

Queries? Please call us first, **SPACESHIPS 1300 132 469**

Spaceships are contactable 7 days a week, 9.30am – 5.30pm EST

Please report any accidents to Spaceships during opening hours.

Please remember to contact us if you have an issue or questions regarding your vehicle.

Email: enquiries@spaceshipsrentals.com.au

Live Chat available on our website: <https://www.spaceshipsrentals.com.au/>

Breakdowns

Call Spaceships 1300 132 469 Option 3

Then follow the steps for Roadside Assistance. Make sure you have your Vehicle registration and exact location.



Emergency ONLY: Fire – Police – Ambulance **Dial 000**

Breakdowns and Accident Assistance

All vehicles are fully maintained, serviced and detailed between rentals by our experienced staff. If advice or assistance is required, support is available throughout Australia by calling Spaceships on 1300 132 469 then select option 3 for roadside assistance. You must call Spaceships immediately to report an accident.

What to do if you have an accident

If you and your Spaceship are involved in an accident there are some basic things that will help you:

- Try to stay calm
- Stop straight away and help anyone who is injured. Call an ambulance on 000, if it is needed.
- Fill out our accident report form immediately and take pictures of any damage.
- Exchange name's and address with the driver of any car that's been damaged and/or to the owner of any property that's been damaged. If other drivers are involved, try to find out whether they are insured and who they are insured with. If other drivers are at fault you must get all details of the other driver or you may be liable for damages.
- If you can't drive your Spaceship after the accident, protect it to prevent any more loss or damage, such as taking it to the side of the road and locking it. Take your personal possessions with you. Notify Police as soon as possible – within 24 hours as required by law.
- You must contact Spaceships immediately to report an accident – 1300 132 469 or enquiries@spaceshipsrentals.com.au
- Driving after a front-end accident can cause loss of coolant and can damage the engine. If this happens, fees apply.

What to do, if your vehicle breaks down

If you have any mechanical troubles, please call us immediately – 1300 132 469. We do provide 24 hours roadside assistance through the RACQ. If you still require assistance, we will send you to an authorised mechanic. Please note fees may apply.

You must contact us immediately if any repairs are needed on your Spaceship. Failure to report it within 24 hours may incur fees and compromise any claim that may eventuate when the hire is finished. If your radio, fridge, water pump or cooker malfunctions while you are travelling, they are not considered mechanical breakdowns and downtime will not be paid for these items. Retrospective claims will not be accepted by Spaceships.

Problems with your Spaceship

Any problems associated with the vehicle, including equipment failure and damage to the vehicle, **must be reported to Spaceships as soon as possible, and within 24 hours, or fees may apply.** This gives Spaceships the opportunity to rectify the problem during the rental. We do not accept liability for any claims submitted after this period. Spaceships will pay for repairs provided you were not responsible for the damage. Receipts for any repairs must be submitted for any claim or the claim will not be paid.

Road Restrictions

Spaceships can only be driven on sealed/bitumen roads. You will be responsible for all damage if travelling on areas other than approved roads, as this is not covered by any type of insurance.

