

# HABITAS AURORA

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# METRICON HANDOVER GUIDE

A project by



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# YOUR PRIVATE ENCLAVE

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# AURORA'S SOCIAL HEART

# WELCOME TO HABITAS

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Dear Owners,

Congratulations on your settlement and welcome to Aurora Community.

This guide containing key information has been prepared to assist you with transitioning into your new home.

The soft copy of the same is contained on your Habitas USB.

Additional information is available on the Habitas Aurora [Connect Website](#).

Development Victoria

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A project by



# AURORA - CONNECTED COMMUNITY

## RETAIL & DINING

- 1 Aurora Village
- A Aurora Village Medical Centre
- B Erol's Fruit Shop
- C Aurora Butchers
- D Hamara Bazaar
- E Oregono's Bakehouse & Cafe
- F Diletto
- G Degani Aurora Epping

- 2 Pacific Epping
- I Reading Cinemas

- 3 Costco Epping
- 4 Bunnings Epping
- 5 Epping North Shopping Centre
- J Jetts 24 Hour Fitness
- K Epping North Medical Centre
- L Lyndarum Family Dentist

- 6 Westfield Plenty Valley
- 7 Future Southern Town Centre
- 8 Melbourne Wholesale Market
- 9 Creeds Farm Convenience Store
- 10 Epping RSL & Bowls Club

## EDUCATION

- 11 Edgars Creek Secondary
- 12 Edgars Creek Primary School
- 13 St Mary of the Cross MacKillop Primary
- 14 Harvest Home Primary
- 15 Epping Views Primary
- 16 Epping North YMCA Early Learning Centre
- 17 Wallaby Childcare
- 18 Story House Early Learning Centre
- 19 One Early Learning Centre
- 20 Epping Views Kindergarten
- 21 RMIT University Bundoora
- 22 La Trobe University Bundoora

## PARKS & NATURE

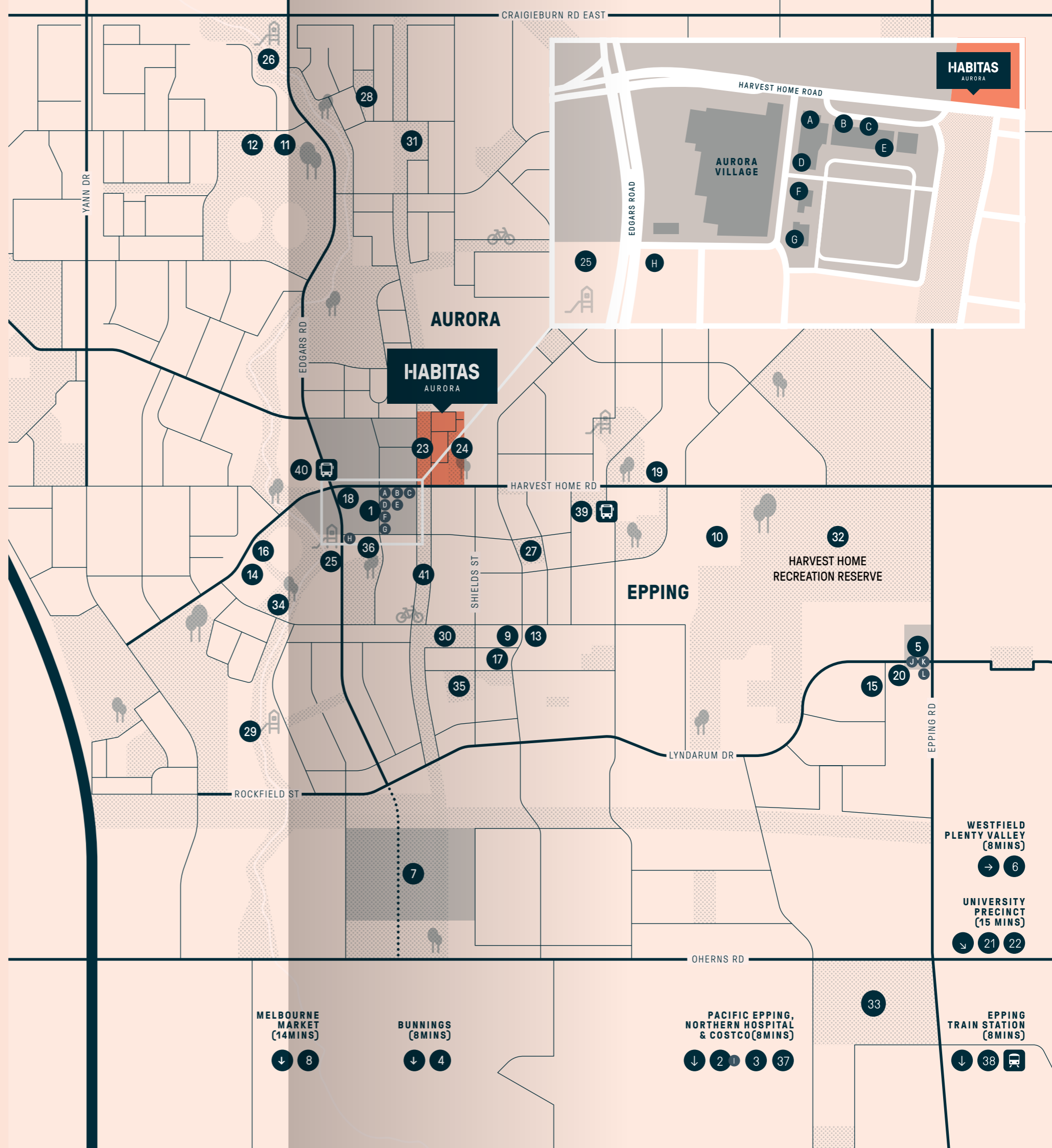
- 23 Linear Park (Future Transport Corridor)
- 24 Habitas Conservation Reserve
- 25 Aurora Town Centre Park
- 26 Aurora Adventure Park
- 27 Aurora Park
- 28 Gammage Park
- 29 Lehmann's Farm Park
- 30 Treetops Park
- 31 Boardwalk Park
- 32 Harvest Home Recreation Reserve
- 33 Epping Recreation Reserve
- 34 Edgars Creek Reserve
- 35 Aurora Tennis Courts

## COMMUNITY & HEALTH

- 36 Galada Community Centre
- 37 Northern Hospital Epping

## TRANSPORT

- 38 Epping Train Station
- 39 Wollert West 357 - Bus Stop
- 40 Epping Station 358 - Bus Stop
- 41 Hike and Bike Trail (Future Transport Corridor)



MELBOURNE MARKET (14MINS)  
↓ 8

BUNNINGS (8MINS)  
↓ 4

PACIFIC EPPING, NORTHERN HOSPITAL & COSTCO (8MINS)  
↓ 2 1 3 37

WESTFIELD PLENTY VALLEY (8MINS)  
→ 6

UNIVERSITY PRECINCT (15 MINS)  
↓ 21 22

EPPING TRAIN STATION (8MINS)  
↓ 38



### Adventure Playgrounds

Aurora is home to spectacular adventure playgrounds and inclusive play spaces featuring kinetic play equipment. Discover a range of creatively designed playgrounds for curious children to explore, like the impressive Aurora Town Centre Park.

### Cycling tracks and walking trails

A 1.4km walking cycling path, an abundance of wide-open spaces and modern sporting facilities form the core of a thriving community.

