

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

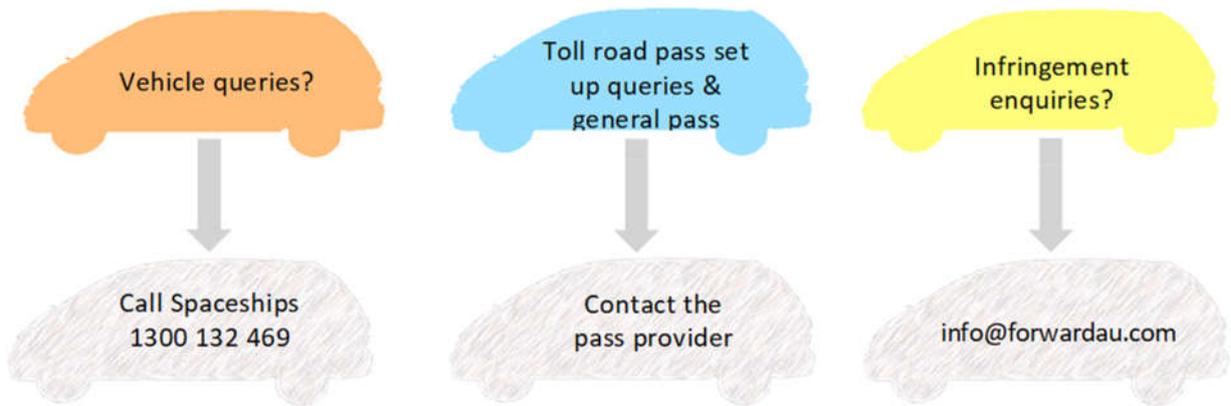
Australian law requires all people to wear a safety seatbelt while travelling. Always drive on the left-hand side of the road.

<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 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: Mc Suds at 47 Mulgrave

Road

C. Closest Fuel Station: Mobil at 333 Sheridan Street

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

BETA / BETA 2S 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

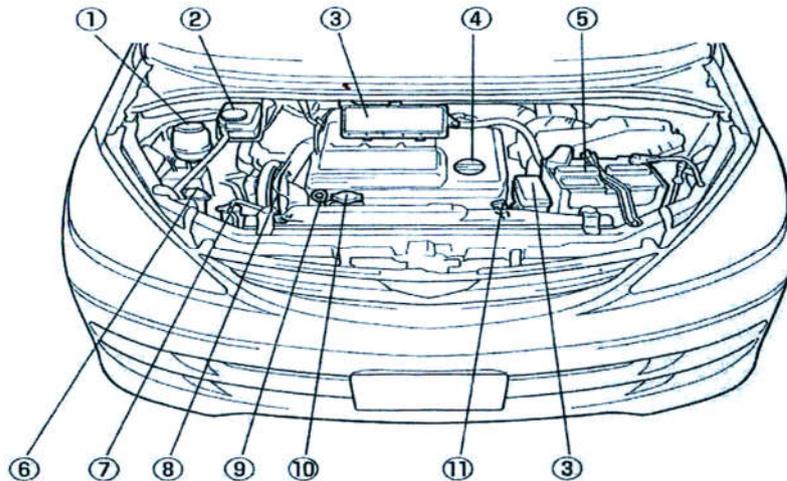
It is important to check the following every week:

- 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.

Engine overview



1. Power Steering Fluid Tank
2. Brake Fluid Reserve Tank *
3. Fuse Box
4. Engine Oil Inlet
5. Battery
6. Washer Tank (windscreen wipers) *
7. Coolant Reserve Tank
8. V-Ribbed Belt
9. Engine Oil Level gauge *
10. Radiator Cap
11. Automatic Trans axle Fluid gauge

*Indicates parts that need routine checks along your journey.

➤ **Checking Oil Level**

1. Lift the yellow lever (located at No.9). This will pull out the oil level gauge
2. Wipe all old oil off the gauge
3. Put back into the hole and wait for a couple of seconds
4. Remove gauge again and check the level at the markers at the end of the tip. This should be at "Full" or just below. Top up oil if it goes under half. Failing to do so can incur costs of repair.

REMEMBER: This should be done when the engine is cold. Spare oil can be found at the rear of the van on the left hand side where the spare tools to change the tyres are located

➤ **Checking Coolant**

1. At the front left of the engine you will find the water reservoir tank (located at No. 7)
2. The coolant level is satisfactory if the level is between the “Full” and “Low” lines on the tank
3. This level should not go below the low level if it does contact Spaceships immediately

