



SMARTES QUARTIER

Jena-Lobeda




Your go-to guide
for everything from
heating controls to
tablet functions

Instruction Manual for your Smart Home

INFO VIDEO



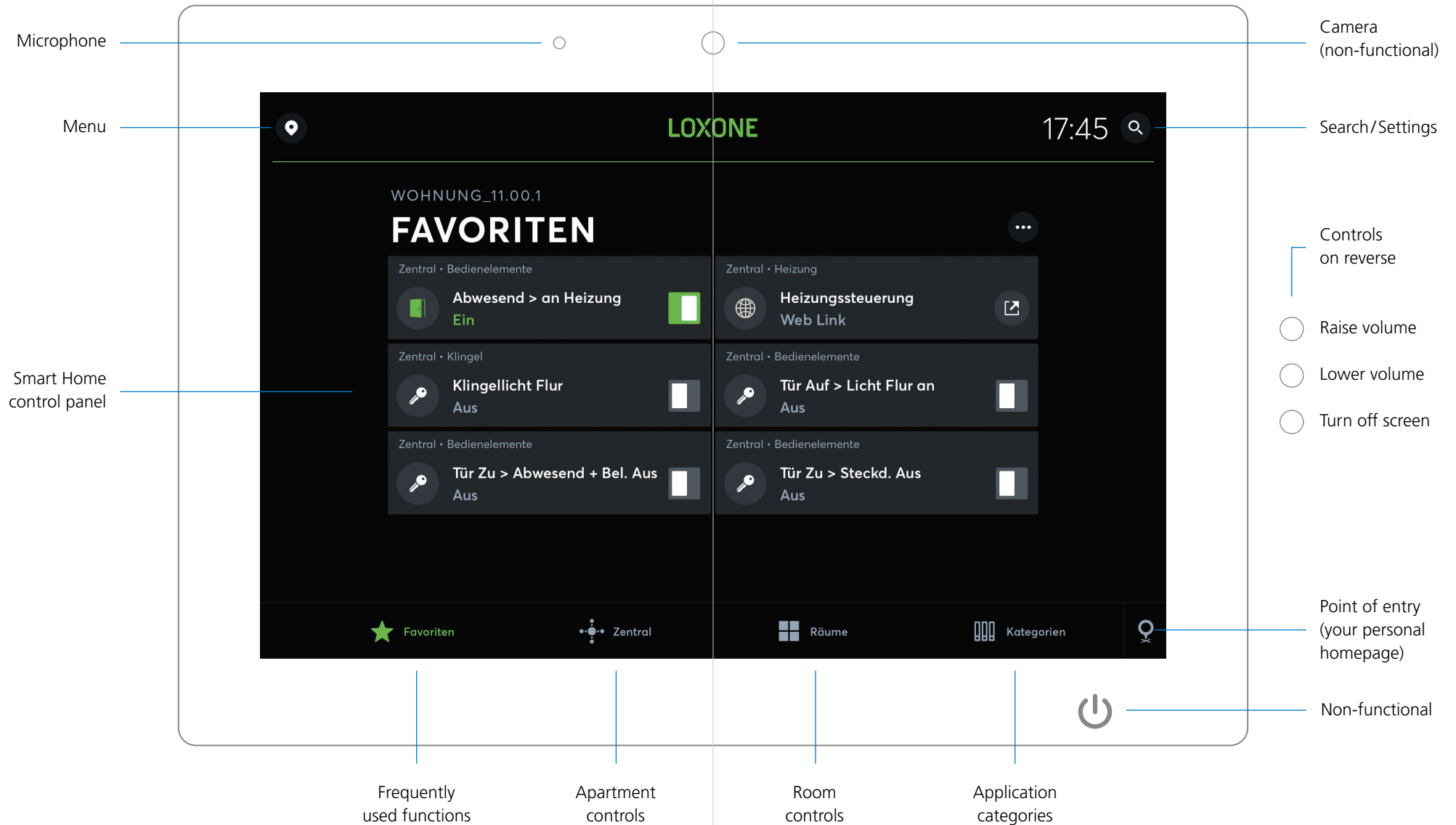
For useful tips and information on your Smart Home and how to use the tablet in your apartment, we recommend watching our info video at www.smartes-quartier.de/smart-services

Simply scan the QR code with your smartphone.

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THE TABLET – YOUR CENTRAL CONTROL UNIT



SMART HOME ELEMENTS

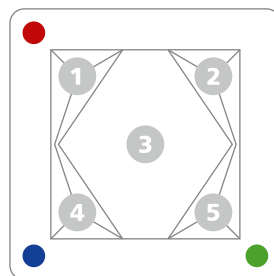
Your Smart Home consists of several components. These include the Loxone mini-server – the brains of the system – which is installed in your fuse box. The mini-server controls all the Smart Home elements in your apartment. These include:

- **Lights** *see page 9*
- **Outlets** *see page 11*
- **Thermostats** *see page 13*
- **Radiators** *see page 16*
- **Roller shutters (ground floor only)** *see page 19*
- **Doorbell/Intercom** *see page 21*
- **Door locks** *see pages 21, 24 and 28*

You can manage and adjust your Smart Home elements via the wall-mounted tablet in your apartment. Alternatively, you can control most of the same elements using the 5-point switch or the Loxone app on your smartphone (*see page 29, bottom*).

