

HALLS OF RESIDENCE USER GUIDE

UPP Halls Information for residents of
Francis Drake, Gilwell, Mary Newman, Pilgrim,
Radnor and Robbins Hall of Residence.

Last Updated: 1 June 2024



UNIVERSITY OF
PLYMOUTH



KEYS & LOCKS

KEYS AND LOCKS

Our halls use a mix of metal keys and electronic fobs. If these get lost or damaged, there are charges for replacements.

HALL	FRONT DOOR	FLAT DOOR	BEDROOM DOOR
Radnor 0 -9	Electronic Fob	Electronic Fob	Metal Key
Pilgrim 1 - 6	Electronic Fob	Electronic Fob	Metal Key
Gilwell	Electronic Fob	Electronic Fob	Electronic Fob
Robbins	Electronic Fob	Electronic Fob	Metal Key
Francis Drake	Electronic Fob	Metal Key	Metal Key
Mary Newman	Electronic Fob	Electronic Fob	Metal Key



Do not let people you don't know into your halls.
If someone is causing you concern, contact Security
on 01752 588400

ABOUT MAINTENANCE



MAINTENANCE

Posters are displayed in kitchens and corridors which provide details of the maintenance service, including how to seek support in the event of an emergency maintenance issue when the receptions are closed.

You can also follow the instructions on the Homes at Halls app.

The on call out-of-hours service is for failure or repair which constitutes a danger, health hazard, or loss of key amenities.

Here are some examples of events which could be considered a risk to health and safety / security:

- Breakage of ground floor windows that compromise the security of the building
- Damage or failure of main block doors
- Gas leak
- Major water leak
- Major electrical failure
- Failure of the fire alarm system
- A serious incident involving fire

ABOUT MAINTENANCE



ROOM ACCESS POLICY

UPP recognises that bedrooms are students' private living spaces. In emergency situations, staff may need to enter bedrooms without providing notice.

If you report a maintenance issue to UPP, then permission to enter the room is implicit with this request. If you want to be present, please let one of our team know at the time of reporting.

Please note that if you want to be present, this may change how quickly the job can be attended. Also, if the job is deemed an urgent priority (e.g. electricity, water leak), your room may be accessed without your consent.

If there is an emergency that requires access to your room, a calling card will be left in your room explaining the reason for the visit and if a return visit is required

CAN I REPORT SOMEONE ELSE'S ISSUE TOO?

No, you cannot report a fault for your flatmates' rooms. Their rooms are private spaces and they will need to report jobs themselves so that permission to access can be sought.

HOW DO I REPORT A MAINTENANCE ISSUE?

If you have a problem in your bedroom or flat, you can report it in several ways:

- Via the Home at Halls app, under the 'Faults' icon
- In person at your Student Reception (either Gibbon Street or Francis Drake)
- By calling your Student Reception:
Francis Drake: 01752 582990
Gibbon Street: 01752 582984
- By emailing contactplymouth@upp-ltd.com

FAULT REPORTING CATEGORIES

EMERGENCIES

- Hot water/heating issues (e.g. boiler pressure)
- Fire Safety (e.g., faults with smoke detectors & alarms)
- Fire alarm system faults
- Door lock issues preventing access to your own room

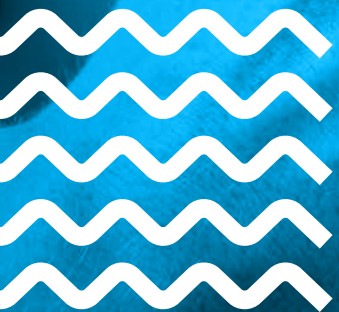
24-HOUR URGENT ISSUES

- Broken fixtures and fittings (e.g. repair to door lock)
- Electrical issues (e.g. oven/fridge repairs, sockets)
- Minor leaks and plumbing issues (e.g. water supply)
- Repair or replace unusable fittings (e.g. mattress, shower)
- Replacement of missing items in kitchen/bedroom
- Pest Control
- Laundry Room callouts

7-DAY NON-URGENT ISSUES

- Building works (e.g. painting repair)
- Cleaning of communal areas (e.g. mould, graffiti)
- Additional cleaning of rooms (e.g. soiled carpet)
- Minor electrical issues (e.g. communal/corridor lighting)
- Correcting signage

ELECTRICAL SAFETY



SAFETY

Unsafe electrical appliances can be responsible for accidents.

During the course of their work, the UPP Team will occasionally witness dangerous situations with appliances in the Halls, such as an appliance near to a source of water, balanced on a shelf or worktop or be in a condition unfit for safe and continued use.

The team have been trained to visually identify faults with portable appliances - such as damaged cables, damaged casing and overloaded electrical extension leads and sockets.

The UPP Team have been instructed that if they observe a dangerous situation with electrical items which pose an immediate risk, they are to immediately make it safe by unplugging the appliance(s).

Very occasionally, UPP will identify an item that is considered a severe risk. In extreme circumstances, the item may be removed for safety reasons. If this happens, UPP will leave a note to explain this and how to make contact to discuss things further.

TRIP SWITCHES RESETTING



CIRCUIT BREAKERS ("TRIP SWITCHES")

The 'trip switches' are there for your safety.

If you have a trip switch in your bedroom (pictured below) you can try to reset them yourself. For any other electrical trip switch faults, your Halls team can be contacted during duty hours. If your Halls Team is not on duty AND it affects providing electricity to key amenities, please make contact with the out-of-hours maintenance team as detailed on your bedroom posters.

Before you try to reset any switches, switch off and unplug all possible electrical appliances from the electrical sockets.

If the switch will not stay on, **do not attempt to reset it again.** You should log the fault via the Home at Halls app for attention on the next working day. In the event of it feeding critical circuits, it should be escalated to UPP for response via a 'call out' as above.



