

SERENITY USER GUIDE

12 March 2016

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A must read please print out!!

GENERAL INFORMATION

All contact details on last page! Print or save this document for further use.

Welcome to Serenity, we wish you a most memorable stay, if there is anything you should require please email us or alternatively SMS me and I should get back to you within 2 hours.

If you have any urgent problems, you can call Oom Daan Marias who is family or walk over the road and have a chat to Tom or Zelda, they are very dear friends.

Please email us at least a week before your arrival, with all your contact details; so we can arrange key handover, security and a mini brief.

SECURITY

Directions/BR Security:

Go to our website www.plettholiday.com for directions to 9 Protea Dale (Serenity).

Advise Brackenridge (BR) Security at the gate that you are staying at 9 Protea Dale, Mr. Pentz's house, then keep right at all traffic circles. I will have informed them of your arrival date.

When possible use the garage for access, it is easier. Opening the front door results in the wind slamming doors and the stain-glass is very delicate.

First disarm the alarm by pushing the **blue button**, before entering the garage or house, or alarm will go off, there is a remote sensor in the garage (instructions below).

The **black button** opens and closes the garage. Do not forget to close the garage behind you for increased security.

BR security do patrols around the Estate every night so do not be alarmed if you see a spotlight in the garden, they have to activate a button on our wooden patio in lower garden when doing their patrols, and this ensures they do their rounds, which feeds back to a central security computer, the Estate has the latest infrared automatic detection (FLIR) only 5 other estates in SA have this as well as perimeter electric fencing.

ADT (security company)

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In addition we have a 24-hour rapid response with ADT, they can help with most things e.g. securing house, medical emergency etc.

If you accidentally activate the alarm, ADT will call the house phone first and ask for a secret password (I would have given you); if you answer incorrectly the rapid response armed car will be there within approx 5 minutes. Never give the secret password out nor write it down, just memorize it!

Remote control

(Garage, alarm and *emergency response*)

Remote buttons:

Blue = Arming and disarming the alarm, watch for the little red light in outer top right corner of garage, illuminated is armed. (this is vital)

Black = Opening closing garage door.

Red = Panic button:

Press and hold for 4 seconds for rapid response callout.

In addition there are Panic Alarm buttons installed next to each bed, once pushed or alarm activated (red button on remote more 4 sec) the alarm siren will sound and the big light above the garage will illuminate and flash.

ADT will immediately call you the house to confirm activation; if they cannot get hold of you or you give incorrect passcode they will notify their vehicles for an automatic armed response callout.

The loft

Has its own independent alarm system behind the door, you must get the code from the key handover person and not give it to anyone else please!

Disarming:

1. Immediately after entering, enter the code provided.

Arming:

1. Stand inside.
2. Close the door stand with hand at alarm panel.
3. Do not move observe the steady **green light**, only then!
4. Enter the code.
5. You will hear a bleeping sound which will last for 6 seconds, it allows you to get out, if you do not hear this bleeping sound, start again.
6. Close and lock door promptly behind you.

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Outside security night lights.

Next to the downstairs small entrance door opposite bottom of staircase you will see light switches.

One is for the 2nd bedroom (2 single beds) patio light.

The other is for the outside bottom of garden lights, which has a daylight night switch.

Preferred position for both is off.

INTERNET

There is 10GB free Internet available to you a month (starting 1st), the password is Serenity@9

GAS

Supply bottles

Outside the kitchen door are 2 very large gas bottles, the one on the left is the primary one, and it will be turned on for your arrival, if you run out, just turn the selector (black one) to point in directions of the full bottle. Please advise when left bottle is empty.

Gas takes about 5 minutes to fill the pipes.

If you need a gas refill, which is highly unlikely as I keep 1 bottle full at all times call Plett Handigas, I have an account with them.

Gas heaters in both lounges

They can be slow to ignite first time:

1. Remove the bottom grid.
2. Turn on the gas behind the removable plate to full, purge by pushing in the selector switch which also activates the igniter.
3. If this does not start then proceed below.
4. You will see a white colored igniter.
5. Just below that is the gas outlet.
6. Hold a lighter flame there for about 10 sec for ignition.
7. Thereafter the self-ignition will work when needed.

Movable gas heater

Turn the stopcock on at the back to allow gas through. If it needs refilling you will have to remove and take to Plett Handigas in the Main Street, they will bill me.

Stove and oven

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Stove:

1. Turn on the elect switch in the cupboard. (The left side cupboard next to the stove)
2. On the front are the turn selectors (knob)
3. Turn knob to full open to purge gas. (Turn clockwise)
4. The push inwards on knob, hear a clicking sound.
5. If no clicking sound the electric power is off.
6. Look for switch inside the cupboard.

Oven:

1. The gas oven is the same concept.
2. Keep the switch, pressed in for about 5 sec.
3. Check flame stays on.
4. Leave the oven door slightly open for about 30 sec.
5. Then slowly close the oven door.

