New Zealand
CAMPERVANS

TOYOTA HIACE 2-BERTH

Hirer Guide

Everything you need for a comfortable New Zealand road trip.



Need help? Call or WhatsApp +64 22 572 3133

Newzealandcampervans.co.nz

Enjoyed your trip? A Google review means a lot to us and helps other travellers choose New Zealand Campervans with confidence. Scan to share your experience.

Welcome - we are ecstatic to have you with us.

Keep this guide in the van. It is designed to answer the practical questions that come up once you are on the road.

Thanks for choosing New Zealand Campervans. We are campervanners too, and we know how much a comfortable, well-prepared van can shape a trip. We genuinely want you to have an excellent time exploring New Zealand, so this guide focuses on the practical things you need to know - and if anything is unclear or not quite right, please call or WhatsApp Teresa early so we can help.

Save these numbers before you leave

New Zealand Campervans - Teresa: +64 22 572 3133 (call or WhatsApp)
24/7 Roadside Assistance (included): 0800 888 247
Emergency services: 111

Quick fact	Your 2-berth HiAce
Fuel	91 unleaded petrol
Transmission	Automatic
Length	Approx. 4.7 m
Height	Approx. 2.75 m
Tyre pressure	50 psi, all tyres
Fridge	65 L
Fresh water	51 L
Wastewater	47 L
House battery	110 Ah lithium
Inverter	350 W - small appliances only

Measurements are approximate. Always allow extra clearance around trees, carparks, ferry ramps and overhead structures.

What is supplied

- Linen, duvet, pillows, bath towels and tea towels.
- Kitchenware, pots, pans, plates, mugs and cutlery.
- Outdoor table and two chairs and cooker.
- Fresh-water hose, wastewater hose, outdoor shower and mains power lead.
- Free New Zealand SIM card and travel/camping information as provided at handover.

If something goes wrong

New Zealand Campervans - call or WhatsApp

+64 22 572 3133

If something does not seem right, tell us early. It is much easier to help before a small problem turns into a big one.

Breakdown / roadside assistance

1. Move to a safe place if possible, switch on hazard lights and do not continue driving if the vehicle may be unsafe.
2. Call or WhatsApp Teresa and explain what has happened.
3. **Roadside assistance is included under the campervan's current insurance. Call 0800 888 247 and quote the vehicle registration.**
4. After you have called roadside assistance, call or WhatsApp Teresa again to let her know they have been contacted and what they have advised.
5. Have your exact location, contact number and a description of the problem ready.
6. Do not arrange your own towing or repair unless New Zealand Campervans or the roadside provider authorises it, except where immediate action is required for safety.

Accident

1. If anyone is injured or there is an immediate danger, call 111.
2. Move to safety if possible and do not admit liability.
3. Photograph all vehicles, damage, registration plates, road layout and relevant signs.
4. Record the other driver(s) name, phone number, licence details, vehicle registration and insurer if available.
5. Contact New Zealand Campervans as soon as possible - immediately where practical and within 24 hours at the latest.

Roadside assistance is included

Call 0800 888 247 (Star Insure Roadside / NZ Roadside Assistance). Quote the vehicle registration and have your location, contact number and a description of the problem ready.

IMPORTANT: Whenever you contact roadside assistance, also call or WhatsApp Teresa on +64 22 572 3133 to let her know you have called them and what they have advised.

Roadside assistance can help with:

- flat-battery jump starts;
- flat tyre replacement using the campervan's spare tyre;
- emergency fuel if you run out;
- minor roadside repairs, such as replacement fuses or temporary hose repairs;
- lockouts or lost keys, including help gaining entry or arranging a spare key where available;
- technical and safety advice, including advice about warning lights;
- camper-system technical assistance and repair referrals;
- directions / driver assistance and urgent message relay; and
- emergency towing or transport to the nearest safe place or repairer if the vehicle cannot be mobilised.

For a flat tyre, please call roadside assistance rather than attempting to jack the campervan or lower the spare wheel yourself, unless the roadside provider specifically instructs you to do so.

Driving your HiAce



Fuel

- Use 91 unleaded petrol only.
- If the wrong fuel is added, do not start the engine - call us immediately.
- Return the vehicle full.

