



Welcome to the Smithy.

Over the following pages you will find some helpful information.

We hope you enjoy your stay, if you have any problems please do not hesitate to contact us on the above phone numbers, or alternatively try our front door.

Kevin & Emma





BBQ

During the summer months a BBQ is available. This is located in the shed behind the Smithy. Garden furniture will be set up on the patio during the summer months.

Damages

Please be aware of the following extracted from your booking terms and conditions:

You are responsible for and agree to reimburse to the owner all costs incurred by the owner as a result of any breakage or damage in or to the property which is caused by you or any members of your party or any other persons invited into the property by you. The owner can ask for an extra payment from you to cover any such costs.

The owner expects the accommodation to be left in a reasonable state on departure. If in the owner's opinion, additional cleaning is required, you will be liable to the owner for the cost of this cleaning.

Departure

Please leave by 10am on your day of departure and return the key to the key box outside the front door.

Please leave the property in a similar condition as you found it upon your arrival.

Doctor

Wye Village - 01233 884585

The William Harvey Hospital, Ashford is at junction 10 of the M20 (A&E dept)

Fuse Board

The fuse board is located in the cupboard off the hallway. Each MCB (miniature circuit breaker) is clearly labelled. If in doubt, please ask.



Heating and hot water





The Smithy is heated by an Air Source Heat Pump (ASHP) with radiators in the living room, bedrooms, bathroom and the hall. The heating set up has been optimised for your comfort.

The radiators have been designed to work with the ASHP. Please note traditional gas boiler heated radiators are designed with a flow temperature typically around 65 - 70°C. The ASHP flow temperature is much lower, typically around 40 - 50°C. **The ASHP designed radiators are larger than normal radiators and will not feel dramatically hot to touch, this is normal.**

The ASHP works constantly to warm the space and the hot water.

To optimise the ASHP performance please try to keep all internal doors closed.





If you wish to increase or decrease the temperature, please use the following procedure.

- Turn the hallway controller on (button on the top Right Hand Side) and by using the touch screen, press the middle menu button. 
- Use the RHS scroll to increase the temperature (<21oC) and confirm using the tick button. 
- Then again use the RHS scroll to select the time period and confirm using the tick button. 
- This can be cancelled by pressing the back button. 





The hot water is also heated by the ASHP. To boost the hot water please use the following procedure.

- Turn the hallway controller on (button on the top Right Hand Side) and by using the touch screen, press the middle menu button twice. 
- Use the RHS scroll to select "CONTROL" and confirm using the tick button. 
- Use the RHS scroll to select "HOT WATER BOOST" and confirm using the tick button. 
- This can be cancelled by pressing the back button. 



Lighting

Low energy lighting is used. Please note when initially turned on they take a few seconds to come up to full brightness. We would appreciate it if you could remember to turn off all lights when you are away from the property. The outside lights have a light sensor and will automatically turn off during the day if left on.

We appreciate sometimes you wish to leave a bathroom light on overnight, if so please use the shaver light.

TV

Freeview channels are available through the Humax Freeview Hard Disk Recordable (HDR) box. The Humax is plugged into HDMI channel 1.

The Humax also offers a number of HD channels which can be found at 101 (BBC1), 102 (BBC2) etc



From the remote the following are the key buttons;

GUIDE - use the left and right arrow keys to search and press ok to select the channel you wish to watch or press the record button to record the programme/series. Use the green button to search and then use the yellow button to confirm your selected programme.

MEDIA - access to the recorded programmes.

The Humax manual is stored in the blue manuals folder in the kitchen drawer.

Wi Fi

Wi Fi is available, this will appear as THESMITHY and the password is forgehouse. The Wi Fi device is located in the front room behind the sofa (to the right of the window). Should it need to be reset (turn the power off for at least 30 seconds). To prevent disruption to the service please don't allow young children to tamper with the device.



Windows

Please keep all windows shut if it is windy. If you do require some additional ventilation during windy conditions, the windows can be securely latched with an air gap.