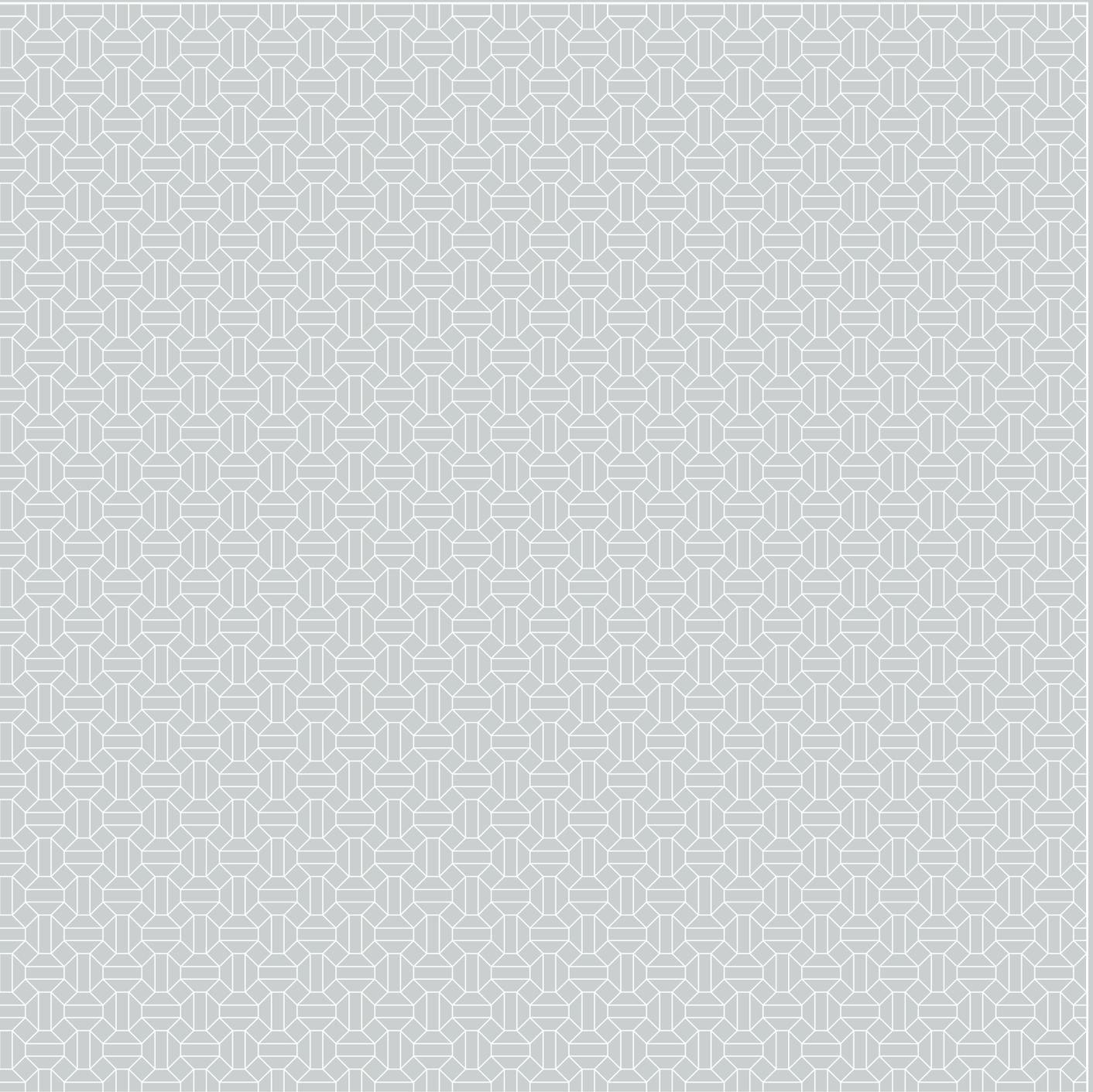


# FAIRFIELD

## *Apartments*

Owners' Manual



## Welcome to your Apartment

Congratulations on the purchase of your stunning, new apartment by Dolce Development.

### *Looking after your apartment*

It is very important that you maintain your apartment to ensure the longevity of its finishes and fixtures. Consult your Owners' Manual and Owners' Pack for care and maintenance instructions. Also ensure experienced and licensed tradespeople are engaged to carry out repairs and maintenance works.

The Owners' Manual provides useful information about your new apartment. It is a *guide* to moving-in, establishing your service accounts, understanding the **Owners Corporation** and caring for your apartment.

The Owners' Pack includes essential items such as your keys, manufacturers' instructions, operating manuals and warranty cards for your appliances.

### *Looking after your building*

Dolce Development strongly recommends all owners take an active role in the Owners Corporation to ensure an appropriate maintenance plan and budget for the building is put in place.

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## About this manual



An icon like this indicates important information.



An icon like this refers you to additional documentation included in your Owners' Pack.

## Important contacts



### *Owners Corporation*

Keep your Owners Corporation & Building Manager details readily available:

Matt Twiselton  
CPSM (Certified Practising Strata Manager)

Office: 9894 3077  
Fax: 9894 7036  
Mobile: 0437 909 760  
Suite 12, 14 Albert Street  
Blackburn 3130

[matt@excelstrata.com.au](mailto:matt@excelstrata.com.au)  
<http://www.excelstrata.com.au>

# 1

## 1.01

# Moving-in guide

## *Moving-in procedures and protection measures*

All residents are required to follow moving-in procedures, to ensure adequate access to building and loading facilities, protection of common property and minimal disruption to residents.

Residents must contact the Building Manager prior to moving in to arrange access and confirm move in procedures.

Procedures may involve:

**Booking a suitable moving-in time:** to ensure loading facilities are available, adequate protection measures are installed in the lift and common property, and residents are not disturbed;

**A refundable deposit:** to cover damage to common property;

**Insurance:** to ensure your removalist company has suitable insurance to cover damage to common property; and

**Rubbish removal:** to ensure suitable disposal by Owners. At time of initial handover from Dolce Development, there will be a designated storage area for flattened boxes, plastic etc, nominated by the Building Manager (note: boxes and plastic wrapping etc are not to be put into the general refuse garbage bins).

The following are recommended measures for protecting the building and your apartment while moving-in:

**Ceilings, walls and doors:** use common sense to avoid scuffing or chipping ceilings, walls and door frames. Pay particular attention to avoid damage to sprinkler heads.

**Flooring:** do not drag heavy object across carpets/flooring – use appropriate moving equipment and/or carry all objects.

