



CAPTAIN&CO
ST KILDA

APARTMENT MANUAL

PROJECT/GROUP

Welcome to

CAPTAIN&CO

St Kilda

This manual provides you, the occupier, with important information about your apartment and details for the connection of various utilities. The information contained within this document is provided to help you move in, operate and enjoy your new apartment.

Emergency contact information is also provided as well as finishes, fixtures and appliance specifications.

Basic apartment operating instructions and maintenance requirements are included in **Sections 4 & 6**. A full copy of the appliance instruction booklets and warranty certificates are attached in the **Appendix Section**.

To report a defect that may arise during the Defect Liability Period, you will need to contact Project Group. For contact details refer to **Section 1.1**.

Please ensure that you have read the Apartment Manual before sending a defect request to Project Group.



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1

EMERGENCY

PROJECT/**GROUP**

1.1 Emergency Contact Numbers



In case of an emergency or any life-threatening situation, call 000.

Service	Company	Telephone
Fire, Police, Ambulance	Emergency Services	000
Owners Corporation	Whittles	(03) 8632 3300
Passenger Lift	Kone Elevators	(03) 9934 8615
Builder	Project Group	(03) 9428 8336

1.2 Evacuation Procedures

- In the event of a fire emergency, a loud warning alarm will sound from the Emergency Wiring Interconnected System (EWIS) speakers located in the public lift, lobbies and inside your apartment.
- This will be followed by a voice message on evacuation instructions.
- On hearing the warning, you should alert all occupants in your apartment, turn off appliances and leave the building via the fire escape stair.
- Fire evacuation plans are located at stairwell entrances on every apartment level.
- For a copy of all plan levels, please refer to **Appendix A**.



Please **DO NOT** use lift on the event of a fire emergency

1.3 Standard Fire Emergency Procedure

1. Assist anyone in immediate danger if safe to do so.
2. Remove occupants from room of fire origin.
3. Close door to isolate fire and smoke.
4. Call fire brigade – 000.
5. When the evacuation tone sounds, evacuate to the Emergency Evacuation Area via stairs – **DO NOT** use lift.
6. Remain at the Evacuation Area until advised that it is safe to return by Emergency Service.
7. Report any persons missing to Emergency Service.

1.4 Fire Sprinklers

- A fire sprinkler system is installed to the entire apartment building in accordance with Australian Standards AS 2118, and as specified in the fire engineering report.
- In the event of a fire near a sprinkler head, heat generated by the fire will cause the sprinkler to activate. If a sprinkler is activated, a fire alarm will also be raised and the Fire Brigade will be called automatically.
- Sprinkler heads must be protected from damage.
- NOTE: Cost associated with water damage and call out of emergency services may be charged to the occupier.



Please **DO NOT** hang anything from the sprinkler heads. This may result in sprinkler head to activate.

1.5 Apartment Smoke Detectors

- Smoke detectors are fitted in your apartment and when activated will not cause a general fire alarm (will not call the Fire Brigade).
- Batteries of smoke alarms in the apartments are replaceable and are required to be checked by the occupier every 12 months.
- Smoke detectors in the corridor are linked to the Fire Indicator Panel (FIP) and when activated, will alert the Fire Brigade and notify the building occupants to evacuate.



In the event of minor incident like burning toast, please **DO NOT** open your apartment front door to allow smoke/ steam to escape into the lift lobbies for it will alert the Fire Brigade.

1.6 Fire Extinguishers

Fire Extinguishers are located throughout the public areas. The locations are clearly labelled and the occupier should become familiar with the location and operation of fire extinguishers. They should only be used in the case of an emergency and are not for general use.

1.7 Fire Escape Door

Fire escape doors are clearly marked and must not be held open or obstructed in any way. In case of emergency, Fire escape doors will automatically unlock allowing building occupants to exit through them.

