J & C ELECTRICAL CONTRACTING

No power?

Detailed customer guide. Follow the numbered steps in order.

Before you start

Only operate accessible switches on a dry, undamaged switchboard. Never remove covers or touch wiring.

Water, sparks, burning smells or visible damage? Stop, keep clear and get help.

Electric shock or tingle? Do not touch the switchboard. Call Western Power on 13 13 51 and seek medical advice after a shock.

Fire or immediate danger: call 000.

START HERE / 1 THEN 2

1 Has a switch tripped?

Look for an RCD, RCBO or circuit breaker at OFF or in the middle. RCDs and RCBOs have a TEST or T button.

NO SWITCH TRIPPED
Check Western Power's power outage map at westernpower.com.au.
No listed outage? In strata, ask whether neighbours also have power. If other units are out, contact your strata manager first.
No area or complex outage? Call us for advice.

YES - A SWITCH HAS TRIPPED
Continue to Step 2. Unsure which switch it is? Call us before proceeding.

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2 Was any work being done?

Did it trip while someone was drilling, hammering nails, fitting screws or doing other work?

CABLE DAMAGE IS POSSIBLE
Stop the work. Do not reset the circuit. If safe, leave the affected circuit and RCD OFF and call a licensed electrician.

No work, or no cable damage suspected? Continue to Step 3.

RESET & FIND THE CIRCUIT / 3 THEN 4

3 Try an initial reset

If safe, switch off and unplug the appliance being used when it tripped. Move the tripped switch fully to OFF, then back to ON once.

IT STAYS ON
Leave any suspect appliance out of use until checked. If tripping recurs, book fault finding even if a reset restores power.

IT TRIPS AGAIN
Continue to Step 4 only if you can identify the correct labelled switches. Never force a switch or keep retrying a circuit that trips.

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4 Find the affected circuit

SINGLE RCBO OR CIRCUIT BREAKER?
Its label identifies the circuit. Switch it fully OFF and go to Step 5.

For one RCD protecting several circuits:

- **A** Switch the RCD OFF, then switch OFF all circuit breakers protected by that RCD.
- **B** With those breakers OFF, reset the RCD once. If it will not stay ON, leave it OFF and call us.
- **C** If it stays ON, switch the protected circuit breakers ON one at a time.
- **D** If the RCD trips, switch the last breaker OFF. Check that circuit in Step 5. Do not retry it until appliances have been disconnected.

ALL BREAKERS STAY ON?
The fault may be intermittent. Arrange an inspection if it happens again.

Old fuses or unclear circuit labels? Stop and call us. Do not remove or replace fuses.

CHECK THE APPLIANCES / 5 THEN 6

5 Check the appliances

Leave the affected circuit OFF. Switch off and unplug all appliances on that circuit, including fridges, freezers, chargers, powerboards and outdoor equipment.

Turn off lights and hardwired appliances on that circuit using their normal switches only. Do not open fittings or disconnect wiring.

Reset the RCD if separate, then turn the affected circuit breaker or RCBO back ON once.

IT STILL TRIPS WITH ITEMS OFF / UNPLUGGED
Leave the affected circuit OFF and call a licensed electrician. The fault may be in wiring, a fixed appliance or the protective device.

IT STAYS ON
Continue to Step 6.

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6 Reconnect one item at a time

Plug in and switch on one appliance at a time. Turn on lights and hardwired appliances individually too. Check for tripping between each item.

IT TRIPS AFTER AN ITEM IS RECONNECTED
The last item may be the cause. Switch it off and unplug it if safe. Leave it out of use until checked, repaired or replaced. Contact us if unsure.

EVERYTHING STAYS ON
Monitor it. Repeated or unexplained tripping still needs investigation by a licensed electrician.

Know your switches

RCD	Residual current device: a safety switch that detects current leaking to earth.
RCBO	An RCD and circuit breaker combined in one device, usually protecting one circuit.
MCB / CB	Miniature circuit breaker / circuit breaker: protects against overload and short circuits.
Fuse	Older circuit protection. Have removal and replacement carried out by an electrician.
Main switch	Controls the electricity supply. It is different from an individual circuit breaker.

Need a hand? Call J & C. **08 6115 0070**

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