

MULTIPLEX



Owners Handover Manual

Multiplex Constructions Pty Ltd
Rev 1

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1. Building Management



1.1 The Components of EQ Tower

The Strata Plan for EQ Tower defines the various components of the development. These components include two separate stratum lots of apartments (Levels 2-6 and Levels 9-63), car spaces, common property (i.e., lift lobbies, main reception), pool, steam room & sauna, gym, dining room and games room.

1.2 Management Structure for EQ Tower

The registration of the Strata Plan results in the formation of an Owner's Corporation for the strata scheme. As an owner of a lot in a strata scheme, you will be a member of the Owner's Corporation. The strata scheme will have its own council, known as the Executive Committee, which will be appointed at the first Annual General Meeting.

1.2.1 Building Manager

Melbourne Building Management has been appointed by the Building Management Committee to manage all of the shared services / facilities within EQ Tower. Each stratum lot will nominate a representative for the Building Management Committee. The Building Manager reports to the Strata Manager and the Owner's Corporation. Among other things, the Building Manager will be responsible for the following matters in relation to the building:

- *Security Service.*
- *Control of Key and Access systems.*
- *Advising Executive Committee of issues concerning the building common property.*
- *Supervision of contractors undertaking works on common property including cleaning and maintenance works.*
- *Supervision of the observance of the EQ Tower By-Laws and other rules relating to the building.*
- *Management and disposal of garbage and recycling.*
- *Coordination of mail and other goods delivery.*
- *Coordination of owners and residents moving in and out of the building.*

However, the matters listed above will initially be addressed by the Concierge.

1.2.2 Strata Manager

The Knight Alliance has been appointed as the Strata Manager until the first Annual General Meeting. At the first AGM, the Owner's Corporation will vote whether or not to re-elect Strata Associates as the Strata Manager for a further term. The Strata Manager reports to the Owner's Corporation. The Strata Manager will prepare draft budgets for approval, issue strata levy notices, handle receipts of levies and payments of the building expenses, keep statutory records of the Owners Corporation and organise meetings of the Executive Committee, amongst other things.

1. Building Management

1.3 Levies

Levies are raised through the Owner's Corporation fees that each property owner contributes.

The proportion of contribution to these funds payable by the owners is determined by the schedule of unit entitlements. There is a schedule of unit entitlements on the strata plan. The schedule of unit entitlements is determined based on the comparative market values of apartments in the scheme.

1.4 Reporting Defects

Multiplex Constructions and our sub-contractors have made a great effort to produce a defect free apartment. However we understand that sometimes things go wrong.

If you identify any damage or deterioration of the building or its services and equipment, please contact the Building Manager who will seek instructions from the Owners' Corporation committee and arrange for any necessary repairs. It is important to rectify damaged areas as soon as possible as the damage may be a symptom of another problem or be causing additional damage to unseen areas. If the Building Manager is not notified of suspected defects and damage immediately then the warranty relating to those issues may be voided. If the matter of concern relates to a "product" failure, for example a motor burns out. The manufacturer of that item should be contacted to access the manufacturer's warranty.

However should you believe there to be a defect with the workmanship or materials in your apartment, please contact Multiplex Customer Service – 9353 3500

We note that in an **EMERGENCY** the **BUILDING MANAGER** should be the first point of contact.



2. Within EQ Tower



The use, function and control of all common property are regulated by the Owner's Corporation Rules, a copy of which is included in Section 11 of this manual. The Owner's Corporation has the ability to amend the By-Laws (NOTE COMPLIANCE WITH DA CONDITIONS). Therefore, it is the resident's responsibility to ensure the current set of By-Laws is included in this manual.

2.1 Recreational Facilities

All access to EQ Tower recreational facilities shall be via Level 7 & 33. Access to Level 7 & 33 is available to disabled persons via the lift.

2.1.1 Swimming Pool, Sauna, Steam Room & Spa

The swimming pool, sauna and spa are located on Level 7, which is accessible via all lifts. Residents and their guests are entitled to use these facilities during normal operating times set by the Owner's Corporation. Access to the pool, sauna and spa is by your security access card. Residents must accompany children and their guests when using the facilities. The rules set by the Owner's Corporation must be observed at all times when using the facilities. The use of the pool, spa, and sauna is at the individual's risk. There is no life guard on duty.

2.1.2 Gymnasium

There is a fully equipped gymnasium located on level 7. Residents and their guests are entitled to use the gymnasium equipment during those times designated by the Owner's Corporation and must at all times observe the rules governing its use. This room is not recommended for use by children without supervision from an adult. Please observe all safety signage and instructions when using the equipment in this room.

2.1.3 Karaoke Rooms

There are 2 karaoke rooms available on level 7. They are both fully equipped rooms with a wireless karaoke machine, TV and SONOS sound system. Residents and their guests are entitled to use these facilities however they must be booked through the Building Links system.

2.1.4 Home Theatre Room

There is a home theatre room which is fully equipped with a SONOS surround sound system and an 84 inch TV available on level 7. Residents and their guests are entitled to use these facilities however they must be booked through the Building Links system.

2.1.5 Lounge / Bar

There is a lounge / bar area which includes facilities to entertain with bench space available on level 7. Residents and their guests are entitled to use these facilities however they must be booked through the Building Links system.

2.1.6 Kitchen / Dining Room

There is a fully equipped kitchen / dining room available on level 7. This includes fridge, freezer, oven, stove top and free standing bench. Residents and their guests are entitled to use these facilities however they must be booked through the Building Links system.

2.1.7 Dining / Lounge Room

There is a dining room / lounge room with a fully equipped kitchen with servery bench into the open space and a DDA bathroom. The dining area on consists of a large dining table and is located on level 33. Residents and their guests are entitled to use these facilities however they must be booked through the Building Links system.

2.1.8 Games Room / Study Lounge

There is a games room / study lounge with a fully equipped kitchen with servery bench into the open space and a DDA bathroom. The games room consists of a pool table and a poker table and is located on level 33. Residents and their guests are entitled to use these facilities however they must be booked through the Building Links system.

2.2 Mail Allocation

Australia Post will deliver mail directly to the mailboxes, which are situated inside the main lobby.

Mailbox keys are provided with this Handover Manual.

2.3 Building Links

The booking system for EQ Tower is run by an online Building Links system.

All EQ Tower residents will have access to Building Links and will be registered to use the system.



3. Resident Access and Security



3.1 Lift Locations

There are five lifts to service the EQ Tower. Lift 1 services podium apartments from the basement, ground floor and Level 2 to Level 6. Lifts 2, 3, 4 & 5 service all residential floors, podium car park levels and Recreational Facilities on Level 7 and 33. Access to floors will be controlled by the fob security system and can be authorised via intercom.

An automated destination control system is used to book in lifts which is located to the right hand side of the main lobby when entering from A'Beckett Street or in the lift lobby adjacent to the lifts.

3.2 Car Parking

Allocated resident car parking is located on the in podium levels 1 to 6. The car park can be accessed in the following ways:

1. Vehicular Ramp - The main vehicular entry to the car park is located off A'Beckett Street. Residents can access the car park by fob, using the card reader located to the right hand side of the drive in front of the tilt door. Vehicles entering the car park are to use the left hand of ramp only. To exit the car park, residents must swipe their fob in front of the card reader at the base of the exit ramp to activate the roller shutter.
2. Lifts - As stated in section 3.1, only lift 1 provides access to the basement level. When the lift is called from the apartment the fob will provide access to the basement.
3. Fire Stairs - Access to the car park via the fire stairs is controlled by keys held by the building management. During a power failure, the only access to and from the basement levels is via the fire stairs. You may not re-enter or egress from the fire stairs unless there is a fire or security releases the door. To release a door, a call must be made via the fire intercom located every four floors.

Residents may only park their vehicle(s) in the car parking space(s) allocated to their apartment. The allocated car parking spaces can be identified by the apartment lot numbers found on the ground in the front corner of the parking space or storage cage. Storage cages are also identified by a storage cage number.

3.3 Bike Parking

Bike parking for residents is located in the basement. The basement can be accessed through the bike entry at ground level along A'Beckett St and taking Lift 1.

3.4 Car Charging Stations

There are two electric car charging stations available on level 5 of the Carpark for residents use. These are to be booked using Building Links.

3.5 Security

An integrated security system monitors all public areas within the development and controls access. This system comprises a combination of closed circuit television (CCTV), electronically controlled access via fobs and a video intercom system. The security system is co-ordinated and monitored by the Building Manager.

1. CCTV - Closed circuit cameras, which are monitored on-site, monitor and record all activities in public areas. Areas that are typically covered by security cameras include the car park, the car park entry ramp, the Recreational areas, retail arcade and main lobby. It is important to note that security cameras cannot observe any activities within individual apartments.
2. Electronically Controlled Access - Each apartment is issued with two fobs, except 3 bedroom apartments and penthouses which are issued with three fobs. This fob will only provide access to the following areas:
 - Ground Floor Lobby on A'Beckett Street
 - Level 7 Recreational Facilities (pool, sauna, spa and gymnasium)
 - Level 33 Recreational Facilities (dining / lounge and games room / study lounge)
 - The level of your apartment.
 - A'Beckett St Boom gate.

All booking of recreational facilities available in the building is to be lodged via the Building Links system or the Building Manager

The card reader at each of these locations is activated by passing the fob close to the front of the reader. Once the card reader has been activated it will allow access. If there are any difficulties with accessing any areas, please contact the Building Manager via the intercom.

The Building Manager is responsible for the provision of all additional keys and fobs. Any requests for additional keys or fobs will be subject to the payment of a fee. If a security key or fob is lost, the Building Manager must be notified immediately so that the development's security is not jeopardised.

3. Audio/Video Intercom System – An audio/video intercom system has been provided to control guest entry to the development. The audio intercom station is located at the Ground Floor Entry Lobby, off A'Beckett Street.

3.6 Entry by Residents

Apartment

Entry to your apartment at street level (Ground Floor Lobby) or the car park is possible using the fob. An automated destination control system is used to book in lifts which is located to the right hand side of the main lobby when entering from A'Beckett Street or in the lift lobby adjacent to the lifts. Once the lift is called at the lift lobby in either of these areas, access to the level of your apartment is possible

by swiping your fob over the card reader located inside the lift (beneath the control panel). This will allow you to select the floor of your apartment to which you are travelling. For increased security, the only residential level accessible to each resident is the floor on which their apartment is located.

Carpark

Residents can enter the car park via the vehicle entry ramp off A'Beckett Street as described in Section 3.2. The loading dock has a height limit of 4.2m which is restricted by an entry bar and the car park areas have a height limit of 2.1m, as nominated on the entry bar.

Other

Residents can also access the recreation levels. To access the Recreation areas on level 7 and 33, swipe the fob over the card reader in the lift.

3.7 Entry by Guests

Guests can enter the development via the Ground Floor lobby off A'Beckett Street.

