



► **The purpose of this Annex is to provide you with supplementary information not contained within the generic Europe Housing guide.**

Your Estates Manager is Dave Maple and he can be contacted by Mobile telephone +47 4663 0220 or by email [Dave.Maple100@mod.gov.uk](mailto:Dave.Maple100@mod.gov.uk) Dave is the first DIO point of contact for accommodation in Norway.

After hours Emergency repairs are to be reported to the DIO SHAPE Duty Officer on +32 475753850.

### STAVANGER SUPPLEMENTARY INFORMATION

#### UTILITIES - SHAPE FUEL AND LIGHT SCHEME

1. DIO pays your utility bills, the bills are paid by DIO SHAPE. If you receive a bill to your property, please pass it to your Estate Manager for forwarding on to DIO SHAPE for payment.
2. Fuel and Light charges (X/Y charges) are levied at UK rates via the relevant Paying Authority directly from salaries. DIO will request a meter reading at the end of the Fuel & Light (F&L) year (31<sup>st</sup> September), the F&L cell will input your actual consumption into the XY database which compares these to the UK rates. You will be paid a refund or charged depending on your consumption compared to the allowances granted by MOD. F&L queries concerning bills, are to be made via the DIO XY Clerk, contact details will be displayed on the meter reading request sheet.
3. It is the occupant's responsibility to ensure that the property is adequately heated at all times, due to the severe Winter conditions, +15c is the normal recommendation when the house is not occupied. Hot water tanks and bathroom floor heating should always remain switched on and bathroom heating set to +15c (Not higher or lower). Damage to heating systems or the structure of the property caused by the negligence of the occupant may result in charges being raised.

#### DEFENCE ACCOMMODATION STORES

4. Where furnishing is requested, it is provided as scaled, and appropriate charges levied in accordance with current MOD instructions. Current charges are available from your local NSE. Issues of Defence Accommodation Stores (DAS) furnishings in excess of the authorised scales are not normally permitted except in special circumstances that must be justified. Requests for excess issues of DAS are to be directed initially to the Estates Manager.

#### REFUSE DISPOSAL

5. Annex A contains detailed information on the system of refuse disposal in Stavanger.

6. Normal household refuse is collected weekly. Refuse is only to be placed on the collection point on the day of collection. The Refuse Collectors will not remove bags that contain prohibited items it must therefore be ensured that waste is separated appropriately.
7. Bulk rubbish is not to be left in SFA on Move Out and must be disposed of via the local disposal centre or arrangement made with Stavanger Kommune.

#### WATER, HEATING AND ELECTRICS

8. Water supply provided for Married Accommodation is for normal domestic use only; All of Norway has excellent quality water and requires no treatment. For further advice on your water, heating and electrical installations in your home please see the following Annexes;
  - ANNEX B for Emergency water cut-off and the hot water system.
  - ANNEX C for under-floor heating and general household heating. (electric & Log Burner)
  - ANNEX D Electrical Fuse Box

#### TV/TELEPHONES

9. Satellite dishes are only permitted to be mounted on a pole in your garden, not attached to the building to avoid drilling holes.
10. Requests for the installation of telephones, additional extensions and internet/modems are to be made to the local telecom suppliers. These costs are covered via Disturbance Allowance.

#### MAINTENANCE OF OUTSIDE AREAS

11. All occupants are reminded that gardens, driveways, hedges and immediate outside areas must be kept in a clean, tidy and weed free condition, i.e., grass, shrubs and hedges are to be cut or trimmed and garden waste disposed of as necessary in order to maintain a respectable appearance. Occupants should check with their Estate Manager to ensure that they comply with local rules governing garden maintenance times and disposal of garden waste. Tasks outside the normal responsibility of the occupant, e.g. tree surgery, hedges over 1.8m in height at Move-In, should be referred to the Estate Manager. Compost heaps of a reasonable size are acceptable if they are removed on Move Out.
12. Pathways and pavements in front of, or bordering, houses in Norway are the occupants' responsibility. These must also be weeded, kept clean, and in Winter kept free of snow and ice. Rubbish is not to be swept into drains, as they are easily blocked.
13. The Estate Manager may also raise charges on Move Out if grounds/gardens/hedges have not been maintained to a satisfactory standard.

#### DRAINS

14. The use of bleach or highly concentrated detergents to clean, or to unblock WCs, is forbidden by Norwegian law. Please seek advice from your Estate Manager regarding which shops sell an appropriate detergent. Products such as JIF WC cleaners are readily available from most supermarkets.
15. Blockages to drains not only cause distress and inconvenience to residents but can be time consuming and expensive to rectify. When such incidents occur, they are invariably caused by a build-up of foreign bodies which have been flushed down sinks or toilets. Thoughtlessness can therefore inconvenience neighbours as well as you as an occupant and may be expensive to rectify. Charges for negligence may be raised if it can be shown

that the fault of the blockage is that of a particular occupant. See Annex E for how you can clean the drain located under your bathtub and utility room.

