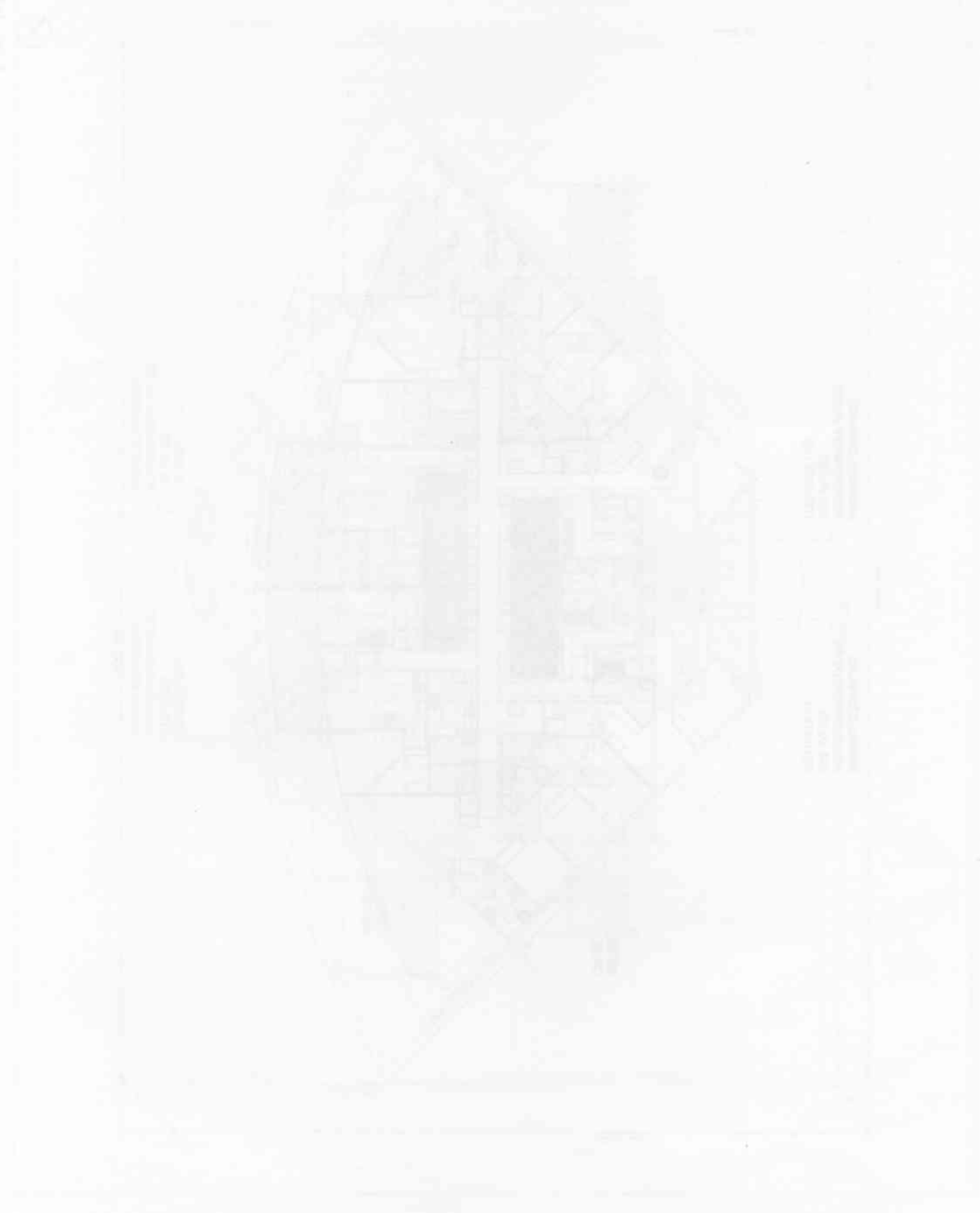


CARE & MAINTENANCE

The following section provides details for the care of the finishes selected for your apartment. A schedule of these finishes is provided at the end of this section. A summary of recommended periodic maintenance is also included.



CARE & MAINTENANCE

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29. STONE BENCH & STAINLESS STEEL BENCHES (WHERE APPLICABLE)

Regular Stone Cleaning

Generally stone finishes require little maintenance and are easily kept clean by regular wiping and then washing with warm water to which a soap-less detergent has been added.