**Flooring:** as part of the acoustic treatment to the apartments, some areas of tiled and timber floors are laid over an acoustic underlay. As the underlay is flexible, a protective layer of soft fabric and stiff load distribution sheeting (i.e. plywood) should be used when moving heavy furniture and whitegoods over tiles. This will prevent potential damage to the tiles and grout joints.

## 1.02

### *For your action: service connections*

You are responsible for ensuring that service accounts are connected in your name upon occupation of your new home.

The following contact details of common service providers have been listed for your convenience. The list does not include all potential service providers and is not intended to represent a Dolce Development recommendation.

Refer to Section 4: Apartment services, for detailed information regarding services.

Service	Provider	Contact number
Electricity	AGL	131 766 (Quote account number to AGL. See attached list in appendicies.)
Water	Yarra Valley Water	1300 853 811
Gas / gas hot water	Origin Energy	1800 054 458
Telephone	Telstra	1800 307 516
Pay TV	Foxtel	1300 785 622

## 1.03

### *For your information*

#### AUSTRALIA POST

The building has been registered with Australia Post for delivery of mail. If you require mail to be diverted from your existing address to your new home apply for mail re-direction (a form can be obtained at any Australia Post branch).

**Postal Address for the building is: (101, 201, 301...) / 62-64 Station St Fairfield 3078**

#### WASTE MANAGEMENT

The Owners Corporation manager is responsible for overseeing the waste management contractor. The Waste Management program has been put in place following the endorsement of the Waste Management Plan approved by Darebin City Council. The Building Manager will provide information regarding waste disposal and collection.

#### INSURANCE

The Owners Corporation is responsible for insuring the common property building and common property contents. Each owner and/or occupant is responsible for insuring their apartment (including home and contents/contents, and the storage cage). We recommend each owner and/or occupants seek advice from a professional insurance broker.

## 2

### 2.01

## Being in an Owners Corporation

### *Strata title*

Fairfield Apartments is a strata titled building. As an owner of an apartment, you are the owner of a lot within a strata scheme.

All areas within the building which do not form part of an individual apartment lot are common property, such as the entry lobby, lifts, car park, building structure and services. The common property is owned by the **Owners Corporation**, and all owners contribute financially to the maintenance of these areas.

The Owners Corporation is the body which represents all the apartment owners collectively. As an apartment owner, you are automatically part of the Owners Corporation and are responsible for how the building is managed and for financial contributions to maintenance of the common property.



To protect your property asset, Dolce Development strongly recommends all owners take an active role in the Owners Corporation to ensure an appropriate maintenance plan for the building is put in place, and that adequate financial provision is made to the sinking fund for this work. It is essential that the Owners Corporation seek professional advice from an independent maintenance advisor in order to prepare a costed maintenance plan for the building. Levies can then be set accordingly.

### 2.02

### *Owners Corporation*

The Owners Corporation deals with all matters associated with the management and administration of the common property including:

- maintenance, cleaning and repairs;
- insurances (such as building, public liability, workers compensation etc);
- control, cleaning and use of the common facilities;
- matters relating to garbage, noise, pets and the like;
- administration and sinking fund;
- by-laws; and
- administration of the Executive Committee.

The Executive Committee is a body of volunteer owners who are elected to represent the Owners Corporation in the day to day running of the strata scheme.

## 2.03

### *Strata Managing Agent*

The Owners Corporation has appointed Matt Twiselton of Excel Strata as manager of the Owners Corporation.

Their responsibilities include:

- organisation of repairs and maintenance of common property;
- arranging of quotations for services/works;
- engagement of caretaker, cleaners, gardeners, tradespeople;
- convening, recording and attendance at Annual General meetings;
- maintaining all accounting records, bank accounts, collecting levy contributions, issuing levy notices, etc.;
- routine inward and outward correspondence;
- insurance renewal, valuations and lodgement of claims;
- maintenance of the Owners Corporation Register, supervision of the common seal;
- preparation of Owners Corporation certificates;
- generally implementing the decision and instructions of the Owners Corporation; and
- providing guidance to the Owners Corporation in performance of its duties and functions.

The Strata Managing Agent is appointed by the Owners Corporation at their general meetings.

## 2.04

### *Levies: administration and sinking fund*

Levies are the financial contributions paid by all owners to the Owners Corporation to cover the running costs incurred in the management of the building and for allocation for capital expenditure. Each owner pays a share of the cost which is apportioned according to the unit liabilities (ULs), outlined in the Plan of Subdivision.

At each Annual General Meeting a budget is set for the anticipated expenditure for the year. Levies are then determined and resolved for the administrative and sinking funds.

## 2.05

### *Strata/Owners Corporation by-laws*

Strata or Owners Corporation by-laws are a set of “rules” that the owners and tenants in a strata scheme must follow. They set out the rights and obligations of all parties involved within the building and have been created to ensure a cohesive living environment. They can be amended, and new by-laws can be introduced, by the Owners Corporation.



A copy of the Owners Corporation By Laws are included. They cover topics such as moving goods and furniture, keeping of pets, cleaning, concierge/security, parking etc.

## 2.06

### *Modifications to your apartment*

Prior to any building work being undertaken in your apartment, you may need to obtain the required consents from local council, Owners Corporation and any other relevant authority.



Refer to your by-laws included in your Owners' Pack for relevant clauses relating to Owners Corporation Consent, including behaviour of Owners, Occupiers and Permitted Persons, Common Property, External Appearance, Floor Coverings, Building Works and Alterations (Consents, Notice to Owners Corporation, Carrying out of Building Works and Alterations).

Consistent with the by-laws, the following is a summary of the procedures which must be followed:

1. Contact the Owners Corporation and local council to confirm required approvals;
2. Ensure proposed modifications are consistent with by laws and any relevant codes;
3. Submit details of proposed modifications to Owners Corporation for approval prior to undertaking any work. Include description of works, estimate of time for undertaking works, and all necessary supporting documentation and other approvals; and
4. During the works: protect, keep clean and make good all common property; and ensure consideration of all residents – works are not to produce excessive noise, work hours are to be as imposed by local council, use of lifts is to be reasonable, dust to be kept to a minimum, rubbish is to be disposed of, etc.

## 2.07

### *Acoustic and fire separation between apartments*

Considerable care has been taken to ensure that floors, ceilings and walls to all apartments have been designed to achieve a high standard of acoustic and fire separation between dwellings.