#### DISHWASHERS/WASHING MACHINES/COOKERS (White Goods)

16. The plumbing in of privately installed 'White Goods' is to be carried out under private arrangements. The houses are equipped for immediate installation of dish washers, washing Machines & tumble dryers. The kitchens are equipped with a built-in cooker, induction hob and extractor fan.

#### ELECTRICAL ADAPTERS

17. It is important that you use adequate adapter plugs for general household or multi-socket use. It should be noted that the 7.5 amp continental adapter plugs, widely available in the UK, are only intended for use with single small electrical portable appliances under 7,5 amp. Misuse of these adapters presents a serious hazard and additionally can cause damage to electrical items.

#### PETS

18. As SFA in Stavanger are rented by MOD from a Norwegian landlord, the Landlord has the right to prohibit the keeping of pets in their properties. Open communal and childrens play areas surrounding the Housing Estates dictate that pets must be kept under strict control and any fouling cleaned immediately in public areas. Individuals who intend bringing cats, dogs or other pets to Norway must state this in the SFA Application 1132 form. Pets are not normally permitted in single living accommodation. You are required to provide evidence at Move Out that the floor coverings and/or soft furnishings (in the case of cats and dogs) have had an appropriate pesticide and/or deodorising treatment applied.
19. For advice with the Norwegian rules & regulations for pets in Norway contact the following department (taking advice from your local NSE if necessary).

Mattilsynet

Central switchboard: 22 40 00 00

[https://www.mattilsynet.no/language/english/animals/import\\_of\\_animals/](https://www.mattilsynet.no/language/english/animals/import_of_animals/)

20. Dogs, irrespective of breed are not permitted in single living accommodation without prior consent.
21. Cat flaps are not normally fitted in hiring's. Upon request from the occupant the landlord's permission will be sought. You must be aware that if permission is granted, all costs for materials, fitting of the cat flap and the replacement of the door to the original one for Move Out, will be at your expense.

#### PESTS

22. Infestations of mice or rats in SFA properties is extremely rare in Norway. However, in such cases the Estate Manager will advise on the appropriate measures usually via the local Kommune or local pest control companies, for occupants to administer. Major infestation should not occur providing kitchen waste is double-wrapped and removed in appropriate bins or containers and not thrown onto compost heaps.

## CHIMNEY SWEEPING

23. MOD requires that all chimneys are to be swept by the Fire Department annually which is recorded on the Norwegian national data base. This will be organised through your Estate Manager.

## PUTTING ISSUES RIGHT

24. Your Estate Manager is available to discuss any issues that you feel are not being adequately managed. If, however, you have concerns that your issues are not being adequately resolved then you should in the first instance contact the DIO Housing Supervisor email: [Francis.Temple354@mod.gov.uk](mailto:Francis.Temple354@mod.gov.uk)

## LEAVING STAVANGER

25. Please contact your Estate Manager within 10 days of receiving your AO (assignment order) to move. We will then confirm a date for a PMOAV (pre-move out advisory visit) normally undertaken 6 to 8 weeks prior to your departure and ensure that your move out is planned efficiently.

## ANNEX A

Please be advised that it is your responsibility to put the correct bin out on the roadside for emptying either on the day or the night before. If you fail to do so, you will have to wait for the next programmed emptying of that particular colour bin, which could be as much as 3 weeks later. Use the link below for an online calendar for collection dates, also there is an app you can download which would send you a collection reminder.

All information with reference to refuse collection and recycling can be found on the Stavanger Kommune website in English: <https://www.stavanger.kommune.no/en/waste-and-environment/waste-handling/>

### *Metal/Glass*

These must be taken to a MILJØSTASJON (re-cycling point) of which there are many, predominantly by supermarkets and petrol stations. This means that special trips do not have to be made. It is virtually impossible not to pass one during the course of the day. They are clearly marked.

### *Bottle Stations*

'Flaskepant' is a deposit paid when purchasing plastic or glass drinks bottles, and some drinks cans, from supermarkets and shops. It is currently 2,5 kroner for large 1,5 litre bottles dropping to 1 kroner for 0.5 litre bottles. The 'pant', as it is known, can be reclaimed by returning the empty bottles/cans to the bottle machines located in the supermarkets.

To reclaim the pant, put the bottles/cans in the machine (bottom first). When you have placed all your empty bottles/cans into the machine, press the green button to receive a statement quoting the 'pant' amount to be refunded. You can then choose to either get the cash from the supermarket or have the 'pant' amount deducted at the checkout from the value of the shopping you are about to buy.