USING DIFFERENT PLUGS



USING PLUGS FROM OTHER COUNTRIES

Do not put yourselves or others at risk by using foreign electrical plugs in UK sockets. Using foreign appliances in UK sockets is dangerous if their plugs have not been converted for UK use. It could result in a fire or electric shock:

- The plug and socket could overheat and start a fire
- The appliance cable could overheat and start a fire
- You could get an electric shock
- Lack of fuse protection increases the risk of fire

EU CONVERSION PLUGS

There are ways to improve the safety of your foreign appliances. You can use an EU conversion plug, which has several benefits:

- They can be fitted easily, quickly and safely
- They will make the electrical appliance safe for use in UK sockets
- They will reduce the risk of fire and electric shock

WHAT SHOULD I CHECK BEFORE USING A UK CONVERSION PLUG?

- Always check that the type of conversion plug you use is suitable for the EU plug
- Always follow the manufacturer's instructions when fitting a conversion plug
- Do not use travel adaptors long term. They are not suitable or safe alternative for continuous use
- We recommend you replace the appliance with a UK standard electrical product if the plug is not suitable for conversion

WHAT IS A FUSE AND WHY IS IT IMPORTANT?

A fuse is a safety device fitted in all UK 13A plugs and EU conversion plugs. Its purpose is to protect the cable from taking too much electric current and overheating. It will cut off an electrical current in the event of a fault.



A fuse in a standard 13A plug

KEEPING WARM IN HALLS

SNOW AND ICE

UPP Residential Services will undertake the clearance of snow and ice outside of normal working hours and during weekend periods.

Outside of normal working hours, UPP will provide an on-call emergency response to adverse conditions. Paths will be cleared from the main entrance to each block affected by snow and ice, and a clear route to the nearest public highway will be created.

HEATING AND HOT WATER

Operation of heating systems in Halls is weather dependent and automatically operated according to the outside temperature. Hot water is provided 24/7.

Heating is normally provided from 1st October through to 1st May, but may change in the case of unseasonal weather. Between these dates, you have control over the temperature of your room, using the **thermostatic valve** fitted to your radiator.

Setting 1 is the coolest setting; you can increase or decrease the temperature by turning the head of the valve.

To conserve energy, please ensure that you have your window closed when the heating is on.



Thermostatic Valve

LAUNDRY SERVICES



LAUNDRY SERVICES

Laundries are provided in conjunction with Circuit Laundry.

Francis Drake: 7 Washers / 9 Dryers

Gilwell: 4 Washers / 4 Dryers

Radnor: 8 Washers / 9 Dryers

Robbins: 8 Washers / 8 Dryers

All laundries are cashless and payment instructions are available in the Launderette. All laundries are connected to the Home at Halls app. The app will allow you to monitor the status of washers and dryers. You can save time by looking at the current availability of laundry room equipment.

You will need an access code for the laundries at Robbins and Radnor. These are available at the Halls Receptions and they are also printed on your bedroom poster in your room. This will be pinned to your notice board when you arrive.

CYCLE AND SURF STORAGE

CYCLE AND SURF STORAGE

If you have brought a bicycle or a surfboard with you while you're living in our Halls of Residence, there are facilities available where you can store them. The Cycle Storage areas are located at Radnor, Gilwell and Francis Drake. Surfboard storage areas are located at Gilwell and Francis Drake.

Contact the Halls Reception if you wish to take advantage of these storage areas. There is no charge for this service.



Do not store bikes or surf gear inside the halls. This can cause a trip hazard and block fire escape routes

EASTER ROOM INSPECTIONS

WHAT ARE THE EASTER ROOM INSPECTIONS?

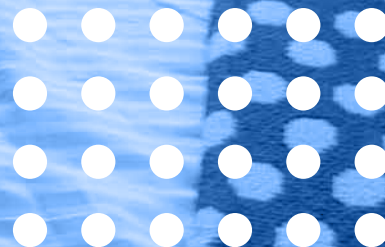
During the Easter holiday break, an inspection of your room will be undertaken. This is to identify anything that may potentially incur a charge for you when you leave halls in the Summer.

HOW IS IT DONE?

You don't need to be present for the room inspections, but if you would like to be present then you can contact your Student Reception portal to make an appointment.

In order for us to complete the inspection fully, we ask that you clear the floor of any items (such as clothing) so we can inspect the carpet. We also ask that your bed is stripped to allow us to inspect the mattress. Please ensure your desk is tidy so we can inspect that too.

A copy of your room inspection document will be available for you to read on the Home at Halls app. If you have any questions about the inspection or the results, please come and ask at reception.



IN YOUR KITCHEN



KITCHEN EQUIPMENT

User manuals for kitchen appliances are provided at the end of this document.

When you are cooking on the hob or using the oven or microwave, stay in the kitchen until the cooking process is completed. If you leave the kitchen there is a risk that you will get distracted and not return to the kitchen in time to prevent the food from burning.

Burnt food causes unwanted fire alarm activations, wastes your resources and in some cases may lead to a fire.

SAFE COOKING

The toaster is designed for bread; do not place any other food in the toaster as this can cause a fire.

Oil in saucepans should be used sparingly. Do not use excessive oil in saucepans and do not deep-fry food.

KITCHEN HYGIENE AND CLEANLINESS

You are required to always keep the kitchen clean and tidy. The Housekeeping staff will clean your kitchen, corridors, and stairwells once a week, but kitchens can only be cleaned where the staff can access them.

If you fail to keep the kitchen tidy, we may not be able to clean your kitchen fully each week.

Please refer to your kitchen poster for the day and time your kitchen will be cleaned.

GENERAL USER GUIDES



USING YOUR TOASTER

USING YOUR TOASTER

Your toaster may have two or four slots. Four slot toasters can be used as two independent two-slot toasters. Take care when using both pairs of slots as they could pop up at different times. Do not use the toaster if the body of the toaster or the electric lead is damaged in any way.

- Ensure the bread you are going to toast fits in the slot before beginning the toasting process. If the bread is too big, trim it to size. If the bread (or bread product) is too misshapen to fit neatly, do not put it in the toaster.
- Select the setting to your preferred setting, between one = light toast and six = dark toast.
- Press the carriage handle down, the carriage will not engage if the power is off
- When the bread reaches the desired level of toasting the toast will pop up automatically.
- To stop the toasting process before the cycle has completed, press the eject button (▲) and the toaster will turn off the toasting elements and the bread will pop up.

