

The Five Turrets



THE FIVE TURRETS
STAY IN SCOTLAND IN STYLE

User guide

Welcome to The Five Turrets

We're delighted that you have chosen The Five Turrets for your break and we want to do everything we can to make sure that you enjoy your stay.

This guide is designed to provide you with all the information you need to get the best out of the property - but please feel free to call us if you have any questions.

Your hosts are Gethin Chamberlain and Carolynn Shaw. We live in the white house at the top of the garden across the road from the entrance. Our phone number is 01750 21349 and we're happy to deal with general enquiries between 9am and 6pm. If you need to get hold of us in case of emergency outside office hours then please call 07525 006350.

The Wifi network is The Five Turrets (or The Five Turrets extended) and the password for both is Borders2018!

The full address of the property is:

The Five Turrets

Ettrick Terrace

Selkirk

Scottish Borders

TD7 4LB

If you are giving directions to a local driver or delivery company, it helps to tell them that it is the first building down from the Sheriff Court on the A7. For fire brigade, ambulance or police, please dial the 999 emergency number.

The basics

We provide two keys and would be grateful if you would return them to us at the end of your stay. You can leave them on the piano if this is more convenient.

There are two spaces reserved for guests of The Five Turrets in the car park next to the property. The spaces are clearly marked: please leave space on the right of your vehicles to allow room for our neighbours to park. If you have more than two vehicles, free parking is available on the street outside. There are also car parks in the town centre a short distance away.

The Five Turrets is part of a larger building which has been sub-divided. Please note that the basement does not form part of our property. The garden is divided between the two properties: our part is on the left. To reach it, turn right out of the front door and walk down the path and down the steps into our garden. (The concrete path turns back on itself to reach the downstairs apartment.)

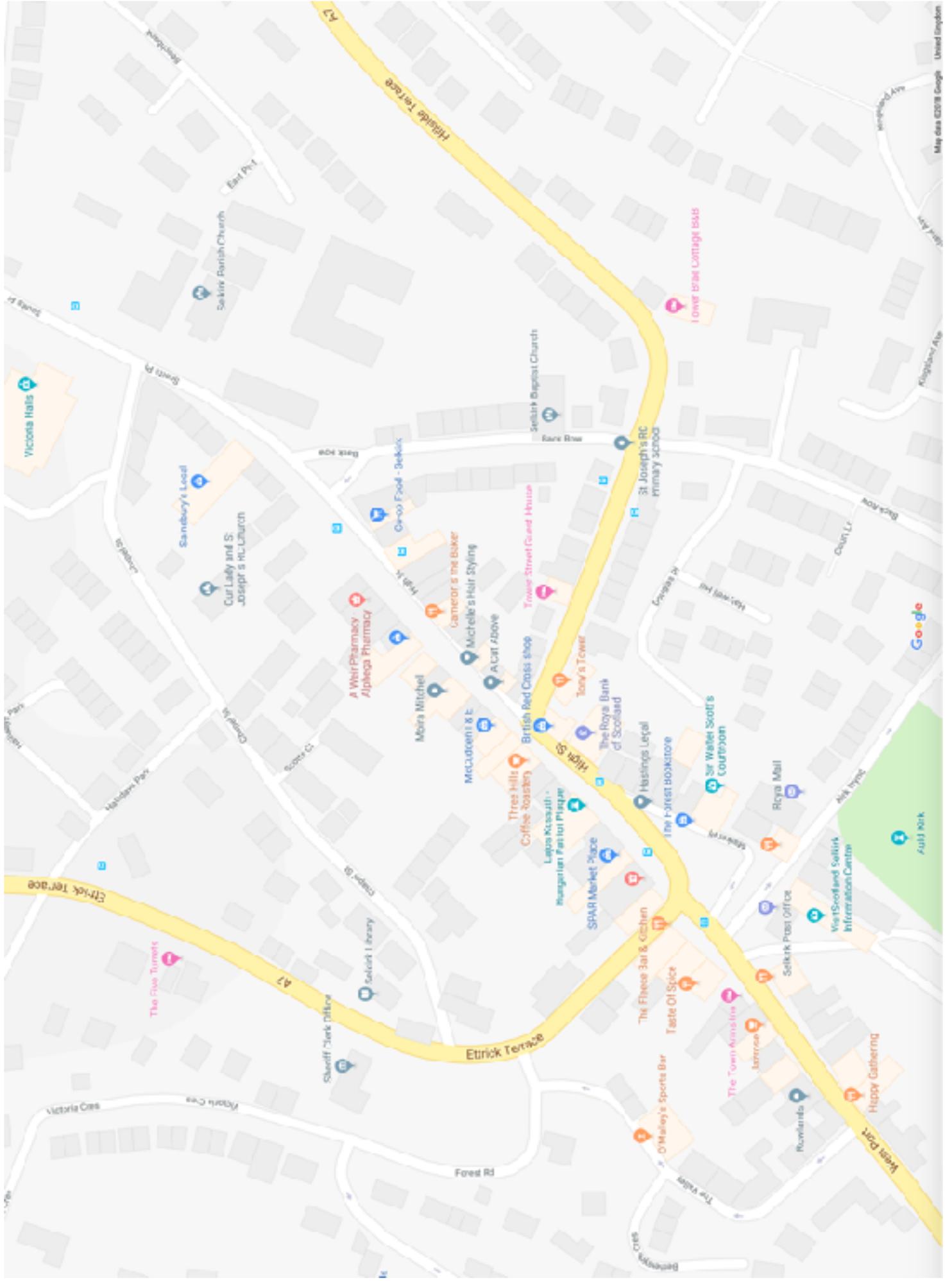
The town centre is a five minute walk away. There are two routes:

