MERVILLE RESIDENCE

MAINTENANCE GUIDE

UCD DUBLIN

MAINTEANCE INFO

HOT WATER

Hot water in Merville is timed to the mornings and evenings. If you require hot water outside of these hours, you must turn on the immersion located in in the kitchen (beside the kitchen door). Please wait 15-20 minutes after turning this on for the water to heat up.

If there are any issues with hot water, please log a maintenance request on your UCD Residences Portal or get in contact with us by calling us on 01 716 1008 or by emailing residences@ucd.ie

HEATING SYSTEM

The heating system in Merville is on a timed schedule.

If you believe that your heater is not working please log a maintenance request on your UCD Residences Portal or contact us.

CAUTION: PLEASE DO NOT COVER THE HEATER. Anything placed on or against the panel heater and/or obstructing the convection channel between the panel heater and the wall will cause it to overheat. This will damage the panel heater as well as increasing the risk of fire.

ELECTRICITY

If you experience a loss of power, please contact the UCD Residences Team or your RAs.

They will need to examine the fuse board in your apartment which is locked. Please do not try to open this. The UCD Residences team and your local RAs will have a key and can resolve the issue.

ELECTRICAL APPLIANCES

IF YOUR HOB ISN'T WORKING

- Your electric cooker may not be working because it is not turned on.

- Check that the main switch (located on the wall) is at the on position (the red indicator light will light up)

- Check that the control dials on the front of the cooker are turned to the correct position.

- If the electric cooker still does not work, report it to the Residence Team or log a maintenance request on the UCD Residences Portal.

IF YOUR VACUUM CLEANER ISN'T WORKING

- The vacuum cleaner may be full of dust and needs to be emptied.

- The vacuum cleaner suction hose may be blocked: Try to unblock the hose by disconnecting the hose and placing the opposite end of the hose over the suction hole on the side of the body of the vacuum cleaner.

- If it still isn't working, report it to the Residence Team or log a maintenance request on the UCD Residences Portal.

- PLEASE EMPTY VACUUM CLEANER REGULARLY.

ELECTRICAL APPLIANCES

IF YOUR FRIDGE/FREEZER ISN'T WORKING

- Your fridge/freezer may not be working because it is not turned on: Check that it's plugged in and switched on.

- Check that the main switch (located on the wall behind the appliance) is at the "on" position. You may have to pull the fridge/freezer out of its position to access this switch.

- Check that the thermostat dial (inside the fridge) is turned to the correct position

- If it still isn't working, report it to the Residence Team or log a maintenance request on the UCD Residences Portal.

PLEASE NOTE: To ensure best performance of your fridge/freezer please defrost any built up ice within the compartment at least every three months or sooner if required. Excess build-up of ice will reduce the performance of the fridge; it will also cause the internal door of the compartment to break. If this occurs you may be liable for the cost of a replacement.

Note: The fuse box is in the kitchen, you will need to contact UCD Residences or your RA's to get access.

SHOWER/SINK

IF YOUR SHOWER ISN'T WORKING PROPERLY

- Check that control knobs are in the correct position, i.e. the knob that controls the flow of the water and the knob on the right hand side controls the temperature of the water. (Please be careful when adjusting the temperature of the water).

- If your shower is not draining properly, ensure that there is nothing covering or obstructing the drain

- If the shower still does not work or is not draining properly, report it to the Residences Team or log a maintenance request on the UCD Residences Portal.

IF WATER WON'T DRAIN FROM A SINK OR BASIN

- Please ensure that it has not been obstructed by anything.

- In order to prevent blockages, please do not push food or other solid items down the drain of the sink.

CONTACT DETAILS

UCD Village Welcome Desk
Tel: +353 (0)1 716 7000 +353 (0)1 716 1031
Email: residences@ucd.ie
Opening Hours:
Monday - Sunday: 24 hours*
*Opening hours may vary during holiday periods.

UCD Blackrock
Tel: +353 (0)1 716 8807
Email: blackrock.residence@ucd.ie
Opening Hours
Monday -Friday 9:00-00:00*
*Opening Hours may vary during holiday periods and outside of the Academic Term