On the road

- Automatic transmission and easy to drive.
- Drive on the left-hand side of the road.
- Tyre pressure: 50 psi all round.
- Allow extra braking distance and take corners gently.
- Strong winds can push the campervan around, especially in exposed areas and when passing large vehicles. Reduce your speed, keep both hands on the steering wheel, and if conditions become unsafe, pull over somewhere safe and wait for the wind to ease.





Cameras, stereo & phone connection

- Two reversing camera displays: rear-view mirror and stereo screen.
- Wireless Apple CarPlay and Android Auto.
- Two wired stereo connections are also available in the glovebox.

Dashboard warning light?

Pull over somewhere safe, turn the engine off and call us. Do not keep driving with a red warning light, overheating warning, oil-pressure warning or any unusual noise or smell.

- **Before moving off:** close the roof vent, secure loose gear and make sure cupboards/drawers are closed with buttons pushed in.
- **Height:** approximately 2.75 m - avoid low carparks, branches and covered drive-throughs.
- **Parking:** use both reversing cameras, but still check mirrors and surroundings.

Weekly maintenance checks

For hirers on trips longer than one week: please do these quick checks once each week. If anything does not look right, call or WhatsApp Teresa on +64 22 572 3133.

1. Check the engine oil

1. Park on level ground, switch the engine off and wait a few minutes.
2. Under the passenger seat, release the seat latches and fold the passenger seat forward.
3. Find the yellow oil dipstick. Pull it out and wipe it clean with a clean paper towel.
4. Push the dipstick fully back in, then pull it out again and check that the oil is within the marked safe range.

IF THE OIL IS LOW

Call Teresa. Do not add oil yourself.



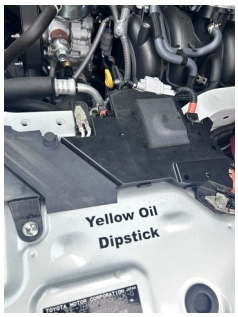
Passenger-seat access area



Release the seat latches



Fold the passenger seat forward



Find the yellow oil dipstick

2. Check windscreen washer fluid & coolant

Open the bonnet: use the bonnet-release lever beside the driver's footwell, then release the safety catch under the front edge of the bonnet. **Washer fluid:** check the blue windscreen-washer reservoir. If low, top it up at a petrol station using clean water and windscreen-washer fluid only. **Coolant:** check the pink coolant level against the small level indicator. If it is low, call Teresa - do not attempt to fill it.



Bonnet and petrol-flap release levers



Release the bonnet safety catch



Pink coolant (left) and blue washer fluid (right)

Important: do not top up the engine oil or coolant yourself. If either level is low or you are unsure, call Teresa before driving further. Never open the coolant reservoir cap when the engine is hot or has recently been running - hot coolant can escape under pressure and cause serious burns.

Power & the control panel

The living area has its own 110 Ah lithium battery. It is separate from the vehicle starter battery.





Switch	What it does
Lights	Master power for the interior lights. Individual lights can then be switched on/off.
Water pump	Turns the fresh-water pump on. Turn it off when not needed.
Fridge	Turns the 65 L fridge on/off.
DC outlet	Powers the twin USB/DC outlet.

Watch the VOLTAGE

The battery monitor shows several numbers. The one to watch is voltage. If it reaches about 12.2 V, the alarm will beep. That is your signal to recharge by starting the campervan or plugging in at a powered campsite.

1. If the battery alarm sounds, start the van and drive if practical, or plug into a powered campsite.

2. Turn off unnecessary loads while the battery recovers.
3. If the alarm continues after charging, call us.

How the battery recharges

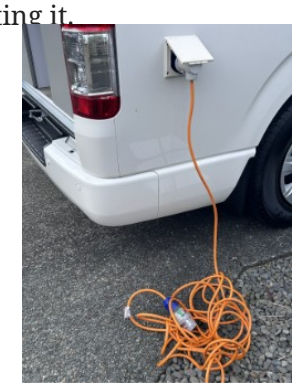
Charging source	What happens	Useful guide
Solar	Automatic whenever there is useful sunlight.	In good summer weather you may barely notice the battery dropping.
Driving	The alternator charges the house battery while the engine runs.	Roughly 25 Ah is returned for each hour of driving.
Powered campsite	Connect the supplied mains lead. Charging starts automatically.	Roughly 30 Ah per hour - the fastest normal recharge.

