

## SECTION A: DETERMINE WHERE THE PROBLEM LIES

*You need to ascertain whether the problem is with your caravan, the park or the local network.*

### DO OTHER CARAVANS ON THE PARK HAVE POWER?

If they do, skip to SECTION B

If they don't, continue reading below.

### DO NEIGHBOURING PROPERTIES (CARAVAN PARKS, HOUSES, BUILDINGS ETC) HAVE POWER?

*You might notice that the street lights are on, but the lights in all or some of the properties are off. This is because once the power leaves the local electricity sub-station it will sometimes be split across two or three circuits, or 'phases', before it's delivered to local properties. Usually if there's a fault at the local sub-station, only one of the phases will be affected so only some of the properties will lose power.*

If they do, contact us on 023 9246 4276 and we will get someone to come and look at the main power to the site.

If they don't, continue reading below.

### CHECK THE STATUS OF (OR REPORT A PROBLEM WITH) THE LOCAL NETWORK

You can do this by either:

- 1 calling 105 from your phone; or
- 2 using the online Scottish & Southern Power Track Map (<https://www.ssepd.co.uk/Powertrack/>).

You will need to know the park postcode for either service:

The Binnacle (105/107 Eastoke Avenue PO11 9QR)

Camaron (1/3 Fisherman's Walk PO11 9QU)

Campion (8 Fisherman's Walk PO11 9QU)

Caravelle (6 Haven Road PO11 9QX)

Cummock (15 Haven Road PO11 9QX)

Eastoke Farm (31 Sandy Point Road PO11 9RP)

Fleet Farm (Yew Tree Road PO11 0QE)

Goose Green (7 Birdham Road PO11 9QY)

Greenhaven (12-20 Haven Road PO11 9QX)

The Hollies (47 Itchenor Road PO11 9SN)

Lower Tye Farm (Copse Lane PO11 0RQ)

Seagull (3 Sandy Point Road PO11 9RP)

Sunnymead One (5/7 Haven Road PO11 9QX)

Sunnymead Too (9 Haven Road PO11 9QX)

Sunnyside (22 Haven Road PO11 9QX)

Sycamore End (48/50 Haven Road PO11 9RY)

Triangle (131 Eastoke Avenue PO11 9QR)

Two Acres (113 Eastoke Avenue PO11 9QR)

Water's Edge (129 Eastoke Avenue PO11 9QR)

## SECTION B: SOLVING CARAVAN ELECTRICITY PROBLEMS

*If the reason for the power failure is unclear, start with Test 1 and carry out the other tests as necessary.*

### TEST 1

Check the fuse-board in your caravan to see if the switches are in the "OFF" or "NEUTRAL" position.

*The fuse-board is usually in the wardrobe in the main bedroom, but in some models it could be elsewhere. Usually down is "OFF" and up is "ON" but sometimes the RCD switch can be half-way ie in the "NEUTRAL" position.*

If the RCD is in the NEUTRAL position press it down first and then up. It should then lock in place in the up position.

If all the switches are up (ie ON) check you have power to the fuse-board by pressing the "TEST" button.

If the RCD does not trip OFF, then you have no power to the fuse-board and should now do Test 2.

If the RCD switch will not stay in the ON position, there may be a problem in your caravan so you will need to carry out Test 3.

### TEST 2

*This test involves checking the meter box outside your pitch. You will need to gently squeeze either side of the see-through access panel to lift it up and get access to the switches.*

Check that the RCD and fuses have not tripped in the meter box outside your pitch. ***If you can see any live wires in the box, contact us immediately – DO NOT TOUCH ANY LIVE WIRES.***

If any switches are in the "NEUTRAL" position, press them down and then up to the "ON" position.

If all the switches are up (ie ON) check you have power to this external the fuse-board by pressing the "TEST" button.

If the RCD does not trip OFF, then you have no power to this meter box and you will need to contact us.

### TEST 3

If the RCD in your caravan will not stay in the ON position, even after switching it down and then up, then there is a problem in your caravan. This is usually caused by the appliance that you turned on just before the power went off, so if you disconnect this appliance you should be able to turn all your switches back on. The faulty appliance will need to be disposed of, repaired or PAT tested.

If you are unable to identify the faulty appliance, then:

- 1 Turn off every electrical appliance in the caravan including the fridge/freezer and cooker ignition (if there is one).
- 2 Switch the RCD back on again.

If it stays in the ON position:

- a Turn each appliance back on one at a time until the RCD trips out; and.
- b Remove this appliance from the electrical circuit and replace/test or dispose of it.

If the main fuse will not stay in the up position, it is likely that you are overloading the electrical system.

- c Turn off some of your appliances and switch the fuse on again.

- 3 If the RCD in the meter box outside your caravan will not stay in the UP position, even when the switches in your caravan are in the off position, it is possible you have a faulty RCD in the box.

If you still have no electricity once these checks have been done, contact us on 023 9246 4276.