1. Turn right out of the front gate and follow the road up into the town.
2. Or turn left and then right up Hallidays Park onto Chapel Street. Turn left and cut through the small car park onto the High Street.

Selkirk has a good range of restaurants and many provide a takeaway service. There is one supermarket at the east end of the High Street - the Co-op - and an assortment of smaller shops. There are also larger supermarkets in neighbouring towns: Tesco and Asda in Galashiels and Morrisons and Sainsbury's in Hawick.

Petrol station: there is a Shell garage on the edge of town on the A7 heading south.

Electric charging point: car park next to the Auld Kirk.



Heating and hot water

We use a Nest smart thermostat in the piano room to control the hot water and heating. If you'd like the heating and hot water to work, it's best not to unplug it.

Hot water is set to constant.

Heating is set to run warmer in the mornings and evenings and to maintain a lower temperature during the day, but it can be adjusted by turning the dial on the thermostat. A small number next to a bar on the dial shows the current temperature. The central figure is the target temperature. The figure above it will show the time it expects to take to achieve that temperature.



Everyone has a different idea of the perfect temperature. We use UK government and World Health Organisation guidelines to set our temperature schedules: they recommend a range between 18C and 21C. The temperature can be changed for short periods using the dial. There is also an Eco setting that we use during the

summer and which acts as the base temperature for the property when there's no-one at home.

All radiators are fitted with individual thermostats. Please use these to adjust individual room temperatures. The main living space can also be heated further using the log burning stove.

Log burning stove

The Burley log burner in the living room is efficient and powerful. There are heatproof gloves in the far end drawer of the breakfast bar units. Please use them.

As the name suggests, it burns only logs. We supply an initial basket of kiln-dried logs for use in the stove. There are more bags of logs in the shed in the garden: please use these; logs bought from garages or DIY stores tend to be damp and will burn poorly and with excessive smoke. We operate an honesty system: a bag of hardwood logs costs £5, kindling £3. Just leave the cash.

Please do not try to burn coal - it will seriously damage the stove. And please do not use the un-bagged logs in the bike store - they are drying out.

It's one of the easier stoves to light, but like all these things, there's an art to it. The most important thing to remember is **DON'T OVERFILL IT**. A couple of logs at a time is all it really needs. If you put in too many logs, it will overheat; that can crack the ceramic plates, putting it out of action.

How to light the stove

Place one or two fire lighters in the bottom, then add some kindling wood criss-crossed diagonally and finally two small logs on top. Light the firelighters, open the

air vent to the maximum (to the right) and close the door to the first latch so it is slightly ajar

Leave it like this for at least 20 minutes and then add one more log. After a further 10 minutes or so, the fire should be well alight, and the door can now be closed to become airtight. Leave the air control lever near the maximum (to the right) for a further 10 to 20 minutes to get the stove completely up to running temperature. If the stove does go out when the door is closed then the flue is too cold and will not pull, in this case, you may need to leave the door open with kindling burning for at least 35 mins. The flue's pull will change dependant on temperature and atmospheric conditions. When fully lit and drawing correctly, the stove produces a rolling fireball. You should then move the air control lever back to a central position: if you leave it wide open, the fire may look impressive but you will be burning more wood for less heat and the glass can also be damaged.

