

Tips & tricks



Mobilhouse

Thank you for choosing Mobilhouse A/S as your supplier of the desired solution.

We focus on functionality and wellbeing, and hope that the unit meet your expectations.

Tips and trick is a guide, which we will encourage you to read thoroughly before setting up the unit.

The guide is usable as a reference book, if you should experience any problems later on of some kind.

If you have any questions or need assistance for the operation of this unit please contact us by phone +45 7020 3566 or send an email to info@mobilhouse.dk



Mobilhouse

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Receipt

Upon receipt of the unit, please check if there are any damages – take a photo of the damage and notify Mobilhouse on the 1st day of rental.

Check if the equipment list matches the content in the unit – if there are any discrepancies notify Mobilhouse on the 1st day of rental.



NOTE! Never place anything on the roof of the unit

Set-up

The optimal location of the unit, is on a relatively level and sustainable ground.

If this is not possible, place the unit as horizontally as possible. To ensure that the unit is level, you can use a spirit level. The unit must be level both side to side and front to back. You can adjust the height by turning the jockey wheel up or down.



Side to side



Front to back

The wheels are the bearing elements, stabilizers are only to obtain stability.

Make sure that electrical connections, water- and drain hoses are able to connect to electricity, water and drain.

Check the stability of the unit regularly.

Fixed stabilizers

Locate the crank handle in the unit – place it as shown and rotate until the stabilizer reaches the ground.

If the ground is soft, use stone bricks or similar for levelling under the stabilizers.

Repeat until all four stabilizers are in place.





Loose support legs



Support legs are located in the wire basket in front of the unit.



Place the support leg under the unit as shown.



Slide the split bolt into place and secure it with the spring split pin.



The procedure as shown above is the same for any types of support legs.



Please note, that the handbrake on the unit, may only be applied for a maximum of 3 days. If the handbrake is applied for longer time, the brakes will stick and the unit will not be able to move.

Connection of water

The water supply is to be connected in the electrical cabinet. In units with no electrical cabinet, the water connection is often located near the toilet, either inside the unit or just outside under the bottom.



Electrical cabinet

Never throw the water hose into ground. This is to avoid that the ends of the hose come into contact with the soil and thereby become contaminated. Sand and other things that get into the hose can block the air mixer in the water taps and the cistern in the toilet, this means that the toilet will not be able to flush.



If you use your own water hoses, make sure that the hoses are approved for drinking water.

Drain hose

IMPORTANT!

Make sure to connect the drain hose as the first, because the grinder pump will start when the power is connected. The drain hose must be fully un-rolled, and connected to an approved dump station inlet. Do not break or place anything heavy on the hose. It is important that the hose is correctly led through the broom hole, to avoid penetration of pests such as rats.



Water Heater

THE WATER HEATER MUST NEVER BE TURNED ON UNTIL THE WATER TANK IS COMPLETELY FILLED WITH WATER

- Check that the water heater is turned off (**plug is not connected**).
- Check if the safety valve is closed. The valve is mounted at the pipe underneath the tank.



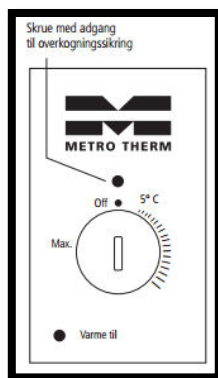
Connect water and open for one or more water taps (hot water). If water flows continuously, the tank is full. The tank must be filled with water prior to operate.

It is important, that the temperature of the water is high enough to kill any bacteria. We recommend to set the water heater above 60 degrees.

Troubleshooting water heater

Error	Cause	Action
No hot water	Thermostat is set too low	Switch to a higher setting
	Power cable is not plugged in	Plugg in the power cable
	Pressure heat protection is switched off. Phase is missing in the power supply in the unit	Perform reconnection and check electrical connection
No power to the tank	Power cable is not plugged in	Plugg in power cable
	Fuse is blown	Replace fuse
	Pressure heat protection is switched off	Perform reconnection*
The water is to cold	Thermostat is set to low	Switch to a higher setting
No water flow	Water supply is disconnected on the cold- or hot water string	Open for any closed ball valve Check if the ball valve on the safety station is open
Reduced hot water	The hot water is used up	Wait half an hour and try tapping water again

*Once the screw is removed, you can reconnect the water heater by inserting a thin pointed object, which is about 10 cm long, into the small safety button.



