tuning can take up to 15 minutes).
5. A target region box will then appear; use arrow controls to select appropriate options then press OK.
6. Use channel selection button or guide button to browse channels.

nb. Some areas may have very few or no channels



On/off button

Channel selection

Tune button

Using the inbuilt DVD player

1. Insert DVD into the slot on the right side of TV.
2. Use source button on remote to select DVD if it doesn't automatically play.

DVD slot



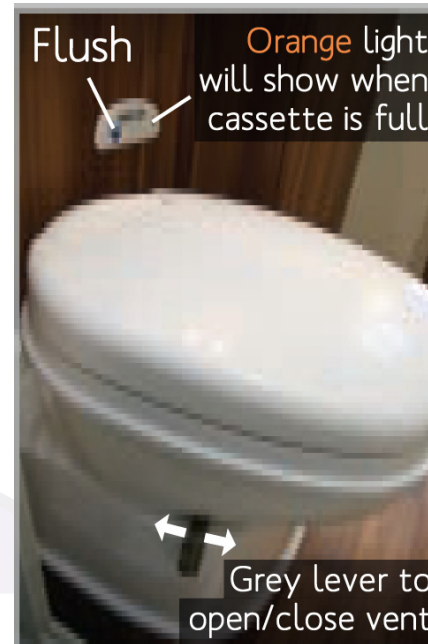
RCA connector

Using the toilet

- Ensure vent to cassette is open when in use, and closed at all other times. This is controlled by the grey Lever on the right side of the toilet.
- The seat swivels if required, and the water pump needs to be turned on from the control panel for the flush to function.

Emptying the cassette

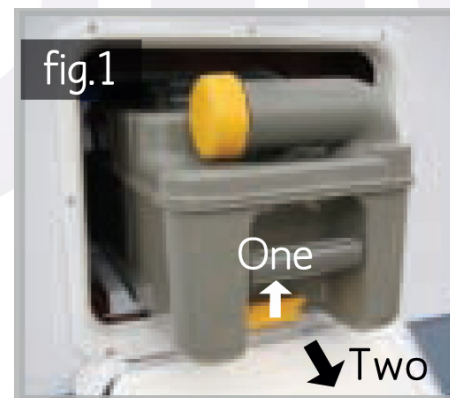
1. Unlock toilet cassette door with key and push both buttons in to open
2. Lift yellow Lever and pull the cassette out using handle (fig.1)
3. Rotate grey arm straight and unscrew yellow cap (fig.2)
4. Pour contents into a designated waste disposal area
5. Rinse with water, screw cap back on and return to original position
6. Flush chemical sachet through the toilet



Chemical Toilet

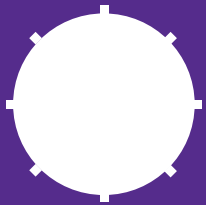


nb. You will not be able to remove the cassette if the vent is open



We recommend you empty the toilet every couple of days, and please remember there is a charge of £75 if you don't return it empty. There are no emptying facilities at Luna Motorhome Hire.

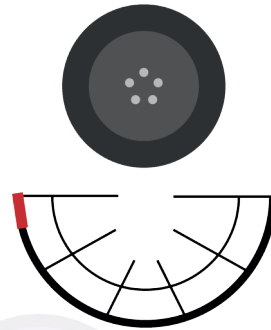
Fitting Snow Chains



nb. Always install the chains on the front wheels

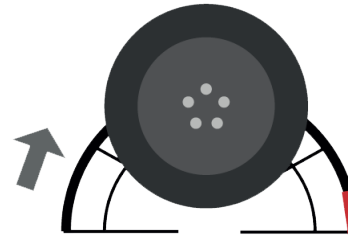
Putting on

1



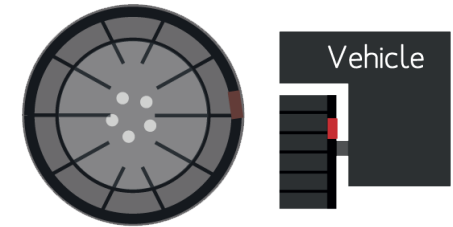
Unfold chain with red plastic end of cable towards the Left.

2



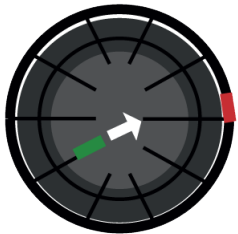
Pass flexible cable around back of tyre, from Left to right.

