

# Boat Hirer's Instruction Manual For Josephine

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# INTRODUCTION

Welcome to Napton Narrowboats and your Edwardian Elite 8F2B narrowboat. The staff and directors wish you a most enjoyable and interesting holiday.

In order to maximise the enjoyment of your holiday it is very important that you understand the various systems and operation of your boat, as the control of the resources and systems on your boat is your responsibility. You should understand that a boat is not like being at home where you have practically unlimited resources of water, power and sewage treatment.

Apart from taking on fresh water on a daily basis, all other resources, such as gas, diesel and sewage storage are designed to last for your holiday. The sewage holding tanks will easily last a week and diesel and gas will last well over two weeks. But you will have to manage these resources to ensure that you do not go beyond the design limits. For example you must generate at least as much electricity as you use each day or systems will begin to fail. If you run the heating on full all day with doors and windows open, you may run out of gas. On this boat, with fresh water flush toilets, make sure any children on board are told to be frugal when flushing (use the toilet brush if necessary!) so that you do not fill the sewage tank with gallons and gallons of fresh water, necessitating a pump-out.

Many of the boat's system are interactive, and the failure of one system will inevitably lead to the total or partial non-operation of another system. Experience has proven that if you do not treat the boat and its resources and systems with respect, then problems will result.

When you are being shown around your boat by your Instructor, please arrange for another member of your crew to listen carefully, and ask as many questions as you like. It is essential that you feel confident on the operation and management of your boat before you leave. We will be happy to take you for a trial run to ensure you are confident in handling the boat, and to meet you at a prearranged time at your first lock if required.

Please check through your boat and its equipment and make sure you have everything you need, and everything is in good order. Especially make sure that the bed linen is correct and the boat has been cleaned to your satisfaction. We will be happy to provide, if we can, anything you may have forgotten or require additionally.

The notes in this manual are designed to give you a good insight into the boat's facilities and how to operate and control them, as well as how to have a safe and enjoyable holiday. The notes will also be useful for you to refer to, as necessary, during your holiday. So please make sure you read this manual in full at the earliest opportunity, and all your crew should do the same.

We apologise if you find this manual full of so many DON'Ts, but the only DO'S are to take it easy and have a good time! If you understand and follow the DON'Ts, then your holiday will be made more relaxing and enjoyable.

When you have loaded your boat, please park your cars (not by the slipway, gas cage, rubbish bins or central loading/turning area in front of the shop/office) and let the office know that you are ready for instruction. We have a simple priority list, but please be patient at busy times.

## 2. DAILY CHECKS

In order to ensure you have a trouble free holiday you should carry out the following tasks on a daily basis, unless otherwise advised.

### BEFORE YOU SET OFF IN THE MORNING

1. Identify the first water point on your map to fill up with fresh water
2. Check engine bilge and pump out if necessary
3. Check you have taken your mooring stakes and hammer
4. Turn up the thermostat if necessary from the overnight setting
5. Turn on the inverter
6. **MAKE SURE THE TV AERIAL POLE IS PUT DOWN**

### WHEN YOU STOP AT THE END OF THE DAY

1. Turn down the greaser
2. Check engine bilge and pump out if necessary
3. If you have not run your engine for a good 5/6 hours, leave the engine running in neutral at above tickover to charge your batteries for a period (ensuring that the ignition red light is off)
4. Check that the electric fridge is not turned too high to ensure your batteries are not flattened overnight
5. Ensure engine ignition key turned off when the engine is turned off (otherwise you will flatten the starting battery)
6. Put up the TV aerial pole and set the aerial in the same direction as other boats or houses in this area

### BEFORE YOU RETIRE TO BED AT NIGHT

1. Turn down the central heating cabin thermostat if heating is required, for safety reasons as well as to conserve gas  
**OR** Turn off the circulating pump switch altogether if heating not required.
2. **Switch the TV off at the plug, do not leave TVs on standby**, as this will continue to draw power from the inverter and may flatten the batteries
3. Turn off the inverter
4. Ensure mooring lines secure.

Please note that in extremely cold conditions you may leave the central heating set on low overnight, but do ensure there is adequate ventilation. We do recommend that the thermostat is turned down, but recognise that for your own comfort you may wish to ignore this advice.

### 3 BACK UP SERVICE

We do everything we can at turnaround to ensure that you have a trouble free holiday. If you do have any problems or concerns which are affecting the enjoyment of your holiday, don't hesitate to give us a call, as we have staff available who are here to help ensure you have an enjoyable time. Remember that you are never very far away, and any problem should be dealt with quickly to ensure that it does not continue to inconvenience you. Under the conditions of hire you must notify any problems to give us the opportunity to rectify them.

**If you are unsure about something - just give us a call. We are here to help.**

**PLEASE FIRST USE THE FAULT FINDING SECTION IN THIS MANUAL BEFORE YOU PANIC!**

If your problem is of a minor nature, remember that most boatyards will be only too happy to help you out, and this could save you and us time and effort as they will have the facilities and stock to best assist you. It's a bit like getting to a garage to have your car looked at, rather than using the AA. Please tell the boatyard what is wrong and get them to give us a call first.

Should you require assistance, then first please note your exact position. We will need to know the following:

1. The name of your boat. (Josephine)
2. The name of the canal you are on.
3. The nearest bridge number and/or lock.

Please make sure that whoever calls is familiar with the problem and will be able to answer questions we may ask to help determine any spares required.

**UNDER NO CIRCUMSTANCES SHOULD YOU MOVE YOUR BOAT UNTIL OUR ENGINEER ARRIVES.**

The daytime telephone number is: **01926 813644**

Please report any problems immediately. If you ring after 4.00pm we may not be able to deal with your call until the following day.

