



Making holidays accessible

Shropshire Maid

Self-Drive Residential Hire Boat



Handbook

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Please take the time to read everything in this handbook as there is lots of useful information for you whilst cruising. We regret that we cannot be held responsible in any way for your holiday failing to meet your expectations if caused by failure to read our well-intentioned advice and recommendations.



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Welcome Aboard!

Thank you for choosing to hire one of our residential hire boats on the outstandingly pretty Llangollen Canal on the English - Welsh border.

Here at the Lyneal Trust we are passionate about boats and canals and making holidays accessible for all. We want to share this with you and our aim is to ensure that you have the best holiday you've ever had which is safe and enjoyable.

This handbook is designed to help you understand how the equipment on the boat operates and provides initial troubleshooting advise should there be something you are unsure of. We ask that you read the whole of this booklet to ensure you know how we aim to help you and what we need you to do to help us so that you have all the information you need for an enjoyable holiday afloat.

We are a charitable trust and offer full back-up facilities in the unlikely event of a breakdown.

Our reputation is important to us so please let us know if we are failing to provide the best possible facilities for your precious time afloat.

Finally, I hope that your time afloat will be memorable, that you'll want to come back again and that you'll feel able to recommend us to others.

Have a wonderful holiday afloat.

Chris Symes
Lyneal Trust Chair



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Section A: Hiring Information

Returning the Boat

It is your responsibility to return the boat to Lyneal Wharf by the agreed time and in a completely clean condition. This is to allow time for the boat to be cleaned and serviced for the next customer.

Moor up safely before you disembark your party and belongings. We have rubbish bins on site so that you can clean the whole boat out efficiently and effectively. There will not be anybody to meet you on your return to the wharf however we will explain to you how to secure and leave the boat.

Cleanliness

We provide you with all the equipment needed to clean the boat inside and out and leave it as you would expect to find it, especially the kitchens and bathrooms.

Please ensure that you have checked all cupboards and that all rubbish including unwanted food has been disposed of in our bins at the wharf.

We retain the right to charge for the boat if it is not returned in a clean and tidy state or if the toilets are blocked at a minimum rate of £150.

Lost Property

We check the boats ourselves during the turn-round servicing. Please contact us with an accurate description if you think you've forgotten something. Unfortunately, we will have to charge you for any delivery postage and packing to UK addresses.

Let Us Know

Please make us aware of any shortcomings in the boat.

The following should be reported immediately i.e. whilst on holiday so that we can resolve them:

- Blocked Toilets
- Engine Malfunction
- Tiller/ Propeller Damage
- Broken windows or steelwork damage
- Gas, water or diesel leaks
- Accidents, especially those involving damage to any other boat or locks/bridges



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Customers with Special Needs

The safety of all members of your party is entirely the hirer's responsibility.

Customers with special needs should, unless competent swimmers wear buoyancy aids when either out on deck or working locks.

Please be aware that although the holiday boats have a number of adaptations, they are not adapted to cater for every disability and medical conditions.

It is essential that hire groups contain sufficient numbers of able people to ensure safety at all times. The Trust requires all hire groups to observe the following responsibilities:

- There must be one person on board who is in command or charge.
- The person in charge of the boat must be familiar with the appropriate safety rules and ensure that members of the hire group follow them.
- There must be sufficient people who are not disabled in any way on board each boat to care for those who are disabled.
- No more than number of berths to sleep on board and never more than 6 persons on board at any time.

Maximum Capacity

Your vessel's capacity is 6. This is a legal requirement for the purposes of boat stability, safe ventilation and overnight accommodation.

Do not exceed this capacity for your own safety.

Alcohol and Drugs

It is a legal and insurance requirement that whilst underway the person responsible for steering the boat must not be under the influence of drink or drugs. We insist that at least one other member of the party follows this rule so that locks, mooring up and emergency procedures can be safely followed.

We will immediately terminate the hire of the boat with no refund of any monies whatsoever and no transport of the party back to the boatyard if we have reason to believe that this rule has been contravened.

Smoking

Smoking is not allowed inside the boat.



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Slips, Trips and Falls

If during your holiday you suffer any injury, no matter how minor, or you have to use an item from the first aid kit, then please ensure you record the incident in the accident record book kept onboard.

And finally,

Most importantly have an enjoyable holiday aboard your Lyneal Trust boat.

Section B: Boating Information

Underway

Once you're underway the waterways are yours to enjoy and explore. Now it's up to you what you do and when you do it. Although we're not responsible for this bit of your holiday we like to think we've done all we can to help you.

Please remember the following basic principles to derive maximum enjoyment from your holiday:

- Don't set unattainable boating targets - you never know when you may get held up by unexpected events such as that wonderful waterside pub or occasionally by a problem or queue at a lock...or simply chatting at a lock side.
- At least 2 of your party must remain sober whilst underway. It is an offence to be over the alcohol (driving) limit whilst in control of a narrowboat and will count against you in the event of an accident or dispute.
- Be courteous and considerate to other users especially by **slowing down to tick over** as you approach and pass moored boats, by mooring sensibly away from locks, bridges and sharp bends and by keeping noise down whilst onboard if moored next to other boats.
- Read, and get other members of your crew to read, the rest of this handbook.
- Ensure that the rest of your party acts safely whilst on board.
- We insist that you transit through Grindley Brook Staircase Locks only during normal working hours when the lock-keeper is on duty.