Harsh chemicals including acids & abrasives will damage stone finishes and may destroy the glaze and must not be used.

It is important to ensure that the cleaning agent is completely removed by a final rinsing with clean water. Household soaps are not recommended, as they tend to leave a slippery scum.

Stone should be wiped down with a soft dry cheesecloth or towel after every use.

Acids eat into the polished surface leaving dull patches. Do not leave items such as soap, detergent, fruit juices, alcohol, vinegar, cleaners or toothpaste standing on surfaces.

Two finishes of stone composite slabs have been selected for your apartments including Marble (generally light coloured) and Quartz (generally darker coloured stone).

The quartz based composites are extremely robust and require little or no maintenance. The following maintenance procedures are recommended for the marble based stone.

For everyday cleaning of the marble we recommend using pH neutral detergents or half a cap full of White King Bleach or Methylated Spirits diluted in three litres of water.

It is recommended that every 6-12 months that a neutral liquid wax designed for stone surfaces be applied with a soft, clean cloth. Leave to dry and then polish the surface by hand with a clean, dry wool rag or with felt or sheepskin brush.

Stains

Accidental spills should be treated immediately before they are absorbed into the crystal structure of the stone. The longer they are undiscovered, the harder it will be to remove the stain.

Included below are some procedures for stain removal although depending on the circumstances and the surface they have affected, these may only reduce the stain and not fully eliminate it:

Ink, Dyes or Non Fat Stains

Mix Plaster of Paris and pure bleach to a consistency similar to that of toothpaste. Spread on the stain and allow to dry for approximately 30 minutes; then remove the paste and rinse with water. If required, repeat this procedure several times.

Oils or Fats

Mix Plaster of Paris and pure bleach to a consistency similar to that of toothpaste. Spread on the stain and allow drying for approximately 30 minutes. Brush area with trichloroethylene until sufficiently wetted. Remove with a wooden scraper and stiff brush after 3 hours and rinse with water.

Caution!

Do not clean stone surfaces with the following materials without first seeking professional advice:

- Preparations containing Acids or Alkalis
- Solvents such as Acetone
- Petroleum products
- Wax or sealer
- Pressure water blaster
- Steam Cleaners

Use of the above products may be detrimental to the stone or adhesive bed, unless carefully planned. Seek professional advice.

Mould Build-up

Great care must be taken when using mould removers. Use only products recommended for use on stone. If in doubt use a stiff nylon brush with ammonia solution.

Stainless Steel Bench Top

Clean with a damp cloth, mix 50/50 water and methylated spirits, or windex and then polish with a soft dry cloth. Abrasive cleaners will scratch the surface. The stainless steel should be washed regularly to maintain appearances- a minimum of every 6 months.

Avoid scouring or excessive use of an abrasive, as this will damage the surface.

30. PORCELAIN TILES & GLASS MOSAICS

Daily Cleaning

Porcelain finishes require little maintenance and are easily kept clean by regular sweeping and then washing with warm water to which a soap-less detergent has been added.

It should be noted that the regular use of scrub and rinse cleaning machines fitted with abrasive pads, other than the finest grades, is likely to damage the surface and may result in gradual loss of thickness in the wear layer.

Household soaps are not recommended, as they tend to leave a slippery scum.

Cleaning of all surfaces should be limited to mopping with a weak mixture of neutral sulphate-free detergent and hot water. Rinse copiously with water. Avoid streaking and detergent build-up by using the minimum amount possible in the dilution.

Weekly Cleaning

Clean using a weak mixture of neutral sulphate-free detergent and water applied with a stiff nylon brush to remove in-ground dirt, then mopping and copiously rinsing with water.

Stains

The same methods described for treatment of stains on stone finishes can be utilised on porcelain tiles.

31. JOINERY

Care of Surfaces

To assist with maintaining the appearance of the joinery within your apartment:

- Wipe up all water spillage immediately;
- Regularly check dishwasher hoses and sink waste pipe connections to ensure that they do not leak;

- Do not allow water or other liquids to remain on any cupboard surfaces – wipe dry immediately;
- Do not allow children or adults to swing or lean on doors;
- Do not slam drawers or doors.

