



# HOUSE MANUAL

June 2023

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## **Please Note**

This manual is regularly updated  
to view the latest version please visit

[www.TorroxHolidayRental.com/manual](http://www.TorroxHolidayRental.com/manual)



# Welcome To Casa Elana

Hello from your hosts, Elaine And Steve.

Thank you for choosing to stay with us at Casa Elana. We love Torrox and the house, and we hope you do too.

Please read this manual. It is comprehensive and covers everything you need to know to get the most out of your stay. Also, check out the website [torroxfolidayrental.com](http://torroxfolidayrental.com), which has lots of information about Torrox and local services.

If you need any help or assistance during your stay, please get in touch via the communication method used during your booking; email, messenger or WhatsApp.

## Electrics

Unlike many houses in the pueblo, Casa Elana enjoys a good electrical feed. However, like all village homes, the supply can vary in quality, and you will need to manage your use of appliances to avoid overloading the system.

**Quick Note: Most domestic homes in Europe have a 40kw electrical supply. Village houses have, at best, 3.3kw!**

To best manage your electricity use, do not put on too many appliances simultaneously. So, don't use the hob, the aircon and a hairdryer at the same time etc.

If the electrics "trip" off, you've overloaded the system. Please turn off some appliances and reset the design as per below.

The electric switches are behind the tapestry on the wall in the dining room.

To reset, first put all the switches down, to the off position. Then going left to right, turn them back on.



# CCTV

Casa Elana has two CCTV cameras for security when the house is unoccupied. One is located in the dining room, pointing towards the front door. The other is on the terrace.

**We do not expect guests to keep these on and working during their stay!**

## Dining Room

Deactivate the camera in the dining room using the small switch pictured below.



## Terrace

Deactivate the camera on the terrace using the small on/off switch pictured below.



Terrace Camera



Powered On



Powered Off

**Please turn the cameras back on at the end of your stay.**

# Wifi

Casa Elana has a dedicated wifi network for guests. It's called "Guests". There are several other networks in the house to serve the smart devices, but guests don't have access to them.

You will be sent the passcode along with other useful information in the check-in email the day before your booking starts.

# Air Conditioning

**When you first turn an aircon unit on, it will take about 2-5mins for it to reach full power. During this time, please do not adjust the remote.**

## Max Two Units On At One Time

As explained in the “Electricity” section above, in most houses in rural Spanish villages, the available amount of electricity in the house is limited.

At home, you are most likely used to a maximum usage per hour of around forty kilowatts (40kw). In our village, it's 3.3kw. So less than a tenth! If the usage exceeds this, the entire house supply will “trip out”.

This means we need to be careful how the available electricity is allocated, especially to energy-hungry things like the aircon.

As such, the aircon units (which both warm and cool the house) have a maximum allocation of just over 1kw, or a third of the available electricity.

**This means you should only ever run two units at any one time.**

**If you turn on all three units, they will all trip out (switch off). The reset is done remotely and can take several hours.**

## Fair Usage

Air conditioning has a high financial and environmental cost. To ensure fair usage, the air conditioning in Casa Elana is metered and remotely monitored.

As part of the nightly rate, you will have an allocation of energy to run the aircon units. The actual allowance will vary depending on the time of year and will have formed part of your agreement.

The allocation is very generous and will allow you to run the units in their optimal setting for a sensible amount of time per day/night. Therefore they must be used within the parameters set out below. Failure to do so may result in malfunction and additional energy usage charges.

## About Aircon

Aircon units are installed in both bedrooms and the lounge. They are new, extremely efficient (Sept 22) Fujitsu/General units operated by remote control. They supply cooling air in warmer months and warming air in colder months.

## How Aircon Works

Air conditioning is designed to work in “sealed” environments. Meaning rooms with the available doors and windows closed. **NEVER run the aircon with the windows open.**

Each aircon unit has a temperature control system set via the remote. The units will automatically switch on & off and power up & down to maintain the desired room temperature.

