

Troubleshooting Guide

Switches

- Don't try to fix it yourself. Don't use switches. Contact your property manager.



Hot Plates

- Check if the power is connected and check the power box for a tripped switch or blown fuse.
- If everything seems okay, contact your property manager.

Hot Water

- If your supply of hot water isn't hot or isn't staying hot for as long as it should:
- Electric - Find the filler valve on the side of the hot water system and lift the lever until water flows from the overflow. You should do this every few months. If this doesn't fix the issue check to see if the power is switched on, and if the power box has tripped the switch or blown a fuse.
- Gas - Check your main gas supply to your home. Remember that in winter the tank won't work as well as in summer and the water will cool more quickly.
- If you're still experiencing little/no hot water, email your property manager with as much detail as possible and include a photo of the serial number and warranty details on your hot water system.



Power

- If your neighbours have also lost power contact your Electricity Supplier.
- Double check that you've paid your electricity bill.
- Check if you have a safety switch which may have tripped. If so, reset the switch.
- If it trips again, unplug all appliances. Reset the Safety Switch and plug in the appliances one at a time until you find the faulty appliance.
- Make sure to check the oven/stove power point. It's usually in a cupboard / drawer near the oven, also the air conditioner and water tank power point located externally.
- If this doesn't fix the problem please email your property manager.



Water Eruptions

- Water bubbling out of the ground could be a serious problem and could lead to further complications.
- If you notice your white storm water outlets constantly wet with no explanation, this could indicate an underground leak. Phone your property manager immediately as this is an emergency.



Blocked Sink or Drain

- Report a major blockage to your property manager. However, if your sink or shower takes a long time to drain: Try using Draino. Clear out hairs and buildup, then follow the instructions on the bottle. Do the same thing if your drains are starting to smell.
- Remove old food from the kitchen outlet and pour boiling water down the drain.
- Never put fat and oil into a drain as these clog up the pipes.



Garage Door

- The remote batteries may be flat. Try a new set of batteries in the remote control.
- If there's an error code showing on the motor, check the garage door manual.
- The door won't close if anything is blocking it. Make sure there's nothing in the way.
- If none of the above work, email your property manager with as much detail as possible, and include photos of the door and motor.
- If the garage door is stuck and you need to either open or close, put the garage door into manual mode by pulling the string near the motor. Make sure you lock it back into place.



Leaking Toilet

- Email your property manager describing the leak and include pictures of where the leak is coming from.
- While you wait for a plumber turn the tap behind the toilet off between uses to avoid wasting water.



Lights

- Tenants are responsible for light bulbs. You need to replace any that stop working.
- Check you have the right voltage.
- If the light still isn't working email your property manager.



Smoke Alarm

- If your smoke detector is beeping you need to replace the battery. Take off the cover and put in a new 9 volt battery. If there's no lights with the new battery contact your property manager.
- The alarm might beep for up to 24hrs after the battery change. If it keeps going after that, tell the property manager – this is an emergency.



Plumbing Leaks

- The most common problem is leaking from bathrooms and laundries into next door rooms. A regular check for water leaks is a good idea. If the carpet/floor is wet, dry the area thoroughly and check again after use. Email your property manager with photos and as much detail as possible.

