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# WELCOME TO OUR HOLIDAY HOME

## TO ENSURE YOU ENJOY YOUR STAY PLEASE FOLLOW THESE INSTRUCTIONS

- Please treat this house with care as you would your own home.
- Please ensure that you know where the exits are in case of emergency.
- We ask that you respect your neighbours and keep noise down after 10.30pm.
- Smoking is NOT permitted inside or outside near the doors opening to the house.
- Pets are not permitted in our home.
- Make sure that you locate the emergency equipment in the kitchen i.e. candles and matches, torch if supplied (there are occasional power cuts in Tekapo).
- If you have any problems please phone Lake Tekapo Holiday Homes 03 680 6607 or 022 414 2859. If it is after 8.30pm please LEAVE A VOICE MESSAGE with the name of your house and a phone number.
- Please report any damage immediately to the Lake Tekapo Holiday Homes office at 8 Simpson Lane.

## ON DAY OF DEPARTURE

- Please leave our home as tidy you found it, especially the kitchen.
- Please wash and DRY all of your dishes and put away, or place dishes in dishwasher and turn on (put in a dishwasher tablet (not liquid), close the door, push power button and choose program).
- Place separate rubbish and recycling as instructed and place in bins provided.
- Turn off all heating and unplug electric blankets.
- Please checkout by 10am and return key to 8 Simpson Lane.
- Be careful not to turn off the fridge power button or the oven power button

## N.B. ANY EXCESSIVE MESS, DAMAGE OR RUBBISH MAY INCUR EXTRA CHARGES

All our homes are privately owned by New Zealand families who entrust us to care for them.

## IS THERE A PROBLEM?

### NO HOT WATER

**GAS:** This house's hot water supply is run off gas. If there is no hot water, we may need to change the cylinder. Please call the office.

This house has an electric hot water cylinder, meaning the hot water supply is limited. Please limit showers to 7 minutes if there are more than 4 guests. It may go cold if you take long showers or do a lot of washing. Please wait for 3 hours until it heats up again. If there is no hot water in the morning, please call the office.

### OVEN WILL NOT TURN ON

Check the switch on the wall above the oven is turned on (pointing down). If it has been turned off the oven clock will need resetting. When you turn on the oven button, the oven time is flashing. Press the two left buttons together and press the "+" button at the same time to start the clock. The time stop flashing and you can see 12:00. Then the oven will go. If you are still having trouble please Google the oven brand for reset help or call the office.

### HOB WILL NOT WORK

**ELECTRIC:** Check the switch on the wall is turned on (pointing down). On older hobs check the automatic timer button has not been set; disengage if necessary.

**GAS:** Is the gas flowing? We may need to change the gas bottle.

### INDUCTION COOKTOP

1. Place the cookware on top of the cooker centered on the element that you want to use
2. Turn on the cooktop by pressing and holding the OFF/ON indicator for 3 seconds
  - a. *(If this wont work, remove the child lock by holding the lock/key icon for 10 seconds and repeat step 2. N.B. LO means Lock)*
3. Set the temperature/power level by repeated touching the + - button.
4. When the cooking is finished, take the cookware off the surface.
5. Turn the unit off

## **TV WILL NOT WORK**

There are two remote controls. One is for the TV and one is for the Freeview or Sky box.

### **For Normal TV Channels**

Make sure both the TV and Freeview/ Sky box is turned on.

Using the TV remote (Samsung, Veon, Panasonic, etc):

-> INPUT (SOURCE) button

-> HDMI or HDMI 2 (or it may be AV /DVD/TV/ - one of these should work)

-> SELECT

### **(TV continued)**

Use the Sky/Freeview remote to change channel and adjust volume.

If the TV still does not go, it may be the batteries in the remote control. Please call the office for replacement/new batteries.

If we have had a big wind storm the satellite dish may have moved. We will need to get a technician to fix it. This can take 2-3 days.

### **DVD Player (if supplied)**

To use the DVD player, use the DVD player remote to turn it on. Next use the TV remote to select the input source. This maybe: HDMI, AV, DVD. Continue following the instructions on screen.

## **LIGHTS WILL NOT WORK**

Please call the office and we will replace the bulb. If many lights are not working the circuit may need resetting.

## **BARBECUE WILL NOT WORK**

Turn the gas on at the bottle. Then push the selected burner knob in and turn to ON. While you are holding the knob in, press the igniter button until it lights, wait 6 seconds, then release knob. If the igniter button is not working, use a match while holding the selected burner knob in. If it still does not go, the gas bottle may be empty. Please call the office for a replacement/new one. Please turn off the gas at the bottle after use.

## **WIFI WILL NOT WORK**

We gave you the password at check in. It is also written on the refrigerator magnet.