Out of normal hours for emergency advice we can be contacted on:

**07831 858843**

#### **Other useful telephone numbers**

**NHS Direct (for medical help)**

**Dial 111 from any landline or mobile phone free of charge.**

**Canal and River Trust for canal related help (eg locks broken or canal blocked) 03030 404040**

**And don't forget there's 999 for real emergencies!**

## 4. THE WATER SYSTEM

There is a fresh water tank in the bow of the boat. This holds around 100 gallons. This water is not only used at the taps and shower, but also, on this boat, for flushing the toilets. The filler cap is located on the front deck of the boat, just under the seating on the starboard (that's on the right looking forward) and when the tank is full it will simply overflow. The time it takes to fill the tank will vary not only due to how full/empty it is, but also the pressure at the tap. Some Canal & River Trust's taps are purposely set at a low pressure to conserve water if the tap is left running, or perhaps two boats are filling at the same water point thus reducing the available water. If you fill up regularly this should not take too long, and remember it will give you an opportunity to meet other canal users.

It is very important to fill up with water every day, because if you do run out, difficulties will be experienced with the water pump, which will run continuously and may burn out. More importantly, no water for a cup of tea, washing, etc will be very inconvenient for you. Conservation of water should be emphasised to all of the crew, to ensure that the limited supply is not used extravagantly. Remember you are not at home - so do not leave the tap running when you clean your teeth!

The water from the tank is fed through a pump which operates on fluctuations in pressure. So when a tap is turned on, the pressure drops and the pump cuts in to pump the water out of the tap. When the tap is closed, the pump continues to operate until the system is pressurised again.

On this boat, there is no water pump switch, and it can only be turned off by isolating the individual circuit breaker on the Electrical Control Panel behind the instrument panel by the rear doors. Because there is a pressure reservoir, it should not 'pulse' (or make a noise) in the night.

If you do run out of water, the water pump will run continuously. Make sure you turn off the water pump circuit breaker to prevent damage, until the tank has been filled. If the pump runs continuously and you have not run out of water - then turn off the power and investigate for a leak (or a tap left on!). If the pump 'pulses' frequently (every few minutes or so) then you may also have a small leak, or a tap left dripping. Remember that your toilet is flushed by this fresh water also. If you do find a leak, then please report it to us so we may fix it, and adopt the policy of only turning on the water pump at the circuit breaker when you need water.

## 5. THE TOILET SYSTEM

On this boat, the toilet is the latest electric fresh water flush. There is a small macerator at the back of the toilet which then discharges the waste into a holding tank. We empty these toilets prior to every hire.

**IT IS ABSOLUTELY VITAL THAT YOU DO NOT PUT ANYTHING OTHER THAN THE SUPPLIED TOILET PAPER DOWN THE TOILETS UNLESS YOU HAVE EATEN IT FIRST!**

**PLEASE ENSURE THAT ALL OF YOUR CREW APPRECIATE THE USE OF THE TOILET SYSTEM.** *Children in particular are renowned for playing with toilets,* which could make the flush cycle malfunction or fill up your sewage tank with fresh water!



The only exception to this is soft toilet tissue. However, even this should be used in modest quantities or you will block the toilet. You will also block the toilet if you

discard disposable nappies, sanitary towels/applicators, kitchen roll, condoms etc. You will be responsible for the cost of unblocking a toilet should we find any of these items have been disposed of down the toilet.

This is the control panel for your toilet and the tank level indicator:



To operate the toilet, push either the 'Eco' button or the 'Normal' button on the control panel of the toilet to start the flushing sequence. 'Eco' mode uses less water but may not take paper away, so please use 'Normal' when multiple sheets of paper are used. This starts the flushing sequence. Water from your fresh water tank should now start to flush the bowl, and then a pump sucks the sewage away. Sometimes it will be necessary to flush more than once.

**USE 'ECO' FLUSH MODE WHERE POSSIBLE AND USE A MINIMUM AMOUNT OF FLUSHING - A TOILET BRUSH IS PROVIDED IN ORDER TO SPEED UP THE JOURNEY OF ANY WASTE RELUCTANT TO ENTER THE HOLDING TANK!**

It is important to see that flushing ceases when the flushing cycle has finished. If flushing continued the toilet would eventually overflow. Remember that you can switch off the water pump on the breaker panel if necessary. If the bowl does not empty then there may be a blockage. There is a plunger under the sink unit if you wish to try it. Otherwise you will need to call us. Remember that toilet paper is designed to disintegrate, so sometimes if too much paper has been used then just waiting for 10 minutes or so will allow the macerator to function normally.

The Gobius tank level indicator will indicate empty,  $\frac{1}{2}$ ,  $\frac{3}{4}$  and full using the LEDs on the right of the control panel. When full the toilet will not operate.

If you do need a pump-out then most boatyards have this service at a cost of around £20. However, you will still get personal service at most boatyards. If you are passing our base during your holiday, please don't hesitate to stop for a pump-out even if you don't need one on that day. Try to avoid needing a pump-out on a Saturday or Sunday, as any boatyard with a hire fleet may find it difficult to offer this service on a turnaround day.

**When you need to use the Loo**

**There are some things that you must do.**

**Use the toilet rolls we issue**

**And don't put in a paper tissue.**

**Facial wipes are a taboo,**

**They certainly will block the Loo.**

**Make-up pads and a cotton bud**

**Will also make your Loo a dud.**

**So when your food has been digested**

**The Loo will be able to ingest it.**



## 6. HOT WATER AND CENTRAL HEATING

When the engine is running, the engine cooling system heats the hot water. After only half an hour of the engine running, you will have a tank full of very hot water!