You can request with the Estates Manager to order you a glass container which would be added to your house inventory. All types of house rubbish containers (bins) are registered by the Kommune to the house address.

### *Old Clothes*

FRETEX is the UK version of the Salvation Army with a charity shop network attached. Old clothes can be deposited at any of the Fretex collection points. These are usually located in close proximity to the larger Miljøstasjons. Please remember to place clothes in a plastic bag and check that nothing has been left in the pockets. They are also grateful to receive unwanted furniture, though it must be of an acceptable standard, i.e. functional and not heavily marked. You should call 51 57 11 00 for further advice and to arrange collection. They do have a website, however it is only in Norwegian language <https://www.fretex.no/om-fretex/about-fretex> Please note that the collection service is for furniture only.

### *Disposal of Electrical Items*

Whether purchased from them or not, broken/redundant electrical items can be taken to any electrical shop for disposal. All electrical shops by Norwegian law must take the item, there is no fee for this, and you do not have to buy anything from that particular store. There are usually a couple of skips/cage pallets at the back of the store for scrap items. These enable the shop to separate computer items from kettles and fridges/freezers, etc.

With regard to fridges and freezers, the Kommune will collect these free of charge from your home. This is because the gases in them are harmful to the environment and it stops people fly-tipping.

### *The Local Waste Disposal Site (Miljøstasjon)*

<https://www.ivar.no/forus/> This link has a google map on their website to locate the waste disposal depot which is located at Forusbeen 200. Click on the English language for sorting guide, opening hours etc.

Any questions you can email IVAR [ivar@ivar.no](mailto:ivar@ivar.no) or telephone 51 90 85 00

## **ANNEX B**

### **EMERGENCY WATER CUT-OFF AND THE HOT WATER SYSTEM**

Your house has a standard Norwegian Hot Water System. This means permanent hot water is supplied from a 200 litre tank. The tank is fed from a cold water pipe in the Utility Room. The Emergency Cut-Off is the red or black handled lever on the pipe coming up from the floor, as pointed out by the Estates Manager or his appointed deputy, on your Move In. When open, the valve lever should be in-line with the pipe. To cut the supply, move the lever so that it is at 90 degrees to the pipe. Do not force the lever too far back.

The water in the tank heats up at a standard rate, taking 6/8 hours from cold. As you use hot water, cold water enters, and the tank immediately begins re-heating. There is sufficient hot water for two full baths, but you must then wait for the water to re-heat if you run the system cold. If your family members each spends 20-30 minutes in the shower in succession the water will not re-heat fast enough and you will need to wait.

## **ANNEX C**

### **HEATING**

Your house is very well insulated, as one would expect of a Norwegian house.

#### **Radiators**

The majority of radiators are of the simple plug-in and switch on type with temperature controlled by a thermostat dial located directly beneath the on/off switch. When the room reaches the pre-set temperature, the heater turns off and restarts if the room temperature drops. Please be aware that, by virtue of the plasterboard walls, the radiator attachments are not very strong. As such they are exceptionally prone to being pulled off, especially by young children using them as seats or a step to look out of a bedroom window.

Do not cover the heaters or lay items on them, as the elements get very hot. All furniture should be located at least 30 cm away from the heater.

If unused for prolonged periods, be advised that they will emit a burning smell as the accumulated dust burns off. This does not damage the radiator elements.

#### **Under-Floor Heating**

All bathrooms have under-floor heating. The on/off switch and thermostat for this is on the landing wall under the bathroom light switch. To adjust the floor temperature, simply adjust the plus/minus buttons to your desired temperature. Should the floor not seem to be working, do not attempt self-help but speak to the Estate Manager. It is recommended not to leave wet towels/clothes or rubber backed bath mats on the under-floor heated floor. If away for more than a week you need to reduce the heating to 15c which will avoid freezing problems. If you leave the heating on a higher temperature this will dry the floor drain out and you would return to drain smells.

### **LOG BURNER**

Prior to giving special-to-type information on lighting and cleaning, to dispel misconceptions, and raise points that some family members would not perhaps consider, it is necessary to give those who have never had use of such an appliance (and to remind those who have) the following safety information. Please take time to read this information as a family. Though most of it may seem obvious, the potential risks to you, your family and your neighbours could be fatal if corners are cut or instructions not followed.

## *i) Important Information*

### *General Danger and Warning Information*

When in use, **ALL** surfaces of the unit including the door, door glass, operating handles and flue pipe get extremely hot. Contact with these parts without proper protective clothing or accessories, such as heat protection gloves or grippers must be avoided. Alert your children to this special danger and keep your children away from the Burner during use. A fireguard can be provided.

Never use gasoline, gasoline type lantern fuels, kerosene, charcoal lighter fuel or similar liquids to start or 'freshen up' a fire. Keep all such liquids well away from the Burner while in use.

