



Owners Information Pack



1.0 Introduction

Congratulations on your purchase within the VUE Terrace Homes Development. Designed with liveability and lifestyle front of mind, VUE Terrace Homes comprise of clean, efficient layouts and thoughtful touches to create a tranquil atmosphere amongst the surrounding parklands. The following handover package has been produced to assist you in establishing your new home, and the information has been designed as a guide to help you operate and maintain all of components within the property.



TERRACE HOMES



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2.0 Essential information:

VUE Terrace Homes Management

Jess Burke & Sam Burke
Onsite Rentals and Property Management
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www.robinavue.com.au
admin@robinavue.com.au

Builder-

Hutchinson Builders Pty Ltd 100 Griffith Street Coolangatta, Qld, 4225 (07) 5506 1500

Defect Management Email:

vueterraces@hutchinsonbuilders.com.au

Please note:

Instructions contained in this Manual are intended to assist you to fully enjoy your VUE Townhouse. They will cover many, but not all, potential circumstances that may arise from time to time. We recommend that you refer to the manuals provided by the product manufacturer for information on appliances. For finishes and fittings, please ensure that you refer to the information contained herein for the care of these items. Whilst we endeavour to maintain a high level of services at all times, this information is provided by third parties and Hutchinson Builders Pty Ltd will not be held liable for any omissions or the material or information herein. Failure to follow these care and maintenance instructions may void any warranties.





2.1 Local Numbers – Robina Town Centre Vicinity

ENERGEX General Enquiries	131 253
FOXTEL Customer Enquiries	131 999
GOLD COAST CITY COUNCIL	55 828 211
GCCC - REFUSE COLLECTION	55 816 799
GOLD COAST ROBINA HOSPITAL	55 018 333
GOLD COAST ROBINA LIBRARY	55 789 582
POLICE (Mudgeeraba Station)	55 306 455
Call 000 in the event of an Emergency	
POLICE BEAT (for Town Centre Issues)	55 788 988
QLD AMBULANCE (Medical Transfers)	131 233
REGENT TAXIS	131 008
ROBINA COMMUNITY CENTRE	55 789 159
TRANSLINK	131 230





3.0 Maintenance Program

It is imperative that a regular cleaning and maintenance program is followed to maintain not only the appearance and value of the development but also the validity of warranties.

It is important to follow all the maintenance and cleaning requirements detailed in this manual, subcontractor's manuals and the manufacturer's manuals. When cleaning and maintaining the equipment and finishes in your townhouse it is essential all the directions in subcontractor's and manufacture's manuals are followed, and where appropriate the works are carried out by qualified trade's people. Additionally, when maintaining areas at heights ensure safe access is provided. If there is a danger of a fall or injury, contact the Building Manager so they can give advice or arrange for the appropriate professionals to complete the maintenance activity

4.0 The Home Owner Orientation

4.1 Secure Access to VUE Terrace Homes

4.1.1 Resident Entry

Vehicle and pedestrian entry is available on the southern end of the development through East Lane, and the Northern end through Stadium Drive. Residents will be given two fobs per townhouse, upon entry residents will need to scan their access fobs either at the vehicle entry, or pedestrian entrance fob reader. You will exit by driving up to the exit gate. If closed, this will open automatically.

4.1.2 Visitor Entry & Parking

Visitors will use the intercom system at either the vehicle or pedestrian entrances to call the apartment they are visiting, the occupant will release the relevant entrance to allow the visitor to enter. Visitors will dial in the lot number they are visiting, then press "call", this will alarm the desired lot number and allow access to be granted.

Visitor parking is available within the development. If no parking is available, visitors are required to park outside of the development. To ensure parks are available for visitors please do not use the visitor parks as residential parking.

Vehicles are not permitted to drive or park on any footpath. Failure to adhere may cause damage to infrastructure.

4.2 Ordering of Townhouse Access Fobs

Your access fob is a protected key and can only be ordered through the building manager.





5.0 Townhouse Maintenance:

Each resident is responsible for the maintenance and up-keep of the internal area and external areas (such as covered terrace area, courtyard, driveway and balcony) of their townhouse. To maintain the investment value of the townhouse it is recommended that residents undertake regular cleaning, taking particular notice of the flooring, the wet areas (i.e. kitchen and bathrooms) and external surfaces. Failure to adhere to the maintenance schedules provided to you within this handover package, in some instances, can void your product or installation warranty, so please read and understand the maintenance schedules carefully. Each element of the townhouse will generally have its own warranty, care, and maintenance information. Please refer to each items warranty or operation manuals for specific details.

Due to the high quality of finishes and detailing, the implementation of a thorough maintenance and cleaning program is essential to ensure warranties are not compromised. Included within the manual is a recommended maintenance program that should be implemented for all homes. The maintenance program is summarised in the Maintenance Schedule for VUE Terrace Homes.

Should you encounter an item that you believe is incomplete work or a defect item, please follow the instructions noted in section 7.3 of this manual.

Please note that when moving furniture into the townhouse, adequate protection of all surface areas is used, this will prevent damage occurring to areas like tiles in the process.

5.1 Drying Out the Home

Many of the materials used to build a home contain moisture. Although home-owners are not likely to feel it, there is a great deal of moisture within a new home when they first move in. After the home has been occupied and heated the moisture will dry out and as a consequence timber and plaster-lined areas may shrink during this drying-out process. Small cracks may become evident at joints or intersections due to this process. Slight movement and shrinkage, known as settlement cracks, may occur but this will not affect the home's structural integrity and are quite common in new developments.





6.0 Home Owner Safety and Emergency Procedures

6.1 Isolation Switches and Valves

Please note the following important locations of isolation switches and valves within your townhouse.

The Electrical switchboard is located within your home on the wall in the garage.



The water shut off valve for your home will be located in the planter box nearest to the front of your property.'



You will be able to isolate the water to your townhouse by opening the pit shown above, and turning the relevant valve to the closed position.





7.0 Building Management

7.1 Management and Caretaking Responsibilities

The Building Manager is responsible for the following matters in relation to the building:

- Control of Key and Access Control Systems.
- Advising the Body Corporate of any issues concerning the building's common property.
- Appointment, Management and Supervision of contractors undertaking works and maintenance on common property of Core Services, such as those related to fire safety and emergency systems, electrical, hydraulic and mechanical.
- Supervision of the observance of the rules and regulations related to the development.
- Co-ordination of owners and residents/tenants moving into and out of the building.

7.2 Routine Common Area and Plant Maintenance:

The Building Manager is responsible to ensure that all structural and common property services (including the pool area) and equipment aspects of VUE Terrace Homes are maintained on a regular basis to ensure their good condition and reliable operation. Should you notice any areas of the development being neglected or inappropriately maintained please report it to the Building Manager.

7.3 Reporting Items of Building Maintenance

Hutchinson Builders Pty Ltd and our Subcontractors have gone to great effort to produce a high quality product. However, sometimes things do go wrong. If you have a matter of concern and to ensure we have a record, please use your **Notification Form** contained in your handover kit and clearly provide the following information:

- Townhouse Address
- Name of Owner / Contact Person
- Contact person details
- Brief description of the work requiring attention
- Location of work requiring attention

This process has been introduced for the resident's convenience and to effectively manage the process of attending to the reported items efficiently, expeditiously and without confusion.

On receipt of the report a confirmation email shall be sent in response and a builders representative shall contact the contact person to advise suitable action and if required arrange a suitable appointment to attend to the work.

Defects may only be reported within the first twelve (12) month defect liability period from the date of Practical Completion and must be in relation to the building, internals of the townhouse and items supplied and installed at the time of settlement. Issues relating to marked walls,





chipped tiles or minor damage to fittings etc. that were not identified at the Pre-Settlement inspection will not be addressed post settlement.

If you encounter a problem with an appliance, please refer to the appliance warranty included in this manual in the first instance.

In the event of an emergency, please contact the Building Manager.

8.0 Disposal of Garbage

Sustainable Waste Management (SWM) is one of the keys to achieving environmental sustainability. SWM relates to the responsible consumption of products and services and views waste as a resource to be utilised and not as a problem to be ignored. Types of waste expected to be generated from the residential uses on site include:

- Recyclable wastes (cardboard, packaging etc.) and
- Other general waste

Sorting of all general waste into recyclables and general waste will be encouraged and actively promoted on site. The waste will be stored on site until removed by the appropriately licenced and authorised waste contractors (where legally required), either for recycling, landfilling or by other regulated means. General and recyclables waste refuge bin storage is to be located within the allocated bin store areas provided within each of the terrace house design types. It is important to note that the majority of dwellings shall be serviced from the street frontage however unit types 7A & 7B are to be serviced from central bin store areas located in pocket parks. Residents serviced by the central bin enclosures shall be responsible for moving waste from their residences to the store areas.

Bin types and dimensions for townhouses and bin enclosure areas have been based upon the Gold Coast City Plan Policy SC6.13 Solid Waste Management Plan, as per below:

Table 3.2 Refuse Bin Summary (per dwelling)

Type of Waste	Type of Bin	Size of Bin	Number of Bins	Collection Frequency (times/week)
General Waste	Wheelie Bin	240L	Ĩ	d)
Recyclables	Wheelie Bin	240L	1	Fortnightly

Table 3.3 Central Bin Enclosure Refuse Bin Summary (Per enclosure)

Type of Waste	Type of Bin	Size of Bin	Number of Bins	Collection Frequency (times/week)
General Waste	Bulk Bin	1,500L	1	1
Recyclables	Bulk Bin	1,000L	ĭ	1

Wheelie bins and bulk bins are acceptable for the servicing of standard residential developments. All wheelie bins will be stored in the refuse storage areas located within each





residential dwelling and bulk bins stored within central bin enclosures located within the pocket parks. The refuse storage areas will provide for both general/recycled waste.

9.0 Internet and TV

Your internet facilities have been installed and commissioned by Open Networks. The internet and television box is located in the garage of your house, to the left of your switchboard. There is a splitter for the television cable, which splits the feed into 3 separate TV outlets throughout the house.



The image on the left shows the inside of your open networks box located in your garage. There are 9 data points which you can see at the top of the box. These data points run to outlets throughout the townhouse.



To activate the data outlets in your house, all you need to do is plug the Ethernet cables to the data points in your open networks box, as shown on the left.

10.0 Electricity and Water Metering

10.1 Townhouse Water Metering

There will be a water meter box at the front of every second townhouse in the nearest planter box. This water meter box will have two water meters, with valves that supply water to each townhouse. Each townhouse will have its own Rinnai 160 Litre Electric storage Tank, hardwired on its own 240V electric circuit. This will be metered through the electricity meter.







The image on the left is of the inside of the water meter box located in the planter box closest to your property. It is easily accessible for whatever necessary maintenance that may arise in the future.



The image on the left shows the Rinnai 160 Litre Hot water storage tank that will be located in your garage or under the stair area. It is hardwired on its own circuit, which can be isolated at the switchboard, and easily accessible for any maintenance in the future.





10.2 Electricity Metering

Each block of townhouses will have its own metering panel that will have a meter for each individual townhouse as shown in the photo below. The meters are supplied by Locality Planning Energy.



The mains for each townhouse will run from this metering panel, through a penetration in the podium onto cable tray fixed to the soffit of the podium, and up into the main switch located in the switchboard for each respective townhouse.

11.0 BUILDING WORKS

If you want to carry out any works within your townhouse you will need to read the By-Laws carefully and consult the Body Corporate if necessary in preparing an application for approval before undertaking any form of work.

Internal changes may be made however no substantial changes to the exterior of the building can be made without body corporate approval. This is all covered in the sales contracts and the Community Management Statement (CMS) which governs the body corporate and all owners have a copy of.

For further detail, refer to the By-Laws or contact your Body Corporate Manager. Please be aware that any works carried out by the owner of the townhouse will no longer be under the builders warranty, it is up to the home owner to manage that area from then on.

Fire Separation walls – Each unit is separated with a fire separation wall to assist with preventing the spread of fire form one townhouse to another in the event of a fire.





It is critical that this wall is never penetrated or damaged. Any alteration to this wall may lead to failure of the wall. It is important you speak with your Building Manger prior to altering any walls in your home.

Internal walls separating lots are not to be penetrated. Failure to adhere may compromise the adequacy of both fire and acoustic ratings. Questions relating to party walls can be identified by the Body Corporate.

12.0 PRODUCT WARRANTIES

Hutchinson Builders has incorporated a range of material, products and appliances in the construction and completion of the project. The product warranties provided by the various product manufacturers are for varying periods. These products could include appliances, door hardware, floor coverings, tapware etc. The Handover Manual provides full details of all warranties and particulars of how the warranty is to be exercised.

13.0 DEFECTS REPORTING POST TOWNHOUSE HANDOVER & RECTIFICATION

All defect reporting shall be done by the townhouse owner or tenant in writing using the **Notification Form** attached. Category 1 defects, which represent a serious problem, can be reported verbally followed up by completion of the Defect Notification Advice.

There are 3 forms of defects that may present themselves during the Warranty / Defects Liability Period. These include;

13.1 Category 1 Defects (Urgent)

Serious defects involving failure of services or risk to safety e.g. Roof & window leaks, faulty taps and the like, plumbing services breakdown, locking devices, electrical failure, security and intercom breakdown, damaged balustrade.

Report the defect directly to the Building Manager, who will implement immediate & mitigating action directly with the appropriate suppliers or subcontractors or contact Hutchinson Builders to rectify the defect. The **Notification Form** contained in your handover kit should also be completed.

13.2 Category 2 Defects (Non Urgent)

Report the defect directly using the **Notification Form** contained in your handover kit. This form will be forwarded to Hutchinson Builders for review. Hutchinson Builders will respond in writing with action to be taken to repair the defect within 5 working days.





13.3 Appliance Defects

Appliance failures are best reported directly to the respective product manufacturer for action. Contact details are included in their respective product information guides. We suggest the trouble shooting guides in each manual be examined prior to contacting the manufacturer.

13.3.1 General Notification Principles

- The Home Owner identifies a defect or a product malfunction
- Using the **Notification Form** contained in your handover kit, the Unit Owner submits the advice and this will be coordinated with Hutchinson Builders.
- The Hutchinson Builders Maintenance Manager receives the Notification Form and assesses the nature of the defect to determine the urgency and implements the appropriate action necessary to make good the defect.
- Within 5 working days, the Townhouse Owner will be contacted and an indication of what action is proposed and when the defect rectification will be executed.
- The Hutchinson Builders Maintenance Manager shall coordinate and manage the process for remedial work to rectify defects identified.
- The Hutchinson Builders Maintenance Manager inspects the completed work with the home owner and the defect is signed off as completed.

13.3.2 Defective Manufacturers Products Outside The Warranty & Defect Liability Period

If the Defect in the product occurs outside the Defects Liability Period, the **Home Owner** is advised to contact the product manufacturer to have repairs performed. Subcontractor & supplier contact details are provided in this manual for future reference for work that may need to be done after the expiry of the defect liability period.

When defects become evident in an installed product after the Defects Liability Period, but within the product warranty period e.g. Wall Oven, Airconditioner etc., the Customer shall notify the manufacturer and request rectification. Product warranty information is included in the Handover Manual.

14.0 OWNER RESPONSIBILITY

It is the responsibility of the Owner to ensure tenants are provided & informed about the contents of this manual so that incorrect operating and maintenance of the townhouse finishes, fixtures and fittings do not void product warranties.





15.0 TOWNHOUSE MATERIAL CLEANING & MAINTENANCE

Insufficient cleaning or the use of inappropriate cleaning materials can ruin the surface of many of the building materials, fixtures and fittings in your home. Please use all due care when cleaning and refer to cleaning product specifications before use.

Individual owners are responsible for cleaning and maintenance inside their Townhouse. The following cleaning and maintenance methods of the generic materials listed will help you maintain the material surfaces applicable to your townhouse.

16.0 Cleaning & Maintenance

16.1 Stonework

16.1.1 General Description and Properties

Reconstituted Stone is a synthetic recomposed stone product incorporating either quartz or marble particles bound together with coloured epoxy resins. Whilst the manufacturers of these products claim that these stones are non-absorbent, stain resistant and stronger than granite and marble, they should, however, still be treated like natural stone. Food preparation and cutting should not be carried out on reconstituted stone as the surface may discolour and become scratched and damaged.

16.1.2 Maintenance Instructions

Standard commercial washing techniques involving cold water & a mop should only be used. Periodic cleaning is recommended to maintain the stone's appearance and should be repeated weekly or more depending on the level of soiling.

All spillages should be cleaned immediately to prevent any liquid/ chemical penetrating the stone's pores resulting in unsightly staining.

With regards to bathroom, ensuite and laundry applications, bleaches and mould removing cleaning products should not be adopted on any marble, limestone, granite and/or reconstituted stone. Care should be taken with toilet deodorisers. Cleaning products such as "Jif" and/or "Pine-O-Clean" should not be adopted.

In kitchen applications, care should be taken with oil, red wine, vinegar and other similar products as well as greasy and fatty foods.

We strongly discourage the use of the bench tops as food preparation areas/ cutting boards, as the stone (whether natural or reconstituted) may eventually mark and stain. Food preparation must be carried out on cutting boards.

Similarly bench tops and vanity tops should not have oils, soaps or perfumes stored on the surface as residues may mark and stain the natural and reconstituted stone.





Detergents & soaps should not be used on any natural stones. If such cleaning agents are absolutely necessary, only neutral detergents should be used with initial testing highly recommended. This should take place in a small and isolated area to determine its suitability.

Please note that NO cleaning involving abrasive, polishing or scouring techniques and the like should be adopted as this will damage the stone.

16.1.3 Maintenance Frequency

Wet area stone should be swept daily for high use areas to avoid staining from oils, soaps and the build-up of mould. Any damage or deterioration must be repaired immediately.

Living area stone should be swept daily. This will reduce the potential for scratching of the surface and the build-up of contaminants, which leads to staining.

Kitchen bench top should be cleaned as soon as possible after each use to avoid staining. Re-application of sealers should be carried out every 6 months in high traffic areas.

16.1.4 Stain Removal

Where the stain is determined to be either Oil and Grease or Wine following instructions:

Oil and Grease:

Contact the original suppliers and contractors for recommendations for cleaning and maintenance.

Wine:

New Stain: Spray immediately with Soda Water and wash with a neutral detergent. Should the stain persist, apply acetone.

Old Stain: If the stain has remained in the stone for a long period, it has most likely taken the surface polish off the stone. Little can be done to restore its former sheen apart from re-grinding and repolishing the stone.

Please note that the above cleaning advice is given in good faith only. However, due to the diverse mineral compositions of the selected stones and the possibilities of numerous chemicals and products which may cause stone deterioration, we cannot warrant that the above cleaning methods will provide satisfactory results. We strongly recommend that patch testing be undertaken prior to these cleaning methods being adopted.

16.1.5 Inspections

Alterations to the stone's appearance & finish, hairline cracks and joint deterioration are the key elements to inspect.

Where sealers have been used, a periodic inspection should be performed to ensure the sealer is still effective. Should the sealer show signs of wear, or become dull, the problem may require





another application of the surface sealer. It is recommended that the sealer be reapplied every 6 months.

Other problems may require visual inspection and appraisal by a professional Stonemason.

16.2 Ceramic Tiles

16.2.1 General Description and Properties

Ceramic Tiles are available in a multitude of sizes, shapes and colours and may be glass, glazed, unglazed or vitrified. Generally, they consist of ceramic clay particles fired at extremely high temperatures to produce 'stone-like' products which are durable, relatively strong and lightweight. Their durability and overall performance varies extensively and is dependent on the tile type.

Floor grout will discolour with foot traffic, dust and grit. To clean the grout use a steam mop/steam cleaner. Alternatively the grout can be re-whitened using "Mapei Fug Fresca", which can be purchased from any large tile outlet.

16.2.2 Maintenance & Instructions

Ceramic tiles should be cleaned by regular sweeping and washing with a mild soap-free detergent or a weak mix of vinegar and water (1 cup mixed with bucket of warm water). Do not use abrasives to scour stubborn marks as this may scratch the surface. Scouring powders or bleach can be used on unglazed or vitrified tiles to remove particularly stubborn stains. However, this may have an abrasive effect on such tiles and is generally not necessary.

Tiling and stonework bedded with sand & cement mortar bed may exhibit efflorescence. This is the result of soluble salts or 'free lime' migrating to from the cementitious materials to the surface when subjected to cycles wetting and drying. The soluble salts are a natural by-product of the setting of the cement in various components like concrete, cement mortar tile beds, cementitious grouts, etc.

Efflorescence usually manifests as a white powdery residue that is easily removed. When observed it is highly recommended that it be removed immediately by brushing off with a stiff broom. If left for prolonged periods it will react with the atmosphere to produce a much harder crystalline encrustation they may require removal by mechanical means. In addition residual cement film may occur to both floor & wall tiles. Such surface blemishes will disappear with washing but may reappear after drying. This often diminishes over a relatively short period of time.

Whilst it is generally thought that progressive washing will eliminate both residual cement final and/or efflorescence, such cleaning may actually aggravate such contamination from reoccurring - especially where a weak acid cleaner has been adopted. Therefore, once a final clean has been performed, we recommend that the tiling/stonework be allowed to emit such contaminants (if any) over a number of weeks with a thorough clean to be performed thereafter.





It is particularly important to ensure that the cleaning agent is completely removed by a final rinsing with clean water.

16.2.3 Maintenance Frequency

Wet area ceramic tiles should be swept daily and mopped weekly for high use areas to avoid staining from oils, soaps and the build-up of mould. Tile joints and sealants should be visually inspected for damage and deterioration every 6 months. Any damage or deterioration must be repaired immediately.

Living area ceramic floors should be swept daily and mopped weekly. This will reduce the potential for scratching of the surface and the build-up of contaminants, which leads to staining. In relation to floor coverings, various floor surfaces may present differing traction. As a precaution, please ensure all surfaces are kept clean and dry as per each maintenance recommendations from sub-contractors and suppliers (attached at back of document). On smooth surfaces, it is recommended to place rubber underlay beneath floor mats.

16.3 Joinery

16.3.1 Laminates & Melamine

Laminate is a decorative surface finish with various applications including benchtops and vertical joinery sections typically in kitchens, bathrooms and laundries. Although laminate is a durable finish, it can be damaged if correct maintenance procedures are not followed. When cleaning laminate, wipe over with a clean damp cloth. Rub over with a clean dry cloth to bring back the brightness. Occasionally, clean with a mild dish washing detergent. If there is a heavy build-up of dirt, cleaners like "Windex" of "Ajex Spray n Wipe" spray cleaners can be used.

DO NOT used an abrasive cleaner on any laminate surfaces as this can damage the finish and leave permanent scratches.

DO NOT use waxes and polishes on laminate surfaces as this can dull the natural shine of the product.

16.4 Stainless Steel

Stainless steel corrosion resistance is attributable to the presence of a thin, durable film of passive, but stable, chromium oxide. Being inert, invisible, extremely adherent and self-repairing, this film provides an unrivalled protection for the steel, should the film be damaged or removed it will regenerate independently, provided that oxygen is present to allow the reaction to occur with the chromium content of the steel.

To maintain the stainless steel, it is recommended that cleaning is undertaken regularly, at least once a month to avoid build-up of surface contamination and 'tea staining'. To undertake routine cleaning and maintenance use soap or a mild detergent with warm water, sponge, rinse with clean water, wipe dry if necessary. To clean stubborn stains and discolouration, use a quality recommended stainless steel cleaner and buff clean using a non-abrasive polishing cloth.





These areas to be maintained may include, but aren't limited to, balcony & laundry floor grates, kitchen sinks, laundry troughs and joinery handles. Please refer specific product sheets attached.

16.5 Carpet

Correct and regular maintenance of your carpet will increase the lifespan of a carpet, and help maintain its good appearance. Act quickly to clean up any spills, and then treat with a recommended cleaning agent using small amounts at a time. Cleaning should be proportional to the amount of soiling to which the carpet is subjected: the more dirt deposited on the carpet, the more intensive the maintenance program required.

16.5.1 Removal of soil/dirt from your carpet:

Dirt particles, carried into a building on the soles of shoes and by air currents, are deposited on the carpet surface and stick to the pile fibres. These dirt particles are held by mechanical forces in the yarn structure or by adhering to the fibre surface because they are sticky (oily) themselves, or because the fibre is sticky, damaged, or has other sites where soil can lodge.

There are two main types of soil/dirt:

- Type 1 Coarse, dry heavy soil: e.g. sand, fibres, salts etc which cause carpet to fill up with dirt, and which is deposited as far down as the roots of the tufts.
- Type 2 Fine, sticky, lightweight soil: e.g. soot, oil, rust etc which cause most discolouration of the carpet surface and makes the carpet "look dirty".

These two kinds of dirt have to be removed using different techniques:

- Type 1 by mainly mechanical means: e.g. vacuum (suction) cleaning or spray extraction cleaning.
- Type 2 by mainly chemical means: e.g. shampooing, or impregnated compound cleaning.

It is essential to follow a suitable and regular maintenance program in order to remove soil and dirt from your carpet, for both appearance and hygiene reasons as well as to maximise the lifespan of your carpet.

16.5.2 Regular Carpet Maintenance

This is usually carried out on a daily basis. It comprises vacuum (suction) cleaning of all regularly trafficked areas, and spot removal. Extra care must be taken of the most heavily used areas, including entrance mats. Areas of minimal use can be vacuum cleaned at a lower frequency, for instance twice weekly.





Spills should be attended to as soon as possible - the older the stain the more difficult it is often to remove.

Spot removal kits containing all the tools to tackle spills likely to occur must be available to maintenance personnel, who must be trained in the use of these kits and have access to the kits at all times during carpet maintenance periods.

We strongly suggest to contact the original suppliers, Master Flooring, in the event of spot and stain removal in your carpet. They will inform you on the correct maintenance and cleaning procedures.

16.5.3 Interim Carpet Maintenance

This is used to brighten the appearance of the carpeting by removing surface dirt, but without necessarily removing much of the deep-seated soil in the pile.

This can be accomplished by techniques such as **bonnet buffing** which use a rotary scrubber and a soft textile cleaning pad in place of the circular brush (as used for rotary shampooing). The cleaning solution is either applied directly to the carpet or to the pad. Dirt from the carpet surface is transferred to the pad; the pad must be reversed or changed frequently to be effective. Dirty pads can be laundered and be re-used.

Impregnated compound (powder) cleaning uses inert powder, impregnated with a mixture of water, solvents, detergents, etc which are brushed into the carpet pile and, after drying, vacuumed out. The powder acts as little sponges which absorb the dirt from the fibre surfaces.

16.5.4 Periodic Maintenance

However meticulously both regular and interim maintenance are carried out, the time will come when the carpeting will require a thorough, deep or restorative cleaning. Systems used are based on shampooing, using a high foam carpet shampoo, or spray extraction cleaning, using a low foam shampoo.

Prior to commencing these wet cleaning techniques the carpet pile is usually treated with a **pile lifter**, which is a twin-motor vacuum cleaner, with a large cylindrical brush and powerful suction action to open up the pile and remove embedded grit which normal vacuuming leaves behind.

Shampooing involves the use of a rotary or cylindrical brush machine which brushes a shampoo solution - "wet" shampooing - or a shampoo foam - "dry" shampoo - into the carpet pile. After this is completed the dirt-laden shampoo is either:

- sucked out of the pile by means of a wet pick-up machine,
- rinsed out using spray extraction machine (charged with water only), or
- left to dry and the dried shampoo and loosened dirt particles removed by vacuuming the so called shampoo crystallisation process.





Of the above procedures the last one tends to be the least expensive, but also the least efficient; the second one the most expensive and the most efficient.

Spray extraction cleaning injects a detergent solution into the carpet pile, immediately followed by an integral wet pick-up system. Amount of solution sprayed into or on to the carpet pile varies greatly between machine models and makes and this affects both the efficiency of the "flushing" out of the dirt and the chance of inadvertently over-wetting the carpet.

Cleaning efficiency can be improved by pre-spraying the carpet with the low foam shampoo prior to spray extraction, and by the use of the rotating or oscillating brushes in the floor "wand" of the machine.

With all wet cleaning techniques it is important to avoid over-wetting the carpet as this will greatly lengthen the drying time, and may cause problems with discolouration of the pile. Brushing of the pile should also be kept to a minimum, especially with some carpet constructions. It is strongly recommended that the carpet be pre-tested prior to commencing any wet cleaning to ensure that neither chemicals (shampoos or spot removal products), nor cleaning techniques itself causes damage to the structure or colour of the carpet.

16.6 Timber Look Vinyl Plank Flooring

With a little routine care and regular maintenance, it is easy to look after your Vinyl Plank Flooring. Just follow the easy steps below:

Caution

Never use abrasive cleaners, nylon scouring pads, steel wool or scouring powder as they may damage the floor.

Never use oil, soap, wax or polishes to clean the floor. These finishes may make the floor slippery and can leave a dull finish on the floor

Sweep, Vacuum

Daily sweep with a soft dry broom or vacuum (preferably with an effective dust filter and suction nozzle for hard surfaces) to remove any loose dirt or grit which could damage the floor.

Routine Cleaning

Clean the floor weekly using water and a PH neutral cleaner recommended for use on vinyls to remove any footprints, dirt and other stains or marks. Scuffs and stains can also easily be removed by a diluted solution of household ammonia or white spirit. Use a damp cloth, mop or sponge – not a wet one





16.7 Glass – Windows, Balustrades, Mirrors, Sliding Doors

16.7.1 Cleaning Methods

Cleaning should be undertaken on a weekly or as needed basis. Apply a methylated spirits or slightly acidic (vinegar) solution with a soft, clean, grit free cloth, sponge or a non A-Tork cleaning paper saturated with cleaning solution on the glass in a circular motion, apply light to moderate pressure.

After cleaning with solution rinse the glass surface with generous amounts of clean water, removing all traces of cleaning solution from the glass surface. Using a squeegee or clean lint free dry cloth, remove water from the glass surface. If residue is still evident on the glass repeat the above to avoid staining. All excess, splashed or spilled cleaning liquids must be removed immediately to prevent damage to adjoining areas.

16.7.2 Important notes

Do not clean glass when glass is exposed to direct sunlight. Glass should be cleaned by starting at the top of the pane of glass systematically working down to glass installed below.

This technique reduces the possibility of residue and cleaning solution running down on glass previously cleaned. All excess, splashed or spilled cleaning liquids must be removed immediately to prevent damage to adjoining areas.

Care should be exercised when cleaning all glass surfaces to ensure that gritty cloths, the metal parts of squeegees, or other sharp, hard objects do not scratch the glass surface. Metal scrapers must not be used. Proprietary glass cleaners are not recommended as some of them can cause damage to colour back glass and mirrors.

Do not use excess cleaning products or water on the mirror as it may cause damage to the silvering. Make sure when cleaning the face of the mirror to minimise excess of fluid near the edges of the mirror to minimise the chance of damaging the silvering.

16.7.3 Glass Maintenance Advice for Windows and Sliding Doors

Both painted and anodised finish surfaces should be regularly washed down with water to maintain their attractive appearance. The aluminium frames, windows and doors should be washed whenever the glass is cleaned.

To clean internal and external windows at heights, ie above internal stairs and on external walls, you need to ensure that extension tools are used or adequate scaffolding is provided.

16.7.4 Replacement of Glass

Any broken glass should be immediately reported to the Building Manager so the area can be made safe and secure, and the glass can be replaced by qualified glaziers, with glass of the correct specification.

16.8 Glass Shower Screens





Caring for the shower screen requires the following:

- Apply mild soap or detergent to glass either by spraying or using a grit free cloth or sponge saturated with the cleaning solution.
- If using a solvent cleaners care should be taken to avoid contact with glazing sealant and other associated materials which may be affected by the solvent, manufacturer's directions must be followed at all times when using solvents.
- All surfaces should be washed down with clean water after applying cleaning solutions.
- Surfaces may be dried using a squeegee or clean lint free cloth.
- Under no circumstances should harsh cleaners, alkaline solutions, blades, scrapers, abrasive similar tools be used on any surfaces.
- Do not allow dramatic temperature changes to occur with the glass as this could lead to thermal breakage (i.e. never allow hot water to flow onto glass directly after cold water, or vice versa).

Shower screens located over baths have a one way hinge and should not be forced past 180 degrees. Failure to do so may damage hinges or shower doors and void any warranty as per supplier. Being a moving part, may require adjustment over time and of course cleaning as per recommendations.

16.9 Wardrobes

Caring for wardrobes requires the following:

- Apply a mild soap or detergent to the frames using a grit free cloth or sponge. If using
 solvent cleaners care should be taken to avoid contact with glazing sealant and other
 associated materials which may be affected by the solvent, manufacturer's directions
 must be followed at all times when using solvents.
- All surfaces should be washed down with clean water after applying cleaning solutions.
- Surfaces may be dried using a clean lint free cloth.

Under no circumstances should harsh cleaners, alkaline solutions, blades, scrapers, abrasive similar tools be used on any surfaces.

16.10 Aluminium

Whilst aluminium is a material that is resistant to corrosion, the window frames need to be cleaned regularly due to the inner city environment

16.10.1 Powder Coated Aluminium

Cleaning is essential if the fine finish of powder-coated aluminium is to be preserved and the original performance characteristics are to be maintained. Deterioration of the coating occurs mainly as a result of ultraviolet light, grime deposition and attack by contaminated moisture, which in a coastal environment contains chlorides and in an industrial or urban environment contains chlorides and sulphur compounds. Deposited grime absorbs moisture like a sponge and holds it against the powder-coated surface; this permits corrosive attack to proceed, thereby damaging the coating.





Recommendations for the frequency of cleaning are as follows:

 As a general rule for outdoor applications, powder-coated aluminium or its alloys should be cleaned at the same frequency as is required for windows, using a nonabrasive pHneutral detergent solution. Surfaces should be thoroughly rinsed after cleaning to remove all residue. Solvent solutions should not be used for cleaning powder coated surfaces.

16.10.3 Sliding Door Tracks, Guides and Rollers

Regular maintenance of sliding door hardware is recommended to be undertaken every three months as a minimum.

Rollers and track should be kept free of dirt and grime at all times to maintain the smooth consistent sliding action of the door. Wipe track with soft bristle broom to remove any large debris followed by washing with warm soapy water and a soft cloth or sponge, ensure all drainage holes are free of dirt and blockages. Rinse surface with Wipe surface clean then spay the rollers with a non-corrosive penetrating oil such as lanolin or dry silicon followed by a light wipe with a soft rag.

16.11 Paint Finish

16.11.1 Internal Paint Maintenance

To remove dust, simply use a wall duster or feather duster and brush lightly. To remove stains, use a mild detergent in warm water on a soft cloth rubbing in a gentle circular motion. Avoid heavy pressure and linear movement when cleaning as this will result in abrasion of the paint and permanent blemishes only reparable by repainting.

It is recommended that the paint finish should be refreshed after 3 years or as desired or in the case of heavy staining. Refer to the paint manufactures instructions for directions on repainting of the townhouse.

The painted walls in the bathroom need to be re painted immediately if they are damaged/scratched. Failure to do so may result in deterioration of the base material. Please note that unless care is taken when mopping the bathroom floor these walls will be marked and scuffed and will then require more frequent painting to maintain appearance.

16.11.2 External Paint Maintenance

Please refer to Dulux recommendations for cleaning and maintenance of all painted surfaces. This would include a wash down of all external areas with soapy water and recommendations for re application. Different elevations may require more frequent maintenance and referral to strata is required for re-application and paint colours.





16.12 Walls and Ceilings

Care of plasterboard walls and ceilings is dependent on the finish applied to the walls. The relevant care instructions will apply to paint, ceramic tiles, stone or joinery finishes.

The joints between the plasterboard walls, ceilings, doors, joinery and other elements have been designed to allow for the differential movements, as such cracks will appear. These cracks are not defects but are maintenance items that are easily rectified by filling the gaps and painting over.

When moving around the home care should be taken so as to minimise damage to the walls and ceilings. Damage is most commonly caused by impacts of carried objects, scratching, and slamming of doors. Should walls, ceilings or shadow lines become damaged, then repair with either a proprietary no more gaps or setting plaster and repaint.

No part of the walls or ceiling should be cut /or demolished as it may affect the fire rating and/or acoustic properties of the townhouse. Before undertaking such works consult with the Building Manager, Body Corporate and a Building Surveyor.

16.13 Doors

Doors in general do not require special maintenance if the following guidelines are followed:

16.13.1 Internal Doors

- Doors and door hardware sets are not dismantled or disassembled, and non-original parts are used for replacement. Locks and handles are not forced or tampered.
- Doors are not abused or misused.
- Door hardware (hinges, handles, lock tongues) sets are properly maintained and lubricated occasionally to provide smooth action.
- All hardware is maintained as per the hardware manufacturer's instructions provided later in the manual.
- In regard to hinged doors, due to wind effects, it is recommended all doors are either kept closed or secured open. Doors slamming may cause injury and damage to structure.

16.13.2 External Doors

- External doors and doors in wet areas are sealed on top and bottom when installed.
 This should be checked for deterioration annually and recoated every three years.
- Doors are not abused or misused.
- Heavy weights or damp objects such as towels must not be hung on doors.
- Door hardware (hinges, handles, lock tongues) sets are properly maintained and lubricated occasionally to provide smooth action.
- All hardware is maintained as per the hardware manufacturer's instructions provided later in the manual.





16.14 Door Furniture

Initially, wash down the surface using soapy water or a mild detergent. Always thoroughly rinse the cleaning agent away with clean water. To complete the cleaning procedure, dry/polish the item with a soft dry cloth.

16.14.1 Cylinders

During cleaning, care should be taken to prevent cleaning solution from entering the cylinder keyway. Never use oil, grease or graphite to lubricate the cylinder, this may result in a malfunction of the mechanism.

16.14.2 Hinges

All hinges should be checked for tightness and lubricated on a regular basis (once a year). Where hinges are fixed on the exterior of a building it may be necessary to lubricate more often.

16.14.3 Pull Handles

Pull handles should be inspected to ensure that the fixings are appropriate with grub screws, where used, firmly in position. Any movement of the handle will damage the door surface and cause the handle to become unstable and fail when used.

16.15 Timber Stairs

16.15.1 Stairs

When cleaning timber stairs, we recommend using a damp cloth or mop to remove the dirt or dust. If you vacuum your stairs, ensure the bristles are extended to prevent scratching. Should you wish to use a product, ensure these are water based as some chemicals may damage the finish to your staircase. Look for products which are made for timber floors. Don't use bleach, ammonia, abrasive cleaners or anything that will leave residue on the timber as it will not only damage the surface but void warranties. Dry the floor with a terry cloth as there should be almost no moisture on floor when finished and will also give a nice sheen.

16.15.2 Stair Handrail

The stair balustrades comprise of stainless steel and has a long lasting, attractive finish. Mild detergent can shift most light marks but we recommend Polinox-CSG Cleanox Stainless Steel Cleaner as it cleans and prevents finger prints and provides extra protection against staining. It also preserves the stainless-steel surface while minimising the need for cleaning. It is recommended to clean as per outdoor instruction as well to eliminate tea staining, pit erosion etc.

Regarding steel handrails, re-tensioning of stainless-steel cables at regular intervals is required to maintain the minimum standard 125mm gap opening of a handrail. Please refer original contractor on recommendations to clean and maintain these materials.





16.16 Tapware and Bathroom Fittings

16.16.1 Vitreous China

The basins and toilets are made from vitreous china. To remove stains, spray a non-solvent and non-abrasive cleaning solution onto the stained area and wipe clean using a dry non-abrasive soft cloth – allow solution to soak into stain prior to wiping. Do not use "Blue Loo" type products in cistern or bowl.

16.16.2 Chrome (Tapware)

Chrome and metal surfaces of tapware, bathroom ware and the like should be cleaned on a regular basis. It is recommended that they be cleaned with a soft cloth and warm soapy water, with the aid of a small brush to access hard to access crevices. It is not recommended to use abrasive cleaners or scrubbing tools as this may scratch the surface, leading to rust. Difficult stains such as tea staining or calcifications may require the use of warm water with the aid of a small amount of vinegar with a ratio of 1 part vinegar to 10 parts water.

If you detect any water leaks around any fittings, after the 12 months defect liability period, engage a plumber to repair them immediately.

16.16.3 Kitchen and Laundry Trough

Scraping and banging of metal utensils in the kitchen sink or laundry trough may cause scratching and dull the surface, this in turn may make it susceptible to staining. Please refer to section 16.4 for stainless steel cleaning.

16.17 Air-Conditioning

The main living area and main bedrooms are fitted with split system air-conditioners. Each air-conditioning unit comes with a remote control which will operate the air-conditioner and its functions. All air-conditioner functions can be found in the operation manual provided in the hand over pack. The air-conditioning system in your home is a multi-system meaning all air conditioners in the townhouse are connected to the same outdoor unit. Each home has its own outdoor unit. The outdoor units can be found at the front side of the property, easily accessible for any maintenance needs.

The air-conditioning units are manufactured by Samsung and come with a 5 year warranty. Please read the warranty document included in the hand over pack.

16.17.1 Air-Conditioning Maintenance

Please ensure you follow the manufacturer's maintenance guide including the seasonal vent and filter cleaning. Failure to do so may result in loss of warranty.

To clean the air filters - Lift the front cover until the hinge clips hold it up. Lift and pull each filter out of the front of the unit. Run the filters under cold water to remove dust etc, allow to dry and then replace the filters and close front cover.

It is essential to refer to the Air-Conditioning maintenance requirements as per suppliers recommendations. Failure to regularly maintain such units may result in the voiding of





warranties and is recommended to be conducted by original contractors. Care when cleaning around should be considered, i.e no high-pressure hose directed into these units.

16.18 Mechanical Ventilation

The laundry, bathroom and powder room is fitted with a ducted mechanical ventilation fan located in the ceiling discharging to the external of your unit. These fans can be turned on via a switch below the respective light switch for that room.

16.19 Sliding Range Hood

Your home has been fitted with a non-ducted rangehood. This type of rangehood extracts cooking fumes and passes them through active charcoal filters, then extracts the fresh air back into the room.

16.19.1 Rangehood Cleaning and Maintenance

- Clean the surface of hood every week with mild soap or detergent. Avoid solvents, acid, alkali, scouring pads or powders that could irreparably damage the stainless steel surface.
- The grease filters may be washed using mild soap, detergent or degreasing agent.
- Charcoal filters cannot be cleaned and must be generally replaced after 6 months of use.

16.20 Miscellaneous Items

16.20.1 Whitegoods

To remove stains, spray a non-solvent and non-abrasive cleaning solution onto stained area and wipe clean using a dry non-abrasive soft cloth – allow solution to soak into stain prior to wiping. Where provided the manufactures instructions are to be followed in the maintenance of these items. These items contain parts that are subject to wear and tear and unfortunately break down over time, as such inspection, repair and/or replacement is required from time to time. The maintenance or failure of these items is not a defect and should be carried out as part of the maintenance program. If a product has failed during its manufactures warranty period contact the manufacturer and/or Hutchinson Builders so the situation can be reviewed and an appropriate course of action taken.

16.20.2 Sealants

Silicone Sealants are used in a number of locations in the home, particularly at the joints of colour back glass, splashbacks, tile and wall joints etc. It is imperative that the sealant is inspected for deterioration at regular intervals not exceeding six months. If damage or undue deterioration is observed suitable repairs must be executed. Failure to do so may cause damage to fixtures, fittings or finishes in the home and adjoining areas.

The sealant will need to be replaced as a minimum every three (3) years to maintain its appearance and integrity. We recommend this work be carried out by suitably skilled





tradesman. The colours of silicone used in the project are detailed in the relevant subcontractor manuals.

The silicone/mastic and other sealants in the façade are not to be touched as this will void the warranty.

16.21 Artificial Turf

16.21.1 Artificial Turf Maintenance

A thorough clean, performed monthly, will help keep your lawn green, clean and inviting. To remove dust, dirt leaves and other debris, use a flexible lawn rake, a broom with stiff bristles or a stiff brush. If you choose to use a stiff brush, make sure you do not choose one with steel bristles, which will in turn damage the artificial turf. Cleaning your grass in this manner is also an effective way to maintain the upright position of each blade.

Please keep in mind that you may need to perform this level of maintenance on a more frequent basis if you have pets or during seasons when trees and shrubs lose their leaves or bloom, or after a weather event. Once you have thoroughly cleaned your grass you may find that it is not standing as upright as you would like. This is easily fixed by grooming your lawn using a broom or handled brush to brush against the natural grain and encourage each blade of grass to stand up properly.

16.22 Roofing

Cleaning and maintaining roofs and gutters can be a dangerous task due to the height of the townhouses. It is recommended a cleaning specialist is always used to clean your homes roofs and gutters. Roof maintenance is the responsibility of the building manager as it falls under the category of common area, so any enquiries relating to roof cleaning shall be reported to the building manager.

16.22.1 Roof Sheeting

Regular maintenance is essential to maintain the good looks of your steel roof sheeting. It will ensure you receive maximum possible life-span on your roof sheets. Maintenance must be frequent enough to prevent dust, salts, pollutants and any other material to accumulate on the product and reduce its life.

16.22.2 Gutters

Gutters are not only an important element of any rooftop; they are a necessity and should not be treated lightly. To prevent clogging and maintain the effectiveness of your roof gutter, ensuring it is clean and free of clogging up on a regular basis.

16.22.3 Condensation

Condensation occurs when there is a difference in temperature between two adjacent air masses, such as where warm moist air in a roof space meets a roof sheet in contact with cold outside air. Here the dew point is quickly reached, and condensation occurs. To avoid this, a vapour barrier, known as sarking, has been used to prevent moisture from occurring within your home.





16.22.4 Water Leaks

All water leaks have potential to cause considerable damage if they are not repaired. If you discover a leak, firstly contact your Building Manager and arrange to have an inspection carried out by an experienced tradesperson. The inspection should include adjacent rooms and should cover possible damages to walls and floors, particularly rotting of plaster and joinery. All sealants to showers, wet areas and tile junctions should be inspected regularly and maintained. If you notice any leaks in public areas please immediately notify the Building Manager.

16.23 Planter Boxes

16.23.1 Plant and Soil Care

Garden maintenance will be necessary to maintain the attractive finish of the planter boxes located within your home. The following steps can be followed to do so:

- Weeding: use appropriate herbicide and/or manual weeding methods to control weeds in planted areas
- Fertilising: apply fertilisers to planted areas to maintain healthy condition
- Mulching: Maintain mulch to specified levels, topping up where required
- Plant replacement: list plants lost due to death, damage or theft

Refer to the maintenance manual supplied by Penfold Projects for extended maintenance operations.

16.24 Streetbond

StreetBond coatings protect asphalt and concrete from aging and weathering. Therefore, caring for the surface will not only preserve the look of the project, but also preserve its overall lifespan.

KEEP THE SURFACE CLEAN:

Dirt, Sand and Gravel: If dirt sand or gravel is present at the interface between vehicle tires and the coated asphalt surface, a grinding action will occur. This will result in premature wear of the coating and can chip the impressed pattern in the asphalt.

Oil Stains: Mild oil leaks do not damage the coated surface other than being unsightly. To remove these, use a mild degreaser or detergent such as Simple Green-All Purpose Cleaner. Leaves: In certain climates, some types of leaves can stain the StreetBond coated surface. Light colored leaves tend to show stains more readily than darker ones. In areas where leaf staining is a problem, regular leaf cleaning is recommended.

Chewing Gum: Removal of chewing gum from asphalt surfaces is difficult. Try freezing the gum, using ice, then chip off the gum with a small paint scraper. Be careful not to damage the StreetBond coating.





16.25 Garage Doors

Each Townhouse is fitted with Gliderol Panel/Sectional door panel garage doors made up of colour bond pre-painted steel which is highly durable with a decorated finish. For maintenance purposes, regularly wash the garage door with fresh, clean water to enhance its life and maintain its attractive finish. If this method does not remove the dirt adhered to the surface, follow the below procedure:

- Use a mild solution of pure soap or mild non-abrasive kitchen detergent in warm water
- Application should be with a sponge, soft cloth or soft bristle nylon brush, and should be gentle to prevent shiny spots
- Finish by thoroughly rinsing with clean water immediately after cleaning to remove traces of detergent

Routine maintenance should be carried out in accordance with manufacturers' recommendations, by a suitable qualified technician (preferably the original contractors, Gliderol).

16.26 Garage Floor

Garage floors in your townhouse will be standard trowel finished grey concrete. Concrete is a sturdy material for indoor and outdoor floors. It's durable, easy-to-clean and resistant to stains. Tough as concrete is, it will need a periodic scrubbing. You'll just use a mop and a bucket of water mixed with a mild cleaner. Don't use ammonia, bleach or any highly acidic substance on polished or stamped floors. Some good cleaners include Castile soap, liquid dish detergent, stone cleaners and mild floor cleaners. Mix a solution, apply to floor with a wet mop and then rinse with a mop dipped in clean water.

17.0 Electrical Components

After the 12 month warranty period, for maintenance for your electrical items, such as smoke alarms/heat detectors (other than battery replacement), intercom handsets, power- point, TV and data outlets, please contact the Building Manager.

When your light fittings require replacement, please contact the Building Manager who will be able to advise the supplier/s of identical fittings. If required, the Building Manager will be able to recommend an electrician to change light fittings.





18.0 Maintenance Requirements

18.1 General Townhouse Maintenance

Each resident is responsible for the maintenance and up-keep of the internal and external areas of their townhouse. It is recommended that residents undertake regular cleaning, taking particular notice of the flooring and wet areas (i.e. kitchen, bathroom and laundry). Due to the high quality of finishes, the implementation of a thorough maintenance and cleaning program is essential to the minimisation of maintenance costs and to ensure warranties are upheld.

18.2 Routine Maintenance

The Building Manager is responsible for ensuring that the common areas and all common property services and equipment, are maintained on a regular basis to preserve its good condition and reliable operation. This routine servicing and maintenance will occur where possible behind the scenes and should not interfere with the peaceful enjoyment of the development by residents and their guests.

18.3 Corrective Maintenance

Corrective maintenance or repairs that may be required typically through damage or machinery breakdown, is the responsibility of the Body Corporate. If you identify any damage or deterioration of the development, Core Services and equipment, please contact the Building Manager.

18.4 Insurance Repairs

If from time to time damage may occur to your townhouse, which is covered by the developments insurance policy. Please contact your Building Manager for further information, if the damage is covered, they will arrange for the repair works to be carried out as required.

18.5 Appliances and Warranties

The townhouses are fully equipped with a range of appliances of the highest quality including oven, cook top, range hood, dishwasher, and dryer. These have been fitted according to the manufacturer's requirements.

If, on moving into your townhouse, or during the warranty period you find that an appliance is not working correctly or is faulty, please contact the manufacturer's service centre.





It is the home-owner's responsibility to maintain these items and arrange repairs if required. An authorised service company should be the only ones carrying out required repairs otherwise any warranties may become void.

All the guarantees and operating instruction manuals for these items are included within this manual. Included is information about warranty, care and safe operation. As such, it is imperative that you read these carefully before using your appliances.

It is important to complete the Warranty Form (located at the end of the instruction manuals) within 30 days of occupying the property, as this will cover any manufacture faults of appliances that occur inside the two year warranty period. You can also register your appliances online.

19.0 Warranties and Operator Instructions

Warranties in relation to your home are contained in the Appendixes.

For all warranties to remain valid it is imperative the Body Corporate, and the individual owners, ensure the minimum maintenance requirements are fulfilled and records of completed maintenance activities are accurately kept.

Receipts for works undertaken by qualified tradespersons and technicians are required as proof that the works have been completed. Should the minimum maintenance requirements not be fulfilled then rectification works will be at the Body Corporate and/or owner's expense.

The timely notification of defect items is also imperative for the ongoing validity of the warranties. If works are found to be defective then the **Notification Form** must be filled in as soon as possible to identify any defective works. This will reduce the potential for additional damage and provide the builder with the opportunity to rectify the damage before it progresses. If the builder is denied the opportunity to rectify damage when it is first discovered then responsibility for rectification will rest with the owner or the Body Corporate, as appropriate.

After the first 12 month period from Practical Completion of your building, your first point of contact for any new issues is your Body Corporate Manager or Building Manager. They will then liaise with the builder on your behalf, if your issue is deemed a builder's defect.

The warranties only cover rectification of items that are defective due to faults with manufacturing or installation. The maintenance and / or replacement of items which may be subject to fair wear and tear, such as, but not limited to, motors, filters, fans, floor coverings, silicone/mastics, inclusions, fixtures, appliances, bench tops, moveable components, washers, light bulbs, seals etc. are not covered by warranty as these items/components will require replacing/maintenance at regular intervals.

If spare parts are not available for fitting/ fixtures/ appliances/ components/ inclusions then replacement of these items is not covered. Replacement of such items is the responsibility of the Body Corporate or owner, as appropriate.





Rectification/replacement of items subject to fair wear and tear is the responsibility of the body corporate and/or owners. Building movement; discoloration and fading due to sunlight, minor cracking at joints, alignment, movement of natural products etc. of components/finishes are fair wear and tear and will be treated as such.

Minor cracking in movement joints, shadow lines in plasterboard walls, and the junction between two finishes are not considered defects, as they are designed to accommodate the movement/settlement of the building and should be rectified as maintenance.

20.0 Subcontractors

Trade	Company	Phone
Windows	Bradnams	5558 4000
Electrical	Ozzie Electrical	0437 226 975
Floor Coverings	Master Flooring	3827 7444
Metalwork	Prime Metalwork	3807 7097
Plumbing	Pipedream Plumbing	0423 588 501
Joinery	Border Joinery	5524 4943
Mechanical Services	Cold Front	5524 4439
Painting & Paint	Usher and Son	1800 686 505
Shower Screens, Mirrors & Wardrobes	Civic Shower Screens	3441 7777
Stone Benchtops	Willis Bros	02 9771 1137
Tiling Installation	DWL Tiling	5532 9625
Garage Doors	Gliderol	1300 799 177
Roofing	Hamilton Roofing	5598 4127
Stairs	Global Stairs	0418 608 521
Walls and Ceilings	Blueline Commercial	04 368 984
Landscaping	Penfolds	3501 4405





22.0 RELATED DOCUMENTS

22.1 Maintenance Manuals and Warranties

Dishwasher User Guide

omega

Instruction Manual

ODW700X



Thank you for introducing our family to yours

At Omega, we understand that cooking, cleaning and washing may not be your favourite things in the world. That's why we created a range of no-nonsense, reliable products that always get the job done for you. With the features you need and nothing you don't. What's more, they're made to fit perfectly into your home life and your wallet.

We aim to simplify any further appliance purchases. When researching our products you will find a range of icons that visually represent our products key features. Visit our website to learn more about these icons and the features and benefits of our products.

You are welcoming an Omega appliance into your place and you can be sure it'll always serve you well.

For important information about your Omega such as warranty registration, online manuals, specifications and catalogues, please visit www.omegaappliances.com.au/customer (if you are in Australia) or www.omegaappliances.co.nz/customer (if you are in New Zealand).

Make sure you activate your product warranty on our websites on the links above.

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We hope you love this product as much as we do!

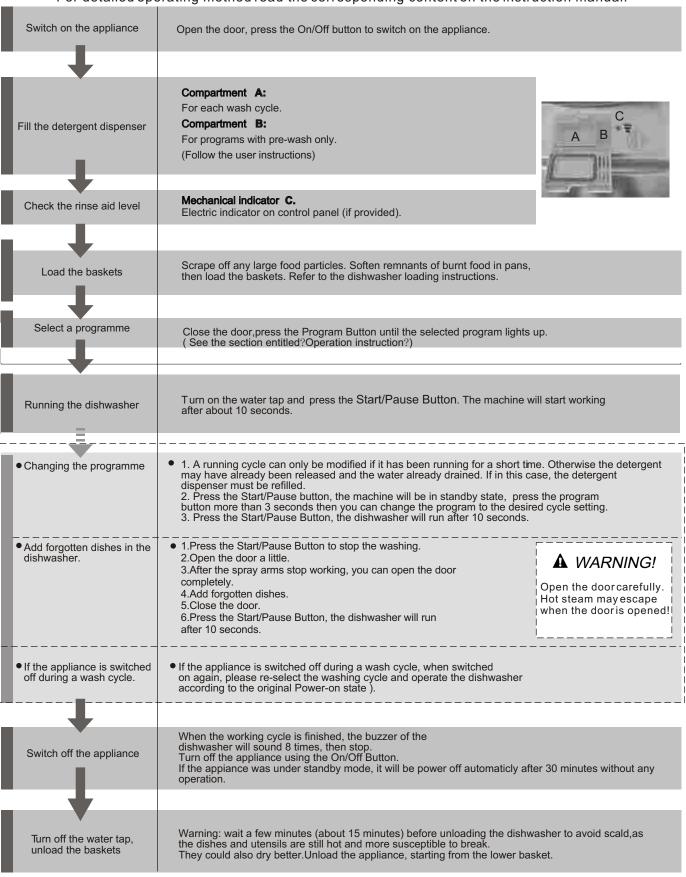


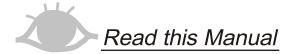


omegaappliances_aus

Quick Operation Guide

For detailed operating method read the corresponding content on the instruction manual.





Dear Customer,

This appliance is intended to be used in household and similar applications such as:

- -staff kitchen areas in shops, offices and other working environments;
- -farm houses;
- -by clients in hotels, motels and other residential type environments;
- -bed and breakfast type environments.
- Please carefully read this manual before using the dishwasher, it will help you to use and maintain the dishwasher properly.
- Keep it for reference in future .
- Pass it on to any subsequent owner of the appliance.

This manual contains sections on safety Instructions, Operating Instructions, Installation Instructions and Troubleshooting Tips etc.



Before Calling for Service

- To review the section on troubleshooting Tips will help you to solve some common problems by yourself.
- If you can not solve the problems by yourself, please ask for the help from professional technicians.



NOTE:

The manufacturer, following a policy of constant development and updating of the product, may make modifications without giving prior notice.

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Loading the baskets according to (*AS/NZS 2007.1)

1.IMPORTANT SAFETY INFORMATION READ ALL OF THE INSTRUCTIONS BEFORE USING

AWARNING!

When using your dishwasher, follow the precautions listed below:



GROUNDING INSTRUCTIONS

- This appliance must be grounded. In the event of a malfunction or breakdown, grounding will reduce the risk of an electric shock by providing a path of least resistance of electric current. This appliance is equipped with a cord having an equipment-grounding conductor and a grounding plug.
- The plug must be plugged into an appropriate outlet that is installed and grounded in accordance with all local codes and ordinances.

▲ WARNING!

- Improper connection of the equipment-grounding conductor can result in the risk of an electric shock.
- Check with a qualified electrician or service representative if you are in doubt whether the appliance is properly grounded. Do not modify the plug provided with the appliance; If it does not fit the outlet. Have a proper outlet installed by a qualified electrician.



WARNING! PROPER USE

- Do not abuse, sit on, or stand on the door or dish rack of the dishwasher.
- Do not touch the heating element during or immediately after use.
 (This instruction is only applicable to machines with a visual heating element.)
- Do not operate your dishwasher unless all enclosure panels are properly in place. Open the door very carefully if the dishwasher is operating, there is a risk of water squirting out.
- Do not place any heavy objects on or stand on the door when it is open. The appliance could tip forward
- When loading items to be washed:
 - 1) Locate sharp ite ms so that they are not likely to damage the door seal;
 - 2) WARNING: KNIVES AND OTHER UTENSILS WITH SHARP POINTS MUST BE LOADED IN THE BASKET WITH THEIR POINTS DOWN OR PLACED IN A HORIZONTAL POSITION
- When using you rdishwasher, you should prevent plastic items from coming intocontact with the heating element. (This instruction is only applicable to machines with a visual heating element.)
- Check that the detergent compament is empty after completion of the wash cycle.
- Do not wash plastic items unless they are marked dishwasher safe or the equivalent. For plastic items not so marked, check the manufacturer's recommendations.
- Use only detergent and rinse additives designed for an automatic dishwasher.
- Never use soap, laundry detergent, or hand washing detergent in your dishwasher. Keep these products out of the reach of children.
- Keep children away from detergent and rinse aid, keep children away from the open door of the dishwasher, there could still be some detergent left inside.

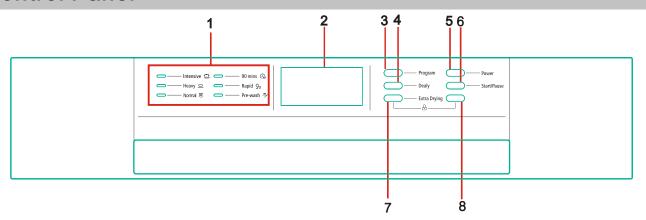
- This appliance is not intended for use by person s (including children)with reduced physical, sen sory or mental capabilities, or lack of experience and knowledge ,unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.
- Children should be supervised to ensure that they do not play with the appliance.
- WARNING: Dishwasher det ergents are stro ngly alkaline, they can be extremely dangerous if swallowed. Avoid contact with skin and eyes and keep children a way from the dishwasher when the door is open.
- The door should not be left open, since this could increase the risk of tripping.
- If the supply cord is damaged, it must be replaced by the manufacturer or its service agent or a similarly qualified person in order to avoid a hazard.
- Remove the door to the washing compartmen t when removing an old dishwasher from service or discarding it.
- Please dispose of packing materials properly.
- Use the dishwasher only for its intended function. During installation, the power supply must not be excessively or dangerously bent or flattened. Do not tamper with controls.
- The appliance is to be connected to the water mains using new hose sets and that old hose-sets should not be reused.
- The maximum number of place settings to be washed is 14.
- The maximum permissible inlet water pressure is 1Mpa.
- The minimum permissible inlet water pressu re is 0.04Mpa.

READ AND FOLLOW THIS SAFETY INFORMATION CAREFULLY KEEP THESE INSTRUCTIONS

2.Operation Instruction

IMPORTANT To get the best performance from your dishwasher, read all operating instructions before using it for the first time.

Control Panel



- 1. Program indicators: To show which program you have chose;
- 2.Display screen: Toshow the reminding time and the state(running state, delay time etc)
- 3. Program Button: To Press the button to select appropriate Program.
- 4. Delay Button: To Press the button to delay.
- 5. Power Button: To turn on/off the power supply.
- 6.Start /Pause button: To start the selected washing program or pause the washing program when the machine is working.
- 7.Extra dry Button: Press the button to select the Extra dry function.

Back View

8. Child lock button: Press the two buttons simultaneously to lock the program.

Dishwasher Features

Front view

1
2
3
6
7

8

- 1 Upper Basket
- 2 Inner pipe
- 3 Lower Basket

- 4 Dispenser
- 5 Cup Shelf
- 6 Spray arms
- 7 Filter assembly
- 8 Inlet pipe connector
- 9 Drain pipe

3. Prior to using for the first time

Before using your dishwasher for the first time:

A Fill the rinse aid dispenser

B. Fill in detergent

A. Rinse Aid Dispenser

Rinse Aid Dispenser

The rinse aid is released during the final rinse to prevent water from forming droplets on your dishes, which can leave spots and streaks. It also improves drying by allowing water to roll off the dishes. Your dishwasher is designed to use liquid rinse aids. The rinse aid dispenser is located inside the door next to the detergent dispenser. To fill the dispenser, open the cap and pour the rinse aid into the dispenser until the level indicator turns completely black. The volume of the rinse aid container is about 110ml.

Function of Rinse Aid

Rinse aid is automatically added during the last rinse, ensuring thorough rinsing, and spot and streak free drying.

Attention!

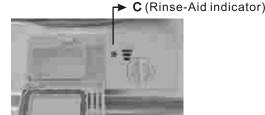
Only use branded rinse aid for dishwasher. Never fill the rinse aid dispenser with any other substances (e.g. Dishwasher cleaning agent, liquid detergent). This would damage the appliance.

When to Refill the Rinse Aid Dispenser

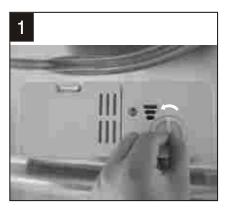
If there is no rinse-aid warning light in the control panel, you can judge the amount of rinse-aid by the color of the optical level indicator "C" located next to the cap. When the rinse-aid container is full, the whole indicator will be dark .As the rinse-aid diminishes, the size of the dark dot decreases. You should never let the rinse aid get below 1 / 4 full.

As the rinse aid diminishes, the size of the black dot on the rinse aid level indicator changes, as illustrated below.

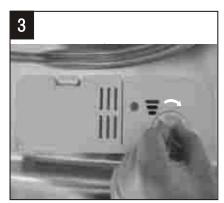
- Full
- 3 / 4 full
- 1/2 full
- 1 / 4 full Should refill to eliminate spotting
- Empty



How to fill the Rinse Aid Dispenser







- 1 To open the dispenser, turn the cap to the "open" (left) arrow and lift it out.
- Pour the rinse aid into the dispenser, being careful not to overfill.
- Replace the cap by inserting it aligned with "open" arrow and turning it to the closed (right) arrow.

Be careful not to overfill the dispenser, because this could cause over sudsing. Wipe away any spills with a damp cloth. Don't forget to replace the cap before you close dishwasher door.

Attention

Clean up any rinse aid spill during filling with an absorbent cloth to avoid excess foaming during the next wash.



NOTE: Clean up any rinse aid spilled while during filling with an absorbent cloth to avoid excessive foaming

during the next wash. Don't forget to replace the cap before you close dishwasher door.

Adjusting Rinse Aid Dispenser



Adjust lever (Rinse)

The rinse aid dispenser has six or four settings. Always start with the dispenser set on "4". If spots and poor drying are a problem, increase the amount of rinse aid dispensed by removing the dispenser lid and rotating the dial to "5". If the dishes still are not drying properly or are show spots, adjust the dial to the next higher lever until your dishes are spot-free. The recommended setting is "4". (Factory value is "4".)

NOTE:

Increase the dose if there are drops of water or lime spots on the dishes after washing. Reduce it if there are sticky whitish stains on your dishes or a bluish film on glassware or knife blades.

B. Detergent

Detergents have chemical ingredients that are necessary to remove dirt, crush dirt and transport it out of the dishwasher. Most of the commercial quality detergents are suitable for this purpose.

Detergents

There are 3 sorts of detergents

- 1. With phosphate and with chlorine
- 2. With phosphate and without chlorine
- 3. Without phosphate and without chlorine

Normally new pulverised detergent is without phosphate. Thus the water softener function of phosphate is not given. If detergents without phosphate are used in the case of hard water often white spots appear on dishes and glasses. In this case please add more detergent to reach better results. Detergents without chlorine do only bleach a little. Strong and coloured spots will not be removed completely. In this case please choose a program with a higher temperature.

Concentrated Detergent

Based on their chemical composition, detergents can be split in two basic types:

- Conventional, alkaline detergents with caustic components
- Low alkaline concentrated detergents with natural enzymes

The use of?normal? washing programs in combination with concentrated detergents reduces pollution and is good for your dishes; these wash programs are specifically matched to the dirt-dissolving properties of the enzymes of the concentrated detergent. For this reason Ynormal Ywash programs in which concentrated detergents are used can achieve the same results that can otherwise only be achieved using ?intensive? programs.

Detergent Tablets

Detergent tablets of different brands dissolve at different speeds. For this reason some detergent tablets cannot dissolve and develop their full cleaning power during short programs. Therefore please use long programs when using detergent tablets, to ensure the complete removal of detergent residuals.

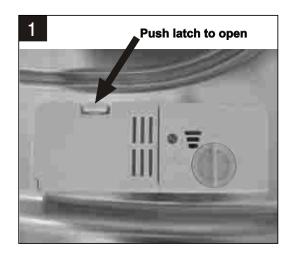
Detergent Dispenser

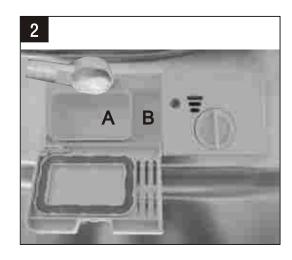
The dispenser must be refilled before the start of each wash cycle following the instructions provided in the wash cycle table. Your dishwasher uses less detergent and rinse aid than Conventional dishwasher. Generally, only one tablespoon of detergent is needed for a normal wash load. More heavily soiled items need more detergent. Always add the detergent just before starting the dishwasher, otherwise it could get damp and will not dissolve properly.

Proper Use of Detergent

Use only detergent specifically made for the use in dishwashers. Keep your detergent fresh and dry. Don't put powdered detergent into the dispenser until you're ready to wash dishes.

Adding detergent to dispenser





Fill in Detergent

Fill the detergent dispenser with detergent. The marking indicates the dosing levels, as illustrated on the right:

A For main wash detergent.

B For pre-wash detergent.

Please observe the manufacturers dosing and storage Recommendations as stated on the detergent packaging.

Close the lid and press until it locks in place.

If the dishes are heavily soiled, place an additional detergent dose in the pre-wash detergent chamber. This detergent will take effect during the pre-wash phase.



NOTE:

- If the lid is closed: push the latch to open.
- Always add the detergent just before starting each wash cycle.
- Only use branded detergent and rinse aid for dishwasher.
- You see information about the amount of detergent for the single programme on page 8.
- Please be aware that soiling levels and water hardness can effect wash results.
- Please observe the manufacturer's recommendations on the detergent packaging.

A WARNING! Dishwasher detergent is corrosive!

Take care to keep it out of reach of children.

4.Loading the Dishwasher Baskets

Recommendation

- Consider buying utensils which are identified as dishwasher-proof.
- Use a mild detergent that is described as 'kind to dishes'. If necessary, seek further information from the detergent manufacturers.
- For particular items, select a program with as low temperature as possible.
- To prevent damage, do not take glass and cutlery out of the dishwasher immediately after the program has ended.

Suitability of use in the dishwasher

Not suitable for use

- Cutlery with wooden, horn china or mother-of-pearl handles.
- Plastic items that are not heat resistant.
- Older cutlery with glued parts that are not temperature resistant.
- Bonded cutlery items or dishes.
- Pewter or cooperitems.
- Crystal glass.
- Steel items subject to rusting.
- Wooden platters.
- Items made from synthetic fibres.

Limited suitability

- Some types of glasses can become dull after a large number of washes.
- Silver and aluminumparts have a tendency to discolour during washing.
- Glazed patterns may fade if machine washed frequently.

Attention before or after loading the Dishwasher Baskets

(For the best performance of the dishwasher, follow these loading guidelines. Features and appearance of baskets and cutlery baskets may vary from your model.)

Scrape off any large food particles. Soften remnants of burnt food in pans.

It is not necessary to rinse the dishes under running water.

Place objects in the dishwasher in following way:

- 1. Items such as cups, glasses, pots/pans, etc. are faced downwards.
- 2. Curved items, or ones with recesses, should be loaded aslant so that water can run off.
- 3. All utensils are stacked securely and can not tip over.
- 4. All utensils are placed in the way that the spray arms can rotate freely during washing.



NOTE: Very small items should not be washed in the dishwasher as they could easily fall out of the basket.

- Load hollow items such as cups, glasses, pans etc. With the opening facing downwards so that water cannot collect in the container or a deep base.
- Dishes and items of cutlery must not lie inside one another, or cover each other.
- To avoid damage to glasses, they must not be touched.
- Load large items which are most difficult to clean into the lower basket.
- The upper basket is designed to hold more delicate and lighter dishware such as glasses, coffee and tea cups.
- Long bladed knives stored in an upright position are a potential hazard!
- Long and/or sharp items of cutlery such as carving knives must be positioned horizontally in the upper basket.
- Please do not overload your dishwasher. This is important for good results and for reasonable consumption of energy.

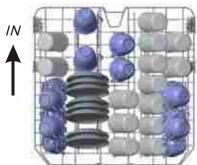
Removing the Dishes

To prevent water dripping from the upper basket into the lower basket, we recommend that you empty the lower basket first and then the upper basket.

The Method Loading Normal Dishware

Loading the Upper Basket

The upper basket is designed to hold more delicate and lighter dishware such as glasses, coffee and tea cups and saucers, as well as plates, small bowls and shallow pans (as long as they are not too dirty). Position the dishes and cookware so that they will not get moved by the spray of water.



Please be reminded that:

- Pots, serving bowls, etc, must always be placed top down.
- Deep pots should be slanted to allow water to flow out.
- The Bottom Basket features folding spikes so that larger or more pots and pans can be loaded.

Adjusting the Upper Basket

To raise the basket to allow room for larger items, fully remove the basket and re-align the wheels at the higher rail option provided

Loading the Lower Basket

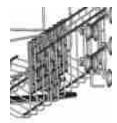
We suggest that you place large items and the most difficult to clean items are to be placed into the lower basket: such as pots, pans, lids, serving dishes and bowls, as shown in the figure below. It is preferable to place serving dishes and lids on the side of the racks in order to avoid blocking the rotation of the top spray arm.



Folding back the cup shelves

For better stacking of pots and pans, the spikes can be folded down as show in the picture right.





Folding Spikes of Lower Basket

For better stacking of pots and pans, the spikes can be folded down as show in the picture right.



Cutlery Basket

Cutlery should be placed in the cutlery basket with the handles at the bottom. If the rack has side baskets, the spoons should be loaded separately into the appropriate slots, especially long utensils should be placed in the horizontal position at the front of the upper basket as shown in the picture.



A

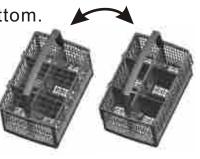
WARNING!

■ Do not let any item extend through the bottom.

Always load sharp utensils with the sharp point down!

For personal safety and a top quality cleaning, place the silverware in the basket making sure that:

- They do not nest together.
- Silverware is placed with the handles-down.
- But place knives and other potentially dangerous utensils are placed handles-up.



5. Starting a washing program

Wash Cycle Table



NOTE: (\star) Means: need to fill rinse aid into the Rinse-Aid Dispenser.

Program	Cycle Selection Information	Description of Cycle	Detergent pre/main	Running time(min)	Energy (Kwh)	Water (L)	Rinse Aid
Intensive	For the heaviest soiled loads, such as pots, pans, casserole dishes and dishes that have been sitting with dried food on them for a while.	Pre-wash(50°C) Wash (60°C) Rinse Rinse Rinse(65°C) Drying	5/25 <u>g</u> (Or All in1)	170	1.6	18.5	*
Heavy	For heavily soiled loads, such as pots, plates, glasses and lightly soiled pans.	Pre-wash(45°C) Wash (55°C) Rinse Rinse (65°C) Drying	5/25g (Or All in1)	160	1.4	15	*
Normal (*AS/NZS 2007.1)	This is standard programme, it is suitable to clean normally soiled tableware and it is the most efficient programme in terms of its combined energy and water consumption for that type of tableware.	Pre-wash Wash (45°C) Rinse(50°C) Drying	<u>5/25g</u> (Or All in1)	170	0.69	10.2	*
90 mins	For lightly soiled crockery and glass.	Wash(65°C) Rinse Rinse(65°C) Drying	<u>30g</u> (Or All in1)	90	1.2	11.5	*
Rapid ∇	A shorter wash for lightly soiled loads that do not need drying.	Wash(40°C) Rinse Rinse (45°C)	25g	30	0.6	11.5	*
Pre-wash	A shorter wash for lightly soiled loads that do not need drying.	Prewash	/	8	0.02	4	/

NOTE: Extra Drying Function is available for the following programs: Intensive, Heavy, Normal and 90 minute wash program. When selected on any of these programs, the temperature increases between 3-4 degrees during the rinse cycle (up to maximum of 69 degrees), it will also extend the drying cycle part of this program anywhere between 5 to 20 minutes to what is shown above.