A wipe over with a clean soft damp cloth should be sufficient to keep surfaces clean. Soiled surfaces or light stains are removed with warm soapy water or with a common household detergent containing no abrasives or strongly acidic or alkaline ingredients.

Wax or other polishes are unnecessary and should not be used on decorative surfaces.

Spills of any nature should be wiped up as soon as they occur. The following items will cause stains if not removed immediately:

- Tea
- Beetroot Juice
- Red Wine
- Fruit Juices
- Hypochlorite Bleach
- Hydrogen Peroxide solution in any concentrate
- Mineral Acids
- Caustic Solution
- Sodium Bisulphite
- Potassium Permanganate in any concrete
- Berry Juices
- Silver Nitrate or Silver fluoride Solutions
- Gentian Violet in any concentrate
- Mild silver protein
- Laundry Blue
- Dye or Iodine Solution (alcohol containing 1% iodine)

Stains may also be caused by other items, not listed above.

If staining occurs endeavour to remove by using either a damp cloth or appropriate solvents. If the stain persists apply a mild abrasive such as white toothpaste applied with a soft toothbrush or cloth. Never use harsh abrasive or steel wool.

Hardware (eg Hinges & Handles)

General hardware should not need to be oiled or greased. Dust and dirt should not be allowed to build on hardware. To prevent build up of dust and dirt hardware should be cleaned regularly by vacuuming or brushing.

32. WINDOWS – GLASS & ALUMINIUM SURFACES

Caution

Refer to the subsection entitled 3. SAFETY in the GENERAL section of this manual before attempting to clean windows in your apartment.

We strongly recommend that;

- Professional window cleaners familiar with working at heights be engaged for cleaning windows where the potential for a fall exceeds 2 metres.
- Window cleaning tools (squeegees etc) are fitted with a lanyard strap looped around the users wrist to prevent risk of dropping tools to public areas below.
- Use only appropriately designed stepladders to gain access to high areas. Standing on furniture or other objects adjacent to windows or balustrades presents a serious risk.

Cleaning Glass

Clean the glass using a soft, clean, grit-free cloth and a mild non-abrasive, non-alkaline cleaning solution or mild solution of soapy water. Rinse all elements thoroughly with clean fresh water. Excess water should be removed from glass surface using a squeegee.

Note that care must be taken not to apply domestic glass cleaning products to any of the metal components. The use of glass cleaning products on the metal components may result in discolouration and staining and is therefore not recommended.

Never use abrasive cleaners on glass. Scouring pads or other harsh material must not be used to clean windows or other glass products. Powder based products are to be avoided.

Cleaning Metal surfaces

The Aurora façade is comprised of anodised aluminium. It is important to regularly clean all metal surfaces to prevent deterioration of the surface finishes but care must be taken not to destroy the architectural surface treatments. For that reason it is recommended that only a mild solution of soapy water be used to clean the metal work.

Lightly soiled areas should be washed with warm water and mild detergent followed by a rinse with clean fresh water. On heavily soiled areas it might be necessary to use kerosene, turpentine, white spirit, a mild oil-based abrasive car cleaner or a mild soap-based abrasive bath cleaner. In all cases the area should be thoroughly rinsed with clean fresh water immediately and dried with a clean soft cloth.

Note that the use of any abrasive compound will diminish the gloss level on metal surfaces and therefore should be avoided. Never use mechanically abrasive cleaners such as steel scouring pads or steel wool pads – these will destroy the surface finishes and will bring about surface oxidation on the metal components.

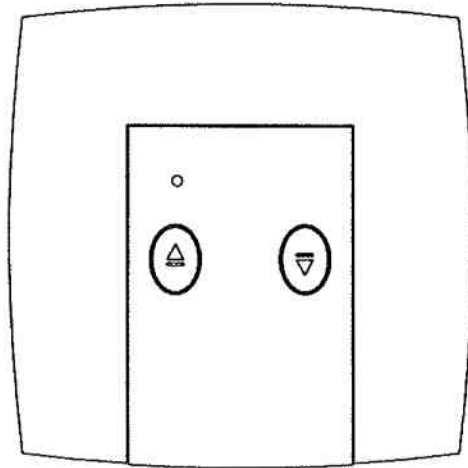
Maintenance

Flexible materials such as gaskets and weather seals should be treated with lubricating solution such as Dow Corning Emulsion No.8 on a 6-monthly basis.