The best way to run any wood stove is 'little and often'. If you are with the fire, it is best to keep adding a small log every 45 minutes rather than adding large ones every two hours.

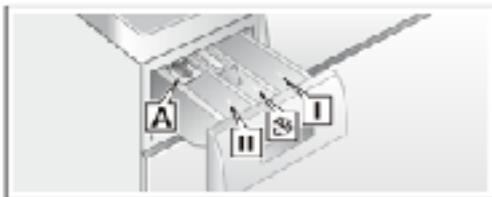
Cleaning the stove

Unless you are burning the stove all day and every day it is unlikely that you will need to clean out the ash during your stay. The stove burns so efficiently that it produces a remarkably small amount of ash. If you do feel that it needs emptying, please wait until at least 12 hours after the fire has gone out before putting the ashes in the bin. The glass may sometimes appear to have become stained: it normally cleans itself on the next burn.

UTILITY ROOM

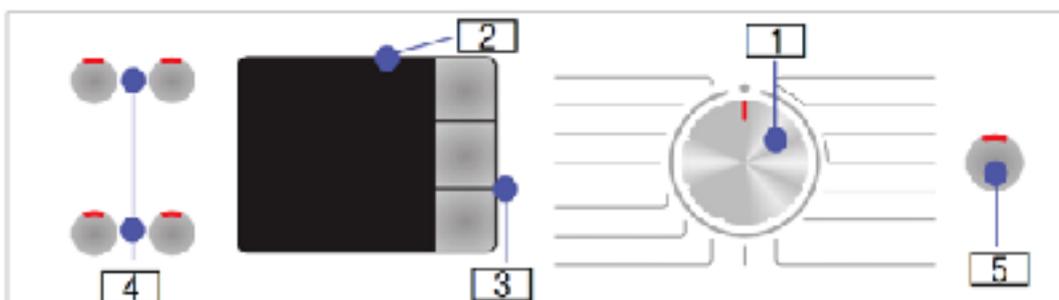
Washing machine

Switch on at the wall socket. We've provided some liquid tablets, on the shelf above the machines: just place one in the drum. Alternatively, these are the instructions for other detergents and softeners.



- Measuring aid* **A** For liquid detergent
- Compartment **II** Detergent for the main wash, water softener, bleach, stain remover
- Compartment **III** Softener, starch, do not exceed the maximum
- Compartment **I** Detergent for prewash

1. Pull out the detergent drawer as far as possible.
2. Add detergent and/or care products.
3. Close the detergent drawer.



1 Programme selector for selecting a programme and switching the machine on and off via the "Off" position.

2 Display panel for settings and information.

3 Programme default settings: Temperature, spin speed and "Ready in" time. Changing the programme default settings

4 Additional programme settings : Speed Perfect , Eco Perfect , Easy Iron, Water Plus or Extra Rinse. Selecting additional programme settings → Page 12.

5 Start button for starting, interrupting (e.g. to reload laundry) and cancelling a programme.

Tumble dryer

Switch on at the wall socket.

If the Container and Start/Stop indicator lights flash, remove the condensation container and empty it in the kitchen sink.

If the Clean and Start/Stop lights flash, remove the fluff filter, remove the fluff and run the filter under a tap.

Selecting and adjusting the programme

Select the drying programme ...

... and adapt to individual requirements



i All buttons are sensitive and only need to be touched lightly.

Press the **Start/Stop** button

! Only operate the dryer with the door closed!

Emptying condensation

Empty container after each drying operation!

1. Pull out condensation container keeping it horizontal.
2. Pour out condensation.
3. Always push container in fully until it clicks into place.

If **Container** flashes in the display panel → What to do it... Page 10.



Cleaning the fluff filter

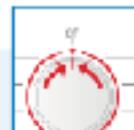
Clean the fluff filter after each drying operation.

1. Open the door, remove fluff from door/drum area.
2. Pull out and fold open the fluff filter.
3. Remove the fluff (by wiping the filter with your hand). If the fluff filter is very dirty or blocked, rinse with warm water and dry thoroughly.
4. Close and reinsert the fluff filter.



Switching off the dryer

Turn the programme selector to **Off**.
Do not leave laundry in the dryer.



Removing the laundry

If the automatic anti-crease function causes the drum to move at specific intervals, the washing remains loose and fluffy for an hour (two hours if the additional **Reduced Ironing** function is also selected - depending on model).

Dyson cordless cleaner

Push up, tilt out at 45 degrees and remove from charging dock. Return the same way. It should provide about 15 minutes of cleaning time.