Any proposed modifications to these surfaces, such as a change to the floor finish from carpet to tiles, installation of down lights in the ceiling, installation of entertainment/sound system components (i.e. plasma screens, speakers etc.) or the hanging of artwork, must:

- be designed to maintain the existing standard of acoustic and fire separation; and
- be installed by an experienced tradesperson.

## 2.07 (cont.)

- i** Poor workmanship, inadequate acoustic provisions or any unacceptable noise transference may lead to the work being reversed and reinstated at the owner's expense.

Please note:

Floor mounted speakers must be acoustically isolated when positioned on hard surfaces such as timber floor or tiles.

Wall mounted speakers for sound systems or plasma TVs must be installed on appropriate acoustic isolation brackets.

Chasing for electrical work on walls between apartments will generally not be acceptable.

## 2.08

### *Safety: cleaning and maintenance protocol*

Please assist the Building Manager in its role by reporting any common property cleaning or maintenance needs when noted.

As the owner of an apartment, you are responsible for the cleaning and maintenance of your apartment and all areas within your lot, including your balcony, courtyard, terrace, car park and storage area, if relevant.

The Owners' Manual aims to provide a helpful guide on the cleaning and maintenance of your apartment.

- i** However, where appropriate, the use of professional cleaners and licensed tradespeople with necessary safety equipment is recommended.

For your safety, and that of other residents:

consult this manual and the by-laws, prior to undertaking maintenance and cleaning works;  
untrained or unlicensed persons should not attempt to service or alter electrical, communications, gas, water or plumbing fixtures or services;  
children must always be supervised (particularly on balcony or external areas);  
do not stand on a chair to clean, service or repair any item – use an approved for purpose ladder;  
do not stand on a raised platform, chair or ladder of any height on balconies or adjacent to windows or stairwells; and  
do not lean out of windows or over balconies to clean, service or repair any item.

Any activity that requires external work, or the use of ladders, must be carried out in accordance with all relevant legislation, codes and guidelines.

### *Apartment insurance*

The intention of this section is to assist whomever takes possession of the apartment or resides at the apartment in understanding where insurance responsibilities lie and what may or may not be covered. Insurance policies vary, read this section as a general guide and consult your Insurer for appropriate expert advice.

**Builders Insurance:** When the building has reached practical completion, a Certificate of Occupancy is issued and the building is handed over. This means the builders insurance cover ceases.

**Owners Body Corporate Insurance Policy:** This policy will cover the common areas of the apartment complex. This policy will not cover individual apartments or storage areas associated with the apartment.

**New Apartment Owners:** When you take possession of your new apartment, insurance specific to your apartment is up to you. Contents are not cover by the Body Corporate Insurance Policy. While warranty of the building and appliances are provided, keep in mind, floor coverings like carpet and floating timber floors will need to be included in your personal contents insurance policy as most insurance providers deem these items as furnishings. If your apartment is rental property make sure your floor coverings are included in your policy.

**Tenants:** Contents insurance for personal possessions is up to you as the occupier. The landlord should have appropriate cover for the apartment otherwise.

## 3

### 3.01

## Common facilities

### *Resident entry and security*

Main pedestrian and car-park entries are off Station St.

The building is electronically secure, which means residents are required to use their proximity card or remote control to gain access throughout the building. The proximity card or remote will provide access to the main pedestrian entry foyer and the garage door.

Along with the proximity card, residents are required to use their standard apartment entry door key to gain access to their apartments and the car park pedestrian entry door.



The following keys are included in your Owners' Pack.

1. Apartment entry door key;
2. All other relevant door/window key/s;
3. Proximity card;
4. Car park remote control; and
5. Mail box key.

Please note storage cages located on the car park levels require a padlock and key, to be provided by residents.



To maintain security, contact the Building Manager immediately to report lost proximity cards or remote controls, and to purchase additional cards.



In the event of power failure, residents will be able to enter the building through the garage pedestrian gate and take the fire stairs to their apartment level. The proximity card system and intercom will not work.

The following are step by step instructions for gaining entry:

**Main Entry/Car Park Pedestrian Entry:** Present proximity card to proximity reader. The reader is a long black plastic switch about 100mm long mounted below the video intercom, and it can recognise a card within 100mm. Once the card is recognised, a short beep will sound and the entry door will unlock.

### *Resident parking*

The car park is protected with a tilt door, controlled by the use of a remote control.



To maintain security, do not permit “tail gating” through the garage door.

Car parking spaces are identified with the relevant apartment numbers. Residents must ensure that they park only in their allocated parking space.

Please note the following:

- speed limit is 8km/h;
- follow all signs and directional marking;
- be aware of pedestrians at the driveway crossing when entering and exiting the car park, as well as at entrances to the car park on each level; and
- headlights should be on when driving in the car park.

The following are step by step instructions for resident parking:

1. **Resident Car Park Entry:** To activate the opening of the garage door by remote control on approach to the car park, press the first call button on the transmitter.
2. **Car Pallet System (Parkboard) Operation:** Refer to the Parkboard instruction manuals included in your Owners' Pack.
3. **Car Park Lifts and Stairs:** To leave the car and proceed to the apartment, use the lift or stairs.
4. **Exit:** To exit the car park, drive to car park gate and activate its opening by remote control. Proceed once the door opens, which will close automatically.

### 3.03

#### *Visitor access*

To maintain security throughout the building, visitor access can only be authorised by a host resident, via the audio intercom system.



Please ensure that visitors are identified PRIOR to providing access to the building.

The following are step by step instructions for granting entry to visitors:

1. **Identify Visitor:** The visitor must press the host's apartment number into the video intercom, located adjacent to the lobby doors, or by the car park garage door, and press the “🔔” button. This calls the video handset within the host's apartment. The host resident must simply press the talk button on their handset to communicate back to the entry intercom point.
2. **Authorise Entry:** To grant access, the host must press the button with the key symbol on their handset to open the main entry door.
3. **Exit:** Authorisation is not required for visitors to exit the building using the main entry.

See the detailed operational instructions on the security system included in the handover manual.

### 3.04

#### *Mail*



An individually keyed mail box is provided for each apartment – the mail room is located on the ground level. Keys for the mailbox are included in your Owners' Pack.

### 3.05

#### *Garbage and recycling*

Garbage and recycling facilities are located in the bin/recycling area in the basement. (Exit basement stair or lift, turn right, beyond the bicycle racks.) Waste must be deposited in the appropriate general waste or recycling bins provided. Hard waste may not be left here, eg old furniture.