A diesel fired heater is located in the engine bay. Although the engine will provide hot water, the boiler can do the same task when the engine is not running but nowhere near as quickly. So, if you are all having showers first thing in the morning – it's a good idea to just start the engine first as this does heat the water very quickly.

The heater will burn and extinguish itself automatically on demand depending on the thermostat settings.



To operate the central heating on this boat there is just one control.

The white cabin thermostat shown to the left, located in the saloon, has a switch located on the underneath. This should be left in the on position (to the left) and not touched at all.

To turn on the heating just turn up the thermostat to the desired temperature and to turn the heating off just turn the thermostat right down. The thermostat should be turned right down at night to a frost setting for safety reasons and to ensure a quiet night's sleep as the heater exhaust noise will be disturbing not only to you, but to nearby moored boats.

Note that, on this boat, the heater has a header tank located in the port side rear deck seat locker. If the radiators do not start to get warm after 30 minutes, check if the header tank needs topping up.

**The only other control on the boiler is the breaker switch behind the engine control panel which will turn off the boiler altogether and prevent automatic ignition. Should any fault be suspected then please turn off at the breaker, which will be clearly marked.**

## 7. THE ENGINE & PROPULSION

On this boat you have a water cooled diesel engine. When running, the engine also heats the domestic water tank, and after only 30 minutes you will have a tank full of hot water.

The engine is fitted with an audible alarm for water temperature and oil pressure. If at any time, apart from when starting the engine, you hear this alarm, stop the boat and engine immediately, when safe to do so, and investigate. Under no circumstances should the engine be run in an overheated condition, as you will do severe damage, and may ruin your holiday, as well as the engine!

You have enough diesel in the tank to last you at least two weeks under normal canal use (unless exceptional circumstances eg 14hrs a day cruising or cruising against a strong river flow). If you are on a very long cruise, make sure you fill up the tank every two weeks.



**Because of the alarms, there is no need to check the engine at all.** If you feel you need to check the oil, take the dipstick out and first wipe it, then replace it ensuring that it is fully pushed down so that you do not get a false reading. If you do need to top up, then unscrew the oil filler cap on the top of the engine to insert the oil. From the low to the high mark on the dipstick will be about 0.5 litres of oil. Please make sure you do not overfill. The header tank radiator cap is just like on a car. As long as you can see water in the header tank, then this is satisfactory. Make sure both caps are replaced securely.

## **TO START THE ENGINE:**

1. Select neutral on the Throttle Control Knob by pushing in the centre button and push the lever forward to set at half throttle.
2. Turn and hold the engine ignition switch on the control panel to the **left hand side** (preheat) and leave for 10 seconds (This will bring on the all indicator lights except the Temperature Light and sound the warning alarms). Note this will generally not be necessary except for first thing in the morning.
3. Release and now turn the ignition switch all the way **to the right and hold until the engine starts and then release.**
4. Ensure that the ignition lights and the alarms have gone out. If not, increase the engine speed on the Throttle Lever and then return the Throttle Lever to the upright position where centre button will then click out allowing the gears to be selected.

## **TO STOP THE ENGINE:**

1. Ensure the boat is securely moored.
2. Press and hold the black push stop button on the Control Panel until the engine stops.
3. Switch off the Engine Ignition Switch returning it to the upright position. The alarms will sound until you do this.

***Please remember to treat the engine with respect. The canals are shallow and if you try to go too fast all you will succeed in doing is drag the bottom of the boat along the bottom of the canal, use excess fuel, and overheat the engine.***

If you listen to the engine you can hear if it is overworking. If it doesn't sound comfortable to you on the back deck, then you are either driving it too hard for the depth of water or dragging something around the propeller.

Remember that to be able control/steer the boat, you must have the propeller turning. So if you stop to let another boat through a bridge hole, always leave a good two boat lengths in front of you so that you can put the boat gently in forward gear for a second or two to adjust the direction of the boat if the boat drifts.

**REMEMBER YOU HAVE NO BRAKES - ALWAYS PROCEED AT A SPEED YOU FEEL CONFIDENT THAT ENABLES YOU TO STOP IF NECESSARY, ESPECIALLY ON BENDS IN THE CANAL.**

**The Weed Hatch** enables access to the propeller so that if something fouls the propeller it can be removed without having to dive overboard! Symptoms that the propeller has been fouled are:

1. Undue vibration through the tiller.
2. Difficulty in steering.
3. Engine stalls at low revs.

4. Engine overheating or smokey.

Firstly, always try bringing the throttle gently back to neutral and engage reverse gear two or three times. Sometimes this will just throw off whatever is wrapped around the prop.

#### IF IN DOUBT - CHECK THE WEED HATCH.

The procedure is as follows:

1. Pull into the canal side and moor up.
2. Put gear control into neutral.
3. **Stop the engine.**
4. **Remove keys from ignition.** (This is an important safety precaution since starting the engine would be very dangerous - ensure children in particular do not interfere)
5. Lift rear deck board and remove Weed Hatch.
6. Remove any obstruction and dispose on bank - do not put it back into the canal!
7. Replace Weed Hatch.
8. **Test the seal on the Weed Hatch** by running the engine in reverse and forward gear whilst watching around the weed hatch - there should be no leaks.

#### **IT IS VITAL THAT THE WEED HATCH IS PROPERLY SECURED - NOT REPLACING THE WEED HATCH PROPERLY IS THE QUICKEST WAY TO SINK A NARROWBOAT.**

The Propeller Shaft Greaser is located on this boat under the rear port side deck board. This pushes grease into the bearing on the shaft to ensure smooth running and to prevent water dripping into the engine compartment.