Traditional corded vacuum

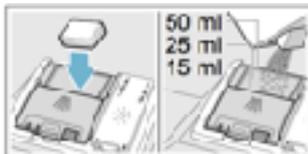
Located in the cupboard under the stairs.

KITCHEN

All cookware is dishwasher safe, though if you do have the time to hand wash the pans, it extends their working life. Please do not wash the pasta machine.

Dishwasher

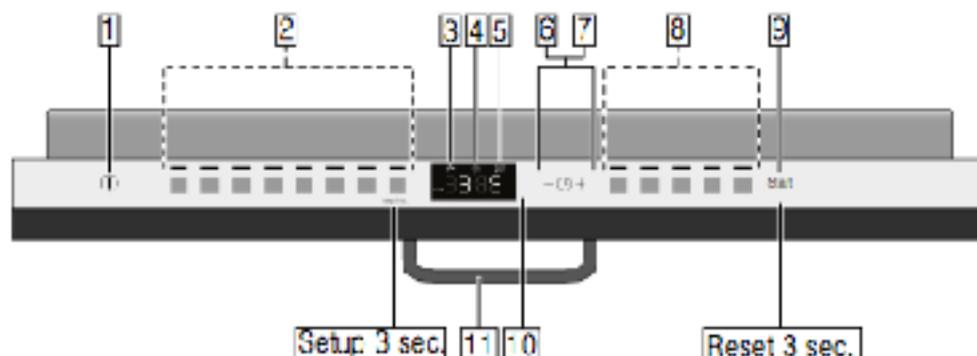
Dishwasher tablets are in the cupboard underneath the sink. Place in the dispenser.

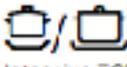
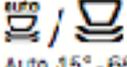
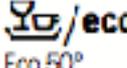
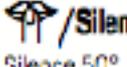
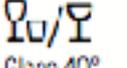
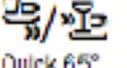
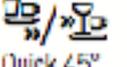
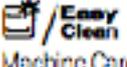


4 Close cover on the detergent dispenser. Cover "clicks" into position.



Pull the door forward to open. Controls are on top of the door. Press (1) to switch on, select programme (2) and press (9) to start. Close door. Remaining time will be projected onto the floor. We recommend the Eco 50 programme.



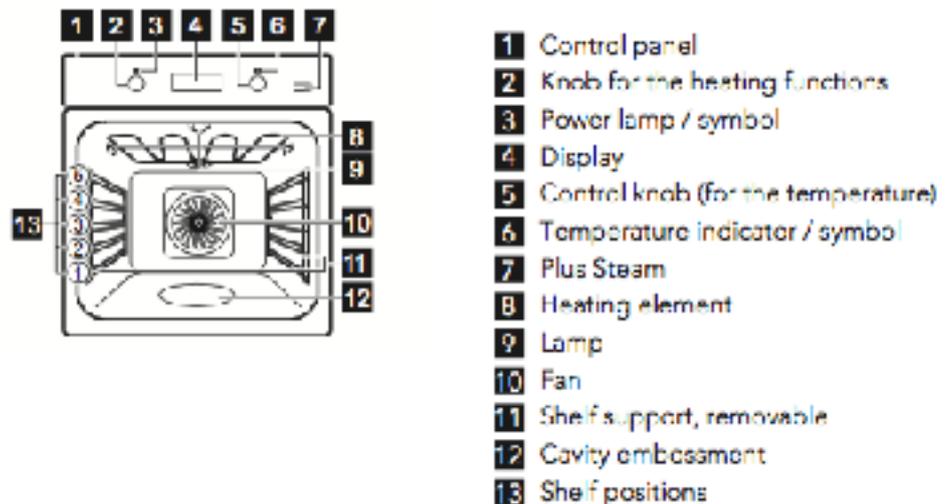
Type of dish	Type of soiling	Programme	Possible additional options	Programme sequence
pots and pans, non-sensitive utensils and cutlery	very stubborn burned or dried-on food remains containing starch or protein	 Intensive 70°	All	Intensive: Pre Rinse Cleaning 70° Intermediate rinse Final rinse 69° Drying
mixed utensils and cutlery	part dried, common household food remnants	 Auto 45° - 65°	All	Sensor-controlled: Is optimised according to the soiling with the aid of sensors.
mixed utensils and cutlery	part dried, common household food remnants	 Eco 50°	All	Most economical: Pre Rinse Cleaning 50° Intermediate rinse Final rinse 63° Drying Eco drying The door opens automatically. → "Operating the appliance" on page 28
mixed utensils and cutlery	part dried, common household food remnants	 Silence 50°	intensiveZone Half load HygienePlus ExtraDry Shine and Dry	Reduced noise: Pre Rinse Cleaning 50° Intermediate rinse Final rinse 63° Drying
sensitive utensils, cutlery, temperature-sensitive plastic and glasses	lightly adhering, fresh food remains	 Glass 40°	intensiveZone VarioSpeedPlus Half load ExtraDry Shine and Dry	Particularly gentle: Pre Rinse Cleaning 40° Intermediate rinse Final rinse 60° Drying
mixed utensils and cutlery	part dried, common household food remnants	 Quick 65°	Extra Dry Shine and Dry	Time-optimised: Cleaning 65° Intermediate rinse Final rinse 70° Drying
mixed utensils and cutlery	part dried, common household food remnants	1h 65°	Extra Dry Shine and Dry	Time-optimised: Cleaning 65° Intermediate rinse Final rinse 70° Drying
sensitive utensils, cutlery, temperature-sensitive plastic and glasses	lightly adhering, fresh food remains	 Quick 45°	Extra Dry Shine and Dry	Time-optimised: Cleaning 45° Intermediate rinse Final rinse 55°
All types of dishes	cold rinsing, intermediate cleaning	 Pre Rinse	None	Cold rinse Pre Rinse
-	-	 Machine Care	None	Machine cleaning cycle 70°