3



Pull the flexible cable up around the back of the tyre and fasten the steel ends together. Pull the chains around the front of the tyre.

4



Hook the outside flat green connector to the Last Link of the red end chain.

5



Pass the red chain into the red self-Locking slide gear then hook on to the opposite side (if not possible fasten to another Link).

6



Drive on for around 20-30m to settle the chains, then get out and re-tighten them

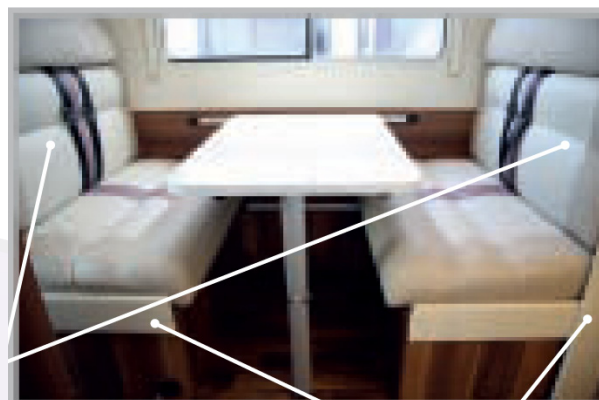
Removing

1. Unhook the red elastic tensioner and bring back through the slide gear.
2. Unfasten the cable at the red point.
3. Roll forward slightly to release the chain underneath the tyre.

Snow chains are for emergency use only; to get you out of trouble or danger. They are not designed for prolonged use and you should not exceed 30mph | 50 kmh

Basic principles

1. The dining area converts into a bed; to convert it you need to Lift off the table-top and press the button on the Leg to fold (fig.2)
2. Use the table to fill the gap in between the two seats to form the base of the bed
3. Take the back cushions off the seats and place them on top of the base

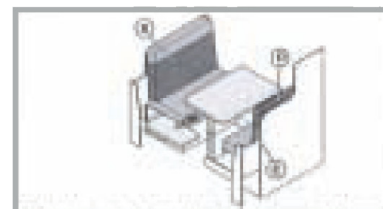
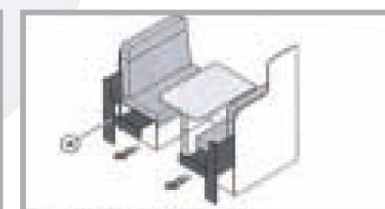
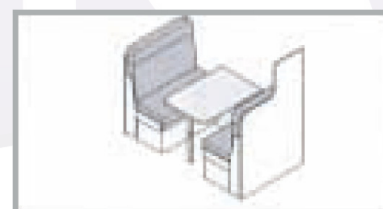


Back Cushion

Extending side panels

Enlarging the bed

1. Pull the wooden side extenders out (A)
2. Find small extension board in cupboard
3. Slot it into the two holes in edge of table
4. Use extra cushions to complete bed



nb. The dinette side extensions are suitable for children only, and may break if used by adults.

Add table extension and lower the table by pressing button on leg. Remove backrests B and C and head rest D

Position supplementary cushions E. backrests B and C and head rest D which must be positioned at the base of seat C

Dinette Table Bed Conversion



We hope you have had an amazing time on your motorhome adventure and created some memories to treasure. Unfortunately, it is time to make your way back to us and return your motorhome. For a quick and easy return, please make sure you do the following things:

1. Return on time.

Your return time is marked on the rear view mirror hanger given to you on collection of the motorhome. Normal return time is by 11 am. This time is the cut off time to have handed your motorhome back so we can clean it for the next guests so please return between 9am and 10am so you can unpack and we have time to check through your motorhome with you. Should there be any difficulties, please phone us as soon as possible as your motorhome will be going straight back out on hire.

2. Empty the toilet cassette & grey water tank at the Last campsite visited.

Please be aware that we do not have any toilet emptying facilities at Luna Motorhome Hire. Please ensure you return the toilet cassette completely empty. Unfortunately, there is a fine of £75.00 if we have to do this for you.

3. Fill LPG Gas tank.

Your LPG gas needs to be returned completely full. Please try and do this the day before you return to Luna Motorhome Hire. near your Last campsite as it is very unlikely that you will get LPG at the petrol stations near to the depot. Because of this, we do have to pass on a charge if the gas tank is not full it is £40.00 no matter how much gas is Left.