### *Fire procedures and safety*

The Owners Corporation is responsible for maintaining an Emergency Management Plan and ensuring all residents are adequately advised of fire safety procedures. In summary:

Ensure you are familiar with Emergency Management Plan(s) and evacuation procedures established by the Owners Corporation;  
 Note the nearest fire exit to your apartment;  
 Fire doors must remain closed at all times, e.g. stair and apartment doors;  
 The glass smoke doors are held open by magnetic seals and automatically close in the event of a fire. They can be opened by the green button on the inside, or on the break glass panel on the outside, located next to the door.

The Owners Corporation is responsible for the repair, maintenance and annual fire certificate of all building fire services, such as fire doors (including your apartment entry door), fire stairs, sprinklers, audible warning system, fire extinguishers, fire hose reels, common area smoke detectors, manual call points, emergency lighting etc.

The Owners Corporation or Building Manager will arrange access to each apartment, if necessary, for the annual inspections of these services.

**i** Please note that your apartment door is also a fire door and contributes to the fire protection system for the building. If you wish to install new or additional locks or door hardware, you must notify and obtain permission from the Owners Corporation in writing and ensure a qualified locksmith undertakes the work to install fire rated hardware.

**i** Each owner is responsible for maintaining the smoke detectors within their apartment. This detector is not connected to the fire brigade. (*Refer to Section 4.12 Smoke Detection*).

*Please note that smoke detectors in the common areas are linked to the Melbourne Fire Brigade (MFB). Cooking smoke should not be dispersed into the common hallways as this will activate attendance by the MFB; expensive fines apply for false alarms. Any contractors engaged should also be aware that sanding equipment and heat equipment may also activate attendance by the MFB. You should seek advice from the Owners Corporation or Building Manager.*

**i** **Take care around the sprinkler heads.**

Some apartments contain fire sprinklers. Do not clean with detergents or wet cloths. Give a light dusting if dusty. Note: The glass vial in the sprinkler is designed to break if exposed to flame. If it is struck with a hard object or tampered with, it may break. If it breaks, it will discharge a large volume of water (often discoloured or rusty water) that will damage furniture and finishes.

### *Basement and storage cages*

This information is not specific to your basement. Rather, it is provided to help regarding practical use of the basement.

Understanding how my basement works: The basement is below natural ground level and therefore subjected to fluctuating hydraulic pressure from ever present ground water. The ground water levels rise naturally with rain fall and tidal activity. To manage the ground water a drainage system is installed behind the basement walls. At the wall and floor junction a surface spoon drain or rebate drain collects ground water that gets through the walls from time to time. Both drain systems are directed to a pumping station; from there it is discharged into the city storm water system.

Pump station, control panel and alarm: The pump station is below the floor level and has a control panel. Most pump stations have two pumps - both are switched on via float switches. Generally each time the lowest level float switch is activated one pump only is in operation. If the water level in the pit rises to the second float switch at a higher level, a strobe lamp on the control panel will flash. This indicates both pumps are operating to cope with the conditions. A third float switch installed higher in the pit will trigger an audible alarm. When the alarm is triggered, this means the water level is extremely high, the pumps may have failed or are not coping with a storm condition. If the alarm has sounded, notify the Building Manager as the system will need to be checked or reset.

Fire hose reel: Never use this for a purpose other than intended. The auxiliary diesel FIRE FIGHTING APPLIANCE pump will be activated if you turn on the fire hose reel valve.

Storage cages and storage rooms: Be aware of the proximity of your storage space in relation to the basement walls as ingress may occur from time to time. Apply common sense regarding the suitability of items placed into your storage area. Basements generally retain moist air which can adversely affect valued items. Check the Owners Body Corporate Insurance Policy as these policies generally will not cover the contents in the storage areas. Insurance for these areas can be included in the apartment specific content insurance.

General safety: Most basements have a ventilation system to extract vehicle exhaust. Buildup of carbon monoxide is extremely dangerous. Do not startup vehicles prematurely before departure. Be aware of traffic activity and exhaust fumes as these factors deem basements unsuitable as child play areas.

## 4

## Apartment services

### Utilities

#### 4.01

#### *Electrical service*

Your apartment has a normal domestic 240 volt, single phase power supply, for its own use.

Your apartment's electrical switchboard is located inside your apartment. All light, power, air conditioning, rangehood, oven, dishwasher and exhaust fans circuits are protected by circuit breakers at the switchboard. For added personal protection, power points (GPOs) (including those into which appliances are plugged) and lighting circuits have a safety switch.



Should your safety switch trip for any reason, follow these steps:

1. Isolate/turn off all GPOs and lights, and unplug all appliances.
2. Reset the safety switch.
3. If the safety switch cannot be reset, contact a licensed electrician as a fault exists with either the wiring or the switch itself.
4. Plug your appliances back into GPOs one at a time or until the safety switch trips. When it trips, you have determined the cause of the fault. Unplug the faulty appliance. Take the faulty appliance to a qualified service centre for repairs.



For safety reasons, ensure an adequate air space is left around the apartment switchboard. Do not store items in front of or in contact with the switchboard.



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

#### 4.02

#### *Gas service*

Your apartment has a separate gas supply for its private use.

*In the event of an emergency, the gas isolation valve is inside the kitchen cupboards or behind draws, adjacent to the cook top.*

Gas usage for the cook tops in all apartments will be billed through the Owners Corporation.

Please note that a licensed plumber must be engaged to locate and fix any fault with the gas supply.

#### 4.03

#### *Water service*

Cold water is provided by Yarra Valley Water. Please contact them on 1300 304 688 to establish an account upon occupation of the unit.

To turn off the water supply to your apartment, use the stop cock located in the water meter services cupboard next on your floor. Contact your Building Manager for access to this cupboard.



A licensed plumber must be engaged to locate and fix any fault with the water supply, or fix or replace any fitting such as a tap or shower-head.

#### 4.04

#### *Washing machines*



Fairfield Apartments' builder, *Element Five*, strongly recommend that you have a professional plumber fit your washing machine. If you do choose to fit your own washing machine please be certain that taps and drain pipes are attached correctly and in the correct locations. Problems frequently arise in *Element Five's* Warranty Department from washing machines being incorrectly fitted by non-qualified owners/residents. Ensure you monitor your machine for leaks after connection! This type of leak is the most common cause of major damage in new apartments.

Please note that damage caused by washing machine leaks is not covered by your builders warranty.

