

Height Gate

Visitors' guide to keeping things working

If you encounter a problem during your stay at Height Gate, we hope that you will find the answer below. We've tried to think of most contingencies!

WATER

Q: There is no cold water coming out of the taps.

A: The most likely explanation is that there has been a temporary electricity failure, after which the pump has to be reset.

To do this locate the electricity supply for the pump on the wall in the privy, across the yard from the kitchen door (key on kitchen mantelpiece) To the right of the electricity fuse box in the privy is a black box marked 'Grundfos' with a red button on the base. Press the red button once. This restarts the pump after a break in electricity supply.

If this still fails to deliver water, there may be a more serious fault with the pumping equipment. Please advise us of the problem as soon as possible.

Q: There is no hot water coming out of the hot tap.

A: The middle number on the display in the meeting room should indicate the approximate temperature of the water in the tank. There are 3 sources of heat to the hot water tank:

- The solar panels on the barn roof
- The back boiler of the wood pellet stove in the meeting room
- The immersion heater which is controlled by a timer switch on the wall to the left of the cooker in the kitchen. Press this switch once to boost the hot water for approx. 2 hours. Use the immersion on days that aren't sunny enough for the solar panels to get the water hot but not cold enough to warrant lighting the meeting room stove. (N.B. there is also an isolation switch for the immersion on the floor of the hot water tank cupboard in Lapwing. Check this is on.)

Also: check the mixer valve immediately above the hot water tank in Lapwing. This automatically mixes cold water with the hot to make the hot supply safe on really sunny days. Check this valve hasn't been set too low: the lower the number the cooler the water at the hot taps. If this still doesn't work, check that the meeting room stove (if lit) is set to mark 4 or 5. Also, check that the water pressure has not fallen – there is a dial in the water tank cupboard in Lapwing low down on the right – let in a little more water using the tap at half height on the front of the tank until the dial hand reaches position 1. Lastly, if you wish to prioritise hot water heating as opposed to the radiators, you can speed up hot water heating by turning down the room thermostat in Lapwing.

Q: The hot water is too hot.

A: You'll see from the display in the meeting room that the water in the hot tank can become very hot on sunny days, although there is an automatic cut-in mixer valve to prevent scalding. Adjust this mixer valve (the black one immediately above the hot water tank in Lapwing) to a lower number to receive cooler water at the hot taps.

Q: The toilets are blocked.

A: This has never yet happened, and would suggest a serious problem with the waste disposal arrangements which we would need to get professional advice to fix. Advise us of the problem as soon as possible.

FIRE ALARM SYSTEM

Q: We have had a false alarm. What do I do to stop the alarm sounding?

A: To silence and reset the alarm system, follow the instructions on the fire control box (next to kitchen door).

However, **before** you do this please do the following. Provided you are sure the building is safe and that there really is no fire, check the fire control box to see which zone is lit up. Zone 1 is house downstairs, zone 2 is house upstairs, zone 3 is barn. To help us diagnose the cause of your false alarm please check the heat/smoke detectors (round objects in the ceiling) in either zone 1 or 2 to see if any have lit up with little red lights. (It is difficult to check the barn detector, since the roof is so high).

Smoke detectors are in place throughout the house except the kitchen where a heat detector is in place. Normal cooking etc should not trigger the alarm, but you may find that burning toast, fat, etc, does cause the alarm to go off.

If no detector has lit up in the zone indicated, almost certainly the problem is that someone has broken the glass in one of the fire alarm points. Read the instructions below to find out how to replace the glass.

In the case of *every* false alarm, please write down full details in the Height Gate incident book, which should be on the cupboard in the meeting room.

Q: We have reset the fire alarm after a false alarm, but it is still going off

A: Read the answer above, and identify the zone where the problem is. Then check each fire alarm point and sensor in that zone carefully.

If a sensor is continuing to be triggered for no apparent reason try the following steps:

- twist the sensor an eighth of a full turn in an unscrewing direction until it falls out of its casing. Blow the sensor to remove any dust, spiders' webs etc, and replace. Reset the alarm and see what happens.
- if this still triggers an alarm at the same sensor, repeat this operation again. Reset the alarm and see what happens.
- if this still triggers an alarm, try to contact us. We will probably advise you to remove it altogether and replace it with a spare sensor, which we have put away in the store room. Please don't change the sensors without our permission. It is absolutely imperative that you tell us what you have done, by writing in the incidents book. Reset the alarm and see what happens.

If you really cannot diagnose the problem or if the alarm continues to sound, contact us.

Q: We have had a real fire. What should we do?

A: There are water fire extinguishers upstairs and downstairs, foam extinguishers in the kitchen and meeting room, and a fire blanket in the kitchen. If you can safely tackle the fire using these, do so. Do not put yourself or anyone else at risk.

