

Apartment Operations and Maintenance Manual



279 La Trobe Street Melbourne

V5 06/02/17

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SYMBOLS:



Refers you to additional information in the Owners pack / Operating Instructions



Provides tips on care and maintenance tasks to maintain your apartment

1.0 INTRODUCTION

Welcome to your new apartment at Epuro Tower Apartments designed by The Buchan Group. Epuro Tower Apartments is a 44 storey, 310 apartment complex. The apartments have been designed to maximise natural light whilst maintaining function and aesthetic appeal.

The purpose of this Operations and Maintenance Manual is to provide the apartment residents of Epuro Tower Apartments with information on your new home to make the transition to living in the Epuro Tower Apartments as smooth and as enjoyable as possible.

You will find useful information on your apartment features, local area contacts, care and maintenance instructions and building and Owners Corporation.

Living in a vertical community will be a new experience for some of residents at Epuro Tower Apartments.

Apartment living can mean increased contact with your neighbours in common areas such as lift lobbies and hallways. Simply due to the nature of high density apartment living you may be exposed to an increased level of sounds. Sounds coming from outside, from other apartments, or from building mechanisms such as lifts, neighbourhood noise or plumbing may take some time getting used to if you have not lived in an apartment before. Excessive noise within apartments or in common areas is not acceptable and there are by-laws that protect residents from such behaviour. You should contact your Building Manager or Owners Corporation Manager for guidance in the case of excessive noise.

First time vertical apartment residents are often not aware of certain aspects of apartment living that, in some instances can be hazardous, high winds which may be experienced at high levels within apartments and which has the potential to blow balcony furniture over the balustrade. Refer to separate sections of the O&M manual for specific details.

Common facilities include the Level 11 Residential Lounge which is available for the exclusive use of residents. Refer to the Building Management and Owners Corporation rules for further details.

Your apartment is your responsibility. However if an issue arises which is not referred to in this manual and it is not able to be resolved, then the Building Manager may be able to assist. Please note that the Building Manager's responsibility is to manage the common property in the first instance.

Accordingly, you will need to have your own Contents Insurance Policy, be it either a householders / landlord's or Tenants policy in order to cover your fittings and contents. You should ensure that this policy covers your legal liability within your apartment.

This manual describes the basic operation and important information relating to the appliances and systems within your new apartment.

In all cases with faults or other issues / queries related to your apartment contact the Building Manager first who will provide you with information & or contact details of the best person to assist with the matter.

IMPORTANT NOTE:

Strict adherence to the Operating and Maintenance requirements noted in this Manual and Operating Manuals attached to each appliance will ensure the useful and proper operating life of the relevant Appliance or System. Strict adherence will also ensure that the appliance Manufacturers Warranty and period of warranty attached to the appliance or system will not be voided.

It should be noted that Probuild's (Builder) warranty does not cover the following :

- Any defects resulting from overloading, misuse, negligence, accident or other cause beyond the direct control of Probuild. Refer to the Probuild O&M manuals for details of allowable structural loadings etc.

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- Any defects resulting from the installation of any accessories or options undertaken by others.
- Any rectification, modification or other work required due to alterations performed by others.
- Any consequential damages or repair work necessitated due to continued usage after a defect has, or should have become apparent to the purchaser or user. ie protracted unreasonable water damage as a result of a water leak failing to be repaired in a timely manner.
- This warranty does not apply to deterioration or exposure or damage due to natural causes and is limited to correction against defects in materials or workmanship. ie carpet fading through excessive exposure to sunlight etc.
- This warranty does not apply to normal service and maintenance items. It is the responsibility and obligation of the purchaser to properly service and maintain the property. Light globes, filters etc that are the subject to normal wear and tear type processes are not covered. To maintain warranty the purchaser must adhere to a reasonable maintenance – service schedule as described within the Operation and Maintenance Manuals and as per normal property management processes. This maintenance – service is at the purchasers' expense. Failure to adhere to this maintenance – service regimen may void the warranty.
- Warranty will not be considered applicable if Probuild is not notified of an existing or alleged defect during the warranty period.

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2.0 BUILDING MANAGEMENT

2.1 RESIDENT CONTACT DETAILS

Every Owner and where applicable Occupier must provide their contact details including name, phone number and email address to Building Management and the Owners Corporation Manager as soon as reasonably possible after becoming the Owner and/or Occupier.

2.2 OWNERS CORPORATION DETAILS

Engine Property Group (EPG) has been appointed as the Owners Corporation Manager for Epuro Tower Apartments.

Key functions of the Owners Corporation include:

- To manage and administer the common property
- To repair and maintain the common property

Contact Details are:

Phone: 1800 364 463 24/7
Mailing Address: PO Box 589, East Melbourne, VIC, 8002
Email: reception@enginepropertygroup.com.au

As the Owners Corporation Manager, EPG will attend to the financial, levies, facilities management, administrative, insurance and legislative requirements for Epuro Tower Apartments in accordance with the Owners Corporation Act 2006, Owners Corporation Regulations 2007 and Special Rules of the Owners Corporation.

Office hours are: 9am to 5pm Monday to Friday.

Please contact the Owners Corporation Manager with any queries relating to the common areas of the building. The Owners Corporation appoints and oversees the Appointed Service Contractors.

An Owner must strictly comply with all of the Owners Corporation Rules and must ensure that the Owner's guests or any occupier of the Owners Lot strictly complies with all of these Rules. The Owners Corporation Committee may at any time issue further requirements, instructions, directions or guidelines for Owners and Occupiers either pursuant to any of the Rules or for the purpose of giving effect to the object of any of these Rules.

Owners and Occupiers must strictly comply with and must ensure that all guests strictly comply with any such further requirements, instructions, directions or guidelines issued by the Owners Corporation Committee from time to time.

Note: Complaints concerning the common areas of the building or resident's behaviour in the common areas should be made in writing using the Complaint Form provided. This can be e- mailed or provided in hard copy to the Owners Corporation Manager.

2.3 BUILDING MANAGER DETAILS

There is a full time Building Manager on site, with additional cleaning staff. There is also a Security firm servicing the building. The Owners Corporation Manager oversees these services.

Security Guard Patrol Services can be contacted 24/7 on: 1800 273 732

Call-out charges may apply

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The Building Manager can be contacted by:

Phone: 0475 990 909 (business hours) or Email: bm@eporo.com.au

The Building Manager manages the day to day activities including cleaning and facilities management of the common property areas.