2

RESIDENTS
& VISITORS
ACCESS

PROJECT/**GROUP**

2.1 Address






Captain&Co Apartments are located at 76 Barkly Street, St Kilda, VIC 3182

The postal address for your apartment is: Apartment Number/Street Address

For example:

101/76 Barkly Street, St Kilda, VIC 3182

2.2 Building Access

	<p>Swipe access Fob – For entry to ground floor lobby, lift access to your apartment level and stairwell access to basement and ground floor levels.</p> <ul style="list-style-type: none">• For Building entry, swipe in front of card reader. This will unlock main entry door.• For Lift operation, swipe your fob then press the floor level number for your apartment.
	<p>Apartment front door entry key – Please note this key <u>will not</u> open the internal fire stair door to your level.</p> <p><i>(restricted key – If lost, contact the Owners Corporation)</i></p>
	<p>Letterbox key.</p>
	<p>Garage Door Remote Controller – For access and exit of basement through roller door press top left corner button.</p> <ul style="list-style-type: none">• For basement access, use the Garage door remote controller supplied by pressing top left hand corner button.• To exit the basement area, follow the same procedure.<ul style="list-style-type: none">▪ Garage door will close automatically after 30 seconds.
	<p>Car Stacker Key – For Car Stacker operation.</p> <p>This key will ONLY be provided to occupants after they have undergone an induction from KLAUS (refer to CARPARK section).</p>

NOTE: Ensure you have your keys with you at all times to avoid a situation of being locked out.

2.3 Security Access

- Maintaining security is the shared responsibility of all Captain&Co residents. Please take extra care when entering or exiting the building, and be aware of unknown people seeking to gain access to the building at the same time you are.
- For safety purposes, your fob key will give you access to:
 - Captain&Co building through main entry door.
 - Basement, ground floor and your apartment level through the Lift.
 - Basement, ground floor and your apartment level through stair doors.

2.4 Video Intercom System

- The intercom system installed in your building is an audio/ video intercom.
- This system will enable you to talk to, and view visitors when a call is made from the intercom panel at the main entry door.
- Visitors can call each individual apartment by entering the apartment number at the main entrance intercom panel.

GROUND FLOOR: Enter the apartment number as a single digit and then press the bell symbol. E.g. for APT G.08, push '8' and then push the bell symbol.

LEVEL 1 – 3: Enter full apartment number as three digits and then press the bell symbol. E.g. for APT 1.08, push '1, then 0, then 8' and then push the bell symbol.

- To answer a call in your apartment, simply press the speak button.
- Should you wish to allow visitors to enter the building when a call has been made, simply press the button with the key symbol to unlock front entry door and this will simultaneously give access to your apartment floor via lift for 2 minutes.
- Visitors must enter through the front door within 5 seconds to avoid the door from automatically locking again.
- For more information on the intercom system, please refer to **Appendix Section J**.

Video Intercom System Diagram

Intercom Receiver



Speak Button

Door Opening /Lift
Release Button

Entry Panel



To call an
apartment,
dial the
apartment
number
then press
the "A" key

3

MOVING IN / OUT

PROJECT/**GROUP**

3.1 Moving in/out Procedure

NOTE: Please contact the Owners Corporation to confirm moving in/out procedures and times. A booking must be made prior to your move.

- Controlled access and protective measures are required for common property against damage and unauthorised entry. All goods shall enter and exit the building via the front entry or basement roller door (Barkly Street).
- An **indemnity form** is to be completed prior to commencement of a move and/or delivery. This form shall protect and identify parties when damage occurs in common property during a move. The Owners Corporation reserves the right to recover costs of repairs.

NOTE: Contact Owners Corporation for an Indemnity Form to be sent out to you.

