



# RENTER'S GUIDE

**2019**

**WINNEBAGO 24J**

**MERCEDES BENZ®**

**VIEW**



# WELCOME



Thank you for booking with Tropical RV Adventures. We want to make your RVing a memorable experience. To help you enjoy your trip, we have prepared this instruction booklet which contains information to ensure a stress-free vacation. Have fun and thanks for choosing Tropical RV Adventures.

Again, please call or text us if you have any questions/concerns at (561) 473-3939. Visit us at [TropicalRVAdventures.com](http://TropicalRVAdventures.com) for tips and tricks prior to contacting us. We try to provide resources to help new renters and to enhance your experience and learning.

Please take time to read through this entire package as it reviews several topics including:

- Guidelines
- General Use
- GPS Mileage & Speed Limit
- Pick Up & Drop Off Information
- General Operating Information
- Departure Checkout List
- Owner Supplied Inventory Checklist

Regards,

Dan Gittere



### **No Smoking & Vaping**

Smoking and/or vaping will result in forfeiture of renter's full security deposit.

### **No Rooftop Access**

No renter or person shall access or place anything on the rooftop at any time during the duration of the rental.

### **Pet Rules & Restrictions**

Tropical RV Adventures welcomes pets but RVs are checked to identify any possible pet markings and will be re-checked upon return. There is a mandatory cleaning fee added to each reservation.

If any bodily/pet fluid is identified upon return you will forfeit your security deposit. If there is any damage caused by pets, a supplemental bill will be added.

Each reservation allows one medium sized (30 pound or less) pet or smaller upon approval. No pit bulls or aggressive breeds allowed.

### **Unpaid Toll Charges**

Unpaid toll charges will be automatically charged to your credit card on file plus a \$10 fee when toll bills arrive. This charge may happen a month or so after you return your RV.

### **No Towing Behind RV**

Nothing is to be towed behind the RV or added (i.e. unapproved rack) at any point during your rental.



**No festival use and no bikes, generators, grills or objects that can damage the RV are allowed in the RV.**



**In the case of  
an emergency, call 911.**

Once everyone is safe, please contact Tropical RV Adventures, by phone at (561) 473-3939 to report the incident. Please ensure you take photographs of the incident and retain a copy of the police report.

Roadside Assistance: If you purchased roadside assistance, please call the number provided. If not purchased, the renter is responsible to call a local service/tow company to assist. Renters are responsible for the cost of the tow/service.

Other repairs/issues: DO NOT repair yourselves unless directed to by Tropical RV Adventures. Self-repair without permission will result in a forfeit of your security deposit. Most issues are small and normal. Tropical RV Adventures will guide you how to proceed with all issues.



**DO NOT EXCEED 70 MPH**

(For your safety)

Vehicle is subject to GPS and Speed Tracking.

**\$100 per day violation will be added.**

# GPS & SPEED LIMIT





## **Pick Up**

Pick ups are scheduled Monday through Friday between 3:00 p.m. and 5:00 p.m. Your scheduled time is on your reservation. We ask you arrive at your scheduled time. A Tropical RV Adventures representative typically will call you to confirm.

Allow 30 to 60 minutes for walk through, training and signing paperwork. All drivers and individual that booked the reservation must be present.

## **Drop Off**

Drop off between 9:00 a.m. and 1:00 p.m. Monday through Friday on the day the rental terminates. Your actual maximum return time is on your reservation.

A \$50 per hour late fee is added after 30 min late.

Tropical RV Adventures rightfully reserves 3 days to report anything that may affect your security deposit. If dropped off on weekend, please allow 5 days.

Weekend and holiday's may be non-staffed and a self drop off is available upon request. RVs are required to be back by 4pm on holidays and weekends.

# PICK UP

# DROP OFF



## Starting the engine

This Mercedes has a turbo diesel engine and has a simple starting protocol. The ignition has 3 positions and you must follow the below steps.

- 1) Turn the key to click one
- 2) Turn key to click two. Wait until all the lights go off and beeping stops.
- 3) Turn the key to start the engine

Failure to follow may result in the vehicle not starting. Please see last page if vehicle does not start for directions.



## Leveling

Prior to unpacking, ensure vehicle is parked on a level surface and chock the tires of the unit. This ensures the RV does not move when parked

Check the black leveling bubble indicators. If unlevelled, you will have to use the orange leveling blocks to level the RV. This can be done by placing 1-3 orange blocks under the tires to raise the RV.



**EMERGENCY BRAKE:** Make sure you activate this when parked for camping. Make sure you release before moving or you may cause damage to the RV.

