



*Great Blue* RESORTS

# Resort Cottage Troubleshooting Guide





***Whether you are new to Resort Cottage ownership, you just need a refresher, or you are just enjoying the cottage for the weekend, this manual will outline some basic operational tips you need to know about owning and maintaining your Resort Cottage.***

## Water

If there is no water, please turn on the water supply, this is located at the back of the cottage, either on the side of the cottage or inside a hatch panel on the skirting. It could look like a regular tap attached to a hose or a ball valve going into the cottage. This should be turned off each time you leave the cottage.

## Propane

Most cottages operate on two 30lb propane tanks.

These are used for:

- Hot water tank
- Furnace
- Stove/oven

To turn on your propane just go outside to the rear corner of the cottage and at least one of your two propane bottles should be turned on at the bottle and the black regulator switch should be pointing in the direction of the turned-on bottle. This also should be off each time you leave the cottage.

We suggest that once one tank is emptied, you switch it out for a full one.

- If you are unsure how much propane is left in your tank, you can pick it up and it should feel significantly lighter if close to empty.
- If you are unsure, please bring your tank to the Welcome Centre for a team member to check for you.



***Propane tanks & regulator***

## Troubleshooting for Propane

You will see two propane tanks; the one the arrow on top of regulator is pointing to is the one that you turn on. If that tank is empty, then turn the arrow to the other side and open the propane tank on that side. If this still doesn't work then the propane tanks are empty.

**Tip:** *The quickest way to find out if you have propane is to turn the burners on your stove top, there should be a flame within 5-10 seconds. If there is no flame, then that tank is probably empty.*

In addition, 20lbs tanks are available for your barbeque.

**Tip:** *If you forget to check your tanks and do accidentally run out of both 30lbs tanks after hours, you can connect the 20lb tank to get you through the night if needed.*

Propane exchanges can be purchased through the resort Welcome Centre and can be picked up between **9am-5pm daily**.

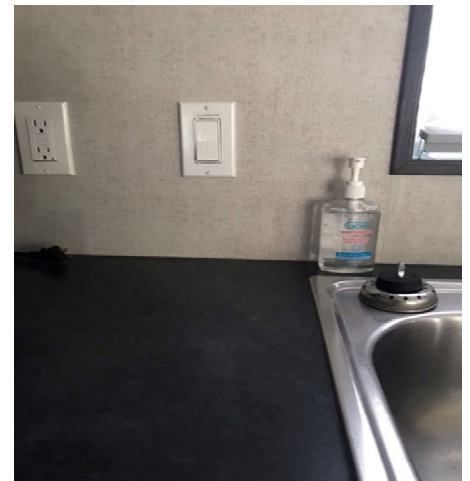
**Note:** *Welcome Centre hours may vary throughout resorts, so please check your office hours upon arrival. Propane will not be available outside the allotted hours, please make sure you check your tanks regularly.*

## Standard Hot Water Tank

As your hot water is heated by propane, it may take up to 30 minutes to fully heat, it also has limited capacity. You have about 10-15 minutes of hot water until the hot water tank is empty, at which point, you will need to give the tank time to refill and reheat.

If your hot water tank is not heating up, there are a few things you can do to try and resolve the problem.

- Ensure the hot water tank is in the "on" position-this button is generally located beside the kitchen sink. push the button upwards to the on position [this looks like a light switch]. if you see an orange light that means the water heater is off, so just push the button upwards. Within 10-15 seconds you should hear a click and a roaring sound indication that the water is heating up.
- If there is still no hot water, you will also want to check that you have propane in your tanks. You can always check that there is propane in the system by lighting the stove element.
- If you have switched propane tanks, allow at least 20 minutes for the water to heat up.
- If you have tried the first three steps and are still struggling, it is always a good idea to check your breaker panel to ensure that the hot water breaker is in the on position. Most



**Hot water switch beside kitchen sink**

cottages have an outside master switch on the hot water tank itself which is located in the white panel on the back of your cottage outside.



*Hot water tanks switch on the outside*



*Hot water switch beside the main door*

*Sometimes the water heater switch is beside the man door when you come in.*

If the issue is not resolved, a certified technician may need to be called in to further assess the situation.

