

Lena Karmel Lodge

Lena Karmel Lodge Room Guide



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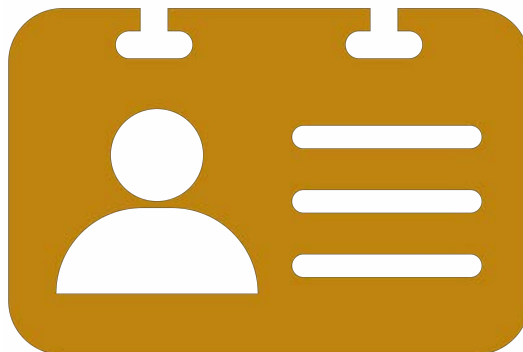
Card Reader

How to access your room:

The rooms at Lena Karmel Lodge operate using Onity key cards and card readers. You will need your key card to gain access to the building, to enter the lift foyer, common spaces, and your own room. To access, simply tap your card on the provided card reader. A green light will flash, indicating access has now been granted.

Troubleshooting:

- 1 Red Light is present after tapping your key card:** A solid red light tapping represents that your key card has been declined access to this door. Typically, this is the result of a wrong key card being used or that your key has expired. In these instances, please come and see the friendly team at reception who can check your key and update/provide a replacement key if necessary.
- 2 Red/Green light is flashing after tapping your key card:** A red/green flashing light occurs when your door lock is running low on batteries. You will still be able to access your room. Please come and notify reception of this at your earliest convenience so the batteries can be replaced.





Room Power

How to turn on the power:

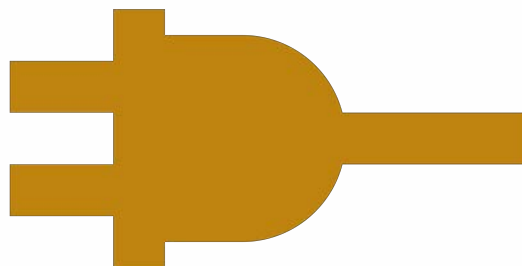
Insert your room key card into the power saving device located at the entrance to your room. It will have a blue light emanating from it. Once inserted, your lights will be ready to use. Don't forget to take the card with you when you leave the room!

Troubleshooting:

Power in your room switches off:

This occurs when either a) A large volume of appliances or b) A faulty appliance has been connected to the power sources (powerpoints) in your room, causing the circuit breaker in an electrical switchboard to trip. In most rooms, a small switchboard is located in the kitchen area near the entrance door. You can open it to ensure that all the switches are on. If you see that one or more switches have tripped, you must switch them back on to restore the power in your room.

However, if the power is still not back, there are electrical switchboards located in the floor corridors which are only accessible by the residential staff. If during office hours, call or make your way down to reception and inform them that there is no power in your room. After hours, call the reception number (6125 7500) and the Community Support Officer on duty will answer and assist you.





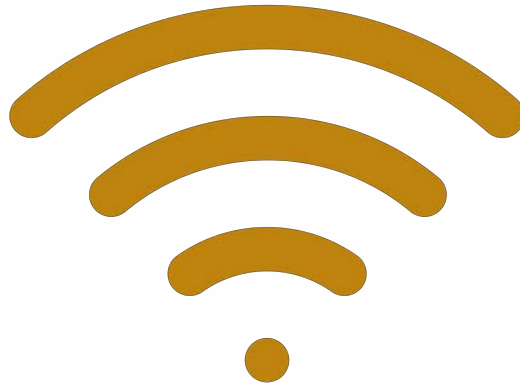
Room Wi-Fi

How to Use:

Select 'Resnet' in your suggested WiFi options. To log in, you will need to use the same log-in details as your Wattle/ISIS page.

Troubleshooting:

- 1 Connected to Resnet but pages not loading:** Try forgetting the network then reconnecting. If the problem persists, please contact ANU IT on: <https://servicedesk.anu.edu.au/sp>
- 2 Can't connect a gaming console to Wi-Fi:** Unfortunately, gaming consoles such as Playstation and Xbox can't connect to Resnet or ANU-Secure using WiFi as they are not programmed to be able to connect to Enterprise WiFi which is what Resnet is considered. The alternative to getting gaming consoles onto the network is by plugging in an Ethernet cable into them.

