

MALFUNCTIONS GUIDELINES RWB VASTGOED MANAGEMENT BV

Central heating system

1. Private (i.e., your own) central heating boiler defect

- Check water pressure. Minimum pressure should be 1.0 bar. See measuring gauge at front of boiler (open flap). If water pressure is below 1.0 bar, add water till 1.5 bar pressure, and de-ventilate via valve.
- Check electricity supply. Plug of boiler pump should be connected to the socket.
- Check fuse of power group. Exchange fuse if required, or reset ground-wire leakage current switch (see also: Electricity).
- Boiler is connected to electricity mains, water pressure is at 1.0 bar minimally, yet central heating system is not working: try to reset boiler by pressing the reset switch, or disconnect plug from socket for a second. Often, boilers will automatically restart.

If the central heating system is still not working despite all actions required (thermostat on stand-by mode, gas mains open, radiator adjustment knobs open, please call your administrator.

2. Central heating boiler (not owned by you) defect

- Do other residents using identical boiler systems also face defects? See remarks sub (1).
- You are the only resident whose central heating system is not working. If you reside on the top floor, this might be due to too much air in the heating system. De-ventilate radiator(s) by means of a de-ventilation key (available at any hardware store for about 1 Euro). De-ventilate by letting the air (including the occasional trickle of water) escape until a fair amount of water siphons out of the de-ventilation valve, and close the valve with the key. If no water trickles out, and hardly any air escapes, the central heating boiler will have to be filled with water first.
- You did de-ventilate the system, yet the heater is not working. Your radiator knob might be defect. Particularly thermostatic valves (knobs with digit scale) are prone to get stuck after a span of inactivity. You may try to carefully remove the outer case of the knob, and to press the iron bolt some several times until it works again.
- Do not attempt to force knob; please call your administrator if you cannot remove outer case of knob.

3. Central heating system is working, yet radiators emit too little heat

- This is often due to too much air in the central heating system. De-ventilate radiator(s) as outlined sub (2), and add water to the boiler if necessary.

Do not alter any standard settings of central heating boiler, or any temperature-setting boiler device. Please refrain from experimenting. If malfunctions cannot be solved in an easy way as outlined above, please call your administrator.

Gas, water, electricity

1. Gas leaking

- Switch off gas mains, and ensure good ventilation. Please contact your administrator as soon as possible. In extremely urgent cases, please call the gas utilities company. If the cause of leaking is due to one of your household appliances, you will have to pay the repair bill yourself.

2. Water leaking

- Switch off water mains, and report leakage. In the event of major water leakage, switch off electricity mains.

Attention: You are responsible as regards avoiding frozen water pipes. Where necessary, obtain information at the water utilities company as to how to avoid frozen water pipes.

3. Power failure

- In the event of electricity failure, please check ground-wire leakage current switch, or whether any of the fuses has blown. Reset ground-wire leakage current switch (press reset switch, or replace fuse). If the failure remains, please contact your administrator as soon as possible. If your household appliances cause the power cut, you will have to pay the repair bill yourself.

Attention: So as to avoid any unnecessary cost, specific electrical appliances should not be switched on (e.g., electric heaters, old washing machines, etc.). Besides, using consumer electronics (coffee percolator, washing machine, dryer, oven) that use much electricity on one power group may cause the fuse to blow.

Drainage system

1. Foul smell evaporating from drainage

- Check on all evaporation valves (siphons, U-traps) whether they are filled with water. Particularly little-used sinks/wash-basins/drains may dry up and produce foul smell; evaporation valves should then be filled with water.
- Contact your administrator in all other cases. Try to localize the source of foul smell as far as possible, so as to be able to explain the problem.

2. Drainage clogged up – No smooth flow in drainage

- Try to get drainage flowing by using a plunger (rubber suction cup attached to wooden stick). Do not pour any chemicals into drainage pipes, as this may cause damage. Effective use of the plunger should be preceded by closing the over-flow cavity of the sink/basin to avoid air escaping (by using a wet cloth, for instance). Should all efforts fail, please call your administrator.

Attention: In most cases, clogged-up drains are caused by tenants themselves due to food residues or hairs. The cost of drainage de-clogging will therefore have to be incurred by tenants. (Generally, these cost are covered by additional supplies and services as stated in the collective service contract.)



Damage caused by storm & glass (windowpane) damage

1. Damage to glass (windowpanes)

- Please contact your administrator in all cases. Tenants themselves are responsible as regards replacing broken glass (windowpanes) into the original state. You may contract insurance cover for these cases. In some cases, however, your administrator may have contracted insurance cover for you. Please check the specification of additional supplies and services as stated in the collective service contract as to whether an amount covering the glass funds contribution is stated. In that case, RWB Vastgoed Management BV will pay the repair bill.

2. Damage caused by storm – other than glass (windowpane) damage

- In emergency situations or when serious leakage occurs, your administrator will ensure emergency supplies. In all other cases, insurance company expertise will have to be obtained prior to repairs.

Cable TV cum radio (CAI) & internal telephone system & intercom

1. Failure to receive CAI transmission signal, damage to internal telephone system or intercom

- Internal telephone/intercom facility and/or CAI amplifier do not receive electricity: Often, these are connected to a socket in the meter charge closet. Check whether plug is connected to socket, or for any blown fuses.

2. Sudden weak CAI transmission signal

- If you share the CAI transmission signal with other tenants, someone may have rerouted the connection or switched off an amplifier. Besides, appliance-connecting cables may be damaged, while very long appliance-connecting cables may also weaken transmission signals. Check these potential failure sources first prior to contacting your administrator. If the cause of malfunction is due to your own appliances, or due to your handling, you will have to pay the repair bill yourself.

Leakage

1. General advice in the event of leakage

- Please contact your administrator as soon as possible. Try to identify the source of leakage as far as possible. Check first whether leakage is due to over-flowed drains or drain pipes if rainwater drainage is blocked. In that case, leaves or other debris in gutters/sewers and drainage pipes have to be removed.

Please address written complaints to:

RWB Vastgoed Management B.V.
Stuyvesantstraat 75
2023 KM HAARLEM
www.huurders-helpdesk.info

Complaints via telephone (09-10AM)

023 - 549 00 11

Emergencies

06 - 543 58 543