Safe Driving In Australia

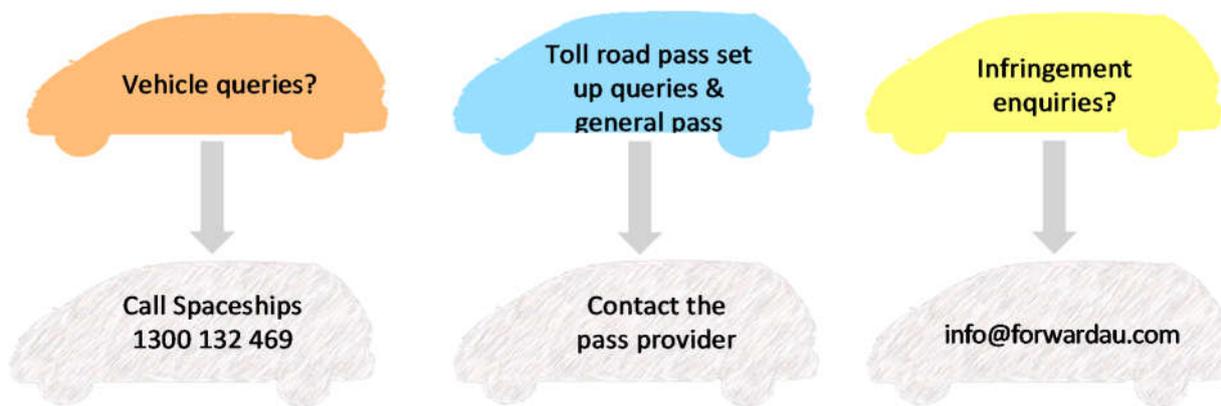
Australian law requires all people to wear a safety seatbelt while travelling. Always drive on the left-hand side of the road.

<https://www.australia.gov.au/information-and-services/transport-and-regional/roads-and-road-transport/road-rules>

Traffic Infringements

Spaceships reserves the right to charge any traffic infringement notice, speeding or parking fines, associated administration costs and/or accidents including unreported third-party damage, direct to the customer's account or credit card. A \$30 admin charge will be taken from the hirers credit card for each infringement handled. The hirer remains liable for the payment of the infringement.

Get the best answers to your question first time around by following our contacts guide below!



In Australia, all toll roads are electronically tolled. There are no cash tollbooths. If you use a toll road, you are responsible for paying the toll road fee. You can easily do so by registering for a **PASS** within **3 days** of travelling on the toll road.

Toll roads include, but are not limited, to the following;

City	Toll roads	Pass provider	To register
Sydney (NSW)	Hills M2, WestConnex, M5 South-West Motorway, Westlink M7, Eastern Distributor, Cross City Tunnel, Lane Cove Tunnel, Sydney Harbour Bridge & Tunnel		The eMU PASS covers travel on all Sydney toll roads for up to 30 days https://www.myrta.com/wps/portal/extvp/myrta/etoll/product-pass Or call: 13 18 65 *Request a PASS and not an E-Tag or account.
Brisbane (QLD)	Gateway Motorway, Logan Motorway, Clem7, Go Between Bridge, Legacy Way, AirportlinkM7		The Linkt Road PASS covers travel on all Brisbane toll roads for up to 30 days https://www.linkt.com.au/brisbane/accounts-and-passes/buy-a-pass Or call: 13 33 31 *Request a PASS and not an E-Tag or account.
Melbourne (VIC)	CityLink and Eastlink tollways		The Melbourne PASS covers travel on Citylink & Eastlink toll roads for up to 30 days https://www.linkt.com.au/melbourne/accounts-and-passes/buy-a-pass Or call: 13 33 31 *Request a PASS and not an E-Tag or account.

IMPORTANT:

Failure to correctly register and pay for your toll road usage within 3 days of travel will result in a toll infringement being issued. We reserve the right to charge you for any infringement and unpaid toll notices incurred during your possession of the Vehicle. You also agree to pay administration costs of \$30 per infringement and unpaid toll notice.

Take care when registering for your pass that details are correct, as an error will result in infringements being issued and associated fees applied. Some tips to help avoid errors;

- I. Check that the pass you are purchasing covers travel on the toll road that you have used. For example, the Linkt Brisbane Road pass covers toll road usage in Brisbane, but not Sydney.
- II. Check that the vehicle license and state of registration details match your vehicle (Spaceship vehicles are registered in either the state of QLD or NSW. Check against your vehicle to confirm). Avoid spaces and hyphens.
- III. You must register for a pass within 3 days of driving on the toll road. Your pass start date should be the date that you drove through your first toll point. Selecting a start date on the calendar which is more than 3 days earlier will cause an error.
- IV. The pass start and end date and time should adequately cover the period in which you travel on toll roads.
- V. Funds must be available on the credit card that you have registered
- VI. Note that your toll road usage is not immediately visible in the system of the toll operator/pass provider. If you have driven on a toll road, it is essential that you register for a pass.