If wifi is not working please check the password (case sensitive, 0 = zero, O = oh, l = small ell). If still not working then try on a different device. Some houses have a data limit on each device. If still not working please call the office. Sometimes the wifi supplier fails as Tekapo is restricted by old infrastructure. There is free wifi in the village.

## **NO ELECTRICITY**

If there is no power to some outlets, please call the office and tell us the name of your house. The circuit may be tripped by too many devices.

If there is no power to the whole house the power may be off for the entire village. This happens when it snows heavily or if there is damage to a power transformer. Please be patient until the power returns. We can ensure you have portable lights but otherwise we all have to wait.

## **SIREN NOISE**

Please ignore the loud siren noise which may sound at any time day or night. The siren calls our volunteer emergency services to fires, traffic accidents and medical emergencies. If there is a significant earthquake the local people will all help.

## **FIRE OR MEDICAL EMERGENCY CALL 111**

**In case of a fire, get everybody out of the house and call 111.  
DO NOT GO BACK INSIDE FOR ANY REASON.**

# LAUNDRY & DISHWASHER INSTRUCTIONS

## DISH WASHING MACHINE

- Please rinse excess food and grease off plates before loading into the machine.
- Stack the plates, cups, glasses carefully on the racks allowing space for movement of water. Place the cutlery into the basket.
- Place a supplied dishwasher tablet or powder into the special compartment and close the lid. (Or you can put a dishwasher tablet into the cutlery basket.)
- Close the machine door firmly and carefully.
- Press the power button and choose your setting, press start.
- Please do not use liquid detergent in the dishwasher, there are special tablets supplied.

## CLOTHES WASHING MACHINE

- Put dirty clothes in the machine
- Put the washing powder ON the clothes or open the centre spindle and pour the powder inside.
- Close the lid
- Press the power button and choose your setting, press start.

## CLOTHES DRYER

- Put damp clothes in the machine and close the door firmly.
- Turn the dial to the correct setting for your clothes. 30 - 60 minutes on the Warm setting is best for most items of clothing.
- Remove clothes and clean the filter after use.

# HEATING & COOLING INSTRUCTIONS

## WOOD BURNER (please see picture instructions over the page)

- Locate and open the damper knob
- Place lots of scrunched up/crushed newspaper in the firebox
- Lay a few pinecones or kindling (small pieces of wood) on top
- Light the newspaper and close the door
- When the kindling is alight add slightly bigger pieces of wood.
- When the fire is burning well, turn down the damper so it burns more slowly
- You will find extra wood outside to bring in and stack by the fire as you need
- If you have difficulty with the fire please tell Lake Tekapo Holiday Homes.

## HEAT PUMP (Reverse Air Conditioner)

### Winter:

- When you arrive set the heat pump to Heat 22 degrees and leave it at that temperature for the duration of your stay.
- It may take ten minutes to start after you have turned it on – be patient.
- If you turn the heat pump up beyond 26 degrees when the air temperature is below zero it may cease to work.
- If you leave for the day please turn the heat pump off to save precious energy.

### Summer Air Conditioning:

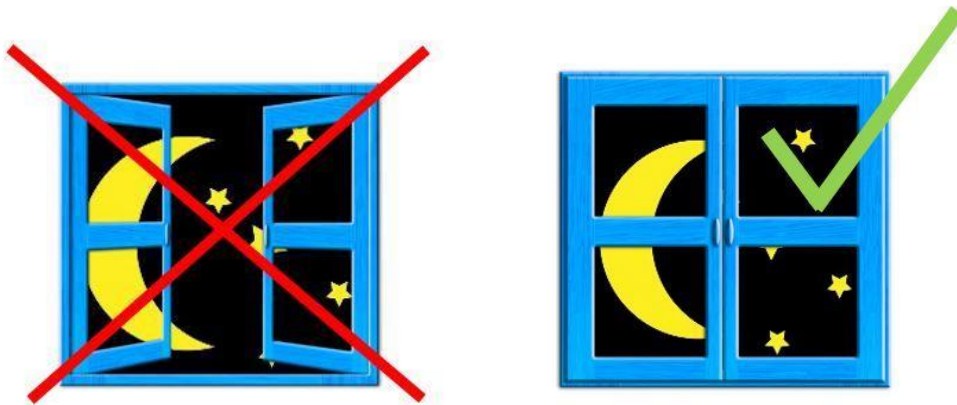
- For air conditioning set the heat pump to Cool 18 degrees.

## ELECTRIC BEDROOM HEATING

- Each bedroom should have a small electric heater.
- There is an electric blanket on the beds during the colder months from April - December. Turn the control on before you get into bed and turn it off before you sleep. It can be very dangerous to leave on all night.
- Please turn off at the wall switch before you depart in the morning.

## BUGS - ANNOYING BUT HARMLESS

Please close the windows and doors when you turn on lights in the house at night. This will keep the moths and bugs from coming in. Thank you.



