# CLOUDBREAK

*Your complete guide to your Chill'd by JUCY vehicle*

## New Zealand | Gen001

jucy.com | October 2026

*Images within this manual are for illustrative purposes only.*
*Actual vehicle, model, and exterior paint colours may vary.*

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# GETTING STARTED

## Welcome to Your JUCY Vehicle

### Before You Hit the Road

Welcome to your Chill'd by JUCY adventure! This manual is your complete guide to everything you need to know about your vehicle. Please read all sections carefully before your trip begins to ensure a safe and enjoyable experience.

**IMPORTANT INFORMATION**
Before starting your journey, take a few moments to familiarise yourself with the campervan and make sure everything is secure. These simple checks will help you enjoy a safe and comfortable journey.

| Tip | What you need to know |
|---|---|
| **Download the vehicle manual** | Get to know your vehicle with our how-to videos and the full vehicle manual. Scan the QR code in your vehicle to find them, and make sure you're looking at the correct vehicle generation. |
| **Secure your belongings** | Make sure luggage and personal items are safely stored. Close and latch all cupboards, drawers, the fridge/freezer and bathroom or shower doors. Avoid leaving loose items on benches, tables or the dashboard as they may move when driving. |
| **Check the outside of the vehicle** | Ensure you have disconnected external power, water and other connections have been disconnected. Take a quick walk around the vehicle before departing. |
| **Know your vehicle's dimensions** | Be aware of the vehicle height, width and length. Take extra care around low branches, bridges, tunnels, car parks, petrol stations and other areas with restricted clearance. |
| **Allow extra space** | Allow additional space when turning, changing lanes, merging and stopping, and maintain a safe following distance. |
| **Keep left** | In New Zealand, we drive on the left-hand side of the road. Take extra care when turning, entering roundabouts and changing lanes. |
| **Take care when reversing and parking** | Use your mirrors and reversing camera where fitted, but don't rely on them alone. Check your surroundings carefully and, where possible, have someone outside the vehicle guide you. |
| **Plan your route** | Check that your planned route is suitable. Consider vehicle height and road conditions, and don't assume your GPS will account for the dimensions of your vehicle. |

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| **Take extra care in regional areas** | Regional roads can be narrower, winding or unsealed, with fewer fuel stations and services. Plan fuel and rest stops ahead of time and allow extra time for your journey. |
| **Watch for wildlife** | Animals are more active around dawn, dusk and overnight, particularly in regional areas. Stay alert and reduce your speed where appropriate. If an animal enters the road, brake firmly and stay in your lane where it is safe to do so. Avoid sudden swerving. |
| **Be particularly careful at dawn and dusk** | Visibility can change quickly around sunrise and sunset, and wildlife may be more active. Reduce your speed, use your headlights as appropriate and remain alert for animals, cyclists and other road users. |
| **Allow for changing road conditions** | Drive to the conditions and take extra care on narrow bridges, winding roads, uneven surfaces and in wet or windy conditions. |
| **Check your fuel and mobile coverage** | Don't assume the next fuel station or town will be nearby. Plan ahead when travelling long distances and be aware that mobile coverage can be limited in regional and remote areas. Download maps or directions before entering areas with limited coverage. |
| **Be aware of limited services in regional areas** | If you travel a long distance from one of our branches, access to vehicle repairs, roadside assistance, parts, and other support may be limited, particularly in remote areas, on weekends and during holiday periods when some repairers may be closed. If you experience an issue, contact us as soon as possible so we can work with you to find the best available solution. ***Please be patient while we coordinate assistance, as arranging repairs or recovery in regional areas can take additional time and coordination.*** |
| **Take your time** | If you're new to driving a campervan, allow yourself time to become comfortable with its size and handling. Take it easy, leave plenty of space and enjoy the journey. |
| **Freedom camp responsibly** | Your vehicle is NOT self-contained. This means that you must not camp in areas for self-contained vehicles only. |
| **Rubbish Bins** | You'll also find a reusable rubbish bin in your vehicle. Pop your rubbish in there, empty it at a verified dump point, then give it a rinse, so it's ready to use again! Please help us keep our environment clean. |

## Description of Keys

### IGNITION KEY:

Use the indicated ignition key to:
- Start your vehicle.

