



B U Y • R E N T • E A R N

## Van User Guide

2024

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## Table of Contents

Van User Guide	0
2022	0
Table of Contents	1
Check-in Instructions	3
Pre-Travel Checklist	3
Driving	4
Turning	4
Speed	4
Driving in Traffic	4
Slopes/Steep Hills	5
Trees	5
Gas Stations	5
Power	6
Inverter	6
Outlets	6
Water	7
Water Tank	7
Water Pump	7
Hot Water	7
Outdoor Shower	8
Sink	9
Storage	10
Appliances	11

Fan	11
Refrigerator	11
Induction Stovetop	11
Additional Features	12
Driver Cab	12
Optional Add-ons	12
Wifi	12
Before Your Return	12
Dump Gray Water Tank (under sink)	12
Refill Fresh Water Tank	13
Fees	13

# Check-in Instructions

*Please see below for the check-in address off your corresponding booking location.*

**Location:** Los Angeles, CA

**Address:** 909 E El Segundo Blvd, El Segundo, CA 90245, USA

**OffGrid Concierge** -> **Phone (text/call):** (424) 499-4462

**Van pickup is located** at rear parking lot of 909 E El Segundo Blvd



**Instructions:** Upon arrival we'll do a quick 15-20 minute walkthrough, driving lesson, sign some paperwork, and you'll be on your way!



If you've arranged **self check-in**: you will be provided with lockbox info to access the van key. We highly recommend watching our [video walkthrough](#) to learn the in's and out's of operating your van.

**The Lockbox** is located on the bottom of the raingutter in front of the 3rd "Howies" parking space:



**Check-in Time:** 11am - 3pm // *Early Check-in: 8am-11am = \$100*

**Return Time:** 11am - 3pm

**Late Return:** 3pm - 11pm = \$100 // After 11pm = \$200

*\*\* (Please Note: Costs for modified check-in/return times are not intended to nickel and dime our beloved renters. However, these modifications do impact the normal scheduled working hours for cleaning, prepping and sanitizing between each reservation.) \*\**

## Pre-Travel Checklist

*IMPORTANT: Please take a moment to make yourself aware of a few things before you embark on your journey.*

**Toll Roads:** We recommend temporarily adding the vehicle to your Toll Roads account for the duration of your reservation. If you don't have a Toll Roads account, you can create one [here](#).

- Why this is important: While on a road trip it's easy to find yourself on a toll road you hadn't planned on taking. The cameras will flag the vehicle and automatically charge the toll to OffGrid Travel unless you have previously added the vehicle to your own account, temporarily.
  - *Please note: Once you create an account and add the vehicle, you will only be charged if you use the Toll Road.*
- Fees: If you have failed to add the vehicle to your own account and a fee is charged to OffGrid, we will charge your card for the toll, along with a 20% processing fee.

*\*For more information on temporarily adding a rental vehicle to your account, please click [here](#).*

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## DRIVING

Gas Type: REGULAR (87)

Height Clearance: 9 ft 10 inches

Length: 20ft - 22 ft (depending on the van)

Tire Size: 225/75-16

## **Turning**

Especially with RIGHT turns, you absolutely must take the length of the van into consideration. The best advice I can give you is that you shouldn't begin turning right until your front end is as far forward as you can get it and then as you start turning, shift your eyes to the SMALL blind spot mirror so you can watch the tail end of the RV until the completion of your turn. This is perhaps the most dangerous aspect of driving the RV. You can easily hit a light pole, curb or even a PERSON who is standing on the curb waiting to cross. Please use extreme caution. Safety should always be your primary concern.

## **Speed**

This is not your sports car at home, it's literally a house on wheels. While posted speed limits give you an idea of the proper speed, I highly encourage you to go slower than posted limits. This van is HEAVY, which means you MUST use extreme caution when navigating turns, on ramps, off ramps, etc or you run the risk of flipping the vehicle.