The Building Manager of Eporo Tower Apartments is a contact point for all owners and residents, between 8am and 4pm, Monday to Friday (A/H for Emergencies only).

2.4 EMERGENCY CONTACT DETAILS

Service	Company	Telephone
Fire, Police, Ambulance	Emergency Services	000
Owners Corporation Manager	Engine Property	1800 364 463 (24 hours)
Passenger Lift	Schindler	Press Emergency Call Button in Lift
Car Lift	Nordic	Press Emergency Call Button in Lift

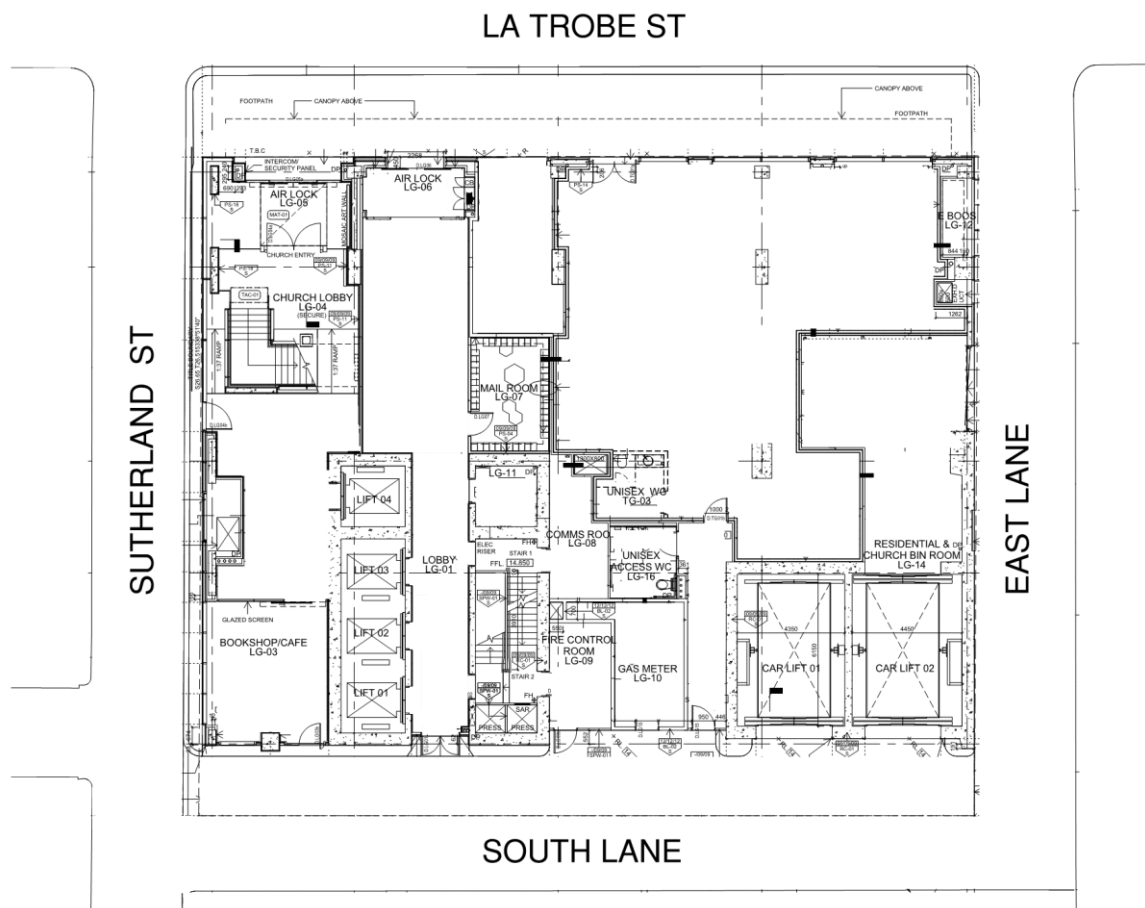
Note: for emergencies and in specific situations which need immediate action and/ or may endanger people or property, please contact the Police/ Fire/ Ambulance immediately.

Note: Any costs associated with trivial matters, false or non-emergency callouts will be charged to you directly.

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2.5 BUILDING ORIENTATION

EPORO TOWER GROUND FLOOR BUILDING ORIENTATION



2.6 BUILDING WEB PORTAL

The Building Manager will be the direct point of contact for all day to day matter relating to the building. Direct correspondence and regular updates occurring within the building and the community are directly accessible through the Building Link Software.

Building Link creates a forum for you to connect with your building managers for all day to day activities. A simple email or call to the building manager will help you get setup with a login and password.

2.7 WINDOW FURNISHINGS

All window furnishings in Epuro Tower Apartments are to have a white appearance to the exterior of the building, and be a roller-blind style.

The following company is familiar with the requirements of the Owners Corporation:

- Lovelight –1300 763 171

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2.8 WARNINGS AND SAFETY INFORMATION

2.8.1 CLEANING AND MAINTENANCE

As the apartment owner, you are responsible for the cleaning and maintenance of your apartment, including (where applicable) your balcony, courtyard, terrace, garage, storage area.

The Apartment Operations Manual aims to provide a helpful guide on the cleaning and maintenance of your apartment, which can be carried out safely and easily.

In all instances you should refer to the product manufactures cleaning and maintenance guides that are included in your Operations and Maintenance pack.

Any activity that requires work to be carried out where there is a potential fall risk, the work must be carried out by a qualified tradesperson in accordance with all relevant legislation, codes and guidelines.

For your safety, and that of other residents;

- Consult the product manufacturer's recommended cleaning and maintenance guide manual;
- Untrained or unlicensed persons should not attempt to service or alter electrical, communications, gas, water or plumbing fixtures or services. Licensed tradespeople must be used at all times to complete these works;
- Children should always be supervised particularly on balconies or external areas;
- Do not stand on a chair to clean, service or repair any item – use an approved work platform suitable for the task.
- Do not stand on a raised platform, chair or ladder of any height on balconies or adjacent to windows or stairs
- Do not lean out of windows or over balconies to clean, service or repair any item

2.8.2 BALCONY AND TERRACE FUNITURE

High rise buildings from time to time are exposed to high wind gusts and updrafts. Strong wind gust have been known to move and uplift furniture and other items on balconies and terrace areas. This can create a potential risk to people and property from falling objects.

