

FACT SHEET

NO POWER

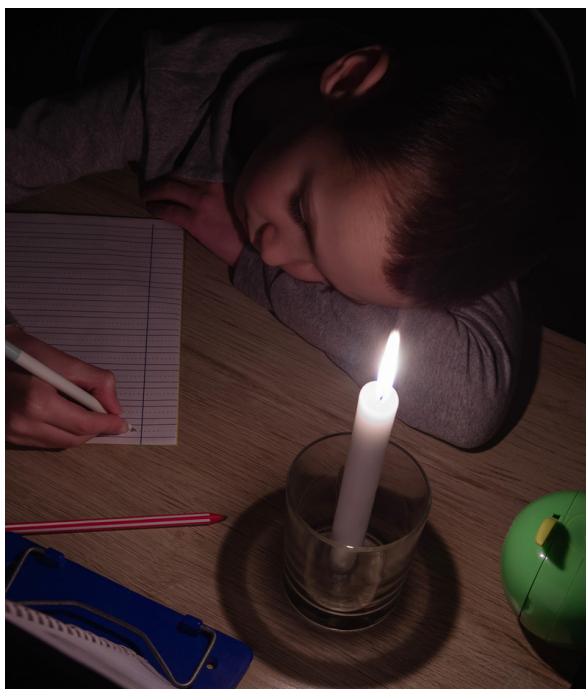
No power?

Before calling your agent and logging a maintenance job, there are a few items that you as a tenant need to check.

This may save you as the tenant money in the long run because if an electrician is called and there is no fault or the fault is one of your appliances, then the owner may pass the call-out costs to you as the tenant.

Reasons why your power is out:

- Power outage (you can check this on the Ergon outages site or by speaking with your neighbors)



Ergon

- overloaded power sockets or power boards (unplug all boards and only use 1 appliance per power socket)
- faulty appliances -how to check this is below
- water affecting the power circuit
- Has it rained recently or is there a sprinkler hitting an outdoor powerpoint?
- faults your home wiring (once all the above is checked, this may be the reason)

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The safety switch tripping can be a nuisance, but the fix is usually straightforward

1. Try to reset the switch by flicking it back to the ON position. Sometimes the issue is temporary, and the safety switch will reset easily.



2. If the switch does not reset unplug all the appliances (if on the power circuit) or turn off all lights (if on the light circuit). Appliances must be unplugged, simply turning off at the powerpoint is not enough. Don't forget the hidden power points like the one behind the fridge, washing machine, or dishwasher as well as any outdoor appliances which may be plugged in.

3. Reset the switch. (If the safety switch still fails to reset avoid touching it and any electrical

systems and call us urgently on 07 46420007).

4. If the switch stays on, plug your appliances back in one at a time. Usually, the faulty appliance will cause the safety switch to trip once it's plugged in and turned on clearly identifying the culprit.

5. Make sure that power points that could be experiencing overload are not reconnected. Do not use any double adapters or power boards during this process.

6. For your safety do not use the faulty appliance until it has been checked and fixed by an appliance repair technician.

7. If all of the appliances are tested and the power still stays on then the issue is likely to be an overload of the circuit. Don't use any more double adaptors or power boards on multiple power sockets.