5-POINT SWITCH

A “Loxone Touch” 5-point switch is installed in all the apartments. The unit controls various room functions and can be used to measure humidity. Coloured dots are positioned next to certain buttons to indicate which buttons control which functions.



Pressing button 3 in the middle, for example, turns on the lights in each room. The other buttons are used to activate the outlets, turn on and off the balcony light and – for ground-floor apartments – raise and lower the roller shutters.



For more on the 5-point switch, read the corresponding section under “Application categories”, starting on page 9.

HOW TO USE YOUR TABLET



TOUCHSCREEN

Your tablet works exactly like a smartphone – simply tap the screen with your finger. For optimal operation, avoid holding your fingertip too long on the touchscreen. *For further instructions, please watch our info video (QR code below).*



NAVIGATION

The tablet’s user interface is basically divided into four main parts: “**Favoriten**” (Favourites), “**Zentral**” (Central), “**Räume**” (Rooms) and “**Kategorien**” (Categories), which you can access via the respective icons at the bottom of the screen. Each page contains tiles which either allow you to control Smart Home elements in your apartment or lead you to subpages.



INFO VIDEO

At www.smartes-quartier.de/smart-services you will find a video explaining how to set up and use your tablet. If you own a smartphone, you can watch the video by simply scanning the QR code at the right.



ATTENTION

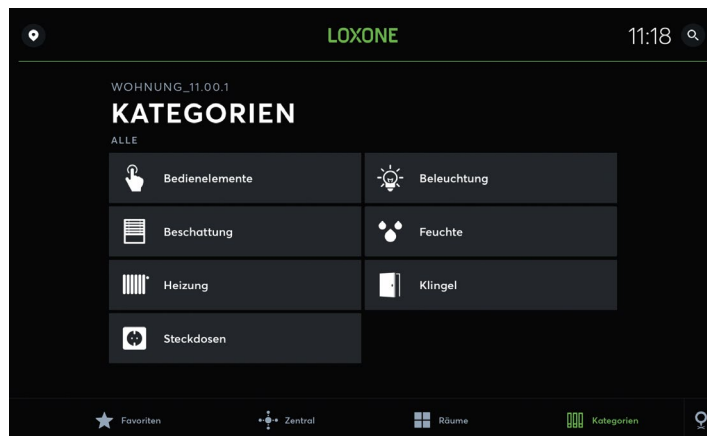
Do not dismantle or use the tablet for any other purpose than intended. A monitoring system is installed to identify and protect it against unauthorised use. If you accidentally log off from the Loxone user interface, simply log in again by entering your login data. All tenants receive their login data either during the apartment hand-over, by post or in their rental folder. If you have lost or misplaced your login data, please contact Tenant Services (*see contact data on page 34*).

APPLICATION CATEGORIES



“KATEGORIEN” (CATEGORIES PAGE)

You can access various application categories of your Smart Home system via the page “**Kategorien**” (Categories) on your tablet. The following chapters provide more details about the categories **Lights, Outlets, Heating, Humidity, Shutters** and **Doorbell**.



Control elements

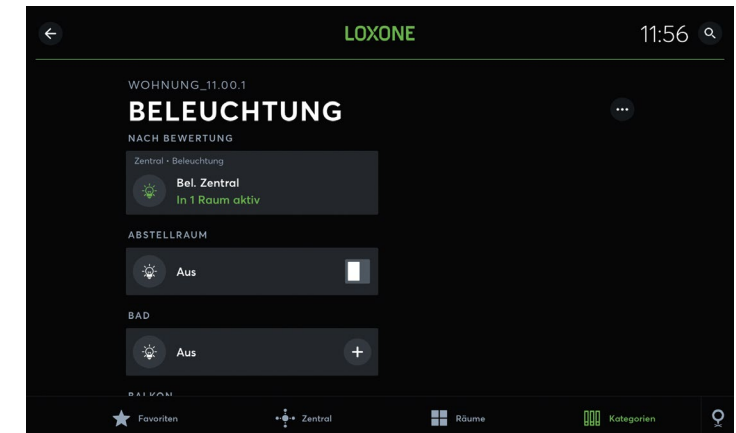
You can access various standard and comfort functions via the button “**Bedienelemente**” (Control elements). These can also be accessed via “**Favoriten**” (Favourites) and are described in further detail in the chapter **Frequently used functions** (see page 27/28).

Lights

You can control the lights in your apartment either with the 5-point switch in each room or centrally via your tablet. Both methods allow you to turn the ceiling and wall lights on and off, as well as any floor lamps and lighting fixtures connected to switchable power outlets. For more, read the chapter on “**Outlets**” starting on page 11.

LIGHT CONTROLS VIA TABLET

To access the central light controls, tap the button “**Beleuchtung**” (Lights) on the Categories page. This takes you to a subpage where you can switch light fixtures on and off in various rooms including the balcony.



By tapping the button “**Bel. Zentral**” (Central lighting), you can switch multiple lights on/off simultaneously, even in different rooms.

Would you like to switch your lights on or off in connection to certain events, e.g. upon arriving home or leaving the apartment? You can set your personal default functions on the page **"Favoriten"** (Favourites). *See pages 27/28.*

LIGHT CONTROLS VIA 5-POINT SWITCH

The switches installed in each room of your apartment are equipped with five pressure-sensitive buttons.