It is recommended that all outdoor furniture is secured to prevent movement from uplift by wind and also to exercise care to avoid leaving any item on a balcony which may be susceptible to wind. Residents are reminded of their Duty of Care to ensure the safety of other occupants and the general public. If mechanical fixings are intended to secure anything on balconies they must be properly installed by a qualified tradesman to ensure that waterproof membranes etc. are not compromised or damaged. Please consult with the Building Manager and Owners Corpootion and ensure written approval is issued before any such fixings are installed.

2.8.3 SMOKING

It is your choice to smoke or allow smoking within your apartment. Please be mindful of other occupiers and ensure that ashtrays on balconies are windproof that that those below are not affected by litter. Smoking is prohibited in all public and common areas, including the Residential Lounge, Carparks and Lobbies.

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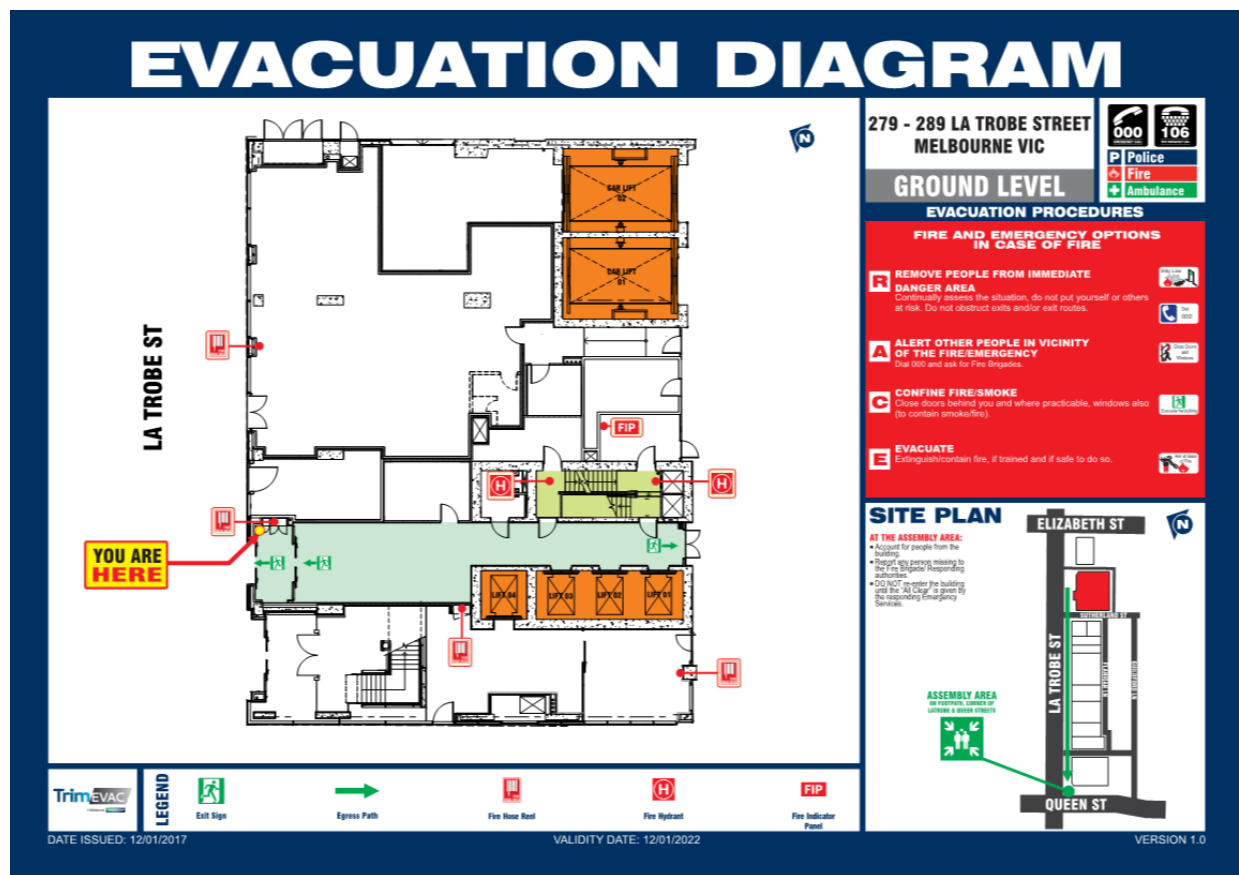
2.8.4 FIRE AND EVACUATION PROCEDURES

Evacuation from the ground floor will be direct to La Trobe Street, the muster point is the corner of Queen and La Trobe.

Exit from the residential tower will be via two fire isolated stairs.

Locations of Fire Hose Reels (FHR) and Fire Escape Plans for each floor are shown in **Appendix B**.

You are advised to familiarize yourself with the location of emergency exits and equipment which have been included in **Appendix B**.



IN CASE OF FIRE – DO NOT USE THE LIFTS

2.8.5 FIRE ALARM / SPRINKLER SYSTEM

A fire alarm can be activated by one of the following:

- Sprinkler head activation in public areas or carpark
- A lift lobby / corridor or public area smoke or thermal detector activation
- Apartment smoke or thermal detector activation
- Apartment sprinkler head activation.

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2.8.6 SMOKE DETECTORS

Make: **AMPAC**

Model: **XP95 OPTICAL SMOKE DETECTOR**

There are thermal detectors located above the apartment entry door. Thermal detectors are an analog addressable unit based with a heat sensing element detecting rapid rises in temperature. These detectors will initiate the fire alarm upon activation. The thermal detectors should not be covered or tampered with.

2.8.7 FIRE EXTINGUISHERS / FIRE HYDRANTS / FIRE ESCAPE DOORS

Fire Extinguishers are located in the Bin Chute Cupboards on each level as well South West corner of each lift lobby.

Fire Hydrants are located on every level in the central stair core. These are for Fire Brigade use only and under no circumstances should be used by residents or their guests. Activation or use of any Fire Hydrants will activate the fire booster pumps and result in the fire brigade being called. In the instance of a false alarm being activated by a resident you would likely be charged for the Fire Brigade call out.

Fire Escape Doors are clearly marked and must not be held open or obstructed in anyway.

The fire extinguishers, fire hydrants and fire escape doors should not be covered or tampered with.

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3.0 BUILDING FEATURES AND OPERATION

3.1 MOVING IN POLICY

Refer to folder 3 – OC Rules and Move in Policy for information pertaining to the moving in policy at Epuro Tower.

3.2 PEDESTRIAN ACCESS

Guests will gain access to the building via the intercom system located at the main entry door.

To call an apartment, the guest will need to type in the apartment number and then press the bell button. E.g. for apartment 09 on level 10, they will type in 1009 and then the bell button.