For advice or assistance please contact the email:  
[warrantyenquiries@elementfive.com.au](mailto:warrantyenquiries@elementfive.com.au)

#### 4.05

#### *Hot water*

Hot water is supplied from a central gas hot water heating system on the roof and is maintained by the Owners Corporation. Origin Energy will bill each unit for individual hot water usage. Contact Origin Energy on 1800 684 993 to establish an account.

## *Air conditioning*

Your apartment is supplied with an air-cooled, reverse cycle, split air conditioning system for heating and cooling your home. In most instances, your air conditioning condenser unit is located within the apartment courtyard/balcony, however some may be located on the plant platform at roof level. These condensers will be labelled with your apartment number. Contact the Building Manager if you require access to your condenser if not located on your balcony.



The air conditioning system can be operated in a variety of ways, to suit your preferences. To take full advantage of the air conditioning system and to ensure correct maintenance, refer to the Operating Instructions for the Control Panel, included in your Owners' Pack and appendices.

The remote control unit allows you to control the temperature and operation of the system, including timer. The following tips will assist in optimising the performance of your air conditioning:

To achieve an even temperature throughout the apartment, run all air conditioning units at the same time and set at the same temperature.

Generally, a temperature range between 20°C to 25°C is considered comfortable.

The system can be set to either "cool" or "heat" or it can be set to automatically switch from heating to cooling to maintain a consistent temperature via the "Auto On" or "Auto" setting.

Controls can also be configured to circulate air at all times or be turned off when there is no demand for heating or cooling.

Extreme settings such as 15°C or 28°C do not improve the systems performance or increase the rate of heating or cooling. They are likely to lead to uncomfortable conditions in a short space of time.

To maximise air flow and the efficiency of the system, leave all internal doors open.

Do not leave your apartment closed up for more than four hours with a minimum temperature selected on the thermostat. This may cause freezing of condensate drains and cause water damage.



Owners are responsible for the maintenance of their own air conditioning system, including the air conditioning condenser. Please note that the 12 month warranty provided is conditional on maintenance being undertaken during the warranty period, including routine maintenance, cleaning the air filter and checking various items annually. Refer to the Resident's Instructions, Warranty and Warranty Checklist included in your Owners' Pack.

## Communications

4.07

### *Telephone and fax*

Your apartment has been provided with a telephone/fax connection point.

These points are suitable for connecting your telephone(s), fax machine(s) and/or ADSL, and are interchangeable.

4.08

### *Telephone lines*

Your apartment has been wired for telephone lines. You will need to contact Telstra on 1800 307 516 to arrange your telephone account and the details of your service. A licensed electrician must be engaged if additional telephone lines are required.

4.09

### *Free to air TV*

A community master antenna is located on the roof of the building and is tuned to receive a quality signal for free to air commercial television. The signal is reticulated throughout the building to each apartment.



The TV reception outlets in the walls are “screw in” (F Type) connections and may not fit your existing television lead. “Conversion” (F type to pal) fly leads are required to connect your TV or video to the outlets. Free to air can be obtained from either of the two outlets on the wall.

As the frequency of the signal may vary slightly from your previous antenna system, your television may need to be re-tuned to ensure an optimum quality reception. We recommend you engage the services of an experienced technician to assist you in re-tuning your TV if necessary.

Free to air channels 2, 7, 9 and 10 should be tuned via VHF. SBS and Channel 31 should be tuned via UHF. Digital MATV signal has been provided for Freeview channels.

4.10

### *Pay TV (cable)*

Pay TV cable, suitable for Pay TV (FOXTEL), has been supplied wired into your apartment ready for final connection by the provider.

You will need to contact the Building Manager to arrange connection of Pay TV to your apartment. A connection fee is applicable.

## Apartment security and fire safety

### 4.11

#### *Intercom*

An intercom video unit is located at the entry doors. This unit has a control button to allow visitor access to the building.



Please refer to the Intercom Instructions included in your Owners' Pack.

### 4.12

#### *Smoke detection*

Your apartment is provided with one or more 24 volt DC main powered (via the Fire Information Panel) smoke detector unit with a backup battery, generally fixed to the ceiling outside the bedroom(s). An alarm is sounded from a detector when smoke is present, to alert occupants.



Note: You must remove the yellow protective cover when you move into the apartment.



The detector is connected to the Fire Information Panel (FIP) within the building. If the smoke alarm is tampered with or removed, the FIP will be alerted and a technician will be automatically called. The smoke alarm, upon detection of smoke, will emit an alarm to alert all occupants. Due to the design of the fire detection system within the building, it is a requirement that these alarms are connected to the FIP (as detailed above) and are also not fitted with "silent", or "hush" buttons. If the alarm sounds due to smoke from cooking activities etc, it will continue for 30 seconds, when, if no further smoke is detected, it will become silent. If smoke is still present, it will continue to sound the alarm. In order to disperse any smoke and silence the alarm, open all external windows and doors to dissipate the smoke (**do not open the door to the public corridor/hallway as this may result in the fire brigade being called**). As always when cooking, it is recommended that the range hood is in operation to extract any unwanted smoke or fumes. If the smoke alarm detects any thermal disturbances such as flames, the Fire Brigade will be automatically alerted and thus, the MFB will attend the premises immediately.

### 4.13

#### *Door and window security*

Apartment entry doors, windows and balcony sliding doors are lockable.



Keys for your door are included in your Owners' Pack.

## 5

## General maintenance

### 5.01

### *Finishes schedule and sub-contractor and suppliers list*

A detailed Finishes Schedule and a list of the major Sub Contractor and Suppliers are included as Appendix B and C of this manual.

### 5.02

### *Appliances*



Refer to your Owners' Pack for Manufacturers Instructions/Operation Manuals and Warranties for the following appliances:

Cooktop;  
Oven;  
Dishwasher;  
Range hood;  
Refrigerator  
Intercom; and  
Air Conditioner.

To maintain the appearance and durability of your appliances, follow the instructions, hints and advice in these documents.



Please note that the Manufacturers' Warranties are often conditional, and require regular maintenance. We also recommend appliances be inspected every two (2) years by an authorised service agent.



Ensure you mail your product registration cards to the appliance manufacturer.

In the event of an appliance malfunction, follow these steps:

1. Check power at the switchboard;
2. Follow relevant instructions in the Operation Manual; and/or
3. Check the warranty and call the manufacturer's service centre. See details in Appendix B.

### 5.03

### *Paint*



Refer to Appendix C: Finishes Schedule for paint specification, including colour. As paint colour may change subtly over time, and paint manufacturers may alter colour specifications, we recommend any future colour matching be based on a paint sample.