Spaceships Depot Information

Brisbane:

A. 31 Bunya Street, Eagle Farm QLD 4009

Opening hours for pickup and drop off:

Monday-Friday: 10:00-16:00

Saturday: 9:00 – 13:00

Sunday: Closed *Key Drop Return Available*

B. Closest Fuel Station: Caltex Eagle Farm

645 Kingsford Smith Drive, Eagle Farm

C. Closest Car Wash (Also a fuel Station)

1097 Nudgee Road, Banyo QLD 4041

Cairns:

A. 397 Sheridan St, Cairns North, QLD 4870

Opening hours for pickup and drop off:

Monday-Friday: 10:00-16:00

Saturday: 09:00 – 13:00

Sunday: Closed *Key Drop Return Available*

B. Closest Car Wash Bay: McSuds 47 Mulgrave Rd,

Parramatta Park QLD 4870

C. Closest Fuel Station: Mobil 333 Sheridan St, Cairns City

Melbourne:

A. 42 Macaulay Street, Williamstown North, VIC 3016

Open hours for pickup and drop off:

Monday - Friday: 09:00 – 15:00

Saturday: 09:00 – 12:00

Sunday: Closed * Key Drop Return Available*

B. Closest Car Wash Bay: Grime Stoppers

304 Kororoit Creek Rd, Williamstown

C. Closest Fuel Station: 7-Eleven on the corner of Kororoit Creek and Millers Roads

Sydney:

A. 1/1545 Botany Rd, Botany NSW 2019

Opening hours for pickup and drop off:

Monday - Friday: 10:00 – 16:00

Saturday: 10:00 – 13:00

Sunday: Closed * Key Drop Return Available*

B. Closest Car Wash Bay: IMO Car Wash 15

Ross Smith Avenue, Mascot

C. Closest Fuel Station: BP 1579 Botany Road, Botany

ALPHA SPACESHIP

Camping

Ensure you only camp in designated camping areas. Police can move you on or fine you for camping illegally. There are lots of free camp sites throughout Australia.

Please ensure that you help care for our environment – leave no litter and use public toilet facilities.

Maintaining your Spaceship

It is important to check the following every week:

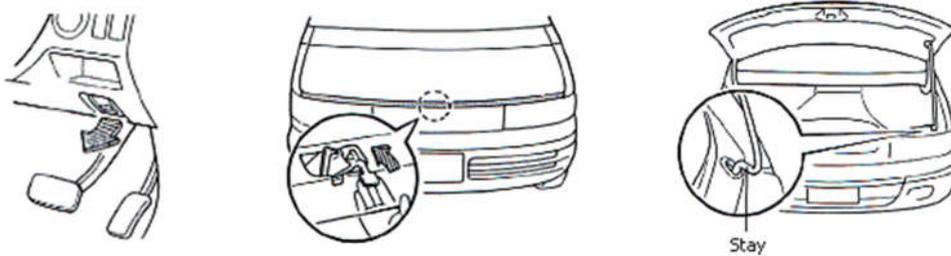
- Oil level
- Water level (coolant)
- Tyres

If any warning lights come on the dashboard stop driving immediately and contact Spaceships – 1300 132 469

The temperature gauge should sit in a horizontal position – if the temperature increases, stop driving immediately. If you do not, the engine can sustain major damage which you could be liable for.

