

NZ4U2U Caravan Hire

How to operate your
NZ4U2U Caravan



Use this handy QR code to
watch our instructional video



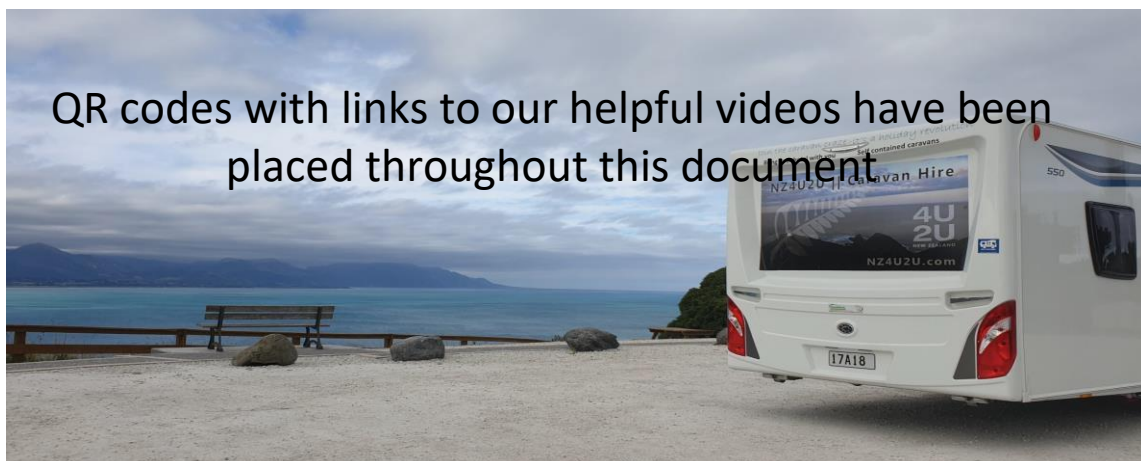
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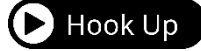
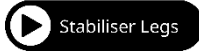
Some common Faults

If you suspect a failed fuse the fuse box is located either under the seat or under the bed. Spare 12 volt blade fuses can be found in the fuse box and also in the tool box.

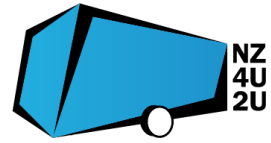
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QR codes with links to our helpful videos have been placed throughout this document



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Attaching the caravan to the car

Hitch Lock: The caravan must be securely attached to the car with the hitch lock in place which must stay on the caravan at all times (both on and off the car). This helps to prevent the caravan from being stolen when not attached to the car. We recommend testing the caravans' connection to the car by attempting to lift the caravan off the hitch and if the car comes up as well it means the hitch is secure.

Trailer Plug: Ensure the trailer plug is connected and the caravan's indicator lights are working. The two most inward rear reversing lights do not operate as they are not required in NZ. The cable needs to be securely attached and there needs to be sufficient slack to ensure it stays connected even when the caravan is turning.

Safety Chain: Make sure the chain on the caravan hitch is attached to the car. There is also a UK Safety Wire which will be attached to the safety chain which is not required under NZ law. Make sure there's enough slack so it doesn't activate the caravan's brakes while traveling.

Hand Brake: The hand brake must be off (horizontal position) when traveling. If the hand brake is on while travelling it can cause the brake hubs and pads to wear and in extreme cases cause an overheated wheel hub to disconnect from the caravan.

Jockey Wheel: Use the jockey wheel to raise and lower the caravan hitch. Secure it high off the ground while traveling with the wheel located in its "U" shaped housing and the wind handle and locking pin locked tight to ensure the wheel does not unwind while the caravan is moving. We recommend checking the jockey wheel frequently to ensure it has not dropped down while travelling.

wind handle

trailer plug

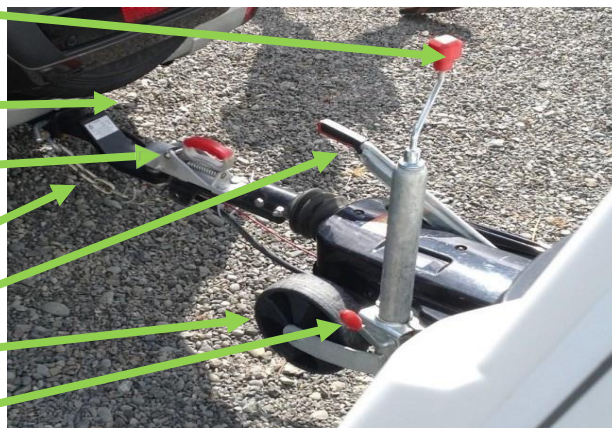
hitch lock

safety chain

hand brake

jockey wheel

locking pin



U shaped housing

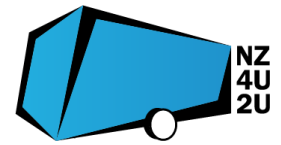


Stabiliser Legs: Use the winder tool to raise and lower the stabiliser legs. The stabiliser legs must be up while traveling and down when the caravan is disconnected from the car. The fitting nut for the two rear stabiliser legs is located at the rear of the caravan and the fitting nut for the stabiliser at the front of the caravan is on each side toward the front of the caravan. The rear legs must be down before entering a caravan disconnected from the car or the caravan will tip.