Most marks can be removed with a clean damp cloth. Use a diluted sugar soap mix if necessary. Avoid excessive 'scrubbing' and the use of scourers of any type, as this may alter the finish of the surface. Refer to paint care instructions on line where required.

## 5.04

### *Timber flooring*

The timber flooring to your apartment has been selected to provide a rich, high quality feel. Regular maintenance will result in prolonged life of your flooring. Manufacturer's recommendations are included within your handover pack but are summarised below:

- ✔ Sweep or vacuum as often as necessary to remove any loose dirt or grit.
- ✔ Use protective mats at all exterior entrances. Do not use rubber-based mats as the rubber may leach into the flooring.
- ✔ Use felt protectors under heavy pieces of furniture. Never slide or roll furniture or appliances across your floor. Protect the surface if using a trolley to move heavy objects.
- ✔ Spiked heels or shoes in need of repair can severely damage your floor.
- ✔ In areas of excessive traffic and wear, make use of runners or area rugs.
- ✔ Damp mop only – avoid excessive amounts of water. Steam mops must not be used. If a spill occurs, soak up the bulk liquid promptly. Never use oil, soap, wax or other household products to clean your floor.
- ✔ Keep animal nails trimmed.
- ✔ Maintain relative humidity levels between 30% and 70%.
- ✔ Note that prolonged exposure to sunlight will fade the colour of the timber, similar to furniture. Blinds should be drawn to prevent sunlight on the timber when the apartment is not occupied.

## 5.05

### *Lighting*

The internal downlights in your apartment are LED and the bulb cannot be changed. However, the LEDs are expected to last thousands of hours. Contact an electrician to replace a broken unit.

Before changing a globe, please ensure that you have turned off the power switch.

Light fittings in double storey voids and external lights must be replaced by an experienced tradesperson.

## 5.06

### *Aluminium doors and windows*

Aluminium windows and doors have a powdercoat finish, which needs to be cleaned and maintained regularly to ensure the decorative and protective properties of the coating are retained.

Cleaning is recommended every 3–6 months to remove air born deposits such as salt, atmospheric pollution and dirt.

To clean:

- remove dust with a wet sponge (rather than risk micro scratching by dry dusting);
- remove any marks by the use of a warm, mild detergent or mineral turpentine;
- wash and remove powder deposits from the powder coating surface using a soft bristle brush; and
- always rinse afterwards with fresh water so that the contact time with the cleaning solution is kept to a minimum.

Do not use abrasive cleaners, harsh solvents (including window cleaner or industrial strength solvents or solvents recommended for the removal of sealant or mastic), scouring pads or other harsh materials such as powder based cleaning products as these may scratch the finish. Always test a small discrete section of a frame to confirm the suitability of the cleaning agent used. This will ensure minimal or no damage to the powder coat colour or surface.



Window furnishings are not to be mounted on any part of the aluminium door or window frame.

## 5.07

### *Door and window hardware*

To maintain a high level of function, door hardware must be free from dust and grit. Generally, all components can be cleaned with a soft damp cloth. Grease or oil should not be applied to any hardware.

Maintain door locks and handles every 6-12 months, as necessary:

- tighten fixing screws;
- re-align strike plates;
- lubricate internal mechanism with an aerosol lubricant; and
- lubricate “sticky” locks with dry powder graphite sprinkled on the key. This can also be achieved by rubbing a ‘lead’ graphite pencil on the key to coat it with graphite powder.

## 5.08

### *Glass windows and balustrades, shower screens, splashbacks, vanity and robe mirrors*

To clean glass and mirrors, use clean water with mild soap, diluted methylated spirits, glass cleaner or a slightly acidic (vinegar) cleaning solution on a soft, lint free, damp cloth or chamois. Always apply the cleaner onto the cloth first and not directly onto the glass.

To avoid scratching, do not use caustic or abrasive substances such as polish, silicon based cleaners powder-based cleaning agents and other harsh materials, and do not use cleaning items such as steel wool, scouring pads or razor blades. If using a solvent cleaner, care should be taken to avoid contact with the glazing sealant and any other materials which may be affected by the solvent. Avoid using a broom and hose to clean windows as this can result in scratched glass and leaking windows.

Please note that the external face of windows and glass balustrades should be cleaned by a professional cleaner with the required safety equipment.

Damaged glass and mirrors cannot be repaired. They must be replaced by an experienced glazier.

## 5.09

### *Tapware*

To prevent damage to the protective finish, avoid cleaning taps and spouts with harsh chemicals. Clean with warm soapy water, rinse well and dry with a soft cloth.

To maintain tapware:

- clean tap filters every two months; and
- check tap washers every two years, and replace as necessary.

A licensed plumber is required to replace the ceramic washer in lever mixer taps.

Remember to turn off the water supply to your apartment prior to carrying out maintenance or in the event of a tap or fitting breaking.

## 5.10

### *Stone benchtops*

The manufactured stone featured in your apartment has been selected for its appealing finish, warm character, durability and high quality. Simple protection measures are the most effective way to ensure the natural beauty and stunning appearance is maintained.

#### *Stone benchtops*

- Use a chopping board, place mats and coasters to protect the surface from scratching, dulling or heat marks.
- Do not place hot objects such as pots directly on the stone as uneven heating may cause the stone to crack.
- Avoid sitting or standing on the benchtops.
- Wipe up spills immediately, to avoid potential absorption of substances into stone.
- Pay particular attention to substances such as soap, detergents, abrasive or harsh chemicals or cleaners, solvents, toothpaste, tea, coffee, alcohol, vinegar and citrus juices as these may stain, etch or dull the stone. Lipstick, industrial and laundry marker and ink are unlikely to be removable. Avoid resting steel or items which may rust on the stone, to prevent rust markings.
- Do not use acids, wax, sealers, steam cleaners or petroleum products on stone.
- To clean, wipe down after use with a soft dry cloth, or use mild soap with lukewarm water, rinse well with clean water and dry. Do not use abrasives or scouring powders/cleaners (such as Jif, Ajax or Gumption). Heavy use of cleaner may take off the stone surface gloss.

## 5.11

### *Tiles floor, walls – porcelain or vitrified*

To clean, use a mix of warm water with a biodegradable detergent and a cup of methylated spirits. When dry, buff with a dry mop or woollen cloth.

## 5.12

### *Stainless steel kitchen sink, laundry tub, trims etc.*

To clean, wipe with a soft damp slightly soapy cloth, let dry and wipe with a dry cloth. Always wash and wipe with the grain of the stainless steel, to avoid scratching.

