

## **Trouble Shooting**

### **Before you make the call - Have you checked the following?**

We've listed some common maintenance problems below and what your next steps should be.

If after trying these suggestions the issue persists, contact your Maintenance Director (CERC) or CEHL (CMC / Direct Managed)

## **Plumbing and Hot Water Service Issues**

### **A water pipe has burst**

If it is safe to do so, turn the water off at the mains. Then contact your Maintenance Director (CERC) or CEHL (CMC / Direct Managed) to arrange a contractor to attend.

### **I have no water in my property**

Water supply failure can occur for several reasons. Check if the water has been turned off at the mains. If the water main is turned on, check with your local water provider to ensure there is no water outage in the area.

If the main is turned on and there is no known outage in the area, contact your Maintenance Director (CERC) or CEHL (CMC / Direct Managed) to arrange a contractor to attend.

### **There is a sewer blockage or sewerage is backing up through the drains**

If sewerage is backing up through the drains, contact your Maintenance Director (CERC) or CEHL (CMC / Direct Managed) to arrange a contractor to attend.

### **The shower or toilet is blocked**

Attempt to clear any visible blockage (like hair in a drain). If the blockage persists, contact your Maintenance Director (CERC) or CEHL (CMC / Direct Managed) to arrange a contractor to attend.

### **Not hot water at all**

Check to see if your hot water system (HWS) is leaking from the unit. It is normal for the overflow valve to be leaking slightly with dripping water, however if water is running out of the unit, contact your Maintenance Director (CERC) or CEHL (CMC / Direct Managed) to arrange a contractor to attend.

If the HWS is not leaking and is not heating up at all, contact your Maintenance Director (CERC) or CEHL (CMC / Direct Managed) to arrange a contractor to attend.

### **Gas hot water system**

If you have just moved to the property, ensure the gas has been connected.

The pilot light may have gone out. Instructions outlining how to reignite the pilot light are found on the back of the small cover plate at the base of the unit.

If you have checked these issues and allowed time for water to heat up, but are still having problems, contact your Maintenance Director (CERC) or CEHL (CMC / Direct Managed) to arrange a contractor to attend.

### **Electric heat pump system**

This type of hot water system (HWS) draws heat from the surrounding air in order to heat water.

If this system is not working, contact your Maintenance Director (CERC) or CEHL (CMC / Direct Managed) to arrange a contractor to attend.

### **Solar hot water system**

Check that your booster is on, especially if it has been overcast. If the booster is on, and the system is still not working, contact your Maintenance Director (CERC) or CEHL (CMC / Direct Managed) to arrange a contractor to attend.

## **Electrical Issues**

### **My property has a complete power outage**

Call your energy provider to check if there is a power outage in your area. If there is not an outage in your area, check your meter box to determine if the circuit breaker has tripped. If your circuit breaker has tripped, you may need to perform an isolation test.

### **How to perform an isolation test**

At your power box, put all switches in the off position, including the mains power.

Wait 10 minutes then switch all to the on position.

The Residual Current Device (RCD) is an electrical safety device designed to switch power off immediately. By switching each of these off, the device should reset.

### **Were you able to reset the Residual Current Device (RCD)?**

**No** – the RCD may be faulty and need replacing. Contact your Maintenance Director (CERC) or CEHL (CMC / Direct Managed) to arrange a contractor to attend.

**Yes** - continue the isolation test following the instructions below.

After 10 minutes, turn the mains power back on and turn on each RCD switch one by one.

Inside your property, plug in each appliance and switch power points on one at a time. If the power does not trip, turn off the power point, unplug the appliance and move on to the next appliance. Continue this process until all appliances are checked.

Once you have checked all power points and all appliances, plug your appliances back in. If the power trips out again after performing an isolation test, it is likely your circuit board has been overloaded or there may be a faulty appliance. Solve this by turning off one or more appliances until the power can be reset, then move one or more appliances to a separate circuit or turn them off when not in use.

### **I have no lights**

Check to see if the light circuit breakers in the power box have tripped. You can reset them by turning them off and on again.

If any light bulbs are blown, replace them. If they still don't work, contact your Maintenance Director (CERC) or CEHL (CMC / Direct Managed) to arrange a contractor to attend.

\*It is your responsibility as a tenant to replace all globes and fluro starters, including down lights, IXL heat lamps, range hood, fluorescent tubes and oven lights.

### **The electric oven or cooktop doesn't work**

Check the power box outside to ensure the Residual Current Device (RCD – a safety device) has not tripped.

Check the child safety switch and ensure it is turned on.

Some power points are located within a cupboard and the lead may have come out of the wall. Look for a power point with an extra switch and ensure that it is in the ON position.

Refer to the manual and troubleshooting guides, these can be viewed from the manufacturer's website.

If it still doesn't work, contact your Maintenance Director (CERC) or CEHL (CMC / Direct Managed) to arrange a contractor to attend.

### **My air conditioner is leaking or does not work**

Are you running your unit at the correct temperature?

The correct temperature is 22-23 degrees. If the air conditioner is set to a lower temperature the compressor will run continuously and cause the indoor coil to ice up and leak.

Please ensure the drain pipe is not blocked.

Check that the filters are clean.

Check the power box to ensure the Residual Current Device (RCD - a safety device) has not tripped.

Have you replaced the batteries in the remote control?

Refer to the manual and troubleshooting guides, these can be viewed from the manufacturer's website.

If it still doesn't work, contact your Maintenance Director (CERC) or CEHL (CMC / Direct Managed) to arrange a contractor to attend.

## **Gas Issues**

### **My gas cooktop is not working**

Check your gas is turned on at the meter.

Ensure the elements are clean.

If you are concerned about a gas leak, turn off the gas valve underneath the cook top or at the meter and contact your Maintenance Director (CERC) or CEHL (CMC / Direct Managed) to arrange a contractor to attend.

Gas Hot Water Service- see Plumbing and Hot Water Service Issues above

### **If you smell gas outside**

If you smell gas outside or near the gas meter, this is almost certainly not a problem.

Pressure increases in the gas lines are naturally vented by the regulator on your gas meter, and this will disperse quickly. Just give it 30 minutes and then check.

If there is still gas leaking then please call your gas supplier as the regulator may be faulty.

The meter and regulator are the property of the gas supplier, so you need to contact them directly

## **Other**

### **My garage remote / FOB doesn't work**

It is your responsibility to change the batteries in the remote.

### **Common Embedded Network issues**

As with any utility, (power, gas, or phone/internet) the occupant/tenant has the business relationship with the provider. When a problem arises the occupant must make reasonable efforts to contact their provider.

Whenever you experience difficulties with your phone or internet, it is essential that you first contact your provider and inform them of the issue. The provider will conduct tests on your line and report what needs to be done.