

Troubleshooting

■ no Wi-Fi



In case of low signal or loss of Wi-Fi

In most cases a simple router restart should solve the problem. The routers are in the service cupboard which is located next to the entrance door above the white cabinet, the TV-box are in the living room under the TV. Please switch off both boxes for 5 minutes, then switch it back.

They should restart and be operational in a few minutes. –pic 1

■ no electricity



In case of no electricity

First please check the surrounding area – stairway, street lights etc.- for electricity to make sure it is only affecting the flat. If it is only affecting the whole or parts of the apartment, please check the fuse box. The main rest fuse are next to the entrance door on the corridor, the rest fuse boxes are in the service cupboard which is located next to the entrance door above the white cabinet. All fuses should be in the „up” position.

If any are switched off (down) please turn them on (up). -pic 1

■ no heating or no hot water



In case of no heating or no hot water

The heating and the hot water is provided by a gas furnace in the apartment. If there is a brief electricity or gas outage the furnace shuts itself off due to safety reasons. If it does not restarts itself automatically after such an event, you can restart it by pushing the reset button. The furnace is located next to the entrance door in the white cabinet. Please only use the reset button, do not push anything else as that could cause malfunction.–pic 2