Explore more than 20km of walking trails and all-age cycle paths, connecting the heart of Aurora with various parks, open spaces and the natural landscape.



# AURORA'S SOCIAL HEART

Live where vibrant activity intersects with natural beauty. Your opportunity to embrace the dynamic Aurora lifestyle is now within reach at Habitas. Your own home in a flourishing, established community.



### Sports fields and sports courts

No matter your passion – cricket, soccer, lawn bowls, cycling, tennis, basketball, netball or running – you'll find a local club or group to join. AFL football ovals and tennis courts already await you at Aurora. Proposed future recreation facilities include soccer pitches, a sports pavilion, bocce courts and a lawn bowls area.

# ESTABLISHED NEIGHBOURHOOD

Aurora Village's thriving hub is located conveniently on your doorstep, complete with employment, education, shopping, dining and lifestyle choices. From a quick weeknight shop to dinner with friends, it's all right here for you.



A one-hectare protected woodland reserve Habitas Conservation Reserve is home to various species of federally protected flora and fauna. The important preservation of this reserve, and others at Aurora, will ensure the biodiversity values of native vegetation and wildlife are protected into the future.



The Aurora masterplan protects 14 conservation reserves across the development. These ecologically significant sites, along with the Edgars Creek Corridor contribute to the sense of place and local character.

# GENERAL INFORMATION

## NATURE STRIPS AND FENCING

Development Victoria will be completing the streetscape works to the nature strips fronting your home in the second half of 2025. This will include grass and street tree planting.

It is the owner's responsibility to maintain their front nature strip and the owner must comply with guidelines set by the City of Whittlesea.

Please visit the [City of Whittlesea website](#) for more information.

Whilst boundary fencing is being supplied with the delivery of your new home, any modifications to this fencing must comply with local council requirements.

## MODIFICATIONS TO YOUR PROPERTY

Any modifications to your property must comply with Memorandum of Common Provisions (MCP) registered against the title of the property. A copy is available in your original contract of sale documentation with Development Victoria or accessible via the [Habitas Connect Portal](#).

If you are unsure, please reach out for clarification.

## HOME MAINTENANCE

It is the owner's responsibility to suitably maintain their new home including all fixtures and fittings. General details are supplied within the Handover Guide and detailed product information has been provided on your Habitas Aurora USB to provide guidance on how each product should be maintained.

## 6-STAR ENERGY SUSTAINABLE LIVING

All Habitas townhouses are efficiently designed with increased insulation, with some sustainable inclusions such as skylights and double glazing (where applicable). By using less energy to maintain a comfortable year round temperature, home owners can minimise their carbon footprint and energy bills.

# COUNCIL, WASTE & SERVICES

## COUNCIL

Aurora is located in the City of Whittlesea's Southwest Ward. City of Whittlesea has a range of information for new residents available on its website at [whittlesea.vic.gov.au](#).

The council's Civic Centre office is at 25 Ferres Boulevard, South Morang.

**Postal address:** Locked Bag 1, Bundoora MDC VIC 3083

**Hours:** 8.30am to 5pm Monday to Friday

**p:** [\(03\) 9217 2170](tel:0392172170) (24 hours)

**e:** [info@whittlesea.vic.gov.au](mailto:info@whittlesea.vic.gov.au)

## WASTE COLLECTION

City of Whittlesea is responsible for waste collection in the Aurora estate.

When you move in OR prior to moving into your home - [please contact the council](#) to arrange for your waste bins to be delivered to you. Council will also be able to provide info on the [rubbish collection days](#).

Aurora property owners can book a free [hard rubbish collection](#) from their nature strip twice a year. Further information is available on the council's website.





## ELECTRICITY AND GAS

You will need to set up a retail account with a provider to supply electricity to your home. It is recommended that you visit [compare.energy.vic.gov.au](https://compare.energy.vic.gov.au) to choose and compare energy deals.

Should you lose services to your property please contact your local authorities.

Electricity authority:  
[SP Ausnet Services Ausnet](https://www.sp.com.au)  
p: [1300 001 001](tel:1300001001)

Gas Authority:  
[Australian Gas Networks](https://www.australian-gas.com.au)  
p: [1300 360 795](tel:1300360795)

## TELECOMMUNICATIONS AND INTERNET

NBN services are available to your property. For further information on connecting to this service please visit [nbnco.com.au](https://nbnco.com.au) or phone [1800 687 626](tel:1800687626).

You will need to set up a retail account with your preferred internet provider to arrange for set-up and connection to the NBN network.

Should you lose internet to your property please contact your retail provider to confirm there is no outage or planned maintenance in your area.

## WATER AND RECYCLED WATER

Yarra Valley Water is your local water authority.

For general enquiries:  
p: [1300 304 688](tel:1300304688)

For water or sewerage emergencies:  
p: [132 762](tel:132762)

w: [yvw.com.au](https://www.yvw.com.au)

Your new home is water efficient by design. The amount of water you use can be much less than the average household because of smart features like recycled water and efficient showerheads, taps and toilets.

Recycled water is plumbed directly to your property via the purple third pipe and connected to external irrigation and internal toilet flushing.

Please refer to the documentation for maintenance and care located on your USB. Please refer to [Yarra Valley Water website](https://www.yarra-valley-water.com.au) for more info on recycled water.

## PUBLIC TRANSPORT

A regular bus service operates throughout Aurora.

For more information phone the PTV Information Centre on [1800 800 007](tel:1800800007) or visit [ptv.vic.gov.au](https://ptv.vic.gov.au).

## COMMUNITY FACILITIES

The Aurora estate is home to a number of parks with playgrounds, exercise stations, seating and barbecue facilities.

The parks within the estate are maintained by the City of Whittlesea council.

To find your nearest park, visit the [City of Whittlesea website](https://www.cityofwhittlesea.vic.gov.au).

Works to deliver the Habitas Linear Park will commence in the second half of 2025 and should be available for resident enjoyment in 2025.

Links to underlined documents can be accessed via the electronic copy on your USB.





# WARRANTY & CONTACTS

## GENERAL

Your new home comes complete with Builder and statutory warranties. Should something not seem to work as it was intended, please follow this guide to determine next steps.

When you take possession of your home, please read the manuals provided on your USB and ensure you complete any registrations required.

Please note that the Home Owner is responsible for maintenance of the home and footings. For further information please refer to the Handover Guide, your Habitas USB and the [Victorian Building Authority Information sheet: Minimising foundation movement and damage to your house](#) for further information.

