

While losing electricity supply can be a frustrating experience, it can often be remedied with just a flick of a switch.



* This diagram is an example of only one type of safety switch

If your home is fitted with a safety switch, it is possible that your loss of supply may be related to the operation of the switch. The switch may have tripped for safety reasons as the result of a fault and potential danger.

Disclaimer

This brochure is not an exhaustive list of all safety matters that need to be considered. Whilst care is taken in the preparation of this material, ENERGEX does not guarantee the accuracy and completeness of the information.

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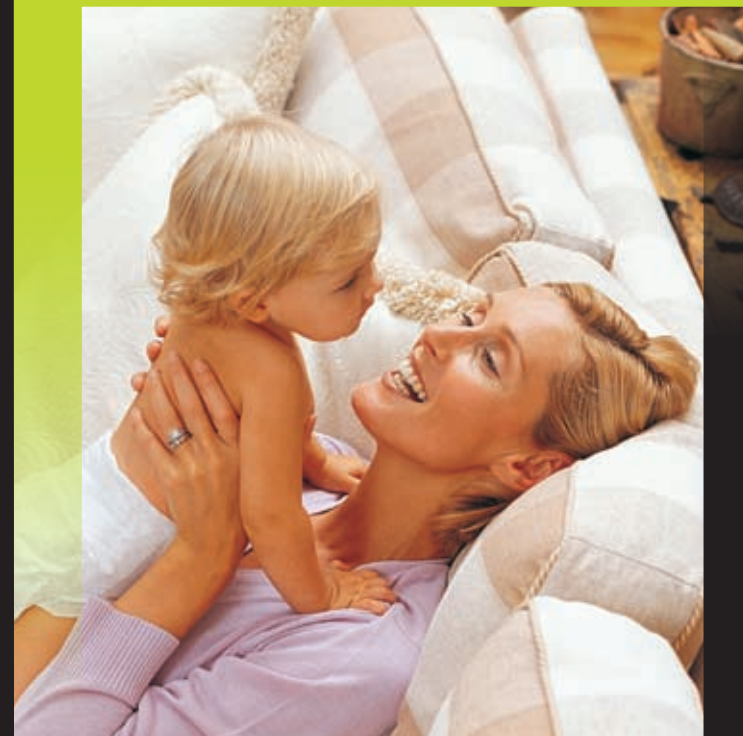
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150 Charlotte Street, Brisbane QLD 4000
GPO Box 1461, Brisbane QLD 4001
Telephone 13 12 53
Facsimile (07) 3407 4609
www.energex.com.au
ENERGEX Limited
ABN 40 078 849 055



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Important information for homes with safety switches



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If you lose your electricity supply and your home is fitted with a safety switch

1. it is possible that the safety switch has detected a faulty appliance and disconnected the power. Locate your safety switch (generally located in your switchboard) and, if the switch is down in the OFF position (see photograph), reset the safety switch. If it trips again, disconnect the last used appliance. Again, reset the safety switch and, if everything begins to function properly, do not use the appliance you have disconnected until a licensed electrician has checked it.

To reset the safety switch, firmly push the switch up to the ON position.

2. if the safety switch continues to trip, unplug all appliances, reset the switch and plug them in one at a time until you locate the faulty one. Avoid touching appliances while carrying out this process.
3. if you have determined that it is not a safety switch problem and you still have power to some appliances or your lights work, it is likely to be an internal problem and you will probably need to contact your licensed electrical contractor.

If your power and lights go out and you have checked your safety switch and it points to ON, contact ENERGEX on **13 62 62**.

A fee may be charged if ENERGEX is called out to investigate a problem unrelated to its electricity network.

What is a safety switch?

The standard switchboard safety switch offers comprehensive protection by monitoring appliances as well as fixed wiring. It is currently required to be installed on power and light circuits of new homes.

Is my home already protected?

Many Queensland homes already have a safety switch. In fact, safety switches have been compulsory in all new homes since July 1992. You can check to ensure you have a safety switch by looking for a test/reset button (usually located in your switchboard) or by asking your licensed electrical contractor.

How do safety switches work?

Safety switches are designed to provide increased protection from electrical shocks resulting from a fault in electrical appliances, circuit wiring or misuse of electrical equipment. Should a fault occur that causes electrical current to flow to earth, perhaps through a person, the safety switch can sense this and is designed to cut off power instantly, possibly preventing a major tragedy.

Remember: Having a safety switch installed in your home or workplace by a licensed electrical contractor is good insurance against electrical shocks.

Is a safety switch reliable?

While safety switches are reliable, nothing is failsafe. You should regularly check your safety switch because, just like any other safety device, if it is not operating properly it cannot protect you. Although a safety switch may give additional protection, it is important that all appliances, electrical wiring, extension leads and other electrical equipment are regularly checked and maintained in good working order.

How do I test my safety switch?

To check that your safety switch is functioning properly, press the "test" button (which simulates a problem). This should automatically trip the safety switch to OFF and you then simply reset it. You should do this at regular intervals. A good reminder is to check your safety switch every time you receive your electricity account (or quarterly).

How do I know when to call ENERGEX?

If you still have power to some appliances or only your lights work, it is likely to be an internal problem and you will probably need to contact a licensed electrical contractor.

If your power and lights go out and you have checked your safety switch and it points to ON, then call ENERGEX on **13 62 62**.