Front stabiliser nut

Rear stabiliser legs fitting nut





The 12 volt and 240 volt electrical system



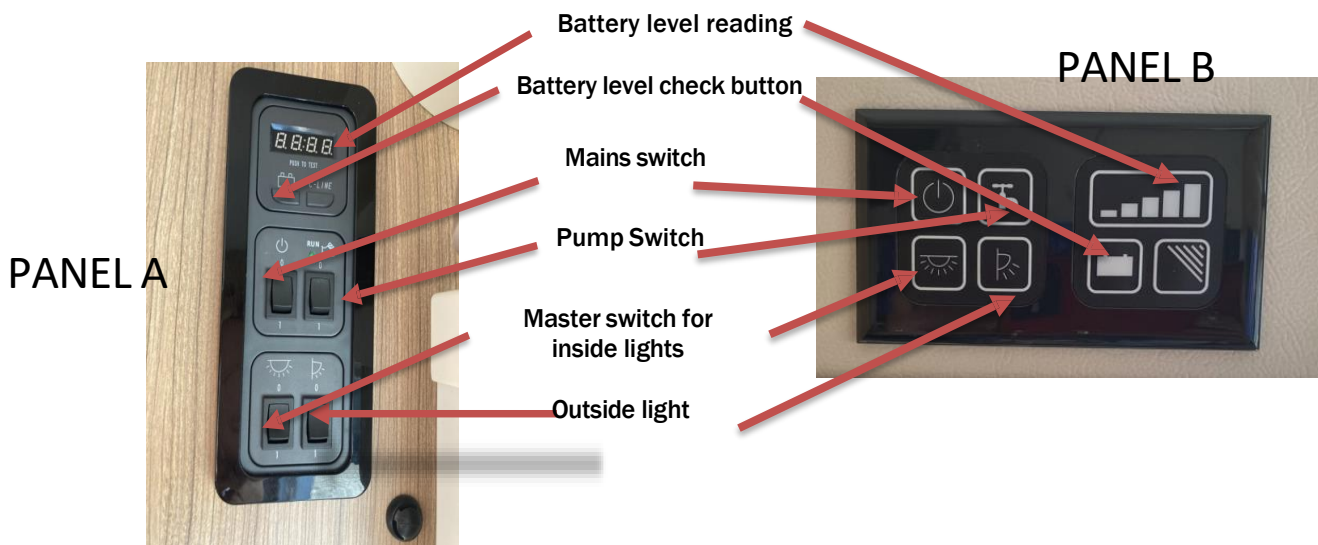
The caravan is equipped with two distinct electrical systems a **12 volt (DC)** system and a **240 volt (AC)** system. The fuse boxes for both are located under the seats or bed and spare fuses are in the fuse box and can be found in the caravans toolbox.

12 Volt power supply

- The 12 volt system draws power from the in-house battery, which is recharged via a solar panel and powers the lights, water pump and heater fan. The 12 volt mains control panel is located just inside the door. Depress the battery level check button on the mains control panel to check the battery level. If the battery level drops below 10 volts (panel A) or shows an orange indicator (panel B), power could be lost to the 12 volt appliances.
- Turn on the on/off switch on the 12 volt control panel to activate the 12 volt system.
 - The top right switch on the panel with an image of the tap controls the fresh water pump.
 - The bottom left switch controls the power to the internal light circuits. Once this is turned on each set of lights can be controlled individually via the individual switches. A switch for the overhead lights in the front cabin is located under the left front bulkhead below the radio and is hidden (it is not visible from a standing position).
 - The bottom right switch controls the outside light which is positioned above the door; ensure it is not left on overnight, as it could drain the battery.

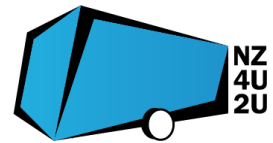
240 Volt power supply

- The 240 volt system is activated when the caravan is plugged into a 240 volt caravan outlet power supply, typically found at camping grounds. It provides power for microwave and 240 volt power sockets and recharges the caravan battery. To connect to a standard 3 pin power outlet an adapter is required. These can be purchased from a caravan and camping supply store or hired from us.
- To check if the 240 volt supply is working, plug in an electric jug. If it lights up, the 240 volt power is active. The operation of internal lights indicates the 12 volt system is functioning, but does not confirm the 240 volt supply is connected because the lights operate off the 12 volt system.





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The Fresh water system

The water tank (light grey barrel) will be located between the lounge seats and the water pump will be in the sink.

- Remove the tank and place it outside the caravan.
- Fill the water tank from a clean filtered water source free from debris. Any sand or grit in the water can become lodged in the water system causing blockages which in turn will cause the pump to fault and/or a malfunction of the sensitive pressure valve.
- Connect the submersible water pump head to the inlet on the caravan, dropping the submersible water pump end of the pump into the water container. Be sure to lift the shield on the caravan slotting it down over the pump head to hold the pump head in place.
- Turn on the water pump switch (tap icon) located on the 12 volt master control panel inside the front door. The pump should never be left to run without water in the tank or it will burn out and need replacing . Be especially careful to turn off the tap in the shower if you run out of water while showering.

Water inlet shield

Submersible water pump

Handle connection point

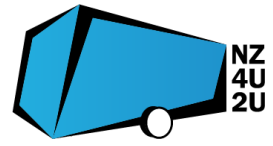
Water tank



The water barrel has a handle, which makes it easy to roll. To connect the handle stretch the handle over the connection points on each end of the water tank.

Please use the water chocks when travelling with water in the water barrel because the barrel is heavy and if it rolls around while the caravan is moving and it can cause damage to the caravan.

If the caravan is close to a tap supply of water (15m) it is possible to connect directly from the caravan to a tap using a special water adapter. These can be purchased from a caravan and camping supply store or hired from us.



The Waste water system (grey water)

The grey water (shower, basin and sink runoff) waste bin is black in colour and can be found between the seats inside the caravan.

- Set up the tank on the exterior of the caravan by connecting the waste water tube to the connection on the caravan and securing the camelot valve handles by pressing them backwards, thus locking the flexible tube in place.
- Ensure the red tap on the waste bin and the red tap on the caravan connection are open i.e. running in the same direction as the hose.
- There is a small breather pipe which acts as a air release valve on the waste bin. Ensure the cap on the end of this is removed to allow air to escape as the tank fills.



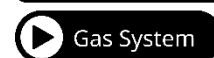
The waste tank must be rinsed out on the return of the caravan. There is a fee for cleaning out a soiled waste tank.

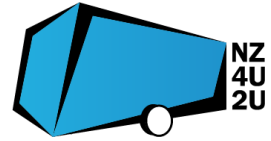
It is important to note the waste pipes on the caravan are small and the caravan is largely flat along the base so there is not much head pressure or gravity fall in the waste system. This can make the waste water slow to drain. Don't be alarmed this is normal. In fact, sometimes the caravan will be parked in such a manner that the waste water might even be running uphill to get into the tank. If you are concerned, tip a jug of boiling hot soapy water down the drain to clear any debris the system may have collected while travelling.