Breakdown

In the unlikely event of a breakdown we aim to have an engineer with you as soon as practicable, subject always to traffic conditions and your location. If you call us out of office hours we reserve the right to delay our getting to you until the next morning unless in our opinion the nature of the call is life threatening, could result in loss or damage to the boat or is sufficiently serious that your holiday will be permanently compromised.

Emergency Escapes

There are doors at the front and back (bow and stern) of the boat and a side hatch in the kitchen area.

Please ensure that all members of your party familiarize themselves with all exits in case of an emergency. In particular please ensure that whilst underway the bow and stern doors remain unbolted and whilst sleeping the doors can be quickly and easily unlocked.



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Locks

Please ensure that all your party watches the Waterways Code DVD. In particular pay attention to locking operations.

Lyneal Trust is several miles away from the nearest lock so a volunteer will explain lock operations to you as part of your handover boating tuition unless you have signed the Declaration of Previous Experience to decline our tuition on the grounds of your previous experience.

In particular when locking:

- Never run around the lock edge or across the gates or boat roof.
- Always hold on to the handrail as you cross a lock gate.
- Always ensure that there is one member of crew at the front of the boat on the lock-side to check the bow is going up/down safely whilst the steerer will check the stern.
- Do not fool around whilst using the lock.
- Do not let others operate the lock for you unless they are willing to work to your instructions.
- **When going downhill keep the boat at the front of the lock. Do not let the stern of the boat get near the sill as this can quickly lead to the boat getting caught on the sill and can easily result in sinking the boat.**
- When going uphill keep the boat to the rear of the lock but be careful not to allow the rudder or button to get caught in the lock gates.
- Do not tie up the boat when descending a lock as this can lead to the boat becoming hung up.
- Never allow the boat to ram lock gates – there should be no need for excessive force or use of the engine whilst locking.
- Never leave your lock key ('windlass') on the lock spindle once you have wound the paddle up – always use the safety catch.
- Be aware that the locks on the Llangollen Canal can have strong by-washes running at the foot of the locks and these can easily push the boat off course.

Lock Information	
Grindley Brook staircase locks	You may only transit through Grindley Brook staircase locks when the Lockkeeper is on duty.
Hurleston Locks	Ensure fenders are raised. Lockkeepers on duty during the day.
Frankton Locks (Montgomery canal)	Set opening hours and booking required 48 hours in advance on C&RT website or Customer Services: 03030 404040

Locks - Troubleshooting	
Lock will not fill/empty.	Have you checked that all gates are closed and that the relevant paddles are fully closed?
Gate will not open or fully close.	<p>The gate may have something stuck under/in front of/behind it.</p> <p>Try pushing it the other way, then try pushing it again. If you still cannot open/close the gate use the boat pole to try and remove the obstruction.</p> <p>If the gates are still stuck call Canal and River Trust noting which lock you are at.</p>
Water is cascading over the top of the gate.	This is not as much of a problem as it may sound but, if going uphill, Do not allow the bow of the boat to go under the water (Danger of sinking) . Instead, keep the boat away from the front of the lock and only open one upper paddle a small part of the way until the water cascade ceases. Then allow the boat to return to the front of the lock before steadily raising both paddles as normal.

Bridges and Branches

Most of the bridges on the Llangollen Canal are low and narrow allowing just enough space for the boat to pass through. In addition, there are often overhanging branches that may catch the boat. Therefore, please ensure that all members of your party are aware of this and remain alert to such dangers. Ensure that those in the bow can retreat inside – always keep the front doors unlocked.

Remain within the profile of the boat and never lean out of windows or side hatches or use them for access whilst the boat is underway as this can lead to a real danger of serious injury.

Lift Bridges

There are several lift bridges on the Llangollen Canal. Most lift bridges are raised using the windlass to operate a hydraulic pump.



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The Wrenbury lift bridge is raised using the provided CRT key to operate an electronic control panel. Please follow the instructions on the control panel carefully.

Treat these wonderfully simple structures with care and do not attempt to try to pass underneath them until they have been fully raised as this can lead to serious injury or damage.

Please do not allow the bridge to drop or bang down as it may cause damage.

Lift Bridges - Troubleshooting	
Bridge will not open.	<p>Are you winding the handle the right way?</p> <p>If so, have you checked that there is not a catch/latch holding it down. If the bridge still won't move obtain extra assistance and/or call Canal and River Trust for further advice.</p>

Note: Always leave a bridge the way you found it and always lower bridges gently so that they do not bang down – they could jam for the next passing boater.

Tiller Arc

Please remain aware of the area the tiller arcs through when moving from left to right and stand outside of this area at all times. Should the tiller hit an underwater obstruction it can swing violently and without notice potentially causing injury to anybody standing in its way.

Flammable Fuels and Liquids.

Only the gas bottles fitted and supplied with the boat are allowed onboard.