Press button 3 in the middle to turn on/off the lights in each room.

If a room has two separate light circuits (A and B), these can be turned on/off in succession:

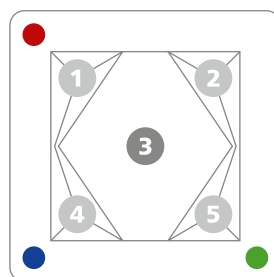
- 1 click = turns on A
- 2 clicks = turns on B
- 3 clicks = turns on A and B
- 4 clicks = turns off A and B

If you double-click button 3, all the lights will turn off as well.

The other buttons control the switchable outlets, balcony light, and – for ground-floor apartments – the roller shutters.



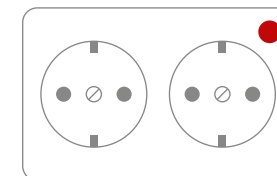
Please note that if you live in a ground-floor apartment with a balcony, you can only operate the balcony light via the tablet or the Loxone app if you have downloaded the app onto your smartphone.



The position and number of coloured dots can vary from switch to switch and apartment to apartment.

Outlets

The switchable power outlets in your apartment are marked with **red, blue** and **green** dots. You can switch the outlets on/off via the 5-point switch or your tablet.



In this illustration, only the right outlet marked in red can be controlled via tablet or the 5-point switch. The left outlet is permanently connected to the mains.

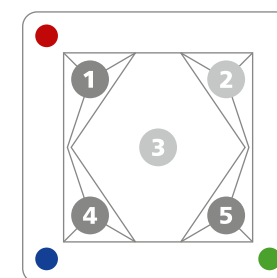
Only those outlets marked with a coloured dot are switchable. All other outlets are permanently connected to the mains to prevent you from unintentionally shutting off power to your appliances, like your refrigerator.

Switchable outlets are especially practical for turning on/off floor lamps or other decorative lighting fixtures in your apartment.

Switchable outlets have been installed in your living room and bedrooms. There are no switchable outlets, however, in the kitchen, hallway or bathroom.

OUTLET CONTROLS VIA 5-POINT SWITCH

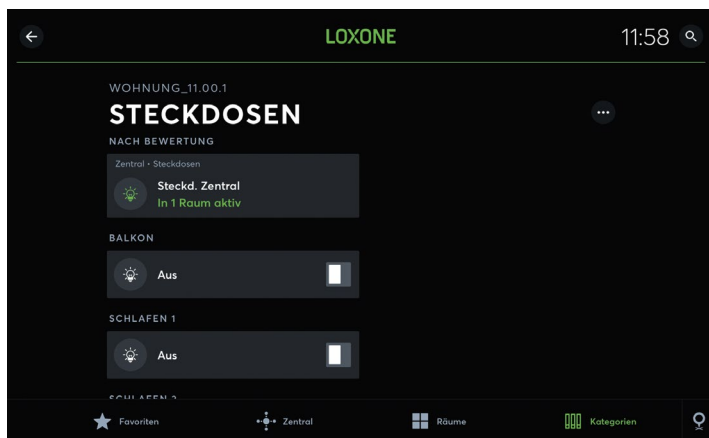
To switch a specific outlet on or off, press the respectively colour-coded button marked with a red, blue or green dot. Corner buttons with no markings control the roller shutters in ground-floor apartments. In apartments on the upper floors, corner buttons control the balcony light.



OUTLET CONTROLS VIA TABLET

You can also control the switchable outlets in your apartment with your tablet. Simply click on **“Steckdosen”** (Outlets) on the page **“Kategorien”** (Categories).

You can then turn on/off individual switches in each room or all switchable outlets with a press of the button **“Steckd. Zentral”** (Central outlets). You can also access this function on page **“Zentral”** (Central). [See page 26.](#)



You also have the option of shutting off all the switchable outlets after double-locking your door when you leave the apartment. To use this function, activate the option **“Tür Zu > Steckd. Aus”** (Door closed > Outlets off) via the page **“Favoriten”** (Favourites). [For more, see page 28.](#)

Heating

You can only control the radiators in your apartment using your tablet with the exception of the bathroom radiator which can also be turned on and off with the switch in the bathroom.



ATTENTION

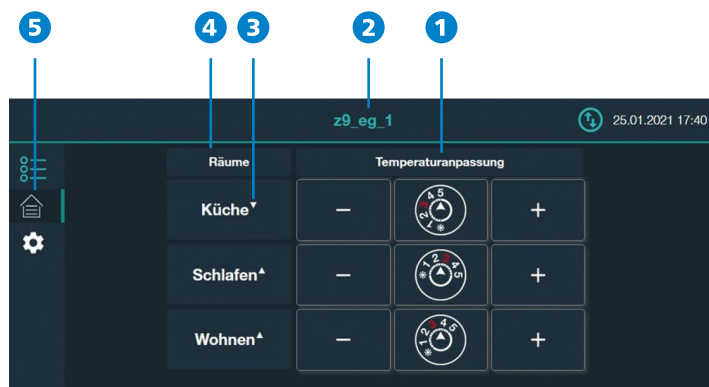
Do not unscrew or detach the thermostats on the radiators as this would render the heating controls non-functional. The heating controls would recognise the malfunction and send an error message to the system. A technician would have to be sent to your apartment to repair the heating system at your personal expense.