If authorised by the apartment the locking feature will be released, which will then:

- Unlock the front door if locked after hours,
- Unlock the airlock door,
- Grant lift access with a pre-determined time to access the particular apartment floor.

Please note guests will not have access to the buildings common facilities without escort from a resident.

3.3 CAR PARK REMOTES AND CAR LIFT OPERATION

3.3.1 IN SUMMARY

There are two (2) car lifts servicing the Epuro Tower Apartments residents. The lifts operate as a Duplex operation, so both lifts serve all levels in any direction. Should any of the lifts be out of service for any reason, the other lift will handle all calls in both directions.

3.3.2 CALLING THE CAR LIFT AT ENTRY LEVEL (Ground Floor)

To enter the car park, the driver (motor vehicle located in the designated waiting area), is to use his/her allocated remote control and push the button to call a car lift to the Ground Floor.

As the lift car doors are fully opened at Ground Floor, a GREEN light will appear on the traffic light on the landing. This will confirm to the driver that the designated lift has accepted the call. The driver is to enter the lift slowly. To gain access to the desired level, the driver is to push the car call button on the car operating panel. The driver is to drive his/her motor vehicle and must stop, when the traffic light appears RED.

Remember - To gain access to the desired level, the driver is to push the car call button on the car operating panel

When the lift car reaches the desired level, the car doors will automatically open and when a GREEN light appears on the traffic light. The driver is to exit the lift slowly.

3.3.3 EXITING THE CAR PARK

To exit the car park, the driver should drive his/her motor vehicle to the designated waiting area at their level.

The driver is to push the call button on the remote button 4 on their remote to call the lift. A lift will travel to the level as called, and automatically open its doors. When the doors are fully opened, a GREEN light will appear on the traffic light on the landing. The driver is to enter the lift slowly. To gain access to the exit level, the driver is to push the car call button on the car operating panel (LG).

When the traffic light appears RED within the lift car, the motor vehicle must stop.

The doors will close and the lift will travel to the exit level. When the doors are fully opened, the motor vehicle must exit the lift SAFELY.

3.3.4 REMOTE CONTROL UNIT

- Grey Button – Calls lift to ground floor entrance.

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- Yellow or Blue Buttons – Sends lift to pre programmed destination level, use to exit the building or to send lift from ground to floor where user car space is located.

Note - Should any of the lifts be out of service for any reason (This will be highlighted on the landing position indicators), the other lift will handle calls in both directions.

NORDIC LIFTS 24 HOUR SERVICE RESPONSE – (03) 9837 5702

Address: Unit 29/ 25-37 Huntingdale Road Burwood, Vic 3125

3.4 PARKING

Car spaces allocated to a lot form part of that lot exclusively. Owners and occupiers may only park vehicles within the car spaces allocated to their specific lot. Car spaces may only be used for the purpose of parking one vehicle per car space and then only in such a manner as may be fair and reasonable to other owners and occupiers. A motorcycle is considered a vehicle under this section.

3.5 PASSENGER LIFT OPERATION

3.5.1 IN SUMMARY

There are three (3) passenger lifts operating at Epuro Tower Apartments. These access Apartments, Car Parks, Basements, and the Residential Lounge.

3.5.2 CALLING THE LIFT AT ENTRY LEVEL (Ground Floor)

Owners will be required to use his/her allocated pass and push the button to select their permitted level. Each individual will be only able to access their apartment level, the level of their allocated car park, the level of their allocated storage cage, and the Level 11 Residential Lounge.

3.5.3 VISITOR ACCESS

Guests will gain access to the building via the intercom system located at the main entry door.

To call an apartment, the guest will need to type in the apartment number and then press the bell button. E.g. for apartment 09 on level 10, they will type in 1009 and then the bell button.

If authorised by the apartment the locking feature will be released, which will then:

- Unlock the front door if locked after hours,
- Unlock the airlock door,
- Grant lift access with a pre-determined time to access the particular apartment floor.

Please note guests will not have access to the buildings common facilities without escort from a resident.

SCHINDLER LIFTS AUSTRALIA 24 HOUR SERVICE RESPONSE – 13 18 74

Unit 1, 48 Wirraway Drive, Port Melbourne, 3207

Ph: +613 9646 5744

Fax: +613 9934 5737

3.6 SECURITY SYSTEM – FOBs, CARDS AND KEYS

Each apartment is supplied with two (2) security fobs. For security reasons the building address must not be marked on the fobs. The car park entry/ exit door will be activated when the fob is pressed before entering.

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Each apartment is supplied with two copies of front door key and two (2) copies of the mailbox key. The key system is a restricted system; should you require additional copies of keys they must be arranged through the building manager.

3.7 STORAGE CAGES

Your apartment may come with a storage cage that is located on the carpark levels. A P-bolt is provided with your storage cage however tenants are required to provide their own locks to secure the cages.



Refer to Owners Corporation Rules and Guidelines for restrictions on items to be stored in these cages.

3.8 BIKE RACKS

Bicycle storage racks are located on the Basement 2, Ground, Level 4 – Level 10 inclusive.

3.9 EXTERNAL AREAS

Please ensure that external walkways and ramps are kept clear at all times to allow authorities 24 hour access.

3.10 GARBAGE DISPOSAL

Garbage disposal units are located adjacent to the lift lobby.

The usage guidelines are as follows; Bottles, glass, cartons, cigarette butts, ignitions sources or fluids must not be disposed of via the waste chute.

Recyclable items including but not limited to; glass bottles, paper, flattened cardboard, plastic bottles and aluminium, can be disposed of in the recycle bins situated throughout the building.

Ensure that waste is not disposed via the waste chute whilst cleaning/servicing the door

To open the garbage chute door residents simply turn the handle, open the door and hold, whilst placing bagged waste into the chute. Residents then gently close the door; this will allow the bagged waste to fall down the chute.

This door must remain closed to form both a fire seal and to reduce odours permeating the lobby space.

CAUTION: Falling objects in chute – do not place your hands or arms into the chute (beyond the door frame).

Any misuse may cause the garbage disposal system to fail which may result in costs to the users.

All waste should be contained in tied plastic bags. Dimensions not to exceed a cube with dimensions of 350mm.

Weight not to exceed 3 kg.

Do not dispose bottles, glass, cartons, cigarette butts, ignitions sources or fluids via the chute.

CAUTION: Disposal of large objects in chute may cause damage to chute and / or blockages.