Under no account is petrol, diesel or any other flammable liquid to be taken onboard.

Traveling After Dark

It is prohibited to travel after dark.

The tunnel light at the front of the boat is for travelling through tunnels only.



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Section C: Water Safety, Accidents and Emergencies

Although the water is not generally very deep, it can be cold and the canal bed may be muddy and uneven. It can be difficult to climb out of the canal unaided once you have fallen in. Therefore we stress the importance of ensuring that children and non-swimmers wear correctly fitting buoyancy aids when they are on deck or outside the boat.

Small children must be supervised at all times.

The steerer should keep a good lookout for all persons either in the bow of the boat, on the stern or working the lock/ lift bridges.

Person Overboard

If someone falls into the canal:

- Alert the steerer immediately and throw the life-ring toward the person in the water.
- The steerer must **take the boat out of gear immediately** it is safe to do so and must **on no account engage the gears again until the person in the water is well clear of the propeller.**
- Ideally get the person in the water to stand up and wade or swim to the canal bank– it is usually easier to get onto the bank than the boat.
- If the person is in difficulty use the boat hook and/or a rope to assist them to the bank/boat.
- Do not jump in unless you are a good swimmer yourself and the person is in imminent danger of drowning.
- Remember that anyone in the water will weigh at least twice their bodyweight on dry land.
- Don't forget your own safety. You don't want 2 casualties.
- Once back onboard, ensure they have a warm shower.
- If they should subsequently feel excessively drowsy or suffer flu-like symptoms ensure they seek medical advice immediately.

Use of Roof and Gunwales / Vessel Stability

Use of the roof and walking along the gunwales is not permitted under any circumstances.

If, for whatever reason, any member of your party chooses to use the roof it is your exclusive responsibility



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to ensure their safety. In particular ensuring that they are made aware of the many low bridges, lift bridges and low branches that may cause injury or worse.

Do not use the roof as a means of access from bow to stern of the boat – always go through the boat.

The roof will be slippery in wet or icy conditions – do not use it.

Fire

The boat is equipped with 3 fire extinguishers and a fire blanket. These will be shown to you during your boat show through.

Please ensure all members of your party are aware of the location of the fire extinguishers and how to use them.

In the event of fire follow these guidelines:

- Raise the alarm and evacuate the vessel immediately ensuring everyone remains at least 20ft/6m away from the boat.
- Do a head count to ensure everyone is accounted for.
- If safe to do so, shut off the gas and electric supplies by means of the emergency isolators as shown to you during your tuition.
- If safe to do so, use the fire extinguishers or fire blanket on the cooker to bring the blaze under control.
- If other boats are moored alongside or near to your boat alert the occupants as soon as possible.
- Call the emergency services by dialing 999. Make sure you know where you are i.e. nearest bridge/road/village before calling them and state 'fire on canal-boat on the Llangollen Canal at/near'
- Contact the Lyneal Trust.

DO NOT attempt to fight the fire if you have any concerns for your own safety.

DO NOT allow others to return on to the boat.

DO NOT attempt to move the boat unless instructed to do so by a Fire Officer.

Prevention is better than cure:



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- Smoking is not permitted inside the boat.
- Do not use candles inside the boat or place candles, barbeques etc. on the gas locker.
- Take care to keep flammable materials away from the cooker.
- Do not leave the hob unattended whilst lit.

Personal Injury or Illness

A first aid kit is supplied onboard the boat.

In the event of any injury and/or the use any item from the first aid kit, please complete the accident book.

If any member of your party falls ill or is injured and requires medical treatment either call NHS Direct on 0845 46 47 for telephone advice or in emergency call 999 and ask for Ambulance/ Police. Make sure you know your location, ideally giving the nearest road access for an ambulance.

If an ambulance is on its way do not move the boat.

If you Smell Gas

Every boat has a gas supply for cooking. You will be shown how to turn the gas off in an emergency.

If you suspect a gas leak or can smell gas make sure that you:

- Tell everyone immediately and evacuate the vessel – ensuring all persons keep well clear of the boat (minimum 20feet/6m).
- Turn off all cooker knobs and the gas supply at the main valve as shown to you during your boating tuition.
- Open as many doors and windows as possible.
- **DO NOT SMOKE.**
- **DO NOT USE A NAKED FLAME.**
- **DO NOT** operate any lights.
- Do not allow anyone to return on to the vessel until you have contacted the Lyneal Trust engineer for further advice.



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What to do if you have an Accident

In the event of a collision with another boat or an accident involving a third party please follow the procedure below:

- Attend to any injury. A first aid kit is supplied.
- Contact us immediately and explain what has happened and the extent of any injuries or damage.
- Do not admit liability under any circumstances.
- Complete the Accident Book located with the first aid kit.
- Obtain the names and addresses of the third party and any witnesses to the incident.
- If another boat is involved, record the name of the steerer, the boat name and index number.
- Write down as much detail as possible, including the date and time.
- Draw a sketch map showing the position and approximate distances.
- Take photographs.

Section D: How Your Boat Works

This section is designed to give a description of all the parts of the boat you will be required to operate and help you to solve any problems that may occur whilst on your holiday.