## Tankless Hot Water Tank

Even though it is heated with propane like the standard hot water tank, the tankless hot water tank does not take 30 minutes to heat up, once it fires up you will have hot water within 10-15 seconds.

If your tankless hot water is not heating up, there are a few things you can do to try and resolve the problem.

- Check to see if you have propane. Again, you can do this by turning on your stove element.
- Adjust the temperature on the front of the tank.
- Check that the screens on the incoming water are clear, if the flow rate is low, the tank won't fire.



*Tankless hot water tank & valves*

If the issue is not resolved, a certified technician may need to be called in to further assess the situation.

## Stove Top and Oven

*Please note, the bottom drawer of your oven is a warming drawer and not to be used for storage as it may cause a fire.*

The elements on your stove and oven use propane to ignite and burn.

- Ensure you clean the elements regularly to allow a better flow of propane
- After each cleaning, ensure the elements are secured in place
- If you have just changed your propane tanks, it may take 10-15 seconds for the elements to ignite.

**Important note: please ensure you did not accidentally turn on any of your stove top buttons during cleaning. This is a common, yet dangerous occurrence. If you smell propane, check the knobs are in the off position. Open all windows and vacate your cottage to allow the cottage to air out. Turn propane off to the tank on the outside also. Do not ignite stove until propane smell is no longer present.**

If the issue is not resolved, a certified technician may need to be called in to further access the situation.

## Air Conditioner

All cottages are equipped with an air conditioner.

Please note: the cottage air conditioner is lower voltage compared to a traditional home unit and are meant to keep your cottage at a comfortable temperature. They do not have the capacity to keep your cottage "cold".

To preserve the life of your air conditioner and prevent it from freezing up (and stopping working):

- **VERY IMPORTANT: Do not run below 70 degrees Fahrenheit or 20 degrees Celsius.**
- Turn off air conditioner if you are going to be away for more than 12 hours.
- Replace vent filters regularly.
- Keep windows and doors closed while air conditioner is on. During very hot weather it's important to keep your blinds closed while the air conditioner is on.

**Please note that running your air conditioner any lower than the suggested temperature may cause the unit to freeze and stop working.**

If your air conditioner is not working, or not working properly, there are a few things you can check.

### A/C not coming on

1. If the switch on the thermostat is set to the cool position on the right side and the A/C does not come on. Then it's one of two things.

**First-** the breaker in the panel box is tripped and needs to be reset (again if this is the case you need to finish tripping it by sliding the breaker to the off position and then flip the breaker to the on position).

**Second-** if the breaker in the panel box is on and A/C still doesn't come on then you will have to go outside and locate a switch close to the A/C unit. The switch will have an off/on, just flip the switch in the opposite position, you will hear the A/C come on when you do this.



*Thermostat that controls heat & A/C*



*Thermostat*



## **A/C not cooling**

2. Ensure that nothing is blocking the vents inside your cottage.
3. If A/C is running but no cold air is coming from the vents, then the condenser on the A/C unit under the cottage is frozen. You can access this by locating one of several vented hatches. The A/C unit will need to be shut off so it can thaw out.  
*(this usually takes a 4-5 hours - minimum)*

The way to avoid the A/C condenser from freezing up is to never turn the thermostat below 70 degrees, try to avoid running the A/C all day and night. (It's a small condenser and it can't handle heavy constant use).

**There is nothing maintenance can do if the unit is frozen. You must allow time for it to defrost.**

4. The last item to check for would be that the hoses connecting the A/C to the cottage are intact and do not have any holes. These are located underneath your cottage and can be accessed through the access panel on your cottage skirting.

**If the issue is not resolved, a certified technician may need to be called in to further assess the situation.**



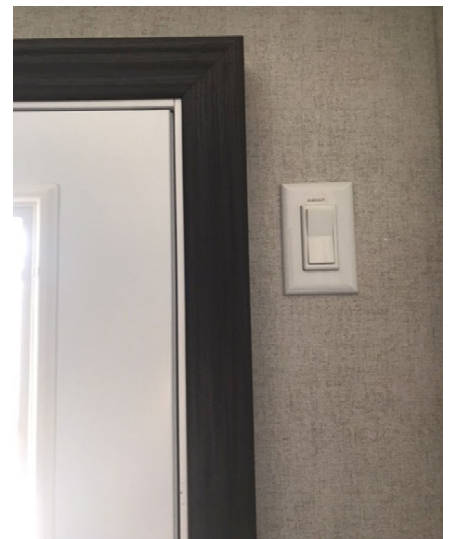
***A/C shut off switch on outside of cottage***

## **Furnace**

Although when you think of cottaging, you may not think of cooler temperature, every cottage comes with a built-in furnace.