4. Fill the diesel.

Please return the diesel tank completely full so that the next guests are ready to set off. If the tank is not completely full and the diesel gauge is within the highlighted areas below, the following charges apply:



£140



£120



£90



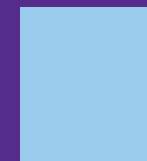
£75

5. Fill the fresh water

Before you depart your Last campsite, please fill up your fresh water tank.

Please remember to take all your belongings with you when you Leave the motorhome. however if you do Leave anything behind we will let you know and return it to you as soon as possible.

Returning your motorhome



We hope you had a thoroughly enjoyable trip and we would Love to hear about it or see any photo's of your trip away. Email us info@lunamotorhomehire.co.uk

We hope to welcome you back soon. Best wishes. All the team at Luna Motorhome Hire

**This is a friendly reminder of what to do when returning your motorhome.
if you have any questions please contact us on +44 (0) 333 577 1177**

Should you for any reason need to contact Luna Motorhome hire whilst you are out on hire, please feel free to contact our office on +44 (0) 333 577 1177

OFFICE OPENING HOURS

SUMMER = 2nd March - 31st October

Monday - Friday: 09:00 - 17:00

Saturday: 09:00 - 16:00

Sundays & Public holidays: Closed

WINTER= 1st November -1st March

Monday - Friday: 09:00 - 16:00

Saturday: 09:00 - 16:00

Sundays & Public holidays: Closed

Alternatively you can send us an email to info@lunamotorhomehire.co.uk

Breakdown assistance

Should you have a mechanical issue whilst on the road then please contact Fiat Assistance for help. They offer a 24 hour service and you can phone them on: freephone: **00800 3428 1111** or telephone: **+44 (0) 161 332 1043**

Please be aware that any Fiat assistance call out relating to key Locked inside the vehicle, incorrect or insufficient fuel, flat chassis battery or flat tyres that need to be towed will incur a charge that the hirer will need to cover.

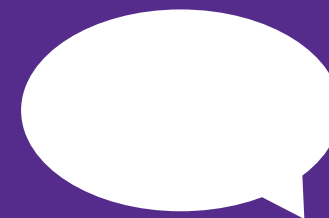
Emergency text Line

Should you have an emergency whilst out on hire then we have a text only service that you can use to contact a member of our team. The service is manned from when the office closes until **8pm Monday to Saturday** and between **9am and 12 midday on Sundays**. It is for emergency's only so a staff member may not get back to you until the office is next open.

Text: +44 (0) 7961 768331

Please be aware that the staff member manning the emergency text Line is not a key holder and is unable to open the office so please don't request to return your motorhome outside of office hours.

Talk to us



Tel: +44 (0) 333 577 1177

Email: info@lunamotorhomehire.co.uk Web: <http://www.lunamotorhomehire.co.uk>

Frequently Asked Questions



After your personal tour of your motorhome on check out you should all be experts. however if you find yourself a Little stuck on how any of the facilities work the below information should help you get things up and running in no time.

My Lights are not turning on;

Is the master light switch on the control panel switched on?

No - Turn on the master light switch then you will be able to Turn all Lights on and off individually.

Yes -(Move on)

Is the Leisure battery charged?

No - You need to have power in your Leisure battery to power the lights. Hook the motorhome up to the mains electric at your campsite to recharge the battery. The battery will also charge while you are driving

Yes -Give us a call at the office and a member of the Luna team will be happy to help.

There is no water coming out of the taps;

Does the control panel show there is water in the tank?

No - Fill tank with water using hose provided

Yes -(Move on)

Is the water pump switched on?

No - Turn on water pump on control panel, this pressurises the water around the system. Please make sure you turn the pump off when not in use to avoid burning the pump out.

Yes -(Move on)

Is the frost protection switch set?

No - Push in the frost protection switch and refill the tank making sure the water pump is switched off. If the motorhome is too cold you may need to warm up the interior before you are able to reset the switch.

Yes -(Move on)

Is the water pump still priming/making a noise?

No - Give us a call at the office and a member of the Luna team will be happy to help.

Yes -Give us a call at the office and a member of the Luna team will be happy to help.

