



REPLY TO  
ATTENTION OF

DEPARTMENT OF THE ARMY  
U.S. ARMY GARRISON LIVORNO  
UNIT 31301  
APO AE 09613

IMEU-LIV-PWH

14 September 2008

MEMORANDUM FOR THE U.S. ARMY GARRISON LIVORNO COMMUNITY.

SUBJECT: After Duty Hours Emergency Problems and Troubleshooting for Housing Issues

1. In order to provide support for residents of housing during non-duty time periods the Housing Office has personnel who are 'On-Call' for the emergency on a rotational basis. Accessing the 'On-Call' Housing is through the Military Police Duty Desk 050-547575 from an off-post location or cell phone; 633-7575 from an on post phone. Periods of 'On-Call' duty are evenings from 1800 to 0600 during duty days and all day on weekends and holidays. This applies to all Residents, Govt lease and Private rental.

2. The 'On-Call' service is to be used only for a bon-a-fide emergency for which additional help is required. An inconvenience is not considered an emergency. Some forms of acceptable inconvenience are mentioned below and the proper "troubleshooting" is explained so that you may act before calling in for emergency assistance at the Camp Darby MP Duty Desk.

**No Electricity:**

a. If the electricity is out in the neighborhood – not just your residence - it means that the ENEL Company has temporarily suspended the service for maintenance or repair or it is out because of a general failure, possibly caused by a thunderstorm or accident. **If power is out in the area the only thing the on-call person can do is to call ENEL to confirm that they are aware and working on the problem; nothing else can be done by anybody other than ENEL as they get power re-established area by area.**

**b. Circuit breaker shuts down.**

1. Do not use washer and dryer together
2. Unplug the last electrical item just plugged in, then turn on the main circuit breaker.
3. If you replace a light bulb make sure you tighten it firmly so that the bottom contact touches the fixture contact. Loose bulbs can cause arcing and burn out the light fixture. Make sure you do not tighten the bulb too far and break the glass or internal contacts.
4. Check to see if the street side circuit breaker has shut down. Often there are two circuit panels for a residence, one inside and one outside by the sidewalk. Check both electric panel panels to see if electricity can be restored, before you call for assistance.

### **No Hot Water or Heating:**

In case of no hot water or heat please check as follows before calling the Military Police for Emergencies:

1. For both Heat and Hot Water: Check the switch on or under the heating system to ensure it is on (the switch may have accidentally been switched off).
2. For Heat: Check if the water pressure gauge lever is positioned between 1 and 2. If it is around zero, please open the underneath refilling knob. Allow water to enter the system until the gauge needle is between 1 and 2. Turn the knob off to stop the flow of water into the system. Note, to bleed the system of air, turn the water relief valve at the top of one of your radiators until a steady stream of water comes out (have an old cup or container to catch the water because it will be oily). You may need to do this often to release captured air in the system. Always replenish the water you remove from a system to reach equilibrium between 1 and 2 on the furnace pressure gauge.
3. For Hot Water: Check if the filters at faucets are free of calcium and mineral deposits. If the filters are clogged by calcium and mineral sediments water heating system sensors won't allow the heater to produce hot water. Unscrew and remove the filter from the faucets and try, the heating system will start again to produce hot water. Shower heads need to be cleaned or soaked in vinegar or an anti calcium solution like Lime-Away or Via-Kal.

### **Refrigerator Inoperative:**

In case a refrigerator is not working, first try the wall socket to verify that the problem is not caused by a short circuit in the electrical socket and not by the refrigerator. If the refrigerator is not working on Friday, Saturday or Sunday during the day, please call the Military Police for the Emergency and the Housing Personnel will bring you a temporary 5 cubic foot capacity small refrigerator to assist through the weekend. The next duty day the appliance contractor can provide either repair or replacement service. The refrigerator issued for the emergency will be picked up by the Housing personnel or contractors, but it must be returned to the Housing Office in the same clean condition as it was received.