*Ignition key*

*Ignition barrel*

## Vehicle Equipment

### Fire Extinguisher

Each vehicle is equipped with a dry chemical fire extinguisher, meticulously selected to address both type B fires (involving grease and liquids) and type C fires (involving electrical elements).
To deploy the extinguisher effectively, grasp the ring situated atop the bottle, direct the nozzle towards the top of the flames, and press down the lever firmly. Guide the nozzle from side to side to cover the entire width of the base of the flames.
**A fire extinguisher is attached to the interior of the vehicle.**

**!**

**IMPORTANT INFORMATION**
Do not attempt to put out a fire if you are in any danger. If you are unable to control the fire, stay away from the vehicle in case of explosion and call emergency services.

# VEHICLE CONTROLS

## Dashboard & Controls

### Starting the Vehicle

*Gear tick in parking mode*

Gearstick must be in PARK and your foot on the pedal for the vehicle to start.
The dashboard will display a 'P' indicating the vehicle is in Park.
Start the vehicle using the ignition key.

*Gear stick in driving mode.*

With your foot still on the brake pedal, pull the gear stick down into the 'D' position. The dashboard will display a 'D' indicating the vehicle is in drive.

*Handbrake disengaged*

*Handbrake engaged*

**IMPORTANT INFORMATION**
Handbrake is located next to the brake pedal. Press with your foot to engage and disengage. When the brake is engaged, you will hear a continuous beeping noise.

## Dashboard Warning Lights

It's important to know what each dashboard warning light means and what actions you can take, because you might be able to avoid a breakdown or catastrophic failure which will result in your vehicle being towed and disrupting your holiday.

This guide will give you the facts you need to understand what the different amber and red warning lights on your dashboard mean, should they come on, why they come on, the urgency of the problem and what you should do when you see them.

**The warning lights on your dashboard follow a simple traffic light color system:**

- **Green:** The system is functioning properly or is actively in use.
- **Amber:** There is a malfunction or fault - exercise caution and have it checked at your next convenience, but it is not immediately critical and non-urgent.
- **Red:** A serious and potentially dangerous issue - stop driving as soon as it is safe to do so as this could cause severe damage, costly repairs or compromise safety.

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| | **Brake Warning**<br>Also known as the brake system warning light, parking brake warning light or brake fluid warning light. The brake warning light illuminates in red indicating that the handbrake is engaged. If the handbrake is fully released but the brake light remains lit, it indicates low brake fluid levels or if you are driving downhill for a long period of time. If the ABS warning light is also illuminated, this signals that the braking system has malfunctioned and your brakes may not work properly.<br>**Can I still drive with my Brake warning light on?** Pull over and stop as soon as it's safe to do so - keep your speed low and avoid braking suddenly. If the light goes out after you stopped the vehicle, the problem has cleared. As brake pads wear, fluid levels fall causing the light to come on. If the problem persists please get in touch with Roadside Assistance. |
| | **ABS Warning**<br>Also know as ABS (Anti-lock Braking system) is an add-on safety system to prevent the brakes locking and skidding. ABS helps to prevent the wheels from locking when under hard braking. If ABS fails, normal brakes are unaffected, though they operate without ABS. The most common cause for ABS warning light is a damaged wheel speed sensor. Diagnostics and fault code scanning should determine the malfunction.<br>**Can I still drive with my ABS light on?** If the ABS light comes on by itself you should still have normal, unassisted braking, so it's safe to continue your journey - but keep your distance, take extra care, and get it checked as soon as possible. If it comes on with the red brake warning light it could indicate that the brake system is failing and you should stop straight away and get in touch with roadside assistance. |
| | **Electronic Stability Warning**<br>Also known as Electronic Stability Control (ESC). This warning light indicates a problem with traction control. If it's flashing it means the ESP system is intervening - for example, if you're driving on a slippery road. If the light stays constantly lit, it indicates a malfunction. The ESC / ASR system is reliant on wheel speed sensors and as these sensors are prone to damage. The |