A NOTE:

*AS/NZS 2007.1 : This program is the test cycle. The information for comparability test in accordance with AS/NZS 2007.1 , as follows:

- Capacity: 12 setting
- Position Upper basket: upper wheels on rails
- Rinse aid setting: 6
- Open the door slightly 50mm to assist in drying of the dishes after every wash

Turning On the Appliance

Starting a cycle wash

- Draw out the lower and upper basket, load the dishes and push them back. It is commended to load the lower basket first, then the upper one (see the section entitled? Loading the Dishwasher basket?).
- Pour in the detergent (see the section entitled? Detergent and Rinse Aid?).
- Insert the plug into the socket. The power supply is 220-240 VAC /50 HZ, the specification of the socket is 10A 250VAC. Make sure that the water supply is turned on to full pressure.
- Close the door, press the On/Off button to switch on the machine.
- Press the program button, the wash program will be changed as following direction:

Normal->90min->Rapid->Pre-wash->Intensive->Heavy

If a program is selected, the responding light will be on. Then press the Start/Pause button, the dishwasher begins to start.

Change the Program

Premise

- Acycle that is underway can only be modified if it has only been running for a short time. Otherwise, the detergent may have already been released, and the appliance may have already drained the wash water. In this case, the detergent dispenser must be refilled (see the section entitled " Detergent ").
- Press the Start/Pause button, the machine will be in standby state, press the program button more than 3s then you can change the program to the desired cycle setting (see the section entitled "Starting a wash")



NOTE:

If you open the door during a wash cycle, the machine will pause. After you close the door, the machine will keep on working after 10 seconds.

Forgot to Add a Dish

A forgotten dish can be added any time before the detergent cup opens.

1 Press the Start/Pause Button to stop the washing.

Add forgotten dishes.

2 Open the door a little .

5 Close the door

After the spray arms stop working, you can open the door completely.

Press the Start/Pause Button, the dishwasher will run after 10 seconds.

At the End of the Wash Cycle

When the working cycle has finished, the buzzer of the dishwasher will sound for 8 seconds, then stop. Turn off the appliance using the ON/OFF button, shut off the water supply and open the door of the dishwasher. Wait for a few minutes before unloading the dishwasher to avoid scald the dishes and utensils are still hot and more susceptible to breakage. They will also dry better.

Switch Off the Dishwasher

The Led screen is on but the colon icon is not blinking, only in this case the programme has ended.

- 1. Switch off the dishwasher by pressing the ON/OFF button.
- 2. Turn off the water tap.

Open the door carefully.

Hot dishes are sensitive to knocks. The dishes should be allowed to cool down around 15 minutes before removing from the appliance.

Open the dishwasher's door, leave it ajar and wait a few minutes before removing the dishes. In this way they will be cooler and the drying will be improved.

Unloading the dishwasher

It is normal that the dishwasher is wet inside.

Empty the lower basket first and then the upper one. This will avoid water dripping from the upper Basket onto the dishes in the lower one.

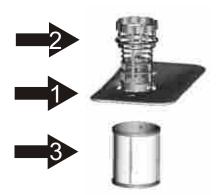
▲ WARNING!

It is dangerous to open the door when washing, because the hot water may scald you.

6. Maintenance and Cleaning

Filtering System

The filter prevents larger remnants of food or other objects from getting inside the pum. The residues may block the filter, in this case they must be removed.



The filter system consists of a coarse filter, a flat (Main filter) and a microfilter(Fine filter).

Main filter

Food and soil particles trapped in this filter are pulverized by a special jet on the lower spray arm and washed down to drain.

Coarse filter 2

Larger items, such as pieces of bones or glass, that could block the drain are trapped in the coarse filter. To remove the items caught by this filter, gently squeeze the tap on the top of this filter and lift it out.

Fine filter 3

This filter holds soil and food residues in the sump area and prevents it from being redeposit on the dishes during wash cycle.

Filter assembly

The filter efficiently removes food particles from the wash water, allowing it to be recycled during the cycle. For best performance and results, the filter must be cleaned regularly. For this reason, it is a good idea to remove the larger food particles trapped in the filter after each wash cycle by rinsing the semicircular filter and cup under running water. To remove the filter device, pull the cup handle in the upward direction.



The dishwasher must never be used without the filters. Improper replacement of the filter may reduce the performance level of the appliance and damage dishes and utensils.



Step 1LTurn the filter in anti-clockwise direction.



Step 2LLift the filterassy up.

NOTE: When following this procedure from step1 to step 2, the filter system will be removed; when following it from Step 2 to Step 1, the filter system will be installed.

Notes:

- Inspect the filters for blocking after every time the dishwasher has been used.
- By unscrewing the coarse filter, you can remove the filter system. Remove any food remnants and clean the filters under running water.



NOTE: The entire filter assembly should be cleaned once a week.

Cleaning the Filter

To clean the coarse filter and the fine filter, use a cleaning brush. Reassemble the filter parts as shown in the figures on the last page and reinsert the entire assembly in the dishwasher, positioning it in its seat and pressing downwards.

▲ WARNING!

When cleaning the filters, don't knock on them. Otherwise, the filters could be contorted and the performance of the dishwasher could be decreased.

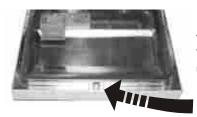
Caring for the Dishwasher

The control panel can be cleaned by using a lightly dampened cloth. After cleaning, make sure to dry it thoroughly.

For the exterior, use a good appliance polish wax.

Never use sharp objects, scouring pads or harsh cleaners on any part of the dishwasher.

Cleaning The Door



To clean the edge around the door, you should use only a soft warm, damp cloth. To avoid penetration of water into the door lock and electrical components, do not use a spray cleaner of any kind.

▲ WARNING!

Never use a spray cleaner to clean the door panel as it may damage the door lock and electrical components.

Abrasive agents or some paper towels should not be used because of the risk of scratching or leaving spots on the stainless steel surface.

Protect Against Freezing

please take frost protection measures on the dishwasher in winter. Every time after washing cycles, please operate as follows?

- 1.Cut off the electrical power to the dishwasher.
- 2. Turn off the water supply and disconnect the water inlet pipe from the water valve.
- 3. Drain the water from the inlet pipe and water valve. (Use a panto gather the water)
- 4. Reconnect the water inlet pipe to the water valve.
- 5. Remove the filter at the bottom of the tub and use a sponge to soak up water in the sump.



NOTE: If your dishwasher cannot work because of the ice, please contact professional service persons.

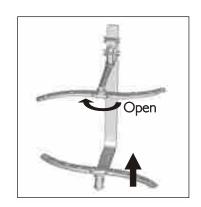
Cleaning the Spray Arms

It is necessary to clean the spray arms regularly for hard water chemicals will clog the spray arm jets and bearings.

To remove the upperspray arm, hold the nut, rotate the arm clockwise to remove it.

To remove the lower spray arm, pull out the spray arm upward.

Wash the arms in soapy and warm water and use a soft brush to clean the jets. Replace them after rinsing them thoroughly.



How to Keep Your Dishwasher in Shape

After Every Wash

After every wash, turn off the water supply to the appliance and leave the door slightly open so that moisture and odours are not trapped inside.

■ Remove the Plug

Before cleaning or performing maintenance, always remove the plugfrom the socket.

■ No Solvents or Abrasive Cleaning

To clean the exterior and rubber parts of the dishwasher, do not use solvents or abrasive cleaning products. Only use a cloth with warm soapy water. To remove spots or stains from the surface of the interior, use a cloth dampened with water an a little vinegar, or a cleaning product made specifically for dishwashers.

■ When not in Use for a LongTime

It is recommend that you run a wash cycle with the dishwasher empty and then remove the plug from the socket, turn off the water supply and leave the door of the appliance slightly open. This will help the door seals to last longer and prevent odours from forming within the appliance.

■ Moving the Appliance

If the appliance must be moved, try to keep it in the vertical position. If absolutely necessary, it can be positioned on its back.

Seals

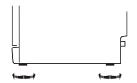
One of the factors that cause odours to form in the dishwasher is food that remains trapped in the seals. Periodic cleaning with a damp sponge will prevent this from occurring.

7.Installation instruction

Positioning the Appliance

Position the appliance in the desired location. The back should rest against the wall behind it, and the sides, along the adjacent cabinets or walls. The dishwasher is equipped with water supply and drain hoses that can be positioned either to the right or the left sides to facilitate proper installation.

Levelling the Appliance



Once the appliance is positioned for levelling, the height of the dishwasher may be altered via adjustment of the screwing level of the feet.

About Power Connection

♠ WARNING!

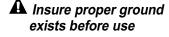
For personal safety:

DO NOT USE AN EXTENSION CORD OR AN ADAPTER PLUG WITH THIS APPLIANCE. DO NOT, UNDER ANY CIRCUMSTANCES, CUT OR REMOVE THE EARTHING CONNECTION FROM THE POWER CORD.

Electrical Requirements

Please look at the rating label to know the rating voltage and connect the dishwasher to the appropriate power supply. Use the required fuse 10 amp, time delay fuse or circuit breaker recommended and provide separate circuit serving only this appliance.

Electrical Connection



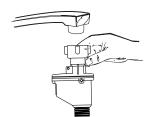
Ensure the voltage and frequency of the power being corresponds to those on the rating plate. Only insert the plug into an electrical socket which is earthed properly. If the electrical socket to which the appliance must be connected is not appropriate for the plug, replace the socket, rather than using a adaptors or the like as they could cause overheating and burns.



GROUNDING INSTRUCTIONS

This appliance must be earthed. In the event of a malfunction or breakdown, earthing will reduce the risk of electric shock by providing a path of least resistance for the electric current. This appliance is equipped with a cord having an equipment-earthing conductor and an earthing plug. The plug must be plugged into an appropriate outlet that is installed and earthed in accordance with all local standards and requirements.

How to Connect the safety supply hose



The appliance must be connected to the water mains using new hose-sets. The old hose-sets should not be reused.

Water pressure must be between 0,04 MPa and 1 MPa. If the pressure is below the minimum consult our Service Department for advice.

- 1 Pull The safety supply hoses completely out from storage compartment located at rear of dishwasher.
- 2 Tighter the screws of the safety supply hose to the faucet with thread 3/4inch.
- 3 Turn water fully on before starting the dishwasher.

ABOUT THE SAFETY SUPPLY HOSE.

The safety supply hose consists of the double walls. The hose's system guarantees its intervention by blocking the flow of water in case of the supply hose breaking and when the air space between the supply hose itself and the outer corrugated hose is full of water.

▲ WARNING!

A hose that attaches to a sink spray can burst if it is installed on the same water line as the dishwasher. If your sink has one, it is recommended that the hose be disconnected and the hole plugged.

How to Disconnect the safety supply hose

- 1 Turn off the water.
- 2 Release the water pressure by depressing the pressure release button. This relieves water pressure and protects you, and the room, from severe splashing.
- 3 Unscrew the safety supply hose from the faucet.

COLD WATER CONNECTION

Connect the cold water supply hose to a threaded 3/4(inch) connector and make sure that it is fastened tightly in place. If the water pipes are new or have not been used for an extended period of time, let the water run to make sure that the water is clear and free of impurities. If this precaution is not taken, there is a risk that the water inlet can get blocked and damage the appliance.

Drain hose Connection

Insert the drain hose into a drain pipe with a minimum diameter of 40mm, or let it run into the sink, making sure to avoid bending or crimping it. The top of the hose must be less than 1000mm.

Front NOTE The top of the hose must be less than 1000mm. Drain pipe B 40mm

How to Drain Excess Water From Hoses

If the sink is more than 1000mm higher than the floor, the excess water in hoses cannot be drained directly into the sink. It will be necessary to drain excess water from hoses into a bowl or suitable container that is held outside and lower than the sink.

Water Outlet

Connect the water drain hose. The drain hose must be correctly fitted to avoid water leaks. Ensure that the water drain hose is not kinked or squashed.

Extension Hose

If you need a drain hose extension, make sure to use a similar drain hose. It must be no longer than 4 metres, otherwise the cleaning effect of the dishwasher could be reduced.

Syphon Connection

The waste connection must be at a height less than 1000 mm (maximum) from the bottom of the dish. The water drain hose should be fixed .

Start of Dishwasher

The following things should be checked before starting the dishwasher.

- 1 The dishwasher is level and fixed properly.
- 2 The inlet valve is open.
- 3 There is a leakage at the connections of the conducts.
- 4 The wires are tightly connected.
- 5 The power is switched on.
- 6 The inlet and drain hoses are knotted.
- All packing and print materials should be taken out of the dishwasher.

<u>Atter</u>

Attention: After installation, please make sure to keep this manual.

The content of this manual is very helpful to the users.

Before Calling for Service

Review the charts on the following pages may save you from calling for service.

Problem Possible Ca			Causes What To Do		
4	Dishwasher doesn't start	Fuse blown, or the circuit breaker acted	Replace fuse or reset circuit breaker. Remove any other appliances sharing the same circuit with the dishwasher		
		Power supply is not turned on	Make sure the dishwasher is turned on and the door is closed securely. Make sure the power cord is properly plugged into the wall socket.		
		Error code:E1; Water pressure is low	Check that the water supply is connected properly and the water is turned on.		
Technical problems		Door of dishwasher not properly closed.	Make sure to close the door properly and latch it.		
	water not pumped from dishwasher	Kink in drain hose	Check drain hose.		
	nom dishwasher	Filter clogged	Check coarse the filter (see section titled " Cleaning The Filter ")		
		Kitchen sink clogged	Check the kitchen sink to make sure it is draining well. If the problem is the kitchen sink not draining ,you may need a plumber rather than a serviceman for dishwashers.		
	Suds in the tub	Improper detergent	Use only the special dishwasher detergent to avoid suds. If this occurred, open the dishwasher and let suds evaporat Add 1 gallon of cold water to the tub. Close and latch the dishwasher, then select any cycle. Dishwasher will drain out the water at the first step. Open the door after draining is stop and check if the suds is disappeared. Repeat if necessary.		
		Spilled rinse-aid	Always wipe up rinse-aid spills immediately.		
	Stained tub interior	Detergent with colourant was used	Make sure that the detergent is the one without colourant.		
General problems	White film on inside surface	Hard water minerals	To clean the interior, use a damp sponge with dishwasher detergent and wear rubber gloves. Never use any other cleaner than dishwasher detergent for the risk of foaming or suds.		
	There are rust stains on cutlery	The affected items are not corrosion resistant.	The items should be corrosion resistant.		
	Knocking noise in the wash cabinet	A spray arm is knocking against an item in a basket	Interrupt the program, and rearrange the items which are obstructing the spray arm.		
Noise	Rattling noise in the wash cabinet	Items of crockery are loose in the wash cabinet	Interrupt the program, and rearrange the items of crockery.		
	Knocking noise in the water pipes	This may be caused by on-site installation or the cross-section of the piping.	This has no influence on the dishwasher function. if in doubt, contact a suitably qualified plumber.		

	Problem	Possible Causes	What To Do
4	The dishes are not clean	The dishes were not loaded correctly.	See notes in " Loading the Dishwasher Baskets ".
		The program was not powerful enough.	Select a more intensive programme. See" Wash Cycle Table ".
		Not enough detergent was dispensed.	Use more detergent, or change your detergent.
		Items are blocking the path of spray arms.	Rearrange the items so that the sprayer can rotate free
Unsatis -factory washing result		The filter combination is not clean or is not correctly fitted. This may cause the spray arm jets get blocked.	Clean and/or fit the filter combination correctly. Clean the spray arm jets. See "Cleaning the Spray Arms".
	Cloudiness on glassware	Combination of soft water and too much detergent.	Use less detergent if you have soft water and select a shortest cycle to wash the glassware and to get them clean.
	Black or gray marks on dishes	Aluminum utensils have rubbed against dishes.	Use a mild abrasive cleaner to eliminate those marks.
	Detergent left in dispenser cups	Dishes block detergent cup opens.	Re-loading the dishes properly.
	The dishes	Improper loading	Load the dishwasher as suggested in the directions.
	are not drying	Too little rinse-aid	Increase the amount of rinse-aid/refill the rinse-aid dispenser.
Unsatis -factory drying result		Dishes are removed too soon	Do not empty your dishwasher immediately after washing. Open the door slightly so that the steam can escape. Begin unloading the dishwasher only once the dishes are barely warm by touching. Empty the low basket first. This prevents water form dropping off dishes in the upper basket.
		Wrong program has been selected	In short program the rinse temperature is lower. This also lowers cleaning performance. Choose a program with a long high rinse temperature.
		Use of cutlery with a low-quality coating	Water drainage is more difficult with these items. Cutlery or dishes of this type are not suitable for washing in the dishwasher.

Error Codes

When some malfunctions occur, the appliance will display error codes to warn you:

Codes	Meanings	Possible Causes
E1	Longer inlet time.	Faucet is not opened, or water intake is restricted,or water pressure is too low.
E3	Not reaching required temperature	Malfunction of heating element.
E4	Overflow.	Some element of dishwasher leaks.

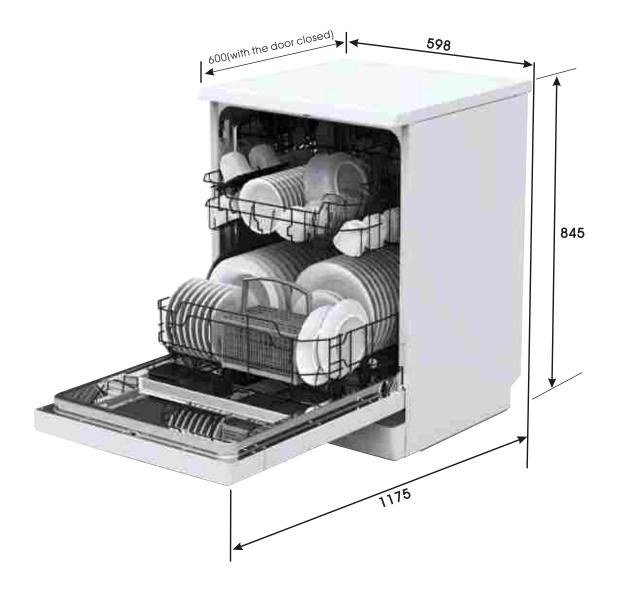
▲ WARNING!

If overflow occurs, turn off the main water supply before calling a service. If there is water in the base pan because of an overfill or small leak, the water should be removed before restarting the dishwasher.

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If overflow occurs, turn off the main water supply before calling a service. If there is water in the base pan because of an overfill or small leaks, the water should be removed before restarting the dishwasher.

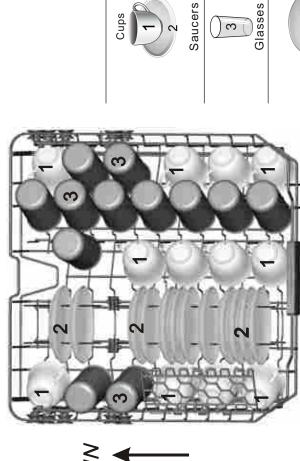
Technical Information



Height:	845mm
Width:	598m m
Depth:	600mm(with the door closed)
Water pressure:	0.04-1.0MPa
Power supply:	see rating label
Capacity:	12 place settings

Loading the baskets according to (*AS/NZS 2007.1):

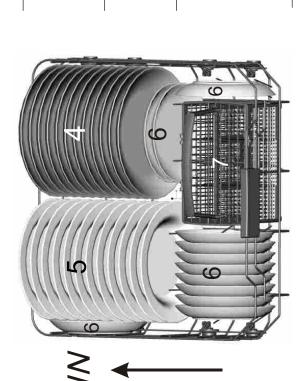
1.Upper basket:



2.Lower basket:

Dinner plates

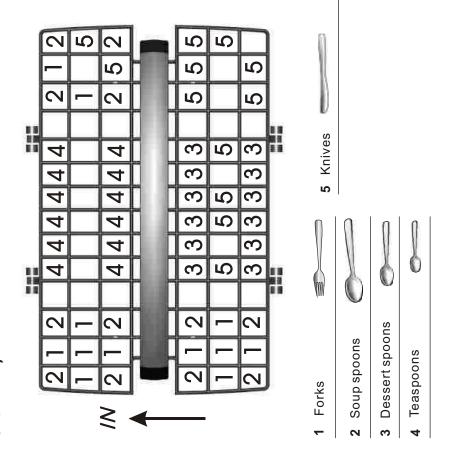
Soup plates



Dessert dishes

9

3. Cutterly basket:



Information for comparability tests in accordance with (*AS/NZS 2007.1)

■ Capacity: 14 Place Settings

■Program: Normal

■ Position of the upper basket: lower position

■ Rinse aid setting: Max ■ Open the door slightly to assist in drying

of the dishes after every wash

Cutlery basket



AUSTRALIAN & NEW ZEALAND PRODUCT WARRANTY STATEMENT OF STANDARD WARRANTY CONDITIONS

AUSTRALIAN CUSTOMERS

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

NEW ZEALAND CUSTOMERS

Nothing herein contained shall be construed in any way as excluding or limiting your rights under the Consumer Guarantee Act 1993. OUR WARRANTY

This product is also covered by the manufacturer's warranty set out in this document (Our Warranty).

Our Warranty is for a period of twenty four (24) months from the date of purchase and for refrigeration appliances will have an additional thirty six (36) months after the first twenty four (24) months on the Sealed System (PARTS only) Compressor & condenser etc. The labour cost to replace these parts is the responsibility of the customer.

This is in addition to (and does not exclude, restrict or modify) any rights or remedies to which you may already be entitled to under the Australian consumer law or the New Zealand Consumer Guarantee act 1993 relating to this product.

Our warranty (which is subject to the conditions below) covers rectification free of charge of any fault arising from defective materials or components, or faulty workmanship. The product will be repaired or replaced at the option of Omega, and all costs of installation, removal, cartage, freight travelling and insurance are to be paid by the customer.

Our warranty is subject to the following conditions:

- 1. That the purchaser contact Omega prior to any product repair.
- 2. That the purchaser carefully follows all instructions provided with the product and complies with all relevant electrical & plumbing regulations in their State when installing the product.
- 3. That the purchaser carefully follows the instructions provided in the owner's handbook relating to the proper use and care of the product and does not use the product for any purpose other than the DOMESTIC use for which it has been designed. If the appliance is used in commercial applications or for rental purposes, Our Warranty is limited to a warranty of Twelve (12) months covering all parts with Three (3) months on any labour cost of service or repair.

SERVICE AREA

The provision of service under Our Warranty is limited by the boundary / territory area of the nearest service centre. Travelling cost incurred for service outside this area is not covered by Our Warranty and service will incur commercial cost to be paid by the customer regulated by the number of kilometres travelled beyond the service area. These costs will be disclosed to you for acceptance by you prior to your claim being processed.

Microwave ovens must be returned to your nearest Authorised Service Centre for repair as they are a carry in serviceable appliance.

WHAT IS COVERED: By Our Warranty

During the warranty period, Omega or its authorised Service Centre will, at no extra charge, if your appliance is readily accessible without the need of special equipment and subject to the terms and conditions of this warranty, repair or replace any parts which it considers defective.

WHAT IS NOT COVERED: By Our Warranty

- 1. Products installed damaged or incomplete or not in compliance with the relevant electrical & plumbing regulations in their State.
- 2. Normal wear and tear e.g. cleaning, light globes, filters etc.
- 3. Failure resulting from power surges and electrical storms.
- 4. Insect or vermin infestation.
- 5. Unauthorised repairs or use of non-genuine Omega parts.
- 6. Any failure caused by the product not being used in accordance with the instruction and the installation manual provided with the product.
- 7. Misuse or abuse, including failure to properly maintain or service.
- 8. The clearing of blockages in pumps and hoses.
- 9. Damage which occurs during delivery or installation.
- Claims to product surface coating due to liquid or solid spill-overs, accidental damage or damage caused from cleaning products not recommended by Omega.

HOW TO CLAIM OUR WARRANTY

You will need to contact Omega in Australia or New Zealand by using the contact details below. IN AUSTRALIA IN NEW ZEALAND

Omega is a division of Shriro Australia Pty Ltd

Omega is a division of Monaco Corporation
ABN 28 002 386 129

Omega is a division of Monaco Corporation
(Member of Shriro Australia Pty Ltd)

Head office: 104 Vanessa Street, Kingsgrove NSW 2208. Address: 231 Bush road, Albany, North Shore City,

Phone: (02) 9415 5000. Auckland, New Zealand 0632. Customer care: 1300 739 033. Phone: (09) 415 6000.

Web: www.omegaappliances.com.au Email: customercare@shriro.com.au

Note: Please complete the following details when you have unpacked the product:

Model No	Serial No
Date of Purchase	Retailer



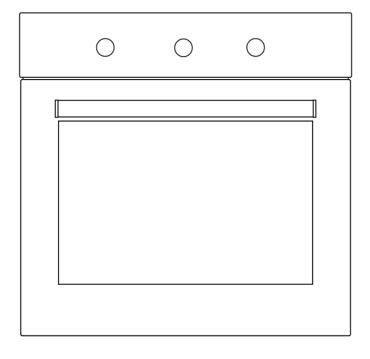


Rangehood, Cooktop & Oven User Guide

omega

OPERATING AND INSTALLATION INSTRUCTIONS
FOR
OMEGA 60CM BUILT-IN ELECTRIC OVENS

OBO650X



Thank you for introducing our family to yours

At Omega, we understand that cooking, cleaning and washing may not be your favourite things in the world. That's why we created a range of no-nonsense, reliable products that always get the job done for you. With the features you need and nothing you don't. What's more, they're made to fit perfectly into your home life and your wallet. You are welcoming an Omega appliance into your place and you can be sure it'll always serve you well.

We aim to simplify any further appliance purchases. When researching our products you will find a range of icons that visually represent our products key features. Visit our website to learn more about these icons and the features and benefits of our products.

For important information such as instruction manuals, specifications and catalogues, please visit omegaappliances.com.au/customer (for Australia) or omegaappliances.co.nz/customer (for New Zealand). Also, make sure you activate your product warranty by registering your warranty online using the links above.

We value your opinion, so please take a few minutes to tell us what you think about your new addition! Simply go to the relevant appliance page of our website omegaappliances.com.au and click on "Write a Review".

If you want to know more about promotions, receive cool tips and tailor made content or just connect with us on social media, like omegaappliances on Facebook and follow omegaappliances_aus on Instagram.

Enjoy your new appliance and remember, we're only one click away!



omegaappliances.com.au / omegaappliances.co.nz



omegaappliances



omegaappliances_aus

INSTALLATION, OPERATION AND MAINTENANCE INSTRUCTIONSFOR OMEGA BUILT-IN ELECTRIC OVEN

OBO650X BUILT-IN ELECTRIC OVEN

CONGRATULATIONS

Thank you for choosing one of our many fantastic built in ovens. We are confident that you will now be able to meet your cooking needs. Before you use the oven we strongly recommend that you read though the whole user manual which provides the description of this product and the proper use of its functions.

To avoid the ever-present risks involved with using an electrical appliance it is vital that the oven is installed correctly and that you read the safety instructions carefully to avoid misuse and hazards. It is important that you retain these instructions and your proof of purchase along with any other important documents about this product for future reference.

Due to continual product development, Omega reserves the right to alter specifications or appearances without notice.

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DISPOSAL INFORMATION

- Most of the packing materials are recyclable. Please dispose of these materials through your local recycling depot or by placing them in appropriate collection containers.
- If you wish to discard this product, please contact your local authorities and ask for the correct method of disposal.

IMPORTANT SAFETY INSTRUCTIONS

IMPORTANT: Read the assembly instruction section and safety precautions of this booklet carefully before removing the contents of this carton.

- 1. This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience or knowledge, unless they have been given supervision or instructions concerning the use of the appliance by a person responsible for their safety. Young children should be supervised to insure that they do not play with the appliance.
- 2. In certain circumstances electrical appliances may be a danger hazard.
- 3. Do not place heavy objects in or on these appliances, use for storage or let children play/swing from the door. These appliances are designed for cooking food only.
- 4. This appliance is designed for domestic household use only and for the cooking of domestic food products. Use as a commercial appliance will void the warranty. It should not to be used in a marine environment or outdoors.
- 5. This appliance is supplied with a 10 amp plug.
- 6. If the electrical supply cord is damaged, either when being installed or after installation, it must be replaced by the manufacturer, its service centre or similarly a qualified person in order to prevent a hazard.
- 7. The electrical connection must be accessible after installation. The appliance must be electrically isolated before any maintenance can be performed.
- 8. Electrical connection must be made as per local wiring rules and regulations. Do not disconnect the appliance with wet hands or bare feet, and do not disconnect the power cord with extreme force. If the electricity supply is restricted, means of an all-pole disconnection must be accessible and incorporated in the fixed wiring in accordance with the wiring rules.
- 9. Always grasp the oven door in the centre of the handle as the areas around the door edges may be hot due to the escape of hot air.
- 10. Ensure that the kitchen is well ventilated or mechanical ventilation is in use while cooking with this appliance.
- 11. Do not store or use flammable materials or aerosols near the oven. Items made from aluminium, plastic or plastic film should also be kept away from the appliance, as they may fuse to the surface.
- 12. Never line the oven bottom with aluminium foil, as the consequent accumulation of heat could compromise the cooking and even damage the enamel.
- 13. WARNING Accessible parts will become hot when in use. Young children should be kept away. During use the oven becomes hot. Care should be taken to avoid touching heating elements inside the oven. Do not touch any components during this time, as they may be hot and can cause burns. Use heat resistant cooking gloves where possible when moving food and cooking utensils in and out of the oven.
- 14. Cleaning may only be commenced on the appliance once it has cooled down (best slightly warm). The appliance should be disconnected from the power outlet or turned off at your isolation switch before commencing any cleaning process. Do not use a steam jet or any other high pressure cleaning equipment to clean the appliance. Follow oven cleaner directions if these are being used. WARNING: Ensure the appliance is switched off before replacing the lamp to avoid the possibility of electric shock.
- 15. Wash all accessories in hot soapy water or in a dishwasher, wipe dry with a paper or cloth towel. If you use your oven for an extended period of time, condensation may form. Dry it using a soft dry cloth.
- 16. When the appliance is not being used, the knobs must be kept in the 'OFF' position.
- 17. Where this appliance is installed in a caravan, it shall NOT be used as a space heater.
- 18. Do not modify this appliance.
- 19. Do not use harsh abrasive cleaners or sharp metal scrapers to clean the glass oven door glass as it can scratch the surface, which may result in the glass shattering. Clean the glass door using warm damp cloth and dry it with a soft cloth.
- 20. All cabinetry and materials used in the installation must be able to withstand a minimum temperature of 100°C above the ambient temperature of the room it is located in, whilst in use. Certain types of vinyl or laminate kitchen furniture are particularly prone to heat damage or discolouration at temperatures outside the guidelines given above. Any damage caused by the appliance being installed without adhering to the temperature limits set out above will be the liability of the owner.
- 21. This appliance must be correctly installed by a suitably qualified person, strictly in accordance with the manufacturer's instructions. Please see the specific section of this booklet that refers to installation.
- 22. The appliance must be installed and put in operation by an authorised technician under the conditions provided by the manufacturer in this manual. The manufacturer cannot be held responsible for any damage that might occur due to faulty installation.
- 23. The values indicated on the printed documents found on the product are values obtained in laboratory environment according to relevant standards. These values may vary according to the usage and environment conditions of product.
- 24. This oven must not be installed behind a decorative door in order to avoid overheating.

APPLIANCE DETAILS

ELECTRICAL DETAILS:

OVENS	OBO650X
Rated Voltage	220 to 240V ac 50Hz
Max Rated Inputs	2300W
Supply Connection	10A plug

This information can be found on the rating plate (data label) affixed to the inside of the doorjamb. SIZES:

Relevant Sizes:	LENGTH (mm)	WIDTH (mm)	HEIGHT (mm)
External Oven size	595	565	595

ELECTRICAL CONNECTIONS



LOCAL AUTHORITY REQUIREMENTS

Installation is only permitted by a licensed electrician, and carried out according to instructions provided by the manufacturer. Incorrect installation might cause harm and damage which the manufacturer accepts no responsibility.

ELECTRICAL INSTALLATION FOR THE LICENSED ELECTRICIAN

This oven must be connected to a 220-240V 50Hz power supply.

Before carrying out the connection to the power supply, the voltage rating of the appliance (stamped on the appliance identification plate) must be checked for correspondence to the available mains supply voltage, and the mains electric wiring should be suitable for the oven's power rating (also indicated on the appliance identification plate);

The switched outlet must be connected to a suitable earth wiring, in conformity to current safety regulations. This appliance must be plugged into a 10A switched outlet. It should not be located above the appliance and no more than 1.25m away from it. The power supply cord must not touch any hot surfaces and must be placed so that its temperature does not exceed 75°C at any point along its length. After having installed the appliance, the switched outlet must always be in an accessible position.

NOTE: For connections to the mains power supply, never use adapters, reductions or multiple power points as these may overheat and catch fire.

The mains terminal block is located on the back of the oven and the terminals are accessible by opening the terminal block cover.

Note: The terminal cover should not be opened when the mains power is still connected to the appliance and never by an unauthorized person.

The electrical safety of this appliance can only be guaranteed if the oven is correctly and efficiently earthed. The manufacturer declines all responsibility for damage resulting from an installation which has not been earthed correctly. The use of adapters, multiple sockets and/or extensions, is not allowed.

OVEN LAMP REPLACEMENT

- The appliance must first be disconnected from the power outlet or turned off at your isolation switch.
- Unscrew the glass cover attached to the lamp holder; anti-clockwise.
- Unscrew the lamp and replace it with another high-temperature lamp with the following characteristics:

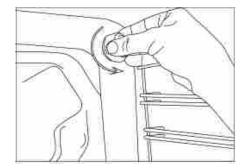
Type: E 14

Voltage: AC220V-240V

Wattage: 15W Temperature rating: 300°

Remount the glass cover and reconnect the appliance to the power supply

NOTE: Should you experience any difficulty please contact your nearest after-sales service centre.



INSTALLATION



The adjacent furniture must be able to withstand a minimum temperature rise of 100°C above the ambient temperature of the room it is located in during periods of use. The power supply to the appliance must be cut off before any adjustments or maintenance work is done on it.

PREPARATION FOR INSTALLATION AND USE

Manufactured with best quality parts and materials, this modern, functional and practical oven will meetyour needs in all respects. Make sure to read the manual to obtain successful results so as not to experience any problems in the future. The information given below contains rules that are necessary for correct positioning and service operations. They should be read without fail, especially by the technician who will position the appliance. CHOOSING A PLACE FOR THE APPLIANCES

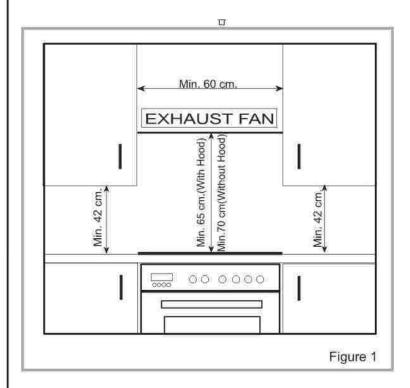
There are several factors to consider when choosing a place for your oven. Make sure to take into account our recommendations below in order to prevent any problems and dangerous situations which might arise.

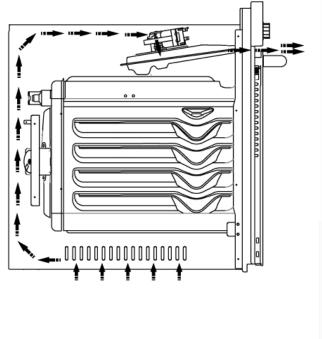
When choosing a place for the oven, attention should be paid to ensure there are no flammable or combustible materials in the close vicinity, such as curtains, oil, cloth etc. which quickly catchfire.

Furniture surrounding the oven or cooktop must be made of materials resistant to temperatures of at least 100 °C.

Required changes to wall cabinets and exhaust fans above a built-in cooktop as well as minimum heights from the oven board are shown below. Accordingly, a range hood should be at a minimum height of 65 cm from the cooktop. If there is no range hood the height should not be less than 70 cm. Refer to the range hood instructions for specific details before installation.

If there is a drawer below the oven, a protective board must be placed between the oven and drawer. A cooling fan draws air in from the appliance sides to cool the outer surfaces and removes excess steam through the front of the oven (above the door). This fan will continue to operate for some time after the cooking sequence has finished. Ventilation space must be allowed beside and behind the oven; failure to do so can cause damage to both the appliance and surrounding cupboards.

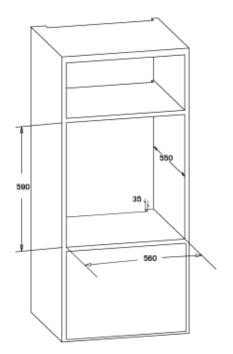


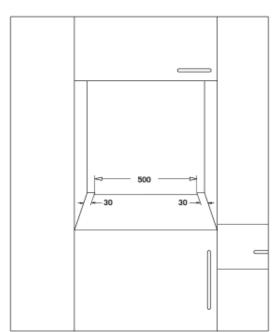


INSTALLATION OF BUILT IN OVEN

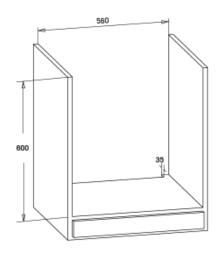
Insert the oven into cabinet partly by pushing it forward. Open the oven door and insert 2 screws into the holes on the oven frame. While the product frame touches the wooden surface of the cabinet, tighten the screws. If the oven is installed below a built-in hob, the distance between the worktop and the top panel of the oven must be a minimum of 50mm, and the distance between the worktop and the top of the oven control panel must be a minimum of 25mm.

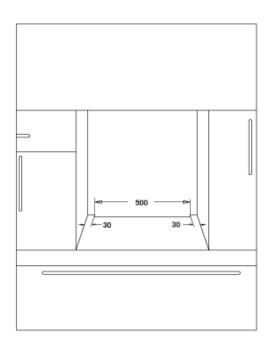
The dimensions and material of the cabinet in which the oven will be installed must be correct and resistant to increases in temperature. In a correct installation, contact with electrical or insulated parts must be prevented. Insulating parts need to be fitted in a way to ensure that they cannot be removed by using any kind of tool. Installing the appliance in the close vicinity of a refrigerator or a deep-freezer is not recommended as the performance of the above-mentioned appliances will be negatively affected due to emanating heat. After removing your oven from its packaging, be sure that the oven is not damaged. If you suspect any damage to the appliance, do not use it; immediately contact an authorised Service Centre.





INSTALLATION IN AN ELEVATED CABINET

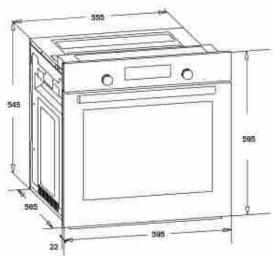




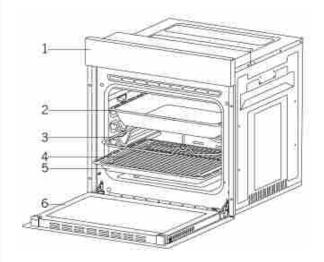
INSTALLATION UNDER COUNTER

OPERATING INSTRUCTIONS

FRONT VIEW:



INTERNAL VIEWS:



7

- 1. Control Panel.
- 2. Deep Tray (not available on these models).
- 3. Rotisserie Set (not available on these models).
- 4. Wire Rack.
- 5. Tray.

- 6. Door.
- 7. Light.
- 8. Internal Wire Rack (not available on these models).
- 9. Tray

When you first run your oven a certain smell will be emanated arising from the insulation materials and the heater elements. For this reason, before using your oven, run it empty at maximum temperature for 45 minutes. At the same time you need to properly ventilate the environment in which the oven is installed.

In order to cook in your oven, the oven function and temperature setting controls need to be adjusted and the oven timer, if available, needs to be programmed. Otherwise, the oven will not operate.

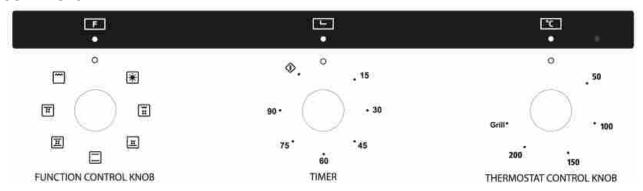
Unplug your appliance when it is not in use.

Protect your appliance from atmospheric effects. Do not leave it under the effects of the sun, rain, snow, dust etc.

ENERGY SAVING

Choose cookware of an appropriate size. Using a lid will reduce cooking times. Minimize the amount ofliquid or fat to reduce cooking times. Oven door should not be opened often during cooking period.

CONTROLS



OVEN FUNCTION CONTROL

The oven function control is used to select the different functions. Each is explained in detail further in the manual. To select a function, turn the control knob to the desired oven function and then set the temperature with the thermostat control.

OVEN THERMOSTAT CONTROL

The oven thermostat control is used to select the desired temperature for cooking. When the temperature inside your oven reaches the value set, the thermostat will cut the circuit and the thermostat light will go off. When the temperature falls below the set value, the thermostat will again be turned on alongside the thermostat light. It is normal for this to occur during the cooking process, particularly when the door has been opened.

OVEN TIMER CONTROL

The oven timer control is used to either set the oven into manual mode (no timer) or set up a timer between 0 and 90 minutes.

In manual mode, the oven runs without a timer. Rotate the timer control anti-clockwise from off (0) to the first icon. To stop the oven running, turn the knob back to off.

To set a timer, rotate the timer clockwise to the desired time and the oven will run until the control knob reaches off, at which point the oven will stop running. The timer can be adjusted at any point during operation.

OVEN FUNCTION CONTROL CHART

*	DEFROST THE FAN WILL SWITCH ON ALONG WITH THE OVEN LIGHTS TO PERFORM THE DEFROST FUNCTION.
#¥	GRILL WITH FAN GRILL HEATING ELEMENT AND FAN WILL SWITCH ON, ALONG WITH THE OVEN LIGHT AND THE OVEN'S THERMOSTAT.
Ħ	FAN ASSIST WITH LOWER HEAT THE LOWER HEATING ELEMENT AND FAN WILL SWITCH ON, ALONG WITH THE OVEN LIGHT AND THE OVEN'S THERMOSTAT.
	CONVENTIONAL THE LOWER & UPPER HEATING ELEMENTS WILL SWITCH ON, ALONG WITH THE OVEN LIGHTS AND THE OVEN'S THERMOSTAT.
Ħ	FAN ASSIST THE LOWER AND UPPER HEATING ELEMENTS, AND FAN WILL SWITCH ON, ALONG WITH THE OVEN LIGHT AND THE OVEN'S THERMOSTAT.
Ħ	UPPER ELEMENT WITH FAN UPPER HEATING ELEMENT AND FAN WILL SWITCH ON, ALONG WITH THE OVEN LIGHT AND THE OVEN'S THERMOSTAT.
~	MAXI-GRILL BOTH UPPER HEATING ELEMENTS WILL SWITCH ON, ALONG WITH THE OVEN LIGHT AND THE OVEN'S THERMOSTAT.

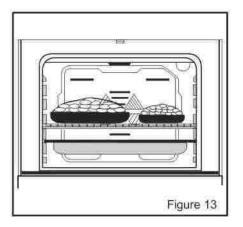
Note: Oven shelves are numbered from 4 at the top down to 1 at the bottom.

During heated oven functions a cooling fan in the top of the oven will operate in order to cool down the oven door and kitchen cabinet as well as reducing condensation in the oven. There will then be a slight release of warm air from the top of the closed oven door. This is not a leak in heat from the oven cavity.

OVEN FUNCTION CONTROLS



Defrost Function:



You can start the defrost operation by putting the frozen food into oven and bringing the function control knob to the indicated mark. This function will not cook/bake the food; it only helps to defrost it within a short time.

Put the food to be defrosted on the wire rack that you will place on the third rack support from the bottom (Figure 13). To collect the water that accumulates due to the melting ice, insert an oven tray onto a lower rack. This function is perfect for finishing off the defrosting process for frozen food that has been in the refrigerator from the evening before and may not be completely thawed out.



Conventional Cooking Function:

The Conventional function allows heat to radiate evenly from the lower and upper elements into the oven ensuring even cooking of both sides of the food. Adjust the function control so it indicates the conventional Cooking function symbol. Adjust the thermostat control knob of your oven to a temperature recommended on the cooking table for the cooking operation you wish to perform. Preheating of the oven for about 10 minutes is recommended. Place food in a suitable container, then place into oven and cook for the recommended time. This function is preferred for making cakes (cupcakes, other cakes and sponges), biscuits, pastry, baked pasta (e.g. lasagne), casseroles and moist dishes, roasts and oven chips.

After cooking, turn off the oven function and temperature control knobs and set the timer to off. Take the cooked food out of the oven and place it in a safe heatproof surface. As the oven will be hot, work near with caution and keep children away from the cooling oven.



Fan Assist Function:

This is the function where the heat coming from the lower and upper heating elements is circulated into the oven by the fan motor and blade. Adjust the function control knob so it indicates the Fan Assist Function symbol and adjust the oven timer to the recommended time for cooking. Adjust the thermostat control knob to the temperature required on the cooking table for the Fan Assist Function and preheat oven for 10 minutes. Based on the conventional function, this combination of features increases the effectiveness of the thermal radiation of the heating elements through forced air circulation of the heat throughout the oven. This helps prevent food from burning on the surface, allowing the heat to penetrate into the food. Food baked using this function, such as pastry often brown faster than on the conventional function alone.

After cooking, turn off the oven function and temperature control knobs and set the timer to off. Take the cooked food out of the oven and place it on a safe heatproof surface. As the oven will be hot, work near with caution and keep children away from the cooling oven.



Maxi-Grill Function:

This function is used for faster grilling and for grills with a lot of food. Adjust the function control knob so it indicates the Maxi-Grill function symbol. Set the oven's thermostat control knob to the required temperature. After a preheating period of 10 minutes, put your food into the oven. For grilling, put the food on the rack and sit over the tray. Place the rack on the highest shelf (4). Placing the rack above the oven tray provided will ensure that any marinade, fat or oil dropping from the food will be collected. When grilling, the oven door must be closed. On this function, all of the heating elements/coils of the grill operate.

The higher grill temperature and function is ideal for cooking and browning meat (such as lamb or pork chops and cutlets), chicken and seafood (such as fish fillets, cutlets, tuna steaks or Atlantic salmon). This setting is also good for browning fruit crumbles or crumb topped dishes.

After cooking, turn off the oven function, temperature control knobs and set the timer to off. Take the cooked food out of the oven and place it on a safe heatproof surface. As the oven will be hot, work near with caution and keep children away from the cooling oven.



Grill with Fan Function:

This function will ensure complete, fast and all over grilling by working the fan and the grill element at the same time. Adjust the function control knob so it indicates the Grill with Fan function symbol and adjust the oven timer to the recommended time for cooking. Set the oven's thermostat control to the required temperature. After a preheating period of 10 minutes, put your food into the oven. For grilling, put the food on the rack and sit over the tray. Place the rack on the highest shelf (4). Placing the rack above the oven tray will ensure that any marinade, fat or oil dropping from the food will be collected. When grilling, the oven door must be closed.

The Grill with fan function is ideal for cooking food to achieve a crispy skin (such as chicken thigh or breast with the skin on) and lightly browning meat such as lamb and seafood.

After cooking, turn off the oven function and temperature control knobs and set the timer to off. Take the cooked food out of the oven and place it on a safe heatproof surface. As the oven will be hot, work near with caution and keep children away from the cooling oven.



Upper Element with Fan Function:

This function is good for reheating small amounts of food or delicate foods by working the fan and the upper heating element at the same time. Adjust the function control knob so it indicates the Upper element with Fan function symbol and adjust the oven timer to the recommended time for cooking. Set the oven's thermostat control to the required temperature. After a preheating period of 10 minutes, put your food into the oven. Put the food on the rack or the tray. Place the grill/tray on a centre shelf (2-3).

After cooking, turn off the oven function and temperature control knobs and set the timer to off. Take the cooked food out of the oven and place it on a safe heatproof surface. As the oven will be hot, work near with caution and keep children away from the cooling oven.



Lower Element with Fan Function:

This Lower Heat with fan function will cook food in a slower more delicate process than the Fan Forced equivalent and is recommended for finishing off the cooking of food (in baking dishes or trays) which is already superficially well-cooked and golden on the top but still soft inside. This is an ideal function for delicate cooking such as quiches, cheesecakes and custards where limited top browning of the food is required.

After cooking, turn off the oven function and temperature control knobs and set the timer to off. Take the cooked food out of the oven and place it on a safe heatproof surface. As the oven will be hot, work with caution and keep children away from the cooling oven.

ACCESSORIES

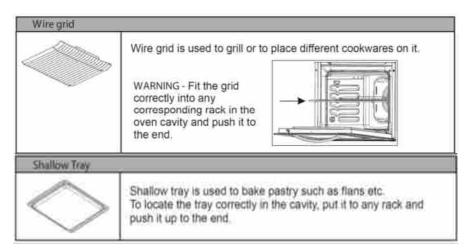
It is recommended that you use the containers indicated depending on the food you will cook in your oven. You can also use glass containers, cake pans and special oven trays suitable for use in your oven (available in kitchenware shops). Pay attention to the information given by the supplier for use of this cookware. The information given below should be implemented for enamelled containers.

If the food to be cooked does not completely cover the oven tray, if the food is taken out of the deep-freezer or if the tray is used to collect the dripping juices of the foods during the grill operation, deformation might be observed on the tray over time due to high temperatures forming during the cooking/baking operation. This is a normal, physical state that results during the heat transfer. Do not leave a glass tray or container in a cold environment immediately after cooking in them. Do not place them on cold and wet surfaces. Ensure that they slowly cool off by placing them on a dry piece of cloth or wooden board, otherwise, the glass tray or container might break. If you are going to use your oven to grill, we recommend using the grill rack with the tray on a position below. This way, splattering and dripping oils will not make the oven interior dirty. To make cleaning easier, add some water into this tray. In a grilling operation, use the shelf in position 4.

WIRE GRIDS AND TRAYS

Each wire grid and tray comes with a built-in safety feature to help minimise them being accidentally pulled fully out. This comes in the way as a "step", positioned partway in from the rear of the wire rack or tray.

To fit them into the oven, push the wire grid or tray part way into the oven until the step "catches", then angle the part over the step & fully insert. To remove, repeat the process in reverse.



WARNING: Accessible parts may become hot when the grill is in use. Children should be keptaway.

CLEANING



NOTE: Cleaning and maintenance operations must only be carried out when the oven is cool.

The appliance should be disconnected from the power outlet or turned off at your isolation switch before commencing any cleaning process.

Cleaning the oven exterior:

Before starting to clean your oven, be sure that all control buttons are off and your appliance has cooled. Unplug the appliance.

Do not use cleaning materials containing particles that might scratch the enamelled and painted parts of your oven. Use cream cleaners or liquid cleaners, which do not contain particles. As these cleaners may damage the surfaces, do not use caustic creams, abrasive cleaning powders, rough wire wool or hard tools. In the event of any excess liquids spilling over your oven surface during cleaning, clean up immediately so as to prevent possible damage to the enamel or metal surface. Do not use steam cleaners for cleaning the oven.

Cleaning the interior of the oven:

Make sure to unplug the oven before starting to clean it. You will obtain best results if you clean the oven interior while the oven is slightly warm (the oven should not be operating). Wipe your oven with a soft piece of cloth (e.g. dish cloth) dampened with warm soapy water after each use, rinse cloth in warm water then wipe oven again and finish by wiping with a dry cloth. It is also recommended to wipe clean the oven door and rubber seal. For a complete cleaning process, use dry and powder type oven cleaners, following the oven cleaning product's instructions.

TROUBLESHOOTING

If the oven does not operate:

- The oven may be unplugged from the power source or switched off at the power source.
- The household fuse has blown or household power supply is off.
- The Timer (if available) may not set correctly.

If the oven does not heat:

The heat may not be set correctly with the oven's temperature setting.

If the interior lighting lamp does not light:

• The lamps are defective. If they are defective, you can change them following the instructions within this manual.

Cooking (if lower-upper part does not cook equally):

Control the shelf locations, cooking period and heat values according to the manual.

Unit smoking when first used:

• This is a result of protective oils being removed and is to be expected with a first use.

If you have any further problems with your product, please call your Authorised Service Centre.

TRANSPORTATION

Keep the original carton of the product and use this packaging if the item needs to be transported. Follow the transport signs on the carton.

Place paper between the upper cover and cooking panel, cover the upper cover and tape to the side surfaces of oven.

Tape cardboard or paper onto the inside face of the glass as it will be susceptible to damage from the trays. Use cardboard covers for the wire grill and trays in your oven. Also tape the oven's covers to the side walls.

If the original carton is unavailable, take measures to protect the external surfaces (glass and painted surfaces) of oven against possible blows, as well as the above.

RECOMMENDED COOKING TIMES

	LOWER-UPPER HEAT – (Conventional)			LOWER-UPPER HEAT + FAN (Fan Assist)		
FOOD	Thermostat pos. (°c)	Rack pos.	Cooking Period (min)	Thermostat pos (°c)	Rack pos.	Cooking Period (min)
Scones Plain orfruit	220	2-3	10-15	210	2-3	10-15
Cake - Butter cake						
(deep)	180	2-3	40	170	2-3	40
Cake - Sponge	180	2-3	25-30	170	2-3	25-30
Cake – Cup cakes	180	2-3	10-15	170	2-3	10-15
Cookies – Choc chip	180	2-3	15-20	170	2-3	15-20
Biscuits - Anzac	180	2-3	15-20	170	2-3	15-20
Brownie	180	2-3	30-40	170	2-3	30-40
Banana Loaf	180	2-3	40-50	170	2-3	40-50
Pavlova	110	2-3	90	100	2-3	90
Meringues - Hard	110	2-3	90	100	2-3	90
Pastry (pre-rolled frozen)	190-200	2-3	20-30	180-190	2-3	20-30
Pastry - Savoury homemade	180-200	2-3	20-30	170-190	2-3	20-30
Pastry – Sweet homemade	180-190	2-3	20-30	170-180	2-3	20-30
Pizza - home made	220	2-3	10-15	220	1	10-15
Chips - Oven baked	220	2-3	30-40	210	1	30-40

	LOWER-UPPER HEAT – (Conventional)		LOWER-UPPER HEAT + FAN (Fan Assist)			
FOOD	Thermostat pos. (°c)	Rack pos.	Cooking Period (min)	Thermostat pos (°c)	Rack pos.	Cooking Period (min)
			20 + 45/50 min			20 + 45/50 min per
Roast Pork	230 + 190	2-3	per kilo	220 +180	2-3	kilo
Roast Chicken	190 - 200	2-3	50-60 min per kilo	180-190	2-3	50-60 min per kilo
			15-20 mins per			
Roast Beef - rare	190-200	2-3	500g	180-190	2-3	15-20 mins per 500g
Roast Beef - medium	190-200	2-3	25 mins per 500g	180-190	2-3	25 mins per 500g
Roast Beef - well done	190-200	2-3	30 mins per 500g	180-190	2-3	30 mins per 500g
Roast Lamb - medium	190-200	2-3	20 mins per 500g	180-190	2-3	20 mins per 500g
Roast Lamb - well						
done	190-200	2-3	30 mins per 500g	180-190	2-3	30 mins per 500g
			40-45 mins per			
Roast Turkey	180	2-3	kilo	170	2-3	4-45 mins per 500g
			30-35 mins per			
Roast Duck	180-200	2-3	500g	170-190	2-3	30-35 mins per 500g
Roast Veal – well						
done	180	2-3	30 mins per 500g	170	2-3	30 mins per 500g
			15-20 min per			
Baked whole fish	180	2-3	kilo	170	2-3	15-20 min per kilo
Casserole/ moist	100		50.00	470	2.2	60.00
dishes	180	2-3	60-80 mins	170	2-3	60-80 mins
			20-40 mins			20. 40 mains along :!-
Decet Demonstrie	220	1 2 2	depends on size	200		20-40 mins depends
Roast Pumpkin	220	2-3	of pieces	200	2-3	on size of pieces

COOKING GUIDES

- For optimum cooking keep edges of baking dishes and pans at least 4cm from the sides of the oven. This allows free heat circulation and ensures even cooking.
- Where possible remove large cuts of meat 1kg or over from the fridge 1 hour prior to cooking. Allow, to stand covered and away from direct sun/heat. This process will take the "chill" of the fridge away from the food and assist in more even cooking.

Oven Shelf Location

Your Omega oven has five positions of racks for the oven shelves to be positioned depending on your choice of cooking function and size of roasting dishes or containers. These are numbered from 1 (the lowest shelf position) to 4 (the highest shelf position). See diagram in oven manual.

To obtain maximum space above and below the shelves, it is recommended that you position trays and dishes in the following way:

- When using only 1 shelf, use position/rack 2 or 3 (That's oven shelf position).
- When using 2 shelves, use position/rack 1 and 3.

Cooking Pizza

For the best results when cooking pizza use the Fan forced with Lower Heat Element function. Preheatthe oven for at least 10 minutes.

- Use a non-stick pizza pan, ideally one with holes in the base specifically for pizza cooking.
- Do not open the oven door frequently while the pizza is cooking.
- If the pizza has a lot of toppings (three or four), it is recommended that the mozzarella cheese be placed on top halfway through the cooking process. Remember the best pizzas are made with a less is best method when choosing the topping ingredients.
- Check the base is crispy by lifting the pizza pan from the oven with a heatproof glove and lifting the pizza with an oven slide to look at the pizza base. Return to oven if further cooking is required.

Roasting Meat, Cooking Chicken and Fish

- Ideally, meat should be at least 1Kg or more when roasting in order to prevent it from drying out.
- When cooking white meat, poultry and fish, use temperature settings (180°C-220°C).
- For red meat that should be well done on the outside while tender and juicy on the inside, it is a good idea to start with a high temperature setting (200°C-220°C) for a short time, then turn the oven down afterwards and finish off.
- When larger cuts of meat, poultry or fish have finished cooking, ideally remove the food from the oven and cover with foil and stand for 10-20 minutes (depending on size). This will help retain the juices when the meat is carved.
- When cooking large whole fish (1kg or larger) it is recommended that the flesh be scored or slashed 2-3 times on either side to assist in more even cooking. To do this cut into the thick fish flesh behind the head through to the bone. These scored areas also allow you to check easily to see if the fish is cooked.
- It is a good idea to either measure the inside of your oven for width and either write this down in a book you may have with you when shopping or you can cut a piece of string the oven width, this makes it easier to know if your fish will fit into the oven. Looks can be deceiving and the fish looks so much betterwhole with its head and tail. If it doesn't fit you will probably need to remove the head prior to baking.

Grilling

Cooking times may vary according to the nature of the foods, their homogeneity and their volume. When cooking a certain food for the first time, it is advisable to choose the lowest temperature and then increase temperature as required.

Cakes and Baking

Organize the oven shelves while the oven is cold and before preparing a recipe. When baking follow the directions in the recipe however if in doubt as a general rule the food (e.g. cake) is positioned on a shelf that will have the top of the cake surface as near to the centre of the oven as possible.

- Preheat oven before preparing the cake or baked items as some baked food does not like to sit waiting for the oven to reach the required temperature. For best results the baked food should go straight into the preheated oven at the correct temperature.
- Use kitchen baking paper to line cake tins and baking trays for cookies and roast vegetables such as pumpkin.
- When making cakes have eggs at room temperature.
- When making sponge cakes don't tap the beaters on the side of the bowl when the
 beating is complete as this will knock out precious air you have just spent time adding.
 Remove the beaters from the hand mixer and tap them over the edge of your open palm
 to knock any remaining cake mix into the bowl below.

Pavlova and Meringues

- Eggs should be at room temperature.
- Ensure that the bowl and beaters to be used are super clean and have no grease, oil or fat on them as this will retard the beating and peak forming process.
- It is a good idea to crack the eggs to be used one at a time over a small bowl to separate the eggyolks and whites that way if a yolk does break it will not end up in your main bowl of egg whites.
- When making pavlova or meringues don't tap the beaters on the side of the bowl when the
 beating is complete as this will knock out precious air you have just spent time adding.
 Remove the beaters from the hand mixer and tap them over the edge of your open palm to
 knock any remaining mix into the bowl below.
- Line baking trays with kitchen baking paper.
- When they are cooked, remove the tray from the oven and use a very flat spatula to loosen
 the food from the baking paper. Return the Pavlova or meringues to the oven and allow to
 stand overnight or until the oven is cold for best results.

Think about using the remaining egg yolks to make homemade mayonnaise.



AUSTRALIAN & NEW ZEALAND PRODUCT WARRANTY STATEMENT OF STANDARD WARRANTY CONDITIONS

AUSTRALIAN CUSTOMERS

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

NEW ZEALAND CUSTOMERS

Nothing herein contained shall be construed in any way as excluding or limiting your rights under the Consumer Guarantee Act 1993. **OUR WARRANTY**

This product is also covered by the manufacturer's warranty set out in this document (Our Warranty).

Our Warranty is for a period of twenty four (24) months from the date of purchase and for refrigeration appliances will have an additional thirty six (36) months after the first twenty four (24) months on the Sealed System (PARTS only) Compressor & condenser etc. The labour cost to replace these parts is the responsibility of the customer.

This is in addition to (and does not exclude, restrict or modify) any rights or remedies to which you may already be entitled to under the Australian consumer law or the New Zealand Consumer Guarantee act 1993 relating to this product.

Our warranty (which is subject to the conditions below) covers rectification free of charge of any fault arising from defective materials or components, or faulty workmanship. The product will be repaired or replaced at the option of Omega, and all costs of installation, removal, cartage, freight travelling and insurance are to be paid by the customer.

Our warranty is subject to the following conditions:

- That the purchaser contact Omega prior to any product repair. 1.
- That the purchaser carefully follows all instructions provided with the product and complies with all relevant electrical & 2. plumbing regulations in their State when installing the product.
- 3. That the purchaser carefully follows the instructions provided in the owner's handbook relating to the proper use and care of the product and does not use the product for any purpose other than the DOMESTIC use for which it has been designed. If the appliance is used in commercial applications or for rental purposes, Our Warranty is limited to a warranty of Twelve (12) months covering all parts with Three (3) months on any labour cost of service or repair.

The provision of service under Our Warranty is limited by the boundary / territory area of the nearest service centre. Travelling cost incurred for service outside this area is not covered by Our Warranty and service will incur commercial cost to be paid by the customer regulated by the number of kilometres travelled beyond the service area. These costs will be disclosed to you for acceptance by you prior to your claim being processed.

Microwave ovens must be returned to your nearest Authorised Service Centre for repair as they are a carry in serviceable appliance.

WHAT IS COVERED: By Our Warranty

During the warranty period, Omega or its authorised Service Centre will, at no extra charge, if your appliance is readily accessible without the need of special equipment and subject to the terms and conditions of this warranty, repair or replace any parts which it considers defective.

WHAT IS NOT COVERED: By Our Warranty

- 1. Products installed damaged or incomplete or not in compliance with the relevant electrical & plumbing regulations in their State.
- 2. Normal wear and tear e.g. cleaning, light globes, filters etc.
- З. Failure resulting from power surges and electrical storms.
- 4. Insect or vermin infestation.
- Unauthorised repairs or use of non-genuine Omega parts. 5.
- 6. Any failure caused by the product not being used in accordance with the instruction and the installation manual provided with the product.
- 7. Misuse or abuse, including failure to properly maintain or service.
- 8. The clearing of blockages in pumps and hoses.
- Damage which occurs during delivery or installation.
- 10. Claims to product surface coating due to liquid or solid spill-overs, accidental damage or damage caused from cleaning products not recommended by Omega.

HOW TO CLAIM OUR WARRANTY

You will need to contact Omega in Australia or New Zealand by	using the contact details below.
IN AUSTRALIA	IN NEW ZEALAND

Omega is a division of Shriro Australia Pty Ltd Omega is a division of Monaco Corporation

ABN 28 002 386 129

Head office: 104 Vanessa Street, Kingsgrove NSW 2208.

Phone: (02) 9415 5000.

Customer care: 1300 739 033.

Email: service@shriro.com.au Web: www.omegaappliances.com.au

Note: Please complete the fol	lowing details when	you have unpacked the	product:

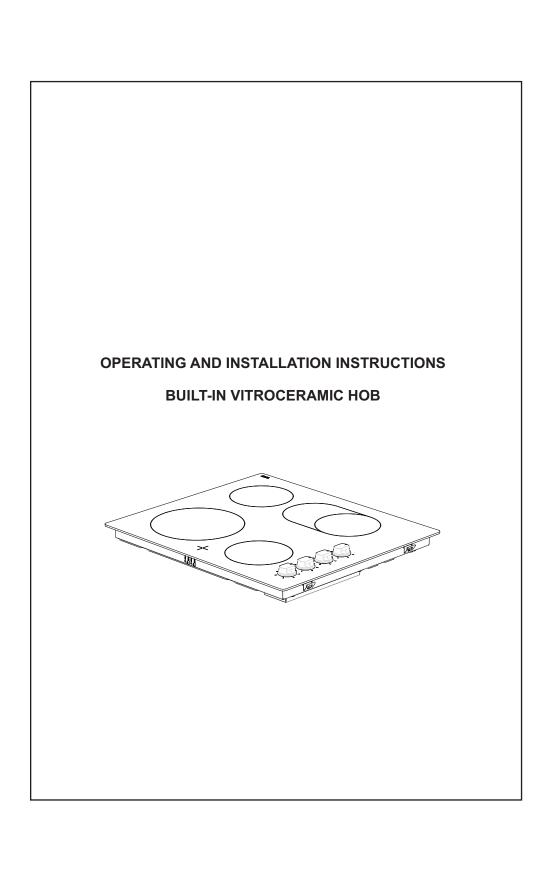
Model No	Serial No
Date of Purchase	Retailer

(Member of Shriro Australia Pty Ltd)

Auckland, New Zealand 0632.

Phone: (09) 415 6000.

Address: 231 Bush road, Albany, North Shore City,



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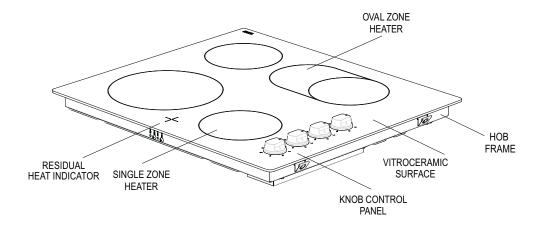
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DESCRIPTION OF THE HOB

Dear Customer,

It is important that you should read this manual for best performance and to extend the life of your appliance. We recommend you to keep this manual for future reference.

Your new hob is guaranteed and will give lasting service. This guarantee is only applicable if the appliance has been installed and operated in accordance with the operating and installation instructions detailed in this manual.



Note: Appearance of your hob maybe different than the model shown above due to its configuration.

SAFETY INSTRUCTIONS

Please comply with these instructions. If you do not, any damage resulting from improper, incorrect or negligent use or improper connection or installation is not covered by the warranty.

- This appliance should be used only for normal domestic use.
- This appliance must only be used for the purpose of heating or cooking food, any other use, for example heating rooms, working surface or storage surface, is dangerous.
- Additions or modifications to the appliance are not permitted.
- Do not place or store flammable liquids, highly inflammable materials or fusible objects on or near the appliance.
- Small children must be kept away from the appliance.
- The appliance may only be installed and connected by an authorised service personal.
- The electrical safety of this hob is guaranteed only if it is connected to a properly earthed system, which complies with the electrical safety standards.
- Built-in appliances may only be used after they have been built in to suitable built-in units and work surfaces that meet the standards.
- Do not put pressure on the power supply cable while fitting the hob.
- Power supply cable length should not exceed 2m for isolation safety.
- In the event of faults with the appliance or damage to the glass ceramic (cracks, scratches or splits), the appliance must be switched off and disconnected from the electrical supply to prevent the possibility of an electric shock.
- Repairs to the appliance must only be carried out by authorised service personal.
- Make sure all the packaging has been removed before you use the appliance.
- Cables from electrical appliances must not touch the hot surface of the appliance or hot cookware.

- Never leave the the appliance hob unattended when cooking with fat or oil. They can rapidly catch fire if overheated.
- Do not cut any food on the glass of the vitroceramic hob. Glass panels should not be used as working surfaces.
- Be careful when using small household appliances, such as irons, near the elements.
- Do not use the cooking zones with empty cookware or without cookware.
- Make sure all the controls are in the off position when not in use.
- For cleaning, the appliance must be switched off and cooled down.
- For safety reasons, the cleaning of the appliance with steam jet or highpressure cleaning equipment is not permitted.
- Use only stable flat-based pans.
- The appliance is not intended for use by persons (including children) with reduced pyhsical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.
- Children should be supervised to ensure that they do not play with appliance.

INSTALLATION

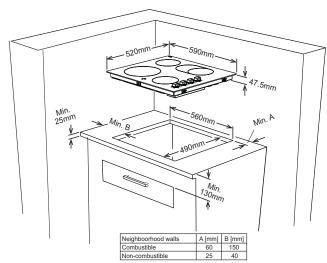
The electrical connection of this hob should be carried out by an authorised service personal or a qualified electrician, according to the instructions in this guide and in compliance with the current regulations.

- Prior to installation, ensure that the local distribution conditions and the adjustment of the appliance are compatible.
- The laws, ordinances, directives and standards in force in the country of use are to be followed (safety regulations, proper recycling in accordance with the regulations, etc.)

Locating your built-in hob

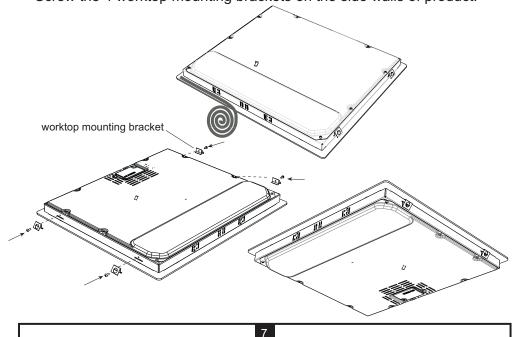
After removing the packaging material from the appliance and its accessories, ensure that the hob is not damaged. If you suspect any damage, do not use the appliance and contact an authorised service personal or a qualified electrician immediately.

- This built-in hob is to be inserted into a cut out of a worktop. It will be electrically connected with the switch box below, especially provided for this purpose.
- Create an opening with the dimensions shown in the picture on next picture. The distance between the rear edge of the hob and any adjacent wall is depend on wall surface. please don't use easily combustible material like curtain, paper at nearby hob.



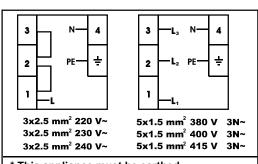
• Apply the one-sided self-adhesive sealing tape supplied all the way round the lower edge of the cooking surface along the outer edge of the glass ceramic panel. Do not stretch it.

• Screw the 4 worktop mounting brackets on the side walls of product.



ELECTRICAL CONNECTION OF YOUR HOB

- Before proceeding with the electrical connection, verify that the current carrying capacity of the system and the socket is adequate for the maximum power rating of the hob.
- Electrical installation of the residence and the electrical current plug in use must be earthed and conform with safety regulations.
- If there is no dedicated hob circuit and fused switch, they must be installed by a qualified electrician before the hob is connected.
- Fused switch must be easily accessible once the hob has been installed.
- Do not use adaptors, multiple sockets and/or extension leads.
- This appliance conforms with the requirements of the following EEC Directives:
 - 1. Vitroceramic hob EEC/73/23 and 93/68, EEC/89/336 relating to radio interference,
 - 2. EEC/89/109 relating to contact with foods.
- A circuit breaker with a contact opening of at least 3mm, rated 20A and delayed functioning type must be installed inside the supply circuit.
- For the knob controlled vitroceramic hob, the cable must be H05VV-F 5X1,5mm² for 3 phase or 3X2,5mm² for single phase / 60227 IEC 53. You will find the connection diagram shown on the bottom of your appliance.

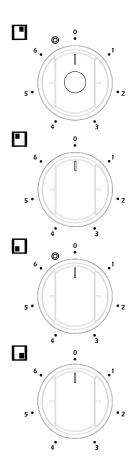


- * This appliance must be earthed.
- * For this connetion a power lead of wire type H05VV-F should be used.

- During installation, please insure that isolated cables are used. An incorrect connection might damage your appliance. The guarantee will not cover such damages.
- All repairs must be carried out by an authorised service personal or a qualified electrician.
- Unplug your appliance before each maintenance. For reconnection, follow the connection diagrams strictly.
- Cooking hobs not provided with supply cord.

USAGE

The appliance is operated by using knob control and the heat stored is confirmed by residual heat indicator lamp on the vitroceramic surface.



Knob controlled cooker is designed for operating at 6 heat levels:

Keeping warm position
Heating position at low heat
Cooking – roasting and boiling position

Dual and oval heaters have two heating zones. To activate the outer zone of a dual/oval heater, turn the knob to position once. In this way both outer zones switches on.

To deactivate the outer zone of a dual/oval heater, turn the knob to position once. In this way, both outer zones switches off.

Residual Heat Functions

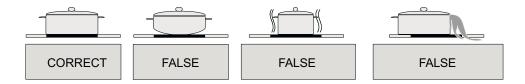
After all cooking processes there is some heat stored in the vitroceramic glass called residual heat. The control can calculate roughly how hot the glass is in the worst case. If the calculated temperature is higher than + 60 $^{\circ}$ C, then this will be indicated in the related residual heat indicator lamp. The residual heat display is shown as long as the calculated heater temperature is > + 60 $^{\circ}$ C.

After reapplying the supply voltage to the hob control after an interruption of the supply voltage occurred, causes that the residual heat display flashes, if the corresponding heater had a residual heat of greater + 60 ° C before the power interruption occurred. The display will flash until the max. residual heat time has expired or the heater will be selected and activated.

CLEANING AND CARE

Cookware with rough bottoms should not be used since these can scratch the glass ceramic surface. The bottom of the good cookwares should be as thick and flat as possible. Before use, make sure that cookware bottoms are clean and dry.

Always place the cookware on the cooking zone before it is switched on. If possible, always place the lids on the cookware. Bottom of cookwares must not be smaller or larger than the cooking zones, they should be at the proper size as indicated below, not to waste energy.



Before cleaning the hob, first remove the plug from the electrical supply socket. Then ensure that there is no residual heat stored in the appliance. Vitroceramic glass is very resistant to high temperature and overheating. If there is residual heat stored in the appliance, the related residual heat indicator lamp is on. In order to avoid burns, let the appliance cool down.

Remove all split food and fat with a window scrape. Then wipe the hob with a suitable washing up liquid and a clean damp cloth. Rub the appliance using a clean dry cloth.

If aluminium foil or plastic items are accidentally melt on the hob surface, they should be immediately removed from the hot cooking area with a scraper. This will avoid any possible damage to the surface. This also applies to sugar or food containing sugar may be spilled on the hob.

In the event of other food melt on the hob surface, remove the dirt when the appliance has cooled down. Use cleaner for glass ceramic or stainless steel when cleaning the surface.

Do not use dishcloth or abrasive sponge to clean the vitroceramic surface. These materials may damage the surface.

Do not use chemical detergents, sprays or spot removers on the vitroceramic surface. These materials may cause fire or vitroceramic color fade. Clean with water and washing up liquid.



The symbol on the product or on its packaging indicates that this product may not be treated as household waste. Instead it shall be handed over to the applicable collection point for the recycling of electrical and electronic equipment. By ensuring this product is disposed of correctly, you will help prevent potential negative consequences for the environment and human health, which could otherwise be caused by inappropriate waste handling of this product. For more detailed information about recycling of this product, please contact your local city office, your household waste disposal service or the shop where you purchased the product.

omega

Instructions for the Use and Care and Installation of

ORT6WXA ORT9WXA

Slide-out Rangehoods

CONTENT

1	GENERAL
2	SAFETY PRECAUTION
3	
4	INSTALLATION INSTRUCTIONS
5	ATTENTION
6	OPERATION
7	USE AND MAINTENANCE
8	SPECIFICATION

1. GENERAL

- A) Carefully read the following important information regarding installation safety and maintenance. Keep this information booklet accessible for further consultations.
- B) The appliance has been designed as a exhausting version (external exhaust) or as a filter version (inter air recycle) cooker hood.