## Using The Aircon

Each aircon unit is controlled via its remote control, which you will find in the same room as the unit. The aircon can not be controlled via the light panel on the front of each unit.

To turn an aircon unit on press the START/STOP button on the remote.

When you first press the button, the lights will come on and the flap will open, but the unit will take 2-5 mins to “power up” and start to blow warm or cool air.

### Summer (top image)

Set Mode to AUTO and fan to AUTO (Note small arrows, left and right, in the display). Do not set temp lower than 24.

### Winter (Bottom image)

Set MODE to HEAT and FAN to QUIET. Set temp to 21.

From experience, these settings are the most efficient way to cool & heat the house. changing these settings may result in additional charges.

**Do not use more than two units at the same time.**



## When Should I Use The Aircon?

**In Summer**, Casa Elana has excellent airflow, so even in the hottest months opening the windows and French doors should keep the house nice and cool during the day, with the occasional use of the fans if needed. If the heat is too much for you, or if you want to close the doors and windows (maybe watch a movie etc.), putting on the air for a few hours will cool the required room nicely.

At night, the bedroom aircon unit will get the temperature down to a comfortable 24 degrees within a few minutes, and providing the doors are closed, keep it there for the whole night with minimal energy consumption.

**In Winter**, the temperatures in Torrox rarely go below 10 degrees, so given the natural insulation properties of old houses (thick walls), heating is not often required. When it is, most commonly at night, apply the same rules as Summer; keep windows and doors closed and only heat the rooms you use.

## Aircon Do's And Don't

- **DON'T** Use the aircon with windows or doors open.
- **DON'T** adjust the temp on the remote below 24 degrees in summer or above 21 degrees in winter. To do so may incur additional energy charges and cause a malfunction.
- **DON'T** leave an aircon unit running when leaving the room or house for extended periods (30mins or more).
- **DON'T** change any setting on the remote other than the desired temperature. (See the section on the remote for more details)
- **DO** use the aircon! It's there to make your stay more comfortable. Just be sure to use it responsibly and within the guidelines in this manual.
- **DO** turn it off when leaving the house.
- **DO** wait 2-5 mins after turning it on for the units to come to full power.
- **DO** remember that Casa Elana has excellent airflow, so if it's too hot in summer, open the windows and enjoy nature's air conditioning!

**Aircon uses a vast amount of energy. Please help your hosts to keep our nightly rates as low as possible  
PLEASE USE THE AIRCON RESPONSIBLY**

# Smart Speakers (Alexa)

Casa Elana is equipped with Alexa Smart Speakers in the dining room, lounge and main bedroom. There is also one on the terrace. All of them can be used to play music except the one in the bedroom, which is purely notifications and controlling smart appliances around the house.



The one in the lounge looks like this.



The one in the bedroom looks like this.



The one in the dining room and terrace looks like this.

The main purpose of the Alexa smart speaker is for playing your favourite music on.

You will find full instructions and details about Alexa online (search "How to use Alexa") but the short version is below.

Alexa listens to you all at all times, waiting for her "wake word", which is "Alexa". When she hears this she wakes up and follows your instruction.

So if you say "Alexa, play hits from the 80's". She will find you some music, tell you what it is, and play it. If you want her to stop playing it, just say "Alexa, stop". Or, "Alexa, next song" and so on.

She can do much more than play music. She will tell you the weather; "Alexa, what's the weather today?". She will tell you the time; "Alexa, what's the time?". And she will answer all the questions you've been dying to ask; "Alexa, how tall in George Clooney?".

## Alexa: Smart House

As well as playing music and answering questions, Alexa will also control certain things within the house.

You can turn the floor lamp in the lounge on and off using Alexa: If you are in the lounge, say, "Alexa, lamp off (or on)". If you are in another room, say, "Alexa, casa lounge lamp off (or on)".

Things connected to Alexa at the time of writing this manual are as follows, check out the online version (link on the front page) for the latest updates.