| | |
|---|---|
| | ESP light will light up with the word 'OFF' if the system has been deactivated, in which case you may have inadvertently turned it off.<br>**Can I still drive with my Electronic stability light on?** Yes, be cautious and drive to the conditions. To check, try stopping, shutting down and restarting the engine. If the light remains on after restarting get in touch with roadside assistance. |
| | **EBD Failure Warning**<br>The simultaneous illumination of the brake warning light, ABS light and the ESC warning light mean that the EBD system is either unavailable or has malfunctioned. EBD stands for Electronic Brakeforce Distribution and is responsible for distributing brake force to individual wheels, helping to improve the van's braking abilities.<br>**Can I still drive with my EBD light on?** Yes, however with an EBD failure, unstable braking may occur such as locked rear wheels or the van may swerve when braking. Drive cautiously since the vehicle's brakes need to be serviced right away, please get in touch with roadside assistance. |
| | **Seat Belt Warning**<br>When this light goes red it means that at least one element of the seatbelt is not working correctly or there is problems with seat belt / buckle. Wiring under the seats dislodged.<br>**Can I still drive with my seatbelt light on?** When the seatbelt is clipped in and buckled correctly, this light will go away. Check all seatbelts are buckled and clipped in correctly. It can also come on if a heavy bag is placed on a seat, making the vehicle think that someone is sitting in the seat without a seatbelt on. If you have checked that all seatbelts have been fastened correctly and there is no heavy bag on a seat to cause this and you cannot get it to turn off, please get in touch with roadside assistance as it will need to be sent to a local mechanic for checking/repair. If it is the driver's seatbelt that is causing this issue, you cannot drive the vehicle. The vehicle will need to be towed to nearest branch or repairer to be fixed. |
| | **Engine Coolant Overheating Warning**<br>Also known as the coolant temperature warning light. This light will come on when the engine is overheating. This could mean that coolant levels are running low, perhaps due to a leak in the system, or it could be a sign of a larger problem, like a head gasket failure.<br>**Can I still drive with my engine overheating light on?** If this light is red you should stop straight away, as without enough coolant your engine will have irreparable damage. Check that coolant levels are not below the minimum mark on the reservoir tank. If topping up, allow time for the coolant to cool before removing the cap. Have a look to see if there are any obvious leaks. If you can't see any and the light goes off after topping up then you should be fine to continue your journey. If the light comes back on again after topping up please stop the vehicle and get in touch with roadside assistance. |
| | **Battery Warning**<br>Also known as the battery charge light or battery charging system light. If this light comes on when you're driving it indicates that the battery is not charging. This could be due to a problem with your car's electrical system and it could have several causes, such as a faulty alternator, faulty battery, bad electrical connection or damaged cabling.<br>**Can I still drive with my battery charging system light on?** Yes, however your car will run as normal until the battery is dead but once it is drained your vehicle will not start. If this light comes on, get in touch with roadside assistance. |