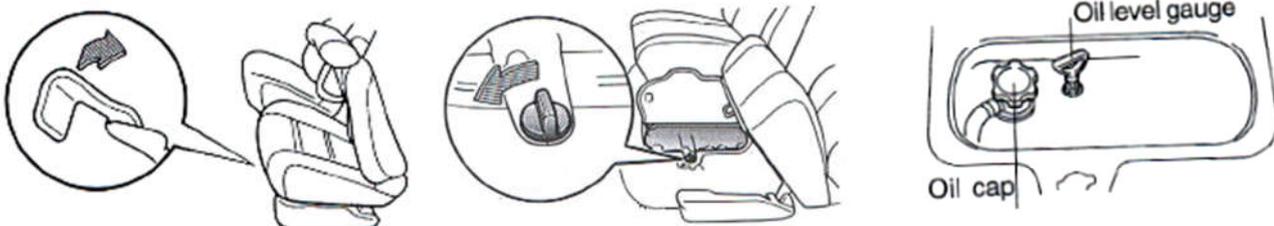
➤ **Opening the Bonnet**

1. The lever to open the bonnet is situated below right of the steering wheel.
2. Pull the lever, which will make an opening noise as the bonnet opens to the first stage.
3. From the outside of the vehicle, move around to the front of the bonnet and find the release catch. Pull this catch to release and raise the bonnet.
4. Hold the bonnet in place with the stay.



➤ **Checking Oil Level**

1. Slide the passenger seat forward
2. Lift the yellow lever under the front passenger's seat and lift entire seat back.
3. Lift the carpet and latch to get access to the dip stick.



➤ **Checking Coolant**

1. Make sure the engine is cool as steam is pressurised and can burn you if you open it whilst hot
2. Look at the coolant reservoir tank under the bonnet on the left side
3. The coolant level in the reservoir tank will vary with temperature. When cold, the tank should be half full.
4. If this level drops below the low-level mark, please call Spaceships immediately.

****If water needs to be topped up continually please contact Spaceships – 1300 132 469****

➤ Checking Tyres

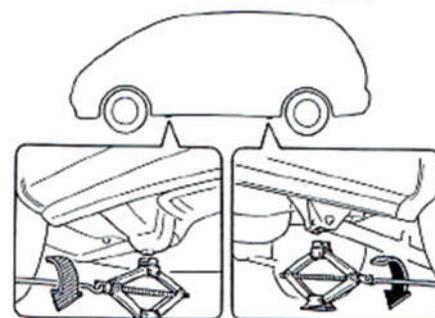
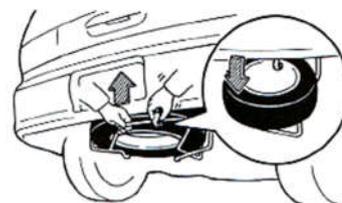
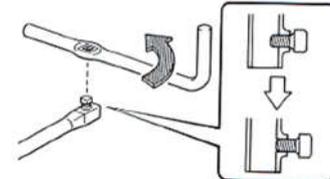
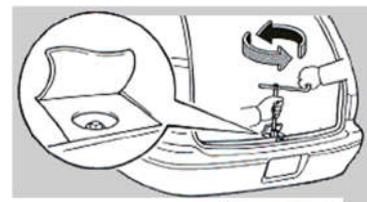
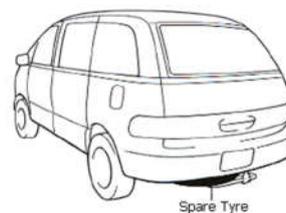
The tyre pressure on the tyres should be 40psi. The tread depth needs a minimum of 1.5mm – to help gauge this, tyres have wear indicator bars moulded across the tread at regular spacing around the tyres.