HEATING CONTROLS

The entire Smartes Quartier uses a smart heating system designed to increase your living comfort and reduce your energy consumption. The controls are based on pre-installed default settings (thermostat settings and heating times) which ensure the most accurate temperature measurements possible. To this end, not only does the system monitor the outdoor temperature but also the values transmitted by the heat cost allocators (HKV) on the radiators.

HEATING PROFILE	HEATING TIMES	WEEKDAYS
1	05:00 – 07:30	Monday – Friday
	15:00 – 22:00	Monday – Friday
	06:00 – 23:00	Saturday – Sunday
2	06:00 – 23:00	Monday – Sunday

To access the heating controls – a separate system – tap on the icon **“Favoriten”** (Favourites) on your tablet and then click on the button **“Heizungssteuerung”** (Heating controls) (see page 27). Please note that access to the heating controls is not provided on the Loxone app on your smartphone.



- 1 Under the heading **“Temperaturanpassung”** (Temperature adjustment), you can adjust the temperature in individual rooms. By pressing the + or – buttons, you can raise or lower the heat output by a half-level respectively. A quick tap on the turn-switch sets the heat output to a median level of 2.5.
- 2 **Apartment ID**
- 3 The **activity arrow** indicates whether your system is currently raising (arrow up) or lowering (arrow down) the heat output.
- 4 Standardised **room names** (regardless of how you choose to use them)
- 5 Via the **house icon**, you will be directed to the overview screen shown above. The **gearwheel icon** directs you to other settings where you can manually switch between at-home or absence mode, for example.

TEMPERATURE CONTROL

The thermostat valve on the radiator automatically adjusts the indoor temperature according to your selected preferences on the tablet. The desired indoor temperature is maintained even if you haven't made changes to the room-specific heating levels.

With this system, it is not possible to rapidly heat up or cool down a room “as needed”. You will notice that the radiators do not get as hot as you might be accustomed to. Nonetheless, the system always reaches and maintains the desired room temperatures.

! If you feel too cold even at heat level 5, please contact **Tenant Services at jenawohnen** or the **Community Management office**. You will find the contact data on page 34.

TEMPERATURE REDUCTION

Whenever you activate the absence function (see page 27) and during non-heating periods, the temperature in all the rooms is reduced by about 3 °C. A further reduction is not possible as this would cool down the building's core temperature so much that it would take much longer to reach comfortable temperatures.

Ventilation

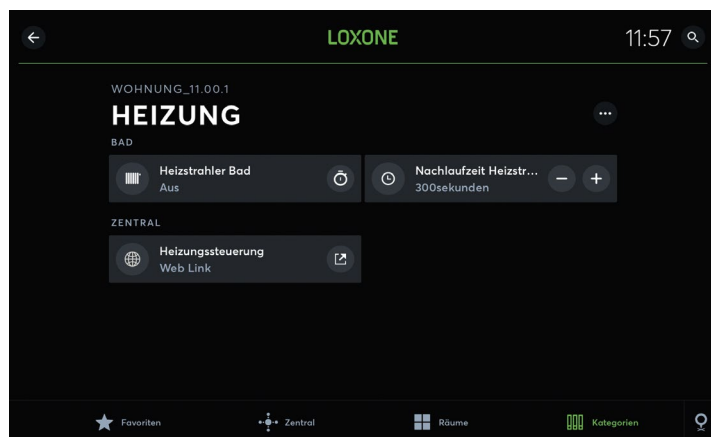
Your heating automatically detects when windows are opened wide for “shock ventilation” and shuts off the radiators in the respective rooms for the duration of ventilation. To properly ventilate, avoid tilting or opening windows a crack as this is not detected by the system and will lead to higher heating costs. *For more, please read the instructions on how to properly ventilate, page 18.*

BATHROOM RADIATOR

There is a radiator in your bathroom which can be used to quickly raise the room temperature if desired.

The radiator can be switched on and off with a flip of a switch just like the light and bathroom fan.

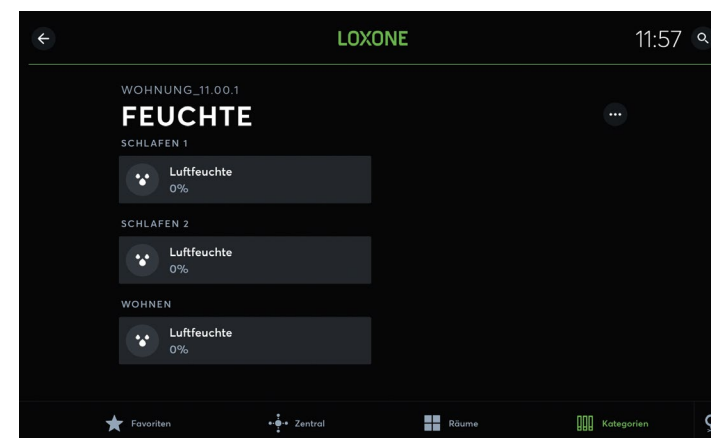
Alternatively, you can control the radiator using your tablet. By tapping **"Kategorien"** (Categories), then **"Heizung"** (Heating), you can turn it on and off, or set a shut-off delay. The shut-off delay indicates how long the radiator should run after switching it on! The default setting is five minutes (300 seconds).



