



Nouvelle House

52 Sutton Court Road, Sutton, SM1 4SL



Access to the block Apartments 2, 10, 11, 19 and 20

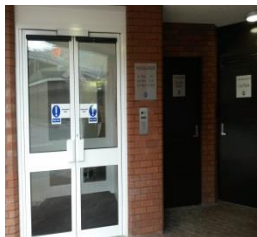
The building entrance system to the Nouvelle House Apartments can be located to the left of the main entrance door, enter **Key symbol – 2911** into the keypad to open the main door and enter into the ground floor lobby.

Key safe location to collect apartment keys. You can access your keys using the relevant key safe and code in your arrival email. The Key Safes for each apartment are located on the wall to the left of the door once you have entered.

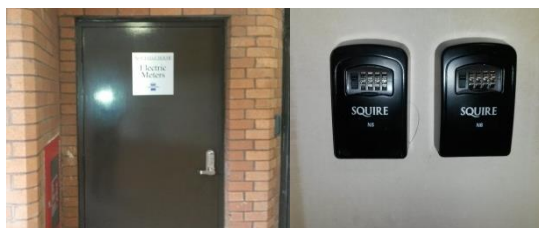


Access to the block Apartments 7, 9, 12, 16 & 24

The building entrance system to the Nouvelle House Apartments can be located to the left of the main entrance door, enter **Key symbol – 1412** into the keypad to open the main door and enter into the ground floor lobby.



Key safe location to collect apartment keys. The key safes are located in the meter cupboard to the right of the main entrance. **The code to open the meter cupboard is C1412.** You will have been provided the key safe number and code in your arrival email.



Access to the car park.

The car park is split into two levels, each with their own entrance which are next to each other and are located along Sutton Court Road. They are the **third & fourth car park entrances on the right hand side as you come down the hill:**



Car Park A, bays 2, 10, 11, 19&lrs20. Third from right in above photo. **Access code 6147.**

Car Park B, bays 9 & 16. Fourth from right in above photo. **Access code 3457.**

HEIGHT RESTRICTION FOR PARKING – 6 FT 2 – 190CM

****Please note that even though the bays are numbered, they do not match the apartments and are allocated by Guest Services when a space is requested. ****

Access to apartments from the car park.



To access apartment from the car park there is no direct access into the building. Walk down the steps by the entrance gate and through the door. Walk out and to your right to get to the block communal door.

Mail boxes: can be located outside the building, opposite the front door

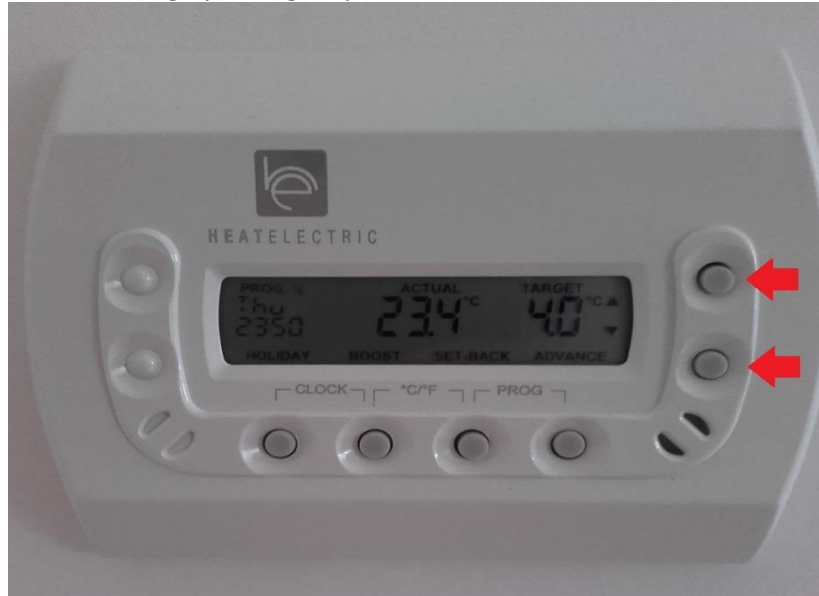
Refuse Store: can be located in the shed behind main block. 2 x locks on door Handle lock C2012. Be advised the code to the padlock needs to be in line with the top bar.