## **Driving in Traffic**

Just like how you handle your speed in the above section, you should always take caution while driving in traffic whether that be residential or on the highway. Make sure to give plenty of space between you and the car ahead of you to allow you plenty of time to stop the vehicle in case of unexpected stops. With the van being as heavy as it is, it is absolutely imperative to give yourself a 6-7 car space in order to avoid a potential collision. Additionally, you should always give yourself plenty of time to stop when coming up to a stop sign or red light...again, this thing's heavy!

## Slopes/Steep Hills

Again, the length of the van must be taken into consideration. It is too long to take up a steep slope. The front and/or bottom end can and will bottom out, causing costly, major damage to the van. Navigate with extreme caution and slow speed.

*Pro tip: The break is your friend on steep hills. Use it to avoid rolling backwards!*

## Trees

Beware of low hanging branches, both on the road as well as at camp sites. ESPECIALLY when backing up - the rear view camera is located towards the top of the van and may not capture a low hanging branch or sign.

## Gas Tank Location

**The Gas tank is located** on the left side of the van next to the driver cab door. Simply pull the gas tank access door open and you'll see the gas tank cap. If you're driving a Ram ProMaster, the van takes regular unleaded gasoline (#87).

## Gas Stations

DO NOT enter any gas station island that does not have an absolute minimum of 10 feet clearance. Also, remember to watch your turns! At gas stations it's especially easy to hit a low height or **gas pump protector poll** as you pull in to fill up. Always remember to turn wide, and use those blind spot mirrors.

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# POWER

## Charging

### 1. Plug in to shore power (30A)

- a. If you're staying at an RV campground with hookups, you can plug into shore power to charge the system. The **van requires a 30A hookup**.
- b. The van also comes with a wall outlet adaptor. This gives you the ability to plug into a standard 110v wall outlet to charge the van.
- c. **To charge**, simply change the inverter mode to the **"Charger Only"** position, then connect the van to your power source using the charging cords mentioned above. There will be a 5-10 second delay before charging begins.



2. **Solar charging** - as long as the sun is shining on the roof of the van, the system is charging.
3. **DC to DC charging** - turn on the van engine to charge the electrical system. This method works as a last resort while sitting idle or driving.

**Tip:** While on the highway, if the engine is producing 5-7 RPM's, it will charge the electrical system approximately 10% per hour.

## Inverter

### Where:

The inverter touch display screen can be found above the passenger sliding door. **Turn the inverter** to the “On” position by changing the inverter mode to “AC Mode On”.



### Why:

You'll need to turn on the inverter to use the **110v power outlets** and **induction stovetop**.

(\*\*Pro tip: When finished, don't forget to turn off the inverter. Running the inverter 24/7 will continue to draw power from the batteries even with all lights off. The last thing you want is to run out of power until the system has time to recharge the next day.)

## Outlets

### How to use:

To use outlets, simply turn the inverter on. Once on, all outlets will have power.

IMPORTANT: Please refrain from plugging in your own high wattage appliances. Running appliances such as hair dryers, blenders, etc, may cause an emergency system shutdown. Remember, this is a battery powered electrical system so the maximum wattage output is much lower than your 110v outlets at home.

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## WATER

### **Water Tank**

The fresh water tank can be accessed on the passenger side above the rear tire. ONLY FRESH WATER should be added here.



## Water Pump

Turn on the water pump by pressing the switch labeled “water pump” located above the kitchen sink.





## Hot Water

The furnace control center is located to the right of the Inverter control screen, above the passenger sliding door.

### To turn on the hot water heater:

1. First press the "Furnace button"
2. Then press the "Hot Water" button.
  - a. The "Hot Water" button will tell you when hot water is available using color indicators. After about 5-10 minutes it will turn red indicating hot water is now available.



## Showers

### Indoor Shower:

To use the shower:

1. **Turn on the water pump** by pressing the button located above the kitchen sink.

2. **Press the button** located on the shower head handle.



a.

3. **Shower is ready to use** - the hot/cold shower mixer will work the same as a standard at home shower.

