

## General Troubleshooting Manual for Tenants

---

The purpose of this manual is to provide tenants with a quick reference guide to assist with troubleshooting any issues that may arise during the tenancy. Furthermore, this information should assist in determining if a tradesperson is necessary to attend to the issue immediately or not.

We are committed to offering the highest level of Customer Service and in doing so, we feel its important to educate and provide guidance to ensure a smooth tenancy for all involved.

# LAZOGAS

## REAL ESTATE

### General:

What Isolation points look like, and how to operate.  
(Water, Gas & Electricity)

*If there is a risk to property, person or an animal's safety then isolation of the affected service is the first port of call.*

*Following is the typical process to isolate each service as needed.*

### Water Meter:



### Locations:

- House – In the front yard/garden bed just in from the property boundary.
- Unit – Common meter is located in the front yard/garden bed just in from the property boundary – each unit should have its own meter or isolation valve on the external wall of each unit. In some cases, there is no separate isolation for each unit. Your water supplier can confirm this if you are unsure.
- Apartment – Common meter is generally located in the cupboard foyer of the main entrance. Individual meters are generally located in a service cupboard on each floor or below ground car parks.

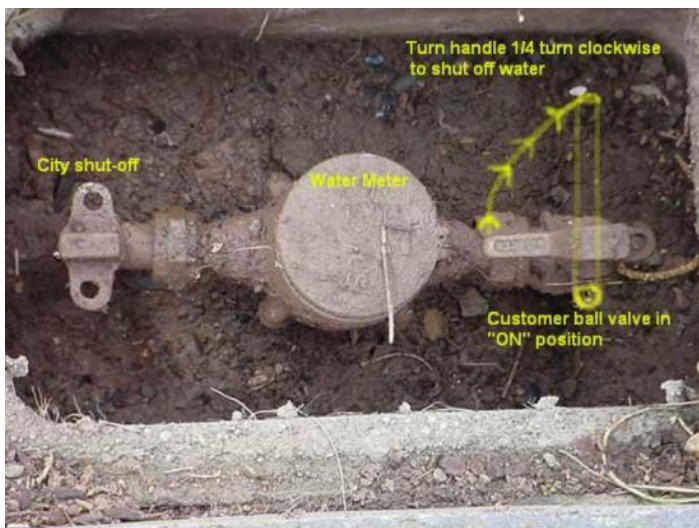
# LAZOGAS

REAL ESTATE

Isolation:



- Isolate a stop tap, the handles need to be turned in a clockwise direction until the handle stops.
- To isolate a ball valve, the handle needs to be turned in a clockwise direction so the arm is right angle to the meter.



# LAZOGAS

REAL ESTATE

## Gas Meter:



## Locations:

- House – Generally located on the front corner of the house on the opposite side to the driveway.
- Unit – Generally located on the front corner of the building on the opposite side of the driveway.
- Apartment – Generally located in the common car parking area of the building either in service cupboard or a caged compound.

## Isolation:



To isolate a ball valve, the handles needs to be turned in a clockwise direction so the arm is right angle to the rise piper.

# LAZOGAS

REAL ESTATE

## Electricity Meter:



## Locations:

- House – Generally located on the front exterior of the house in the meter panel or inside, just in the front door. Some older houses may have them in the cupboards.
- Unit – Sometimes outside per a house but generally located just inside the front door. Sometimes these are hidden within the unit on a wall or in a cupboard.
- Apartment – Sometimes located just inside the front door. Sometimes these are within the apartment on a wall or in a cupboard/wardrobe.



# LAZOGAS

REAL ESTATE

## Isolation:

On a switchboard in all cases there should be a switch, (or switches) labelled “Main Switch” and in some cases “Main Isolator”.

This is typically located on the LEFT side as per image below.



The same applies on an older switchboard as below.

This can also be in the form of a black switch or switches.

There may be a Main Switch for the lights and power as well as a separate one for the hot water unit.


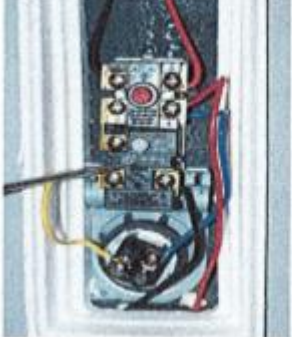

Both need to be switched off to isolate power to this property.



# LAZOGAS



REAL ESTATE

## Common Faults & Easy Fixes - Plumbing:

Fault	Possible Tenant fix
<p data-bbox="311 562 774 600">Gas Hot Water Unit Not Working</p> 	<p data-bbox="815 566 1348 674">Re-light pilot light by following the correct lighting instructions printed on the unit.</p>
<p data-bbox="311 1010 774 1048">Electric Hot Water Unit Not Working</p> 	<p data-bbox="815 1048 1364 1155">Ensure main power switch and hot water circuit breaker/fuse are in the on position.</p>
<p data-bbox="311 1420 560 1458">Blocked Waste Pipe</p> 	<p data-bbox="815 1458 1385 1637">Attempt to clear with a plunger. Chemical drain cleaner eg. Draino is not recommended as this may react with the stronger chemicals that a plumber may need to use if they attend.</p>