## YOUR HOME

The table provides an easy guide to assessing items within your home.

|                     | GENERAL ITEMS  | MODERATE ITEMS   | URGENT ITEMS  |
|---------------------|--|--|---|
| What is the item?   | Most items will fall under this category   | <ul style="list-style-type: none"> <li>✓ One toilet is blocked but the others are functioning</li> <li>✓ One shower is leaking during operation but the others are fine</li> <li>✓ Basin and Tapware leaks</li> <li>✓ Minor power fault – for example one power point or downlight not operating</li> </ul>            | <ul style="list-style-type: none"> <li>✓ No power to the property after checking local outages and the safety switch in the switchboard</li> <li>✓ Roof leak</li> <li>✓ All toilets are blocked</li> <li>✓ All heating and cooling not functioning</li> <li>✓ Hot water service not functioning</li> </ul>          |
| What should you do? | Keep a note and present at your 90-day inspection (details on <a href="#">page 17</a> )  | Email: <a href="mailto:TownLivingWarranty@metricon.com.au">TownLivingWarranty@metricon.com.au</a> and cc <a href="mailto:habitas@development.vic.gov.au">habitas@development.vic.gov.au</a> include your address and “MEDIUM PRIORITY REQUEST” in the subject line. Outline the issue and if possible, include photos. | Email: <a href="mailto:TownLivingWarranty@metricon.com.au">TownLivingWarranty@metricon.com.au</a> and cc <a href="mailto:habitas@development.vic.gov.au">habitas@development.vic.gov.au</a> include your address and “HIGH PRIORITY REQUEST” in the subject line. Outline the issue and if possible, include photos |
| Time to action      | See 90-day inspection details for timing   | 24 hours   | If you do not receive a response please call the Metricon direct ( <a href="tel:1300Metricon">1300Metricon</a> during business hours).  |
| Please Note:        | The Builder should be contacted in the first instance for all items. Should you engage the trades listed below or any other emergency trade of this nature and the incident is not deemed an emergency or as a result of the Builder’s work, you may be responsible for the relevant call out charges. |  |   |

# DEFECT LIABILITY PROCESS

While every care was taking during the construction of your home, there can sometimes be minor issues that are not apparent until the home is occupied and operated.

The Builder will book an inspection to review these approximately 90-days after handover.

The below will assist you in preparing for this visit.

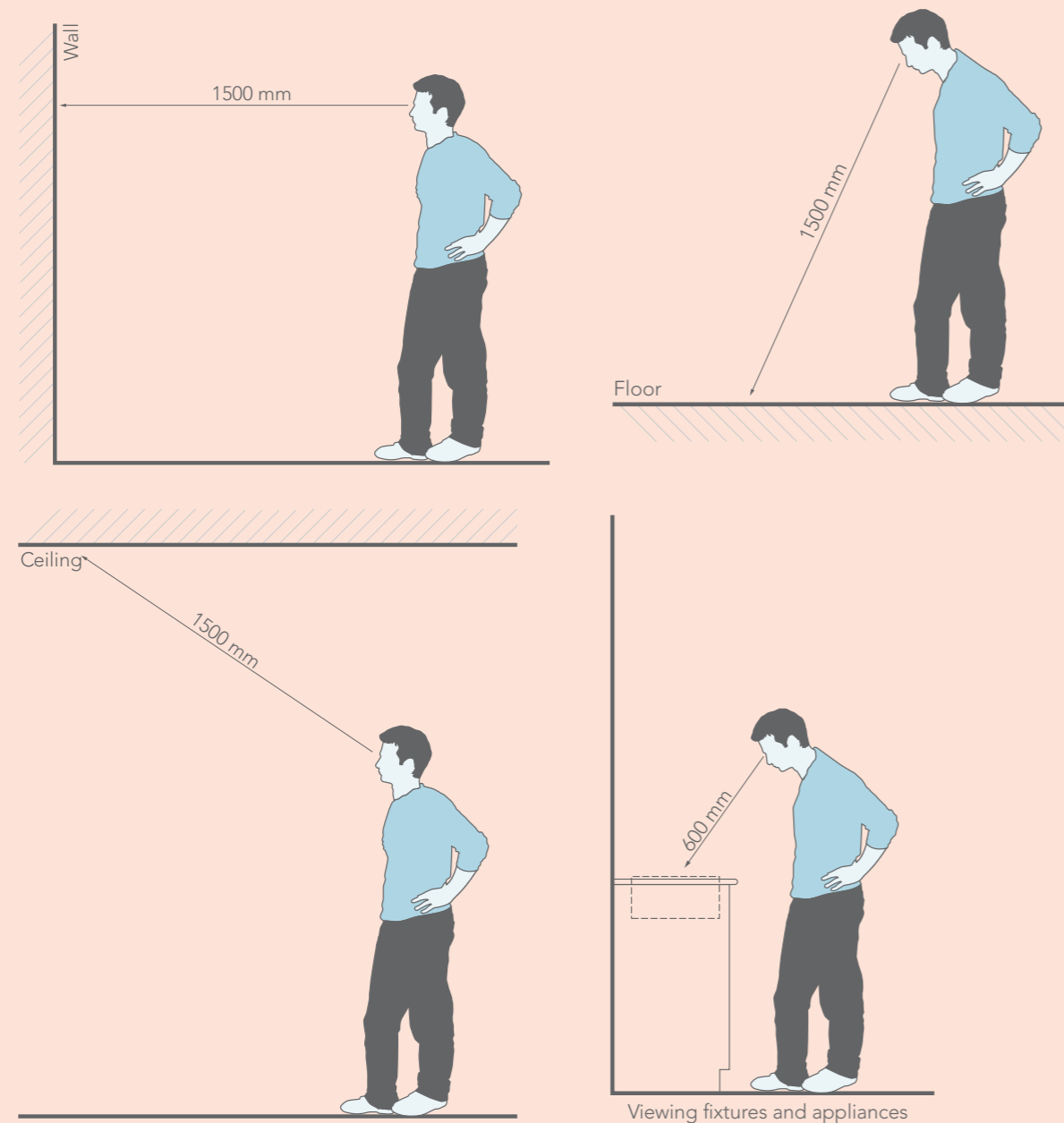
Should you have any further questions please reach out to your builder on [1300Metricon](tel:1300Metricon) or email [TownLivingWarranty@metricon.com.au](mailto:TownLivingWarranty@metricon.com.au)

|                             | 1-90 DAYS AFTER SETTLEMENT   | 76 DAYS AFTER SETTLEMENT   | 90 DAYS AFTER SETTLEMENT  | STEP 1 90-DAY PROCESS  | STEP 2 90-DAY PROCESS  | STEP 3 90-DAY PROCESS   | STEP 4 90-DAY PROCESS  | AFTER 90-DAYS  |
|-----------------------------|--|--|---|--|--|---|--|--|
| Time                        | Days 1-90 after settlement   | 76 days after settlement   | 90 days after settlement  |  |  |   |  |  |
| What is it?                 | Getting to know your house period  | Email reminder that you have enjoyed your home for almost 90-days and to send your list of concerns in shortly | Email your list of concerns to emails as noted in your Handover Guide | A Builder representative will contact you to book an appointment | A Builder representative will review your list and issue a list of items and trades that will be in contact to organise access | Trades will call directly to organise access to rectify items | Once trades have attended, Builder will notify you to confirm all your items have been attended to | Warranties that remain part of the home.   |
| What you need to have ready | Compile a list of items you would like the Builder to look at. To determine if an issue requires urgent attention, refer to <a href="#">page 19</a> of this Guide. | Ensure you have your email updated.  | List of concerns compiled on provided sheet                           | Be available for a call or email                                 | Be available to show the Builder your items  | Arrange access for trades to undertake works                  | Your list updated in case any items were missed.   | Refer to the following documentation: <ul style="list-style-type: none"> <li>✓ <a href="#">VBA Guide to Standards and Tolerances</a></li> <li>✓ Product Manuals Supplied on the Habitas USB</li> </ul> |

# HOW TO INSPECT DEFECTS

## VIEWING AND INSPECTING DISTANCES

Generally, variations in the surface colour, texture and finish of walls, ceilings, floors and roofs, and variations in glass and similar transparent materials are to be viewed where possible from a normal viewing position. A normal viewing position is looking at a distance of 1.5m or greater (600 mm for appliances and fixtures) with the surface or material being illuminated by 'non-critical light'. Non-critical light means the light that strikes the surface is diffused and is not glancing or parallel to that surface.