FROZEN BREAD

To toast frozen bread, leave the toaster controls at your preferred setting and press the frozen bread symbol (❄), then push the carriage handle down and the timer will be adjusted automatically to toast the bread to your desired setting.

REHEATING TOAST

If you're reheating toast, there is no need to alter the toaster settings. Just place the unbuttered toast in the carriage, push the carriage down and press the reheat button. The toast will be given a short burst of heat then pop up.

The toaster is for the purpose of toasting bread only, and must not be used for sandwiches or toasting pre-buttered bread as it will catch fire.

Remember that bread products like tea cakes and fruit loaf will cook much more quickly than ordinary bread, so adjust the settings to compensate and don't leave it unattended.

CLEANING AND CRUMBS

You should regularly clean the crumbs out of your toaster and the crumb tray in the bottom of the appliance. This helps you avoid a build of crumbs, which is unhygienic and could cause a fire.

HOW TO CLEAN YOUR TOASTER:

- Switch off and unplug the toaster and let it cool down.
- Pull out the crumb tray and empty the crumbs. **DO NOT USE THE TOASTER WITHOUT THE CRUMB TRAY FITTED.**
- Wipe the crumb tray with a damp cloth, dry it, and replace it in the bottom of the toaster.
- To clean the toaster, wipe the outside with a soft damp cloth. **DO NOT GET ANY LIQUID INSIDE THE TOASTER, OR USE ANY ABRASIVE DETERGENTS.**

USING YOUR ELECTRIC HOB

WHICH TYPE OF HOB DO I HAVE?

Depending on which hall you're living in, you will have one of the following types of electric hob in your kitchen.

Solid Plate Hob



HOW TO USE THE SOLID PLATE HOB

For the solid plate hob, select the dial for the specific plate you want to use and turn it to the temperature setting you want (from 1 [lowest] – 6 [highest]). To switch off your hob, return the dial to position 0 / neutral.

Ceramic Hob



HOW TO USE THE CERAMIC HOB

- Touch the corresponding plate on the control panel
- Select the + or – button to raise or lower the temperature
- When you turn off the hob an H will be displayed to show that the hob is hot
- The hob can be locked by touching the lock button, touch and hold this control for 5 seconds to unlock

CLEANING YOUR ELECTRIC HOB

Ensure that the hob has cooled completely before you clean it. Use a non-abrasive all surface cleaner and a sponge or cloth to apply and clean off any food residue. Then rinse off the hob thoroughly and wipe dry.

TURNING OFF YOUR ELECTRIC HOB

The main isolator for the Hobs is located above and behind the hob on the wall in the kitchen. Please turn off the hob when you have finished cooking.

USING YOUR OVEN

HOW TO USE YOUR OVEN

1. Choose your cooking programme and temperature to preheat the oven. The thermostat light will come on, then go out when the selected temperature has been reached.
2. Once the oven is at the desired temperature, place your food in the oven, on the recommended tray and level suggested on the packaging or in the recipe you're using.
3. Once your food is ready, make sure you turn both dials back to the "0" / neutral position to turn the oven off. Be very careful when you remove your food from the oven to avoid burning yourself.



Please note: never put anything directly on the bottom of the oven or cover the oven base with foil, as this may cause it to overheat. Always use the shelves in the oven.



Fan Oven



Grill and Fan



Full Grill



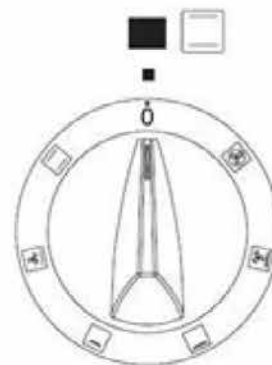
Bottom Element Heating



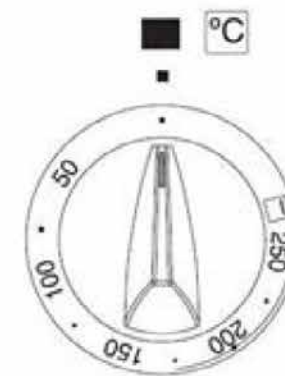
Fan with bottom heat



Upper and lower heat



Cooking Programme Dial



Temperature Dial

USING YOUR OVEN

HOW TO USE THE GRILL

1. Open the top oven / grill door.
2. Turn the grill control fully clockwise to select the full grill setting. The light will come on to show it's switched on. Remember that the temperature of the grill is fixed; you can't change it with the temperature dial. You can adjust the heat by putting the grill pan on a higher or lower shelf.
3. Arrange your food on the grill pan and push it to the back of the shelf, under the centre of the grill.
4. Once your food is ready and you've finished cooking, remember to turn the dial back to the neutral position to turn off the grill. Make sure you double check that it's off.

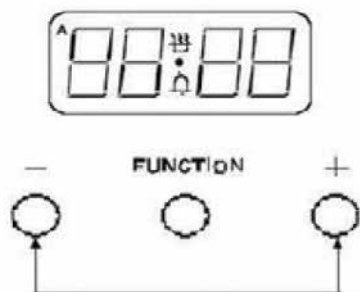


IMPORTANT: you must keep the grill door open when you're using the grill. If you close it, the door will become very hot and there's a chance you might forget about your food and cause a fire.

PROGRAMMING THE CLOCK

To set the time, press the + and - buttons together for a few seconds, and release. The '1' in between the numbers on the LED Display will begin to flash.

While the '1' is flashing, you can adjust the time using the + and - buttons. Once set, leave it for 30 seconds. The clock has now been set



SETTING THE TIMER ALARM

Press the Function button once. A bell symbol will appear and start flashing. The flashing only lasts for 5 seconds, so you need to set the timer quickly.

Use the + and - buttons to choose the length of time you need. Once that timer runs down, an alarm will sound. To cancel the alarm, press any of the buttons.