Burning or feeding of highly flammable or explosive substances such as waxed papers, treated woods or empty aerosol cans is strictly prohibited, as is storage of such items in the immediate vicinity of the Burner. While in operation, processing or using highly flammable and explosive substances in the same or immediately adjacent rooms is also prohibited.

Keep the door closed during operation and maintain all seals in good condition.

When lighting the burner, or adding more logs, loose fitting or easily flammable clothing (for example ties!) should not be worn.

Do not over-fire the Burner. Your Burners are equipped with low fireboxes. This means that only one layer of logs should be placed on the existing embers. If the chimney connector, flue-baffle or Burner top begins to glow you are over-firing. Stop adding fuel immediately and close the draft control. Over-firing can cause extensive damage including warpage, cracking of the rear firebricks and premature steel erosion.

The Burner consumes air while operating; ensure adequate room ventilation while in use.

All cleaning work should be carried out on a completely cold unit.

Do not place wet or other laundry items directly onto the unit. Racks for drying clothes and the like must be set up at a safe distance to prevent fire.

### **Creosote**

When wood is burned slowly it produces tar and other organic vapours which, when combined with moisture, form creosote. These creosote vapours then condense in the relatively cool chimney flue of a slow-burning fire with creosote residue accumulating on the flue lining. When ignited, this creosote can create an extremely hot fire.

### **Candles**

It is noted that occupants sometimes place lighted candles either on top of or inside the Burner for effect. This causes a number of serious problems, the first of which is melted wax dripping down. Not only does this block the air vents, it also accumulates in extremely inaccessible places that necessitate the specialist dismantling of the burner to facilitate removal. In addition to noxious fumes being created as the wax is burnt off when the burner heats up when in use, if the air vents are blocked by wax, the burner will not function properly and be a danger to you, your family and your neighbours.

The burner and its flue system are designed to operate within a specific heat range. If burning candles inside the fire-box, because candles do not provide sufficient heat for the convection

system to work, cold air is not driven from the chimney, thus creating disproportionate amounts of soot and creosote quite low down in the chimney as the candle smoke condenses in the cold flue.

## Flue Pipes

Flue pipes are a special source of danger, due to the presence of toxic gases and the danger of fire. Always be aware of flue gas and draft conditions in the event of unfavourable weather (inversion conditions). If not enough combustion air is supplied the result may be dense smoke or flue gas entering your home. This may also result in dangerous creosote build-up within the heating unit and the chimney.

If flue gas escapes, check whether all air inlet openings are clear, and the flue line and stove pipe are clean. If in doubt, please inform the Estates Manager who will arrange for a chimney sweep, as a draft problem could also be associated with problems in the chimney.

## Convection Air Openings

The chimney is the 'engine' of the log burner. Its draft provides a partial vacuum within the burner. It is this vacuum which removes the smoke, sucks air through the dampers for the 'glass pane rinse' that keeps the glass free of soot, and sucks in air through the primary and secondary dampers for combustion. Vacuum the convection air openings regularly to remove dust deposits and prevent blockage. Before each new heating season, the burner should be cleaned thoroughly in order to prevent intense odours as the dust is burnt off.

## Safety Inspections

Chimneys are swept annually; this is arranged by the Estate Manger. The work is carried out by the Norwegian Fire Brigade and recorded on a national register.

## Use Only the Correct Fuel

In principle, your stove is suited to burn dry, split wood. The standard value is less than 15% moisture content. This equates to wood that has been dried and stored, well-ventilated, for 2-3 years. However, other fuels such as wood briquettes, which burn similarly to wood, can be used.

Burning waste of any kind, and plastic materials, will damage the burner and chimney, and is prohibited by the Emission Protection Laws. Treated woods (for example from pallets, pressboards, or old furniture), textiles, coal, charcoal or barbeque briquettes are also prohibited.

If using moist fuel, or during highly dampened operation, the chimney may become clogged; that is deposits of readily flammable substances such as soot and tar may form, the consequence of which could be a chimney fire. Should this happen, close all air slides and dampers, call the Fire Brigade, find a safe place for yourself, your family and neighbours.

**WARNING:** Water and chemicals in wood create highly toxic reactive products in the flue gas. The consequence is damage or contamination of the heating unit and chimney, and the release of toxins into the environment. **LOG BURNERS ARE NOT 'WASTE INCINERATORS'!**

Your log burner was designed as a low maintenance, long-life unit. Its longevity is dependent primarily on efficient usage and the quality of wood burned.

### *ii) General Maintenance*

Surface: Finish and cleaning

The glass in the doors can be cleaned with detergents produced especially for these types of stoves, for example GLAS RENS or THERMOBIL. These detergents are available from stove dealers. Do **not** use an abrasive cleaner. Alternatively, use damp newspaper dipped in cold ash to clean the inside of the door glass. When clean, wipe dry with a kitchen towel.