Oven

Please refer to the user manual in the kitchen drawer at the far end of the breakfast bar for detailed settings.

Button (2) selects the heating programme and (5) is the temperature control.

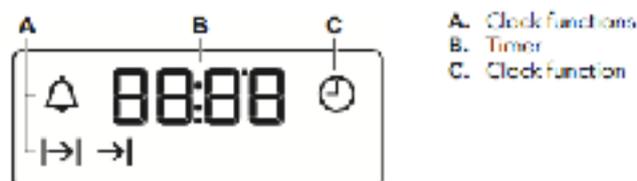
The oven has a steam baking function: water can be placed in the depression on the base of the oven. Please take care when opening the door using this function: hot steam may emerge.



4.1 Buttons

Sensor field / Button	Function	Description
—	MINUS	To set the time.
🕒	CLOCK	To set a clock function.
+	PLUS	To set the time.
👤	PLUS STEAM	To turn on the True Fan Cooking PLUS function.

4.2 Display



Clock function	Application
🕒 TIME OF DAY	To set, change or check the time of day.
→	To set how long the appliance operates.
→	To set when the appliance deactivates.
→ →	To combine DURATION and END function.
🔔 MINUTE MINDER	To set countdown time. This function has no effect on the operation of the appliance. You cancel the MINUTE MINDER at any time, also when the appliance is off.

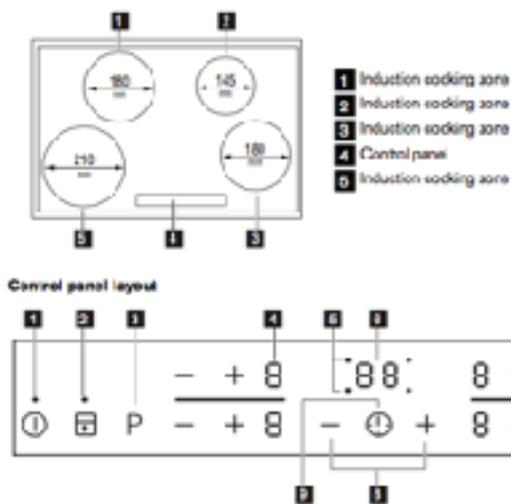
Oven function	Application
 Off position	The oven is off.
 Light	To turn on the lamp without a cooking function.
Oven function	Application
 True Fan Cooking / True Fan Cooking PLUS / Aqua Cleaning	To bake on up to three shelf positions at the same time and to dry food. Set the temperature 20 - 40 °C lower than for Conventional Cooking. To add humidity during the cooking. To get the right colour and crispy crust during baking. To give more juiciness during reheating. For more information about Aqua Cleaning, refer to "Care and cleaning" chapter.
 Pizza Setting	To bake pizza. To make intensive browning and a crispy bottom.
 Conventional Cooking (Top / Bottom Heat)	To bake and roast food on one shelf position.
 Bottom Heat	To bake cakes with crispy bottom and to preserve food.

