

Troubleshooting

■ no cooker



Use my pots only, these are designed for induction cooker plate.

Put cookware on a cooking zone before you start it. Use proper pot and pan size which is large enough to cover the surface unit element. If you cannot activate the appliance just touch for 5 seconds the lock symbol to activate or de-activate the appliance.

■ 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 and the TV-box are in the service cupboard, which is located next to the entrance. Switch off both boxes (with the red button on the connector) 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 reset fuse are next to the entrance door on the corridor, the rest fuse boxes are in the service cupboard above Wi-Fi. 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

In this apartment the heating is centralized, the problem should affect all flats. The janitor should be aware of the problem and be on the case soon. The hot water is provided by a boiler. The boiler is located in the storage room, opposite the front door. The switch on the lower part of the boiler should be in setting III. During boiling the red indicator should light up. If hot water is out the complete reheating needs 2-3 hrs.