To protect from staining after cleaning with a chemical cleaner or coming into contact with food acid, wash down with fresh water.

To brighten, use a non-abrasive cleaner or specialist stainless steel product.

Do not use steel wool, abrasive cleaner, or oil based cleaners.

### 5.13

#### *Cupboard joinery (lamine finish)*

All joinery surfaces are a laminate finish.

To clean and maintain, follow these guidelines:

- remove soiled particles from surfaces or light stains with warm soapy water and a soft damp cloth, or a non-abrasive spray and wipe cleaning agent;
- do not use abrasive or alkaline cleaners and ensure that the finish does not remain in contact with hypochlorite bleach, mineral acid, dye or iodine solution, silicon based cleaners, polish, steel wool, acidic and alkaline materials. (Note that silicon cleaners render surfaces unsuitable for recoating.);
- ensure all spills are cleaned up immediately with a damp cloth and dry off, to prevent swelling or damage;
- buff out minor fine scratches (note the gloss level will diminish);
- check, tighten and adjust hinges every six months; and
- do not apply oil or grease to any joinery hardware, such as hinges, runners etc.

### 5.14

#### *Sanitary-ware acrylics, porcelains*

To preserve the polish surface of your bath (if applicable), pan(s) and basin(s), clean with a soft cloth and warm soapy water or a liquid cleaner to wash away any oils or soap residue. Ensure any selected cleaning agent does not affect any adjacent stone or tile and/or the sanitaryware. Research product care online as required.

Do not use powders, pastes, crème cleaners, thinners, window cleaning sprays or dry cleaning fluids etc.

As the use of coloured essential oils may stain your bath's polished surface, test before use and add oils into a bath full of water rather than pouring them into an empty bath.

To prevent corrosion of metal accessories by mineral salt such as Radox, ensure they are dissolved completely prior to adding them to bathwater.

## 5.15

### *Ceiling exhaust ventilation grill*

The exhaust grill in the bathroom and laundry will assist the removal of steam and humid conditions, prolonging the life of the interior finishes. The removable ceiling diffuser should be cleaned every 4 months with a soapy cloth and dried prior to replacement. Do not alter the position of the exhaust vents when cleaning.

A single fan operates to the bathroom, ensuite and laundry. This can be switched on or off from the fan switch in the laundry or via the light switch in each bathroom. Ensure that if you are using the fan in the laundry, that you do not switch off the fan when entering/leaving the bathroom.

The fans are generally very quiet and may not be heard when they are operating in each room. This is not a problem, and can be easily checked by going into the main bathroom where the access hatch, and fan motor is located and listening for the fan motor noise.



Leaving a window within your apartment slightly open will increase the air intake and efficiency of all the internal exhaust mechanisms (including kitchen rangehood), and will aid to minimise any naturally occurring condensation.



To ensure adequate air flow into the laundry exhaust, leave the laundry door open while the dryer is in use.

## 5.16

### *Laundry floor waste*

To ensure the water seal in the laundry floor waste does not dry out and let odours escape, each fortnight a small amount of water is required to go into the laundry floor waste. Use a container and pour approx 600mls of water into the floor waste.

## 5.17

### *External tiles*

To ensure good drainage and prevent a build-up of dirt or dampness around outdoor pot plants, all pots should be raised slightly off the tile surface. Very large, heavy pots should also be avoided, to prevent excessive loads on the building structure.

## 5.18

### *Balcony wastes*

Drainage points and overflow outlets are found on exterior terraces and balconies.

The floor grates and perimeter overflows or riser overflows can easily block if not well maintained. This would cause flooding to the interior of your dwelling when certain weather events occur from time to time.

Leaf litter is the most common cause of blockage. You must remove all types of litter and keep the drainage points clear at all times.

Do not wash waste into the drainage point as this may lead to pipe blockages. Always sweep up litter and dispose of it thoughtfully.

It is important that furniture be kept clear of floor wastes and overflows. Pot plants, planter boxes and soil spillage can easily block grates.

## 5.19

## Condensation

### 5.19.01

#### WHAT IS CONDENSATION?

Condensation occurs when the water vapour in the environment contacts a surface colder than the air, the molecules rearrange and the vapour condenses to liquid.

### 5.19.02

#### MODERN APARTMENT DESIGNS.

On the 1st May 2011 the Building Commission introduced new measures to the Building Code to ensure new dwellings are energy efficient.

The sealing of the apartment's envelope to effectively draught proof the dwelling is a key factor of modern energy efficient design. While the rooms may be draught proof there is plenty of natural ventilation via the windows and doors.

### 5.19.03

#### WHY DOES CONDENSATION OCCUR IN MY APARTMENT?

A side effect of a well-sealed apartment can be air stagnation. Stagnant air with high moisture will condense in the cooler months when some surfaces become colder than the air inside the apartment. When condensation appears it tells us the air in the apartment is saturated. As well as high moisture there will be odour and carbon monoxide build up.

### 5.19.04

#### WHAT CAN I DO TO REDUCE THE OCCURRENCE AND PREVENT CONDENSATION?

1. Use the natural ventilation as much as possible to replace the stale air. Reduce the humidity within the apartment. Refresh the air by opening windows and doors during the daytime to replace the saturated air.
2. When cooking always use the range hood extraction fan and leave this on for a short time after cooking is complete to remove residual humidity.
3. When showering always use the exhaust fans and leave on after your shower for 15 minutes to extract as much moist air as possible.
4. Air conditioning inverter systems are used to cool in summer and warm in winter. This type of heating does increase humidity and contribute to the condensation.

It is most important to familiarise yourself as an occupant of the apartment with the air conditioning system. The system has a mode that will reduce humidity, use this mode as necessary.

5. Use a dehumidifier to harvest excessive moisture from the apartment's environment. These are readily available from appliance outlets such as Harvey Norman.
6. Clothes drying: Rack or line type clothes drying in the apartment increases vapour.

Electric clothes driers must be used in conjunction with the ducted extraction system.

5.19.05

#### SIDE EFFECTS OF UNADDRESSED CONDENSATION

Where condensation is occurring within the apartment, mould and mildew can occur. It is extremely important to address the condensation as mould can be extremely toxic and affect your wellbeing.

*How can I be proactive?*

Wipe down the areas where condensed moisture is present. Condensing surfaces include mirrors, windows, aluminium window frames and walls. This activity is important as it stops the cycle of the vapour condensing, puddles forming, puddles vaporizing and then condensing again.