Please read this section if you have any difficulties with the boat whilst afloat before you call us.

We can be contacted on 01948 710708 or email bookings@lyneal-trust.org.uk.

Engine Starting, Handling and Stopping

To Start the Engine from Cold



Move the throttle to the upright position and push in the button on the fulcrum of the throttle lever, this disengages the gearbox.

Move the throttle forwards 30 – 40 degrees.



Turn the key anticlockwise to the HEAT position for 6 seconds maximum.

Turn the key clockwise to the START position and release when the engine fires

If the engine does not start, repeat the heating process for a further 6 seconds maximum and restart.

When the engine starts check that the alternator warning lights go out. Your batteries are now charging.

If the key is mistakenly turned to the OFF position the engine will still run but the engine will eventually be starved of diesel, the alternator may be damaged, and the batteries will not charge.



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To Start the Engine from Warm

Move the throttle to the upright position and push in the button on the fulcrum of the throttle lever, this disengages the gearbox.

Move the throttle forwards 30 – 40 degrees.

Turn the key clockwise to the START position and release when the engine fires

If the engine does not start, follow the start the engine from cold procedure.

When the engine starts check that the alternator warning lights go out. Your batteries are now charging.

If the key is mistakenly turned to the OFF position the engine will still run but the engine will eventually be starved of diesel, the alternator may be damaged, and the batteries will not charge.

Engine Handling

The Maid is fitted with a single throttle lever control, the gears are operated by the same lever as the throttle.

When the throttle lever is in the upright position the engine is in neutral. Gently pushing the throttle lever forwards will engage forwards gear. As the lever is moved further forwards the engine revs will increase and the propeller will turn quicker.

Gently pulling the lever from the upright position to the rear will engage reverse gear. As the lever is moved further rearwards the engine revs will increase, and the propeller will turn quicker.

To disengage gears bring the lever back to the upright position and push in the button on the fulcrum of the throttle lever. The throttle lever can now be moved forwards to increase the revs without turning the propeller. This is useful when starting the engine from cold and when moored up and running the engine to charge the batteries.

Throttle Setting

The rev counter dial is on the left-hand side of the control panel. Do not use more revs than required even when maneuvering.

It should be noted that increasing the revs and the speed of the propeller does not necessarily mean that the boat will go faster, and this will suck water from underneath the boat and plant the base of the boat on the bed of the canal impeding progress.

Going too fast will result in breaking wash, bank damage, using more fuel and will slow you down.

Always pass moored roads at tick over.

If the engine appears to lose power whilst underway, starts to overheat and / or the engine note changes noticeably then the culprit is probably debris wrapped around the propeller.

Stopping the Engine

Bring the throttle lever to the upright position.



Press the STOP button on the instrument panel.

Turn the ignition switch to OFF

Remove the keys from the ignition and store safely.

DO NOT switch the ignition key to OFF before stopping the engine as engine will still run but will eventually be starved of diesel, the alternator may be damaged and the batteries will not charge.

Engine - Troubleshooting

Engine won't start.	Can you hear the engine trying to turn over? If No, call us. If Yes, make sure you have pre-heated the glow plug as detailed above. Apply some throttle and try again. If engine will still not start call us.
Engine alarm sounding whilst engine running.	Immediately after starting – rev the engine up for a few seconds. If this does not stop the alarm shut down the engine and call us.
Engine labouring/stalling.	Are you in gear/underway? If No, call us. If Yes, come out of gear, give a burst of reverse gear, pause, a burst of forward gear, pause, resume normal power. Has this solved the problem? If No, repeat this exercise three times. If engine is still labouring/stalling, moor up, shut down engine, remove keys, and check propeller for fouling through the weedhatch (see fouled propeller). Restart engine AFTER

	<p>securely replacing the weedhatch – has this solved the problem?</p> <p>If No, call us.</p>
Engine won't stop.	<p>Have you turned the keys off before trying to press the STOP button?</p> <p>If Yes, turn keys back on and try again.</p> <p>If No, repress the STOP button and if engine still won't stop call us.</p>
Engine racing.	<p>Move throttle to neutral/mid position – is it still racing?</p> <p>If Yes, call us.</p>

Gearbox - Troubleshooting	
Boat does not go into gear (engine still running).	<p>Have you ensured that you did not press the button at the fulcrum of the throttle lever when moving the lever or have you left it pushed in from when you started the engine?</p> <p>To check, return throttle lever to full vertical position then try to engage gear again. If you still cannot engage gear call us.</p>
Engine has stalled in gear, or stalls when going into gear.	You have probably got a fouled propeller. Turn the engine off, take the boat out of gear (throttle vertical) and follow instructions under 'Fouled Propeller'.

Ignition - Troubleshooting	
Engine will not start when key is turned (no engine sound at all).	<p>Are any alarms sounding when you turn the key?</p> <p>If No, have you any power in the boat. Check by turning on the lights. If no power, check the emergency battery isolator key and see if this gives power. If power is restored try starting the engine. If the engine will still not start call us.</p> <p>If Yes, have you turned the key far enough –try again. If the engine still does not show any sign of starting call us.</p>
Engine turns over but will not start.	Ensure that you preheat the engine for 6 seconds maximum i.e. hold key under pressure so that the yellow preheat light shows, then try to start the engine again. If still unable to start the engine call us.

