

Frequently Asked Questions

Solving Caravan Holiday Home Electricity Problems

If the reason for the power failure is unclear start with **Test 1** and carry out the other tests as necessary

Test 1

Check the fuse-board in your caravan to see if the switches are in the “OFF” or “NEUTRAL” position.

The fuse-board is usually in the wardrobe in the main bedroom but in some models it could be elsewhere

Usually down is “OFF” and up is “ON” but sometimes the RCD switch can be half-way ie in the “NEUTRAL” position. If the RCD is in the NEUTRAL position press it down first and then up. It should then lock in place in the up position

If all the switches are up (i.e. ON) check you have power to the fuse-board by pressing the “TEST” button. If the RCD does not trip OFF, then you have no power to the fuse-board and should now do **Test 2** below

If the RCD switch will not stay in the ON position then there may be a problem in your caravan so you need to carry out **Test 3**

Test 2

To carry out this test you may need one of the yellow plastic triangular keys to unlock the meter box outside your pitch that is usually shared with a neighbour.

Check that the RCD and fuses have not tripped in the meter box outside your pitch. If you can see any live wires in the box contact the Park Office before continuing. Do not touch any live wires or your neighbour’s switches. The switches in the centre are shared and should be ON (ie up) Check the exterior of your meter box to see which are the switches relating to your pitch

If any switches are in the “NEUTRAL” position, press them down and then up to the “ON” position

If all the switches are up (i.e. ON) check you have power to this external the fuse-board by pressing the “TEST” button. If the RCD does not trip OFF, then you have no power to this meter box and you will need to call the Park Office.

Test 3

a) If the RCD in your caravan will not stay in the ON position even after switching it down and then up, then there is a problem in your caravan – usually caused by the appliance that you turned on just before the power went off. If you disconnect this appliance you should be able to turn all your switches back on. The faulty appliance will need to be disposed of, repaired or PAT tested.

If you are unable to identify the faulty appliance then go round the caravan turning off every electrical appliance not forgetting the fridge/freezer and the cooker ignition (if any)

Switch the RCD back on again and provided it stays in the ON position, turn each appliance back on one at a time until the RCD trips out. Remove this appliance from the electrical circuit and replace/test or dispose of it.

b) If the main fuse will not stay in the up position it is likely that you are overloading the electrical system. Turn off some of your appliances and switch the fuse on again.

c) If the RCD in the meter box outside your caravan will not stay in the UP position even when the switches in your caravan are in the off position it is possible you have a faulty RCD in the box

If you still have no electricity once these checks have been done, contact the office on 01628 823501.

1st November 2014