****If tyres are nearly worn please contact Spaceships – 1300 132 469****

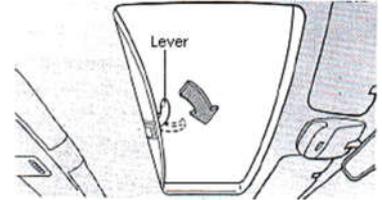
➤ Changing a Tyre

The jack and tool bag are positioned under the right side of the back seat
The spare tyre is under the back of the Spaceship

1. Park your Spaceship safely (on the firmest, flattest ground you can find).
2. Put a couple of bricks or stones behind the tyres, to make sure the car does not roll off the jack.
3. Make sure the engine is turned off, the gear lever is in parked position and handbrake is on.
4. To retrieve the spare wheel, open the boot and roll up the back of the carpet between the back of the bed and the back door.
5. Loosen the connection bolt in the jack handle bar extender, using the hole of the jack handle.
6. Fit the jack handle to the jack handle bar extender.
7. Loosen the bolt securing the spare tyre with the jack handle and jack handle bar extender.
8. Lift the holding wire slightly and remove it from the hook.
9. The tyre should drop down. **Take care not to drop it on your foot!**
10. Bring your jack, spare wheel and wheel nut wrench to the work area
11. Loosen the nuts on the car (do this before jacking up the car to prevent the wheel from spinning) by turning anti-clockwise until they are almost off.
12. Place the jack on the ground and extend it manually until the jack enters the groove.
13. Insert the jack handle bar into the hold of the jack handle.
14. Use the jack handle to raise the wheel slightly off the ground
15. Remove the flat tyre
16. Put the spare wheel on then tighten the nuts as much as possible
17. Lower the jack so that the tyre rests on the ground
18. Fully tighten the wheel nuts
19. Replace the hubcap or the plate
20. Voila! You are ready to drive again.



****The spare tyre is a temporary use tyre and is only intended as an emergency replacement to get the vehicle to a place of repair. The maximum allowable speed of the vehicle when one is fitted is limited to 80km/h****



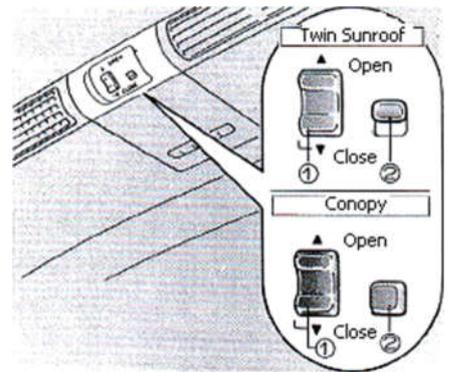
How to Open the Front Sunroof

- **To open:** Push up the lever to raise the rear end of the sunroof.
- **To close:** Pull down the lever and turn it to the lock position.
- **Sunshade:** Open and close manually.

How to Open the Rear Sunroof

****Operational when the ignition is in the ON position****

- **To open:** press the upper (OPEN) side of switch 1. The deflector will automatically lift up to prevent air coming into the vehicle.
- **To close:**
 - Twin sunroof type: Press the lower (close) side of switch 1 while pulling switch 2.
 - Canopy type: Press the lower (close) side of switch 1 while pressing switch 2.

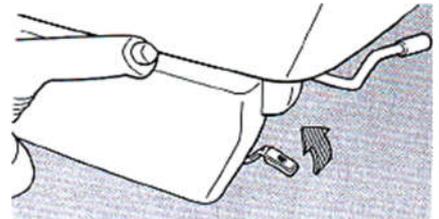


How to Open the Fuel Lid

The fuel lid opening lever is found to the right side of the driver's seat on the floor.

IMPORTANT: Use only unleaded petrol. Do not use E10, this causes damage to the o2 sensors.

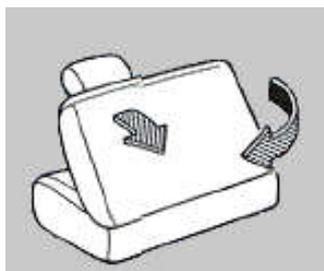
The fuel tank capacity is 60 litres, this will give you around 400 - 450kms per tank.



How to Turn the Back Seat

- Pull the 'recliner adjust belt' and fold the back of the seat forward.
- To rotate, pull the lever at the front of the seat upwards, then turn the seat.
- When you have the seat in the position you desire, fold back the back of the seat.

CAUTION: the back seat must be facing forwards whilst driving. Take care of your fingers when rotating the seat!