You can access the central heating controls from this page via the button **"Heizungssteuerung"** (Heating controls). [See page 14.](#)

Humidity

The humidity inside your apartment is measured by sensors integrated into the 5-point switches. You can view the current values on your tablet by selecting **"Kategorien"** (Categories), and then **"Feuchte"** (Humidity). Under **"Statistiken"** (Statistics), you can view changes in humidity levels over a longer period of time.



! If the humidity in a room exceeds 65 percent, a message will appear on your tablet, accompanied by a warning signal. You should immediately ventilate the room to prevent the formation of mould in your apartment. We have compiled several tips for proper ventilation on the following page.

A brief message will appear as soon as the humidity returns to an acceptable level.

If you have installed the Loxone app onto your smartphone ([see page 29, bottom](#)), you will also receive humidity warnings as push notifications.

PROPER VENTILATION

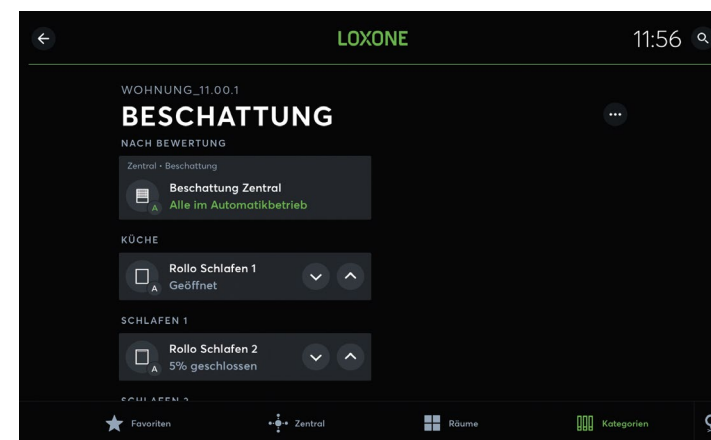
- ✓ During heating periods, ventilate your rooms quickly and rapidly by opening the windows wide (shock ventilation).
- ✓ During the winter, ventilate at least three times a day for three to five minutes, but no longer as this could cool down the rooms too excessively. Additional ventilation is necessary if the humidity inside your apartment exceeds 65 percent.
- ✓ Ventilate no matter what the weather! Cold air is always dry – even if it feels damp.
- ✓ The heating automatically detects if the windows are wide open (shock ventilation) and shuts off the radiators in the respective rooms for the duration of ventilation. Avoid tipping or opening windows a crack as this will not be detected by the system and can lead to higher heating costs.
- ✓ Do not leave windows tipped open in the winter. This causes the wall around the window to cool down so much that condensation can form on the inside. This can lead to moisture damage and the formation of mould.
- ✓ Unnecessary ventilation can result in considerably higher costs.
- ✓ Fogged up windows and condensation on windowsills are tell-tale signs that you are not ventilating enough.

Shutters

Roller shutters are installed in all ground-floor apartments throughout the entire complex. These shutters can be controlled by selecting the category **“Beschattung”** (Shutters).

ROLLER SHUTTER CONTROLS VIA TABLET

If you live in an apartment on the ground floor, you can open or close individual shutters or all of them simultaneously by selecting **“Kategorie”** (Category), and then **“Beschattung”** (Shutters).

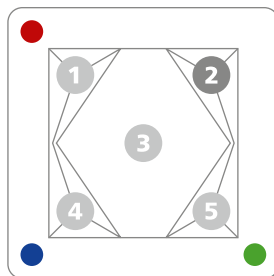


On this page and via the category **“Zentral”** (Central) (see page 26) you can select the function **“Beschattung Zentral”** (Central shutters) to open or close individual or all roller shutters in your apartment at once. You also have the option to activate or deactivate the automatic mode which raises and lowers the shutters in relation to the sun’s position (irrespective of whether the sun is shining!)

ROLLER SHUTTER CONTROLS VIA 5-POINT SWITCH

Of course, you can also control the roller shutters via the 5-point switch. Simply press the **unmarked corner button(s)** – depicted here as button 2 in the upper-right corner.

- 1 click = lower shutters
- 2 clicks = stops shutters
- 3 clicks = raises shutters







One-room apartments are fitted with two unmarked buttons, each of which is assigned to one of the two exterior windows. Three-room apartments are equipped with roller shutters on the balcony door and window, both of which are activated by pressing the single unmarked button.

Doorbell / Intercom

When someone rings the doorbell, an intercom window will appear on your tablet. You will be able to see and speak with whomever is standing at the door. What is especially practical is that you can access all intercom functions via the Loxone app on your smartphone even when you are not at home.

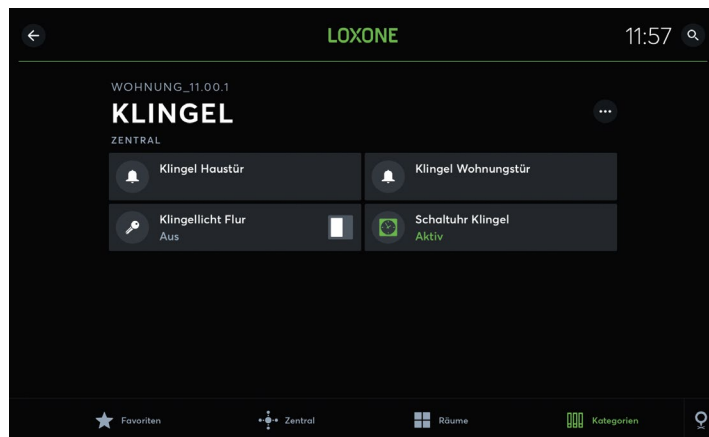


-  Tap the green phone icon **"Aufbauen"** (Connect) to speak with the person at the door. End the call by tapping the icon again or by closing the intercom window by tapping the X in the upper left corner.
-  You can unlock the door to the building by pressing the button **"Türöffner"** (Open door).
-  Click the bell icon **"Aktivität"** (Activity) to check if and when someone rang the bell in your absence.
-  The gearwheel icon **"Einstellungen"** (Settings) leads to other functions for system administrators.

