



Troubleshooting Guide.

Guidelines for Seeking Assistance from Your Property Manager or Tradesperson

We've put together some helpful tips to assist you if you ever need support from your property manager or a tradesperson. By following these suggestions below, you may be able to resolve potential issues efficiently and effectively. Please remember that we're always here to help. If you need further assistance, feel free to reach out at any time.

Utility Issues

1. No Power

- Contact your energy provider to check for outages in your area and to confirm that there are no issues with your bill payments as non-payment may result in power suspension.
- Inspect your switchboard to see if any safety switches have tripped. Sometimes, an appliance may cause this. You can test by unplugging all appliances and reconnecting them one by one to identify the faulty item. Overloading power boards or power points may also cause the safety switch to trip.
- If a specific light is not working, try replacing the bulb or testing it with another bulb from your property.
- If power points aren't working, check to ensure they are not overloaded, and inspect the switchboard for any tripped fuses.

2. No Gas

- Contact your gas supplier to check for supply disruptions in your area.
- Confirm with your gas supplier that there are no issues with your bill, as non-payment may result in gas suspension.
- Check that the gas meter hasn't been turned off.

3. Water Supply Issues

- If there is no water to the property, verify with your water provider for any supply disruptions.
- Ensure that the water meter valve hasn't been turned off.
- If you are in an apartment block check with neighbours if they have similar issues.
- If there is no hot water, check if the pilot light on your hot water unit has gone out. For electric hot water systems, also check the fuse.

4. Leaks/Burst Pipes

- In the event of a persistent leak, burst pipe, or flooding, familiarise yourself with the location of the main water switch. Turning this off will stop water flow until a plumber can attend to the issue. Most taps also have stoppers underneath sinks that can be turned off to prevent leaks.

Appliances

1. Oven Not Working

- If there has been a recent power outage, note that some ovens require the clock to be set before they will operate.
- Check the switchboard for any tripped fuses and ensure the oven is connected to a power point.
- Ensure the power point is turned on.

2. Rangehood Not Working

- Slide-out rangehoods need to be fully extended to function.
- Confirm that the rangehood is plugged in and turned on.
- Check and clean the filters, as clogged filters can impact performance.

3. No Heating

- For ducted heating, if cold air is coming through the vents, the pilot light may have gone out, instructions normally located on the heater cover.
- Verify that the heater has power by checking the switchboard to ensure all fuses are active.

4. Air Conditioning Not Working

- Check for error codes and refer to the user manual (available online) for troubleshooting guidance.
- Ensure the unit is properly plugged in and that the switchboard fuses are in order.
- If the unit is remote-controlled, check if the remote's batteries need replacing.

5. Exhaust Fans

- Clean the fan cover regularly, as a clogged cover can affect the fan's functionality – a way to check this is placing a piece of tissue paper as close to the vent and if it sticks.

6. Manuals for Appliances

- If no manuals have been left at the property, please note you can find most of these online by googling the brand and model number.



Helpful Hints

1. Remote Garage Doors

If the remote is not opening the door, check the batteries. If the issue persists, you can manually lift the door by pulling the (usually red) cord hanging from the motor. This disengages the motor and allows for manual operation. Pulling the cord again will restore remote functionality. If needed, a technician can be arranged through your property manager.

2. Toilet Not Flushing

Toilets can be flushed manually using a bucket of water by filling the cistern until a plumber arrives. If the toilet is continuously running, there is normally a tap on the side which you can turn/on or off. Please only flush toilet paper and bodily waste. Flushing items such as nappies, sanitary products, or wipes may cause blockages.

3. Cooktop Igniter Not Working

A manual igniter can be used to light gas cooktop burners if the built-in ignition system isn't functioning.

4. Dishwasher Issues

If error codes indicate a blockage, it may be necessary to check and clear the hoses. To prevent blockages, rinse dishes before loading them into the dishwasher. Avoid placing items that may disintegrate during a cycle.

5. Carpet Maintenance

To prevent carpet bugs or moths, regularly vacuum all areas, including the edges. This helps maintain the carpet and avoids damage that may occur without adequate cleaning.

6. Grout Maintenance

Regularly clean grout in kitchens and bathrooms to prevent mold and erosion, which could lead to water damage. Shower grout should be cleaned at least fortnightly. A non-toxic cleaner, such as Gumption, is recommended.

7. Storms and Strong Winds

To avoid damage, ensure all doors and windows are securely closed during storms or strong winds. This includes securing any wall shades.

We understand roof leaks during heavy rain can be concerning. For safety reasons, plumbers and roofers cannot attend to these issues until the rain stops. Please report the leak as soon as possible, and we will arrange assistance as soon as it's safe to do so. In the meantime, please use buckets and towels to minimise any damage.