Throttle - Troubleshooting	
Throttle will not engage gear.	See 'Gearbox'
Throttle moves but engine revs do not alter.	Call us. You may have a broken control cable.
Throttle moves and engine revs but no gears.	Check the central button is 'out' (see 'Gearbox'). If still no gears call us you may have a broken control cable.

Electricity

The electrical system on a boat is not like the system in your home. The electrical system has 2 sets of batteries. One set to start the engine and the other set to provide domestic power to appliances in the boat.

The electrical system is 12 volt. Power comes from batteries that are charged by the engine.

An inverter is installed that converts battery power to mains power and allows the operation of the TV, phone chargers, computers etc. via a standard UK 3 pin / USB socket.

The inverter is limited to an output of 2000 watts. This is very important to understand as some everyday items such as hair dryers use a lot more power than the boat is capable of providing. For example, hair straighteners may use 2700 watts and if plugged into the boats electrical system they will cause the whole system to overload. The inverter is fitted with several safety systems to prevent damage and cut off the power. Therefore, please be aware and do not use any item, or several items together that will exceed the 2000-watt capacity.



The switch for the inverter is located in the fuse box at the rear of the boat, whilst the controls for the inverter are at the front of the boat near the central heating controls.

Over use of electrical equipment may flatten the domestic batteries.



With the engine running above 1200 rpm the boat will provide electrical power (240v a/c) to a maximum load of 1700 watts. Appliances of greater capacity are not permitted.

The boats cannot supply 24 hours continual electrical power. The Terms and Conditions of booking are very clear that **electrical life support equipment must NEVER be used on board the boat**. There can be no guarantee that the boats batteries would continue to support such equipment without running down and failing and therefore stop working.

The boat's batteries need to be charged for at least 4 hours every day either as you cruise along or, if

moored up for the day, by running the engine in a fast tick over speed out of gear.

No charging = flat batteries = no lights, TV, water and toilets!

A separate battery starts the engine, so even if you do flatten the domestic batteries you will still be able to start the engine, increase the power until the charge light goes out.

You will be shown the trip switches and emergency electrical isolator during your boat show through. You should not need to touch these unless in the event of a fault or emergency.

Never tamper or touch the boat's batteries. They are very powerful; misuse could cause death or serious injury.

Electricity Switchboard

The most important control that you need to operate the electrical system is the switchboard, located inside the boat and mounted on the rear bulkhead.

From this switchboard you can switch all the electrical circuits on and off. Generally, once everything is switched on you won't need to operate it again. However, some people like to switch the fridge and water pump off at night to stop the noise. The fridge is switched off using the switch at the bottom left of the panel and the water pump is above.



Gas

Gas is provided from cylinders stored in the rear deck lockers. The location of the cylinders will be shown to you during the boat show through and the emergency shut off procedure will be carefully explained to you. In normal circumstances you should not need to touch the gas system.

If the gas appears to have run out change the gas cylinders over.

Central Heating and Hot Water



The central heating and hot water is provided by a diesel heater.

The heating is switched on and off from the heating control panel. This will be demonstrated to you during the boat show through.

To switch the heating on, simply press the button on the left – the one with



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the flame motif. The light will come on and you will hear the diesel boiler start up. The radiators will be warm within about 30 minutes. To switch the heating off again, press the same button and the system will shut down.

You are strongly recommended to switch the system off before going to bed to conserve the battery power and reduce the risk of flattening the batteries.

Hot water is also produced whilst the engine is running and is stored in the calorifier under the rear deck.

Central Heating - Troubleshooting	
Radiators are not getting hot.	<p>Is the heating turned on?</p> <p>If No, turn on the heating and allow at least 20 minutes before heat is likely to be felt in the radiators. If there is still no heat in the radiators call us for advice.</p> <p>If Yes, check all radiators are on and check each radiator at the bottom. Are they part hot? If in doubt call us to seek further advice.</p>

Shower / Shower Drain

Before operating the shower you must ensure that the shower pump is turned on.

Shower - Troubleshooting	
Water will not run hot.	<p>Ensure shower is fully turned on and that the temperature control is in a mid position and not on the coldest setting. If still cold, turn on the water heater and/or engine. Water should reheat in 20 minutes.</p> <p>If STILL cold, contact us.</p> <p>Note: If the water is not hot, the shower mixer will not 'mix' and you will only get cold water. Run the engine and/or central heating to heat the water</p>
Shower does not drain.	<p>Ensure the shower pump is turned on.</p> <p>Check the shower pump trip switch.</p> <p>If the problem reoccurs call us.</p>



Fuel

The fuel gauge is at the rear of the boat. There will be enough fuel on board for your holiday.