If someone rings at your apartment door, in addition to an acoustic and possibly visual signal (see *“Klingellicht Flur” function*), you will receive a message on your tablet or a push notification on your smartphone if you have previously installed the Loxone app.

SETTINGS AND FUNCTIONS

You can control the doorbell unit by selecting **“Kategorie”** (Category), and then **“Klingel”** (Doorbell). On that page, you will find the following functions:



“Klingel Haustür” (Building doorbell)

This button activates the video intercom function and opens automatically when someone rings at the entrance to your building. In the pop-up window, you will be able to see and speak with the visitor and unlock the door with the other buttons. You can also check if and when someone rang your doorbell in your absence.

“Klingel Wohnungstür” (Apartment doorbell)

There is no camera installed outside your apartment door. Therefore, this screen only tells you when someone has rung your apartment doorbell. Unlike the building entrance, your apartment door can only be opened manually.

“Klingellicht Flur” (Hallway doorbell light)

When activated, this function causes the hallway light to blink on and off twice when someone rings the bell. This way, even if your doorbell’s acoustic signal is deactivated, you can still know if someone wants to see you.

This function is also available under **“Favoriten”** (Favourites).
[See pages 27/28.](#)

“Schaltuhr Klingel” (Doorbell timer)

With the timer function, you can deactivate your doorbell at night or in the middle of the day. This is useful for people with young children who take naps during the day or who do not wish to be disturbed. The timer can also be synced with the hallway doorbell light function ([see above](#)).

Digital locking system

Your Smart Home comes with a digital locking system by the provider iLOQ. It consists of lock cylinders and physical keys. Both function without batteries because simply inserting the key into the lock produces the required energy. The access rights are directly programmed into the key and lock and can be changed if necessary (for example, if you lose your key).

USING THE KEY

Slide the key all the way into the lock cylinder and and turn it. If the key doesn't turn, remove it and insert it again a little more slowly and gradually to give the lock sufficient time to recognise your key.



You can unlock the door to your building without inserting the key. Simply hold the key against the key reader on the doorbell unit. You would only have to insert the key if the power went out.



If you lose your key, notify Tenant Services at jenawohnen immediately ([see contact data on page 34](#)). Our staff will update the information in the lock cylinder and deactivate the misplaced key so that nobody can gain unauthorised access to your building or apartment.

MAINTENANCE AND CARE

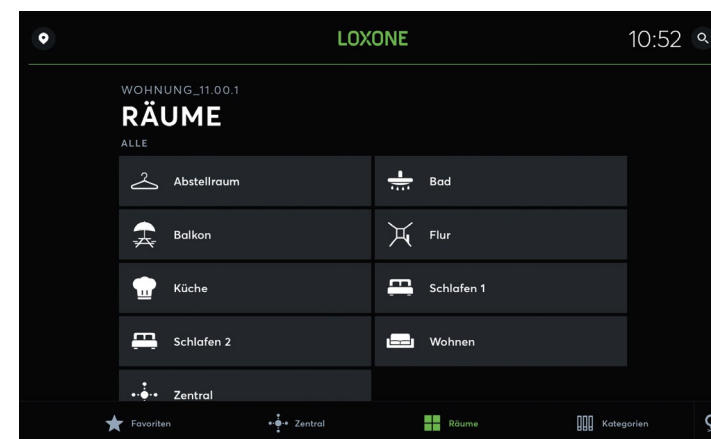
The key does not contain a battery, and its shaft is made of stainless steel. It is water- and cold-resistant. If the contact wire (the metallic part of the key) gets dirty, it can be cleaned with a soft rag.

ROOM CONTROLS



“RÄUME” (ROOMS PAGE)

On this page, you have an overview of all the rooms in your apartment. By selecting a certain room, you can access the control functions in the various application categories, such as lights, outlets and heating.



For example, you can change the shut-off delay of your bathroom radiator and control the lights at the same time. Or you can activate all the switchable outlets in your living room and check the humidity while you're at it.

Tapping the button **“Zentral”** (Central), you can control selected functions for multiple rooms, such as heating, lights or the doorbell.