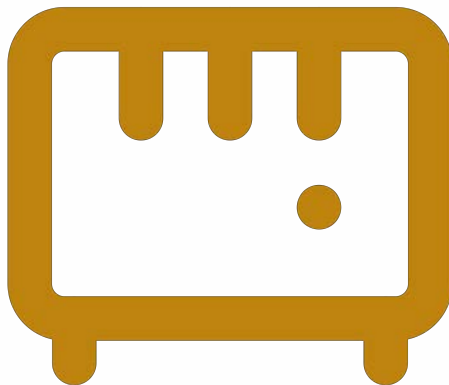




Air-conditioner /Heater

How to use:

- 1 Note that the windows must be closed to operate the air-conditioner/heater. If the panel shows “ECO” this means the windows are not completely closed.
- 2 The water cooling/heating system is connected to an energy saving system in this building. If the air temperature outside is comfortable, the system will not activate heating or cooling mode (the fan will still run). During the summer season, only the cooling mode will function, and in the winter season, only the heating mode will function. Warrumbul is a green energy-efficient building and for this reason, the air conditioning system will only work between 5 am to 10 pm.
- 3 Press the left button to turn on the air-conditioner and set the ◀ icon on the ✖ icon. The moon or home icon will usually turn the system off.
- 4 Use the right button to set the fan speed (we suggest using “Auto”).
- 5 Use the dial to set the desired temperature (we suggest setting it to 22.5° C).
- 6 If you are experiencing any other issues with the air-conditioner/heater, please log a maintenance job.





Landline Phone

How to use:

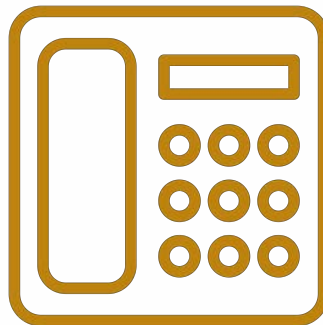
Please make sure that the yellow Ethernet cable is connected to the top port on the back of the phone, and to an Ethernet port in your room (most likely under your desk).

Pick up the handset and dial the requested number. For internal calls, dial the 5 digit extension number. For external calls, a 0 is required prior to the number. Eg. 0 6125 xxxx. If you wish to talk on speaker phone, you can enter the number prior to picking up the phone. Picking the phone up anytime during the call will revert it to the private line. Please be advised that standard charges apply.

Troubleshooting:

The phone displays: Discover 130.56.xxx.xx on the main screen:

The phone is required to be reset. To do so, click the left, grey button under the main screen. If problems persist, please log a maintenance job.





TV Monitor

How to use:

To operate, ensure that the power cables for both the TV and the Set Top Box are plugged into the wall. The Set Top Box (STB) is the black box attached to the wall near your TV. To turn on the TV, press the power button on the monitor itself. Alternatively, you can use the remote to turn the monitor on. If this does not work or you are missing power cables please see reception.

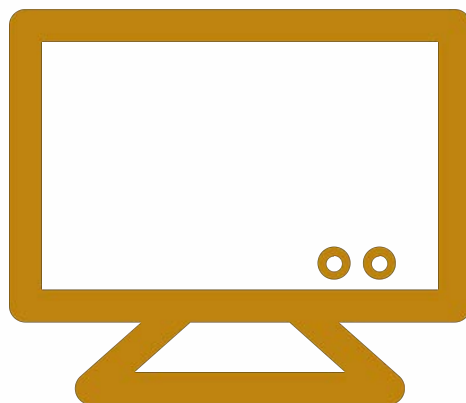
Troubleshooting:

Unable to connect to the TV: Although you are unable to connect directly to the TV, you can connect to your laptop via an HDMI cord (not provided by Warrumbul Lodge). Once you have done this, use the TV remote and change the 'source' to the appropriate channel.