Operating hardware such as pivots and locks, rollers and rotating handles should be checked for tightness and lubricated with a spray-on lubricant such as WD-40 on a 6-monthly basis.

33. VENTAL LOUVRES (where fitted)

AURORA SUN SCREEN CONTROL SWITCH



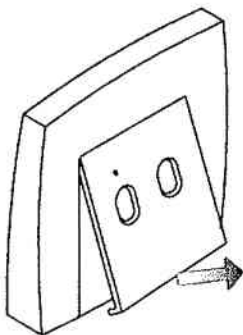
TWO BUTTON WALL MOUNTED RCT
TRANSMITTER SWITCH.
MODEL: TXW433A02



DOWN BUTTON LOWERS THE SCREEN
AND CLOSES THE SLATE.



UP BUTTON RAISES THE SCREEN
AND OPENS THE SLATE.



TO REPLACE THE BATTERY,
LIFT THE FRONT OF THE SWITCH,
REPLACE THE ALKALINE BATTERY
L1028 - 12V 23A

NOTE: The sun screen system is controlled with a remote wind sensor. If the winds reach a velocity that will cause damage to the screens the screen will open, further increases in wind velocity will automatically lift the screens into the pelmet.

SWITCH SUPPLIER: HETECH.
P.O.BOX 1432, COORPAROO. QLD. 4151
Phone. 3847 1400

34. PLASTERBOARD & PAINT

Many of the walls within Aurora are finished with painted plasterboard. It is recommended that any fixings in the wall be screwed and plugged to prevent damage to the surface finish.

It is important that walls are not penetrated through to the other side. Walls provide integral sound proofing, and any penetration may reduce the sound rating of the wall and the acoustic and fire rating performance integrity of the apartment.

Paint Inspection

Yearly visual inspection is recommended for all coatings. Rate areas according to the severity of wear and tear as either; (i) clean, (ii) dusty/loose surface dirt, (iii) soiled/stained/ingrained dirt, (iv) minor damage (cracking, flaking or erosion in small areas), (v) major damage (film failure over areas larger than one square metre).

Cleaning of Painted Surfaces

Areas nominated as category (i) clean or (ii) dusty/loose surface dirt should be swept, dusted or vacuumed to maintain optimum appearance. Floors and eye-level horizontal surfaces should be treated daily. Use soft cloth or soft bristled brushes where possible. Test mechanical methods to ensure they do not damage the finish.

Areas rated category (iii) soiled/stained/ingrained dirt should be washed with mild detergent solution using a soft cloth or bristled brush. Rinse with clean water and allow to dry. Repeat the process to remove residual marks. Avoid excessive rubbing in attempting to remove stains as this may burnish the coating (produce a glossy patch).

Stubborn stains that resist mild detergent should be treated with domestic solvent cleaners such as "Spray & Wipe". Spray directly on the stained coating and allow to penetrate for the recommended time. Rub clean with a soft cloth. Avoid burnishing by excessive rubbing.

Stains are easier to remove as soon after soiling as possible, to minimise penetration and setting in the coating. The longer the stain is left on the coating the greater the difficulty in removal, and the damage to the coating. Treat highly visibility stains immediately rather than waiting for the next inspection and cleaning cycle.

Spray paint or marker pen graffiti will not be removed by these cleaning methods. These areas should be sealed with the appropriate impervious sealer and over coated as per the original.

35. SHOWER SCREENS AND MIRRORS

Never use abrasive cleaners on glass. Scouring pads or other harsh materials must not be used to clean shower screens or other glass products. Powder based products are to be avoided.

Apply mild soap 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 the solvent, 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 squeegee or a clean lint free cloth.

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

Shower screen mechanisms do not require any lubrication.

36. PORCELAIN & CHROME FIXTURES, FITMENTS AND TAPWARE

It is recommended that the following items be checked at periodic intervals:

- All fixtures are secure ie, basin, toilet suite, laundry tub, kitchen sink, dishwasher;
- Tap handles are secure and spouts are tight;
- Spindles are not leaking and are free in their movement;

- Taps are not dripping and spout aerator is free of grit;
- Hot and cold water connections in cupboards are not leaking;
- Water is not getting past seal on taps or spouts potentially damaging cupboards;
- Control taps that are to be left open i.e. hot and cold water supply and dishwasher taps are not locked fully opened. They should be fully opened and then turned back a ½ turn;
- Waste traps are not leaking;
- Shower rose is secure;
- Floor wastes are clean.