Troubleshooting water

Error	Cause	Action
Low water pressure	Leaky water connection	Tighten the connection Check if the hose is leaking Call the water utility plant
	The water pressure from the water utility is too low	
	Sandfilter is clogged *)	Clean sandfilter
	Airmixer is clogged **)	Disconnect the airmixer for cleaning
No water from the tap	The water is not connected	Connect the water supply
	The unit has been without heat in frozen weather without electric tracing	Defrost water connection
Water is running under the unit and there is no water in the toilet or taps	Gate valve is possibly closed	Turn off the 2 gate valves on the left side and right side of the toilet

How to clean the sand filter

*)



**)



Waste grinder

Our units are equipped with a waste grinder, which is a pump that makes sure to pump the water away from the toilet, shower, dishwasher and sink.

We have two different models, Setsan 3 and Grundfos. If the grinder is out of function, please contact service.



Use only sanitary towels after using the toilet, never use paper towels, sanitary products or other similar materials, as this will block the grinder.

What (NOT) to throw in the toilet?

If you throw cotton swabs, dippers, wet wipes, sanitary napkins, condoms, hair or similar in the toilet. This will cause operation stop of the grinder and block the drain.



Do not use the toilet as a trash can!

What can I throw in the toilet?

Typically the unit does not have a normal connection to the sewer network, but is connected to a grinder pump with a thin drain hose, so you need to pay special attention to what you flush down in the toilet.

Only 3 things should be flushed in the toilet:

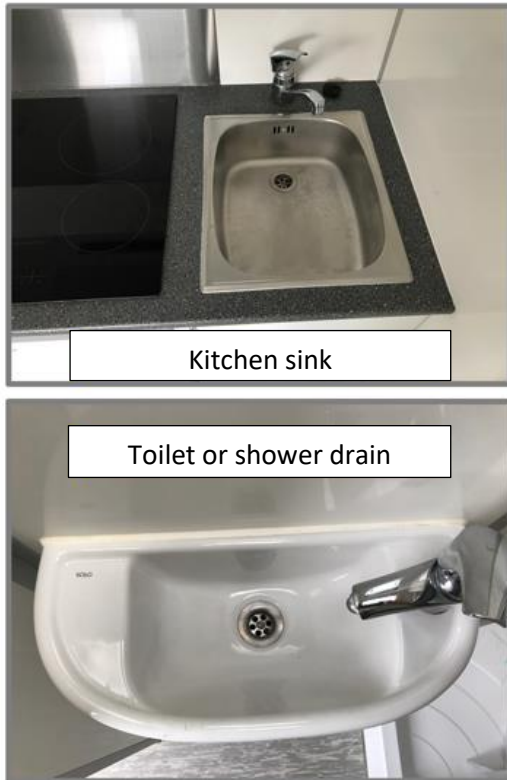
Excrement, urine and toiletpaper.

IMPORTANT: Always use full flush, as the grinder function best with plenty of water.

Technician on-site, due to downtime of the grinder, caused by the above-mentioned unintended events in the toilet, will be invoiced as an additional cost for the tenant.

What (NOT) to rinse in the sink?

If you rinse a large amount of coffee grounds, fat residue from the pan, etc. in the sink, you will cause downtime of the grinder and block the drain. Please read what not to rinse in the sink and what to do instead.



Do not use the sink as a trash can!

What to rinse in the sink?

Typically the unit does not have a normal connection to the sewer network, but is connected to a grinder pump and a thin drain hose, so you need to pay special attention to what you rinse into the sink.

You should only rinse water from cleaning into the sink.

Frying fat from pan, pots or oven and leftover food etc. which are strated in the grate, are to be thrown into the trash can along with any other trash.

Technician on-site, due to downtime of the grinder, caused by the above-mentioned unintended events in the toilet, will be invoiced as an additional cost for the tenant.

Troubleshooting grinder

Error	Cause	Action
Grinder does not function	Power cable is not plugged in	Plug in power cable
	Circuit breaker is switched off	Switch on circuit breaker
	Phase is missing	Check the electrical connection
	Grinder is blocked by foreign object matter. A phase is missing	Contact service Check electrical connection
	The water rises from the drain in the shower or from the toilet	Unplug the grinder and wait for approx. 15 seconds and plug in again and the grinder will re-start. This can be done for up to 3 times
Grinder is slow and make noise	Drain hose is blocked	Check hose for bend, leak, pressure, ice
	The unit has been left without heat in frosty weather	Defrost the grinder. Turn on the heat near the grinder. Defrost may take up to 8 hours
Grinder is in function but does not stop	Drain hose is blocked or there is a bend	Check the hose
	Too many bends on the hose	Check that the hose is completely unrolled and / or change the installation

If the drain hose relapse, be aware that there may be drain water collected in the hose. If you rent the unit for a long time, you should consider to disconnect the drain hose and flush it clean, with clean hot water or a large amount of clean water (let the taps run continuously and flush down the toilet. If necessary, pour a bucket of water into the drain in the shower).

The most common cause of odor problems in the bathroom, is due to lack of water in the water trap. Clean the water trap and fill with water.