- Please use care when transporting furniture or bulky items through the lobbies and in the lifts.
- It is the occupier's responsibility to determine the size of the lift available for use of transporting goods and furniture. Dimensions of lifts are below:

Passenger Lift Dimension

<ul style="list-style-type: none">▪ Lift internal height 2400mm▪ Lift Internal Width 2200mm▪ Lift internal depth 2000mm	<ul style="list-style-type: none">▪ Door width 1000mm (when open)▪ Door Height 2100mm
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3.2 Service Connections

3.2.1 Gas Supply Connection

- This section falls under gas supply connection for cooktop.
- Gas for your cooktop is billed to the Owners Corporation.
- A gas isolation valve is located in the under bench cupboards adjacent to your oven.
- If you are experiencing issues with any appliances, contact a licenced plumber.



Please **DO NOT** access the valve unless instructed by a licenced plumber.

3.2.2 Electricity Supply Connection

- Electricity is individually metered to your apartment through a 'smart meter', which enables remote meter reading by the electrical retailer.
- Electricity is individually metered to your apartment. Supply is provided via the switchboard located within your apartment. The board is fitted with circuit breakers to each electrical circuit. These may trip out if a fault develops in an electrical appliance. If a trip should occur, the appliance should be isolated from the power outlet and the circuit breaker turned to the on (up) position. If the circuit breaker still trips out, then a qualified electrician should be called. To turn power on in your apartment, make sure that all the circuit breakers and the main switch are in the on or up position.
- Please contact your preferred electricity retailer to set up an account in the apartment occupiers name prior to the intended day of move.
- In the event of power loss to your apartment/ building or any electrical emergency, then please contact the Owners Corporation. Refer to **section 1.1**.

3.2.3 Water Supply Connection

Cold Water

- Cold water is supplied by South East Water and it is individually metered. Water charges will be billed directly to your apartment. Please contact South East Water on 131 851 or southeastwater.com.au to set up an account prior to the intended day of move.

Hot Water

- Hot water is provided through a natural gas fired central hot water system located on the roof of the building.
- Each apartment has a separate hot water meter, located in the corridor ceiling at each level.
- The tempering valve is located in the access panel in your bathroom.
- Water consumption associated with hot water is billed to the Owners Corporation.

Location of Isolation Valves & Water Meters

There are both hot and cold water isolation valves for each apartment.

- Cold water isolation valves are located in the lobby services cupboard with the cold water meters. Each isolation valve and water meter is labelled with the appropriate apartment number.
- Hot water isolation valves are located in the access panel in close proximity to the apartment entry door and are labelled with the appropriate apartment number.
- If you are experiencing issues or any water supply emergency, please contact the Owners Corporation or a licenced plumber. For contact numbers refer to **section 1.1**.



Please **DO NOT** access the valves unless instructed by licenced plumber.

3.2.4 Internet & Telephone

- Your apartment is wired with Cat6 data cable, which will allow high-speed internet connections up to and including ADSL2+.
- The data 'hub' for your apartment is located within your bedroom wardrobe. This 'hub' includes the incoming phone line and distribution points for the various data points located within your apartment. The data 'hub' also has power points above in which to use to connect your modem and phone base station if desired.
- This data 'hub' provides the flexibility to set up your own phone and internet network. You will require a patch cable to connect your modem to the specific hub connection points in order for that point to work in the apartment. For example, if you would like the data connection point to work in the lounge room, then you would need to plug the modem into the data 'hub' and also plug a patch cable from the modem into the data connection point labelled 'lounge'. Please see image below for typical hub arrangement within your wardrobe.

Note: The data points located within your apartment will not operate until you have connected them at the 'hub' end to the incoming phone line or your modem.



Data Hub

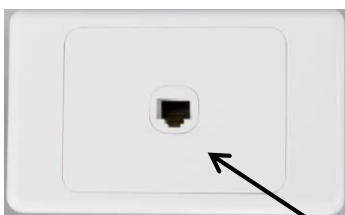
Power Points



- Once the data 'hub' in your wardrobe is configured correctly, internet is accessible to your apartment through the telephone/ADSL sockets (shown in the picture below), which are located inside the apartment bedrooms and in the lounge.
- Contact your preferred internet & phone service provider for more information on connection & to arrange installation.