### **Carbon Monoxide & Smoke Alarm System Malfunctions:**

If the Carbon Monoxide or Smoke Alarm sounds a tone every few minutes, check to see if the battery back-up (usually a 9 volt battery) needs to be replaced. If it sounds continuously, check to see if there is a shut off switch to shut the alarm switch down. In this way it should stop

sounding. If the alarm or the detector continues to make noise, please call the Military Police for the emergency. If the Carbon Monoxide detector is sounding, first open windows to ensure that it is not an actual alarm reading – then check for apparent sources of flame producing devices or equipment that could produce exhaust fumes and shut them down before attempting to silence the alarm. For Smoke Detectors ensure that there is no apparent cause for the alarm to be sounding before attempting to silence the alarm.

3. Housing personnel, in 'On-Call' status, and the private vendors involved in responding to emergency calls are all paid with U.S. Government resources, to assist the U.S. Families when an

emergency warrants action. As good stewards of government resources everyone is required to be conscientious when requesting emergency 'On-Call' service only when a bon-a-fide emergency exists. Please do not call as an emergency when the situation can wait for the next duty day or is only an inconvenience or minor problem that does not risk life, health, safety, or further loss. Telephone and internet loss of service fall into this category. Residents in Private lease will call the Military Police. The MP's will contact the Housing on call personnel, who will in turn contact the Residents Landlord and or utility service company and assist in resolving the emergency situation.

4. In case of an unnecessary Emergency Call that proves to be a simple inconvenience, Chief, Housing Division may determine the call as neglect and the service cost may be charged through the Cash Collection Voucher process to the Customer. You will be offered an opportunity to explain the situation and will be advised of your next course of action, which may be to appeal through your command chain. Repeated lockouts from a residence or barracks room or negligent behavior that causes an emergency will be assessed in the same manner as an "unnecessary" emergency.

5. Points of contact for this action are the undersigned at 633-7303 and 633-8071.

Encl  
Missing Electricity  
Faucet Filters  
No Hot Water or Heating

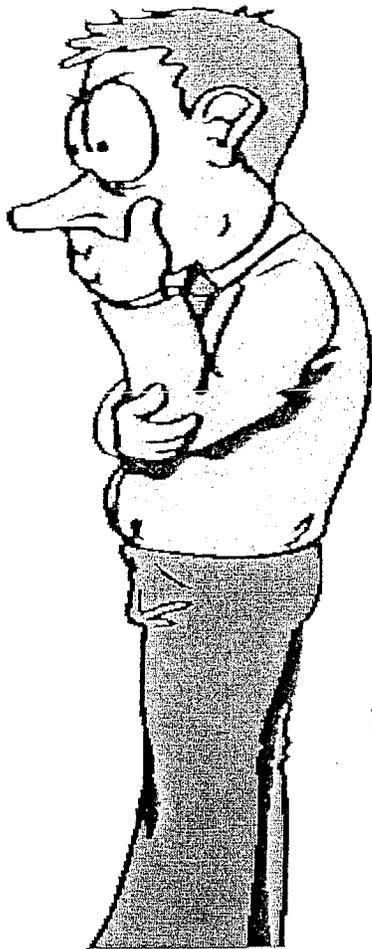
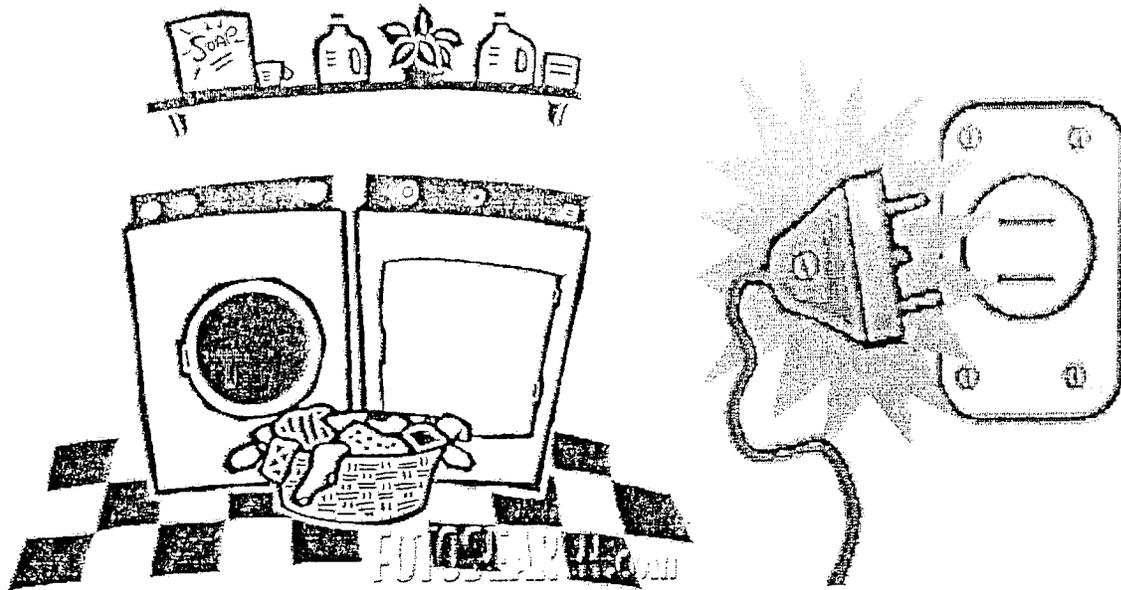