There is no electric or power in my motorhome;

- Check the hook up cable is connected properly to the motorhome and the campsite power point.
- Check the power is on at the power point as not all campsites will include an electric hook up as standard and you may need to pay to have the electric as an extra facility to your pitch. Alternatively some power points may require you to switch them on first.
- Check the motorhomes RCD unit has not tripped. The RCD unit is normally found in one of your kitchen cupboards (in the same Location as the hook up point just on the inside of the motorhome) this is a grey box with a black trip switch that can sometimes trip if the electrical system is overloaded. Make sure this switch is in the ON (UP) position.
- Check the electric isolation key is in the ON position. This is a big red key found under the drivers side cab seat and when turned off will isolate all power to the motorhome. When the switch is ON it will be pushed in and to the right. when in the OFF position it will be out and to the left.
- Try plugging in and using another appliances as there may be a fault with the appliance or item you are trying to use.
- If you are still experiencing issues with your power feel free to give us a call at the office and a member of the Luna team will be happy to help.

There is water coming out underneath my motorhome;

If there is water coming out from underneath the motorhome this means the frost protection switch has tripped. The frost protection switch is there to avoid any damage to the boiler or pipes. When the weather is cold, the switch will trip and release all water from the pipes underneath the motorhome. If you have your water pump on when this trips it will continue to drain all water from your tank until there is none left and will eventually burn out the pump. Push the frost protection switch back in and refill the tank making sure the water pump is switched off. If the motorhome is too cold you may need to warm up the interior before you are able to reset the switch.

My gas hob is not working;

Is the gas bottle switched on?

No - Turn the gas bottle into the ON position.

Yes - (Move on)

Do you have enough gas in the bottle? Sometimes the gas bottle gauge can get stuck, give the bottle a good shake to see if the reading changes.

No - Fill up with LPG gas at your nearest filling station.

Yes - (Move on)

Is the red isolation tap in the ON position? This is in a kitchen cupboard and will have a saucepan symbol. The key needs to be vertical to be ON.

No - Turn the isolation key to the on position.

Yes - Give us a call at the office and a member of the Luna team will be happy to help.

My fridge is not turning on;

Are there any lights on the fridge control panel?

No - Check you have charge in your Leisure battery. Hook the motorhome up to the mains electric at your campsite to recharge the battery. The battery will also charge while you are driving. (See There is no electric or power in my motorhome section)

Yes - (Move on)

What setting are you running the fridge on?

Hook Up

Is hook up indication light on control panel?

No - Check your mains connection (See There is no electric or power in my motorhome section)

Yes - (Move on)

Is the fridge on the correct setting? The setting to run the fridge from the electric hook up is a plug symbol.

No - Turn on to correct setting and try again.

Yes - When you keep trying to set the fridge on different settings it can overload and confuse the system try turning off the electric isolation key and Leave for a few minutes (see There is no electric or power in my motorhome section). After a few minutes try the fridge again, if you are still experiencing problems give us a call at the office and a member of the Luna team will be happy to help.

Engine

Is the engine running when you turn on this setting?

No - Turn engine on, this setting will only work when the engine is running, it does not run from the Leisure battery.

Yes - (Move on)

Is the fridge on the correct setting? The setting to run the fridge from the engine/battery is a battery symbol.

No - Turn on to correct setting and try again.

Yes - When you keep trying to set the fridge on different settings it can overload and confuse the system try turning off the electric isolation key and Leave for a few minutes (see There is no electric or power in my motorhome section). After a few minutes try the fridge again, if you are still experiencing problems give us a call at the office and a member of the Luna team will be happy to help.

Gas

Is the gas bottle switched on?

No - Turn the gas bottle into the ON position.

Yes - (Move on)

Do you have enough gas in the bottle? Sometimes the gauge on the gas bottle can get stuck, give the bottle a good hard shake to see if the reading changes.

No - Fill up with LPG gas at your nearest filling station.

Yes - (Move on)

Is the red isolation tap in the ON position? This is in one of the kitchen cupboards and will have a Snowflake symbol. The key needs to be vertical to be ON.

No - Turn the isolation key to the on position.

Yes - (Move on)

Is the fridge on the correct setting? The setting to run the fridge from gas is a flame symbol.

No - Turn on to correct setting and try again.

Yes - (Move on)

Is the gas hob or oven working? This will indicate whether there is a problem with the gas or with the fridge itself.

No - Give us a call at the office and a member of the Luna team will be happy to help.

Yes - Try the fridge again as using the gas hob or oven can sometimes help draw the gas around the system. If the fridge still doesn't work turn off the fridge and Leave for a few minutes as when you keep trying to set the fridge on different settings it can overload and confuse the system. After a few minutes try the fridge again, if you are still experiencing problems give us a call at the office and a member of the Luna team will be happy to help.

My fridge is not cooling;

Are you on Level ground?