During the summer (December - March) there can be many sandflies, moths and mosquitoes at night, especially before it rains. They are annoying and can leave itchy bites but are harmless to most people and do not carry disease. We cannot prevent them but to keep them out of the house at night please turn off the lights in unused rooms and close the windows.

**Using insect spray:** Close all doors and windows. Spray insect killer up into the air with a sweeping motion, keeping about 3 feet from interior walls, fabrics and furniture, until the room is thoroughly misted (about 3 seconds). There is no need to spray directly at flying insects - the mist in the air will kill them.



## CHECKLIST / PREPARATION FOR SNOW

Lake Tekapo village can experience snowfalls in excess of 30cms deep. This may cause temporary road closures and power failures for up to 12 hours for all residents and visitors. You will be quite safe staying in or near your house and we will come and check on you as soon as possible. If snow is falling heavily we encourage you to:

- Charge your cell phones as soon as you check-in (in case of power failure).
- Ensure that you know where the torch lights are and place them in a location that is readily accessible.
- If there are no torch lights, locate the tea-candles & matches and ensure that they are readily accessible. (When using the tea-candles, please place them on a saucer for fire safety, and never near curtains!).
- Park your car at the end of the driveway to avoid being snowed-in. You may park off-road too.
- If your accommodation has a heat-pump, leave it on at 18 degrees C through the night. Please do not turn it up above 23 degrees or it may fail if outside temperatures are below -6 degrees.
- Leave a cold water tap ON to trickle all night if outside temperatures are below -6 degrees. This will prevent the pipes from freezing overnight.
- If you have a battery powered radio choose from these frequencies for information:  
93.4MHz FM / 93.7MHz FM.
- Ensure you have some food supplies that do not require electricity to prepare.
- Please be patient. No one is going anywhere until the road has been cleared and it is safe to travel.
- Inform us if you have a flight to catch. We will do our best to help.

# RECYCLING AND RUBBISH

We try to recycle as much as possible. Please help by separating your rubbish and placing in the appropriate coloured bin when you leave.

## YELLOW BIN

**RINSE &  
RECYCLE**

可回收垃圾（请涮洗）



**NO GLASS, NO FOOD**  
请勿放入玻璃瓶和食物

## RED BIN

**WASTE  
& FOOD**

不可回收垃圾



**NO GLASS**  
请勿放入玻璃瓶

## BLUE BIN

Glass only



# HOW TO LIGHT THE FIRE

## 1. Materials

- Two smaller logs for the base.
- Lots of scrunched up newspaper.
- Two handfuls of kindling.
- Two smaller logs plus bigger logs.



## 2. Setting the fire



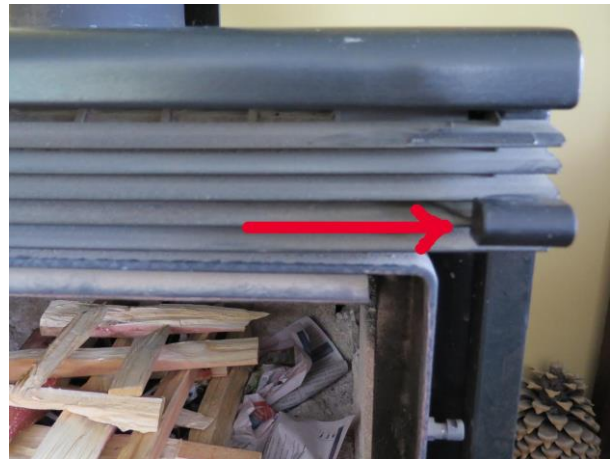
- Scrunch 3 sheets of newspaper.
- Place two dry smaller logs on the grate front to back this will form the base of the fire. It is ok if there is some ash in the bottom.

### 3. Building the fire

- Build a grid with the kindling on top of the side logs and paper. You can add a 'fire starter block' if you have one but is not necessary.



### 4. Light the fire



- Open the flue damper to allow air in (move handle from the left to the right **OR** push/pull to open).
- If the wood burner has bottom air vents open them also.
- Light the newspaper with matches or a lighter
- **Close** the fire door making sure all vents are wide open.

## 5. How to add more wood



When the kindling has burned down to hot embers you can add some larger logs:

- Close the damper fully.
- Open the door very slowly so the smoke doesn't come into the room.
- Place 2 or 3 more logs on the fire and close the door.
- Open the damper again for ten minutes to give the fire more air until it is burning well.
- If you want the fire to burn more slowly turn the damper down.



## 9. Leaving the fire to go out

The fire is safe to leave burning when you go out or want to go to bed if you do this:

- Turn the damper down low.
- Make sure the door is shut properly.
- The fire will go out by itself in a few hours.
- Leave the embers to go cold unless you want to start the fire again.



**DO NOT REMOVE BURNING LOGS AND TAKE THEM OUTSIDE.**

**THIS IS VERY DANGEROUS AND WILL START BIG FIRES.**