### Outdoor Shower

## **Gray Water Tank**

### 40 gallon gray water tank:

1. Find the gray hose location below the bed on the upper right side of the garage storage area.
2. Locate the exterior dump valve - connect hose, twist in place.
3. Pull the lever to empty the tank into a designated dumping location.



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## Storage

Windshield & window covers - The living quarters window covers can be found in the storage compartment above the driver cab.

Kitchenware - All kitchenware can be found in the lower, middle, and upper cabinets. If you think of something you would have liked to have included, please let us know. We're always looking for ways to improve!

Bedding - Rest assured knowing all reservations come equipped with fresh bedding.

Towels - Fresh towels are provided in one of the overhead cabinets.

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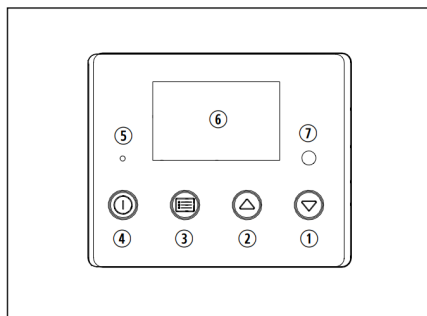
# APPLIANCES

## Fan

Press the power button to turn on. You can also press the auto setting button to have the fan automatically turn on once the interior temp of the van reaches 78 degrees. The ceiling fan can either suck air in, or blow air out. Easily switch between the two settings using the corresponding button located directly on the fan.

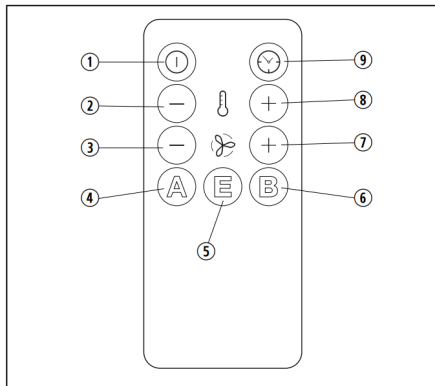
## Air Conditioning

### AC control panel



Ref.	Description	Function
①	Down Button	Scrolls through the menu items.
②	Up Button	Scrolls through the menu items.
③	List Button	Opens the settings sub-menus or confirm the value of the selected parameter.
④	On/Off Button	Switches the parking cooler: <ul style="list-style-type: none"><li>• On</li><li>• Off (press button for at least 3 seconds)</li><li>• To standby mode (press button briefly)</li></ul>
⑤	LED Power (Blue)	Only lights up when the system is switched on or in standby.
⑥	Display	Displays all unit information.
⑦	Infrared Receiver	Receives the signal from the remote control.