#### **AT THE END OF EACH DAY TURN THE GREASER DOWN CLOCKWISE UNTIL PRESSURE IS BUILT UP.**

There is a bilge pump in the engine compartment for pumping excess water out into the canal. The bilges should be checked at the beginning and end of each day and operated if necessary by the switch on the Ignition Control Panel to keep the engine bay clear of excess water. The pump will not remove all of the water - and if any oil on the surface is pumped overboard then stop the pump immediately. Use washing up liquid to disperse any oil.

On this boat, there is also a bilge pump under the floor of the cabin should a disaster occur! Operate the pump if necessary (Bilge 2 on the Control Panel).

## **8. THE ELECTRICAL SYSTEM**

All electrical power on the boat is provided by 12 volt batteries charged by the engine. There is a separate battery for starting the engine and twin alternators which ensure the engine and cabin batteries are charged when the engine is running.

When the engine is stopped always ensure the Engine Ignition Switch is turned off otherwise you are at risk of draining the engine starting battery.

As a general rule you should run the engine for six hours each day to charge up the batteries sufficiently for your overnight stop.

Lights do not use much power - but be economical and do not have the boat lit up like a Christmas tree at night! Water pumps and shower pumps use a bit more power, and electric refrigerators use quite a bit. The electric fridge can easily flatten your batteries overnight if you have not run the engine enough in the day or you have the fridge turned up full. Please ensure that the fridge thermostat control is at about half setting.

An 1800W inverter, hidden behind the rear steps, provides the 240v power. We have provided a travel hairdryer, microwave, toaster and coffee maker. These all use a considerable amount of battery power. If you use the hairdryer first thing in the morning then we suggest that you start the engine.

**Please switch the TV OFF at the mains switch and the inverter OFF when you go to bed - do not leave on standby as this will continue to drain your batteries.**

No other household electrical appliance should be plugged in without prior permission. Charging your telephone or camera battery is usually fine. **The inverter provides quasi sine wave and is not suitable for direct connection to digital or sensitive electronic items (laptop computers; games etc) We cannot be held responsible for damage to ANY personal electronic equipment.**

**TRY TO OPERATE ALL MAJOR 240V APPLIANCES INDIVIDUALLY OR YOU MAY TRIP THE INVERTER.** To reset the inverter turn off and on at the red switch by the Control Panel which looks like this:



On this boat, located in the engine compartment under the rear main engine deck board, are the Battery Master Switches. In an emergency, if you need to shut off all electrical power, lift the deck board and turn the Battery Master Switches through 90 degrees.

The Electrical Control Panel on this boat has a circuit breaker for practically every electrical device, so individual items (such as toilets, water pump, TV Inverters) can be turned off if required. If a breaker trips out it can easily be reset. Do not interfere with the 240V distribution panel located in the same place.

The electric Shaver Points in the lights above the bathroom mirrors are for use of shavers only. They are not designed for constant use by any other appliance.

## 9. THE GAS SYSTEM

Propane gas cylinders are located on this boat in separately vented lockers on the rear deck. Four cylinders are connected to the system and operated by simply turning the valve on the top of the cylinder. We usually turn three on and one will be turned off.

If you run out of gas this means that you have a spare already connected to the system. One bottle should last five to six days dependent on the weather, and how long the engine is running. You can get a rough idea of how much gas is left by lifting the cylinders up slightly and comparing the weights.

You will have enough gas to last at least two weeks provided the gas is used wisely. If you estimate you will run out of gas, please let us know when you turn the last bottle on, before you finally run out, so that we can organise replenishment for you, if necessary.

## Emergency Gas Shut-off

***To cut off the gas in an emergency close the valves on the top of all of the cylinders.*** The valves turn off **CLOCKWISE** (see direction arrows on valve knob)

If you smell gas or suspect a leak - check the cooker first for a knob left turned on. If the cooker is not the source of the gas then **TURN OFF AT THE GAS CYLINDERS AND OPEN ALL DOORS AND WINDOWS**. Remember that **propane gas is heavier than air and will sink to the lowest part of the boat. Then call us for assistance.**

## Cooker instructions:

**To light a burner on the hob:** Firstly, make sure any lid of the cooker is up. Your hob is simple to operate but you will need to hold the control knob in for a couple of seconds whilst lighting a gas ring by pushing the igniter button.

**To light the oven or grill:** Open the oven door and turn the control knob anticlockwise to the required Gas Mark. Push in and hold the control knob, and use the igniter or hold a match close to the burner. Continue to hold the control knob in for five seconds. Once burner has lit close oven door. If the flame goes out the flame sensing device cuts off the gas supply. You will need to wait for a minute and try again.

## 10. GENERAL ADVICE

As with many things in life, if you use common sense and take it easy (that is the idea after all!), then you will have no problems. Remember that you are not in a car, and you are not at home. Here are some other more general points to remember:

### a) Televisions

TV reception on the canal (without a 20ft aerial!) is not always very good. Sometimes if you move the boat a small distance reception will improve. With digital TV this makes it even worse if you are in a poor area, as the picture is either excellent or non-existent. We regret that we cannot render assistance for poor TV reception during your holiday. As you move from one area to another it will be necessary to retune the TV using the set up procedure in the on board manual.

### b) Boat Cabin Roof

The boat roof is ***not*** designed for walking on. The safest route from front to back is inside the boat. **UNDER NO CIRCUMSTANCES SHOULD THE CREW JUMP FROM A LOCK WALL ONTO THE BOAT ROOF**. Children in particular should be kept off of the roof as serious accidents at bridges can occur.