# 90-DAY MAINTENANCE CHECKLIST

Address (incl. lot no#): \_\_\_\_\_  
 Primary contact name: \_\_\_\_\_  
 Number : \_\_\_\_\_  
 Email: \_\_\_\_\_  
 Property Manager details (if applicable): \_\_\_\_\_

| ITEM | LOCATION | DESCRIPTION | BUILDER USE |
|------|----------|-------------|-------------|
| 1    |          |             |             |
| 2    |          |             |             |
| 3    |          |             |             |
| 4    |          |             |             |
| 5    |          |             |             |
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| 20   |          |             |             |
| 21   |          |             |             |
| 22   |          |             |             |
| 23   |          |             |             |

| MINOR ITEMS THAT GENERALLY MAY REQUIRE REVIEW AT 90 DAY MAINTENANCE INSPECTIONS |                       |                       |
|---|-----------------------|-----------------------|
| ▪ Loose door handles  | Door/window operation | Cabinetry adjustments |

# MAINTAINING YOUR HOME

## GENERAL MAINTENANCE

It is very important that you maintain your home to ensure the longevity of its finishes and fixtures. Please review the maintenance information below as well as any owner's manuals in regard to care and maintenance, and always use experienced and licenced tradespeople to carry out repairs and maintenance work.

As the home owner, you are responsible for the cleaning and maintenance of your home and all areas within your lot, including (where applicable) your balcony, terraces, roof and gutters.

## PREPARING TENANTS

It is the responsibility of the home owner to provide this document to any property occupants (i.e. tenants) to ensure they understand the necessary safety precautions for completing routine maintenance and are aware of the safety tips and procedures highlighted in this document that are relevant to living in the home and Habitas development.

## APPLIANCES

Refer to the manufacturer's instructions / operation manuals for the following appliances:

- Cooktop
- Oven
- Dishwasher
- Rangehood
- Air Conditioner
- Hot Water Service

## ELECTRICAL

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

1. Isolate / turn off all power points and lights and unplug all appliances.
2. Reset the safety switch.
3. If the safety switch cannot be reset, contact a licenced electrician as a fault exists with either the wiring or the switch itself.

4. Turn on the power points one at a time or until the safety switch trips. When it trips, you have found the faulty outlet.
5. Plug your appliances back into power points one at a time or until the safety switch trips. When it trips, you have determined the cause of the fault. Take the faulty appliance to a qualified service centre for repairs.

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

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

## 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.



## CARPET

Carpet in your home (where applicable) has been selected to provide a soft, maintainable, yet durable floor finish. Permanent pile reversal shading "watermarking" may appear at random. This variation in lightening or darkening of the carpet is caused by the reflection of light from pile tufts which lay in different directions. This does not constitute a defect.

Regular maintenance will increase the life span of all types of carpet. The five basic steps of an adequate maintenance program are:

- Protection from damage and prevention of spills;
- Regular vacuuming; Intermediate surface brightening;
- Periodic wet cleaning; and
- Removal of stains and spills.

Light coloured carpets should be professionally cleaned every 6-12 months, to maintain a satisfactory appearance of the carpet.

Please note that "scotch guarding" carpet is not recommended by the manufacturers.





## FLOORBOARDS AND LAMINATE FLOORING

Floorboards and Laminate Flooring can be very susceptible to the below:

- Damage from water / moisture
- Damage / scratching from shoes and furniture.

It is strongly recommended that floor protection is installed when moving furniture into the property and that shoes are removed when on the flooring system. Damage from shoes and moving furniture is not a defect.

Water and moisture will significantly damage the flooring system. Any water on the flooring system should be removed immediately. Floors should be cleaned with a dry mop or damp cloth only.

## ALUMINIUM WINDOWS AND SLIDING DOORS

Aluminium windows and doors have a powder coated 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 three to six months to remove air born deposits such as salt, dust 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 such as;

- ✗ Solvent based window cleaner
- ✗ Industrial strength cleaner
- ✗ Powder based cleaners
- ✗ Scouring pads or harsh bristle brushes

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.

## VENTILATION

It is the responsibility of the owner to control moisture and air flow within their home. Please ensure there is regular air flow through the home to avoid issues with condensation and mould.

The exhaust fans in the bathroom and laundry will assist the removal of steam and humid conditions, prolonging the life of the interior finishes.

Leaving a window within your home 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 and the exhaust fan is on.

## STONE BENCHTOPS

The stone featured in your home is a “zero” crystalline silica product that complies with regulatory changes and has been selected for its health benefits, better indoor air quality, warm character, durability, aesthetics and high quality.

The base of the reconstituted stone, being a natural product retains a degree of porosity. However, simple protection measures are the most effective way to ensure the natural beauty and stunning appearance is maintained.

- Use a chopping board, place mats and coasters to protect the surface from scratching, dulling or heat marks.

- Avoid sitting or standing on the benchtops of kitchens and vanities. 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, cooking oils, 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.

Stone in all benchtops is not sealed, as any protection provided by a sealer is not permanent or absolute.

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.



## 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 undertake any works.

## PAINT

As paint colour may change subtly over time, and paint manufacturers may alter colour specifications, we recommend any future painting be based on colour matching a paint sample rather than using the original specified paint product. A paint sample pot has been provided at handover for any minor touch ups that may be required.

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.

## CUPBOARD JOINERY

All Joinery surfaces are laminate.

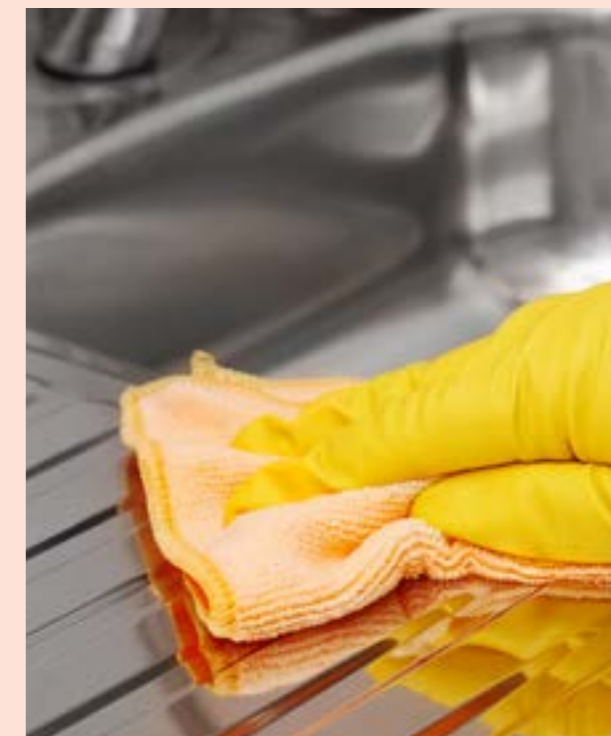
To clean and maintain, follow these guidelines:

- Remove soiled particles from surfaces or light stains with warm soapy water and a soft 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 re-coating);
- 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.