Electricity

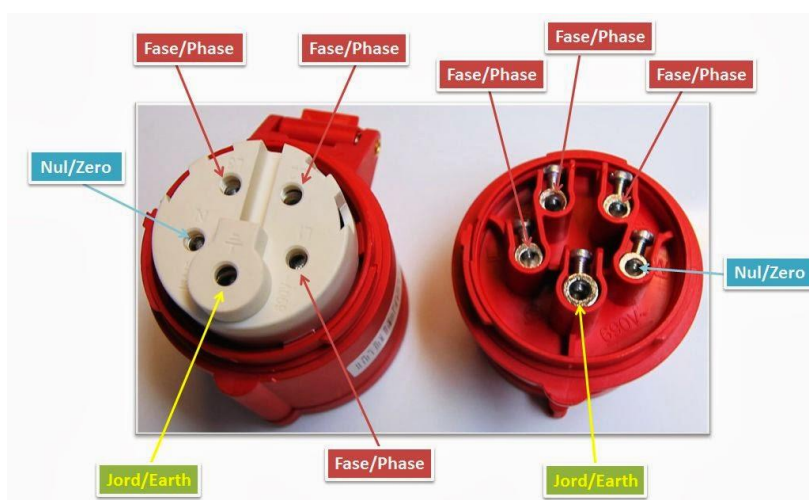
All units from Mobilhouse are equipped with approved CEE-plugs.

Make sure that the power cable is fully un-rolled. The power cable must not be rolled up, as strong heat is released, which can switch off the HFI relay and the cable can burn.



Use of own power cables

If you connect the unit yourself, be aware that you may only use a 5-pin plug and the cables must be connected correctly.



Check if the voltage is correct in the electrical outlet. If any doubt, please contact your local electrician

ZERO must ALWAYS be connected.



If zero is not connected, there will be 400V in all sockets, which will cause ceiling luminaires, electric radiators, TVs, phone chargers, laptops and other electrical devices to burn off.

If any doubt, please contact your local electrician before connecting.



EARTH must ALWAYS be connected.

If earth is not connected, there may be risk of electric shock.



All 3 Phases must ALWAYS be connected.

If all 3 phases are not connected, there will be installations in the unit that will not be able to function. This is because the switches are connected to different phases, to ensure that there is enough power for the entire unit.

If phases are missing, the ceiling light, electric radiator, waste grinder or other electrical devices will not be able to function.

Light/power outlets



POWER CORD MUST BE COMPLETELY UN-ROLLED

Troubleshooting electricity

Error	Cause	Action
No light in the unit	Power cord is not connected	Connect power cord
	Circuit breaker is switched off	Check the electrical panel
	HFI relay is disconnected	Connect HFI - if this does not help – see the section with connection of electricity re. phases
Powerful short flash of light and then no power	A zero wire is missing for the unit	Disconnect power as soon as possible. Check the power supply - see the section re. connection of electricity
There are only power in a few switches	There is no phase in the electrical panel/cable or CEE-plug for the unit	Turn off the power immediately and locate the fail – see the section re. connection of electricity

TV

The TV is tested in connection with preparing the unit for rental.

Before use, please make sure to load TV channels yourself.



Troubleshooting TV

Error	Cause	Action
No picture or unclear picture	No signal	A new TV setting may be required PRESS MENU → SETTINGS and follow the instruction
	Tall buildings may cause double images or ghost images	Try and fix the antenna, a new setting may be required. The antenna must not be bent horizontally, as water can run into the antenna cable
The remote control does not function	The batteries are used	Put in new batteries

NOTE. Mobilhouse can not guarantee TV signal

Radiator



Troubleshooting radiator

Error	Cause	Action
No heat on electricity-radiator - please see troubleshooting electricity	Not connected	Plug in
	If radiator is connected to electricity	Turn down the heat and pull the plug out, wait for 30 min. Plug in again and the radiator is turned on. (There is a thermo safety switch in the radiator)

Dishwasher



Troubleshooting dishwasher

Error	Cause	Action
The machine is not filled with water	Leak on hose	Check if the hose in the cabinet is broken
	Valve under sink is closed	Turn on the valve
There is no light in the machine -Please see troubleshooting grinder and electricity	Plug is not connected	Put in the plug
	Automatic safety is turned off	Connect the automatic safety

Extractor

Troubleshooting extractor

Error	Cause	Action
Extractor is not working	Plug is not connected	Put in the plug (you will find it in the cabinet above the sink)
	No power is connected to the unit -Please see troubleshooting electricity	Connect power to the unit

Winterization

During winter, we receive calls on a daily basis from frustrated customers, who have taken the chance and have not prepared the unit for wintertime. This will cause annoyances and extra costs, which is why the water and drainage connections must be protected during winter months.

How?

All units must be connected to power from the time they are received until they are picked-up, to prevent pipes, drains and grinders from freezing.