### c) Water/Rubbish Disposal

Water points and rubbish disposal points will be found at most Canal & River Trust Sanitary Stations/Water points. These facilities should be used whenever possible, and in particular **YOU SHOULD TOP UP YOUR WATER TANK EVERY DAY**. If one is not available in your area, a boatyard may be able to help. It is courtesy to ask before using a facility at a boatyard, because they have to pay to have rubbish removed and will be on metered water.

A Canal & River Trust key (it may be mark as BWB) is provided with your boat keys, and this will be necessary to access these facilities.

## **d) Crockery**

To avoid breakages from vibration and mooring/cruising knocks please make sure that you do not lay the table until you are safely moored, and that you wash up and put the crockery away before you set off again.

## **e) Windy Weather**

YOU WILL EXPERIENCE GREAT DIFFICULTY IN HANDLING THE BOAT IN VERY WINDY CONDITIONS. UNLESS YOU ARE FORCED TO CRUISE IT IS WISER AND SAFER TO WAIT FOR CALMER CONDITIONS.

## **f) Mooring**

When coming into the bank to moor, take it VERY SLOWLY and bring the bow in first keeping the stern and the propeller in the deeper water. Step off carefully from the bow and then pull in the stern of the boat with the rope i.e. not under power.

ALWAYS MOOR ON THE TOWPATH SIDE as the other side will be shallow and most likely be private property.

NEVER MOOR IN SHORT LOCK POUNDS (i.e. a short stretch of water between two locks) as a leak from the lock or a paddle left open can cause the boat to go aground or even turn over. This is not only highly dangerous, but can cause serious damage to the boat and curtail your holiday.

## **g) Speed**

The maximum speed allowed is 4 mph - a brisk walking pace. If the wash made by the boat is great or is breaking on the banks - you are going too fast.

*The speed you can attain is determined not just by the engine, but by the depth of the canal.* For example, on the summit of the South Oxford Canal or the shallow Ashby Canal there is basically not enough water to go 4 mph.

**In shallow water you will NOT increase your speed by increasing the engine revs - all you will do is create a lot of wash, damage the banks, make a lot of noise, use a lot of fuel and look like a bunch of amateurs to those who are more experienced and considerate.**

WHEN PASSING MOORED BOATS IT IS ESSENTIAL THAT YOU SLOW RIGHT DOWN WELL BEFOREHAND. DO NOT WAIT UNTIL YOUR BOAT BOWS HAVE REACHED THE MOORED BOAT AS THIS IS TOO LATE! Not only can you pull out mooring stakes by going too fast, but you can cause an accident inside the moored boat. Your throttle should be just in forward gear for passing moored boats.

It is also necessary to slow down when you pass a moving boat because if you have a large wash in shallow water the boats are in danger of being 'sucked' together.

The greatest problem we have on the canals is that people go too fast. It is not just hire boats, but private boats as well. Just as you get inconsiderate and reckless motorists on the roads, there are boaters who still think they are behind a wheel! So show them all how its done - and cruise past them with hardly a ripple.

## **h) Horn**

Use the horn when going around blind corners, bridges etc. to give warning to other craft. One long blast will do - don't try to remember the horn signals because even if you do, there is little chance the other boater will remember as well!

### **i) Headlight**

The headlight switch is located on the Engine Control Panel and is to be used for tunnel navigation only. Don't forget to turn it off afterwards!

UNDER NO CIRCUMSTANCES CAN YOU CRUISE AFTER SUNSET - not only is this extremely dangerous for your crew, the boat, and other boats, but it invalidates the insurance MAKING YOU PERSONALLY LIABLE for any damage or claims.

### **j) Ropes**

All ropes should be neatly coiled ready for use and to avoid someone tripping over them. Also please untangle any knots as soon as they occur. **Do not allow any part of your body (particularly fingers and hands) to be trapped by ropes. DO NOT WRAP THE ROPE AROUND YOUR HANDS and DO NOT TRY TO STOP THE BOAT BY HOLDING THE ROPE.**

### **k) Lock Operation**

Instructions on locks are contained in a separate leaflet in this manual. However, please remember that **SERIOUS ACCIDENTS OCCUR EACH YEAR IN LOCKS - MAINLY DUE TO CARELESSNESS.**

#### **A few extra points to remember are:**

1. DO NOT WASTE WATER - if the lock is against you and another boat is in sight, then wait - what's the hurry? Its much better to make friends with the oncoming boat than to avoid their scowls if you don't wait!
2. When going down, watch your ropes are not attached anywhere.
3. NEVER LEAVE THE BOAT UNATTENDED IN A LOCK.
4. When going down, KEEP AWAY FROM THE SILL at the rear of the lock because if you damage the rudder or propeller severely it may curtail your holiday. KEEP THE BOW AT THE BOTTOM LOCK GATE.
5. When going up keep well forward and if the lock is filling viciously fast, wind the paddles down again a little bit until the lock is half full, so that the boat is not thrown around too violently or likely to ram the lock gate with the force of the water.
6. If you are sharing a lock (in a Grand Union lock) then let the larger boat go in first.
7. NEVER LET PADDLES DROP - ALWAYS WIND THEM DOWN. If you see this being done by 'experienced' boaters, it is only because they do not care if the lock paddle is damaged.
8. ALWAYS MAKE SURE THAT WHEN YOU LEAVE THE LOCK THAT ALL THE PADDLES ARE DOWN, AND THE GATES ARE SHUT (you can of course leave the gates open if there is another boat wanting to use the lock next).
9. When going up in a double lock by yourself, open the paddle nearest the bow of the boat first as this prevents the boat being thrown around in the lock.

