

Checking & Resetting the Fuse Board

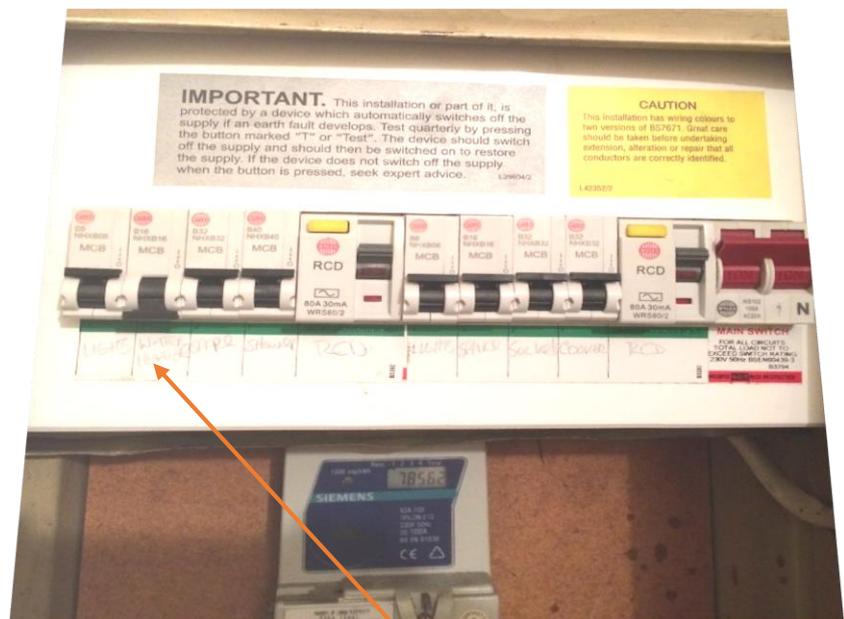
Issues:

1. All of the lights have gone out and we don't know why.
2. We were using the kettle and now none of the sockets have any power.

Solution: Check your fuse board – a switch has probably just tripped and needs resetting.*The switches tripping shows that they are working as they should be, they often trip if a light bulb 'pops' or if there is a fault with a kettle, hairdryer, toaster etc.

Check if any of the trip switches in the fuse board have tripped.

The switches in a fuse board are designed to go off in case there is a problem in the electrical system (e.g. overloading, a faulty kettle, toaster...). The switches trip as a safety measure to alert you to possible problems.



To reset the fuse board:

- 1) Locate the fuse board (these are usually in the hallway or in the kitchen).
- 2) Open the cover so you can see the switches.
- 3) Check if any of the switches have tripped – it's easy to tell if this has happened as the switch will be pointing in the opposite direction to all of the rest (see the second switch from the left in the photograph above)
- 4) If any of the switches have tripped reset them by simply pushing them back up.
- 5) If the switch immediately trips again, you need to work out what is causing it to. Think about what appliances you have recently used and try unplugging these and then resetting the switch. If the switch will now reset one of the appliances

Trouble Shooting Guide

you have unplugged is causing the problem. You should now get a housemate to help you by watching the fuse board as you plug in each appliance individually and turn them on. When you plug in the appliance that is causing the problem the switch in the fuse board will trip again and you will know where the fault lies.

Get in touch with us to let us know what you've found so we can arrange for appliances to be replaced if necessary.

*Sometimes a fault may arise with an appliance that you can't unplug to be able to check – for instance the oven, or the water heater. If a trip switch does trip always see what the label above or underneath it says – these tell you which part of the circuit there is a problem with i.e. lighting. It makes it easier for you to work out what is causing the problem, or to give us useful details if the problem is with an appliance that we need to get an engineer to visit to look at as opposed to the appliance i.e. a kettle, just being replaced.

British Gas Home Care Cover

Most of our properties are covered by British Gas Home Care 400 policies. You can request an engineer's visit – at no cost to yourself – if you encounter problems with the electrics in your property. See the notice we've mounted in your properties for more details, or the notice that we included in your Welcome Pack for you.

[If you struggle with any of the above, or come across something that we need to get an engineer out for do let us know!](#)

You can contact us on:

Email: student.homes@london.ac.uk

Tel: 020 7664 4836

Or by visiting us at the office:

Student Homes, Housing Services,
4th Floor, Student Central, 2 Malet Street,
London, WC1E 7HY.

We're open Monday – Friday, from 10am – 5pm every day
bar Tuesday when the office opens at 11am.

Thanks, The Student Homes Team.



Trouble Shooting Guide