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| | **Oil Pressure Warning**<br>Also known as the low engine oil or low oil pressure light. The oil warning light comes on when either the oil temperature gets too high or the oil level or pressure is too low. If the oil is not lubricating the engine effectively it could lead to expensive or irreparable engine damage, so it's important to act quickly.<br>**Can I still drive with my low engine oil light on?** Amber/Orange oil warning light – Usually indicates the engine oil level is low or that the vehicle requires an engine oil service/change (depending on the model year and dashboard configuration). The vehicle can often still be driven, but the oil level should be checked as soon as it is safe to do so. Red oil warning light – Indicates low engine oil pressure, which is a serious fault. The engine should be stopped as soon as it is safe to do so to avoid severe engine damage. Refer to the additional information section to see what oil type is needed. |
| | **Engine Management Warning**<br>Also known as the check engine or ECU warning light. When the engine management light is illuminated it can indicate a number of faults, from minor issues like a broken electrical sensor to a much larger mechanical issue, like a fault with your emission control system or catalytic converter.<br>**How long can I drive with my check engine light on?** If the check engine light comes on you can continue to your destination, then get in touch with Roadside assistance. |
| | **Oil Change (Red)**<br>Indicates the engine is due for a service and oil change. Continue to your destination and then contact us to schedule a mechanical visit. |
| | **Fuel Filter Warning (Amber)**<br>Indicates the fuel filter is due for a service, or there may be water in the filter. Continue to your destination and then contact Roadside Assistance. |
| | **Exhaust Temperature (Amber)**<br>Indicates the exhaust and catalytic converter temperature is too high. Stop immediately and contact Roadside Assistance. |
| | **Tyre Pressure Warning**<br>Tyre pressure monitoring systems let you know when the pressure falls. This could happen over time or it could be because of a puncture.<br>**Can I still drive with my tire pressure light on?** Yes, but you should drive with extra care and aim to check the tyres at the next opportunity. Low tyre pressure can cause unsafe driving conditions so reduce your speed, and try to avoid braking suddenly or making any violent steering actions. Inflate the tires according to the vehicle manufacturer specification in the tyre chart sticker inside either the driver's or passenger front doors. If you have a flat tyre, please use the tools and spare tyre to change it. |

# POWER & ELECTRICAL

## Power & Electrical Systems

### 12-volt electrical system

**ADDITIONAL TIPS**
If you are going to use your vehicle off-grid, we recommend you recharge your devices using the USB charging ports when driving, so not to drain the vehicle battery.

This vehicle has two batteries: one in the engine compartment, located under the bonnet, and the other in the rear of the cabin, also known as your 'domestic battery'.
The domestic battery operates the cooler box and rear interior light. The domestic battery is charged by the alternator when the vehicle is being driven.

**IMPORTANT INFORMATION**
It is recommended that the vehicle is driven for 4-6 hours a day for the domestic battery to continue to operate the 12-volt system. If the 12V battery drops to 11V or below, drive the vehicle to recharge it.

### USB Chargers

The vehicle is equipped with USB power points. These run off the 12-volt battery. Depending on your vehicle, the engine may need to be on to charge your devices. We recommend you charge your devices when driving.

# WATER

## Water

### Freshwater tank

The freshwater tank can be found in the rear of the vehicle, in the kitchen area. Your fresh water hose is located within the kitchen area storage.

**To fill the freshwater tank:**

1. Flip up the compartment that says, 'fresh water only'. It's located in the kitchen area at the rear of the vehicle.
2. Place the end of the water hose into the tank and connect the hose to the tap. Turn on the tap to fill the vehicle with fresh water.

**!**

**ADDITIONAL TIPS**

We suggest you turn the tap on slowly when refilling.
Do not use too much pressure when refilling the fresh water as the tank must be vented when filling.
In the event of an air bubble, simply remove the hose, reinsert it and fill slowly again. The tank is full when the water starts to overflow from the water inlet.

## Greywater

Any water that goes down your sink will come out of the left side of the rear undercarriage of the vehicle. Use the bucket provided to collect the water and dispose of it at an approved dump station.

## Tap & Sink

The vehicle comes equipped with a water system. To operate the tap, push and pump the handle so the water comes out of the faucet.

**IMPORTANT INFORMATION**
We ask that you **do not** put food scraps or any items other than liquids into the sink to prevent it from getting clogged in the first instance.

### Troubleshooting guide

| Tip | What you need to know |
|---|---|
| **My sink won't drain** | The most common reason for a sink not draining is due to the grey water tank not being emptied. Try emptying the grey water tank and see if this works.<br>If the grey water tank is empty and your sink still won't drain, the pipe may be blocked. We recommend pouring hot water or baking soda mixed with vinegar down the sink to unblock the pipe. |

# KITCHEN & APPLIANCES

## Using the Kitchen

### Portable Gas Stove

The vehicle is equipped with a portable butane gas stove which can be found in the kitchen compartments in a black carry case.
Inside the vehicle, the cooker is to be only used on the kitchen stove but can be used outside on a side table.