Bedroom Socket

Lounge Socket



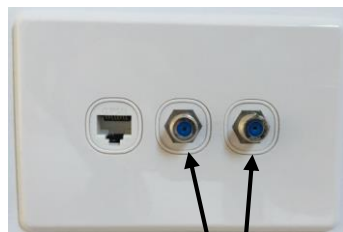
Adsl2+ / Phone Socket

3.2.5 Free to Air & Pay Television

- Your apartment is provided with both “free to air” (FTA) television, and also has the capacity to receive a Pay-TV service VIA a satellite system located on the roof.
- The living room area has outlets with the capability to connect you to both your FTA and Pay-TV services.
- The master bedroom is provided with a FTA point only. The below diagram shows which socket to plug your television to pick up relevant signals.

Information, connection and fees for a Pay-TV service can be obtained directly from Foxtel: 13 19 99.

Lounge Socket



Foxtel Connectors

Bedroom Socket



Free to air Connector

3.2.6 Insurance

- The Owners Corporation provides limited insurance relating to the common building area, structures and public liability only. This does not include items within your apartment.
- Please seek advice relating to insurance requirements for items, fixtures, fittings, furnishings etc. inside your apartment.

Any queries on common area insurance, please contact the Owners Corporation.

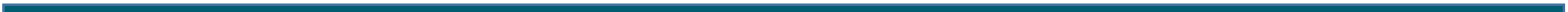
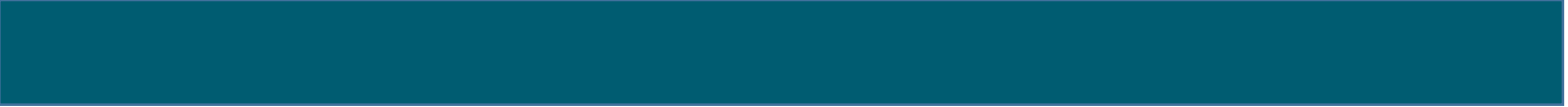


Damage caused by occupants/visitors to the building, building facilities or apartments may not be covered by the Owners Corporation insurance, or other insurances taken out by occupant. Costs may be incurred by the occupant/visitor for damages caused and repairs required for said damage.

3.3 Important Contacts

In the event of a maintenance issue arise, please contact the Owners Corporation. For contact number refer to **section 1.1**.

South East Water	P: 131 851 P: 13 26 42 (24/7 emergency) www.southeastwater.com.au
Energy Australia Electricity	P: 133 466 www.energyaustralia.com.au
Origin Energy Hot Water	P: 132 461 www.originenergy.com.au
Telstra (Phone & Internet)	P: 132 200 www.telstra.com.au
Foxtel (Pay TV)	P: 131 999 www.foxtel.com.au



4

GENERAL APARTMENTS OPERATION

PROJECT/**GROUP**

4.1 Air-Conditioning

- The system supplied to your apartment, is a wall mounted split system air conditioner.
- The remote controller allows you to control the on/off function, increase/decrease the temperature in your apartment and to alter the airflow.
- It is recommended that maintenance is done by a licenced mechanical plumber regularly, to maximise the efficiency of your air conditioning.
- For recommended maintenance and further information on the air-conditioning system please read the operating manual provided in the **Appendix B**.

4.2 Exhaust System

- The bathroom, laundry, and ensuite (if applicable) exhaust system of your apartment are mechanically ventilated to the outside by an exhaust fan mounted in the ceiling. This fan is activated by a switch located at the entry of the bathroom.
- The exhaust system has a “run on” timer, which means the fan will operate for 5 minutes after being switched off, resulting in more effective ventilation of lingering steam and odours.
- It is recommended that when operating a clothes dryer, the fan must be on to prevent mildew.