If you need to ring the fire service, use a mobile. The nearest BT line is at Height Farm back along the track (Mr and Mrs Jackson). The full postal address is Height Gate Farm, Dyke Lane, Erringden, Eastwood, Todmorden, OL14 6EL. The Todmorden Fire Service have a plan for access and action.

Advise us immediately if a fire has occurred or if the emergency services have been summoned. The numbers to reach us in an emergency are at the end of this guide.

Full details of the incident must be recorded, in the Height Gate incident book (if still available for use) or on a separate piece of paper.

Q: One of the fire extinguishers has accidentally been let off.

A: It is important you tell us that this has occurred, so we can get it working in time for the next booking. We will have to invoice you for a small charge for the costs involved.

Q: The glass in one of the fire alert points has been broken.

A: We have spare glass panels available, stored above the fire control box in the kitchen. Use the small Philips screwdriver provided to unscrew the front of the alert point, and remove the broken glass. You may need to insert one of the small black plastic keys (kept in the plastic box on the kitchen mantelpiece) in the bottom of the unit. You will note that the glass is kept in place by two lugs. You have to ensure that the replacement glass is held firmly in place behind these lugs. Once you've done this, replace the cover and screws, and reset the alarm. Tell us what you've done in the incidents book.

ELECTRICITY

Q: A light bulb has gone.

A: Spare light bulbs are kept in the space under the stairs. (Do not attempt to replace the light in the disabled toilet).

Q: The lights/ power seem to have fused.

A: The electricity circuit is modern, and is based on trip switches rather than old-fashioned fuses. There are two circuit boards on the wall in the kitchen near the oven. Please check if any switches are down, and push them back up. This should bring back the power.

If the switch continues to trip out after being reset, there would appear to be a more significant problem which will necessitate us calling out the electrician. Please let us know of your problem after your visit (or during your visit if it is causing you major problems).

Q: The whole power has failed

A: Our power comes from the grid, from the pole in the top field by underground cable and into the house by the kitchen and has so far been very reliable.

It may be that the area is experiencing a power failure. However, check also that the master switch (on the wall in the kitchen near the oven) has not for some reason been switched off.

HEATING

Q: We can't find the fuel for the stove in the kitchen.

A: There is more kindling in the tea chest in the barn and more coal and smokeless fuel in the boot room in the barn.

Q: The stove is on in the meeting room, but the radiators upstairs are cold.

A: There is a thermostat on the wall in Lapwing which determines whether the upstairs radiators come on. Try turning this up. If this doesn't work, check that the pellet stove/back boiler in the meeting room (if lit) is set at 4 or 5. Also, check that the water pressure hasn't fallen too low by looking at the dial low down on the right inside the water tank cupboard in Lapwing, and letting in a little more water by using the tap at half height on the front of the tank until the hand on the dial reaches position 1.

Q: The wood pellet stoves (barn and meeting room) won't light properly.

A: Check that the power is on, there are pellets in the hopper, the door & the fuel hatch are closed and the burning pot and combustion chamber are clean.

If you are still having trouble, or you are re-lighting the stoves during your stay, and/or the LCD readout says `atte', `no acc' or `blac out', try the following:

- Leave the stove to cool completely.
- Switch off the mains electricity (on wall to left of both stoves)
- Open the front door.
- Locate the burning pot (looks like a rectangular crucible with holes in the bottom) and carefully lift it out of the combustion chamber, **remembering which way round it was.**
- Empty out any unburned pellets and/or ash, and clean the holes in the base of the pot.
- Vacuum the pot and the combustion chamber to remove soot and ash
- Replace the pot into the combustion chamber the same way round as before
- Close the stove door
- Switch the mains back on and wait – the stove will either settle into `off' mode or bring up this message on the LCD – if the latter, press the start button to go to `off', then switch on again to light
- Repeat the stove lighting sequence on the stove instruction sheet, ensuring that when the stove is in its lighting sequence the number on the right hand end of the LCD display is 4 or 5 (you can adjust this using the + and – buttons each side of the number). Please be patient – the stoves take up to 15 minutes to get going.
- If you get the message `no pell', add some more pellets through the hatch in the top of the stove, and go through the instructions above

When switching the stoves off, please follow the instructions on the wall carefully e.g. do not switch the power off at the wall socket except in the circumstances directed.

The stoves in the barn and meeting room are for burning **wood pellets only**. (The stove in the kitchen is for coal/wood). We fill each stove with pellets prior to your arrival, and provide one extra sack per stove left beside them. Should you need any more, you can find these in the barn store, and we ask you to leave a cheque or cash to cover the charge per extra bag used in the jar on the kitchen mantelpiece – this saves us the inconvenience of having to invoice you afterwards.

Note that the meeting room stove has a back boiler which heats the radiators as well as the hot water.

DRYING ROOM

Q: The drying room isn't working.

A: The electric fan heater is on a timer, and will stay on for about eight hours. The timer switch is just inside the drying room, near the ceiling to the top right hand side of the door. (You will also need to turn on the heater, both the socket switch and the switch on the heater).