Water

Water is drinking quality supplied from a tank in the bow of the boat. The water tank will be full when you collect the boat but will need to be topped up daily using the hose in the locker which you connect to the marked water points on the canal side as shown in the various canal guides. To fill the water tank:

- Moor up at a CART water point.
- Use the Waterways key to open the water point.
- Connect the hose to the water point tap.
- Run water through the hose for about 1 minute.
- Open the filler cap on the bow of the boat and insert the other end of the hose.
- Run the water until the water overflows from the tank.
- Remove the hose, detach from the water tap and stow back in the locker.
- Replace the filler cap.
- Lock up the water point.
- Ensure you have the waterways key and cast off.



Please make sure the hose never gets dropped into the canal and that you run water through the hose for approximately one minute before putting the hose into the tank.

The water pump is switched on when you arrive and is located in the fuse box cupboard which will be pointed out to you during the boat show through. If you think there is a water leak or a toilet is flooding, turn the pump off but remember this will prevent use of all facilities including the toilets. If the pump turns on and off unexpectedly there is either a dripping tap or a toilet not fully shut off – please check these before turning the pump off, but don't forget to switch it back on for normal use.

Water Pump - Troubleshooting

No water comes out of the taps.	Is the water pump running? If Yes, you have run out of water. Switch the water pump off immediately, find the next water point, fill the water
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	<p>tank up and turn the water pump back on. If No, is the water pump switched on. If not, turn it on. Check trip switches.</p> <p>If none of the above work call us for assistance.</p>
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Fridge

All our boats have 12v electric fridges. These will be turned on when you arrive and should be cold within 30 minutes when empty. Do not turn the fridge setting above '3' as no significant performance gain is made but the batteries will flatten much more quickly.

As with all fridges the compressor hums when operating so it is not unusual to turn the fridge off at the fuse box overnight to prevent noise disturbance. The fridge will hold its chill overnight if unopened. Don't forget to turn it back on next morning.

Cooker and Hob

All our gas cookers and hobs are of domestic size and have full flame-failure devices to prevent gas continuing to flow if the flame goes out. The cooker and hob are supplied with propane gas stored in the rear deck lockers.

Light the hob with the electric igniter or by manual igniter. The cooker is lit by the manual igniter

DANGER OF ASPHYXIATION – Do not use the cooker as a means of heating: use only for cooking and turn off when not required. DO NOT BLOCK VENTILATORS

Cooker and Hob - Troubleshooting	
Hob will not light – no ignition.	The hob can be lit by the electric ignition provided the inverter/240V is switched on. If this fails to operate use the hand igniter supplied. If the hob will still not light see below.
Hob / Cooker will not light – no gas.	<p>You may be suffering gas starvation. Please follow the following instructions carefully:</p> <ul style="list-style-type: none"> • Turn all cooker knobs off. • Go to the gas locker at the rear of the boat and check the cylinder is turned 'on'. NO SMOKING • Retry lighting the cooker (don't forget to hold the knob 'in' as you light). <p>Remember that if the gas was off it may take a minute before gas comes back through.</p> <p>If you are still unable to light the cooker call us.</p>

Bow Thruster

The controls for the bow thruster are located on top of the throttle control console. The bow thruster is turned on and off using the black button and operated using the joystick.



Lighting

Lighting - Troubleshooting

An individual light will not work.	<p>Check other similar lights to check they work.</p> <p>If Yes then a bulb has blown.</p> <p>If No, check the trip switches, the black button by each switch on the main fuse board, and reset by pushing in if necessary. If the light is still not working check all other electrical items. If no electrical item is working you may have flat batteries. Turn engine on making sure engine revs and that all warning lights and alarms go out and recheck. If electrical items now work you will need to charge the batteries by running the engine for at least seven hours.</p>
Several lights will not work.	<p>It is likely a trip switch has blown. Please reset as above. If this does not solve the problem us</p>
No lights are working.	<p>Check that the fridge light, TV and the water pump have also all failed. You may have flat batteries. Turn engine on making sure engine revs and that all warning lights and alarms go out and recheck. If still no power, turn engine off and call us.</p>

Fire Blanket and Extinguishers



The fire blanket and extinguisher are located close to the cooker for use in an emergency. A further extinguisher is located close to each front and back door.

The extinguishers will be checked upon return, a £50 charge per extinguisher will be made if any are returned discharged needlessly. Please check before you take the boat over that the extinguishers are fully charged (needle in green on the gauge).

Toilets

All our toilets are modern freshwater flush units. Wastewater is flushed and pumped into a holding tank onboard.

Toilets rarely cause problems except through misuse. Therefore please follow the instructions below:

CORRECT USE OF BOAT TOILETS: The only items that should go down the toilet are those that you have eaten or drunk or low-grade biodegradable toilet paper.

UNDER NO CIRCUMSTANCES should the following items be put down the toilet: Tampons/Tampax etc, cotton wool, nappies, high quality/quilted toilet paper, kitchen towels, wet wipes, moisturising wipes and baby wipes.

Please also try not to use 'bundles' of toilet roll in one go – it too could block the toilet or the pipes connecting ot to the holding tank!

PLEASE REMEMBER that boat toilets are not connected to the mains. They have to be pumped out by machine. If any of the above are put down the toilet they will block the pump out pipes, machinery or stop the toilet working altogether.