The taps and spouts in your apartment have a protective chrome finish. Harsh chemicals will damage the finish.

Clean with warm soapy water, rinse well and dry with a soft cloth.

37. CARPET

Vacuum Cleaning

Frequent and correct vacuum cleaning is the key to good carpet care. It is not possible to vacuum a carpet too much.

- Daily vacuum clean, with backpack or barrel type vacuum cleaner.
- Twice (2) weekly, completely and thoroughly vacuum all carpet, with upright beater type, twin motor vacuum cleaner, and cutting in both directions.
- Once (1) every two (2) years, or as required, deep clean carpet using Hot Water Extraction method, as elsewhere specified.

Remember to vacuum in two (2) directions, i.e. if you commence vacuuming by pushing the cleaner north to south, repeat the process in an east west direction. It is important to note that on a high quality new carpet, you can expect lots of fluff to come loose from the carpet in the first year of its life. Don't worry! Keep raking and keep vacuuming.

Please be aware that vacuum dust is a highly toxic substance.

Spot Cleaning

Stains of all kinds are easier to clean if they are dealt with immediately. This is how you should react to a fresh spill:

- Mop the stain gently with an uncoloured towel or paper towel. Do not rub, as this will spread the stain out. An up – down mopping action is the right technique.
- Do not use heat as this may cause the stain to set. Do not use hot towels or hot cleaning agents unless you have specific directions from a carpet cleaning professional to do so. Particularly avoid heat in the case of protein stains such as blood and milk.
- Always apply enough cleaning agent to thoroughly moisten the stained area.

Cleaning Agents

For many reasons, we do not advise the use of any soapy or foamy cleaning agents. In our experience, soap can never be entirely extracted from carpeting. Similarly, we do not recommend the use of cleaning powders. Residues of such substances that are left behind in the carpet pile simply create a dirt trap.

- General cleaner - fabric cleaning solution, diluted and ready to use, in a spray container.
- White spirit in a small squeeze container. Mop up and neutralise with the general fabric cleaning solution.

Spot Dyeing

This procedure is usually performed to camouflage bleach marks and can be quite effective. It must however be performed by a professional carpet cleaner.

Floods

Deal with the source of the flood first. Suck up all liquid with a wet/dry vac or steam-cleaning machine, getting the nozzle right on to the carpet. Spread plenty of towels to soak up moisture and avoid tracking onto dry areas. Lift carpet, remove underfelt and use air movers, blowing both under and over the carpet to dry it.

Deodorising and Disinfection

The use of deodorant powder on carpet is now common (refer also to Recommended Cleaning Products). Bicarbonate of soda is surprisingly effective for general odours and very cheap. Whatever powder is used, we emphasise that it is probably an alkaline residue and should be vacuumed out very thoroughly.

Carpet Cleaning Cautions

Shrinkage

The temperature of any cleaning solution should not exceed 70°C. This is normal in the hot water systems of most buildings. Over wetting of carpets either through flooding or cleaning is a serious problem, particularly in quality woollen carpet. To dry a wet carpet, extract as much moisture as possible, and then dry with a cool air mover only. Open windows and exhaust systems.

Colourfastness

Any cleaning agent may cause dyes to run. This is less common with modern carpets but all carpets should be specifically tested for colourfastness in relation to the particular chemical and heat level to be used on them.

Residues

This is a significant problem in carpet cleaning. No cleaning agent is free of residue. Responsible cleaning involves the use of low residue, low pH cleansers, used only in the recommended concentrations or less. Lavish pre-spraying is an easy way out which is ultimately damaging to the carpet. Extraction after pre-spraying must be very thorough.

Dry Cleaning

The use of dry cleaning agents, liquid or powder, is NOT recommended for general cleaning. Though they reduce the danger of shrinkage in woollen carpet, they are prohibitively high in residue and are not as effective as cleansers.

Shampooing

Shampooing is not recommended. Rotary cleaning with foaming cleansers can be effective but residue is massive, even when the technique is combined with extraction.