2. SAFETY PRECAUTION

- A) Take care when the cooker hood is operating simultaneously with an open fireplace or burner that depend on the air from the environment and are supplied by other than electrical energy, as the cooker hood removes the air from the environment which a burner or fireplace need for combustion.
- B) The negative pressure in the environment must not exceed 4 Pa (4*10-5 bar).
- C) Provide adequate ventilation in the environment for a safe operation for the cooker hood.
- D) Follow the local laws applicable for external air evacuation
- E) Appliance shall only be used with rated voltage and frequency.
- F) There is a fire risk if cleaning is not carried out in accordance with the instruction.

3. WARNING!!

In certain circumstances electrical appliances may be a danger hazard.

- A) Do not check the status of the filters while the cooker hood is operating.
- B) Do not touch the light bulbs after appliance use.
- C) Do not disconnect the appliance with wet hands and without to force the supply cord..
- D) Flame cooking is prohibited underneath cooker hood.
- E) Avoid free flame, as it is damaging for the filters and a fire hazard.
- F) Constantly check food frying to avoid that the overheated oil may become a fire hazard .
- G) Disconnect the electrical plug prior to any maintenance.
- H) Children don't recognize the risks of electrical appliance. Therefore use or keep the appliance only under supervision of adults and out of the reach from children.

4. INSTALLATION INSTRUCTIONS

Way one:

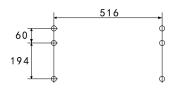
- 4.1 The cooker hoods should be placed at a distance of 65-75cm from the cooking surface for best effect.
- 4.2 To install onto the wall drill 2 holes of Ø8mm on a suitable place according with the centre distance of hole in the back of the cooker hood.
- 4.3 Insert the nut into the holes.
- 4.4 Insert the screws into the nuts and tight.
- 4.5 Put up the cooker hood onto the tighten screws.



4.6 Put the one way valve onto the cooker hood.

Way two:

- 4.1 Drill 6 holes of 4mm diameter at the bottom of the hanging cupboard
- 4.2 Put the one way valve on the cooker hood, then install the cooker hood on the bottom of the cupboard, tighten the hood with enclosed 6 screws.
- 4.3 Install the adjusted board on the bottom of the hood in order to keep out the gap between hood back and cupboard.

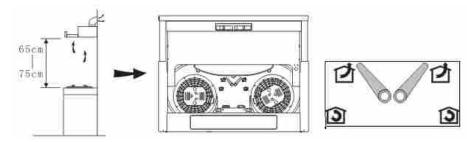




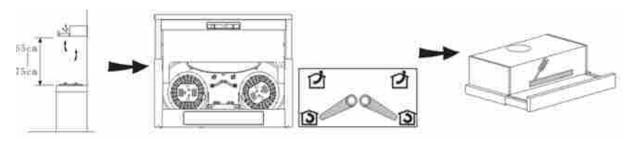
5. ATTENTION: should the lamps not work, make sure they are well tightened

6. OPERATION

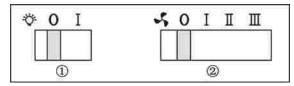
- 6.1 Connect the plug into the power.
- 6.2 Choose the ducting mode or the recirculation mode as you need:



ducting mode



recirculation mode



6.3 Push the switch ① into "I", the lamp be on; push into "0", the lamp be off.

6.4 Push the switch ② into "I、II、III", the motor will be on "low、mid、high" three speeds, push into "0", the motor will be off.

7. USE AND MAINTENANCE

It is recommended to operate the appliance prior to cooking.

It is recommended to leave the appliance in operation for 15 minutes after cooking is terminated in order to completely eliminate cooking vapours and odours.

If the appliance is not used, please turn off.

Don't use or stop use if the appliance is damaged especially the supply cord and the case. If the supply cord is damaged, it must be replaced by the manufacturer, its service agent

or similarly qualified persons in order to avoid a hazard.

Don't immerse the appliance in liquid.

The exhaust air must not be discharge into a flue which is used for exhausting fumes from appliance burning gas or other fuels.

Regulations concerning the discharge of air have to be fulfilled.

The proper function of the cooker hood is conditioned by the regularity of the maintenance operations, in particular, the active carbon filter.

The anti-grease filters capture the grease particles suspended in the air, and are therefore subject to clogging according to the frequency of the use of the appliance.

In order to prevent fire hazard, it is recommendable to clean the filter at a maximum of 2 months by carrying out the followings:

- -Remove the filters from the cooker hood and wash them in a solution of water and neutral liquid detergent, leaving to soak.
- -Rinse thoroughly with warm water and leave to dry.
- -The filters may also be washed in the dishwasher.

The aluminum panels may alter in color after several washes. This is not cause for customer complaint nor replacement of panels.

Clean the fan and other surface of the cooker hood regularly using cloth moistened with denatured alcohol of non abrasive liquid detergent.

Before any repair on the cooker hood, detach all plugs.

Replace filters approximately every 4 months.

8. SPECIFICATION

Voltage	220V-240V~/50Hz
Rotation method	Twin Motors, Twin Fans
Rated motor input power	100W+100W
Illumination	≤ 40W+40W(halogen light/ normal light)
Rated input power	280W
Airflow	400m ³ /hr
Noise	≤ 68dBA
Outlet diameter	120mm





Dryer User Guide & Warranty

FISHER & PAYKEL

VENTED CLOTHES DRYER

DE7060M, DE6060M, DE5060M & DE4560M models

INSTALLATION GUIDE / USER GUIDE

NZ AU SG ROW

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IMPORTANT!SAVE THESE INSTRUCTIONS

The models shown in this user guide may not be available in all markets and are subject to change at any time. For current details about model and specification availability in your country, please go to our website fisherpaykel.com or contact your local Fisher & Paykel dealer.

Registration

Register your product with us so we can provide you with the best service possible.

To register your product visit our website: fisherpaykel.com

INTRODUCTION

Welcome to your Fisher & Paykel vented dryer.

Thank you for purchasing a Fisher & Paykel clothes dryer. We are proud of this dryer and trust it will serve you well for many years.

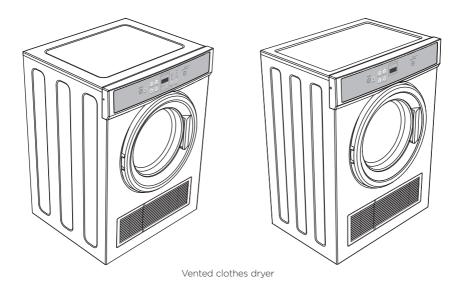
At Fisher & Paykel we aim to provide innovative products that are simple to use, ergonomic, energy efficient and kind to the environment. Thousands of tonnes of laundry and 80 years of laundry experience have been programmed into your dryer to help give you the best possible performance.

Your new dryer gives you the convenience of tumble drying and your clothes the advantage of not being subjected to the harsh overdrying effects of the sun. Your clothes will feel softer, retain their shape better and require less ironing. This dryer has been specifically designed to complement our front loading and top loading Fisher & Paykel washers.

All of our dryers have the ability to automatically sense when your clothes are dry, meaning your dryer is more efficient, making it kinder on your wallet and the environment.

Please take the time to read these instructions carefully before you begin using your dryer. Following the advice in this user guide will ensure you get the performance you expect from your dryer and that you get the best possible results. Keep these instructions for future reference and pass them on with your dryer, if it changes hands.

We hope you enjoy your new dryer. We have certainly enjoyed designing it for you.



Meaning of symbols on the dryer



Warning: Risk of fire/Flammable materials



Read the instructions

A WARNING!

Fire Hazard

- Only dry fabrics that have been washed with water.
- Do not use heat to dry articles containing foam rubber or similarly textured rubber-like materials, dry on 'Air Dry'.



- Do not stop a tumble clothes dryer before the end of the drying cycle unless all items are removed and spread out, in order to dissipate the heat.
- A clothes dryer produces combustible lint; the lint filter must be cleaned before each drying cycle.
- Failure to follow the warnings outlined in these user instructions can cause a fire hazard.
- Failure to follow these instructions can result in death or personal injury.

IMPORTANT SAFETY INSTRUCTIONS

WARNING! When using this appliance always exercise basic safety precautions including the following:

Dryer use

- The tumble dryer is intended only for drying textile material washed in water.
- Undergarments that contain metal reinforcements should not be placed in the dryer.
 Damage to the dryer can result if the metal reinforcements come loose during drying.
 If you wish to dry these items use a drying rack or place in a garment bag.
- · Check and remove all objects from pockets, eg lighters and matches.
- Never dry rubber articles, or any plastic items or film, eg plastic lined tablecloths and baby bibs.
- Clothes should go through the cool down/airing phase in the final part of the cycle.
 This ensures items are left at a temperature where they will not be damaged. If for any reason the dryer is stopped before the cycle has finished, dry clothes should be removed immediately and not left in the dryer. Clothes should be quickly spread out flat to cool so heat can dissipate, not left bunched up, eg in a clothes basket.
- This dryer has been designed for domestic use only, not for commercial applications, such as massage/beauty clinics where there may be increased lint accumulation or flammable materials in the atmosphere or load.
- Do not operate this product without the lint filter in place or allow lint to accumulate in or around the dryer.
- This dryer is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless given supervision or instruction concerning the use of the dryer by a person responsible for their safety.

SAFETY AND WARNINGS

- · Children should be supervised to ensure they do not play with the dryer.
- Unplug the machine from the power supply when it is not in use.
- · Do not swing on or put weight on the door.
- Your dryer is designed to stop operating in the event of power outage. When
 power is resumed, the machine will remain off until the 'POWER' ① button is
 pressed. To restart the dryer, press 'POWER' ①, select your drying cycle and
 press ▶ || .
- Never attempt to repair the dryer yourself.
- The only user-removable part of the dryer is the lint filter. No other parts are designed to be removed by anyone other than a Fisher & Paykel trained and supported service technician.
- For problems that cannot be solved from information in this User Guide, turn off and unplug your dryer and contact a Fisher & Paykel trained and supported service technician.
- When disposing of the dryer, it is recommended that the door is removed to avoid children getting trapped inside, and that the electrical cable is cut off close to the dryer.

IMPORTANT!

We do not recommend the use of extension cords or portable electrical outlet devices for safety reasons.

Lint

- Accumulated lint in the dryer can become a fire hazard; it also reduces the efficiency of the dryer by causing longer drying times and increased power consumption.
- Clean the lint filter before every load.
- Ensure the area around the dryer is clear of lint.
- At regular intervals have the interior of the dryer cleaned of any accumulated lint.
 This must be done by a Fisher & Paykel trained and supported service technician.
 This must be done when the dryer installation is changed from free standing or inverted, or vice versa.
- The dryer exhaust ducting should be inspected and cleaned periodically to remove accumulated lint.

Spontaneous combustion

IMPORTANT!

To reduce the risk of fire in a tumble dryer the following should be observed:

- Items that have been spotted or soaked with vegetable oil or cooking oil are a fire hazard and should not be placed in a tumble dryer.
- Oil-affected items can ignite spontaneously, especially when exposed to heat sources such as a tumble dryer. The items become warm causing an oxidation reaction in the oil. This oxidation creates heat. If the heat cannot escape the items can become hot enough to catch fire. Piling, stacking or storing oil-affected items can prevent heat from escaping creating a fire hazard.
- If it is unavoidable that fabrics that contain vegetable oil, cooking oil or have been
 contaminated by hair care products be placed in a tumble dryer, they should first
 be washed in hot water with extra detergent this will reduce, but not eliminate
 the fire hazard. The cool down cycle of the dryer should be used to reduce the
 temperature of these items. They should not be removed from the tumble dryer
 and piled or stacked while hot.

SAFETY AND WARNINGS

- Items that have previously been cleaned in, washed in, soaked in or spotted with flammable liquids or solids, eg petrol/gasoline, kerosene, dry cleaning solvents, vegetable or cooking oil, acetone, denatured alcohol, some brands of spot removers, turpentine, waxes and wax removers or other flammable or explosive substances should not be placed in a tumble dryer.
- Do not dry unwashed items in the tumble dryer.
- The dryer is not to be used if industrial chemicals have been used for cleaning.
- Fabric Softeners or similar products should not be used in a tumble dryer to eliminate
 the effects of static electricity, unless this practice is specifically recommended by the
 manufacturer of the fabric softener product.
- Rubber backed articles, foam rubber (latex foam), clothes or pillows fitted with foam rubber pads, fibreglass, shoes containing rubber, shower caps, babies waterproof napkin covers and waterproof textiles should not be dried in the dryer. These materials can when heated produce fire by spontaneous combustion.
- The maximum mass of dry textiles depends on your model. The DE7060M model is rated at 7kg. The DE6060M model is rated at 6kg. The DE5060M model is rated at 5kg. The DE4560M model is rated at 4.5kg. Do not overload your dryer.

Please read and follow the 'Safety and warnings' and 'Installation instructions' sections carefully before using your dryer!

Accessories

Please check you received the following accessories with your Fisher & Paykel dryer. You will find them inside the drum:

- 1 x Installation guide/User guide
- 1 x Wall mounting kit
- 1 x Duct adapter
- 1 x Inverted panel

Unpacking

To ensure the best performance from your new dryer please follow the instructions below.

Removing the packaging

Remove the outer packaging (including the polystyrene packer and plastic wrapping).
 All packaging must be removed prior to use.

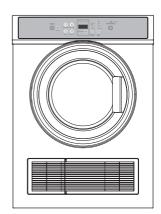
IMPORTANT!

- Ensure packaging materials are kept out of reach of children.
- Please help protect the environment and dispose of the packaging from around the dryer in an environmentally friendly manner.
- 2 Tilt the dryer backwards and 'walk' it off the base one foot at a time. Not doing so may cause damage to your floor and dryer.
- 3 Remove all packaging and accessories from inside the drum and ensure you remove protective covers from the door and console.

Location

IMPORTANT!

- The dryer must be installed in a well-ventilated, dustfree environment.
- The dryer must not be installed on any textured floor coverings (eg carpet, rugs).
- Do not install the dryer behind a lockable door, sliding door, or behind a door where the hinge is on the opposite side to that of the dryer in such a way that the full opening of the door is inhibited. Ensure the dryer door can always be opened fully.
- Do not install the dryer outside, in a damp place, where there is a risk of freezing, where it may be rained on, in direct sunlight or close to a source of heat.
- Do not place your dryer on top of its power cable.



Venting

Correct installation is very important for all dryers to ensure maximum efficiency and safety.

IMPORTANT!

Never run the dryer unless the airflow system is free from obstruction.

There must be adequate ventilation to avoid the back flow of gases into the room from appliances burning fuels, including open fires, when operating the dryer.

Exhaust air must not be discharged into a flue which is used for exhausting fumes from appliances burning gas or other fuels.

External venting

Your dryer has been designed to be vented outside to provide the following advantages:

- Ensures optimum efficiency by preventing recirculation of moist air.
- Eliminates condensation on walls and ceilings.
- Reduces the chance of lint being sucked into the dryer.
- Prevents lint and other fine particles being blown into the room.

All external venting systems must be:

- Made from 100mm diameter flexible foil sleeved with a galvanised metal pipe where the vent system goes through the wall, or 100mm diameter galvanised metal piping.
- Exhausted outside and not into another confined space, eg the roof cavity of a house.
- Fitted with a vent cap outside to stop rain water entering the dryer exhaust system.
- Angled to avoid condensation running back into the dryer.
- The vent system should be a maximum of two metres with no more than three 90° bends.
- Vent systems over two metres long require special installation. Contact a Fisher & Paykel trained and supported service technician.

Internal venting

The dryer is set up in the factory for front venting. If front venting is used there must be adequate ventilation to avoid the build up of moisture in the room, which can affect the performance of the dryer. Venting must comply with local by-laws and regulations.

Installation options

There are two different ways your dryer can be positioned. Freestanding or inverted and mounted on a wall.

Free standing

The dryer stands on the floor and can easily be moved into position.

- 1 Move the dryer into the desired position. Do not lift the dryer by the top panel.
- 2 Have a minimum clearance on all sides of at least 20mm.
- (3) Have a minimum clearance at the rear of 75mm. The spacers from the accessory wall mounting kit can be used to set this distance.
- 4 Install the dryer on a stable and level floor.

Free standing venting options

Note: the vent system should be less than two metres long with no more than three 90° bends.

Before a rear venting option is installed the dryer must be changed from the front venting factory setup. Remove the outlet grille from the front left-hand side and replace with the outlet cover from the rear left-hand side. These covers should be gently pried at the sides to prevent damage.

External venting

The dryer is vented with a kit that can be positioned to remove air to the side.

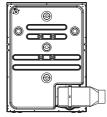
The dryer is vented directly through the wall using a ducting kit in combination with the duct adaptor supplied with the dryer.

The dryer is vented through a window using a ducting kit in combination with the duct adaptor supplied with the dryer. This requires the dryer to be a minimum distance of 140mm from the wall to ensure the ducting is not restricted with tight bends or can be crushed.

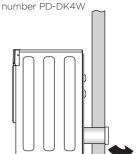
Internal venting

Front venting is the only recommended option for venting into the room. The dryer is set up for front venting when it leaves the factory.

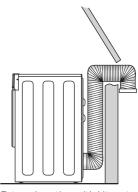
Note: where possible all efforts should be made to vent the dryer externally to avoid moisture build up around the dryer.



External venting with kit part



External venting with kit part number PD-SVHCW4



External venting with kit part number PD-F0408

Inverted wall mounting installation

Your dryer has been designed to be inverted and mounted on the wall above a washer or tub. A wall mounting kit must be used. Inverting allows access to the dryer control panel.

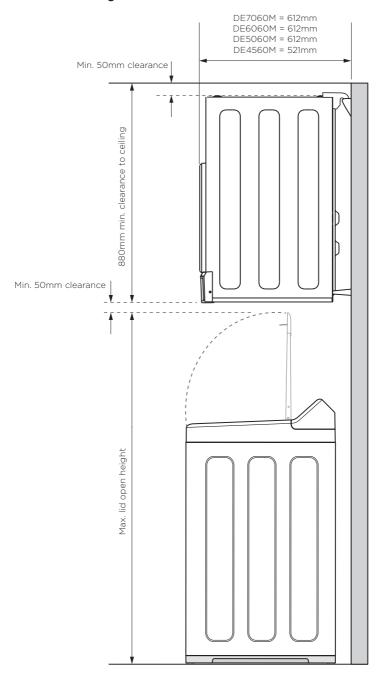
Tools and parts required:

- Drill and 3mm bit
- Phillips head screwdriver

Wall mounting kit includes:

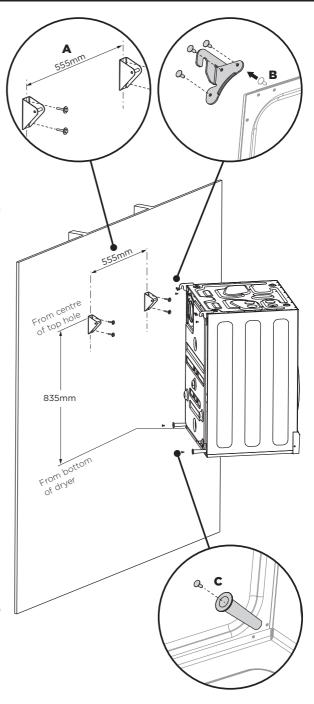
- 2 x Plastic spacers
- 2 x Wall hanging brackets
- 2 x Hanging hook
- 4 x Wood screws
- 6 x Screws for hanging hooks and plastic spacers

Inverted wall mounting



Mounting dryer on wall

- Determine the position of the dryer on the wall and mark the bracket position. A minimum of 50mm is needed between the top of the dryer and the ceiling for ease of installation. If mounting above a washing machine, allow sufficient room to open the lid of the washer. Refer to page 11 for lid clearances.
- (2) Fix the wall hanging brackets to the wall securely, ie into the stud. If the studs are too far apart, fit a timber slat to the studs and then mount the brackets to the slat. If a slat is used install a second slat behind the spacers to ensure the dryer is horizontal. The distance between the centre of each bracket is 555mm (A).
- To install the hooks onto the dryer, remove one screw from each side (B), reuse these screws with two more (each side) from the kit to fasten the hooks in place.
- 4 Remove plastic plugs from the back of the dryer and screw the spacers provided in place (C).
- (5) With assistance, mount the dryer on the wall brackets.
- 6 Fit inverted control panel over the existing panel.
- Adjust the display to read correctly on an inverted panel:
 - For DE7060M, DE6060M and DE5060M press and hold the 'Keylock' and 'Heavy' buttons for three seconds.
 - For DE4560M press and hold the 'Keylock' and 'Air Dry' buttons for three seconds.
 - The dryer will beep to indicate you have made a correct selection, and the display will change after three seconds.
 - Repeat the same steps to return the panel to the factory setting.



Before a rear venting option is installed the dryer must be changed from the front venting factory setup. Remove the outlet grille from the front left-hand side and replace with the outlet cover from the rear left-hand side. These covers should be gently pried at the sides to prevent damage.

External venting options

- Kits are available that allow the dryer to be vented upwards or to the side.
- The dryer can be vented directly through the wall with a kit, in combination with the duct adaptor supplied with the dryer.

Note: the vent system should be less than two metres long with no more than three 90° bends.

Internal venting

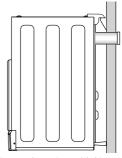
Front venting is the only option for internal venting. The dryer is set up for front venting when it leaves the factory.

Note: where possible all efforts should be made to vent the dryer externally to avoid moisture build up around the dryer.

Electrical connection

- This appliance must be connected to a 220V - 240V, 50Hz, sinusoidal, 10A electrical supply.
- (2) Uncoil the power cord, remove and discard the plastic pin cover and plug into a power socket.
- ③ Connect the appliance to an earthed outlet protected by a fuse of suitable capacity.
- Check the power cord for damage and make sure it is not squashed or twisted when installing the dryer.
- Always remove the power cord from the power socket by the plug, not by the cord.

External venting with kit part number PD-DK4W



External venting with kit part number PD-SVHCW4

IMPORTANT!

- Do not touch or operate the dryer with wet hands or with bare feet.
- A damaged power cord must be replaced by a Fisher & Paykel trained and supported service technician. The appliance must not be operated until it is repaired, as there is risk of electric shock.
- Do not operate this dryer if it has been damaged during transport. Contact your Fisher & Paykel dealer or Fisher & Paykel trained and supported service technician.

WARNING!

The appliance must not be supplied through an external switching device, such as a timer, or connected to a circuit that is regularly switched on and off by a utility.

Completing the installation

Installation test cycle

IMPORTANT!

Ensure the installation test cycle is completed before you dry any items in your dryer. This is to check that your dryer is installed correctly and that it is functioning properly prior to use.

- ① Turn your dryer on by pressing the 'POWER' ① button.
- 2 Select the 'Time Dry' cycle for 30 minutes. Ensure the drum is empty and the door is closed (you will hear it click shut).
- ③ Press the ▶II button. The drum will start rotating.
 - Observe the dryer for any problems.
 - The dryer will beep and display any faults on the screen if there are any problems. Refer to page 29.
- (4) At the completion of the cycle open the door and check that there is warmth inside the dryer. This indicates the dryer is operating normally.

IMPORTANT!

If there are any problems, you must address these before proceeding with normal use. The dryer will automatically turn off at the end of the cycle if there are no problems.

Before you start, it is a good idea to go through the following checklist:

- ① Has the packaging been removed?
- 2 Is the lint filter correctly in place?
- 3 Has the power cord been connected to an appropriate power supply and the power turned on?
- 4 Have you performed the installation test cycle?

Product specifications

	DE4560M	DE5060M	DE6060M	DE7060M
Capacity (kg)*	4.5	5	6	7
DIMENSIONS (mm)				
Width	600	600	600	600
Depth	481	571	571	571
Height	825	825	825	825
ELECTRICAL		_	_	
Volts	220 - 240	220 - 240	220 - 240	220 - 240
Hz	50	50	50	50
Amps (maximum)	10	10	10	10
Rated Power (W)	1750	1750	1750	1770

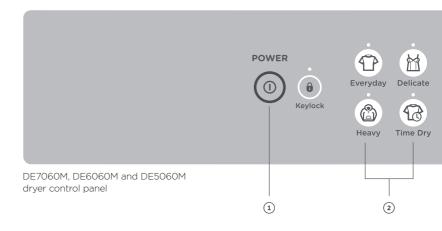
^{*} Capacity refers to the maximum **dry** weight of items the dryer can dry at any one time.

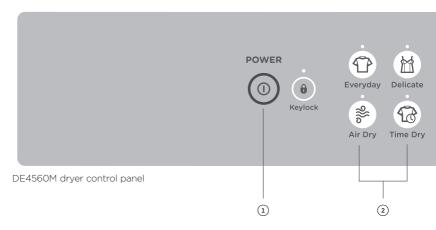
Rated capacity is determined by a countries performance standards, so similar dryers may have different capacities for different markets.

GETTING STARTED QUICKLY

IMPORTANT!

- Check the lint filter is clean before every load. Ensure it is replaced correctly before using your dryer.
- The lint filter indicator light will flash at the beginning of every cycle when the machine is switched on, as a reminder to check the lint filter.
- · Sort and load items into the dryer drum, ensuring no items are in the way of the door.
- Close the door.
- 1 Press 'POWER' (1) to activate your dryer.
- 2 Your dryer will default to the 'Everyday' cycle. Select your desired drying cycle by pressing the cycle button of your choice.
- ③ DE7060M, DE6060M and DE5060M models only. Select your preferred drying options, using the buttons on the right hand side of the panel (if you wish to select options different from the default options for the cycle).
- ④ Press the ►II button to start the cycle.



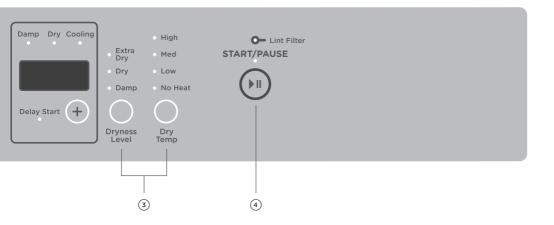


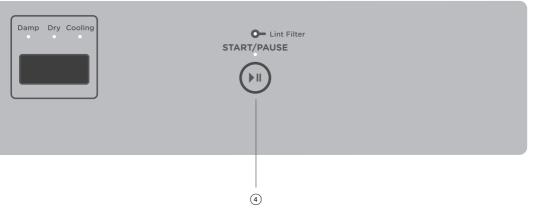
GETTING STARTED QUICKLY

- If you make an invalid selection the dryer will beep to alert you.
- When the cycle finishes, your dryer will beep and then turn off automatically.
- If you wish to change a cycle once drying has started, press the ▶II button then select the new cycle. Press ▶II to restart the dryer with the new cycle. This may affect drying performance.

IMPORTANT!

- If you wish to stop the dryer before the cycle has finished you MUST remove the
 clothes IMMEDIATELY and spread them out to cool. DO NOT leave the clothes in the
 dryer or bunched up in a clothes basket. Take extreme care as the drum and the load
 items may be extremely hot.
- Failure to follow the advice in this guide may result in damage to your garments and your expectations of drying performance may not be met.





DRYER CONTROLS

Digital display screen

The digital display screen provides feedback on how long the drying cycle has to go. If you have programmed a 'Delay Start' (DE7060M, DE6060M and DE5060M models only), the screen will display the time remaining before the cycle starts, along with any messages to help you with the overall running of your dryer (eg user warnings).



Digital display screen

Time to go

If you have selected one of the Time Dry cycles your dryer displays approximately how many minutes the cycle has remaining. The word $\Pi \sqcup L \square$ is displayed on the screen for automatic cycles.

Please be aware that a number of factors can influence the overall cycle time, eg the fabric type and construction of garment, load size, how wet the load is, etc.



Time to go

Progress lights

The progress lights indicate what stage of the cycle the dryer is currently at ('Damp', 'Dry' or 'Cooling'). All three lights are on at the beginning of the cycle. The light for the current stage of the cycle flashes, and each one goes out when that stage of the cycle is complete.



Progress lights

Keylock

Keylock can be used to lock the buttons on your dryer. This will avoid accidental button presses. For more detail please refer to the 'Drying cycle options' section.



Kevlock mode

SORTING AND LOADING

When preparing your load there are some important things to consider:

Sorting

- It is best that you sort your garments before placing them into the dryer. Sort into loads
 of similar items, and loads that will take similar times to dry. Heavier items (eg towels
 and flannelette sheets) are best dried separately from lightweight items (eg synthetics,
 polyester-cotton sheets and shirts). This prevents the possibility of some items
 becoming over-dried whilst others are still damp. It will also help to extend the life of
 your clothing and linen.
- Drying your clothes as soon as you remove them from the washer will decrease the chance of wrinkles and of dye transfer from coloured items to white items.
- Garments with hooks or zippers should be fastened where possible and turned inside out.
- Care labels on garments provide valuable information about the fabric type and how
 the garment should be dried. Always follow the advice on the garment labels. Only dry
 items in this dryer that have a care label stating tumble drying is suitable.
- Separate coloured items from white/light items where possible, especially when new.
 Colour run may be an issue, especially if you intend to delay the start of the drying cycle.

SPECIFIC ITEM DRYING REQUIREMENTS	SUGGESTED CYCLE AND OPTIONS	SUGGESTED TEMPERATURE	COMMENTS
Towels	Everyday	High	Towels produce a lot of lint and are best dried on their own.
Sheets, pillowcases, duvet/doona covers	Everyday	High	Ensure duvet/doona cover openings are buttoned/domed before placing in the dryer.
Bulky items – Small blankets and jackets	Delicate	Medium	Only dry one bulky item at a time and place a few knotted towels into the dryer at the same time to ensure the bulky item moves around evenly.
Delicates, fine fabrics and synthetics	Delicate	Medium	You can further reduce the dryness level to damp.
Jeans	Heavy	High	Turn jeans inside out to help maintain their appearance. Dry separately from other items.

SORTING AND LOADING

Before you load

- Check pockets for items that could damage your clothes or get caught in the dryer.
- Close zippers, hooks and eyes and other fastenings (ie fasten the openings of duvet/ doona covers) and remove loose bra wires. These may damage both your dryer and your clothes.
- · Check the lint filter is clean.

Loading

Garments need to be loaded correctly to minimise creasing and wrinkling and to ensure the load is dried evenly. Make sure there is plenty of room for the garments to tumble freely while drying.

Hint: load the dryer in terms of the space the garments take up when dry, rather than when they are wet. Do not overload your dryer, as this may damage your dryer and clothes.

To reduce tangling

- Load items individually.
- Ensure duvet/doona covers are fastened before placing in the dryer.

To reduce creasing

- Shake clothes out and load individually to help items dry evenly.
- Launder permanent press garments separately, eg business shirts.
- Allow enough room in the dryer for clothes to tumble freely.
- Hang garments as soon as the drying cycle is complete to reduce the need for ironing.

IMPORTANT!

- Never put dripping wet clothes in or on top of the dryer as excess water may cause an electrical hazard.
- Do not place an item in your dryer unless the care label specifically states it is safe to do so.
- · Always follow the instructions on the care label.
- Do not dry curtains in your dryer. Sunlight makes them brittle and they may disintegrate during drying.

SORTING AND LOADING

Drying times

- Drying very small loads is inefficient. Try to dry medium to large loads.
- Heavier items (towels and flannelette sheets) will take longer to dry than light items (synthetics and polyester cotton sheets and shirts).
- Drying times can be reduced by spinning the wash load at the highest spin speed suitable for the load type in your washing machine.

Drying bulky items

- It is important that you check the care label of any item carefully, to ensure it is suitable for tumble drying, before placing it into the dryer.
- Check bulky items during the cycle to ensure even drying, pause the dryer and reposition the item if necessary.
- Do not overload the dryer. Ensure there is enough space for the dry item to tumble.

Lint

Some items are lint givers, while others are lint collectors. Always dry lint givers and collectors separately.

LINT GIVERS	LINT COLLECTORS
Towels	Synthetics eg polar fleece
Flannelette sheets	Corduroy
	Polyester cottons

DRYING CYCLES

DE7060M model



Your dryer has a number of drying cycles to suit your laundry needs. Selecting the most appropriate cycle for each particular load will help to ensure you get the best result.

CYCLE	DESIGNED FOR	DESCRIPTION	MAX. LOAD SIZE (kg)	DEFAULT DRYNESS LEVEL*	DEFAULT DRYING TEMP
Everyday**	Everyday clothing, eg t-shirts, trousers.	High heat cycle for rapid drying of everyday clothing.	7	Dry	High
Heavy	Heavy durable garments, eg work sweatshirts/jerseys, rugby shorts, jeans, tea towels.	Longer, high heat cycle for heavier fabrics and denim.	6	Dry/Extra Dry	High
Delicate	Delicate clothing items, eg synthetics and fine fabrics.	Cooler cycle for carefully drying delicate and heat sensitive fabrics.	4	Dry	Medium
Time Dry	Clothes that you wish to dry for a specific time period.	User selectable 30 - 150 minute drying time.	6	N/A	High

^{*} Dryness level is only an option on automatic sensing cycles. On the 'Time Dry' cycle, dryness will vary depending on the load and its initial moisture content.

^{** &#}x27;Everyday', 'Extra Dry', 'High' dry temp is the recommended cycle for everyday cotton items.

DRYING CYCLES

DE6060M and DE5060M models



Your dryer has a number of drying cycles to suit your laundry needs. Selecting the most appropriate cycle for each particular load will help to ensure you get the best result.

CYCLE	DESIGNED FOR	DESCRIPTION	MAX. LOAD SIZE (kg)*	DEFAULT DRYNESS LEVEL**	DEFAULT DRYING TEMP
Everyday***	Everyday clothing, eg t-shirts, trousers.	High heat cycle for rapid drying of everyday clothing.	5 or 6	Dry	High
Heavy	Heavy durable garments, eg work sweatshirts/jerseys, rugby shorts, jeans, tea towels.	Longer, high heat cycle for heavier fabrics and denim.	5	Dry/Extra Dry	High
Delicate	Delicate clothing items, eg synthetics and fine fabrics.	Cooler cycle for carefully drying delicate and heat sensitive fabrics.	4	Dry	Medium
Time Dry	Clothes that you wish to dry for a specific time period.	User selectable 30 - 150 minute drying time.	5	N/A	High

^{*} Depends on your model of dryer (5 or 6kg capacity).

^{**} Dryness level is only an option on automatic sensing cycles. On the 'Time Dry' cycle, dryness will vary depending on the load and its initial moisture content.

^{***} For DE5060M model 'Everyday', 'Dry', 'High' dry temp is the recommended cycle for everyday cotton items. For DE6060M model 'Everyday', 'Dry/Extra Dry', 'High' dry temp is the recommended cycle for everyday cotton items.

DRYING CYCLES

DE4560M model



Your dryer has a number of drying cycles to suit your laundry needs. Selecting the most appropriate cycle for each particular load will help to ensure you get the best result.

CYCLE	DESIGNED FOR	DESCRIPTION	MAX. LOAD SIZE (kg)
Everyday*	Everyday clothing, eg t-shirts, trousers.	High heat cycle for rapid drying of everyday clothing.	4.5
Air Dry	Clothes that you wish to dry for a specific time period, without heat.	40 minute timed cycle with no heat.	2
Delicate	Delicate clothing items, eg synthetics and fine fabrics.	Cooler cycle for carefully drying delicate and heat sensitive fabrics.	3
Time Dry	Clothes that you wish to dry for a specific time period.	User selectable 30 - 150 minute drying time.	4

^{* &#}x27;Everyday' is the recommended cycle for everyday cotton items.

DRYING CYCLE OPTIONS

Timed programmes (Time Dry)

The dryer dries for the selected time regardless of the level of moisture in your clothes. It is important to check the clothes throughout the timed programmes to avoid over drying.

To select the length of time for the cycle press 'Delay Start +' (DE7060M, DE6060M and DE5060M) or 'Time Dry' (DE4560M) to scroll through the time selections available.

Drying cycles

All drying cycles default to the recommended options for that cycle based on the average expected load to be dried using that cycle. You can vary the options for the DE7060M, DE6060M and the DE5060M models only (eg 'Dryness Level', 'Dry Temp') to create your desired cycle. Note: some options are not available on some cycles, for clothes care reasons, or because the option is not appropriate for the cycle.

To change a drying cycle you have selected after a cycle has started, press ▶II and select your new cycle, then press ▶II again to resume drying.

Note: some options may not be available for selection under certain conditions and after particular stages of the drying cycle have passed.

Dryness Level (DE7060M, DE6060M and DE5060M models only)

Your dryer takes the guess work out of choosing drying times by sensing the dryness of the load. When your dryer senses that the clothes have dried to the dryness level you have selected, the dryer will automatically finish the cycle.

The dryer has five dryness levels from 'Damp' through to 'Extra Dry'. Choose the dryness level to suit your load depending on how dry you wish for your clothes to be. If you find the load is not dry enough, select the next dryness level up. The higher the level, the longer the drying time and the drier your clothes will become.



Drvness Level

Airing/Cool down (Cooling)

When the dryer has sensed that the load is dry it will automatically go into an airing or cool down cycle. During 'Cooling' the drum tumbles and cool air is blown through the clothes. This cools the load to reduce creasing if the clothes are left in the dryer.



Cool down mode

DRYING CYCLE OPTIONS

Dry Temp (DE7060M, DE6060M and DE5060M only)

There are four drying temperatures you can choose from:

- High: Clothes temperatures reach up to 80°C.
- Medium: Clothes temperatures reach up to 70°C.
- Low: Clothes temperatures reach up to 45°C.
- No heat: Cool air is blown through the dryer for the period selected.

Press the 'Dry Temp' button until the light next to your desired drying temperature is illuminated.



The lint filter light will flash when the machine is switched on as a reminder to clear the lint filter before each cycle.



Dry Temp



Indicators

Keylock

This option enables you to deactivate the buttons on the display panel, except for the 'POWER' \bigcirc and \bigcirc buttons. This option helps prevent accidental button presses.

To turn Keylock mode ON or OFF, at any time when the dryer is powered on:

Press and hold the to button for 2 seconds.
 Note: when activated, the light above the to button is illuminated.

If Keylock mode is activated and the dryer is powered off:

• To turn your dryer on, press the 'POWER' ① button, then press and hold the ⓓ button for two seconds to turn Keylock off. Select your drying cycle, any options and then press ▶II to start the cycle.

DRYING CYCLE OPTIONS

Delay Start (DE7060M, DE6060M and DE5060M only)

The 'Delay Start' option enables you to delay the start of the drying cycle from between 5 minutes and 12 hours. Times you can select are 5 min, 15 min, 30 min, 1 hour, then hourly up to 12 hours. This can be useful to time your drying to finish when you arrive home from work, or to start when power rates are lower.

To programme a 'Delay Start', simply press the + button to cycle through the delay start times available. To decrease or turn off 'Delay Start' continue to cycle through the time options. Press \blacktriangleright II to confirm your selection and start the countdown. Once the 'Delay Start' has been started, the time will count down on the digital display in one minute increments, the 'Delay Start' light will flash and the \blacktriangleright II light will stop flashing and remain lit.

The 'Delay Start' option is not available on the 'Time Dry' cycle.

IMPORTANT!

We suggest that you avoid using 'Delay Start' for damp, non-colourfast items as this may cause dye run to occur.

Customising dryer cycles (DE7060M, DE6060M and DE5060M models only)

After using your dryer a few times you may discover there are some drying options you prefer for some cycles.

You can programme your dryer to remember the drying options you prefer for each drying cycle. For instance, you may want to set the 'Everyday' cycle to a lower drying temperature.

To customise a cycle:

- 1 Press 'POWER' (1) to turn the dryer on.
- (2) Select the cycle you wish to customise.
- $\fine 3$ Press and hold any of the drying options buttons for 3 seconds. The lights will flash on and off and the display will show $\fine 5\,\cite{E}$ to indicate that the dryer is in cycle adjustment mode.
- (4) Select the drying options you prefer by pressing the relevant option button.
- (§) Press and hold $\hat{\theta}$ for 3 seconds to save the selected settings. The dryer will then beep to indicate your customised cycle has been saved.

Factory reset

You can reset your dryer to the default settings it left the factory with:

- 1 Press and hold the 'Keylock' and 'Delicate' buttons together for three seconds.
- (3) Your dryer will now be reset to the default settings.

CLEANING YOUR DRYER

When you have finished using your dryer

- Unplug the dryer from the power socket.
- Wipe around the door to remove any remaining condensation and/or foreign matter.
- Clear the lint filter.

Cleaning your dryer

Before you start cleaning your dryer, ensure that it is disconnected from the power source (ie unplug the dryer from the power socket).

Cleaning the control panel and outer surfaces of the dryer

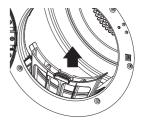
Use a soft damp cloth to wipe all surfaces, then wipe dry. Avoid using chemical or scouring cleaners, as these will damage the paint and plastic surfaces of your dryer.

Cleaning the inside of your dryer

It is important that you occasionally clean the inside of your dryer. If the drum has any residual dirt or lint stuck to it, remove this and wipe it clean with a damp cloth. Do not leave any metal objects in the drum, as these may cause rust.

Cleaning the lint filter

- Lint is generally formed during wearing and washing.
 Fibres (ie lint) released from the clothes during the drying cycle are collected in the lint filter.
- It is important to clean the lint filter after every load, as the lint produced in the drying process can become a fire hazard if it is allowed to accumulate in or around your dryer.
- The lint filter is located in the door opening (at the bottom).
- There is a warning light that will flash at the beginning of every cycle to remind you to clean the filter. Lint becomes a fire hazard if left to build up, and will reduce the efficiency of your dryer.



Lint filter

To clean the lint filter:

- (1) Open the dryer door.
- (2) Remove the lint filter by pulling it up and out of the filter slot. Open it out and wipe the surface clean with your hand.
- 3 Close the lint filter and place it back in the opening. Ensure the filter is fitted correctly back in place before operating the dryer.

IMPORTANT!

If the lint filter becomes damaged, contact your Fisher & Paykel trained and supported service technician to arrange for a replacement filter. Do not operate your dryer with a damaged lint filter or without the filter in place, as this will cause damage to your dryer.

BEFORE YOU CALL FOR SERVICE

Your dryer is capable of diagnosing a number of its own problems. It will sound a continuous series of beeps and display a code when it has a problem that you can correct yourself. All control panel lights will turn off and a code will be displayed to inform you what the problem is. To stop the beeps sounding, press any button on the control panel. Do not try to continue your drying cycle once you stop the beeps. You must address the problem the dryer is alerting you to.

User warnings

Check this chart before you call for service.

PROBLEM	DISPLAYED AS	WHAT TO DO
Keylock is activated.	FEY LOC	Touch and hold the 'Keylock' button for 2 seconds to deactivate the Keylock.
The door is	door	Close the door fully and press II.
not closed	closed [PEn	Try opening and closing the door again.
		Reposition the load, make sure the load is correctly in the drum and that protruding items are not stopping the door from closing.
Dryer has been paused	PRUS	Press the ▶II to resume the cycle.

Once you have addressed the issue the user warning was alerting you to, try using your dryer as per usual.

If the symptom persists, call your Fisher & Paykel trained and supported service technician.

Fault codes

When a continuous series of beeps is sounded, all the lights turn off on the control panel and a number appears on the display, a fault has occurred. The dryer will automatically enter this mode if a fault occurs. The fault code will be displayed as Err followed by a number on the digital display. To stop the beeps, press any button then perform the following steps:

- 1 Turn your dryer off at the power point.
- (2) Wait one minute and turn it back on.
- 3 Check your dryer is installed correctly (refer to the 'Installation instructions' section).
- (4) Remove your dryer load and retry.
- (5) Perform a 'Time Dry' cycle, eg 'Time Dry' for 30 minutes.
- 6 If the fault re-occurs repeat steps 1 and 2.
- The dryer still will not work you will be required to call a Fisher & Paykel trained and supported service technician to arrange service (refer to the 'Customer Care' section). Record the fault code number displayed and the serial number of your dryer (located on the rear of the dryer, or on the inside of the door below the glass, when the door is open) before calling. The fault code will indicate to the service technician what the problem could potentially be.

If a fault code is being displayed, you can still turn your dryer off by pressing 'POWER' (1).

The following is a list of problems you may encounter when using this appliance and some suggestions that may help to correct the problem. If you still have problems, please contact your Fisher & Paykel trained and supported service technician.

PROBLEM	POSSIBLE CAUSES	WHAT TO DO
Pressing 'POWER' (1) does not turn on the dryer.	Fault with household power supply.	Try plugging in and turning on another electrical appliance.
Pressing II does not start	Dryer could be displaying a user warning or fault code.	Refer to page 29.
the drying cycle.	'Delay Start' function is set.	Refer to page 27 for more information.
Dryer stops working mid- cvcle.	Power failure.	Press 'POWER' ① and restart the desired cycle.
cycle.	Dryer has been paused.	Press the II button to restart the cycle.
	Dryer door is open.	Ensure the door is firmly shut.
		Reposition the load, make sure the load is correctly in the drum and that protruding items are not stopping the door from closing.
Dryer is taking too long/	Drying cycle selected not appropriate for the load.	Select an appropriate cycle for the load. Refer to pages 19, 22, 23 and 24.
results were not satisfactory.	Dryness level selected not appropriate for the load.	Select a higher dryness level. Refer to page 25.
	Selected drying temp, not appropriate for the load.	Select a higher drying temp. Refer to page 26.
	Dryer overloaded for the cycle.	Some cycles have a lower maximum load size. Refer to pages 22 - 24.
		Try dividing the load in half and dry half at a time.
	Lint filter is blocked.	Clean the lint filter.
	Load overly wet at the start of cycle.	Remove more water from the load before placing it in the dryer, eg select a faster spin on your washer, a spin speed appropriate for your load.
Clothes getting too hot or damaged.	Cycle selected not appropriate for the load.	Ensure the cycle selected is appropriate for items in the load. Refer to pages 19, 22, 23 and 24.
	Items removed from dryer before the end of cycle cool down had finished.	Removing items before cool down may damage clothing if it is not spread out and exposed to cooler air once removed from the dryer.

PROBLEM	POSSIBLE CAUSES	WHAT TO DO
Dryer is beeping, displaying unfamiliar light patterns and/ or a message on the digital display.	Dryer has a fault.	Refer to page 29.
Noises.	Dryer is overloaded.	Remove some items from the dryer.
	Dryer has a fault.	Continuous beeping or a musical series of beeps with a message displayed on digital display. Refer to page 29.
Vibration.	Dryer is not installed on a stable surface.	Ensure the dryer is installed on a flat, stable surface. Refer page 7.
	Dryer is overloaded.	Remove some items from the dryer.
Creasing.	Dryer is overloaded.	Remove some items from the dryer.
	'Dry Temp' and/or 'Dryness Level' selected too hot/ too long for load type (DE7060M, DE6060M and DE5060M only).	Try selecting a lower 'Dry Temp' and 'Dryness Level'.
Dye transfer.	White/light and coloured items not separated before drying.	Remember to separate white/light and coloured items before placing them in the dryer.
	Wet items left sitting in the dryer for long periods of time before drying.	Do not leave wet items sitting in the dryer for long periods of time before drying, if they are prone to colour run. If you do intend to leave them for long periods before drying, then separate the load and put those items that may cause colour run aside.

PROBLEM	POSSIBLE CAUSES	WHAT TO DO
Linting.	Lint filter not cleaned or replaced.	Ensure the lint filter is cleaned after every cycle and replaced correctly. Refer to page 28.
	Loads not sorted correctly.	Dry lint givers separately from lint receivers. Dry similar colours together eg light coloured items with light coloured items, dark items with dark items. Refer to pages 19 and 21.
	Clothes over dried.	Over drying clothes in the dryer can cause them to attract lint. Use an auto sensing cycle or ensure you check your load if using the time dry cycles, to avoid over drying. Refer pages 22 - 24.
	New items have been dried in the dryer recently. New towels or flannelette sheets can leave lint in the dryer, which may be picked up by subsequent loads.	Clean the lint filter and use 'Air Dry' or 'Time Dry' 'No Heat' cycle to clear any remaining lint from the dryer.
Fabric damage.	Catching on a metal part on items in the load.	Fasten zips and other clasps before placing items in the dryer.
	Items not separated or dried on an appropriate cycle for the fabric type.	Dry similar items together. Ensure an appropriate cycle is selected. Refer to pages 19, 22, 23 and 24.
	'Dry Temp' or 'Dryness Level' selected not appropriate for the fabric type (DE7060M, DE6060M and DE5060M only).	Ensure the 'Dry Temp' and 'Dryness Level' selected is appropriate for the fabric type. Refer to the items care label. Refer to pages 22 – 24.
	Used a 'Time Dry' cycle and did not monitor the dryness of clothes during the cycle.	Ensure that clothes are checked for dryness during the cycle when using the timed programmes to avoid over drying. Refer to pages 22 - 24.
	Instructions on care label not followed.	Follow the instructions on the care label of the items.

PROBLEM	POSSIBLE CAUSES	WHAT TO DO
Tangling.	Loads not separated during loading.	Try separating out larger items from smaller items.
	Items loaded into the dryer incorrectly.	Load items individually into the dryer. Do not place folded items in the dryer.
	Load size too large.	Try drying smaller load sizes. Some cycles have a lower maximum load size. Refer to pages 22 - 24.
	Sheets and duvet covers due to their size, are prone to tangling.	Dry sheets and duvet/doona covers separately from other laundry. Ensure duvet/doona covers are buttoned or fastened closed before drying. Try adding a knotted towel to sheets loads if you are experiencing a lot of tangling. Sheets and duvet/doona covers due to their size, are prone to tangling.

MANUFACTURER'S WARRANTY

You automatically receive a 2 year Manufacturer's Warranty with the purchase of this vented clothes dryer covering parts and labour for servicing within the country of purchase.

Fisher & Paykel undertakes to:

Repair or, at its option, replace without cost to the owner either for material or labour any part of the product, the serial number of which appears on the product, which is found to be defective within TWO YEARS of the date of purchase.

Note: this Manufacturer's Warranty is an extra benefit and does not affect your legal rights.

This Manufacturer's Warranty DOES NOT cover

- A Service calls which are not related to any defect in the product. The cost of a service call will be charged if the problem is not found to be a product fault. For example:
 - (1) Correcting the installation of the product.
 - (2) Instructing you how to use the product.
 - 3 Replacing house fuses or correcting house wiring or plumbing.
 - (4) Correcting fault(s) caused by the user.
 - (§) Noise or vibration that is considered normal, eg drain/fan sounds, machine noises or user warning beeps.
 - 6 Correcting damage caused by pests, eg rats, cockroaches, etc.
 - Poor drying performance due to incorrect installation and maintenance eg blocked lint filter.
 - 8 Poor drying performance due to incorrect loading, eg overloading or underloading.
 - (9) Damage from articles in the drum, eg bra wires, pens, crayons, dye transfer or flammable material.
- (B) Defects caused by factors other than:
 - (1) Normal domestic use; or
 - (2) Use in accordance with the product's user guide.
- © Defects to the product caused by accident, neglect, misuse or 'act of God'.
- (b) The cost of repairs carried out other than by a Fisher & Paykel trained and supported service technician or the cost of correcting such repairs.
- (E) Normal recommended maintenance as set out in the product's user guide.
- (F) Repairs when the appliance has been dismantled, repaired or serviced by other than a Fisher & Paykel trained and supported service technician or the selling dealer.
- (G) Pick-up and delivery.
- (H) Transportation or travelling costs involved in the repair when the product is installed outside the Fisher & Paykel trained and supported service technician's normal service area.

Nothing in this Manufacturer's Warranty is intended to, or does limit, any rights you may have under law to recover the costs of inspecting or returning the goods to us.

This product has been designed for use in a normal domestic (residential) environment. This product is not designed for any commercial use (whatsoever). Any commercial use by a customer will affect this product's Manufacturer's Warranty.

MANUFACTURER'S WARRANTY

Service under this Manufacturer's Warranty must be provided by a Fisher & Paykel trained and supported service technician (refer to the 'Customer Care' section at the back of this book). Such service shall be provided during normal business hours. This Manufacturer's Warranty certificate should be shown when making any claim.

For Australian Customers

This Manufacturer's Warranty is an extra benefit and does not affect your legal rights. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Please keep this user guide in a safe place.

CUSTOMER CARE

Before you call for service or assistance...

Check the things you can do yourself. Refer to your user guide and check:

- (1) Your product is correctly installed.
- (2) You are familiar with its normal operation.
- (3) You have read the 'Before you call for service', 'Fault codes' and 'Troubleshooting' sections at the back of the book.

If after checking these points you still need assistance or parts, please refer to your nearest Fisher & Paykel trained and supported service technician, Customer Care, or contact us through our website fisherpaykel.com.

In New Zealand if you need assistance...*

Call the Fisher & Paykel Customer Care Centre and talk to one of our Customer

Care Consultants.

Toll Free: 0800 FP CARE or 0800 372 273

Fax: (09) 273 0656

Website: fisherpaykel.com

Postal address: Fisher & Paykel Appliances Ltd, PO Box 58550, Botany, Auckland 2163

If you need service...*

Fisher & Paykel has a network of Fisher & Paykel trained and supported service technicians that can carry out any service necessary on your appliance. Our Customer Care Centre can recommend a Fisher & Paykel trained and supported service technician in your area.

In Australia if you need assistance...*

Call the Fisher & Paykel Customer Care Centre and talk to one of our Customer

Care Consultants.

Toll Free: 1300 650 590 **Fax:** (07) 3826 9298 **Website:** fisherpaykel.com

Postal address: Fisher & Paykel Appliances Australia Pty Ltd, PO Box 798, Cleveland

QLD 4163

If you need service...*

Fisher & Paykel has a network of Fisher & Paykel trained and supported service technicians that can carry out any service necessary on your appliance. Our Customer Care Centre can recommend a Fisher & Paykel trained and supported service technician in your area.

In Singapore if you need assistance...*

Call the Fisher & Paykel Customer Care Centre and talk to one of our Customer Care Consultants

Phone: 6741 0777 **Fax:** 6547 0123

Website: fisherpaykel.com

Postal address: 150 Ubi Avenue 4, Sunlight Building #03-01A, Singapore 408825

CUSTOMER CARE

*If you call, write or contact us via our website please provide: your name and address, model number, serial number, date of purchase and a complete description of the problem. This information is needed in order to better respond to your request for assistance.

Product details can be found on the rear of the dryer, and/or on the inside of the door below the glass (when the door is open).

Registration

Register your product with us so we can provide you with the best service possible. To register your product visit our website: **fisherpaykel.com**

Complete and	keep for safe reference:
Model	
Serial No.	
Suburb	
Town	
Country	

FISHERPAYKEL.COM

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The product specifications in this booklet apply to the specific products and models described at the date of issue. Under our policy of continuous product improvement, these specifications may change at any time. You should therefore check with your Dealer to ensure this booklet correctly describes the product currently available.

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Hot Water Owners Guide

Rinnai

Hotflo 160 Litre Electric Storage Tank **EHF160S36**



Features:

- 3.6kw hard wired
- Suitable for 3-4 people
- Dual handed for flexible installation

Finish:

Grey

Dimensions:

W515 x D515 x H1530mm

NO SPECIFICATION IMAGE AVAILABLE

NOTE: Images, specifications and dimension correct at the time of publishing. It is advised that these details be confirmed prior to construction as no liability will be taken by Harvey Norman Commercial for any changes in specifications.







Kitchen Sink, Laundry Tub, Bathroom Furniture and Tapware Warranty



Description: Vue Terraces - Stadium Drive

Project Details:

101 Burnside Rd, Stapylton Qld 4207 P.O. Box 56, Ormeau Qld 4207

Faranu Pty Ltd ACN 002 573 391 ABN 53 784 322 464 T 07 3297 3700 F 07 3297 3799

E stapylton.commercial@au.harveynorman.com
W www.harveynormancommercial.com.au

Date:

SCHEDULE

17-Jul-2018

Account Manager Details:

Kieron Heatley
Executive Accounts Manager Plumbing & P.C. Items
0413 244 795
Kieron.Heatley@au.harveynorman.com

Brand	Product Code	Product Description	Plan Code	Image	Colour	Qty
		KITCHEN				
Blanco	ESSENTU2K5	Essential Double Bowl Undermount Sink 788x445mm		00	SS	263
Gareth Ashton	3K2	Lucia Squareline Gooseneck Sink Mixer - CP			СР	263
Austworld	BVWM	Mini 1/4 Turn Tap Non Rtn Valve 20mm (Dishwasher/Washing Machine/Water Filter)			СР	263
		LAUNDRY				
Everhard	70074	Como Round In Square 1TH Sink 23ltr 480x202mm		(1)	SS	263
Mercer	AW100	Bypass Side Entry Kit		V-1	**	263



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 ${\sf E} \ \ {\sf stapylton.commercial@au.harveynorman.com}$

W www.harveynormancommercial.com.au

SCHEDULE

Date:

17-Jul-2018

Product Code	Product Description	DI 6 '			
	Floduct Description	Plan Code	Image	Colour	Qty
OK-101011508	Prezzo Sink Mixer		V	СР	263
BVWM	Mini 1/4 Turn Tap Non Rtn Valve 20mm (Dishwasher/Washing Machine/Water Filter)			СР	526
	POWDER ROOM / ENSUITE / BATHROOM				
	TOILET				
AX04128	Axus Back To Wall Toilet Suite Dual Inlet with Wrap Soft Close Seat		6	White	789
	BASIN				
540B	Arto Square Undercounter 430x430x175mm NTH with Overflow		9	White	526
PUWF32	32mm Pop Up Waste with Overflow			СР	526
	POWDER ROOM BASIN				
VAT400-WH	Picolo 400mm Vanity Wall Hung Vanity 1TH		1	White	314
	BVWM AX04128 540B PUWF32	BVWM Mini 1/4 Turn Tap Non Rtn Valve 20mm (Dishwasher/Washing Machine/Water Filter) POWDER ROOM / ENSUITE / BATHROOM TOILET AX04128 Axus Back To Wall Toilet Suite Dual Inlet with Wrap Soft Close Seat BASIN 540B Arto Square Undercounter 430x430x175mm NTH with Overflow PUWF32 32mm Pop Up Waste with Overflow POWDER ROOM BASIN	BVWM Mini 1/4 Turn Tap Non Rtn Valve 20mm (Dishwasher/Washing Machine/Water Filter) POWDER ROOM / ENSUITE / BATHROOM TOILET AX04128 Axus Back To Wall Toilet Suite Dual Inlet with Wrap Soft Close Seat BASIN 540B Arto Square Undercounter 430x430x175mm NTH with Overflow PUWF32 32mm Pop Up Waste with Overflow POWDER ROOM BASIN	BVWM Mini 1/4 Turn Tap Non Rtn Valve 20mm (Dishwasher/Washing Machine/Water Filter) POWDER ROOM / ENSUITE / BATHROOM TOILET AX04128 Axus Back To Wall Toilet Suite Dual Inlet with Wrap Soft Close Seat BASIN 540B Arto Square Undercounter 430x430x175mm NTH with Overflow PUWF32 32mm Pop Up Waste with Overflow POWDER ROOM BASIN	BVWM Mini 1/4 Turn Tap Non Rtn Valve 20mm (Dishwasher/Washing Machine/Water Filter)



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SCHEDULE

Date:

17-Jul-2018

Brand	Product Code	Product Description	Plan Code	Image	Colour	Qty
Arto	PUW32	32mm Pop Up Waste with No Overflow		I	СР	314
		BASIN MIXER				
Flowell	FL93-10X	Pin Lever Basin Mixer 35mm		F	СР	840
		BATH/SHOWER				
Decina	BA1650W	Bambino 1650x715x380mm Bath - Tile		period.	White	263
Flowell	FL93-33DX	Pin Lever Wall Mixer With Diverter - 35mm Cartridge		8	СР	263
Methven	04-2753	Alpha Fit Wall Bath Outlet 180mm		E	СР	263
Methven	12-1205	Bermuda 3 Function Rail Shower				263
Con-Serv	DC043.9	Dual Check Non Return Flow F To M 15mm 9lpm		0	СР	263
		SHOWER				



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SCHEDULE

Date:

17-Jul-2018

Brand	Product Code	Product Description	Plan Code	Image	Colour	Qty
Methven	12-1205	Bermuda 3 Function Rail Shower				263
Flowell	FL93-33X	Pin Bath / Shower Mixer			СР	263
		ACCESSORIES				
Azzurra	18106	18 Series Towel Ring		0	СР	840
Azzurra	181101-1	18 Series Toilet Roll Holder		4	СР	789
Azzurra	18111	18 Series 600 Single Towel Rail		1	СР	526
		FLOOR WASTES				
Collis	DRPVC100SSSQ	100mm Square Floor Grate Stainless Steel			SS	1,103



AUSTRALIAN PRODUCT WARRANTY STATEMENT OF STANDARD WARRANTY CONDITIONS

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

OUR WARRANTY

This product is also covered by the manufacturer's warranty set out in this document (Our Warranty).

Our Warranty is for a period of Thirty (30) years for Sinks, Ten (10) years for Taps & Twelve (12) Months for Waste Fittings & Accessories from the date of purchase.

This is in addition to (and does not exclude, restrict or modify) any rights or remedies to which you may already be entitled under the Australian consumer Law relating to this product.

Our Warranty (which is subject to the conditions below) covers rectification free of charge of any fault arising from defective materials or components, or faulty workmanship. The product will be repaired or replaced at the option of Blanco, and all costs of installation, removal, cartage, freight travelling expenses and insurance are to be paid by the customer. **Our Warranty** is subject to the following conditions:

- 1. That the purchaser contact Blanco prior to any product repair.
- 2. That the purchaser carefully follows all instructions provided with the product and complies with all relevant electrical & plumbing regulations in their State when installing the product.
- 3. That the purchaser carefully follows the instructions relating to the proper use and care of the product and does not use the product for any purpose other than the DOMESTIC use for which it has been designed. If the product is used in commercial applications or for rental purposes, **Our Warranty** is limited to a **Twelve (12) month** warranty period covering all parts with **Three** (3) months on any labour cost of service or repair.

SERVICE AREA

The provision of service under **Our Warranty** is limited by the boundary / territory area of the nearest service centre. Travelling cost incurred for service outside this area is not covered by Our Warranty and service will incur commercial cost to be paid by the customer regulated by the number of kilometres travelled beyond the service area. These costs will be disclosed to you for acceptance by you prior to your claim being processed.

WHAT IS COVERED: By Our Warranty

During the warranty period, Blanco or its authorised Service Centre will at no extra charge, if your product is readily accessible without the need of special equipment and subject to the terms and conditions of this warranty, repair or replace any parts which it considers defective.

WHAT IS NOT COVERED: By Our Warranty

- 1. Products installed damaged or incomplete or not in compliance with the relevant electrical & plumbing regulations in their State.
- Normal wear and tear.
- 3. Unauthorised repairs or use of non genuine Blanco parts.
- 4. Any failure caused by the product not being used in accordance with the instruction and the installation manual provided with the product.
- 5. Misuse or abuse, including failure to properly maintain or service.
- 6. The clearing of blockages in pipes & hoses.
- 7. Damage which occurs during delivery or installation.
- 8. Claims to product surface due to accidental damage or damage caused from cleaning products not recommended by Blanco.

HOW TO CLAIM OUR WARRANTY

You will need to contact Blanco in Australia by using the contact details below.

IN AUSTRALIA

Blanco is distributed by Shriro Australia Pty Ltd

Locked Bag 5002, Kingsgrove, NSW, 2208 Phone: 1300 795 572 Fax: 1800 686 413 Email: customercare@shriro.com.au Web: http://www.blanco-australia.com/

Note: Please complete the following (details when you have unpacked	the product and staple this	card with the purchase
nvoice or sales docket.			

Model No	Serial No
Date of Purchase	Retailer



Warranty Terms & Conditions



Your Details

Your Name	
Address	
Builders Name	
Builders Phone Number	
Handover Date	

List Of Product(s) Installed

Terms of Warranty

Abey Australia Pty Ltd (A.B.N 34 004 589 879 (Abey)), warrants to the original purchaser of the product that under proper care, domestic/residential use and maintenance the products supplied by Abey, will be free from defects in workmanship and materials subject to the terms and conditions which follow. Abey's warranty only applies to the original owner and is not transferable.

Whilst our products are manufactured to the highest standard, our warranty is in addition to other rights and remedies that you have under Australian Consumer Law (Schedule 2 to the Competition and Consumer Act 2010 (Cth)).

Warranty Conditions and Exclusions

Abey and the manufacturer are continually seeking ways to improve design specifications, aesthetics and production techniques of our products. As a result, alterations to the specifications and dimensions of our products occur continually. Abey reserves the right to modify warranty provisions without prior notification. Warranty coverage will be determined by the warranty provisions at the time of the claim.

Should any warranty claim be made and attended by an Abey authorised Service Agent and that in the opinion of the Service Agent or Abey, the problem was from faulty installation or the use of Products in conjunction with products of another manufacturer or from some other cause other an a manufacturing defect of the goods which Abey is responsible. Abey Australia reserves the right to charge a service for each service staff attending the premises where products have been installed.

Abey Australia requires adequate access to Products, Fittings and Fixtures to undertake warranty repairs. Abey will not be responsible for any consequential damage or costs where adequate access to Product Fittings and Fixtures is not accessible.

To the extent permitted by law, Abey Australia will not be responsible for any consequential loss or damage to furniture, floor coverings, walls, fixtures or any other consequential loss of any kind caused by any defect in the Products or Components.

Abey will not be responsible for the cost of removing and re-installation of any replacement product or any other damages or costs that may be incurred in connection with the removal and re-installation of any product.

Abey will not be responsible for any costs associated with warranty work undertaken without our knowledge and prior approval.

Stainless Steel Sinks

It is the installer/consumers responsibility:

Installation of any sink is the responsibility of the customer or the customer's installer. We highly recommend installation (in particular flush mount installations) to be done by qualified and experienced plumbers, stonemasons or cabinet makers. All plumbing connections to the sink must be undertaken by a qualified plumber or cabinet maker;

ALWAYS check the sink for blemishes or imperfections before installation. The cost of delivering and installing a replacement will be the responsibility of the customer;

ALWAYS use the physical product measurements for cut-outs – the manufacturer's template is supplied as a guide only and may differ over time;

ALWAYS check to ensure the product has all of its components;

By installing the sink, the owner accepts that the product is free of blemishes or imperfections including scratches, dents, spotting, discolouration and rust;

Stainless Steel Sink Warranty will be void if:

- 1. The customer cannot provide proof of purchase or equivalent documentation;
- The product is not installed by a qualified and experienced stonemason or cabinet maker and if a licenced plumber or cabinet maker does not connect the plumbing fittings;
- 3. The product is not installed according to relevant National Standards and State Regulations, Abey's installation instructions, information or advice provided by Abey;
- 4. The product's serial number has been removed, defaced, changed or tampered with in any way;
- 5. The product has been modified or altered outside the original factory specifications;
- 6. Scratching, denting, rusting, spotting or discolouration is not covered by Abey's 25 year warranty. Abey's maintenance hints and installation instructions to protect the stainless steel must be followed;
- 7. There has been any damage to the product that may have been caused during shipping, delivery or installation;
- 8. There has been any damage to the product (including but not limited to corrosion) due to misuse, negligence, improper maintenance or other abuse or misuse;
- 9. There has been damage to the stainless steel by physical or chemical products. This includes, but not limited to, metallic souring pads and steel wool pads, cast iron, bleaches, solvents, detergents, drain cleaning products or other liquids or agents which could lead to staining, discolouration or corrosion of the surface.

Chambord Ceramic Sinks

It is the installer/consumers responsibility:

Installation of any sink is the responsibility of the customer or the customer's installer. We highly recommend installation to be done by qualified and experienced plumbers, stonemasons or cabinet makers. All plumbing connections to the sink must be undertaken by a qualified plumber or cabinet maker;

ALWAYS check the sink for blemishes or imperfections before installation. The cost of delivering and installing a replacement will be the responsibility of the customer;

ALWAYS use the physical product measurements for cut-outs – the manufacturer's template is supplied as a guide only and may differ over time;

ALWAYS check to ensure the product has all of its components;

By installing the sink, the owner accepts that the product is free of blemishes or imperfections including scratches, cracks, chips, spotting and discolouration;

The Chambord Ceramic Sink Warranty will be void if:

- 1. The customer cannot provide proof of purchase or equivalent documentation;
- 2. The product is not installed by a licensed cabinet maker or stonemason. All plumbing connections must be installed by a licensed plumber or cabinet maker;
- The product is not installed according to relevant National Standards and State Regulations, Abey's installation instructions, information or advice provided by Abey;
- 4. The product's serial number has been removed, defaced, changed or tampered with in any way;
- 5. The product has been modified or altered outside the original factory specifications;
- 6. Scratching, chipping or discolouration is not covered by the Chambord Ceramic Sink warranty. Chambord's maintenance hints and installation instructions to protect the Sink must be followed;
- 7. There has been any damage to the product that may have been caused during shipping, delivery or installation;
- 8. There has been any damage to the product due to misuse, negligence, improper maintenance or other abuse or misuse;
- 9. There has been damage to the Chambord Sink by physical or chemical products. This includes, but not limited to, metallic souring pads and steel wool pads, cast iron, bleaches, solvents, detergents, drain cleaning products or other liquids or agents which could lead to staining or discolouration of the surface.

Schock Granite Sinks

It is the installer/consumers responsibility:

Installation of any sink is the responsibility of the customer or the customer's installer. We highly recommend installation to be done by qualified and experienced plumber, stonemasons or cabinet makers. All plumbing connections to the sink must be undertaken by a qualified plumber or cabinet maker;

ALWAYS check the sink for blemishes or imperfections before installation. The cost of delivering and installing a replacement will be the responsibility of the customer;

ALWAYS use the physical product measurements for cut-outs – the manufacturer's template is supplied as a guide only and may differ over time;

ALWAYS check to ensure the product has all of its components;

By installing the sink, the owner accepts that the product is free of blemishes or imperfections including scratches, cracks, chips and discolouration;

The Schock Granite Sink Warranty will be void if:

- 1. The customer cannot provide proof of purchase or equivalent documentation;
- 2. The product is not installed by a licensed plumber, cabinet maker or stonemason. All plumbing fittings must be connected by a qualified plumber or cabinet maker;
- 3. The product is not installed according to relevant National Standards and State Regulations, Abey's installation instructions, information or advice provided by Abey:
- 4. The product's serial number has been removed, defaced, changed or tampered with in any way;
- 5. The product has been modified or altered outside the original factory specifications;
- 6. Scratching, chipping or discolouration is not covered by the Schock Sink warranty. Schock's maintenance hints and installation instructions to protect the Sink must be followed:
- 7. There has been any damage to the product that may have been caused during shipping, delivery or installation;
- 8. There has been any damage to the product due to misuse, negligence, improper maintenance or other abuse or misuse;
- 9. There has been damage to the Schock Sink by physical or chemical products. This includes, but not limited to, metallic souring pads and steel wool pads, cast iron, bleaches, solvents, detergents, drain cleaning products or other liquids or agents which could lead to staining or discolouration of the surface.

Kitchen & Bathroom Tapware and Showers

It is the installer/consumers responsibility:

Installation of any Kitchen or Bathroom Tapware and Shower Product is the responsibility of the customer or the customer's installer;

ALWAYS check the Product for blemishes or imperfections before installation. The cost of delivering and installing a replacement will be the responsibility of the customer;

ALWAYS check to ensure the product has all of its components prior to installation;

By installing the Tapware or Shower, the owner accepts that the product is free of blemishes or imperfections including scratches, dents, spotting, discolouration and rust;

The Kitchen & Bathroom Tapware and Shower Warranty will be void if:

- 1. The customer cannot provide proof of purchase or equivalent documentation;
- 2. The product is not installed by a licensed plumber;
- The product is not installed according to relevant National Standards and State Regulations, Abey's installation instructions, information or advice provided by Abey;
- 4. Water pressures and or temperatures that exceed limitations as per the product installation instructions. NOTE: AS/NXZS 3500.1-2003 (Clause 3.3.4) specifies 500kPa maximum water supply pressure at any outlet within a building for new installations;
- 5. Damage as a result of obstructions due to inadequate flushing of all water supply lines before use and problems caused by water supply (including excess water pressure, silt or corrosion);
- 6. Isolation stop taps are not fitted as stated on manufacturer's installation instructions;
- 7. Non-installation of flow regulators in Tapware and Showers or regulated check valves in hand showers or pull-out mixers;
- 8. The product's serial number has been removed, defaced, changed or tampered with in any way;
- 9. The product has been modified or altered outside the original factory specifications;
- 10. Fitting of other devices to the outlet of Tapware (eg Water Filters);
- 11. Failure to regularly clean or replace dirty or blocked outlet aerator inserts in Tapware or Shower Heads;
- 12. Fair Wear and Tear, scratching, chipping or discolouration is not covered by Abey's warranty. Maintenance hints and installation instructions to protect the Tapware and Shower products must be followed;
- 13. There has been any damage to the product that may have been caused during shipping, delivery or installation;
- 14. There has been any damage to the product due to misuse, negligence, improper maintenance or other abuse or misuse;

15. There has been damage to the product by physical or chemical products. This includes, but not limited to, metallic souring pads and steel wool pads, cast iron, bleaches, solvents, detergents, drain cleaning products or other liquids or agents which could lead to staining or discolouration of the surface.

Appliances – Ovens and Cooktops

It is the installer/consumers responsibility:

Installation of the Oven or Cooktop is the responsibility of the customer or the customer's installer;

ALWAYS check the Product for blemishes or imperfections before installation. The cost of delivering and installing a replacement will be the responsibility of the customer;

ALWAYS use the physical products measurements for cut-outs – the manufacturer's template/drawings is suppled as a guide only and may differ from the products measurements over time;

ALWAYS check to ensure the product has all of its components prior to installation;

By installing the Oven or Cooktop the owner accepts that the product is free of blemishes or imperfections including scratches, dents, spotting, discolouration and rust;

The Oven or Cooktop Warranty will be void if:

- 1. The customer cannot provide proof of purchase or equivalent documentation;
- 2. The product is not installed by a licensed Electrician or licensed Gas Plumber;
- 3. The product is not installed according to relevant National Standards and State Regulations, Abey's installation instructions, information or advice provided by Abev:
- 4. The product's serial number has been removed, defaced, changed or tampered with in any way;
- 5. The product has been modified or altered outside the original factory specifications;
- 6. Fair Wear and Tear, scratching, chipping or discolouration is not covered by Abey's warranty. Maintenance hints and installation instructions to protect the Oven, Cookerhood and Cooktop product must be followed;
- 7. There has been any damage to the product that may have been caused during shipping, delivery or installation;
- 8. There has been any damage to the product due to misuse, negligence, improper maintenance or other abuse or misuse;
- 9. There has been damage to the product by physical or chemical products. This includes, but not limited to, metallic souring pads and steel wool pads, cast iron, bleaches, solvents, detergents, drain cleaning products or other liquids or agents which could lead to staining or discolouration of the surface.

Toilets, Baths and Basins

It is the installer/consumers responsibility:

Installation of any Toilet, Bath or Basin Product is the responsibility of the customer or the customer's installer;

ALWAYS check the Product for blemishes or imperfections before installation. The cost of delivering and installing a replacement will be the responsibility of the customer;

ALWAYS check to ensure the product has all of its components prior to installation;

By installing the Toilet, Basin or Bath, the owner accepts that the product is free of blemishes or imperfections including scratches, warping, dents, spotting and discolouration.

