



Welcome to your RV

It is our Goal to provide a safe, clean and enjoyable RV for you and your family. In this guide you will find information about how the RV works. We encourage you to read through and reference this guide if you are having any issues. If you are unable to correct the issue, then please shoot us a message or give us a phone call.

Share your Trip with us

We love seeing pictures and hearing about your trip. Please consider following and tagging us in your social media content while you are on vacation. Following us is also a great way to hear about our future promotions.



Instagram: [Islandrvrentals](#)



Facebook: [Islandrvrentalcompany](#)

Tutorials

In this booklet you will find assistance for RV operation and troubleshooting tactics.

- Dry Camping
- Camping with Hookups
- Generators

- Rentable Items
- Fridge
- Hot Water Heater
- Water Pump
- Furnace
- Air Conditioner
- **End Of Trip Procedure**

Dry Camping

- If you do not have hookups (power, water and sewer) then you are “dry camping”. You will need to conserve your water and power accordingly.
- The biggest draws on the battery will be the lights and the furnace.
- The “plugins”, microwave, and AC will only work with an external power source.
- You’re unlikely to over fill your grey and black tank because you can only use what is in the fresh water holding tank, which typically isn’t enough.
- Sensors: In each RV there is a panel with sensors for the different tanks on the RV. It is important to note these are a guide and not always accurate. Quite often the Black tank (Sewer) and the Grey tank (Sinks + tub) will read high, this is because the sensors get mucked up.
- The fridge and hot water tank will run on propane. A small amount of battery is required to keep them running, so if the batteries are fully drained then the fridge and hot water tank won’t work.

Camping with Hookups

- Full hookups means you have all 3 services: Water, power and sewer. Some campsites have full, some have partial and some have none.

3

- Having a city water connection means you have endless water. You will not run out. Once hooked up, the water lines will pressurize, and water can be used on demand. No need to use the water pump, so please make sure it is turned off. There is typically a switch on the kitchen wall.
- Sewer Hookups: As water is used, the tanks fill up. If you have a sewer connection, then you will need to empty your tanks every 2-3 days on average. First you will empty the black tank, then close it, then empty your grey tanks, then close it. If your RV is delivered then this will be hooked up. You will find the levers at the rear driver side corner of the RV. The tanks should not be left open during your trip, this will lead to ineffective emptying of the tanks, as it does not provide adequate flushing of the heavy contents. It will lead to black water content exposing the grey tank lines, and it will increase smells and odors within the RV.
- Having a power source means your battery won't die. It also allows you to use the plugins, the microwave and typically the AC. A 30 Amp connection is normally required for the AC unit but it will sometimes work on 110 or 15 Amp. You may need to reset the breaker on occasion if it's not on a 30 Amp supply.

Generators

- If you have rented one of our generators, because you are dry camping, then you will be able to run it each day (typically for an hour) to top up your RV batteries.
- While it is running, you will have access to the plugins.
- The generators cannot handle a ton of load. You will not be able to use the AC unit and sometimes the microwave.
- If you are wanting to run the microwave off of the generator then you should turn the fridge to "Gas" instead of "Auto" this will free up some amps.
- Turning on the Generator: Please follow any instructions on the unit. Typically, there is a choke, which needs to be in the "start" position, then there will be several other switches including one on the gas cap that all need to be turned to on. Then you pull the cable like a

lawn mower. Once it is running for 10-15 seconds, you will move the choke to “run” instead of “start”. You can now plug your trailer into the generator.

- Turning off the generator: Please perform these steps in reverse order.

Rentable Items

- Ideally, we would like to supply every RV with all of the necessary items, but the reality is, it takes a lot of time to purchase, maintain and clean each one of these items. If you are able to supply your own, that is much appreciated.
- If you require “Rentable Items” from us, this will have been previously arranged and they will be supplied with your RV. We encourage renters to look up videos for tutorials on usage of some of our items if they are unfamiliar, for example: Propane fire pit, BBQ, Generator.
- We also appreciate the items returned in similar fashion to how they were dropped off. If there was an issue, please tell us.