CAUTION: Lit Cigarette butts or ignition sources are not to be disposed of via the chute

Contact the building manager to report garbage chute blockages or damage.

3.11 BUILDING AND COMMON CONTENTS INSURANCE

Please seek advice relating to insurance requirements for items, fixtures, fittings, and furnishings etc. inside your apartment. The owners corporation provides limited insurance relating to common area building, structures and public liability only.

Please ensure items in your car park, storage areas and letterboxes are included in your insurance. These areas are specified on title and as such contents are not insured under the building insurance.

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4.0 COMMON AREAS AND AMENITIES

4.1 OVERVIEW

The common areas and amenities are managed by the Owners Corporation and Building Manager.

The guidelines around their use may be changed and updated from time to time at the discretion of the Owners Corporation and Building Management. Hours of use may also be varied.

4.2 Residential Lounge

Common facilities on the Level 11 floor include reheat kitchen, library, cinema and terrace, which are available for the exclusive use of residents. Refer to the Building Guidelines and Owners Corporation rules for further details.

4.3 REPORTING COMMON AREA MAINTENANCE ITEMS

To report any common area maintenance items, please undertake the following measures:

1. For common area maintenance issues, and issues relating to cleaning, waste management, Residential Lounge, move-ins/outs and inductions, contact the Building Manager on 0475 990 909 or bm@epuro.com.au
2. The Owners Corporation Manager can be contacted on (03) 85352770

Owners and Occupiers must notify Building Management as soon as they become aware of any damage to or defect in the Common Property or any personal property of the Owners Corporation; or any water pipes, airconditioning ducts, electric light or other fittings, fixtures or services.

Please include the following information as part of your maintenance report:

- Name and contact number
- Apartment number
- A detailed description of the maintenance item with photos if possible

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5.0 APARTMENT SYSTEMS

The following section provides a basic description of the systems incorporated in your new apartment.

5.1 INTERCOM SYSTEM

Each apartment is supplied with an Urmet Audio / Video intercom (please refer to attached operation and maintenance manual).

5.2 AIR CONDITIONING

Make: **Mitsubishi**

Model: **GE35VAD-A1**

The air conditioning system is controlled via a wireless remote control. The system contains a condenser unit which is located externally on each apartment balcony.

Please refer to attached operating instructions for further information including heating and cooling capacities and energy ratings.

Filters should be removed and cleaned monthly to maintain optimum level of operation



Please refer to attached operating instructions for further information.

Warranty: **1 Year**

Contact: **D&E**

Phone: **(03) 9751 4250**

5.3 EXHAUST FAN SYSTEM

Your apartment is fitted with extraction fans – located in the bathroom / ensuite ceiling space and laundry. There is also independent ducting for the kitchen range hood. The exhaust fan is activated by turning on and off the lights to bathroom or ensuite.

The bathrooms, laundries and ensuites are exhausted via the exhaust fan located in the ceiling space. The air is drawn through ceiling mounted grilles and is exhausted to an exterior weatherproof louvre.

To ensure correct operation of the exhaust system:

- Check air inlets for obstructions at all times. Remove dust build up from the face of the grille with a broom or vacuum.
- Check for correct operation and noise monthly
- Switch the light/fan on and place a piece of toilet paper flat against the grille. The paper will be held in position by the suction if the fan is operating correctly.

The kitchen range hood exhaust is expelled externally via ductwork located in the ceiling void. The ductwork is exhausted to an exterior weatherproof louvre, which is located above the window.



Refer to the *Range hood* section.

5.4 SWITCHBOARD (Electrical)

The electrical switchboard is located near the entrance in each apartment. All lighting and power circuits are protected by a residual current device (RCD).

All circuit breakers must be switched to the "ON" position for normal operation.

It is a regulatory requirement that no items are placed in front of switchboard panels at any time, including clothing.

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If the power trips turn the circuit breaker back on. If the appliance trips a circuit more than once speak to the building manager or licensed electrician.

Should your safety switch trip for any reason, follow the steps listed below;

- Turn off all power points (GPO's), lights and unplug all appliances
- Reset the safety switch
- If the switch will not reset, contact a licenced electrician as a fault exists with either the wiring or the switch itself
- Turn on the GPO's one at a time or until the safety switch trips. If the safety switch trips this is the faulty outlet.
- Plug the appliances back into the GPO's one at a time or until the safety switch trips. If the safety switch trips, the fault is with the appliance. Have the appliance repaired by a qualified service representative or dispose of the appliance appropriately.

Please note that a licenced electrician must be engaged to locate and fix any fault with the power supply or switchboard

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6.0 KITCHEN APPLIANCES

Your new apartment includes high quality appliances by Technika, Baumatic and Fisher & Paykel. The manufacturer's information and instruction booklets for each appliance are attached. Should you require the installation instructions for any of your appliances the building manager has a copy of these.

Please ensure the circuit breakers in your apartment electrical switchboard are switched to the ON position for the appropriate appliance or system. Refer to section 5.4 - Switchboard.

6.1 OVEN

Make: **ILVE**

Model: **ILO690X – 60cm Electric Oven**

Your oven is located in the kitchen under the stone bench and is hardwired into a power supply behind the joinery unit. The oven is designed for multi-use with 9no. functions and 2no. racks.

Warranty: **5 years**

Contact: **ILVE**

Phone: **1300 856 411**

Quote: **See Appendix C – Appliance Warranties**



For more detailed instructions, refer to the attached user's manual.

6.2 COOK TOP

Make: **ILVE**

Model: **ILGP64X Built-in 60cm Gas Cooktop**

The cook top is located in the kitchen within the bench top. It is controlled via touch controls. The cook top contains 4 burner zones.

Warranty: **5 years**

Contact: **Baumatic**

Phone: **1300 856 411**

Quote: **See Appendix C – Appliance Warranties**



For more detailed instructions, refer to the attached user's manual.

6.3 RANGE HOOD

Make: **Artusi**

Model: **AUM60**

The range hood is located over the cook top. To operate the range hood please see the user manual for basic operating instructions.

To ensure correct operation of the range hood:

- The metal grease filter must be cleaned at least once a month with soapy water or in a dishwasher.
- Check mountings for vibration monthly

Warranty: **5 years**

Contact: **Artusi**

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Phone: **1300 694 583**

Quote: **See Appendix C – Appliance Warranties**



For more detailed instructions, refer to the attached user's manual.

6.4 DISHDRAWER DISHWASER

Make: **Fisher & Paykel**

Model: **DD60SI7**

The dishwasher is located below the sink. To operate the dishwasher, please refer to the user's manual for dishwasher basic operating instructions.