BBQ (Braai)

Half is gas the other is wood.

1. The BBQ lights are inside the lounge next to the BBQ.
2. The Gas BBQ works the same as the stove.
3. It might need a raw flame like the heaters initially.
4. Please ensure the high watt lights are switched off after use.
5. Be careful of leaving the sliding door open with wind.
6. Close main bedroom windows as the smoke sometimes enters the room.

Please supply own wood or charcoal.

Alternative to gas

If you do not like gas there is an electric frying pan, in cupboard beneath the microwave. There is also a slow cooker in the same cupboard and a snack-wich maker and more electrical appliances (see inventory list). There is always the wooden BBQ.

WATER HEATER AND FRIDGE

Main house:

The Circuit board for both water heaters are located in the downstairs first storeroom, they should have already have been switched on. If not you will see which breakers are off, just switch them on, when leaving do not turn them off as maid has to clean the house.

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The loft:

The circuit board is behind the entrance door.
Extra linen is in the wardrobe.

TELEVISION AND SOUND SYSTEM

I will activate the DSTV (Satellite), prior to your arrival, if not call 041 3952222 and give account number: 4394 3419 use my ID 6208205207080.

Each audiovisual has it's own remote they are unique to their decoder.

Don't get confused between the TV and the DSTV remotes!!

Do not change any wires or connections, if this happens your deposit will be used to reestablish equipment.

Use the DSTV remote to change channels with P + or – and sometimes you have to get close to the eye it could be in cupboard or next to TV, look for the infrared eye.

The V + or – is volume in addition to TV remote.

Never push the channel numbers on the remotes, only use the source selector on the DSTV remote to select HDMI or DVD, TV means nothing on source ignore this.

All TV are High Definition, only the upstairs and main bedroom can record.

Upstairs lounge

1. Ensure the plug is switched on directly behind the TV (should have a red light on the lower bottom of TV.)
2. Ensure the power is on at the wall inside the cupboard.
You can put the sound system on (AMP) if you like, by pushing the on/off silver button on the left of AMP this is a personal choice, or alternatively by using the remote (preferred method), remember the sound will continue to play even if the TV is off as everything works through the AMP, including the DVD player, so it must always been turned off after using the TV. (I normally do not use it)
3. **DSTV remote** (satellite black one) you will see the red reception eye (IR) to right top of the fireplace, it must always be pointed there. Turn on both DSTVs (should have a green light), however they should already be on.
4. **TV remote** works off **Source HDMI 2 = DSTV**, but it should already be set up, unless you used the DVD blue ray last, in which case you need to change it back to HDMI 2 on the source button.
5. There is a **Blue ray player/DVD** with remote in the cupboard, all you have to do is change

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the source on the **TV remote** to DVD and put amp on to indicate CD for surround sound (on display), ensure AMP is switched off after use (Normally I do not use the AMP) don't forget to select the TV remote back to HDMI 2 via source button, when finished with decoder.

Downstairs lounge

1. Do exactly the same as above.
2. Check plug on behind the TV.
3. **TV remote** works off **Source HDMI 2 = DSTV**, but it should already be set up, unless you used the DVD blue ray last, in which case you need to change it back to HDMI 2 on the TV remote source button. The **TV remote** is defaulted to HDMI 2 on the source, if no picture push source button to check.
4. There is a **Blue ray player/DVD** with remote in the cupboard, all you have to do is change the source on the **TV remote** to DVD don't forget to select the TV remote back to HDMI 2 via the TV remote source button, when finished with decoder in order to watch DSTV.

Loft /flat above garage

1. Ensure everything is on at the wall plug inside the cabinet.
2. Ensure **DTSV decoder** is on.
3. The **TV remote** is set for **HDMI 1 = DSTV**, check by pushing the source button.

Main bedroom

1. Ensure on at wall.
2. The **TV remote** is defaulted to **HDMI 1 = DSTV** on the source, push source to check, if no picture.
3. You can also record from here.

Ensure that both decoders (separate accounts) are activated by check for an error message on TV and going to DSTV error messages on the website.

(SMS us before calling Megasat and I will call you back to assist)

Last resort, call Megasat, but no one so far, has had any problems, he will want cash R450 a callout for your account if you don't consult me first.

RESTRICTED AREAS

The only place you do not have access to is the one storeroom downstairs (locked door) and the void outside.

WATER PURIFIER

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The tap under the vegetable sink has the reverse osmosis machine; Terry will turn it on and off, his contact details on back page if there are any problems.

DOMESTIC HELP

Miriam our long time trustworthy pleasant domestic helper comes in to clean every Wednesday, we pay her, she can do all your washing, but I take no responsibility for her, please ensure there are no temptations left around, use the safe!

She arrives 0815 on a Wednesday with the garden boy and they leave at 1545, they have their own transport, enforce these times please!

