

Maintenance Troubleshooting List

Below are some of the commonly encountered tenant problems and some troubleshooting suggestions to try before you lodge a maintenance request.

NO POWER

1. Has the safety switch has been activated?

If so, reset the safety switch in the fuse/meter box OR

2. Perhaps one of your appliances is faulty (for example, your fridge).

** Note if you call out an electrician and your appliance is at fault, you will be invoiced for the call-out*

> Turn off the power points and unplug all the appliances in the house.

> Reset the safety switch in the fuse/meter box.

> Plug in the fridge (or other appliance) and turn on the power point.

> If the safety switch clicks off again, you know the problem is the appliance, which needs repair.

> If not, test another appliance in the same manner OR

3. Perhaps your street is suffering a temporary interruption or fault:

> Contact your electricity company to check for any power outages

> If you live in a townhouse or apartment, there may be an interruption or fault that affects the complex - check with a neighbour to ascertain this. If the problem is complex-wide, contact the Body Corporate or Building Manager.

LIGHTS AND POWERPOINT NOT WORKING

1. Has the safety switch has been activated?

2. Reset the safety switch in the fuse/meter box.

3. You may have a blown light bulb.

4. Replace the light bulb and try the light again.

5. You may have a faulty appliance - try plugging the appliance into a different power socket. If it still does not work, the appliance may be broken.

NO HOT WATER

1. Did you remember to arrange your Gas/Electricity supply company when you moved?

2. Perhaps the tap to fill the system has been turned off?

3. Ensure that the tap is turned on fully.

4. Ensure the hot water switch in the meter box is in the on position

If you have an electric system

1. Ensure that the safety switch in the fuse/meter box is engaged.

2. Does the hot water system need refilling or topping up?

* Avoid this by checking the overflow pipe approximately every 6 months. * Usually there is a copper valve on an electric hot water system and an overflow pipe. Pull up the lever until water begins to come out of the overflow pipe.

If you have a gas system:

1. Check the pilot light. If it has gone out, follow the user instructions to relight it. (Some systems may require a tradesperson to do this but, in most cases, self-lighting is easy if instructions are followed)
2. Ensure that the valve on the gas meter has been turned on.

BLOCKED SINK OR SHOWER

Report a major blockage to your property manager. However, if your sink or shower takes a long time to drain:

1. Try using Drano or similar product to free the blockage.
2. Clear hairs and old soap from the waste pipe and U bend by putting a bucket under the pipe, unscrewing it and removing the debris. Re-attach the pipe and pour boiling water down the drain.
3. Remove old food from the kitchen outlet and pour boiling water down the drain.
4. Never put fat and oil into a drain as this clog up the pipes.

TAP WILL NOT TURN OFF

If a tap won't turn off and water is gushing, go to the mains which is usually situated near the garden tap – turn off the mains tap here and call the office or the urgent maintenance phone if outside business hours.

STOVE/COOKTOP NOT WORKING

If you have an electric stove

1. The connections may be loose or dirty.
2. Pull out the elements, clean and replace them.
3. The energy supply may not yet have been connected.
4. Ensure electricity has been connected to the property.

If you have a gas stove

1. The gas igniter may be obstructed.
2. Ensure the element is correctly positioned on the stove top.
3. Ensure gas has been connected to the property.

GARAGE REMOTE NOT WORKING

1. The remote-control batteries may be flat.
2. Try a new set of batteries in the remote control.
3. The control settings may be incorrect.
4. Check the number code on the back of the remote control and ensure that they match those on the control box panel in the garage.
5. Check that the lever (which is usually situated next to the control box) inside the garage is set to 'auto', as opposed to 'manual' (which allows you to open the door with a key or lift the door manually)
6. The doors will not close if anything is in the way.
7. Check that nothing obstructs the doors.

1. May need to be re-set – turn off at switch and unplug – leave 5 mins plug back in should reset.
2. Check batteries in remote. (in some cases, the remote may need replacing and the unit is not syncing with the remote correctly)
3. The filters may need cleaning – refer to the manual on how to do this

AIRCONDITIONING | HEATING/COOLING

If a split system/reverse cycle

If ducted

1. Check all vents are open
2. Check temperature gauge is set at desired temperature
3. Check if pilot light has gone out

SMOKE DETECTOR HOUSE ALARM

If your smoke detector is beeping it is usually an indication the battery is low –

1. Remove the cover and insert a 9-volt battery. If it is still beeping this signifies that there is maybe an issue with unit.
2. If your property has a bar code or date on it then this is managed by Detector Inspector – call them direct to book an appointment for them to attend 1300 134 563.

House Alarm is going off

1. Contact the office or the number of the supplier usually found on the keypad or the alarm box (usually in a cupboard somewhere)