No - If the motorhome is on uneven ground (more than 7 degrees) it will affect the running of the fridge, check with your campsite if they can move you to a more Level pitch.

Yes - (Move on)

Have you allowed 2-3 hours for the fridge to cool?

No - Due to the fridge moving around while driving it will need to settle before it can start cooling fully. Where possible try and cool the fridge for 2 - 3 hours before filling it with food.

Yes - (Move on)

Is the outside temperature LESS than 30 degrees?

No - If the outside temperature MORE than 30 degrees it will affect the running of the fridge which will not be able to cool completely.

Yes - Give us a call at the office and a member of the Luna team will be happy to help.

My boiler is not working, I can't get any heating or hot water not working;

Is the gas bottle switched on?

No - Turn the gas bottle into the ON position.

Yes - (Move on)

Do you have enough gas in the bottle? Sometimes the gauge on the gas bottle can get stuck, give the bottle a good hard shake to see if the reading changes.

No - Fill up with LPG gas at your nearest filling station.

Yes - (Move on)

Is the window where the safety switch is located fully closed? (If applicable)

No - Make sure window is fully closed while using the boiler and the switch is fully depressed.

Yes - (Move on)

Are there any lights on the boiler control switch?

No - Check you have charge in your leisure battery, the boiler runs off gas but it does require some electric to initially ignite the boiler. Hook the motorhome up to the mains electric at your campsite to recharge the battery. The battery will also charge while you are driving. (See There is no electric or power in my motorhome section)

Yes - Red light- There could be an airblock in the system which will stop the gas flowing to the boiler. Try Turning the boiler on and off a few times to flush the air block out. If you are still experiencing problems give us a call at the office and a member of the Luna team will be happy to help.

Please note if the light is orange this means the system is warming up. this can take up to 20 minutes. If the light is a flashing orange light give us a call at the office and a member of the Luna team will be happy to help.

My TV will not switch on;

Do you have the master light switch on the control panel switched on?

No - Turn on the master Light switch, this needs to be on to allow power through to the TV.

Yes - (Move on)

Is the leisure battery charged?

No - You need to have power in your Leisure battery to power the TV. Hook the motorhome up to the mains electric at your campsite to recharge the battery. The battery will also charge while you are driving. (See There is no electric or power in my motorhome section)

Yes - (Move on)

Are there batteries in the TV remote control?

No - Try Turning on the TV at the screen as the batteries may have run out of power

Yes - (Move on)

Are the connections & wires securely plugged in to the TV?

No - Make sure all wires and connections are plugged in securely.

Yes - Give us a call at the office and a member of the Luna team will be happy to help.

My TV will not tune in;

Do you have the master light switch on the control panel switched on?

No - Turn on the master Light switch, this needs to be on to allow power through to the TV

Yes - (Move on)

Is the leisure battery charged?

No - You need to have power in your leisure battery to power the TV. Hook the motorhome up to the mains electric at your campsite to recharge the battery. The battery will also charge while you are driving. (See There is no electric or power in my motorhome section)

Yes - (Move on)

Have you tried retuning the TV?

No - The TV will need retuning every time you move into a different region or area

Yes - (Move on)

Is there a blue light on the white aerial box? If you follow the aerial wire you will find the location of the box.

No - Check the white aerial box is turned on. there will be a separate on/off switch on the box.

Yes - (Move on)

Is signal strength dial on the white aerial box turned up to full?

No - There will be a dial on the box which turns the signal strength up. make sure this is on full and try retuning the TV.

Yes - You may be in an area where there is very poor signal. try asking other campers on the site if they are experiencing any problems. One Last thing to check before giving us a call is if there is any noticeable damage to the aerial, if everything looks OK give us a call at the office and a member of the Luna team will be happy to see if we can help further.

I can't remove the toilet cassette from the locker;

Is the grey Lever on the toilet inside the bathroom closed?

No - This lever needs to be in the closed position before you will be able to remove the cassette.

Yes - Make sure you are also Lifting the yellow Lever on the cassette up when trying to remove it. If you are still experiencing problems give us a call at the office and a member of the Luna team will be happy to help.

Dashboard warning light

All of our motorhomes are well maintained and are serviced regularly however if you find a warning light appears on your dashboard pull over as soon as it is safe to do so and give us a call at the office. Alternatively if you are also experiencing any loss of power or anything out of the ordinary feel free to contact the breakdown service directly. The number can be found on the breakdown sticker on your windscreen and you just need to give the vehicle registration number when you call.



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