



LUXE

PROPERTY

General Troubleshooting Manual for Tenants

The purpose of this manual is to provide tenants with a quick reference guide to assist with troubleshooting any issues that may arise during the tenancy. Furthermore, this information should assist in determining if a tradesperson is necessary to attend to the issue immediately or not.

We are committed to offering the highest level of Customer Service and in doing so, we feel its important to educate and provide guidance to ensure a smooth tenancy for all involved.



LUXE

PROPERTY

General:

What Isolation points look like, and how to operate.
(Water, Gas & Electricity)

If there is a risk to property, person or an animal's safety then isolation of the affected service is the first port of call.

Following is the typical process to isolate each service as needed.

Water Meter:



Locations:

- House – In the front yard/garden bed just in from the property boundary.
- Unit – Common meter is located in the front yard/garden bed just in from the property boundary – each unit should have its own meter or isolation valve on the external wall of each unit. In some cases, there is no separate isolation for each unit. Your water supplier can confirm this if you are unsure.
- Apartment – Common meter is generally located in the cupboard foyer of the main entrance. Individual meters are generally located in a service cupboard on each floor or below ground car parks.



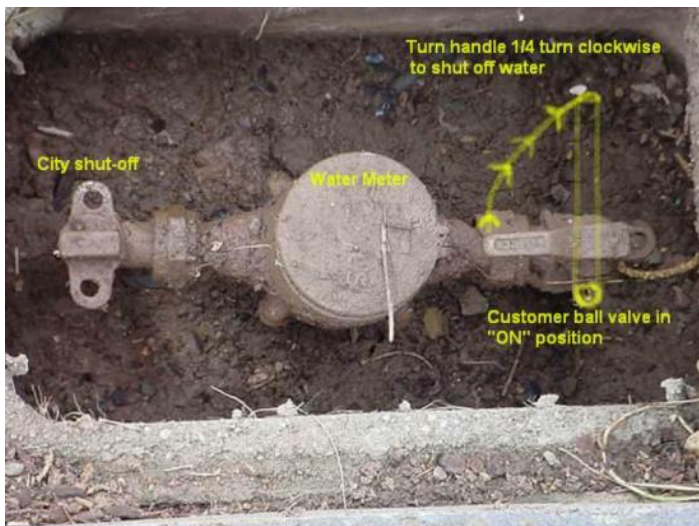
LUXE

PROPERTY

Isolation:



- Isolate a stop tap, the handles need to be turned in a clockwise direction until the handle stops.
- To isolate a ball valve, the handle needs to be turned in a clockwise direction so the arm is right angle to the meter.





LUXE

PROPERTY

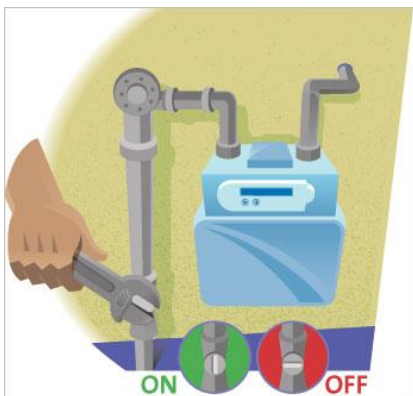
Gas Meter:



Locations:

- House – Generally located on the front corner of the house on the opposite side to the driveway.
- Unit – Generally located on the front corner of the building on the opposite side of the driveway.
- Apartment – Generally located in the common car parking area of the building either in service cupboard or a caged compound.

Isolation:



To isolate a ball valve, the handles needs to be turned in a clockwise direction so the arm is right angle to the rise piper.



LUXE

PROPERTY

Electricity Meter:



Locations:

- House – Generally located on the front exterior of the house in the meter panel or inside, just in the front door. Some older houses may have them in the cupboards.
- Unit – Sometimes outside per a house but generally located just inside the front door. Sometimes these are hidden within the unit on a wall or in a cupboard.
- Apartment – Sometimes located just inside the front door. Sometimes these are within the apartment on a wall or in a cupboard/wardrobe.



LUXE

PROPERTY

Isolation:

On a switchboard in all cases there should be a switch, (or switches) labelled “Main Switch” and in some cases “Main Isolator”.

This is typically located on the LEFT side as per image below.



The same applies on an older switchboard as below.

This can also be in the form of a black switch or switches.

There may be a Main Switch for the lights and power as well as a separate one for the hot water unit.

Both need to be switched off to isolate power to this property.


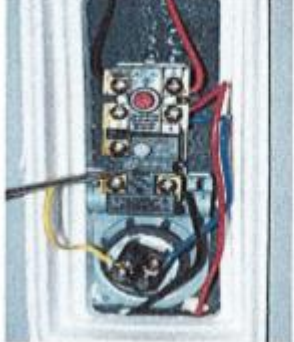





LUXE

PROPERTY



Common Faults & Easy Fixes - Plumbing:

Fault	Possible Tenant fix
<p data-bbox="309 651 775 685">Gas Hot Water Unit Not Working</p> 	<p data-bbox="815 658 1345 763">Re-light pilot light by following the correct lighting instructions printed on the unit.</p>
<p data-bbox="309 1099 775 1133">Electric Hot Water Unit Not Working</p> 	<p data-bbox="815 1137 1358 1243">Ensure main power switch and hot water circuit breaker/fuse are in the on position.</p>
<p data-bbox="309 1509 555 1543">Blocked Waste Pipe</p> 	<p data-bbox="815 1547 1385 1727">Attempt to clear with a plunger. Chemical drain cleaner eg. Draino is not recommended as this may react with the stronger chemicals that a plumber may need to use if they attend.</p>



