

# Welcome information and 'Quick-start' guide for key appliances



## Internet / Wi-Fi

Unlimited Wi-Fi internet access is provided – the EE hub is on the side table just inside the living room.

WiFi name: **BTHub6-HX3M**

Password: **FCUupPK3Jxie**

## Maintenance and emergency contact

If you need to speak to us, please call one of the following numbers and we will be happy to help.

Ben and Laura (owners): 07881 942759

Tracy (housekeeper): 07773 125263

## Bins

The giant wheelie bin provided is for all general waste and recycling; there is no need to separate recyclables as this will be done at the depot once the bin has been emptied. In order to help keep the bin clean, please place all rubbish and recycling in black/white plastic bin bags (found in either the island unit or below the kitchen sink). The bin collection is usually on Tuesday, please ensure any vehicles parked by the bin leave sufficient room for the bin to be accessed via the gate.

## Neighbours

We are keen to maintain good relations with our neighbours. They have requested that music is not played outdoors. We would kindly ask you to respect this request. Please also be aware that sound carries to next door from the garden, especially if you are using the hot tub in the evening, so please do not use the hot tub after 10pm.

**Gardeners / Window-cleaner access:** Usually this happens on Fridays during changeover, but is weather-dependent.

**Ball games:** The windows are all original, and now over 140 years old, so we would be very grateful if any ball games could please be played in the many surrounding parks (eg Rothay Park) and not in the garden.

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## **Open Fire**

The fire in the lounge has a small grate and is not suitable for burning logs, which result in excess smoke and ash causing a fire hazard. If you wish to light the fire please use coal and small wooden kindling. From October to March we'll set a fire ready for you to light if you wish. Please use the fire guard as necessary.

## **Toiletries**

We have provided a selection of toiletries. Please feel welcome to take home any unused small containers of shampoo or conditioner, but please leave the larger dispensers containing hand wash, hand lotion and shower gel as we refill these to reduce our environmental impact.

## **Summerhouse**

The Summerhouse contains extra garden equipment, typically for Summer use (eg BBQ tools, garden games, cushions for outdoor furniture and additional garden chairs) and can also be used for storage (eg for bikes) at the guest's own risk. If you would like access to the Summerhouse, please give us prior notice and we will be able to leave the key out for your arrival.

## **Heating/hot water**

The heating is best controlled through the thermostat in the hall. Radiators and towel rails can be adjusted independently using their individual thermostats. The hot water is left on permanently to ensure a sufficient supply of hot water for all guests.

## **Household appliances**

A 'quick-start' guide for key household appliances can be found below. Full manufacturer instructions are provided in the folder located to the right of the cooker. If you have any problems, please contact us.

## **Dishwasher shelf adjustment**

If necessary, the top shelf of the dishwasher can be adjusted up or down to accommodate taller glasses or plates using the orange levers at either side.

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## **QUICK-START GUIDE FOR KEY APPLIANCES**

### **Hot Tub**

#### **Safety and general information:**

Our hot tub is professionally maintained. The maintenance contractor will normally visit on Mondays and Fridays between 8am – 11am (days may vary over Xmas). As part of our service to guests, the water is changed and the hot tub is cleaned for each new guest to ensure you have clean, fresh water when you arrive.

Do not use the hot tub alone, and leave the hot tub if you feel drowsy. Children (aged 11 and over) should always be accompanied by an adult. Children under age 11 are not permitted to use the hot tub for risk of overheating.

**Please do not sit or place anything heavy on the hot tub cover.** The cover is made of fragile foam insulation. Placing any weight on the cover will break the foam and replacement covers are very expensive.

Please do not use glass (drinking glasses or beer bottles) anywhere near the hot tub. Broken glass in the hot tub is very dangerous as it cannot be seen and is very difficult to remove. We have provided plastic drinking glasses (in the dresser in the dining room) for use in the hot tub.

Hooks for hanging towels can be found in the wooden archway beside the hot tub.

#### **Using the hot tub:**

Please shower before using the hot tub.

To open the hot tub cover:

- Un-clip the two black straps at the front of the hot tub
- Lift the front and fold the cover in half
- Using the bar, lift the folded cover to the vertical position towards the rear of the hot tub

Remove the blue/grey plastic float from the hot tub before entering the water.

Always replace the cover after use to retain the hot tub temperature.