Warranty: **2 years**

Contact: **Fisher & Paykel**

Phone: **1300 650 590**

Quote: **See Appendix C – Appliance Warranties**



For more detailed instructions, refer to the attached user's manual.

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7.0 FITTINGS AND FIXTURES

The following section provides a basic description of some of the materials and fixtures used in the construction of your new apartment. Basic care and maintenance requirements are also described.

7.1 LIGHT FITTINGS

Your light fittings are fitted with light globes of an appropriate wattage rating for that fitting. Signage inside the fitting states the maximum rating for that particular fitting. It is important that the maximum wattage ratings are not exceeded otherwise overheating of the fitting may occur.

Refer to the attachments for fitting specifications and lighting control information.



Refer to the attachments for fitting specifications and lighting control information.

7.2 PLUMBING FITTINGS AND SYSTEMS

THE STOP VALVE FOR WATER SUPPLY TO YOUR APARTMENT IS LOCATED IN THE HYDRAULIC METER CUPBOARD IN THE CORRIDOR.

Plugs for your kitchen sink will be given to you in your purchasers pack. Detailed information for all your plumbing fittings is attached.

Hot water is supplied through the central storage system. Access to the meter is via the water meter cupboard. The maximum water temperature in bathrooms can be controlled via a tempering valve in the bathroom ceiling access panel. This should only be adjusted by a licensed plumber. The hot water to these outlets is set at 50 degrees Celsius Maximum.

Please do not stand on any of your plumbing fittings or fixtures due to risk of damage to fittings and yourself.

Cold water is supplied through 20mm pipe. The water meter is located in the corridor cupboard.

The tempering valve is required to be serviced every 5 years by a licensed plumber.

7.3 CARPET

The carpet installed in your apartment is a Feltex 'Resolution' blend comprised of 80% wool and 20% synthetic fibres.

Cleaning Methods and Frequency

Vacuum Cleaning:

- Locations with a light flow of traffic - Daily, or as required (minimum once per week)
- Locations with frequent traffic - Daily or 2 to 3 times per week

Stains and Stain Removal

Stains can be:







- Absorbed: Penetrate the fibres (e.g. coffee)
- Built Up: On outside of fibres, usually stiff/ hard (e.g. Paint, chewing gum)
- Compound: Combination of the above two (e.g. blood)

Removal Methods:

- Mechanical: Scooping up, absorption in tissues
- Solvent: Recommended shampoo or dry cleaning solvent for carpets
- Digestion: Enzymes
- For further details please refer to the Feltex website: <https://www.feltex.com/au/carpet/care/carpet-care>

Procedure:

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-  Act Quickly
-  Blot or scoop up
-  Treat stain with recommended agents, small amounts at a time (check first for bleaching or colour transfer)
-  Work from edge of stain inwards
-  Do not rub, do not over-wet
-  Absorb stain in wad of tissues weighed down until stain is completely removed (repeat procedure if necessary)

Use a professional carpet cleaning company if the above measures do not remove the stain. Stain removal is not covered under warranty.



Refer to maintenance and warranties tab for further information for care and maintenance of your carpet.

7.4 PAINTED SURFACES

Quality Dulux paints have been used in your apartment. Appropriate care and cleaning must be followed to ensure that the appearance and integrity of your paintwork is maintained. The paint colour within your apartment is *Natural White*. See below product codes:

- Walls: Dulux Wash and Wear 101 - Natural White
- Ceilings: Dulux Environmental Flat – Natural White
- Woodwork: Dulux Aqua Enamel Semi Gloss – Natural White



Cleaning and Care for Scuffs

If a scuff or mark appears on a finished surface, it can easily be removed by using a damp cloth (preferably cold water), wiping the affected area, and then wiping over with a dry cloth. This method is applicable to both acrylic systems used on this project. For stubborn stains or marks – only mild detergent may be used such as Sugar Soap.

Note: When cleaning scuffs and marks etc, avoid using harsh detergents or solvents, as they may cause the paint finish to dull its color or lose its sheen.

- Stubborn but minor scuffs and marks can be touched up using the correct paint color and sheen level (this can be brushed or rolled).

Note: A major scuff or mark (especially if located on a broad wall or ceiling), may result in a repaint of the affected area(s).

Damage:

If actual damage occurs, i.e.: divot in wall etc, then please note the following method:

- Repair damaged substrate (fill with approved filler: i.e.; for timber, plaster etc to achieve a uniform, smooth patch.
- Allow to dry
- Sand patch to featheredge to minimize irregularities.
- It can then be touched up using the correct paint color and sheen level: (this can be brushed or rolled depending on how big or small the affected area is).

Note: Major damage (especially if located on a broad wall or ceiling), may result in a repaint of the affected area(s).

Avoid using BluTac or adhesive tape on painted surfaces as it may leave stains or cause the paint to flake upon removal.

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7.5 INTER-TENANCY WALLS

Inter-tenancy walls are not to be penetrated as this will diminish the acoustic and fire integrity of the walls.

If services, furniture or art is required to be mounted into/onto an inter-tenancy wall, please seek advice from the Building Manager

7.6 KITCHEN AND BATHROOM JOINERY

General Care:

Joinery surfaces, including the front door and side panel, will dent or scratch if treated roughly. Particular care should be taken when moving furniture or heavy objects in the vicinity of joinery.

Cabinet carcass cleaning and care instructions



Please see attached user manual for care and maintenance instructions



Wash down with warm water with a small amount of detergent. For the best results use streak free glass cleaner with a soft cloth.



Abrasive cleaners; such as JIF, AJAX, BRASSO, SCOURER PADS, STEEL WOOL etc, should never be used. These may cause scratching and discolouration to surfaces.

Joinery Doors and Panels Cleaning and Care instructions:



Please see attached user manual for care and maintenance instructions

Whilst your doors are made from a High Moisture Resistant Particleboard (MR MDF) and as with any wood based panel cannot be made totally waterproof, care should be taken to wipe up spills immediately, ensuring the doors are not exposed to high or continuous levels of moisture, steam and humidity. Stains to doors & panels should be cleaned as follows:



Using a mild household spray wipe down the doors or panel with a soft cloth taking care not to rub too hard. Dry using a soft cloth so as not to leave any solvent on the door or panel.



You may also use Mentholated Spirit on a soft cloth, using a circular cleaning motion. Thoroughly clean over the wider area with water and detergent on a damp cloth afterwards to remove any residual Mentholated Spirit.