How to Extend the Bed

➤ For extending the bed at the rear:

1. Open the car boot. Here you will find two handles.
2. Take the two handles and pull outwards to extend the bed.
3. Once extended, place the wooden board on top to create the base.
4. Put the cushion onto the top to extend the mattress.

➤ For extending the bed inside the vehicle:

1. Swivel the back seat around to face the boot door.
2. Unclip side bed frame and swivel around to face the front seats
3. Fit second bed leg pole (you will find this on the opposite side of the bed box where the cooking utensils are)
4. Place wooden board & cushion on top to extend mattress.

TIP: To avoid your extension slipping off during the night once you have extended your bed push the back seat as close as you can to the board to stop it slipping.

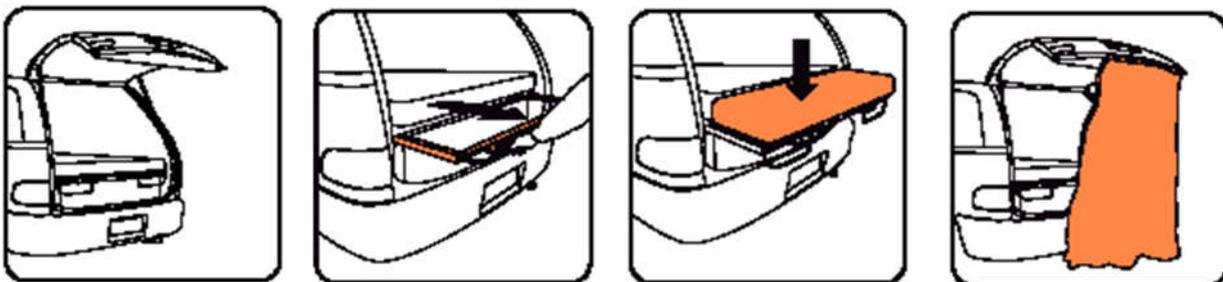


How to Put up the Back Awning

➤ Press Stud Awning

1. Open the boot & remove awning from its bag.
2. Make sure the frame is pulled out with the bed board and mattress in place.
3. Fix the press studs from one corner along the top section first.
4. Fasten the studs along the bottom and up the sides.

TIP: Some studs on the side are easier to fasten from inside the van.



➤ Bungy Cord Awning

1. Open the boot and remove the awning bag. Take out the awning and find the window in the middle.
2. With the hooks at the bottom, wrap the top of the awning over the entire rear door. Make sure it covers the spoiler at the top.
3. At each side you will find two hooks. Attach these each side carefully to the wheel arch, being careful not to damage paint work.



Please note these covers are for airflow ONLY and should not be used in wet conditions.

How to Use the Cooker

Your Spaceship comes with two single ring cookers. These take an internal butane canister (these are required to meet local regulations for carrying gas bottles). You will be given two canisters at the start of your hire. If these run out, replacements are at your own cost.

- The cookers are in their own holder which is in the front compartment of the storage area underneath the bed.
- Fit a canister to each cooker.
- There is a tray for the cookers to sit on in the same area.
- Take this tray and sit it on the pole at the front of the side entry door.
- Sit the cookers on top – they will fit when the control knobs of the respective cookers are at opposite ends.
- Read Instructions on the Gas Cooker before use.

****We recommend that you always use the cookers on the tray in this way. Never use them near the vehicle in any other way. Always put the cookers in their correct carry tray for travelling (please take the gas canister out after use/ while driving).**

Understanding the Electrical System

Your Spaceship has a dual battery system.

- The main battery (smaller battery on passenger side) powers all normal car requirements.
- The house battery powers the stereo, internal light above sliding door and fridge.

****Both batteries are charged as the vehicle drives****

There is a switch above the main battery to turn the house battery on and off.

When fully charged, the house battery will power the fridge for 10 hours. If all appliances are running it will last 2-3 hours.