Typical off-grid use

Normal daily living uses around 35 Ah. With no solar, no driving and no campground power, the 110 Ah battery gives roughly three days of typical use. In summer, solar and normal driving usually extend this considerably.

240 V campsite power

- Use the supplied mains power lead at a powered campsite.
- The black 240 V power point in the kitchen only works when the campervan is connected to campsite mains power.
- There is also a mains-only outlet in the electrical compartment.
- If the 240 V breaker trips at an older campground, unplug, reset it once and try a different campground outlet. If it trips again, stop and call us - do not keep resetting it.



Using the inverter

1. Switch the inverter on.
2. Wait for the green light.
3. Plug your appliance into the inverter outlet.
4. Turn the inverter off when finished.

350 W maximum

The inverter is for small electronics such as laptops, camera chargers and similar low-power devices. Do not use kettles, hair dryers, heaters, toasters or other high-wattage appliances.

- Electrical safety: do not adjust the main battery/solar isolation switches or fuses. If you ever see smoke or smell electrical burning, switch the main system off only if it is safe to do so, leave the vehicle and call New Zealand Campervans / emergency services as appropriate.

Fridge

Using the fridge

- The campervan is fitted with a 65 L Brass Monkey fridge/freezer.
- 1. Press the SET button on the fridge control panel until RE appears on the display.
- 2. Use the + and - buttons to set the main fridge temperature to 3°C.
- 3. Wait a few seconds for the setting to save automatically. Recommended fridge temperature: 3°C. Use the main fridge setting rather than the freezer setting, as both compartments share the same cooling system.





Battery alarm while the fridge is running?

Leave the fridge running during your trip. It is designed to run from the house battery. Recharge by driving or connecting to powered campsite mains; do not repeatedly cycle the fridge on and off. Keep the ventilation spaces clear and avoid leaving the door open for long periods.

Fresh water - 51 L



Filling the fresh-water tank

- Use the clean drinking-water hose supplied with the van.
- The fresh-water tank holds approximately 51 L.
- Use a potable / clean water supply.

1. Connect the hose to a clean water supply/tap.
2. Remove the dust cap from the campervan fresh-water inlet.
3. Attach the hose securely to the inlet.
4. Open the fresh-water valve underneath the van.
5. Turn on the water supply.
6. The tank is full when water begins to flow from the tank breather underneath the van.
7. Turn off the water supply.
8. Close the valve underneath the van.
9. Disconnect the hose and replace the dust cap.

Good habit

Empty the wastewater tank before you refill the fresh-water tank. It keeps your usable capacity balanced and reduces the chance of an unexpectedly full grey-water tank.

Wastewater - 47 L



Emptying the wastewater tank

- Only empty grey water at an approved dump station / appropriate disposal point.
- The wastewater tank holds approximately 47 L.
- Rinse the waste hose with fresh water after use.

1. Remove the black cap from the wastewater outlet.
2. Connect the waste hose securely.
3. Place the other end of the hose into the dump point.
4. Open the wastewater valve underneath the van.
5. When empty, close the valve fully.
6. Disconnect the hose and replace the cap.
7. Rinse the hose with fresh water and store it away.

If the sink stops draining

The wastewater tank may be full. Empty it at an approved dump point. Keep the sink plug in while driving to help prevent odours.

IMPORTANT: Wipe food waste off plates before washing them in the sink to reduce food stuffs going to the waste tank, and reduce smells in the campervan.

Sink tap & outdoor shower - cold water only





- The campervan does not have a hot-water system. The sink tap and outdoor shower have hot and cold connections, but both sides supply cold water regardless of which way the taps are turned.
- Connect the supplied outdoor shower hose as shown at handover.
- Turn the water pump on only while using the shower.
- Use water sparingly when freedom camping - your fresh-water supply is 51 L.
- Turn the pump off and drain the hose by holding it up in the air and pressing the tap so the water drains out.
- Store the hose when finished.

Toilet

Your self-contained toilet is designed to be simple to use and simple to empty - as long as it is emptied only at an approved dump station or toilet disposal point.







Before first use / after emptying

1. Make sure the waste tank is securely fitted and the slide valve is closed.
2. **Place one blue toilet sachet in the waste tank / cassette.**
3. **Fill the toilet fresh-water / flush-water tank with clean water, taking care not to overfill it.**

Using the toilet

1. Open the slide valve before use.
2. Use the toilet normally.
3. Flush using the piston pump / flush control.
4. Close the slide valve after flushing.

