

MOJO[®]RENT.COM

Standard Vans

To

Stand Out Vans

Welcome Pack

Camper Van

20th February 2021



Your Journey Begins Here!

Thank you for choosing Mojo for your Camper Van rental! We hope you have a very enjoyable trip in our VW Transporter wherever your journey may take you!

This Camper Van guide is here to help and advise you on all areas of the van set up from the electrics systems, pop top roof, to the basic van operation plus much more!

There is also listed a range of useful numbers in case you have any questions or need support whilst you are away on your trip.

Need anything further just let us know!

Useful Contact Details

Mojo Rental Head Office & Vehicle Return Location

Office: 0330 390 3939

Email: hello@mojorent.com

Opening Hours:

Monday – Friday 8:30 – 17:30

Saturday 10:00 – 14:00

Sunday: By Appointment Only

Out of Hours Emergency Line: 07977 258178

The team at Mojo are happy to help if you have any queries on any element of your Transporter Camper Van whilst you are away. The out of hours line is for emergency calls only.

Standard Vans
To

Stand Out Vans



Vehicle Breakdown Line – 0800 777 172

All of our Transporter are covered with VW Assist Breakdown Cover.

In the unlikely event that you encounter a vehicle breakdown whilst you are away on your trip, in the first instance you should contact VW Assist on 0800 777 172 who will attend and repair or recover the vehicle to a safe location.

Once the breakdown line has been contacted please then contact our head office on 0330 390 3939 where the team will be able to manage the breakdown with you to ensure the vehicle is safely recovered.

VW Assist Breakdown Line: 0800 777 172

Punctures & Tyre Replacement – 0330 123 1542

All of our vehicle are covered by tyre management with Kwik Fit. If you encounter a puncture whilst you are on holiday then Kwik Fit will be able to assist with repair or replacement. They operate a 24 hour support line.

All of the vehicle are fitted with full sized spare wheels that are located underneath the van at the rear. We do not recommend that you attempt to replace the spare wheel if required and you should call Kwik Fit who will be able to attend at the road side to recover the vehicle or fit the spare to the vehicle.

If you need assistance with puncture or tyre replacement then Kwik Fit can be contacted on 0330 123 1542, quoting our account number P4685E or Mojo Head Office on 0330 390 3939

Vans We Build



Kombi Vans

Sport & Swampers



Panel Vans

Sport Panel Vans



Camper Vans

Build & Hire

VW Transporter Operation

Fuel & Adblue

All of our VW Transporters run on diesel fuel.

The camper van will be supplied to you with a full tank of diesel and we ask that you return the vehicle with the same amount of fuel to avoid being charged a surcharge on return. Fuel will be charged at £2.16 a litre if a refill is required.

The fuel cap is located on the passenger side of the vehicle and can be accessed by opening the passenger door and then opening the fuel flap.

The vehicle is also fitted with an Adblue tank. The Adblue tank will be full on collection but if on the unlikely chance that the Adblue is used whilst on your trip then it will need to be filled up on your journey.

If the Adblue needs to be filled then you will see a warning on the dash board each time you switch on the ignition. This will tell you the mileage range left until the Adblue will run out.

Never allow the vehicle to completely run out of Adblue as once the tank is empty the vehicle will not restart even if you have sufficient diesel in the tank.

If you are unsure on how to fill the Adblue tank then please contact our head office who will be happy to assist.

Equipment & Operation

You will have received a run through of the standard van equipment prior to collecting the vehicle. There will be a VW Owners Manual located in the front door pocket of the van which will be able to help you if you are not sure on how to use the main features of the van.

If you require further assistance with controls or operation of the van then please feel free to call our head office who will be happy to assist.

Standard Vans

To

Stand Out Vans



Camper Van Operation

Pop Top Roof Opening & Closing

All of our Camper Vans are fitted with Storm Pop Top Roofs. They are a easy to operate roof system with a very slim line finish. All of our roofs are fitted with scenic canvas's so you will be able to enjoy the views through the front opening window or by unzipping the whole canvas to enjoy panoramic views.

The roof is secured in place by 2 straps in the cab with clamping clasps to tightly close the pop top to the roof.

Roof Opening

The 2 opening claps are located in the cab above the drivers and passengers seats. The roof is more easily opened if the front passenger seat is swivelled (See How to Swivel Front Seats). Pinch the opening of each claps which will allow you to unthread the strap from the clasp. Once the claps and straps are released you will now be able to raise the roof. There is 2 large grab handles located on the roof in the cab. Hold both handles and gently push up on the roof and it will begin to open. The roof is lifted on 2 hydraulic rams which hold the roof in place, make sure you have a strong grip on the roof when opening as the rams can be powerful. Now the roof is open you can release the 2 canvas tension straps and tuck along the side of the roof.

