



European
University
Institute

REAL ESTATE
AND FACILITIES
SERVICE

PDM RESIDENCES USER'S GUIDE (Electricity & heating)




What to do in case of problems with your central heating system

- A. Have you checked that the heating is switched on according to operating hours indicated in the EUI heating and cooling policy (see <https://www.eui.eu/Documents/ServicesAdmin/Logistics/Policies-and-Procedures/EUIHeatingandCoolingPolicy.pdf>) ?

- B. Have you checked that the radiators' valve is set ON "+" (image 1)?



Image 1

- C. Have you checked that the  indicator (nr. ② image 2) is displayed on the chronothermostat?

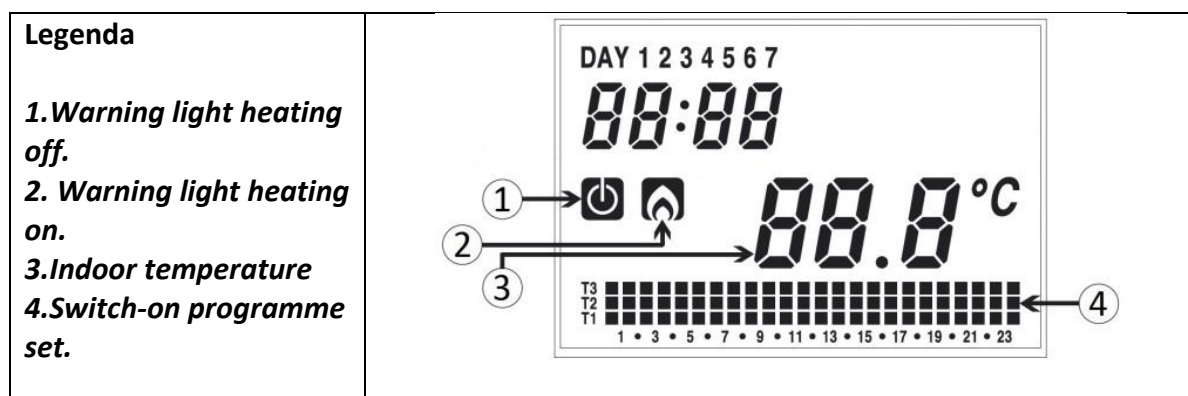


Image 2








- If the  indicator is not displayed, please check for the  warning light (nr. ① image 2). If  is displayed on the panel, the heating is off. Please press the  button (image 3) to turn it on.



Image 3

- If the indicators  and  are not displayed, please check the indoor temperature indicator (nr. ③ image 2) and compare it with what set on the hourly schedule (nr. ④ image 2):
 - T1 (7°C),
 - T2 (17.5°C),
 - T3 (21.5°C).

When the temperature matches or is higher than the temperature set by the system,  does not appear.

D. Have you checked if the indicator light of the boiler is on?

- Please check on the switch panel in the kitchen and next to the entrance that all relevant switches are positioned upwards (on). For further details, please see **“What to do in case of power outages”**

Should none of above-mentioned solutions work, please contact the EUI Helpdesk*.

***You can contact the EUI Helpdesk from Monday to Friday from 8 am to 6 pm by opening a ticket on the web portal (helpdesk.eui.eu), by sending a mail message to eui.helpdesk@eui.eu or by calling [+39] 055 4685 600 (ext. 2600). In case of emergencies outside working hours or over the weekend, please contact the control room ([+39] 055 4685 999).**

What to do in case of a power outage

Legenda

- ① Master switch of the flat (supplying all other switches).
- ② Switch supplying the electric panel in the Kitchen
- ③ Switch supplying lights and sockets in the flat
- ④ Master switch of the electric panel in the kitchen
- ⑤ Switch supplying the oven.
- ⑥ Switch supplying the dishwasher
- ⑦ Switch supplying the boiler.
- ⑧ Bathroom switch (lights and sockets)
- ⑨ Switch supplying the alarm bell

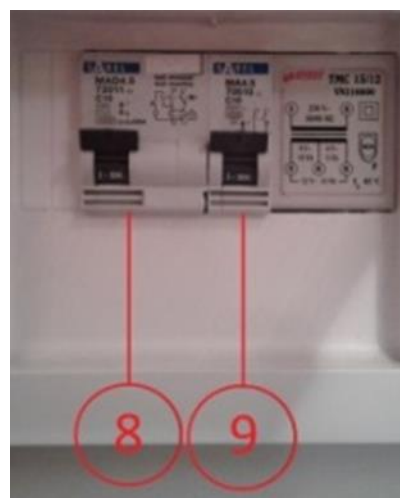


Image 4



Image 5

If the power outage affects the whole building (lights, outlets, air conditioning/heating, household appliances),

- Have you checked that switches nr. ② and ③ (Image 4) are positioned upwards?
- Have you checked that switch nr. ① (image 4) on the electric panel next to the entrance is positioned upwards?
- Have you checked the switch with the number corresponding to your flat in the electric meter compartment at the bottom of the stairs (image 5)?

A. If the power outage affects all household appliances in the kitchen (boiler, refrigerator, oven)

- Have you checked that all switches in the kitchen panel, ④ (master kitchen), ⑤ (oven), ⑥ (dishwasher), ⑦ (boiler) (image 4) are positioned upwards?
Should there be a supplying default in a specific appliance, please check the corresponding switch according to what indicated above (image 4).
- Have you checked that switches ① and ② (image 4) on the electric panel next to the entrance are positioned upwards?
- Have you checked the switch with the number corresponding to your flat in the electric meter compartment at the bottom of the stairs (image 5)?

B. If you realize that lights are off and all outlets in your flat are not powered:

- Have you checked that switch number ③ (image 4) is positioned upwards?
- Have you checked that switch nr. ① (image 4) is positioned upwards?
- Have you checked the switch with the number corresponding to your flat in the electric meter compartment at the bottom of the stairs (image 5)?

C. If your heating system is not working and you do not have hot water due to a power outage:

- Have you checked that switches ⑦ and ④ (image 4) on the electric panel are positioned upwards?
- Have you checked that switches ② and ① (image 4) on the electric panel next to the entrance are positioned upwards?
- Have you checked the switch with the number corresponding to your flat in the electric meter compartment at the bottom of the stairs (image 5)?
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Should the power outage affect a specific device connected to a power outlet with a switch (image 6), please check that this latter is set on **(I)**:

- If the switch of the outlet is set on **(O)**, please change it to **(I)**.
- If electricity goes out again, please disconnect all appliances connected to the outlet.



Image 6

Should none of above-mentioned solutions work, please contact the EUI Helpdesk*.

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**** Please note: in order to avoid heat dispersion, please do not place any items over radiators (i.e. laundry to dry), which shall never be placed ON but in proximity of heating sources).**