

FACT SHEET

HOW TO RESTORE POWER

A quick and easy way to try and solve the issue yourself is to ensure all electrical appliances plugged into the circuit not working have been unplugged (do not just switched off at the power point).



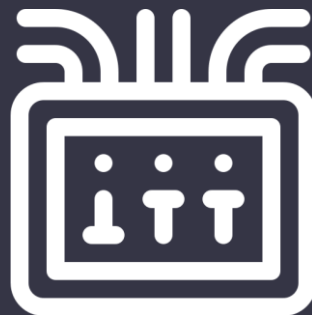
1. Unplug appliances

Go from room to room and unplug everything, nine times out of ten our clients have missed one appliance in the rush to reset the power and it is usually the ONE! Common culprits are kettles, dishwashers, washing machines, dryers, tank pumps, underfloor fans, phone chargers and fridges.



4. Check every item

If after you have unplugged everything the circuit breaker stays on you can then start going through the property plugging in one item at a time and then going back to the circuit breaker to see if it has tripped again. If the breaker stays on move on to the next until you identify the problem appliance.



2. Reset

When you are sure that everything has been unplugged, then try resetting the safety switch. If it instantly clicks off again, do another check in case there is an appliance you forgot. Think about your stove, rangehoods, and gas cooktop igniters. With some newer types of safety switches you need to switch them all the way "off" before switching them back on. The reason is they go into an intermediate state when they trip and then need to be clicked off properly before they can be reset.

5. Stop using the faulty item

If one of these appliances doesn't work at all and the breaker can't be pushed back up, it's likely that this was the cause of the tripped circuit breaker. Don't plug this appliance back in. See if you can replace it or have it fixed.



3. Hard Faults

If the safety switch still clicks off, then give us a call as there may be a problem with your wiring. If it clicks off with a "pop" or a "flash," don't touch it anymore! This is an indicator of a "hard fault". In this instance call 85847500 and press option 1 for maintenance.



Remember.. safety switches turn off for a reason, they are doing their job and indicating some sort of a fault!

Still stuck? If none of the above have worked, and that blockage just won't budge, then you need it seen to safely and professionally. Call 85847500 and press option 1 for maintenance, this number is monitored day and night and you will be directed to an after-hours service outside our normal hours of operation.



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