

URGENT INCIDENTS MANUAL



NO WATER

First ask the neighbors, if they do not have water, it is a problem of the company, we have to wait. If they have and we do not check stopcocks, on the floor and meters. If once the checks have been carried out there is still no water, call the technician.



NEIGHBOR'S WATER LEAKAGE

If water falls from above, go upstairs immediately and report the water falling, have them close their stopcock and report it to your technician, leave contact to arrange for the repair of the damage with your insurance or technician.



NO LIGHT

First check the differential, lower all of them and go up, first the general one, if it jumps in any specific one leave it lowered, if all of them are up and there is no light, ask the neighbor. If they don't have any either, it is the company's, you have to wait, if they have and we continue without, call the technician.



LOSS OF KEYS

Contact manager during business hours, after hours contact Soluciones Al Instante, you must pay for the service, it is the tenant's responsibility.



NO HOT WATER

Check differentials, lower them all and go up one by one, first the general one, if the heater one does not go up, it is a failure of the heater, If they hold, but still no hot water, check boiler pressure/heater power, if not, call the technician.



THEFT OF KEYS

It is essential to report it to the police so that the cost of the lock change is compensated by the insurance in some cases, otherwise it is the tenant who bears the cost of the replacement and copies of keys.



WATER LEAK

Look for the general stopcock and turn off the water, usually it is through a window in the interior patio, if it is in the bathroom or kitchen look for the stopcock in that area and close it to stop the leak and call the technician.



NOISE COMPLAINTS

Call the police if the established schedule is not being complied with; the manager cannot act in such cases.

BUSINESS HOURS

Monday to Thursday: 9:00-18:00
Friday : 9:00-15:00



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NON-URGENT INCIDENTS MANUAL



W.C. LEAKS WATER

Close the WC stopcock (usually located at the base of the toilet) and notify the manager so that the technician can visit the apartment during business hours.



INSECTS

Contact the manager during business hours. Take photos.



NO WIFI

Turn off the router and turn it on in a few seconds, if the problem persists perform a reset, if it is not successful contact the manager during business hours.



BULBS

During the first 7 days of the contract, contact the Manager. After this period, the cost will be borne by the tenant.



AN APPLIANCE DOES NOT WORK

Plug and unplug, check incoming differential, make sure they are all up, if it doesn't work call the manager during business hours.



USEFUL NUMBERS DURING YOUR STAY

EMERGENCIES OUTSIDE OUR BUSINESS HOURS AND HOLIDAYS

Extreme maintenance emergencies:

655.043.414

(Atemporal Code)

Locksmith emergencies 687.863.461

(Atemporal Code)

EMERGENCIES BARCELONA

Emergencies (general, Police and Firefighters): 112

On-call pharmacies: 010

LOST OR STOLEN CREDIT CARD

American Express: 902 111 135

Euro/MasterCard: 900 971 231

Visa: 902 114 400 / 913 626 200



GLASS BREAKAGE

Usually covered by insurance, notify the manager during business hours, take photos.

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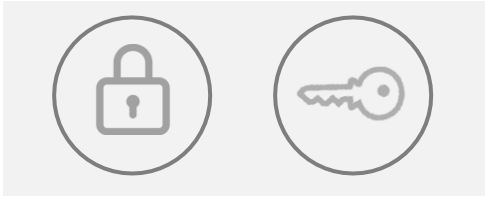
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USE OF THE CERAMIC-HOB

Indications about the usefulness of the symbols you can find on the glass-ceramic hob



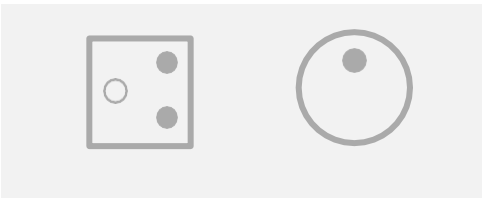
CHILD LOCK

If the light of any of these symbols is on, and the cooktop does not work, it means that it is locked. Press and hold the button until the red light turns off to unlock.



TURN ON AND OFF

Press and hold the button for 2 seconds until the ceramic hob switches on or off.



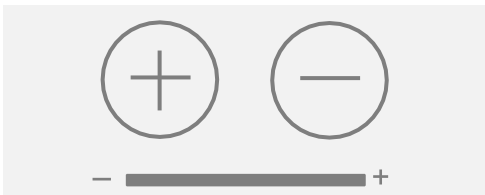
BURNER INDICATOR

Press the indicator you wish to light to select the stove to be used.



STOVE DIAMETER

Press the symbol to light the entire stove you want to use.



POWER

Press or swipe to regulate the temperature.



TIMER

First select the desired cooking zone, press this symbol and adjust the time with the +/- signs.

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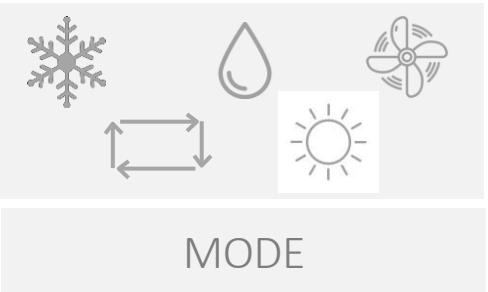
USE OF AIR CONTIDITIONING

Indications about the usefulness of the symbols you can find on the air conditioner



TURN ON AND OFF

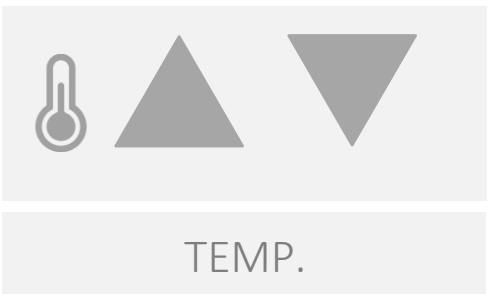
Press the button until the air conditioning turns on/off



CHANGE MODE

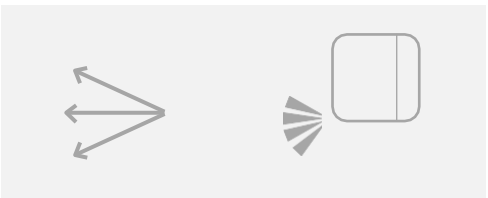
By pressing these buttons, you can change the different modes: (1) cooling, (2) dehumidifying, (3) fan, (4) automatic, (5) heating.

Important: The air conditioner also has heating. Use it if you need it, as long as the apartment does not have radiators.



THERMOSTAT

With the dates you will be able to regulate the temperature, remember that the temperature you indicate must be in accordance with the previously selected mode.



BLADE POSITION

With this symbol you can change the current position of the blades to adjust the air direction.



POWER

With these symbols you can adjust the air power

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