Hot Water Extraction Cleaning

Hot Water Extraction Equipment is recommended provided it is undertaken by a suitably experienced applicator. Large amounts of water and detergent at high temperature may give an immediate result but the effect on carpet condition is disastrous. Careless steam cleaners are notorious for working "four day wonders". The aim should be to leave the carpet in a clean condition, not just looking clean.

Instead of pre-spraying, it is usually possible to pre-moisten carpet with a light spray from the cleaning wand. Special pre-sprays, usually a more concentrated dilution of the general cleaner, should not be used unless absolutely necessary and extraction must be very, very thorough.

Common sense and thoroughness rather than strict rules are required to avoid over wetting and residue. Many steam cleaners with long experience are not even aware of the residue problem.

General Stain Treatments

Alcoholic Beverages	Mop up stain and treat with a generous spray application of General Cleaner (1).
Blood	Mop up blood. Clean with cold water only. Finish with General Cleaner (1).
Burn or Scorch Marks	Hydrogen Peroxide, (20% vol – diluted 10 to 1) may help. Otherwise, trim burnt fibres with nail scissors.
Butter	Try General Cleaner (1) first. If ineffective, try White Spirit (2).
Chocolate	Use General Cleaner. For solid chocolate, use White Spirit.

Coffee	Use General Cleaner. On more difficult stains try a special tea and coffee remover (refer below to Recommended Cleaning Products), taking care to rinse out with General Cleaner.
Crayon	Use Solvent Cleaner.
Fat	Use Solvent Cleaner.
Fruit Juice	Use General Cleaner. Refer also to Red/Orange Vegetable Dyes below.
Grass	Use White Spirit.
Gravy	Use General Cleaner. Possible White Spirit to follow.
Grease	Solvent Cleaner.
Ice Cream	General Cleaner.
Ink	For fountain pen ink, use General Cleaner. White Spirit.
Ink Stains (Deep penetrating stains)	These stains are notorious for "exploding" when cleaning is attempted. Clean the surface of the carpet with a General Cleaner or White Spirit, then mop gently, using just one finger on a towel. Repeat the operation several times. Abandon the operation if the stain begins to spread.
Lipstick	Use General Cleaner. Take care not to spread.
Milk	General Cleaner. Apply no heat
Mud & Dirt	General Cleaner. Use White Spirit if greasy.
Nail Polish	Acetone. Rinse out with plenty of General Cleaner.
Red/Orange Vegetable Dyes	Fanta, beetroot, orange juice, cordials, berry fruits, etc. all contain natural colouring agents that may be very difficult to remove. Treat with plenty of General Cleaner first. If this is unsuccessful, or if the stain is already set, it may be possible to remove the stain by the use of newly available treatments involving heat application and specialised chemicals. Refer treatment to a professional cleaner. Refer also the heading Spot Dyeing.
Tea	Clean promptly with General Cleaner. Do not neglect tea spills or the stain may be permanent.
Urine	Use General Cleaner. Clean very promptly as set urine stain may be impossible to remove. Refer also to the heading Deodorising and Disinfection.
Vomit	Remove solid excess. Use General Cleaner.

38. AIR CONDITIONING MAINTENANCE

Apartment air conditioning and ventilation maintenance is the responsibility of the owner and/or occupant.

Daily Maintenance

Take note of any sudden changes in noise levels from equipment.

Weekly Maintenance

- Check that the temperature in conditioned space has not changed.
- Take note of any leaks of condensate water, oil or grease from the underside of mechanical plant (eg conditioners in cupboards or condensers in plant room)
- Note any damage that has occurred to external equipment.

Filter Maintenance

Air conditioning filters should be inspected and maintained relatively dust free to ensure the efficient operation of the air-conditioning system. The level of dust build up will primarily depend on the level of use of the system.

Lightly vacuuming the air intake side of the filter will help maintain the system in good working order and prolong the life span of the filter. This should be carried out on a bi-monthly basis.

Filters should be replaced between 6 and 12 months depending on the level of deterioration and dust build-up.

Filter Access

For the air conditioning units where baffles are fitted, the access to the filter requires the removal of the return air duct. Care must be taken while removing this duct to access the return air filter.