Emergency Water Shut Off: can be located in the boiler cupboard in either the hallway or the bathroom

Power: the fuse board can be located in the hallway cupboard



Heating: The system is electric and is controlled by a wireless thermostat control panel, located in the hallways of each apartment – pic below. The thermostat is powered by two AA batteries and can be removed from the wall mounting by sliding it up.



The only two buttons needed to operate the temperature in the apartment are the ones highlighted in red above. The top one raises the temperature, the bottom one lowers it. Once the desired temperature is selected, the box will wirelessly connect to the radiators (providing they are on, see below for info).



The above image shows one of the apartment radiators and its fuse spur on the wall to the right. Under the grey panel on the side is a round white switch. Turning the switch increases or decreases the heat output of that individual heater.

Fault finding:

If this fuse spur is off, or if the main fuse is off on the main fuse board in the hall cupboard, or if the batteries in the wireless thermostat are too low, or have run out, the radiators will not work.



Unfortunately, in these cases a reset is required to pair the radiator to the wireless thermostat. To do this follow these steps:

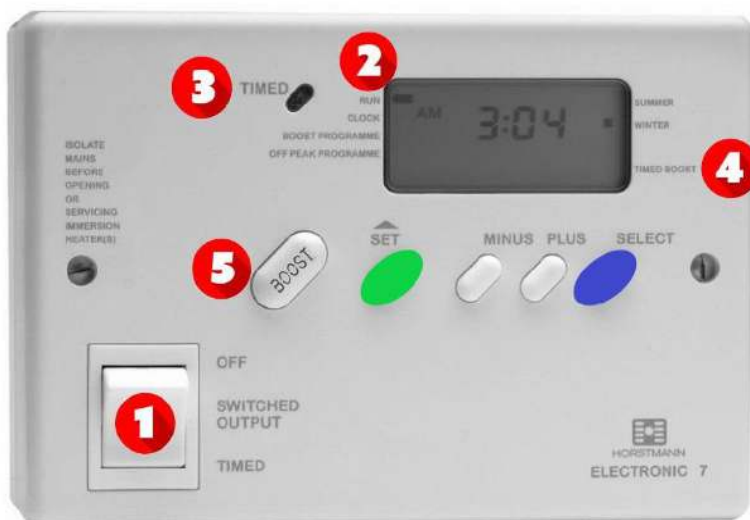
1. Remove the wireless thermostat from the wall.
2. Check the batteries are ok, replacing if needed
3. Make sure the main fuse board is on in the hall cupboard.
4. Switch the radiator (rad) off at the fuse spur for three seconds.
5. Switch back on and wait three seconds.
6. Repeat steps 4 & 5 twice more (doing this 3 times resets the rad)
7. Turn the wireless thermostat over and press the grey button (this pairs the unit with the rad)
8. Set temp on the wireless thermostat and on the rad

Hot Water:



NO HOT WATER?

PLEASE FOLLOW THESE STEPS



1. 'SWITCHED OUTPUT' check this is turned to 'TIMED'
2. 'RUN' Check this is highlighted by the arrow indicator on the LCD display – if this is not set to 'RUN' press the **GREEN 'SET'** button continuously until highlighted
3. 'TIMED' display indicator – a red light will show that the programmer is running and that the cylinder is heating up. It will take approximately 1 hour to heat a full tank
4. 'TIMED BOOST' – check that there is **NO** indicator on the LCD display. If there is, press the **BLUE 'SELECT'** button once to turn this off
5. 'MANUAL BOOST' If the programmer isn't running (see point 3) press the 'BOOST' button once. This will illuminate and will boost the tank for 1 hour and will then automatically switch off.
THE BOOST WILL NOT OPERATE OR WILL BE CANCELLED DURING TIMED HEATING PERIODS

Please Note: Your hot water has been programmed to come on at the following times: -

Prog. 1) 5am-7am Prog. 2) 12pm-2pm Prog. 3) 6-8pm

If you have followed all these steps and still have no hot water please contact
Guest Services on 020 8944 3613

Kitchen Appliances: fuses can be located above the worktop for the appliances

Bathroom: the switches for the heated towel rail can be located on the outside of the door. There are not standard extractors in the bathrooms, the kitchen and bathroom have a 'Boost' button. The fans naturally extract air but the boost can be pressed if required.

Window Mechanisms -

The windows are on a tilt and turn mechanism which means it can be opened fully or just on a tilt.

[Tilt & Turn Windows Explained](#)