To enter the building via the Ground Floor lobby guests should follow the steps listed below:

1. Upon arriving, guests should call the required apartment by using the video intercom station located on the wall adjacent to the lobby entry door. To call an apartment, enter the apartment number and press the bell button.
2. When a guest calls the apartment from the intercom station, the Intercom in your apartment will ring. The call can be answered by pressing the button on the intercom unit.
3. Once the button is pressed an audio/visual connection will be established. You will be able to talk through the monitor and view the guest through your Intercom.
4. To allow your guests to enter the lift lobby press the 'key' button on the unit. This will deactivate the locking mechanism to the Ground Floor lobby doors allowing your guests to enter.
5. After entering the guest should proceed to the residential lifts and call the lift (Please note guests can only use lifts 1 for the apartments on Level 2 - 6 and lifts 2, 3, 4 and 5 for apartments on Levels 9 - 63). Once the lift arrives, the guest will enter the apartment level number. Access will only be available for a period of time and to the level which the apartment is located. If this time has elapsed before the guest selects a floor in the lift, they will have to exit the lobby and call the apartment from the intercom station again.

During normal hours, there is free access to the main lobby located on Ground Floor to use the intercom. After hours, the visitor must establish credentials with the building manager for the secure doors to be released. Upon entering the Main Lobby, the visitor will be directed to the intercom post.

For more detail operating instructions please refer to the Electrical Operation and Maintenance Manual.

3.8 Access to Car Park by Guests

There are no visitor parking spaces for guests of residents.

3.9 Accessible Access

Accessible access to the development can be obtained via the A'Beckett Street, Ground Floor entry lobby.

Accessible access from the car park level to apartments levels 2 to 6 is via lift 1.
Accessible access from the car park level to apartment's levels 9 to 63 is via lift 2, 3, 4 & 5.



4. Within Your Apartment



4.1 Telephone

Each apartment is provided with up to 3 or 4 data points for phone lines in their apartments. Telephone points are located in the main living area and bedrooms.

To connect telephone services to your apartment, contact the residential services division of Telstra on 13 22 00.

4.2 Television

A free to air and pay TV point is provided to the living area and the main bedroom. The free to air and pay TV signals are 'received' from the same point. To receive free to air TV, plug your television TV aerial cable into the TV point. The TV will require to be retuned as the channel frequencies will have changed. It is recommended that the intercom channel be tuned to channel 8 for quick reference. The intercom frequency can be found in the Star Electrical Operation and Maintenance Manual. To receive pay TV from only one TV point in the apartment a set top box is required from Foxtel. Please note one set top box cannot service more than one TV point in the apartment.

If you wish to connect to pay TV, contact Foxtel on 1300 735 851. The Foxtel technician must contact the Building Manager to obtain full details of connection locations and contractor procedures for the development. There is a satellite dish and TV aerial servicing all of the apartments. Residents are not to install their own satellite dish or TV aerial.

4.3 Internet

The internet can be accessed from any telephone point in the apartment. Internet access is by NBN Co. To arrange for connection, contact Telstra Big Pond on 137 663 or another Internet Service Provider.

4.4 Electricity

Each apartment requires an electricity account to be opened in the resident's name. To arrange connection, contact Origin Energy on 13 24 61 within 14 days of settlement to ensure that the power supply is not terminated.

Apartments are provided with an external GPO on either the terrace or wintergarden.

4.5 Gas

Each apartment has a separate gas meter, located in the kitchen. To supply gas to the apartment, an account with Origin Energy needs to be opened in the resident's name. To open an account, contact Origin Energy on 13 24 61.

The meter reading is relayed back to Origin Energy electronically and therefore Origin Energy does not need to access the apartment.

4.6 Water

Cold water is presently connected. City West Water is currently your local water authority. You are required to contact them to provide account details for records and billing. You may use the forms on the internet link below or call the account enquiries phone number to arrange a meter reading.

City West Water: 131 691
24 HOUR EMERGENCY: 132 542

Internet Link: http://www.citywestwater.com.au/residents/moving_house.aspx

Hot Water - Each apartment is provided with continuously reticulating hot water, which allows constant hot water. The hot water plant is located on level 8 and level 34 and is maintained by the Building Manager. Each apartment is billed individually for hot water usage. As such, a hot water meter has been installed for each corridor hydraulics area. To connect hot water supply to the apartment, contact Origin Energy on 13 24 61

The isolation cock for the cold and hot water can be found in the corridor hydraulics area / cupboard on your apartment floor and as noted on the attached layout plan. Each stop valve is labelled with the appropriate apartment number. Access to this cupboard is obtained via the Building Manager.

The meter reading is relayed back to Origin Energy electronically and therefore Origin Energy does not need to access the apartment.

4.7 Air Conditioning

All apartments are fitted with reverse cycle air conditioning, which have the capacity to heat and cool and are thermostatically controlled. The air conditioning unit is operated via a control panel in the living room. Detailed operating instructions are provided separately in the Daikin Air Conditioning Operation and Maintenance Manual.

Efficient operation of the air conditioning system is simple to achieve if the following guidelines are followed:

1. The temperature setting should be set at a comfortable temperature for the season. Extremes of temperature requires the system to work harder and therefore use more power. In addition setting the temperature too low may result in condensation on cold surfaces inside the apartment. This in turn may lead to the growth of mould and early deterioration of the apartment finishes. Condensation is a natural occurrence when the conditions are appropriate and is not considered a defect if caused by the AC being set at too low a temperature.
2. Reduce the external heat load from the sun when cooling by closing the internal blinds (where applicable). Conversely, when heating the

apartment, open the internal shading so the sun can assist heating the apartment during the day.

1. Close the windows and doors. Heat loss or cooling loss by open windows and doors results in the air conditioning system working harder.

Fresh external air will be used throughout the apartment and air will not be conditioned unless heating or cooling is selected.

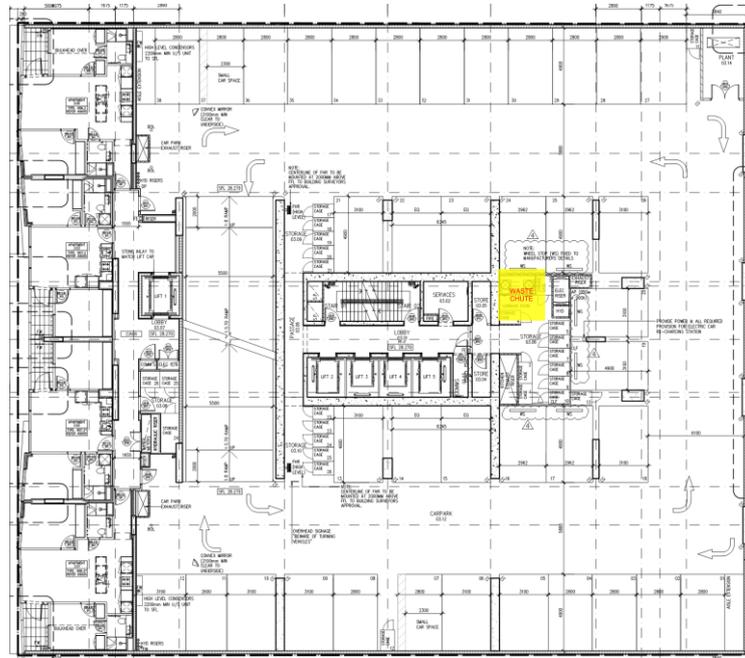
In addition to air conditioning, all apartment bathrooms and laundries are mechanically exhausted and externally vented range hoods are standard kitchen equipment. Exhaust grills should be regularly cleaned of lint / dirt to ensure on-going satisfactory performance of the exhaust system.

4.8 Garbage Disposal

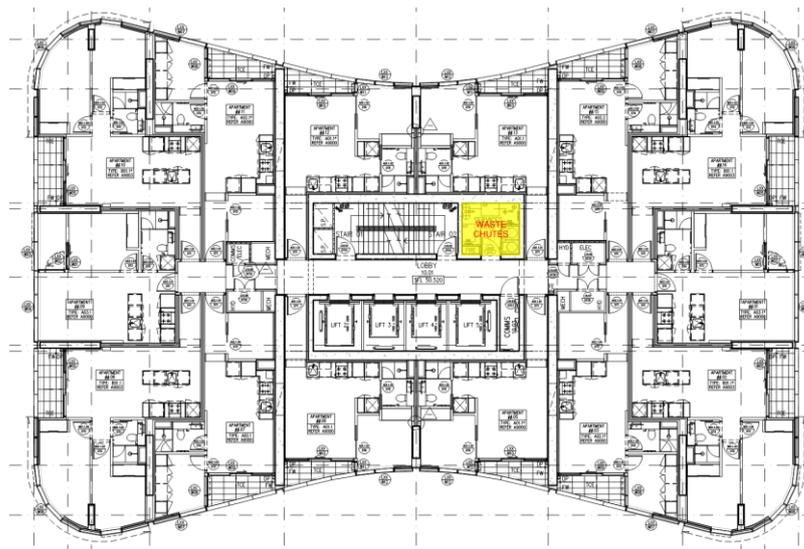
Garbage Chutes are provided to dispose of all waste for all residential apartments, which are separated into waste and recycling chutes.

Each lobby is serviced by a garbage room. The garbage room is located in the Services Room adjacent to the south entry of the fire stair. To dispose of household waste, pull the garbage chute open and drop the waste into the chute. Before garbage is put down the chute it should be wrapped or sealed in a plastic bag. Plastic Bags are to be no larger than supermarket carry bags to avoid blockages. Large items should not be forced down the Garbage chute as blockages will add to maintenance costs to be beared by all. Garbage should not be left in the lobby or the garbage room as it is a fire hazard, potentially stains the finishes, and causes unwanted odours. If there are large items of garbage to be disposed of, contact Building Management so they can arrange for the items to be collected or to provide access into the main garbage room on ground floor

To recycle paper, glass and plastic, place these items in recycling chute



Levels 2 - 6



Levels 9 - 63

4.9 Door Furniture

The entry door to your apartment is a “Fire Rated Door”. Therefore to ensure regulatory compliance into the future and the safety of the other occupants of the building the Owner’s Corporation controls the installation of additional items to the entry door. This includes items such as the position and type of deadbolts, door knockers, door chimes, peep holes, door mats and security grilles. Additional hardware must not jeopardise fire door integrity and must comply with Building Code Australia (BCA) requirements. Note that only approved door furniture may be used and its installation and positioning is governed by the EQ Owner’s Corporation.

4.10 Security System

The security system in the development comprises an intercom system CCTV and fobs.

1. The intercom system is part of the development’s security system, as described in section 3.5. The intercom is located the apartment entry corridor. For full details on the operation of the video intercom refer to the Star Electrical Operation & maintenance manual.

To monitor guests visiting the development, all apartments are fitted with an intercom. This video intercom can be used to see and talk to guests at the external lobby door on Ground Floor

No apartment security systems have been provided.

4.11 Fire Alarms

Each apartment is fitted with a smoke alarm as per Australian Standards and to enhance personal safety in the event of a fire. If the smoke detector is activated and there is fire or smoke danger in your apartment, the apartment should be evacuated immediately and the Building Manager and/or the Fire Brigade notified. Please note the apartment smoke detectors will not automatically notify the Fire Department when they are activated. In the event the smoke detector has been activated by accident (e.g. burnt toast) the detector can be silenced by pressing the test / hush switch. Alternatively the detector will stop sounding once the smoke has cleared and a pre-set time has elapsed. The smoke detector in your apartment is mains powered. However there is a battery backup system in case of power failure. The smoke detector will beep when the backup battery requires replacing. Refer to the Electrical Systems operation and maintenance manual for instructions (refer separate folder).