If you do not wish to carry out the filter cleaning yourself contact service personnel.

Temperzone Units A/C Units

Trained service personnel should carry out maintenance with the exception of filter cleaning only.

The fan and motor bearings are of the fully enclosed sealed for life type.

It is recommended that these bearings be replaced every 3 years.

Filter panels should be inspected and cleaned on a regular basis to ensure continued life of the air conditioning unit. Operation of the air conditioning unit without filters may damage the air conditioning unit.

WARNING: Disconnect electrical power before servicing the unit or connecting electrical wires. Failure to do so may result in personal injury or death from electrical shock or entanglement in moving parts.

The replacement filter for the air conditioning unit is: Aust.Air MX 50 x 205 x 55.

- | | |
|------------------|--|
| Monthly | <ol style="list-style-type: none">1. Check, clean or replace filters as necessary.2. Check condensate tray and drain connections.3. Inspect pipe connections and check for leakage. |
| 3-Monthly | <ol style="list-style-type: none">1. Repeat all monthly maintenance items.2. Check unit for unusual noise and vibration. |
| 6-Monthly | <ol style="list-style-type: none">1. Carry out all monthly maintenance items.2. Check unit for unusual noise and vibration.3. Check unit for general cleanliness and refurbish spot corrosion. |
| Annually | <ol style="list-style-type: none">1. Carry out all monthly maintenance items.2. Check unit for unusual noise and vibration.3. Check unit for general cleanliness and refurbish spot corrosion.4. Inspect unit for overall condition and report. |

39. BATHROOM, ENSUITE & LAUNDRY EXHAUST

Trained service personnel should carry out maintenance only.

The fan and motor bearings are of the fully enclosed sealed-for-life type.

WARNING: Disconnect electrical power before servicing the fan or connecting electrical wires. Failure to do so may result in personal injury or death from electrical shock or entanglement in moving parts.

There is no owner maintenance required for the fans. The fan operation can be confirmed by checking air is being exhausted by the ceiling mounted grilles when lights in bathroom (and fan) are switched on.

40. LIGHTING MAINTENANCE

Your switchboard is located in the linen cupboard. Turn off lighting circuits at the switchboard before changing light bulbs.

When replacing light bulbs please refer to the following table:

Room	Lamp Replacement
Kitchen, Ensuite, Bathroom, Laundry (downlights)	50watt low voltage (12v) downlight
Living Room, Bedrooms, Bathroom (oyster light)	75 watt 240 Volt where single bulb 60 watt 240 Volt where twin bulb
Balcony	single 240 Volt 50 Hz 60 watt

41. PERIODIC MAINTENANCE

Aurora has been built to a high standard and quality products have been used throughout. To maximise their life regular maintenance is required. For your convenience, a checklist of items is set out below.

Weekly

- Check buttons in smoke detectors.
- Depress button on unit to ensure sound is emitted, if no sound, replace batteries. See Manufacturer's instructions included in Unit Appliances Manual
- Vacuum Carpet.
- Perform routine cleaning to joinery, stonework and porcelain tiles.

Monthly

- Clean balcony glass doors.
- Do not use harsh chemicals or leave soapy solutions on windows or glass especially in full sunlight.
- Inspect/clean Air Conditioning Filters.
- Clean aluminium.

Three Monthly

- Remove built up debris from balcony floor waste.
- Action: check floor waste is clean and free flowing.
- Clean windows and aluminium shutters.
- Perform bottom track maintenance to aluminium doors.
- Clean lint from clothes dryer filter located on the front door.

Four Monthly

- Clean laundry ceiling vents & wall grilles throughout apartment.
- Carefully wipe over with soapy cloth and dry on completion.
- Clean filter to exhaust hood.

Six Monthly

- Check gas burners fully light evenly.

Six – Twelve Monthly

- Check hinges on cupboard doors. Tighten and adjust if necessary.
- Check all door locks and handles. Lubricate with graphite powder if necessary.
- Inspect air conditioning filters. Clean and/or replace as required.

Twelve – Twenty Four Months

- Replace batteries to smoke detectors.

Five Yearly

- Check all sealants around the following areas:
- Shower screens, floors and walls
- Vanity top and bath
- Corners of tiles & balcony tiling junctions
- Sinks/Basins
- Kitchen bench tops