CHALLEN JAY KELKER  
Chief Housing Division

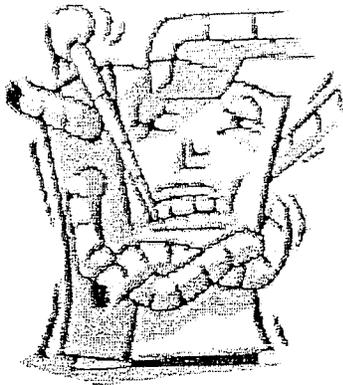


MAURIZIO BRACCINI  
Housing Manager

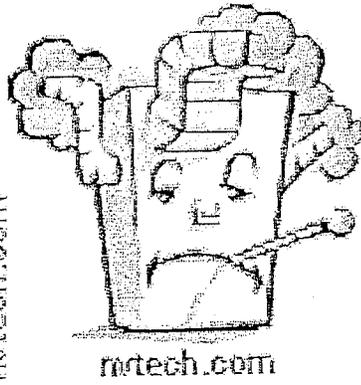
**Missing Electricity:** One of the main reasons for missing electricity (Circuit Breaker shuts down) is caused by the Washer & Dryer Working TOGETHER. Please use one at the time they absorb too much power.



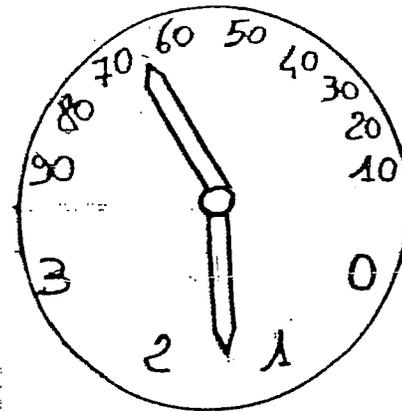
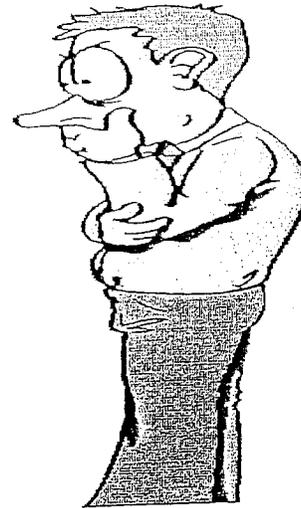
**No Hot Water or Heating:** Please check the water gauge which should stay between 1 and 2, refilling knob is always located under the furnace.