Your furnace runs on propane, and the unit is heated through the in-floor vents. If at any time your furnace is not working:

1. Check to see if the furnace switch is on. (this will be on the wall close to the door when you come in marked furnace switch – it looks like a light switch).
2. The thermostat that controls the furnace is on the wall in the hallway, on the right side of the thermostat you will see a switch that says cool, off, heat. You slide the switch to heat and set the temperature for the furnace to kick in.
3. Check the propane to ensure tank has propane in it.



***Furnace switch beside the main door***

4. If your tanks are full, ensure the breaker has not tripped. Again, it is a good idea to flip the breaker to the off position and back on again to ensure it's in the on position.

**If the issue is not resolved, a certified technician may need to be called in to further assess the situation.**

## Septic Systems

There are many different septic systems at our resorts. Some are gravity fed, or they might have a pump chamber, or they might have small tanks under your cottage.

The one thing they all have in common is they can only handle so much volume, so we ask you to be mindful of water usage and what you put down your drains.

Please only dispose of toilet paper and human waste down your toilet. Do not flush anything else at any time as this can cause a messy back up.

Please contact the Welcome Centre if you notice your water is not going down your drains.

## Loss of Power

Although cottages are well equipped for all your basic needs, please keep in mind that the overall voltage capacity of the cottage is much lower than your home.

Running varied electronics will cause your breakers to trip or turn to the "off" position. To avoid this, try not to run more than two larger electrical appliances at the same time.

E.g. Running your air conditioner, microwave and toaster all at once may cause a popped breaker. Hair dryers specifically often use high voltage, best to use those when no other electronics are running. If loss of power occurs, please locate your breaker panel in your cottage and flip your breaker back to the "on" position. If loss of power is still present, please contact the Welcome Centre for possible local power outages or to have a maintenance personnel come to try to assist.

**Note: Breaker panels are in different locations depending on the style of your cottage but the most common locations are in the master bedroom or behind the cottage man door. Sometimes there is a panel outside your cottage.**

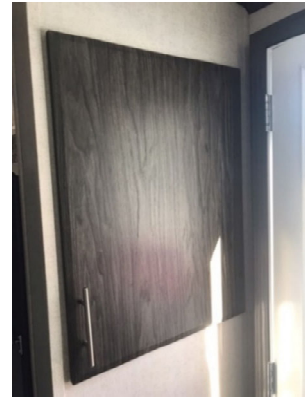




***Main breaker for your cottage***



***Breaker panel in your cottage***



***Breaker panel behind this door***

## Pink Water in Lines

If you see “pink” in your water in the month of May... do not be alarmed. We winterize all cottage water lines with an earth friendly anti-freeze to prevent damage to the lines. Simply run the water for a few minutes until you no longer see pink, as there may have been a small amount left behind after the cottage has been summarized for the season.

## Additional Assistance

If you require assistance from our team with any of the above troubleshooting, a \$35.00 plus tax call out fee will be charged. Troubleshooting assistance is available from 9am-5pm and is subject to staff availability. Call out fee for a private rental guest/occupant (not the owner) will be charged a \$35.00 plus tax fee, the rental guest/occupant will sign the work order which will be placed in your owner file and the fee will be charged to your owner account. If the repair work is completed by one of our maintenance team members, you will be quoted on cost of parts and/or hourly rate of \$70.00.

If further assistance is required, upon your request the office will arrange for the approved technician to visit your site. The use of a private technician is allowed provided they have a minimum \$2 million public liability insurance, WSIB and required license and is an approved vendor with Great Blue.

Before leaving your cottage for an extended period, we always recommend turning off your water on the outside source, turning off your A/C unit and turning off the propane on the tanks.

***We hope you and your family enjoy your Resort Cottage and your time with us.***



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*to learn more*

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