The roof bed is also hinged to allow more headroom when standing in the van. Now that the pop top is elevated you will be able to gentle push the roof bed up from underneath to allow for more room. This is also operated on hydraulic struts which can be powerful so make sure you have a strong grip on the roof before raising the roof bed. The roof mattress can remain on the bed when the roof is closed but make sure no belongings are left on the bed when closing the roof.

The canvas is fitted with 2 side windows and one main front viewing window that can now be unzipped with the roof being open.

Standard Vans
To

Stand Out Vans



Camper Van Operation

Pop Top Roof Continued

Roof Closing

To close the roof first ensure that all of the windows and canvas are all zipped closed and that all your belongings are removed from the roof bed. Ensure both the front and back side retaining buckles are applied and that they are taut.

Lower the roof down to around 3/4 closed and then gently pull both side and the front canvas into the van. This is to ensure that all of the canvas is going to be inside the van when fully closed and not trapped on the van. The canvas can be gently rolled into the edges and front of the van so that it is not hanging down when the roof is shut and you are travelling in the van.

Once all the canvas is rolled away you can now fully lower the roof. Take a quick look outside of the van to make sure that the canvas isn't trapped outside of the roof. Now you can strap the roof into place.

First thread the strap through the upper roof loop and then through the second lower loop. The strap clasp will need to be facing you with the hinge pivot at the top. Thread the strap through the lower strap hole in the clasp and then go around the upper roof loop and second roof loop again. This is to make sure the roof straps are tight when the roof is closed with no risk of the roof opening in transit.

Finally push the strap through the toothed grip of the clasp. You should tighten down the roof straps together so repeat the steps above to both drivers side and passengers side straps and then pull down on both of them together with the same pressure to final close the roof tight.

Take a quick walk around the outside of the van to ensure the roof is shut tight.

Never drive the vehicle with the roof open even over short low speeds. This will risk twisting the roof as the van moves or damaging the roof at higher speeds.

Standard Vans

To

Stand Out Vans



Camper Van Operation

Swivel Seat Base Operation

The passengers seat is fitted with a seat swivel base. This will allow the seat to rotate to become a living area seat.

The seat is held in place with 4 threaded hand turns. To release the seat turn the 4 handles anti clockwise until they are released. They are spring loaded so once they are release they will spring away from the plate. Now the seat is released you can rotate the seat, it is best to swivel the seat from inside the living area and not from the front of the cab. The seat will need to firstly pushed forwards towards the glove box and then rotated anti clockwise towards the living area. There is a bit of skill to twisting the seat bases on the first attempt so it may take a couple of attempts to get the seat in the right place for it to spin. Once you have swivelled the seat it can then be locked in place in the living area using the locking hand turns.

To swivel the seat back to driving positing you can repeat the above operation in reverse. When locking the seat in place for driving, as the hand turns are spring loaded you will need to push down on them to allow then to turn in the thread. The seat will also need to be inline with the holes for the bolt threads.

Never drive the vehicle with the passenger seat swivelled into the living area.
Always make sure the seat is fully secured to the locking plate with all 4 hand turns before driving.

Standard Vans

To

Stand Out Vans



Camper Van Operation

Rock & Roll Bed

Our vehicles are fitted with Rock & Roll Beds. The beds are fully M1 crash tested and are belted to seat 2 when driving.

Seat Bench to Bed

The bench is easily moved into the sleeping position by way of a front mounted lift handle. This is located at the very front of the seat underneath the lower seat bench. Simply pull up on the handle which will release the lock and then pull the handle towards you and the seat will slide to the bed position. As the seat is nearly in the bed position you may need to apply a small amount of pressure to one of the head rests as you pull just to get the bed fully into position. The bed is now fully folded out .

Bed to seat bench.

To close the bed up simply pull the strap which is located to the right side of the bed at the same height as the head rests. As you pull the strap towards you this will allow the bed to move back to the seating position. It is a good practise to hold the front lift handle at the same time as depending on how hard you pull the strap the bed will move quiet quickly backwards.

Recline.

When the Rock & Roll bed is in the seating position it has a recline feature for the living area. As you lift the release handle there is a number of notches in the handle which can be locked into varying positions of recline.

Locking Handle.

When the vehicle is on the road and moving make sure that the the front mounted lift handle is locked in position. You should push the seat back as far as it will go with the handle lifted and once the seat is as far back as it will go pull down on the handle to lock it in place. This will stop the seat moving in transit.

Standard Vans

To

Stand Out Vans



Camper Van Operation

Leisure Battery & 240v Hook Up.

Our camper vans are fitted with a 12v leisure battery and 240v hook up. This is a separate battery to main battery which is used to start the van up.

The leisure battery is normally located to the rear of the van on the offhand side in one of the lower units. The battery will be pointed out to you as each van is slightly different.

The leisure battery will be fully charged prior to you collecting the vehicle and when the vehicle is in motion the battery will also be charging. There will be a small battery meter located in the vehicle which will be shown to you and also the systems are Bluetooth enabled so you will be able to see from your smart phone the status of the battery. The app required is Victron Connect.