If mould or mildew is present, use a suitable mould killer and follow the manufacturer's instructions.

## 6

## Environmentally friendly tips

According to the Department of Climate Change and Energy Efficiency Households produce almost one-fifth of Australia's greenhouse gas emissions. The conservation of environmental biodiversity is also directly related to how we live, interact and consume resources.

Our lifestyles and the management of our households have a direct impact on production of greenhouse gases and the future of the environment.

The following are simple things that can be done in the home to conserve resources, reduce greenhouse gas emissions and save money on energy and water bills.

### 6.01

#### *Living room*

Minimise heat loss through windows by installing window coverings, such as blinds with pelmets.

Do not overheat or overcool - set the thermostat at a practical level.

Switch televisions, DVD players (etc.) off when not in use – these appliances use substantial amounts of energy even when left in the 'standby' mode.

Switch off the VDU screen to your computer when not in use. Laptop computers are generally more efficient than desktops.

### 6.02

#### *Lighting*

Turn off lights when not in use.

Use lamps where a light source is most needed.

### 6.03

#### *Kitchen*

Use energy efficient cooking practices where possible. Minimise grilling and use lids on pots when boiling and simmering etc.

Use a plugged sink to rinse dishes and clean vegetables.

Wait until you have a full load to run the wash cycle on your dishwasher.

Ensure that refrigerator door seal is tight fitting and maintained. Leave the door open for as little time as possible.

### 6.04

#### *Bathroom*

Do not leave the tap running when brushing teeth or shaving.

Choose the toilet's half flush option as much as possible.

Do not leave taps dripping and promptly repair leaking taps.

Place a little food dye in the cistern of your toilet from time to time and check for small continuous leaks down the back of the pan.

## 6.05

### *Laundry*

Use cold water for machine washing.

Wait until you have a full load to run the wash cycle on your washing machine.

Use biodegradable soap.

Use drying racks instead of the clothes dryer. If a clothes dryer is used, run on a lower and colder setting.

## 6.06

### *Waste*

Separate your waste into recyclable collections.

Buy less packaging.

Don't put oils, fats or harmful chemicals down the sinks.

Use a strainer in kitchen sinks.

Choose detergents with no, or little, phosphorous, to minimise nutrient loads in waterways.

## 6.07

### *Green travel*

Fairfield Apartments are well positioned in terms of access to public transport, with numerous services available in the vicinity of the development.

Information on public transport fares, routes and timetables is available at the following website:

<http://ptv.vic.gov.au/>

The resident on-site bicycle parking is provided inside the basement near the stair core door.

Icons from nounproject.com  
Information icon by Alex Auda Samora  
Attached icon by Creative Stall  
Checkbox icon by Arthur Shlain

## Appendix A

## Copy of the by-laws

See attached brochure by Excel Strata.

## Appendix B

## Sub contractor and supplier list

The builder, *Element Five*, can be contacted via their service department for defects within 12 months of building completion via email at [warrantyenquiries@elementfive.com.au](mailto:warrantyenquiries@elementfive.com.au)

The following list of sub-contractors and suppliers has been provided for your future reference and convenience.

Please note, *Element Five* is not responsible, and cannot warrant, any future work undertaken by these trades as a result of your direct negotiations or instructions.

Sub Contract	Company	Contact Details
<b>Appliances</b>		
Cooktop	Harvey Norman (Commercial Division)	03 8530 6300
Oven		Cite: 'Quote # 73610' or street address.
Dishwasher		Victas.servicecalls @au.harveynorman.com
Rangehood		
Fridge		
Flyscreens (can be ordered from)	Anchor Security <a href="mailto:anchorsecurity@live.com">anchorsecurity@live.com</a>	Darren – 9338 2437
Plumber	McGrath Plumbing <a href="mailto:shaun@mcgp.com.au">shaun@mcgp.com.au</a>	9428 9299
Electrical	Ampex <a href="mailto:info@ampex.com.au">info@ampex.com.au</a>	
Air Conditioning and Carpark Exhaust System	Mechair <a href="mailto:samk@mechairservices.com.au">samk@mechairservices.com.au</a>	0423 469 928
Carpet	Melbourne Floors <a href="mailto:Info@melbournefloors.com.au">Info@melbournefloors.com.au</a>	1300 138 380
Timber Flooring	Melbourne Floors <a href="mailto:Info@melbournefloors.com.au">Info@melbournefloors.com.au</a>	1300 138 380
Joinery	B&D joinery <a href="mailto:danny@banddcabinets.com.au">danny@banddcabinets.com.au</a>	
Kitchen Benchtops	City Stone <a href="mailto:citystone@optusnet.com.au">citystone@optusnet.com.au</a>	9546 0203
Storage Cages	JLM <a href="mailto:info@jlmfencing.com">info@jlmfencing.com</a>	9768 2501
Shower Screens	Designer Bathware <a href="mailto:CMcLean@rickmcleans.com.au">CMcLean@rickmcleans.com.au</a>	9331 6660
Robes	Perfect Australian Wardrobes <a href="mailto:andrew@builtinrobes.com">andrew@builtinrobes.com</a>	9357 7204

Sub Contract	Company	Contact Details
Lift	Forte Lifts alicia@fortelifts.com.au	9417 7133
Garage Door	Ross Doors ssacco@rossdoor.com.au	9300 7800
Door Hardware	McLarens cw@mclarenhardware.com.au	0419 251 671
Plumbing Accessories / Tap Fittings	Bourne Bathrooms andrew@bourne.net.au	9798 7377

## Appendix C

## Finishes schedule

Internal Areas	Paint colour
Apartment Walls	Dulux Vivid White PWIH9 Wash N Wear Low Sheen Acrylic
Apartment Entry Doors & Frames	Dulux Black Caviar Semi Gloss Acrylic
Ceilings	Dulux Vivid White PWIH9 Wash N Wear Flat Matt
Woodwork & Doors	Dulux Vivid White PWIH9 Low Sheen Acrylic
External Areas	Paint colour
External façade walls	Dulux Acratex Vivid White, Black GP1A9, or Timeless Grey
Timber screens	Black Ash Cukek oil
Metalwork, windows, garage door	Powdercoat Dulux 'Monument'

## Appendix D

### Attachments

-  Excel Strata Managers information booklet
-  Intercom operational instructions
-  A/C operational instructions
-  Appliance manuals
-  Parkboard pallet parking instructions
-  NMI list for AGL Electricity
-  Evacuation plans
-  Timber flooring maintenance information
-  Stone and tiling maintenance information
-  Paint maintenance information