**IMPORTANT INFORMATION**
The cooker is designed to be used for very short periods – no longer than fifteen minutes at a time. This cooker is not designed for use with pans larger than 200mm.

1. To start remove gas cooker from the black carry case and place on a flat surface.

2. Open cartridge cover and place gas cartridge in.

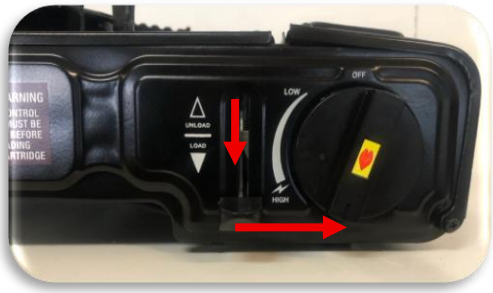
3. Turn the ignition knob "OFF" and set the cartridge lock lever to "UNLOAD".

4. Open the cartridge cover, slide the gas cartridge, top end first and with its notch up, in the compartment.

5. Open the cartridge cover, slide the gas cartridge, top end first and with its notch up, in the compartment.

6. Align cartridge collar notch with the locator tab on the gas cooker as per photo.

6. Push and turn the knob to anti-clockwise past the position until a click is heard.



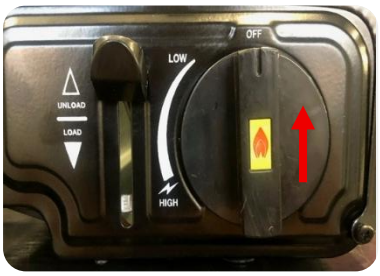

> **!** **IMPORTANT INFORMATION**
> If the burner fails to light, immediately turn the ignition knob to "OFF" position and restart again.

The flame can be controlled by turning the ignition knob between the "HIGH" and "LOW" position.

**Turn the ignition knob to "OFF" to shut off fuel supply.**

Wait until the flame is fully extinguished before performing the next step.

Raise the cartridge lever to "UNLOAD" and remove the gas cartridge from the compartment.




**IMPORTANT INFORMATION**

Do not leave the gas cartridge inside the gas cooker when not in use. It is not safe to use cooking appliances for comfort heating.

Always have sufficient ventilation when using this appliance by opening a window or door of your vehicle. Do not use in a closed vehicle.

Do not store the cartridges near other flammables, sources of heat or direct sunlight. Do not puncture or incinerate empty cartridges.

## Gas Cannister Refills

You can purchase new butane gas cannisters for your portable camping stove from Kmart, Bunnings, and or any other camping or hardware store.

Sample image of the gas cannisters for reference:

## Rubbish Bins

You'll also find a reusable rubbish bag in your vehicle. Pop your rubbish in there, empty it at a verified dump point, then turn the bag inside out to rinse, so it's ready to use again! Please help us keep our environment clean.

## Fridge

The fridge in your vehicle operates via the 12-volt system. To operate the fridge, ensure that it is plugged in and the green light is illuminated on the side of the fridge.

Depending on your vehicle, your fridge may or may not have a temperature control. If it does, you can follow these additional instructions.

### Control Panel Functions:

1. **Power button (left)** turns the unit on or off.
2. **Hot / Cold Mode button (Middle)** Switches the unit between cooling (blue indicator) and heating/warming (red indicator) modes.

3. **Temperature / Power Level Adjuster (Right):** LEDs show the active setting or power level (with multiple stages up to a "normal" or high-performance setting)

## Adjusting the temperature:

1. Press the **Thermometer/Scale button** (on the far right) to cycle through the power levels.
2. Each press increases the performance intensity by one LED step.
3. **Cooling Mode:** More lit LEDs mean a lower temperature (cools down to a maximum of **27°C below ambient temperature**).
4. **Heating Mode:** More lit LEDs mean a higher temperature (heats up to a maximum of **+65°C**)

## Switching Modes Hot and Cold:

1. Press the **Thermometer/Scale button** (on the far right) to cycle through the power levels.
2. Each press increases the performance intensity by one LED step.
3. **Cooling Mode:** More lit LEDs mean a lower temperature (cools down to a maximum of 27°C below ambient temperature).
4. **Heating Mode:** More lit LEDs mean a higher temperature (heats up to a maximum of +65°C)

**!**

**IMPORTANT INFORMATION**
It is recommended that the vehicle is driven for 4-6 hours a day for the domestic battery to continue to operate the 12-volt system.