The Gas system

The gas system is needed to heat the hot water and caravan and operate the fridge if the caravan is operating "off grid". To activate the gas ensure the gas bottle is connected, the valve is open and the yellow toggle in line with the hose line. A simple test to ensure the gas is working is to ignite one of the hobs on the oven. Sometimes there can be an airlock in the pipes. To clear an airlock, disconnect the regulator and give it a tap and reconnect. This usually clears the airlock.

The gas bottle must be turned off when travelling. The gas bottle must be secured in place with the blue strap. The gas bottle must be returned full, keep the gas receipt and leave it in the caravan on return.





The Toilet (black Water)

The black waste system is not like your toilet at home. It is two-step process. The toilet needs to be both flushed, using the flush button located on the top of the toilet cistern **and** evacuated.

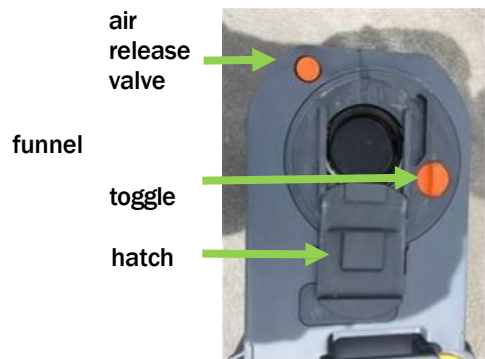
To empty the contents of the bowl after use, slide the evacuation lever on the side of the toilet horizontally. This will open the valve in the bottom of the bowl and allow the contents of the toilet to fall into the cassette below.



To empty the cassette,

- Open the outside toilet hatch and remove the cassette from the cavity by pulling it towards you. It should slide easily. If it does not, check the evacuation slide inside the caravan is closed. Do not force the toilet cassette out of the housing or it will break.
- Pivot the funnel and remove the cap. Tip the cassette and empty the contents while depressing the air release valve. It must be emptied either into an approved dump station or a toilet
- Open the cover hatch on the top and pivot the orange tab/toggle beside this hatch. This hatch opens the lid of the cassette so that a hose can be used to flush the cassette. Do not tip/drop the hatch cover into the dump station along with the contents of the toilet cassette.

To return the cassette to the caravan, ensure the orange toggle/tab is parallel to the toilet cassette. Do not force the cassette.

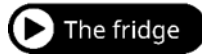
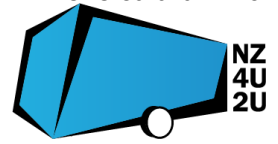


The toilet may not need any special toilet agent in the cassette. It depends on how long the contents are likely to be in the tank and the rules of the disposal location. Do not allow the cassette to overfill as it can be very unpleasant to deal with. Any overflow will collect in the exterior cavity and is messy to clean up. The caravan cassette must be returned empty and rinsed out and the toilet external cavity must be clean and dry.

The flush tank for the toilet uses a separate water supply from the fresh water tank. The flush tank is located above the toilet compartment on the outside of the caravan. If the toilet does not flush do not hold down the button as this will burn out the pump. Unlock the flush tank on the exterior of the caravan and use a bucket or hose to fill this tank. There is a handy bucket under the seat in the front of the caravan. If this does not resolve the problem, check the fuse in the fuse box as it may need to be replaced.



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Operating the Fridge

The fridge can operate on gas or electricity. **DO NOT** select the battery option. If the fridge operates on the battery option the house battery will drain very quickly.

Turn the fridge on by depressing the 'on' button for 2 seconds. The fridge will default to electric if it senses a 240 volt supply. If required use the mode button to select an alternative power source and use the thermostat button to select the temperature. Depress the 'on' button for 4 seconds to turn the fridge off



When using gas it can sometimes take a few minutes to light. If a warning triangle appears it is likely caused by an airlock please unscrew the gas regulator give it a tap and reattach it. This usually clears an airlock.

The fridge is small and can take several hours to cool down especially in hot weather. To check it is working place your hands on the fins at the back of the cooler box.

The fridge has a safety cut-out feature and will turn off if there is excessive draft/wind. The fridge requires and an adequate battery level. If the battery falls to low the fridge will not function.

Operating the Oven and hob

The oven and hobs operate on gas. Ensure the gas bottle is connected and turned on. Lift the bench insert and the glass top before turning on the gas hob. The gas oven/hob has a safety cut-out feature and will turn off if there is excessive draft/wind.



Flame setting button

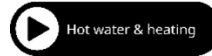
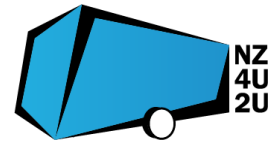


Gas ignitor

To start the hobs or oven, rotate the flame setting button to maximum, and simultaneously depress this button and the gas ignitor button. The ignitor will make a clicking sound as the ignitor attempts to light. It might take a couple of attempts if there is no gas in the line.

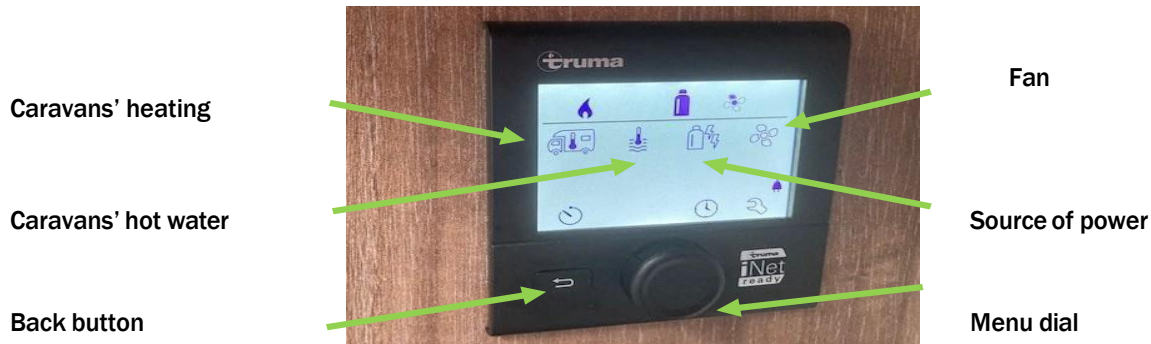


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The Truma hot water and heater system

The Truma system controls the heating of the caravan and the heating of the hot water cylinder. The system can operate using the gas bottle or from a 240 volt electrical source.