We will always come out to resolve a toilet problem but note that if we find evidence of misuse you will be liable for a charge of up to £150. If we find the toilet blocked upon the boat's return you will be liable for a flat rate charge of £150.

Toilet Tanks and Pump Outs

Your boat has a tank of sufficient capacity for normal use for one week.

A toilet tank is full (unless blocked) when waste does not flow away. In this event, make for the nearest pump out point as detailed in canal

guides. Remember that most pump out points will only open from 9am to 5pm. The cost of the pump out whilst away from the wharf will be your responsibility – usually £15-£20 per toilet.

In the unlikely event that your toilet continues to fill with fresh water after use, please turn the shut off valve and/or water pump off and contact the boat engineer.

For holidays of more than a week you are entirely responsible for the costs of any pump outs required.



Toilet - Troubleshooting	
No flushing water?	<p>Is the water pump on?</p> <p>If Yes, try a tap. If there is no water coming from the tap listen to hear if the pump is running. See 'Water'.</p>
Toilet will not empty.	<p>Is the loo full or blocked?</p> <p>Boil a kettle of water and empty down the toilet.</p>
Toilet full or overflowing?	<p>SHUT OFF WATER IMMEDIATELY by turning off the water pump.</p> <p>Try to flush the toilet, does the bowl empty?</p> <p>If Yes, turn the water pump back on and resume normal use.</p> <p>If No, see above 'Toilet will not empty'</p>

Mooring and Lock Equipment

Your boat is equipped with mooring stakes, piling hooks, two double-eye lock handles called windlasses for operating locks and lift-bridges and a lump hammer.

Loss of equipment will be charged at replacement value.

Bilge Pump

The boat is fitted with 2 bilge pumps:

- The 'main' bilge runs the length of the main cabin of the boat. It will collect rainwater that enters the forwards cockpit or from a leaking pipe or drain or if the front doors are left open in a lock and a leaking gate sprays water into the boat.
- The 'engine bilge' runs only around the engine bay and is usually wet from either water dripping from the propeller shaft/stern tube or rainwater entering the rear deck. This is why the stern tube greaser should be tightened daily at the end of the day's boating.

The bilge pumps will operate automatically but can also be operated manually using a switch on the rear deck control console.



Bilge - Troubleshooting

Engine bilge appears full of water.	<p>Is the water up to the steel frames that support the engine?</p> <p>If so operate the bilge pump manually from the switch on the stern control console and call us.</p> <p>If not and the water is 20-50mm deep, this is normal and the pump will take water away automatically when approximately 50mm is reached. The bilge pump can be operated manually from the switch on the stern control console. Check later in the day and if the water in the bilge is the same or no worse do not worry.</p>
Water appears at back of main cabin.	You may well have a water or drain leak (the boat is NOT sinking!!!) Call us.

Tunnel Light

The tunnel light is to be switched on prior to entering tunnels. It is not to be used for travelling after dark, which is prohibited.

The switch for the tunnel light is located on the rear deck control console.



Horn

The horn button is located on the rear deck control console.

Hydraulic Lift



The hydraulic lift is regularly serviced and will carry up to 300kg.

Operate the lift by using the up / down buttons on the control unit. There is one control unit on the rear deck and another just inside the rear door.

Pressing the button in the middle of the control unit will disable the lift. Unlock the button on the outside rear deck unit and twist the button on the inside unit to reactivate the lift.



When not in use keep the lift in the raised position.

Ramp



For ease of access there is a metal ramp stored at the rear of the boat. Insert the prongs on the front of the ramp into the holes on the edge of the rear deck.

Always ensure the ramp is securely fitted before it is used. Be aware that any boat movement, particularly if another boat is passing, will cause the ramp to move along the towpath.

Buoyancy Aids and Life Ring

It is recommended that all non-swimmers, and customers with special needs unless competent swimmers wear buoyancy aids when either out on deck or working locks.

Buoyancy aids will be offered to your party when you arrive at the Lyneal trust.

The Life ring is to be stowed on a hook on the rear deck whilst underway.

TV and Radio

The boat is fitted with a DAB/FM radio and a domestic TV at the front of the boat.

The TV requires the inverter to be switched on before it will operate.

Our freeview-equipped flat screen TVs are equipped with built in DVD/CD player. Now that digital TV is in operation a full channel scan will be required each evening you moor up.

Note that TV reception on canals is intermittent due to the proximity of the boat to ground level.

TV - Troubleshooting	
No power or TV will not switch on.	<p>Check that you are pressing the correct button and/or that the remote control is working.</p> <p>If there is no light on the TV base, are the ceiling lights working?</p> <p>If No, start the engine and then recheck. If the TV is now working your batteries were flat and will therefore need at least 7 hours charging.</p> <p>If you have lights but no TV check the trip switches. Is the socket switched on?</p> <p>Note that we will not attend callouts for TV reception</p>

	problems. Where a callout is made and we find the TV is in fact working but the reception is too poor we will make a £50 callout charge.
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Table

The dining table can be dismantled to make more room when not required. Lift the table top off the desmo poles and store both the top and poles on the fittings against the hull.