## AC remote:

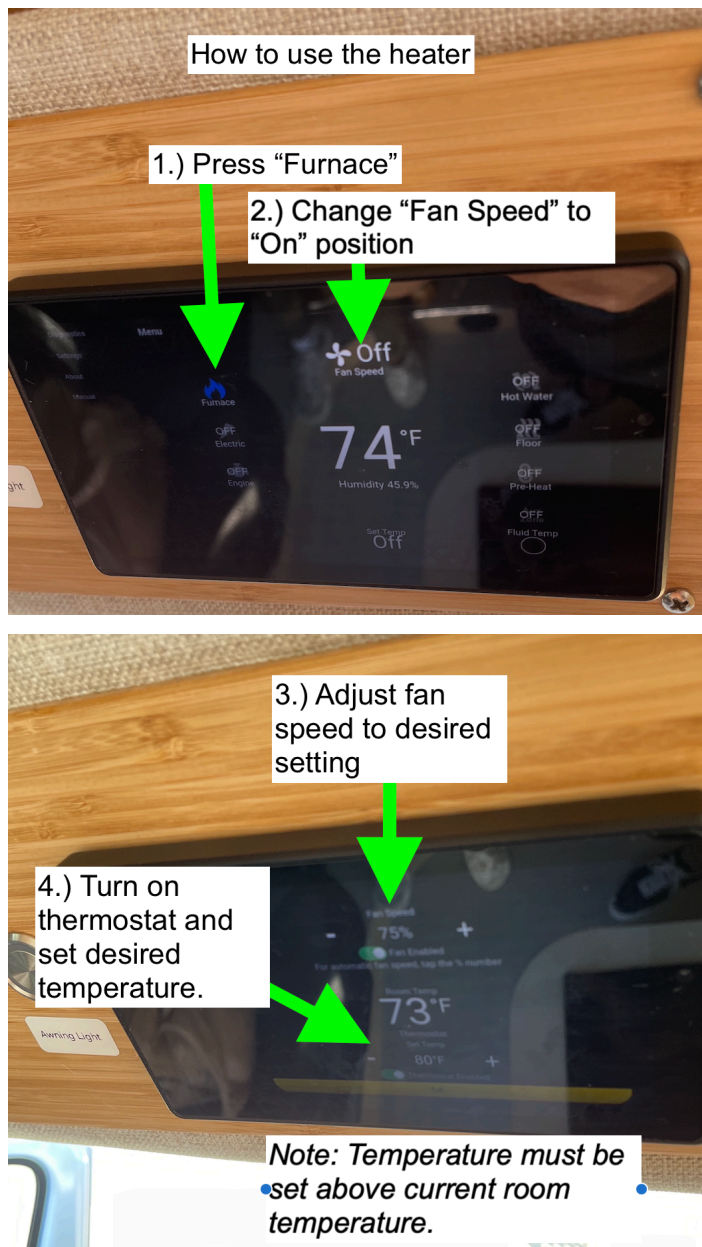


Ref.	Description	Function
①	On/Off Button	Press this button briefly to switch the parking cooler to standby mode or on again, if it is in standby mode. The parking cooler can only be switched on at the control panel.
②	Decrease Temperature Button	Reduces the set point by 1 °C/2 °F.
③	Decrease Fan Speed Button	Switches the parking cooler to MANUAL mode and reduces the speed of the fan.
④	A Button	Switches the parking cooler to AUTO mode.
⑤	E Button	Switches the parking cooler to ECO mode.
⑥	B Button	Switches the parking cooler to BOOST mode.
⑦	Increase Fan Speed Button	Switches the parking cooler to MANUAL mode and increases the speed of the fan.
⑧	Increase Temperature Button	Increases the set point by 1 °C/2 °F.
⑨	Clock Button	Increases the timer running time by 10 minutes.

## Refrigerator

The refrigerator runs 24/7. No setup is necessary.

## Heater

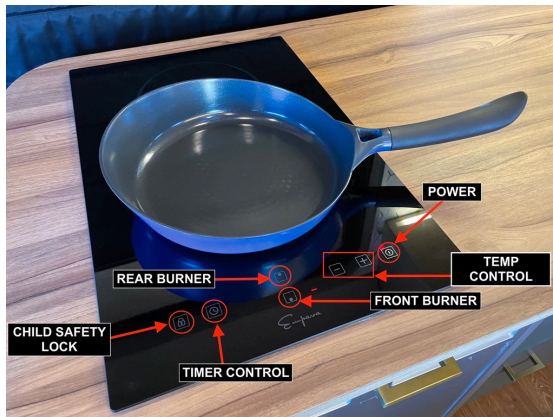


## Induction Stovetop

**IMPORTANT: DO NOT** use personal cookware on the induction stovetop. You may only use the induction stovetop cookware provided inside the van. The stove top will not turn on unless induction cookware is placed on the burner.