The control panel essentially comes with four menu options that are relevant for everyday use. These are located under the line on the control panel, In order as they appear along the panel are:

- ICON1 a thermostat in a caravan which controls the caravans' heating,
- ICON2 a thermostat in water which controls the caravans' hot water,
- ICON3 a gas bottle and electrical current which controls the selection of the source of power
- ICON4 an image of a fan which controls the speed of the fan when the heater is activated.

To operate the TRUMA control panel, activate the panel by depressing the central large black menu dial. This will activate the screen. Rotate the dial to move from one menu item to another and depress the dial to select an icon or set a function. The currently selected menu icon will flash to indicate it has been selected. The back button can be used to cycle back to a previous screen. Depress the menu button to confirm the selection.

To set the source of power supply

- Rotate the dial to get to the 3rd icon and select the power source function by depressing the dial, rotate the dial to the desired power source either ELEC2 or GAS and depress the dial to complete the selection. A picture of a selected source will appear above the 3rd Icon. It is important to set up the source power supply first. The panel has a lockout function which will activate if the heating and hot water selections are completed before the correct power source is connected and the matching source set with the 3rd icon on the TRUMA control panel. When a lockout activates a flashing error code which will need to be cleared prior to using the system (see instructions for clearing a lockout).

To set the heating

- Rotate the dial to get to the 1st icon and select the caravan heating function by depressing the dial, rotate the dial to the desired temperature, and depress the dial to complete the selection. A picture of a flame will appear if it is working.

To set the hot water

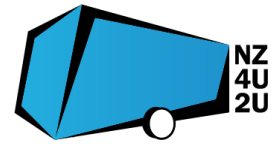
- Rotate the dial to get to the 2nd icon and select the caravan hot water function by depressing the dial, rotate the dial to select "HOT" and depress the menu button to complete the selection. The icon will flash while it is heating. Do not use the "Boost" setting. The hot water tank is only 10L and it takes 23 minutes for the hot water cylinder to reheat, so we recommend allowing a gap between showers.

To set the fan speed

- Rotate the dial to get to the 4th icon and select the fan speed function by depressing the dial, rotate the dial to the desired fan speed and depress the button to complete the selection. This is only relevant while the caravan heating system is activated. There is no air conditioning in the caravan.



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Clearing a Lockout in the Truma hot water and heater system

If an error code is visible on the screen it is likely the caravan has been set to heat before 1) the caravan was connected to the correct power source and/or 2) the 3rd icon on the menu was set to match the power source.

Trying to operate the heating or hot water system without first selecting the correctly connected power source with the 3rd icon can result in a system lockout. The chosen source for powering the heating and hot water system must be available, connected and turned on. Where a viable method is not selected the control panel will display an error code.

To use gas ensure there is gas flowing from the gas bottles by turning on the hobs and checking the gas hobs are lighting. Set the 3rd icon on the control panel to gas and if the error code is not blinking, turn on the heating and hot water system.



To use electricity ensure the caravan is plugged into an operational electrical connection. Check the 240 volt power source is functioning by plugging in the electric jug. Set the 3rd icon to ELEC2 and If the error code is not blinking turn on the heating hot water system.

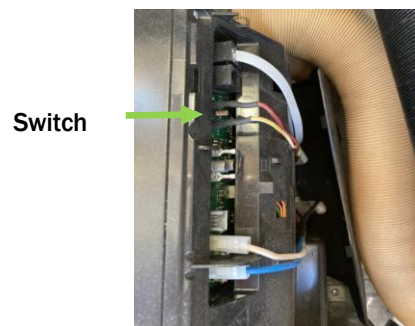
Error Codes are blinking.—System Reset

If these codes are blinking a system lockout has occurred and must be cleared. To do this there are two solutions. For both solutions **first turn off** the heating and hot water on the panel.

- Wait until the 15 minute lockout period expires. While this is the Truma recommended approach we have discovered that this is not always successful with these error codes.
- Complete a HARD RESET. This manual reset is done by removing the cover on the water heater and pressing a small switch on the black heating unit under the front right seat. The switch is located by the blinking red light. Hold this switch down for a few seconds until the light changes.



