

List for self-help

Our employees will be happy to assist you. To save time, we have compiled a list of frequently asked questions. Perhaps a quick glance at this list will solve all your problems.

Category	Problem	Error	Solution
Electric	Hot water	Power interruption	Check circuit breaker, push in if necessary
Electric	Hot water (instantaneous water heater) failed	Pressure fluctuations	Clean the aerators (strainers) on the tap
Electric	E-cooker not working	Circuit breaker triggered by overload	Push in the circuit breaker
Electric	E-cooker oven lighting failed	Incandescent lamp defective	Remove incandescent lamp, replace it, 15W E14
Electric	Partial power failure in the apartment	Check fuse protection of the circuits	Push in the circuit breaker
Electric	Sockets torn at the switch box	Clamp loose	Power off! (Attention! „Mortal Danger“)! Remove the cover of the socket, partially loosen the lateral clamps, install the socket and tighten the clamps, put the cover on and switch on the power
Sanitary	Water pressure of the tap too low	Aerator (strainer) dirty	Clean aerator (vinegar essence) or limescale remover
Sanitary	Water tap dripping	Seal dirty or defective	Open the tap fully and try to remove the dirt to be sprayed away, otherwise replace the seal
Sanitary	Drain clogged	Residues dammed up	Please clean manually. Open screw connection on the basin valve, pull out the drain and clean it completely.

Rubrik	Problem	Fehler	Lösung/ Behebung
Sanitary	Bathtub drain clogged	Residues dammed up	Open the tile frame and remove and clean the drain
Carpenter	Window is hard to close	Rods dry	Lubricate rods with spray oil (all rods at the openings)
Heating	Heating power failed	Valve is stuck	Heimeier-Thermostatic head: Unscrew thermostatic head on the ring sits in the middle of the valve, pull out with pliers, Place the head with the marking pointing upwards and screw on the ring.
Heating	Heating power failed	Valve is stuck	Danfoss Company: Loosen thermostatic head from the clamping ring and remove head. Loosen the stuffing box with a 12 open-ended spanner (please use a small bowl to catch a few drops of water) and let the spring behind it protrude with a small screwdriver. Then screw the stuffing box back on and fit the head. Insert the notches in the duct and fasten the clamp.
Heating	Heating power failed	Radiator filled with air	Bleed the radiator at the vent valve until water comes in evenly. If water and air do not come out, the heating system must be filled up.