'No Signal' error on your screen:

- Make sure that the HDMI cable is connected between the STB and your TV.
- Make sure the blue Ethernet cable is plugged into both the STB and Ethernet port in the wall.
- Select the "STB" button on the silver (round) remote.
- Press the "source" button on the square remote and select "HDMI1" or "HDMI2" depending on which port the HDMI cable is plugged into the TV.

Multi-coloured lines displayed on the screen: This is typically caused by two reasons; there has been impacting damage to the screen or there is loose wiring. Unfortunately, in both instances, a replacement monitor will be required. Please submit a maintenance request.





Range Hood

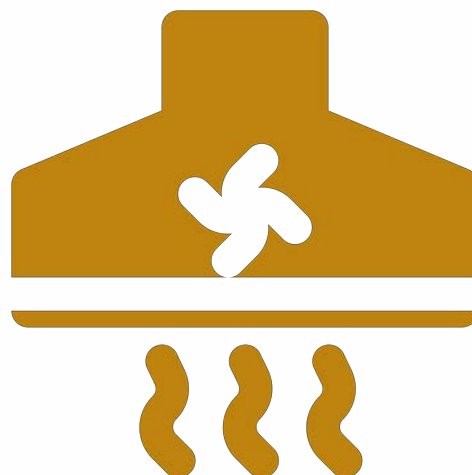
How to use:

The purpose of the range hood is to filter out odors, smoke, grease, and any other pollutants released into the air. Hence, it is highly recommended to turn on the range hood while cooking. Most range hoods in the building are a slide-out type. The controls are on the underside on the right-hand side and will only work when you pull out the range hood from the wall.

Alternatively, a small number of range hoods around the building are static, and the switches will only work if the central switch on the nearby power-point is on. You can locate this power-point near the kitchen counter as the only power-point with three switches instead of two.

Troubleshooting:

- 1 Smoke in the room:** The range hood must be used to avert large amounts of smoke that can potentially trigger the fire alarm. In case the fire alarm in your room goes off please remain calm and open all the windows. Do not open the main door as it can trigger the building alarm and will incur a cost of \$820 if it is a false alarm.
- 2 Light is not working:** Sometimes the rangehood light might stop working, however, it does not usually affect the functionality of the range hood itself. If the rangehood stops working altogether, please log a maintenance job.





Stove Top

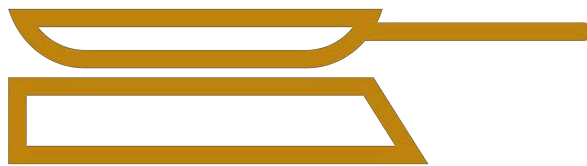
How to use:

Most rooms at Lena Karmel have a stove top with two gas burners. It also has two knobs that are specific to each of the two burners. To operate, push the knob down until you hear a continuous ticking sound, and while pushing it down turn the knob anti-clockwise until you see flames surrounding the rim of the gas burner.

Troubleshooting:

Gas burners are not lighting up:

It is common for the gas burner to not light up immediately after you have followed the steps outlined above. When you turn the knob and hear the hissing sound of gas it means the burner is working and you might need to repeat the steps a few times for it to light up. In case the gas burner still fails to light up and there is no hissing sound that means it is not working and you will have to log a maintenance job.





Microwave

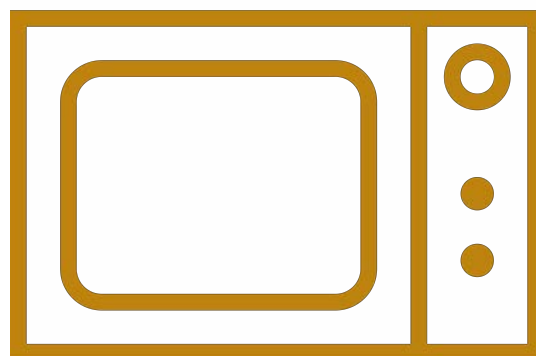
How to use:

There are a few different brands and models of microwaves across Lena Karmel Lodge. While the basic functionality of the microwave is the same, you can find the brand name on the microwave and search for a user manual online for a detailed overview of all the features. To operate, make sure the plug is connected to the socket and the switch is turned on.