The surfaces of your burner are highly heat-resistant and may be cleaned only with a damp cloth. For restoration, use **only** the original paint available from the specialist dealer.

### Disposal of Ashes

The mineral portion of the wood (approximately 1%) remains in the fire-box floor as combustion residue. Since these ashes are a purely natural product, they are outstanding fertiliser for all garden plants. However, they should be aged and slaked with water prior to gardening use. If the ashes are disposed of by burying in soil or otherwise locally dispersed, they should be retained in a closed metal container until all cinders have thoroughly cooled.

**Cold** ashes/cinders can also be disposed of in the brown bin using the biodegradable bags provided by the Kommune.

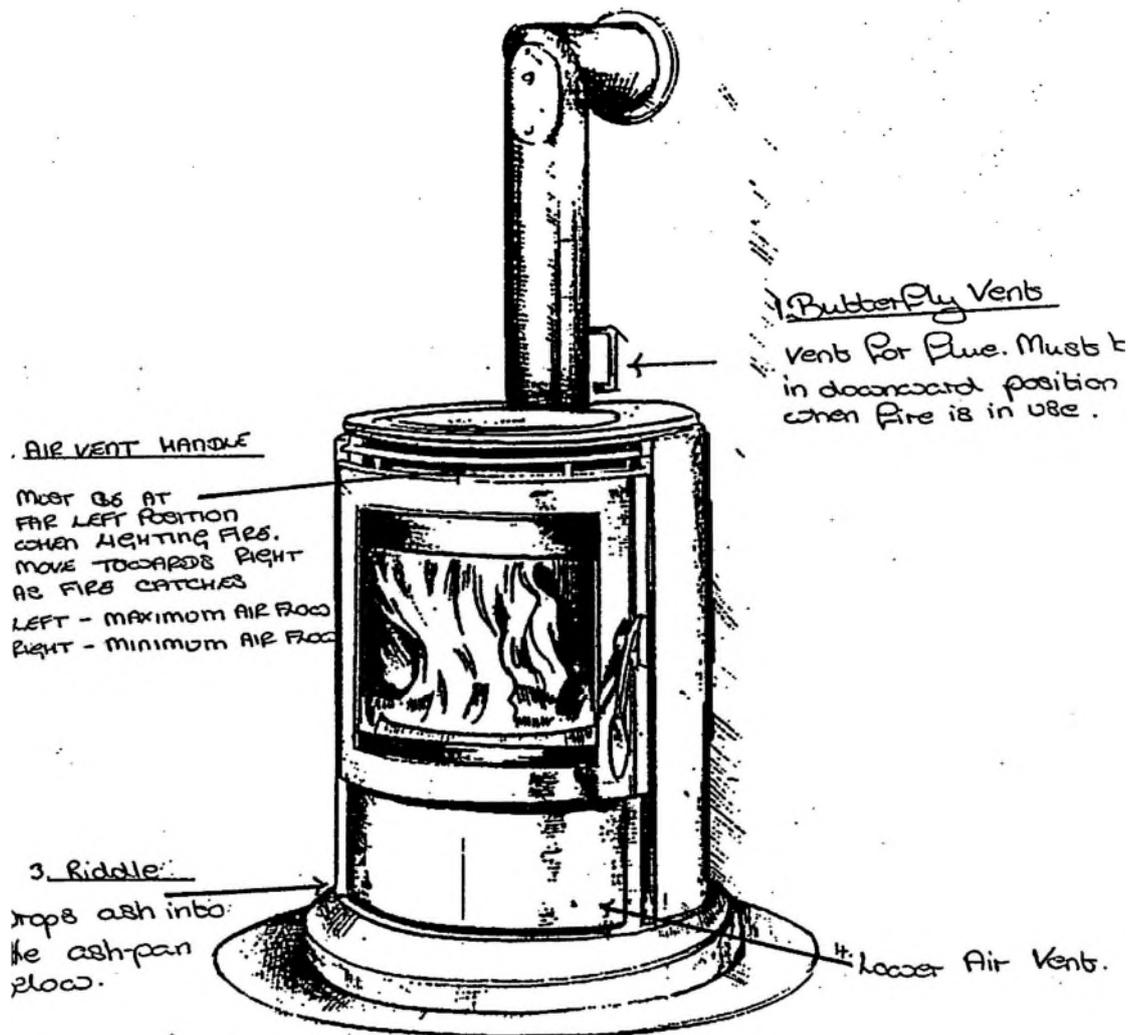
The carbon monoxide sensor in your front room is to detect any poisonous gas from the fire. These detectors have a 10-year life lithium battery which cannot be changed. Inform the Estate Manager if the sensor keeps beeping so it can be renewed.