To ensure correct operation of the Exhaust System:

1. Check air-inlets for obstructions at all times.
2. Check for correct operation and noise monthly.
3. Clean grilles frequently.

4.3 Rangehood

- Ventilation for the rangehood is activated when the rangehood is switched on.
- Rangehood must be used whilst cooking to avoid setting off the alarms.
- For further information on the rangehood please refer to the **Appendix B**.

4.4 Cooktop

- The cooktop has 4 gas burner with individual controls for each burner.
- The gas cooktop has side-mounted controls where the desired cooking zones can be conveniently operated.
- Each burner can be ignited by pressing down the chosen control knob and turning it anticlockwise to maximum power setting.
- Once flame has been ignited, release the control knob and then turn the control knob to required setting.
- For more information on the product refer to **Appendix B**.

4.5 Oven

- The oven control panel displays all knobs and allows temperature and function changes.
- To turn on the oven simply rotate your “temperature selector” knob to required temperature and rotate the “Function selector” knob to the required cooking mode.
- For more information on the product, please refer to **Appendix B**.

NOTE: Oven knobs located in the control panel are retractable by pushing in.

4.6 Dishwasher

- The cutlery and dishes must be placed in specific compartment area of dishwasher.
- Different wash cycles can be applied depending on the quantity required to wash.
- For further instructions, such as the use of appropriate dishwashing detergent, please refer to dishwasher manual on **Appendix B**.

4.7 Laundry Use

- Washing machines are to be connected by a qualified person thus ensuring connections and washers are correctly fastened to the taps supplied.
- Failure to do so may result in water leakage, which may cause serious damage to your flooring and adjacent apartments.
- If steam and condensation is present, it is suggested you open an external window and continue running the exhaust fan until all steam/ condensation has been removed.

4.8 Floor Wastes

- Please ensure floor wastes are fully charged with water. If your apartment is left unoccupied for extended periods, the floor waste may dry up and you may notice a foul odour.
- To rectify any odour, lift smart floor waste cap then remove the tile insert plate and remove any waste around the side of floor waste body.
- Pour 1-2 litres of water into the floor waste and have the exhaust fan run for a minimum period of 15 minutes.
- If this doesn't help, it is recommended you contact a licenced plumber for assistance.

4.9 Fridge Size Openings

- Capacity for a fridge has been allowed into your kitchen joinery.
- Please allow for sufficient clearance space surrounding your fridge, as specified in your fridge manufacturer manual.
- If an integrated fridge door was selected as an upgrade option, please ensure you check your fridge cavity dimensions prior to purchasing your appliance as the clearance dimensions will vary between different manufacturers. You must allow for the manufactured clearance tolerances.

NOTE: Fridge is not included in the apartment

5

COMMON FACILITIES

PROJECT/**GROUP**

5.1 Carpark

- The carpark area is located in the Basement.
- Visitor parking is located on the street. There is no visitor parking within the basement.
- The carpark area is secured by a garage roller door.
- Car parks have been allocated to private lots and are deemed to be an extension of that title and therefore private property.
- Please ensure that you park in your specified allocated spot.
- For access to basement area through roller door, use roller door remote controller following instructions provided in manual **Section 2.2**.
- Roller door will close automatically after 30 seconds of being open.

5.2 Car Stacker

NOTE: An access key will be provided to the relevant occupant **ONLY** after they have undergone the required training session run by Klaus Multi-parking. To book an appointment for car stacker induction, please call KLAUS on (03) 9524 6600.

- The operation of the car stackers is via a key.
- Insert the key into the operating device.
- Turn the key into desirable direction (clockwise or anticlockwise) and hold it in that position until the platform is locked in the upper position or lowered completely.
- Always remove the key after operation.
- Additional Instructions have been installed adjacent each stacker for reference.

Should you have any further issues or enquiries regarding the car stackers, please call:

BUSINESS HOURS

Please call KLAUS office for assistance on **(03) 9524 6600**.