Fridge

- The Fridge will run on Power or Propane.
- Turning on: The propane should be turned on, typically there are 2 buttons on the face of the fridge, an “On/Off” button and an “Auto/Gas” button. Normally these buttons are positioned to “On” and “Auto”. The exception would be, if a generator is running, then the button should be changed to “Gas” to avoid generator overload.
- There is usually a “check” light which will indicate if the fridge has turned off. The first line of correction is to turn the fridge off and restart after 15 seconds.
 - Next assess propane. Does the tank need to be changed or switched to the other one?
 - Did the batteries die? The fridge will not work if the RV batteries are dead.
- If you are unable to get your fridge started, please contact us after trying the above steps.

- Temperature: there is usually a clip found on metal plates within the fridge. The lower the clip is, the warmer the fridge will be. The higher the clip, the colder it will be.
- If your freezer is cold, then your fridge is working. It cools from the top down.
- On hot days the fridge can take several hours to cool down when first started. A bag of ice in the fridge and the freezer will help it cool faster.

Hot Water Heater

- Most of our units have self-lighting hot water tanks.
- Turning on: Make sure the propane is turned on. Find the switch on the interior wall that says “Water Heater” turn it to the “On” position. You may hear it ticking while it attempts to light. Once it lights you will likely hear the flame roaring away. The hot water heater should then self-regulate for the rest of your trip.
- *Note: It can take about 1 minute for it to self-light.
- There is always a light on the hot water heater switch. When the switch is in the “On” position, you will only see the light on when it is starting or if it has malfunctioned.
- If you notice the light on, you should turn it to the off position for 15 seconds, then re-attempt to turn it on.
- Trouble shooting: If it doesn’t restart consider propane. Does the tank need to be switched? Also consider the batteries. It won’t work if the RV batteries are dead.
- If you have an RV with a “manual light” hot water heater, then you will have a few more steps:
 - Make sure the propane is turned on
 - Locate the BBQ lighter
 - Locate the panel that houses the hot water heater.
 - Read and follow the instructions found inside the panel.

- The dial needs to turn to pilot
- Press and hold the pilot button
- Light the pilot light area as indicated on the instructions. It looks like a tiny spoon, once it is lit, release the pilot button.
- Once it is lit, you will turn the dial from “pilot” to “on”. You will then see the pilot turn from a small flame to a roaring flame. At this point you can close the panel, you are good to go. Turn To dial to “Off” prior to reposition of RV.

Water Pump

- If you don't have a city water connection, you will rely on the water pump.
- Simply turn the switch to “On” and it will be ready to go. As water is used you will likely hear the pump activate.
- If you aren't using water and you hear the pump rumbling away, then you are likely out of water or there is a problem. Contact us if this is the case.
- If you are hooked up to water, then you should make sure the Pump is in the “Off” position.

Furnace

- The furnace typically runs on propane.
- To use the Furnace the propane needs to be turned on. Then you will locate the thermostat dial on the wall. There is typically a toggle switch that needs to be in the “on” Position. Then the temperature gauge needs to be turned to the desired number.
- It is important to note: The blower will run for about 1 minute after you turn off the Furnace.

Air Conditioner

7

- The A/C unit will only work with a large enough external power source. The generators that we rent out are not strong enough for the AC units. Typically a 30 Amp plug is what's required, but sometimes it will work on 110 or 15 Amp, although it may be susceptible to popping a breaker, especially if there is additional draw at the time.
- The AC unit is turned off and on from an electrical panel or from dials directly on the Air Conditioning unit (On the ceiling).

End of Trip Procedure

- Please remove all of your contents and any garbage or food
- A quick wipe of the surfaces and a quick sweep is greatly appreciated
- If you're returning a Motorhome, please fill the gas tank and the propane tank. The propane tank can be filled at the CO-OP on Mary Ellen Drive in Nanaimo. It is 2 Km south of our location. A gas attendant will help you with this.
- **Sani Dumping** can now be done at **our location**, so no need to wait in line elsewhere, although if you're hooked up, you might as well do it before disconnecting.
- If you are returning with a self tow trailer or a Motorhome it needs to be returned by 11 am, unless otherwise arranged and agreed upon. Please make travel adjustments for fueling and potential travel delays, such as the Tofino Hwy construction stoppages