### iii) Trouble Shooting

Problem	Cause	Solution
Door glass 'soots' too fast	Bad Draft  Incorrect setting  Too much fuel  Wrong fuel	Basically, the glass must be cleaned from time to time (depending on use) with special glass cleaners for wood burning stoves. (e.g. Thermobil or GlasRens Consult chimney sweep (possibly increase chimney height or attach chimney cap) Adjust the slide valve according to operating instructions (if the secondary air vent is closed, the glass pane will soot up faster, but if operated correctly will burn off. See max fuel quantities. See clean burning. Possibly use wood briquettes. They are uniformly dried. <b>IMPORTANT</b> – even with coal briquettes the glass becomes dirtier faster than with wood. Use wood or wood briquettes only.
Stove does not have proper draft.	Chimney draft insufficient Burner is sooted up inside	See bad draft advice above See maintenance and cleaning.
Stove does not start properly	Weather conditions Improper kindling	

Strong odour from stove; Smoke on the outside.	Stove dusty/dirty	
Flue gas exits during re-filling and during heating phase	Not enough chimney draft Flue pipe connection leaky	Check connecting points and re-seal if necessary.

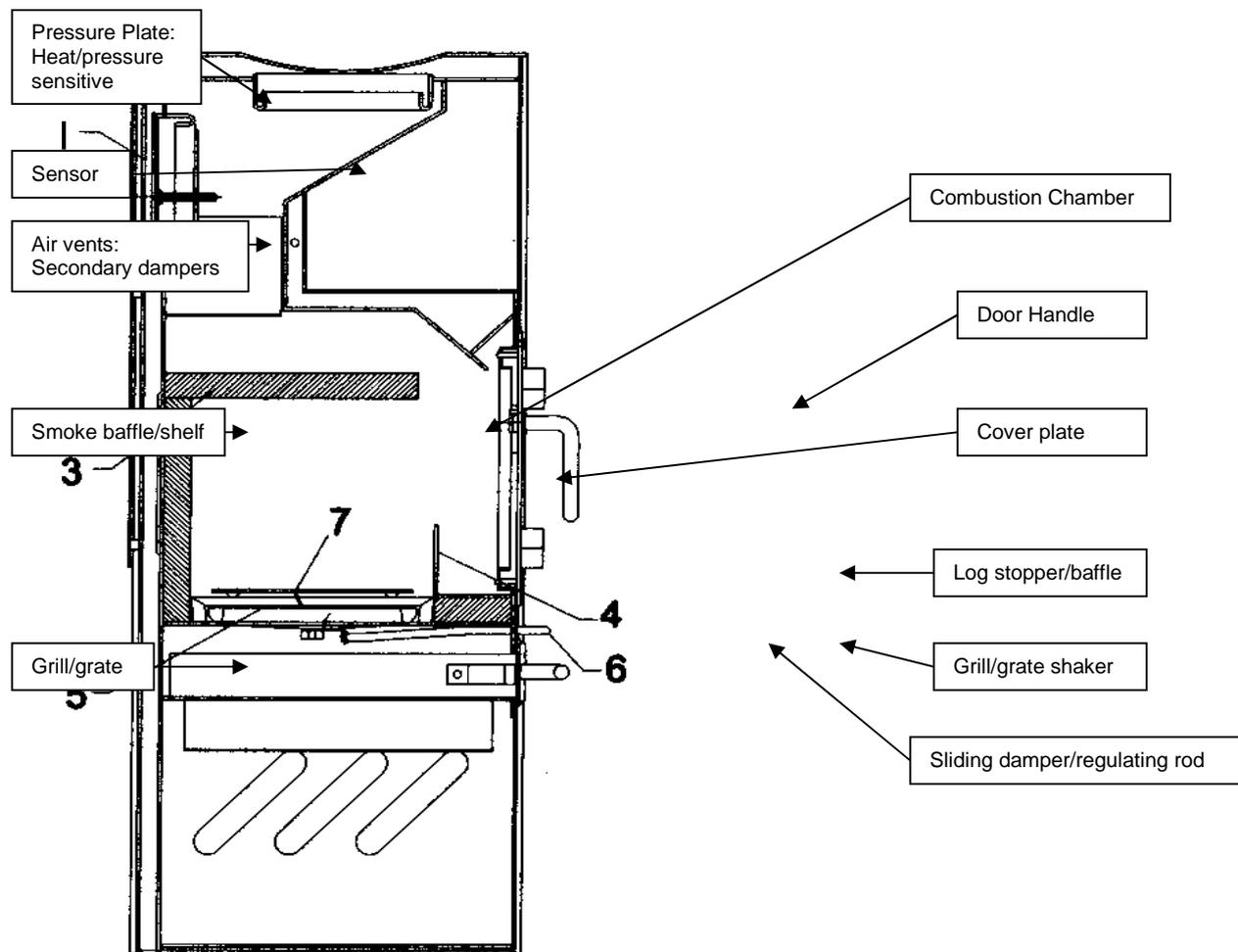
iv) **ESPRIT LOG BURNER: QUICK REFERENCE LIGHTING GUIDE**