## Generator use

Only use the on-board generator when you are disconnected from shore power. This can power the entire RV. Be careful on gas consumption since it runs off the on-board propane tank. **NOTE ON NEXT PAGE:** Plug in the shore power to generator port. This will transfer the power.

To use the generator, press the START button. It will auto start the on sequence. After the generator runs for about a minute, the power will turn on in the RV.

## Electrical “Shore” Hook—up 30 AMP

Once the RV is parked, connect to the “shore” power to prevent using your battery or propane. Hooking up the 30 AMP power will allow all appliances and lights to run on regular electricity. Surge protector and adapters are in the utility tote.

Connect the surge protector FIRST to the power pedestal and flip the 30 amp circuit breaker to the “ON” position. Verify the blue and green light are on. If these lights are missing OR the red light is on, DO NOT PLUG IN THE RV.

If correct, plug in the RV into the surge protector.



Hookups / dump controls 30A electrical area

## Control Panel

The control panel is used to monitor RV cabin systems and control some of the RV functions.

Monitors:

- Tank levels (fresh, black and grey)
- Battery level
- LP/Propane level

Operates:

- Water heater ( Select LP or Electric)
- Water Pump (Use when not hooked up to city)
- Generator (See start instructions)
- LP/propane valve switch
- Slide out

NOTE: To use the slide out, the vehicle engine must be on and parking brake engage

Near the front door, you will see additional controls for lights and the awning. When traveling, it's important to make sure all the items are turned off and the awning is fully in.

**BE CAREFUL WHEN RUNNING OFF THE BATTERY OF THE RV. YOU SHOULD MONITOR LEVEL.**

If you run the battery dead and the vehicle will not start, use the EMERGENCY POWER SWITCH to start the vehicle.



**IF NOT LIT CORRECTLY... STOP!**  
Contact the campground, the power is wired incorrectly.



Close up of generator plug Area & Cord storage





## Water Hook-Up

When using an external water source, the RV will not use water from its holding tank unless the pump is turned on. Only use the pump if you are not connected to a water source. The water hose is located in the clean bin.



### USE THE WHITE HOSE

Connect hose from RV water to the port hook up at trailer/campsite (see picture named "Water Connect" to the right).

Use the water filtration device and make sure to connect it in line between hose and RV. Make sure to connect it with the correct water flow direction (see arrow on filter).

To fill up the tank, fill it with filtered water. When its overfilled, it is normal to have water spill out.

Keep in mind when the tanks are full it will add additional weight to the RV but allows for use of the water without hookups.

## Keys

The trailer has two main keys for the doors and access panels. Please, always keep them on you! Cost of replacement keys will be deducted from deposit as per addendum.



White water hose connected to city/campground water

## Water Fill (for pump)



## Water Connect



Surge protector plugged into RV site power with RV plugged in



## Beds

There are three sleeping areas. The queen bed in the rear, dinette that converts into a bed and the bed over the driving cab.

The dinette bed and over the cab bed each have a weight limit.



**MAXIMUM WEIGHT 250 POUNDS**

Convert the dinette bed lowering the table onto the ledges. When lowered, re-arrange the cushions to cover the table to transform into the bed. Please do not JUMP, the table will break.

## Linens

The RV comes with linens for the queen bed only. Linens included are: Fitted sheet, sheet, fluffy blanket, 2 pillow cases, a dish towel, 2 wash cloths, 2 hand towels and 2 bath towels. Extra linens are available for a small fee. Please request extra linens prior to picking up of RV.

Towels, face towels, washcloths and dish towels, linens and pillows are in sealed bags. When removed, please throw out the bag, it can be a choking hazard. When your trip is complete, please place pillows on bed and all linens in a garbage bag and place on the floor when you depart.





## Kitchenware

You will find nearly everything needed for cooking. Plates, bowls, cups, knife set, cutting boards and other miscellaneous items are in the cabinets.

Dish soap, sanitizer and other cleaning items are included. **DO NOT use any other disinfecting wipes, bleach or cleaners in the RV as it may damage it.**

Even though we clean the dishes and utensils, we recommend rinsing them off before use.

## Thermostat

There is one device that controls the heat (located on wall near queen bed). The AC is controlled by using the knobs on the AC unit in the ceiling

**Note:** Heat requires propane. A/C will only work when connected to 30A shore power or with the generator.

## Bathroom



**DO NOT PUT ANYTHING IN TOILET OTHER THAN RV TOILET PAPER.**

Two rolls of RV toilet paper are included. When purchasing extra toilet paper, verify it says "RV SAFE". Please be sure to open bathroom vent completely and run fan when shower is in use to avoid mold or mildew.