Oven function	Application
 Defrost	To defrost food (vegetables and fruit). The defrosting time depends on the amount and size of the frozen food.
 Moist Fan Baking	This function is designed to save energy during cooking. For the cooking instructions refer to "Hints and tips" chapter, Moist Fan Baking. The oven door should be closed during cooking so that the function is not interrupted and to ensure that the oven operates with the highest energy efficiency possible. When you use this function, the temperature in the cavity may differ from the set temperature. The heating power may be reduced. For general energy saving recommendations refer to "Energy Efficiency" chapter, Energy Saving. This function was used to comply with the energy efficiency class according to EN 60350-1.
 Grilling	To grill flat food and to toast bread.
 Turbo Grilling	To roast larger meat joints or poultry with bones on one shelf position. To make gratins and to brown.

Induction hob

The induction hob works with all the pans supplied in the property. It is important to remember that the surface is glass/ceramic and that a certain amount of care is needed when handling heavy pans to avoid scratching or cracking it.

Induction cookers use a magnetic field to generate heat in the pan itself, rather than transferring it through a hot plate or burner. **However, some of the heat of the pan will transfer back onto the surface of the hob, so it is important to take care and avoid touching the cooking zones.**



The basic controls are simple: switch on with button (1) and press + or - on each cooking zone to regulate the heat. Please refer to the user manual in the kitchen drawer at the far end of the breakfast bar for more detailed settings.

Use the sensor fields to operate the appliance. The displays, indicators and sounds tell which functions operate.

	Sensor field	Function
1	ⓘ	To activate and deactivate the appliance.
2	🔒	To lock / unlock the control panel.
3	P	To activate the Power function.
4	A heat setting display.	To show the heat setting.
5	Timer indicators of cooking zone.	To show for which zone you set the time.
6	The timer display.	To show the time in minutes.
7	+ / -	To increase or decrease the heat setting.
8	+ / -	To increase or decrease the time.
9	Ⓛ	To select a cooking zone.

Heat setting displays

Display	Description
0	The cooking zone is deactivated.
W	The Keep Warm function operates.
1 - 9	The cooking zone operates.
H	The Automatic Heat-up function operates.
F	The cookware is incorrect or too small, or there is no cookware on the cooking zone.
E	There is a malfunction.
H	A cooking zone is still hot (residual heat).
L	The Lock / The Child Safety Device operates.
P	The Power function operates.
-	The Automatic Switch-Off operates.

Heat setting	Use to:	Time	Hints	Nominal power consumption
Q 1	Keep warm the food you cooked	as required	Put a lid on a cookware	3 %
1 - 2	Hollandaise sauce, melt butter, chocolate, ganache	5 - 25 min	Mix from time to time	3 - 5 %
1 - 2	Solidify: fluffy omelettes, baked eggs	10 - 40 min	Cook with a lid on	3 - 5 %
2 - 3	Simmer rice and milk-based dishes, heating up ready-cooked meals	25 - 50 min	Add the minimum twice as much liquid as rice, mix milk (detergent procedure through)	5 - 10 %
3 - 4	Steam vegetables, fish, meat	30 - 45 min	Add some tablespoons of liquid	10 - 15 %
4 - 5	Steam potatoes	30 - 60 min	Use max. 1 l water for 750 g of potatoes	15 - 21 %
4 - 5	Cook larger quantities of food, stews and soups	60 - 160 min	Up to 3 l liquid plus ingredients	15 - 21 %
6 - 7	Gentle fry: escalops, veal, codon bleu, cutlets, rissoles, sausages, liver, roux, eggs, pancakes, doughnuts	as necessary	Turn halfway through	31 - 45 %
7 - 8	Heavy fry: hash browns, loin steaks, steaks	5 - 15 min	Turn halfway through	45 - 64 %
9	Boil water, cook pasta, steam meat (goulash, pot roast), deep-fry chips			100 %
P	Boil large quantities of water. Power management is activated.			

Coffee maker

Pretty self explanatory. Lift lid, place filter in holder, add coffee - usually one spoon per cup. Use the jug to fill the water reservoir to the required volume. Set desired strength with the intensity switch. Turn it on. Wait. Pour coffee. Drink coffee. But here it is in pictures anyway...



Microwave

The microwave is rated at 1000W so adjust timings accordingly - it will cook faster than the average machine. There's no turntable, so it can take larger oblong dishes. As with all microwaves, don't put anything metal in it. The basic functions are fairly self-explanatory: the door release is the large button bottom right: the panel below shows the basic functions. For more detailed instructions, please refer to the user manual in the kitchen drawer at the far end of the breakfast bar.