The Toilet, Bath or Basin Warranty will be void if:

- 1. The customer cannot provide proof of purchase or equivalent documentation;
- 2. The product is not installed by a licenced plumber;
- 3. The product is not installed according to relevant National Standards and State Regulations, Abey's installation instructions, information or advice provided by Abey;
- 4. Damage as a result of obstructions due to inadequate flushing of all water supply lines before use and problems caused by water supply (including excess water pressure, silt or corrosion);
- 5. The product's serial number has been removed, defaced, changed or tampered with in any way;
- 6. The product has been modified or altered outside the original factory specifications;
- 7. Failure to regularly clean or replace dirty or blocked valves in Toilet Cisterns;
- 8. Fair Wear and Tear, scratching, chipping or discolouration is not covered by Abey's warranty. Maintenance hints and installation instructions to protect the Toilet, Basin and Bath products must be followed;
- 9. There has been any damage to the product that may have been caused during shipping, delivery or installation;
- 10. There has been any damage to the product due to misuse, negligence, improper maintenance or other abuse or misuse;
- 11. There has been damage to the product by physical or chemical products. This includes, but not limited to, cleaning products inserted into toilet cisterns, metallic souring pads and steel wool pads, cast iron, bleaches, solvents, detergents, drain cleaning products or other liquids or agents which could lead to staining or discolouration of the surface.
- 12.DO NOT use concrete, sand and cement mix or any other similar product when installing Toilet Pans.

Warranty Periods (As Of March 1, 2016)

Kitchen Sinks

Brand	Warranty
Abey	25 years
Barazza	25 years
СМ	25 years
Schock	7 years
Chambord	7 years

Kitchen Tapware

Brand	Warranty
Gessi	15 years replacement Cartridge/ 5 years replacement Parts & Labour
Gessi Emporio	15 years replacement Cartridge/ 5 years replacement Parts & Labour
Armando Vicario	15 years replacement Cartridge/ 1 year replacement Parts & Labour
Gareth Ashton	15 years replacement Cartridge/ 1 year replacement Parts & Labour
MixMaster	15 years replacement Cartridge/ 1 year replacement Parts & Labour

Bathroom Tapware

Brand	Warranty
Gessi	15 years replacement Cartridge/ 5 years replacement Parts & Labour
Gessi Emporio	15 years replacement Cartridge/ 5 years replacement Parts & Labour
Armando Vicario	15 years replacement Cartridge/ 1 year replacement Parts & Labour
Gareth Ashton	15 years replacement Cartridge/ 1 year replacement Parts & Labour
MixMaster	15 years replacement Cartridge/ 1 year replacement Parts & Labour

Showers (Fixed)

Brand	Warranty
Gessi	7 years replacement Parts/ 5 years Labour
Gessi Emporio	7 years replacement Parts/ 5 years Labour
Armando Vicario	7 years replacement Parts/ 1 year Labour
Gareth Ashton	7 years replacement Parts/ 1 year Labour

Showers (On Rails)

Brand Warranty		
Gessi	7 years replacement Parts/ 5 years replacement Labour	
Gessi Emporio	7 years replacement Parts/ 5 years replacement Labour	
Armando Vicario	3 years replacement Parts/ 1 year replacement Labour	
Gareth Ashton	3 years replacement Parts/ 1 year replacement Labour	

Cooktops & Ovens

Brand	Warranty
Barazza	2 Years

Toilets, Basins & Baths

Brand	Warranty	
Gessi	7 Years on Faulty Materials	
Mastella	7 Years on Faulty Materials	
Gareth Ashton	7 years on Ceramic and 1 year on Parts	
Geberit Cisterns	All Geberit Cistern Claims Must be Submitted to Geberit Direct	

Bathroom Accessories

Brand	Warranty
Gessi	7 Years on Faulty Parts
Gareth Ashton	7 Years on Faulty Parts

Warranty Claims Process

Warranty Claims only cover products that are installed. If the product has not been installed, please return to the product to the place of purchase.

To process a Warranty Claim with Abey Australia, the process is as follows:

- 1. Scan and save your proof of purchase/invoice;
- 2. Log on to the Abey Australia website www.abey.com.au
- 3. Go to the After Sales & Service section located at the bottom of the home page www.abey.com.au/after-sales/;
- 4. Click on "I am a consumer or tradesperson"
- 5. Read the Terms of Warranty, Exclusions and Conditions relevant to your product;
- 6. Acknowledge that you have read the Terms of Warranty;
- 7. Complete the online form and submit;
- 8. Upon completion, a warranty claim number will be sent to the nominated email address. Please use this number for all future correspondence with Abey Australia.

Please allow up to 2 working days for an Abey Australia Warranty Representative to contact you about your claim.



WARRANTY

The following undertaking from Austworld Commodities Pty Ltd (Austworld) shall apply to any purchaser of our product who is classified as a `Consumer' under the Competition and Consumer Act (Cth) 2010, which includes prescribed requirements for warranties against defects, which are set out in Regulation 90 of the Competition and Consumer Regulations (Cth) 2010, (collectively, the Australian Consumer Law).

Austworld Contact Details Austworld Commodities Pty Ltd P.O. Box 311 Ashmore City QLD 4214 Tel: 1300 780 430 Fax: 1300780 441 info@austworld.com.au

Consumer Guarantees

- Our goods come with guarantees that cannot be excluded under the Australian Consumer Law.
 You are entitled to a replacement or refund for a major failure and for compensation for any
 other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or
 replaced if the goods fail to be of acceptable quality and the failure does not amount to a major
 failure.
- 2. Austworld shall not be liable to the purchaser or user of any product, for any loss or damage (whether direct, indirect or consequential), cost or expenses, suffered or incurred by that purchaser, otherwise than as provided for in this document, the Australian Consumer Law any other law that cannot be excluded.
- 3. Where a failure does not amount to a major failure, Austworld is entitled to choose between providing you with a repair, replacement or refund. To obtain compensation, you would need to provide documentary evidence of the loss or damage suffered, and documentary evidence that such loss or damage was reasonably foreseeable consequence of a failure by Austworld to comply with a consumer guarantee under the Australian Consumer Law. Such evidence may include photographs, statutory declarations, receipts or reports (e.g. from your plumber), depending on the loss or damage.
- 4. Consumer Guarantees do not apply if you:
- 4.1 Got what you asked for but simply changed your mind;
- 4.2 Misused the product in any way that caused the problem; or
- 4.3 Knew of or were made aware of the faults in the product before you bought it.

Warranty Against Defects

- 1. In addition to all rights and remedies to which you may be entitled to under the Australian Consumer Law or any other applicable law:
- 1.1 Austworld warrants its products to be free from defect in materials and workmanship for a period of 12 months from date of purchase; and
- Austworld offers varying extended warranty periods on some of its products and full details are listed on Austworld's website under the warranty section, known as Warranty Against Defects.
- 2. A Warranty Against Defects only applies to the original purchaser of the product and is not transferable.
- 3. Austworld's liability under a Warranty Against Defects is subject to Austworld being satisfied that a defect was caused by defective workmanship or materials and was not caused, or substantially contributed to, by other factors or circumstances beyond Austworld's control, such as:
- 3.1 Usage: the product was not used in normal domestic circumstances;
- 3.2 Application: the product was not used for its manufactured application;
- 3.3 Defective installation:
- 3.3.1 The product was not installed according to any applicable Australian Standards, including the Plumbing Code AS/NZS 3500.1-2003, if applicable, and Austworld's installation instructions;



- 3.3.2 The product was not installed by a licensed plumber;
- 3.4 Maintenance and Repair: the product was damaged during the process of maintenance and/or repair;
- 3.5 Alteration and Modification: the product was either altered or modified in a manner not recommended by the manufacturer; or was tampered with by person/s without the authority of Austworld.
- 3.6 Commencement of work: If replacement or repairs are caried out without Austworld prior approval, Austworld reserves the right to void the warranty.
- 3.6.1 Were carried out without Austworld's prior approval; or
- 3.6.2 Were not carried out;
- 3.7 Neglect: the product was not maintained as per the manufacturer's instructions;
- 3.8 Misuse: the product was not fitted correctly to the outlet;
- 3.9 Cleaning: the product was cleaned with an abrasive cleaning agent;
- 3.10 Water Properties: the product incurred water damage due to below standard water properties;
- 3.11 Water Supply: the lines were not adequately flushed;
- 3.12 Exposure: the product was exposed to waterborne solids e.g. thread tape, cuttings, grit, etc.
- 4. A Warranty Against Defects over product parts is limited to replacement of parts of that are defective in material content and/or workmanship under normal domestic installations, but, unless expressly stated, does not apply to:
- 4.1 Product finishes (lacquered painted or similar finishes); or
- 4.2 Ceramic discs, tap jumper valves, "O" rings, washers and other included parts.
- 5. Damages and/or labour charges incurred in installation, repair or replacement are not covered by a Warranty Against Defects over product parts.
- 6. If a Warranty Against Defects over Ceramic discs (cartridge or spindles) applies, it shall be valid for 5 years, but shall be voided if:
- 6.1 Mixers have not been installed to Austworld's installation instructions; or
- 6.2 Water pressure exceeds 1000kpa (it is advisable where day time water pressure exceeds 600kpa to fit a water pressure limiting valve).

Reasonable Access

Austworld require adequate access to items to undertake warranty repairs. Austworld will not be responsible for any damage and costs, or consequential damage or costs, where reasonable access is not available to the item and reserve the right to provide a replacement item only. If access to the building is not available when the service agent attends, the customer will be liable for the service call costs.

Warranty Claim

- 1. To make a warranty claim:
- 1.1 In respect of an uninstalled product, a copy of this Warranty, proof of purchase and an explanation of the defect must be sent to us at the address specified in this document; and
- 1.2 In respect of an installed product,
- 1.2.1 Contact the store at which the item was purchased and ask for a warranty call to be initiated, or if supplied by a plumber, contact the plumber, and ask for a warranty call to be initiated.
- 1.2.2 Provide proof of purchase and an explanation of the defect.

Product Warranty | Kitchen and Multipurpose Sinks

Everhard Industries

ABN 41 009 690 859

www.everhard.com.au

405 Newman Rd Geebung Qld 4034 PO Box 543 Virginia Qld 4014 Phone: (07) 3637 6499 Fax: (07) 3637 6491

Product Warranty – Kitchen and Multipurpose Sinks

Everhard Industries Pty Ltd ACN 009 690 859 (**Everhard Industries**) offers You a warranty against defects for the Products on the terms of this document (**Warranty**).

Definitions

In this Warranty:

Kitchen Sinks Multipurpose Sinks means the Stainless Steel Sinks Only manufactured by Everhard Industries

You

means a person that purchases the Products for their own personal, domestic or household use and any person (such as a builder, developer or plumber) that purchases the product for use in a new building but does not include any other person that purchases the Product for resale or resupply.

Warranty Period

In addition to Your rights and remedies under a law in relation to the Product, Everhard Industries offers You a warranty that the Product will be free from defects for the following periods (Warranty Periods):

Stainless Steel Bowls 25 Years

Each Warranty Period above commences on the date of purchase or, where the Product is installed in a new building, the date of handover in the building's warranty period. For clarity, if the Product is installed in a building that is not a new building (for example as part of renovation work), the Warranty Period for that Product will commence on the date of purchase of that Product.

Warranty Conditions

Subject to compliance with the terms of this Warranty, Everhard Industries will supply a replacement Product where Everhard determines that a fault in the Product has been caused by faulty manufacture or faulty materials used in the manufacture of the Product.

This Warranty does not apply to any defect caused or contributed to by any one or more of the following:

- · accidental damage, abuse, misuse or mistreatment
- abnormal stresses on the Product beyond its designed purpose
- product not cleaned properly after use as per our Product Care and Usage Guidelines can create surface rust.
- harsh or severe conditions can create surface rust.
- improper use of cleaners or chemicals
- improper storage of cleaners, chemicals underneath the laundry tub can create surface rust.
- unapproved modifications were made to Products
- damage to Product and Product finishes resulting from installation
- the Product was not installed by a competent and licensed plumber
- installation that did not follow the Everhard Industries installation guidelines or instructions
- interference with or attempts to repair the Product after the Product has been installed
- · normal wear and tear from use

This Warranty only applies to You and is not transferable from You to any other person.



Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

How to make a Warranty Claim

All claims under this Warranty must be made within 14 days of You becoming aware of a suspected defect in the Product (Claims Period). Any claim under this Warranty that is made outside the Claims Period will not be accepted.

- To make a claim under this Warranty, You must provide us with the following (Claim Documentation):
- copy of proof of purchase (ensuring the date of purchase is visible);
- · your name, contact details and address;
- · description of the claimed defect;
- if visible, a photo of the defect;
- if the Product has been installed, written evidence (such as an invoice) that the Product was installed by a licensed plumber (if requested by Everhard Industries); and
- if the Product has been installed in a new Building, the date of installation, address where the Product is installed and the Handover Documentation for the Building which shows the date of handover for that building.

If requested by Everhard Industries, You must also provide us with the original copy of the proof of purchase receipt and Handover Documentation.

You must meet the costs of making the Warranty claim, including any postal, phone, facsimile and email communication costs incurred by You.

Uninstalled Products

If the Product has not been installed, it should be returned to the place of purchase with the Claim Documentation and You should advise the place of purchase that you wish to make a claim under this Warranty. You must arrange and meet the cost of transporting the Product to the place of purchase.

Installed Products

If the Product has been installed, please contact Everhard Industries Customer Service on 13 1926 or by email info@everhard.com.au

For installed Products, Everhard Industries may (subject to Your agreement) arrange for a company representative to attend the place of installation, examine the Product and assess whether the Warranty Conditions have been met. Where Everhard Industries or its company representative determines that the Product is defective under the terms of this Warranty, Everhard Industries will at its election supply, or cover the costs of supplying, a new Product (or equivalent Product if the same Product is no longer available or manufactured).

You must ensure that any Product supplied by Everhard Industries under this Warranty is installed at Your cost by a competent and licensed plumber unless Everhard Industries agrees to pay the cost of having the Product installed as part of the Warranty claim.

Where Everhard Industries or its company representative determine that the fault was caused by incorrect installation (including installation by a person that is not a competent and licensed plumber), or a failure to follow Everhard Industries' installation and use guidelines or the claim is otherwise excluded by the terms of this Warranty, Everhard Industries will not supply any replacement Product under this Warranty and reserves the right to charge You a service fee for attending the location of the installed Product and assessing the Warranty claim. The service fee payable by You in such circumstances will be quoted to You by the Everhard Industries Service Department.



Argent Tapware & Bathroomware Warranty Information & Notes



AUSTRALIAN WARRANTY

Argent Australia Pty Ltd ('Argent') warrants that the following products manufactured by Argent and supplied in Australia by an authorised Argent supplier will be free from defects in materials and workmanship, and, for the following periods from the date of purchase:

- 3 years for Argent Tapware, Spouts, Shower Components, Traps & Wastes;
- 2 years for Argent Accessories;
- 1 year for Argent mirror surrounding materials including silver reflective backing.

Argent will rectify free of charge for parts and labor any fault due to a defect in materials or workmanship appearing within the applicable warranty period subject to the conditions set out below

The benefits offered by this warranty are in addition to your rights and remedies under the Australian Consumer Law. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

HOW TO MAKE A WARRANTY CLAIM

To claim under this warranty:

- contact either Argent or the authorised Argent supplier from whom the product was purchased ('the Supplier');
- provide proof of purchase (such as a copy of the purchase receipt) at or prior to the inspection of the product by Argent or the Supplier;
- provide to Argent or the Supplier all known relevant details of the model, finish and nature of the problem to assist with the identification and rectification of any fault;
- make an arrangement with Argent or the Supplier to have the product inspected at the location where the product was delivered or installed, or to have the
 product returned to the place of purchase for inspection by Argent or the Supplier, during the warranty period.

Argent provides service calls within metropolitan regions and also within the normal operating areas of the nearest authorised Argent supplier, using Argent or its nominated Service Agent. This service is conditional on being provided during normal working hours of Argent or its nominated Service Agent. Where service calls are unavailable then arrangements for repair or replacement of product will be at the discretion of the Agent. Argent reserve the right to request return of faulty products for inspection. Argent reserves the sole right to determine whether a product contains any defects in materials or workmanship covered by this warranty.

COSTS

Argent will bear any expenses incurred for claims under this warranty, excluding:

- any costs incurred by Argent or its nominated Service Agent (including the cost of any service call) due to you incorrectly identifying the product or nature of
 the problem or being absent for a mutually agreed appointment;
- any and all travel costs and expenses incurred or charged by Argent or its nominated Service Agent in connection with any inspection of the product outside
 metropolitan areas or outside the normal operating areas of the nearest authorised Argent Supplier.

Any claim for expenses incurred in making a claim under this warranty should be sent to Argent in writing at the address below.

EXCLUSIONS

This warranty is for normal domestic and commercial use only and does not cover:

- any defect or injury caused by or resulting from misuse, abuse or neglect, accidental damage, improper installation, or installation by a non-licensed plumber or the fitting of other devices to the outlet of tapware;
- any defects or injury caused by or resulting from products installed in a way that was contrary to any applicable national, State or local Standards or regulatory requirements;
- any defect, damage or injury caused by or resulting from the effects of hard water, inadequate flushing of system, or failure to clean and replace outlet
 aerator inserts or other alterations or modifications which affect the reliability or performance of the product;
- · damage to finishes by adhesives or sealants;
- · defects or injury caused by or resulting from installation of product in situations outside of the Australian standards for plumbing installation;
- any defect or injury caused by an act, default or omission of, or any representation made by, any person other than Argent or an employee or agent of Argent.

CONTACT

Argent Australia Pty Ltd

Business address: 18 Wandoo Street, Fortitude Valley, Queensland Postal address: PO Box 2093, Fortitude Valley, Qld 4006

Telephone: 1300 364 748
E-mail: ac@argentaust.com.au



Applicable as from: 1 January 2012

Azzurra Imports Pty Ltd – Warranty against Defects

- 1. Azzurra warrants that the products are free from manufacturer's defects.
 - If the product becomes defective during the Warranty Period (set out below), Azzurra will decide whether to repair the part(s) or product, or replace the part(s) or product.
 - b. If a product is defective, the consumer <u>must</u> make contact with Azzurra at the address shown at the end of this document. Depending on the product, Azzurra will either organise to collect the product at its cost or the Consumer can return the product to Azzurra and be reimbursed for any reasonable cost incurred.
 - c. Azzurra reserves the right to replace the defective part or product with a replacement part or product of similar quality.
- 2. The following conditions apply to any warranty claim:
 - a. Documentary proof of purchase (Tax Invoice) must be provided.
 - b. Goods are to be used only for the purpose for which the goods have been designed.
 - c. The warranty expires on the day preceding the anniversary of the purchase date.
 - d. Installation and maintenance instructions for the product must be adhered to.
 - e. The warranty is limited to products purchased and installed in Australia only.
- 3. The following exclusions apply:
 - Damage caused by excessive use, accidents, negligence, alteration, use of chemical based cleaners or misuse.
 - b. Damage which occurs during shipment from Azzurra to the consumer except where transport charges are included in the pricing.
 - Damage to goods which are being returned to Azzurra while such goods are under the care of the consumer or the consumer's agent.
 - d. Labour costs not expressly authorised by Azzurra in writing, including cost of installation, de-installation, consultants or technical advisors.
 - e. Light bulbs.
 - f. Damage caused by unauthorised repairs or use of non-standard replacement parts.
 - g. Damage caused by impurities in pipes, including hard water.
 - h. Possible imperfections, which are part of the characteristics of the materials used in the products or a consequence of manufacture.
 - i. Claims for consequential damage or liquidated damages.
 - The installation must meet the Plumbing Code of Australia & installation requirements of AS/NZS 3500 series of Standards.
 - k. NOTE: AS/NZS 3500.1-2003 (Clause 3.3.4) the maximum static water pressure must not exceeds 500kpa. Where pressure exceeds 500kpa, pressure-limiting valves should be installed. Warranty claims may not be honoured where excessive water pressure is evident.
- 4. Azzurra does not exclude any condition or warranty that by reason of sections 64 or 276 of the *Australian Consumer Law* or any other relevant legislation may not be excluded, but Azzurra excludes all other conditions and warranties implied by custom, the general law or statute.



Applicable as from: 1 January 2012

- 5. Except for goods or services of a kind ordinarily acquired for personal, domestic or household use or consumption, Azzurra's liability under any non-excludable implied condition or warranty (except a non-excludable condition or warranty implied by Sections 51-53 of the Australian Consumer Law or any similar legislation) is limited to:
 - a. in the case of services, the cost of supplying the services again; and
 - in the case of goods, the lowest of the cost of replacing the goods, acquiring equivalent goods and having the goods repaired.

As from 1 January 2012, the following Warranty Periods apply:

•	All Tapware	5 Years
•	CASA Water Closets	1 Year
•	AZZURRA Water Closets	5 Years
•	All Showers	5 Years
•	All Basins	5 Years
•	 AZZURRA Vanities 	
•	All Accessories	5 Years
•	Labour and components (refer below)	1 Year

Components are classified as follows:

Tapware flexible tails / connectors & pop up waste

Toilets cistern internals & buttons, seat, seat fixings & pan fixings

Showers flexible hoses

Vanities mirrors, shelf locators, drawer runners, handles, door latches and legs

Accessories fixings screws, brackets and glass components

Your rights:

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

You must address all warranty claims to:

Azzurra Imports Pty Ltd PO Box 395 Hamilton Central Qld 4007 Telephone: (07) 3630 1122 Email: support@azzurra.com.au





Synergii sanitaryware

This item is covered by a quality guarantee as specified below.

Guarantee

Arcisan, through its distributor, *Streamline Products Pty Ltd*, offers a 10 (ten) year domestic use warranty against manufacturing defects on the chinaware component of the product. The first year is for parts and labour with the balance of the warranty being for product replacement only.

Mechanical parts such as hoses, inlet and outlet valves, seals and pop-up wastes are covered by a 12 month warranty. In addition, the toilet seat soft close mechanism is also guaranteed for 10 years.

Conditions

The warranty is subject to the following conditions:

- Streamline Products Pty Ltd reserves the right to assess, fix, replace or service warranty claims as they see fit;
- The warranty period applies from the date of purchase or hand over for new buildings. If this is not available, then the manufacturing date stamp on the item will be used;
- Proof of purchase through a Streamline Products authorised reseller within Australia must be provided;
- Warranty only applies to items purchased and installed in Australia and is for the original purchaser only.

Exclusions

The warranty does not apply in the following cases:

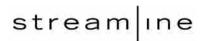
- Minor imperfections within generally accepted manufacturing tolerances;
- Damage caused by improper installation, abuse, accident and misuse. Previous repair or alteration without Streamline Products permission;
- Items used in a commercial setting. These are subject to a separate 1 (one) year parts and labour warranty;
- General wear and tear from normal use of the product, including scratching from cleaning;
- Water pressure is outside of stated maximums. Issues relating to water quality;
- Subject to your statutory rights, Streamline Products will not be liable for any damage to other items or any other type of consequential loss caused by a defect in the product.

Claims

Claims should first be directed through your point of purchase.

Statutory Rights

Our goods come with guarantees that can not be excluded in the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.





C&C International Pty.Ltd AS/NZS 3718 LN. WMKA221226; WELS 0279 trading as Arto Series Design manufacturers and importers of quality:

Conventional Tapware 1 Year Warranty

Mixer Taps 5 Year Warranty

Stainless Mixer Taps 10 Year Warranty

Baths 10 Year Warranty

Bathroom Accessories 1 Year Warranty

Vanities 5 year Warranty on Cabinet and

Poly Marble/Acrylic Tops

1 Year China Tops

Tempered Glass Basins 1 Year Warranty

Vitreous China Basins 1 Year Warranty

All of the above products in the Arto Series Design range are covered by C&C International's conditional warranty against manufacturer faults.



Warranty against defects Effective 1st September 2016

Tucosi Pty Ltd ABN 24 124 740 683 trading as "Forme Bathroom Collection" ("**Forme**") is giving this warranty against defects. Forme has the following information:

Name:	Tucosi Pty Ltd ABN 24 124 740 683 trading as "Forme Bathroom		
	Collection"		
Business address:	20 Sunnybank Road, Lisarow NSW 2250		
Telephone number:	1300 621 151		
Email address:	info@formebathroomcollection.com.au		

Separately from this warranty against defects the consumer may contact the store where they purchased the product to make a claim for a purportedly defective product.

1. Plain language

1.1 Forme intends this document to be in plain language, legible and presented clearly. If your document is not this please contact us for a replacement copy of our warranty against defects.

2. Important legal implications

2.1 Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

3. Timing

3.1 Any defect in the products below must appear within the corresponding period or periods of time if the consumer is to be entitled to claim the warranty against defects:

Vanities/Tallboys – cabinet	5 years
Vanities/Tallboys – top	5 years
Freestanding Bath	10 years
Mirror & Shavers	2 years
Australian made Quay Shaver Range	5 years
Basins	2 years
Accessories – Stainless Steel and Black Satin Collections	2 years
Floor Wastes	5 years
Heated Towel Rails – heated rails with the exception of Retro	15 years
Fit/Jersey Rail, Commercial Rail or Black Satin Rail Collection	
Heated Towel Rails – Retro Fit/Jersey Rails	5 years



Heated Towel Rails – Commercial Rails	5 years
Heated Towel Rails – Black Satin Collection	2 years
Non – Heated Towel Rails	5 years

4. Procedure

- 4.1 The procedure to be followed for the consumer to claim the warranty against defects is to send the written claim by post/email to the retailer and otherwise comply with the requirements in clause 7 of this warranty against defects.
- 4.2 If the consumer claims under this warranty against defects the consumer is to bear the expense of claiming under this warranty against defects.
- 4.3 If the consumer claims under this warranty against defects and the consumers incurs costs for postage, freight or other transport of document(s) and/or product(s) those costs are to be at the consumer's expense.
- 4.4 If the product must be repaired or replaced the consumer is obliged to return the product or products to the retailer at the consumer's expense. Please return the product or products before Forme will repair or replace the product.
- 4.5 The benefits to the consumer given by the warranty against defects are in addition to other rights and remedies of the consumer under a law which cannot be excluded or contracted out of in relation to the goods or services to which the warranty against defects relates.

5. Limits to the warranty against defects

- 5.1 The consumer needs to make and rely upon their own enquiries. The consumer is not entitled to a refund or replacement if:
- 5.1.1 the consumer has changed their mind;
- 5.1.2 the consumer makes an incorrect choice, however defined;
- 5.1.3 the claim is for damage which was caused by an incorrect installation of the product;
- 5.1.4 the claim is for damage due to an accident, including if the product has been dropped by any person or impacted;
- 5.1.5 the claim is for damage caused by misuse of the product, including but not limited to dragging of baths, standing the bath on its end as well as water and natural causes such as sunlight, humidity, moisture and other environmental conditions;
- 5.1.6 the claim is for damage caused by incorrect or improper care and cleaning;
- 5.1.7 the claim is for damage caused by alterations to the original product as sold by Forme;
- 5.1.8 the claim is for damage caused by inappropriate use of the product as determined by Forme in its sole discretion;
- 5.1.9 the claim is for damage caused by an abuse or neglect of a product directly or through the neglect of the maintenance of the product as determined by Forme in its sole discretion:
- 5.1.10 the claim is for damage caused by behaviour which failed to follow or maintain products according to the manufacturer's instructions and recommendations;
- 5.1.11 the claim is for damage caused by normal wear and tear to the product; or



- 5.1.12 the claim is for perceived damage in a product with minor imperfections but which is made from a natural substance, including but not limited to stone bowls.
- 5.2 To the fullest extent allowed by law, a warranty against defects claim is to only be made by the consumer who purchased the product and to the fullest extent allowed by law, this warranty against defects is not assignable.

6. What Forme must do

- 6.1 Forme must do as many of the following as are applicable so that the warranty against defects may be honoured:
- 6.1.1 Use reasonable endeavours to ascertain whether the consumer has acted according to what the consumer must do in order to be entitled to claim the warranty against defects;
- 6.1.2 If the consumer has done everything the consumer must do and a replacement is not needed in the circumstances as determined by Forme in its sole discretion, instruct the consumer on a course to fixing the problem at the consumer's expense; and/or
- 6.1.3 If the consumer has done everything the consumer must do and a replacement is needed in the circumstances as determined by Forme in its sole discretion, issue a replacement.

7. What the consumer must do

- 7.1 If you are the consumer, you must do the following to entitle you to claim the warranty against defects:
- 7.1.1 Retain record(s) as proof of purchase of the product and produce proof of purchase when making a claim;
- 7.1.2 Take a photograph or photographs of the purported defect or failure of the product and prepare a written description of the damage;
- 7.1.3 Pay for the postage and/or transport to claim under the warranty against defects;
- 7.1.4 Make a written claim under this warranty against defects and send the claim by post to the retailer who sold you the product, including a copy of the record of your proof of purchase of the product, photograph(s) and written description of the purported defect; and
- 7.1.5 Behave in full accordance with the conditions stated in Table 1 below and prevent the product being treated otherwise than as described in Table 1 by another person.



Table 1

Product	Consumer must do these things	
Vanities/Tallboys	All basins/benchtops must be siliconed onto benchtops/cabinets to prevent water damage to unit. Benchtops are heat resistant but not heat proof. Hot irons must not have contact with the surface of the basin. All vanities/tallboys must be installed with the brackets provided. Materials used for construction of this unit are water resistant and not waterproof. Water needs to be wiped off from vanity surfaces including top of doors and drawers. If claim made and it is evident that water has been left this may result in warranty being void. It is advisable to install at a minimum of 300mm from any wet area such as bath, spa or shower.	
Freestanding Bath	All baths must not be used for 24 hours after installation to allow silicone to dry. All baths include adjustable concealed legs which allow for adjustments to floor levels prior to installation. These legs must be silicone fixed to the floor. All baths are double skinned acrylic and must not be cleaned with abrasive materials and/or chemicals (including but not limited to ammonia and bleach). You must only use a micro-fibre cloth, warm water and mild based detergent to clean. (e.g. Dishwashing liquid). All baths must not be dragged or stood on the end (including when in box). Forme advises a minimum 2 person lift.	
Mirror & Shavers	All mirrors and shavers must not be cleaned with a highly abrasive cleaning product containing abrasive materials and/or chemicals (including but not limited to ammonia and bleach). All mirrors and shavers must not be cleaned with window cleaners. This may cause the mirror to de-silver (black marks forming on mirror). All mirrors and shavers must be cleaned with a micro-fibre cloth and warm water. All mirrors and shavers must have reasonably good ventilation. Forme advises that IXL should be installed and operation whilst steam in bathroom as well as window left fully open.	



Basins	All basins must be siliconed onto benchtops and/or cabinets to prevent			
	water damage.			
	Basins/Benchtops are stain resistant but not stain proof. All stains must			
	be fully cleaned off within 24 hours of stain occurring with a micro			
	fibre cloth and warm water (no abrasive cleaning agents including but			
	not limited to ammonia and bleach can be used).			
	Basins and benchtops are heat resistant but not heat proof. Hot irons must not have contact with the surface of the basin.			
	Stone Basins must be protected by a sealant designed for natural stone			
	prior to use. This must be repeated at least once annually from the date			
	of installation.			
Accessories	Consumer entitled to claim the warranty against defects without			
	additional conditions.			
Floor Wastes	The grate must be protected from scratching during the installation			
	process by wrapping in newspaper. The consumer should only use			
	qualified tradesmen to install the floor wastes who must install and lay			
	the floor bed so it slopes to the grate prior to tiling.			
	No acid or acid type product is to be used when cleaning. If the floor			
	requires acid cleaning it must be neutralised off waste within one			
	minute.			
Heated Towel Rails	All heated towel rails must be installed by a licensed electrician.			
	You must not attempt to repair a real or perceived defect to your heated			
	towel rail yourself, unless you are a licensed electrician.			
Non-Heated Towel	Consumer entitled to claim the warranty against defects without			
Rails	additional conditions.			

8. Specific costs

- 8.1 Where a claim is made according to this warranty of defects and Forme determines to replace a product, the consumer must if requested to do so by Forme:
- 8.1.1 Pay for the removal costs, transport costs and all antecedent costs for the removal of the purportedly defective product; and
- 8.1.2 Pay for the transport and installation costs of the new product (if necessary).

9. Discontinued products and other matters

- 9.1 Forme cannot guarantee that products it supplies will be available in the future and Forme will not be responsible to obtain parts or perform repairs on goods which are discontinued.
- 9.2 Forme reserves the right to discontinue products, modify designs and change specifications without incurring obligation.
- 9.3 While Forme has made every effort to ensure that descriptions, specifications and other information in this warranty against defects is correct, no warranty is given in respect thereof and Forme shall not be liable for any errors therein.



9.4 Consistent with our continuing product development, improvements may have been made to products which renders their description slightly different to those shown in packaging.

10. Commercial Use

10.1 A warranty claim in relation to a product used for commercial purposes or in the course of business is only valid if the claim is made within 12 months from the date of purchase.



RETURNS AND WARRANTIES

Our extended warranties only apply to faults or defects which have arisen solely from faulty materials or workmanship in the Products and does not apply to other defects which may have arisen as a result of, without limitation, the following: accidental damage, installation damage, installation that does not follow the companies recommendations, abuse, misuse, maltreatment, abnormal stress or strain, harsh or adverse weather conditions, including excessive water temperature, or neglect of any kind of the Products. Any changes to the Product as supplied. Repairs of the Products other than by a Decina accredited or licensed service agent or technician are not covered.

This extended warranty for the Products commences from date of purchase,

In addition to this extended warranty, certain legislation (including the ACL) may give you certain rights which cannot be excluded, restricted or modified, this extended warranty must be read subject to such legislation and nothing in this warranty has the effect of excluding, restricting or modifying those rights.

To make a warranty claim, the following documentation must be either faxed or attached to the Decina Warranty Claim page;

- · Proof of purchase (original invoice from the supplier)
- Details of the warranty claim including the date of installation, installers details and head contractors details, the date the issue has been found
- · Your contact details

If the Product has not been installed, please contact Decina for their authorised agent to inspect the Product. If the claim is accepted the Product can be returned with the Proof of Purchase (POP), to the place of purchase or Decina will arrange a collection and replacement. Note: The extended warranty only applies to the original owner and is not transferable.

Should any warranty claim be made and attended to by a Decina authorised Service Agent and that in the opinion of the Service Agent or Decina, the problem was from faulty installation or use of the Products in conjunction with Products of another manufacturer or from some other cause other than a manufacturing defect of the goods for which Decina is responsible.

Decina Bathroomware Pty Ltd reserves the right to charge a service fee for each Service staff attending the premises where Products have been installed.

As part of Decina's commitment to continuous improvement. Decina reserves the right to make changes to its Product at any time.

Our goods come with guarantees that cannot be excluded in the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Note – The Warranties above apply only to products shown on this website. Other products manufactured by Decina may have different warranty arrangements.









Includes all acrylic baths manufactured by Decina except freestanding baths, and spa bath shells.* Includes freestanding baths, shower bases, spe bath shells and pipework.* Includes pressed metal baths, shower screens, shower walls, spa bath pumps, jets and fittings.*

Includes spa bath overflows, wastes and headrests.*

DECINA NATIONAL OFFICE - QLD

99 Cobalt Street CAROLE PARK, QLD 4300 P; (07) 3271 1944 F: (07) 3879 4244



Methven Ltd Australia - Guarantee

Methven Australia Pty Ltd ABN 15 104 813 390 of 16 Gipps Street, Collingwood, Melbourne VIC 3066 Australia (phone: 1300 638 483) (Methven) provides the following warranty for all tapware, showers and valves purchased in Australia from authorised Methven resellers for use in domestic residential (indoor) or commercial (indoor) installations (Goods). Commercial installations are all non-residential installations including hotels, motels, gyms, clubs, factories, schools, hospitals, restaurants and aged care facilities.

Please retain your proof of purchase. Ensure your purchase information is safe by registering your product online at www.meth-ven.com/register.

1. Warranty Periods

TAPWARE WARRANTY

Domestic / Residential (for original purchaser)

Brand	Replacement Product & Parts	Parts & Labour	Cartridge Replacement
Methven	15 Years	15 Years	15 Years
Methven Eco Brass™	20 Years	20 Years	20 Years
Flexispray	5 Years	5 Years	15 Years
Flexispray Project	1 Year	1 Year	5 Years

Commercial

Brand	Replacement Product & Parts	Parts & Labour	Cartridge Replacement
Methven	5 Years	5 Years	10 Years
Methven Eco Brass™	10 Years	10 Years	10 Years
Flexispray	1 Year	1 Year	5 Years
Flexispray Project	1 Year	1 Year	1 Year

SHOWER WARRANTY

Domestic / Residential (for original purchaser)

Brand	Replacement Only Warranty
Methven	Lifetime Replacement Warranty
Satinjet®	Lifetime Replacement Warranty
Flexispray	25 Years Replacement Warranty

Commercial

Brand	Replacement Only Warranty
Methven	5 Years Replacement Warranty
Satinjet®	15 Years Replacement Warranty
Flexispray	1 Year Replacement Warranty

Note: The warranty on the finish of non-chrome products is 3 years from date of purchase by the original purchaser.

Nefa Valves Warranty

NEFA valves are not fit for purpose after a 5 year period from manufacture date (as per coded stamp on each product).

The date of manufacture is marked on the valve, represented by a five digit number. The first two digits of the date of manufacture refer to the last two digits of the year of manufacture. The remaining three digits refer to the numerical day of the year in which the valve was manufactured (for example, 30 June 2007 would be represented as 07181).

Methven will (at its cost) replace any NEFA valve to the original purchaser if it is purchased with less than 12 months remaining of the 5 year expiration period from manufacture date (as per coded stamp on each product).

Proof of purchase must be provided for the replacement to be authorised to the original purchaser only.

METHVEN

2. Warranty Statement (Tapware, Showers and Valves)

- (a) If during the applicable warranty period set out in the tables above (Warranty Periods), a Good has a material defect which arose in the course of manufacture then, subject to the warranty conditions below being met, you may submit a warranty claim to Methven by email: customercare@au.methven.com, by calling Customer Care Australia on ph: 1300 638 483 or by mail to 16 Gipps Street, Collingwood, Melbourne VIC 3066. Methven may require you to return the Good, and you must pay the expenses for such return.
- (b) Methven will (at its cost) either repair or replace (at Methven's option) the Good. Methven will pay the expense for shipment of the repaired or replaced Good to you.
- (c) This warranty is applicable only on Goods purchased and installed in Australia.
- (d) Your rights under this warranty are in addition to and do not in any way affect any other rights or remedies that you have under any law which relates to the Goods.
- (e) Our Goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the Goods repaired or replaced if the Goods fail to be of acceptable quality and the failure does not amount to a major failure.
- (f) Should any warranty claim be made and attended to by a Methven authorised Service Agent and that in the opinion of the Service agent or Methven, the problem was from a faulty installation or use of the products in conjunction with products of another manufacturer or from some other cause other than a manufacturing defect of the products for which Methven is responsible, Methven reserves the right to charge a service fee for each service staff attending the premise where products have been installed.
- 3. Warranty Conditions (Tapware, Showers and Valves)

The Methven warranty set out in the Warranty Statement above (other than sections 1(d) and 1(e)) is subject to the following conditions, and accordingly shall not apply if:

- (a) The Good was not new as at the date of purchase or proof of purchase details (such as invoice, receipt or transaction record) are not provided.
- (b) There is a failure to follow Methven's installation instructions, evidence cannot be provided that the Good was installed by a licensed plumber or the Good is used other than in accordance with Methven specifications.
- (c) Repair work is performed on the relevant Good by a person other than Methven, its authorized service agents or any plumber who has not received authorisation from Methven prior to proceeding with the work.
- (d) Applicable statutes or regulations relating to public health are not observed.
- (e) Standards or regulations governing sewerage, plumbing, water supply and gas applicable to the location of the particular plumbing installation are not observed. This includes (without limitation) the Australian Standards (AS/NZ 3500.1 Plumbing and Drainage Part 1: Water services) which specify that water pressure must be limited to 500kpa on any new home, extension or renovation. The recommended continuous operating pressure for tapware is between 150-500kpa (maximum static pressure must not exceed 500kpa).
- (f) Harsh detergents or abrasive cleaners are used on any finishes of the Good.
- (g) The Good is not installed in accordance with the relevant Australian Standards and Plumbing Codes.
- (h) The Good has been tampered with or repaired (other than by or on behalf of Methven) in any way.
- (i) The Good has been damaged by misuse, accident or neglect.
- (j) The Good has discolouration, corrosion or rusting from 'hard' water and/or other environmental factors.
- (k) Adequate access to products, fittings and fixtures to undertake extended warranty repairs is required. Methven will not be responsible for any consequential damage or costs where adequate access to product fittings and fixtures is not accessible.



Our Promise

Con-Serv Corporation Australia Pty Ltd warrants all of its products (as below) with a Limited Lifetime Warranty on all mechanical parts from manufacturing defects in materials and workmanship under normal use in a domestic installation for as long as the original purchaser owns their home into which the particular product(s) was/were installed. A five year warranty (also on the terms below) will apply to commercial installations, irrespective of ownership.

Con-Serv will repair or replace defective items correctly installed as per the Con-Serv installation instructions. Con-Serv will not be liable for defects arising through normal wear and tear. Item(s) must be returned with proof of purchase to Con-Serv at 17 Glentanna Street, Kedron, Queensland 4031. We will attend to your warranty claim after we make appropriate investigations. Contact our Service Manager during normal office hours on 1300 467 322 or at our email address of warranty@con-serv.com.au. If a warranty claim is accepted, Con-Serv will bear the reasonable costs of the return of the defective item(s) to us. A claim for expenses associated with making a claim for a defective product must be in writing and submitted to us with copies of supporting documents. The benefits given under our warranty are in addition to other rights and remedies of the customer under a law in relation to goods and services to which this warranty relates. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or a refund for a major failure and compensation for any other reasonable foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure. Visit the Con-Serv web site www.con-serv.com.au for the detailed warranty policy.



101 Burnside Rd, Stapylton Qld 4207 P.O. Box 56, Ormeau Qld 4207

Faranu Pty Ltd ACN 002 573 391 ABN 53 784 322 464 T 07 3297 3700 F 07 3297 3799

E stapylton.commercial@au.harveynorman.com

W www.harveynormancommercial.com.au

SCHEDULE

Date: 07-Feb-2019

Project Details:

Description: 15 Stadium Drive Robina - PWD

Account Manager Details:

Kieron Heatley
Executive Accounts Manager Plumbing & P.C. Items
0413 244 795
Kieron.Heatley@au.harveynorman.com

Brand	Product Code	Product Description	Plan Code	Image	Colour	Qty
		PWD				
Caroma	987919BAG	Cosmo Sovereign Care Toilet Suite, S-Trap, Bottom Inlet, Anthracite Grey Caravelle Single Flap Seat with Backrest		8	White/Grey	2
Barben	B-819436-450COMBO	Grab Rail Pack 950x700mm @ 90° + 450mm Straight (Left) - New AS1428 ***GST FREE***		الِد.	SSS	2
Barben	B-819435-450COMBO	Grab Rail Pack 950x700mm @ 90° + 450mm Straight (Right) - New AS1428 ***GST FREE*** ***check if grab rail is right or left hand***		<u>L</u>	SSS	0
Stylus	W40201CW	Venecia 450 Wall Basin 1TH with Overflow		(White	2
Stylus	W49030CW	Venecia 450/500 Shroud		-	White	2
Flowell	FL10-HD65	Standard Basin Mixer Solid Handle 40mm With Extended Handle		F	СР	2



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SCHEDULE

Date:

07-Feb-2019

Brand	Product Code	Product Description	Plan Code	Image	Colour	Qty
Barben	PL-1309	Plaza Toilet Roll Holder		0	СР	2
Bobrick	B-262	Classic Series Surface Paper Towel Dispenser 275x355mm (400 C-Fold or 525 MultiFold) - Lockable			SSS	2
Bobrick	B295x14	Shelf 125mm W X 355mm L		7.	SSS	2
Barben	PL-105	Plaza Single Robe Hook		81	СР	2

GWA BATHROOMS & KITCHENS WARRANTY PERIODS

While all Caroma Industries Limited ("Caroma") products are manufactured to the highest standard, in addition to the guarantees provided under the Australian Consumer Law (Schedule 2 to the Competition and Consumer Act 2010 (Cth)) ("ACL"), we offer varying extended warranty periods (please refer to below table) from the date of purchase or handover that our Products are free from all defects in materials and workmanship, subject to the terms and conditions that follow, for additional peace of mind.

We are committed to upholding our position as Australia's leading supplier of bathroom, kitchen and laundry products. Our Technical Support and Customer Service teams strive for ultimate customer satisfaction through a dedicated and proven service network.

For all After Sales & Service enquiries please contact GWA Bathrooms & Kitchens on 13 14 16.

	Sanitaryware	
	Warranty	
Caroma		
Basins	10/1 years	10 years replacement product, 1 year parts and labour
Bidettes	10/1 years	10 years replacement product, 1 year parts and labour
Toilet Suites (All Cisterns & Pans)	10/1 years	10 years replacement product, 1 year parts and labour
Seats	1 year	1 year replacement product or parts
Urinals	10/1 years	10 years replacement product, 1 year parts and labour
Accessories & Spare parts	1 year	1 year replacement product or parts

	Baths	
	Warranty	
Caroma		
Baths - Acrylic & Steel Shell	10/1 years	10 years bath shell, 1 year labour
Accessories & Spare Parts	1 year	1 year replacement parts or product

	Tapware	
	Warranty	
Caroma		
Emco	5 years	5 years replacement product or parts
Schell	2/2 years	2 years replacement products or parts and labour
Virtu	5/1 years	5 years Comfort grab rails part only 1 year replacement products or parts
Sanitron	1 year	1 year replacement products or parts and labour

GWA BATHROOMS & KITCHENS WARRANTY PERIODS

TAPWARE WARRANTY PERIODS - Purchased post-7th September 2015

GWA Bathrooms & Kitchens updated the residential and commercial warranty periods and conditions for all Caroma tapware, showers and accessories purchased on and after the 7th September 2015. For details of the new residential and commercial tapware warranty, please see tables below.

Product purchased before the 7th September 2015, will still be warranted under the terms and periods as detailed on page (xi). For all After Sales & Service enquiries please contact GWA Bathrooms & Kitchens on 13 14 16.

Residential Warranty - Taps, Outlets, Mixers, Showers, Bathroom Accessories For product purchased on or after 7th September 2015			
	Warranty		
Caroma			
Taps, Outlets, Mixers	10/1 years	10 years Tapware Engine™ & Parts*	
		1 year - Labour, Finishes, Pull Down/Out hoses, Spray Heads, Ceramic Disc Spindles [†]	
Showers	10/1 years	10 years replacement product	
		1 year - Labour, Finishes, Sliders, Soap Dishes, Wall Fixings, Mounting Brackets, Metal Flex hoses	
Accessories	5/1 years	5 years replacement product	
		1 year - Labour, Finishes, Wall Fixings, Mounting Brackets	
Spare Parts	1 year	1 year replacement product or parts	

Commercial Warranty - Taps, Outlets, Mixers, Showers, Bathroom Accessories For product purchased on or after 7th September 2015				
Taps, Outlets, Mixers	10/7/1 years	10 years Tapware Engine ^{TM*} 7 years replacement product or parts [†]		
		1 year - Labour, Finishes, Pull Down/Out hoses, Spray heads, Ceramic Disc Spindles [†]		
Electronic Tapware	2/1 years	2 years replacement product		
		1 year - Finishes & Labour		
Showers	7/1 years	7 years replacement product		
		1 year - Labour, Finishes, Sliders, Soap Dishes, Wall Fixings, Mounting Brackets, Metal Flex hoses		
Accessories & Spare Parts	1 year	1 year replacement product or parts eg. towel rails, tooth brush & toilet roll holders, soap holders etc		
TMV's	5/1 years	5 years replacement product		
		1 year - Finishes & Labour		

^{*} Tapware Engine™ - Includes ceramic disc mixer cartridge, aerator, ultra flex pex hose.

[†] Plastic Jumper Valves – 3 months parts only or Copper Jumper Valves – 12 months parts only.

Note: Damage from pieces of copper tube, plastic tube, sand, dirt or thread tape etc. are not covered by warranty.

TAPWARE WARRANTY PERIODS

Purchased between 1st February 2012 and 7th September 2015

Warranty	
10/7/1 years	 10 years ceramic disc mixer cartridges - parts only* 7 years replacement product or parts* 1 year replacement product or parts and labour*
1 year	1 year replacement product or parts eg. towel rails, tooth brush & toilet roll holders, soap holders etc
	10/7/1 years

TAPWARE WARRANTY PERIODS - Purchased prior to 1st February 2012

Prior to 1st February 2012, your tapware purchase was covered by different warranty terms then those addressed above. Please contact the GWA Service & Warranty Department on 13 14 16 for further warranty information.

GWA BATHROOMS & KITCHENS WARRANTY CONDITIONS

This extended warranty only covers **Caroma** Industries Limited products listed in this product price list (collectively "**Products**"), does not extend to products which you have selected outside our Product range.

This extended warranty only applies to defects which have arisen solely from faulty materials or workmanship in the Products and does not apply to other defects which may have arisen as a result of, without limitation, the following: accidental damage, abuse, misuse, maltreatment, abnormal stress or strain, harsh or adverse weather conditions, including excessive water pressure or temperature, or neglect of any kind of the Products. Alterations and repairs of the Products other than by an accredited and licensed service agent or technician are not covered. For the avoidance of doubt, attachment of accessories or use of non-genuine replacement parts other than those manufactured or approved by Caroma are not covered by this extended warranty.

This extended warranty for the Products commences from date of purchase or for new buildings on the date of handover for the relevant period set out in the warranty periods table.

In addition to this extended warranty, certain legislation (including the ACL) may give you certain rights which cannot be excluded, restricted or modified, this extended warranty must be read subject to such legislation and nothing in this warranty has the effect of excluding, restricting or modifying those rights.

Warranty Claims

To make a warranty claim, the following documentation must be emailed, faxed or posted to Caroma (contact details listed below):

- Name/model of product and photographs of the issue (if available)
- Proof of installation (by a licensed plumber) and/or proof of purchase
- Your contact details; name, address and best contact phone number
- Handover documentation for new homes
- Warranty Certificate or equivalent documentation must be supplied for warranty claims to be considered

If the Product has not been installed, the Product can be returned with POP, to the place of purchase. If the cost of returning any defective parts is unreasonable, please contact Caroma on the telephone number listed below so that, if appropriate, we can arrange a collection.

Caroma Industries Limited contact details are as follows:

GWA Bathrooms & Kitchens Norwest Business Park Level 1, 7-9 Irvine Place, Bella Vista NSW 2153

Phone: 13 14 16 Fax: 1800 818 346

bkservice@gwagroup.com.au

NOTE: The extended warranty only applies to the original owner and is not transferable.

Should any warranty claim be made and attended to by a Caroma authorised Service Agent and that in the opinion of the Service Agent or Caroma, the problem was from faulty installation or use of the Products in conjunction with products of another manufacturer or from some other cause other than a manufacturing defect of the goods for which Caroma is responsible. Caroma Industries Limited reserves the right to charge a service fee for each service staff attending the premises where Products have been installed.

As part of Caroma's commitment to continuous improvement, Caroma reserves the right to make changes to its Products at any time.

Caroma requires adequate access to Products, fittings and fixtures to undertake extended warranty repairs. Caroma will not be responsible for any consequential damage or costs where adequate access to Product fittings & fixtures is not accessible.

Caroma reserves the right to provide minor components as 'Parts Only' to the customer.

Consequential loss

To the extent permitted by law, Caroma will not be liable for any loss or damage to furniture, floor coverings, walls, fixtures or any other consequential loss of any kind caused by any defect in the Products or components.

GWA BATHROOMS & KITCHENS CONDITIONS OF SALE

PAYMENT TERMS

- 1. The terms of payment are strictly thirty (30) days (or such other period as nominated by the supplier herein) from the end of month of delivery of goods and payment is due and payable on that date. Where the due date falls on a gazetted local, state or federal public holiday applicable in the area in which the Applicant's address falls, as noted in the relevant order form, or a weekend, payment will be due and payable by the last working day of the month the invoice falls due. Caroma Industries Ltd ABN 35 000 189 499 and each of its related bodies corporate (as that term is defined in the Corporations Act 2001 (Supplier)) may, at any time, unilaterally vary the terms of trade, upon thirty (30) days' prior written notice to the Applicant. With the exception of the operation of clause 11(b), the Supplier will not change any terms for an existing order that has been accepted by the Supplier; the terms that will apply to the order are the terms that applied at the time the Applicant placed the order.
- 2. Should the Applicant not pay for the goods or services supplied by the Supplier in accordance with the credit terms as provided herein, or as agreed in writing by the Supplier from time to time, the Supplier shall be entitled to charge an administration fee of 10% of the amount of the invoice payable per year, or part thereof, from the date the goods or services were supplied (and not the day when the Supplier's invoice was payable) until payment by the Applicant.
 - 2.1 Accepted Method of Payment. EFT, Cheque and Credit Card. Where a payment is made via Credit Card, the Supplier reserves the right to levy a Credit Card merchant fee (including GST) to cover bank charges.

JURISDICTION

- The Applicant acknowledges and agrees that this Agreement shall be governed by the laws of Victoria, and the laws of the Commonwealth of Australia which are in force in Victoria.
- 4. The Applicant acknowledges and agrees that any contract for the supply of goods or services between the Supplier and the Applicant is formed at the address of the Supplier.
- The parties to this Agreement submit to the non-exclusive jurisdiction of the courts of Victoria and the relevant federal courts and courts competent to hear appeals from those courts.

SECURITY/CHARGES

- The Applicant charges in favour of the Supplier all of its estate and interest in any real property that the Applicant owns at present and in the future with the amount of its indebtedness hereunder until discharged.
- 7. The Applicant charges in favour of the Supplier all present and after acquired property, interests, rights and proceeds in respect of which the Applicant has at any time sufficient rights to grant a Security Interest (as defined in the Personal Property Securities Act 2009) or charge to secure the satisfaction of its obligations under this Agreement and for payment to the Supplier of any money which from time to time is owed or becomes payable to the Supplier under this Agreement and any other agreement with the Supplier.
- 8. The Applicant appoints as its duly constituted attorney the Supplier's company secretary from time to time to execute in the Applicant's name and as the Applicant's act and deed any real property mortgage, bill of sale or consent to any caveat the Supplier may choose to lodge against real property that the Applicant may own in any Land Titles Office in any state or territory of Australia, where the Applicant is in default of its obligations under this Agreement for the payment to the Supplier of any money which from time to time is owed or becomes payables to the Suppliers under this Agreement and any other Agreement with the Supplier.

PURPOSE OF CREDIT

 The Applicant acknowledges and agrees that the credit to be provided to the Applicant by the Supplier is to be applied wholly or predominantly for commercial purposes.

PRICE

- 10. Prices for goods will be as per the Supplier's Official Price List.
- 11. Prices may be altered by the Supplier with thirty (30) days' prior written notice. Any such price changes will apply only to:
 - (a) orders that are placed by the Applicant after the price change became effective; or
 - (b) orders placed before the price change became effective for which the scheduled date of delivery of the goods is more

- than ninety (90) days after the date price change becomes effective. For such orders, the Applicant may cancel the order by written notice within five (5) business days from the date of the Supplier's written notice of the price change.
- 12. GST, delivery charges, extra packaging surcharges and government taxes, if any, are payable by the Applicant.
- The Supplier may impose a handling and delivery charge of \$15 on invoices less than \$100 (excluding GST).

ORDERS, DESPATCH AND DELIVERY

- 14. With the exception of the operation of clause 11(b), orders for goods cannot be suspended or cancelled except with the Supplier's consent. The Applicant shall pay all reasonable expenses incurred by the Supplier due to suspension or cancellation.
- 15. Delivery dates are estimates only and the Supplier is not liable for any loss or damage for failure to deliver by those dates.
- 16. The Supplier may make part deliveries of any order and render an invoice to the Applicant for the goods delivered. Failure to make delivery of the total order will not invalidate the sale.
- 16.1 Where the Applicant requests delivery of goods to a site that is not owned or controlled by the Applicant (for example, a building site), the goods are deemed to have been delivered to the Applicant upon signature for receipt of the goods by an individual on-site, whether or not the signature is provided by an employee or agent of the Applicant.

RETURNS

Subject to and to the extent permitted by the Australian Consumer Law (ACL):

- 17. Products (including obsolete, made to order, core ranged, baths and products promoted as 'exclusive') are sold on a non-return basis and unless damaged (refer clauses 41 and 42), faulty (refer clauses 43, 44 and 45) or incorrectly delivered cannot be returned.
- 18. All returns must receive the prior approval of the Supplier.
- 19. The Supplier reserves the right to inspect goods to be returned.
- Goods must be returned according to the Supplier's procedure for returns for credit or replacement. The Applicant must provide the Supplier with the original tax invoice number for each product sought to be returned.
- The Applicant must retain signed return documentation as proof of a return.
- 22. Unless damaged, faulty or incorrectly delivered, a re-stocking fee of 20% and a \$100 minimum claim value applies to all goods returned and is payable within 30 days of the end of the month in which the credit is issued.

FORMATION OF CONTRACT

- 23. A quotation given to the Applicant is not an offer, and is valid for ninety (90) days from the date of quotation.
- 24. Quotations made by the Supplier shall not be construed as an offer or obligation to supply in accordance with the quotation. The Supplier reserves the right to accept or reject, at its discretion, any offer to purchase received by it. Only written acceptance by the Supplier of the Applicant's offer shall complete a contract.
- Placement of an order, either verbally or in writing, shall imply acceptance of the Supplier's offer and of these terms and conditions.

RETENTION OF TITLE AND PERSONAL PROPERTY SECURITIES

In clauses 26 to 41:

(a) a reference to the PPSA is a reference to the Personal Property Securities Act 2009;

(b) a reference to "Goods" is a reference to the goods supplied by the Supplier; and

(c) a reference to "Security Interest" has the meaning given to that term in the PPSA.

- 26. Whilst the Applicant has not paid for the Goods supplied in full at any time, the Applicant agrees that property and title in the Goods shall not pass to the Applicant and the Supplier retains the legal and equitable title in those Goods supplied and not yet sold.
- 27. Until payment in full has been made to the Supplier, the Applicant will hold the Goods in a fiduciary capacity for the Supplier and agrees to store the Goods in such a manner that they can be identified as the property of the Supplier, and shall not mix the Goods with other similar goods.
- The Applicant shall be entitled to sell the Goods in the ordinary course of its business, but until full payment for the Goods has been made to

GWA BATHROOMS & KITCHENS CONDITIONS OF SALE

- the Supplier, the Applicant shall sell as agent and bailee for the Supplier and the proceeds of sale of the Goods shall be held by the Applicant on trust for the Supplier absolutely.
- 29. The Applicant's indebtedness to the Supplier, whether in full or in part, shall not be discharged by the operation of clause 28 hereof unless and until the funds held on trust are remitted to the Supplier.
- 30. The Applicant agrees that whilst property and title in the Goods remains with the Supplier, the Supplier has the right, with or without prior notice to the Applicant, to enter upon any premises occupied by the Applicant (or any receiver, receiver and manager, administrator, liquidator or trustee in bankruptcy of the Applicant) to inspect the Goods of the Supplier and to repossess the Goods which may be in the Applicant's possession, custody or control when payment is overdue.
- 31. The Applicant will be responsible for the Supplier's costs and expenses in exercising its rights under clause 30. Where the Supplier exercises any power to enter the premises, that entry will not give rise to any action of trespass or similar action on the part of the Applicant against the Supplier, its employees, servants or agents.
- 32. The Applicant agrees that where the Goods have been retaken into the possession of the Supplier, the Supplier has the absolute right to sell or deal with the Goods, and if necessary, sell the goods with the trademark or name of the Applicant on those Goods, and the Applicant hereby grants an irrevocable licence to the Supplier to do all things necessary to sell the Goods bearing the name or trademark of the Applicant.
- The Applicant acknowledges that the Supplier's interest in the Goods includes a 'purchase money security interest' pursuant to the PPSA.
- 34. The Applicant agrees to promptly do anything (including executing any new document, obtaining consents, signing and producing documents, getting documents completed and signed and supplying information) which the Supplier may require for the purposes of:
 - (a) ensuring that any Security Interest of the Supplier is enforceable, perfected and otherwise effective; or
 - (b) ensuring that any Security Interest of the Supplier is continuously perfected and/or perfected by control and/or perfected in a way that will reduce as far as reasonably possible the risk of a third party acquiring an interest in any property the subject of the Security Interest, to the extent possible under the PPSA: or
 - (c) enabling the Supplier to apply for registration, or give any notification, in connection with a Security Interest so that the Security Interest has the priority required by the Supplier; or
 - (d) enabling the Supplier to exercise any right or power in connection with the Security Interest.
- 35. The Applicant agrees that it will bear all costs and expenses that the Applicant incurs in complying with clauses 34 to 40 and any costs and expenses incurred by the Supplier for the purposes set out in clause 34.
- 36. To the extent permitted by law, and in respect of any Security Interest created by these Terms and Conditions:
 - (a) the parties contract out of sections 95, 121(4), 125, 130, 132(3) (d), 132(4), 142 and 143 of the PPSA (to the extent, if any, mentioned in section 115(1) of the PPSA) and also contract out of the application under subsection 116(2) of the PPSA of any provision of Part 4.3 of the PPSA in relation to the Goods;
 - (b) the Applicant waives its right to receive any verification statement in respect of any financing statement or financing change statement relating to a Security Interest, and also its right to receive any other notice required under the PPSA unless the provision of such notice can not be excluded.
- 37. The parties agree to the full extent permitted by law not to disclose information of the kind mentioned in section 275(1) of the PPSA. The Applicant agrees that it will only authorise the disclosure of information under section 275(7)(c), or request information under section 275(7)(d), if the Supplier approves.
- 38. The Supplier's Security Interest attaches to any proceeds (including proceeds within the definition of that term in the PSSA) derived, directly or indirectly from any sale or dealing with the Goods or otherwise arising out of or relating to the Goods whether or not the sale or dealing is permitted under these Terms and Conditions.
- 39. The Applicant will not, without the Supplier's prior written consent, create, purport, or attempt to create or permit to exist any other Security Interest, however ranking, over the Goods.
- For the avoidance of doubt, pursuant to section 80 of the PPSA, the Applicant covenants not to assert any rights it would otherwise have under section 80(1) of the PPSA and it is intended specifically

that any person the Applicant assigns some or all of its rights and obligations under these Terms and Conditions should have the benefit of this covenant.

DAMAGE, SHORTAGE, LOSS IN TRANSIT

- 41. The Applicant must advise the Supplier of any damage or shortage of goods within two (2) days after the delivery date, otherwise no liability on the part of the Supplier will be accepted.
- Goods in transit may be insured against shipping and breakages if requested by the Applicant. Rates are available on application to the Supplier.

FAULTY GOODS

- 43. All damaged goods or goods of faulty manufacture (excluding unavoidable imperfections) will be credited or replaced if the Supplier is advised within seven (7) days after the delivery date, and the faulty goods are made available for inspection and return. To the extent permitted by the ACL the Supplier's liability is limited (at the Supplier's election) to:
 - (a) replacing the faulty goods; or
 - (b) the cost of providing equivalent products; or
 - (c) the cost of having the faulty goods repaired.
- 44. The Supplier will not be liable for any special, exemplary, punitive or consequential loss or damage (including without limitation, loss of profit, loss of opportunity and loss of goodwill) incurred by the Applicant either directly or indirectly in connection with the supply of goods.
- 45. Once a product is installed the conditions of the applicable product warranty will apply.

CANCELLATION OF TERMS OF CREDIT

- 46. Where the Applicant is in default under the terms of this Agreement, the Supplier reserves the right to withdraw credit on any order for goods and not grant credit on future orders.
- 47. Upon the withdrawal of credit in accordance with clause 46 above, all liabilities incurred by the Applicant become due and payable to the Supplier five (5) business days from the date on which credit is withdrawn, or such other date in excess of five (5) business days which the Supplier considers reasonable, and otherwise in accordance with the payment terms set out in clauses 1 and 2.

INDEMNITY

48. The Applicant agrees to indemnify the Supplier and keep the Supplier indemnified against any claim. This indemnity includes any legal fees and expenses the Supplier incurs in order to enforce its rights, on an indemnity basis.

PROVISION OF FURTHER INFORMATION

- 49. The Applicant undertakes to comply with any request by the Supplier to provide further information for the purpose of assessing the Applicant's creditworthiness, including an updated credit application.
- 50. If the Applicant is a corporation (with the exception of a public listed company), it must advise the Supplier of any alteration to its corporate structure (for example, by changing directors, shareholders, or its constitution). In the case of a change of directors or shareholders the Supplier may ask for new guarantors to sign a guarantee and indemnity.

TRADEMARKS

51. The Applicant cannot use the Supplier's trademarks and trade names without the prior written approval of the Supplier.

CORPORATIONS

52. If the Applicant is a corporation, the Applicant warrants that all of its directors have signed this Agreement and that all of its directors will enter into a guarantee and indemnity with the Supplier in relation to the Applicant's obligations to the Supplier.

TRUSTEE CAPACITY

- 53. If the Applicant is the trustee of a trust (whether disclosed to the Supplier or not), the Applicant warrants to the Supplier that:
 - (a) the Applicant enters into this Agreement in both its capacity as trustee and in its personal capacity;
 - (b) the Applicant has the right to be indemnified out of trust assets;
 - (c) the Applicant has the power under the trust deed to sign this Agreement; and
 - (d) the Applicant will not retire as trustee of the trust or appoint any new or additional trustee without advising the Supplier.

GWA BATHROOMS & KITCHENS CONDITIONS OF SALE

 The Applicant must give the Supplier a copy of the trust deed upon request.

PARTNERSHIP

- 55. If the Applicant enters into this Agreement as partners, the Applicant warrants that all of the partners have signed this Agreement and that all of the partners will enter into a guarantee and indemnity with the Supplier in relation to the Applicant's obligations to the Supplier.
- 56. If the Applicant is a partnership, it must not alter its partnership (for example, adding or removing partners or altering its partnership agreement) without advising the Supplier. In the case of a change of partners, the Supplier may ask for new guarantors to sign a guarantee and indemnity.

INSOLVENCY

57. If the Applicant becomes insolvent, the Applicant remains liable under this Agreement for payment of all liabilities incurred hereunder. The Applicant remains liable under this Agreement even if the Supplier receives a dividend or payment as a result of the Applicant being insolvent.

WAIVER

58. A waiver of any provision or breach of this Agreement by the Supplier must be made by an authorised officer of the Supplier in writing. A waiver of any provision or breach of this Agreement by the Applicant must be made by the Applicant's authorised officer in writing.

COSTS

- 59. The Applicant must pay for its own legal, accounting and business costs and all costs incurred by the Supplier relating to any default by the Applicant. The Applicant must also pay for all stamp duty and other taxes payable on this Agreement (if any).
- 60. The Applicant will pay the Supplier's costs and disbursements incurred in pursuing any recovery action, or any other claim or remedy, against the Applicant, including debt recovery fees and legal costs on an indemnity basis. Such costs and disbursements will be due and payable by the Applicant to the Supplier irrespective of whether pursuit of the recovery action, claim or remedy is successful.
- The Applicant acknowledges and agrees that payments by the Applicant will be applied by the Supplier as follows.
 - (a) Firstly, in payment of any and all collection costs and legal costs in accordance with clauses 31 and 69.
 - (b) Secondly, in payment of any interest incurred in accordance with clause 64
 - (c) Thirdly, in payment of the outstanding invoice(s).

TAXES AND DUTY

- 62. The Applicant must pay GST on any taxable supply made by the Supplier to the Applicant under this Agreement. The payment of GST is in addition to any other consideration payable by the Applicant for a taxable supply.
- 63. If as a result of:
 - (a) any legislation becoming applicable to the subject matter of this
 - (b) any changes in legislation or its interpretation by a court of competent jurisdiction or by any authority charged with its administration;
 - the Supplier becomes liable to pay any tax, duty, excise or levy in respect of the amounts received from the Applicant, then the Applicant must pay the Supplier these additional amounts on demand.

INTEREST RATES

 The interest rate on any outstanding debts is a fixed rate of 2% per month.

SET-OFF

- 65. All payments required to be made by the Applicant under this Agreement will be made free of any set-off, or counterclaim and without deduction or withholding.
- 66. Any amount due to the Supplier from time to time may be deducted from any monies which may be or may become payable to the Applicant by the Supplier.

MISCELLANEOUS

67. The Supplier is not liable for any loss caused to the Applicant by reason of strikes, lockouts, fires, riots, war, embargoes, civil commotions, acts of God or any other activity beyond the Supplier's control.

- 68. In relation to the supply of goods, to the extent permitted by the ACL, the Supplier's liability is limited to:
 - (a) replacing the goods or supplying similar goods;
 - (b) repairing the goods;
 - (c) providing the cost for replacing the goods or for acquiring equivalent goods; and
 - (d) providing the cost for having the goods repaired.
- In relation to the supply of services to the extent permitted by the ACL, the Supplier's liability is limited to:
 - (a) supplying the service again; or
 - (b) providing for the cost of having the services supplied again.
- 70. To the extent permitted by the ACL, the Supplier is not liable, whether claims are made or not, for loss of profit, economic or financial loss, damages, consequential loss, loss of opportunity or benefit, loss of a right or any other indirect loss suffered by the Applicant.

SEVERANCE

- 71. If any provision of this Agreement is not enforceable in accordance with its terms, other provisions which are self-sustaining are, and continue to be, enforceable in accordance with their terms.
- If any part of this Agreement is invalid or unenforceable, that part is deleted and the remainder of the agreement remains effective.

VARIATION

- 73. The Applicant agrees that these terms and conditions may be varied, added to, or amended by an authorised officer of the Supplier, at any time by thirty (30) days' prior written notice to the Applicant.
- 74. Any proposed variation to these terms and conditions by the Applicant must be requested in writing. The Supplier may refuse any such request by providing reasons in writing.

CONSENT TO REGISTER

- 75. The Applicant hereby consents to the Supplier recording the details of this Agreement on the Personal Property Securities Register and agrees to do all things necessary and reasonably required by the Supplier to effect such registration.
- The Applicant waives any right or entitlement to receive notice of the registration of any security interest(s) created by this instrument on the PPS Register.

ENTIRE AGREEMENT

77. This Agreement constitutes the entire agreement between the parties relating in any way to its subject matter. All previous negotiations, understandings, representations, warranties, memoranda or commitments about the subject matter of this Agreement are merged in this Agreement and are of no further effect. No oral explanation or information provided by a party to another affects the meaning or interpretation of this Agreement or constitutes any collateral agreement, warranty or understanding.

PRIVACY ACT

- 78. The Applicant agrees to the terms of the Privacy Act 1988 authorisation contained in this document. This authorisation allows the Supplier, amongst other things, to collect information about the Applicant from a credit reporting agency.
- 79. The Supplier collects information about the Applicant in order to provide the Applicant with the goods requested, to assess any credit application made by the Applicant, or to review any existing credit. If the Applicant does not provide the information requested, the Supplier will be unable to provide the goods requested or process the Applicant's application.
- 80. The Supplier may disclose information about the Applicant to its related companies, or to a credit reporting agency, ratings agency and any business which provides information about the credit worthiness of persons. The Supplier may also disclose information about the Applicant where the Supplier is permitted by the Privacy Act 1988 to do so.
- 81. The Applicant is able to access the information held by the Supplier, and seek the correction of such information, by contacting the Supplier using the details provided above. Details with respect to accessing and correcting information are also available in the Supplier's Privacy Policy.
- B2. Details with respect to how the Applicant may complain about a breach of the Privacy Act 1988 and how the Supplier will deal with such a complaint are available in the Supplier's Privacy Policy.

GWA BATHROOMS & KITCHENS PRODUCT CARE & MAINTENANCE

The materials used in our products have been carefully chosen to comply with Australian Standards and Water Efficiency Labelling Standards (WELS) requirements providing good looks and durability. Treated with care, the products will ensure many years of satisfactory service. Soap, washing-up liquid, mild detergents, hand and face creams, shaving soap and hair cream will not harm the product in any way.

In order to preserve appearance with minimum effort, we offer the following advice. These recommendations are intended to assist you our customer. They are based on our experience and judgment but must not be regarded as amounting to a legal warranty or liability on our part.

TOILET SUITES AND BASINS

Vitreous china

Use a mild household detergent or warm soapy water and clean with a soft cloth.

Toilet seats

The best method of maintaining the finish while ensuring the cleanliness of toilet seats is simply to wipe them over with a soft cloth such as Selleys "Wonder Cloth" or similar with warm soapy water. This is all that is required.

It is important that no abrasive cleaners are used, as these will remove the surface gloss of the product. At regular intervals the tightness of the hinge bolts might be checked, as continual use may cause loosening over time.

Plastics

General cleaning

Where your product normally remains dry in use, a soft duster can be used to remove surface dust. Alternatively, wipe over with a clean, soft cloth dampened with a mild household detergent and water solution. Use of a wax-based furniture cream should be avoided as this can result in a build up of deposits that will detract from the appearance. Use of abrasive-based compounds should be avoided as these will scratch the surface.

Scratches

Avoid contact with hard, sharp objects. Should scratches occur on plastic products fine marks can be removed using a cutting compound normally used for car re-treatment, followed by buffing with a car polish and a clean soft cloth.

Chemical attack

Plastic accessories and seats are resistant to most household products, but are not absolutely stain proof. Spills of some products such as after shave lotion, hair lacquer, nail polish and remover, mineral turpentine, white spirit, kerosene, aerosol propellants and insecticides should be removed immediately by washing. To restore toilet seat surface if marked, treat as for scratches. Parts should not be immersed in any household antiseptic solutions.

Discolouration

lodine, Mercurochrome solution, boot polish, hair dye, bleaches and the like will discolour the surface if not removed immediately. Provided the discolouration is not severe, restore the surface as described for scratches.

Burns

Avoid placing hot objects, such as curling tongs, or lighted cigarettes on any plastic surface as these will certainly cause discolouration and marking. However should slight accidental damage occur, it may be possible to remove marks as for scratches.

ACRYLIC BATHS

Cleaning your bath

- 1. To preserve the polished surface, after using your bath, clean with a soft cloth and warm soapy water to wash away any body oils or soap residue that forms a ring tide mark.
- 2. As a weekly cleaner we recommend warm, soapy water. Do not use powders, pastes, cream cleaners, thinners, window cleaning sprays or dry cleaning liquid, etc.
- 3. Stubborn marks or fine scratches may be polished out with Brasso.
- 4. When coloured essentials oils are used, first test that the colour won't stain your bath. If it does, use Brasso to remove it. Always add oils into a bath full of water. Never pour them into an empty bath.

Note: Our after sales and service, state offices, branches and distributors will be pleased to provide additional advice if required.

GWA BATHROOMS & KITCHENS PRODUCT CARE & MAINTENANCE

STEEL BATHS

Cleaning your bath

- 1. Use only warm soapy water or non-abrasive cream cleaner as recommended by the manufacturer for porcelain enamel. Apply on a soft cloth and hand rinse clean. If the bath has an optional "Sure Step" surface, clean it with a stiff polyester or nylon brush as well as with liquid cleaning detergents. After cleaning the bath or adjacent tiles, or using bath salts, always rinse the bath clean with water to remove any chemical residue.
- 2. As a weekly cleaner, we recommend warm soapy water. Do not use powders, pastes, thinners, window cleaning sprays or dry cleaning liquid etc. Do not use an abrasive cleaner to remove surface grime.
- 3. After cleaning the bath or adjacent tiles, or using bath salts, always rinse the bath clean with water to remove any chemical residues
- 4. When coloured essential oils are used, first test that the colour won't stain your bath. If it does, use Brasso to remove it. Always add oils into a bath full of water; never pour them into an empty bath.

Note: Avoid contact with sharp objects and do not drop heavy or hard objects onto the surface. Always fill the bath before the addition of acidic or alkaline bath salts.

GWA BATHROOMS & KITCHENS PLUMBING & FAULT FINDING

To assist your plumber in rectifying any faults that may occur, we have compiled this fault finding chart.