Lighting Procedure

1. Ensure the Butterfly Vent (if fitted) is in the downward position.
2. Move the Air Vent Handle as far left as possible. As the fire catches, this handle should be moved further and further to the right to reduce airflow.
3. Pull the lower air vent out as far as possible. As the fire catches, this handle should be pushed further and further into the right to reduce airflow.
4. Ensure that the griddle is closed to prevent excessive airflow and quick burning of fuel.
5. Kindling, two logs and a piece of fire-starter block should be enough to start the fire.

v) **WIKING LOG BURNER: QUICK REFERENCE LIGHTING GUIDE**



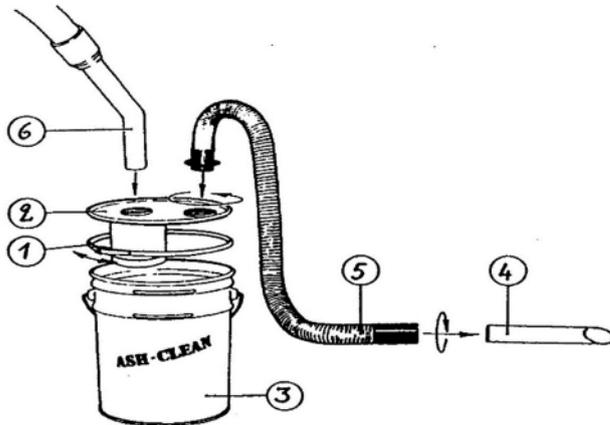
Place an amount of split kindling equivalent to two logs (approx. 2 kg) onto the cover plate (7). Light the kindling and keep the door slightly open until there is no more condensation (approx. 5-10 minutes). Once condensation-free, shut the door. When the kindling has become a solid mass of glowing embers, stoke-up with small pieces of firewood and push the sliding damper/regulating rod to the middle position.

When there are no more visible yellow flames and a 'right ember' is there, you can add more logs. A 'right ember' is when the bottom of the combustion chamber is covered and the embers glow in a ring around the shaking grate. Add 2-3 pieces of firewood, approximately 1 kg each. When firing for the first time, the sliding damper is also placed in the middle position.

When in continuous use, no further adjusting is necessary. This is done automatically by via the sensor (linked to 1 and 2). However, the temperature can be adjusted up or down by moving the sliding damper/regulating rod. Moving the rod to the right raises the temperature and reduces the burn time; moving to the left lowers the temperature and increases the burn time. The highest efficiency is achieved when the sliding damper is in the middle position. Do not add new logs until the embers are suitably low.

## vi) **CLEANING THE LOG BURNER**

An 'Ash Clean' Vacuum System is provided to allow easy, hygienic cleaning of the log burner.



### Instructions for Use

1. To empty, release band (1) and loosen (2) by twisting gently.
2. Bucket (3) can now be emptied.

### To operate:

3. Place shortest end of hose (5), approximately 10 cm, into aperture in (2) and twist gently.
4. Place pipe (4) into the other end of pipe (5) and twist gently to the right until it stops. To remove, twist hose gently to the left.
5. Put vacuum cleaner hose (6) into second opening (2), secured by a rubber seal.
6. Switch on vacuum cleaner and the Ash Clean is ready for use.

### Important Information

1. Ensure that the fire is not a light and that there are no hot embers before using the Ash Clean.
2. Use the lowest suction level on the vacuum cleaner, if adjustable.
3. If the hose at (5) gets hot turn off immediately and wait 2-3 hours before resuming.
4. If there is a blockage in the hose (5), remove by gently knocking the hose.
5. If suction is poor, strike the lid to clear dust from the filter or the Ash Clean maybe full. Therefore, empty it as detailed above.
6. When cleaning is complete, raise the hose (5) to allow residue to fall into the bucket (3).
7. Ash should be left in the bucket for 24 hours before emptying.
8. The Ash Clean is for household use only.