Her English is poor as she speaks Afrikaans; if you do not require her, please advise us.

She is not there to do your ironing or to clean your car this must be arrange on a day where you pay!!

If you require her more frequently, that can be arranged at own cost.

CLEANING AND WASHING

The broom cupboard has everything in it; please use your own detergents for the dishwasher and the washing machine. Note that there is specific washing powder for front loader machine, which we have, look on packet/box when buying.

Washing machine

The detergent tray fill and close:

- I = Pre wash (if required, not normally needed)
- II = Detergent powder, normally skip (**must be automatic front loading**)
- III = The Fabric softener. (Smallest holder)

1. Do not overload the machine!
2. Close the door.
3. The econ wash selection works perfect. (Keep Plett Green!)
4. Switch on.
5. Once the cycle has finished a buzzer will sound and it will indicate on the dial, turn machine selector knob to off, wait 3 min, for the vacuum to release the door and remove items. Do NOT try to force door open.
6. leave door slightly open to allow to self dry.

Dryer

This is self-explanatory; it is far better for environment and clothes to use the washing line, in courtyard.

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Dishwasher.

1. Before closing the door, ensure the two inside plastic flywheels can rotate freely, or your goods will stay dirty.
2. Insert the washing tablet.
3. Close the door.
4. Switch dishwasher on
5. Select 45° options for normal cleaning.
6. Press start.
7. Wait for the count down to finish, then only empty.
8. Leave door slightly open to let it self dry to it fresh

OUTSIDE

Washing line:

In the courtyard; ensure that it clicks into position (folding up) on both sides or it will bend and break, if not already horizontal.

If you need additional hanging space, you can use the wooden portable clothes horse in the garage.

Help the maid by washing the previous day, as there is limited space on the washing line.

Large outside basin:

You have an outside hot and cold water basin and a shower for washing dirty goodies when returning from the beach or hikes.

Rubbish bins

Inside the house are 3 bins, (in the kitchenette downstairs, in the scullery and in kitchen by prep basin)

Put the black rubbish bags in the large green refuse bin in courtyard (they must be in bags)

Ensure that the green wheelie bin is placed outside on Mondays by 0800, i.e. wheeled to the top of the driveway. Do not leave black refuse bags outside the bin, as the seagulls break them open.

Please bring in cushions from outside each night and when there are signs of rain as they will get damaged, and place the covers over the exposed furniture, as it is pine wood which will get damaged by exposure to water.

LINEN ROOM AND EXTRAS

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Each bedroom has plenty of bed linen and towels, please check the specific room cupboards.

The 2nd storeroom downstairs has lots of additional linen, pillows, towels (beach towels can be found in drawer in scullery), baby safety gate for steps and ample place to leave your empty cases.

See inventory list on website.

POWER FAILURE

This happens infrequently, but you still have gas oven/stove to cook or BBQ, stove and oven need to be lit with gas portable hand lighter in cupboard above.

Candles and flashlights are in the broom cupboard in the scullery and 4 gas lamps in the garage.

Call or message me when it happens I will tell you how to connect the Generator, **but do not** do it yourself as you can blow the houses electrics, the selections are vital for safety!

USER MANUALS & FAK

All user manuals are in the drawer below the microwave.

Here you will also find a first aid kit.

GARAGE

Please advise if you need to park your car in the garage, I will have the golf cart removed. There is a small bin (Bocashie) in the garage of vegetable waste, please use it and coat with very fine layer of saw dust which is next to the bin.

SUMMARY

Please send us your full details at least 2 weeks prior to your arrival in Plettenberg Bay.

I will send you Instructions at least 5 days prior to your arrival, with meet and greet details.

Important numbers

For international calling SA add +27 and drop the 0.

Serenity House: 044 533 6235

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Brackenridge security:	044 533 0953
ADT Security:	044 533 1775 or 044 801 8607
Oom Dan:	082 372 0490
Megastat for television:	044 5333948
Plett Handigas:	082 569 6262
Miriam:	078 911 6000 or 078 465 8183
Water purifier (Terry)	076 977 0383
Zelda our neighbor:	083 450 0301

EMERGENCY NUMBERS:

POLICE:	10111 / 044 501 1900
AMBULANCE	
Govt:	10177
Private:	072 054 9110 / 044 5336444
ER 24 hrs:	083 320 1199
TOWN CLINIC:	044 501 3700
MEDI CLINIC Plett:	044 501 5100
FIRE/RESCUE:	044 533 5000
SEA RESCUE:	044 533 2744 / 082 990 5975
PAWS : ANIMAL WELFARE:	083 287 9917
REPTILE RESCUE:	074 120 9416

Plettenberg Bay contact numbers are in **“What’s on in Plett”** book in the lounge bookstand, most important are the emergency numbers and tons of things to do.

Ian and Kirsty Pentz

Owners

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