Canal & River Trust allow operation of most locks between sunrise and sunset, unless water shortages cause restrictions or for safety reasons (e.g. on the Foxton and Watford flight they require a lock keeper in attendance).

They prohibit operation of locks outside of these hours. Locks may not be physically padlocked, but should operation take place Canal & River Trust may take action against offenders.

You will find a separate leaflet in this manual detailing the current lock restrictions, if any.

## **l) Fire**

If needed, use the fire extinguishers on board without hesitation, or the fire blanket for cooker fires. If necessary and you cannot tackle the fire, evacuate the boat and telephone the fire brigade first, then us second.

We know that some people use the fire extinguishers to put out camp fires/BBQ's. **PLEASE DO NOT USE FOR THIS PURPOSE UNLESS AN EMERGENCY. Please do not replace a fire extinguisher if it has been used as you may put someone's life at risk.**

## **m) Accidents/Emergencies**

If you are involved in an accident or collision you **MUST** stop and obtain the boat details and owner/hirer details. Please make written notes (and a sketch or take photos) of the incident details on our Accident Report Form so that you don't forget. You may think it minor, or completely the other person's fault, but we sometimes get irate private boaters calling in on us, making claims for damage and we don't even know that an accident has happened.

**UNDER NO CIRCUMSTANCES ADMIT LIABILITY** and telephone us immediately with the details. If any damage to the boat occurs during your holiday, your Hire Contract requires you to tell us immediately. If the damage is significant you may have to return to base early for repairs to be carried out. The turnaround time at the end of your holiday is only sufficient for maintenance and cleaning etc.

So, **DO NOT TAKE CHANCES - IT CAN RUIN YOUR HOLIDAY.**  
Call the appropriate emergency service if necessary and then contact us as soon as circumstances allow.

## **n) Towing**

Towing is **NOT** allowed. This even includes cruising side by side for short distances between locks, or pulling another boat of the mud where they're stuck. Our Insurance Company does not cover towing and any damage caused would therefore be the responsibility of the Hirer.

## **o) Swing Bridges/Lift Bridges**

These are one of the hazards you will meet on the canal, so be very, very, careful indeed.

**DO NOT PROCEED THROUGH THE BRIDGE UNLESS YOU ARE SURE IT IS OPEN SECURELY AND STATIONARY.**

Do not let children open a swing or lift bridge as they will not have the strength or body weight to ensure it remains open safely while the boat is passing through.



Also, be aware that 'passers by' offers of help may be a hindrance - they may not know, or be aware of, the dangers.

### **p) Manoeuvring**

When you have a tight bend or a difficult turn to do remember that the boat pivots in the middle. So well before the manoeuvring point, bring the boat almost to a stop. What you want is the boat to turn - not to go forward and turn.

Don't worry if it takes several attempts forward/reverse to get where you want to be, and use the Boat Pole if necessary. If you are in shallow water the propeller may not have much effect - this is where the boat pole really comes in handy.

**DO NOT USE THE BOAT POLE OR BOAT HOOK TO PUSH AGAINST OTHER BOATS** as this is most likely to end with a broken window!

When you use the boat pole, use it to push, do not lever with it or the pole will break, and **NEVER EVEN HAVE THE BOAT POLE IN YOUR HANDS IF THE BOAT IS STILL IN MOTION** (ie under engine power).

Always use the pole with the end away from your body and over your shoulder  
- **NEVER USE YOUR BODY TO PUSH THE END OF THE POLE.**

### **q) Minors**

Remember that minors (under 18 years of age) are not allowed to drive and steer the boat without adult supervision, and should never be left unattended. You are responsible for the safe passage of your boat - don't put it in the hands of a 12 year old! If you are a parent you know that no matter how confident you are in their abilities - they always let you down at the wrong moment! As you can imagine there are insurance implications, and you would be responsible for any damage or injury caused if you left the boat under the control of a minor.

## **11. PERSONAL SAFETY**

It is very important to be aware of personal safety factors on a boating holiday. It is very easy to be a bit too 'care-free' when you are enjoying yourself. We do not want you to spend a day of your holiday in a hospital with a broken ankle, or to find you have to curtail your holiday due to sunstroke! So please follow this advice:

1. Always wear sensible shoes, with non-slip soles.
2. **MAN OVERBOARD PROCEDURE:** It can be funny if someone falls in - however here is what you must do:
  - i. **THE FIRST THING TO DO IS PUT THE THROTTLE CONTROL INTO NEUTRAL**, this will ensure that the propeller is not a danger to the person in the water.
  - ii. Do not immediately jump in to help - you may be putting yourself in danger, and not helping the person in the water. Use the life ring - throw it next to the person so that they may hold onto it.
  - iii. Decide a strategy for helping the person out of the water. Sometimes it is easier to get onto the bank and you can get back on board from there.
  - iv. **UNDER NO CIRCUMSTANCES TRY TO MANOEUVRE THE BOAT WITH THE ENGINE WHEN SOMEONE IS IN THE WATER.**