Each apartment also contains a Fire Alarm (Emergency Warning Evacuation System) speaker behind the A/C grille. If this speaker sounds, the apartment should be evacuated immediately. This speaker will sound when one of the smoke detectors in the common areas of the development has been activated. Do not return to your apartment until the Building Manager or Fire Brigade have advised accordingly.

4.12 Fire Sprinklers

EQ Tower is over 25m in height and in accordance with the Building Code the building is fitted with a Fire Sprinkler System.

It is very important that nothing is done to interfere with the performance of the sprinkler system such as hanging ornaments from the sprinkler frame or painting of the frame and glass bulb.

In the event of a fire the heat of the fire will activate the sprinkler system, causing water to flow from the sprinkler heads. In the event of a fire or heat that activates the sprinkler system the fire brigade will be called and the apartment must be evacuated.

Please note smoke will not activate the sprinklers.

4.13 Building Works

If you wish to carry out any works within your apartment or external balcony you must seek consent from the Owners Corporation, as detailed in the EQ Tower Owner's Corporation.

You should read the EQ Tower Owner's Corporation and Fit out Guide carefully before undertaking any form of work within your apartment. You should also consult with the Owners Corporation in preparing an application for approval to do the works.

The walls, ceilings and floor coverings are an integral part of the fire rating and acoustic properties of the development. Consideration must be given to the effect on the acoustic and fire rating properties if any future works amend or remove any part of these components. As such a review of the works should be undertaken by a professional building surveyor and acoustic consultant. Refer to architectural as built drawings and the acoustic brief for further information. These documents are held by the Building Manager. Any amendment(s) to the development will void any warranties provided.

4.14 Apartment Defects

As part of the completion process, your apartment has been inspected and tested for possible defects by the Builder, developer and an independent inspector. If however you feel a legitimate defect has arisen contact Multiplex Customer Service – 9353 3500, in order to arrange to have the item inspected and rectified where required.

4.15 After Hours Contact

All problems that occur outside of normal hours should be reported to the Building Manager on Ground Floor.

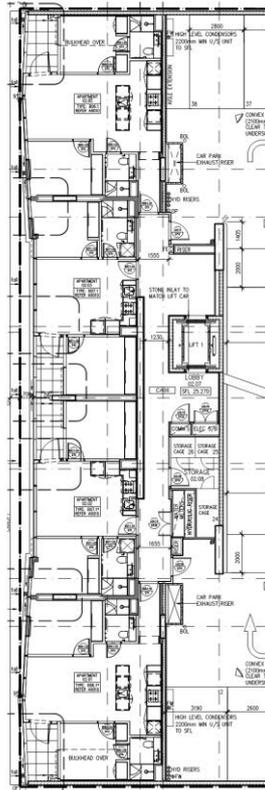


4.16 Apartment Finishes Schedule

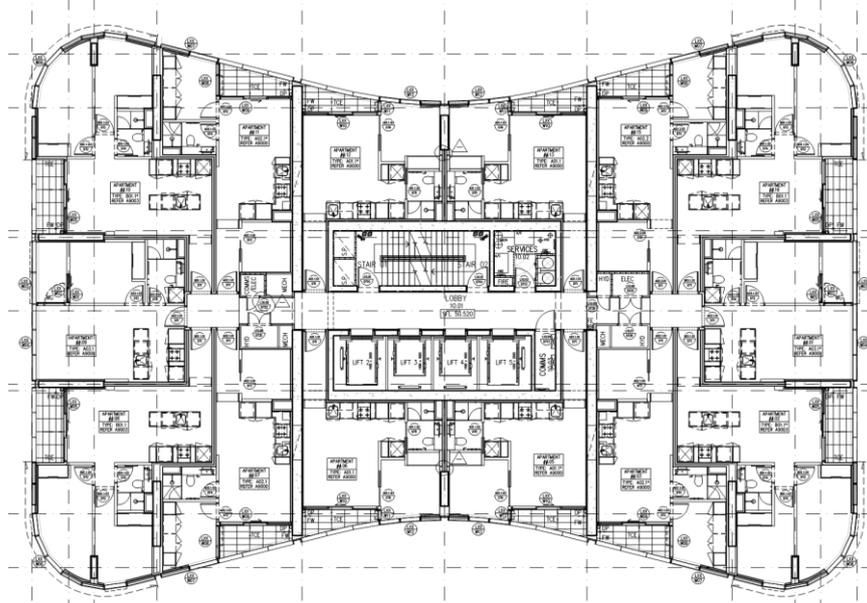
Apartments	
Wall Colour	Dulux - Snowy Mountains Low Sheen Wash & Wear– PN2B2
Ceiling Colour	Dulux - Snowy Mountains Flat– PN2B2
Skirting Colour	Dulux - Snowy Mountains Semi-Gloss– PN2B2
Doors and Door Frame	Dulux - Snowy Mountains Semi-Gloss– PN2B2
Carpet	Dark Scheme: Victoria Carpets Designer Series 36oz, Colour - Charcoal R/N39021 Light Scheme: Victoria Carpets Designer Series 36oz, Colour - Chill 9921/33
Timber Flooring	Dark Scheme: Woodcut premium engineered timber flooring – Wire Brush Stain - Matte Light Scheme: Woodcut premium engineered timber flooring – Prima Oak Montblanc
Balcony Tile	Baron Forge External Grade Portofino Bassalt
Robes	Premium Oz – Mirrored sliding doors with tracks and frame. Powder coat Silver.
General Apartment Fixtures	
Architraves	Ezyjamb
Skirting	Timber Floors – 92 x 12mm single bevel. Paint finish to match wall colour. Timber Floors – 110 x 12mm single bevel. Paint finish to match wall colour.
Cornice	Standard square set.
Ceiling Access Panel	Rondo Panther MFAP Flanged Access Panel
Entry door seals	Kilargo auto bottom door seal 920mm Kilargo perimeter seal single door set, fitted to jambs
Entry door	Solid core, Fire rated, acoustic, hinged
Internal Swing doors	Novas signature concealed fix rectangular plate cylinder hole 33 lever
Cavity Sliding Doors	Novas rectangular flush pull120x100mm
External sliding doors	Lingyun Jingsheng pull handle
Door closers	Novas 1500 series closer size 2-5 with back check
Doorstops (floor)	Novas 250 door stop floor mount 46mm height
Doorstops (walls)	Novas 550 door stop wall mount 75mm projection
Heating / Cooling	
Lighting	Direct 9 – Thinkwise TW215-09 9w LED 3000K Down light. 60 Deg. 90mm Recessed Gimble
Smoke alarms	Clipsal CLI 755SMA ION
Switch plates	Clipsal- Slimline white. (SC2000 Series).
Exhaust fans	Fantech – RIL – 200SW (Lo Speed)
Intercom	Comelit Mini colour monitor hands free. 6721W
Kitchen Fixtures	
Oven	Miele H2260B Clean Steel
Cooktop	Miele KM362-1G S/Steel Gas

Range hood	Blanco - BRU53X Stainless Steel
Sink	Franke - SSX110-36
Sink mixer taps	Astra Walker A69.08 Brushed Platinum
Dishwasher	AEG F990151MOP
Dishdrawer	Fisher & Paykel - DD60SI7
Kitchen Joinery Finishes	
Bench Top	Engineered Stone – Ultimate White
Cabinet Joinery	2-pack Melamine - Dulux Snow Mountains, Finish - Minimum gloss level (nom 20%)
Kicker	2-pack Melamine - Dulux Snow Mountains, Finish - Minimum gloss level (nom 20%)
Splashback	Baron Forge Porcelain Sheets - Super White, Slightly Shiny
Bathroom Fixtures	
Vanity Basin	Solid Surface Corian – Glacier White
Basin Mixer	Astra Walker Icon A69.03 Brushed Platinum
Shower screen	Premium Oz – Semi frameless, clear toughened glass. Powdercoat Black frame.
Shower mixer	Astra Walker - Icon A67.61.V2, Brushed Platinum
Toilet	Kado Lux back to wall 9503513
Toilet roll holder	ICON A67.61.V2 - Brushed Platinum.
Towel rails	ICON A69.55.6 - Brushed Platinum
Mirror	4mm Mirror Silver Back.
Shaving cabinet	16 mm MDF White HMR prefinished board matching
Bathroom Finishes	
Bench Top	Corian Solid Surface 16MM WHITE HMR
Floor tile	Baron Forge - LA19011001
Wall tile	Baron Forge - White
Bathroom Joinery Finishes	
Vanity Unit	Corian Solid Surface 16MM WHITE HMR