Cover



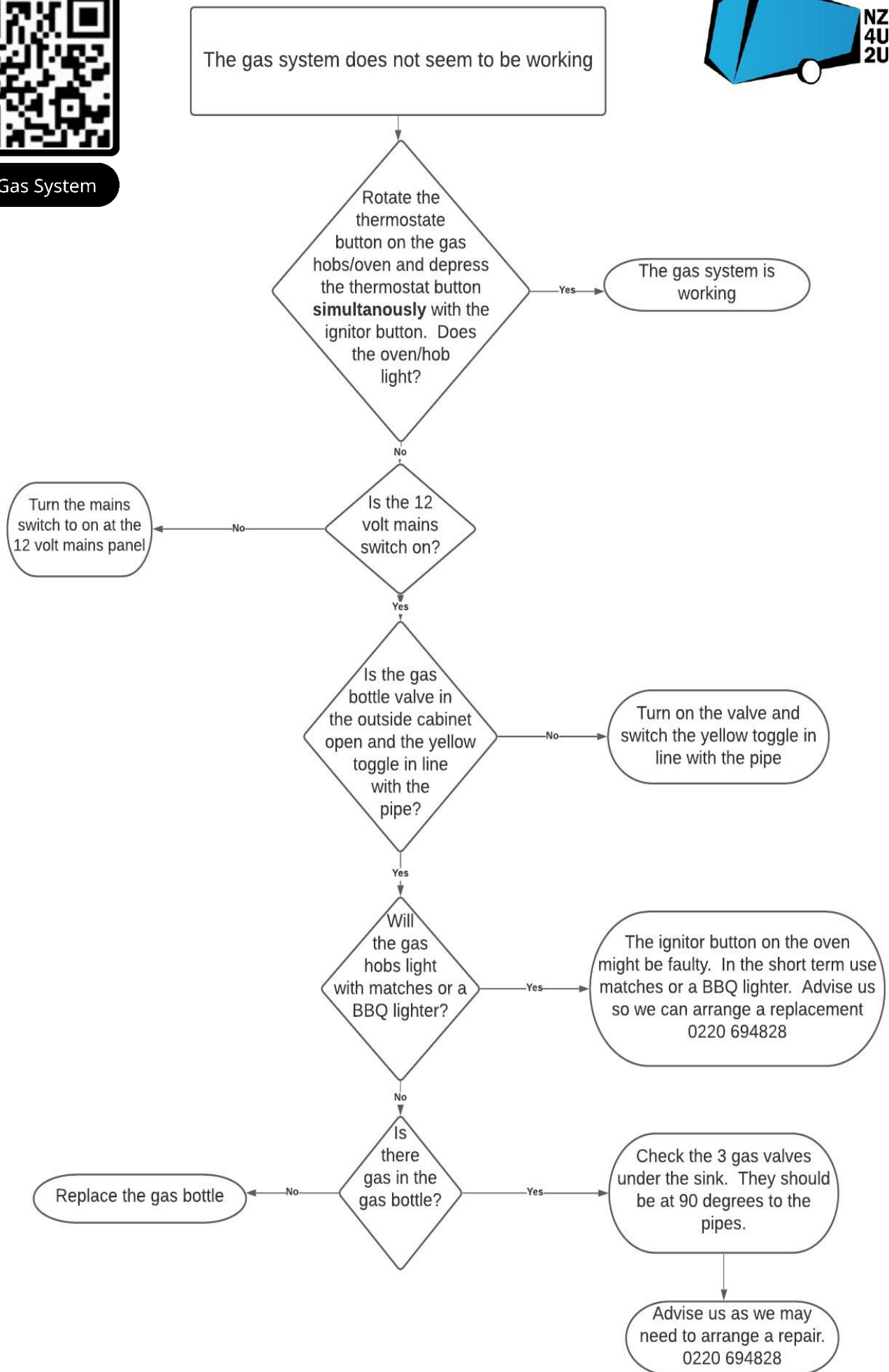
Switch

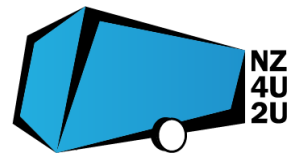
After trying these methods ensure the correct heating source is operational and use the 3rd icon to select this source either GAS or ELEC2. Once this is complete turn on the heating and hot water functions using the 1st and 2nd icons on the control panel.

System Reset. The system has a reset button this is in the lower right corner and looks like a spanner. You shouldn't need to use this and it will not fix a lockout (that must be cleared as described above) but in extreme cases it can resolve any other problem. It is a bit like CNTRL ALT DELETE on your computer. Select this spanner icon in the bottom right hand corner, rotate the dial and select RESET - PR SET - leave panel for a few minutes it will say INIT. There must have at least one power source connected or the system will not activate with any of the menu options available



Gas System





There is no fresh water in my caravan

Plug the submersible pump located in the sink into the external water outlet on the caravan. If the pump has a square head ensure the hatch cover is sitting down slightly over the top of the pump head. Drop the submersible pump into the water tank

Is the submersible pump plugged into the water outlet on the outside of the caravan securely with the hatch cover closed?

Turn the pump switch on

Is the pump switch on the main control panel on?

Check the pump blade fuse in the fuse box under the lounge seat

Is the pump light green on the mains panel?

Is the pump making any noise ?

Fill the water tank

Is there water in the water tank?



Fresh Water

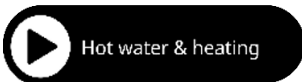
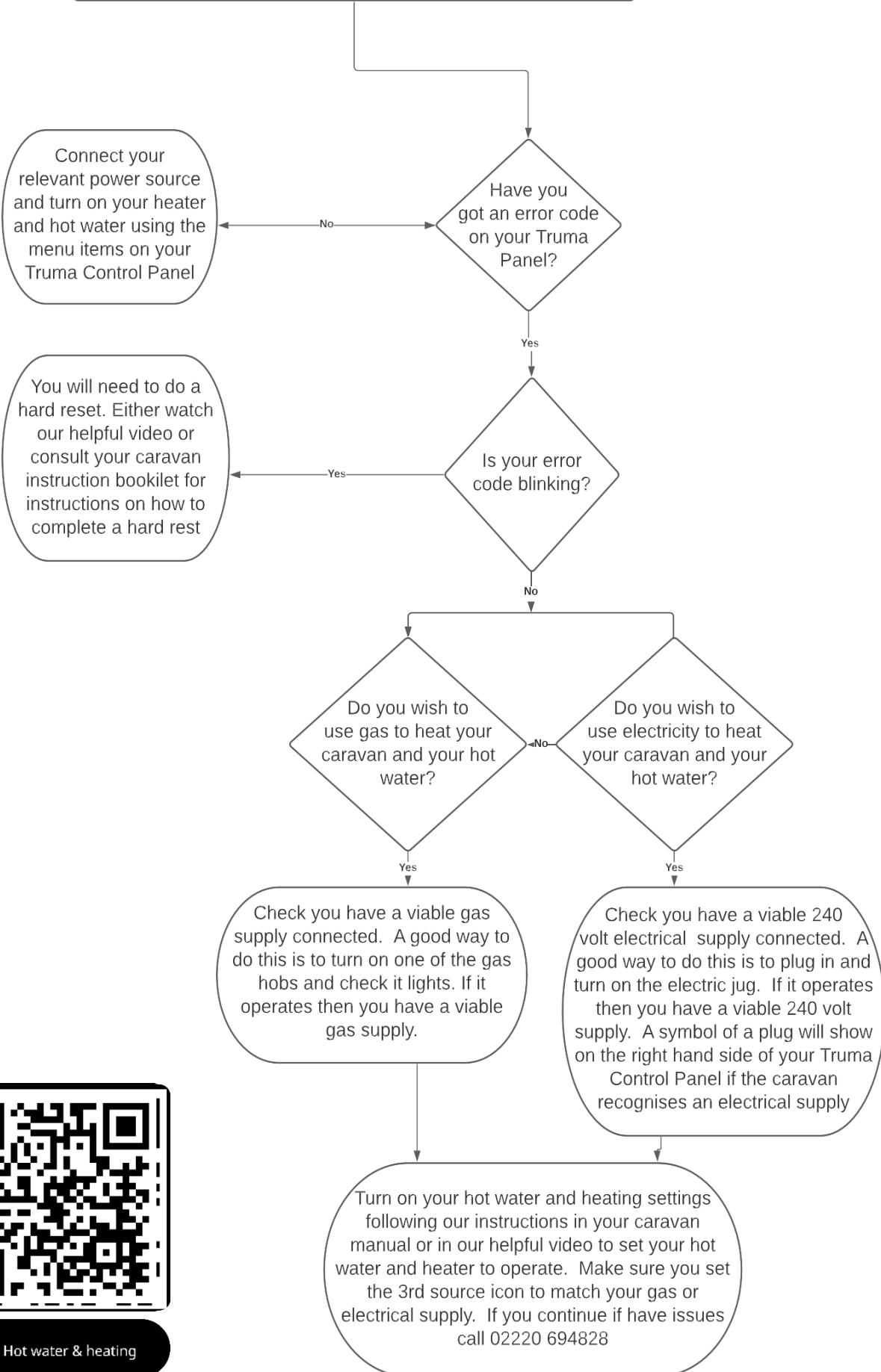
Is the pump leaking water outside the caravan?