REMEMBER: This should be done when the engine is cold

➤ **Checking Tyres**

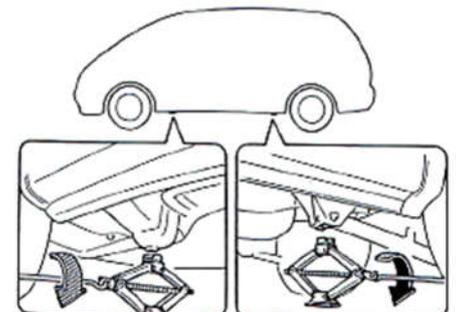
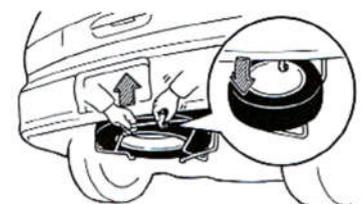
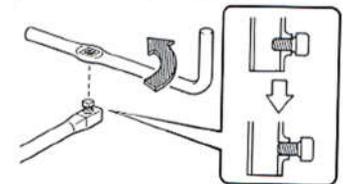
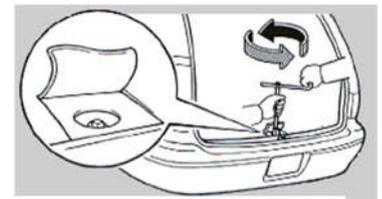
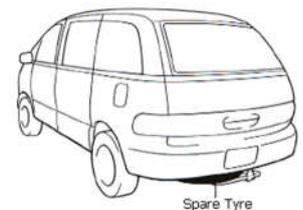
The tyre pressure on the tyres should be 40psi. The tread depth needs a minimum of 1.5mm – to help gauge this, tyres have wear indicator bars moulded across the tread at regular spacing around the tyres.

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

➤ **Changing a Tyre**

The jack and tool bag are located at the rear of the vehicle on the left hand side. 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 beneath 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.

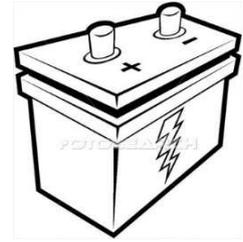


****The spare tyre is a temporary use tyre and is only intended as an emergency replacement to get the vehicle to a place of repair. The maximum allowable speed of the vehicle when one is fitted is limited to 80km/h****

Understanding the Electrical System

- The main battery powers all normal car requirements.
- The main battery powers also stereo, internal light above bed on passenger side and fridge. If the battery runs low, it will automatically disconnect from these devices.

****Battery is charged as the vehicle drives****



When fully charged, the battery will power the fridge for approx. 24 hours. If all appliances are running it will last around 15 hours.

The van needs to be driven 4-5 hours with no appliances on to give the battery a decent charge.

TIP: To save the life on your 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.

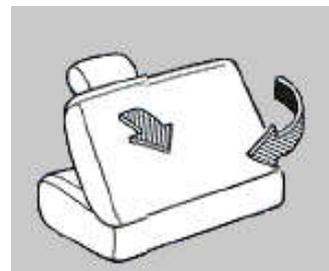
Turning your cabin light on

On the roof on the left-hand side there is a touch sensitive light. Press this finger print indentation and your light will turn on. Press it again and it will turn off. Try not to use the other lights in the van for too long as these lights draw power from the battery without going through the smart battery isolator system and can flatten your battery.

How to Turn the Back Seat (not applicable for Beta2S)

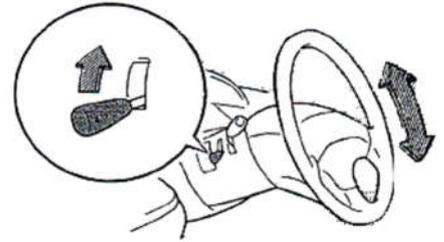
- Pull the 'recliner adjust belt' and fold the back of the seat forward.
- To rotate, pull the lever at the front of the seat upwards, then turn the seat.
- When you have the seat in the position you desire, fold back the back of the seat.

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



How to 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 level (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**

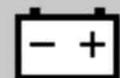
Your spaceship has an overdrive switch found on the side of the gear lever. Overdrive engages a high-ratio 4th gear (overdrive gear) increasing fuel consumption and engine noise.

**O/D
OFF**

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 the Alternator has failed. 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.

**OIL
LEVEL**

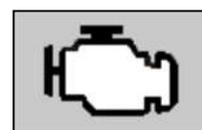
➤ **Exhaust Temperature Warning Light**

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.



➤ **Hand 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 floor next to your foot brake, a small pedal.



Press this pedal down and it will lock into place. Press it again and this will release the handbrake.

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.



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 POSITIVE + 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 600km's to a tank.

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. You will find on the opposite side of the bed box an extendable pole. Pull this until it is fully extended.
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

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 in the eyelets under the vehicle, just behind the rear wheels
4. You will find another two hooks beneath the awning window. Hook these under the car just behind the bumper next to the spare tyre.

TIP: For easy access to make the bed, unzip the window before starting. This way you will be able to reach through the window and pull the bed frame out with ease.

Please note it is not recommended to use in wet conditions as you may get wet.





**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.