To cancel the alarm completely, press the function button, then the + and - buttons together.

GENERAL ADVICE

Be careful when taking food out of the oven; the shelves will be hot. Use oven gloves when removing food from the oven.

Don't put kitchen foil across the bottom of the oven or the shelves. This prevents heat from circulating properly and can cause fires if vents are blocked.

Make sure that you don't block any heat vents with tea towels.

Ensure all food is cooked thoroughly before you eat it - especially in the case of meat products.

USING YOUR OVEN

CLEANING THE OVEN

It's inevitable that your oven will get a little greasy from time to time as food spillages occur during cooking. This build-up can cause unpleasant smoke when you use the oven.



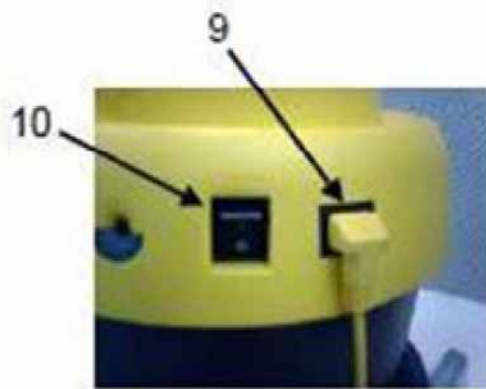
IMPORTANT: Make sure the oven is turned off and completely cool before you undertake any cleaning.

To clean your oven, use a cloth and hot, soapy water. You can also use mild cream cleaners, like Cif, and a moistened Brillo pad to get stubborn marks off. Please take care when cleaning the glass panels. If you notice any cracks in the glass, please report this on the Home at Halls app immediately.

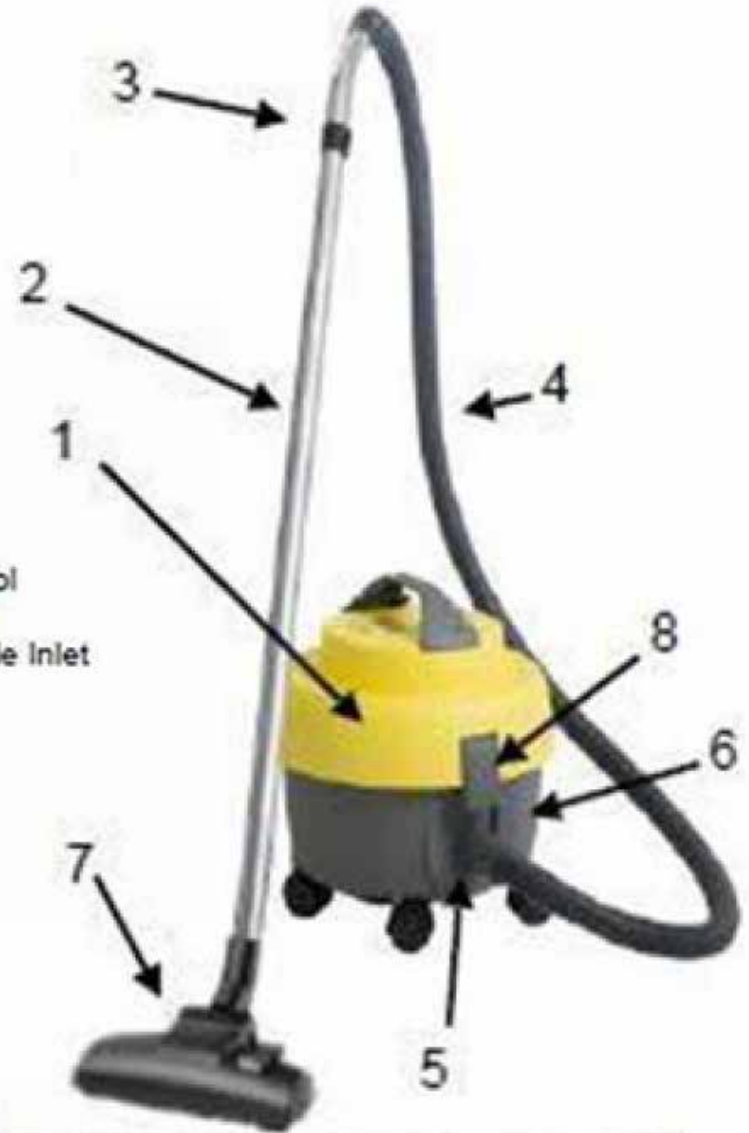
USING YOUR VACUUM CLEANER

VACUUM CLEANER

PLEASE NOTE: This machine is not suitable for picking up hazardous dust, flammable materials or liquids.



1. Power Head
2. Steel Down tube(s)
3. Air Intake Switch
4. Hose Assembly
5. Intake Radius
6. Bottom Tub
7. Combined Floor Tool
8. Clip
9. Quick Release Cable Inlet
10. On-Off Switch



USING YOUR VACUUM CLEANER

OPERATING INSTRUCTIONS

1) Attaching the Hose and Steel Tubes:

Push appropriate end of Hose firmly into the intake radius (pic1b 5) of the vacuum and rotate clockwise to lock.

Connect the straight steel tubes together by connecting the dimpled end of one to the smooth end of the other. Then connect the appropriate tool at the other end.



IMPORTANT: The HEPA filter and Dust Bag must be in position prior to machine operation.

2) Operating the machine:

Uncoil cable from its housing around the outside of the Power Head.

Plug the machine into an appropriate power supply outlet and press the On/Off switch (10) to the ON position.

Pull the machine behind you as you select the areas to be cleaned.

Vary the suction level by opening or closing the air intake switch located on the steel tube.

3) After Use:

After use, always rewind the cable back around the Power Head section of the tub from the cable inlet (Cable restraint) outwards towards the 10Amp plug.

