

Power gone off? Your safety switch may have tripped.

A **safety switch** (also called an RCD) is a switch in your **switchboard** — the box of switches that controls your power. It switches itself off, or **"trips"**, when electricity leaks where it shouldn't, often through a faulty appliance. These four steps show whether you need an electrician.

STOP — DON'T DO THIS IF

anyone has had a shock or tingle · you smell burning or see smoke or sparks · the switchboard is wet, damaged or hot · water is getting into lights or power points · lights are flickering or unusually bright · anyone relies on powered medical equipment · you feel unsure.

Leave the power off. Someone hurt or a fire: **000**. Tingle or flickering lights: **Ausgrid 13 13 88** or **Essential Energy 13 20 80**. Anything else: **your property manager**.

Neighbours out too? It's a power outage, not your safety switch. Call Ausgrid or Essential Energy, not an electrician.

1 Find the tripped safety switch.

Your switchboard is the box holding the meter and the switches, often called the meter box. Open its door only: never unscrew a panel, and don't touch the meter or any Solar or Battery switch. Safety switches have a **"T" or "Test" button**. Lever **UP = ON, DOWN = OFF**. The tripped one points down.

2 Push it firmly UP to ON.

Stuck in the middle? Push it down first, then up.
Stays on? You're done. **Goes off again?** Go to step 3. Never hold or tape it up.

3 Pull the plug out of every power point in the home.

Don't just switch off at the wall. Every power point should end up empty — including the sneaky ones people miss:

- | | | | |
|--|---|---|---|
| ☐ Dishwasher
beside it or under sink | ☐ Gas cooktop
cupboard below | ☐ Rangehood
cupboard above | ☐ Built-in microwave
cupboard above |
| ☐ Washer and dryer
behind, or up high | ☐ Fridges and freezers
kitchen, garage, shed | ☐ Hot water unit
power point beside it | ☐ Outdoor power points
patio, pergola, carport |
| ☐ Pumps
pool, spa, pond, tank | ☐ Garage door motor
garage ceiling | ☐ Wall-mounted TV
behind it or below | ☐ Power boards, leads
unplug from the wall |

No ladders, roof space or moving heavy appliances. Can't reach a plug? Tell your property manager.

4 Push the safety switch UP again.

It stays on

Plug things back in **one at a time**, using each for about 5 minutes. If it goes off, the last one you plugged in is probably faulty: unplug it, stop using it, and have it repaired or replaced. Tell your property manager.

It goes off again

With nothing plugged in, the fault is probably in the home's wiring. Leave it off and report it to your property manager — this needs an electrician.



SCAN FOR THE FULL STEP-BY-STEP GUIDE

Diagrams, how to double-check an appliance, what your result means, and what to send your property manager.

barrackelectrical.com.au/safety-switch-guide

If an electrician is sent out and the cause is an appliance you own, the owner or agent may ask you to pay for that visit.

YOUR PROPERTY MANAGER

PHONE

AFTER-HOURS ELECTRICAL
EMERGENCY

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