Evidence of any foreign material in the black water system will result in forfeiture of security deposit.

To flush the toilet, use the foot pedal. Push halfway down to fill bowl with water, push all the way down a second time to flush.

Although we already put an RV toilet treatment in the toilet/black tank prior to you leaving, you will have to add another treatment after you dump the tanks. The treatment helps break down the items in the tank and assists with odor control.





## **Electronics**

There is one TV located on the wall of the cab bunk area. It can swing over to adjust view ability. There is a DVD player built into the radio. All the remotes for the TV and radio should be in a basket in a cabinet.

## **USB Charging Ports**

There are 2 built in USB plugs in the master bedroom and one in the driving cab for your use.

## **Refrigerator & Freezer**

Refrigerator and freezer are powered by gas/battery (propane), or shore electricity (when connected). The dial can control the temperature of the refrigerator. The refrigerator will automatically cool using the power source available. It is common for refrigerator and freezer to take between ten and twenty-four hours to cool when contents are first placed in them. Tropical RV Adventures will attempt to have them cold prior to delivery.

RV freezers are not typically as cold as your home freezer. It will take longer to make ice and some products like ice cream will be soft.

Before driving, you should verify all items are secure in the fridge. The use of a loaf of bread or other soft items are good to place in the refrigerator when driving to stop items from sliding around.



## Indoor Lights

Operate by the black switches located around the RV

## Porch Light

The white awning lights are located below the control panel. Please ensure lights are turned off by 10pm or “dark hours” in parks and campsites to respect your neighbors and reduce bugs.

## Awning

The outside awning can be extended by the black switch under the control panel.



**WARNING:** If you choose to use the awning, you take full responsibility and accept all costs associated with awning damage caused by wind and other weather related events. **INSURANCE MAY NOT COVER DAMAGE TO AWNING.** We recommend to **ONLY** use the awning when physically under the awning, and always retract it when you are not under it. Even a small gust of wind can cause it to be damaged.



## **Black (sewage) & Grey (other used water) Dump**

Toilet water (Black) and sink/shower water (Grey) go into separate tanks below in the belly of the RV. We recommend dumping the grey tanks before traveling to reduce weight and only dumping the black tank when 3/4 full. Tank levels can be viewed any time at the control panel above the fridge. RV/campground dumpsites are usually found at a campsite or on campgrounds. Some gas stations like Flying J's have dump sites but are typically less desirable.

The waste drain pipe for dumping the tanks are located on the drivers side toward the rear of the RV. Park the RV near the dump station by lining up the rear RV tires as close to the opening of the dump station as possible. This will ensure that if there is an accident, it will be contained in the dumping area.

### **Order of Operation (You must follow this order)**

Put on latex or other disposable gloves to avoid any contamination and get the sewer hose out of the storage tub located in one of the external storage compartments. Before removing the cap to the holding tank drain opening, ensure both the black and grey water valves are both closed.

Attach the black hose with 90 degree adapter to the dump station hole first. Check the sewer hose to ensure it is tight and prepare to attach to the holding tank drain outlet. (When taking the pipe cap off, do it slow as there may be waste that collected in the pipe). Attach the sewer hose.

- 1** Pull lever for Black Tank. When it sounds like it stopped draining, go inside the RV and fill up the toilet bowl twice and dump it. (you may need to turn water pump on if not connected to city water). When done, close black tank valve.
- 2** Pull lever for grey tank. This will help push any solids through the sewer hose. When done, close valve and place cap back on waste pipe.
- 3** We provide a grey/orange hose for non-potable use only. Use this to rinse off all the dump equipment and dump area. Remove the sewer hose from the dump station hole and rinse the outside of the hose. Rinse the area around the hole to ensure that any spillage has been cleaned up, and cover the dump station hose.
- 4** Return the sewer hose to storage container. Dispose of the latex gloves into the garbage bin DO NOT leave them on the ground near dump station. Clean all surfaces touched when wearing the gloves, and wash or sanitize your hands in case the gloves leaked.
- 5** Add about two to four gallons of water (simply flush the toilet and hold for 10-15 seconds) to your black tank. Add toilet treatment that was provided directly in the toilet and flush again.

The task of emptying the RV holding tanks is now complete.

# RETURN



We would like to thank you for using Tropical RV Adventures and hope that it has been a memorable experience for you and your family. We ask that you take a few minutes before you leave your final destination and prepare the RV to be returned.

First, please look around and make sure that you have not forgotten anything. Second, check the following list to ensure that everything is secure and safe before you close the door.