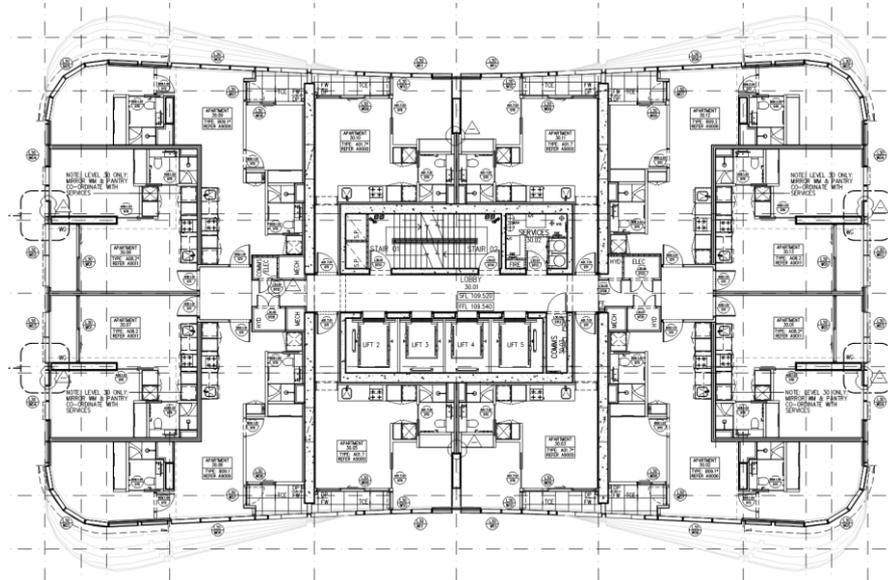
4.17 Apartment Floor Plan



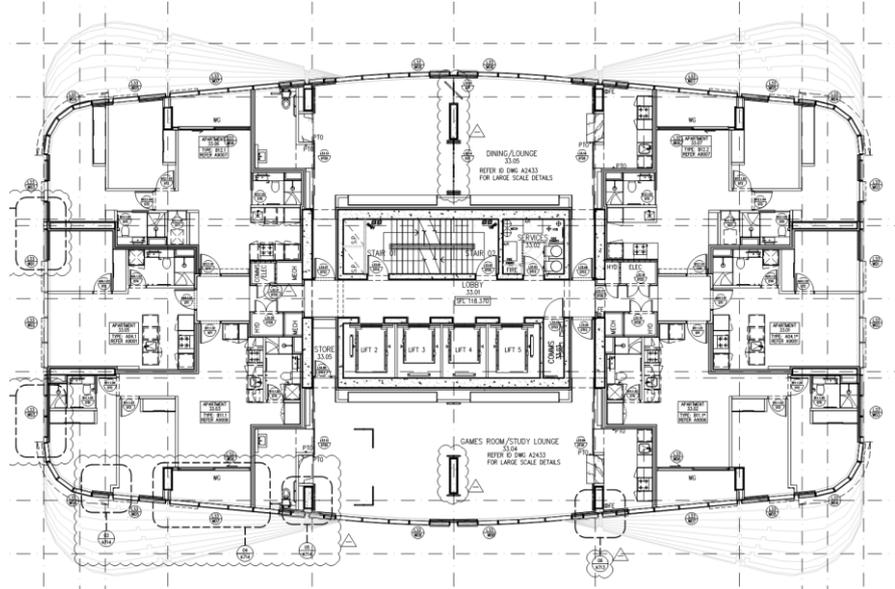
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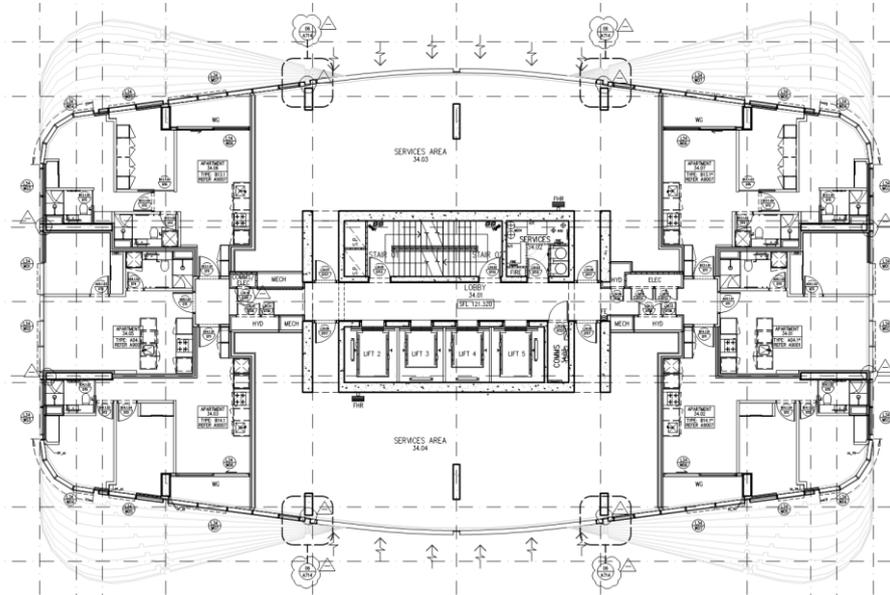
Level 9 to Level 29



Level 30 to Level 32



Level 33



Level 34



5. EQ Tower Surrounds



5.1 Public Transport

Metro trains from Melbourne Central Station – Corner of Latrobe St and Swanston St

Trams available along Elizabeth St, Swanston St & Latrobe St

5.2 Post Office

Australia Post at 58 Franklin St, Melbourne

5.3 Police

Closest Police station available is Melbourne West Police Station at 313 Spencer St, Melbourne West

5.4 Banks

- CBA Branch - (Melbourne Central - Shop Gd066), La Trobe St, Melbourne VIC 3000
- Bank of China - 270 Queen St, Melbourne VIC 3000
- Bank of Melbourne - Cnr Police & Jacksons Road, T5 & 6 Waverley Gardens Shopping Centre, Mulgrave VIC 3170

5.5 Medical and Emergency

La Trobe St Medical at 211 La Trobe St, Melbourne

St Vincent's Hospital at 41 Victoria St, Fitzroy

5.6 Shopping

Melbourne Central Shopping Centre, 211 La Trobe St, Melbourne VIC 3000

Queen Victoria Market, 513 Elizabeth St, Melbourne VIC 3000

Emporium, 287 Lonsdale St, Melbourne VIC 3000

5.7 Places of Interest

State Library of Victoria, 328 Swanston St, Melbourne

RMIT University, 124 La Trobe St, Melbourne

Old Melbourne Gaol, 377 Russell St, Melbourne

5.8 Restaurants & Bars

#1 Scorpi:

Understated white-tablecloth restaurant, for refined mains, handmade pasta and imported wines.

Address: 191 Nicholson St, Carlton VIC 3053
Hours: Open today · 12–10pm
Phone: (03) 9347 8252

#2 Da Guido Melbourne la Pasta:

Address: 128-130 Lygon St, Carlton VIC 3053
Phone: (03) 8528 4547
Menu: daguidomelbourne.com
Hours: Open today · 12–3pm, 6–11pm

#3 Rice Paper Scissors

Southeast Asian share plates in a rustic stone-and-brick space with hanging bikes and a buzzy vibe.

Address: 19 Liverpool St, Melbourne VIC 3000
Hours: Open today · 12–3pm, 5:30–11pm
Phone: (03) 9663 9890

#4 Eau De Vie

Classy bar with whiskey, cocktails and tasting menus, plus a hidden lounge behind a bookcase.

Address: 1 Malthouse Ln, Melbourne VIC 3000
Phone: 0412 825 441
Hours: Open today · 5pm–1am

#5 Sezar

Upmarket dining room and bar serving Modern Armenian spiced lamb kebabs, glazed pork and tabouleh.

Address: 6 Melbourne Pl, Melbourne VIC 3000
Phone: (03) 9663 9882

6. Apartment Maintenance Requirements



6. Apartment Maintenance Requirements

6. Apartment Maintenance Requirements



6.1 General Apartment Maintenance

Each resident is responsible for the maintenance and up-keep of the internal area and external balcony areas of their apartment. To maintain the investment value of the apartment it is recommended that residents undertake regular cleaning, taking particular notice of the flooring, the wet areas (i.e. kitchen and bathrooms) and external metal surfaces.

Due to the high quality of finishes and detailing the implementation of a thorough maintenance and cleaning program is essential to minimise maintenance costs and ensure warranties are not compromised. Included within the manual is a recommended maintenance programme that should be implemented for all apartments. The maintenance programme is summarised below.

To record the maintenance program for your apartment a proforma “Apartment Maintenance Record Sheet” is enclosed in the manual. This record sheet should be filled out when a scheduled maintenance activity is completed, as required by the Multiplex, subcontractor and manufacture manuals. It should also be used to record unscheduled maintenance activities so as to build a history for your apartment.

Should you encounter an item that you believe is incomplete work or a defect item you must contact Multiplex Customer Service – 9353 3500, immediately so that we can arrange for an inspection. Please see section 1.4

If defects or incomplete work are not reported then further damage may occur.

6.2 Routine Common Area and Plant Maintenance

The Building Manager is responsible to ensure that all aspects of EQ Tower, including the structure and all common property services and equipment, are maintained on a regular basis to ensure its 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.

6.3 Corrective Maintenance

Corrective maintenance or repairs that may be required to EQ Tower common areas. This may be as a result of accidental or other damage or machinery breakdown. This is the responsibility of the Owners Corporation to address. If you identify any damage or deterioration of the building or its services and equipment, please contact the Building Manager who will notify the Strata Manager and seek instruction to arrange for the necessary repairs. It is important to rectify damaged areas as soon as possible as the damage may be a symptom of another problem or be causing additional damage to unseen areas. If Multiplex is not notified of suspected defects and damage immediately then the warranty relating to those items may be void as Multiplex was not provided with sufficient opportunity to rectify the item(s) and mitigate further damage.

6. Apartment Maintenance Requirements

The development contains numerous components that are subject to wear and tear or may break down over time as a result of wear and tear. Therefore regular inspection, repair and/or replacement is required. The failure of any items due to wear and tear or failure to maintain is not a defect and should be rectified as part of your maintenance program. If a product has failed during its manufacturer's warranty period please contact the manufacturer.

6.4 Insurance Repairs

If damage occurs to EQ Tower that is covered by the building insurance policy, the Building Manager shall, on instruction from the Strata Manager, arrange for the repair works to be carried out as required.

6.5 Apartment Material Cleaning & Maintenance

The following cleaning and maintenance methods of the generic materials listed will help you maintain the material surfaces applicable to your apartment.

6.5.1 Stonework & Tiling Works

6.5.1.1 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 will discolour and become scratched and damaged.

Marble is a metamorphic rock composed mainly of calcium carbonate and are capable of being polished. Commercially, the term marble includes true marbles, dense limestone's, travertine and serpentines and these have the largest range & variety of all natural stones. Marbles have a moderate durability, are absorbent and sensitive to chemical attack, especially acids. Therefore, in most applications with medium to high traffic, the application of sealers is required. Sealers should be checked and reapplied if necessary every 6 months.

Granites are a hard crystalline igneous rock composed of silicate minerals (mostly quartz, feldspar & mica) and are also capable of being polished. Granites are generally strong and durable. Contrary to popular belief, granites are also absorbent, though the density is generally higher than marble & limestone and the porosity generally lower.

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.

6. Apartment Maintenance Requirements

6.5.1.2 Maintenance Instructions

Natural and Reconstituted Stone

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) will 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 will 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.

When stone is used as a bench top it is advisable to have the bench sealed to help protect it against staining.

Ceramic Tiles

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 ½ 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.

6. Apartment Maintenance Requirements

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 film 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.

6.5.1.3 Maintenance Frequency

Wet area stone and ceramic tiles should be cleaned 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.

Kitchen bench top should be cleaned as soon as possible after each use to avoid staining.

Reapplication of sealers should be carried out every 6 months in high traffic areas.

6.5.1.4 Stain Removal (Stonework Only)

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

Oil and Grease:

6. Apartment Maintenance Requirements

New Stain: Apply talcum powder immediately to absorb the oil. Leave overnight. Wash with a neutral detergent the following day.

Old Stain: Soak white cleansing tissue (or cotton wool) into Acetone. Apply dabs of acetone onto the stain and cover immediately with plastic wrap or similar to prevent evaporation. Leave up to 48 hours. The evaporation qualities of acetone should draw the stain from the stone. Wash with a neutral detergent once the stain has been extracted.

New Stain: Spray immediately with Soda Water and wash with a neutral detergent. Should the stain persist, apply acetone as described above under 'Oil and Grease'.

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 re-polishing 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.

6.5.2 Inspections

Visual inspections should be carried out on a monthly basis to determine structural movements, surface deterioration due to pedestrian traffic and/or cleaning agents & techniques.

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. This work should be carried out by someone who is a professional sealer.

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

6.6 Timber Floors – Apartments

6.6.1 Solid Timber Floors

Timber floors have been provided to apartments where requested by the purchaser. The finish applied to the timber floor is **sat in wax**. **Satin Wax** was chosen as a finish due to its appearance and ease of maintenance.

Regular maintenance of the timber floor involves:

6. Apartment Maintenance Requirements

1. Matting – By using floor mats at the external entries, the amount of dirt entering the apartment is reduced by up to 80%.
2. Sweeping – The floor should be swept daily. The use of an electrostatic sweep mop is recommended. The floor needs to be swept daily as loose grit and dirt can cause damage to the floor surface.
3. Damp Mopping – Damp mopping should be carried out weekly as damp mopping is a more thorough cleaning method than sweeping. Additionally spills and sticky soiling should be removed immediately by damp mopping or by wiping with a damp cloth.