It is likely your pump may be burnt out. This can happen if the tank has run out of water or if grit has become lodged in the pump

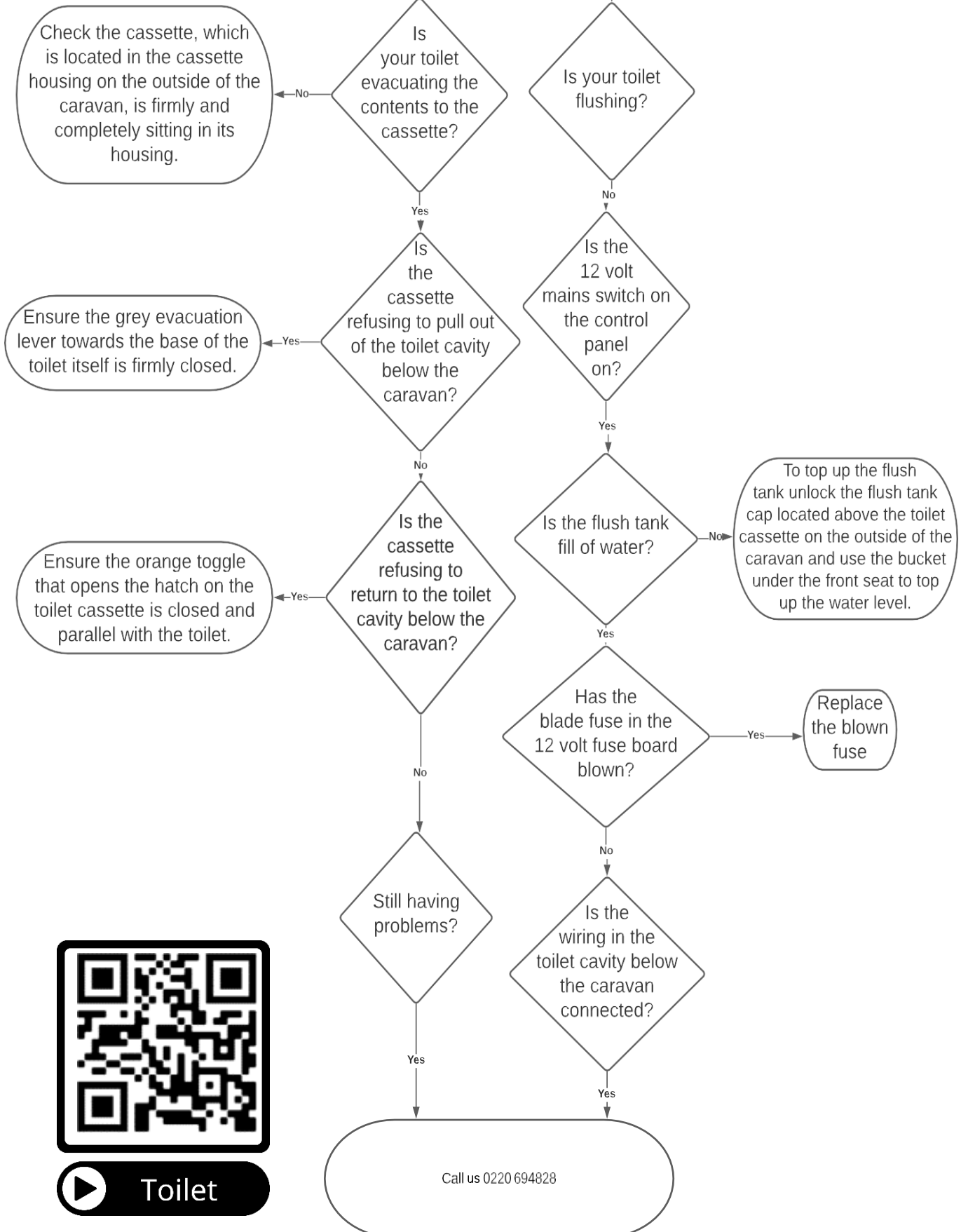
It is likely the hose clip from connecting your hose to the hose head has become loose

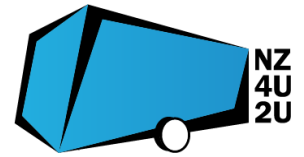
Replace the pump with the spare pump under the lounge seat. Text us to advise us 0220 69 4828

The heating and hot water system does not seem to be working



The toilet is not working





The 240 volt plugs in my caravan are not working

Your 12 volt electrical system is operating correctly. This does not mean your 240 volt system is working. the 12 volt system is separate to the 240 volt system

Are the lights in your caravan working?

Yes

Are you using a caravan 3 pin house adapter?

Yes

Is the RCD in the 'ON' position?

No

Flick the RCD to the 'ON' position

Yes

Check the power supply at the external source. Your 3 pin power supply is likely restricted to less than 10 amps and can become overloaded if you are drawing too much current

No

Is a power plug symbol showing on your Truma Control Panel?

