

TROUBLE SHOOTING

HOT WATER SYSTEMS

If your supply of hot water is not hot or does not seem to last as long as it should, your hot water system may need topping up. Locate the filler valve on the side of the hot water system and lift the floppy lever until water flows from the overflow. Repeat this process every few months. Otherwise, check...is the power switched on; has the power box tripped the switch or blown a fuse; or 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. Note: Please follow the above procedure before requesting maintenance. If this does not rectify the problem, please advise the agent in writing. Remember a leaking hot water tap will cause pool supply of hot water and high electricity accounts.

ELECTRIC:

Main Pressure Hot Water System (Rheem, Vulcan or Dux)

The relief valve is to be released once every 6 months, this will prevent calcium build up under the relief valve

Coil Exchange Hot Water System (Regal, Saxon or Braemer)

These systems must be "topped up" every 3 months. The relief valve is to be lifted up until water runs out the overflow or indicator breather.

GAS:

Storage Type Hot Water System (Vulcan, Dux or Rheem)

Instructions on lighting this type of Hot Water System will be on the instruction panel located on the HWS, alternatively contact the agent.

Instantaneous Hot Water System (Rinnai or Bosch)

Instructions on lighting this type of HWS will be located on the inside panel of the HWS, alternatively contact the agent.

WATER LEAKS

Water bubbling out of the ground could be a serious problem and could lead to further complications. They can also increase your water accounts at your expense. Please contact the agent immediately.

BATH/SHOWER LEAKS

The most common problem in properties is leaking from wet areas i.e. bathrooms, laundries, kitchens, into adjoining rooms. A regular check for water leaks is advisable. If the carpet/floor is wet, sponge and dry the area thoroughly and check again after use of the wet area, contact the agent if there is a problem.

LEAKING FROM TOILET

Usually this is a minor problem. Regular mopping and turning off the tap between uses is adequate until the tradesperson arrives. Please contact the agent for repairs.

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

CLOTHES DRYER

Check...

- Clean the filter before every use of the dryer

- Is power on
- Dryer is not overloaded
- Is air temperature hot when running

FAULTY SWITCHES OR FANS

Do not attempt to fix it yourself. Do not use switches. Contact the agent.

LIGHTS

Check power or fuse box. Ensure the power is on and the switch has not tripped. If problem not remedied, contact agent.

POWER

If your neighbours have also lost power contact ENERGEX. Otherwise check if you have a Safety Switch, which may have tripped. If so, reset the switch. If it trips again, unplug all appliances from power points. Reset the Safety Switch and plug in appliances one at a time until the faulty appliance is located. If you have a fuse box check this for a blown fuse.

Note: If this does not rectify the problem please notify our office.

Tenants will be required to pay for callouts where a faulty appliance belonging to them has caused the problem.

HOT PLATES

Check if power is connected or check power box for a tripped switch or blown fuse. Contact the agent to arrange tradesperson, please inform them of type, gas or electric and if possible model numbers.

AIR CONDITIONING

Ensure all windows and doors are closed to maximise cooling or heating to one area, otherwise it can over exert the unit causing it to fail. Check and clean the filters regularly. If the tradesperson finds that the tenant has not maintained the unit then the cost will be at the tenant's expense.

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 enormous expenditure to you.
- 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 the 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.

REMEMBER

Always contact your agent in writing to advise of any maintenance that must be done at the property. We will not accept maintenance unless this is in writing;

Office Contact Details

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07 3379 3535

OR

Use the Maintenance Manager App, instructions provided.