The van needs to be driven 3-5 hours with no appliances on to give the battery a decent charge.

TIP: To save the life on your second battery, turn the fridge off at night. The fridge is well insulated and can stay cool until the morning. Remember, you can always use the fridge and freezers at camp sites and charge your phones etc. at the camp kitchens where power is available.

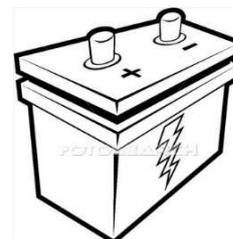
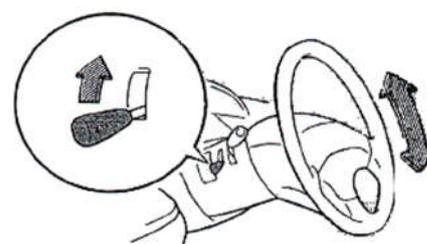
****Please note all batteries are checked prior to every rental. Batteries can fail without warning. If this occurs, please contact Spaceships 1300 132 469****

Cabin Light

Above your fridge is your cabin light with a on / off switch. Turn on. This runs from your 2nd battery. Try not to use your other lights for too long as this pulls power from the main battery.

Hot to Tilt the Steering Wheel

The lever found behind the steering wheel is used to set the height of the steering wheel. Return the lever to its original position to lock the steering wheel in place.



Understanding Automatic Transmission

Place your foot on the brake to disengage automatic lever (left of steering wheel).

P

P = Park: The transmission should be placed in this position when parked and starting or turning off the engine. Keys can be removed from the ignition only when the lever is in this position.

R

R = Reverse

N

N = Neutral: The vehicle may be started in this gear; however its main use is for when the vehicle is stationary with the engine in idle mode.

D

D = Drive: This gear should be used for standard driving. It will automatically change gears for you.

2

2 = Second: Use as a stronger engine brake for travelling up/down steep hills.

L

L = Low: This is the strongest engine brake. Used for very steep hills etc: However, care should be taken not to go too fast in this gear. Its purpose is for low speed power and heavy engine braking.

Warning Lights

➤ **Overdrive Switch**

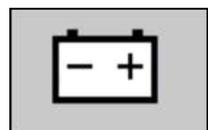
Your spaceship has an overdrive switch found at the end of the gear lever. Overdrive engages a high-ratio 4th gear (overdrive gear) increasing fuel consumption and engine noise.



It is recommended to use the overdrive function most of the time while driving. This means not having the button depressed so the "O/D OFF" light is not showing. When travelling downhill and the engine brake is required, it is recommended that this switch be off (in). If the switch is off when travelling uphill, smooth driving can be achieved because gear changes will be reduced.

➤ **Battery Warning Light**

This light shows when there is a problem with the battery charging system. If this light appears whilst driving it may indicate a broken belt or alternator failure. Stop the vehicle in a safe place and contact the Spaceships office – 1300 132 469



➤ **Oil Pressure Warning Light**

If this light appears (except when starting the vehicle), the oil pressure is low. Pull over to a safe place and contact the Spaceships office – 1300 132 469.



****This indicator is not an indicator for low oil level****

➤ **Oil level Warning Light**

This light will show if the engine oil level is low. Check the engine oil level immediately.



➤ **Exhaust Temperature Warning Light**

This light will appear on ignition but will turn off after a few seconds. If this warning light shows together with the Battery Warning Light, the temperature of the catalytic converter has risen above normal. Park the vehicle in a safe place where there are no



materials that may catch fire, such as dry grass or dead plants, and stop the engine for 10 minutes. If the light goes out after restarting the engine, it is safe to drive. Should the light remain on or appear again, call the Spaceships office – 1300 132 469.

➤ **Engine Warning Light**

If this light appears, there is a fault within the vehicle's electrical system, or the engine itself. Contact the Spaceships office immediately – 1300 132 469.



➤ **Brake Warning Light**

This light will appear under the following conditions.