AFTER HOURS

For emergency support please KLAUS on-call technician on **0450 127 563**.

Please note this number is for emergencies only, such a mechanical and user faults. It is not for general enquiries.

NOTE: The car stacker is an expensive and complicated piece of machinery, if any damage occurs caused by an occupant, fees will be incurred by that occupant for necessary repairs.

5.3 Lift Operation



Please DO NOT use lift in the event of an emergency fire.

- Please do not hold the lift doors open after they start to “beep”. If this occurs, let the doors close naturally then open them again by pressing call button.
- Holding them open after they start the cautionary beep creates a safety risk, damages the lift software and can cause lift failure or malfunction along with inconvenience to you and others.
- Lift access to your level is secured. Simply swipe the fob over the reader located in the lift prior to pushing the level button for your floor.
- Visitors can only gain access to the lift and your level via the entry door intercom.

If the lift becomes stuck:

- Don't panic.
- Try pushing the “open <>” button to see if the doors will open.
- Try pushing the “G” button for the ground floor.
- If both of these fail, press the “bell” button for at least 5 seconds. An operator will speak with you and organise a technician to come and open the lift doors.

Should you have any further issues or enquiries regarding the lift, please call **Kone Elevators** on (03) 9934 8000.

5.4 Mail Deliveries

- Each Apartment has a mailbox that is clearly labelled with the apartment number. The mailboxes are individually keyed.
- The Owners Corporation does not hold keys to your mailbox, therefore if you lose your keys, you will need to arrange for a locksmith to reissue you with a new key.

5.5 Storage Cages

- Storage cages have been allocated to private lots and are deemed to be an extension of that title and therefore private property.
- Security of goods within these storage areas is the sole responsibility of the owner or occupier.



Please DO NOT store goods near sprinklers for it could result in setting the sprinklers off or permanent damage to the sprinklers.

5.6 Bicycle Stores

- There are 13 racks fixed on the wall of the basement provided as bicycle storage. It is the occupier responsibility to provide their own padlock and chain to secure their bicycle.
- The Owners Corporation will not be responsible for any loss or damage to Bicycles stored in the Bicycle Store Area.
- Bicycles must be carefully wheeled through the garage roller door and into the Bicycle Store.
- Any damage caused by the use of bicycles in the basement, lobbies or apartments will need to be repaired at the bicycles owners expense.

5.7 Rubbish Collection

- Garbage and recycling bins are located in the basement opposite to the lift lobby. The Owners Corporation will co-ordinate rubbish collection from this spot.

6

GENERAL CARE & MAINTENANCE

PROJECT/**GROUP**

6.1 General care

- Captain&Co apartments have been built to the highest standard, with quality products used throughout. It is very important that owners and tenants maintain and clean their apartments to ensure the longevity of the finishes and fixtures.
- This section of the manual provides useful information about the various fixtures and fittings within your apartment and outlines the best practice care, cleaning and maintenance procedures for each.
- More detail can be found in the manufacturers operation and maintenance manuals attached in the appendix section.
- For more serious maintenance issues in your apartment or any ongoing issues with your apartment appliances, please contact the Owners Corporation. For contact number refer to **section 1.1**.
- Please follow the information supplied in this section and the operation and maintenance manuals attached.

6.2 Carpeted Floors

- The carpet is 100% wool. It is recommended to have regular maintenance as it will prolong the life span of the carpet.
- Minimise using cleaning agents to carpeted areas. In extreme cases carpet may discolour or stain from using cleaning agents.

There are basic steps to be carried out for carpet maintenance:

- Regular vacuuming.
- Spot and stain removal.
- Periodic wet cleaning.
- For further information on the product, please refer to **Appendix Section F**.