Always ensure that you refer to the recommendations provided by the cleaning product manufacturer before use.

To ensure that your Warranty will not be void, **DO NOT** use any of the following on **MELAMINE** doors & panels: Commercial Cleaning Products, Abrasive Cleaners, Scouring Pads or Abrasive Papers, Acids and Alkalis, Solvents, Thinners, Turpentine (Turps), Ammonia, Bleach, Acetone, M.E.K. and any other cleaning agents containing Organic Solvents or the above mentioned products.

The hinges to the joinery are manufactured by Hetitich which are covered by a Hafele lifetime warranty. Hinges can be cleaned and maintained by cleaning with a dry polishing cloth, and do not recommend the use of any chemical cleaning agents. Do not apply any oil or grease to the hinges. Hinges should be checked and tightened and adjust every 6 months.



Hinges should be wiped down with a soft, dry, clean cloth and should never be washed with moisture as this may remove the oil film that maintains functionality and durability.

Scratches and Cuts:










To repair severe cuts and scratches, use a wax stick of matching colour. Scratches are not covered under a warranty.

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7.7 BEDROOM WADROBES

Care and maintenance for wardrobe internals, wardrobe doors and wardrobe sliding tracks systems:









-  Apply a mild soap, detergent or commercial solvents to all surface using a clean, dry cloth or sponge saturated with a cleaning solution
-  Care should be taken to avoid contact with frames, hardware and associated materials when using solvents to ensure no adverse effects.
-  When using commercial solvents the manufactures directions and warnings should be adhered to at all times.
-  All surfaces should be rinsed with clean water after cleaning solutions have been applied.
-  A squeegee, chamois or suitable clean, lint free cloth may be used to dry all surfaces immediately after applying cleaning solutions or water.
-  Under no circumstances should harsh cleaners, alkaline solutions, blades scrapers, abrasive or similar tools be used on any surfaces.
-  Ensure tracks are kept clean and free from dust and debris to allow wheels to slide easily.

Warning: Excessive amounts of cleaning fluid and water should not be applied to melamine surfaces due to the nature of this product. Melamine board will absorb excessive water or cleaning fluid and swell and the edge stripping may peel as a result.

7.8 RECONSTITUTED STONE BENCH TOPS

Your kitchen and vanity bench tops comes with a reconstituted stone bench top. Only simple and routine care is required to maintain this product. In most cases, water and soap or mild detergent will be sufficient to maintain the surface. Re-sealing is not required. If necessary use a non-scratch or delicate scrub pad to aid cleaning. Thoroughly rinse with clean water following this process to remove any residue.

Simple protection measures are the most effective way to ensure the natural appearance of the stone featured in your apartment is maintained.

-  Use a chopping board, place mats, and coasters to protect the surface from scratching, dulling or heat marks;
-  Avoid sitting / standing on bench tops and vanities;
-  Wipe up spills immediately, to avoid potential absorption into stone;
-  Substances such as Soap, detergents, abrasive or harsh chemicals or cleaners, solvents, toothpaste, tea coffee, alcohol, vinegar, and citrus juices can stain, etch or dull the stone. Lipstick, industrial and laundry markers and ink are unlikely to be removable;
-  Avoid resting steel or items which may rust on the stone to prevent rust markings;
-  Do not use acids, wax, sealers, steam cleaners or petroleum products on stone;
-  Do not rest hot items such as saucepans and fry pans on stone as they can cause the stone to break.
-  Only simple and routine care is required to maintain this product. In most cases, water and soap or mild detergent will be sufficient to maintain the surface. Re-sealing is not required. If necessary use a non-scratch or delicate scrub pad to aid cleaning. Thoroughly rinse with clean water following this process to remove any residue.

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Refer to the 'Maintenance and Warranties' tab for further information.

7.9 SPLASHBACKS

Your kitchen splashbacks come with glass splashbacks. Refer to section 7.12 for cleaning.



Please refer to maintenance manuals for cleaning procedures and further information.

7.10 MIRRORS

Your bathroom comes with silver mirrors, supplied by IJF Joinery.



Please refer to maintenance manuals for cleaning procedures and further information.

7.11 SHOWER SCREENS

Your shower screens have been provided by Modus Group. The manufacturer's recommended cleaning method for Shower screens is as follows:



1. Rinse glass to remove loose dirt.
2. Apply mild soap, mild detergent or in extreme cases commercial solvents to glass either by spraying or using a clean, grit free cloth or sponge saturated with the cleaning solution. Care should be taken to avoid solvent contact with the glazing sealants, aluminium framing or other materials that may be affected by solvents.
3. The glass surface should then be cleaned immediately with generous amounts of clean water, removing the cleaning solution from the glass. In no case should a blade, scraper, steel wool, or any other similar tool be applied to the glass surface.
4. Using a squeegee or a clean lint free cloth, remove the water from the glass surface.

REMEMBER:



Ensure glass and associated hardware is as clean as practically possible, as staining may occur.



Any household cleaning agents (ammonia based) available and recommended for glass can be used, except for mirrors, mirror trims and frameless shower screen hinges.



Mentholated spirits and/or water should only be used on mirrors, mirror trims and frameless shower screen hinges. Simply apply on dirty areas and wipe off with a clean lint free cloth.



Do not use harsh abrasives on any above mentioned surfaces as this may cause surface scratches.



Both painted and anodised finished surfaces should be regularly washed down with water to maintain their attractive appearance.

Do not remove any silicone caulking for any reason as removal may cause leakages and possible damage.

7.12 TILED SURFACES

Ceramic tiled surfaces to wet areas can be extremely slippery when wet. Please take care when moving about on tiled floors especially when wet. We advise that a floor mat should always be placed outside the shower to dry off upon.

Care and Maintenance of Ceramic Tiles



On polished materials, especially if of very light, uniform colour, a protective treatments recommended to make maintenance even simpler

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- ✂ This treatment is easy to carry out and involves applying products specifically developed for vitrified stoneware to the perfectly clean dry tiles.
- ✂ These products, distributed by a large number of specialists companies are easy to obtain and the packs specifically state that they are “ for Vitrified Stoneware”
- ✂ The perfectly clean dry tile should be protected using sheets of PVC or airballs to prevent damage during finishing works
- ✂ The tiles are easy to look after and do not require any special care.
- ✂ The maintenance procedures simply have to be adapted to the way the floor / walls are used
- ✂ For effective maintenance you are advised
 - not to leave dirt on the floor / walls for too long
 - always to use neutral or alkaline detergents
 - to rinse with clean water

Extra Ordinary Maintenance

- ✂ Extra ordinary maintenance is only necessary when the routine maintenance has not been carried out correctly and or is in a setting with high dirt levels
- ✂ In these cases, professional detergents specifically developed for the type of dirt must be used with flooring machines
- ✂ If concentrated chemicals are applied, take suitable precautions and follow all instructions provided by the manufacturer.
- ✂ We decline all responsibility for injury and or damage due to improper use of detergents and or chemicals
- ✂ Although the advice provided above is reliable to the best of our knowledge, it is still purely a guideline and refers to matters for which we are not responsible.