Damp mop the floor using a solution of warm water and Peerless Versadet – Concentrated Floor Cleaner (diluted to 30ml per litre). When mopping ensure the mop has been wrung, as an over wet floor can absorb moisture and may stain and distort the floor. Ensure the floor is dried following the mopping

4. Finishing/Re-coating – Every 6 months the floor should be refinished. Sealer should be applied after the floor has been thoroughly damp mopped. Apply Gemini Sealer with a polish mop. Ensure the mop has been wrung to eliminate dripping. For detailed direction on how to apply the Gemini sealer refer to the Timber Floor Manual (refer separate folder).

Timber floors are a natural product and as such may discolour with age. Movement due to changes in temperature and moisture content of the timber is normal. Discolouration and movement “cracks” are not defects and can usually be easily rectified by periodically sanding the floor and re-applying the floor sealer system. This should be carried out by a professional trade’s person.

CAUTION: Some forms of shoes, in particular stiletto heels can cause damage to your timber floor. To further protect timber floors we recommend that blinds or curtains be closed during the day. Prolonged exposure of timber to sun light (UV) will lead to fading and distortion of the timber. This is not a defect but a natural product acting naturally.

6.7 Joinery

6.7.1 HMR Particleboard

Highly moisture resistant particleboard is used for all the kitchen and bedroom joinery. To keep surfaces clean, wipe over with a damp cloth. Soiled surfaces and light stains are removed with warm soapy water or household detergent. Do not use solutions which contain alkaline, acids or abrasives. Completely dry the surface using a soft dry cloth (non-abrasive) after cleaning.

6. Apartment Maintenance Requirements

6.7.2 Corian Solid Surfaces

To keep surfaces clean wipe over with a soft damp non-abrasive cloth. Soiled surfaces and light stains are removed with warm soapy water or household detergent. Do not use solutions which contain alkaline, acids or abrasives. Completely dry the surface using a soft dry cloth (non-abrasive) after cleaning.

The silicone joints between sheets and the laundry tub should be maintained. If they are damaged they need to be repaired immediately.

6.8 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.

6.9 Carpet Maintenance

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.

The following are the basic steps of an adequate maintenance program:

- **Regular Vacuuming** – This should be carried out using a vacuum cleaner with a revolving bristle strip. If excessive fuzzing occurs use a
- Suction only vacuum head. Vacuuming should be carried out weekly as a minimum.
- **Periodic wet cleaning** – It is recommended wet cleaning be carried out by professionals as it is a complicated process. The carpet should be wet cleaned when the carpet has become excessively soiled or once every three years, whichever is the earlier.
- **Removal of stains and spills** – Stains should be removed immediately. There are numerous methods of removing stains.

Enclosed in the carpet owner's manual is a detailed carpet maintenance guide (refer separate folder).

6.10 Glass – Windows, Balustrades and Mirrors

6. Apartment Maintenance Requirements

6.10.1 Cleaning Methods

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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.

The glass surfaces in the apartment, particularly external windows and balustrades, should be cleaned every 3 months due to the inner city environment.

In several locations there are double glazed units; to clean the internal faces of the glass, please refer to Lingyun and Operations and Maintenance Manual for instructions.

6.10.2 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 & mirrors.

6.10.3 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.

Residents should only clean glass surfaces that are safely and easily reached and are inside the apartment or whilst on the balcony. The Owner's Corporation is responsible for cleaning the external façade of the building. Do not attempt to clean any external façade, remove any window restraints or handle objects/tools outside the window, as if it falls it could injure other people below.

To clean internal windows at heights, i.e. above internal stairs, you need to ensure that extension tools are used or adequate scaffolding is provided.

6. Apartment Maintenance Requirements

6.10.4 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.

6.11 Aluminium Window Frames

6.11.1 Cleaning of Frames

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

Powder Coated Aluminium

“Cleaning¹ 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:

(a) In a rural atmosphere, where grime deposition and pollution are at a minimum, cleaning every six months may be sufficient to remove deposits and restore the appearance.

(b) In industrial and marine environments, monthly cleaning is advisable; however, the maximum period between cleanings should never be more than three months. Under the worst conditions involving heavy grime deposition and atmospheric pollution by both sulphur compounds and chlorides, more frequent cleaning is advisable if deterioration of the coating is to be prevented.

(c) 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 pH-neutral detergent solution. Surfaces should be thoroughly rinsed after cleaning to remove all residue. Solvent solutions should not be used for cleaning powder coated surfaces.”

Anodised Aluminium

“Regular² cleaning is essential if the finish of anodised aluminium is to be preserved over the years. Deterioration of the anodic oxidation coating can occur mainly as a result of grime deposition and subsequent attack by moisture, particularly when it is

¹ Copied from Appendix C of AS3715 – 2002.

² Copied from Appendix C of AS1231 – 2000.

6. Apartment Maintenance Requirements

contaminated with sulphur compounds. Deposited grime can retain contaminated moisture on the anodised surface, permitting corrosion to proceed and thereby damaging the anodic oxide coating.

The frequency with which cleaning should be carried out will range from monthly to six monthly intervals according to the degree of contamination of the service environment. The aim of the cleaning operation is the removal of grime deposited on the surface without causing damage to the anodic oxidation coating.

The cleaning method to be adopted depends on the degree of deterioration that may already have occurred and on the scale of the operation. Hand rubbing is often used for small work, but large expanses of anodised surfaces, as occur in multi-storey buildings, call for carefully controlled methods to loosen adherent deposits.

The anodised aluminium should be washed with warm water containing a suitable wetting agent or with a mild soap solution. Fibre brushes may be used to loosen attached grime but the use of emery paper, sand paper, steel wool or other highly abrasive materials, and acid or alkaline cleaners is not recommended as they damage the anodic oxidation coating. The use of a mild abrasive such as pumice powder and water may sometimes be necessary. It is essential to rinse thoroughly after cleaning using copious applications of clean water, particularly where crevices are present. Where greasy deposits are present, cleaning may be carried out using a soft cloth dipped in white spirit.

Since emulsion cleaners or proprietary chemical agents may attack the coating, they should never be used except in consultation with companies which specialize in the cleaning of anodised aluminium.

After cleaning, the anodised aluminium may be treated with a good quality wax polish.”

To clean the window frames and sunscreens use warm water with a mild soap solution. To clean internal areas only, use a soft cloth and hand rub. Once clean, rinse the window frames thoroughly with clean water. It is necessary to sponge the surface to rinse. All excess, splashed or spilled cleaning liquids must be removed immediately to prevent damage to adjoining areas.

In areas that have a difficult build up, mild abrasives such as pumice powder and water can be used. If the area is greasy, white spirits can be used with a soft cloth.

Do not allow cleaning chemicals to collect on surfaces or to “puddle” on horizontal surfaces, crevices, etc. These should always be flushed with water and dried. Always clean coated surfaces down from top to bottom and follow with a thorough rinsing with clean water. Abrasive products such as sand paper, scourers or steel wool should not be used as they will scratch the surface.

The frequency of washing is determined by the local environment and should be carried out at least every three months, or when salt and city grime has built up on the surface, whichever is the more frequent. Inspections of these products are required frequently to check for evidence of corrosion, i.e. pitting of the powder coating, rust staining, free operation of components, etc. Should any of these symptoms be found, contact the Building Manager who can arrange a more thorough inspection.

6. Apartment Maintenance Requirements

To keep the sliding windows and doors operating smoothly, the tracks should be cleaned monthly, or more regularly if grit has built up in the track. To clean the track, simply vacuum or sweep the full length of the track.

The operating mechanisms of the automated windows and louvre blades on the roof should be operated monthly to ensure they do not seize up. Also these items require regular maintenance. Refer to Lingyun Louvres manuals. (Refer separate folder).

6.11.2 Façade Window Operation

In the façade there are sliding and other operable awning windows. During periods of adverse weather or if the apartment is to be left unoccupied we recommend these windows be closed.

We recommend that windows are closed at all times the apartment is unoccupied. In the event of a large gust of wind any and all windows should be closed. Please note that the external façade is the weatherproofing line and it is advised that any open windows be closed in a storm. These sashes can be opened periodically for cleaning. Please refer to the Lingyun manual located in the back for correct operation and care of the windows.

The sash windows have snap shut systems installed. Under high wind conditions, the windows will shut & the snap shut windows will lock to a closed position

6.12 Paint Finish

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 apartment.

The painted panels 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.

6.13 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.

6. Apartment Maintenance Requirements

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 apartment 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 apartment. Before undertaking such work consult with the Building Manager, Owner's Corporation and a Building Surveyor.

6.14 Tap Ware & Bathroom Fittings

6.14.1 Cleaning

Ceramic – The basins and toilets are made from Ceramic. 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. Do not clean the ceramic surfaces with acid.

The basins should not be stood or sat on. Standing on the toilet or basin or sitting on the basin will void the warranty and could lead to finishes behind these items being adversely affected.

Chrome and Platinum – Tap ware and fittings are finished with polished chrome and brushed platinum. These items should be washed with clean water and then dried using a soft cloth. No harsh cleaner, abrasives or chemicals should be used or they may damage the finish.

6.14.2 Care & Maintenance

To create the flush, seamless look of apartments, some elements have been concealed i.e. the toilet cistern.

Access to the cistern is achieved by removing the hard surface access panel above the toilet. The access panel can be lifted and the cistern accessed. The access panel should be replaced after maintenance is completed. For further details on cistern maintenance please refer to CDC's manual.

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 manufacturer's warranty period contact the manufacturer.

6. Apartment Maintenance Requirements

6.15 Hardware and Doors

6.15.1 Doors

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

- It is essential that nothing is used to hold open a fire door (the front door of the apartment is a fire door) for prolonged periods of time. Should a fire door be “wedged” open, the door closer can be damaged and in the event of a fire may create a dangerous situation and prevent evacuation of the floor
- 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 and door hardware sets are not dismantled or disassembled, and non-original parts are used for replacement. Door closer arms are not disconnected; locks and handles are not forced or tampered.
- 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.

Regular monthly and yearly inspections are required under the E.P. & A. Act for fire and smoke doors. Generally Australian Standard 1851 provides details. This should be carried out by the Building Manager/Owner’s Corporation. If any alterations are made to the front door (including frame) of the apartment, notify the Building Manager so the door can be checked to ensure the fire rating has not been compromised.

Inappropriate modification of, or failure to rectify damage of fire or smoke doors, frames or hardware is an offence under the E.P. & A. Act.

Maintenance to fire and smoke doors must only be carried out by suitably qualified individuals.

To ensure a proper history of each fire door is retained, the following records must be available and maintained:

- Log book identifying each fire rated doors set, showing its identification number, type of door, size and fire resistance level.

6. Apartment Maintenance Requirements

- A numbered Certificate of Compliance giving written evidence that the door set complies with AS 1905.1.

6.15.2 Cleaning Technique: 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.

6.15.3 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.

6.15.4 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.

6.15.5 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.

6.15.6 Door Closers

Each door closer should be inspected once a year for oil leakage, tightness of fixings and correct operation.

Adjustment of closing and latching speeds should be carried out when required at other times.