You must only use containers that are microwave safe to avoid any hazards. Any containers or utensils that are not microwave safe can cause sparking, painful burns, or can be a potential fire hazard. Hence, you must not put in any stainless steel containers/cutlery, containers made of or consisting of aluminum foil, or any metal-rimmed crockery.

Troubleshooting:

- 1 Microwave plate is not spinning/came off:** If you notice that the plate inside the microwave is not spinning, check to see if it has come off from its fitting. You can usually adjust this by yourself, however, if the problem persists you can log a maintenance job.
- 2 Light is not working:** Sometimes it is possible for the microwave light to stop working. This is caused by two reasons: the light has fused or there is loose wiring. In either case, please submit a maintenance request.





Fridge and Freezer

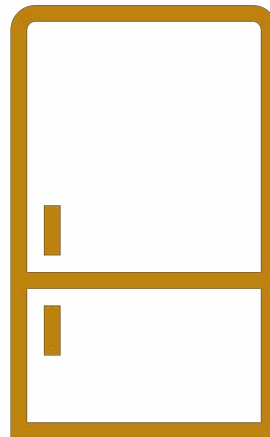
How to use:

Ensure your fridge is plugged in at the powerpoint (located at the back) and that the switch is on. At the back of the fridge, you will find a temperature dial that ranges from 1 -5. The lower the number, the weaker the cooling power.

Troubleshooting:

The freezer has frozen over:

This is typically caused by two reasons; your freezer contains too many items and the air is unable to circulate or your temperature settings are too high (4-5). Please correct where appropriate to reduce the recurrence of this problem. To defrost the freezer, empty all items, open the doors, turn off the fridge and place a towel under the fridge to absorb melting ice.





Bathroom Exhaust Fan

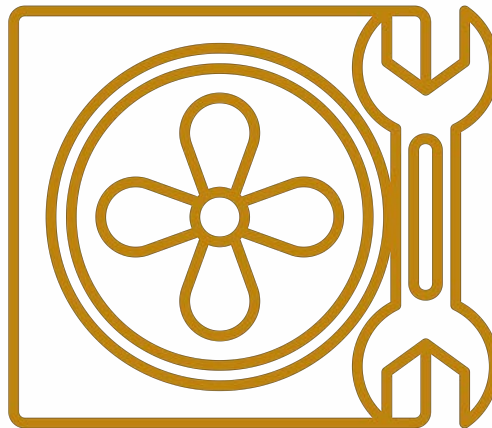
How to use:

The bathroom exhaust fan works depending on whether the bathroom light is switched on or off. The fan operates when the light is switched on and turns off when the light is switched off.

Troubleshooting:

Exhaust fan is not working:

Get a small piece of tissue or toilet paper and hold it up to the vent. If it sticks to the vent when you let it go, the fan is working fine. If it does not stick to the vent, the fan is probably not working and you should submit a maintenance request.





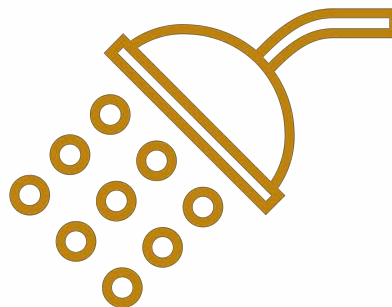
Shower Area

How to use:

Every room is provided with a shower curtain for the bathroom(s) which must be put up by the residents themselves to ensure that the water is contained within the shower area and does not flow over to the bathroom floors to avoid any potential hazards such as slipping.

Troubleshooting:

- 1 Shower head is clogged:** Over time mineral deposits can build up which can cause the nozzles of the shower head to spray water in all directions or clog up completely resulting in a low water pressure. If your shower head is clogged, please log a maintenance job.
- 2 Shower head is broken/loose:** Whilst this is not a common issue, it is possible for the shower head to come off from its fitting if it is not screwed in properly or tightly. If this happens, you can try to screw it back yourself, however, if the problem persists or if the shower head is broken, please log a maintenance job.
- 3 Shower head is leaking:** If you ever see water continuously trickling or dripping down from the shower head, first make sure that the faucet is closed properly. If the dripping continues there might be an issue with the shower faucet. The inner seals tend to wear down overtime which might result in a leak, however, this can easily be fixed. Please log a maintenance job if your shower head is leaking.
- 4 The shower drain is clogged:** This is a common issue and usually occurs when there is a build-up of various things over time such as hair, bathing products, dirt, etc. If the shower drain is clogged, you may notice that it will take longer than usual for the water to drain completely. In seldom cases, this may result in flooding the room which is why you are required to log a maintenance job as soon as you notice a clogged drain. Do not attempt to unscrew the shower drain and remove the blockage yourself as this can loosen the shower trap and result in water leaking into the carpet and adjacent rooms.