SAFETY INFORMATION

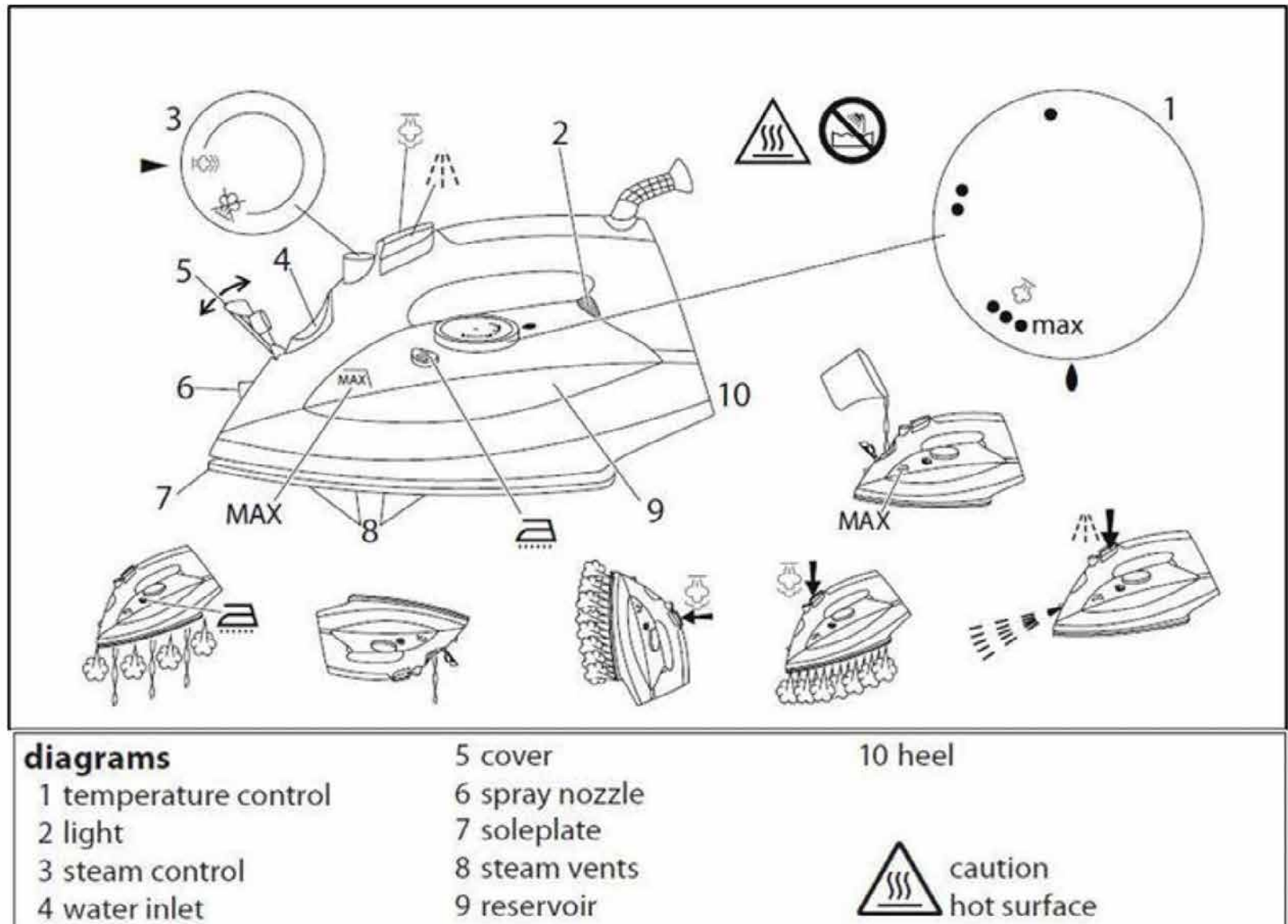
Do not use this machine unless it is in a safe condition. Check the cable and plug for damage before use, and if necessary, replace with a new cable pack. Only plug the Hoover into the power point in the corridor or kitchen and not into the bedroom power points. Ensure that the cable does not cause a tripping hazard whilst hoovering.

THERMAL CUT-OUT

The vacuum motor on this machine is fitted with a thermal cut-out. If the machine is overheated, the vacuum motor will cut out and it may take some time before the machine will restart. If this does happen to this machine, the cause for the overheating should be determined and the correct remedial action and safety checks should be implemented prior to restart.

USING YOUR IRON

IRON



USING YOUR IRON

TEMPERATURE GUIDE



• Cool - nylon, acrylics, polyester



•• Warm - wool, polyester mixtures



••• Hot - cotton, linene



Do not iron

FILLING YOUR IRON

- Unplug the appliance.
- Set the temperature control to • (see temperature guide above).
- Set the steam control to S.
- Place the iron on its soleplate.
- Open the cover.
- Pour water from a jug into the water inlet - tap water is fine to use. Pour slowly, to allow the air in the reservoir to escape, and avoid an airlock.
- Don't fill past the max mark on the reservoir, or water will escape in use.
- Close the cover. Wipe up any spillage. Your iron is now filled.

SWITCH ON

- Set the temperature control to • (see temperature guide above).
- Set the steam control to S.
- Sit the iron on its heel.
- Put the plug into the power socket.
- Turn the temperature control to bring the setting you want next to the 5 mark. The light will glow.
- When the iron reaches the set temperature, the light will go off. It will then cycle on and off as the thermostat operates to maintain the temperature.

USING YOUR IRON

SAFETY PRECAUTIONS

- Use the iron, or set it on its heel, on a stable, level, heat-resistant surface, preferably an ironing board.
- Don't leave the iron unattended while plugged in, or while it's standing on the ironing board.
- Unplug the iron before filling, before cleaning, and after use.
- Don't operate the appliance if it's dropped or damaged, or if it malfunctions or leaks.
- If the cable is damaged, it must be replaced by the manufacturer, its service agent, or someone similarly qualified, to avoid hazard.
- The surfaces of the appliance will get hot – don't touch.
- Don't put the appliance in liquid; don't use it in a bathroom, near water, or outdoors.
- Don't iron clothing while it's being worn – you'll injure the wearer.
- Don't use the appliance for any purpose other than those described in these instructions.
- Don't scratch the soleplate – avoid buttons, zips, etc.
- The appliance has a protective thermal fuse, which will blow if it overheats. If this happens, the appliance will stop working, and must be returned for repair.