3. **NEVER TRY AND STOP THE BOAT FROM HITTING ANYTHING SOLID.** The boat weighs many tons, and at 3 or 4 mph, you will only succeed in injuring yourself - let the boat take the bump! Arms and legs were not designed to hang over the side of a narrowboat to fend off. DO NOT use the pole if the boat is still moving.
4. **NEVER LET CHILDREN RUN OR PLAY AROUND LOCKS.** Children should always wear their lifejackets. It is **ESSENTIAL** that children should always be supervised by a competent adult.
5. **UNDER NO CIRCUMSTANCES SHOULD THE CREW JUMP FROM A LOCK WALL ONTO THE ROOF OR ANY PART OF THE BOAT.**
6. **ROPES.** Make sure your ropes are always tidy to avoid any trips. Do not allow any part of your body (particularly fingers and hands) to be trapped by ropes. **DO NOT TRY TO STOP THE BOAT BY HOLDING THE ROPE.**
7. **NEVER LEAVE THE WINDLASS ON THE PADDLE GEAR** - it might spin off, fly through the air and seriously injure someone.
8. Never leap off the boat onto the towpath (that hidden pothole is just waiting to get you!)
9. If you push out the boat, use one hand only. The other one is useful for balance so that you don't fall in.
10. Use the gangplank if you can't get right into the bank.
11. When moored, make sure your mooring stakes are not where they could cause a hazard to walkers (or your crew) on the towpath.
12. **BEWARE OF THE SUN** - with no shelter on the back of a boat and the reflection off the water, it is so easy to forget that you can get severely sunburnt or even suffer sunstroke in just a couple of hours (even in England!). Cover up and remember only mad dogs go out in the midday sun!
13. We think that the boat roof is not designed for walking on. The safest route from front to back is inside the boat.

## 12. RETURN PROCEDURE

All boats must be returned by 9.00 am on the last day of your cruise, unless otherwise stated on your Hire Invoice. **THE BOAT SHOULD BE VACATED BY 9.30 AT THE LATEST** in order to carry out the turnaround servicing and cleaning for the next hirer.

It is your responsibility to plan a route which is well within your capability and allows for delays which can occur due to bad weather, heavy traffic, or other delays. We also recommend that you leave time in hand for you to have a leisurely end to your holiday.

You should spend your last night close to our base.

If you are returning to Napton, please bring the boat in **BACKWARDS** (for fueling), as it can be very difficult to turn a boat around when other boats are coming past and trying to get in. There will be someone who can give you a hand - and please watch your windows.

**ON YOUR RETURN** please unload your boat and clean up as required first. Then come into the office with your Boat Manual to tell us that you are ready to hand it back to us. Someone will meet you back on your boat to check you out. We do have a check off procedure which gives us the opportunity to make a note of any damage, loss, problems or comments. Although we carry out 61 separate checks at turnaround, it is always very helpful to be notified of things which we may not notice in the limited time available.

You will have paid a non-returnable Damage Waiver with your holiday which means you are not liable for any damage or loss (unless malicious or intentional), so please do tell us of any damage/loss so we can ensure it is rectified.

Please use the following as a checklist for vacating the boat:

1. All crockery, cutlery, pots etc must be left clean and washed, and stored away.
2. All rubbish must be removed from the boat and placed in the bins provided.
3. The cooker must be left in a clean condition, free of all grease, fat and splashes etc.
4. The general condition of the interior should be clean and tidy.
5. Check all underbunk storage, cupboards, lockers etc are empty.
6. If any bedding or cushions have become wet or damaged, please tell us.
7. Any broken or damaged inventory should be left out so that they can be replaced.
8. LEAVE THE BOAT KEYS IN THE IGNITION so you don't take them away.
9. Please complete the Return Questionnaire - it only takes a minute, and the information helps us to improve the service that we offer.

OUR CLEANERS ARRIVE AT 9.30 AM PROMPT AND WILL WISH TO BOARD YOUR BOAT WITHOUT DELAY. You are obliged to leave the boat in a clean and tidy condition - we may make an additional charge if the boat is left dirty.

PLEASE NOTE THAT THE SITE GATES ARE LOCKED OUTSIDE BUSINESS HOURS. This is from 8.30am to 5.00pm daily. You will need to make special arrangements with us if for any reason you need your cars outside normal hours.

## 13. FAULT FINDING

If you experience any problems, please use the following information as a guide for simple fault finding. (Even the most experienced of us will forget some vital factor occasionally!). If a fault still persists, then follow the instructions in the “3 BACK UP SERVICE” section of this Manual.

Fault	Check List
Rev counter (or Tachometer) not working	Check key in “run” position
Engine turns but will not start	Check Gear lever in neutral and set for high revs for starting ( <b>First thing in the morning ensure that pre-heat is used</b> , the engine may not start otherwise.)
Engine will not turn over	Check Battery Master Switch turned on
Engine stalls at tickover or on selection of reverse	Check propeller not fouled.
Engine lacks power/smokey	Check propeller not fouled (Please note that if you drag the bottom of the canal, use excessive speed, or have an unnoticed fouled propeller for a long period of time - the engine will overheat, loose power, and may ultimately simply stop for no apparent reason or the overheat alarm may sound.)
No cabin electrical power	<ul style="list-style-type: none"><li>• Has engine been run long enough to charge batteries (6 hours/day)?</li><li>• Has the engine been running with the green ignition light off? It should be ON and the Tachometer should be working.</li><li>• Has the electric fridge been left turned up high all night?</li><li>• Have the TVs been on for more than three hours?</li><li>• (If any of the above are true then start the engine to check that the power returns, and leave running for an hour or two)</li><li>• Check Battery Master Switch turned on</li><li>• Check circuit breakers on Control Panel</li></ul>
Water pump not running	Are the batteries charged up? Check circuit breaker on Control Panel
Water pump keeps running	Check for any taps left on. Have you run out of water?

(Turn off pump at breaker until you have refilled or cured the problem)

Are the batteries flat/charged up?

Boiler not working

Check gas supply ok (check at cooker).

If you have just changed gas bottles then light a ring on the cooker to build up pressure

Check circuit breaker is on and not tripped

Reset boiler as described in Section 6 (Error: Reference source not found)

Are you holding the supply button down for a good 10-15 seconds first to expel any air?