If you have the drying room heater on, please do not put clothes on or near the heater. Please check regularly that it is OK.

Q: The extractor fan isn't working

A: This seems to be an intermittent fault, which we had hoped we had cured. Advise us of the problem when you leave, so we can get it seen to.

GAS

Q: The cooker won't light.

A: Check that the main gas switch (on the wall above the cooker is in the on (12 and 6 o'clock) position, rather than the off (3 o'clock) position.

The gas supply comes from two large gas cylinders, and automatically switches to the second one when the first is empty, with the arrow on the valve pointing to the one currently in use. We check regularly that there will be sufficient gas for your visit. However, if there appears to be no gas, turn off the gas supply at the wall and go outside and try lifting/shaking the cylinders to see if they seem unduly light – if this is fairly easy, the cylinder concerned is probably empty. You can try manually turning the round switch so that the red 'arrow' points to the second cylinder, and then turn the gas back on and try again.

If you are still unable to get gas despite the inside lever being in the open position and you believe both cylinders are empty, and there are spare full cylinders available, change over the gas cylinders as outlined below.

Changing over the gas cylinders. N.B. the cylinders are heavy, so it is advisable to have 2 people doing this.

Turn the valves on the top of the cylinders to the 'Off' position.

Using the large adjustable spanner (which is hanging in the privy – privy key is on the kitchen mantelpiece), remove the connection valve on the top of the cylinder, swap it for a new one, re-connect the valve with the spanner, tighten and turn back on.

Chain the empty cylinders in position as a safety precaution, and replace the spanner.

Please inform us that you have done this, so that we are aware of the need to arrange a replacement.

Q: We still can't get the cooker/oven to light.

The regulations about the installation and use of commercial cookers requires that these cookers have adequate air supply and fume extraction and that there is a safety cut-out that switches off the gas supply if any part of the system isn't working properly.

This is to prevent hazards from gas or from gas fumes.

The heart of the safety system is the Gas Interlock System (GIS) which you can see on the wall above and to the left of the cooker. It should have two red lights on it. If it doesn't, check that its red and yellow power switch is on.

Lighting the cooker

- 1) When stood in front of the cooker, locate the 'Vent Axia' fan on the wall on your left.
- 2) Switch this fan on by sliding the top slider switch on the control panel which is below the fan from '0' to '1'. Neither of the other two slider switches should be adjusted.
- 3) This fan is bringing air into the kitchen. The left hand red light A on the GIS box will go out.
- 4) Locate the 'Roof units' control box on the wall above the cooker, up and to the left.
- 5) Switch the red rocker switch on the Roof Units control box from '0' to '1'.
- 6) The extractor fan above the cooker will come on and the right hand red light C on the GIS box will go out.
- 7) Having detected that both fans are on the middle green light B on the GIS control box will start to flash.
- 8) Press the 'start / stop' button on the GIS box. You will hear the gas solenoid on the wall, up and to the right above the cooker, click. The flashing green light B on the GIS box will go constant green.
- 9) Select the burner you wish to light, press and turn the gas control knob and light the gas, **keeping the control knob pressed in to the count of 10.**
- 10) Release the knob and cook lots of lovely food.

Lighting the oven

Follow steps 1 – 8 above.

Open the oven doors, and press in and turn the oven regulator to the spark symbol.

While continuing to hold in the oven regulator knob, press the oven ignition switch which is situated in the lower face of the oven opening, to the right of centre.

Once the gas burner has lit, **continue holding in the regulator knob to the count of 10.** Release the regulator knob and adjust to your desired gas mark.

Note that when the oven is on the doors can get hot, so please supervise children in this area.

Switching the cooker off

Please reverse the above instructions carefully, so as to leave the controls in the correct positions for the next lighting/next group.

Toaster

- 1) Make sure the lower toast chute is hooked in place.
- 2) Set the left hand colour control knob to 3 or 4 and pre-heat the toaster for a few minutes by turning the right-hand control to 'bread' for double sided toasting or 'buns' for single sided toasting.
- 3) If making a large batch of toast, turn on the main extractor fan over the cooker using the control switch on the wall behind the cooker.
- 4) Swivel the top toaster rack into position and place untoasted bread here. Gravity and the conveyor will move the bread into the toaster.
- 5) Collect toast from lower chute beneath the toaster as soon as possible to avoid a backlog.

Some safety advice

- 1) Be patient. Setting the colour control to max is highly likely to result in scorched toast and in turn to the fire alarm sounding.
- 2) Do not leave the toaster running unattended.
- 3) If toast starts to burn, accelerate its passage through the toaster by turning the colour control down to 1.
- 4) Please do not put fingers or utensils into the toaster while it is in use.
- 5) Please only use the toaster for baked products and never for meat or dairy products which future guests might wish to avoid.

Emergency numbers for members of Height Gate's voluntary management committee if available. Please don't ring us unless you have to.

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