## STAINLESS STEEL KITCHEN SINK, LAUNDRY TUB, TRIMS, ETC.

To clean wipe with a soft damp slightly soapy cloth, let it dry and wipe with a dry cloth. Always wash 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.



## SANITARY WARE

To preserve the polish surface of your toilets and basin, 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.

Do not use powders, pastes, crème cleaners, thinners, window cleaning sprays or dry-cleaning fluids, etc. Stubborn marks or fine scratches may be polished out with Brasso.

## CAULKING AND SEALANTS

All caulking and sealants have a limited lifespan, and it is the responsibility of the owner to ensure a maintenance plan is established to regularly check all caulking and sealants.

To maintain the integrity of the caulking and sealants the owner must ensure they are free of dust and debris and are not subject to extended periods of water pooling.

## TILED SURFACES AND BALCONY

To clean, use a mix of warm water with a mild detergent. When dry, buff with a dry mop or woollen cloth. All sealants and caulking including external elements, should be replaced immediately by a qualified tradesperson at the first sign of deterioration. Failure to maintain caulking and sealants may result in water ingress that could cause damage to fittings / fixtures. This will need to be checked every 12 months.

## EXTERNAL PAINT

Depending on location and exposure, re-coating of painted areas should be carried out every as per the manufacturers recommendations. The life of the paint may be extended by keeping it clean and not allowing vegetation, planter pots to be placed against it, or trees to rub against the surface.

In accordance with the paint specification and warranty, all painting repairs and maintenance must be undertaken by experienced tradespeople only, and appropriate measures must be taken for safe working areas and any external scaffolding.

## GROUND CONDITIONS

The immediate ground conditions around your home will impact the performance of the house slab and foundations.

Owners should avoid excessive watering of garden areas immediately adjoining the slab as the presence of water is likely to cause performance issues with the foundations.

Owners should complete regular inspections to ensure plumbing systems are operating correctly and not leaking and causing continued / excessive wetting of the ground adjoining the home.

Owners should engage the necessary professionals to complete any excavation works in proximity of the house slab.

## ROOFING MATERIAL

The roofing material should be kept clear of tree litter and debris which could fall into your gutters and block drains. To preserve your roofing material and prevent water ingress, it is recommended a roofing plumber engaged yearly to clear litter and debris from your roof and gutters as well as conduct a visual inspection of flashings, sheets, seals and downpipes.



# METRICON HANDOVER CHECKLIST

It is essential that all care and maintenance is carried out in accordance with Warranty and Maintenance Guidelines. It is the owners responsibility to carry out the necessary maintenance on their home on a regular basis.

Your builder will not be liable for any issues that relate to, are caused by or contributed to by an owner's failure to carry out necessary maintenance as required. Failure to carry out necessary maintenance may result in warranties being voided.

Your builder's handover guide aims to provide a helpful guide on the cleaning and maintenance of your home, which can be carried out safely and easily, but is not an exhaustive list of all maintenance required to your home.

In all instances you should refer to the product manufacturer's cleaning and maintenance guides which are included in the Aurora USB as part of your Handover Pack.

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

In all instances you should refer to the product manufacturer's cleaning and maintenance guides which are included in the Aurora USB as part of your Handover Pack.

## HANDOVER CHECKLIST

Client name .....

Building address .....

| HANDOVER CONTENTS                                    |  | TICK IF RECEIVED |                  |
|--|--|------------------|------------------|
| Product review                                       |  |                  |                  |
| Refer a friend incentive flyer                       |  |                  |                  |
| COMPLIANCE CERTIFICATES                              |  | TICK IF RECEIVED |                  |
| Development Victoria USB Handover Guide              |  |                  |                  |
| Plumbing certificate - drains                        |  |                  |                  |
| Plumbing certificate - sanitary                      |  |                  |                  |
| Plumbing certificate - fascia gutter downpipes       |  |                  |                  |
| Electrical certificate - prescribed                  |  |                  |                  |
| Electrical certificate - non-prescribed              |  |                  |                  |
| Insulation certificate                               |  |                  |                  |
| Termite certificate                                  |  |                  |                  |
| Waterproof certificate                               |  |                  |                  |
| Glazing certificate                                  |  |                  |                  |
| Plumbing owner letter                                |  |                  |                  |
| MAINTENANCE  |  | TICK IF RECEIVED |                  |
| Timber floor care sheet                              |  |                  |                  |
| Essastone / Caesarstone maintenance card             |  |                  |                  |
| Stone benchtop care declaration                      |  |                  |                  |
| CSIRO foundation maintenance & footing performance   |  |                  |                  |
| 3-Month maintenance form                             |  |                  |                  |
| Alarm manual (if applicable)                         |  |                  |                  |
| SMEG flyer (if applicable)                           |  |                  |                  |
| CCTV footage of stormwater & sewer camera inspection |  |                  |                  |
| PERMITS & INSURANCE                                  |  | TICK IF RECEIVED |                  |
| Building permit                                      |  |                  |                  |
| Occupancy permit                                     |  |                  |                  |
| Homeowners warranty insurance certificate            |  |                  |                  |
| KEYS   |  | QTY              | TICK IF RECEIVED |
| Door keys  |  |                  |                  |
| Garage remotes & manual                              |  |                  |                  |
| Sliding door   |  |                  |                  |
| Window keys  |  |                  |                  |
| Letterbox key  |  |                  |                  |

Client signature .....

Client signature .....

Date .....



**3 MONTH MAINTENANCE FORM**

Please list any items and return to Metricon office no later than 90 calendar days after settlement.  
Please email form to [TownLivingWarranty@metricon.com.au](mailto:TownLivingWarranty@metricon.com.au) and we will be in contact to arrange inspection.

Name: .....

Property address:      Lot:                      Number: .....

Street: .....                                      Suburb: .....

Contact numbers: .....

Settlement date: .....

Maintenance period expiry: .....

**THE FOLLOWING ITEMS REQUIRE INSPECTION**

|    |  |
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Client: .....

Date: .....



501 Blackburn Road  
Mt Waverley VIC 3149  
P 61 3 9915 5555  
F 61 3 8588 6956  
[www.townliving.com.au](http://www.townliving.com.au)

Dear Homeowner

Welcome to your new home!

We have provided a completion pack to assist you as you settle into your new home.

We encourage you to file these safely for future reference.

In your completion pack, you will find:

- Occupancy permit
- Certificates for your new home
- Home Warranty Information
- CSRIO Foundation Care Guide
- Supplier Care and Maintenance Brochures

In addition to these documents, we will provide you with the keys to doors and windows, garage remotes and Air conditioning remotes where required.

Please note that TownLiving have conducted an extensive quality assurance program throughout the construction of your home.

Congratulations again on your new home.