6.15.7 Locks, Latches & Panic Equipment

All locks and latches should be inspected once a year to ensure that they are operating correctly, with the strike plate correctly bent to ensure smooth action of the latch bolt so that the door closes correctly. Occasional lubrication of the latch bolt using an aerosol spray will ensure a smooth action.

6.15.8 Lever & Knob Handles

Usually the lever and knob handles will not require adjustment. However, all fixings should be checked for tightness at the yearly/maintenance inspection check for fire certificate as per AS 1851.7. Any loose fixings should be adjusted. Badly fitted furniture can cause interference with the

6. Apartment Maintenance Requirements

operation of the lock and, at the same time, damage the bearing surface of the furniture.

6.15.9 High Gloss Black & White Finish

The apartment entry doors are finished in high gloss polyurethane. Whilst this is a durable finish, any marks and scratches are visible on the black high gloss doors. Should the door require minor patching this is best achieved by French polisher, e.g. Etheringtons Pty Ltd Ph.: 9533 3482 or else the door will have to be re painted. Please contact Etheringtons or Colour Fix Ph.: 0419 691 720. If the door is to be re painted then it will have to be removed from site and done in a spray booth. A temporary fire door will have to be fitted. This should not be carried out without the knowledge and assistance of the Building Manager.

6.16 Miscellaneous Items

6.16.1 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 manufacturer's warranty period contact the manufacturer.

6.16.2 Sealants

Sealants are used in a number of locations in the apartments, 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 apartment and adjoining areas.

The sealant must to be replaced as a minimum every three (3) years. We recommend this work be carried out by suitably skilled tradesman. Please contact Nippiseal Ph.: 9872 7997. The colours of silicone used in the project are detailed in the relevant subcontractor manuals.

The sealants in the façade are not to be touched as this will void the warranty.

6.17 External Window Cleaning

6. Apartment Maintenance Requirements

Cleaning of external glass is the responsibility of the Owner's Corporation as is noted in the EQ Tower By-Laws. Do not attempt to clean any external glass façade as this poses a risk to the cleaner and other residents.

6.18 Services

Air Conditioning – Regular maintenance must be carried out on the Air conditioning units located in each apartment by qualified service personnel. In addition the filter in the front of the unit needs to be cleaned regularly at intervals of three months but never longer than annually. Any faults with the mechanical systems must be rectified by suitably qualified tradespeople as soon as practicable. Condensate drainage systems must be checked regularly for blockages at intervals not less than annually. Refer to the Daikin Manual for further information.

Sanitary Drainage - To keep the drainage system flowing freely the traps in drains need to be cleaned annually. This includes the sink, vanity, laundry, and balcony drainage. The water system needs inspecting annually to repair any faults and leaky taps. Refer to the Boone and Willard manual for further information.

Timber Floors – The timber flooring in the apartments is a floating floor system. Floor leveller is applied with a 3mm tolerance with an acoustic underlay laid on top then the timber flooring system laid.

Gas – For safety the gas system requires testing for leaks bi-annually. This test should be carried out by a licensed gas fitter. Additionally if gas is smelt in the apartment the system and appliances should be inspected and repaired immediately.

Electrical – Electrical systems, inclusive of security, intercom, lighting, power, television and telephones are not high maintenance items. When any faults are discovered they should be rectified immediately.

All apartments are fitted with earth leakage safety switches. Every month these switches should be tested by pressing the test button adjacent to each switch. Any faults should be rectified immediately.

Smoke detectors can accumulate dust and insects. They should be cleaned every 3 months. The batteries should also be checked and replaced at least annually. If the detector is blipping then the battery needs replacing.

The maintenance of lights and switches is covered in the Star Electrical Operation and Maintenance Manual. Prior to cleaning any lifts switches or GPO's the power must be switched off to the circuits at the units' distribution board.

6.19 Summary of General Cleaning Tips

Over cleaning or excessive rubbing can do more harm than good.

6. Apartment Maintenance Requirements

Strong solvents or strong cleaner concentrations can cause damage to painted surfaces. Always test a small area first in an unobtrusive location.

Avoid abrasive cleaners and scouring pads. Abrasive material such as steel wool, abrasive brushes etc. can abrade, wear and harm finishes.

Avoid drips and splashes. Excess cleaning materials should be removed immediately.

Avoid temperature extremes. Heat accelerates chemical reactions and may evaporate water from solution. Cleaning under adverse conditions may result in streaking or staining. Ideally, cleaning should be done in shade at moderate temperature.

Do not substitute a heavy duty cleaner for a frequently used mild cleaner.

Never use paint removers, aggressive alkaline, acid or abrasive cleaners.

Follow manufacturers' recommendations for mixing and diluting cleaners. Never mix cleaners. The mixing of cleaners may not only be ineffective but also very dangerous.

To prevent marking make sure cleaning sponges, cloths etc. are grit free and rinsed regularly.





7.1 Handover Checklist

The Handover Checklist will assist you in transferring your existing details to your new address:

Immediate Organisation	Dwelling and contents insurance
	Electricity supply connection
	Telephone connection
	Gas Connection
	Hot Water Connection
	Cancel old address paper delivery
Immediate Organisation	Redirection of mail by Australia Post
	Organise new paper delivery
	New school enrolments
	Transfer current school records
	Establish local doctor/dentist
	Transfer existing medical/dental records
	Update medical benefits office regarding new address
Update Medicare regarding new address	
	Transfer family youth activities (e.g. scouts, tennis, etc.)
Home and Family	Organise new paper delivery
	New school enrolments
	Transfer current school records
	Establish local doctor/dentist
	Transfer existing medical/dental records
	Update medical benefits office regarding new address
	Update Medicare regarding new address
	Transfer family youth activities (e.g. scouts, tennis, etc.)
Personal (for notification of your new address)	Insurance company/broker
	Bank accounts
	Credit unions
	Credit card offices
	Retail accounts (e.g. DJ's & Myer card)
	Electoral Role
	NRMA Membership
	Motor vehicle registration
	Driver's licence
	Stockbroker
	Accountant
	Solicitor
	Sporting interest associations
	Subscriptions (magazines, journals, charities etc.)
Service industry/clubs and/or organisations (e.g. Lions, Rotary)	
Friends and family	
Emergency phone numbers	City West Water – 13 16 91
	Origin Energy – 13 24 61
	CitiPower – 1300 301 101

Immediate Organisation	Dwelling and contents insurance
Other Forms	Australia Post – Change of Address Request
	Electoral Enrolment Form plus Postage Paid envelope

7.2 Guidelines for Moving In and Out

Residents must contact the Building Manager prior to moving into or out of their apartment or receiving large deliveries. This will allow the Building Manager to allocate lift time and other facilities to assist in the removal process. The Building Manager should be contacted 48 hours prior to moving.

7.3 Booking Form for Move in/move out

Building Links will be used in conjunction with staffing from Melbourne Building Management for booking all Move Ins and Move Outs.

All appointments must be booked using the online software Building Link.

8. Warranties / Operation Instructions



8. Warranties/Operation Instructions



8.1 Warranties

Multiplex Constructions Pty Limited is the design and construct builder of the EQ Tower.

Warranties in relation to the Project are held by the Owner's Corporation. These have been provided by the subcontractors. The warranties that relate to your apartment are summarized in the Apartment Maintenance Schedule.

For all warranties to remain valid it is imperative the Owner's Corporation, and the individual owners, ensure the minimum maintenance requirements are fulfilled and records of completed maintenance activities are kept detailing what was done, when and by whom.

To assist the Owner's Corporation and the individual owners with identifying these maintenance activities, Multiplex has prepared a schedule of maintenance requirements and a pro forma sheet upon which completed maintenance activities can be recorded. 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 and as a consequence damage occurs, then rectification works will be at the Owner's Corporation's and/or the individual owner's expense.

EQ Tower being residential is also provided with a statutory warranty under the Home Building Act 1989. The timely notification of suspected defective building work is also imperative. If works are found to be defective then Multiplex must be notified as soon as possible of the suspected defective works. This will reduce the potential for additional damage and provide Multiplex with the opportunity to rectify the damage before it progresses. If Multiplex is denied the opportunity to rectify damage when it is first discovered then responsibility for rectification will rest with the individual owner or the Owner's Corporation, as appropriate.

The statutory warranty only covers rectification of items that are defective due to faults with workmanship or installation.

The maintenance and/or replacement of items which may be subject to fair wear and tear or are consumables, 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 the statutory warranty and are the owners responsibility. Early failure of such items however may be covered by a manufacturer's warranty. Owners should check and if covered refer the matter to the manufacturer.

Factors to be taken into account in determining what fair wear and tear is are the environment surrounding EQ Tower and extent of use by owners. Building movement; discolouration 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.

8. Warranties/Operation Instructions

In addition reference to the NSW Office of Fair Trading publication, "Guide to Standards and Tolerances" July 2004, may assist.

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

8. Warranties/Operation Instructions

8.2 Appliances

8.2.1 Kitchen Appliances

Your new apartment includes high quality appliances. The product make, model and code information as well as the service contact numbers for all your apartments appliances, are listed below. The user manual and warranty information for each appliance can be found in your handover pack:

- For all faults with appliances, please contact the individual companies directly on the numbers below:
- Miele appliances please contact Miele on 1300 464 353.
- Blanco appliances please contact Blanco on 1300 739 033
- AEG appliances please contact AEG on 1300 363 664
- Fisher & Paykel appliances please contact Fisher & Paykel on 1300 650 590.
- Please ensure the circuit breakers in your apartment electrical switchboard are switched to the 'On' (up) position for the appropriate appliance or system. Refer to Section 12.2.5 – Switchboard.

8.2.1.1 Oven

Make:	Miele
Model:	H2260B
The oven is run by electricity and is located within the joinery unit. It is controlled via the main panel on the front of the unit. For detailed instructions, refer to the user's manual which can be found in the handover pack	

8.2.1.2 Cooktop

Make:	Miele
Model:	KM362 – 1G
The gas cook top is located on the kitchen bench. It is controlled via the main panel at the base of the unit. For detailed instructions, refer to the user's manual which can be found in the handover pack	

8. Warranties/Operation Instructions

8.2.1.3 Rangehood

Make:	Blanco
Model:	BRU53X
For detailed instructions, refer to the user's manual which can be found in the handover pack	

8.2.1.4 Dishwasher

Make:	AEG
Model:	F990151MOP
The dishwasher is located under the kitchen bench. For detailed instructions, refer to the user's manual which can be found in the handover pack	

8.2.1.5 Dishdrawer

Make:	Fisher and Paykel
Model:	DD60SI7
The dishdrawer is located under the kitchen bench. For detailed instructions, refer to the user's manual which can be found in the handover pack	

8.2.2 Systems

8.2.2.1 Heating and Cooling System (Air Conditioning)

Make:	Daikin
Model:	BRC1E62
Inverter Split System, reverse cycle	

8.2.2. Exhaust Fan System

Your apartment is fitted with extraction fans. These fans extract air from the bathroom, laundry, and ensuite areas, through ductwork which is located in your apartment's ceiling space. The extracted air is exhausted to the atmosphere (outside) through an external weatherproof cowl typically situated above the external glazed door.

In bathrooms, laundries and ensuite, fans are automatically activated when the light switch is turned on. Upon vacating the bathroom and turning the light switch off, the fan continue running for approximately 2 minutes before switching off automatically. This feature enables any excess moisture to be cleared from the air.