6.3 Timber Floors

- Dirt and grit can lead to excess wear and scratching of a hardwood timber floor. Regularly sweep high traffic areas with a soft bristle broom or electrostatic mop
- It is recommended to fit protective pads to furniture legs to reduce risk of marking the floor. To protect the floor surface use protective mats for furniture.
- When cleaning floor, please use minimum water to avoid swelling of timber or flooding.



Excessive water can cause timber to swell, resulting in permanent damage.

- For further information on the product, please refer to **Appendix Section H**.

6.4 Tiled Floors & Walls

- Clean using a damp cloth or sponge and lukewarm water, then wipe dry with a clean, low lint cloth.
- Clean tiles regularly (especially in and around showers/ baths), avoid using harsh cleaning agents. Use only water based mould removal cleaning agents.
- For further information on the product, please refer to **Appendix Section D**.

6.5 Joinery

- All joinery and cabinets in the Captain&Co apartments are constructed using high quality panels. This primarily includes all kitchen cabinets, wardrobes, vanities and linen cupboards.
- In general, to keep these surfaces clean simply wipe over with damp cloth. For light stains or soiled surfaces, it is recommended that a warm soapy cloth is used.
- Cleaners that deposit or leave residual material on the surface (such as waxes or sprays) should not be used and silicon based cleaners or polish should be avoided.
- For additional information on maintaining the vinyl panels of your joinery, please refer to manufacturer's information on website.

6.6 Sanitary Fittings & Fixtures

- In order to preserve the polished surface of the basin, use a clean damp cloth with warm soapy water to wash away any dirt.
- Please remember not to sit or stand on the toilet, when the lid is in down position, as this may cause cracking.



Please **DO NOT** pour boiling water onto the basin as this may cause cracking.

- For further information on products, please refer to on **Appendix Section O**.

6.7 Paintwork

- It is important to clean painted surfaces occasionally. Avoid using excessive water and never use abrasive cleaner. A wipe over with damp cloth is usually adequate. Specialised cleaners for removing marks from paintworks are sold in major supermarkets.
- For further information, please refer to **Appendix E**.

6.8 Doors and Windows

- The door and window's hardware must be maintained to ensure its functionality.
- Keep sliding door tracks free from dust and dirt. They can be cleaned with a damp cloth. It is recommended to clean the windows and sliding door every three to six months.

Steps to maintain the window and sliding door hardware:

- Use a wet sponge to remove the dust.
- Use warm mild detergent to remove any marks.
- Use a soft bristle brush to clean the tracks.
- Rinse with clean warm water to remove cleaning residue.
- For further information, please refer to **Appendix Section L**.

6.9 Lighting

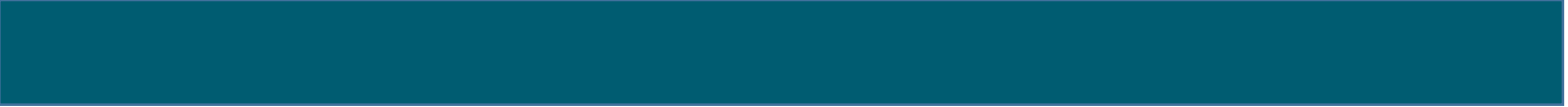
- Your light fittings contain light globes of an appropriate wattage. Signage inside the fittings state the maximum wattage rating. It is important these are not exceeded to avoid overheating of the fitting.
- For further information on Lighting fittings, please refer to **Appendix I**.

7

APPENDICES

ATTACHMENTS IN USB

PROJECT/**GROUP**



Appendix Section

A. Fire Evacuation Plans

B. Appliances

- a. Appliances Manuals
- b. Product Warranties

C. Joinery

D. Tiles

E. Paint

F. Carpet

G. Glass, Mirrors & Shower Screens

H. Timber Floor

I. Lighting

J. Intercom

K. Sanitary Hardware

L. Aluminium Windows & Doors

M. Aluminium Balustrades

N. Glazed Balustrades

O. Fixtures & Fittings

PROJECT/GROUP