

# TROUBLE SHOOTING GUIDE

## HOT WATER SYSTEMS:

- If the water is not hot, check...
- Is the power switched on.
- Power box for tripped switch or blown fuse.
- Is system full of water—do you regularly top up your hot water system.
- Has your shower routine changed or increased (tank capacity and/or tariff rates will affect this).
- Remember in winter the efficiency of the tank is less than in summer and the water will get colder quicker. Fill out a Repair Advice if you still require a tradesman to fix the problem.

## WATER LEAKS

Water bubbling out of the ground could be a serious problem and could lead to further complications. Phone our office immediately!

## BATH/SHOWER LEAKS

Leaking into wardrobes or any area backing on the wet area—a regular check of these areas is advisable. If the carpet is wet, sponge and dry thoroughly and check again after use of the wet area. Advise our office if it is wet again.

## LEAKING FROM TOILET

Usually is a minor problem. Regular mopping and turning off the tap between uses is adequate until the tradesperson arrives. Complete a Repair Advice and send to our office to arrange for a tradesperson.

## WASHING MACHINE

Check...

- That the power is connected
- That the water taps are turned on.
- The load of clothes is not off balance or too high.
- Lid is connecting with on/off switch when closing.
- Hoses are securely attached.
- If leaking, check hoses for splits.
- When all else fails, phone us during office hours (if late Sunday night and out of clean clothes, locate nearest Laundromat and take riveting book with you. Phone agent Monday morning and remember to recommend good reading material)

## CLOTHES DRYER

Check...

- Clean filter before every use of dryer.
- Power is on.
- Dryer is not overladed.
- Is air temperature hot when running.

### **TAPS**

Our tradesmen use modern style washers. Taps should not be turned off tightly as this risks damaging them.

### **FAULTY SWITCHES OR FANS**

Do not attempt to fix these yourself. Do not use switches. Check that your appliance in use is not at fault (if this turns out to be the case, you will have to pay the bill).

### **LIGHTS**

Check bulb or fluoro tube and starter switch, check fuse box, then if still faulty contact us to have it attended to.

### **POWER**

Check fuse box for tripped switch or blown fuse. Check if any appliance in use may overload the system and cause the switch to turn off. Check if neighbouring properties are also without power.

### **HOT PLATES**

Check if power is connected or check fuse box for tripped switch or blown fuse. Contact us to arrange for a qualified tradesperson.

### **GARBAGE MUNCHER**

Unblock and push reset button. Do not attempt to disassemble unit. Complete a repair advice and sent to the office (in the meantime, use the old fashioned wrap in newspaper method until attended to).

### **POOL PROBLEMS**

Water level is a priority and must be kept at a level to allow water to flow through the skimmer boxes at all times. Failure to do this could result in an enormous bill for you.

Ensure the skimmer basket is in the skimmer box at all times.

No metal objects are to be allowed in the pool as it could cause corrosion marks.

No animals in the pool as this creates a huge chemical imbalance.

Ensure regular testing of water to keep correct PH level, this helps prevent mould/fungus forming in the pool.

Vacuum at least once a week to keep pool clear of debris.

Regular checks of pump to ensure motor working correctly and efficiently (making funny noises could be a forerunner to a problem) Leaking or pooling water at the pump could mean a cracked casing and will need attention.

Even if the pool is maintained for you, it is still part of your responsibility to keep an eye/ear out for any problems.