# SLEEPING & LIVING

## Setting up for the night

### Inside Table

Inside the vehicle, you can find the table components. They are usually stored under the bed. The components include a tabletop and a table leg.

1. Take out the tabletop and table leg from the storage and insert the leg into the round area between the seats. Ensure the leg is stable and locked into place.
2. Once the leg is secured, attach the tabletop to the leg. The table is now ready to use.

**To disassemble the table:**

1. Reverse the set-up process – remove the tabletop, then the leg.
2. Store them back in their designated storage under the bed.

## Bed

The vehicle is equipped with 1 double bed that also serves as the dining area and back seats.

**Nighttime set up – front seats:**

1. Bring forward both front seats with the backrest pulled forward.

2. Unclip the elastic and pull the bed frame towards the back seat.

3. Fold down the front squab.

4. Move the front seats back against the bed for additional support.

## Daytime Setup

### DINING SETUP

The pole and tabletop are located under the bed. Place the pole into the hole on the floor then place the tabletop onto the pole.

## DRIVING SETUP

## Blinds

The vehicle is equipped with privacy curtains on the rear window, side windows and between the front and back cab.
These blinds can be rolled up when not in use.

## Storage

The vehicle has a dedicated storage area under the bed to store personal items and linen or pillows when not in use.

# FUEL, MAINTENANCE & ROADSIDE

## Fuel, Maintenance & Roadside

### Fuel

The vehicle accepts unleaded fuel only. **DO NOT** refill the vehicle with any other fuel or fluid. The fuel tank cap is marked with "Fill me up with 91" on it and can be opened by unscrewing the cap.
The fuel cap is located on the passenger side of the vehicle.
Once filled with unleaded fuel, place the fuel cap back on the inlet and turn the cap to lock it.

**IMPORTANT INFORMATION**
The vehicle accepts unleaded fuel only. If you fill the vehicle with diesel, water or AdBlue please do not start the engine. Call JUCY Roadside Assistance immediately.

## Jack & Spare Tyre

The vehicle jack and tools are located inside the kitchen. On the left side, it is stored behind a plastic cover.

The spare tyre is located underneath the rear of the vehicle.
Ensure the jack is placed under the recommended jacking point to access the spare tyre.

**IMPORTANT INFORMATION**
Check the tyre pressure and ensure it is properly inflated before continuing driving.

**ADDITIONAL TIPS**
If you do change your tyre whilst on the road with us, please call us to let us know so that we can ensure our vehicle maintenance team are notified to replace the spare tyre when you return your vehicle for the next customer.

## Additional Information

| Type | Detail |
|---|---|
| Tyre Size | 215/60R 16 |
| Tyre pressure | 45 PSI |
| Oil type | 10W40 |
| Coolant type | Red Coolant (any brand) |
| Car Battery | 55D23L |

**IMPORTANT INFORMATION**
Do not mix coolant colours. If the coolant in the vehicle is red, use red. If green, use green.

**ADDITIONAL TIPS**
Service stations may not have the correct oil type for our fleet.
It is recommended to visit a mechanic who will most likely have the correct oil type you need to purchase if an oil top up warning comes on.

# VEHICLE RETURN

## Vehicle Return

### Get ready for vehicle drop off

Please return your vehicle at the time listed in your booking confirmation.

**IMPORTANT INFORMATION**
Sorry, no after-hours drop-offs; we want to make sure every vehicle is checked in by our friendly team so you get the best send-off.

### Before you say goodbye to your vehicle

- Top up the fuel to full.
- Remove all your items, including any food or gear from cupboards, drawers, or storage.
- Empty your waste water in an approved dump station.
- Tidy up the vehicle — a quick clean, dishes done, and rubbish taken out.
- Then just hand the keys back to our friendly team and you're all set!