

**Mr and Mrs Smith,
Welcome to
Villa Paradise**



Information about Villa Paradise

Alarm

The central unit for the alarm you find on the wall in the hall under the old telephone (the key box). The unit which you turn of/on the alarm you find in the top drawer in main entrance. To turn on the alarm press ARM – you will hear a ticking sound; you have about 2-3 minutes to lock the door. To turn off the alarm you press DISARM – you will hear a short sound and the alarm is now off.

The alarm is connected to security company – Securitas, phone number is 08-444 555.

If the alarm accidentally goes off you have to call Securitas immediately and give them our pin code number: **956723**

Keys

All the keys you find in the old telephone (it is working as our key box ☺) in the hall.

Television/Satellite

We have Canal Digital, www.canaldigital.se, as our supplier.

Telephone number to customer services: 0770-33 22 11, the subscription is in Mr Jones name, just tell them Jeff Jones.

We have three satellite receivers, one in each room upstairs, and one satellite card. You have to move the card between the receivers if you want to see at the TV in another room.

Sometimes the receiver in master bedroom is not working (you can for instance not press any bottom). For you to do is only to pull out the cable from the socket and then put it in again.

If you want to see TV in the “bed sofa” room you have to start the receiver in the guest room to – they are connected to each other.

The satellite is outside by the storage house. We have two dishes but it is only the lower one that is connected.

When it is bad weather (snowing, heavy rain) you can sometimes have some disturbance on the screen. If you have problems with the satellite reception it can be caused by following:

- Some tree branches/leaves is in the way - you have to cut it
- The satellite pole has been moving – you have to put it back

Oven

The oven has two ovens, the upper one is with “warm heating” and the lower one is an ordinary oven. If the electric power is disconnected you have to adjust the clock on the oven in order to get the oven to work again.

In the middle of the dash board on the oven you find five buttons. To set the clock you press the two first buttons (see picture below) at the same time as you turn the last button.



Central heating

Then central heating is placed in the laundry in the basement. If you need help, contact our handy man, Patrick Sandler, mobile no 070-34 34 34, email address:

Patrick.sandler@hotmail.com



Central heating in the basement

Broadband and router

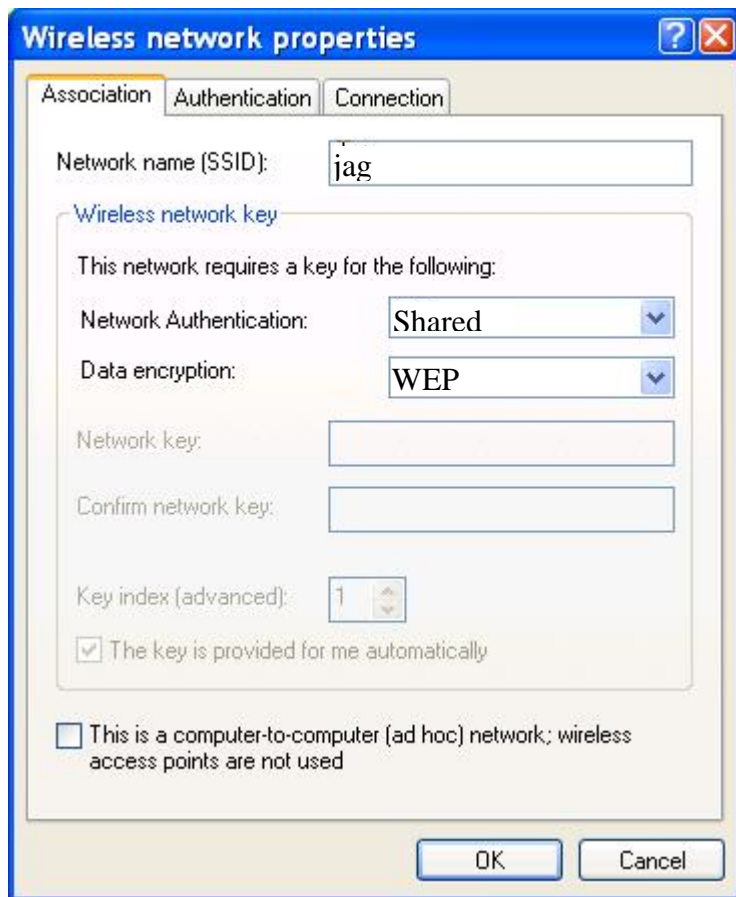
Our supplier for the broadband is Bredbandsbolaget, www.bredbandsbolaget.se

Telephone number to customer services: 0770-777 000, customer number: 900010

The modem and router you find in the “tower” upstairs by the master bedroom.

Connect the computer to broadband

Settings wireless network properties:



In Network key write following: 1932tetr

The option "The key is provided for me automatically" should not be active

Router

The router you will find on the wall under the left window in the "tower" upstairs.

To access the router you can do it by cable (the blue one to put in the computer) or wireless.

In your browser you write following address to access the router: 192.168.0.1

User name: Admin

Password: admin

You have now access to the router.

Living room ground floor

The lights in the living room ground floor are connected to a remote control switch. It is a white one with four buttons, no 1 is the light in the ceiling, no 2 is for the lights of the paintings, no 3 for the light on the floor (no 4 is not connected). The light in the ceiling you can also turn of/on on the wall.



The remote control for the lights

You find all the remote control devices (to stereo, DVD, projector, lights) in the sink on the small table by the window in the living room.



The sink with the remote control switches

Leaking

In the master bedroom we have a leak from the ceiling. The leak is something not even the professional craftsman has been able to repair (it's a old house built 1903). The leak appears about once a year when it is heavy rain. The leak is between the bed and TV. For you to do is to put a bucket on the floor and just wait for it to stop leaking.

Householders' comprehensive insurance

Our insurance covers also insects and vermin. If you will have any problem with that, please call our insurance company, Trygg Hansa, www.trygghansa.se, telephone 077-11 11 600 (open daily 07.00 – 21.00) and state Mr Jones security number 670201-2232. They will tell you to contact Nomor – the company that comes and help you with the problem (www.nomor.se, telephone 020-545556).

If anything happens and you need help

Our dear neighbors Patrick and Ann Sandler will be our handy man if you need help; for example the refrigerator breaks down or the central heating is not function to you satisfaction. Patrick and Ann lives on Drottningvägen, parallel street to Kungsvägen, mobile no 070-34 34 34, email address: Patrick.sandler@hotmail.com

To reach Mr and Mrs Jones

Don't hesitate to contact us if you need any information about the house or other things.

You can reach us on our mobiles (not during the period 2nd of October to 2nd of April when we are in China):

Mrs Jones: 0708-45 45 45

Mr Jones: 0708-34 56 78

Or by email (all the time ☺);

Eric.jones@hotmail.com

Alexandra.jones@hotmail.com

We hope you will enjoy your time in Sweden and in our house.

Warm regards,

Eric, Alexandra, Tim and Sara