- Casa Lounge Lamp: The floor lamp in the lounge.
- Casa Dining room lamp: The floor lamp in the dining room.
- Casa Terrace Lights: The lights on the terrace.

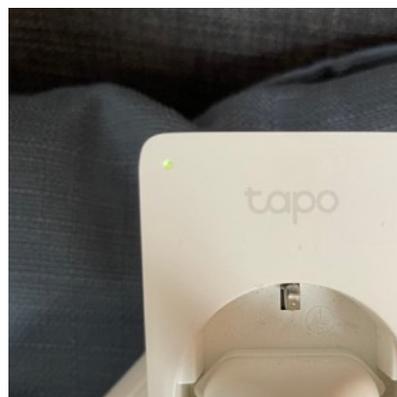
## Ring Doorbell

The Ring doorbell is also connected to Alexa. If someone pushes it, Alexa will announce, "There is somebody at the door". She'll do this on all smart speakers except the one on the terrace.

## Turn Alexa Off

We (your hosts) get that not everyone loves Alexa. Some feel there are privacy concerns with having smart speakers in your house. In this case, unplug them. Everything will continue to work. You'll need to turn the lights on and off the old fashion way!

To work the lights manually, you will first need to turn them on by pushing the little button on the side of the smart plugs that each light plugs into. When they are on, the green light will display. You can now use the regular lamp switches to control them.



# Kitchen

## Gas Boiler

Please note: A new boiler was installed in Jan 2023. Some pictures below are not updated.

The gas boiler on the wall above the sink supplies the whole house with hot water. A gas bottle under the sink feeds it. There is a spare bottle behind the blue check curtain at the bottom of the stairs.

In most circumstances the boiler will be on and ready to go when you arrive.

However, there may be times when this is not possible.

If, when you turn on the hot tap (lever all the way clockwise) the boiler does not fire up and hot water does not flow, check the dials are in the position as indicated in the first image.

If not, adjust them accordingly. (You need to push and turn the top dial).

If there is still no hot water check the gas bottle connector is turned on.

Do this by removing the bottle from the cupboard under the sink (you need to tilt and remove it, bottom first), and checking the orange switch is in the position indicated in the second image.

At the end of your stay please ensure the dials on the boiler are in the positions as indicated in image 3.

There is no need to make any changes to the gas bottle when you leave.



## Hob

The hob is a straightforward electric affair. Turn the dial on the right for the corresponding ring, and it gets hot. Turn it down, and it gets less hot. Turn it off, and the ring will go cold.

When a ring is on, the red light on the right will be lit up.

### **Please Note**

The rings get very hot and take time to cool down. Use with caution.

## Fridge And Freezer Compartment

The fridge will be on and working for your arrival, although it might have only recently been turned on, so it might not be at operating temperature.

Do not turn the temperature dial in the fridge to below three or above four.

At the top of the fridge is a freezer compartment.

**Please note:** The door to the freezer compartment “clicks” shut and can require a bit of force to activate the “click” lock. Failure to ensure this door is correctly closed will result in items in the compartment defrosting and items in the top of the fridge freezing.

## Kettle And Toaster

These items are standard and work the same as at home. Boiling water from the tap for hot drinks is fine.

Please ensure you regularly clean the crumbs from the bottom of the toaster. Failure to do so can attract ants.

## Airfryer

The kitchen is equipped with a small air fryer. Please use it with care and ensure it's cleaned before departure.

# Microwave / Oven

The microwave oven also grills. It can be used as a microwave only, a grill only, and a microwave and grill combi.

## MICROWAVE ONLY

The three settings in the images below are for microwave only (no foil or metal objects).



Low Power



Med Power



High Power

## MICROWAVE & GRILL

The three settings in the images below are for microwave and grill settings (no foil or metal objects).



Low Power



Med Power



High Power

## GRILL ONLY

Use this setting if you only wish to grill something. You can use metal objects and foil if needed.



# Dish Washer

Although the dishwasher in the kitchen is available to all guests, it uses a lot of water and energy, so please use it responsibly. Don't use it to wash up just a few items!

