No power?

If there is a power outage in your apartment or the corridor its probably because a fuse blew or that the RCD switched off. This happens when the system is overloaded or because of a circuit.

Before calling Studentstaden or its on-call service, please try this:

Step 1: (If you live in an apartment) Make sure that you have an electricity agreement and that you have paid the latest bill.

Steg 2: Find out which part if the apartment/corridor that has no power. This you can easily check in the power central box, which is usually located on the wall near the entrance/hallway to the apartment/corridor. There is a numbered list next to it that shows which part of the apartment/corridor is connected to each fuse. You can easily see which fuse needs changing when you see the signal-gem is missing. If the whole apartment/corridor is without electricity, the RCD probably discharged.

Step 3: If you live in a newly built or renovated building you reset a fuse following the instructions.

Keep in mind: If you call us before you tried these steps you might be charged a fee once the on-call service enters.

Instructions for resetting a fuse and a RCD:

Normally a fuse should be upright. The fuse/fuses that has discharged will be the ones that are downright, in which you simply turn the upright again. Then the power returns. Should the power go again, it is most likely because there are too many devices connected to the same power outlet and that they are being used at the same time. Try to move one or more devices to another outlet.

Main power switch
Can be a knob or a "flip"
RCD
Should be upright
Automatic fuse
Should be upright
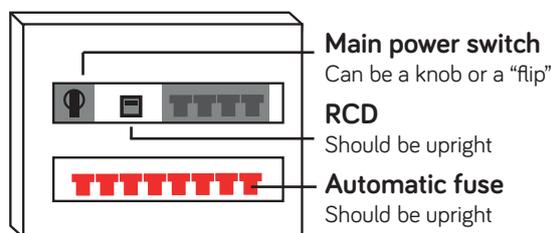
If the RCD discharges you should disconnect the device that you last connected. Then resetting the RCD should work, following the same instructions as for the fuse, seeing if you can locate the fault. If not, the RCD will discharge again, and you will do a fault search. Doing a fault search, you discharge all the fuses, and turn on the RCD. Then turn on the fuse, one by one, until you locate which one makes the RCD to discharge.