PREPARATIONS

Before you start ironing your clothes, check for textile care symbols in your clothing.

You should iron fabrics which need low temperatures first, then those that need ironing with a medium temperature.

Finish with the fabrics which need high temperatures.

STEAM IRONING

- If you intend to use steam, the temperature setting must be S or higher.
- Set the steam control to the setting you want (S = no steam, # = high).
- Wait for the light to go off, and then start ironing.

SPRAY

- Water spotting affects some fabrics. Test this on a hidden part of the fabric before you start.
- Lift the iron off the fabric.
- Aim the spray nozzle at the fabric.
- Press the * button.
- You may have to press it 2 or 3 times to pump water through the system.

USING YOUR IRON

SHOT OF STEAM

- If you intend to use steam, the temperature setting must be S or higher.
- Lift the iron off the fabric.
- Press the ~ button.
- You may have to press it 2 or 3 times to pump water through the system.
- Leave 4 seconds between shots, to let the steam build up.

DRY IRONING

- If you're going to be dry ironing for 20 minutes or more, empty the reservoir first, to avoid spontaneous bursts of steam.
- Set the steam control to S.
- Wait until the light goes off, then start ironing.

ANTI-SCALE

- The anti-scale agent incorporated in the iron helps prevent the build-up of scale. Don't use a descaling solution, or you'll destroy the anti-scale agent.

VERTICAL STEAMING

- Remove as many wrinkles from hanging clothes, hanging curtains, and furnishing fabrics as you can.
- Check that there is adequate ventilation behind the fabric, otherwise moisture may build up, causing mildew.
- Check that there is nothing behind the fabric that may be damaged by the steam.
- Check that pockets, turn-ups, and cuffs are empty.
- Set the temperature control to max. Set the steam control to S.
- Lift the iron off the fabric.
- Press the ~ button.
- You may have to press it 2 or 3 times to pump water through the system.
- Leave 4 seconds between shots, to let the steam build up.

AFTER USE

- Set the temperature control to ●.
- Set the steam control to S.
- Unplug the appliance.
- Open the cover.
- Hold it over a sink, turn it upside down, and drain the water from the reservoir, via the water inlet.
- Close the cover.
- Sit the iron on its heel.
- Leave it to cool down completely.
- When it's cold, wipe off any moisture, and wind the cable round the heel.
- Clean the outside surfaces of the appliance with a damp cloth.
- Remove spots from the soleplate with a little vinegar (if needed).
- Store the iron on its heel, to avoid corrosion and damage to the soleplate.

USING YOUR KETTLE

HOW TO USE YOUR KETTLE

1. Place the appliance on the base unit, ensuring the appliance locates on to the 360° connector.
2. Plug in and switch on at the wall socket.
3. Switch the kettle on. The water level indicator will light up.
4. When the water boils, the appliance will switch off automatically. Depending on the model, the kettle light will go off and/or the kettle will whistle to indicate it has boiled. If you are using the kettle for the first time, pour away the boiled water, then refill it and boil again.
5. Lift the kettle from the base unit by the handle, be careful not to spill any of the boiling water.
6. To re-boil, switch to ON again. If the kettle has just switched off, wait a minute or so before switching it back on.

Please note: If you do not put in enough water, or switch on the kettle when it is empty, the safety cut-out will switch off the power automatically. If this happens, refill your kettle and wait a few minutes for the element to cool, then use it as normal.

The integrated water level indicators allow you to easily see the amount of water in the kettle.

Wherever possible, fill your kettle up through the spout, as this helps to free the filter from limescale build-up.

Always ensure that the level of water in the kettle is filled to at least the minimum level shown on the water gauge. If your kettle does not have a water gauge, always ensure that the element is covered by water.

Boil only as much water as you need, as this saves electricity.



IMPORTANT SAFETY INFORMATION

The use of any electrical appliance requires the following common-sense safety rules. Primarily, there is danger of injury or death and secondly the danger of damage to the appliance. These are indicated in the text by the following two conventions:

WARNING: Danger to the person

IMPORTANT: Damage to the appliance

LOCATION

- Always keep your kettle away from the edge of the worktop.
- Ensure that the appliance is used on a firm, flat surface.
- Do not use the appliance outdoors, in a bathroom, or near water.
- **WARNING:** Do not place the appliance onto a metal tray or metal surface whilst in use.



USING YOUR KETTLE

MAINS LEAD

- Do not let the mains lead hang over the edge of the worktop.
- Do not let the lead run across an open space, e.g. between a low socket and table.
- Do not let the lead run across a cooker or other hot area which might damage the cable.
- Do not place the kettle where the mains lead could fall into a sink.
- The mains lead should reach from the socket to the base unit without straining the connections.
- Reduce the length of the mains lead by storing the excess in the cord storage facility in the base unit.
- If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.

Treating Scalds

Run cold water over the affected area immediately. Do not stop to remove clothing, get medical help quickly

YOUR PERSONAL SAFETY

- **WARNING:** To protect against fire, electric shock and personal injury, do not immerse cord, plug and appliance in water or any other liquid.
- Always keep the top of the cordless base dry, especially around the connection area, disconnect the power supply before drying. Allow to dry thoroughly before reconnection to the power supply.
- Always pour hot water slowly and carefully without tipping the appliance too fast to prevent splashing and spillage.
- Extreme caution must be used when moving an appliance containing hot liquid.
- Do not touch hot surfaces, use handles or knobs.
- Always close the lid if applicable and always have the filter in place, otherwise the kettle may switch off automatically and may spit out boiling water.
- Avoid contact with emitting steam when the water is boiling or just after it has switched off.
- Take care if opening the lid of the appliance when hot.
- **WARNING:** Do not open the lid whilst the water is boiling.
- Do not fill above the MAX mark; otherwise boiling water may be ejected.
- Do not hold the switch in the ON position or tamper with the switch to fix it in the ON position as this may cause damage to the switch-off mechanism.
- Unplug from the outlet before cleaning.
- Allow to cool before putting on or taking off parts and before cleaning.
- Do not move the kettle when switched on.
- Ensure that the kettle is switched off before removing from its stand.
- This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning the use of the appliance by a person responsible for their safety.