No

Your caravan is not recognising a valid 240 volt supply. Check the power supply to the caravan

Yes

Are all your 240 Volt fuses in the fuse box in the 'ON' position?

No

Flick the 240 volt fuse to the 'ON' position

Yes

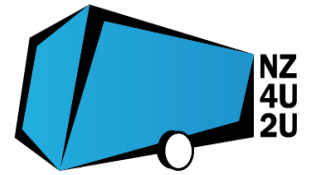
Check the caravan cable is plugged securely into your external power supply and test the power supply is turned on. If you have followed the steps above and still have issues with your power supply please call 0220 69 4828



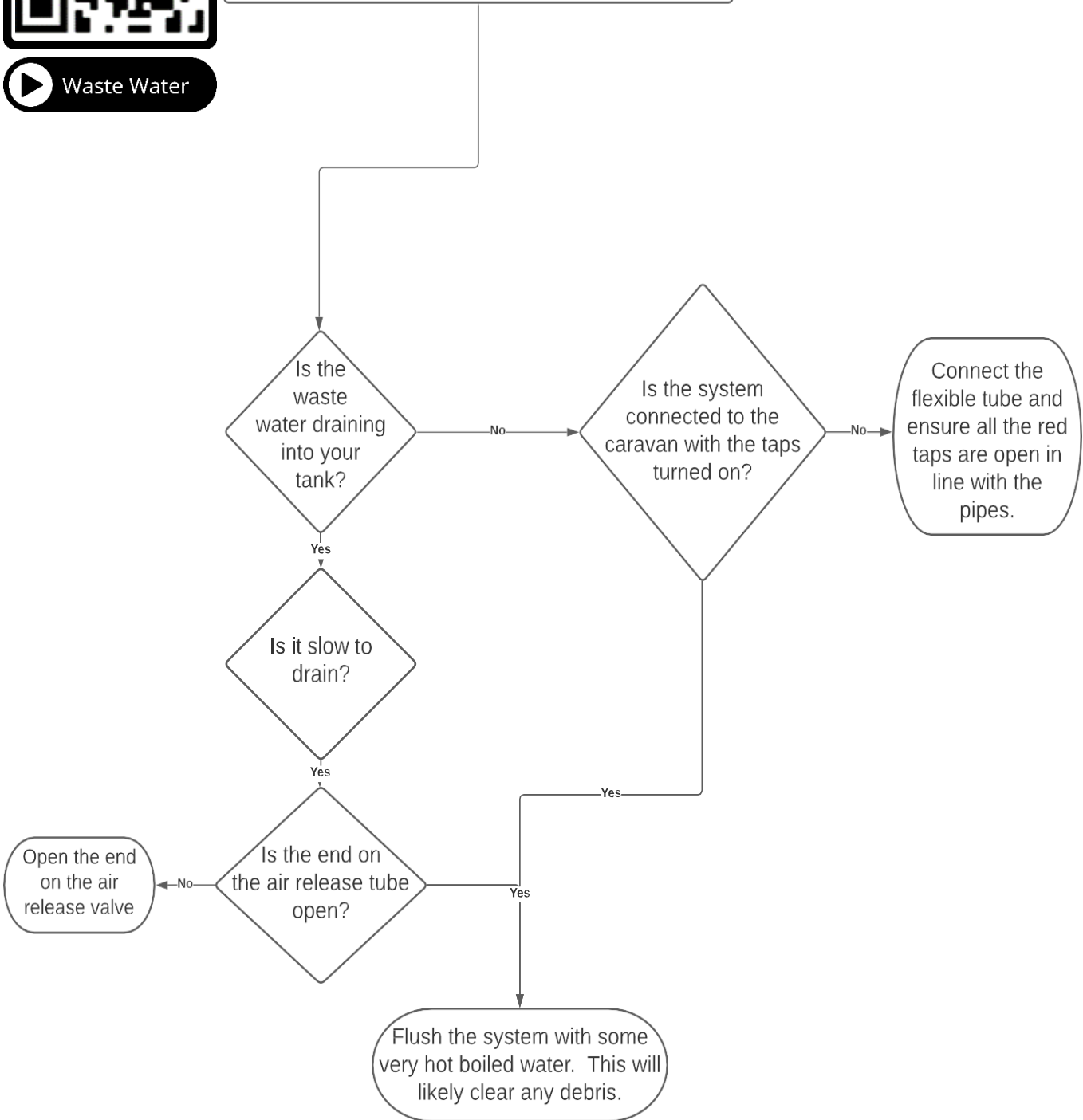
240 Volt system



