



European
University
Institute

REAL ESTATE
AND FACILITIES
SERVICE

PDM RESIDENCES 9-11

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?

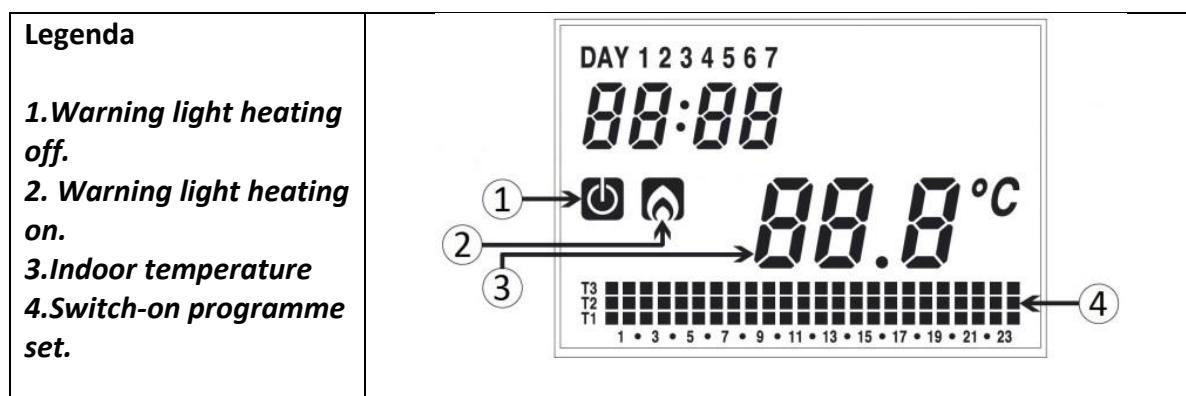


Image 2








- 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 a power outage”**

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

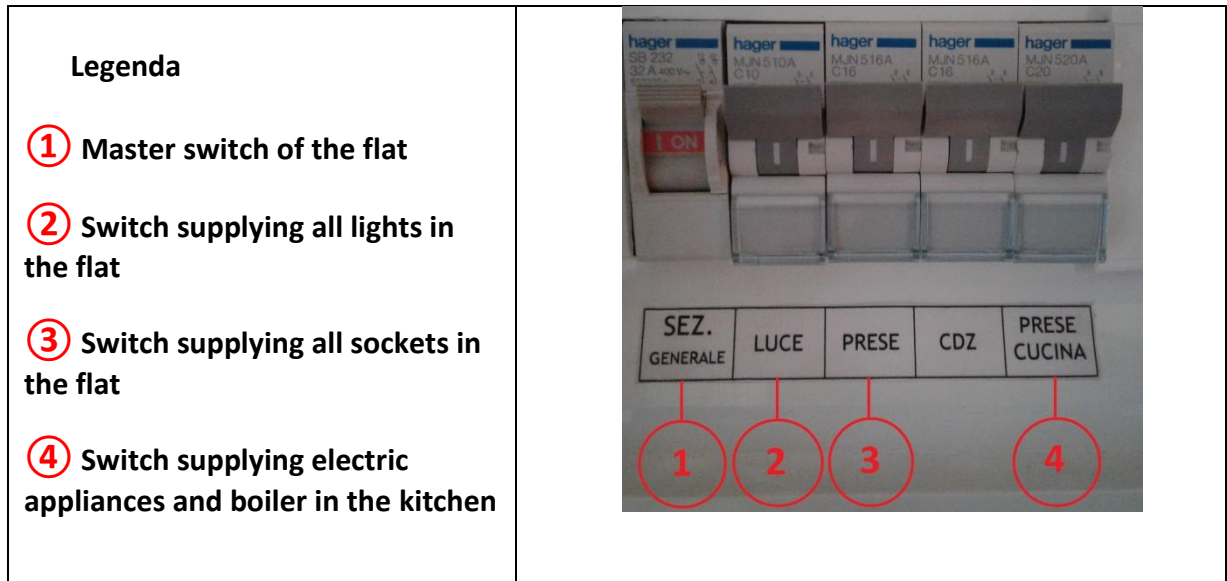


Image 4



Image 5

- A. If the power outage affects the whole building (lights, outlets, heating, household appliances),
- Have you checked that switches nr. ①, ②, ③ and ④ in the electric panel of the flat (**Image 4**) and in the panel located in the electric meter compartment at the bottom of the stairs (**Image 5**) 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 the power outage affects all household appliances in the kitchen (boiler, refrigerator, oven)
- Have you checked that switches **①** and **④ (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)**?
- C. If all lights are off :
- Have you checked that switches number **②** and **① (image 4)** 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)**?
- D. If all sockets are not powered :
- Have you checked that switches number **③** and **① (image 4)** 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)**?
- E. If your heating system is not working due to the power outage:
- Have you checked that switches **①** and **④ (image 4)** on the electric panel 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)**?
 -

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

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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).