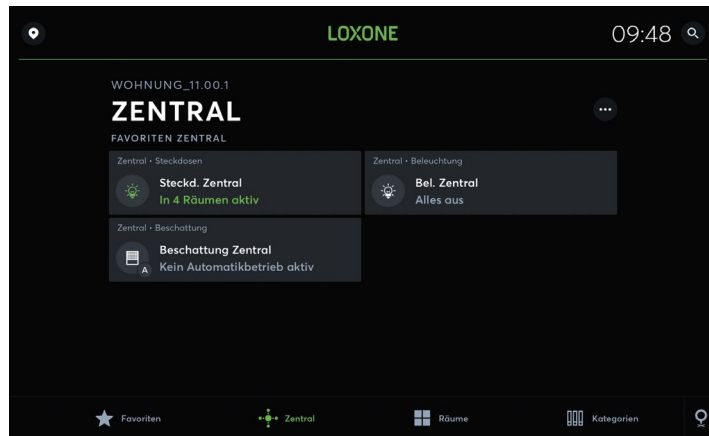
For more on the application categories and available functions and control options, see page 8.

APARTMENT CONTROLS



“ZENTRAL” (CENTRAL PAGE)

On this page, you will find various functions which apply to several rooms or even your entire apartment.



“Steckd. Zentral” (Central outlets)

Use this function to turn on/off the switchable outlets in individual rooms or all the rooms at once. [For more on switchable outlets, see page 11.](#)



“Bel. Zentral” (Central lighting)

With this function, you can switch on/off several lights at a time. [Also see pages 9/10.](#)



“Beschattung Zentral” (Central shutters)

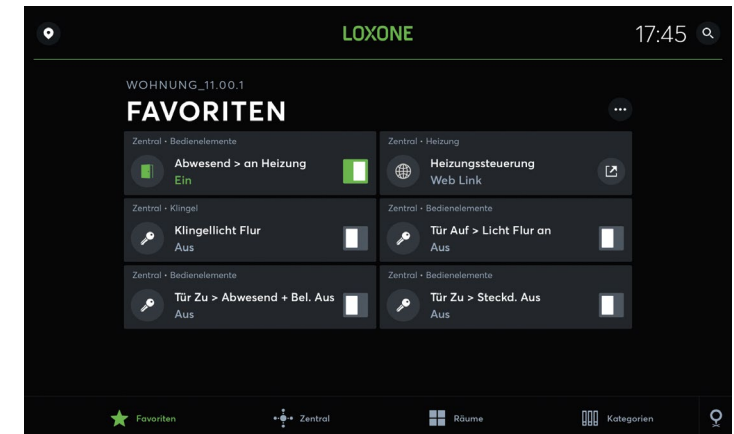
This function allows you to raise or lower all the roller shutters in your apartment simultaneously (only available in ground-floor apartments). [For more on shutter controls, see page 19.](#)

FREQUENTLY USED FUNCTIONS



“FAVORITEN” (FAVOURITES PAGE)

On this page, you will find some of the most important and frequently used apartment control functions. These functions are preconfigured and cannot be changed.



You can control the following functions from this page:



“Abwesend > an Heizung” (Absent > Heating)

When this function is activated on your tablet (slider to green), your heating switches to absence mode. This allows you to conveniently turn down the heating when you are not at home. [For more, read the section “Heating controls” on page 13.](#)



“Heizungssteuerung” (Heating controls)

This button redirects you to a different screen where you can control your heating ([see page 14](#)).



“Klingellicht Flur” (Hallway doorbell light)

When this function is activated, the light in the hallway will blink on and off twice when someone rings your doorbell. This alerts you to visitors even if you have deactivated the ringer. *For more on the intercom system, see page 21.*



“Tür Auf > Licht Flur an” (Door open > Hallway light on)

Use this function if you would like the hallway light to automatically turn on when you unlock your apartment door upon returning home.



“Tür Zu > Abwesend + Bel. Aus” (Door closed > Absent + Lights out)

When activated, this function switches your heating to the absence mode and turns off all the lights in your apartment when you double-lock your apartment door.



“Tür Zu > Steckd. Aus” (Door closed > Outlets off)

If you activate this function, all the switchable outlets (marked with coloured dots) are switched off when you double-lock your apartment door and are switched back on when you unlock it again. This is practical if you have lamps plugged into switchable outlets. Upon leaving the apartment, they will all switch off automatically. This function is useful for saving energy, as it cuts the power to adapters and other devices in standby mode which constantly consume electricity. *For more on switchable outlets, see page 11.*

FAQ

Tablet **My tablet turned off and now I have to sign in again. Where can I find my login data?**

All tenants receive their login data either during the apartment hand-over, by post or in their rental folder. If you've lost or misplaced your login data, you can ask Tenant Services to send it to you again (*see contact data on page 34*).

My tablet seems to be lagging. What could be the problem?

A slight delay in reaction time is completely normal. This tends to happen more often when using the video doorbell. We ask you to be patient, but if the problem worsens, please contact the Community Management office (*see contact data on page 34*).

Why doesn't my tablet react when I touch the screen?

This often happens if you hold your finger on a button for too long. Just like a smartphone, it is important to tap the buttons on the touchscreen quickly. For a short demonstration on how to use your tablet, please watch our info video at www.smartes-quartier.de/smart-services or contact your Community Management office (*see contact data on page 34*).



How can I change my point of entry (Einstiegspunkt) on my tablet?

You can change the point of entry, your personal homepage, via the menu at the top left. Scroll down the menu, select **“Einstellungen”** (Settings) and click on **“Einstiegspunkt”** (Point of entry). From there, you can select the page of the Loxone user interface which you want displayed when you activate your tablet.