## First image

In almost all situations you only need to set the dial to 50 degrees "eco". This setting will clean pre-rinsed dishes satisfactorily.

## Second Image

Unless the dishwasher is completely full, always use the half-load setting.

## Third Picture

Dishwasher tablets are provided in the container on top of the microwave. If you need more get them from the small shop around the corner (exit house, turn left, walk up 2 mins.)

## Bottom Pictures

Place one tablet inside the washer compartment and firmly close the door until it clicks.

To start or pause the wash cycle press the "play/pause" button on the front (next to the half-load button).



# General Kitchen Information

## Keep Work Surfaces And Floor Clean

Any food waste, bread crumbs etc., left on the work surfaces or floor will attract ants, or worse! Please wipe down all surfaces immediately after use.

## Empty Bins At Least Daily

Spain is a warm country, so the kitchen bin should be emptied regularly, at least daily. A good habit is at the end of the day to remove the waste bag from the bin and put it in the big green bins opposite.

There are replacement bags in a cupboard drawer. If you run out, the "Chinese" shop on the corner of the main square has replacements. You will need the 20ltr size.

## Crockery Glassware Cutlery And Utensils

The kitchen has an extensive range of utensils and plenty of crockery; six bowls, dinner and side plates. Large coffee mugs, small mugs and cups etc.

There is also a good range of glasses; six large and small tumblers, wine glasses etc.

A comprehensive inventory is kept of the kitchen, and guests will be charged for missing or broken items.

## Tap Water

The tap water in Torrox is drinkable, but as it's harder than most people are used to, it's advisable not to drink it. Use bottled water for drinking and making ice cubes. It's OK to use tap water to make coffee and tea, as the water is boiled in the kettle.

**Please ensure you clean dishes etc., after use and before you depart. There is a €20 surcharge if the cleaner has to do it.**

# Dining Room

## TV And Amazon Fire TV Stick

The TV in the dining room is equipped with an Amazon Fire TV stick for streaming movies and TV. Most of the popular apps are already installed, like Netflix, Disney, etc.

**You will need to log in to your own account with each service to stream TV.**

If you rent a movie from Amazon, you will be charged the advertised Amazon price, plus 20%. This will be billed to you on departure.

## Alexa Smart Speaker

There is an Alexa smart speaker in the dining room. Please refer to the Alexa section of the manual for details.

## Upright Fan

There is a large upright fan in the dining room. The controls are on the top under a flip-up lid. Hit the button on the front of the lid to open it.

There is also a small remote control for the fan with the same controls as the top panel.

The controls on the fan are fairly self-explanatory.

- **Power** Turn the unit on or off.
- **Mode** Ignore.
- **Timer** Set a countdown timer to off.
- **Oscillate** Make the fan rotate back and forth.
- **Speed** Increase the power of the fan.



# Portable Gas Heater

## Located In The Dining Room

For the colder months there is a portable gas heater in the dining room.

**For obvious reasons use this with extreme caution!**

The top image shows the gas connector switch in the off position.

The next picture shows the connector switch in the on position. Ensure it's in this position before you try to light the fire.

When lighting, first put the dial on the top into the same position as the third picture, and push the dial down slightly.

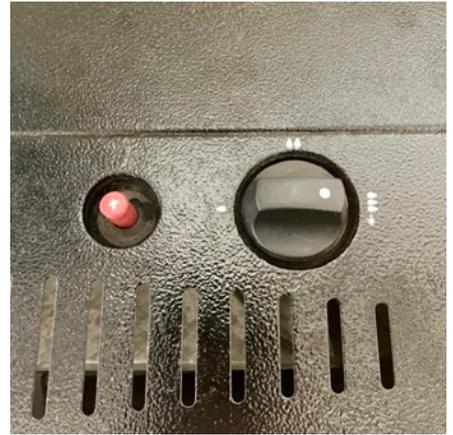
Next, push the red igniter button several times, until a small flame appears at the bottom of the fire. Continue to hold the igniter button in for a couple more seconds.