Yours sincerely  
TownLiving by Metricon

## Occupancy Permit

---



# Certificates

---

# Home Warranty Information

---

# NEW HOME SERVICE



Please refer to the guidelines below:

| Item | Items covered by New Home Service  |
|------|--|
| 1    | All of your appliances are covered by the manufacturer's warranty. You will need to contact the manufacturer directly so that repairs can be fixed under the statutory warranty. <b>TownLiving by Metricon holds no warranty on your appliances.</b> |
| 2    | Storm damage – damage caused by storm and tempest is not covered by TownLiving by Metricon's Guarantee. This should be referred to your insurer.   |
| 3    | It is the responsibility of the property manager/owner to ensure maintenance of drainage including balcony wastes and gutters. TownLiving by Metricon will not be held responsible for flooding as a result of blocked drains (leaves, dirt etc.).   |
| 4    | Movement due to normal shrinkage and settlement does not constitute builders maintenance.  |
| 5    | When touching up paintwork is required, every effort will be made to match existing colours.   |
| 6    | You must make your home available during normal business hours for us to complete any repair works and we request that you keep children and pets away from tradesmen when at your home.   |
| 7    | If you have any building warranty issues please contact:<br><b>TownLiving by Metricon on: <a href="mailto:TownLivingWarranty@metricon.com.au">TownLivingWarranty@metricon.com.au</a></b>   |



**Metricon Homes Pty Ltd**  
ACN 005 108 752 ABN 55 201 276 124

501 Blackburn Road, Mt Waverley, Victoria 3149

T 1300 METRICON (1300 638 742)  
E [Townlivingwarranty@metricon.com.au](mailto:Townlivingwarranty@metricon.com.au)  
[metricon.com.au](http://metricon.com.au)

## Defects Liability Form

Handover date: \_\_\_\_\_  
Property Address: \_\_\_\_\_

Please submit this form to [Townlivingwarranty@metricon.com.au](mailto:Townlivingwarranty@metricon.com.au)

Please provide your preferred contact details:

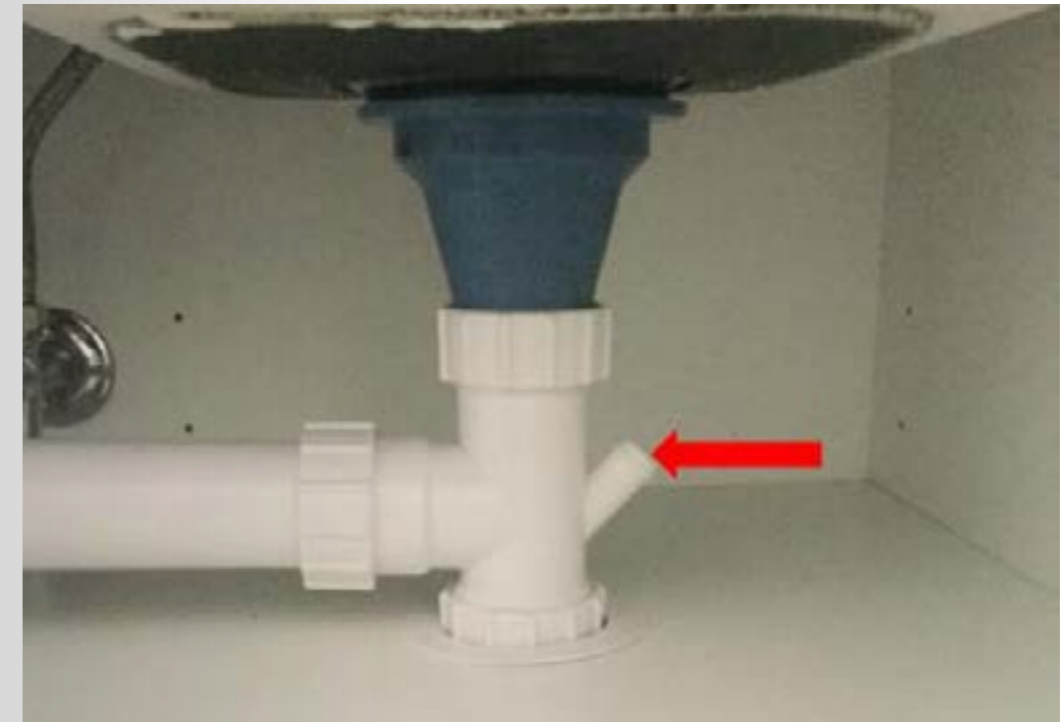
Owner: \_\_\_\_\_  
Mobile: \_\_\_\_\_  
Email: \_\_\_\_\_

I/We believe the following item requires attention by the builder and request that they peruse the list and arrange to carry out the necessary remedial work:

| List Items |  |
|------------|--|
| 1          |  |
| 2          |  |
| 3          |  |
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| 8          |  |

Dear Homeowner,

Please be aware that prior to connecting your dishwasher and washing machine you will need to drill out the connection point attached to the waste located under your sink / trough (as per the diagram below)



If you are engaging a plumber to carry out the connection works on your behalf advise them prior to commencement as failure to do so may result in damage to your appliances and cabinetry.

Metricon homes will not be liable for any damage cause due to appliances not being connected to the waste point correctly.

Kind Regards,

Metricon Homes.

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| 18 |  |

Client Signature: \_\_\_\_\_

Date: \_\_\_\_\_



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To the Homeowner/s

### **New Home Service**

Metricon Townliving is committed to ensuring the quality of your new home, and accordingly we would like to let you know about the process regarding our New Home Inspection and Service.

It is quite normal for minor items to require attention as a new home 'settles'. Therefore, we return after settlement to conduct our New Home Service Inspection. At this time, and in consultation with you, a member of our service department will inspect your home and advise what items require attention.

Prior to conducting the New Home Service Inspection, we will request you to identify any items you believe require rectification.

Naturally, normal wear and tear and household maintenance are your responsibility and will not be covered during the new home service period. The items not covered include, but are not limited to:

- Any marks or scratches to bench tops, floor coverings, cabinetry, basins, mirrors, glass, baths, showers or any other damage related items which were not noted on our QA Documentation.
- Movement due to shrinkage which is evident by minor cracking.
- Damage caused by storms or flooding. Please refer to your insurance provider for claims.
- Fair wear and tear.
- Misuse or neglect by the owner.
- Foundation movement due to abnormal moisture in soil conditions.

Maintaining the home is your responsibility and includes, but is not limited to the following:

- Inspecting and if necessary, replacing tap washers
- Maintaining your home's stormwater drainage system by cleaning gutters, yard sumps and silt pits regularly
- Landscaping and maintenance of gardens
- Periodical maintenance of termite protection systems if installed with the home
- Periodical maintenance of ducted heating units and cooling units
- Garage door motor and tracks

On receipt of your defect form, which you will find located within your settlement pack, a representative from the Service and Warranty department will contact you to arrange a mutually convenient time between 8.00am and 5.00pm weekdays to inspect and carry out the works agreed upon. They will also indicate the approximate timeframe required at your home to ensure we have time to inspect each item.

On arrival of your New Home Service Inspection, we will conduct an inspection of your home and allow for an agreed items list to be established. We will also take this opportunity to pass on some valuable information about your home that you may need to know in the future.

Following the inspection, our Metricon Service Trade will complete the general items which need to be addressed. If a Metricon Service Trade is not available in your area, we will arrange for any external trades to either attend during the service inspection or at a time arranged with you directly.

If we do not receive notification from you within three weeks after your 365 days of settlement, we will assume there are no items requiring attention, in which case we will deem our New Home Service responsibility to be complete.

We thank you for your cooperation in this matter and wish you all the very best in your new Metricon Town Living home.