Control Panel

NN-SF464M

(1) Display Window

(2) Microwave Power Pad

(3) Reheat Meal Pad

(4) Turbo Defrost Pad

(5) Timer Pad
This can be used to delay a cooking program for up to 99 minutes and 50 seconds, or used as a kitchen timer or for standing (non-cooking) time.

(6) Auto Weight Pads

(7) Weight Selection Pad (Up & Down Pad)

(8) Stop/Cancel Pad:
Before Cooking:
one press clears your instructions.
During Cooking:
one press temporarily stops the cooking program. Another press cancels your instructions and the time of day will appear in the display.

(9) Time Pad

(10) Clock Pad
Press the clock pad. Using the Time pad to set the clock (24 hr clock). Press clock pad again to stop colors flashing.

(11) Start Pad:
Press to start operating the oven. If during cooking the door is opened or Stop/Cancel Pad is pressed once, Start Pad has to be pressed again to continue cooking.

NN-SF464M

Extractor fan

Switch it on by selecting one of the numbered buttons - (1) is the lowest power; (3) the normal high setting; (P) is a booster. And yes, it is meant to be that quiet.

Control panel



Explanation

Light On/Off	Light On/Off
0	Fan off
1	Fan speed 1
2	Fan speed 2
3	Fan speed 3
P	Intensive setting

MEZZANINE

Television

The television is connected to the house wifi network. It can take up to a minute from switching it on to fully establish the connection: after that it should stream a range of Freeview channels and internet services, including Netflix, You Tube and the BBC iPlayer (you'll need your own accounts). If you sign into your account, remember to sign out again before you leave.

There's a full manual on the bookshelf but everything works off the remote. An additional HDMI cable is plugged in and can be used to connect external devices such as games machines.

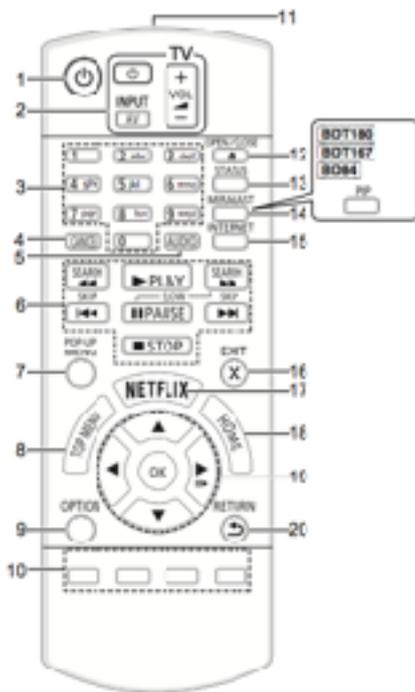
Remote Control



1. **Standby:** Switches On/ Off the TV
2. **Numeric buttons:** Switches the channel, enters a number or a letter in the text box on the screen.
3. **Quick Menu:** Displays a list of menus for quick access
4. **Mute:** Completely turns off the volume of the TV
5. **Volume +/-**
6. **Menu:** Displays TV menu
7. **Navigation buttons:** Helps navigate menus, content etc. and displays the subpages in TXT mode when pressed Right or Left
8. **OK:** Confirms user selections, holds the page (in TXT mode), views channel list (DTV mode)
9. **Back/Returns:** Returns to previous screen, opens index page (in TXT mode)
10. **Netflix:** Launches the Netflix application.
11. **Google Search:** Opens the Google website on the TV browser
12. **YouTube:** Launches the YouTube application.
13. **Coloured Buttons:** Follow the on-screen instructions for coloured button functions
14. **Favourites:** Displays favourite lists menu / Switches between favourite lists
15. **Rapid reverse:** Moves frames backwards in media such as movies
16. **Record:** Records programmes
17. **Pause:** Pauses the media being played, starts timeshift recording
18. **Play:** Starts to play selected media
19. **Subtitles:** Turns subtitles on and off (where available)
20. **Step:** Stops the media being played
21. **Rapid advance:** Moves frames forward in media such as movies
22. **Screen:** Changes the aspect ratio of the screen
23. **Freeview Play:** Connects to the Freeview Play platform where you can access available catch-up TV services
24. **Text:** Displays teletext (where available), press again to superimpose the teletext over a normal broadcast picture (mix)
25. **Media browser:** Opens the media browsing screen
26. **Exit:** Closes and exits from displayed menus or returns to previous screen
27. **Internet:** Opens the portal page, where you can reach many web based applications
28. **Info:** Displays information about on-screen content, shows hidden information (reveal - in TXT mode)
29. **Programme +/-**
30. **EPG (Electronic programme guide):** Displays the electronic programme guide
31. **Source:** Shows all available broadcast and content sources

BluRay player

The usual breathtakingly complicated remote control. The manual is on the bookshelf. But it should just play automatically when you insert a disc - BluRay or DVD is fine.