USING YOUR KETTLE

A close-up, red-tinted photograph of a kettle's base and a finger pressing a button. The kettle is metallic and has a curved handle. The finger is pointing at a small, rectangular button on the base of the kettle. The background is blurred and has the same red tint.

QUESTIONS AND CONCERNS

If you have any questions or concerns about using your kettle (or any electrical appliance in your flat), please speak to your Student Reception. They will be happy to advise you further.

OTHER SAFETY CONSIDERATIONS

- Do not leave the kettle unattended whilst in use.
- Do not operate any appliance with a damaged cord or plug or after the appliance malfunctions or has been damaged in any manner.
- The use of any unlicensed attachments may cause fire, electric shock or injury.
- Do not attempt to connect any other appliance to the base unit or this appliance to another base unit.
- Do not tamper with the connector in any way.
- Do not use the appliance for any use other than to boil water.
- Do not place the appliance on or near a hot gas or electric burner or in a heated oven.
- The appliance must not be on the base unit when being filled with water.
- If the mains lead is damaged, the cordless base should be discarded and replaced, contact the helpline for advice.
- Unplug from the outlet when not in use.
- Caution: to prevent damage to the appliance, do not use alkaline cleaning agents when cleaning. Instead, use a cloth and mild detergent.

USING YOUR MICROWAVE



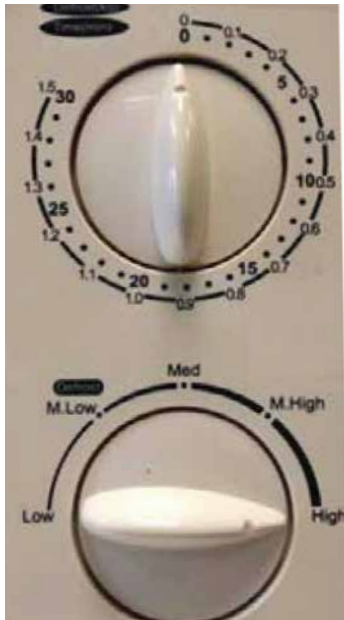
USING YOUR MICROWAVE

In your flat, you will have either an analogue or a digital microwave.

Whether you have an analogue or a digital microwave, here's how to use it:

- 1) Make sure the microwave is turned on at the plug.
- 2) After you've placed your food in a suitable container, open the microwave door and put the food on the glass tray inside. The glass tray must always be in place during cooking.
- 3) Shut the microwave door. Make sure that it is firmly closed.
- 4) Choose your desired cooking time and heat settings. You can see the controls for your microwave on the next page.
- 5) When the cooking time ends, you will hear beeps. The microwave will continue to beep every one minute until it is opened.
- 6) Open the door and remove your food. Make sure that you check it is heated through thoroughly, be wary of escaping steam and check the temperature before you consume your food to make sure you avoid any burns.

USING YOUR MICROWAVE



Analogue microwave

CONTROLS FOR ANALOGUE MICROWAVES

- The top dial selects the time duration of the cooking.
- The bottom dial selects the power cooking level.
- To stop the cooking process, open the microwave door.
- To defrost food, use the "M Low" setting.

CONTROLS FOR DIGITAL MICROWAVES

- The "microwave" button selects the power level; each press of the button changes the percentage of power from 100%, 80%, 50%, 30% (defrost) and 10%.
- To use the "defrost by weight / time" button, press it once and turn the dial to select the weight, press twice to select the time duration for cooking.
- To use the "clock / pre-set" button, press it once and turn the dial to select the hour, then press it again and turn the dial to select the minutes. Press it again to set.
- Press the "stop / clear button" once to pause cooking. Press it again to clear the microwave memory.
- Each press of the "start / +30 sec / confirm" increases the cooking time by 30 seconds.



Digital microwave

USING YOUR MICROWAVE



WHAT CAN I USE IN MY MICROWAVE?

- Glass, ceramic and stoneware bowls and dishes are best to use for heating or cooking in your microwave. If they aren't labelled as being "Microwave Safe", you should test them to make sure they can be used safely, as some types of regular glass are too thin to be used in a microwave and can shatter.
- **NEVER use dishes with a metallic trim in your microwave or any metal utensils like teaspoons or knives.** These can cause fires.
- If you want to pop popcorn in your microwave, make sure that it's commercially packaged and recommended especially for microwaves.
- Please be aware that microwave-popped corn produces a lower yield than conventional popping: there will be a number of unpopped kernels. Do not use oil unless specified by the manufacturer.
- Do not pop popcorn longer than the manufacturer's directions (popping time is generally below 3 minutes). Longer cooking does not yield more popped corn; it can cause a fire. It can also cause the cooking tray to become too hot and break.
- Microwave-friendly cling film and bags are safe to use in your microwave, but they must be vented for steam to escape - so make sure you pierce them in multiple places. Do not use plastic or metal ties as they may melt or catch fire due to electrical 'arcing'.
- Paper towels, paper plates, napkins or cups should only be used for short term heating and covering. Make sure you stay with the microwave while it's in use. **Do not use** Styrofoam plates, packages or cups in your microwave.
- Plastics should only be used in the microwave if they're labelled as being "Microwave Safe". Other types of plastic can melt. Always stay with the microwave when it's in use. Overheating can cause fires.

USING YOUR MICROWAVE

CLEANING AND CARE

Ensure that you keep the inside of the microwave clean. When food spatters or spilled liquids adhere to oven walls, wipe them with a damp cloth. Mild detergent may be used if the oven gets very dirty. The use of harsh detergent or abrasives is not recommended.

You should make sure the microwave is turned off before you clean it. The outside surface should be cleaned with soap and water, rinsed and dried

with a soft cloth. To prevent damage to the internal operating parts, water should not be allowed to seep into the ventilation openings.