## ANNEX D

### FUSE BOX

Anlegg .....: Selmer C		Dato: 1994 – 05 – 27	
Firma .....: KLEPP INSTALLASJON AS		Fordeling (Distribution)	
POSTBOKS 175			
4060 KLEPPE			
Tlf. : 51421411			
Kurs nr. (Course/f use no.)	Lastbeskrivelse (Load description)	Vern Karak. [A] Protection characteristic	Ledning [mm <sup>2</sup> ]/Forl. Wire/ Circuit
01	Koking (Cooker)	B 25	2 x 4 CU / A
02	Vaskemaskin (Washing machine)	B 15	2 x 2.5 CU / A
03	Tørketrommel (Tumble dryer)	B 15	2 x 2.5 CU / A
04	Kjøkken (Kitchen)	B 15	2 x 1.5 CU / A
05	Oppvaskmaskin (Dish washer)	B 15	2 x 1.5 CU / A
06	Stue (Lounge)	B 15	2 x 1.5 CU / A
07	V.v.b.-bod-vaskerom-gang (External store-Utility room-Entrance)	B 15	2 x 1.5 CU / A
08	Sov.1-bad-kott (Bedroom 1-bathroom-closet)	B 15	x CU / A
09	2stk soverom (2 other bedrooms)	B 15	x CU / A
10	Bryter for ringetrafo (Switch for doorbell transformer)		x CU / A
11	Ringetrafo (Doorbell transformer)		x CU / A
12	Jordfeilbryter (Earth fail switch)		x CU / A
13	Overbelastningsvern (Overstrain defence protection)		x CU / A
14	Contactora for cooker by fuse #5		

#### Basic Fault Diagnosis:

Norwegian Law ensures that the electrical system is very sensitive, more so than in the UK. As such they are more prone to overload/failure, i.e., when one thing fails, the whole system tends to trip out. That is not to say that it is a regular occurrence and that you should change your daily routine. However, listed below are the 3 most common causes of electrical failure and the self-help action to be taken:

1. Tumble dryer overheating;
2. Too many appliances plus all household lights on at once: in other words anything that puts a sudden strain or surge on the system;
3. A bulb or fuse blowing in a light or appliance and shorting out the whole system.

In all three cases the action is the same: first identify the fault (overheated tumble dryer, blown appliance/light etc.), and unplug it. You should now be able to reset the main trip switches: 12 + 13. With regard to the Tumble Dryer, do not plug back in until the machine has fully cooled down as it has its own cut-off device that will continue to trip the system until it has reset itself on cool-down.

## ANNEX E

### BATH – DRAIN CLEANING

Your bath empties efficiently through a drain beneath; this drain also allows for easy mopping of the bathroom floor. However, it is prone to blocking from hair and other bath waste. As such it is recommended that the bath drain is cleared every few months, or earlier, if you notice that your bath/shower takes longer to drain than normal. Regardless of the above, the drain requires cleaning as part of your Move Out.

The instructions below give guidance on accessing the drain and plughole pipe:

First, remove the bath side panel as per instructions on the side of your bath.

Under the bath you will see a circular grille.



Lift up the end of the pipe and remove the grille (this might take some effort as there is not much space between the bath and the bathroom floor).

Under the grille there is a circular 'plate' with a drain hole in it. Lift out the plate to reveal the filter. This is a simple plastic bucket intended to catch dropped rings, hair, etc.

Lift the bucket out and clean/empty as necessary.

Replacement is the reverse of the above. There is a centring spike to help reposition the bucket.

The same type of floor drain is located under the utility room sink, same cleaning procedure necessary.

## ANNEX F COOKER

### i) Advice & Instruction

The cooker and induction plate are electric and built into the kitchen units.

Cooker use will obviously vary from individual to family but even light use for re-heating purposes only over the course of a 2-year stay should require the main oven to be cleaned on a 2-monthly basis. Heavier use, for example, if you like your Sunday roasts will require more regular attention. A standard foam cleaner, available locally or from the JWC Central Cellar or American BX will suffice. A 30-minute stint every few weeks will save hours and a possible bill on Move Out.

Should you have any concerns or experience problems with your cooker, please do not hesitate to contact the Estate Manager.

### ii) Cooker-Hood Extractor Fan and Ventilation System

Your cooker-hood is incorporated into the upper kitchen unit above the induction plate as part of an Extraction System for domestic ventilation.

The grease filter in the cooker-hood must be cleaned regularly, preferably once a month to ensure maximum efficiency. Wash in warm soapy water, or in the dishwasher. At the same time, wipe the insides of the cooker-hood. Let the filters dry properly before replacing.

Worn or damaged filters must be replaced. Please speak to the Estate Manager.

**Warning! Build-up of grease and dust inside the cooker-hood increases the risk of fire. Regular cleaning is therefore of great importance**

**IMPORTANT! The ventilation system is designed to operate continuously to prevent the build up of condensation.**

With the speed control set to "1" (minimum), basic ventilation is provided; when set to "3" (maximum), forced ventilation is achieved. Forced ventilation is necessary when the cooker is in use.

**Warning! Build-up of grease and dust inside the cooker-hood increases the risk of fire. Regular cleaning is therefore of great importance**