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**Gauge top :**

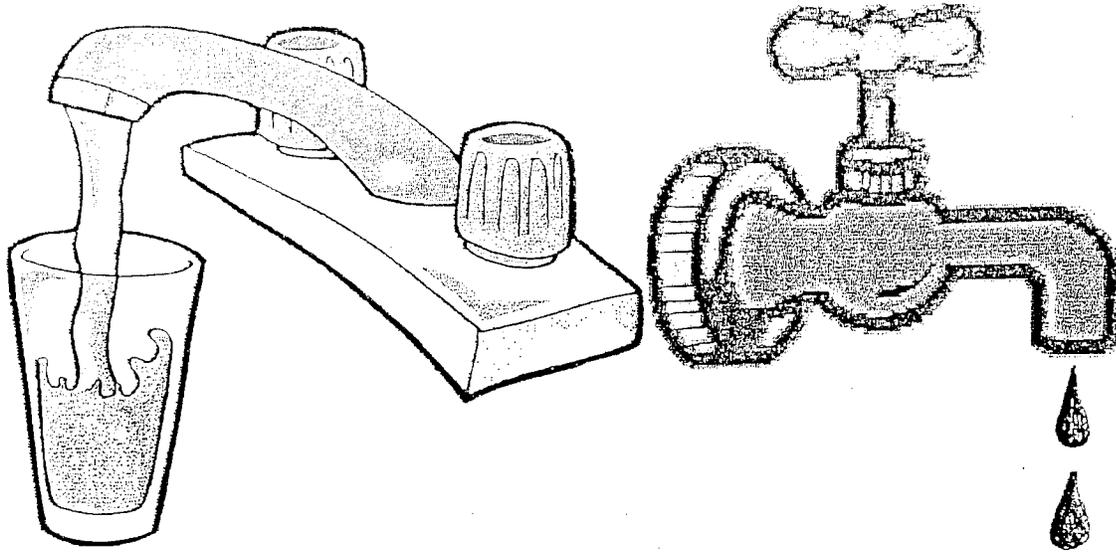
Internal heating temperature measures  
It is not equate to the temperature in the house.

**Gauge bottom:**

Water pressure of heating system

- 1) If it goes to zero automatically shut down the system, please open the underneath knob and refill the level between 1 and 2
- 2) If the water pressure level goes beyond number 3 system starts leaking from special valve for overfill, call the Housing Office.

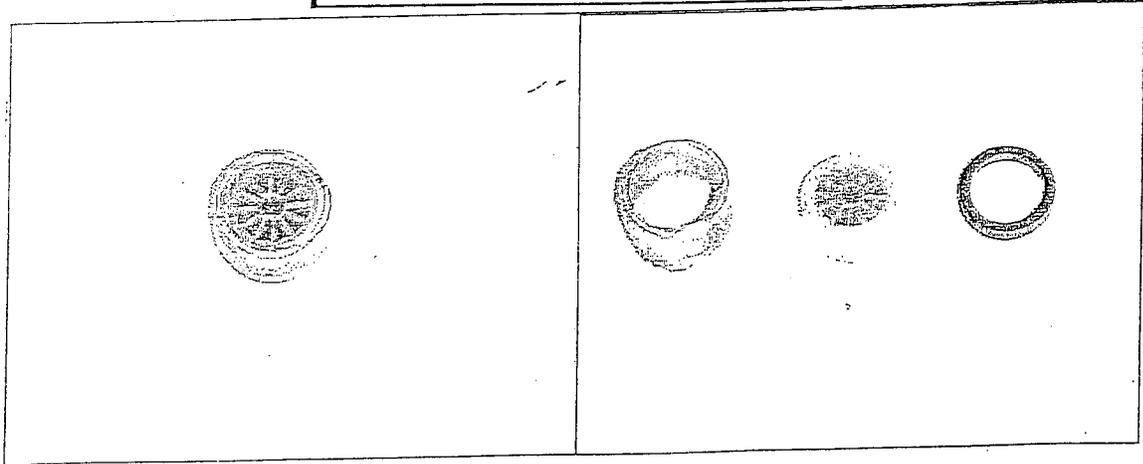
**Faucet Filters:** If the Faucet Filter is clogged and the outgoing water pressure is low, the Furnace will not start. The internal Furnace electronic Sensor needs more quantity of outgoing water from the faucet in order to start Furnace for hot water production. Please remove and clean the Faucet Filter, in order to have the Furnace starting.



Regular Water Outgoing Pressure from the Faucet- Furnace will start

Weak Water Outgoing Pressure from the Faucet - Furnace Will Not Start at All

Faucet Filters- Unscrew from Faucet and Clean



2. Problems : If the hot water is not coming on when the faucet is fully open the faucet filter may be clogged. When the filter is clogged the water pressure is weak and not enough, or sufficient to activate the heating system start sensor.

3. Troubleshooting : Prior to calling the Housing Office to have technician, first remove the faucet filter, open the hot faucet, and if the hot water heater starts will have solved the problem and either cleaning or replacing the faucet filters will ensure continuing of operation.