PROBLEM	PROBABLE CAUSE	REMEDY
		Check stop cock is turned on and water is entering cistern
Cistern does not fill	No water supply	Undo pipe connection nut and remove strainer from bottom of inlet valve and clean
		Dismantle inlet valve and remove debris
	Water level too high	Adjust float arm, turn screw clockwise or bend brass arm downwards
Cistern overflowing (Water running into pan through overflow pipe)	Inlet valve rubber not sealing	Clean debris from seal or replace worn rubber
pipo)	Ball float jamming	Realign service pipe to correct position of inlet valve
	Faulty rubber seal	Replace seal
Cistern leaking into pan	Debris under rubber	Remove valve and clean
olotor riod aling into part	Valve tube sticking	Replace valve assembly
Deduced 6 cds	Low water level in cistern	Adjust float arm to raise water level Turn screw or float arm anti clockwise
Reduced flush	Flushvalve closes prematurely	Replace flushvalve
	Loose Kingco nut	Tighten nut at cistern
Flushpipe leaks	Faulty pan connector	Replace pan connector
	Slow flushing pan	Fit mid level cistern or change pan
Half Flush excessive (Dual Flush Cisterns)	Ensure pan flushing volume matches cistern	See rear left hand side of pan
	Cistern not installed parallel to back wall	Pack out from wall with spacers
Lid won't fit cistern	Clipping on lid worn	Replace lid
Bottom cover of Duoset won't fit	Cistern installed at wrong height for pan	Reposition cistern to correct height
Buttons jam in lid (Duoset)	Plastic flash on lid or buttons	Trim off excess plastic
Cistern flushes when lid fitted (Duoset)	Flushing mechanism not clipped in place	Press down to clip in place
	Push rod not located in lever bar correctly	Fit push rod correctly
Pushbutton jamming (Solitaire/Uniset) – single flush only	Lead weight missing from lever bar	Replace lever bar
Pushbutton does not operate cistern	Push rod not located in lever bar	Refit correctly
– V/C 2000 Series	Push button not aligned with activating mechanism	Ensure Duo-Flo outlet mechanism square in case and not tilted backwards

GWA BATHROOMS & KITCHENS **DESCRIPTOR**

SECTION	ABBREVIATION	EXPLANATION
COLOUR ABBREVIATIONS	AG	Anthracite Grey seat
COLOGNADDILEVIANONO	В	Black
	B/Cop	Black/Copper
	B/G	Black/Gold
	B/RG	Black/Rose Gold
	С	Chrome
	C/B	Chrome/Black
	C/G	Chrome/Gold
	G	Gold
	I	Ivory
	I/C	lvory/Chrome
	N/A	Not Applicable
	PSS	Polished stainless steel
	R	Red
	S	Satin
	SB	Sorrento Blue seat
	W	White
	W/C	White/Chrome
WALL BASINS / VANITY BASINS	OTH	No Tap Hole
	1TH	One Tap Hole
	2TH	Two Tap Holes
	3TH	Three Tap Holes
	LHS	Left hand shelf
	RHS	Right hand shelf
TOILET SUITES / CISTERNS	В	Backrest
	BE	Back (Rear) Entry Cistern
	BI	Bottom Inlet Cistern
	CC	Close Coupled
	Double Flap	Seat with lid
	LH Skew	Left Hand Skew Pan
	RH Skew	Right Hand Skew Pan
	Single Flap	Seat without lid
	SS	Stainless Steel
	VR	Vandal Resistant
	WFCC	Wall Faced Close Coupled
PANS & BIDETTES	1TH	One Tap Hole
	CC	Close Coupled Pan
	EH	Easy height
	LH Skew	Left Hand Skew Pan
	RH Skew	Right Hand Skew Pan
	VC	Vitreous china
	WF	Wall Faced Pan
	WH	Wall Hung Pan
SEATS	QR	Quick release
	SC	Soft-Close Seat
	Std	Standard Seat

xix



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ABN 70 050 401 860

Head Office QLD 23 Container Street Tingslpa Qld 4173 Pti 617 3890 8559 fax 617 3890 8559 email: info/wbarben.com.au web: www.barben.com.au

Barben Industries 1 Year Warranty

Guarantee

Barben Industries Pty Ltd unconditionally guarantees their products against all defects in workmanship and materials for a period of 1 **year** from date of purchase, subject to the inspection and confirmation of fair wear and tear within the normal working life of the product.

BARBEN INDUSTRIES ASSUMES NO LIABILITY FOR;

- 1) Improper installation or failure to follow fitting instructions.
- 2) Product failure due to improper use or maintenance.
- 3) Indirect or inconsequential loss or damage.
- 4) Cost of product removal and/or replacement.
- 5) Cost of freight and or traveling expenses.



Warranty

Category	Warranty Period	Warranty Details	
Mixers	5 years	Ceramic disc cartridges – parts only	
		Note: • Excludes damage to ceramic disc cartridges from pieces of copper tube, plastic tube, sand, dirt or thread tape etc. • 3 years – Replacement Products or Parts • 1 year – for the finishing	
Showers Head+rail	1 year	Replacement product or parts	
Tapware	5 year	Ceramic disc	
	1 year	Replacement product or parts • 1 year – Labour • Jumper valves – 3 months parts only	
Accessories	1 year	Replacement product or parts Or otherwise stated	

Warranty Periods

FLOWELL Tapware product is manufactured to the highest standards, It has different warrantee periods as per the above chart. We are committed to upholding our position as a qualified, Technical Support & Customer Service team, with a dedicated and proven service network striving for ultimate customer satisfaction.

For all After Sales & Service enquiries please contact:

Phone: 1300FLOWELI

E-mail: service@flowell.com.au

Warranty shall be void for the following reasons:

- Inability to provide proof of purchase or equivalent documentation.
- Products not installed by a licensed plumber.
- Products not installed to relevant National Standards and State Regulations.
- Products not installed in accordance with the manufacturer's installation instructions.
- Tapware exposed to water pressures and or temperatures that exceed stated limitations as per the product installation instructions. Note: AS/NZS3500.1-2003 (Clause 3.3.4) specifies 500kPa maximum water supply pressure at any outlet within a building for new installations. Note:- The 500kPa maximum water supply pressure doesn't apply to fire service outlets.
- Isolation stop taps are not fitted as stated on manufacturer's installation instructions.
- Fitting of other devices to the outlet of tapware. Eg. Water filters.
- Fitting of non-approved FLOWELL flow controllers in tap body or on end of line devices.
- Non-installation of flow regulated check valve in wall elbows for handshowers.
- Products used for incorrect applications, non-potable water etc.
- Damage as a result of obstructions due to inadequate flushing of system before use.
- Service, repairs or with non-standard replacement parts previously undertaken without FLOWELL's written approval.
- Damage to finishes by adhesives, sealants etc.
- Failure to clean & replace outlet aerator inserts etc.
- Damage to finishes which arise from installation or post installation use.
- Failure to observe manufacturers care and cleaning instructions.

Warranty Conditions

FLOWELL Tapware Warranty covers the repair or, at our option, the replacement of any products which are defective through faulty workmanship or materials. The warranty period commences from date of purchase or for new buildings date of handover. To make a warranty claim, Proof of Purchase (POP), handover documentation for new homes or equivalent documentation must be supplied for warranty claims to be considered and claims must be processed through ASE.

ASE will not be liable for any claims for labour, additional products or parts associated with alleged faulty product for work not approved in advance in writing by ASE. Should any warranty claim be made and attended to by a ASE authorised Service Agent and that in the opinion of the Service Agent or ASE the problem was from faulty installation or use of the goods in conjunction with products of another manufacturer or from some other cause other than a manufacturing defect of the goods for which ASE is responsible, ASE reserves the right to charge a service fee for each service staff attending the Owner's premises where goods have been installed. ASE require adequate access to products, fittings and fixtures to undertake warranty repairs. ASE will not be responsible for any consequential damage or costs where adequate access to product fittings & fixtures is not accessible.

Consequential Loss

FLOWELL's obligations under warranty are limited to the repair or, at our option, replacement of any products which are defective through faulty workmanship or materials. To the extent permitted by law, FLOWELL will not be liable for any loss or damage to furniture, floor coverings, walls, fixtures or any other consequential loss of any kind caused by any defect in the product or components.

Bobrick Washroom Equipment, Inc.

Product Warranties and Limitations

The following Bobrick products are warranted to be free from defects in workmanship and material under normal usage from the date of purchase for the periods set forth below. (*Rust and discoloration to stainless steel parts resulting from exposure to harsh environmental and/or chemical conditions are not considered to be defects in workmanship or material and there is no expressed or implied warranty for such condition. Refer to Bobrick Advisory Bulletin TB-21, Stainless Steel Cleaning and Maintenance.):*

Washroom Accessories / Soap Dispensers Limited Warranty

ConturaSeries® Washroom Accessories 3 years

Soap Dispensers

3 years

3 years

B-26607, B-26617, B-26627, B-26637, B-306, B-4063, B-4112, B-822 Series,

B-823, B-8231, B-8236, B-82316,

B-824, B-828, B-840, B-845, B-846, B-848 B-849, B-850, B-855, B-856, B-858, B-859

B-830 SureFlo® Soap System Soap Pumps

Lifetime warranty provided Bobrick SureFlo® Soap is used exclusively with this product.

Designer Faucets

B-8870, B-8875, B-8876, B-8878

Mirrors1

B-165, B-1658, B-166 Series 15 years

B-290, B-2908, B-292, B-293, B-294 Series

The following Bobrick mirrors are warranted against silver spoilage from the date of purchase for the periods set forth above.

Hand Dryers²

B-3725 Motor brushes 3 years; Ceramic water absorbent surface 1 year;

all other parts 5 years

B-700, B-750 AirCraft[®] Motor brushes 3 years; all other parts 10 years B-708 AirGuard[™] Motor brushes 3 years; all other parts 10 years

B-710 Compac[™] 1 year

B-7120, B-7128 TrimDry™ Motor brushes 3 years; all other parts 10 years

B-7125 InstaDry[™] 5 years

B-7180, B-7188 TerraDry[™] Motor brushes 3 years; all other parts 10 years B-748 Eclipse[®] Dryer Motor brushes 3 years; all other parts 10 years B-770; B-778 DuraDry[™] Motor brushes 3 years; all other parts 10 years

The following Bobrick dryers warranties is limited to the repair or exchange of defective parts at the option of Bobrick and is only extended to the original owner of the installed unit against defects in factory workmanship or material under normal use and service.

Koala Kare Products®3

Baby Changing Stations KB101-00, KB-110-SSRE, KB110-SSWM,

KB200-00, KB200-SS 5 years Child Protection Seat KB102-00 5 years

Toilet Partitions

Toilet Partitions4

HPL AccentSeries™, 1530 5 Year⁵ HPL ClassicSeries®, 1540 2 Year⁵ HPL DesignerSeries™, 1040 2 Year⁵ HPL MetroSeries™, 1550 2 Year5 HPL TrimLineSeries™, 1030 5 Year⁵ SierraSeries®. 1090 25 years⁶ DuraLine® Series, 1080/1180 25 years **Toilet Partition Hardware** 1 year⁷

Other Products

Bobrick washroom accessories not listed above and hardware for all series of Bobrick toilet partitions are warranted to be free from defects in workmanship and material under normal usage service for one year from the date of purchase. (Rust and discoloration to stainless steel parts resulting from exposure to harsh environmental and/or chemical conditions are not considered to be defects in workmanship or material and there is no expressed or implied warranty provided for such condition. Refer to Bobrick Advisory Bulletin TB-21, Effective Ways to Clean Stainless Steel.)

Limitations on Warranties

In all instances, the purchaser's exclusive remedy against Bobrick is for the repair or replacement, at Bobrick's option, of warranted defective products or parts. Bobrick will also bear the cost of the purchaser's return of defective products or parts to Bobrick. Bobrick's warranties set forth above do not cover damage resulting from vandalism. No other remedy (including, but not limited to, damages for field labor charges, lost profits, lost sales, injury to persons or property or any other incidental or consequential losses) is available.

Date of Terms: Last updated 10/31/2017

¹ The following Bobrick mirrors are warranted against silver spoilage from the date of purchase for the periods set forth.

² The following Bobrick hand dryers are warranted to be free from defects in workmanship and material under normal usage from the date of purchase for the periods set forth.

³ The following Koala Kare[®] Products are warranted to be free of defects in workmanship and material under normal usage, and a replacement policy against vandalism from the date of purchase for periods set forth.

⁴ The following Bobrick toilet partition panels, doors and stiles are warranted against breakage, corrosion, delaminating and defects in workmanship from the date of purchase for the periods set forth (*this limited warranty is conditioned on the toilet partitions being properly installed, used and serviced*).

⁵ Spraying down or hosing HPL partitions voids warranty.

⁶ SCRC is a natural material comprised of wood chips, dyes and resins with a melamine surface. Edges lack a melamine surface and may discolor in environments with significant UV lighting. Discoloration of edges, should it occur, is not covered under warranty.

⁷ All hardware and mounting brackets are guaranteed to be free from defects in material and workmanship provided for a period of one year from date of purchase. (this limited warranty is conditioned on the hardware being properly installed, used and serviced).





Smoke Alarm User Instructions

Troubleshooting

CONDITION	MEANING	RESOLUTION/ACTION
Alarm sounds @85 dB and the red LED blinks rapidly	Smoke is detected	Vacate the building and call the Fire and Emergency Services. Refer to the Smoke Alarm General Information leaflet. Alarm will stop when the air has cleared.
Green LED ON	Mains power (220-240 V a.c.) is connected and the 9 V d.c. battery is installed correctly the smoke alarm is operational.	Normal operating condition.
Green LED OFF	240 V a.c. mains power OFF	Check mains power ON. Main circuit breaker may have tripped. Wiring could be reversed.
Red LED flashes every 40 to 60 seconds	The smoke alarm is functioning correctly	Normal operating condition.
Red LED not flashing	Battery may be reversed. No battery present. Battery completely flat	Re-install battery using the correct orientation, or replace the battery.
Audible beep is heard once every minute	Low battery indicator is warning the battery needs replacing	Replace the 9 V d.c. battery with a specified new battery.
When Test/Hush button is pressed for three seconds alarm sounds briefly	The smoke alarm horn is indicating that all electronic circuitry, horn and battery are working	Normal test condition. Test regularly to ensure proper operation.
When Test/Hush button is pressed for three seconds alarm does not sound	Smoke alarm may not be operating correctly	Check that the green LED is on and that the red LED flashes every 40 seconds. If persists contact a licenced electrician.
Smoke alarm is sounding, press the Test/Hush button	Hush feature has been activated for 10 minutes providing the smoke density does not increase	Normal condition. Clear the smoke if safe to do so.
Smoke alarm is sounding press the Test/Hush button but nothing happens.	Smoke density is too high for the Hush feature to activate	Vacate the building and call the fire and emergency services. Refer to the Smoke Alarm General Information leaflet.
Smoke alarm body will not close on the base	9 V d.c. battery not present	Install a 9 V d.c. battery
Red LED is off and alarm is sounding	Smoke has activated an interconnected alarm, located somewhere else in the building	Vacate the building and call the Fire and Emergency Services. In the event of a false alarm (use caution), and locate the alarm sounding and red LED blinking rapidly.
Red LED flashes very quickly (3 times per second) without sound	Neutral connection is bad or wiring is wrong	Check wiring and connection of units with flashing LED carefully and rectify wiring issue immediately

Maintenance, Repairs and Service

Maintenance: It is recommended that the smoke alarm is inspected monthly to ensure it is free from dirt, dust and insects. The alarm can be vacuumed or brushed with a soft brush to remove dust, dirt or kitchen grease that has accumulated. A small amount of surface spray around the alarm should deter insect ingress.

Repairs/Service: If the smoke alarm is defective in any way, do not tamper with the unit. The unit does not contain any user-serviceable parts.

Disposal: As the alarm does not contain any radioactive material, disposal with normal rubbish is permitted in Australia and New Zealand.

Note: Always test the smoke alarm after cleaning.

Warranty

Schneider Electric (Australia) Pty Ltd, warrants this product to be free from defects in materials and workmanship for a period of 5 (five) years from the date of installation. Refer to the Schneider Electric terms of sale for full warranty conditions

http://www.schneider-electric.com.au/en/download/document/AU-TERMS-OF-SALE/

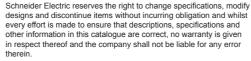


Australia Schneider Electric (Australia) Pty Ltd

New Zealand Schneider Electric (NZ) Ltd

Customer Care Australia: 1300 369 233 e: customercare.au@schneider-electric.com e: sales@nz.schneider-electric.com www.schneider-electric.com.au

Customer Care NZ: 0800 652 999 www.schneider-electric.com



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FIRESTEK SMOKE ALARM 755PFM4

240 V a.c. Flush Mounted Mains Power Photoelectric Smoke Alarm with 9 V d.c. Battery Backup



bv Schneider Electric

PLEASE LEAVE THESE INSTRUCTIONS WITH THE OCCUPANT, TO BE RETAINED FOR THE LIFE OF THE ALARM. THIS SMOKE ALARM MUST BE INSTALLED BY A LICENCED ELECTRICIAN.

Read all Instructions before Installation and Operation

Regular testing of this smoke alarm is necessary to ensure the unit is functional and that the battery is in good condition. It is recommended that the smoke alarm be replaced after 10 years of normal service. The only user-serviceable part is the replaceable backup battery. (Refer to 'Replacing the Backup Battery' at the bottom this page.) There are no other userserviceable parts inside.

A DANGER

RISK OF ELECTRIC SHOCK, EXPLOSION OR ARC FLASH

- · This product must only be installed and serviced by appropriately qualified and/or licenced electrical personnel.
- This product must only be used for the purpose described in these instructions and must be installed in accordance with the wiring rules and regulations in that location.
- · Hazard voltage may be present at the wire leads of this product.
- · Isolate the electrical supply before doing any work on this product.
- . Ensure that the product has been correctly installed and tested for safe operation before reconnecting the electrical supply.

Failure to follow these instructions will result in death or serious

CAUTION

EQUIPMENT INSTALLATION HAZARD

- · Make sure active and neutral from mains power are wired to the correct
- . During and after use, the product may be hot. Do not touch the product until it has completely cooled down.
- · Make sure green LED is ON when mains power is supplied.
- · Make sure red LED is not flashing quickly
- Test each interconnected unit 1 by 1. Press and hold the Test button until second burst of 3 beeps has finished. If any unit fails to alarm, check all wiring and connections.

Failure to follow these instructions may result in equipment damage or injury.

Specifications

Main Power Source	220-240 V a.c., 50 Hz
Secondary Power Source	9 V d.c. carbon zinc or alkaline battery
Operating Current	≤40 mA
Battery Life	One year
Sensing Type	Photoelectric. This alarm contains NO radioactive material
Operating Temperature	0 °C to 45 °C
Ambient Humidity	5% to 95%
Interconnections	40 alarms over 150 metres maximum

Terminal Provisions	Active, Neutral, Loop and Interconnect terminals, each accommodates max 3 x 2.5 mm ²		
Horn Level	85 dB at 3 metres minimum		
Visual Indicators	Green LED for mains power ON Red LED for warning and low battery indication		
Mounting type	Ceiling mounted only		
Alarm Condition	Aural signal pattern (ISO 8201)		
Approvals	Activfire SAI Global RCM		
Compliance	AS 3786 2014 AS/NZS 60065 and AS/NZS 60950.1		

Hush or Silence Feature

- This smoke alarm has a built-in Hush or Silence feature incorporated into the Test button.
- If cooking or other non-hazardous sources cause the alarm to sound, it can be temporarily silenced by pressing the Test/Hush button for 3 seconds. The alarm then enters a dormant period for 10 minutes.
- · After the 10 minute dormant period, the smoke alarm will resume normal operation.

Note: After the Test/Hush button has been pressed, wait 10 minutes before any additional testing is conducted to avoid any abnormal responses as the smoke alarm is not sensitive to smoke during this period.

Testing

Test the smoke alarm once a month to ensure proper operation. Push the Test/Hush button for 3 seconds until the alarm sounds. If no alarm sounds, check the Troubleshooting table. Always test the smoke alarm after cleaning. Alarms in mobile homes should be tested weekly or before each journey.

NOTE: If the house is unoccupied for more than a few days test the smoke alarm before resuming occupancy.

Replacing the Backup Battery

The backup power to the smoke alarm is supplied by a 9 V d.c. carbon zinc or alkaline battery. The battery should last at least one year under normal operating conditions. An audible beep every minute indicates the battery needs to be replaced. It is recommended to replace the battery annually on a memorable day using are calendar reminder stickers provided.

Recommended batteries: Goldpeak 1604S; Goldpeak 1604A, Energizer 522; Duracell MN1604

NOTE: To pause the low battery beep for 10 hours press the Test/Hush button









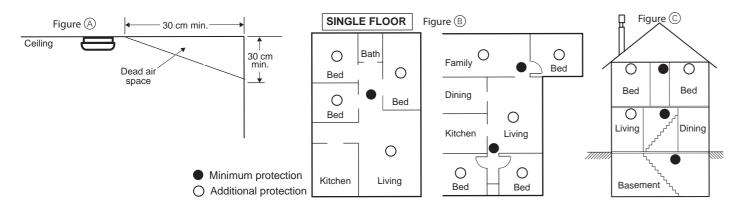




F2838/00

Recommended location of Smoke Alarms

- · Ceiling mounting is required for residential dwellings. In mobile homes, wall mount on an inside partition to avoid the thermal barrier that may form in the ceiling.
- When chosing a location for a smoke alarm, Figure (A) shows ideally a minimum of 30cm from a side wall and 30cm from any corner, avoiding dead air space.
- Install smoke alarms closest to bedrooms and along exit paths from bedrooms. Locate alarms in each bedroom for additional protection as shown in Figures (B) & (C). The minimum protection recommended is also shown.
- Locate smoke alarms in stairways in multi-story dwellings, as shown in Figure ©, with an alarm on every floor level.
- · Locate a smoke alarm in any area where a smoker sleeps or where electrical appliances are used in bedrooms.
- Smoke, heat and other combustion materials rise to the ceiling and spread horizontally. Mount a smoke alarm in the centre of the ceiling placing it closest to all points in the room.



Avoid installing Smoke Alarms in these locations

- Within 1 metre of heating and cooling supply vents or within 1 metre of return air or fresh air vents. Smoke may be blown away from the smoke alarm by the supply vents, or could be diffused or reduced by being diverted into the return air vent.
- In areas where the temperature may fall below 0 °C or rise above 45 °C. Smoke alarms are designed to operate only within these temperature ranges and failure to alarm, improper alarms or nuisance alarms may result from operation outside these temperature limits.
- In damp or very humid areas such as bathrooms or laundries, where the normal humidity may rise above 95%. Above this level, moisture may condense inside the smoke alarm and cause false alarms. The smoke alarm may also become unstable below 5% relative humidity.
- · In areas where particles of combustion are normally present, such as garages or kitchens, as this can cause false alarms.
- In dusty or dirty areas, as an accumulation of dust and dirt in the sensing chamber may block the openings and prevent an alarm, or may cause false alarms. If a smoke alarm is required in such an area, vacuum it frequently and test it according to the 'Test' section of the front page of these instructions.
- · Where bugs or insects are present. Attempt to eliminate or minimise the bugs or insects by vacuuming the smoke alar frequently as described in 'Maintenance, Repairs and Service'
- · Within 1 metre of electrical noise sources, e.g. fluorescent lights, LED lights and fan motors. Electrical noise may cause nuisance alarms.

Interconnecting Smoke Alarms

- · Interconnect smoke alarms by joining a series smoke alarms together, so that if one alarms, the alarm sounds from all interconnected alarms.
- A 9 V signal is applied to the interconnect wire (referenced to neutral) to alarm all the other interconnected alarms.
- The maximum wiring length is 150 m between smoke alarms.

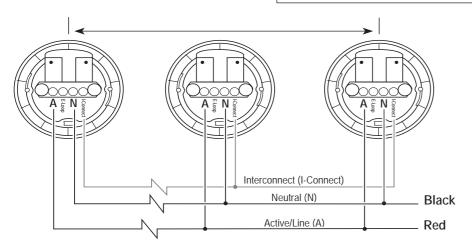
Active / Line I-Connect: Interconnect Neutral E-Loop: Earth or Loop

A CAUTION

EQUIPMENT INSTALLATION HAZARD

- All interconnected smoke alarms must be supplied from the same circuit.
- A common Neutral must be used for the Interconnect to operate.
- · DO NOT connect the interconnect wire to Active or Neutral
- Maximum of 40 interconnected smoke alarms.
- · Only Clipsal smoke alarms can be interconnected.

Failure to follow these instructions may result in equipment damage or injury.



PRE-INSTALLATION CHECK

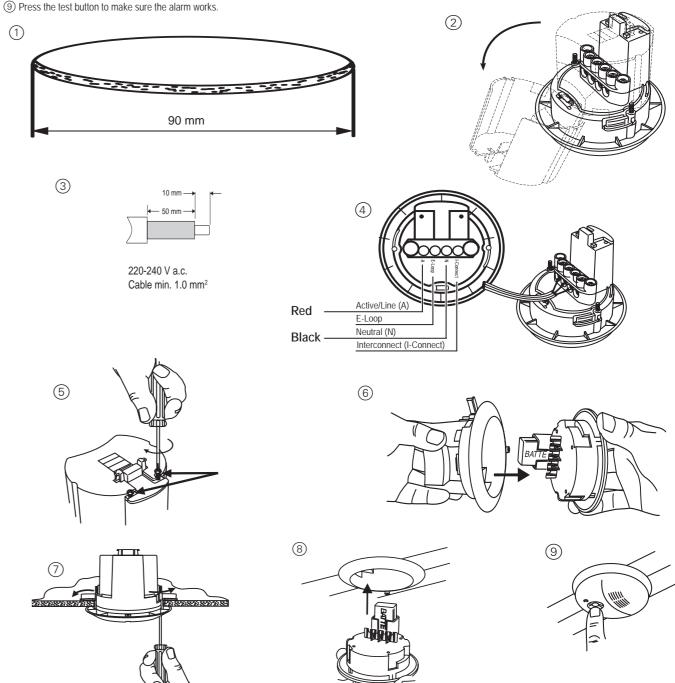
- Only install smoke alarm indoors in a stand-alone or interconnected set up (max 40).
- Ensure there are no obstructions in ceiling mounting locations, such as pipes or cables.
- Use minimum cable width 1.0 mm² for all wiring, including interconnect wiring.

Installation

INSTALLATION STEPS

- 1 Cut/drill out 90 mm mounting hole.
- (2) Remove sensor head assembly from fixed mounting base.
- 3 Flip open the terminal cover to expose the wiring terminals.
- 4 Strip the Active, Neutral and Interconnect (if used) wires back to the strip length shown.
- (5) Connect the wires to the correct terminals.
- (6) Remove knockouts as required and close terminal cover, then secure with screws provided.
- \bigcirc Install the mounting base on to the ceiling by tightening screws until ceiling clamps firmly engage and lock the mounting base into place.
- (8) Install the 9 V d.c. battery, then clip the sensor head on to mounting base.

NOTE: The sensor head cannot be installed without a battery.







Ceiling Fan Instructions



INSTALLATION MANUAL

Congratulations on the purchase of your new quality Brilliant Ceiling Fan. Before first using, it is most important that you read and follow the instructions in this Installation Manual, even if you feel you are quite familiar with this type of product.

Find a place and keep this manual handy for future reference.

Model Name: TEMPEST NO LIGHT				
Code	Colour	Size		
99983/05	White	52" (1320mm)		
99983/06	Matt Black	52" (1320mm)		
99983/13	Brushed Aluminium	52" (1320mm)		
99983/14	Oil Rubbed Bronze	52" (1320mm)		



IMPORTANT SAFEGUARDS

Read all instructions carefully, even if you feel you are quite familiar with this type of appliance.

When using electrical appliances, in order to reduce the risk of fire, electric shock, and/or injury, these basic safety precautions should always be followed:

- This ceiling fan MUST be installed by a Qualified Electrical Contractor in accordance with the local regulations, and all local, state and national electrical codes. Any alterations or additions to building wiring must be completed by a licensed electrical mechanic, or person authorised by legislation to work on the fixed wiring of any electrical installation.
- 2. The ceiling fan must be connected to a 240V AC 50Hz power supply.
- All electrical work must only be undertaken after disconnection of the power by removing fuses or turning off the circuit breaker, to ensure all pole isolation of the electrical supply.
- 4. The fan must be electrically Earthed.
- 5. The fan must be installed that the blades are at least 2.1 metres above the floor.
- The structure that the ceiling fan is connected to must be capable of supporting a weight of at least 45kg. The fixing must be able to support the moving weight of the fan and must not twist or work loose.
- 7. Make sure that the installation site will not allow the rotating fan blades to come into contact with any object and that there is a minimum clearance of 150mm (6") from the blade tip to the wall or ceiling. Please note that the bigger this clearance is the better the airflow from your fan will be.
- 8. DO NOT use outdoors unless covered. Refer to Warranty terms for Alfresco use.
- DO NOT connect the fan motor to a dimmer switch. This may damage to the motor. Use ONLY the provided wall controller.
- 10. This appliance is not intended for use by young children or infirm persons without supervision.
- 11. Young children should be supervised to ensure that they **DO NOT** play with the appliance.
- 12. It is not recommended that ceiling fans and gas appliances be operated in the same room at the same time.
- 13. The fan must be turned off and stopped completely before reversing the fan direction. This will prevent any damage to the motor of the fan or controller (if installed).
- 14. Do not insert anything into the fan blades whilst they are spinning. This will damage the blades and upset the balance of the fan causing the unit to wobble.
- 15. After the fan is completely installed make sure that all base and fan blade fixings are secured and tightened to prevent any problems.
- 16. Because of the fan's natural movement, some connections may loosen. Check the support connections, brackets and blade attachments twice a year to make sure they remain secured. If any are loose, tighten.
- 17. A blade balancing kit is included. Ensure blades are balanced immediately after installation to reduce wobble and noise.
- 18. An all-pole disconnection incorporated in the fixed wiring is to be provided, such as an all-pole switch or a supply cord fitted with a plug.
- 19. If a remote control is installed, remove the wall controller.

IMPORTANT NOTE:

The important safeguards and instructions given in this manual are not meant to cover all possible conditions and situations that may occur. It must be understood that common sense, caution and care are factors which cannot be built into any product. The persons caring for and using the unit must supply these factors.



OUR FANS ARE 90% PRE-ASSEMBLED STRAIGHT OUT OF THE BOX

Fast Installation – 3 Easy Steps

- 1. Install mounting bracket and make wiring connections.
- 2. Attach Blades.
- 3. Hang the Fan, plug fan motor wiring together and secure canopy & bottom cover.

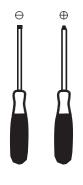
Installation is complete.

SUGGESTED TOOLS NEEDED









WIRESTRIPPERS

SNUB NOSE PLIERS

SCREWDRIVERS

CONTENTS

UNPACKING

- Preparation
- Choosing A Suitable Location

INSTALLATION

- Mounting The Hanging Bracket
- Electrical Connections
- Attach Blades
- Hanging The Fan
- Attach Canopy
- Tighten Bottom Cover
- Balancing
- Reverse Switch

MAINTENANCE

- Care & Cleaning
- Noise
- Wobble
- Normal Wear & Tear
- Ripple Control Filter

TROUBLESHOOTING

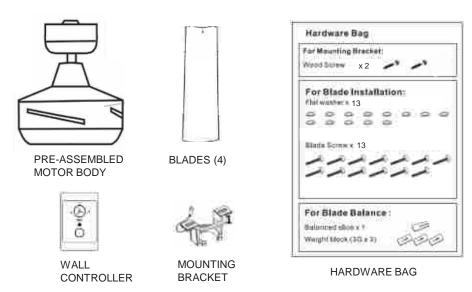
- Technical Data
- Accessories
- Spare Parts

WARRANTY

UNPACKING

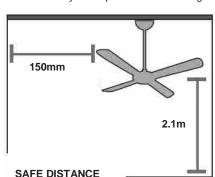
PREPARATION:

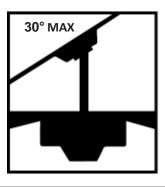
- Unpack your ceiling fan carefully, and dispose of the packaging materials thoughtfully. Then
 remove all parts and components, and lay on a cloth or soft surface to avoid damage. DO
 NOT lay the motor housing on its side, the housing may get damaged.
- Before commencing installation, check that all parts are included. NB: You may need to remove all foam packaging material to ensure there are no missing components.



CHOOSING A SUITABLE LOCATION:

- Ceiling fans should be installed in the middle of the room, with a safe distance of at least 2.1m from floor, and 150mm from wall.
- · An extension rod may be required for rake ceiling installation.





INSTALLATION

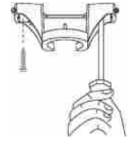
CAUTION: Before installing the fan, make sure you have turned OFF the electricity supply.

MOUNTING THE HANGING BRACKET

1. Secure the hanging bracket to the ceiling joist or suitable structure that is capable of carrying a load of at least 45kg, with the two long fixing screws provided. Ensure that at least 30mm of the screw is threaded into the support.

NB: The fixing screws included are designed for use when ceiling fan is secured onto timber ioists. For all other surfaces, additional and suitable fixing screws for that surface will need

to be purchased.

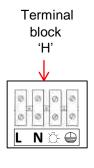


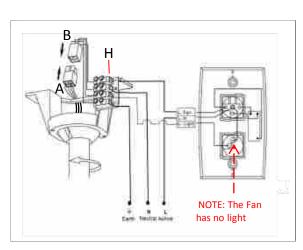
NOTE: Ensure building cable will enter the canopy close to terminal block .

2. Make sure that the position of installation will not allow the blades to come into contact with any object. The fan must be mounted so that the tips of the blades are at least 2.1 metres above the floor.

ELECTRICAL CONNECTIONS

The building cable should enter the canopy about 10-15mm from the terminal block. Connect the mains supply cable to the terminal block 'H' and Wall controller as per marking on it. Ensure connections are firm. For your convenience, and to assist in easy installation, your ceiling fan is connected with Brilliant's easy connect system. Simply connect the male and female connectors (A to B), and then ensure all excess wiring is retained inside the ceiling canopy.

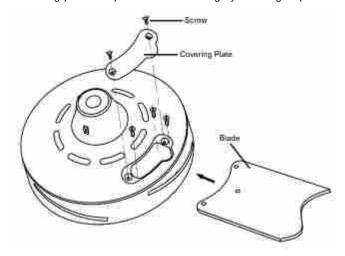






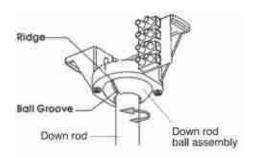
ATTACH BLADES

- Remove the two screws from the covering plate on top of the motor housing, then remove the Covering plate.
- Insert the blade through the slots around the motor. Align the blade with the three holes, and secure the three screws through the opening exposed when the covering plate was removed. If the holes do not align, the blade is upside down. The blade is designed to fit snugly, the screws should be vertical with the blade.
- Tighten all blade screws evenly and securely to ensure quiet, wobble free operation of the fan.
- 4. Replace the covering plate on top of the motor housing by reversing step 3.



HANGING THE FAN

- 1. Carefully lift the fan, and place the down rod ball assembly into the mounting plate ensuring that the ball correctly locks into place.
- 2. Refer to the following section detailing 'Electrical Connection' on page 6 for details on how to wire this product correctly.
- 3. After the fan has been wired to the power supply, carefully position all excess cable inside the boundaries of the hanging bracket.



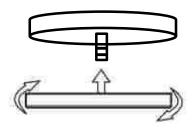
ATTACH CANOPY

Carefully slide the canopy up to cover the hanging bracket and ball joint, taking care not to damage any wires. Once in position, secure the canopy with the screws provided.



TIGHTEN BOTTOM COVER

Check and make sure the pre-assembled bottom cover is fully tighten and secure. DO NOT OVER TIGHTEN.



BALANCING

This fan includes a blade balancing kit. Upon initial installation, the balance kit should be used on the fan blades to reduce wobble.

The balance kit includes instructions on how to perform the balancing procedure.

Balancing the fan and reducing wobble will result in quieter operation and optimum performance.

REVERSE SWITCH

The 'Summer/Winter' switch should be in the forward position to make the fan rotate in an anti-clockwise direction during summer. In winter,, this switch should be reversed (move to UP position) so that the blades now move in a clockwise direction.



MAINTENANCE

CARE & CLEANING

- · Periodic cleaning of your ceiling fan is the only maintenance required.
- Use a soft brush or lint free cloth to avoid scratching the finish. Please turn off electricity when you
 do so.
- Do not use water when cleaning your ceiling fan. It could damage the motor or the wood blades and create the possibility of an electrical shock.
- · Do not use abrasive cleaning agents as they may damage the finish.
- The motor has a permanently lubricated ball bearing, and as such is maintenance free.

NOISE

The manufacturer warranty covers actual faults that may develop, but NOT minor complaints, e.g. hearing slight noise from motor in operation - ALL ELECTRIC MOTORS ARE AUDIBLE TO SOME EXTENT, more so, when the fan is operating at low speeds.

WORRI F

- Ceiling fans are mounted very securely on steel brackets with rubber cushioning or with ball joints to allow free movement.
- Ceiling fans are designed to move during operation because they are not generally rigidly mounted
 if they were, they could generate excessive ceiling vibration and stress on their mountings.
- Movement of a couple of centimetres is quite OK and does not suggest the fan will fall down.
- Please note that all ceiling fans are not the same, even in the same model some may move more or less than others.

NORMAL WEAR AND TEAR:

Threaded components working slighting loose or blade carriers even slightly bent due to vigorous cleaning or bumping can cause extra wobble and noise. **THIS IS NOT COVERED UNDER WARRANTY** but a little care and maintenance can reduce or prevent this problem.

RIPPLE CONTROL FILTER:

In parts of Australia (NSW and QLD), the power company superimposes a signal voltage onto the mains household voltage. This signal voltage is used to remotely control consumer's electric hot water heaters and other devices throughout the surrounding area.

Unfortunately this signal can appear at the ceiling fan as a loud intermittent "hum". If this noise is apparent please contact your local Electricity service provider on how they can assist to provide rectification, usually in the form of a mains supply ripple filter to filter out this signal.

TROUBLESHOOTING

TROUBLE	PROBABLE CAUSE	SUGGESTED REMEDY	
	A Fuse or circuit breaker has blown.	A Check main and branch circuit breakers	
Fan/Light will not start	B Loose wire connections to the fan.	B Check line wire connections to the fan.	
	C Speed controller not in the correct position.	C Check speed controller's position.	
Fan wobbles	A Fan blades are not horizontal to the ceiling.	A Re-tighten all screws on blades. Do not make any adjustments by applying pressure up or down on blades.	
	B Blade screws are loose.	B Make sure all screws are tightened.	
	C Fan not balanced.	C Balance fan blade with balance kit.	
	A Loose fan blades.	A Retighten all screws on fan.	
Fan sounds noisy	B Ceiling fan not secured against ceiling.	B Retighten all screws in the hanging bracket.	
	C Incorrect speed controller.	C Change speed controller to the one supplied with the unit.	
Mechnical noise	A Fan has not settled in fully.	A Allow at least 8 hours settling in period.	
	B Blades not balance.	B Balance the blades.	
	C Hanging bracket or canopy screws are loose.	C Tighten all screws.	

TECHNICAL DATA

MODEL NUMBER	SIZE	RATED VOLTAGE	RATED POWER FOR MOTOR	WEIGHT	LIGHT POWER
99983	52 INCH	240VAC	50W	5kg	N/A

ACCESSORIES				
Extension Rods	Loom Kit	Remote Kit		
100550/05 (white), 100550/06 (black), 100550/20 (brush alu),	Included in extension rod	99999 or 99998		
18240/14 (ORB)	47802/00			

SPARE PARTS				
Blades	Wall Controller	LED Array	Diffuser	
99983/05B (white) 99983/13B (silver)	20270	N/A	N/A	

WARRANTY

Brilliant Fan Warranty

Please note, this warranty voids any other warranties supplied with this product and complies with the new consumer guarantee requirements.

WARRANTY:

The benefits conferred by this warranty are in addition to all implied warranties, other rights and remedies in respect of the product, which the consumer has under Australian Consumer Law.

The original purchaser of this Brilliant Ceiling Fan is provided with the following warranty subject to the Brilliant Warranty terms and conditions as found on the Brilliant website and the following conditions.

Brilliant Lighting (Aust) Pty Ltd warrants this ceiling fans motor for a period of 6 years from the date of purchase, the first 3 years are covered by an in-home warranty. All parts deemed defective in workmanship or materials will be replaced free of charge.

This warranty is in addition to any other rights and remedies of the customer under any law. In applications not intended for household, personal or domestic use, liability is limited to replacement or reimbursement of product only.

The warranted use of fans outdoors are limited to Enclosed Alfresco like areas where conditions are similar to indoor installations.

The warranty conditions for fans installed in Enclosed Alfresco areas are as follows:

- * Fan must be shielded from wind and rain (enclosed area, min. 1.5m from edge of eave/roof).
- * The warranty will cover open circuit motor faults, and remote control faults if not related to outdoor exposure.
- * The Warranty will not cover outdoor related issues such as rusting, or failure clearly caused by water, moisture or wind.
- * The Warranty will not cover external appearance or finish of any part of the ceiling fan.
- * The Warranty will not cover wooden blades. These are recommended only to be used indoors.

The warranty does not cover Ripple Control noise/interference (identified by a periodic or intermittent hum). This must be addressed with your energy service provider.

The warranty does not cover noises or faults due to poor installation or failure to balance fans as per instructions.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if goods fail to be of acceptable quality and the failure does not amount to a major failure.

Any claim under this warranty must be made within 6 years of the date of purchase of the product. To make a warranty claim please refer to the Warranty Claim Form on the Brilliant Website: www.brilliantlighting.com.au

This warranty is given by:
Brilliant Lighting (Aust) Pty. Ltd.
ABN 37 006 203 694
956 Stud Road Rowville, VIC 3178

Phone: 03 9765 2555

Email: warranty@brilliantlighting.com.au

MADE IN CHINA







Flooring Guarantee (Carpet and Decoline)



m/s Cavalier Bremworth Ltd
PO BOX 97040 Manuka City 2241
Auckland NEW ZEALAND Attn Mr Phil Leyland

TEST REPORT No. 137578

LABORATORY REF: P137578

CUSTOMER REFERENCE

VERVE 6528

Sample description as provided by customer

1221 g/m²

Pile Fibre Content 100% SOLUTION DYED NYLON

Construction Details **Tufted** Secondary Backing **Jute**

Colour Grey

Order No. PL

Style Cut Pile

Mass/unit area

Pile Height / mm

TEST METHOD AS/ISO 9239.1 2003 Reaction To Fire Tests For Floorings Part 1 Determination of the Burning Behaviour Using a Radiant Heat Source. As required by specification C1.10a of the Building Code of Australia.

The test values relate to the behaviour of the test specimens of a product under the particular conditions of the test, they are not intended to be the sole criterion for assessing the potential fire hazard of the product. Clause 9 of AS/ISO 9239 Part 1.

Conditioning as specified in BS EN 13238.2001

Sample submitted Date Aug 2013

Test Date 24 Aug 2013

ASSEMBLY SYSTEM: OVER UNDERLAY AIRSTEP STEPSMART.

The UNDERLAY used was AIRSTEP STEPSMART.

Substrate: Non-Combustible

Substrate - 6mm Fibre Reinforced Cement Board to simulate a Non-Combustible Flooring.

The Holding Torque on Specimen Frame was 2Nm.

Initial Test Specimen 1 Length Direction

Specimen 1 Width Direction

Critical Radiant Flux 3.3 kW/m²
Critical Radiant Flux 3.2 kW/m²

ortical hadiant riak 5.2 i

Full tests carried out in the Width Direction

SPECIMEN	Width #1	Width #2	Width #3	Mean
Critical Radiant Flux (kW/m²)	3.2	3.2	3.1	3.2
Smoke Development Rate (%.min)	392	408	416	405

The values quoted below are as required by Specification C1.10a Fire Hazard Properties (Floors) of the Building Code of Australia. The Critical Radiant Flux quoted is the value at Flame-Out/Extinguishment (BCA General Provisions A1.1).

MEAN CRITICAL RADIANT FLUX 3.2 kW/m² MEAN SMOKE DEVELOPMENT RATE 405 percent-minutes

OBSERVATIONS: The samples shrunk away from the heat source, ignited, and burnt a relatively short distance



M. B. Webb Technical Manager

DATE: 24 Aug 2013

Measurement Science & Technology No. 15393

Technology No. 15393

Accredited for compliance with ISO/IEC 17025.



This Page (1) has been designed to show the values required under Specification C1.10a Fire Hazard Properties (Floors) of the Building Code of Australia.

The values on Page 2 have no relevance to the Code.

1004 04 09



TEST REPORT No. 137578 LABORATORY REF: P137578 THE INFORMATION PROVIDED ON THIS PAGE OF THE TEST REPORT IS FOR THE SPONSORS USE ONLY AND WILL MEET THE REQUIREMENTS OF THE STANDARD. IT IS NOT REQUIRED UNDER CLAUSE C1.10A OF THE BUILDING CODE OF AUSTRALIA.

PAGE 2 of 2

TIME FOR EACH SPECIMEN TO REACH EACH MARKER IN SECONDS

Specimen	50	60	110	160	210	260	310	360	410	460	510	560	610	660	710	760	810	860
1	217	219	259	302	333	392	432	510	622	938	1415	1						
2	285	287	308	345	372	398	448	489	552	893	1545	1						
3	243	245	262	304	358	377	439	489	584	767	1333	/						

TESTS	BURNING CHARAC	CTERISTICS	SMOKE PRODUCTION				
Specimen	Burn Length (mm) at Flame Out/ Extinguishment	Time To Burn Out (s)	Maximum Light Attenuation (%)	Smoke Development Rate (%.min)			
Initial Test: Length	503	1,461	69	399			
Specimen Tests: Width							
1	510	1,422	70	392			
2	510	1,546	70	408			
3	520	1,618	69	416			
Mean	513	1,529	70	405			



The laboratory does not allow the use of this page of the report without the use of page 1.

This page alone has no validity under Specification C1.10a Fire Hazard Properties (Floors) of the Building Code of Australia.

2004 04 09 16962 22 August 2013



VERVE/ 6528

Style Cut Pile

Pile Content 100% STAINMASTER® SolarMax® Solution Dyed Nylon

Width 3.66m Broadloom

Pile Thickness 8.8 mm +- 10% AS/NZS 2111.5

Carpet Thickness 11.8 mm +- 10%

Grading Residential Extra Heavy Duty + Stairs 6 Stars – ACCS (13022)

Construction Tufted

Environmental Accreditation ACCS ECS: Level 4
Yarn Specification Twisted & Heatset BCF
Gauge 39.37 tufts/10cm (1/10")

Tuft Density 39.37 tufts/10cm x 43.2 tufts/10cm + 10%, - 5%

AS/NZS 2111.9

Primary Backing Woven Polypropylene

Secondary Backing Woven Jute
Backing Adhesive Synthetic Latex

Bond Strength 40N/50mm AS/NZS 2111.16

Tuft Withdrawal 10 N AS/NZS 2111.15

Pattern Repeat Does not apply
Pattern Match Width Does not apply
CAUTION-Geometric Pattern Does not apply

Installation, Cleaning and Maintenance: This carpet must be installed in accordance with AS/NZS 2455.1:2007 unless otherwise specified. Cleaning and maintenance must be done in accordance with AS/NZS 3733:1995.

Permanent Shading: All cut pile carpets will in some circumstances exhibit the condition known as "Shading, Watermarking, or Pile Reversal". This condition is characterised by random light and dark patches appearing some weeks after installation, caused by the permanent reversal or bending of the carpet pile fibres with consequential different light effects. It cannot be predicted or prevented and appears to be related to the location of use rather than type of carpet construction or materials used. It does not affect the wear or durability of the carpet and since it is beyond the control of the manufacturer, it is not recognised as a manufacturing flaw or fault. You are urged to consider this characteristic before purchasing. Your Sales Executive can provide further information.

Colour Variation: Colour may vary from dye lot to dye lot.

Material Variation: Backing or other materials may change without notice depending on raw material availability.

New Zealand: www.cavbrem.co.nz Ph 0800 808 303 Australia: www.cavbrem.com.au Ph 1800 251 172

Product Specification Sheet

Production Variation: Variable weights and/or colours can be produced to meet individual requirements. For further details contact your local Cavalier Bremworth office.

New Zealand: www.cavbrem.co.nz Ph 0800 808 303 Australia: www.cavbrem.com.au Ph 1800 251 172

STAINMASTER® carpet Limited Warranties



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Claim Information

The limited warranties in this booklet are given by:

INVISTA (Australia) Pty Ltd ("INVISTA")

Suite 4, 4 Corporate Avenue, Rowville, VIC, 3178, Australia

Telephone: 1800 335 624 (Australia) or 0800 468 420 (New Zealand)

Email: info@stainmasterlink.com.au

Visit stainmaster.com.au/warranties or stainmaster.co.nz/warranties to register your carpet purchase or to find general cleaning instructions. Warranty registration is recommended but not required to activate your warranty coverage.

If you have a problem with your carpet and believe it is covered by one or more of the limited warranties in this booklet, call the STAINMASTER® carpet Service Centre on 1800 335 624 (Australia) or 0800 468 420 (New Zealand). Hours are 8AM to 6PM AEST, Monday through Friday. Or, contact us by email at: info@stainmasterlink.com.au.

You may also send a warranty claim to:

Australia: INVISTA, Reply Paid 88899, Ormond, VIC, 3204

New Zealand: INVISTA, Freepost, PO Box 56-274 Dominion Road,

Mount Eden, Auckland, 1446

Before processing a claim under a limited warranty in this booklet, INVISTA will require you to provide the following:

- Your original sales receipt or other documentation reasonably acceptable to INVISTA which shows proof of purchase and installation of a STAINMASTER® carpet (the documentation must include the STAINMASTER® carpet name and style information).
- An explanation of the issue, what caused the problem, where the carpet is installed and areas affected and a description of what the carpet looks like now.
- When and where the carpet was purchased.
- The carpet style name and colour.
- Broadloom metres purchased.
- The date(s) and proof of professional cleaning(s) an invoice or other documentation signed by the vendor may be required.

We may also request a small piece (420 mm x 300 mm) of carpet.

You will bear any expense associated with making a claim (for example, postage in respect of a claim made by post) under the limited warranties in this booklet.



General Terms and Conditions

Applicability of Consumer Laws

In Australia: The benefits of the limited warranties in this booklet are in addition to other rights and remedies you have under the Australian Consumer Law. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

In New Zealand: Our goods also come with guarantees that cannot be excluded under New Zealand consumer law except if you purchased your product in New Zealand for a business, in which case you acknowledge and agree that the Consumer Guarantees Act 1993 shall not apply to the goods supplied to you for those purposes and to the maximum extent permitted by law, our liability to you or anyone claiming through you, will be limited at all times to the purchase price of the goods to which your claim relates.

Nothing in this booklet is intended exclude, restrict, modify or affect the application of any condition, guarantee, right or remedy provided by the Australian Consumer Law or the New Zealand Consumer Guarantees Act 1993 (together, "Consumer Laws").

Warranty Coverage

Only first quality carpet (not seconds or irregulars) which meets INVISTA's construction and performance specifications can earn the name STAINMASTER® carpet and be covered under the limited warranties in this booklet.

The limited warranties in this booklet apply to all wall-to wall STAINMASTER® carpet products purchased on or after 1 November 2014 in Australia or New Zealand and installed in an owner-occupied space in an owner-occupied residence. If the carpet is removed from the home in which it was first installed then these limited warranties will be deemed null and void.

General Exclusions

The limited warranties in this booklet do not cover:

- Bound rugs.
- Carpets put into commercial use (including, but not limited to, use in a store, office or other place of business), rented dwellings, timeshare dwellings, motor homes (RVs) or houseboats.
- Abnormal use or conditions, or any type of abuse, vandalism, or damage by smoke, fire, storm, flood, hurricane, wind, lightning, any other natural disaster, or any act of God. "Abnormal use or conditions" includes, but is not limited to, water damage from plumbing, storm or flood, damage from smoke or fire, damage from improper cleaning methods or materials, or from improper maintenance. "Abuse" includes, but is not limited to, any use of the carpet that is unreasonable considering the normal and expected uses of a carpet in an owner-occupied residence.

- Damage caused by wetting or persistence of excessive moisture, improper installation, defective building construction, pets.
- Damage resulting in, or changes to your carpet arising from, tears, pulls, cuts, pilling, shedding, burns, fuzzing, matting, crushing, shading or pile reversal

Each limited warranty in this booklet is also subject to specific exclusions, as set out on pages 7-9.

Transferability

All warranty coverage is transferable to subsequent owner-occupiers only in owner-occupied residences. The original homeowner must contact the STAINMASTER® carpet Service Centre to provide original receipts documenting the carpet purchase and proof that the carpet has been maintained every 18 months, using the hot water extraction cleaning method, since the original carpet purchase date. This documentation must be provided within sixty (60) days of the home sale. INVISTA will then provide the new homeowner with a written authorisation transferring the warranty coverage.

Care and Cleaning Obligations

To maintain the limited warranties in this booklet you must have hot water extraction (steam cleaning) performed by a trained, qualified carpet care professional, at least as frequently as every 18 months from the date of purchase of your carpet. Failing to do so will void these limited warranties.

Clean stains or soiled areas promptly. If the problem remains after do-ityourself cleaning, then have your carpet professionally cleaned by hot water extraction (steam cleaning) at your expense; these maintenance costs will not be reimbursed. If the problem still remains after professional cleaning, contact the STAINMASTER® carpet Service Centre within 30 days of the professional cleaning.

To learn more about carpet care or to get cleaning tips on specific stains please visit www.stainmaster.com.au/carpetcare or www.stainmaster.co.nz/carpetcare or phone the STAINMASTER® carpet Service Centre on 1800 335 624 (Australia) or 0800 468 420 (New Zealand).

What INVISTA will do to Honour a Limited Warranty

- If INVISTA determines that your claim is covered under one or more of the limited warranties in this booklet, INVISTA will, at its sole option, repair or replace the affected area of your carpet. You may however have other remedies available to you under Consumer Laws.
- If INVISTA opts to provide a replacement under a limited warranty in this booklet, INVISTA will bear the costs of removing and disposing of your original STAINMASTER® carpet and the cost (including labour costs) of installing the same or a comparable STAINMASTER® replacement carpet (comparability in carpet specifications is to be determined by INVISTA). The remaining portion of the applicable warranty period will be based on your original purchase date. Costs in relation to moving furniture, equipment or baseboards, removing skirting boards, costs associated with new carpet underlay, or other charges are your responsibility and will not be paid by INVISTA. This is not intended to affect your rights and remedies with respect to any replacement undertaken under applicable Consumer Laws.

- Cash refunds will not be offered under any of the limited warranties in this booklet.
- You must reasonably cooperate with INVISTA in its efforts to perform its
 obligations under the limited warranties in this booklet.

Note: the limited warranties set out in this booklet are each subject to the General Terms and Conditions on page 4-6, including with respect to warranty coverage, exclusions and transferability. Please read each of the General Terms and Conditions carefully before proceeding.

SUBJECT TO YOUR RIGHTS UNDER CONSUMER LAWS, THE FOLLOWING APPLIES TO ALL OF THE LIMITED WARRANTIES INCLUDED IN THIS BOOKLET:

YOU HAVE MAY HAVE RIGHTS AGAINST INVISTA UNDER THE AUSTRALIAN CONSUMER LAW, NEW ZEALAND CONSUMER LAW, AND/ OR OTHER APPLICABLE LAWS, INCLUDING TO RECOVER DAMAGES IN RESPECT OF NON-COMPLIANCE WITH A CONSUMER GUARANTEE. SUBJECT TO THOSE RIGHTS. INVISTA SHALL NOT BE LIABLE TO YOU FOR ANY LOST OR PROSPECTIVE PROFITS, LOSSES OR DAMAGES ARISING FROM DELAY IN PERFORMANCE, OR FROM ATTEMPTS OR FAILURES TO CLEAN COVERED STAINS, REGARDLESS OF THE FORM OF THE CLAIM OR CAUSE OF ACTION (WHETHER BASED ON CONTRACT, INFRINGEMENT, NEGLIGENCE, STRICT LIABILITY, OTHER TORT OR OTHERWISE), OR FOR ANY CONSEQUENTIAL, SPECIAL, INCIDENTAL, OR PUNITIVE DAMAGES ARISING OUT OF THE PURCHASE OR USE OF THE PRODUCT OR RESULTING FROM THE BREACH OF THIS LIMITED WARRANTY. SUBJECT TO YOUR RIGHTS UNDER THE AUSTRALIAN CONSUMER LAW, NEW ZEALAND CONSUMER LAW AND/OR OTHER APPLICABLE LAWS (INCLUDING AS NOTED ABOVE), THE CUMULATIVE LIABILITY OF INVISTA SHALL NOT EXCEED THE PURCHASE PRICE PAID BY YOU FOR THE PRODUCT. FOR THE SAKE OF CLARITY, THE TERM "CONSEQUENTIAL DAMAGES" SHALL INCLUDE, BUT NOT BE LIMITED TO, LOSS OF USE AND LOSS OR DAMAGE TO PROPERTY.

Lifetime Food & Beverage Stain Resistance Limited Warranty

For the life of your STAINMASTER® carpet, INVISTA warrants that the surface pile of your carpet will resist food and beverage stains that occur during normal residential use. If INVISTA determines that your carpet does not meet this limited warranty, INVISTA will, at its sole option, repair or replace the affected area of your carpet.

No carpet is fully stain proof. This limited warranty does not cover the following:

- Stains caused by non-food or non-beverage substances including, but not limited to, cosmetics, bleaches, inks, vomit, blood or faeces.
- Stains caused by substances that destroy or change the colour of the carpet, including, but not limited to, dyes (such as clothing dyes), bleaches, acne medications, drain cleaners and plant food.
- The reappearance of previously-cleaned stains (known as "wicking"). Wicking occurs when stains that have been concealed in the carpet backing or underlay, reappear during additional re-cleaning.

Lifetime Soil Resistance Limited Warranty

Over time any carpet may change colour due to the accumulation of dry soil from foot traffic. For the life of your STAINMASTER® carpet, INVISTA warrants that it will not experience a noticeable colour change due to deposits of dry soil as a result of foot traffic from normal, indoor household use. If INVISTA determines that your carpet does not meet this limited warranty, INVISTA will, at its sole option, repair or replace the affected area of your carpet.

For the purposes of this limited warranty, a "noticeable colour change" is defined as a rating of 3 or less on the American Association of Textile Chemists and Colourists Gray Scale for colour change.

This limited warranty does not cover colour changes arising from grease, mud, asphalt, tar, paints, ink, rust, blood, cement, materials that permanently destroy dyes or alter colours (such as bleaches, acne medications, drain cleaners and plant food), urine, faeces, vomit, burns, pets, tears, cuts, pulls, shading or pile reversal, fading, furniture depressions or athletic equipment.

Lifetime Anti-Static Limited Warranty

For the life of your STAINMASTER® carpet, INVISTA warrants it will not generate static greater than 5.0 kilovolts (using the American Association of Textile Chemists and Colourists Test Method 134). If INVISTA determines that your carpet does not meet this limited warranty, INVISTA will, at its sole option, repair or replace the affected area of your carpet.

15-year Abrasive Wear Limited Warranty

For a period of 15 years beginning from the date at purchase, INVISTA warrants that your STAINMASTER® carpet will not incur fibre loss from abrasive wear of more than 10% in any area during normal residential use. For the purposes of this limited warranty, "fibre loss from abrasive wear" is defined as actual loss of fibre, due to abrasion, from the surface pile of your carpet. If INVISTA determines that your carpet does not meet this limited warranty, INVISTA will, at its sole option, repair or replace the affected area of your carpet.

Fade Resistance Limited Warranty

INVISTA warrants that if you follow the care and cleaning obligations (page 5), your STAINMASTER® carpet will not experience a noticeable colour change from exposure to sunlight or atmospheric contaminants (ozone or oxides of nitrogen) for the period applicable to your brand of carpet, as set out below.

- All brands of STAINMASTER® carpet other than STAINMASTER® SolarMax® carpet – 15 years beginning from the date at purchase.
- STAINMASTER® SolarMax® carpet 25 years beginning from the date at purchase, pro-rated from 15 years (see page 9).

If INVISTA determines that your carpet does not meet this limited warranty, INVISTA will, at its sole option, repair or replace the affected area of your carpet.

For the purposes of this limited warranty, a "noticeable colour change" is defined as a rating of 3 or less on the American Association of Textile Chemists and Colourists Gray Scale for colour change.

This warranty coverage applies to indoor carpet installations only.

This limited warranty does not cover colour changes arising from:

- Air purifiers, photo-copiers or other electronic equipment that emit significant amounts of ozone.
- External causes, such as spills of household chemicals, improper cleaning and other substances.
- Pesticides, cleaning agents, benzoyl peroxide and other household items.
- Noticeable colour change due to accumulation of dry soil as a result of foot traffic from normal, indoor household use.

For STAINMASTER® SolarMax® carpet fade resistance warranty cases in which pro-ration applies, please refer to the table on the following page. In those cases, you will be required to pay (at retail prices as at the date of replacement) for the portion of carpet and labour costs not covered by this limited warranty.

Pro-ration Schedule for STAINMASTER® SolarMax® carpet Fade Resistance Limited Warranty

Pro-ration Year	25 year Fade Resistance after 15 years (carpet & labour ^a)
Year 1-3	100%
Year 4	100%
Year 5	100%
Year 6	100%
Year 7	100%
Year 8	100%
Year 9	100%
Year 10	100%
Year 11	100%
Year 12	100%
Year 13	100%
Year 14	100%
Year 15	100%
Year 16	70%
Year 17	70%
Year 18	40%
Year 19	40%
Year 20	20%
Year 21	20%
Year 22	10%
Year 23	10%
Year 24	10%
Year 25	10%

^{*} Labour includes removal and disposal of old carpet and installation of new carpet. It excludes any costs associated with new carpet underlay or for moving furniture, equipment or skirting boards or any other charges.

LIMITED WARRANTY REGISTRATION

Register your warranty at <u>stainmaster.com.au/warranties</u> or <u>stainmaster.co.nz/warranties</u> or simply fill out the information below and mail the form to us. Remember to keep a copy for your records. Warranty registration is not a condition of warranty coverage. If you decide to register, please use the form below.

Name of Carpet Retail Store	
Suburb/Locality of Store	
Style and Colour	
Purchase Date	
Linear metres purchased	
Total cost of carpet	
Rooms STAINMASTER® carpet	t was installed
First Name	
Last Name	
Your Address	
Suburb/Locality	State
Postal Code	Country
Phone	
Your E-mail Address	
By providing my contact information that may be of information.	mation, I give permission to be contacted on terest to me.
Register warranty only. C	Opt out of all communications.
Please see our full Privacy Poli	icy on <u>stainmaster.com.au</u> or <u>stainmaster.co.nz</u> .

After completing your warranty form...

- Write the appropriate address (see below) on the lines provided on the back of this page.
- Moisten the glue around the edges of this page, fold over, seal and post.
- · No stamp is required.

AUSTRALIA

Reply Paid 88899 STAINMASTER® carpet Service Centre ORMOND VIC 3204

NEW ZEALAND

Freepost PO Box 56-274 Dominion Road Mount Eden, Auckland, 1446



ABN: 74 153 907 889



MAINTENANCE GUIDE

Cleaning and Maintenance

Decoria Loose Lay is easy to clean and look after, our enhanced surface treatment, Nano Silver protection, gives you complete peace of mind that your floor will look great for years.

Floor Care at Home

Our floors have no grime and dirt traps, unlike many of the materials it faithfully replicates. Our Nano Silver protection system defends against those damages that can easily spoil the look of traditional floorings. Maintaining our floors is polish-free, greatly reducing both chemical and water usage (making it more environmentally friendly) compared to traditional maintenance routines.

Helpful tips:

- Avoid dragging or sliding heavy items e.g. furniture.
- Place non-rubber mattings on entrances.
- Mop up spillages as soon as possible to prevent stains.

Cleaning after Installation

Avoid walking on your new floor until the adhesive has dried, your floor fitter will advise on how soon you can do so. After it has dried, you should remove all loose debris from the floor using a vacuum, brush or dust mop. Ensure that all dry adhesive is removed from the surface and use a damp mop with a pH neutral detergent.

ABN: 74 153 907 889 Routine Clean Vacuum, sweep or mop to remove all dust and loose debris. Damp mop with a neutral detergent. Stubborn stains can be removed by spot cleaning with a concentrated pH neutral detergent and a kitchen non-abrasive scouring pad. Please do not use cleaning products that contain bleach or other household chemicals as they could make your floor unsafe and/or damage the floor.



MANUFACTURER'S LIMITED WARRANTY

Company warrants that its floor covering shall be free from defects in workmanship and material for a period as below from the date of installation if installed for commercial or any other use. If any floor coverings are defective in workmanship or material and covered by this Limited Warranty. Company shall, at its sole option, either refunds the purchase price or supply, at its expense, such material as, in Company's sole judgment, is necessary to replace any defective floor covering. This Limited Warranty does not cover the cost of labor required to replace any flooring. This Limited Warranty is subject to the following conditions: (i) the floor covering must have been installed and maintained in accordance with Company's instructions in an area for which Company has specified as suitable for use; (ii) the defect must not have been caused by excessive moisture, extremes of temperature, chemical reaction, corrosion, or from any abuse or abnormal usage; (iii) any claim must be brought to Company's attention, in writing, within the stated period; and (iv) Company must be given the opportunity to inspect the installation and investigate the claim.

THE LIMITED WARRANTY SET FORTH HEREIN IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITAITON ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE (INCLUDING SLIP RESISTANCE, FIRE RESISTANCE OR ANY OTHER SAFETY FACTORS NOT SET FORTH IN COMPANY'S SPECIFICATIONS) AND ALL SUCH WARRANTIES ARE HEREBY DISCLAIMED AND EXCLUDED BY COMPANY. THERE ARE NO WARRANTIES WHICH EXTEND BEYOUND THE DESCRIPTION ON THE FACE HEREOF.

The Following are not covered by this limited warranty;

- Dissatisfaction or damage due to improper installation or maintenance
- Damage caused by fire or burns, intentional abuse, flooding, construction or installation
- Damage caused by vacuum cleaner beater bar, indentations or damage caused by Improper rolling loads, caster wheels, chairs or other furniture
 Without proper floor protectors and cuts from sharp objects
- Surface scratches or scuffing
- Changes in color or sheen from exposure to sunlight or due to use of rubber-backed mats
- Exterior applications
- Minor Shading, color or texture differences between samples or printed color Photographs or illustrations and delivered product
- This limited warranty is void if, prior to installation, this flooring is not acclimated to room Tem perature (between 15 and 29) at job site for at least 48 hours and, if post-installation, Such flooring is not continuously maintained at such temperature.
- Commercial- 10 years
- Residential- 20 years



WARRANTY of WORKMANSHIP Installation of Floor Coverings

Project: VUE Terrace Homes Stage 1 & 2

Date of Installation: January 2019

Master Floor Coverings are installers of floor coverings, which were installed to specified areas on the above project, subject to the following conditions:

The floor coverings were installed in accordance with the manufacturers' instructions. This warranty provided by Master Floor Coverings is for **workmanship** only, for a period of **1 (one)** year from the date of issue.

This warranty will be made VOID by any of the following occurrences:

- Damage caused by general usage/wear and tear;
- Damage that occurs as a result of scraping, gouging, dropping or dragging of objects on the surface;
- Damage from chemical or hazardous substance spillage that is not compatible with the manufacturers product specification;
- Damage caused by latent or sub floor defects such as slab movement, cracking, moisture migration, poor quality concrete and or concrete workmanship, and any remedial repairs not carried out by Master Floor Coverings.
- Unidentified sub-floor contamination including but not limited to chemicals, silicones or resins that may have contaminated the floor area prior to, or during surface preparation and installation or any time thereafter;
- Damage caused by unauthorised access during preparation or installation.

NOTE:

Should contamination of the area that was installed (in part or in whole) be identified, prior to or during preparation or installation, or at any time thereafter, then the contaminated area will be excluded from this warranty;

Master Floor Coverings has liability under this warranty which is strictly limited to workmanship.

Signed by: Date: 04.02.2019

Jordan Walsh

For and on behalf of Master Floor Coverings (Qld) Pty Ltd 15 Alloy St,, YATALA Qld 4207.



Gate 5, 2 Normanby Road Clayton VIC 3168, Australia Telephone: 61 3 9545 2777 Web: http://www.csiro.au

Registered Testing Authority - CSIRO

23 November 2018 Our Ref. EN13 / 2582 03/0212

TEST REPORT No. 8180.2

Requested by: Decoline Pty Ltd

3/3363-3365 Pacific Highway

Slacks Creek, QLD 4127

on (date): 6 September 2018

Manufacturer:

Product Desc.: Ocean

Sampling details:

Where: At customer premises
Date: 29 October 2018

By whom: Customer (delivered by courier)

How (methods): N/A

The results reported relate only to the sample(s) tested and the information received. No responsibility is taken for the accuracy of the sampling unless it is done under our own supervision. CSIRO cannot accept responsibility for deviations in the manufactured quality and performance of the product. While CSIRO takes care in preparing the reports it provides to clients, it does not warrant that the information in this particular report will be free of errors or omissions or that it will be suitable for the client's purposes. CSIRO will not be responsible for the results of any actions taken by the client or any other person on the basis of the information contained in the report or any opinions expressed in it. The reproduction of this test report is only authorised in the form of a complete photographic facsimile. Our written approval is necessary for any partial reproduction.

This test report consists of 4 pages

SUMMARY OF SLIP RESISTANCE TESTS PERFORMED:

AS 4586:2013 (Amendment No. 1) Slip resistance classification of new pedestrian surface materials,
Appendix D: OIL-WET INCLINING PLATFORM TEST METHOD

Corrected mean overall acceptance angle:

Corrected mean overall acceptance angle: 13° R 10

Result Class

In order to interpret the classifications, please refer to Standards Australia Handbook 198, An Introductory Guide to the Slip Resistance of Pedestrian Surface Materials, which recommends minimum classifications for a wide variety of locations.

It is important to realise that test results obtained on unused factory-fresh samples may not be directly applicable in service, where proprietary surface coatings, contamination, wear and subsequent cleaning all influence the behaviour of the pedestrian surface.



Gate 5, 2 Normanby Road Clayton VIC 3168, Australia Telephone: 61 3 9545 2777 Web: http://www.csiro.au

REPORT NO: 8180.2

ISSUE DATE: 23 I MANUFACTURER:

23 November 2018

PRODUCT DESC: Ocean

Page 2 of 4

PHOTOS:



Top view



Close up



Gate 5, 2 Normanby Road Clayton VIC 3168, Australia Telephone: 61 3 9545 2777 Web: http://www.csiro.au

REPORT NO: 8180.2

ISSUE DATE: MANUFACTURER: 23 November 2018

PRODUCT DESC: Ocean

SLIP RESISTANCE CLASSIFICATION OF NEW PEDESTRIAN SURFACE MATERIALS

OIL-WET INCLINING PLATFORM TEST METHOD

TEST CARRIED OUT IN ACCORDANCE WITH AS 4586:2013 (Appendix D) (Amendment No. 1)

> Slip Resistance Laboratory Test conducted by: KH, DN

Sample Unfixed

Location:

Joint width: 0 mm

Surface structure: 1 Smooth [X] Profiled

1 Structured

RESULTS

Corrected mean overall acceptance angle: 13 °

Displacement space: not tested

CLASSIFICATION: Slip Resistance Assessment Group: **R 10**

Page 3 of 4

Test Date: 23 November 2018

Displacement Space Assessment Group:

Test shoe used: Leipzig V73-SP



Gate 5, 2 Normanby Road Clayton VIC 3168, Australia Telephone: 61 3 9545 2777 Web: http://www.csiro.au

REPORT NO:

8180.2

23 November 2018

ISSUE DATE: MANUFACTURER:

PRODUCT DESC:

Date and Place

Ocean

23 November 2018, Clayton, Vic

Name, Title and Digital Signature:

KHANH HO Technical Officer Tel: 61 3 95452777

Email: Khanh.Ho@csiro.au

Page 4 of 4





Hardware Warranty



Door hardware warranties

Commercial

Product type	Brand	Series	Warranty period	
Locks & latches	Legge	Tubular Latches & Bolts, Night latch, G2, 950, 990MF, 995MF	10 year	
Locks & tateries	Schlage	A, AL, B250, B500, CL1000, D, ND, Brass padlocks	, ,	
Cylinders & keying	Schlage	Cylinders (excluding keys)	10 year	
Daniel de la constitución de la	Legge	67, 500, 700, 800, 4000, 5300, 5400, 6000, 8000	10 year	
Door furniture	Schlage	7000, 9000	10 year	
Entrance handles	Legge	1100,1200	10 year	
Door controls (Closers, Floor springs & Transom closers)	LCN	1461, 1460T/1461T, 4020T ST, 4031, 4031T, 4041XP, 4041XPT	30 year	
	LCN	3130, 6030	15 year	
	Briton	1120, 1130, 2800, 5000, 7500	10 year	
	LCN	4040SME, 4310ME	2 year	
Door controls (Ancillary hardware)	Briton	3000 selectors		
	Ives	7253 Pivot set, COR coordinators, FB40 Auto Flush bolts	10 year	
	Glynn Johnson	450 Overhead stops/holders	1	
	Briton	372E, 376E, 377E, 378E, 379E		
Exit devices		22, 2227, 33A, 3327A, 88, 8827, 99, 9927	10 year	
	Von Duprin	ALK Alarm kit, EL Electric Latch retraction	1 year	
General hardware	Legge	Pull handles & push plates, 13000 Hinge, Special hinge sets, Barrel bolts, Chain bolts, Restrictor chains, Flush bolts, Panic bolts, Indicator bolts, Catches, Handrail suppports, Doorstops & hooks	10 year	
	Schlage	Sliding cavity locks, Door stops, Roller catches, Door viewers	10 year	



Warranty terms and conditions

Allegion ("Company" or "Seller") warrants its products to be free from defects in material and workmanship for the stated periods above from the date of purchase. The Company will, at its option, repair or replace any products which in the opinion of the Company are found to be defective, provided said products are returned to Allegion, freight prepaid. The Company reserves the right to inspect the installation of defective products before any removal and return of any such products.

This warranty excludes deterioration of decorative finishes, unless those finishes are specifically listed in the product warranty.

Additional exclusions or conditions applicable to the warranty are as follows:

- (a) The warranty shall not cover any defect or damage which may be caused or partly caused by or arise through:
 - i) Failure on the part of the Buyer to properly install or maintain any Goods; or
 - ii) Failure on the part of the Buyer to follow any instructions or guidelines provided by the Seller; or
 - iii) Any use of any Goods otherwise than for any application specified on a quote or order form accepted by Seller; or
 - iv) The continued use of any Goods after any defect becomes apparent or would have become apparent to a reasonably prudent operator or user; or
 - v) Fair wear and tear, or any accident or act of God.
 - vi) The warranty shall cease and the Seller shall thereafter in no circumstances be liable under the terms of the warranty if the Goods are repaired, altered or overhauled without the Seller's consent.
 - vii) In respect of all claims the Seller shall not be liable to compensate the Buyer for any delay in either replacing or repairing the Goods or in properly assessing the Buyer's claim.
- (b) For Goods not manufactured by the Seller the warranty shall be the current warranty provided by the manufacturer of Goods, if any, and to the extent that such warranty can be transferred by Seller to Buyer.
- (c) No other warranties, express or implied, are made with respect to the products or services including, but not limited to, any implied warranty of merchantability or fitness for a particular purpose.

This warranty does not exclude, restrict or modify any statutory rights.

Allegion shall in no event be liable for any incidental or consequential damages for breach of any warranty.

