### How to use:

1. Turn on the inverter.
2. Press the power button on the stovetop.
3. Place an induction stovetop compatible pan on the corresponding burner.
4. Adjust the burner to your preferred cooking temperature.
5. Cook
6. Turn-off stove top & inverter
7. Enjoy :)



## Additional Features & Optional Add-ons

### **Driver Cab**

#### Swivel seats:

Both the driver and the passenger seat can be turned around for additional seating in the living area. Pull the red lever on the inner part of the seat (watch your fingers!) to activate the swivel function. You may need to slide the seat forward to keep the back of the chair from hitting the door as you try to turn it around.

#### Seat recliner:

Either twist the knob on the left side of the chair or pull one of the black levers (it differs van by van). Simply pull the lever outwards to unlock the recliner and adjust.

#### Dinette table:

To convert the table into a bed:

1. Lift the table upwards, remove the support pole from the bottom of the table. Be careful not to pull the table off the wall as you lift.
2. Once the pole has been removed, continue to pull the table up and off the top wall hinge.
3. Once removed, install the table onto the lower wall hinge by attaching it at a 60 degree angle.
4. Once locked onto the hinge, continue dropping the table down into place.
5. Shift cushions flat and find remaining couch cushions in the lower closet space to the left of the shower.



*\*Additional bedding available upon request\**

### **Starlink Mobile Wifi: (\$35/day)**

Starlink offers high-speed internet almost anywhere on Earth.

Whereas most hotspots rely on 4G or 5G networks, which have limited coverage, Starlink's low-Earth Orbit (LEO) satellite network gives you coverage even in the most remote locations.

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## **RETURN PROCEDURE**

**Return Time:** 3:00 PM (*\$100 late return fee applies after 15-min grace period*)

**Address:** OffGrid Travel Office - 2009 Cedar Ave, Manhattan Beach, CA 90266

**Where:** IMPORTANT - **Pull ALL THE WAY** forward in one of the three parking spots directly in front of the office door. The front tires should be touching the parking blocks. If all three of those spots are taken, please park on Cedar St. Do not block the parking lot entrance.



### IMPORTANT:

- DO NOT PARK in any of the spaces directly front of the neighboring offices (ESPECIALLY Body Connection)
- IF returning late on a Monday or Thursday ONLY and the 3 parking spots are taken, please notify us if you park on the street so we can make sure to move the van before street sweeping. If the van gets a parking ticket and you do not notify us, you will be charged for it.

## Dump Gray Water Tank

To dump, simply unscrew the cap, remove the tank, and dump at an approved dump station.

*Where do I dump?*

*Click [here](#) for a list of common areas to dump gray and black water. Dumping anywhere but in designated areas can have a detrimental impact on the environment and wildlife. Let's all do our part to protect it!*

## Refill Fresh Water Tank

We kindly ask that you refill the fresh water tank to the level it was at when you picked up the van. If returned at a lower level, there will be a \$40 refilling fee charged upon your return.

## FEES

- **GASOLINE IN WATER TANK:** If you by accident put any amount of gasoline in the in freshwater tank you will be charged the entirety of your \$1,500 security deposit + any additional costs to replace the system.
- Fuel refilling fee: \$25 + the cost of fuel
- Pet fee: \$150 per pet
- Cleaning: Normal interior & exterior cleaning is included with each rental. However, if it is determined that a deep cleaning is required to get the van back to “rent ready” shape, there will be an additional \$100 deep cleaning fee.
  - *Example 1: If you smoke in the vehicle and it requires additional cleaning, the cost will be taken out of your security deposit.*
  - *Example 2: If it's determined that you brought a pet with you on your trip and did not pay the pet fee at the time of booking, a \$75 fee will be charged upon your return.*
- Burning Man: An additional \$350 prep/cleaning fee will be added on top of the standard prep & cleaning. Please try to return the van in decent condition to avoid added cleaning costs.
- Early check-in: 8am -11am - \$100
- Late return: (3pm - 5pm) - \$100

*\*\*As per terms of rental contract, any fees outside of those stated above, to include cleaning fees and/or damages sustained to the interior or exterior of RV while in your possession will be determined within 72 hours of the return of RV. Please refer back to the full rental agreement for further clarifications.\*\**

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