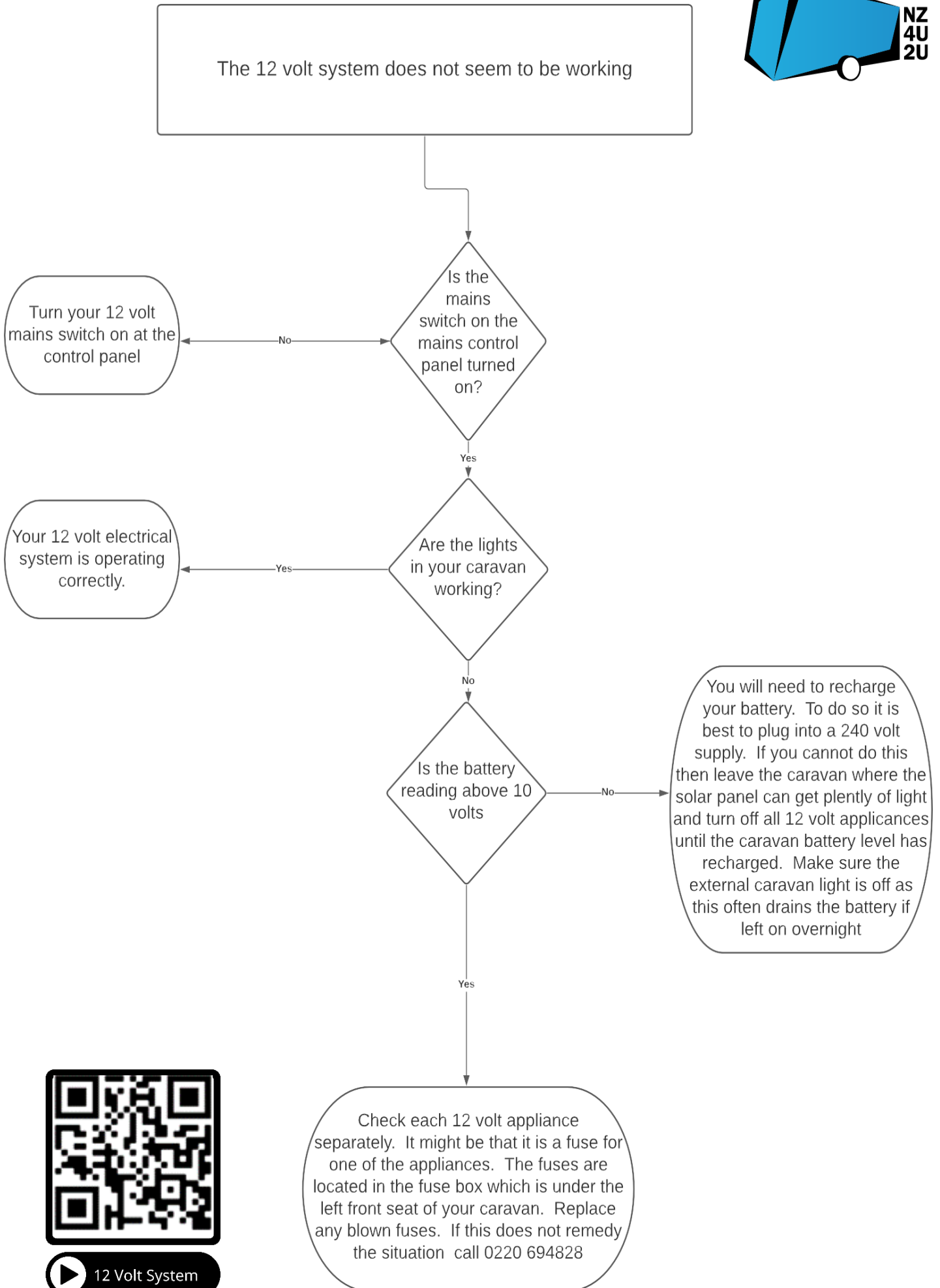
Waste Water



The waste water system does not seem to be working

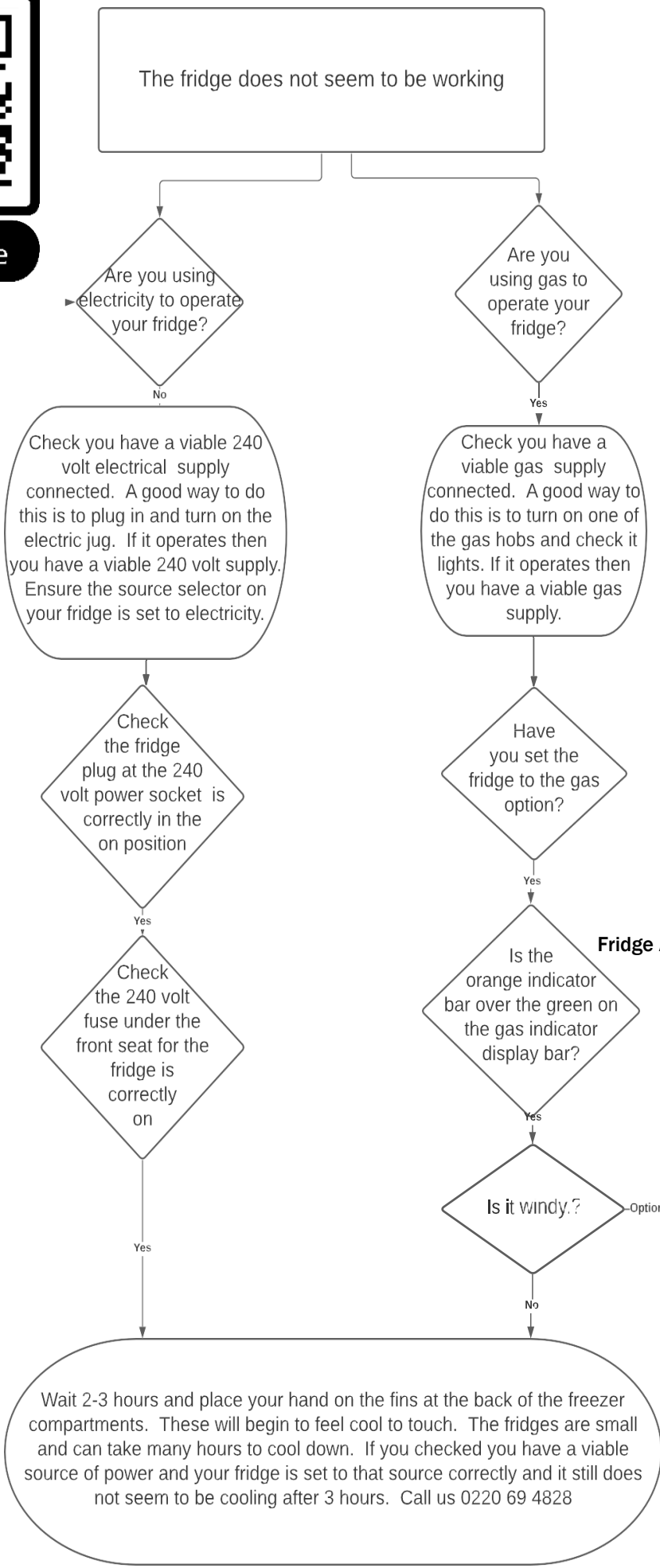
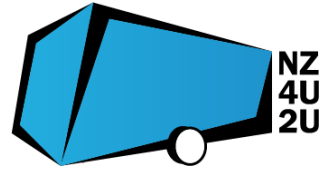


The pipes are small and their is little head pressure and no gradient along the bottom of the caravan. The drains are naturally slow to drain. This might be the best that you can do. Call us 0220 694828 if you have further concerns.





The fridge



Fridge A only

A high level wind can cause the gas fridge to turn off. It may need to be relit once the wind drops