General Hardware

10 year warranty

Allegion ("Company" or "Seller") warrants its products to be free from defects in material and workmanship for the stated periods above from the date of purchase. The Company will, at its option, repair or replace any products which in the opinion of the Company are found to be defective, provided said products are returned to Allegion, freight prepaid. The Company reserves the right to inspect the installation of defective products before any removal and return of any such products.

This warranty excludes deterioration of decorative finishes, unless those finishes are specifically listed in the product warranty.

Additional exclusions or conditions applicable to the warranty are as follows:

- (a) The warranty shall not cover any defect or damage which may be caused or partly caused by or arise through:
 - i) Failure on the part of the Buyer to properly install or maintain any Goods; or
 - ii) Failure on the part of the Buyer to follow any instructions or guidelines provided by the Seller; or
 - iii) Any use of any Goods otherwise than for any application specified on a quote or order form accepted by Seller; or
 - iv) The continued use of any Goods after any defect becomes apparent or would have become apparent to a reasonably prudent operator or user; or
 - v) Fair wear and tear, or any accident or act of God.
 - vi) The warranty shall cease and the Seller shall thereafter in no circumstances be liable under the terms of the warranty if the Goods are repaired, altered or overhauled without the Seller's consent.
 - vii) In respect of all claims the Seller shall not be liable to compensate the Buyer for any delay in either replacing or repairing the Goods or in properly assessing the Buyer's claim.
- (b) For Goods not manufactured by the Seller the warranty shall be the current warranty provided by the manufacturer of Goods, if any, and to the extent that such warranty can be transferred by Seller to Buyer.
- (c) No other warranties, express or implied, are made with respect to the products or services including, but not limited to, any implied warranty of merchantability or fitness for a particular purpose.

This warranty does not exclude, restrict or modify any statutory rights.

Allegion shall in no event be liable for any incidental or consequential damages for breach of any warranty.

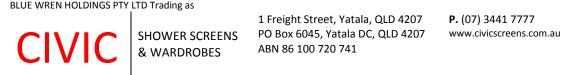
Contact **NEW ZEALAND**

Allegion New Zealand Limited
437 Rosebank Road, Avondale, 1746
PO Box 19-347, Avondale, 1026
Phone +64-9-829 (





Shower Screens, Mirrors & Robes Warranty



MANUFACTURERS PRODUCT WARRANTY & GUARANTEE

WARRANTY AND TERMS

12 months Mirrors Shower Screens 12 months 12 months Wardrobes

CONDITIONS

If a fault in the product during the term of warranty which is due to poor Workmanship or materials, Civic will either repair or replace the product (at its discretion) at no charge to you, during normal working hours.

The warranty applies to the original residential purchase only and is not transferable. Satisfactory proof of purchase date must be furnished at the time of notification of defect for any claim under warranty to be enforceable.

A charge will be applied for a service call made where the Civic product is not faulty.

The warranty is in addition to and in no way limits, varies OR excludes any express Or implied rights and remedies under any relevant legislation in the State or territory of sale.

EXCLUSIONS

This guarantee does not cover the following:

Damage resulting from unauthorized installation, or alteration and/or

Modification of the product

Misuse or abuse of the product

Damage caused by acts of God such as fire, flood, storm and tempest.

Civic will not be liable for any incidental or consequential loss or damage arising From the installation OR operation of the product and/or failure of any part for Any reason whatsoever.

Normal wear and tear of the product.

Cleaning and maintaining the product, otherwise than, and in accordance

With the instructions overleaf.

Failure to properly maintain moving parts and tracks

Component hardware beyond the warranty period offered by the manufacturer.

Mould growth on silicone

Glass breakage

Product that us not fully paid for

Slight colour variations on metal finished

Glass bows and imperfections with tolerance according to Australian Standards AS2208-1996

Care of your Civic Product

Page 2
 February 22, 2019

Cleaning & Maintenance

Wardrobes:

Apply a mild soap or detergent to the frames using a grit free cloth or sponge. If using solvent cleaners care should be taken to avoid contact with glazing sealant, manufacturers directions must be followed at all times when using solvents.

All surfaces should be washed down with clean water after applying cleaning solutions.

Surfaces may be dried using a clean lint free cloth

Under no circumstances should harsh cleaners, alkaline solutions, blades, scrapers abrasive or similar tools be used on any surfaces

Shower Screens:

Apply mild soap or detergent to glass either by spraying or using a grit free cloth or sponge saturated with the cleaning solution.

If using solvent cleaners care should be taken to avoid contact with glazing sealant and other associated materials which may be affected by solvent, manufactures directions must be followed at all times when using solvents.

All surfaces should be washed down with clean water after applying cleaning solutions.

Surfaces may be dried using a squeegee or a clean lint free cloth.

Under no circumstances should harsh cleaners, alkaline solutions, blades, scrapers, abrasive similar tools to be used on any surfaces

Mirrors:

Apply mild soap or detergent to glass either by spraying or using a grit free cloth or sponge saturated with the cleaning solution.

If using solvent cleaners care should be taken to avoid contact with glazing sealant and other associated materials which may be affected by solvent, manufactures directions must be followed at all times when using solvents.

All surfaces should be washed down with clean water after applying cleaning solutions. Surfaces may be dried using a squeegee or a clean lint free cloth.

Under no circumstances should harsh cleaners, alkaline solutions, blades, scrapers, abrasive similar tools to be used on any surfaces.

Kind Regards

Lance Styles Director





Kitchen Stone Bench, Cabinets & Laminex Warranties

Congratulations on the purchase of your Smartstone surface

Smartstone offers a 15-year Limited Warranty that can be completed online at www.smartstone.com.au. Please fill out your Warranty within 28 days of your installation, which will guarantee you the highest level of support should an issue arise with your Smartstone surface.

You have chosen a Smartstone surface that offers superior durability and practicality. Because our surfaces are manufactured from natural materials, each slab is unique and will contain variations in shading, reflectivity and the distribution and appearance of quartz. These variations are naturally occurring characteristics of the material. The appearance of each slab will also vary depending on lighting conditions, placement and viewing angle.

The cleaning and care requirements for your benchtop are outlined in this document. For more information please visit our website or call the Smartstone Customer Service team on 1300 888 607.



Care & Maintenance

To keep your benchtop in as new condition here are some cleaning and maintenance tips.

Stain Resistance

Smartstone has been tested by the CSIRO, and due to its low moisture absorption, is resistant to stains caused by wine, fruit juices, liquid food colouring, tea and spices with strong colours.

Damaged Benchtop Edges Or Surfaces

A damaged benchtop edge or surface (including the stone edge for an under-mount sink) is not indicative of defective material.

The Smartstone 15-year Limited Warranty does not cover edge or surface damage, such as chipping or scratching caused by wear and tear or negligence.

Stubborn Stains and Dried Spills

For dried spills, remove solids first. A wet cotton cloth is recommended for any stubborn stains. Avoid forceful scrubbing as this may result in a loss of shine. Rinse well with water.

Do not use bleach on or near a Smartstone surface.

Smartstone is intended for interior applications only. Smartstone should not be used outdoors. The Smartstone Limited Warranty does not cover exterior applications, where Smartstone is exposed to weather conditions. Exposure to direct sunlight may result in a colour change and it is therefore recommended that exposure to direct sunlight is limited.

Heat Resistance

Placing hot items directly onto your Smartstone benchtop is not recommended. Although Smartstone has high heat resistance, excessive localised heat may result in damage to your Smartstone due to thermal shock.

Cleaning your benchtop following installation

Your Smartstone benchtop material is covered by a plastic film to protect the surface during transportation. This film may leave a residue on your benchtop which can absorb liquids, making your benchtop appear to be stained. It is important to give your benchtop a thorough clean with a nonabrasive cream cleanser mixed with warm soapy water. Gently wipe over the entire surface with your cleanser and then remove with a non-scratch cloth. Remove all cleaning product and to finish wipe down with a clean, dry cloth to restore the original shine. Never excessively scrub your benchtop as this can cause dulling of the surface.

Maintenance

- To keep your Smartstone clean, simply wipe with a soft cloth and a pH neutral household liquid detergent.
- Avoid exposure to products with high pH levels such as oven cleaner. If Smartstone comes into contact with such products, rinse immediately to neutralise the effect, and then follow usual cleaning procedure.
- Avoid exposure to paint strippers, paint removers, bleach and nail polish remover. Rinse immediately with clean water to neutralise the effect, and then follow usual cleaning procedure.
- Avoid exposure to high impact, especially on the edges.
- Avoid excessive weight being placed on the benchtop, such as tradespeople standing on the benchtop when carrying out other work in your home such as painting or electrical work.

Congratulations on the purchase of your Smartstone surface

Smartstone offers a 15-year Limited Warranty that can be completed online at www.smartstone.com.au. Please fill out your Warranty within 28 days of your installation, which will guarantee you the highest level of support should an issue arise with your Smartstone surface.

You have chosen a Smartstone surface that offers superior durability and practicality. Because our surfaces are manufactured from natural materials, each slab is unique and will contain variations in shading, reflectivity and the distribution and appearance of quartz. These variations are naturally occurring characteristics of the material. The appearance of each slab will also vary depending on lighting conditions, placement and viewing angle.

The cleaning and care requirements for your benchtop are outlined in this document. For more information please visit our website or call the Smartstone Customer Service team on 1300 888 607.



Care & Maintenance

To keep your benchtop in as new condition here are some cleaning and maintenance tips.

Stain Resistance

Smartstone has been tested by the CSIRO, and due to its low moisture absorption, is resistant to stains caused by wine, fruit juices, liquid food colouring, tea and spices with strong colours.

Damaged Benchtop Edges Or Surfaces

A damaged benchtop edge or surface (including the stone edge for an under-mount sink) is not indicative of defective material.

The Smartstone 15-year Limited Warranty does not cover edge or surface damage, such as chipping or scratching caused by wear and tear or negligence.

Stubborn Stains and Dried Spills

For dried spills, remove solids first. A wet cotton cloth is recommended for any stubborn stains. Avoid forceful scrubbing as this may result in a loss of shine. Rinse well with water.

Do not use bleach on or near a Smartstone surface.

Smartstone is intended for interior applications only. Smartstone should not be used outdoors. The Smartstone Limited Warranty does not cover exterior applications, where Smartstone is exposed to weather conditions. Exposure to direct sunlight may result in a colour change and it is therefore recommended that exposure to direct sunlight is limited.

Heat Resistance

Placing hot items directly onto your Smartstone benchtop is not recommended. Although Smartstone has high heat resistance, excessive localised heat may result in damage to your Smartstone due to thermal shock.

Cleaning your benchtop following installation

Your Smartstone benchtop material is covered by a plastic film to protect the surface during transportation. This film may leave a residue on your benchtop which can absorb liquids, making your benchtop appear to be stained. It is important to give your benchtop a thorough clean with a nonabrasive cream cleanser mixed with warm soapy water. Gently wipe over the entire surface with your cleanser and then remove with a non-scratch cloth. Remove all cleaning product and to finish wipe down with a clean, dry cloth to restore the original shine. Never excessively scrub your benchtop as this can cause dulling of the surface.

Maintenance

- To keep your Smartstone clean, simply wipe with a soft cloth and a pH neutral household liquid detergent.
- Avoid exposure to products with high pH levels such as oven cleaner. If Smartstone comes into contact with such products, rinse immediately to neutralise the effect, and then follow usual cleaning procedure.
- Avoid exposure to paint strippers, paint removers, bleach and nail polish remover. Rinse immediately with clean water to neutralise the effect, and then follow usual cleaning procedure.
- Avoid exposure to high impact, especially on the edges.
- Avoid excessive weight being placed on the benchtop, such as tradespeople standing on the benchtop when carrying out other work in your home such as painting or electrical work.

Limited 15 year Warranty_

This warranty is given by Smartstone Australia Pty Limited (ACN 148 937 008) ("Smartstone") of Suite 201, 100 New South Head Road, Edgecliff NSW 2027.

Edgecliff NSW 2027. Phone no: 1300 888 607

Email address: info@smartstone.com.au

This warranty applies to Smartstone Quartz surface or Smartstone Marble surface products ("Products").

Our Promise

We promise to you that Smartstone Quartz and Smartstone Marble are of the utmost durability and practicality. In the unlikely event of a defect arising from the manufacture of the Products, in addition to your rights under the Australian Consumer Law, Smartstone will do its utmost to provide a fair and reasonable outcome to all customers covered by the Smartstone Warranty.

Product Appearance, Care and Specifications

The Products are manufactured from natural materials. Each slab is unique and will contain variations in shading, reflectivity, and the distribution and appearance of quartz. These variations are naturally occurring characteristics of the material. The appearance of each slab will also vary depending upon lighting conditions, placement, and viewing angle.

The Products are manufactured to a thickness tolerance of +/-1.5mm, with bowing of not more than 2mm over the length or width of the product when properly installed and supported. The cleaning and care requirements of each Product will vary depending upon its type, colour and finish. Smartstone's care and maintenance guide is accessible on Smartstone's website – www.smartstone.com.au

Smartstone Marble surface contains up to 95% natural marble, and therefore exhibits similar qualities to natural marble with regard to porosity and scratch resistance. Smartstone Marble surface should not be used for food preparation areas (as the surface is porous) or other applications where staining or scratching of the surface may occur. Some Products contain pieces of seashell. These products are susceptible to staining and corrosion from acidic substances such as lemon juice. It is possible that, through normal wear and tear, a piece or pieces of seashell located close to the surface of the product may fall out. This is not a defect in the Product.

Smartstone Warranty

- In addition to your rights under the Australian Consumer Law, Smartstone offers an additional warranty ("Smartstone Warranty").
- 2. Smartstone warrants that if the Product, is defective as a result of the manufacture of the Product and:

- The Product was purchased from Smartstone or one of its authorised resellers; and
- b. You have paid for the Product in full; and
- c. The Product has remained installed at the same location at which it was first installed; and
- d. The Product has been installed, maintained, used and protected in the manner recommended by Smartstone at the time of purchase of the Product; and
- e. You have registered the Smartstone Warranty (see clause 9 below); then Smartstone will, at its sole discretion either:
- f. Repair the Product;
- g. Replace the Product with a new Product from the same range as that being replaced, or if that range is no longer available then a reasonably similar range; or
- h. Refund you the price you paid for the Product.
- 3. The Smartstone Warranty is provided for a period of:
- a. 10 years, in the case of Smartstone Marble surfaces; and
- b. 15 years, in the case of Smartstone Quartz surfaces, from the date of original purchase of the Product from Smartstone or from its authorised reseller (as the case may be).
- 4. The Smartstone Warranty is not transferable or assignable and is given only to the first user of the Product following its sale by Smartstone or its authorised reseller.

What the Smartstone Warranty does not cover

- 5. The Smartstone Warranty does not cover defects, or any damage, arising out of anything done to the Product after its manufacture, including:
- The installation of the Product or any accessories upon the Product;
- **b.** The bending or curving of the Product as part of its installation;
- c. Laminations applied to the Product;
- The milling of the Product, including the milling of grooves or drainage channels;
- e. The use of adhesives (including ridged adhesives), caulking materials, or mechanical fasteners upon the Product;
- f. The performance or appearance of a join;
- g. Wear and tear on the Product, the exposure of the Product to heat, improper use or abuse, excessive force or abrasive or corrosive substances; and
- h. Failing to care for the Product in accordance with Smartstone's guide for the care and maintenance of the Product as at the time of purchase of the Product.
- 6. The Smartstone Warranty does not cover cracks, chips or scratches unless they were caused by a defect in the Product.
- **a.** A crack is not a defect if it (amongst other things):
- i. is caused by excessive weight being applied to the surface (such as someone standing or sitting on the Product);

- ii. is caused by thermal shock such as placing a hot saucepan, iron or other hot object, directly on the Product;
- iii. is caused by inadequate support being used under the Product;
- iv. is caused by the supports used under the Product moving or shifting;
- emanates from a cut-out section of the Product (such as a cut out area for a sink or hotplate) (cracks of this type are caused by the cut-out, they are not a defect in the Product).
- b. A chip or a scratch is not a defect if it is caused by external force, unless Smartstone Australia considers the force to be negligible.
- 7. The Smartstone Warranty is limited to the repair, replacement or refunding of the Product. If the Product is replaced, the Smartstone Warranty does not cover costs incurred and relating to installation, milling, joining, fitting or bending or laminating the Product. The Smartstone Warranty does not cover any other losses arising out of a defect in the Product.

When the Smartstone Warranty does not apply

- 8. The Smartstone Warranty does not apply if the Product is:
- a. Used as flooring;
- Used in any outdoor application where it is exposed to weathering or ultraviolet radiation;
- Used in or around swimming pools, spas, or any other place where it may be exposed to chlorinated water;
- d. Used adjacent to any type of fireplace;
- e. Improperly installed;
- f. Installed by a person who is not professionally qualified to install the Product, or who is not licenced to perform the installation work under the law applicable to the place of the installation.

How to Make a Claim

- 9. You must register this warranty by completing the Smartstone warranty card that came with your Product and returning it, by post, with proof of the date of your purchase of the Product to Smartstone. If you do not register this warranty within 60 days of purchase of the Product, this warranty is void.
- 10. To claim under this warranty you must
- Submit your claim in writing, and post it to Smartstone at the following address:
 General Manager
 Smartstone Australia
 29 Henderson Street
 Turrella NSW 2205
- Submit your claim within a reasonable period after the defect would have become apparent to a reasonable person;
- c. Include with your claim the following details:
- i. The date on which the product was installed.

- **ii.** The name of the person or company that installed the product.
- iii. The colour and finish of the product.
- iv. A description of the alleged defect.
- **11.** You bear the expense of claiming under the Smartstone Warranty.
- 12. Within a reasonable period of receiving notice of your claim under the Smartstone Warranty, Smartstone will contact you to:
- a. Arrange to inspect the Product;
- Request further information or evidence in respect of the alleged defect in the Product; or
- c. Accept or reject your claim.
- 13. If you refuse to allow Smartstone to inspect the Product, or unreasonably refuse to provide Smartstone with the further information it has requested, the warranty is void.

Statutory Guarantees

- 14. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.
- 15. Some State, Territory and Federal legislation imply warranties, guarantees or conditions or impose liability on Smartstone in relation to the Product or its supply which cannot, or can only to a limited extent, be excluded, restricted or modified. Except for those warranties, guarantees or conditions and such liability (which for the avoidance of doubt includes those warranties, guarantees, conditions and liabilities that cannot be excluded under the Australian Consumer Law), and for the warranty described above:
- a. all warranties, guarantees and conditions (whether express or implied, statutory or otherwise) relating to the Products or supply are expressly excluded; and
- b. Smartstone will not be liable for any loss or damage suffered by any person (including the purchaser of the Products in any way relating to or arising from the Products or its use (including loss or damage arising from the negligence of, or contributed to by Smartstone).
- 16. If liability for breach by Smartstone of a warranty, guarantee or condition or any other liability imposed on Smartstone by legislation which cannot be excluded may be limited, Smartstone's liability is limited to the extent permitted by law, and if liability may be limited in any one of a number of ways, Smartstone's liability is limited in any one of the permitted ways chosen by Smartstone in its absolute discretion.

ABN: 68 132 309 936



Head Office 5 Ryecroft Street, Carrara, Gold Coast QLD 4211

Phone 07 5530 6391 Fax 07 5530 7607

LEADERS IN STONE BENCH TOPS

Care & Maintenance Guide

Do	Do:					
	For everyday routine cleaning we recommend wiping surfaces with warm soapy water (mild detergent) or window cleaner					
\Box	Thoroughly rinse and dry the surface after washing					
	Clean all spills up immediately					
ш	Clean all spills up infinediately					
Do	n't:					
	Stand on bench top					
	Sit on bench top					
	Place heavy objects on bench top					
	Use your bench top as a cutting board - continued long-term use on the same area may damage the polished surface					
	Use vinegar, lemon juice, or other cleaners containing acids on marble, limestone, travertine or onyx surfaces					
	Mix bleach and ammonia; this combination creates a toxic and lethal gas					
	Use harsh alkaline or acid based cleaners					
	Use abrasive cleaners or scouring products of any type					
CI	eaning & Maintenance Suggestions:					
	Reserve cleaning cloths exclusively for use on your stone finishes.					
	We recommend the use of a clean white cloth (colourless) for your bench tops.					
	There is no problem using synthetic sponges but they do tend to leave streaks on a highly polished surface					
	To remove stubborn dirt, food scraps either use warm soapy water or a sharp					
	razor blade to remove. For reconstituted stone we recommend the stone					
	wholesaler's cream cleanser. Most wholesalers sell their own brand cleanser					
	It is recommended that reconstituted stone be kept away from direct sunlight as it					
	is not UV protected and may be inclined to discolour.					
	In the first year of obtaining your granite or marble bench top we recommend that					
	your reseal your top every six months – after the twelve month period has lapsed					
	we recommend you reseal your tops only once per year. 'The Marble Man'					
	specialises in the rejuvenation and restoration of stone surfaces – contact					
	telephone no: (07) 5563 3060					

Warranty

Willis Bros covers under a twelve month warranty the join and silicone work on our stone. This warranty is invalid however if upon inspection the aforementioned is found to be damaged due to lack of care.





Tile Supply and Workmanship Guarantees



O & M MANUAL Vue Terraces Stage 1

Presented by

DWL TILING Pty Ltd



1. INTRODUCTION & GENERAL DESCRIPTION

PROJECT NAME	Vue Terraces Stage 1
PRINCIPAL CONTRACTOR	Hutchinson Builders
SUBCONTRACTOR NAME	DWL TILING Pty Ltd (Wall and Floor Tiling) ABN: 66 162 941 719 ACN: 162 941 719 QBSA Lic No. 1255371
ADDRESS	32 Joan St., Southport QLD 4215
MAIN CONTACT PERSON	Danny Lee (Mobile 0413 287 881 / Tel or Fax 07 5532 6925)
EMAIL	dwltiling@gmail.com or dlinktiles@gmail.com
TRADE	Ceramic Tiling Works



2. OPERATING PROCEDURES

ITEMS	PROCEDURES
Pre-start checks	Conduct a visual inspection of the tiling areas check for obstacles, etc.,
Unloading materials, equipment & set up	Refer to Pre-start checks for scheduled plant activities & movements in the work area. Consult with Builders to install exclusion zone & bunting around work area if there is a possibility of plant & personnel interaction occurring. Do not leave the work vehicle without wearing High Vis clothing & relevant site specific PPE.
	Adequate labours lift for heavy items e.g. Electric-saw & Trolley; Where possible arrange to have materials delivered as close as possible to working area to minimise distance required to barrow it.; All personnel involved to have received manual handling training upon induction into the company, as well as documented annual revisionary training.
Installation of Tiles	 Identify any obstacles (including other trade services) prior to movie tiles and adhesive Grinding tiles at isolated areas Mixing cement based adhesives at isolated areas Rubbish designated areas and Vacuum cleaning Test TAG Ensure to wear Good PPE – Dust masks & Safety glasses as mixing and grinding
Grout	 Mixing coloured cement-based grout at isolated areas. Rubbish designated areas and Vacuum cleaning, Test TAG Ensure to wear Good PPE – Dust masks & Safety glasses as mixing



3. MAINTENANCE PROCEDURES

We, DWL TILING P/L, are truly pleased to provide the below information on the tiling maintenance manuals.

Ceramic tiles are basically a low maintenance product, but some basic rules need to be followed:

Ceramic tiles need only be cleaned with a mild detergent or household cleaner. There are really only two rules to follow:

- 1. Don't use an abrasive cleaner such as a powder or gritty cream. These will cause minute scratches in the surface and make the tiles harder to clean next time.
- 2. Clean the tiles regularly so dirt doesn't build up. Tiles are a great product, but they don't stay clean by themselves.

A few other points are:

Be careful of gold or silver finishes on your tiles. These are very delicate areas and easily damaged, especially by abrasive cleaners.

An important note is on seasonal movement. As the walls of your house move against each other, the seal between the baths, shower base, basin and tiles may be broken. This may also occur on the vertical internal corners. You may have to put a flexible sealant in, but this can become brittle or come away with age and must be replaced to ensure moisture doesn't leak through. This can have disastrous consequences. This is as much a maintenance job in a house as repainting timber surfaces. When you see that the sealant is lifting away, replace it as soon as possible. To replace it, remove the whole lot, then thoroughly dry the joints using a hairdryer or similar, wipe the tile faces clean with a little mentholated spirits on a cloth and then simply reseal.

The same basic rules apply to floor tiles. Don't use abrasive cleaners, or any sort of polishes or additives. They will only build up and cause problems later. Wash your tiles regularly using hot clean water with a little neutral (not acidic or alkaline) soap-less household cleaner.

It may be possible that a very thin film of grout has been left on the surface of the tiles making them appear dull. In this case, we recommend the use of **Heavy Duty Tile & Grout Cleaner.** Make sure you try it out first on a less noticeable area (behind a door or cupboard for example) to ensure it does not damage the tile and make sure you rinse the floor thoroughly with clean water after treatment.



Tiles can become scratched by grit, especially highly glazed ones. To minimize this, ensure a door mat is used just inside any exterior door. If you have very highly glazed floor tiles in your bathroom, avoid walking on them with harsh footwear.

One or two tiles in your floor may become chipped or cracked. Please make sure you have kept some spares, as tile batches vary in colour and fashions come and go, so it's very unlikely that you could ever match your tiles up a few years later. Store them away in your ceiling space.

If you have any inquiry, please contact us at 07 5532 6925 or email dwltiling@gmail.com.

Best regards,

Danny Lee Director

DWL TILING P/L



4. SCHEDULE OF PLANT, EQUIPMENT, SUPPLIERS, SPARE PARTS AND SPECIAL TOOLS

Supply 600x600mm Rain Cloud Silver Matt

Supply 150 x 600mm White Satin

Supply Nerang Tiles EV1012 90P 600 x 900

Supply 600x600mm Stone Avenue Warm Lappato

Supply 150 x 600mm White Satin

Supply Nerang Tiles EV1013 90P 600 x 900

Supply 600x600mm Rain Cloud White Matt

Supply 150 x 600mm White Satin

5. MANUFACTURES' LITERATURE

1) Adhesive – Devco Powder mastic, Gold label, Evo glue



WARRANTY

WARRANTY STATEMENT

DATE: February, 22nd 2019

Project: : Vue Terraces stage 1

Contractor: Hutchinson Builders

RE: CERAMIC TILING INCL EXTERNAL PAVING WORKS

WE, DWL TILING P/L, DO HEREBY WARRANT WORKS IN RELATED TO CERAMIC TILING WORKS FOR THE ABOVE PROJECT AS FOLLOWS;

- (a) In addition to any other warranties in this contract, the Contractor warrants, except as provided in paragraph (i) of this clause, that work performed under this contract conforms to the contract requirements and is free of any defect in equipment, material, or design furnished, or workmanship performed by the Contractor or supplier.
- (b) This warranty shall continue for a period of 5 years for external paving ceramic tiling works from date of practical completion as per Architectural Specification.
- (c) The Contractor shall remedy at the Contractor's expense any failure to conform, or any defect. In addition, the Contractor shall remedy at the Contractor's expense any damage to Government-owned or controlled real or personal property, when that damage is the result of-
 - 1) The Contractor's failure to conform to contract requirements; or
 - 2) Any defect of equipment, material, workmanship, or design furnished
- (d) The Contractor shall restore any work damaged in fulfilling the terms and conditions of this clause.
- (e) The Contracting Officer shall notify the Contractor, in writing, within a reasonable time after the discovery of any failure, defect, or damage.
- (f) If the Contractor fails to remedy any failure, defect, or damage within a reasonable time after receipt of notice, the Clients shall have the right to replace repair, or otherwise remedy the failure, defect, or damage at the Contractor's expense.
- (g) With respect to all warranties, express or implied, from subcontractors, manufacturers, or suppliers for work performed and materials furnished under this contract, the Contractor shall—
 - 1) Obtain all warranties that would be given in normal commercial practice,
 - 2) Require all warranties to be executed, in writing, for the benefit of the Government, if



directed by the Contracting Officer; and

- 3 Enforce all warranties for the benefit of the Government, if directed by the Contracting Officer
- (h) In the event the Contractor's warranty under paragraph (b) of this clause has expired, the Government may bring suit at its expense to enforce a subcontractor's, or supplier's warranty.
- (i) Unless a defect is caused by the negligence of the Contractor or supplier, the Contractor shall not be liable for the repair of any defects of material or design furnished by the Clients or for the repair of any damage that result from any defect in Clients-furnished material or design.
- (j) This warranty does not cover problems arising from improper maintenance or problems caused by structural movement/deficiencies in the base or subfloor.

(End of clause)

Best regards,

Danny Lee Director of DWL TILING P/L





Paint Warranty



www.baxta.com.au

• www.baxta.com.au







Baxta and its products are the result of a collective goal to define a higher standard in the professional coatings industry. Developed closely with leading architecture firms, interior designers, experienced applicators, major coatings contractors, industry leading project professionals, in conjunction with innovative manufacturers and mother nature to bring to market a brand and products that are engineered from the ground up to provide higher performance coatings & specified coating systems for major projects and professional contractors.

Baxta continues to innovate the coatings industry by delivering exceptional product performance, coating systems and quality assurance support to major project architects, engineers, builders, quantity surveyors, project managers, professional contractors and applicators, industry members and their projects.

Visit our website www.baxta.com.au for more information or contact us on the details below.



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1. INTERIOR FINISHES

1.1 Manual Use

The intent for this manual is to provide the basis for periodic inspection, cleaning and repair of the coated areas relating to interior finishes on walls, ceilings and floors. This guide may be useful and specifying maintenance and remedial coating works describing methods of inspection, cleaning and removal of surface contaminants.

1.2 Periodical Inspection

Yearly visual inspection is recommended for all coated areas. High traffic areas such as floors and walls as well as areas subject to contact should undergo a more regular inspection based on the volume of traffic. a rating system is useful in determining the severity of wear and tear.

- Clean
- Dusty / Loose Surface Dirt
- · Soiled / Stained / Ingrained Dirt
- Minor Damage such as Cracking, Flaking or Erosion
- Major Damage such as Film Failure Over Large Areas

1.3 Interior Surface Cleaning

Dusty areas or areas covered and loose surface should be swept, dusted or vacuumed to maintain optimum appearance. Daily treatment is recommended for floors and eye level surfaces. This can be achieved using a soft cloth or soft bristle brush where possible. Test your preferred cleaning methods to ensure they do not damage the finish.

Areas nominated as soiled, stained or ingrained with dirt should be washed with mild detergent using a soft cloth or soft bristle brush. Rinse with clean water once and allow to fully dry. Repeat process to remove residual marks. When attempting to remove stains, avoid excess rubbing as this may cause glossy patches. Those stains that resist mild detergent should be treated with domestic solvent cleaners such as 'Spray and Wipe'. Spray directly on the stained coating and allow penetration for the recommended time. Rub clean with a soft cloth. Avoid burnishing caused by excessive rubbing. Stains are easier to remove as soon after soiling as possible to minimise penetration and setting in the coating. The longer that stain is left on the coating the harder it is to remove and damage to surface may be more prevalent. High visibility stains should be treated immediately.

These cleaning methods will not remove stubborn stains such as spray paint or marker pen graffiti. Stains such as these should be sealed with the appropriate impervious sealer and over coated as per the original finish.

1.4 Repairs

Areas with damage should be assessed for the cause of film fracture to identify underlying weakness or design faults. Early identification and elimination of design faults will prevent further damage and minimise the cost of repairs.



1.5 Repair Process

- 1. Having eliminated any design fault, proceed with spot repairs to areas showing minor damage. Ensure the surface around the damaged area is sound and clean. Where appropriate feather the edge of the existing coating.
- 2. Spot prime with the primer or sealer used in the original system overlapping onto the existing coating.
- 3. Apply top coats as specified in the original paint system. For best results, use retained samples of the original top coats supplied by **Baxta Industries**. Apply this coat using the same application method and equipment to reproduce the original surface texture. Where original samples are no longer available confirm the colour match on a sample board before proceeding with repair.
- 4. Areas showing major damage should be cleaned, prepared and repainted using the original painting system over the entire area to the nearest architectural breaks such as corners, floors, ceiling, windows or doors.
- 5. Confirm the colour match on a sample board against neighbouring areas bearing in mind the tolerances are slightly larger in areas which are not viewed in the same plane.



2. EXTERIOR FINISHES

2.1 Periodical Inspection

Yearly inspections allow for the opportunity to address potential problems with usually a simple touch up. Areas requiring specific attention include:

- Parapets
- Window Sills
- Areas of Effloresce
- Vertical/Horizontal abutments
- Rust Stains
- Foundation Lines
- External Corners
- Substrate Cracks
- External Soffits
- Hydrostatic Pressure

2.2 Surface Cleaning

All exterior coatings will respond to periodical cleaning with mild household detergent (biodegradable) and rinsing with clean water or low-pressure wash. Stubborn areas may require multiple applications or the use of a lightly abrasive cleaner. Care must be exercised when aggressive cleaning mediums are used. Surface cleaning is recommended on a yearly basis.

2.3 Minor Damage Repairs

Make sure the surface around the damaged area is sound and clean, spot prime with the appropriate coating system primer (refer to application data manual) followed by topcoat application. Endeavour to identify original colour and batch number for best results. Some material should be made available or a reference colour sample for subsequent repair work to maintain colour uniformity.

2.4 Major Damage Repairs

Make sure the surface around the damaged area is sound and clean. Where areas larger than one square meter are involved, it is best to recoat the entire section up to natural breaks in the surface e.g. corner or joints. For these larger areas it is best to enlist the services of an experienced paint contractor.

Contact **Baxta Industries** to direct you to a professional painter.

2.5 Recoating

Yearly long term aesthetic integrity and protection of the substrate can be enhanced by the repair methodology discussed above. Eventually a complete over coating will be required to rejuvenate the appearance and protective properties of the coating. This can be achieved with the application of a PREMIUM QUALITY EXTERIOR COATING in one or two coats



relative to the coating environment. Surfaces must be clean and generally no priming is required. Consultation with your local **Baxta Industries** representative will establish the most appropriate specification.

Specific Maintenance

The accompanying manual entitled *Maintenance of Painted Surfaces* provides detailed information for more specific needs.

Further Assistance

Baxta Industries Toll Free 1300 85 22 40



3. MAINTENANCE OF PAINTED SURFACES

3.1 General Overview

In most situations, the service life of a paint coating is much shorter than the specified life of the building to which it is applied. Good quality paints have a relatively long life on interior surfaces and repainting is normally undertaken only when soiling has occurred or when there is a desire for a colour change. However, in external conditions of service, paint life varied with the environment, the nature of the material painted, the degree of surface penetration, the quality of the paint and the number of coats applied.

To assess the effectiveness of a painting system, it is necessary to inspect the painted surface at regular intervals e.g. annually. Occasional washing of exterior paint surfaces to remove accumulated dust, dirt or coastal salts (particularly metal substrates) will assist to maintain paint serviceability. Removal of surface chalking can often restore the decorative value of exterior paintwork.

The build-up of excessively thick coats of paint on some surfaces particularly timber, is undesirable. Repainting too frequently may be harmful and give rise to flaking and blistering particularly where temperatures are high and moisture is present. The minimum thickness of paint that will adequately protect the surface should be maintained. For preference, the application of new paint should balance that lost by weathering; however, this balance is difficult to achieve in practice. Following a number of successive repainting, it may be necessary to remove the existing paint system before repainting the surface, as in the case of new work

The existence of lead paint on old buildings (typically pre-1970) can cause public health and environmental hazards and management procedures should be in accordance with **AS 4361.2** in Australia.

3.2 Criteria for Assessing When to Repaint

The reason for repainting may be a requirement for a colour change or gloss level, to suit climatic conditions, to freshen up generally the appearance of a building and to prevent deterioration of the substrate where coatings have blistered and are flaking.

The most important factor to be considered is the need to repaint before substrates start to deteriorate. This is particularly critical for timber surfaces.

Maintenance should be undertaken prior to the commencement of coating failure. This point is not easy to detect, but heavy chalking or paint defects are indications that maintenance is necessary. In any case, it is always preferable to repaint before existing paintwork starts to disintegrate, i.e. while a sound continuous coating persists. Washing to avoid the need to repaint may possibly reinstate the decorative appearance of a chalked finish.

A paint film that has weathered to the stage of cracking and flaking or shows poor adhesion is not a satisfactory base on which to apply fresh coats of paint.



When repainting metallic surfaces for long term protection, guidance on assessment criteria is given in **AS/NZS 2312.**

3.3 Pre-treatment before Painting

Where maintenance is undertaken at regular intervals, it is seldom necessary to strip off the old paint before painting, but thorough surface preparation is most important. The criteria for removal of the paint system are largely dictated by the soundness of the existing coating and the type of substrate.

The testing of paints for adhesion is by no means a simple task because the selection of the most appropriate type of test will depend on the generic paint type, substrate and service conditions. **AS 1580** has four different methods covered by Methods **408.2**, **408.4**, **408.5**.

Method **408.5** allows the qualification of coating adhesion by determining the tensile force, (perpendicular to the coating surface) necessary to dispatch the film. It is appropriate for coating on very cohesive, rigid surfaces such as metal, concrete and masonry. It is however, time consuming and usually only used in verification of other semi quantitative procedures.

Method **408.4** (Adhesion Cross Cut) describes a semi quantitative test, which involves making series of parallel cuts through the coating and a further similar series of right angles to form a grid pattern. On applying, then removing, pressure sensitive adhesive tape the extent of detachment of the coating measure. This method is not suitable for friable substrates such as plaster, where the cutting actions may impair the substrate. Results also vary between coating types because of the variation in the shear force necessary to cut through film. Thus, a chard cohesive coating will tend to be judged more severely than a soft friable coating.

Method **408.2** provides two simplified variations of the cross-cut test; Method **A** is a pass/fail test with just two parallel cuts while Method **B** allows a diversity of thicknesses and coating types to be tested. As with the cross-cut test, the value obtained will vary greatly with coating type.

Another approach, usually suitable for conventional decorative finishes on interior broad wall areas is the application of an agreed quality pressure sensitive tape (refer Method 408.4) - applying it to the wall for 30 seconds and quickly pulling the tabs off at right angles to the surface. A variation of this is to apply tape over an area where the paint has been cut through to the substrate.

For all adhesion tests involving pressure sensitive tapes, it is important that the surface be free of dirt, grease and chalking prior to adhering the tape.



For all these tests and any painted surface, the acceptability or otherwise of adhesion must be gauged in the context of what is reasonably achievable for the specific coating on the specific substrate.

Practices for the repairing of different substrates are set out below. These Clauses cover the repainting of surfaces in both good and poor conditions.

3.4 Treatment of Surfaces Affected by Mould

After verification that mould is present it is necessary to sterilise and remove surface mould before painting. The following procedure is recommended:

- 1. Wash the entire area with detergent to remove grease and dirt and all surface contaminants.
- 2. Wash or sponge the entire surface with freshly diluted solution of sodium hypochlorite household bleach and final hypochlorite concentration of 1 to 1%. Sponges and clothes should be regularly washed with clean water to prevent recontamination and the spread of mould spores.
- 3. Allow bleach to remain moist until the stain is decolourised, typical 15-30 minutes.
- 4. Reapplication may be required for dry conditions or persistent stains.
- 5. Rinse the surface with copious quantities of clean water. Where one application of bleach fails to remove the mould, a repeat application may be necessary.
- 6. Severely infested surfaces should be treated with an anti-mould solution as directed by the manufacturer.

To prevent the occurrence of mould, improve ventilation if possible and paint surfaces with high mould resistant products.

NOTES:

- Mould treatments do not remove rust stains
- If infestation is heavy or recurrent, a critical examination of the area should be carried out with a view to reducing any structural or environment moisture. If the ground under the building is excessively damp the sub floor ventilation should be improved, refer to building regulations for guidance. Improving ventilation can reduce environmental moisture. In severe situations, mechanical ventilation may be required.

3.5 Treatment and Procedure for Removal of Surfaces Affected by Moss and Lichen

TREATMENT:

- Remove all loose and powdery growth in moss affected areas
- Treat the affected surface with one of the following solutions:
 - 1. Copper Sulphate (hydrated) 20g
 - 2. Benzalkonium Chloride Solution
 - 3. Other equivalent proprietary solution



NOTES:

- The solution containing copper sulphate should not be applied to zinc coated or aluminium surfaces because of the discolouration and corrosion. No run off should impinge on such surfaces.
- Copper sulphate, Benzalkonium chloride and some proprietary solutions are poisonous and should not be applied into drinking water or stormwater drains.

PROCEDURE:

- 1. Apply the solution to the affected area and leave until the moss and lichen turn brown and become loose. This usually occurs within 3-6 days.
- 2. Scrub down with a hard bristle brush, hose liberally with water and allow to fully dry.
- 3. Swab the treated areas using a solution of one volume of household bleach diluted with two volumes of water. Allow to dry for 30 minutes.
- 4. Treat the surface with algaecide solution following the manufacturer's instructions.
- 5. Wash down with clean water and ensure surface is fully dry before painting.
- 6. After treatment to remove moss and lichen surfaces may be discoloured. Surrounding surfaces should be protected to avoid unnecessary staining.

3.6 Repair of Surfaces Affected by Spalling Concrete

This is usually caused by the expansion of rusting metal reinforcements. This process can cause surface concrete to fall off. For method and treatment refer to **SAA HB84.**



4. GAP FILLING

All cracks, holes, indentations and damaged surfaces should be made good as far as practicable with such preparations as linseed oil putty, plaster filler, wood filler, and plastic wood and flexible paintable sealants, as appropriate. All such fillers should be used in accordance with the manufacturer's instructions and allowed to dry or set before being sanded back level with the surface. Flexible paintable sealants (e.g. acrylic latex types) need to either be well cured (typically 48 hours) or cracking of the finish coat may occur.

4.1 Timber

To prevent oil-based putty from shrinking and falling away owing to absorption of oil by the timber, all timbers should be prime-coated before being filled with putty. This is especially important with timber, which has deteriorated through exposure.

4.2 Plaster

To assist the adhesion of plaster filler, all plasters should be dampened and cracks dovetailed before application of the filler. Large gaps should be undercut before filling. For deep cracks, several applications may be necessary because of shrinkage. Where cracks extend into the structure behind the plaster, these will need to be repaired first.

4.3 Hardboard

The stopping and filling of large holes in hardboard is not recommended. However, nail holes and small indentations can be filled with putty, plastic wood or multi-purpose filler. All damaged sections should be replaced.

4.4 Exterior Surface or Surfaces in Areas Subject to Wetting

For exterior surface or surfaces in areas subject to wetting, only Portland cement based or water insoluble organic base gap fillers should be used. Rigid rapid fillers are not suitable where there is excessive timber moisture content. These should only be applied to the bare dry surface.



5. PAINTED SURFACES IN GOOD CONDITION - ALL SUBSTRATES

Paintwork in good condition first requires cleaning to remove surface contaminants. Next a thorough sanding or equivalent to achieve a dull or flat finish should be undertaken to ensure good adhesion of succeeding coats / For epoxy, polyurethane and other thermosetting coatings, the surface needs to be heavily sanded or lightly ship blasted to provide a key for subsequent coats.

Most surfaces can be adequately washed down with warm water or ordinary household detergent (5ml/L to 10ml/L) or with a solution of commercial sugar soap. Soap powders leave a residual deposit and are hence not recommended.

To be effective, washing down requires frequent changes of water and a second wipe over with clean absorbent rags to prevent surface smears.

Heavy smoke and grease deposits sometimes found in kitchens may not respond to washing with water. These can often be removed with mineral turpentine and then wiped over with clean absorbent rags. Heavy smoke deposits may be cleaned with ammonia based detergent solution or with a sugar soap solution, followed by rinsing.



6. SURFACES IN POOR CONDITION - PAINT REMOVAL TECHNIQUES

6.1 Removal of Paint

Paint, which is blistering, flaking or cracking, should be completely removed. This may be an indication of a wider adhesion problem and adhesion checks of the entire paint film should be undertaken. In the case of a breakdown of solvent borne paint systems on only a part of the area, some of the paintwork may appear sound and resist removal by scraping and sanding. It is possible; however, that this paintwork will also fail and repainting may hasten such failure. Adhesion checks to determine if the integrity of the existing layers should be undertaken. In cases where poor adhesion is observed, the removal of the existing coating may be necessary to give maximum life to new coatings. Similarly, surfaces exhibiting excessive chalking should be washed to give a sound base for further painting.

Selection of paint removal system is based on a number of concerns including the substrate, pertinent environmental considerations and the cost of labour materials. In particular the mechanical method of paint removal on different substrates is restricted to those materials that leave a uniform surface suitable for painting if so desired. The desired outcome will depend on the integrity of the surface and the system of paint removal used.

Paint removal may be achieved by one of the following methods:

6.2 Heating

- Applying heat using a flame from a LPG torch or hot air gun to painted surface. The paint softens and swells. Paint is then scraped off.
- This method is effective on surfaces which are not affected by heat for both interior and exterior use and is the most effective method of removing old solvent based borne paint.
- Gum exudation problems are well treated with heat.
- Scarring the substrate should be avoided.

SAFETY PRECAUTIONS FOR THE USE OF HEAT TO REMOVE PAINT

- Heat removal may be a dangerous process and requires care.
- Paint scrapings may ignite and set alight grass and surrounding materials.
- Wetting nearby shrubs and grass should occur prior to starting.
- Fire equipment such as a hose, fire blanket and fire extinguisher should be readily available.
- Removal of any flammable materials such as leaves, bird's nests or straw is necessary prior to starting.
- If definite fire hazards exist an alternative paint removal system should be employed.
- Some regulations may require the fire brigade to be notified prior to work commencing
- This process should not be carried out in windy weather.
- To avoid the risk of delayed fire, paint removal should be stopped at least 90 minutes before ceasing all operations of the operative working day. This allows for



smouldering embers in cracks or crevices to be detected early avoiding the possible danger of fire after the building or site has been evacuated.

Any charred material should be removed at the close of daily operations.

WARNING: The fumes from paints and paint scrapings may be toxic to your health. Operators should avoid inhalation and use the appropriate protective equipment.

6.3 Abrasive Grit or Water Blasting

- Blasting involves projecting a substance at high pressure onto a surface removing the paint film by grinding away and lifting the surface.
- This process may be carried out in wet or dry conditions.
- Environmental considerations need to be considered.
- Blasting is typically used on surfaces such as concrete, masonry, metals and paving and in areas where residue can be contained. (See AS1627.4)

NOTES:

- Grit blasting may be prohibited in some jurisdictions and containment requirements render this option impractical in many situations.
- Water blasting is a common preparatory technique water use authorisations may be required before using this technique. Consult your local Council for water use permits.
- Additional sanding or scraping may be necessary following the use of this technique to ensure complete paint removal.

6.4 Grinding and Sanding

- Grinding and sanding involves the use of abrasive materials to wear the paint film. This may be achieved manually using the following materials on smaller areas:
 - Abrasive garnet paper
 - Carborundum paper
 - Glass paper
- The process may also be performed mechanically using the following equipment and area generally used on larger areas:
 - Disc sander for preparing the areas
 - Orbital or belt sander used for finishing the areas
 - Abrasive wheel
- Use of such equipment can be dangerous and proper safety precautions and equipment should be used at all times.
- This process can be used on both interior and exterior surfaces.
- The use of organic vapour/particulate respirator complying with **AS1716** is recommended.

WARNING: Airborne dust from sanding can be hazardous to your health. Appropriate protective equipment should be used at all times.



6.5 Chemical Stripping

- Chemical stripping involves the use of a chemical means of removing paint and is broken down into three general classes. Not all methods will work on all paint film types and the effectiveness should be established by trial with a test area or reference to the manufacturer's recommendations.
- Chemicals may be variously applied as thixotropic gel, a poultice or tape to prolong the stripping action and provide greater effectiveness of removal.
- Three classes of chemical stripping are as follows:

FAST ACTING SOLVENT STRIPPING

- Effective for removal of single layers
- Old paint films "fry" and are easily removed by scraping
- Methylene chloride based strippers are commonly used on solvent borne paints
- This solvent is highly toxic, appropriate safety precautions are to be followed at all times. (see manufacturer's guidelines for use).

6.6 Scraping

- The removal of old paint by scraping with a sharp edge
- This technique is usually followed by sanding to achieve the desired finish and can be used on both internal and external surfaces.

6.7 Hammer Gun

- The process of using mechanical devices including needle gunning and power wire brushes to remove paint.
- Typically, useful on metal, concrete and other robust surfaces.
- Hearing protection is necessary with the use of this equipment as well as all other safety equipment and precautions.

WARNING: Airborne dust from sanding can be hazardous to your health. Appropriate protective equipment should be used at all time. In particular, appropriate ear and eye protection should always be used in conjunction with other safety equipment when using mechanical devices.



7. REPAIR AND MAINTENANCE OF TIMBER AND HARDBOARD SURFACES

Holes or depressions in timber due to mechanical damage or natural defects such as resin or gum pockets, knots holes and surface splits should be scraped clean of any loose or soft material and after priming, should be filled with fillers compatible with the proposed paint system. Timber is particularly resinous and many need to be heated using a hot air gun to allow subsurface resin to diffuse to their surface for subsequent mechanical removal prior to painting.

Some timbers including radiata pine are susceptible to resin bleed. Where solvent borne, preservative treatments are used e.g. light organic solvent preservative, resin bleed is more common. Resin exuding on the surface of timber or through paint, should be scraped off before painting. Where resin is still soft, wiping with mineral turps will help remove residues. Heating with a hot air gun will bring resin to the surface. Heavy resin bleed is likely to reoccur over summer months and the only completely successful treatment for badly affected timber is replacement.

Where the appearance of timber has discoloured or otherwise deteriorated due to weathering, it should be sanded, exposure of timber substrates for even a few weeks of weathering will have a detrimental effect on the adhesion of paint coats.

Where timber has decayed, the source of moisture causing the decay should be eliminated. Leaking spouts or pipes, floor flashing and improperly sealed butt joins are frequent causes. Areas of damaged or decayed timber should be scraped out, or where areas are extensive cut out and be neatly replaced.

Corroded nails, which have sprung or become loose should be withdrawn and corrosion resistant nails placed in a new position. If adequate fixing is achieved, it may be preferably in some conditions to re-punch loose or sprung nails. After punching, all nail holes should be primed and filled.



8. REPAIR AND MAINTENANCE OF PLASTER AND PAPER COVERED PLASTERBOARD

Paint flaking from loose, powdery or otherwise unsatisfactory surfaces should be completely removed and the surface treated as specified for plaster.

Paint applied to interior walls should first be scrapped and then sanded. If the remaining paint is considered unsound, it should be removed with appropriate chemicals or solvent stripper (Chemicals or solvent strippers should not be used on paper faced plasterboard).

Bare surfaces should then be treated as for new work. All surface cracks, pores and irregularities should be filled with appropriate filler, trowelled smooth and allowed to dry. When dry, the treated areas should be lightly sanded to a smooth finish.



9. REPAIR AND MAINTENANCE OF MASONRY AND CONCRETE SURFACES

Because of the absorbent nature of masonry and the consequent penetration of paint into the surface, the use of abrasive grit blasting is the most efficient method of cleaning. This is only satisfactory on exterior surface, whereas solvent or chemical strippers are satisfactory on interior surfaces.

The following faults in surfaces of concrete, cement render or brick masonry should be treated as indicated before painting.

9.1 Crumbling Mortar

- Locate and remove the source of moisture
- Dry out all moisture before painting
- Use a moisture meter to establish if surface is ready for painting

9.2 Corroded Brick

- Replace isolated soft or under fired brickwork before painting
- Alternatively, the consolidation of corroded bricks may be an option

9.3 Filling Cracks and Crevices

- Remove all loose matter and fill with an appropriate compound
- Clean out deep holes in masonry
- Wet with water and fill with mortar no stronger than the existing substrate
- Allow to dry



10. REPAIR AND MAINTENANCE OF METALWORK IN POOR CONDITION

Most stripping systems are satisfactory for metal surfaces. Interior and Exterior limitations should be considered.

In severe environmental conditions, repainting should be in accordance with **AS 2412**. In mild environments, reinstatement may be deferred to suit the maintenance program owing to significant reduced steel corrosion rates. It will be necessary for corroded areas to be appropriately cleaned and spot primed before application of the recommended system.

Recommended systems for metal work exposed to the elements are listed in AS 2312.



11. REPAIR AND MAINTENANCE OF PLASTICS

Plastic surfaces are not generally resistant to abrasives or solvents, however the use of chemical strippers and mild abrasives offer the most suitable methods for stripping painted surfaces.



12. PROCEDURES FOR THE REMOVAL OF DISCOLOURATION / STAINING OF PAINT FILMS

Staining of paint films is comparatively rare but cases which are unsightly and difficult to remove do occur. Further difficulty may be experienced in identifying a stain.

Procedures for the treatment of Stains are as follows:

12.1 Efflorescence

Efflorescence is caused by the migration of moisture from certain substrates, bringing salts to the surface. Efflorescence will continue unless the source of the moisture is determined and eliminated if possible.

- While efflorescence from plaster, concrete and masonry consists mainly of calcium carbonate.
- These alkaline salts can be removed by brushing with a stiff bristled brush and wiping down with mild acid solution such as 5% acetic acid (white vinegar)
- The whole area should then be wiped down with a damp cloth and allowed to dry thoroughly. When dry apply a solvent-based sealer.

12.2 **Dust**

Dust provides a nutrient source for mould and needs to be eliminated to prevent contamination.

- Vacuum cleaning or brushing the affected area with a clean dry brush is sometimes sufficient to restore the appearance. However, surfaces affected by the deposition of dust may also be susceptible to occasional condensation which leads to adhesion of the dust particles resulting in a stain that cannot be completely brushed away.
- Smoky atmospheres aggravate this condition. In such cases, the surface should be washed with a diluted detergent solution.
- Smoke stains often occur on acoustic tiles, especially if the backing is faulty. If this
 occurs, an attempt should be made to reseal the back of the tile, as the stain will
 probably reoccur if air continues to find a passage through the tile.

12.3 Sulphide Stains

This type of stain is caused by lead or mercury compounds in old style paint which form sulphides with contaminants in the air. These stains are dark, ranging in colour from brownish or purplish hues to grey and are usually easy to diagnose.

Once a source has been contaminated with lead compounds, some difficulty may be experienced in eliminating their effect. Repainting hides the stain for a while but the lead usually succeeds in penetrating the covering paint film.

• Lead sulphide stains are usually easy to remove by treatment with **hydrogen peroxide** which can be applied either by spraying or with a cloth soaked in the agent



Mercury sulphide stains are removed by sodium hypochlorite however this
treatment may not be permanent. Permanent treatment may be achieved by sealing
prior to repainting with an appropriate sealer specified by the manufacturer.
Improved ventilation to reduce humidity may prevent reoccurrence.

WARNING: direct contact of undiluted hydrogen peroxide with the skin should be avoided. Refer to manufacturer's instructions for use of this product.

12.4 Iron Stains

Iron stains variously show up as spots arising from contamination of surfaces with metallic iron or more generally from contamination by iron compounds in the substrate.

- These stains are removed by treatment of a solution of **8g oxalic acid in 100ml** water. Unless the iron contaminant is gouged out, staining will reappear.
- To prevent the stain from reappearing after treatment the area should be coated with a solvent borne sealer.
- For more persistent staining the addition of **2g of sodium fluoride** to the solution is recommended. Following stain removal, remove any residual acid from the surface with **5g/10-0ml of sodium bicarbonate solution**.
- Clean rust from surfaces.
- Use inhibitive metal primer (refer to **AS 2312** for details)
- Surfaces which are inaccessible for painting such as lintel and other gaps which allow moisture ingress should be sealed where possible.

WARNING: Oxalic acid can be harmful to your health. Appropriate safety precautions and equipment should be used at all times.

12.5 Tannin Stains

- Tannin stains are derived from various timbers and can be avoided by priming the timber before painting.
- Timbers with excessive tannin migration e.g. cedar, merbau and similar, a **solvent borne primer** is necessary.

12.6 Grease

- Wash surfaces with warm water and sugar soap preparation (1:4) or household detergent which has been dissolved.
- Repeat until the grease is removed
- Rinse area with water
- Allow to dry thoroughly



13. YELLOWING

13.1 Enamel Paints

Enamel paints on interior trim areas often dry to a yellowish "off colour" due to application of the enamel while fumes from latex based oil and ceiling paints or undercoats are still present in the room.

This discolouration is permanent and can only be avoided by **providing ample ventilation** to ensure that all fumes have been eliminated prior to application of enamel trim paints.

13.2 Alkyd Enamel Paint

Alkyd enamel paints discolour to a cream/yellow colour in rooms or areas where there is little or no sunlight such as passageways, behind doors and inside cupboards. This discolouration is reversible and **allowing sunlight into the area for a few days** will usually restore the colour to its original shade.

13.3 Polyurethane

Polyurethane based enamels and varnishes discolour permanently when exposed to strong sunlight for extended periods.

13.4 Varnished Timber

Varnished timber may discolour over time by prolonged exposure to sunlight e.g. pinus radiata. Other species may fade thereby mask the colour change of the varnish e.g. cedar and redwood.

13.5 Epoxy and Polyurethane Coatings

Epoxy and polyurethane coatings discolour under the influence of sunlight.

Care is needed to specify non-yellowing resin combinations for these materials if colour retention is a critical property.



14. VANADIUM STAINING

Vanadium stains consist of yellow, green or reddish brown discolouration of paint applied over light coloured bricks. They can be chemically treated as follows:

- Caustic soda or caustic potash applied as a 10% by weight aqueous solution, or
- Hypochlorite bleach applied as a 10% solution of liquid pool chlorine.

Both these treatments should be rinsed thoroughly with copious amounts of clean water after the stain has disappeared.

Hypochlorous acid which is often applied to brick work to remove mortar stains and residues should be avoided where vanadium stains are present as the vanadium darkens in the presence of this chemical and becomes more difficult to remove.

WARNING: Caustic Soda, caustic potash, hypochlorite bleach and liquid pool chlorine require care when handling. Appropriate safety precautions and equipment should be used when handling these substances. Observe all safety precautions set out by the manufacturer before use.



15. INDUSTRIAL COATING

Different coating types do deteriorate at different rates, but even **high performance** protective coatings will perform far more effectively for longer if they are regularly maintained. Dirt, grime and airborne salt deposits from the atmosphere can damage the coating surface and must be regularly cleaned off. Also, any mechanical damage to the coating must be promptly repaired to restore the original protection to the substrate. All this must be accomplished in a controlled, planned way.

15.1 Maintenance Guide

It is important that maintenance be done on a regular basis. A maintenance program includes a regular cleaning process, followed by an inspection report and repair and maintenance guidelines based on the inspection report.

The maintenance program should be done routinely on, say, a three-monthly interval; six months should be considered maximum. More frequent maintenance should be carried out in polluted, chemical, or other corrosive environments.

15.2 Suggested Cleaning Process

The following is a guide only; details may vary according to the conditions the surface is subject to and the nature of the coating system. Do not use bore water, as the minerals can stain the coating and may cause long term coating failure.

- Wash and degrease the surface in accordance with AS 1627.1 with a free-rinsing, alkaline detergent (such as Gibson F310B or Gamlen CA No 1) in strict accordance with the manufacturer's written instructions and all safety warnings. The use of warm water may aid the emulsification, of heavy oily deposits. (Care must be taken not to use excessively hot detergent solution on single pack coatings as this may affect gloss/and or adhesion)
- Persistent deposits may be removed with a soft bristle brush. Do not use abrasive tools on the coating.
- Rinse with fresh potable water and ensure all solvable salts are removed in accordance with **AS 3894.6** methods A&D. Repeat until the surface is clean.
- For deposits, resistant to detergents, such as adhesive residues, a solvent can be used effectively to dissolve the deposit. Choice of solvent is critical, however, as certain coatings (particularly single pack coatings) are very sensitive to solvents and will easily lose gloss, or worse still, dissolve. The most benign solvents recommended are methylated spirits, white spirits or isopropanol. Two pack coatings, however, are generally resistant to most common solvents, so the choice of cleaning agent is much broader. A small test area should be checked prior to cleaning to ensure that no softening or colour change will occur. Ensure the contact time for the solvent is minimal, and that the solvent and dissolved residues are thoroughly rinsed from the surface.



15.3 Organic Finishes

All organic finishes are prone to some degradation on outdoor exposure, and after long service some change of colour and gloss or chalking is expected. The integrity of the film and its protective qualities are generally not affected, however, and unless the coating is damaged, and/ or shows signs of substrate deterioration, the coating can be left as is. If, however, the coating is in a shopping mall or residential or commercial building facade where aesthetics are important, the coating should be restored to the original appearance.







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Project Specification 8374-1

Prospec

Professional Project Specification





Vue Terraces Robina Stage 1

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Project Information

Project Address 1 East Lane Robina, Robina Queensland 4226

Finish Date 06/03/2019

Applicant Name Andrew Peters

Applicant Hutchinson Builders

Organisation

Applicant Address 1 East Lane Robina, Robina Queensland 4226

Applicant Email apeters@hutchinsonbuilders.com.au

Applicant Phone 0419762433

Project System The following product combinations are warranted on this project:

Plasterboard New - ProTrade Ceiling Flat - Flat

Plasterboard New - XERO Interior Lowsheen - Low Sheen

Timber - Acratrim Satin - Satin

CFC Sheet - Elements Exterior Lowsheen - Low Sheen

FC Lining (Blue Board) - MCM - Maxicap Membrane Lowsheen - Low Sheen

Metal - Elements Exterior Lowsheen - Low Sheen

Project Name: Vue Terraces Robina

Specification #: 8374-1

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Warranty

Can be obtained for product performance. Substrates that cause the coating system to fail will not be part of any warranty. Substrates should be agreed between the head contractor and the subcontractor prior to the commencement of any baxta. coating systems. This agreed substrate condition could affect warranties and the aesthetics of the coating systems. Also, baxtaSpecs. are to be followed in relation to surface preparation including standard professional expectations, plus the number and sequence of coats along with the film builds requested to ensure an accountable coating system. All applications are to be done There will never be warranties for any Galvanised substrates.

baxta's warranty in respect of the coating system is made up of the terms set out expressly in this document (the Warranty). The benefits of the Warranty are in addition to other rights and remedies under any applicable law.

baxta's warranty to the customer is that the coating system applied to the project mentioned above is in accordance with the specification and is suitable for its intended purpose. The Warranty applies for 10 years.

If, subject to the terms of the warranty, the coating system does not comply with the specification and or is not suitable for its intended use, baxta will replace the coating system or supply an equivalent system, repair the coating system, pay the cost of having the coating system repaired or refund the price paid for the coating system.

In these circumstances, baxta will have full discretion to choose which of the above actions are undertaken to remedy the situation.

The warranty is personal to the Customer and supersede any and all other prior agreements and understandings between the parties in relation to its subject matter.

Limitations

Limitations baxta. will not accept responsibility for any misuse of our products or if not applied by a skilled and experienced applicator and in accordance with our technical specifications. Due to our policy continuing improvement baxta. reserves the right to change these specifications without further notice. This warranty is valid for 10 years from the date of publication.

baxta. will not accept responsibility if the application of the coating system is not in strict accordance with the instructions provided by or available from baxta. including the specification.

baxta. will not be liable under warranty if the substrate or previous coating on which the coating system is applied if it is not of a standard and fitness meeting all statutory requirements and building code standards or has not been prepared strictly in accordance with the instructions provided by or available from baxta. including the specification.

baxta. will not be liable under the warranty for any loss or damage wholly or partly caused by one or more of the following:

- Building movement, settling, hydrostatic pressure, cracking, lifting, peeling, flaking, failure or other deterioration of the substrate or previous coating.
- Ingress of moisture or other contaminates, maltreatment, excessive wear and tear, staining, discoloration or corrosion.
- Poor and or faulty construction and or design of the building.
- Defective products manufactured by a third party and supplied or specified by baxta. provided that baxta. has notified customer that the product is a third party product.
- Without limitation any other cause outside the reasonable control of baxta.

baxta. will not be liable under the warranty if another coating has been applied over the coating system.

baxta. will not be liable under the warranty unless the customer makes a claim pursuant to the procedure set out in this warranty.

baxta. will not be liable under the warranty unless the applicator has signed the Applicator's Confirmation below.

baxta. will not be liable under the warranty for any consequential or indirect loss of any kind of loss of income, profit, business, goodwill or reputation arising out of or in any way connected with the scale or application of the coating system.

Except as expressly provided to the contrary in the warranty, baxta. will be under no liability in respect to any loss or damage howsoever caused and whether arising directly or indirectly out of negligence or otherwise.

Making a Claim

The customer must give baxta. written notice of any claim pursuant to the warranty within fourteen (14) days of any defect coming to the customers notice and within ninety (90) days of the defect becoming apparent.

The customer must contact baxta. by email warranty@baxta.com.au The customer must show proof of purchase and bear all expenses incurred in making a claim..

Australian Consumer Law

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Project Name: Vue Terraces

Robina **Specification #:** 8374-1

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WARRANTY #: **BW 8374-1 v3**





	Usher & Son Coatings Pty Ltd	
	Applicator Company Name	
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tory	Authorised Signatory	

Applicator Representative

Authorised Signatory
Baxta Representative

Bob Matthews

Project Name: Vue Terraces

Robina

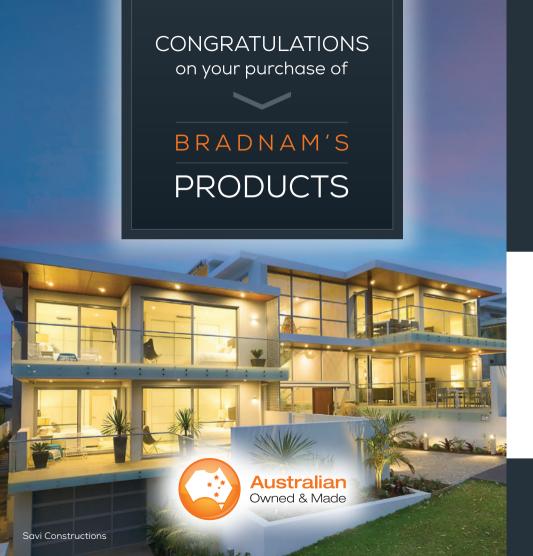
Specification #: 8374-1

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Window Warranty



The aluminium and glass building products in your home have been supplied by **Bradnam's Windows and Doors Pty Ltd**.

6 YEAR GUARANTEE

In addition to your statutory rights, Bradnam's will repair or replace any Bradnam's products for 6 years from the date of delivery.

Please read the Terms and Conditions enclosed.

Builder			
Home Owner			
Address			
Reference			
Date Supplied	/	/	

See inside for MAINTENANCE RECOMMENDATIONS for your Bradnam's product



High Performance Security

Both Stainless View™ a Australian Standards.*	Both Stainless View™ and Ali View™ comply to a range of Australian Standards.*		Ali View™
Australian Standard AS5039-2008	A range of rigorous tests designed to simulate dynamic impact and tool attacks. These tests ensure the strength and integrity of the product are maintained against forced entry.	•	•
Australian Standard AS3959-2009	AS3959-2009 covers the bushfire safety requirements of building in a bushfire prone area.	•	
BCA - Fall Prevention Provision	Building construction requirements designed to minimise the risk of small children falling from windows and balconies.	•	+

^{*} Stainless View™ and Ali View™ must be fitted by Bradnam's Windows & Doors installers or personnel nominated by Bradnam's Windows & Doors Pty Ltd

Bradnam's Safety & Insect Screens

Specially designed to match Bradnam's windows and doors, our **safety & insect screens** let the fresh air in while keeping the insects and most would-be intruders outside where they belong.

- Let the breeze in, but keep insects out**
- Designed specifically for Bradnam's windows and doors for a seamless integration
- Frame available in the same colour as our windows and doors

Extra Features - Safety Screens Only

- · Amplimesh grille comes in attractive diamond pattern and is a good deterrent to intruders
- Amplimesh grille can be the same colour as the frame, or it can be black to blend with the mesh
- · Reduces the chance of children falling through second-storey windows

Safety & Insect Screen Options

	Safety	Insect
Mesh Types	Screens	Screens
Fibreglass (standard)	+	•
Micro	+	+
Pet	+	+
Aluminium	+	•
Stainless	•	•
Amplimesh Grille Colour	Safety Screens	Insect Screens
Black (to blend with the mesh)	•	
Same colour as frame	+	
Lock Options for Doors	Safety Screens	Insect Screens
1 point lock (standard)	+	
3 point lock*	A	

^{*} Not available in 135 corner sliding and bi-fold doors

 $[\]ensuremath{^{**}}$ Talk to a Bradnam's representative about the correct mesh for your situation



6 YEAR GUARANTEE TERMS & CONDITIONS

Bradnam's Windows and Doors Pty Ltd is a member of the Australian Window Association and as such conforms to an Industry Code of Conduct designed to protect consumers.

Subject to the conditions and limitations below Bradnam's Windows and Doors Pty Ltd guarantees its products against defects arising from faulty workmanship or materials for six years from the date of delivery or installation

For this warranty "the product" can mean a window, door, insect screen, safety screen, Stainless View™ screen, Ali-View™ screen, shower screen, splashback, mirror, wardrobe door or shelving product ordinarily manufactured and sold by Bradnam's Windows and Doors Pty Ltd.

CONDITIONS AND LIMITATIONS

- 1 The product is installed in accordance with the relevant Australian Standards and building practice. Unless otherwise specifically confirmed in writing, Bradnam's Windows and Doors Pty Ltd accepts no responsibility for waterproofing and/or re-sealing of penetrations and such remains the responsibility of others.
- 2 The product has been maintained according to Bradnam's Windows and Doors Pty Ltd maintenance recommendations and has not been subject to misuse, physical abuse, or neglect.
- 3 In respect of window and door products, this guarantee is void if Bradnam's Windows and Doors Pty Ltd insect screens, safety screens, Stainless View™ screens and Ali-View™ screens have not been manufactured and fitted by Bradnam's Windows and Doors Pty Ltd installers or personnel nominated by Bradnam's Windows and Doors Pty Ltd.
- 4 Manufacturing standards and tolerances are not deemed defects, nor are industry variations in the colour of aluminium componentry and glass.
- 5 Bradnam's Windows and Doors Pty Ltd accepts no responsibility for glass breakage (except for faulty workmanship or materials). Wire reinforced glass, toughened glass, float glass, laminated glass, mirror glass, framed mirror glass and painted glass is guaranteed against defects and degradation for one (1) year.
- 6 Moving parts, where applicable, which wear out as part of normal use are guaranteed for one (1) year.

- 7 This guarantee is limited to the repair or replacement of the faulty product at the company's discretion but does not extend to the installation or refurnishing of a replacement product or any other consequential or indirect damage incurred as a result of the defect. Only repairs carried out by Bradnam's Windows and Doors Pty Ltd personnel or authorised Bradnam's Windows and Doors Pty Ltd agents are covered by this guarantee.
- 8 This guarantee is in addition to all other rights and remedies in respect of this product to which you are entitled under the Competition and Consumer Act 2010 (Cth).

WARRANTY CLAIMS

Claims under this guarantee must be made within one month of the defect arising in the product. Other than as provided by law Bradnam's Windows and Doors Pty Ltd will repair or replace the product to the extent that it is functionally equivalent to the original product supplied.

Copies of documentation showing the purchase date of the product should be included with your written claim and forwarded to the nearest Bradnam's Windows and Doors Pty Ltd office. All warranty claims will initially require a deposit to be paid. After inspection by Bradnam's Windows and Doors Pty Ltd personnel or authorised agents, the customer will be advised if the claim is covered under warranty. If the claim is under warranty, the deposit will be refunded, and the product will be repaired or replaced by Bradnam's Windows and Doors Pty Ltd. Otherwise, upon the customer's request, Bradnam's Windows and Doors Pty Ltd will provide a guote to rectify the problem.



MAINTENANCE RECOMMENDATIONS



MAINTENANCE OF POWDER COATED ALUMINIUM FINISHES

- In a rural atmosphere, cleaning may not be needed more frequently than every 6 months.
- In industrial and marine environments, more frequent cleaning (e.g. monthly, every 3 months is necessary).
- It is important that non-abrasive mild detergent solution is used for cleaning.
- Add the non-abrasive mild detergent solution to a bucket of warm water.
- Wet a clean, soft, non-abrasive damp cloth then wipe the aluminium.
- Make sure that the surfaces are thoroughly rinsed after cleaning to remove all residues.

MAINTENANCE OF WINDOW AND DOOR GLASS

- All glass surfaces should be kept clean by prompt removal of all dirt.
- Use clean water and soft, clean rags as buttons or grit can scratch the glass.
- In some instances, a small amount of mild detergent may be of some benefit. However, DO NOT use any form of abrasive cleaner or household cleaners.
- When using detergent make sure that the surfaces are rinsed well after cleaning to remove any detergent residue.

SPECIAL INSTRUCTIONS FOR SOLAR COMFORT GLASS AND OTHER LOW-E COATED GLASS PRODUCTS

- The special coating on these types of glass is more difficult to clean.
- Use only soft, clean cloth, free from grit or buttons with a mild soap or detergent and water or recommended glass cleaner solution.
- Make sure to dry off excess water.
- DO NOT use abrasive cleaning agents.

Refer to our Solar Comfort Cleaning Recommendations for more information.

MAINTENANCE OF WINDOW, DOOR AND WARDROBE TRACKS

- Excess dirt or grit should be removed from window, door and wardrobe tracks, either by vacuuming or brushing out.
- Windows and Doors are designed to allow water into the sill channel, which is then drained through drain holes. The drain holes must be cleared of any obstruction.

MAINTENANCE OF WINDOW AND DOOR ROLLERS

- Remove the sliding panel of the product from the inside of the house. With the window or door partly open, lift the sliding panel up into the head while tilting the bottom of the panel towards you, out over the sill. Slide the panel downwards to remove it from the frame.
- Use a vacuum cleaner with a narrow nozzle to clean the track thoroughly.
- Use a soft rag and water mixed with mild detergent to wipe the track and rollers.
- It is important that rollers are cleaned 3-4 times a year.

MAINTENANCE OF HARDWARE

- General periodic maintenance is required on all hardware supplied such as locks, hinges, catches, closers and the like.
- The external finish of hardware must be kept clean by removing any harmful residue (especially salt spray) from the surface using a non-abrasive cleaning agent.
- Internal mechanisms of locks, catches, etc should be kept in good working order by applying a light spray of lubricant (WD40, RP7 or similar).
- Care should be taken during maintenance of internal mechanisms that any finished surface (e.g. paint etc) is well-protected to avoid damage.

MAINTENANCE OF INSECT AND SAFETY SCREENS

- · Clean screens 3-4 times a year.
- Add a small amount of mild detergent to a bucket of warm water.
- Remove the screen from the window (as per instructions shown right).
- Hose the screen down thoroughly. Dip a soft nylon brush into the bucket of water and gently brush the screen.
- Hose down well.
- Allow the screen to dry before installing in the window

REMOVING BRADNAM'S INSECT OR SAFETY SCREENS FROM SLIDING DOORS

- Firstly, turn the adjustment screw near the bottom of the screen frame anti-clockwise.
- Then while standing outside, lift the screen up into the head while tilting the bottom of the panel towards you out over the door track.
 Slide the panel downwards to remove it from the frame.
- · Replace by reversing the above sequence.
- DO NOT attempt to remove Bradnam's sliding door screens from the inside.

REMOVING BRADNAM'S INSECT OR SAFETY SCREENS FROM SLIDING WINDOWS

- Firstly, remove the sliding panel of the window from the inside of the house (as per instructions in the maintenance of window and door rollers section).
- To lift the safety screen out, turn the two buttons at the top of the screen to a horizontal position.
- Lift the screen up into the head then tilt the bottom of the panel towards you, out over the sill.
- Replace by reversing the above sequence.
- Insect screens are removed and replaced the same way, except there are no buttons to turn.
- DO NOT attempt to remove Bradnam's sliding window screens from the outside or remove them with the sliding panel still in the window.