LUXE




PROPERTY

Fault	Possible Tenant fix
<p data-bbox="308 544 738 607">Leaking Trap Or Waste Pipe Under The Sink</p> 	<p data-bbox="821 548 1361 651">Ensure nuts on the fixture trap are tight, as these can come loose or leak if knocked.</p>
<p data-bbox="308 1077 775 1106">Beeping Coming From Hot Water Unit</p> 	<p data-bbox="821 1088 1358 1191">If a Mildred (pictured left) is installed, replace 4 x AAA batteries which are located on the top of this safety valve.</p>
<p data-bbox="308 1554 775 1583">Cook Top Won't Light/Faulty Burners</p> 	<p data-bbox="821 1547 1334 1650">Ensure all burner parts are seated correctly and are clean/free of grime and grease build up.</p> <p data-bbox="821 1659 1334 1722">Try lighting with a manual source as often auto ignition can stop working.</p>



LUXE

PROPERTY



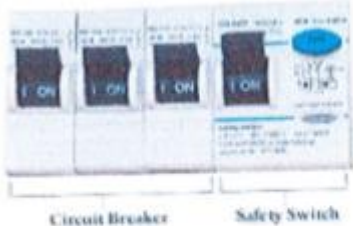
Fault	Possible Tenant fix
<p data-bbox="304 510 451 539">Leaking Roof</p> 	<p data-bbox="863 510 1398 618">Place bucket under the affected area and empty as needed until its safe for a roof plumber to attend.</p> <p data-bbox="863 622 1398 730">If running near any electrical equipment, switch off the mains at the switchboard.</p> <p data-bbox="863 734 1398 842">The leak is most likely caused by a blocked gutter, overflowing downpipe or cracked roof tile.</p> <p data-bbox="863 846 1398 909">A roof plumber will attend when its safe to do so.</p>
<p data-bbox="304 1037 507 1066">Burst Water Pipe</p> 	<p data-bbox="863 1043 1398 1111">Turn off the water at the mains until a plumber can attend.</p>
<p data-bbox="304 1503 408 1532">Gas Leak</p> 	<p data-bbox="863 1503 1366 1570">Turn off the gas at the mains until a plumber can attend.</p> <p data-bbox="863 1574 1366 1641">Open all doors/windows to ventilate until smell dissipates.</p>



LUXE

PROPERTY


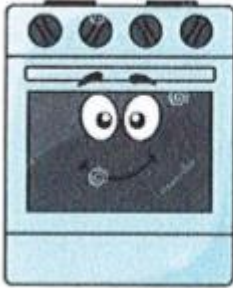

Common Faults & Easy Fixes - Electrical:

Fault	Possible Tenant fix
<p data-bbox="300 656 715 723">There is no power in the dwelling.</p> 	<p data-bbox="853 656 1369 837">Step 1: Find the switchboard and make sure all switches are on. Step 2: Call your supplier or look online to check if there is an outage. Step 3: Have you paid your bill?</p>
<p data-bbox="300 1108 715 1176">Electric Hot Water Unit Not Working</p> 	<p data-bbox="853 1115 1348 1182">Ensure main power switch and hot water circuit breaker are on.</p>
<p data-bbox="300 1541 715 1574">Safety Switch keeps tripping</p>  <p data-bbox="355 1809 651 1832">Circuit Breaker Safety Switch</p>	<p data-bbox="853 1534 1407 1930">Disconnect all appliances, then try and turn on. If the safety switch remains on, then its likely one of your appliances is faulty. This will be a process of elimination to work out which one it is..... what were you using at the time? Eg. Kettle cooktop etc. You can then try plugging one in at a time until the switchboard trips again to work out which one it is.</p>



LUXE

PROPERTY

Fault	Possible Tenant fix
<p data-bbox="308 510 692 577">Range hood, Cooktop or Dishwasher etc is not working</p> 	<p data-bbox="858 510 1310 577">Check all switches are on at the switchboard.</p> <p data-bbox="858 584 1406 725">Check for switches near the appliance, above the benchtop, in a cupboard, or for any power points with an extra switch in the middle.</p> <p data-bbox="858 732 1342 799">Also check for a power lead that is unplugged from a power point.</p>
<p data-bbox="308 987 676 1021">Electric Oven Is Not Working</p> 	<p data-bbox="858 987 1310 1055">Check all switches are on at the switchboard.</p> <p data-bbox="858 1061 1382 1128">If set on auto, the oven will only work with a timer.</p> <p data-bbox="858 1135 1401 1202">Set dial or electronic display to manual. The symbol is usually a hand.</p> <p data-bbox="858 1209 1046 1243">Set the clock.</p> <p data-bbox="858 1249 1286 1317">Google the manual online and troubleshoot.</p>
<p data-bbox="308 1406 727 1440">Light globes/bulbs keep blowing</p> 	<p data-bbox="858 1406 1401 1541">It's the Tenants responsibility to replace all globes during the tenancy with high quality ones such as Phillips, Osram, Sylvania etc.</p> <p data-bbox="858 1547 1374 1615">High quality globes resist failure with power supply issues the best.</p>