- 1** Please put all trash in the trash containers provided by the park.
- 2** Check that the fridge is off, clean and empty.
- 3** Clean & sanitize all surfaces including counter tops, tables, cabinets, etc.
- 4** Clean coffee maker, grill, dishes, silverware and cups (if used).
- 5** Clean/Sweep or “beat” out rugs and door mats and sweep/vacuum floors.
- 6** Close and lock all windows. Please ensure that all blinds are closed.
- 7** Report anything that was damaged. We ask that you report any issues regardless of cause.
- 8** Dump black and grey tanks. If these are not dumped, there is a \$150 dump fee.
- 9** Place all linens in a garbage bag and leave on the floor
- 10** Communicate return plans with Tropical RV Adventures staff. Arrive on or before your return time to avoid late charges.



**Make sure all the items are back in their individual bins/places when returning the RV. DO NOT leave any items on the counter or the sink. If you rented a WiFi Internet router, please place the router in a cabinet.**



# INVENTORY CHECKLIST

Please take care of all items and do not take or damage the items. The cost of any missing or damaged items will be deducted from your deposit. Please see the full inventory sheet provided to you with your agreement. The original cleaning fee covers cleaning of the sheets and basic cleaning only.

## Replacement Cost & Inventory Chart

Description	Quantity	Replacement Cost Each
2 Piece Cookware Set	1	\$50
12-volt RV/Marine Battery	1	\$200
TV	1	\$400
Awning Replacement (due from damage)	1	up to \$2,500
Broom/Dustpan	1	\$10
Bowls	6	\$5
Cleaning Supply Kit	1	\$40
Extension cord, 20A/30A	1	\$50/\$150
Games (2)	2	\$18
Grill (if rented)	1	\$150
K-cup Brewer	1	\$50
Lawn Camping Chairs	2	\$55
Leveling Kit	1	\$30
Main Power Cord	1	\$150
Misc. Utensil Kit	1	\$49
Mixing Bowls	3	\$25
Orange/Grey Hose	1	\$25
Pet Cleaning fee (from stains)		starting at \$500
Plates	6	\$5
Pillows	2	\$25
Sewer Hose (1 section)	1	\$75
Sheets		
Extra Sheet Set	1	\$100
Queen Sheet Set	2	\$120
Silverware Set (24 piece)	1	\$3
Stabilizer Hand Crank Tool	1	\$35
Stainless Cups	6	\$7
Surge Protector	1	\$200
Towels		
Bath Towels	2	\$25
Hand Towels	2	\$12
Thermal Cups	6	\$10
Washcloths	2	\$5
Water Filtration Device	1	\$20
Wheel Chucks	2	\$15
White Water Hose	1	\$30

## **Trouble shooting**

The engine will not start:

- 1) Security system needs to be re-set:
  - a) Exit the vehicle and close all the doors. On the key-less remote, press lock then unlock, then lock and unlock. Proceed into the vehicle and follow the instructions to start vehicle.
- 2) The engine fuel/other systems are resetting:
  - a) This can happen at random or more frequently if you do not start the vehicle correctly. The system takes 15-20min to reset.
  - b) Wait 15-20 minutes before attempting to start the engine.

The generator is on, but there is no power in the RV:


- 1) The RV power cord is not plugged into the generator plug
  - a) Plug the RV into the generator port located in the Drivers side rear compartment of RV.
- 2) There is no power in the RV
  - a) Check to make sure the RV is either plugged in correctly or the generator is on
  - b) Check the campground breakers to verify they are on. Turn on/reset if needed
  - c) Check breakers inside the RV. Reset if needed

## **Terms upon departure**

We wish you a safe and pleasant trip. If you or a friend would like to book with Tropical RV Adventures in the future, please have them contact us and mention your name for a discount. You will be rewarded with a future credit for your referral.

Supplemental Agreement: Renter understands they must return all property in working & clean condition. Anything damaged, missing or broken items will be charged from the deposit according to the above. By accepting the RV, the renter agrees to the terms and information provided and the RV Rental Contract Terms and Conditions. You also agree you will read and follow the renters guide.

After the unit has been returned in-person, Tropical RV Adventures has up to 3 business days to fully inspect and report any damage. Returns after-hours, Tropical RV Adventures has up to 5 business days to fully inspect and report any damage. Renters also agree awnings use are at your own risk and replacement could be \$2,500 or higher. Also, renter agrees not to use ladder, access roof, or place anything on the roof. Any evidence of roof access or use will forfeit security deposit.

 **The RV is required to be returned in the same condition as it was at time of rental pick up/delivery. Please leave all sheets and towels in a garbage bag on the floor upon return. If any additional cleaning is needed, there is a \$300 fee charged against the deposit**