MAINTENANCE OF STAINLESS VIEW™ AND ALI-VIEW™ SCREENS

- Stainless View[™] and Ali-View[™] screens should be cleaned at frequent intervals as indicated in the table below.
- It is important that non-abrasive mild detergent solution combined with warm water and a clean, soft, non-abrasive cloth, is used for cleaning.
- Hand cleaning is recommended except for multi-storey buildings and large commercial projects where carefully controlled methods to loosen deposits of dirt and grime are required.
- It is essential to finish off the cleaning by thoroughly rinsing all surfaces to remove all residue.
- Fibre brushes may be used to loosen dirt and grime, but abrasive papers such as sandpaper or emery paper MUST NOT be used.

MAINTENANCE OF SHOWER SCREEN GLASS, MIRROR AND SPLASHBACKS

- Cleaning of shower screen glass should be performed at least weekly to remove soap stains, which left unclean can etch the shower screen glass, marking it permanently and therefore possibly voiding this guarantee.
- Glass can be cleaned with a soft, clean rag without buttons or grit. Use a few drops of diluted methylated spirits or a recommended spray on glass cleaner solution, following the manufacturers' instructions. Excess cleaning solvents should be removed with a squeegee and clean water immediately. Never use abrasive cleaners on the glass as this could result in scratching the surface of the glass.
- Check that there is adequate clearance between all glass edges and that buffers and stops are intact.

MAINTENANCE OF FRAMELESS SHOWER SCREEN HARDWARE

- The surface of these fittings should always be cleaned with a small amount of detergent in water, followed by a clean water rinse and wiped only with a clean 100% cotton terry cloth towel.
- Never use abrasive cleaners, as scratching will result. Also never use paper towels, paper-based wipes, cellulose, plastic sponges, or fake chemois cloths, as they are highly abrasive.
- Hinges and fixings are to be checked at least every 6 months to ensure screws have not become loose, and that the hinges operate smoothly.
- Apply a few drops of sewing machine oil to the pivot pin on metal hinges every 6 months.

BRADNAM'S RECOMM	1ENDED MAINTENANCE INTERVALS	
TYPE OF ENVIRONMENT	DEFINITION OF ENVIRONMENT	MAXIMUM MAINTENANCE INTERVALS
MILD	Being rural, away from the coast and remote industry and urban activity	6 Months
MODERATE	Being mainly urban, inland and away from heavy industrial activity	3 Months
TROPICAL / SEVERE	Being coastal/marine, subject to salt deposition and within 15km of the eastern coast or 10km of the western coast of Australia	2-4 Weeks



HARDWARE RANGE Essential . Signature . Commercial

Our comprehensive range of windows and doors is equally matched by an extensive range of hardware options.

Whether you are a renovator, homeowner, builder or designer, our range provides the flexibility to help you achieve your design concept.





For more information call Bradnam's on 1300 WINDOWS 1300 946369

or visit bradnams.com.au



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WINDOWS & DOORS

INSECT & SAFETY SCREENS

SHOWER SCREENS

MIRRORS & WARDROBES

SPLASHBACKS & SHELVING



Australian Owned & Made

Bradnam's products are proudly made in Australia and designed specifically to meet all Australian conditions











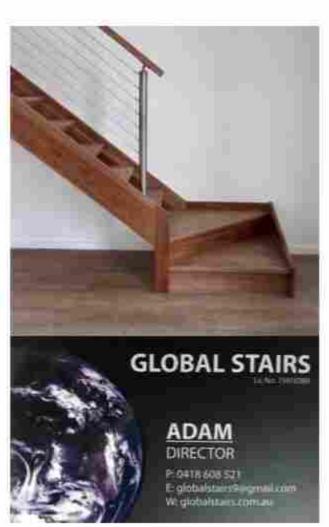


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Staircase and Balustrade Guide



CARING FOR YOUR TIMBER STAIRCASE & BALUSTRADE

Timber Stairs are generally finished by external trades other than stair builders but we have compiled a few items to help you maintain and care for your timber stair. When cleaning timber stairs, we recommend using a damp cloth or mop to remove the

dirt or dust. If you vacuum your stairs, ensure the bristles are extended to prevent scratching. Should you wish to use a product, ensure these are water based as] some chemicals may damage the finish on your staircase. Look for products which are made for timber floors. Don't use bleach, ammonia, abrasive cleaners or anything that will leave a residue on the timber as it will not only damage the surface but void warranties. Dry the floor with a terry cloth as there should be almost no moisture on floor when finished and will also give a nice sheen. For glass elements, window cleaner is very effective.

Prolonged exposure to heat can result in shrinkage/movement of the timber. Please do not place any heaters, hot electrical appliances etc near staircase. Any timber stairs that are in direct sunlight can result in fading or discolouration. Should stairs be located in direct sunlight, tinting of windows, blinds or curtains should be considered. Wear & scratch damage to timber stairs may occur due to increase in foot traffic, in particular ladies high heels (stiletto) and heavy items being dragged up the stairs. Please take care to void these types of damages.

Stainless Steel Care—Indoors Mild detergent can shift most light marks but we recommend Polinox-CSG Cleanox Stainless Steel Cleaner as it cleans and prevents fingerprints and provides extra protection

against staining and preserves the stainless steel surface while minimising the need for cleaning. It is recommended to clean as per outdoor instruction as well to eliminate tea staining, pit corrosion etc.

Stainless Steel Care—Outdoors Stainless Steel is not maintenance free but maintenance friendly. When using stainless steel material outdoors you need to clean periodically, especially in aggressive environments like salt water, coastal areas or swimming pools. Washing regularly will reduce the risk of tea staining. For best results wash with soap or mild detergent and warm water followed by rinsing with cold water. The appearance of the surface can be improved further if the washed surface is wiped dry. The schedule for cleaning will vary depending on location and finish. Location from salt water - 15+km every 12 months, 1 to 15 km every 4-6 months, 500m to 1km every 3 months and less than 500m is weekly. As a rule if your windows are dirty or salty so is the stainless steel. Tea Staining / Corrosion is the discoloration of stainless steel that does not affect the structural integrity or the longevity of the material. However, if left unattended tee staining can progress to more severe pit corrosion. Pit corrosion can ultimately change the surface finish and will probably require mechanical re-polishing and passivation. Tea staining occurs most commonly within 5km from salt water and becomes progressively worse closer to the source particularly if there is salt spray. If you are near salt, a high or mirror polish should be used. Tea Staining can be removed using Polinox US Stainless steel rust and stain remover.

Warranty Every product at Global Stairs has been created with care to ensure it lasts for a long time that's why we are happy to provide a 5 year warranty for manufacturing/installation/defective faults. Our warranty does not cover post installation defects which as per terms and conditions of quotation no. 5 should have been reported in writing within 7 days of installation. It also does not cover scratches, burns, dents or damage caused by inappropriate use. We require all sides of the timber to be finished with at least 3 coats of high quality polyurethane/stain or french polishing within the required time stated in our terms and conditions no. 10. This does not cover normal wear and tear or tensioning of stainless wire. The warranty will be voided if products are exposed to extreme conditions, deteriorated or faults caused by or contributed by consumer, third party or otherwise if a product has been used in a manner not in accordance with its function or design or otherwise misused, not maintained, incorrect maintenance, accidents or other adverse events.





Dulux Metalwork Maintenance Information

ACHROMATIC POWDER COATING

MAINTENANCE PROCEDURES FOR ACHROMATIC POWDER COATINGS

Achromatic Powder Coatings are high performance organic coatings which need to be cleaned and maintained to ensure the decorative and protective properties of the coatings and retained. The frequency of such cleaning will depend on many factors including:

- 1. The geographical location of the building
- 2. The environment surrounding the building, i.e. marine, industrial, alkaline/acidic etc.
- 3. Levels of atmospheric pollution
- 4. Prevailing wind
- 5. Protection of the building by other buildings
- 6. Possibility of air borne debris (e.g. sand) causing erosive wear of the coating

The best method of cleaning is by regular washing of the coating using a solution of warm water and mild detergent. All surfaces should be cleaned using a soft cloth or sponge, using nothing harsher than natural bristle brushes (cleaning of window sections can be conveniently carried out at the same time as glazing cleaning).

In industrial environments the normal frequency of cleaning should be at not more than three monthly intervals. However, where there is high atmospheric pollution or an extremely hazardous atmosphere (i.e. a combination of factors in item 2) this should be reduced to cleaning at monthly intervals.

Where the atmosphere is deemed to be non-hazardous i.e. rural or where "clean environments" have been declared, then the period between cleaning frequency can be extended to not more than 12 months.

However, if the project is subject to any unusual environmental factors or is close to salt water, or marine environments, Achromatic Powder Coating must be consulted on an individual basis.

Achromatic Powder Coating is an approved Interpon 20-year Warranty applicator and utilises the same pre treatment methods for all aluminium coating, therefore Achromatic will provide as requested an adhesion and performance warranty for 7 years of powder coated aluminium when the above maintenance procedure and the attached Interpon Coatings: Care and Maintenance schedules are demonstrated to be strictly adhered to.



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Interpon Powder Coatings: Care and Maintenance



The frequency of cleaning depends in part on the standard of appearance that is required and also the need to remove deposits that could cause damage during prolonged contact with either the powder film or the metal substrate (if exposed).

The classification of exterior environments is as defined in AS4312-2008, in environments with very high corrosivity levels, such as industrial or marine, the normal frequency of cleaning should be at a minimum of six monthly intervals.

Sheltered areas can be more at risk of coating degradation than exposed areas. This is because wind-blown salt and other pollutants may adhere to the surface and will not be cleaned away with rainfall. These areas should be inspected and cleaned if necessary on a more regular basis. Where the atmosphere is deemed to be nonhazardous, e.g. rural or 'normal' urban environments, then the period between cleaning can be extended up to a maximum of 24 months depending on the coating selection. However, if heavy solling occurs more regular cleaning is required.

Category (AS4312)	Corrosivity Level	Environmental Type	Required Cleaning
C1 & C2	Very Low & Low	Non-hazadous Environment	Every 12 months
C3/T	Madium	Typical Environment	Every 12 months
C4	High	Swimming & Leisure Pools / Light Industrial	Every 6 months
C4	High	Coastal Environment	Every 6 months
C5-M	Very High	Beach Front / Marine	Every 3 months
C5-I	Very High	Heavy Industrial Environment	Every 3 months



WARNING. Do not under any circumstances use strong solvents scot as thinners or solutions containing chlomateu hydrocarbons, leaters or ketones. Abrasive cleaners or outling compounds should not be used.

Interport Powrier Couldings recommends starting stranger than write splints to exalt with stutborn storms. When earny white apritis, dearing should be carried out in shade and during cooler temperatures using a soft ploth and gantle wiping only. It is also recommended that prior to use, a striation) visible area of the powder coateo urtico by testaci to ensure that no visial color change or damage will could particularly with bright and deep colors. Please contest your local immporrepresentative or the interiors Customer Care Teams for further advice.

Typical abplications for Interport products are displayed in this publication using actual projects and representative images. Unless otherwise agreed by us in writing, any contract to purchase products referred to in this brochure and any advice which we give in connection with the Subply of products are subject to our standard conditions of sale. Interport® is a redistared trademark of Akzo Nobel international BV.

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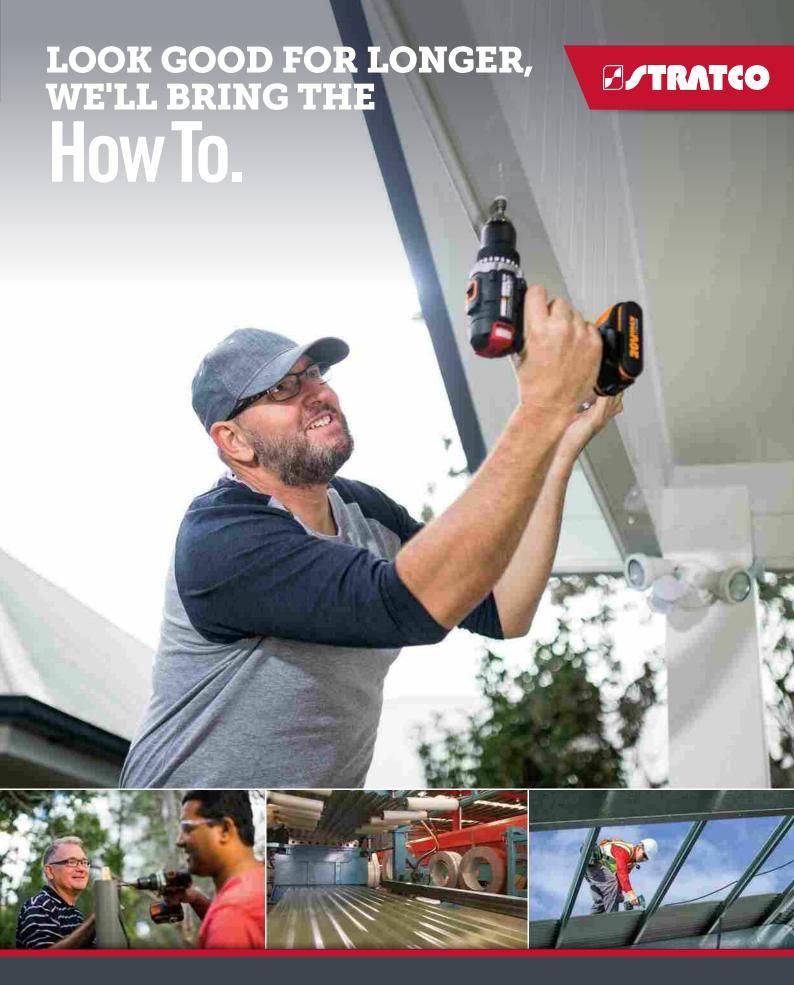
October 2016







Roofing and Cladding Warranty



SELECTION, USE & MAINTENANCE

OF STRATCO STEEL PRODUCTS

SELECTION, USE & MAINTENANCE

PRODUCT SELECTION

WIDE PRODUCT RANGE

Stratco produces a wide range of products and materials for the building and home improvement industry as well as for industrial applications. Various thicknesses, widths, colours and finishes are often available, so it is important to clearly specify your requirements when placing an order.

WIDE COLOUR RANGE

A wide range of colours is available to suit any environment. The colour is usually supplied single-sided with a light colour or washcoat on the reverse side. The colour surface is thicker on the main colour side for extra life. On the reverse side, some colour variation can occur. Due to our harsh Australian climate, some colour fading may occur over time; dark colours are more likely to fade, but the colour change is usually slow and even.

CORROSION PREVENTION

Corrosion is prevented on Stratco steel products by either a galvanised (zinc), Zinc/Al (zinc/aluminium) or AM (zinc/aluminium/magnesium) protective coating. The product may have an additional colour surface. The raw edges of newly cut steel are unlikely to rust because this coating will sacrifice itself to prevent corrosion forming.

When flat steel is rolled into a profile, lubricant is applied to the steel to aid the process. This lubricant usually evaporates quickly. Sometimes the steel mill applies a yellow chromate coating to protect the steel, this coating will simply weather-off.

Some Stratco products have specific performance guarantees while others merely refer to a typical life in normal conditions. Consult your nearest Stratco to discuss details of your project.

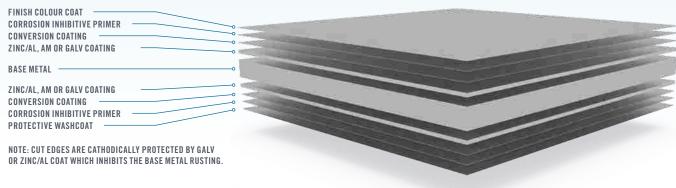


FIGURE 1.0 - STRATCO STEEL CROSS SECTION

CONSIDER YOUR ENVIRONMENT

YOUR DESIGN IS IMPORTANT

Your steel product will have a long life-span if it is used according to Stratco specifications. Stratco can provide comprehensive literature on all our products. Literature that covers important points such as; roof pitch, support spacing, metal thickness and laying procedures.

Unusual loads such as wind, snow or other adjoining materials need to be considered by the owner when designing a structure.

ENVIRONMENTAL CONSIDERATIONS

The area a steel product will be used in needs to be considered. While roofing and purlin materials in outer urban and rural areas may have a life-span in excess of 30 years, this can reduce to only a few years in severe coastal or industrial environments.

A steel product in a non-aggressive environment will have a long life-span. Non-aggressive areas are outer urban and rural areas, away from pollution and the shoreline. In an aggressive environment a steel products life-span may be reduced. These are coastal and industrial areas, close to salt water and pollution.

In very severe conditions material with a stainless steel base should be used. In both severe and some moderate conditions the material will need a thicker primer coat with a paint designed for aggressive environments. Alternatively, it may be suitable to adopt an increased maintenance program. In benign and moderate conditions, normal pre-painted steel is suitable.

Very severe conditions are within 200 metres of active surf and industrial pollution. Severe conditions are between 200 to 1000 metres of these areas. Moderate conditions can still contain salt or moist, acid laden air for up to 1000 metres away from surf or industrial pollution. Benign conditions are outer urban and rural areas far away from the shoreline.

Severe conditions also include areas close to swimming pools and spas. Zinc/Al, AM, galvanised and pre-painted steel should not be used in these areas without an appropriate maintenance program. Concrete should not be poured against Zinc/Al based products. Any material that retains moisture such as dirt, compost or paving sand should not be placed against steel and Zinc/Al based products.

Galvanised steel may be suitable in specific circumstances for areas around animal shelters, formwork, or embedded in concrete. Check with Stratco before using in these environments.

The steel manufacturer can provide additional information and they should be consulted whenever you are uncertain of what finish is suitable for your application.

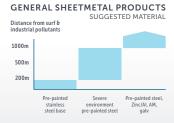




FIGURE 2.0

THINGS YOU SHOULD KNOW ABOUT STEEL

WHY STEEL RUSTS

When iron comes into contact with air, a thin porous film of iron oxide forms on it. If moisture is present an electric cell is formed between the iron and the oxide. Current flows through the moisture dissolving the iron and forming rust. In seaside or industrial atmospheres, or where incompatible metals are used, the current in the cell increases causing rust to form quicker.

INCOMPATIBLE METALS

Galvanised steel can be used with lead, but Zinc/Al, AM coated and pre-coloured steel cannot. Galvanised steel and pure zinc material can be used with Zinc/Al, AM. Copper cannot be used with these materials and monel should not be used with Zinc/Al, AM. Fixings such as rivets and self-drilling screws should be compatible with the material they are fixing. The best way of reducing corrosion is to keep incompatible metals apart.

RUN-OFF FROM OTHER SURFACES

Water should not be allowed to flow from copper or lead over Zinc/Al, AM sheet, or from copper over galvanised material. In addition water should not flow from Zinc/Al, AM or pre-painted steel over galvanised material. The overflow from air-conditioning systems often runs onto metal roofing causing rapid deterioration.



FIGURE 3.0

EXPANSION AND CONTRACTION

When using very long lengths of steel, thermal expansion should be considered. For example: a 15 metre metal sheet can expand up to 12mm over a temperature rise from 0°C to 65°C. The use of expansion joints can overcome this. Gutter expansion joints in steel should be included in any run over 20 metres.



CONDENSATION

Condensation occurs when there is a difference in temperature between two adjacent air masses, such as where warm moist air in a roof space meets a roof sheet in contact with cold outside air. Here the dew point is quickly reached and condensation occurs. To avoid this, a vapour barrier or sarking should be used to prevent moisture from forming.

COMPLY WITH REGULATIONS

All building work must be carried out in accordance with the Building Code of Australia (BCA). This code refers to various Australian Standards, which provides acceptable standards of product manufacture and building practice. These include:

 AS/NZ 3500.3 Plumbing and Drainage, Stormwater Drainage

Prospective users of Stratco materials should first ensure that they understand these requirements and any other state or territory specific regulations that may apply. In some states of Australia (eg. NSW and Victoria) work involving the installation of roofing, rainwater goods and drainage may need to be installed by a suitably qualified tradesperson, and comply with statutory warranties. (Refer 'www.deus.nsw.gov.au/water/plumbing.asp')

Care should also be taken in the design and installation of roof drainage systems given the wide range of factors such as rainfall intensity, gutter capacity and selection, number and placement of downpipes and sumps.

Care should also be taken to select the most suitable gutter style. Gutters that have a front higher than the back are popular to hide the exposed ends of roofing, but unless manufactured with optional slots or fixed with the bead lower than the top of the fascia may contravene building regulations. Other fixing options can be used to eliminate overflow from the back of a gutter into a building. These include additional overflow weirs placed either in the gutter or stop end, rainheads with overflow weirs, custom back flashings, leaving a gap between the fascia and gutter back, or other proprietary systems or trade solutions.

Drainage, solar power generation, hot water systems and the installation of rainwater tanks may also be dependent on state and local government regulations. Users and installers should first check with these authorities when determining their requirements.

Up to date information about Stratco products, spans, installation requirements and technical advice can be found on our website at 'www.stratco.com.au' and it is advisable to obtain current information prior to ordering any materials. For information on installing High Fronted Gutters please refer to the Stratco 'High Fronted Gutters Information Guide' on the Stratco website. If additional information is required contact the Stratco office in your state.



CUTTING STEEL

When marking steel for cutting use a coloured pencil. Black or lead pencil contains graphite that will promote rust. Use hand tools such as a hacksaw or snips for cutting steel. If this is impractical, use steel metal cutting blades in a power saw.

SWARF DAMAGE

Power tools when cutting, drilling and filing steel cause hot metal particles called swarf. The hot particles weld themselves to surrounding metal surfaces, then rust, causing unsightly brown stains that are very visible on coloured steel.

Avoid swarf damage by cutting away from other sheets or by using a cover. When cutting coloured steel with a saw, use padded supports and cut the sheets with the colour face down.

After work has finished, always sweep down new roofs and clean the gutters to ensure rivet stubs and metal cuttings are removed. Mild swarf staining does not mean the steel itself will rust as the steel core is surrounded by a protective coating. The effect is mainly visual unless the damage is severe.

SWARF REMOVAL

Swarf can be removed from steel by scrubbing the area with a stiff nylon brush dipped in a mild detergent solution. Rinse the surface with water afterwards to ensure any particles are washed away. If necessary, mop up any excess water with a clean cloth. Ensure any particles that are swept into the gutters are removed. If swarf staining has already occurred it is not easily removed and badly affected areas may need to be painted or replaced.



FIGURE 5.0

FIXING STEEL PRODUCTS

FASTENER SELECTION

Rivets are ideal for holding together two thin layers of material, such as sheeting, or sheeting to a steel rail. There are several types of rivet available, choose one that is compatible with your material and is the correct size for your job. Rivets can be sealed or non-sealed, and a smear of silicon over the rivet is recommended where weather proofing is required.

Self-drilling and tapping screws are fast and strong and can be found with a neoprene washer for sealing. They have an unthreaded drilling point so that the drilling action is completed before the thread starts to engage. The length of the unthreaded point needs to be as long or longer than the materials thickness. Use screws with a seal for roofing. To prevent water intrusion, crest fixing is recommended to keep the screw out of the path of the water.

Type 17 screws work in a similar way to self-drilling and tapping screws but are used for timber. It is important that the fastener has the same life as the material being fixed.

Fasteners selected must be suitable for the environment.

SEALANT SELECTION

While there is a wide range of sealants available, not all are compatible with Stratco steel products. Silicone sealants have the flexibility of being able to join galvanised, Zinc/Al, AM and pre-painted steels. Mastic type sealants will not usually last as long as is required. Soldering is an acceptable form of joining galvanised product together, but Zinc/Al, AM coated steel cannot be soldered.

When choosing a silicone sealant, it must be suitable for roofing and guttering use, and of a non-acetic, amine free, neutral cure type. Sealants that smell of ammonia, vinegar or lemons are not usually suitable.

Silicone sealants should be applied as a gasket, sandwiched between the two surfaces to be joined. Refer to Figure 7.0 through to Figure 9.0 for an example of creating a gasket. This method not only creates a strong join but it protects the sealant from UV exposure. Always remove metal filings from the area to be joined and smear the sealant over any fasteners.











PROTECTING YOUR INVESTMENT

STANDARD STRATCO SAFEGUARDS

Scuffing and scratching can damage steel with a pre-coloured finish. To minimise this, Stratco supplies some products such as gutters, downpipes, flashings and ridging with a removable plastic coating. Do not leave this coating exposed to the sunlight for long periods of time because it may be hard to remove. Coloured steel sheeting is supplied either wrapped in plastic and cardboard or with the top sheet turned over. The reverse side is normally unprotected, but extra packing sheets can be supplied at the customer's cost, and are a good idea if double sided colour fencing sheets are ordered.

STORAGE AND HANDLING OF STEEL

For safety, wear gloves when handling steel sheets. Ensure your hands or gloves are clean, especially when handling Zinc/Al, AM which can mark. Steel products should be kept dry before installation. This is important for tightly nested products such as packs of corrugated iron. Separate and dry these products immediately if they get wet, as discolouration can occur.



PAINTING STEEL PRODUCTS

TOUCHING UP SCRATCHES

Pre-painted steel may get scratched while being handled, however the use of touch-up paints is not recommended. They will weather differently to the original oven cured coating and this may cause variations in colour and exaggerate minor blemishes over time.

In most cases, minor damage to roofing and guttering cannot be seen and any attempt to overspray the damage may become more unsightly in the future.

The consumer must accept that some minor scratches will be inevitable on low-level projects such as verandahs and carports. Fabricators and erectors should ensure that maximum care is taken to protect pre-painted steel surfaces from damage. Replacements should be considered if the damage is severe. Additional over painting information is available from Stratco.

OVER PAINTING

Zinc/Al, AM coated steel can be painted without the need for an etch primer. Some paints allow galvanised material to be over painted without priming so check your paint for details. Steel supplied with a pre-painted surface can be repainted



SAFETY FIRST

HANDLING STEEL

Always take appropriate safety precautions when handling steel products. The edges of many steel products, especially steel sheeting, can be very sharp and will easily cut. Always wear cut-resistant gloves that are clean and dry to prevent marking the steel surface, and to prevent the steel from cutting the skin.

Many steel products are used and installed outdoors and hence it is recommended that suitable sun protection is applied when installing or using steel products outside.

However, it is important to note that sunscreens that include semi-conducting metal oxides like zinc oxide (ZnO) and titanium dioxide (TiO2) can speed the deterioration of paint. To protect the surface of pre-painted steel, prevent sunscreens that contain titanium dioxide (TiO2) and zinc oxide (ZnO) from coming into contact with the painted surface.

BEWARE OF WET, WINDY CONDITIONS

The installation of Stratco steel products in wet and windy conditions can be dangerous. When installing steel sheets, the wind can easily lift the sheets causing damage to people and property. Always ensure that roofing is securely tied down before fixing. Walking on roofing or using power tools in wet conditions is dangerous.

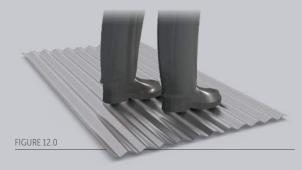
WALKING ON ROOFING

On metal roofing, it is important to walk on the purlins. This is both for safety and to avoid damage to the roof. Try to keep your weight evenly distributed and walk flat footed rather than with a heel and toe action. When walking on corrugated iron, spread your weight over as many corrugations as possible. On high profile decking only walk in the pans of the sheet.

When delivered, some sheets have an oily film that can be slippery especially when damp. Take extreme care when handling them.

TRANSLUCENT SHEETING

Stratco markets translucent fibreglass and polycarbonate. Special wire safety mesh must be used to support the sheeting when used in commercial and industrial applications. This is not typically required in domestic applications, but a danger of falling through the sheeting still exists and care should be taken.



MAINTENANCE

NORMAL MAINTENANCE

Regular maintenance is essential to maintain the good looks of your Stratco steel product. It will ensure you receive the maximum possible life-span for a steel product in your location, this is especially important for coloured pre-painted steel.

To maintain the product's surface, wash it with clean water at least every six months. A more frequent wash is recommended in coastal or industrial areas. Maintenance must be frequent enough to prevent dust, salts, pollutants and any other material to accumulate on the product and reduce its life. Products that are regularly washed by rain require no additional maintenance.

Avoid locating a Stratco steel product near polluted areas or in areas with aggressive environmental factors that could reduce the life of the steel. This includes areas near barbecues, diesel fumes, air-conditioners, clothes dryers, sprinklers, bore water, water softeners and industrial applications. Stratco steel products and materials are not recommended for use as enclosures for swimming pools or spas.



AREAS NOT WASHED BY RAIN

More regular maintenance is required on the areas of a product that are not naturally washed by rain. These areas include the underside of verandahs and carports, roofing visible through exposed eaves, and steel fascias and gutters. Other products such as garage doors and cladding under eaves may also require additional attention. A products life-span may be reduced from not following a regular maintenance program because night time condensation in these areas can combine with salt and pollution on the surface, resulting in accelerated corrosion.

Wash areas that are not naturally cleaned by rain with fresh, clean water. It is recommended that you clean the surface as often as you would wash your car to maintain its duco. In marine or industrial environments you should wash more often. Maintenance must be frequent enough to prevent dust, salts, pollutants and any other material to accumulate on the product and reduce its life.

If washing with clean water does not completely clean the surface, a mild solution of detergent should be added to the water and applied with a soft bristled nylon brush. Rinse the coloured surface thoroughly. Never use abrasive or solvent based cleaners such as turps, petrol or kerosene.

Contact Stratco or the steel manufacturer for more information on the correct maintenance for your application.

This brochure has been produced in the interest of customer education and good consumer relations. Stratco have endeavoured to provide the most technically correct and up-to-date advice possible but assume no responsibility whatsoever in relation to such information or advice. Alteration in the recommendations may occur from time to time. Please contact Stratco for the most up-to date advice available prior to using this information. Additional information is available from steel manufacturers, other Stratco technical bulletins, trade schools and other competent bodies, and these should be consulted prior to purchasing and installation of Stratco steel products. Consumers should satisfy themselves that they are using the correct materials, approach and techniques.



« SCAN THIS QR CODE TO FIND A STRATCO NEAR YOU

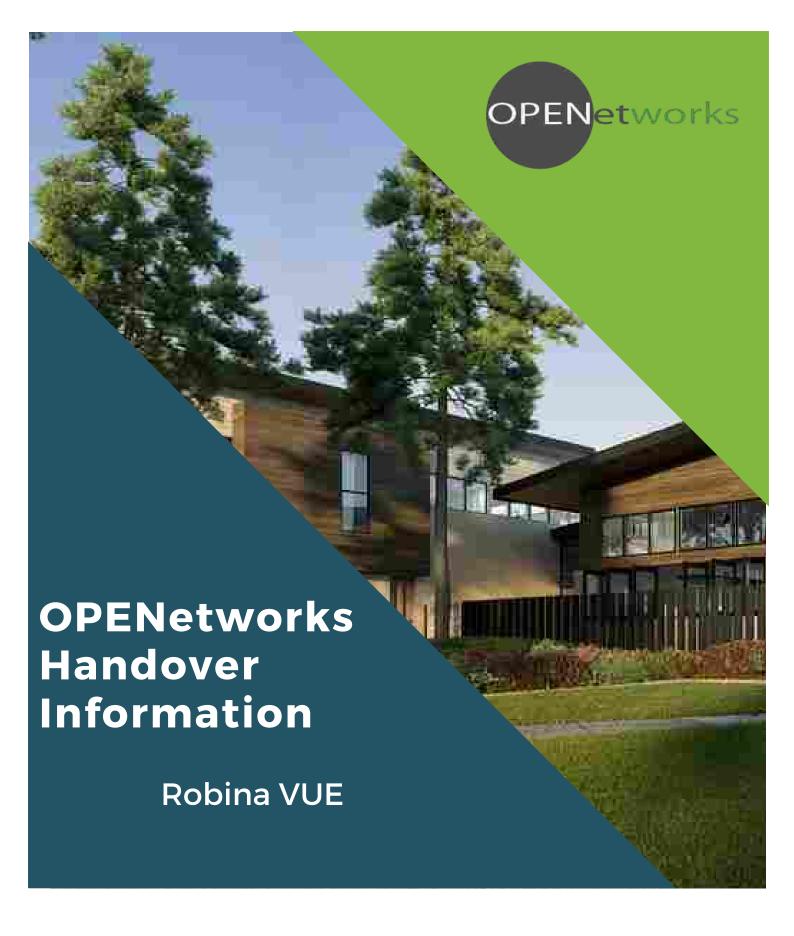
1300 155 155 stratco.com.au







Fibre Telecommunications General Advice

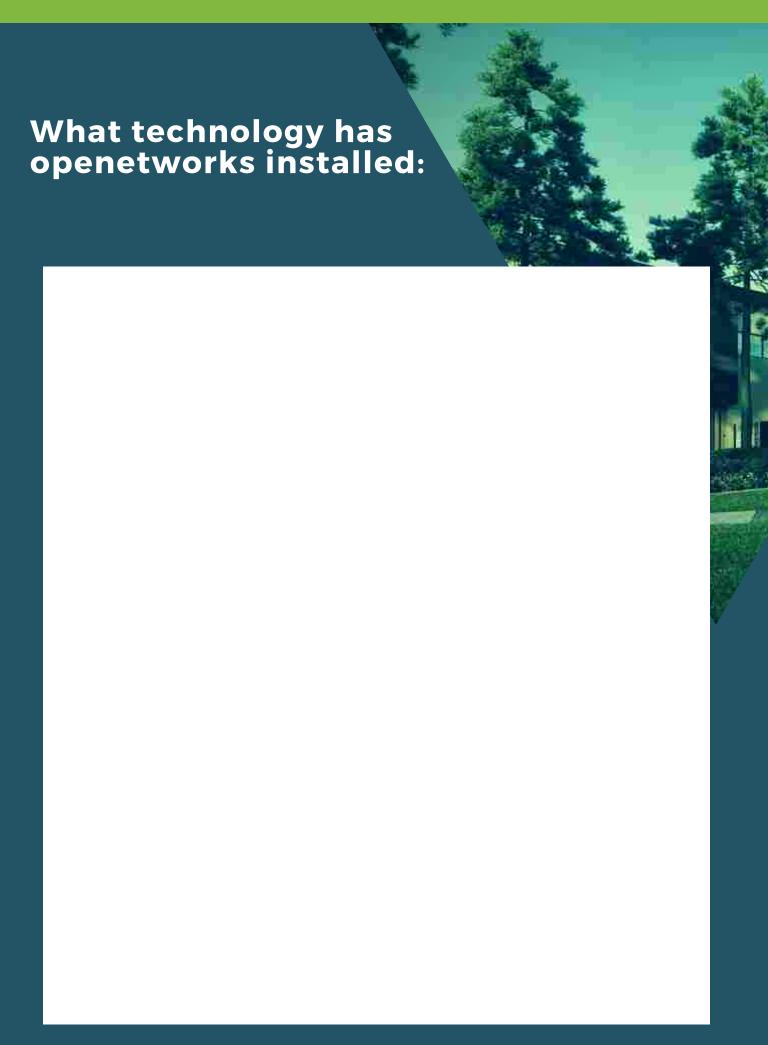


PREPARED BY:

Scott Mains Ben Sparksman

ROLES:

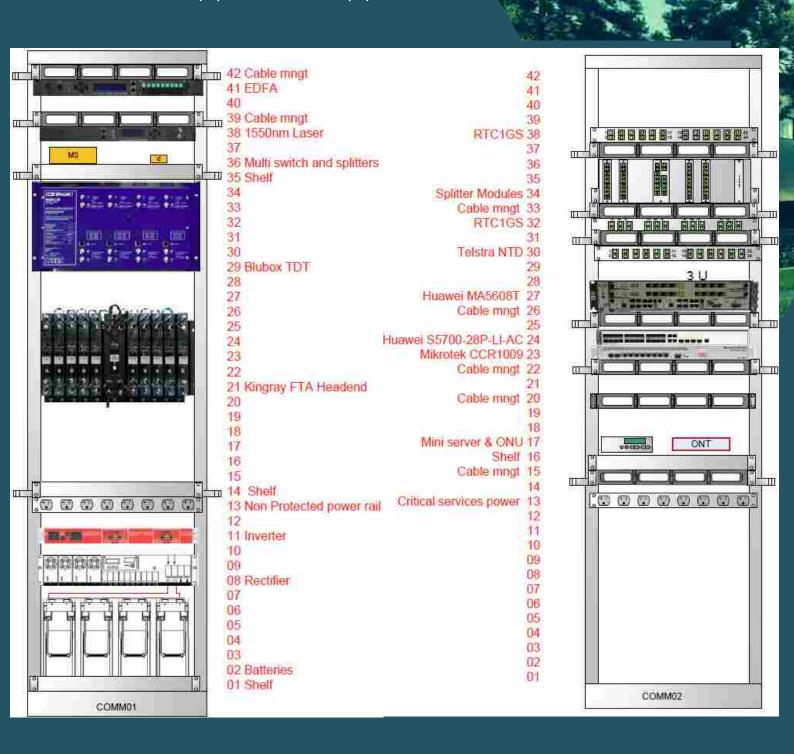
Business Development Project Management ROBINA VUE 2019



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OPENetworks headend

The OPENetworks headend consists of Passive Fibre, Active equipment and TV equipment



ROBINA VUE 2019

Q&A

Frequently Asked Questions





Q: What happens if there is a power failure? Uninterrupted Power (Battery) Supply - UPS

OPENetworks provides battery back up to the headend equipment only. This provides 7 to 8 hours of power to the equipment in the event that mains power should fail. Individual homes or specific locations may require their own UPS to supply power to their own devices in the event that mains power should fail.

Q: If the GPON needs rebooting, how do we do it? Reboot GPON System

In case OPENetworks equipment does not power on. Under instructions from an OPENetworks technician you may be asked to:

Switch the Main GPO off and on.

OPENetworks equipment is to not be touched by anyone unless instructed by an OPENetworks engineer. Fines of up to \$100,000 may apply to anyone that touches a telecommunications network.

Q: If you experience a fault, who do you contact? Contact for Faults

For all Data and Voice faults, your first point of contact is with your ISP.

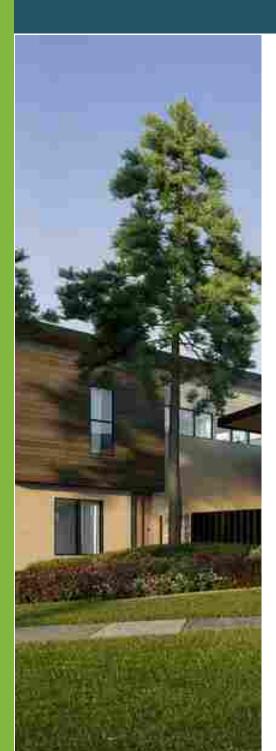
However, before calling your ISP, please check the following:

1. Check power is connected to ONU and RF Receiver. If it is, and should the fault still exist, please contact your ISP.

ROBINA VUE 2019

Q&AFrequently Asked Questions





Q: What should I do if I experience a fault with my Free-To-Air or Foxtel TV Service?

For all TV faults you should in the first instance email to OPENetworks. Photos are required before a technician is sent to site.

OPENetworks Network Operations Centre (NOC)

Email: noc@openetworks.com.au

OPENetworks NOC Phone: 07 3171 2252





Intercom System

INTEGRITI USER GUIDE



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INTEGRITI SOFTWARE -

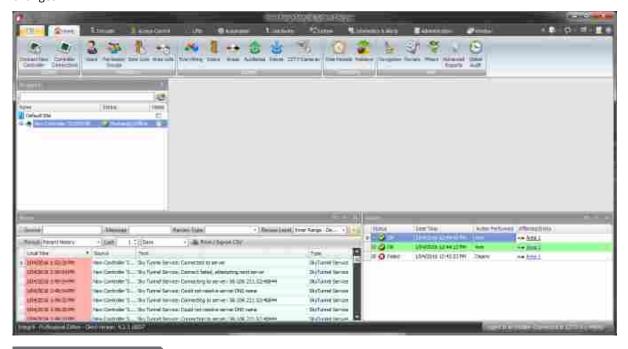
SOFTWARE APPLICATIONS

The Integriti software suite includes two applications:

- Integriti System Designer for system programming and configuration.
- Integriti GateKeeper for everyday control and monitoring.

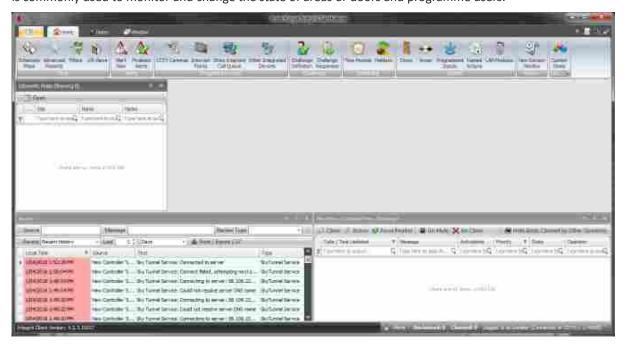
INTEGRITI SYSTEM DESIGNER

Integriti System Designer is commonly used to configure and administer your site; this application contains setting and options that if changed can affect the overall functionality of the site. In most cases System Designer is used by your Installer to commission the system or to perform maintenance. Your site administrator may need access to Integriti System Designer to make programming changes.



INTEGRITI GATEKEEPER

Integriti GateKeeper provides you with a simplified version of System Designer, which only shows items commonly used to monitor your site. GateKeeper does not allow you to access options that if changed would affect the overall security of the site. GateKeeper is commonly used to monitor and change the state of areas or doors and programme users.



LOGIN WINDOW

To launch System Designer or GateKeeper, navigate to the **Start Menu > All Programs > Inner Range** folder and click the applications icon. Once an application is launched a login window will appear, this window is identical for System Designer and GateKeeper. To log into the application, enter your operator name and password then click the **Login** button.

The **Login** window contains the following options:

- 1. The **Software Version** number identifies which version of the software you have installed.
- 2. The default method for logging into System Designer and GateKeeper is Use These Login Credentials. This method allows you to login by entering your user name and password. If your software has been configured to use the Current Windows User option, you can login without needing to enter a user name and password. This login option is configured by your installer and requires additional licenses.

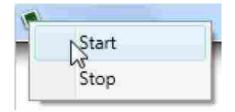


- 3. Enter your **User Name** in this field.
- 4. Enter your **Password** in this field.
- 5. Do not change the **Integriti Server** settings unless instructed to do so by your Installer.
- 6. The **Server Icons** show the status of the servers that are required for the software to operate.

INTEGRITI SERVERS

The Integriti servers are required for System Designer and GateKeeper to run, connect to controllers and CCTV systems.

Before you login to System Designer or GateKeeper make sure the Integriti servers are started, this is indicated by a green dot. If they have not started, right-click the **Servers Icon** and click **Start**.



If the integriti servers are not visible you may be on a client workstation or the application was not launched with administrator privileges.

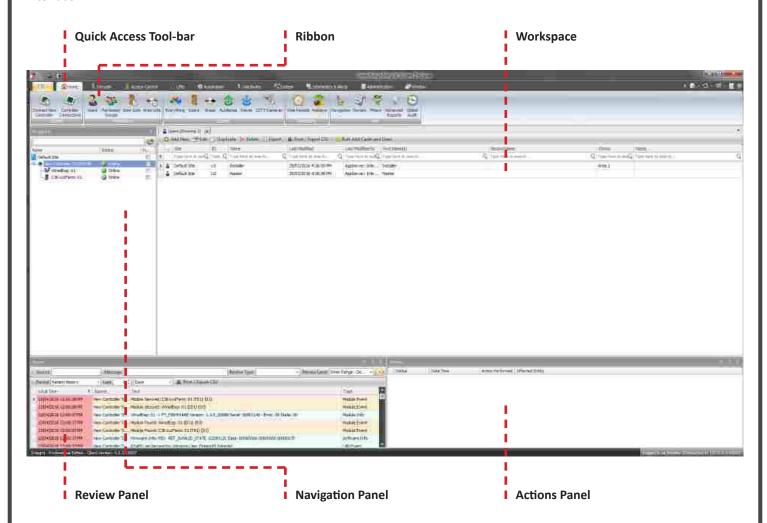
The table below shows all the possible states for the Integriti servers.

	Stopped	Stopping	Starting	Started
Integriti Application Server	(%)			
Integriti Controller Server		(a)		
Integriti Integration Server	%	呢	***	₹.

SOFTWARE NAVIGATION

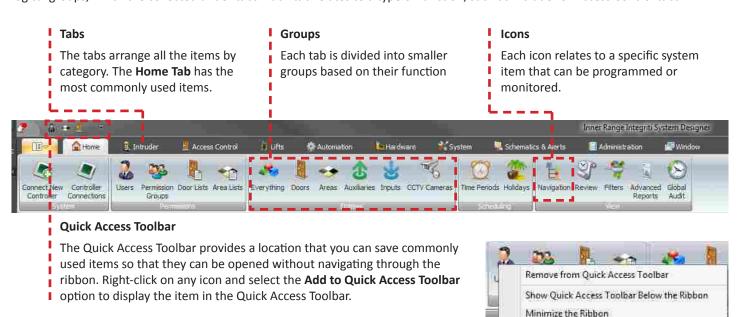
USER INTERFACE

The default layout for System Designer and GateKeeper share common elements. Below is a breakdown of the System Designer interface.



RIBBON

The Ribbon is designed to help you quickly find the items you need to programme or monitor the system. Items are organized into logical groups, which are collected under tabs. Each tab relates to a type of function, such as Intruder or Access Control tabs.



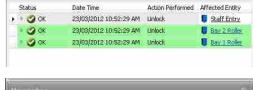
REVIEW PANEL

The **Review** panel is located at the bottom left of the Integriti System Designer window by default. Review is a historical log of the events that have occurred on the security controller or within the software.



ACTIONS PANEL

The **Actions** panel displays actions that are performed by an operator from the software. The action list will display if the action was successful or failed.



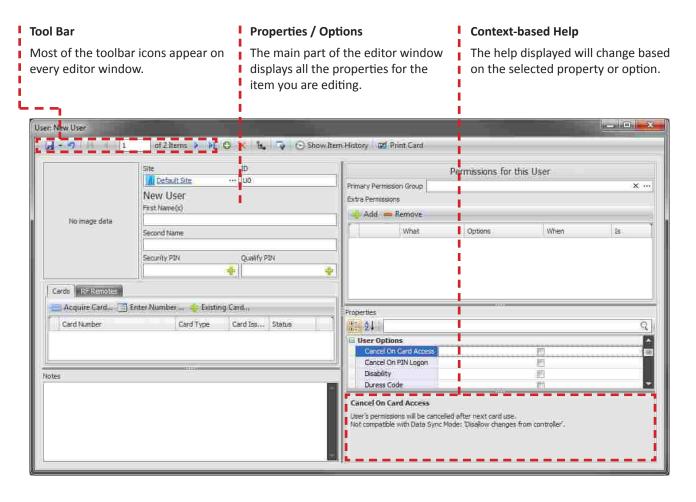
NAVIGATION PANEL

The **Navigation** panel displays the sites, sub-sites, controllers and hardware modules on the system. This display can be used to view the state of controllers and modules or to trigger commands such as connecting or disconnecting a controller.



EDITOR WINDOW

When an item such as a user, area or door is edited, all the options and properties appear in an Editor Window. There are some common elements between editor windows for different items.



EDITOR WINDOW TOOL BAR

The toolbar contains the following buttons:



- 1. The **Save** button will save the item that is currently displayed in the editor window.
- 2. The **Undo** button will revert the last change since the editor window was opened.
- 3. The **First Item** button will move backwards to the first item in the list.
- 4. The **Previous Item** button will move backwards one item.
- 5. The **Item Number** field displays what number that current item is in the series. You can type in a number to jump to a particular item.
- 6. The **Next Item** button will move forward one item.

- 7. The **Last Item** button will move forward to the last item in the list.
- 8. The **Create New** button will make a new blank item.
- 9. The **Delete** button will remove the currently selected item.
- 10. The **Show Cross References** button will open a window that shows the other system items that relate to the currently displayed item.
- 11. The **Show Item History** will open a window that shows the entire history of the item.
- 12. The **Item Specific Commands** will change based on the item you have open.

You can toggle the automatic save feature by clicking the **Save** button drop-down and selecting the **Auto Save** option. The **Save** icon will change to a green icon when the automatic save feature is active. When you make a programming change to an item and close the window or navigate to the next item, your changes will automatically be saved.



USER PROGRAMMING

CREATING A USER

A user is any person that will interact with the Integriti system via a keypad or card reader. The **User Editor** window allows you to assign the user a PIN number, access card, user permissions or even a photo.

To create a new user from System Designer, navigate to the **Home** tab then click the **Users** icon, this will open the **Users List**. Click the **Add** button to open the User Editor window containing a blank user record.

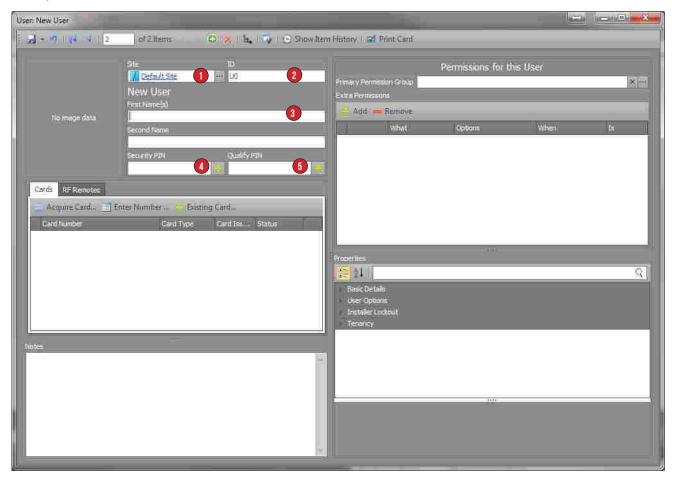


To create a new user from GateKeeper, navigate to the **Users** tab then click the **Users** icon, this will open the **Users List**. Click the **Add** button to open the **User Editor** window containing a blank user record.



USER EDITOR WINDOW

The top left section of the **User Editor** window contains the basic user information.



- The Site field is used to associate a user with a site or sub-site, this will not have any impact on the user. The user will only be visible in the software if the operator logged in has permission to view users from that sub-site.
- 2. The **ID** field is a unique number that you can use to identify the users. Each time you add a new user, the user will be given the next available number. The ID field is just a number that has no effect on the user.
- 3. The **First & Second Name** fields are where you enter the user's first and last name.

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- 4. The **Security PIN** is required for a user to interact with the Integriti system via a keypad. If the user needs to be able to arm or disarm areas from the keypad, you will need to assign the user a security PIN and a menu group. There is no minimum or maximum length for a Security PIN by default; however your system may have been configured to have a fixed PIN code length. If you enter a Security PIN that is either too long or too short the following error will occur.
- 5. The **Qualify PIN** can be used instead of the **Security PIN** when entering a door that requires the user to enter a PIN to unlock. The qualify PIN is used so that the PIN number that is used for keypad access can be different to the PIN number used for door access. Please check with your installer if you are unsure if you need to use the qualify PIN.



INTRODUCTION TO PERMISSIONS

It is important to understand how user permissions are structured before assigning permissions to a user. A permission is an item that you assign to a user to allow or deny that user the ability to interact with the item. Permissions include doors, areas, floors, lift cars and menu groups. In most cases more than one door or area is assigned to a user. It is recommended that you use a list of items such as area lists, door lists or floor lists when assigning permissions for many of the same item.

PERMISSION GROUPS

A permission group is a collection of permissions that can be assigned to one or more users. Many organizations have an internal structure where users share similar roles, for example, Warehouse Staff. It is easier to assign a single permission group to all of the Warehouse Staff rather than adding individual areas, doors or menu groups to each user. In most cases, the permission groups will closely match the roles within the company. Permission groups make it easier for you to add a single door to a group of users as it only requires the change to be made to a permission group and it will affect all users assigned that permission group.

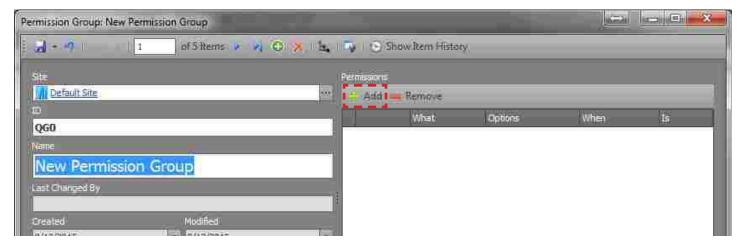
CREATING A PERMISSION GROUP

Permission groups can only be created or edited from System Designer. To create a new permission group, navigate to the **Home** tab and click the **Permission Group** icon. Click the **Add New** button to open the **Permission Group Editor** window.



PERMISSION GROUP EDITOR WINDOW

The **Permission Group Editor window** only contains a **Name** field and it is primarily used to add or remove permissions. To add a permission to a permission group click the **Add** button.



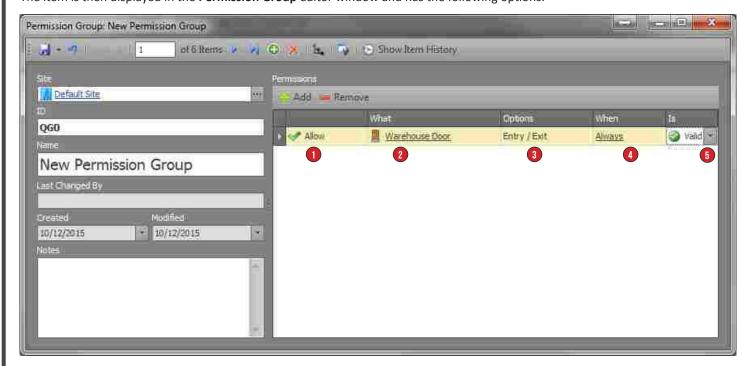
The Search for What window will open, this window has two sections:



- 1. The **List Filter** allows you to filter all the available items that can be assigned to a user as a permission based on the item type.
- The Filtered Item list allows you to choose one or more items to assign to the user. To select more than one item at a time, hold down the CTRL button and click multiple items.

PERMISSION STRUCTURE

Once you have selected an item from the **Search for What** window click the **OK** button to add it to the permission group. The item is then displayed in the **Permission Group** editor window and has the following options:



1 : ALLOW OR DENY

This column determines if the permission is allowing or denying access to the item. Please note that if you deny an item that has already been allowed within the permission group, the deny will override the allow.



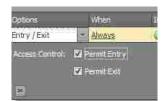
2 : WHAT

The **What** column is used to determine which item the permission refers to. Clicking the ellipsis, (button with three dots) will open the **Search for What** window allowing you to select a different item.



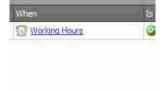
3: OPTIONS

The **Options** column is used to determine how the user can interact with the assigned item. This allows you to assign a user permissions only to arm a particular area and not disarm it. Alternatively, you can assign the user permissions to only enter or exit a door.



4: WHEN

The **When** column is used to provide conditional permission to an item. This is most commonly used to assign a user with permission to an item but restrict its access to certain times of the day. For example, you may have a user that is only allowed to access a door during working hours. This can be achieved by adding the Working Hours time period to the **When** column.



5 : IS

The **Is** column is used to reverse the condition that is used in the **When** column. If you only wanted a user to have access to a door after working hours you could put the Working Hours time period time in the **When** column and set the **IS** column to invalid. This is easier than creating a new time period called Non-Working Hours.



ASSIGNING USER PERMISSIONS

The **Permissions for this User** window is divided into two sections, the Primary Permission Group and the Extra Permissions. It is important to understand the structure of permissions before assigning permissions to a user



1: PRIMARY PERMISSION GROUP

The **Primary Permission Group** option is where a user's permissions are usually assigned. This field only allows you to assign a single permission group, in most cases a user will be assigned a primary permission group based on their role in the company.

2 : EXTRA PERMISSIONS

The **Extra Permissions** section lets you allow or deny permissions for items independent of the primary permission group. This feature is commonly used to reduce the number of permission groups within the Integriti system.

If two users have similar roles, for example Warehouse Staff and Warehouse Manager, they can both be assigned the same primary permission group. You would then add extra permissions for the additional doors and areas that the Warehouse Manager needs.

The extra permissions use the same What & When structure as in the permission group programming.

USER PROPERTIES

There are many settings found in the **Properties** section of the **User Editor** window, most of these options are rarely used and should not be edited unless instructed to do so by your installer.

Below are three more commonly used options:

1 : USER CANCELED

If flagged, the user's permissions will be disabled. The user will not be able to interact with the Integriti system via a keypad or an access control door.

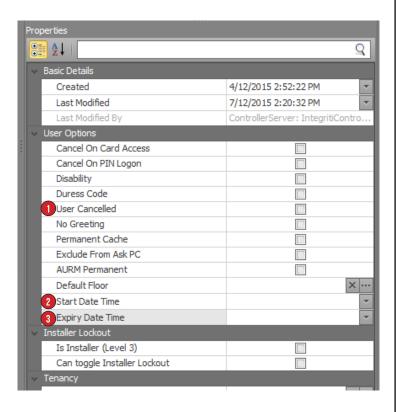
2 : START DATE TIME

The **Start Date Time** option prevents the user from interacting with the Integriti system until the date and time specified.

3 : EXPIRY DATE TIME

The **Expiry Date Time** option prevents the user from interacting with the Integriti system past the date and time specified.

The **Start Date Time** and the **Expiry Date Time** can be used separately or combined. For example, a visitor that attends a site for a set duration of time between two dates. The **Start Date Time** will ensure that visitor will not be able to access the site early and the **Expiry Date Time** will ensure that the card can not be used past the end of the visit.



ASSIGNING CARDS TO USERS

Once a user has been created and programmed, the next step is to assign them a card. There are numerous card formats and card types in Integriti, therefore, there is more than one way for you to assign a card to a user.

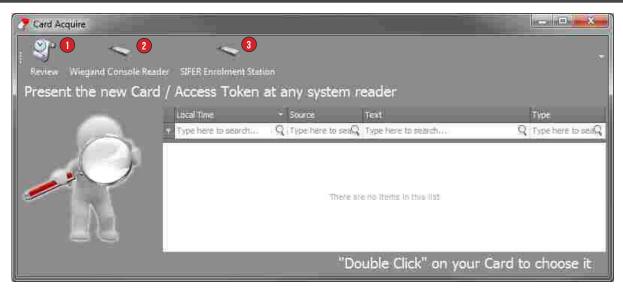
The following methods for assigning cards will depend on the types of cards you currently use on-site. Check with your installer to confirm which method is correct for you.

DIRECT ENTRY

Direct Entry is a method of using the raw information that is read from a card by a reader. Integriti does not interpret the raw information. **Direct Entry** cards can not be preprogrammed in Integriti as every card needs to be badged to read its information.

To assign a direct entry card to a user, click the **Acquire Card** button found in the **Cards** section of the **User Editor** window. The **Acquire Card** window provides you three methods to acquire a card.





- Review: Selecting this option will scan for review messages of card badges at any reader on the site. Simply badge the card you want to assign to a user at a reader, once it appears in the list double click it to assign it to the user.
- 2. Wiegand Console Reader: If many direct entry cards are going to be assigned, it may be easier to use a Wiegand Console Reader method. The Wiegand Console Reader method uses the enrollment station that attaches to the PC via a serial port. To assign a card to a user, badge a card at the enrollment station and double-click the most recent card information.

Once the card has been double clicked the card will appear in the **Cards** section of the user programming.

3. SIFER Enrollment Station: If SIFER Cards and readers are being used, the SIFER enrollment station can be attached to a PC via a USB port to make the enrollment of many SIFER cards easier.

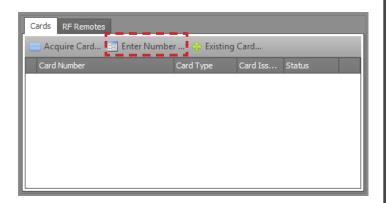


SITE CODED CARDS

Site Coded cards unlike Direct Entry cards can be preprogrammed on the Integriti System and do not require you to badge the card to assign it to a user. In some cases, the number will be printed on the card itself.

If your system has been configured by your installer for site code, you will be able to enter the card number rather than badging the card to assign it to a user.

To assign a Site Coded card to a user, click the **Enter Number** button in the **Cards** section, this will open the **Manual Card Entry** window.



The **Manual Card Entry** window contains two fields that are required to assign a card to a user.

- 1. The **Card Template** is used to define what type of card you are assigning. In some cases there may be more than one template, this usually occurs when a combination of new and old cards are being used on a site.
- The Card Number field is were you enter the unique card number. In some cases the number will be printed on the card, if it is not printed you may need to badge a card at a reader to view the card details.



Below is a review message that contains the card information. The card number is 00027417.

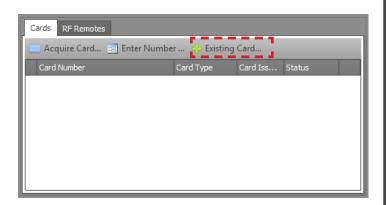


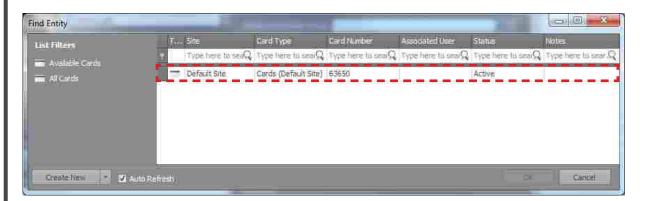
EXISTING CARD

When users that have cards assigned to them are deleted from the Integriti System, the card remains behind with an unallocated status.

This unallocated card can be assigned to a new user. To assign an existing card to a user, click the **Existing Card** button in the **Cards** section.

This will open the **Find Entity** window that displays all the unallocated cards. Select a card from the **Available Cards** list and click the **OK** button to assign it to the user.





DOOR LISTS -

INTRODUCTION TO DOOR LISTS

A door list is a collection of doors that can be used for user permissions, door control or automation. When assigning multiple doors to a user, it is easier to assign a single door list.

An operator can lock or unlock a door list, instead of having to control doors one at a time. The Integriti controller can be configured to automatically lock or unlock a door list.

THE DOOR LISTS MENU

To program a door list, navigate to the **Home** tab and click the **Door Lists** icon.



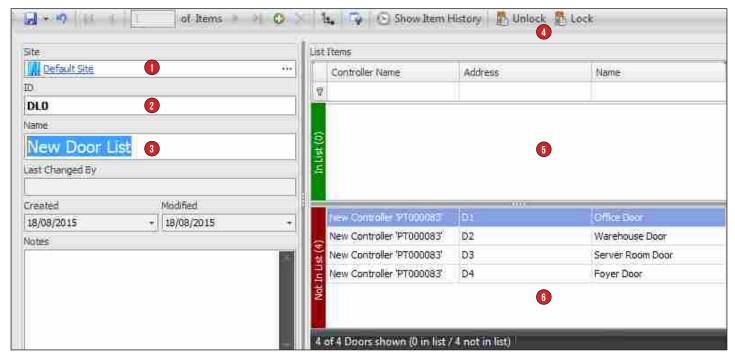
The **Door Lists** menu will open; this list contains all the currently programmed door lists.



- 1. The Add New button will create a new blank door list.
- 2. The **Edit** button will open the selected door list for programming changes.
- 3. The **Duplicate** button will create a new door list that is identical to the selected door list.
- 4. The **Delete** button will delete the selected door list(s).
- 5. The **Export** button saves the selected door list(s) as an IR-Entities file.
- 6. The **Print/Export CSV** button provides a printable version of the contents of the Door Lists window.

CREATING A NEW DOOR LIST

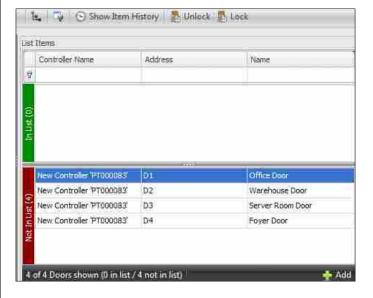
Click the Add New button to open the Door Lists Editor window.



- The Site field determines which site this door list will be associated with.
- 2. The **ID** field displays the unique identification code for each door list, this ID cannot be changed.
- The Name field is where a name can be assigned to the door list.
- ADDING/REMOVING A DOOR FROM A DOOR LIST

ADDING A DOOR

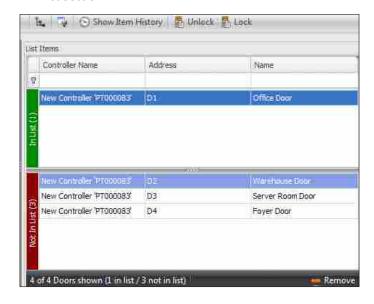
- 1. Select one or more doors from the **Not In List** section.
- 2. Click the **Add** button to add the door(s) to the door list.
- The door will move from the Not In List section to the In list Section.



- 4. The **Unlock** and **Lock** buttons will control all of the doors assigned to the door list.
- The In List section displays all doors that are assigned to the door list.
- 6. The **Not In List** section displays all of the doors that are not assigned to the door list.

REMOVING A DOOR

- 1. Select one or more doors from the In List section .
- 2. Click the **Remove** button to remove the door(s) from the door list.
- The door will move from the In List section to the Not In list Section.



AREA LISTS -

INTRODUCTION TO AREA LISTS

An area list is a collection of areas that can be used for user permissions, area control or automation. When assigning multiple areas to a user, it is easier to assign a single area list.

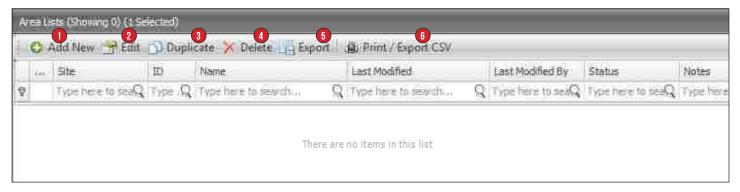
An operator can arm or disarm an area list instead of having to control areas one at a time. The Integriti controller can be configured to automatically arm or disarm an area list.

THE AREA LISTS MENU

To program an area list, navigate to the **Home** tab and click the **Area Lists** icon.



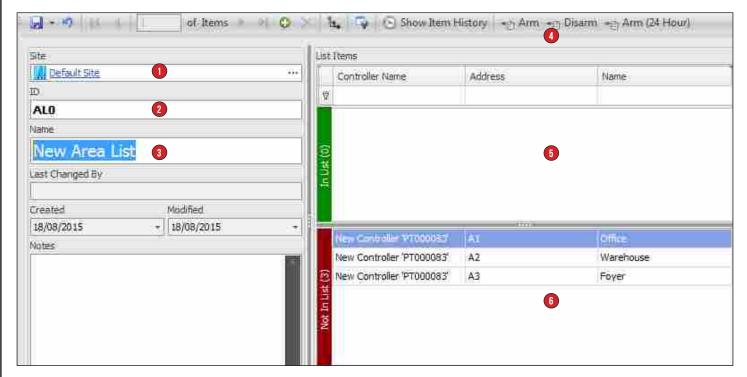
The Area Lists menu will open; this list contains all the currently programmed area lists.



- 1. The **Add New** button will create a new blank area list.
- 2. The **Edit** button will open the selected area list for programming changes.
- 3. The **Duplicate** button will create a new area list that is identical to the selected area list.
- 4. The **Delete** button will delete the selected area list(s).
- 5. The **Export** button saves the selected area list(s) as an IR-Entities file.
- The Print/Export CSV button provides a printable version of the contents of the Area Lists window.

CREATING A NEW AREA LIST

Clicking the Add New button will open the Area Lists Editor window.

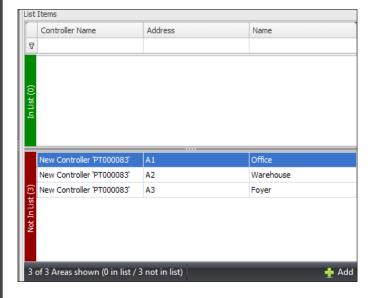


- The **Site** field determines which site this area list will be associated with.
- 2. The **ID** field displays the unique identification code for each area list this cannot be changed.
- The Name field is where a name can be assigned to the area list.
- 4. The **Arm** and **Disarm** buttons will control all the areas assigned to the area list.
- 5. The **In List** section displays all the areas that are assigned to the areas list.
- 6. The **Not In List** section displays all the areas that are not assigned to the area list.

ADDING/REMOVING AN AREA FROM AN AREA LIST

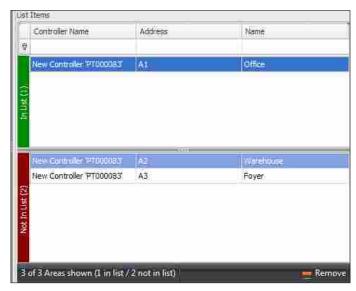
ADDING AN AREA

- 1. Select one or more areas from the **Not In List** section.
- 2. Click the **Add** button to add the area(s) to the area list.
- The area will move from the Not In List section to the In list Section.



REMOVING AN AREA

- 1. Select one or more areas from the In List section .
- Click the **Remove** button to remove the area(s) to the area list.
- The door will move from the In List section to the Not In list section.



ALERTS

INTRODUCTION TO ALERTS

An alert is a notification that draws an operator's attention to an event or alarm.

For example, when a duress panic/duress button is pressed by a user it will require a guard to respond in person. Without an alert the event may be completely missed or actioned too late.

Alerts are viewed and actioned from Integriti GateKeeper. The alert will remain in the software until it is finalized by an operator.

USING AN ALERT

Alerts are usually configured by your installer, as an end user you will interact with alerts from an **Alert View** window. An alert view is a collection of different types of alerts, in some cases the alerts that you are able to see and respond to may differ from other operators.

Alert views are only visible in Integriti GateKeeper and are part of the default layout. If the alert views are not visible, navigate to the **Home** tab and then click the **Alert Views** icon.

ALERT CREATION

When the event that triggers an alert occurs, the alert is created and appears in the **Alert View** window. The appearance of the alert is determined by how it is configured. Alerts can be configured to have different foreground and background colors, this allows the you to easily identify the type of event that has occurred.

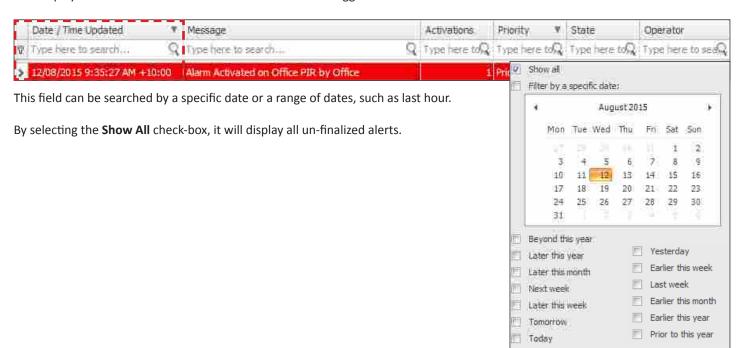
READING ALERT INFORMATION

The **Alert** window has multiple columns that contain information to help you identify the alert priority, what triggered the alert and when the alert was generated. These columns can be used to filter the currently displayed alerts.



1 : DATE / TIME UPDATED

This displays the most recent occurrence of the event that triggered the alarm.



Vecterday

2 : MESSAGE

This provides a summary of the event(s) that have occurred to trigger the alert.



The **Message** field is a basic text-based filter that you can use to filter the displayed alerts by typing the name of an item, for example: office.

Message office

This would filter the alerts to only display the ones that contain the word office in the **Message** field.

3: ACTIVATIONS

Alerts can be grouped by the input, area or review message that created them. The Activations column provides a count of how many times the event has occurred, rather than having individual alerts for each event.



4: PRIORITY

An alert can be configured to have a priority; you can use this priority to determine which event to action first. The priority scale is from 1 (high) to 16 (low).



The **Priority** column can be filtered by selecting one or more of the check boxes.

You can view all alerts by checking the (Select All) check box.



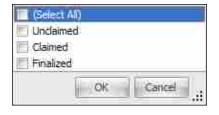
5: STATE

The state of an alert will either be Unclaimed, Claimed or Finalized; this allows you to identify which alert to action in order to avoid two operators dealing with the same alert.



The **State** column can be searched by selecting one or more of the check boxes.

You can view all alerts by checking the (Select All) check box.



6 : OPERATOR

Once an alert has been claimed by an operator, the operator's name will appear in the Operator column.



CLAIMING ALERTS

Integriti GateKeeper can have multiple operators logged in who can view and action alerts at the same time. Claiming alerts is a way to identify who is dealing with an alert, this prevents two operators both actioning on the same alert.



The **Claim** button is used to assign the alert to yourself; this will change the state from unclaimed to claimed.

Additionally your operator name will appear in the **Operator** column in the alert view. Once claimed, only that operator can action and finalize the alert.

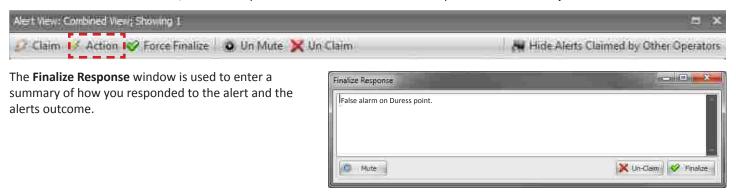
Once an alert is claimed, the **Claim** button will change to an **Un Claim** button

If you have claimed an alert and needed another operator to action it, you can unclaim the alert by clicking the **Unclaim** button in the alert view.

Note: Claiming an alert will only work if each operator logs in with a unique operator name.

ACTIONING ALERTS

Once an alert has been claimed, the next step is to action it. The Action button opens the Finalize Response window.



FINALIZING ALERTS

The last step in actioning an alert is to finalize the alert; this removes the alert from the alert view permanently. Finalized alerts are viewable by clicking the **Finalized Alerts** icon in the **Home** tab.



There are two methods for finalizing an alert:

FINALIZE

You can click the **Finalize** button on the **Finalize Response** window when actioning an alert



FORCE FINALIZE

Force Finalize allows more than one alert to be finalized by an operator, this is used to clear multiple alerts at once.

To force finalize select one or more alerts from the alert view and click the **Force Finalize** button.

The Finalize Response window will open allowing you to submit a response for all the selected alerts.

THE ALERT LIFESPAN

Alerts can be configured to perform actions at specific stages of its lifespan.

These actions may occur when the alert is created, claimed or finalized.

The most common alert action draws the attention of an operator to the workstation when the alert is first created. This can be done by performing one of the following actions:

PLAYING A SOUND

The alert can control a workstation and play an audio file such as a siren sound.

The alert may be configured to play the sound continuously, the sound can be muted by clicking the **Mute** button in the **Finalize Response** window when actioning an alert.

DISPLAYING A SCHEMATIC MAP

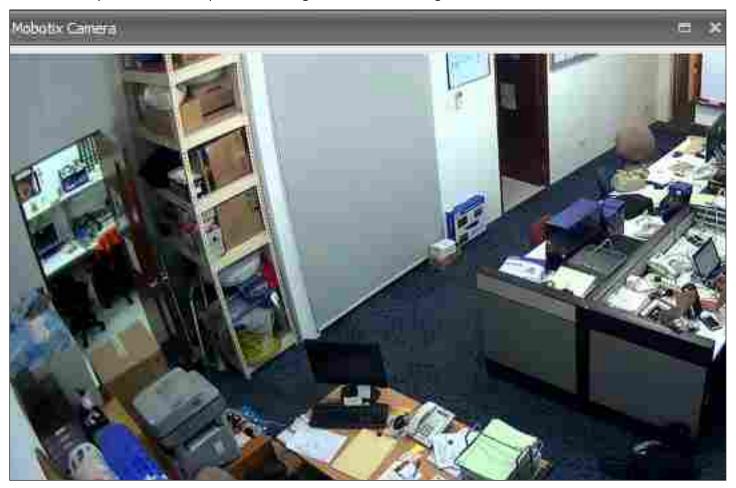
The alert can control a workstation and launch a schematic map.

This is commonly used to show the operator a map relating to the alarm.