Hoses are kept frost-free with electric tracing and winter mats when the frost sets in—IMPORTANT!

Winter mats should at least be used in severe frosts and strong winds to ensure passage in more extreme weather conditions.

Hoses with el-tracing should be completely unrolled, so they do not melt.



IMPORTANT!

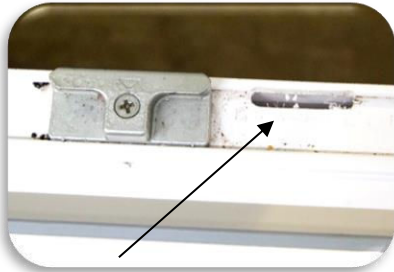
If the unit is not in use, it is enough to keep the temperature on min. 5° (frostfree)



Electrical tracing hoses can be rented at Mobilhouse. Do not extend electrical tracing hoses.

Maintenance

Windows



It is important to keep window weep holes clean. Use a small screwdriver or cotton swab to clean any debris out of the window weep holes that may collect.

If the unit is parked close to a hedge and/or trees, you must pay special attention to keep the weep holes free, as they will block faster. A blocked weep hole often results in rain penetrating the unit through the window.

Floor drain

Keep floor drain in the shower free of dirt and hair. Above the drain there is a cap that can be removed. To clean, lift up the small sieve from the floor drain. In older units the cap may be mounted with a small screw, here you should use a scraper to loosen hair and dirt.

Indoor Air quality

- **Open windows shortly and intense.** During the cold season it is particularly important to open windows for clean air.
- **Ventilation.** Open windows and doors to allow fresh air to circulate.
- **Open windows 2-3 times a day**, for instance in the morning, afternoon and evening. During cold season, moisture may condense on the surfaces inside of the unit and the risk of humidity indoor air is high.
- **Fresh air after cooking.** Open windows after cooking and dining in the unit.
- **Turn off the heat** in the short period, where the windows are open.
- **Do not leave the window ajar.** Do not leave the window ajar in several hours. This will cool down walls and other surfaces and it will take more time and energy to have the temperature up and running. Cold walls collect moisture and develop mold.
- **Notice if the windows are misting.** If the moisture is more than 2 cm, you need ventilation. Wipe off the moisture with a paper towel or cloth, to prevent moisture from developing into mold.
- **Notice the smell inside the unit.** If the unit smells musty, you must allow ventilation more often by opening the windows.
- **Keep the bathroom door closed.** After shower please make sure that steam is sent out by ventilation.

Returning the unit

When the unit is returned to Mobilhouse, we will check if the unit is clean and there are no damages on the unit or other equipment. We check if the returned equipment comply with the equipment that was handed over in the beginning of rental.

Lack of equipment, lack of cleaning and damages will be invoiced to the client.



Checklist

- Is the unit cleaned.
- Are the drain hoses emptied and flushed through so that they are clean.
- Are the hoses rolled up and, if possible placed in the wire basket mounted on the unit.
- Grinder: Before the electricity is switched off, it is important to turn off the water supply and flush the toilet in order to empty the cistern. When the grinder is finished, unplug the grinder and plug it in a few minutes after and the grinder will empty itself. This is to avoid overflow on the floor and in the shower during transport.
- At the water connection the ball valve must be closed or else water will run out of the connecting pipe.
- The water heater is emptied by opening the safety valve. The water tank must be empty during transport.
- Are equipment that was located in the unit by rental, placed correctly.
- Is the china and cutlery placed in the dishwasher.
- Is the coffee machine, micro oven and oven cleaned and placed on the floor or in a cabinet.
- Is the door on the dishwasher closed.
- Are cabinets and drawers closed and locked.
- Are all provided keys collected.



Remember during wintertime, not to switch off the heat before the unit is picked-up!

Prevention of Legionnaires' disease

Legionella are bacteria that thrive in water systems in temperatures between 20-45 °C.

Legionnaires' disease is normally contracted by inhaling small droplets of water (aerosols), suspended in the air, containing the bacteria. There are several possible sources of infection, but it is assumed that showering is the most frequent cause of infection.

The risk from exposure should normally be controlled by measures which do not allow the growth of legionella bacteria in the system and which reduce exposure to water droplets and aerosols.

Precautions should, where appropriate, include the following:

- Avoiding water temperatures between 20 °C and 45 °C and conditions that favour the growth of legionella bacteria and other microorganisms
- Avoiding water stagnation which may encourage the growth of biofilm
- Avoiding the use of materials that harbour bacteria and other microorganisms, or provide nutrients for microbial growth.

Good advice:

Measure the water temperature. The water must be at least 52°C

Empty the shower- head and hose after use

Clean shower- head and hose before shower

Let the water run in about five minutes before use to flush out any bacteria