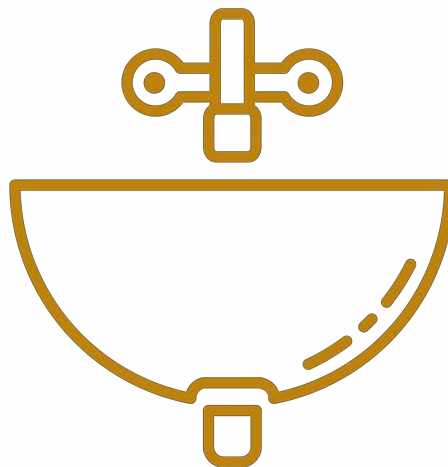
Bathroom/Kitchen Sink

How to use:

All the bathrooms and the kitchen sinks have uplift mixer taps that should be turned left for hot water and right for cold water. If you ever experience a hot water shortage, please notify reception or log a maintenance job. Throughout the year, building-wide hot water maintenance is also scheduled which disrupts hot water, however, residents are notified in advance if this happens.

Troubleshooting:

- 1 Tap is leaking:** If you ever witness continuous water dripping from the taps despite the faucet being closed, please log a maintenance job as it may result in a leak.
- 2 Drain is clogged:** It is common for the kitchen and the bathroom drains to get clogged with debris over time if not cleaned regularly. You must ensure that the drains are cleared out frequently. However, if you notice that it is taking longer than usual for the water to drain, please log a maintenance job.
- 3 Low water pressure:** Whilst this is not a common issue, there is a possibility to experience issues with low water pressure in the sink or shower taps. This may be caused due to various reasons such as leaks, faulty faucets, or blocked pipes. You may submit a maintenance request if this happens.
- 4 Sink Plugs:** The sink plugs in the bathrooms are built into the sink itself and should not be removed. They are operated by pressing on the plug to seal/unseal the drain. If the plug becomes stuck, please log a job with maintenance.





Toilet

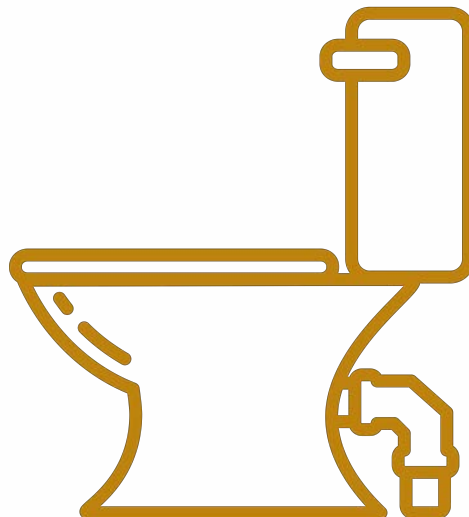
How to use:

All the bathrooms at Lena Karmel are installed with the dual flush toilet with the two options of half and full flush.

😊 **Fun fact** – The dual flush was developed in Australia in the 1980s, mainly designed as a water saving feature giving you the option to choose between two different flows when you press the buttons. Dual flush toilets save around 67 percent of water used compared to regular toilets. You can now do your part and save the planet with just a flush!

Troubleshooting:

- 1 Toilet is clogged/Not flushing:** If your toilet is clogged or you notice that the flushing mechanism has stopped working, please log a maintenance job. This may occur due to various reasons such as a blockage in the plumbing system, old pipelines, or flushing non-flushable items. As a first step, you must make sure that no foreign objects are flushed down the toilet.
- 2 Water leaking around the toilet bowl:** You must submit a maintenance request if you ever see water leaking around the toilet bowl. This usually occurs due to an issue with the valves or the tubes in the toilet tanks, which can be fixed by our maintenance team.