Are you trying to light it with the Boiler

Thermostat Knob at other than the '\*' setting?

Radiators won't get hot

Check boiler thermostat set at '5'

Check boiler is still alight

Check Central Heating Pump switched on at cabin thermostat

Check thermostat not set too low

Check header tank water level OK

Have you waited long enough? (40minutes)

Are the radiators balanced? (If the radiators are all turned fully on then the furthest one from the boiler may not get hot at all)

TV/240V won't work

Check turned on and plugs are securely in place

Check Inverter overload light/reset if necessary

Are the batteries charged enough to power the TV (if the picture is narrowing or wavy or keeps flicking off - then you do not have enough power)

Is the aerial plugged in, extended, pointing in the right direction?

Do the channels need retuning?

**Remember help is only a phone call away. We may be able to answer any operational question over the telephone. So do not sit for hours worrying - we only bite at full moon!**

## 14. ON BOARD WIFI

You have chosen a holiday in the Countryside. This has wonderful benefits but also has some challenges with communications.

You may be used to 4G phone signals that are available in many towns and cities in the UK, and the wonderful broadband speed at home and in your local coffee shops and pubs.

In our countryside we are lucky to get 1-2G phone speeds and some broadband in pubs etc may be slower than you are used to.

**The following is for your guidance.**

### Availability & Speed

Our onboard WiFi uses **cellular telephone signals** to connect to the Internet, so **relies on a good phone signal to work properly**. **Even if your equipment shows a good connection the phone signal to the Wifi router – this does not mean that the Wifi data chip has a good strong phone signal** – you may need to check the lights on the router.

Traveling along the canals you will not always be able to get a good phone signal, especially in the countryside. Please bear this in mind, and you will **not be able to get the broadband speeds** you can get from a land-line connected Wifi system such as you'd find at home or in a coffee shop/pub.

### Usage Limits

The Wifi connection is **limited to 1Gb of data** per booking.

Remember it's 'streaming' that uses most data e.g. Skype, YouTube, Netflix etc. So save your allowance for the really important and useful things like checking the emails, WhatsApp, Facebook, looking at the menu at the upcoming pub etc.

Should you reach your 1Gb download limit, it will simply stop working.

#### To connect to the router (and thus the Internet)

1. Open your Wifi device and go to your app (usually settings) that shows you available Wifi access points. (How to look at the list on your particular device is beyond the scope of these instructions)
2. Choose your Boat's Wifi access point (in this case – **NaptonNarrowboats**)
3. Enter the Wifi password, which is **napton13**
4. You should now be connected to the internet. To save data, the router disconnects 2 minutes after the last internet use. However, it will reconnect as soon as the internet is needed again.
5. Then please be patient...it's cellular not broadband!

### Troubleshooting

**If you cannot connect to the internet, try the steps below.**

1. The small external antenna outside on the roof of the boat will need to be upright for optimum signal. If it has been knocked over, stand it up again. It will stick to the roof by the magnet in the base.
2. Some Wifi routers use an additional USB "Dongle". Make sure this is connected into the USB socket on the router.

3. Make sure the aerial wire is connected to the Wifi router / USB Dongle. Some of connections use a push-fit socket and it may have worked loose.
4. Make sure the Wifi router is connected to a power socket and the power is on. There are various lights on the top of the router to confirm this and other statuses.
5. If you are having trouble connecting to the internet, first make sure your device is connected to the boat's Access Point ("NaptonNarrowboats") and not some other boat or a canalside hotspot.
6. Your location will affect the strength of the signal. If you are in a deep cutting or inside Braunston tunnel, you are unlikely to be able to access the 3G signal!
7. If you are connected to the Boat's Wifi, try opening a web browser on your device and try the page "<http://bbc.co.uk/news>" to determine whether you can access the internet itself.
8. **Finally, if you still can't connect to the internet, try turning the power off to the router, waiting 2 minutes, then powering it on again and allowing it time to fully restart.**  
**Please note: DO NOT press the "reset" button on the router, it will delete the settings the router needs to connect to our Internet Service Provider, and then it definitely won't work, and will need to be re-programmed when it comes back to base.**



## 15. ACCIDENTS

Accidents need never happen - providing you and your crew take care. You have in your care a valuable boat. Please look after it. There is no accounting, however, for the careless other people on the waterways!

Your Damage Waiver covers all accidental damage and loss to the boat and it's equipment except for malicious damage and negligence.

In the event of a serious emergency requiring police, fire or ambulance, dial 999. Also then contact the boatyard and report.

### **If you are involved in an accident, please follow this procedure:**

1. Stop as soon as it is safe to do so.
2. ***Do not admit liability***, and as soon as possible contact the boatyard to report the accident. Insurance claims will only be possible if the boatyard has been informed.
3. Inspect both boats and property. It may be helpful to take photos of any alleged damage.
4. Obtain the registration details and name of the other vessel and the names and addresses of it's driver and/or hirer.
5. You **MUST** complete an Accident report Form (whether or not your boat has been damaged) otherwise you may be charged personally for any damage.

If this procedure is followed, you will not be held responsible for damage or loss that was not caused maliciously.

## 16. Additional Information

Also in the folder that this manual is in are the following:

- The Boaters Handbook and DVD, which can be played on the on-board DVD player. If you have received a downloaded copy of this boat manual, you can also view the Boaters Handbook online at <https://canalrivertrust.org.uk/boating/go-boating/a-guide-to-boating/boaters-handbook>
- An Accident report Form, should you need to record details of an incident.
- A questionnaire to fill in on your return. We would appreciate your feedback since we strive to improve where we can.