Emptying the toilet

1. Remove the lower waste tank / cassette and carry it upright to an approved dump point.
2. Open or rotate the emptying spout as shown at handover.
3. Press the air-release / vent button while pouring. This lets the tank empty smoothly without splashing.
4. Rinse the tank with clean water.
5. **Close everything securely, place one new blue sachet in the waste tank, then reinstall the cassette.**

Never empty toilet waste on the ground or into stormwater

Empty the toilet waste tank regularly during your trip rather than waiting until it is completely full. Use designated dump stations only. Keeping the toilet clean and correctly dosed makes a huge difference to odour control.

Ensure the toilet waste tank is clean and the toilet has been wiped down and cleaned before return.

Cooking & Roof Vent

Using the gas stove

- Open the gas bottle valve.
- Turn the burner knob to the large-flame position and hold it in.
- Press the igniter until the burner lights.
- After cooking, turn the burner off and close the gas bottle.





Gas safety

Ventilate while cooking. Keep tea towels, bedding and other flammable items away from the stove. Never leave a lit burner unattended. Turn the gas bottle off before driving.

Roof vent

- Open and close using the fitted handle.
- Gently pull across bug screen or night mode screen
- Always close the roof vent fully before driving. If it is left open, it can catch the wind - especially at speed or in gusty conditions - and cause expensive damage.
- Do not force the mechanism.







Living area & bed setup









Converting the dining area to a bed

1. Clear the table and remove / lower it as demonstrated at handover.
2. Position the table / bed support between the seat bases.
3. Fit the support boards so the sleeping platform is fully supported.
4. Arrange the seat cushions to form the mattress surface.
5. Add sheets, duvet and pillows. Reverse the process in the morning.

Camping and Freedom Camping around New Zealand

Your campervan is certified self-contained, which gives you more flexibility - but freedom camping rules still vary between councils and locations. Always check signs and current local rules before staying overnight.

- **Find legal places:** use CamperMate, Rankers Camping NZ, DOC information and local council signage.
- **Leave no trace:** take rubbish with you and never discharge grey water or toilet waste outside approved facilities.
- **Be considerate:** keep noise low, park within marked areas and leave enough room for others.
- **Weather:** check MetService and road conditions, especially before alpine or remote travel.
- **Road restrictions:** follow your rental agreement and do not drive on prohibited, closed, flooded, beach or unsuitable roads.

Powered campsite tip

When you have access to a powered site, plug the campervan in. It quickly tops up the house battery and lets you use the mains-only 240 V outlet.

Before you return the campervan

A quick tidy and systems check helps us turn the van around properly for the next travellers - and makes the return simple for you.

- ☐ Confirm your return time and location with Teresa.
- ☐ Fill with 91 unleaded petrol to the agreed level.
- ☐ Empty and rinse the wastewater tank at an approved dump point.
- ☐ Empty, rinse and clean the toilet.
- ☐ Empty the fridge, wipe it out and switch it off.
- ☐ Wipe kitchen surfaces and sweep the living/cab floor.
- ☐ Remove rubbish and personal belongings.
- ☐ Return hoses, power lead, outdoor shower, chairs, table and all supplied equipment to their storage places.
- ☐ Close roof vent and retract awning.
- ☐ Report any damage, breakages, warning lights or equipment problems - even if they seem minor.
- ☐ Clean the cooking indoor cooking hub.
- ☐ Clean the portable gas cooker and discard any empty bottles.

No need to wash the linen

Leave the laundry for us. We would rather you spend your last morning enjoying New Zealand than hunting for a laundromat.

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We hope you had the BEST time.

New Zealand is made for road trips, and exploring it by campervan is something we genuinely love. Our dream is to help make that freedom, those unexpected stops and those unforgettable views part of your story too.

If we helped make your trip special, would you leave us a Google review?

Scan to leave a review

Tag us in your photos too - we love seeing where the vans end up!
Instagram: @newzealandcampervans | Facebook: New Zealand Campervans
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Thank you for choosing New Zealand Campervans
Safe travels - and if New Zealand calls you back one day, we would love to see you again.