If the Control Panel becomes wet, clean it with a soft, dry cloth. Do not use harsh detergents or abrasives on the Control Panel.

If steam accumulates inside or around the outside of the microwave door, wipe with a soft cloth. This may occur when the microwave is operated

under high humidity conditions and in no way indicates malfunction of the unit.

It is occasionally necessary to remove the glass tray for cleaning. Wash the tray in warm sudsy water.

The inside of the microwave should be cleaned regularly to avoid excessive noise. Simply wipe the bottom surface of the oven with a mild detergent and water and dry.

I CAN'T GET MY MICROWAVE TO WORK

Check that the power cord is securely plugged in, that the door is firmly closed and that the cooking time is set. If this doesn't resolve the issue, report the fault via the Home at Halls app.

I NOTICED SPARKS IN MY MICROWAVE

See the section on "Arcing" below.

ARCING

"Arcing" is the term for sparks in the microwave.

Arcing is caused by:

- Metal or foil touching the side of the oven.
- Foil not molded to food (upturned edges act like antennas).
- Metal such as twist-ties, poultry pins, or gold rimmed dishes in the microwave.
- Recycled paper towels containing small metal pieces being used in the microwave.

If you see arcing inside the oven (white / blue flashes), press STOP/CLEAR on the pad for the digital microwave, or open the door for the analogue microwave and correct the problem.

If you are worried about using your microwave, contact your StudentReception and report the problem.

USING YOUR MICROWAVE

OTHER OPERATING INSTRUCTIONS

The microwave will not operate with the door open. Attempting to operate the microwave with the door open can result in harmful exposure to microwave energy. It is important not to tamper with the safety interlocks.

Do not place any object between the microwave front face and the door or allow soil or cleaner residue to accumulate on sealing surfaces.

WARNING: If the door or door seals are damaged, door bent, hinges and latches broken or loosened, the appliance must not be operated until it has been repaired by a competent person.

WARNING: It is hazardous for anyone other than a competent person to carry out a service or repair operation involving the removal of any cover which gives protection against exposure to microwave energy.

WARNING: Liquids or other foods must not be heated in sealed containers, since they are liable to explode.

SAFETY INFORMATION AND INSTRUCTIONS

As with all appliances, there are certain safety rules you need to follow to prevent fire, burns, electric shock and other issues.

- Do not use your microwave for any reason other than food preparation, such as for drying clothes, paper, or any other non-food items or for sterilizing purposes.
- Do not use the microwave when it is empty, as this could damage it.
- Do not use the microwave for any type of storage, such as papers, cookbook, cookware, etc.
- Do not operate the microwave without the glass tray in place. Be sure it is properly sitting on the rotating base.
- Make sure you remove any caps or lids prior to cooking when you cook food sealed in bottles. Sealed containers are likely to explode.
- Do not put foreign material between the microwave surface and door. It could result in excessive leakage of microwave energy.
- Never heat oil or fat for deep frying in your microwave; you cannot control the temperature and doing so may lead to overheating and fire.
- Microwave heating of beverages can result in delayed eruptive boiling. You must take care when handling the container that liquids are in.
- Do not operate the microwave when empty or with an empty utensil to avoid damage and danger of fire. Utensils should be checked to ensure that they are suitable for use in microwaves.
- Do not cook any food surrounded by a membrane, such as egg yolks, potatoes, chicken livers, etc., without first piercing them several times with a fork.
- If smoke is observed, switch off or unplug the appliance and keep the door closed in order to stifle any flames.
- When heating food in plastic or paper containers, keep an eye on the microwave due to the possibility of ignition.

USING YOUR MICROWAVE

SAFETY INFORMATION AND INSTRUCTIONS (continued)

- **Always test the temperature of food or drink which has been heated in a microwave before you give it to somebody**, especially to children or elderly people. This is important, because things which have been heated in a microwave oven carry on getting hotter - even though the microwave cooking has stopped.
- Eggs in their shell and whole hard-boiled eggs should **not** be heated in microwave ovens since they may explode, even after microwave heating has ended
- Keep the waveguide cover clean at all times. Wipe the microwave interior with a soft damp cloth after each use. If you leave grease or fat anywhere in the microwave, it may overheat, smoke or even catch fire when next using the microwave.



USING YOUR FRIDGE AND FREEZER

TEMPERATURE SETTINGS

The temperature of your fridge can be controlled by the thermostat knob located on the ceiling inside the fridge. The temperature setting can be changed between 1 - 5, with 5 being the coldest setting. If you switch it to 0, it will turn off.

We recommend that you have the temperature set around 3. Some sections of the fridge may be cooler or warmer (such as the salad drawer) which is quite normal.

The normal storage temperature of the freezer should be -18°C (0°F). Lower temperatures can be obtained by adjusting thermostat knob towards the number 5 position.

Avoid leaving your fridge or freezer door open for long periods. This allows cold air to escape, causes the internal temperature to rise and promotes ice crystals to grow.

ICE CUBES

Fill your ice cube tray or bag to the recommended depth. Place it in the Ice Bank to freeze. When removing ice cubes from a tray, never use sharp edged objects like knives or forks.

GENERAL ADVICE

- Do not leave frozen food at room temperature to thaw; the best way to defrost food is to put it in the fridge to thaw slowly. Make sure you avoid defrosting food juices dripping onto other food.
- Fizzy drinks should not be frozen.
- Speak to your flatmates to agree on how you want to share the fridge and freezer space. Some people prefer to have their own designated shelves, other people are happy to share space and food - especially if it's a splash of milk for a cup of tea. Take time to agree with everyone what your needs and boundaries are.
- Make sure you let hot food or drinks cool down before you store them in the fridge/freezer.
- Do not let raw meat come into contact with other food in the fridge.
- If it leaks, make sure you clean the fridge thoroughly to avoid cross contamination.
- If there is a power failure, do not open the door. Frozen food should not be affected if the failure lasts for less than 13 hrs. If the failure is longer, then the food should be checked and either eaten immediately or cooked and then refrozen.



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