Finally, release the red button and turn the dial to the position shown on the bottom picture: One flame-Lowest setting. You should never need to put the dial to heating position two or three.

To turn it off flip the switch on the gas connector as per the top image.

- Never place it near other furniture
- Never put anything on it
- Always turn it off when you leave the room

The heater was new in Dec 2022 and is regularly serviced.



# Bathroom

## Washing machine

It might seem odd to have the washing machine in the bathroom. However, in Spain, this is the norm. The Casa Elana is an efficient small upright machine which can wash a maximum of 5kgs of clothes at once.

To use, open the lid and rotate the drum until the opening is pointing up. Push the grey button to open the drum and fill it with clothes. Typically, fill the drum about three-quarters max.

Next, close the drum and add a tablet. If you wish to use your own cleaner, add liquid, not powder, to the right-hand container in the lid. Fill to about half with non-concentrated liquid. If required, you can put a capful of softener into the middle container.

Close the lid and use the following settings as required.

### **Fast Wash 45mins**

- Press the power button
- Put the Main dial to Rapido 45
- Maximum 2kg (Typically a below half full drum)
- Put spin to 800 (never higher)
- Hit the Inicio/Pausa button (start/pause)

### **Regular Wash 1hr 15min**

- Press the power button
- Put the main dial to Mix
- Maximum 5kg (typically three quarters full drum)
- Put spin to 800 (never higher)
- Hit the Inicio/Pausa button (start/pause)

**Do not use any other settings. Putting the spin on a higher setting will create a lot of vibration in the house. Please don't!**

## Shower

The shower gets its hot water from the boiler in the kitchen. As such, it can take a few minutes for the hot water to arrive.

Turn the shower tap to hot (clockwise) for the best results until the hot water arrives. Then lower the tap to adjust the temperature accordingly. If the hot water stops, you've reduced the temperature too much, so start the process over. We find having the tap at about "7 o'clock" gives the best results.

# Landing / Workspace

There is a fully equipped workstation on the first-floor landing. It's equipped with a Mac Mini computer, 27in 4k monitor and plenty of power points for your laptop, etc.

Guests are welcome to use the computer, or you can move the keyboard out of the way, use your own laptop, etc.

The Mac is normally turned on but will be "asleep". To check it is on, look for a pulsing white light on the front (first picture).

If this light isn't on, press the power button on the back right corner (second picture).

Once you press this, you will hear the start-up chimes. As the computer powers on, the screen will come to life.

The computer will automatically connect to the internet.

If the computer is on (the front light is on) and the screen is blank, tap a key on the keyboard, and the screen should wake up. If it doesn't, tap the power button underneath at the front (picture 3). The screen will then wake up.



## Modem And Wifi Router

Located on a shelf to the side of the desk are a wifi router (larger black box) and the internet modem (smaller cream box). None of these need to be touched. They are all completely automated and set up for you.

Please do not touch any of this hardware. If you do, things will malfunction!

# Bedroom One (1st Floor)

## Light Sleepers And Festivals

To further soundproof bedroom one you will find a large piece of foam on the shelf above the stairs to the terrace. This fits perfectly into the door recess in bedroom one.

Complimentary ear plugs are also supplied should you need them. You'll find them in the top drawer of the bedroom unit.



## USB Chargers

The bedside sockets in bedroom one are fitted with USB chargers. You are welcome to use these to charge your devices. You will need to provide your own cables.

## Alexa Smart Speaker

There is an Alexa smart speaker in the bedroom. Please refer to the Alexa section of the manual for details.

# Bedroom Two (Top Floor)

There is an extension cable plugged into the socket. The end is under the bedside cabinet. There is a hairdryer and some care products on the dressing table.

There are spare bedding and beach towels in the bottom drawer.