Blinds

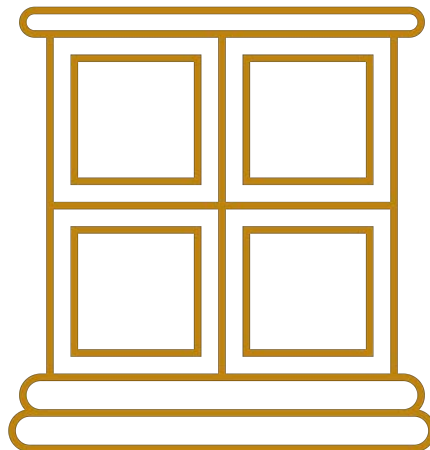
How to use:

To lift or lower the blinds, pull the left pair of strings down to raise the blinds or slowly reduce tension to lower them. Once the blind is at your desired height, loop the ropes around the hook on the window frame to ensure the blind stays in place.

Troubleshooting:

Blinds unable to be opened/closed:

This will occur when you are not pulling on the correct pair of strings (eg. pulling one of each pair) or pulling in the wrong direction. To fix, ensure that all strings have been untangled all the way from the base to the top. Once complete, each pair of strings should now be easily distinguishable and you will be able to follow the steps as outlined above. If you are still experiencing trouble, please submit a maintenance request.





Pest Control

Whilst this is not a common issue, it is possible for pest infestations to occur if general room hygiene is not maintained. Hence, to avoid pest infestation it is recommended to:

- 1 Keep your room clean at all times, especially the kitchen, and make sure no food crumbs are left around the room overnight.
- 2 Vacuum the room and deep clean the kitchen/bathroom at least once every fortnight and preferably do a surface clean on a daily basis.
- 3 Dispose of your garbage, specifically organic waste, promptly.
- 4 Clear out the kitchen sink, bathroom sink, and shower drain regularly.

It is highly recommended to invest in a bug spray in case you do notice any form of pests in your room. The bug sprays such as Mortein, Raid, First Force, etc. are easily available at any of the supermarkets. If you have followed all the steps and are still unable to get rid of the pests in your room, please log a maintenance job. However, if you ever notice bedbugs, immediately escalate it to reception so that pest control can be arranged to come in and deal with the situation.





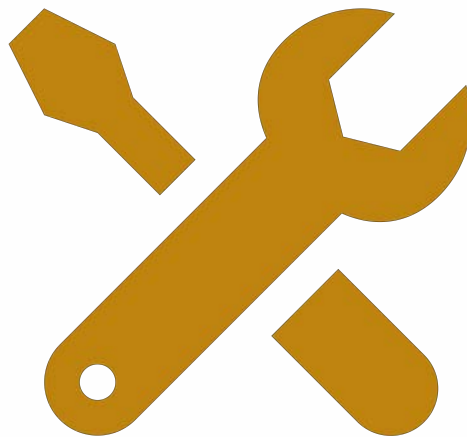
Urgent Maintenance Issues

When it comes to urgent maintenance issues, it is recommended that you escalate them to the reception as soon as possible so that the matter can be looked into promptly. The reception hours are Monday to Friday 10am-6pm and 10am-3pm on the weekend. If it is outside reception hours, please call the on-duty SR on 6125 7900. Alternatively, non-urgent maintenance issues can be logged via the QR code provided.

Whilst this is not an exhaustive list, some examples of urgent issues include flooding in the room or water seeping into the carpets, broken/damaged water pipes, power outages, bed bugs, etc. To assess whether the maintenance issue is urgent or not, ask yourself the following questions:

- 1 Does this issue pose a safety or a security risk?
- 2 Is this issue causing significant disruption?
- 3 Can this issue wait until the next day?

If the issue does pose a safety or a security risk, is causing significant disruption, and cannot wait until the next day, you must inform the reception staff immediately.





Still experiencing problems after consulting this guide?

Scan the QR code to
submit a maintenance
request or contact
reception on 6125 7900.





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Contact us

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