Leisure Battery Only.

If you are on a campsite without 240v hook up then you will only be able to run on 12v power. This will mean that the 3 pin sockets will not be operational. You will be able to use the 12v and USB sockets only. The fridge / freezer will also work on 12v power but the fridge is a large draw of power without 240v hook up so be wary that if the van is stationary for a long period with the fridge on then this will flatten the leisure battery. To recharge the leisure battery you will need to drive the vehicle to allow the battery to recharge. The fridge can be isolated separately to stop this drawing power from the leisure battery. This will be pointed out to you as each van is slightly different.

240v Hook Up.

If you are staying on a site with 240v hook up then you can normally pay the site a small daily charge to use their power.

There is a flap located on the off side rear of each van which is the power socket for the hook up and the power lead is located under the passengers from seat bench.

Standard Vans

To

Stand Out Vans



Camper Van Operation

Leisure Battery & 240v Hook Up Cont.

Simply plug the orange power socket into the mains of your campsite pitch, lift the flap on the side of the van and plug the cable into the van.

This will now give you full power to the van. All of the 240v 3 pin sockets will be powered and the fridge will switch over to 240v power. When on a 240v hook up this will also trickle charge the leisure battery at the same time.

If you are running from 240v hook up then there is no risk of the leisure batteries going flat when you are using electrical items in the van.

Standard Vans
To
Stand Out Vans



Camper Van Operation Gas & Kitchens.

All of our vans are fitted with twin hob gas burners powered by Camping Gaz.

Each van is slightly different but the gas locker is located normally in the lowest cupboard under the sink. The gas locker is a sealed container which houses the gas bottle this is also vented in the locker through the floor of the van in case of any gas leaks. All of our camper vans are independantly inspected by a Gas Safe engineer and checked to the equivilant as a home gas inspection. The gas bottle will have sufficient gas for most short trips depending on usage but if you require to change the gas bottle whilst you are away then most camping site will supply gas refills.

To change the gas bottle.

Twist the to locking clamps on the outside case of the gas locker and remove the front door from the locker.

The bottle will be strapped to the locker itself so remove the strap from the bottle and gently lift the bottle out of the locker.

There is a red tipped regulator on the top of the bottle. Twist this clockwise to close the valve shut. You can then twist the bottle in a clockwise direction to release the bottle from the valve.

There will be a small triangular blue topped handle in the gas locker which you can then screw back into the top of the gas bottle to use to carry the bottle.

The gas will not leak without the handle being attached due to a stop valve in the top of the bottle.

The bottle can then be exchanged for a new full bottle with a gas supplier.

All of our vehicle are fitted with gas alarms, these detect for leaked gas in the van and will sound if they detect a leak. If these alarms sound and you can smell gas you should immediatlley isolate the gas supply by closing the valve on the top of the gas bottle. You should also not use the system until it has been fully inspected.

We advise that you do not drive with the main gas valve open and that this is isolated before travel

Standard Vans

To

Stand Out Vans



Camper Van Operation

Waste and Clean Water

Our vans are fitted with running water and waste water facilities. Each van is slightly different but normally the waste water is located to the left of the sink in the cupboard units or beneath the sink. You will be show where the water is for your van.

There will 2 large containers on board for waste and clean water, both will be clearly labelled. After each trip, part of our clean down procedure is to sterilize both of the water containers and flush the water lines out.

Once you are on your campsite there will normally be a facility to drain waste water and fill with fresh water. We recommend that you only drink the water from the camper van tap if it is boiled and only cold to clean down dishes.

The tap will provide water from a pump driven supply. The pump will be located in the clean water bottle and is a submersible pump. Try not to run the bottles dry of water and run the tap as this will burn out the pump.

The waste water in our vans does not drain to the outside of the van floor so be sure that the waste pipe from the sink is located in the waste water container before draining the sink.

Standard Vans

To

Stand Out Vans



Inventory

- Kettle x 1
- Dinner Plates x 4
- Side Plates x 4
- Bowls x 4
- Frying Pan x 1
- Wine Glasses x 4
- Sauce Pans x 2
- Fridge Deodoriser x 1
- Dog Bowl x 1
- Large Glasses x 2
- Beer Glasses x 2
- Mugs x 4
- Tea Towels x 1
- Oven Towel x 1
- Knives x 4
- Spoons x 4
- Teaspoons x 4
- Forks x 4
- Dustpan & Brush x 1
- LED Torch x 1
- 8 Item Utensil Set x 1
- Collapsible Box x 2
- Can Opener x 1
- Silicon Matt x 1
- Bin x 1
- Multi Surface Wipes x 1
- Cheese Grater x 1
- Drainer x 1
- Jay Clothes x 1
- Kitchen Roll x 1
- Washing Up Sponge x 1
- Bin Bags x 1

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