Yours sincerely,

**Service and Warranty**  
**Metricon Homes**

**SETTLEMENT ADVICE – KEY COLLECTION AUTHORISATION**

Owners Name: \_\_\_\_\_

Property Address: \_\_\_\_\_

Name of Representative: \_\_\_\_\_

Representative's Contact details: \_\_\_\_\_

Statement I/We \_\_\_\_\_ authorise the above representative to take possession of the keys and property documentation on confirmation of settlement by the vendor's representative.

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

To all Metricon Customers,

Service Connections - Electricity and Gas

**HIA customers** – There has been a gas and electricity account established with AGL, with the details you provided upon signing of your contract. At settlement of your home, Metricon will advise AGL to transfer details into your name and you will be responsible for all billing from day of settlement onwards.

**10/90 customers** – Upon completion of settlement and provision of keys, Metricon will arrange for a final reading of the property and close the account once the keys have been handed over. It is your responsibility to contact a Power Authority of your choice and set up a power and gas account in your name at the settlement of your home.

Failure to set up an account will result in accumulated costs from date of settlement being forwarded to you OR in some circumstances the power being disconnected.

Should you wish to change retailer, please contact AGL Customer Service and request a transfer to your preferred retailer – see below AGL contact details.

Thank you,

Metricon



Phone: 131 245



### Termite Protection Warranty Activation

Dear Homeowner,

Please find enclosed Termite Protection Homeowner Pack.

To activate the warranty, please complete and sign the attached warranty registration form and return to relevant Termite supplier via post or email.

Please also note, the enclosed sticker is to be placed inside your meter box, where a record of inspection dates will be recorded following annual treatments.

Should you have any queries, please refer to the enclosed termite documentation for contact details and further assistance.

Kind Regards,

Metricon Homes

## CSIRO Foundation Care Guide

The CSIRO document is designed to assist you when landscaping around your home and outlines key factors to take into consideration.

We recommend that you take the time to read this document and use it as a guide to identify causes of soil related building movement, and adopt methods of prevention to reduce the chance of cracking in your home.





# Foundation Maintenance and Footing Performance: A Homeowner's Guide



Buildings can and often do move. This movement can be up, down, lateral or rotational. The fundamental cause of movement in buildings can usually be related to one or more problems in the foundation soil. It is important for the homeowner to identify the soil type in order to ascertain the measures that should be put in place in order to ensure that problems in the foundation soil can be prevented, thus protecting against building movement.

This Building Technology File is designed to identify causes of soil-related building movement, and to suggest methods of prevention of resultant cracking in buildings.

## Soil Types

The types of soils usually present under the deposit of land zoned for residential buildings can be split into two approximate groups: granular and clay. Quite often, foundation soil is a mixture of both types. The general problems associated with soils having granular content are usually caused by erosion. Clay soils are subject to saturation and swell/shrink problems.

Classification for a given area can generally be obtained by application to the local authority, but these are sometimes unreliable and if there is doubt, a geotechnical report should be commissioned. As most buildings suffering movement problems are founded on clay soils, there is an emphasis on classification of soils according to the amount of swell and shrinkage they experience with variations of water content. The table below is Table 2.1 from AS 3970, the Residential Sub and Footing Code.

## Causes of Movement

### Settlement due to construction

There are two types of settlement that occur as a result of construction:

- Immediate settlement occurs when a building is first placed on its foundation soil, as a result of compaction of the soil under the weight of the structure. The cohesive quality of clay soil mitigates against this, but granular (particularly sandy) soil is susceptible.
- Consolidation settlement is a feature of clay soil and may take place because of the expulsion of moisture from the soil or because of the soil's lack of resistance to local compressive or shear stresses. This will usually take place during the first few months after construction, but has been known to take many years in exceptional cases.

These problems are the province of the builder and should be taken into consideration as part of the preparation of the site for construction. Building Technology File 15 (BT 15) deals with these problems.

### Erosion

All soils are prone to erosion, but sandy soil is particularly susceptible to being washed away. Even clay with a sand component of say 10% or more can suffer from erosion.

### Saturation

This is particularly a problem on clay soils. Saturation creates a huge like suspension of the soil that causes it to lose virtually all of its bearing capacity. To a lesser degree, sand is affected by saturation because saturated sand may undergo a reduction in volume, particularly imported sand fill for bedding and blinding layers. However, this usually occurs as immediate settlement and should normally be the province of the builder.

### Seasonal swelling and shrinkage of soil

All clays react to the presence of water by slowly absorbing it, making the soil increase in volume (see table below). The degree of increase varies considerably between different clays, as does the degree of decrease during the subsequent drying out caused by fair weather periods. Because of the low absorption and expulsion rate, this phenomenon will not usually be noticeable unless there are prolonged rainy or dry periods, usually 12 weeks or more, depending on the land and soil characteristics.

The swelling of soil creates an upward force on the footings of the building, and shrinkage creates subsidence that takes away the support needed by the footing to retain equilibrium.

### Shear failure

This phenomenon occurs when the foundation soil does not have sufficient strength to support the weight of the footing. There are two major post-construction causes:

- Significant load increase.
- Reduction of lateral support of the soil under the footing due to erosion or excavation.
- In clay soil, shear failure can be caused by saturation of the soil adjacent to or under the footing.

| GENERAL DEFINITIONS OF SITE CLASSES |   |
|-------------------------------------|---|
| Class                               | Foundation  |
| I                                   | Most sand and rock sites with little or no ground movement from moisture changes  |
| S                                   | Slightly reactive clay sites with only slight ground movement from moisture changes   |
| M                                   | Modestly reactive clay or silt sites, which can experience moderate ground movement from moisture changes   |
| H                                   | Highly reactive clay sites, which can experience high ground movement from moisture changes   |
| E                                   | Extremely reactive sites, which can experience extreme ground movement from moisture changes  |
| A to P                              | Filled sites  |
| P                                   | Sites which include soft soils, such as soft clay or silt or loose sands, landslides, or the subsidence, collapsing soils, soils subject to erosion, reactive sites subject to abnormal moisture conditions or sites which cannot be classified otherwise |

### Tree root growth

Trees and shrubs that are allowed to grow in the vicinity of footings can cause foundation soil movement in two ways:

- Roots that grow under footings may increase in cross-sectional size, exerting upward pressure on footing.
- Roots in the vicinity of footings will absorb much of the moisture in the foundation soil, causing shrinkage or subsidence.

## Unevenness of Movement

The types of ground movement that build above mentioned are unevenly distributed in the buildings for not all soil. Settlement due to construction conditions is uneven by nature.

- Differing composition of foundation soil prior to construction.
- Differing moisture content of foundation soil prior to construction.

Movement due to annual variations in water available under uneven soil. Erosion can undermine a footing that traverses the flow of water, creating the local flow for shear failure by eroding soil adjacent to footing that runs in the same direction as the flow.

Saturation of clay foundation soil can occur where surface walls create a dam that makes water pond. It can also occur wherever there is a source of water near footings or close soil. This leads to a severe reduction in the strength of the soil, which may create local shear failure.

Seasonal swelling and shrinkage of clays will affect the perimeter of the building first, then gradually spread to the interior. The swelling process will usually begin at the upper corners of the building, at on the weather side where the land is flat. Swelling gradually reaches the inner corners as absorption continues. Shrinkage usually begins where the sun's heat is greatest.

## Effects of Uneven Soil Movement on Structures

### Erosion and saturation

Erosion removes the support from under footings, leading to uneven subsidence of the part of the structure under which it occurs. Brickwork walls will resist the stress created by the removal of support by bridging the gap, and a ceiling and the bricks on the masonry bedding will. Older masonry has little resistance. Evidence of failure may be cracking or, in some instances, and significant inward tilt.