7.13 HARDWARE

Door hardware and furniture is manufactured by Lockwood and supplied by Access Hardware. Cleaning is recommended with a soft lint free cloth without the use of any chemicals or abrasive substances.

- ✂ Lubricate any internal mechanisms with an aerosol lubricant and/or
- ✂ Lubricate ‘sticky’ locks with dry powder graphite sprinkled on the key

The front entry door to your apartment is a fire rated door and cannot be obstructed or held open. The closer on the apartment front door is gassed as required under fire regulations.

Refer any maintenance of this closer or the door to the Building Manager.

7.14 TV CONNECTIONS

Your apartment is fitted with an MATV (Multiple Access Television) system. Each apartment contains one pay TV outlet, and either one or two FTA (free to air) outlets. Pay TV outlets are located in the living room, and MATV outlets in the living room and bedrooms.

7.15 DATA CONNECTIONS

Your apartment is fitted with NBN Co. optical network distribution termination hub. This is located in the bedroom wardrobe. Your apartment contains one (1) per bedroom and one (1) living room data outlet (Clipsal Slimline

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SC203IV complete with RJ45Cat5E) for internet connection (connection to internet and telephone provider is at the residents own cost and organisation). This can be done through any normal phone and internet provider such as Telstra, Optus, Vodafone etc.

7.16 TELEPHONE CONNECTIONS

The telephone outlet points are Clipsal Slimline SC203IV complete with RJ45Cat5E and are located in the living room and bedrooms

8.0 WINDOWS AND BALCONIES

8.1 WINDOWS AND ALUMINIUM WINDOW FRAMES

The cleaning of your windows and aluminium window frames is the responsibility of the resident except for external cleaning of windows that are not adjacent to a balcony. The glazing, framing and hardware do require regular cleaning to maintain its life and appearance.



As a general rule use a soft, clean grit free cloth (to avoid scratching or marking the surface) or recommended cleaning equipment. Use water with a mild detergent and/or cleaning solutions which are recommended glass cleaners.



Powdercoat aluminium finishes should be cleaned with a Ph-neutral detergent solution at the same frequency as the windows.



Anodised aluminium surfaces should be cleaned with warm water containing a suitable wetting agent or with a mild soap solution.

For awning windows if relevant, the stays may become stiff if the window is not operated at least once a week. If stiffness occurs, a light oil spray lubricant should be applied to the joints of the stays. After the lubricant has been applied the window should be opened and closed at least ten times to remove the stiffness.

Window fasteners should be cleaned at least every twelve months with a mild detergent in water followed by clean fresh water.

For sliding doors, ensure that the track is clear of debris such as sand, leaves and dust. If the roller does appear to be stiff, Vaseline on the bearing can free this up.



For further cleaning information including recommended cleaning interval periods, please refer to the 'maintenance and warranty' tab of the folder.

8.2 BALCONIES AND TERRACES

Balconies and terraces are finished with Tiles.



Refer to your building rules and regulations regarding balcony and terrace use.

8.3 CONDENSATION IN APARTMENTS

Air laden with water vapour is referred to as being of a high humidity. When highly humidified air comes in contact with any cold surface such as a wall or in particular, windows it cools down. The water vapour is extracted from the air and remains in the form of condensation on the cold surface. This can cause potential damage or mould. Some causes of warm moist air inside the apartment is from room heaters, steam from cooking, washing dishes or clothes, steam from bathrooms or drying damp clothes in a tumble dryer.

In addition, abnormal heating of apartments i.e. above 23°, will create condensation which is unavoidable. Damage from condensation in this instance will be the sole responsibility of the user.

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How to prevent condensation in your apartment

Condensation can be avoided if humid, moist air is removed and replaced by drier air. This can be achieved by ventilation of the apartment, use of a room dehumidifier and / or using adjusted heating.

Some ways of improving ventilation are:

- Have windows and doors, where provided open during the day.
- Use exhaust fans in bathrooms and ensuites when showering; in laundries when washing / drying clothes and rangehood when cooking.
- At night, the outside air may be cold and force the householder to close all windows and doors. If this is the case the apartment should be well ventilated during the day by opening doors and windows.
- Use the Dehumidification Operation on your thermostat.

8.4 DRAINAGE SYSTEM

It should be noted that the design capacity of the drainage system is designed to comply with the requirements of the Building Code of Australia (BCA). As such, the apartment resident and Building manager/caretaker should be aware that the drainage system may not have the capacity to deal with high intensity storms which sometimes exceed these design intensities and in those cases the drainage capacity may be unable to adequately remove the additional water for a period of time. This situation is similar to the situation in suburban streets where the design capacity of the drainage system is unable to cope with high intensity storms and local flooding may occur, damaging properties. Hence, in order to provide the best opportunity to minimise the likelihood of local flooding to any part of the property, it is important that the design capacities of the drainage system are not compromised and the drainage gutters/outlets are kept clear as much as possible.

Probuild recommends regular monthly cleaning of balcony/courtyard gutters and the overflow drainage systems or whenever a resident becomes aware of any intense weather situations etc. It is the residents' responsibility to maintain effective operation of these systems where they relate to a private balcony. This inner city location is subject to a lot of windblown debris, including plastic bags, leaf matter etc. that can block drains and overflows which in turn could cause significant damage to your property. This reasonable preventative maintenance is essential and we recommend that the gutters/overflows are immediately cleaned should any blockage be observed and residents should arrange for monthly inspections and cleaning in periods of time where the apartment is left unoccupied. Evidence of such reasonable maintenance will be required by the builder in all cases of water related damage or defects.

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APPENDIX A: SUBCONTRACTOR O&M MANUALS

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APPENDIX B: FIRE HOSE REELS AND FIRE ESCAPE PLANS

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APPENDIX C: APPLIANCE WARRANTIES

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APPENDIX D: ISSUESID USER MANUAL

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