- When the hand brake is on.
- When the brake fluid is low.
- The hand brake can be found on the right-hand side near the fuel lever.



If this light does not go out when the hand brake is released, stop the vehicle in a safe place and contact the Spaceships office. If an abnormal metallic sound is heard while driving, the brake disc pad may be worn. Call the Spaceships office – 1300 132 469

➤ **Blown Light Warning Light**

This light will show when a bulb of the tail light or brake light is blown.

- If this light shows when the light switch is ON, a tail light bulb is blown.
- If this light shows when the brake pedal is depressed, a brake light bulb is blown.



➤ **Auto Transmission Oil Temperature Warning Light:
(4 WD vehicles only)**

This light should come on once the ignition is turned ON and go out after the engine is started.



If this warning light appears whilst driving, the automatic transmission oil has overheated. Pull over to a safe place, place the vehicle in P (park) and wait for a few minutes with the engine idling.

- Should the light go out it is safe to drive.
- Should the light stay on, do not drive and contact the Spaceship office – 1300 132 469.

How to jump start our van

All vans are provided with Jumper cables. These can be found in the rear of your van on the left-hand side.

- Start engine of donor car
- Connect one red clamp to POSTIVE + terminal of dead battery and the other red clamp to positive + terminal of the booster battery.
- Connect one black clamp to negative – terminal of dead battery and the other black clamp to negative terminal of booster battery.
- Turn ignition of the car with dead battery and start the engine, simply remove the black clamp (negative cable) from booster battery, remove red clamps.

Fuel for your Spaceship

All our vans use unleaded petrol either standard 91 or a premium fuel 98. Premium fuel does cost a little more, but you will get extra km's per litre travelled compared to regular unleaded. Do not use E 10, or Diesel this can cause damage to the engine. Fees may apply and you will be responsible for rectifying this situation. For our Alpha model vans, you should get around 400km's - 450km's to a tank.



AFTER HOURS RETURN INSTRUCTIONS
- ADDITIONAL FEES MAY APPLY IF YOU RETURN YOUR VEHICLE AFTER THE AGREED TIME ON YOUR CONTRACT

The customer will remain fully liable for the vehicle until the Rental Agreement is closed the next business day and all vehicles should be **CLEAN** and **refilled of fuel** (as per T&Cs).

Do not park in front of the main entrances and/or block driveways.

Vehicles must be locked, and keys placed in the following locations.

Cairns

397 Sheridan St, Cairns North

Park your van on the side of the road and please do not block any driveways. Securely lock your van and place keys through the slot of the Spaceships office hours sign next to the mailbox.

Brisbane

31 Bunya Street, Eagle Farm

Park the van on the side of the road – please do not block any driveways. Lock the vehicle and place the keys through the slot in the fence next to the gate, above the red boxes.

Sydney

Unit 1/1545 Botany Rd, Botany

IF THE GATE IS OPEN: Please, park in the car spaces in front of the garage of Unit 1 (in front of the Spaceships Entrance Sign). On the left-hand side of the large orange door there is a hole in the wall under the sign "Spaceships Key Drop". Place keys through this hole.

IF THE GATE IS CLOSED: The key to the gate is inside the lock box attached to the gate. The code for the lock box is 2019. Open the gate and follow the instructions above. Once the car is returned lock the gate, put the key inside the lock box and lock the box again.

Melbourne

42 Macaulay St, Williamstown North

This depot is open from 9am until 3pm weekdays and from 9am until 12pm on Saturdays for vehicle drop offs. Although there may be staff around outside of these hours, they are not Spaceships staff and will be unable to assist you. Please park on the street, even if the gates are open, as this depot is used by several businesses. Please do not block any driveways or entrances, or park over no parking areas.

The car is to be locked and keys placed into the bright orange key return box to the right of the entrance gate. Any paperwork that needs to be returned can either be left in the car or placed into the cream-colored letterbox to the left of the front gate.