For correct operation of your apartment's exhaust system to be maintained, it is suggested that the following measures are carried out periodically.

- Ensure that air inlets are kept free of obstructions at all times.
- Regularly check fan operation by first switching on the fan and then holding a piece of paper up to the ceiling grille in the case of a bathroom, or the range hood filter in the case of a kitchen. Investigate any excessive fan noise.

8. Warranties/Operation Instructions

- The external exhaust and air intake cowl (above your balcony windows) and the internal bathroom exhaust grille (in your bathroom ceiling) should be checked for any build-up of dust and cleaned at least annually.
- Kitchen range hood filters should be cleaned regularly as per manufacturer's instructions (Refer Section 12.2.1.3 – Rangehood)

**Refer to the handover pack for full instructions and warranty information.

8.2.2.3 Condensation

Condensation occurs when the air inside an apartment has reached a level of humidity or air moisture where the dew point is above the surface temperature of hard surfaces such as window frames. The majority of everyday moisture introduced into apartments is due to lifestyle and therefore it is the occupiers' responsibility to reduce moisture within the apartment. The following recommendations will assist in reducing the potential for condensation to occur within your apartment.

- After cooking, especially when boiling water, leave the range hood fan running for approximately 2-5 minutes.
- After showering or using a clothes dryer your extraction fan will automatically continue to run for approximately 2 minutes.
- If you prefer to air dry clothes instead of using a clothes dryer, ensure that clothes drying racks are placed within bathrooms with the exhaust fan running.
- When people enter the apartment with wet jackets or coats, leave them in the bathroom drying whilst minimising moisture in the apartment.
- Try to facilitate the change of air within your apartment by opening windows or balcony doors. This is best achieved during the day for winter when average temperatures are higher than the night temperature. During summer, close all windows and blinds during the day and open at night when the temperature has dropped.

8.2.2.4 Fire Alarm System

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

- Any fire sprinkler head activation in an apartment and public areas.
- A lift lobby / common area smoke detector activation.

ACTIVATION OF A FIRE ALARM SIGNAL WILL CAUSE THE FIRE BRIGADE TO BE CALLED AUTOMATICALLY.

Evacuation Procedures

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In the event of a fire alarm, an evacuation tone will sound from the speaker (located at the entrance in each apartment and in the common area lift lobby and corridors). This tone is an evacuation signal. On hearing the evacuation tone you should alert all occupiers in your apartment. Turn off all gas or electrical appliances. Leave as soon as you are ready, and the apartment is safe and secure. Exit the building via the fire stairs only from levels 7 to 63

In the event of an emergency do not use the lifts.

If you are in the podium apartments on level 2 to level 6 **do not exit through the Carpark**. Exit the building via lift 1 which will operate in fire mode.

YOU ARE ADVISED TO FAMILIARISE YOURSELF WITH THE EMERGENCY EXITS

The evacuation system will be tested periodically. A voice warning will be given over the speaker prior to this taking place. The test will be carried out every 3 months as required by regulations.

8.2.2.5 Fire Sprinkler System

Your apartment is provided with automatic fire sprinkler system. In the event of a fire near a sprinkler head, heat generated by the fire will cause the sprinkler to activate.

If the sprinkler is activated, a fire alarm will also be raised and the Fire Brigade will be called automatically. This will lead to the release of the sprinkler head and flooding of the immediate area. This will occur in the event of a fire, or if the sprinkler head is accidentally hit. The fire brigade is automatically informed if a sprinkler head is activated and will attend. Fire brigade attendance to a false alarm is charged as. Hence, not only can it be inconvenient, it can also be expensive.

Please alert the fire brigade immediately if a sprinkler is accidentally set off, by calling 000. This may help reduce the cost of the false alarm. If you caused a false alarm, then you will be charged for the call out costs.

The fire sprinkler system is under constant water pressure. Pumps are also provided to maintain this pressure during a fire.

Apartment owners and occupiers must not and are not required to carry out any maintenance or servicing of sprinkler equipment. Maintenance and servicing is the responsibility of building management and / or their representatives. Apartment owners and occupiers must adhere to the following:

WARNING Sprinkler Heads	
1	Utmost care should be taken not to hit a sprinkler head, particularly when moving furniture or other equipment into or around your apartment.
2	Take care when stacking top shelves so as not to hit the sprinkler head. Goods should not be stored any closer than 500mm to the head.

8. Warranties/Operation Instructions

3	DO NOT PAINT the sprinkler heads under any circumstances.
4	DO NOT HANG ITEMS from the sprinkler heads under any circumstances (e.g. Christmas Decorations).
5	DO NOT REMOVE sprinkler heads under any circumstances. Only qualified personnel with permission of the Owners' Corporation are to carry out work on the fire sprinkler system.
6	DO NOT STORE MATERIALS within 500mm of any sprinkler head. This applies for the storage cages within the carpark area.
7	DO NOT COVER the sprinkler heads under any circumstances.
8	DO NOT STORE FLAMMABLE ITEMS adjacent to sprinkler heads under any circumstances.
9	If a leak occurs to a sprinkler head, advise the sprinkler company via the Owners' Corporation immediately.

8.2.3 Smoke Alarms

Make:	Clipsal
Model:	755 Series photoelectric type. Supplied and fitted to each apartment to authority requirements - CLI 755SMA ION

Your apartment has been installed with a smoke alarm. Please refer to Section 4.11 for full instructions and warranty information. Generally, they are located on the ceiling in the living area in the vicinity of bedrooms. They are connected to a 240V power supply via your apartment switchboard with a battery back-up. If the smoke alarm begins to beep intermittently, it may indicate the following:

- The backup battery is discharged and requires replacing
- The battery has not been installed correctly
- The 240V power supply to the lighting circuit (which is linked to the smoke alarm) is isolated.

Replacement of the backup batteries should occur. It is good practice to replace batteries every 6 months, in line with daylight saving change-overs. Smoke alarms are to be tested every 6 months.

Your apartment smoke alarms are not linked to the building's fire alarm system and if activated will not cause a general fire alarm. However, please note – The smoke detectors in the passageway outside your apartment door are linked to the building's fire alarm system. At no time should you allow smoke from your apartment to enter the common corridor as the corridor smoke detectors will most likely trigger a general fire alarm, resulting in fire brigade attendance. In such an instance, it will be considered that you have caused a false alarm and you will be charged for the costs associated with the call out.

8.2.4 Hose Reels / Fire Extinguishers / Fire Hydrants / Fire Escape Doors

Fire Hose Reels are located through the car park areas and common areas. Fire Extinguishers are located in the corridors on each level, within clearly labelled signs

8. Warranties/Operation Instructions

on each floor of the building. For your own safety you should familiarise yourself with these locations.

Hose Reels & Fire Extinguishers must only be used in case of Emergency. Use of any hose reel within the building will automatically trigger an alarm to the fire brigade.

Fire Hydrants are located in fire stairwells and other public areas and are for Fire Brigade use only. Hydrants are not to be used by occupiers. Use of any Fire Hydrant within the building will automatically alert the Fire Brigade.

Fire Escape Doors are clearly marked and must not be held open or obstructed in anyway. Fire Doors have alarms, which will activate if the door is held open.

8.2.5 Switchboard

The electrical switchboard is located within your apartment, in either the bedroom or living area. All circuit breakers must be switched to the 'ON' (up) position to enable operation of your appliances, lights and power outlets. The electrical switchboard is fitted with Residual Current Devices (RCDs). The RCD's should be tested monthly using the facility on the face of the RCD. As per Australian Standards, RCD's must be tested by a licensed electrician annually with measuring equipment to ensure they are calibrated to the manufacturer's recommendations.

8. Warranties/Operation Instructions

8.3 Apartment Maintenance Schedule

As previously outlined 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.

To assist in the development of the apartments maintenance programme we have prepared the enclosed "Maintenance Schedule for EQ Tower" and "Apartment Maintenance Record Sheet".

The Apartment Maintenance Schedule is a summary of all the maintenance and cleaning requirements detailed in this manual, subcontractor's manuals and the manufactures manuals.

When cleaning and maintaining the equipment and finishes in the apartment it is essential all the directions in subcontractors and manufactures 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.

To demonstrate an adequate maintenance program is being implemented it is important to document the maintenance activities completed.

Should a need arise where you have to call upon a subcontractor's or manufactures warranty then Multiplex may ask to view the maintenance records to ensure the item(s) were adequately maintained, as required by this manual.

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TRADE	DESCRIPTION	FREQUENCY	CARRIED OUT BY	REFER TO MANUAL
Painting	Fill cracks and repaint all painted surfaces	3 yearly	Occupant / Qualified Trades Person	Proloc
Door Hardware (Locks)	Check and remove dirt and grime from hardware	Monthly	Occupant	Casello
Door Hardware (Locks)	Lubricate locking mechanism	Yearly	Occupant	Casello
Doors	Check operation of door closer on Front Entry door and check fire tag (door closer is not to be removed from the front entry door) Fire doors must be certified yearly and entered into the log book.	Annually	Suitably Qualified individual or firm	Casello
Doors	Check operation of door closer on Front Entry door and check fire tag (door closer is not to be removed from the front entry door) Fire doors must be certified yearly.	Three monthly, Six monthly	Occupant	Casello
Doors	Seal/paint top and bottom of wet area doors	3 Yearly or if damaged	Occupant	Casello
Doors	Check hinges for tightness and lubricate	Annually	Occupant	Casello
Doors	Check and clean door furniture for correct operation, tightness, lubricate bolts and rectify where required	Annually	Occupant / Building Certifier	Casello
Doors	Check entry and A/C cupboard door seals and rectify where required	Six Monthly	Occupant	Casello
Doors	Replace door seals to entry and A/C cupboard doors	5 years	Occupant / Tradesman	Casello
Hydraulic - Stormwater	Check and remove silt and debris from balcony drain point and accessible gutters.	Annually	Occupant	CDC
Hydraulic - Sewer	Clean all traps under sinks of debris.	Annually	Occupant/Plumber	CDC
Hydraulic - Sewer	Check all pipes for firm connections and leaks and make good as required	6 Monthly	Occupant/Plumber	CDC
Hydraulic - Sewer	Pour 2 litres of water into the laundry floor waste to restore the water seal	Monthly	Occupant	CDC
Hydraulic - Cold Water	Check for leaks in taps, valves, cisterns, cocks etc. and other obvious faults with pipe work, rectify as required	6 Monthly	Occupant/Plumber	CDC
Hydraulic - Hot Water	Inspect and check hot water system pipe work, valves and taps	6 Monthly	Occupant/Plumber	CDC
Hydraulic - Hot Water	Check Thermostatic Mixing Valve and undertake manufacturers recommended service	Yearly	Plumber	CDC