Sofa / Double Bed

The sofa converts into a double bed.



Weed Hatch

The weed hatch is under the rear deck and allows access to the propeller in the event of a fouled propeller.

Ensure the engine is switched off and the keys removed from the ignition before unscrewing the weed hatch.

Ensure the weed hatch is securely fitted.

Failure to correctly fit the weed hatch will cause the boat to sink.

Fouled Propeller

Symptoms of a fouled propeller will include excessive tiller vibration or even a violent wobble when in gear, smoky engine exhaust, engine labouring or lack of progress. In extreme cases fouling can stop the engine instantly.

Take the following action:

- Take boat out of gear.
- Engage reverse gear briefly but with plenty of revs.
- Take boat out of gear again briefly.
- Engage forward gear.
- Engage normal forward gear/revs and establish if the fouling has been ‘thrown off’ and the boat handles normally.

If fouling persists or if the engine stops:

- Moor up.
- Turn the engine off.
- Move the throttle to vertical position.
- **REMOVE THE KEYS**, keeping them with you.
- Lift the rear deck board.
- Remove the weed hatch and place it to one side.
- Roll your sleeves up and carefully put your hand through the hatch and water until you feel the three blades of the propeller. Beware of sharp objects that may be wrapped around the propeller and shaft.
- Carefully try to unwind/pull off whatever is wrapped around the propeller. Be aware that it may contain sharp fishing hooks, barbed wire, fishing line etc. so do not exert excessive force.
- If necessary use a sharp kitchen knife to cut things loose. Please make sure to tell us you have used such a knife so that we can replace it next hire.
- Ensure that all debris removed is binned and not thrown back into the water only to wrap around another propeller.
- Once you are sure everything is clear check that the propeller turns freely by turning it by hand.

- Clean the lip of the weed hatch to ensure that no debris will compromise the seal when the hatch is refitted.
- Refit the weed hatch carefully and centrally.
- Fit the locking bar ensuring the screw bolt locates correctly.
- **Ensure the weed hatch is securely fitted.**
- **Failure to correctly fit the weed hatch will cause the boat to sink.**
- Once clear of the weed hatch and BEFORE you replace the deck board, turn on the engine and put into first forward then reverse gear. Check that there is no water leaking through the weed hatch seal. If there is leakage, refit the weed hatch.
- Once you are sure the seal is watertight replace the deck boards and resume cruising.

Rudder / Tiller

Ensure the tiller pole is securely fitted to the stock before proceeding underway.

No two boats will handle identically. Forces such as hull profile, propeller swing direction and pitch will all influence the handling of each boat. We recommend you steer by eye, by looking forward as you steer rather than looking at the tiller for a straight line.

Tiller - Troubleshooting	
Tiller loose or appears wobbly.	<p>Is the tiller so loose that you cannot steer?</p> <p>If Yes, call us, the tiller locking nut needs adjustment.</p> <p>If No, but steering is hard and the whole tiller/rudder seems to be 'floating around' you have probably dislocated the rudder on a lock sill. Call us. Please note that this is a chargeable repair.</p>
Steering is always out of line.	<p>Stop the boat, no need to tie up. Put the tiller in a straight line with the boat as if you were trying to steer straight ahead and look over the back of the boat to find where the rudder appears to be sitting. The rudder should be under the back fender in a more or less dead central position.</p> <p>If Yes, your steering needs practice.</p> <p>If No, call us.</p>

Daily Checks

There are no daily checks required associated with the engine or propeller and thus no reason to lift up the rear deck boards unless you need to access the weed hatch (see Fouled Propeller).



Making holidays accessible

CAUTION - DO NOT lift up the engine boards when the engine is hot. There is no requirement for you to lift up the engine boards to check the engine oil or coolant water during your holiday.



Making holidays accessible

Section E: Keeping in Touch

If you have a problem or concern with any aspect of the boat, or you have broken down, please contact us immediately. The sooner we know about a problem, the sooner we can put it right and get you on your way.

Lyneal Trust Address

Lyneal Wharf, Lyneal, Ellesmere, Shropshire, SY12 0LQ

General Lyneal Trust Enquiries

Call Carole Warner – 01948 710708 or email bookings@lyneal-trust.org

Problems with your Boat

Call Carole Warner – 01948 710708 or email bookings@lyneal-trust.org

Navigation Problems

Canal related incidents and emergencies:

- Canal & River Trust - 0800 4799947
- Canal and River Trust Customer Services 03030 404040

Medical Problems

Non urgent medical advice – NHS direct 0845 46 47

Emergency (ambulance required) - 999

Nearest doctors – Ellesmere Medical Practice, Trimley Street SY12 0DB – 01691 623256

A&E – Shrewsbury Hospital, Mytton Oak Road, Shrewsbury, SY3 8XQ – 01743 261000

Minor injuries units:

Robert Jones & Agnes Hunt Orthopedic Hospital, Gobowen, Oswestry, SY10 7AG – 01691 404000

Whitchurch Community Hospital, Claypit Street, Whitchurch SY13 2QG – 01948 666292