DISPLAYING CCTV FOOTAGE

The alert can control a workstation and launch CCTV footage.

This is commonly used to show the operator live footage from a camera relating to the Alarm.



SCHEMATIC MAPS

INTRODUCTION TO SCHEMATIC MAPS

Schematic maps are a graphical representation of your site; they allow you to control and view the state of areas, doors, inputs, auxiliaries and many more items.

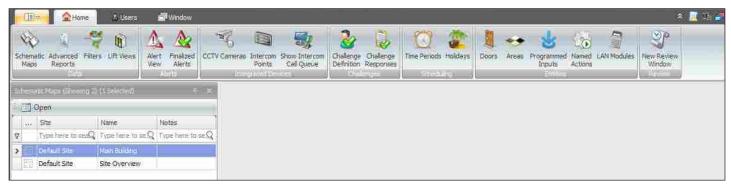
A schematic map may be as simple as a single map containing a floor plan with a couple of icons representing detectors or as complex as multiple maps that are navigated for more detailed views.

Schematic maps are usually created and configured by the installer.

OPENING SCHEMATIC MAPS

Schematic maps are usually viewed from Integriti GateKeeper, the Schematic Maps item list is a part of the default layout.

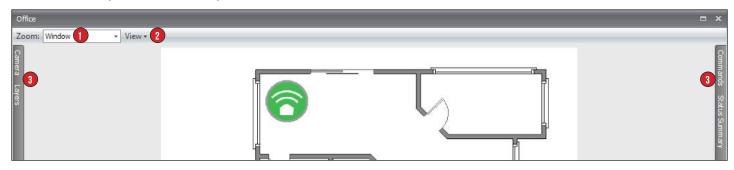
To open a Schematic map select a map from the **Schematic Maps Item** list and click the **Open** button. You can also open a schematic map by double-clicking on it.



If the **Schematic Map Item** list is not visible, click the **Schematic Map** icon in the **Home** tab.

TOOLBAR & NAVIGATION

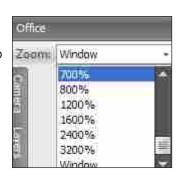
The schematic map window is made up of three sections:



1 : ZOOM

The **Zoom** option allows you to set a zoom percentage, this determines how close or far away you are from the displayed map.

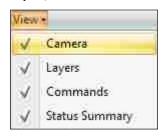
The **Window** option will fit the map in the current window, if the window is resized, the map will resize.



2 : VIEW

The View menu toggles the visibility of the Camera, Layers, Commands and Status Summary windows.

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Commands

General Commands

Recent Activity

Sticky Isolate

k Isolate

Show Video in New Tab

A Show Un-finalized Alerts

Dock

DOCKED WINDOWS

The four docked windows are used to interact with the map, see the status of entities, toggle the visibility of layers and view CCTV footage.

The purpose of these docked windows are explained later in this guide. By default the **Commands** and **Status Summary** windows are visible and the **Layers** and **Camera** windows are hidden.

To dock or auto-hide a window, click on the **Drawing Pin** icon.

Dock Panel:

早

Auto-Hide:

If set to Auto-Hide, the window will collapse once the operator selects a different window or an item on the map.

MAP ELEMENTS

Elements are shapes, icons, text or images that are placed on a schematic map. These elements can be static or dynamic.

Static elements are used for design or labeling purposes. For example, a label displaying the name of a map would not need to change, so this would be a static element.

Dynamic elements are used to display the state of item within the Integriti system. For example, an icon representing a particular door will change as the doors state changes from locked to unlocked.

Dynamic elements have an associated or linked item that can be configured when the map is created or edited.

ELEMENT TYPES

There are four element types that you may have on your schematic maps:

- Shapes
- Icons
- Labels
- Images

SHAPES

Shapes are used when the associated entity cannot be represented by an icon, for example, a perimeter fence or a large area.

In addition to this, shapes are commonly used for design elements such as map legends or buttons.

There are five different shapes in schematic maps, they all differ in appearance but have some common features. All shapes have interior and exterior colors. However, the interior color of lines and multi-segment lines are not visible. The **Line Size** setting determines the thickness of the outline.

All shapes have an Opacity setting which determines their level of transparency. These settings are configured when creating or editing the schematic maps.

1. Rectangle

The rectangle is used as a representation of an area, button or border.

2. Ellipse

The ellipse is used as a button.

3. Line

The line is used as a representation of a fence line or as a border.

4. Multi-Segment Line

The multi-segment line is used as a representation of a complex fence line or an area without an internal color.

5. Freeform

The freeform shape is used as a representation of a complex area.

ICONS

Icons provide a simple, dynamic and flexible means of representing system items.

A schematic map can contain hundreds of icons and can still be easily understood as the icons change in appearance as the associated items change state.

A map will never have an icon that is not linked to an entity, but in some cases the map legend may contain what appears to be an icon. The legend only uses the image that is contained within the icon for a particular state.

It would not be appropriate for the key to change state.

LABELS

Labels are elements that display text on a schematic map.

When configured as a static element, the text appearance and contents will not change - this is commonly used for map legends.

The label element can be configured as a dynamic element - doing so will cause its appearance and contents to change based on the state of the entity it is associated with. E.g.: A temperature sensor's label could display 'Server Room Temp: 18.5 degrees C'.

IMAGES

Images can only be used as static elements; they are generally used for design purposes, such as adding a company logo to the map.

ELEMENT STATUS

When an element is linked to an entity, it will change in appearance based on the entity's state.

Each entity in the system has a set of rules that determine its appearance depending on whether it is displayed as a shape, icon or label.

The most commonly found entities on a map are doors, areas, inputs and outputs. In most cases, areas will be displayed as a shape due to the fact that an area does not have a single point location that an icon can represent.

Below are the states for the most commonly used elements:

DOORS

State	Icon	Description
Door Locked	0	The door is currently locked.
Unlocked		The door is currently unlocked.
Forced		The door is currently locked and has been forcefully opened.
DOTL	1	The door was unlocked, opened then relocked, but has not been closed for a long time. This state requires numerous other settings to work, not all doors will show DOTL.
Timed Unlocked		The door has been unlocked for a set period of time.
Has Alarms	0	The door is referenced in an alert; see the alerts section for more details.

INPUTS

State	Icon	Description
Sealed		The PIR detector does not sense movement.
Alarm		The PIR detector senses movement.
Isolated	a	The PIR detector has been isolated to ignore the alarm and tamper states.
Tamper		The cover of the PIR detector has been removed or someone has tampered with the cabling.

OUTPUTS

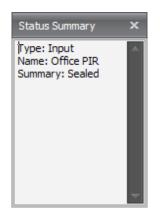
State	Icon	Description
On		The auxiliary is on.
Off		The auxiliary is off.

AREAS

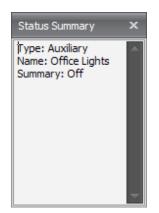
State	Shape Option 1	Shape Option 1	Description
Disarmed			The area is currently disarmed.
Armed			The area is currently armed.
Alarm			The area is referenced in an alert.

STATUS SUMMARY

The **Status Summary** window provides a summary of the item linked to the map element. This summary includes the type, name and the current status:









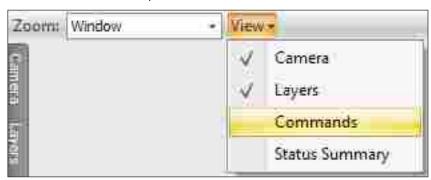
COMMANDS

Each element on a map that is linked to a door, area, input or auxiliary is accompanied with a list of commands.

These commands include viewing review, showing videos and controlling the item. The control commands will change based on the type of item you have selected.

The commands are accessed in one of two ways:

- 1. Clicking an element on the map will display the commands in the **Commands** window if it is visible. If the Commands window is not visible, click the **View** button and select the **Commands** option.
- 2. Right click an element on the map to display the **Commands** menu.



More than one element can be selected by holding the **CTRL** button and clicking the elements you wish to select.

If all of the selected elements are linked to the same type of entity (i.e. areas), the commands will apply to all the selected areas.

There will also be an individual area command that will appear under the areas name (right).

If more than one element is selected and they are not linked to the same entity type (i.e. a door and an area), the commands window will display a drop down menu for each of the selected elements (below).





GENERIC COMMANDS

There are three commands that appear for most items that are displayed on schematic maps.

Recent Activity

This displays all review messages that relate to the selected entity for the last hour. This allows you to easily see the recent activity for an area or door.

Show Video in New Tab

If you have the CCTV Integration license, you can launch CCTV footage from cameras that are associated to items on your map. The video will open in a new tab and the schematic map will remain open in the background.

Show Un-Finalized Alerts

If alerts have been configured on your system for the items displayed on your map, clicking this option will display the alerts that are still outstanding for the selected item.



Area Commands	Descriptions
Arm	This will arm the selected area or areas.
Disarm	This will disarm the selected area or areas.
Arm (24 Hour)	This will arm the 24 hour part of the selected area or areas.
Disarm (24 Hour)	This will disarm the 24 hour part of the selected area or areas.



Area Commands	Descriptions
Isolate	This ignores state changes for the input until the area is re-armed.
Sticky Isolate	This ignores state changes for the input until de-isolated.
De-Isolate	This reverses the isolate & sticky isolate command.



Area Commands	Descriptions
Unlock	This unlocks the door indefinitely.
Unlock (Timed)	This unlocks the door for the specified amount of time, at the end of the time the door will relock.
Lock	This locks the door.
Door-User Activity Report	This generates a review report of all users that have accessed the door in the last day.
Door-User Reference Report	This generates a report that contains all the users that have permission to access the door.



Area Commands	Descriptions
On	This turns the auxiliary on indefinitely.
On (Timed)	This turns the auxiliary on for the specified amount of time, at the end of the time the auxiliary will turn off.
Off	This turns the auxiliary off.
Set Analogue Value	Not commonly used.

CAMERA

If you are licensed for CCTV integration and have a CCTV system enrolled, you can view video footage from within the **Schematic Map** window.

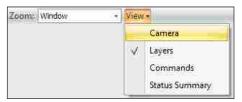
Cameras can be placed on a schematic map as an icon; the icon provides you with the following commands:

- Invoke Command
- Show Video in New Tab
- Show Video in Side Panel

Show Video in Side Panel

This will display live footage from the camera in the Camera tab. If any other camera icon is clicked, the window will automatically change to the selected camera. If the camera window is not visible in the **Schematic Map** window, click the **View** button and select **Cameras**.





LAYERS

Schematic maps can be configured to contain layers. Layers are a way to group and stack elements on a map. A layer can be made visible or hidden by selecting the **Visibility** check-box.

On a busy schematic map with a large number of icons/shapes, you can hide layers to simplify the map and shift the operators focus on more important items.



You can restrict the layers an operator can view and therefore add or remove map items and commands for an operator. For example, a map can have an administrator layer that has controls and buttons that most operators can not see.

MAP LINKS

If you have more than one schematic map, you may want to navigate from one map to another rather than opening a map from the **Maps** item list.

Some schematic maps are setup so that each map is zooming in or out from the previous map, navigation can be simplified by having a button that returns you to the home/site map.

Map links are a shape, icon, label or image that allow you to navigate between schematic maps. The following commands are available for map links:

View in New Tah

Opens the linked map in a new tab and the original map remains in the background.

Jump to Map

Opens the linked map in the current tab and replaces the original map.

General Commands View in New Tab Jump To Map

ADDITIONAL MAP FUNCTIONALITY

Depending on how your schematic maps have been setup, the following features may be available to you:

ADDITIONAL COMMANDS

Additional commands can be used to add extra control options to an element on a schematic map.

For example, an image of a large red button could have an additional command to lock down the entire site.

In the Commands window, additional commands will appear at the bottom of the default commands for the linked item.

By default, an additional command will be displayed as a cog icon.



SINGLE CLICK ACTIONS

Single click actions trigger an item action or additional command with a single mouse click; this is useful if the map is displayed on a touchscreen. The default commands are still available by right-clicking the element.

ACTIONS AND COMMANDS REQUIRE VALIDATION

The **Action and Commands Require Validation** option is used to verify that the operator wants to perform the command they clicked.

When the operator attempts to perform a command that is using this feature, the system will prompt them with a confirmation window.

This feature can be applied to only certain elements on a schematic map.



NAVIGATION PANEL -

INTRODUCTION TO THE NAVIGATION PANEL

The **Navigation** panel is an ordered list of all the sites, sub-sites, controllers and LAN modules. This panel is only visible in System Designer

The **Navigation** panel allows you to easily find a module, identify its state and make programming changes.

Initially, the Navigation view only contains the default site, as additional sites and controllers are added, the navigation tree will expand.

2 3 3 Name 4 A Status 5 6 Vidible

NAVIGATION PANEL BREAKDOWN

- 1. The **Docking PIN** determines if the navigation bar automatically hides when not in use.
- 2. The **Search** field filters the items within the **Navigation** panel to entered text
- 3. The **Refresh** button will refresh the **Navigation** panel if there has been a change made that is not being displayed.
- 4. The **Name** column contains the names of the site, keywords, controllers and LAN modules.

All entities in the Navigation panel can be sorted by name in ascending or descending order by clicking on the column heading.

- 5. The **Status** column displays the state of the Integriti control module, LAN modules and Unibus expanders. This is explained further in the next section.
- 6. The **Visible** check-box will filter item list to the selected site, controller or module.

This makes finding an item that relates to a particular site, controller or module much easier.

MODULE STATUS

The **Navigation** panel will display the following status:

Module online



Controller syncing

New Controller FT000003

Module offline



Controller offline



Controller with warnings

Navyation

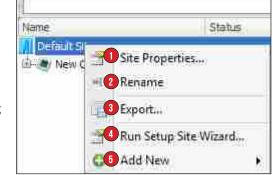


SITE OPTIONS

Right clicking on a site will present you with the following options:

- 1. The **Site Properties** option opens a menu containing basic site details, CCTV playback buffer and PIN requirements.
- 2. The **Rename** option allows you to rename the site.
- 3. The **Export** option will create an IR.Entities file containing all the programming relating to this site. This includes all sub-sites, keywords and controllers.

This export will not contain software related entities such as operators and operator types.



- 4. The **Run Site Setup Wizard** option launches the site setup wizard allowing you to configure access cards. This allows you to specify a card template, card format and site code for the site. Any changes will be applied site-wide. In addition to this, the site setup wizard will prompt you to enroll a controller, change the installer password and setup regular backups.
- 5. The **Add New** menu allows additional sites, controllers and CCTV devices to be added to the **Navigation** panel.

SITE PROPERTIES MENU

The Site Properties menu contains the following settings:

- The Site Name field is used to set the name for the site.
- The **Default Card Format** field lets you define the card format that will automatically be selected when assigning new cards to users.
- 3. The **Default Card Template** field lets you define the card template that will automatically be selected when assigning new cards to users.
- 4. The **Notes** field is used to record any notes for the site.
- The Basic Details section lets you assign contact information for the site including a contact's name, phone number, email and address.
- The Automatic Card Expiry field sets the number of days that a card, when assigned, will remain valid for before automatically expiring. If this value is set to zero, access cards will not automatically expire.
- The CCTV Review Playback Buffer determines how much footage prior to an event is displayed when viewing old footage.

For example: if this option is set to 10 seconds the footage will start 10 seconds before the event.

- Site Name Properties Q Default Site: 1 2. Basic Details 6 Default Card Format Contact Name Direct Entry Wiedand 2 × ... Contact Phone Default Card Template Contact Email × ... Cards (Default Site) Address Notes Automatic Card Expiry 6 0 E CCTV CCTV Review Playback Buff 00:00:00 7 ☐ PIN Requirements Security PIN Prefix Security PIN Minimum Lengt 0 Security PIN Maximum Leng 0 Qualify PIN Minimum Length 0 Qualify PIN Maximum Lengt 0
 - 8. The **Security PIN Prefix** is used to add a prefix to the start of the security PIN for all users on the site.
 - The Security PIN Minimum Length and Security PIN
 Maximum Length fields are used to restrict the length of users security PIN to a specific number of digits.
 - The Qualify PIN Minimum Length and Qualify PIN
 Maximum Length fields are used to restrict the length of users qualify PIN to a specific number of digits.

ADD NEW OPTIONS

The **Add New** menu allows additional sites, controllers and CCTV devices to be added to the **Navigation** panel.

The options available are:

The Fernance A Section See Section Sec

ADD SITE

The Add Site option will create a new unnamed sub-site.

- 1. Once named, the sub site will be located in the hierarchal view below the default site.
- 2. If a sub site is added to an existing sub site, it will appear nested within the first.

Default Site Default Site Online GSK-2DAM: 02 Online GSK-1cdTerm: 04 Online Sub-Site1 Sub-Site2 2

ADD KEYWORD

This option creates a keyword that is located in the selected site.

NEW SECURITY CONTROLLER

This option opens the Controller Editor window where a new Integriti Security Controller (ISC) can be programmed.

NEW ACCESS CONTROLLER

This option opens the **Controller Editor** window where a new Integriti Access Controller (IAC) can be programmed.

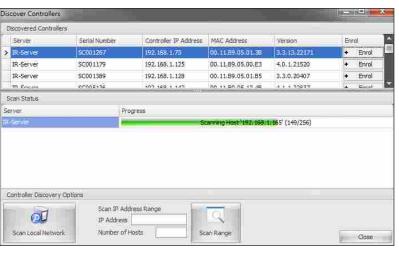
DISCOVER CONTROLLERS

This option opens the **Discover Controllers** window and will automatically start scanning the local network for controllers.

ENROLL CCTV DEVICE

This option launches the **Plug-in Selection** window where the CCTV system can be selected and then configured.





SUB-SITE OPTIONS

The right-click options for a sub-site are identical to a normal site with one exception:

DELETING SUB-SITES

The Delete option will remove the sub-site from the Navigation panel. Since the sub-site may reference a number of other entities within the software, you may find it hard to delete a sub-site.

To solve this you can move entities that reference the sub-site to another site or sub-site.

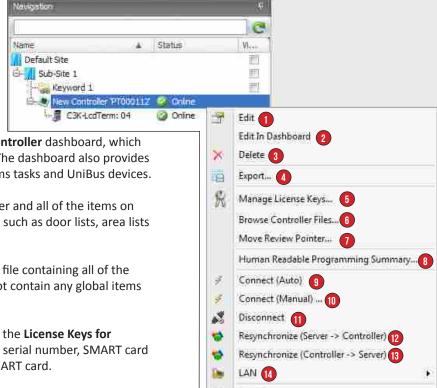
CONTROLLER OPTIONS

Right clicking a controller will present you with the following options:

- The Edit option will open the Controller Editor window allowing you to make programming changes to the controller options.
- The Edit in Dashboard option will open the Controller dashboard, which simplifies the programming of the controller. The dashboard also provides the status panel entities such as macros, comms tasks and UniBus devices.
- 3. The **Delete** command will remove the controller and all of the items on the controller. This will not delete global items such as door lists, area lists or users.
- 4. The **Export** command will create an IR.Entities file containing all of the Items contained within the panel. This does not contain any global items such as door lists, area lists or users.
- The Manage License Keys command will open the License Keys for Controller window that displays the controller serial number, SMART card serial number and the licenses held on the SMART card.
- 6. The **Browse Controller Files** command will open the file browser for the selected command or delete files located on the controllers Serial Flash, SD Card or a USB Flash Drive.

A common use for the **Browse Controller Files** command is to clear the previous versions of firmware stored on the serial flash. If the serial flash storage on the controller is full, no additional files can be copied to this location. This stops any future firmware updates.

In addition to file management, you can use this window to test, install or install and default the controller firmware.



Add New 15

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WWW.INNERRANGE.COM

The Move Review Pointer command will synchronize the specified number of review events on the controller.

This is commonly used if there is a synchronize issue where some review messages are generated by the panel, but do not appear in the software.

The review pointer can be moved back to a certain time or number of events.

8. The **Human Readable Programming Summary** command will generate a full programming summary of your Integriti controller. This will include the inputs, areas, doors etc.

Once generated, the programming summary can be saved or printed.

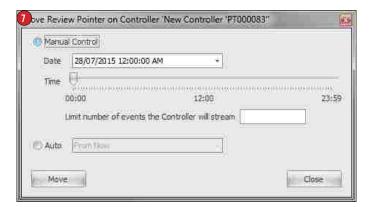
- 9. The **Connect (Auto)** command reconnects the panel with the last used connection method.
- The Connect (Manual) command launches the Connect to Controller window allowing you to choose the connection method.



- 11. The **Disconnect** command disconnects the controller from the Integriti software, this includes USB connections.
- 12. The **Resynchronize (Server -> Controller)** command resynchronizes the current programming held within the Integriti software with the Integriti controller.
- 13. The **Resynchronize (Controller > Server)** command resynchronizes the current programming held within the Integriti controller with the Integriti software.
- 14. The **LAN** menu provides multiple LAN related commands for the currently selected controller.
- The Add New menu allows you to add additional modules to the Integriti controller without having the physical module.

This can be used to create and program a new module before physically connecting it.

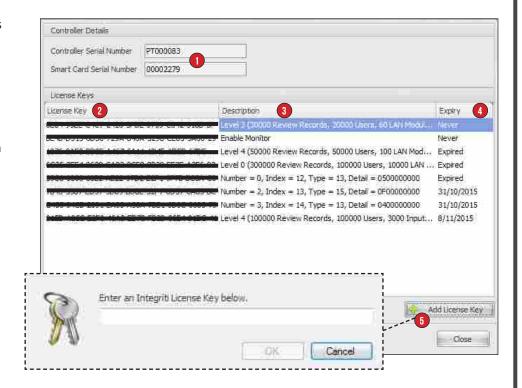
Once the module is selected, it will appear in the **Navigation** panel and all related items (such as inputs, auxiliaries etc.) will be created.



MANAGE LICENSE KEYS MENU

The Manage License Keys menu contains the following:

- The Controller Serial Number and Smart Card Serial Number are both displayed in this menu.
- 2. The **License Key** column contains the unique key associated with each license.
- The **Description** column provides additional information relating to the licenses.
- 4. The **Expiry** column displays the expiry information for the licenses.
- 5. The **Add License Key** button is used to input new license keys.



Beeper On

Beeper Off

LAN OPTIONS

The **Add New** menu allows additional sites, controllers and CCTV devices to be added to the **Navigation** panel.



The options available are:

1 : SECURE SYSTEM

This command performs a controller LAN secure. The LAN secure is used to prevent module substitution on the Integriti controller.

The **System Secure** command is the same as the LAN secure function accessible through the LCD terminal (menu 7 - 8 - 1 then 9) for the controller.

2 : LOCK LAN

The Lock LAN command prevents any newly attached module from connecting to the Integriti controller.

Modules that are not present at the time the LAN was locked will be ignored by the controller.

To add new modules to the controller, the LAN will need to be unlocked.

3 : UNLOCK LAN

The Unlock LAN command removes the LAN lock and will allow new modules to be added to the Integriti controller.

4 : HARD RESET CONTROLLER

The **Hard Reset Controller** command will perform a reset of the selected controller. This function is similar to physically power cycling the controller to reset it.

5 : LOCKOUT INSTALLER

This command is used to stop the installer logging onto a keypad, this is only used in the UK.

6 : REINSTATE INSTALLER

This command is used to allow the installer to log onto a keypad, this is only used in the UK.

7 : BEEPER ON

This command is used to start a beeping noise that can be used to find the control module.

The Integriti Security Controller is not fitted with a beeper, this command will work on an Integriti Access Controller.

8: BEEPER OFF

This will turn the controllers beeper off.

LAN MODULE OPTIONS

Most of the options in the right-click menu for a LAN module are the same as the right-click options for the Integriti controller.

Some of the options that are unique to certain modules are:

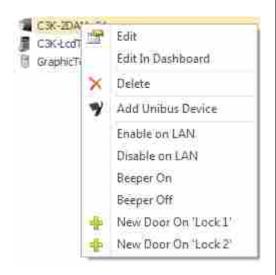
ENABLE ON LAN

This command reverses the **Disable on LAN** command and restores the module functionality.

DISABLE ON LAN

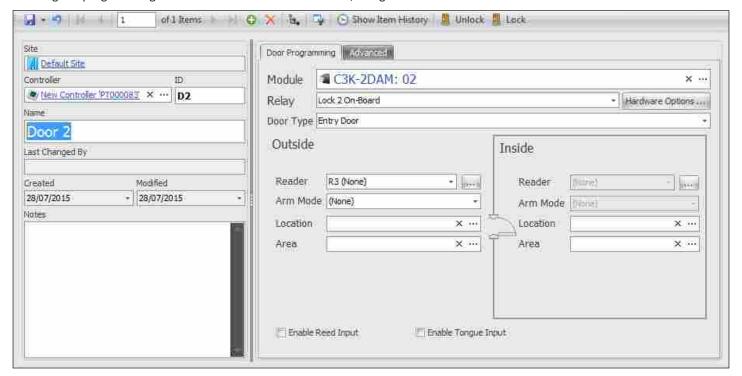
This command allows you to disable the LAN module, this will cause the Integriti controller to ignore the module and the module itself will become unresponsive.

If you disable an Integriti module, the **Enable on LAN** command will restore the modules functionality. However if you disable a older Concept module, the module will need to power cycle the module.



NEW DOOR ON 'LOCK 1/LOCK 2'

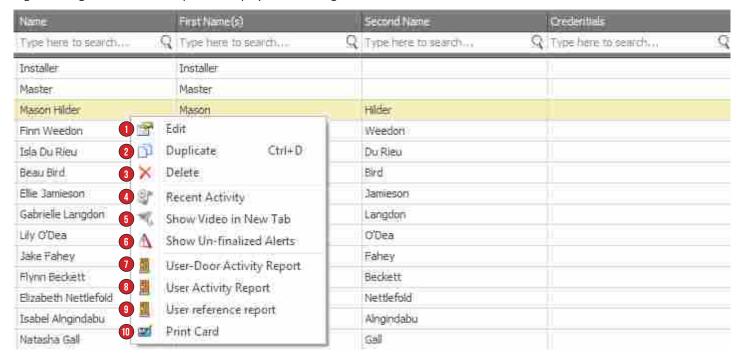
This command is available for Access Control modules and keypads. Selecting this command will open the **Door Editor** window, allowing the programming of the door on the selected module, using the selected lock.



USER COMMANDS (GATEKEEPER)

INTRODUCTION TO USER COMMANDS

Right-clicking a user in GateKeeper will display the following user commands.



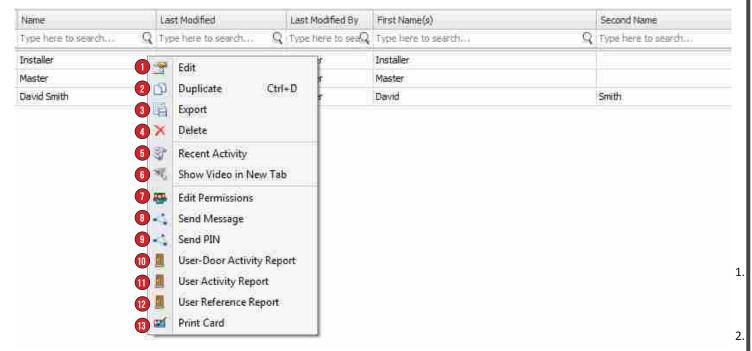
- The Edit command will open the User Editor window allowing you to make programming changes for the selected user.
- The **Duplicate** command creates a copy of the currently selected user in the **User Editor** window. This can be used to streamline programming by duplicating similar users and making some minor changes. Be careful not to leave the card number or security PIN the same, as this will cause a credential clash.
- The **Delete** command will permanently remove the user from the system. You will be presented with a conformation dialogue after clicking the **Delete** command.
- 4. The **Recent Activity** command provides a filtered review report containing all of the events that relate to the selected user or users for the last one hour. From this window, the duration of the report can be changed and the report can be printed or exported.
- The Show Video in New Tab command will open a new window containing live footage of the associated camera or cameras. This will only work if the selected user is associated to a CCTV camera.

- 6. The **Show Un-finalized Alerts** command will open a window containing any un-finalized alerts relating to the selected user.
- 7. The **User-Door Activity Report** command provides a filtered review report containing all of the access events that relate to the selected user or users for the last one hour. This does not contain any review for the lock state or card data. From this window, the duration of report can be changed and the report can be printed or exported.
- 8. The User Activity Report command provides a filtered review report containing all the events that relate to the selected user or users for the last one hour. From this window, the duration of report can be changed and the report can be printed or exported.
- The User Reference Report command provides a report containing all the items that the selected user or users have permission to access; this includes areas, area lists, doors, door lists, permissions groups, menu groups etc.
- The Print Card command uses the Photo ID license and allows you to print photo ID cards for users. Clicking the Print Card command will open the Card Print Preview window.

USER COMMANDS (SYSTEM DESIGNER)

INTRODUCTION TO USER COMMANDS

Right-clicking a user in System Designer will display the following user commands.



- 1. The **Edit** command will open the **User Editor** window allowing you to make programming changes for the selected user.
- The **Duplicate** command creates a copy of the currently selected user in the **User Editor** window. This can be used to streamline programming by duplicating similar users and making some minor changes. Be careful not to leave the card number or security PIN the same, as this will cause a credential clash.
- 3. The **Export** button will export the selected user(s) as an IR-entities file.
- 4. The **Delete** command will permanently remove the user from the system. You will be presented with a conformation dialogue after clicking the **Delete** command.
- 5. The **Recent Activity** command provides a filtered review report containing all of the events that relate to the selected user or users for the last one hour. From this window, the duration of the report can be changed and the report can be printed or exported.
- The Show Video in New Tab command will open a new window containing live footage of the associated camera or cameras. This will only work if the selected user is associated to a CCTV camera.
- 7. The Edit Permissions option will open the User Permissions window, allowing the primary permission group and the extra permissions to be edited without the User Editor window being opened. This is used to change the permissions for multiple users at the same time.

- 8. The **Send Message** command will send an SMS, email or pager message to the selected user or users. This functionality requires the **Communicator** license.
- 9. The **Send PIN** command will send the security PIN number ³· to the selected user or users. The PIN can be sent as an email or SMS and requires the **Communicator** license.
- 10. The **User-Door Activity Report** command provides a filtered review report containing all of the access events that relate to the selected user or users for the last one hour. This does not contain any review for the lock state or card data. From this window, the duration of report can be changed and the report can be printed or exported.
- 11. The User Activity Report command provides a filtered review report containing all the events that relate to the selected user or users for the last one hour. From this window, the duration of report can be changed and the report can be printed or exported.
- 12. The **User Reference Report** command provides a report containing all the items that the selected user or users have permission to access; this includes areas, area lists, doors, door lists, permissions groups, menu groups etc.
- The Print Card command uses the Photo ID license and allows you to print photo ID cards for users. Clicking the Print Card command will open the Card Print Preview window.

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INTRODUCTION TO CCTV INTEGRATION

The CCTV Integration allows some of the functionality of a third party camera system to be incorporated into the Integriti Software. This allows an operator to view live and historical CCTV camera footage and even control PTZ cameras.

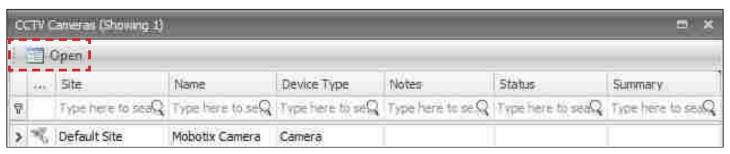
The setup and configuration of the CCTV Integration is usually done by a Certified Technician.

VIEWING CCTV FOOTAGE FROM A CAMERA

To view the live footage from a CCTV camera in GateKeeper, select the Home tab and click on the CCTC Cameras icon.

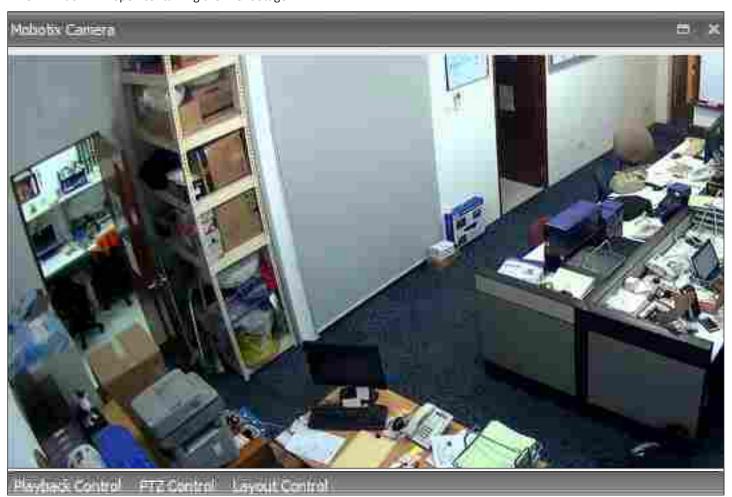


This will launch the CCTV Cameras list that contains all of the cameras that can be viewed by the operator.



To view the live footage from a camera, select the Camera and click the Open button or double-click on the camera.

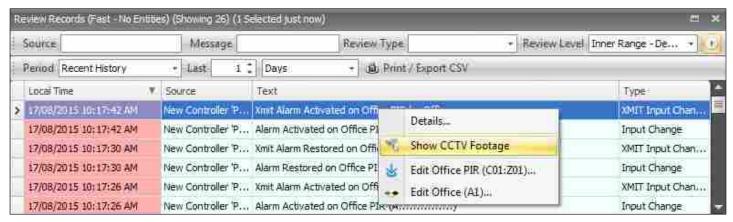
A new window will open containing the live footage.



VIEWING HISTORICAL FOOTAGE

In some cases, the CCTV cameras are associated to areas, doors, inputs or outputs in your system. You can view historical footage from the camera by finding the event you would like to see in the **Review** window.

Once you have found the event, right-click the Review Record and select the Show CCTV Footage option.



A new window will open containing the historical footage that matches the date and time that the event occurred.

This will only work if there is footage available to view, this may be restricted by the storage space available to the CCTV system.

AUTOMATIC CCTV POP-UPS

If configured, live CCTV footage can pop-up in the Integriti GateKeeper software, this pop-up is based on a particular event. This is commonly used when live footage is required to be seen by an operator for an event such as a duress or panic button being pressed. This functionality requires that either alerts or scheduled tasks are configured.

CONTROLLING THE PLAYBACK OF FOOTAGE

Once you open the camera window, the footage can be controlled with the playback controls, found in the **Playback Control** tab.

DATE & TIME SELECTOR

The **Date & Time** field is used to retrieve footage from a certain time by entering the date and time of the event.

Alternatively the **Date & Time** drop down is used to select the date using a calendar preview.



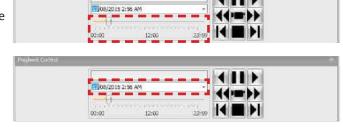


Once the date has been set, the time can be set using the **Time** slider.

Drag the slider to the nearest time to the time the event occurred. The time slider is in a 24-hour format.

As the time slider is changed, the date and time selector will update.

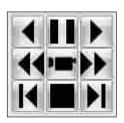
This is the start time that is used when using the other playback controls.



PLAYBACK BUTTONS

The playback buttons allow you to easily play, rewind, fast-play and pause CCTV footage.

The controls below will differ from one CCTV system to another.



PLAY

This button plays the footage forward at normal speed.



FAST FORWARD

This button plays the footage forward at high speed; each click increases the speed of playback.



REWIND

This button plays the footage backwards at normal speed.



FAST REWIND

This button plays the footage backwards at high speed; each click increases the speed of playback.



PAUSE

This button will pause the footage on the current frame.



LIVE VIEW

This button display live footage from the CCTV camera.



STEP FORWARD

This button advances the footage one frame at a time.



STOP

This will stop the current footage stream.



STEP BACKWARD

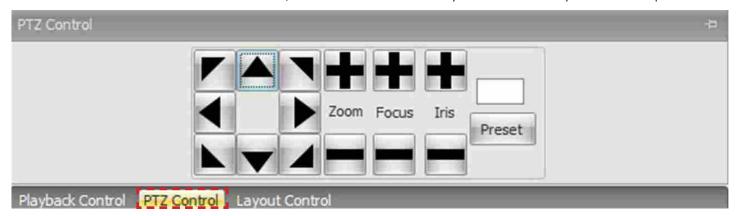
This button rewinds the footage one frame at a time.



CONTROLLING A PTZ CAMERA

If you have a PTZ (Pan, Tilt and Zoom) CCTV camera you can control the PTZ functionality via Integriti GateKeeper or System Designer.

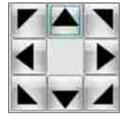
Select the PTZ Control tab to view the PTZ controls, some of these commands may not work based on your camera's capabilities.



PLAYBACK BUTTONS

The directional arrows are responsible for the pan and tilt of the camera. Single-clicking an arrow will move the camera in the direction you clicked.

If the arrow is clicked and held down, the camera will move until the button is released.



ZOOM

The zoom buttons control the amount that the camera is zoomed in or out.

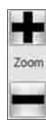
The "+" button increases the amount of zoom and the "- "button decreases the amount of zoom.



FOCUS

The focus buttons control the area that the camera is focused on, this may be used to bring a foreground object into focus.

The "+" and "-" buttons shift the focal area forward or backward.



IRIS

The iris control will result in more or less light entering the camera through the lenses. This is used to increase or decrease the brightness of the camera footage.

The "+" button increases the amount of light reaching the camera and the "-" button decreases it.



PRESET

If the CCTV camera has been configured to use preset locations, you can trigger the camera to move to a preset by using the preset field.



Once a preset number has been entered, clicking on the Preset button will result in the camera moving to that particular preset location.

VIEWING MULTIPLE CAMERAS

In some cases an area, door, input or auxiliary may be associated to more than one camera, when viewing historical footage the **Camera** window will contain more than one camera.

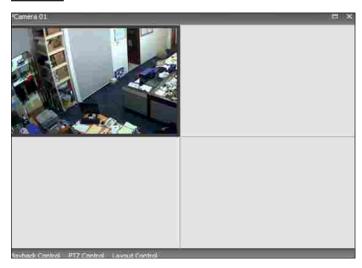
The number of cameras viewed at once can be changed by using the **Layout Control** tab found in the **Camera** window, this will work for historical and live footage.

The layout of the camera window can be set to: 1x1, 2x2, 3x3 or 4x4.

1 X 1



2 X 2



3 X 3



4 X 4



Once you have selected a camera layout, drag additional cameras onto the **Camera** window to be displayed. Closing the **Camera** window will reset the layout.

OPERATORS

INTRODUCTION TO OPERATORS

Operators are the users who login to the Integriti System Designer or GateKeeper software.

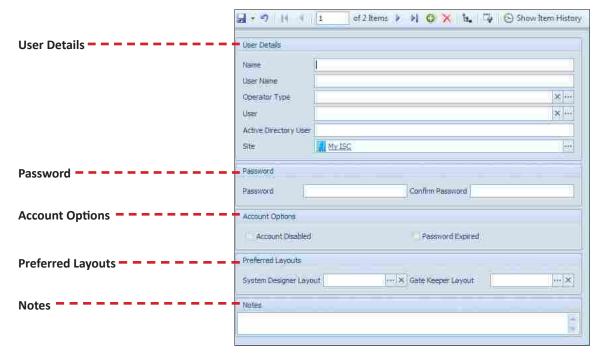
Most programming changes to the Integriti system are audited, this audit includes the operator that made the change. It is recommended that each user logging into the software has a unique operator name and password.

To view, edit, create or delete operators navigate to the **Administration** tab and click the **Operators** icon.



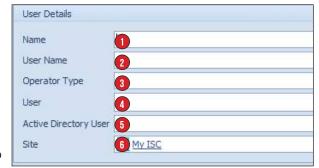
OPERATOR EDITOR WINDOW

The Operator Editor window is broken down into five sections:



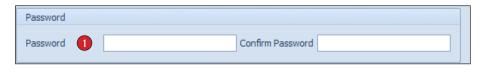
USER DETAILS

- 1. The **Name** field is used to identify the operator.
- 2. The **User Name** field is used by the operator to log-in to the Integriti Professional or GateKeeper software.
- 3. The **Operator Type** determines the permissions/access levels that the operator has.
- 4. The **User** field allows a user in the controller to be assigned to the operator. The operator will only be able to control items as assigned to the user.
- **5. Active Directory User** allow users to login to the Integriti software using their window credentials. Active Directory is a licensed feature
- The Site field sets the default site for any entities that the operator creates (areas, doors, etc.)



PASSWORD

 The Password and Confirm Password fields are used in conjunction with the User Name field to allow operators to log into the Integriti Professional or Integriti GateKeeper software.



ACCOUNT OPTIONS

- Enabling the Account Disabled option will disable the operator and prevent them from logging in.
- Enabling the Password Expired option will force the operator to change their password the next time they log in.



PREFERRED LAYOUTS

The Preferred Layouts are used to define the default layout for the operator when they first log in.



- 1. The System Designer Layout field defines the default layout for the Integriti Professional software.
- 2. The GateKeeper Layout field defines the default layout for the Integriti GateKeeper software.

ASSIGNING USERS TO OPERATORS

The user section allows a user in the system to be assigned to the operator, the operator will only be able to control the items that are assigned to the users permissions. When user is assigned to an operator and the operator controls an item such as a door, the system will generate a review message that contains the user. Below are examples of an operator unlocking a door from the software with and without a user assigned.

WITHOUT AN ASSIGNED USER

8/07/2015 4:29:01 PM SAMSUNG INC Front Door Unlocked by Comms Task 01 (Integriti CT) (Integriti) (remote) (D022)

The message describes the event correctly, however there is no information regarding the individual responsible for remotely unlocking the door.

WITH AN ASSIGNED USER

07/2015 4:32:26 PM SAMSUNG INC Front Door Unlocked by Rob Steed (Integriti) (remote) (D022)

The review message now contains both the event and the user responsible. For tracking and auditing purposes, it's recommended that all operators who control system entities, such as areas, doors, lift cars etc have an associated user.

If the operator attempts to control an item that their assigned a user does not have permission to control, the following review message will be generated:

9/07/2015 8:56:28 AM SAMSUNG INC Area Action by Rob Steed (Integriti) (remote) failed in queue 4 because Not Allowed

ACTIVE DIRECTORY USERS

If **Active Directory Operator** authentication is enabled it will allow users to sign on with their currently logged-on windows account or with the provided Active Directory credentials. This can provide a single sign on (SSO) type functionality to the Integriti software. An Active Directory Operator License is required.

There are two methods that can be used to link Active Directory users to Integriti Operators:

Via Operators

Individual operator records can be manually linked to a domain account.

Via Operator Types

Active Directory Groups can be linked to Integriti Operator Types. Operators are created and controlled by domain administrators.

OPERATOR TYPES

INTRODUCTION TO OPERATORS TYPE

Operator Types determine what items and features an operator can access within the Integriti System Designer or GateKeeper software. The relationship between an operator and the operator type is similar to the relationship between the user and a permission group.

To create, edit or delete an operator type navigate to the Administration tab and click the Operator Types icon.

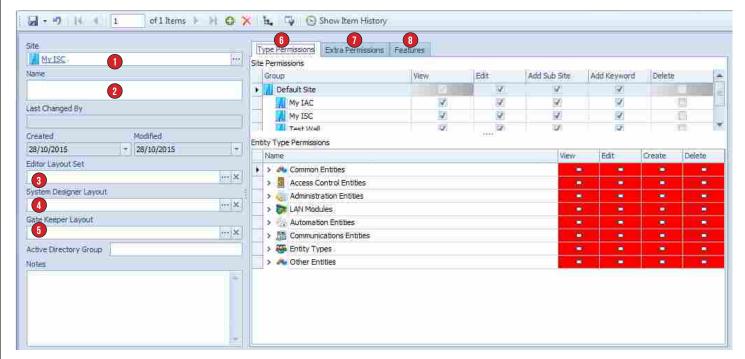


CREATING AN OPERATOR TYPE

It is quicker to duplicate an operator type such as **Master** and edit it rather than adding a new operator type and starting from scratch.







- The **Site** field is used to identify which site the operator type belongs to.
- 2. The **Name** field is used to identify the purpose and contents of the operator type. i.e. Security Guard
- The Editor Layout Set determines the appearance of the editor window for each item. This editor layout will load for any operator assigned this operator type. If left empty the default editor layout is used.
- The System Designer Layout determines the appearance of the System Designer software. This layout will load for any operator assigned this operator type. If left empty the default System Designer layout is used.

- 5. The **GateKeeper Layout** determines the appearance of the GateKeeper software. This layout will load for any operator assigned this operator type. If left empty the default System Designer layout is used.
- 6. The **Type Permissions** tab determine the groups of items an operator can view, edit, create or delete. Permissions for items can be assigned separately for sites and sub-sites.
- 7. The **Extra Permissions** tab allows you to set permissions for individual items such as specific door or a specific user.
- 8. The **Features** tab determine the additional functionality the operator will have in the System Designer or GateKeeper software.

THE TYPE PERMISSIONS TAB

SITE PERMISSIONS



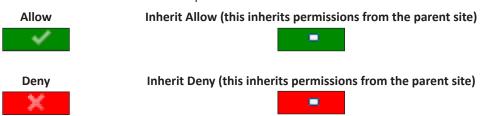
- Enabling the View option allows the Operator to see the site in the Navigation panel. The View option can not be disabled for the default/top site.
- 2. Enabling the **Edit** option allows the operator to edit the properties of the site such as the site name.
- Enabling the Add Sub Site option allows the operator to add sub-sites to the selected site.
- 4. Enabling the **Add Key Word** option allows the operator to add a keyword the site.
- 5. Enabling the **Delete** option allows the Operator to delete the site. The **Delete** option can not be enabled on the default/ top site.

ENTITY TYPE PERMISSIONS

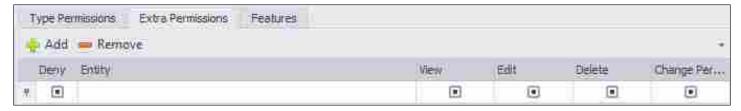


- 1. The **View** check-box allows the operator to view the item for the currently selected site.
- 2. The **Edit** check-box allows the operator to edit the item for the currently selected site.
- 3. The **Create** check-box allows the operator to create the item for the currently selected site.
- 4. The **Delete** check-box allows the operator to delete the item for the currently selected site.

You will notice there is 4 selectable options to choose from:



EXTRA PERMISSIONS TAB

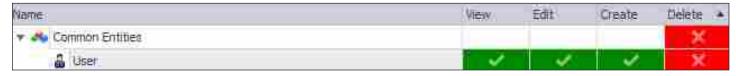


The **Type Permissions** tab provides an operator permission to view, edit, create or delete an entire group of items. This means that if an operator is provided the permission to edit users there is no restriction on which users they can edit.

The **Extra Permission** tab is used to add and remove permissions for single items. For example, you may have an operator that has permission to edit users, however you want to stop them from editing the **Installer** user. To do this, add an extra permission that denies the edit permission for the **Installer** user.

The example below demonstrates how to restrict an operator from viewing a single user:

1. In the **Type Permissions** tab the **Common Entities > User** options to view, edit and create users are enabled. This allow the operator to view and edit all users.

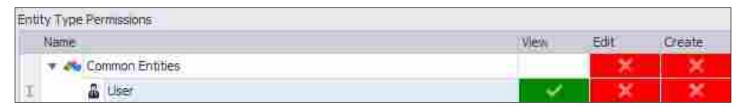


2. In the **Extra Permissions** tab the **Installer** user is added and the **Deny** and **View** options are enabled to stop the operator viewing the Installer user.



The example below demonstrates how to increase an operators permissions using extra permissions.

1. In the **Type Permissions** tab the **Common Entities > User** option only allow the operator to view users. The operator can open and view users however changes will not be saved.



2. In the **Extra Permissions** tab two users are added and the **View** and **Edit** options are enabled. This allows the operator to edit just these two users.



FEATURES TAB

The Features tab allows you to enable access to specific features within the System Designer and GateKeeper software.

These features are broken up into seven sub-categories:

1. Administration

4. Licensing

5. Layout

Review
 Controllers

6. Integration

ADMINISTRATION

The **Import Data** option allows operators to access the **Import Data** feature from the **Administration** tab.

The **Can Administer Servers** option allows operators to view servers, workstations and client connections from the **Administration** tab.

The **View Audit** option allows operators to view a historical log of all programming changes to system items.

The Reveal PINs option allows an operator to view other users PINs.

The **Send PINs** option allows an operator send a PINs to users via e-mail or SMS, this feature is used when a user forgets their PIN. A license is required to send SMS or emails from the Integriti software.

Review

View Review

Highest Review Level

The **Force Finalize Alerts** option allows an operators to finalize (close) one or more alerts without writing a response.

REVIEW OPTIONS

The **View Review** option allows operators to see review.

The **Highest Review Level** determines the highest level of review that the operators will have permission to view.

The review levels are:

- 1. Everyone
- 2. User Essential
- 3. User Standard

- 4. User Detailed
- 5. Installer Detailed
- 6. Inner Range Debug

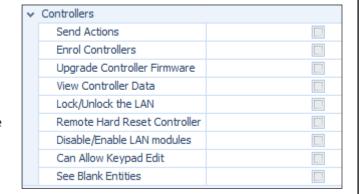
CONTROLLERS OPTIONS

The **Send Actions** option allows operators to control items such as areas, doors or outputs from the System Designer or GateKeeper software.

The **Enroll Controllers** option allows operators to add new controllers to the site from the System Designer software.

The **Upgrade Controller Firmware** allows the operator to upgrade the firmware of the Integriti controller and hardware modules.

View Controller Data allows operators to view controller related information and data such as hardware licenses.



Everyone

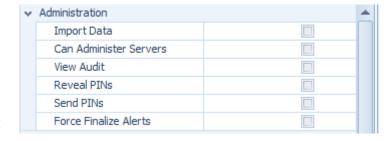
The **Lock/Unlock LAN** option allows operators to perform a LAN lock on integriti controllers, once the LAN is locked no modules can be added to the system until the operator unlocks the LAN. This option should only be enabled for the Installer or site administrator.

The **Remote Hard Reset Controller option** allows operators to reset on a controller via the Integriti software. A hard reset will disable all security and access control for about a minute. This option should only be enabled for the Installer or site administrator.

The **Disable/Enable LAN Modules** option allows operators to disconnect or connect a LAN modules to the Integriti controller. Disabling a LAN module may result in doors, inputs or automation not working correctly. This option should only be enabled for the Installer or site administrator.

The **Can Allow Keypad Edit** option allows operators to change the data synchronization mode for a controller; this can be used to enable or disable programming changes from a keypad. This option should only be enabled for the Installer or site administrator.

The See Blank Entities option allows operators to see a list of all blank entities currently present in the system.



7. Software Modules

LICENSING

The **Can Manage Licenses** option allows operators to add software and hardware licenses to the Integriti System Designer software. To add licenses click the **Administration** tab and select **License Manager**.

٧	Licensing		
	Can Manage Licenses		

LAYOUT |

The **Can Move Dock Windows** option allows operators to change the location of windows for the Integriti System Designer and GateKeeper software.

The **Can Switch Dock Layouts** option allows operators to load System Designer or GateKeeper layouts.

The **Can Use Personal Layouts** option allows operators to keep the changes they make to a layout after exiting the software. Their personal layout will automatically be loaded when they next login to the software

INTEGRATION

The Enroll Integration Device option allows operators to enroll new third party devices such as CCTV recorders or intercom systems.

~	Layout		
	Can Move Dock Windows		
	Can Switch Dock Layouts		
	Can Use Personal Layouts		

✓ Integration			
	Enrol Integration Device		

SOFTWARE MODULES

The **System Designer** option allows the operator to log into the System Designer software. This option can be disabled to provide the operator with access to only GateKeeper.

The **GateKeeper** option allows the operator to log into the GateKeeper software. This option can be disabled to provide the operator with access to only System Designer.

The **Client Timeout Mode** is used to automatically log an operator out of the Integriti software. The mode can be set to auto log-out after no system activity, this mode uses the time specified in the **Inactivity Timeout Time.**

The **Inactivity Timeout Time** determines how long the operator needs to be inactive before the system automatically logs them out.

٧	Software Modules		
	System Designer		
	Gatekeeper		
	Client Timeout Mode	None	
	Inactivity Timeout Time	02 hours 00 mins 00 sec	

INTRODUCTION TO CUSTOM FIELDS

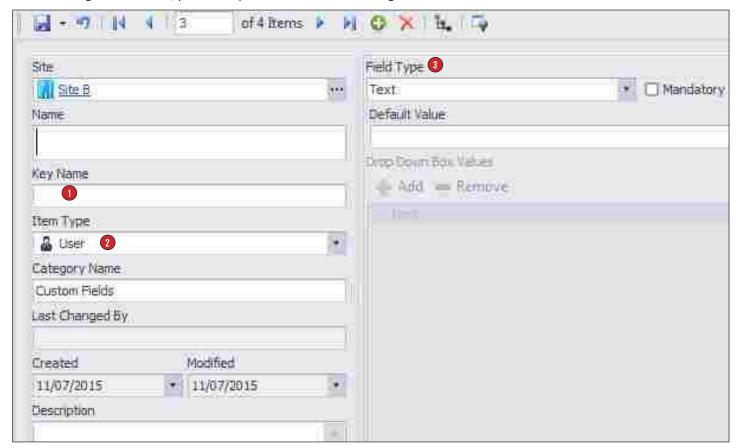
Custom fields allow you to add fields to almost any programmable item in the Integriti Software. These custom fields allow you to capture or display extra information that is otherwise not present in the default Integriti menus. For example: a users date of birth or driver's license number.

To access the Custom Fields menu, you must navigate to the Administration tab and select Custom Fields



CREATING A CUSTOM FIELD

When creating a custom field, you will be presented with the following menu:



- 1. The **Key Name** field allows you to create a database name for this custom field. This is particularly useful if you are going to use this custom field in a report. It is a recommended standard that all custom field key names contain the cf prefix.
- 2. When creating a custom field you have the option of selecting an **Item Type**. This will determine where the field will appear.
- **3. Field Type** setting allows you to define the type of data that the custom field will contain. These field types ensure that operators are capturing the data in the correct format.

FIELD TYPES

Field Types allow you to define the type of data that the custom field will contain. These field types ensure that operators are capturing the data in the correct format. Below is a list of available field types:

Text A simple text field up to 8000 Characters.

Notes A multi-line text box with up to 8000 Characters.

Integer A number ranging from -2,147,483,648 to 2,147,483,647

Decimal A number with 15-16 decimal places

Currency A monetary value

Date and Time A combination of the following 2 field types
Date A date selector From 01/01/0001 to 31/12/9999
Time A time selector Hours, minutes, seconds, AM/PM

Image A BMP, GIF, JPG, JPEG, ICO or PNG image

Check Box Ticked or not ticked

Editable Drop Box A drop down list of selectable items, you may enter custom text

Drop Down Box A drop down list of selectable items

Email Address An Email address field

Telephone Number A Telephone number field (no spaces required)

DEFAULT VALUE

If you specify a Default value then this will be displayed in the field unless changed by the operator.

Default Value

MANDATORY

If the Mandatory check box is enabled an operator will not be able to save the changes to an item without entering the custom field.



Field Type

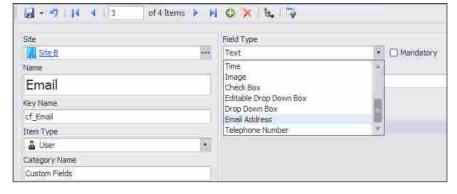
Text

CUSTOM FIELD EXAMPLE

A commonly used custom field is a users email address. The **Email Address** field can be used to send the user emails containing their PIN number or alert messages.

Creating email custom field:

- 1. Name the custom field.
- Select Email Address from the Field Type option.
- 3. If the field has to be entered by an operator flag the **Mandatory** field.



The Email custom field bellow will appear in the User Editor window

₩	Custom Fields		
	Email		

BUILT IN REPORTS

INTRODUCTION TO BUILT IN REPORTS

You can run basic user or door reports from the Integriti Software. These reports can identify what doors a user can access or which users have accessed a door in the last 24 hours.

RUNNING A USER BUILT IN REPORT

Select one or more users and right click to view the user options. The following user reports are available:

USER DOOR ACTIVITY REPORT

This report displays review events for each time the selected user or users accessed a door in the period specified. This includes door access events where the user is granted access or denied.

USER ACTIVITY REPORT

This report displays all the review events that relate to the selected user or users in the period specified. This includes door access events, keypad login and logout.

USER REFERENCE REPORT

This report displays the permissions assigned to the selected user or users.

RUNNING A DOOR BUILT IN REPORT

Select one or more doors and right-click to view the door options. The following user reports are available:

DOOR USER ACTIVITY REPORT

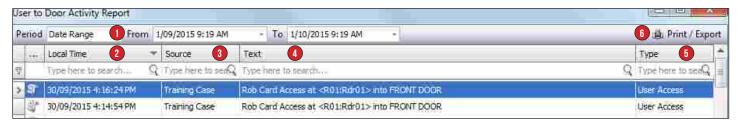
This report displays review events for each time a user accesses the selected door in the period specified. This includes door access events where the user is granted access or denied.

DOOR USER REFERENCE REPORT

The report displays the users with permission to access the selected door or doors.

BUILT IN REPORTS WINDOW

Once you select a report; the report window will open. Below is an example of the User-Door Activity Report:



- The **Period** filter sets the range of dates and times that the report includes. You can select either a date range or number of days.
- The Local Time column shows the date that the event occurred.
- 3. The **Source** column displays the controller that generated the review message.
- 4. The **Text** column displays the logged information for the event that occurred.
- 5. The **Type** column displays the category of the review event.
- 6. The **Print/Export** button will print or save the contents of the report to a PDF or CSV file.

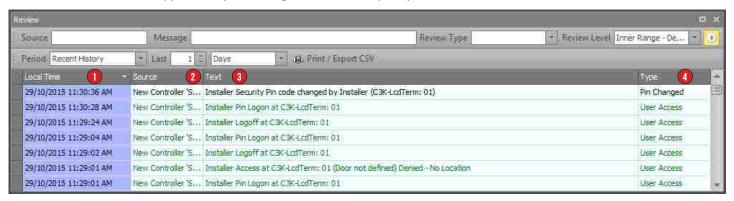
REVIEW

INTRODUCTION TO REVIEW

Review is a historical log of the events that occur in the Integriti System. These events can be created by the Integriti controllers, the Integriti application or even third party devices such as CCTV systems.

Review is commonly used to find historical evidence of an event, such as finding out which users accessed a particular door on a particular date. Review can also be used to generate advanced reports such as **Time on Site** reports for payroll.

The **Review** window below appears in System Designer and GateKeeper by default.



- 1. The **Local Time** column displays the date and time that the review event was generated.
- 2. The **Source** column displays the name of the device that generated the review event. Controller based events will display the name of the controller. Alternatively, there may be review events generated by the Integriti application which will have the source AppServer: IntegritiApplicationServer.
- 3. The **Text** column contains the review message.
- 4. The **Review Type** column displays the category of the review message. Every review message falls into a single category, this includes User Access, Card Info and Area Change etc.

REVIEW FILTERS

Located at the top of the **Review** window are a series of filter options that will assist you in locating review records of particular interest.

SOURCE

The **Source** text box is used to filter review based on the controller or application that created the event. This is commonly used on sites with many Integriti controllers to filter review to a single panel.

Source

MESSAGE

The **Message** text box is a quick way to filter review if you know part of the message you are searching for. This method of searching review can often return records that may match your entry but aren't exactly what you're looking for.



For more accurate search results, you will need to use a wild-card. A wild-card is a placeholder symbol that represents one or more characters in the message. In Integriti the wild-card symbol is the % character.

Below is an example of how a wild-card is used:

Installer Pin Logon at C3K-LcdTerm: 04

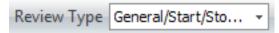
Entering the text Installer or Inst% will show this review message.

Entering the text Installer Logon will not show this review message as the text does not contain the word PIN.

A wild-card can be used to replace words between **Installer** and **Logon**; entering **Installer%Logon** will show this review message.

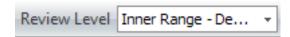
REVIEW TYPE FILTERING

The **Review Type** filter allows you to display review records based on one or more **Review Type** categories. This can be used to display all records of a particular type, for example **User Access** events.



REVIEW LEVEL FILTERING

The **Review Level** filter allows you to filter review record to different levels. The lowest review level is Everyone, this level will show the least number of review events. The highest review level is Inner Range - Debug, this level will display every generated review message.



PLAY / PAUSE REVIEW BUTTON

On sites that generate a large amount of review messages it is difficult to read review messages before they are replaced by new events. The **Play / Pause** button will start and stop new review messages from appearing in the **Review** window. When in the play mode the button will appear highlighted.



PERIOD FILTERING

The **Period** is a time-based filter that filters the review messages based on the date and time setting specified.



The three period filters are:

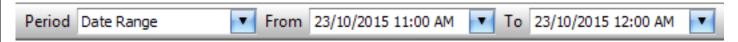
Live: This option will clear all review events from the review window and only display new events as they are created. If you wish to clear the review window a second time, click the **Refresh Live** button.



Recent History: This filter allows you search historic review based on a last number of weeks, days, hours or minutes. Below is an example of a recent history filter set to one day:



Date Range: This filter allows you to search historic review based on events occurring between to specified dates and times. Below is an example of a **Date Range** filter containing a one hour period of time on a particular day:



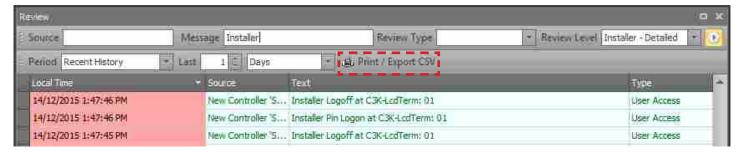
RIGHT CLICK OPTIONS

Right-clicking on a review message will open a list of all the system entities that were involved in generating this review message. Each of the items listed is a hyperlink to the editing screen for that item, this allows you to easily jump to that item to edit it.



EXPORTING REVIEW

In some cases you may need to provide a copy of the review to someone else in a particular format. Once you have filtered the review records review you can export these review records in the format of your choice. To export review click the **Print Export** button, this will open the **Preview** window.



The Preview window contains a number of options, the most commonly used ones are:



- The **Open** command is used to open and view a preview that was saved in the native format using the **Save** command.
- 2. The **Save** command is used to save the contents of the preview window in the native .prnx file. This file can be opened at a later date using the Open command.
- The Print command will open the Windows Print window allowing you to select a printer and set the appropriate printing options.
- 4. The Export To command allows you to save the contents of the Preview window in the file format of your choice. Commonly used formats are PDF, XLS or CSV. After selecting a format the Format Options window will open, these setting are best left as default.
- 5. The **Email As** command works the same as the **Export To** command, however, once the file is saved it will be attach to a blank email in your default mail client.
- 6. The **Close Print Preview** button will exit the **Preview** window without saving the contents.





Landscaping



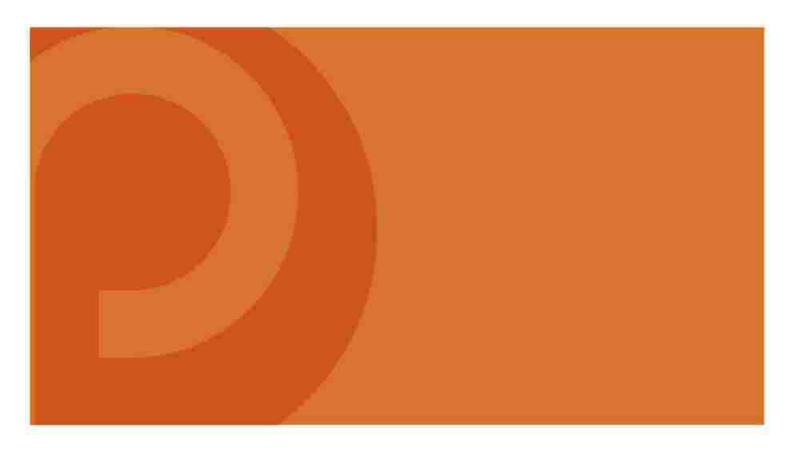
Operation & Maintenance Manual

Vue Terraces Robina



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General



1.0 General

Throughout the planting establishment period, or as required by contract specifications, carry out maintenance works including, watering, mowing, edging, weeding, rubbish removal, fertilising, pest & disease control, reseeding, returfing, staking & tying, replanting, cultivating, pruning, aerating, reinstatement of mulch, renovating, lawn top dressing and maintaining the site in a neat and tidy condition.

Contact Details

ADDRESS: 31 Bishop St, Kelvin Grove 4059

PHONE: 07 3501 4405 FAX: 07 3501 4404

EMAIL: <u>admin@penfoldprojects.com.au</u>
WEBSITE: <u>www.penfoldprojects.com.au</u>



Inspections

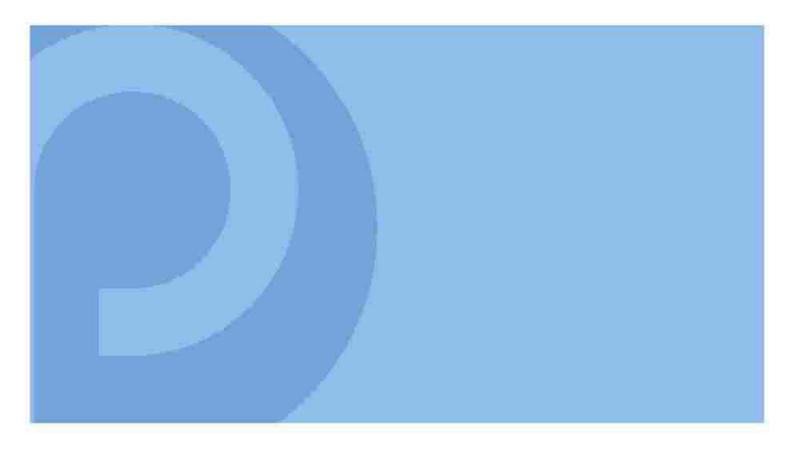


2.0 Inspections

Generally a minimum of weekly site inspections is required to check status of site. Check the following at each visit –

- Condition of plant material
- Stakes and ties
- Hard landscaping elements
- Irrigation system
- Vandalism
- Theft
- Pest and Disease
- Rubbish and debris in landscape areas
- Damage by other contractors to works

Carry out works if possible or make arrangements to have works performed by other company staff or sub contractors to maintain site quality.



Irrigation



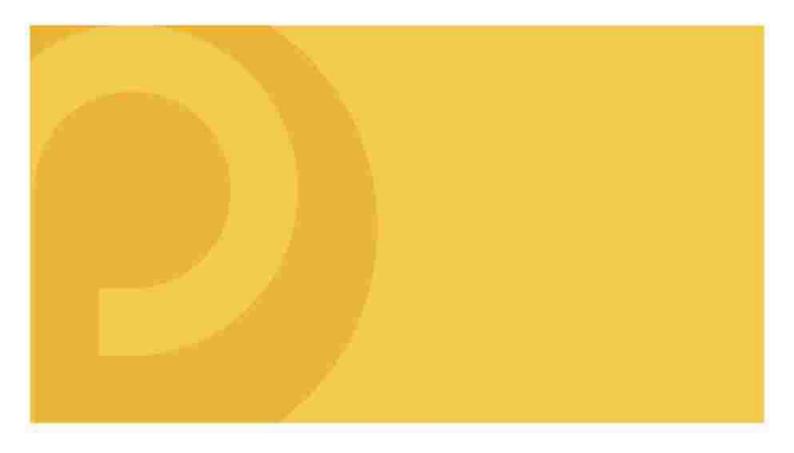
3.0 Irrigation

During the establishment period maintain appropriate moisture levels in soil for satisfactory plant development.

Monitor irrigation systems.

Adjust program to ensure sufficient water is applied to landscape areas. Check system for coverage, blockages, breakages and other faults. Carry out repairs as required under contract or advise necessary persons.

Supplement watering through alternative methods, ie. Hose, sprinkler, truck etc, to ensure adequate moisture is applied.



Turf



4.0 Turf

Commence turf maintenance works at the completion of sowing, hydroseeding and/or turfing.

Maintain turfed areas until the attainment of a dense continuous sward of healthy grass over the whole turfed area, evenly green and of a consistent height.

4.1 Mowing & edging

Mow to maintain the grass height within the required range for each situation.

Do not remove more than one third of the grass height at any one time.

Edge turf areas to prevent grass growing into other areas.

Do not over edge along hard edges.

Remove grass clippings at each mowing.

Clean hard surfaces of clippings/debris after mowing.

Ensure mowing equipment is operating correctly and has sharp blades.

4.2 Weeding

Use appropriate herbicide and/or manual weeding methods to control weeds in turf areas.

4.3 Top dressing

When the turf is established mow, remove clippings and lightly top dress with sand to a maximum depth of 10mm.

Rub the dressing well into joints and correct any unevenness in the turf surface.

4.4 Fertilising

Apply fertilisers to turf to maintain healthy condition.

Determine requirements based on inspection of plant material and seasonal factors. Use appropriate fertilisers for site situation.

Irrigated – Use synthetic or organic fertilisers with thorough watering in after application.

Non irrigated – Use only organic fertilisers to minimise burning risk to turf, where possible arrange watering in by water truck, sprinklers or other means.

Refer fertiliser schedule for specific fertilisers, NPK and application rates.



Planted Areas



5.0 Planted areas

Commence garden maintenance works at the completion of planting, mulching and installation works.

5.1 Pruning

Tip prune shrubs to encourage dense growth habit within the design context of the site.

Use appropriate horticultural techniques when pruning.

Use sharp and clean secateurs, hedgers, loppers and saws.

5.2 Trees

Only prune trees planted as part of the contract works to remove broken, bruised or dead branches or to maintain required shape.

Use appropriate horticultural techniques when pruning.

Maintain street trees with a clear trunk height of 1500 to 1800mm.

5.3 Weeding

Use appropriate herbicide and/or manual weeding methods to control weeds in planted areas.

5.4 Fertilising

Apply fertilisers to planted areas to maintain healthy condition.

Determine requirements based on inspection of plant material and seasonal requirements.

Use appropriate fertilisers for site situation.

Refer fertiliser schedule for specific fertilisers, NPK and application rates.

5.5 Mulching

Maintain mulch to specified levels, toping up where required.

Ensure mulch is kept away from tree and shrub stems at bases to minimise risk of fungal problems.



5.6 Plant replacement

List plants lost due to death, damage or theft. Replace as required in specific contracts.

5.7 Levels

Make good any specified levels by lifting mulch, removing or adding top soil and replacing mulch to the required level.

5.8 Stakes and ties

Adjust and/or replace stakes and ties where required. Remove those no longer required at the end of the establishment period. Seek instructions from Superintendent for direction if required.



Pest and Disease



6.0 Pest and disease

Identify pest and/or disease problems during inspections.

Apply controls when pest presence has reached levels which will be detrimental to plant health.

Refer chemical schedule for commonly occurring chemicals and usage.

Mix and apply chemicals following manufacturer's instructions.

Follow all Workplace Health and Safety requirements when handling and spraying chemicals.

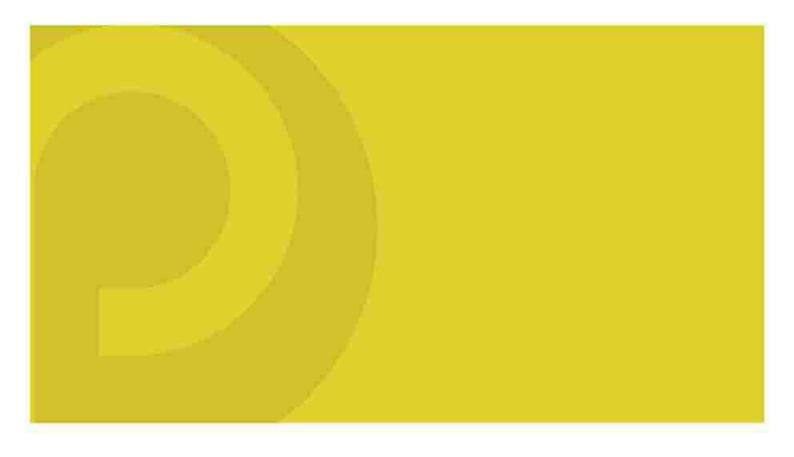


Debris and Rubbish



7.0 Debris and rubbish

Remove rubbish and debris from the contract area to maintain site in a clean state. Substantial rubbish left in landscape areas from other contractors or others should be reported to Site Superintendent for direction.



Hard Landscape Elements



8.0 Hard landscape elements

8.1 Paving

Check paved areas for broken and chipped pavers and replace as necessary. Correct levels where subsidence in base has occurred using appropriate materials and techniques.

Control weed growth in paved areas with herbicide.

8.2 Concrete paths

Check paths for cracks and broken edges.
Control weed growth in cracks and joins with herbicide.

Refer appendix 2 for sealer.

8.3 Timber work

Check timber structures for splits, cracks and other defects.

Secure and tighten all bolt and screw fixings, replace as required broken or missing fixings according to specifications.

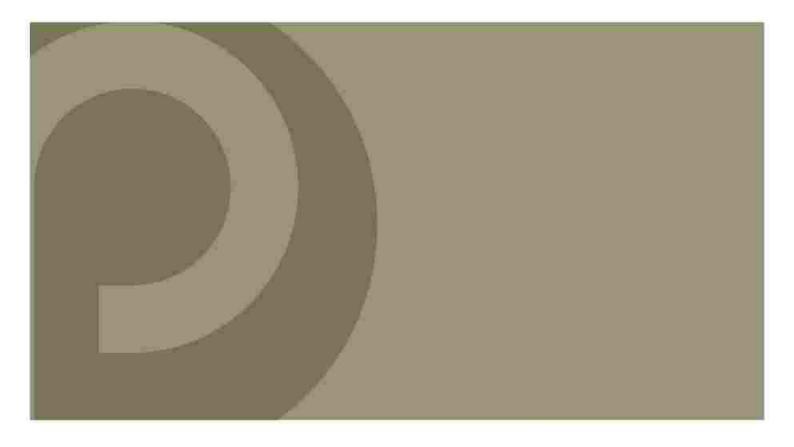
Apply additional coatings and/or finishes to timber work if required.

8.4 Drainage

Check drains are functioning correctly.

Maintain as required in specification, free from sediment build up, litter and obstructions.

Flush out and clean if required.

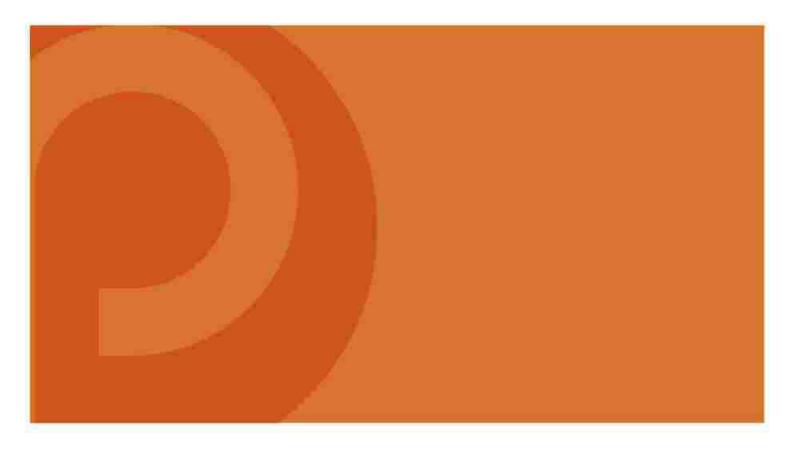


Log Book



9.0 Log book

Maintain log book/job sheets for each site and visit. Record tasks carried out including any chemicals used on appropriate registers. List tasks required that were not performed during visit to enable scheduling on subsequent visits.



Final Inspection



10.0 Final Inspection

At the completion of the establishment/maintenance period a final inspection is to be organised.

Coordinate Superintendent and/or other parties to site for inspection.



Appendix 1