- 1 Turn the unit on and off
- 2 TV operation buttons
You can operate the Panasonic TV using this unit's remote control. Some buttons may not work depending on the TV.
[TV] : Turn the TV on and off
[AV] : Change input
[— VOLUME] : Adjust the volume
- 3 Select title numbers, etc./Enter numbers or [BOT00] [BOT00] characters
- 4 Cancel
- 5 Change soundtrack
- 6 Basic playback control buttons
- 7 [For the United Kingdom and Ireland]
[For Australia and New Zealand]
Show Pop-up menu
[For the South East Asia and HongKong]
Show USB Sharing menu
- 8 Show Top menu
- 9 Show Option menu

- 10 Coloured buttons (red, green, yellow, blue)
Used for various purposes depending on the display.
- 11 Transmit the remote control signal
- 12 Open or close the disc tray
- 13 Show the status messages
- 14 [BT000]
Show Miracast™ screen
[BOT00] [BOT07] [BOT04]
Switch Secondary Video on/off (Picture in picture)
- 15 Show the Home Screen of Network Service
- 16 Exit the Menu screen
- 17 [For the United Kingdom and Ireland]
[For Australia and New Zealand]
Show Netflix screen
[For the South East Asia and HongKong]
Show Pop-up menu
- 18 Show HOME menu
- 19 [▲, ▼, ◀, ▶] : Move the highlight for selection
[OK] : Confirm the selection
[FF] : Frame-by-frame
- 20 Return to previous screen

BATHROOMS

Shower

The lever on the left side of the bar selects the overhead or the auxiliary shower.

The right side sets the temperature.

Bath

Use the central lever to switch between bath and shower attachment and the other two to mix hot and cold water. The hot water temperature is set on the boiler and cannot be changed.

SHUTTERS

All the bedrooms shutters work and are used in place of curtains. If you are in Yarrow, remember to shut the turret shutters too, unless you like to wake with the dawn. If you are in Tweed, there are blinds instead of shutters.

(We would appreciate it if you do not try to close the shutters on the large windows in the living space.)

FIRST AID KIT

There is a first aid kit in the cupboard under the sink in the kitchen. Please replace anything you use or let us know what needs replacing.

FIRE SAFETY

There are two dry powder fire extinguishers in the property, one in the entrance lobby and the other at the top of the stairs to the upper bedrooms. There is also a fire blanket in the cupboard under the sink.

In the event of a fire, please leave the building as quickly as possible through the front door and call 999.

BINS/GARBAGE

Kitchen

There are two bins in the first cupboard under the breakfast bar. The pale blue one is for food waste, the other for general waste. Food waste goes in the brown bin in the entrance lobby - lift the handle to unlock the lid.

External

Scottish Borders Council sets the rules for which bins take which waste.

Anything that can be recycled - APART FROM GLASS - goes in the bin with a blue lid in the car park to the right of the front door. For reasons of their own, the council don't collect glass. You can either bag it up for us to dispose of, or take it to a bottle bank: the nearest one is at the recycling centre down the road.

Everything else goes in the black bin in the car park to the right of the front door.

HAIRDRYERS

There is a hairdryer in the top left hand drawer of each of the bedroom chests for use during your stay. Please return it there at the end of your stay.

BOOKS

If you've started reading a book from the library and haven't finished it by the end of your stay, feel free to take it with you. All we ask is that you replace it with something similar from one of the charity shops in the town.

FOOD

We provide a selection of kitchen essentials to get you started and to save on waste. Feel free to use these. If you use lots, it would be appreciated if you replenish the stocks.

SMOKING

The property is non smoking. Feel free to smoke in the garden areas, but preferably not in the wood store. For obvious reasons.

PETS

The no pets rule applies to guests and to any visitors: we would be grateful if you would respect this house rule.

DEPARTURE

Check out is 10am to give us enough time to prepare the property for the next guests.

COVID-19

We continue to clean the property thoroughly between stays and while most things have returned to normal now, if you do you have the time to bag up laundry and towels in the bags provided in the rooms it is something the cleaners appreciate.