

Maintenance Checklist – Try These Before Calling For Help....

Before proceeding with logging your Maintenance Request with our office please refer to this guide first to avoid any unnecessary call outs.

NO ELECTRICITY?

- Have you contacted Energex? There may be a fault in the street.
- If renting a unit – have you checked with a neighbour? It may be the Body Corporate that needs to be contacted for action.
- Have you checked your fuse box? There may have been an overload and the safety switch has been activated and needs resetting.
- Have you checked if one of your appliances is faulty? Unplug all appliances in the house. Reset the safety switch in the meter box. If the safety switch trips or blows again with nothing plugged in, contact Bees Nees City Realty. If all is well with nothing plugged in, it is highly likely an appliance is faulty. Once you have unplugged all of your appliances and re-set the safety switch, start plugging in your appliances one by one. For example: plug in your fridge and check the safety switch has not clicked off. If the safety switch does click off then you know that there is a fault with the fridge and you need to get it repaired. Otherwise disconnect the fridge and plug in the stereo and continue the same process checking all of your appliances until the faulty appliance is located. If the electrician attends to the job and finds the fault is with one of your appliances, you will be charged for their fees.

NO HOT WATER?

- Is it gas or electric? Have you arranged for the connection of your Gas or Electricity?
- If it is an electric hot water system:
 - Have you checked to see if your hot water system needs refilling/topping up? There is normally a copper valve on electric hot water systems and an overflow pipe – pull up this lever until a flow of water starts coming out of the overflow pipe. This quite commonly needs to be carried out every six months or so. Have you checked the fuse in the meter box? Has someone turned off the fuse by mistake? Have you checked that the water tap on the hot water system itself is turned on?
- If it is a gas hot water system:
 - Have you checked to see if your pilot light has gone out? Some units can be easily relit – others may require a tradesperson. Are the gas cylinders empty? If so, you need to contact the gas company and arrange to fill the cylinders.

LIGHTS OR POWER POINTS NOT WORKING?

- Have you checked your fuse box? If there has been an overload the safety switch may need resetting. Refer back to “No Power” above to check each of your appliances.
- Have you replaced the light bulbs (and starters for fluoro tubes) ?

STOVE ELEMENT IS NOT WORKING?

- Have you checked the connections to make sure they are not loose or dirty? Sometimes pulling the element out and cleaning them and putting back in again can fix the problem. Please remember to switch off the power to the stove prior to touching the elements.
- Some stoves do have on/off switches, usually on the wall near the stove.

GAS APPLIANCES...

- Have you checked there is gas in the bottle and if the pilot light is lit?

GARBAGE DISPOSAL IS NOT WORKING?

- It is turned on at the switch underneath the sink?
- Have you attempted to reset the safety switch? This is normally a little red or black button underneath the bottom of the garbage disposal unit – you may have to get on your hands and knees to find the switch. This switch can be activated by an overload and simply needs to be reset.
- Is there a blockage in the sink/blades? **IMPORTANT:** before putting hands down the sink to check for blockages, make sure the unit is turned off at the wall and unplugged.

KITCHEN OR BATHROOM SINK BLOCKED?

- Have you tried using some Draino to try and free the blockage? This is a product that costs a couple of dollars and can be purchased at the supermarket. **IMPORTANT:** do not use Draino on a kitchen sink where there is a garbage disposal or Insinkerator installed as it can damage the unit.
- Have you tried pouring boiling water down the sink to free simple blockages like up old soap and hair ?
- Have you cleared minor blockages like food from the waste and “u” bend? Put a bucket under the pipe, unscrew the pipe under the sink (where possible) remove any blockage or build-up and re-screw the pipe back together.
- Remember not to put fat and oil into sinks as these will clog up the pipes.
- If you are suffering from a major blockage with no water flow and/or sewerage overflow then contact us immediately. The above suggestions are appropriate only when the water is taking a long time to drain from your sink for example.

DRIPPING TAPS?

- Are the taps being turned off correctly, especially by children?

WASHING MACHINE'S NOT WORKING?

- Are the washing machine taps turned on at the wall?
- Have you checked to make sure the appliance is turned on at the wall?
- Have you checked that the lid is closing properly?
- If the machine has stopped half way through a cycle, make sure the machine is not overloaded and out of balance – rearrange the items evenly in the bowl.

DRYER NOT WORKING?

- Have you checked to see if the lint filter needs cleaning out? Dryers can automatically shut down due to overload of lint in the filter and if they're overloaded.

GARAGE REMOTE CONTROL IS NOT WORKING?

- Have you checked to see if the batteries are flat?
- Have you checked the combination to ensure that it is the same as the combination in the garage? This is not always possible to check as there are so many different styles of remote controls, but where possible you can take the cover off the remote control and find a number of codes inside. This same code is on the unit of the remote control in the garage – the combination on both should be identical.
- Have you checked the lever inside the garage is on “auto”? The lever is generally next to the control box inside the garage. You can either choose “manual” to operate the door with the key or “auto” to operate the door with the remote control.

SLIDING DOORS

- Have you checked to ensure that boxes, toys, clothes or other obstructive objects are not rubbing against the doors? Also check to see if an object is stuck in the tracks.

DOOR LOCKS

- If doors lock on their own check if the button is stuck in the lock position. Some lock sets have a detent on the button, which can be gently pushed in and turned anti-clockwise to release the button.
- In apartments where there is an on-site manager firstly check with them in relation to communal keys, cards, garage remotes and entrance doors etc

TV RECEPTION

- Have you checked if the aerial is plugged in correctly? Have you checked that the plug and wires on your lead are in good condition?

CEILING FANS

- Check if the ceiling fan has a summer/winter switch on the fan cowel and see if it is in its proper position ie. fan rotates clockwise as viewed from below for summer. Sometimes when cleaning this switch gets set half way between the two settings and the fan will not work.

TELEPHONE

- All problems related to the phone should be directed to Telstra or your service provider.

AIRCONDITIONER

- Check batteries in the remote are functioning
- Check the fuse box for condition of fuses and if safety switch has tripped due to possible overload – may need re-setting.
- Have the filters been cleaned recently? Many modern wall mounted airconditioners have a reset button inside the wall panel that may need pressing after cleaning.

If you have further questions call the Bees Nees Property Management Team on 07 3214 6899 or email us at: info@beesnees.com.au

Visit our website at www.beesnees.com.au