# LAZOGAS

REAL ESTATE

Fault	Possible Tenant fix
<p data-bbox="308 465 738 528">Leaking Trap Or Waste Pipe Under The Sink</p> 	<p data-bbox="823 472 1358 573">Ensure nuts on the fixture trap are tight, as these can come loose or leak if knocked.</p>
<p data-bbox="308 999 775 1025">Beeping Coming From Hot Water Unit</p> 	<p data-bbox="823 1010 1358 1111">If a Mildred (pictured left) is installed, replace 4 x AAA batteries which are located on the top of this safety valve.</p>
<p data-bbox="308 1473 775 1500">Cook Top Won't Light/Faulty Burners</p> 	<p data-bbox="823 1469 1334 1570">Ensure all burner parts are seated correctly and are clean/free of grime and grease build up.</p> <p data-bbox="823 1581 1334 1648">Try lighting with a manual source as often auto ignition can stop working.</p>

16-18 Atherton Road, Oakleigh VIC 3166




Tel +61 3 9564 0600 email [helpdesk@lazogas.com.au](mailto:helpdesk@lazogas.com.au)

[lazogas.com.au](http://lazogas.com.au)



# LAZOGAS



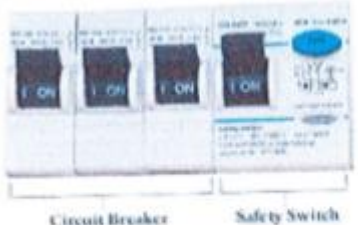
REAL ESTATE

Fault	Possible Tenant fix
<p data-bbox="304 465 453 495"><b>Leaking Roof</b></p> 	<p data-bbox="863 472 1398 577">Place bucket under the affected area and empty as needed until its safe for a roof plumber to attend.</p> <p data-bbox="863 584 1398 689">If running near any electrical equipment, switch off the mains at the switchboard.</p> <p data-bbox="863 696 1398 801">The leak is most likely caused by a blocked gutter, overflowing downpipe or cracked roof tile.</p> <p data-bbox="863 808 1398 869">A roof plumber will attend when its safe to do so.</p>
<p data-bbox="304 999 507 1028"><b>Burst Water Pipe</b></p> 	<p data-bbox="863 1003 1398 1070">Turn off the water at the mains until a plumber can attend.</p>
<p data-bbox="304 1462 411 1491"><b>Gas Leak</b></p> 	<p data-bbox="863 1458 1398 1525">Turn off the gas at the mains until a plumber can attend.</p> <p data-bbox="863 1532 1398 1599">Open all doors/windows to ventilate until smell dissipates.</p>

# LAZOGAS


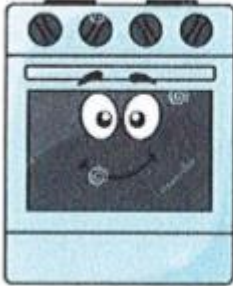

REAL ESTATE

## Common Faults & Easy Fixes - Electrical:

Fault	Possible Tenant fix
<p data-bbox="300 566 715 633">There is no power in the dwelling.</p> 	<p data-bbox="853 566 1369 745">Step 1: Find the switchboard and make sure all switches are on. Step 2: Call your supplier or look online to check if there is an outage. Step 3: Have you paid your bill?</p>
<p data-bbox="300 1014 715 1081">Electric Hot Water Unit Not Working</p> 	<p data-bbox="853 1025 1353 1093">Ensure main power switch and hot water circuit breaker are on.</p>
<p data-bbox="300 1451 715 1485">Safety Switch keeps tripping</p> 	<p data-bbox="853 1440 1409 1843">Disconnect all appliances, then try and turn on. If the safety switch remains on, then its likely one of your appliances is faulty. This will be a process of elimination to work out which one it is..... what were you using at the time? Eg. Kettle cooktop etc. You can then try plugging one in at a time until the switchboard trips again to work out which one it is.</p>

# LAZOGAS

REAL ESTATE

Fault	Possible Tenant fix
<p data-bbox="308 472 692 539">Range hood, Cooktop or Dishwasher etc is not working</p> 	<p data-bbox="858 472 1310 539">Check all switches are on at the switchboard.</p> <p data-bbox="858 546 1406 685">Check for switches near the appliance, above the benchtop, in a cupboard, or for any power points with an extra switch in the middle.</p> <p data-bbox="858 692 1342 763">Also check for a power lead that is unplugged from a power point.</p>
<p data-bbox="308 947 676 981">Electric Oven Is Not Working</p> 	<p data-bbox="858 954 1310 1021">Check all switches are on at the switchboard.</p> <p data-bbox="858 1028 1382 1099">If set on auto, the oven will only work with a timer.</p> <p data-bbox="858 1106 1401 1205">Set dial or electronic display to manual. The symbol is usually a hand. Set the clock.</p> <p data-bbox="858 1211 1286 1279">Google the manual online and troubleshoot.</p>
<p data-bbox="308 1368 724 1402">Light globes/bulbs keep blowing</p> 	<p data-bbox="858 1357 1401 1503">It's the Tenants responsibility to replace all globes during the tenancy with high quality ones such as Phillips, Osram, Sylvania etc.</p> <p data-bbox="858 1509 1374 1576">High quality globes resist failure with power supply issues the best.</p>