Loxone app **Can I install the Loxone app on my smartphone and use it to adjust the controls in my apartment?**

Yes, you can. Simply download the free Loxone app from the app store and then connect it to your apartment's mini-server. You should have already received your personal login data (*see the first FAQ above*). With the app on your smartphone, you have practically the same range of functions as you do on the tablet in your apartment.

The only thing you cannot do with the app is make changes to the heating parameters.

Heating **My heating only turns on in the morning and then again later in the evening. Why is that?**

This is likely due to your selected heating profile. In this case, your heating preferences have been set to Profile 1 ([see page 13](#)) which is suited to tenants who are out of the house during the day.

The heating only operates at full power in the morning and late afternoon, and in between, reduces the temperature by about 3 °C. If you would like to have your heating run at full power all day long or adjust the heating times and temperatures, please contact Tenant Services at [jenawohnen \(see contact data on page 34\)](#).

Why aren't my radiators getting hot?

Smartes Quartier uses a special heating system which is designed to ensure long-term efficiency and cost-saving operation. The fact that your radiators are not getting as hot as you expect is because our heating system is based on a certain target temperature set in the control defaults. An integrated sensor constantly compares the actual room temperature with the target temperature. As soon as the target temperature is reached, the system automatically cools down and only kicks in again as soon as the room temperature sinks below the target temperature. As a result, the system doesn't continuously operate, and the room temperature never gets excessively hot. Thanks to higher efficiency, the system prevents rooms from overheating, saving you energy and money. [For more, read the chapter on "Heating" \(page 13\)](#).

My heating is still on although I turned it down to the lowest level. Why is that?

As explained in the FAQ above, the heating is based on a certain target temperature. Whenever the room temperature falls below the target, the heating automatically turns on. It is possible, therefore, that the system will kick in even though you have set your heating to the lowest level.

My heating is on although the window is open. What can I do?

Your heating system recognises when your window is wide open and reacts by automatically cooling down. But this only applies for a certain period of time and only when your windows are wide open. If your windows are open for a longer period of time and/or if they are only tilted open, the heating system will automatically turn on and attempt to reach the target temperature. We recommend ventilating your apartment with windows wide open for five to ten minutes at a time to prevent your apartment from cooling down too rapidly. [For more tips on how to properly ventilate, see page 18](#).

What happens in frost protection mode?

The frost protection mode automatically comes on whenever you "shock ventilate" your apartment. It also switches on if you turn your heating down to the * position and the absence mode is activated. The absence mode turns on automatically during non-heating periods or (if the setting is activated on the tablet) by double-locking the apartment door. You can also set it manually by selecting "**Abwesend > an Heizung**" (Absent > Heating) under "**Favoriten**" (Favourites) or by changing the settings in the heating controls.

I usually sleep with the window open. What effect does this have on the heating?

If you sleep with the windows open, the heating system cannot recognise this over a longer period of time. We recommend turning the thermostat to the * position in your bedrooms shortly before going to bed and activating the absence mode ([see FAQ above](#)). This will activate the frost protection mode, and the heating will cool down. In this way, you can heat more efficiently.

Balcony light

My balcony light turned on by itself. How can I shut it off?

You can turn the balcony light on and off with the five-point switch or the tablet. The only exception applies to ground-floor apartments, in which case the balcony light can only be controlled with the tablet because the function on the five-point switch is reserved for controlling the roller shutters.

Outlets **Why doesn't my power outlet work?**

Your apartment is partially fitted with switchable power outlets, colour-coded with red, blue or green dots. You can turn them on or off using the five-point switch or the tablet. The outlets are marked with red, blue and green dots on the switch. Only those outlets with the respective colours are turned on (or in the case of double sockets, only the right socket). All other outlets without any markings are permanently connected to the mains. On your tablet, you can view which outlets in your apartment are active by selecting **"Steckdosen"** (Outlets) under the menu heading **"Zentral"** (Central). *For more on outlets, see pages 11/12.*

Why do my outlets sometimes shut off?

As explained above, only colour-coded power outlets can be switched on and off. Check the current status of the outlets to see whether they were switched off by accident or if they are indeed malfunctioning. If you have questions or encounter problems, you can contact your Community Management office or Tenant Services at jenawohnen (*see contact data on page 34*).

Keys **Where can I get an extra key? What should I do if I lose a key?**

You can request an extra key from Tenant Services. If you happen to lose a key, please inform Tenant Services immediately so that the key can be deactivated and rendered non-functional as soon as possible. You will then be issued a new key. Be sure to specify your key's colour. *Learn more about our digital locking system on page 24.*

Water **My water is not getting very hot. Why not?**

Water is not centrally heated in the Smartes Quartier. Instead, each apartment unit is equipped with a flow heater (located in the bathroom) which heats water as needed. These electricity-powered flow heaters are energy efficient and provide sustainable service. However, it may take longer to get hot water from the tap. Because the kitchen is further away from the bathroom, you might have to run the tap for a few seconds to get the cooler water out of the line before the hot water comes from the flow heater.

Bathroom fan **The bathroom fan doesn't seem to be working. It doesn't make any noise when it's on.**

The bathroom fan always turns on with the light and operates almost without a sound. By pressing the right button on the double switch in the bathroom, you can boost the air flow. (When you press the button, you should hear a little 'click' from the fuse box.) Its silent operation is completely normal and does not indicate a malfunction. Please note that the bathroom fan automatically turns off after five minutes. You cannot manually turn the fan off with the switch.

CONTACTS



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