**The additional bedding and towels in the boxes under the bed are not intended for guest use. Please respect the owner's privacy and do not tamper with these boxes.**

# Lounge

## Smart TV

The TV in the lounge is a smart TV, with most of the popular streaming services installed. To access the streaming services press the colourful button on the remote called “Smart Hub” then use the four arrow buttons below it to navigate. Press the button in the middle of the arrows to launch a service once it’s highlighted.



## Alexa Smart Speaker

There is an Alexa smart speaker in the lounge. Please refer to the Alexa section of the manual for details.

## Sofa, Chair And Sun Cream / Lotions

The sofa, chair and footstool in the lounge are fabric and can be stained by sun cream, lotions, etc. If you use any cream, please put towels down before using the seats/ footstool. Spare towels can be found in the trunk on the landing.

# Terrace

On the terrace, you will find an Alexa smart speaker (removed in Winter), two relaxing chairs and a table, a four-seater dining table, a large fan and two sun loungers.

## Chair And Lounger Cushions

The rain in Spain typically contains sand which can permanently stain most things. Therefore, please ensure all cushions are put under the canopy at night and when not in use.

## Chair And Lounger Cushions - Sun Cream / Lotions

There are beach towels in the trunk on the landing. Please use these on the sun loungers and chairs to protect the cushions if you use creams, oils or lotions.

## Gas BBQ

The gas barbeque on the terrace is made available to guests, but it must be used with caution. Also, guests are asked to ensure they clean it thoroughly before departure. If our cleaners need to do it, there is a €25 surcharge.

Please see the separate manual (located near BBQ) for more information.

## Fan

The large fan on the terrace is a great way to keep flies away while eating or sunbathing. Please make sure you unplug it after use and store it under the canopy.

## Canopy Lights

The canopy lights can only be controlled by Alexa (Summer only). When standing on the terrace, say "Alexa, lights on" or "Alexa, lights off" to control them.

## Alexa Smart Speaker

In the warmer months, there is an Alexa smart speaker on the terrace. Please refer to the Alexa section of the manual for details.

# Aircon Quick Start

A quick guide to using the Casa Elana air conditioning.



## You Can Only Use Max Two Units At The Same Time

To turn an aircon unit on press the START/STOP button on the remote.

When you first press the button, the lights will come on and the flap will open, but the unit will take 2-5 mins to “power up” and start to blow warm or cool air.

### Summer (top image)

Set Mode to AUTO and fan to AUTO (Note small arrows, left and right, in the display). Do not set temp lower than 24.

### Winter (Bottom image)

Set MODE to HEAT and FAN to QUIET. Set temp to 21.

From experience, these settings are the most efficient way to cool & heat the house.



## Aircon Do's And Don't

- **DON'T** Use the aircon with windows or doors open.
- **DON'T** adjust the temp on the remote below 24 degrees in summer or above 21 degrees in winter.
- **DON'T** leave an aircon unit running when leaving the room or house for extended periods (30mins or more).
- **DO** wait 2-5 mins after turning it on for the units to come to full power.
- **DO** allow the units the time to get the room to the desired temperature.

**Please refer to the main house manual for more details.**

# BBQ User Guide

Please read before using the BBQ.



## Disconnect from gas bottle when not in use

The terrace is equipped with a top-of-the-range gas bbq. It has a dual burner cooking area with a side gas ring for heating water etc. There is a kettle supplied on the side ring.

To use the BBQ, first ensure all the gas rings are in the off position, by rotating the dials full clockwise.

Next connect the gas hose to the gas bottle.

Push the connector down onto the top of the gas bottle while pulling up the black locking ring. Once the connector is fully seated, put the locking ring down. You should hear a click.

Next, flick the switch on the top of the connector to on.

The BBQ is now being supplied with gas.



To light a gas ring on the main cooking area, turn the dial counter-clockwise and either press the ignitor button on the front of the BBQ or use the supplied long-next lighter.

To light the side gas ring, do the same using the ignitor and gas dial on the side shelf.

After use ensure the BBQ is thoroughly cleaned and the gas bottle disconnected.

If our cleaners have to clean the BBQ after you, there is a €25 charge.