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## Oven

- **Gas hobs:** select desired hob, indicated by symbols. Turn dial while pushing it in to ignite flame. Turn dial to desired level.
- **Small top oven, right hand side:** this is a slow cooker oven. Turn dial (second from right) to desired heat level.
- **Large bottom oven, right hand side:** turn dial (far right) to desired heat level
- **Grill - small top oven, left hand side (with Aga badge):**
  - use dial on far left
  - to heat **half the grill**, turn the dial counter-clockwise to the desired heat level (1-3)
  - to heat the **full grill**, turn the dial clockwise to the desired level (1-3)
  - the grill tray sits in a pull-out carriage. The height of the grill can be adjusted by either rotating or flipping over grill rack
- **Multi-function oven, lower left side:**
  - use the two dials marked with 'M' indicating the lower left oven
  - the first dial indicates the desired temperature
  - the second dial selects the oven function. A guide to the function symbols is shown below:

 Rapid function – use this to heat the oven quickly

 Fan oven

 Fan grill (for more even, less fierce grilling)

 Fan assisted oven (fan, plus top and bottom heat elements)

 Top and base heat elements (roasting/baking, cakes/pastries)

 Top (browning) element only

 Base element only (pizza/quiche)

 Defrost (temperature control should be set to 0°C)

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## Krups coffee machine

1. Fill the removable water tank at the rear of the machine (push tank away and lift tank out)
2. Lift the silver lever on the top of the machine to open the pod chamber
3. Insert 1 coffee pod
4. Lower the silver lever again to close the chamber
5. Place a cup on the drip tray at the front
6. First, press either of the 'cup' buttons on top to activate the machine (both cup buttons will flash)
7. Then, select desired cup size by pressing either button again for:
  - a. Small cup: button on left
  - b. Large cup: button on right
8. The selected button may continue to flash for a short period while it heats up
9. Your coffee will then dispense and pouring will stop automatically

When the lever is next lifted, the old pod will drop into the used capsule container. This will hold around 7 used pods. At that point, please pull out and empty the black capsule container.

## Microwave

- Press 'Micro Power' button to set power level – 1000W being highest (very high), and 100W being lowest (defrost)
- Select desired time
- Press Start

## Washing machines

- Turn on the washing machine using the 'On/Off' or 'Power' button
- Use the dial to select the desired wash programme
- Further settings (eg. washing temperature, rinse and spin levels) can be adjusted using the buttons below the screen
- Press the 'Start/Pause' button to begin washing

## Tumble Dryer

- Use the main dial to turn on the dryer and to set desired programme
- Push 'Start/Pause' button to begin drying

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## **TV, games consoles and audio equipment**

Remote controls are individually labelled to help identify them.

**EE TV (Living Room and Bedroom 2):** Turn on the TV using the red power button on the TV remote. The TV should already be set to 'HDMI1'. The input can be changed using the 'Source/Input' button at the top right of the TV remote. Turn on the EE TV box by pressing the large round EE button at the top of the EE remote (it will take a few seconds to start up). All TV controls and channels are then navigated using the EE remote. Press the 'home' button to find all channels and apps.

**Sports:** Sky Sports channels are provided and can be accessed via the NOW app (found in the EE home screen). Once in the NOW app, go to the Sports tab at the top of the screen.

**Netflix:** We also provide a Netflix subscription so you can enjoy movies ad-free. Again, find the Netflix app from the EE home screen.

The channel being shown on the EE TV box in the living room can also be viewed in any of the bedrooms by setting the bedroom TVs to channel 800.

If you sign in to any on-demand apps, please remember to sign out again before you leave.

**DVDs:** Sony DVD players are available in the living room and several bedrooms. A large selection of DVDs can be found in the cupboard in the dining room.

**Games consoles:** Computer game consoles are available in The Snug, and a selection of games can be found inside the foot-stools.

**Audio:** You can use the various Bluetooth sound systems around the house to stream music from your own devices, or to access digital radio and other streaming content. In your phone's Bluetooth menu, the device names will appear as:

- 'Samsung Soundbar' (living room): this is also connected to a sub-woofer. This can be controlled using either the basic buttons on the soundbar itself (these are usually sufficient) or by the small Samsung Soundbar remote (usually found in the TV cabinet). Select the 'BT' input for Bluetooth or select 'D.In' for TV audio.
- 'Mu-so BT 498D' (dining room): this Naim mu-so system can be connected directly via Bluetooth or download the 'Focal & Naim' app for further control and digital radio.
- 'Evoke D4 102309' (Bedroom 2): retro-style Pure digital radio.

Please do not disconnect or change the settings of the TVs, audio equipment or other appliances as this can cause problems for future guests.