8. Warranties/Operation Instructions

TRADE	DESCRIPTION	FREQUENCY	CARRIED OUT BY	[Subcontractor Name
Hydraulic - Gas Service	Inspection for leaks in gas pipe work, by 10 minute registration of meter	6 Monthly	Licensed Plumber	CDC
Sanitary Appliances	Tighten holding bolts and hinges on toilet seats, check for leaks an correct operation of cistern	Annually	Occupant / Plumber	CDC
Timber Decking	Regular wash down and inspection of timber decking	6 Monthly	Occupant	Casello
Cavity Sliders	Check doors are not touching flooring. Adjust if required		Occupant / Tradesman	Casello
Cavity Sliders	Check and Remove any door obstructions		Occupant / Tradesman	Casello
Cavity Sliders	Check Door aligns with closing jamb. Adjust if required		Occupant / Tradesman	Casello
Heated Towel Rails	Regular Cleaning of Towel Rail	Monthly	Occupant	Casello
Balustrades	Regular cleaning of contaminants and grime from fascias, powder coated and anodised aluminium elements	Quarterly	Occupant	Lingyun
Balustrades	Through cleaning of the stainless steel to prevent surface contamination build up	Quarterly	Occupant	Lingyun
Balustrades	Clean off contaminants from glass	Monthly	Occupant	Lingyun
Balustrades	Clean stainless steel to remove tea staining	Yearly or more frequently as required	Occupant	Lingyun
Air Conditioning - Package Units	Test and clean condensate tray and drain (rectify any blockages or water leaks).	3 monthly	Mechanical Systems Technician	Ellis Air
Air Conditioning - Package Units	Check for excessive vibration or noise	3 monthly	Mechanical Systems Technician	Ellis Air
Air Conditioning - Package Units	Inspect all bearings for lubrication, operating temperature and noise as applicable.	3 monthly	Mechanical Systems Technician	Ellis Air
Air Conditioning - Package Units	Inspect all bearings for lubrication, operating temperature and noise as applicable.	3 monthly	Mechanical Systems Technician	Ellis Air
Air Conditioning - Package Units	Inspect fan drive for undue noise.	3 monthly	Mechanical Systems Technician	Ellis Air
Air Conditioning - Package Units	Check condition of coil for lint, inspect condition of coil fins	3 monthly	Mechanical Systems Technician	Ellis Air

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TRADE	DESCRIPTION	FREQUENCY	CARRIED OUT BY	[Subcontractor Name
Air Conditioning - Package Units	Inspect canvas connections	3 monthly	Mechanical Systems Technician	Ellis Air
Air Conditioning - Package Units	Inspect for any excessive air leakage into unit cabinet	3 monthly	Mechanical Systems Technician	Ellis Air
Air Conditioning - Package Units	Clean coils as access permits	Yearly	Mechanical Systems Technician	Ellis Air
Air Conditioning - Package Units	Inspect insulation	Yearly	Mechanical Systems Technician	Ellis Air
Air Conditioning - Package Units	Clean fan blades and scroll	Yearly	Mechanical Systems Technician	Ellis Air
Air Conditioning - Package Units	Maintain refrigeration system	Yearly	Mechanical Systems Technician	Ellis Air
Air Conditioning - Package Units	Test motor terminals	Yearly	Mechanical Systems Technician	Ellis Air
Air Conditioning - Package Units	Inspect for corrosion and treat as appropriate	Yearly	Mechanical Systems Technician	Ellis Air
Air Conditioning - Package Units	Report on general condition of equipment	Yearly	Mechanical Systems Technician	Ellis Air
Air Conditioning - Pipework & Valves	Check that all valves are in their correct position, i.e. Open, throttling or shut	3 monthly	Mechanical Systems Technician	Ellis Air
Air Conditioning - Pipework & Valves	Check all valves glands and nip up to stop leakage where required	3 monthly	Mechanical Systems Technician	Ellis Air
Air Conditioning - Pipework & Valves	Lubricate valve spindles and gland threads where required	3 monthly	Mechanical Systems Technician	Ellis Air
Air Conditioning - Pipework & Valves	All insulation is to be checked and repaired maintaining vapor barrier sealing	3 monthly	Mechanical Systems Technician	Ellis Air
Air Conditioning - Pipework & Valves	Check and report on condition of all flexible connections, brackets and pipe supports	3 monthly	Mechanical Systems Technician	Ellis Air
Air Conditioning - Pipework & Valves	Check that isolating valves in fact isolate systems	3 monthly	Mechanical Systems Technician	Ellis Air

8. Warranties/Operation Instructions

TRADE	DESCRIPTION	FREQUENCY	CARRIED OUT BY	[Subcontractor Name
Air Conditioning - Pipework & Valves	Inspect for corrosion and treat as appropriate	3 monthly	Mechanical Systems Technician	Ellis Air
Air Conditioning - Pipework & Valves	Check all refrigerant pipe work for leakage	6 monthly	Mechanical Systems Technician	Ellis Air
Air Conditioning - Filters on A/C Unit	Inspect air filters and clean them so they are free of any dust, dirt or debris	Monthly	Mechanical Systems Technician	Ellis Air
Air Conditioning - Filters on A/C Unit	Vacuum filter chamber and inlet screens after each filter change	Monthly	Mechanical Systems Technician	Ellis Air
Air Conditioning - Filters on A/C Unit	Check for air leakage around media; ensure that media edge is in the channel provided.	3 monthly	Mechanical Systems Technician	Ellis Air
Air Conditioning - Filters on A/C Unit	Ensure that media is not disintegrating or delaminating	3 monthly	Mechanical Systems Technician	Ellis Air
Air Conditioning - Fans	Check operation of fan and motor	3 monthly	Mechanical Systems Technician	Ellis Air
Air Conditioning - Fans	Check for undue noise and vibration	3 monthly	Mechanical Systems Technician	Ellis Air
Air Conditioning - Fans	Clean fan and motor	3 monthly	Mechanical Systems Technician	Ellis Air
Air Conditioning - Fans	Check operation of fan and motor	Yearly	Mechanical Systems Technician	Ellis Air
Air Conditioning - Fans	Check for undue noise and vibration	Yearly	Mechanical Systems Technician	Ellis Air
Air Conditioning - Fans	Clean fan and motor	Yearly	Mechanical Systems Technician	Ellis Air
Air Conditioning - Fans	Check all mounting bolts for security	Yearly	Mechanical Systems Technician	Ellis Air
Air Conditioning - Fans	Check and tighten electrical terminals	Yearly	Mechanical Systems Technician	Ellis Air
Air Conditioning - Fans	Check casing and structure in general	Yearly	Mechanical Systems Technician	Ellis Air

8. Warranties/Operation Instructions

TRADE	DESCRIPTION	FREQUENCY	CARRIED OUT BY	[Subcontractor Name
Joinery	Regular cleaning of Laminate Surfaces	Fortnightly	Occupant	GOS Australia
Joinery	Clean / Wipe off spills from Laminate surfaces	Immediately	Occupant	GOS Australia
Joinery	Regular cleaning of Lacquer Surfaces	Fortnightly	Occupant	GOS Australia
Joinery	Clean / Wipe off spills from Lacquer Surfaces	Immediately	Occupant	GOS Australia
Joinery	Clean stainless steel	6 monthly	Occupant	GOS Australia
Joinery	Regular cleaning of Glass Splash backs	Weekly	Occupant	GOS Australia
Joinery	Inspect, lubricate and adjust to alignment joinery door handles, hinges, draw runners and integrated panels	6 monthly	Occupant / Tradesman	GOS Australia
Appliances	Prior to first use of the Dishwasher follow the preparation for use guidelines	First Use	Occupant	Harvey Norman
Appliances	Inspect and clean the dishwasher filters and arms	4 Monthly	Occupant	Harvey Norman
Appliances	Read operating instructions prior to first use	First Use	Occupant	Harvey Norman
Appliances	Clean and maintain the appliance as per the manufactures guidelines	Six Monthly	Occupant	Harvey Norman
Appliances	Inspect and clean range hood filters	Monthly	Occupant	Harvey Norman
Shower Screens and Mirrors	Clean shower screens, colourback glass and mirrors, check for any cracks or imperfections.	Fortnightly	Occupant	Premium
Shower Screens and Mirrors	Clean hinges	Monthly	Occupant	Premium
Shower Screens and Mirrors	Check hinge screws are tight	Yearly	Occupant	Premium
Timber Flooring	Regular Sweeping of Floor	Daily	Occupant	TFS
Timber Flooring	Cleaning of Spills	Immediately	Occupant	TFS
Timber Flooring	Sanding and reapplication of the complete tung oil system to timber floor to rejuvenate discolored and worn floors	Five Years	Tradesman	TFS
Timber Floors	Periodic Maintenance including cleaning with Verserdet Cleaner AD15 and reapplication of Gemini Sealer Finish WT47 sealer.	Six Monthly	Occupant	TFS

8. Warranties/Operation Instructions

TRADE	DESCRIPTION	FREQUENCY	CARRIED OUT BY	[Subcontractor Name
Waterproof Membranes	Visual inspection for cracks, splits, or other damage in wet area finishes. Check adjacent areas for damp patches, mould/mildew, stained, blistered or flaking paint, strong musty odors	3 monthly	Occupant	Baron Forge
Windows	Clean anodised aluminium and glass	6 Monthly	Occupant	Lingyun
Windows	Inspection and lubrication of widow/door hardware and weather seals. Replace worn parts as required	6 Monthly	Qualified Trades person	Lingyun
Windows	Visual inspection externally and internally of windows and doors, including glass, aluminium and surface coatings to identify abnormalities or damage. Repair / replace as necessary	6 monthly	Occupant	Lingyun
Electrical	Clean light fittings internally after switching off the power at the apartment switchboard	Annually	Occupant	APPS Electrical
Electrical	Clean light fittings externally after switching off the power at the apartment switchboard	Quarterly	Occupant	APPS Electrical
Electrical	Replace light bulbs	As required	Occupant / Electrician	APPS Electrical
Electrical	Testing of safety switches earth leakage tripping mechanism	Monthly	Electrician	APPS Electrical
Electrical	Inspection of the apartment smoke detector, clean sensor and replace any expired batteries	Quarterly	Electrician	APPS Electrical
Electrical	Replace back up batteries in the security system	2 yearly	Electrician	APPS Electrical
Carpet	Regular cleaning of carpet (vacuuming)	Daily	Occupant	Omni Floor
Carpet	Cleaning of Spills on carpet	Immediately	Occupant	Omni Floor
Carpet	Wet cleaning of carpet to remove soiling not removed in daily maintenance	Yearly	Occupant	Omni Floor
Carpet	Replace carpet in the apartment	5 Yearly	Occupant	Omni Floor
Natural Stone	Inspection for problems arising due to movement	Monthly	Occupant	Baron Forge
Natural Stone	Inspection and reapplication of plus natural sealer to floor and vanity tops.	Six Monthly	Stone Mason	Baron Forge
Natural Stone	Regular cleaning of stone	Weekly	Occupant	Baron Forge
Natural Stone	Cleaning of spills on stone	Immediately	Occupant	Baron Forge
Natural Stone	Cleaning of vanity and bench tops	Daily	Occupant	Baron Forge
Ceramic Tiles	Regular cleaning of ceramic tiles	Weekly	Occupant	Baron Forge

8. Warranties/Operation Instructions

TRADE	DESCRIPTION	FREQUENCY	CARRIED OUT BY	[Subcontractor Name]
Ceramic Tiles	Cleaning of spills on ceramic tiles	Immediately	Occupant	Baron Forge
Ceramic Tiles	Regular cleaning of ceramic tile floors in living areas and hall	Daily	Occupant	Baron Forge