

## Common Electrical Problems – FAQ's

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### *I have no power in my house*

You should check the fuse board or consumer unit for any problems. If there is a problem, call an emergency electrician. Next, check with the neighbours to see if there is a power cut. You should call the supply provider to attend. If the problem is only with your house, they should come within 4 hours in normal weather conditions.

### *I have no power to my sockets*

The plugs have all gone off. What do I do? Go to the fuseboard / fuses, usually beside the electric meter. If a circuit breaker has tripped or a fuse has blown, then check what is plugged into the sockets. Look for any damage to the appliances and unplug. For the old type of fuse with wire, we would recommend calling an electrician. For circuit breakers or a fuse, then you can reset. If it trips again, then phone an emergency electrician. For RCD problems, see below.

### *How do you repair an RCD? How do I fix my plugs? RCD keeps tripping. How can I fix it?*

An RCD usually trips / keeps going to the down position because of something that has been plugged in. You should unplug everything from the wall and check the appliances. If you are using an appliance, especially one that uses water, then it is likely to be that.

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Reset the RCD. If it still trips, then call an emergency electrician. If the RCD stays 'up' then switch off. Plug the appliances in one by one turning the power off each time. If it trips again (use a radio or tv to listen), then you can eliminate the faulty appliance.

Do not use this appliance again and have it checked by the manufacturer or an appliance electrician.

*How often should I have my electrics checked? When do you test the electrics in the home?*

You should have your electrical installation in the home tested every 10 years or 5 years for a rented property.

*Should I get a certificate for the work the electrician did? Does an electrician need to give me a certificate?*

You should always get a certificate from an electrician. If he has installed the electrics safely, then he must test before switching it on.

*My solar PV panels are not working.*

Contact us.

*How do I find a good electrician?*

Pick an electrician who is approved by the NICEIC in your local area.