- Step cracking in the masonry beds in the body of the wall or above/below openings such as doors or windows.
- Vertical cracking in the bricks, usually but not necessarily in line with the vertical beds or perpendicular.

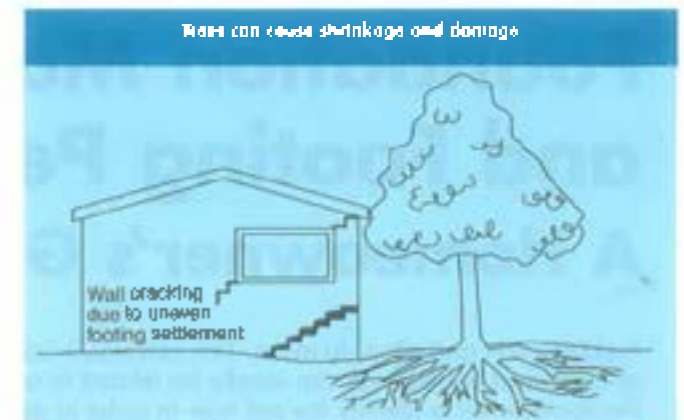
Isolated piers affected by erosion or saturation of foundation will eventually become unstable with the bearing base support and may tilt or fall over. The forces that have lost the support will bow or bow out, sometimes causing overturning.

### Seasonal swelling/shrinkage in clay

Swelling in saturation will also damage previously built the most exposed structures of the footing system, the brickwork and the perimeter footings, which gradually protruding inside the building footprint or the internal footings. This swelling first tends to create a curb effect, because the external footings are placed higher than the internal footings.

The curb since its completion may be that the floor is slightly raised. This is a minor inconvenience because doors and windows are raised above the floor in a regular way with some crossing of concrete masonry. In concrete walls, the curb is supported by beams and posts, the floor is raised by a small amount, there may be a slight raising of the floor edge lines.

As the movement continues, the ground will rise and the masonry will increase in volume, the building will be a total footing will rise. If the spread of movement is not simply even, it may be that some symptoms will compressible disappear, but it is more likely that swelling will be uneven, creating a difference rather than a deep penetration of compression. In buildings with timber floor supported by beams and posts, the raised ground will rise by a small amount from the footing or posts under walls, causing noticeable deformation of the rising



As the weather gets milder and the soil begins to dry out, the external footings will be first affected, beginning with the locations where the sun's effect is strongest. This has the effect of lowering the external footings. The drying is accentuated and cracking reduces or disappears where it occurred because of drying, but where it was not drying, the roof line may become convex.

Drying and shrinking are also affected by weather in other ways. In areas where warm, wet summers and cooler dry winters prevail, water migration tends to be toward the interior and during will be accentuated, which is where summers are dry and winters are cold and wet, migration tends to be toward the exterior and the underlying propensity is toward rising.

### Movement caused by tree roots

In general, growing roots will exert an upward pressure on footings, whereas soil subject to drying below or at tree or shrub roots will tend to remove support from under footings by inducing shrinkage.

### Complications caused by the structure itself

Most forces that the soil causes to be exerted on structures are vertical – or either up or down. However, because these forces are seldom spread evenly around the footings, and because the building resists uneven movement because of its rigidity, forces are exerted from one part of the building to another. The net result of these forces is usually minimal. This resultant force may or may not be diagonal because the visible symptoms do not simply reflect the original cause. A common symptom is a bending of doors on the vertical members of the frame.

### Effects on full masonry structures

Brickwork will show cracking where it can. It will attempt to span areas that are supported by a set of subsided foundation or raised points. It is therefore, usual to see cracking at work points, such as spanning for windows or doors.

In the event of construction settlement, cracking will also be common and spread after the process of settlement has ceased.

With full masonry construction, cracking will usually be even and develop until the original cause has been removed, or until the subsidence has completely neutralised the effect of points of footing and the structure has adjusted on other footings that remain effective.

In the case of well-built masonry, brickwork will generally continue to its original position after completion of a cycle. However, it is more likely that the seasonal effect will not be evenly reversed and it is also usual that brickwork will settle in its new position and will resist the forces trying to return it to its original position. This means that in cases where swelling takes place after construction, and cracking occurs, the cracking is likely to be at least partly permanent after the shrinkage part of the cycle is complete. Thus, each time the cycle is repeated, the likelihood is that the cracking will become wider until the settlement of brickwork becomes totally independent.

With repeated cycles, once the cracking is established, if there is no other compensation, it is normal for the incidence of cracking to be sufficient so the building has the freedom to settle to cope with this problem. This is not necessarily always the case, however, and most types of cracks in walls and floors should always be treated separately.

A plane caused by growth of tree roots under footings is not a single vertical shear stress. There is a tendency for the roots to absorb even lateral forces that attempt to separate sections of the masonry, and if such cracking has occurred.



**Dulux**

## Supplier Care, Appliance Instruction and Maintenance Brochures

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## Dulux Paint Care Guide

**TOWNLIVING™** | **m**  
metricon



Worth doing, worth Dulux.



Worth doing, worth Dulux.

# IMPORTANT CARE & MAINTENANCE



Perfect Timber Floors®

Perfect Timber Floors only sell and recommend Loba Hardwood Floor Cleaner. Perfect Timber Floors recommend you set up a regular maintenance program. Routine maintenance not only extends the life of the floor but enhances its appearance. Domestic floors require the following care and maintenance:

## DO'S

### Entrance Matting

The biggest challenge for coated timber floors is dirt and grit particles being walked on the floor, causing an abrasive sanding effect. The greatly increases the wear of the surface. First point of attack should be to have proper grit capturing mats at all entrances thus minimising the amount of damaging particles, grit and dirt, being carried on to the floor. Keep doormats well shaken.

### Sweeping

Fine dust and dirt will create not only a slip problem, but also act as abrasives causing the floor to scratch and prematurely wear. A regular sweeping program needs to be established to remove damaging particles. We recommend that the surface is swept regularly, with a minimum of twice weekly sweeping with an anti-static mop or fringe mop.

### Protective Pads

Attach felt protector pads to the legs of chairs, tables and other furniture to protect the floor from being scratched and to reduce noise.

### Spills

It is important to wipe up spills immediately on coated flooring even if the spill is water. Ensure the surface is clean and dry and do not allow spills to sit for extended periods of time. Non-slip rubber mats and/or protective mats should be placed in high use wet areas in adjacent kitchen sinks and bathrooms for added safety purposes and additional floor protection.

**Furniture**  
Great care should be taken when moving and placing furniture. Furniture should be lifted and placed, not dragged or pushed.

### Cleaning

The use of harsh detergents is not recommended nor is it necessary – this will void your warranty. Loba Care has a PH neutral floor cleaner for all situations, specifically formulated to gently but effectively clean all coated timber floors. This PH neutral, concentrated, biodegradable, and pleasantly scented cleaner is designed for superior cleaning power. It's emulsifying action aids in the removal of grime, enhancing the floor's natural beauty. Regular washing of sealed floors can enhance its appearance and keep it clean, shiny and safe.

## DON'TS

- Do not wax the floor
- Do not wet mop the floor.
- Do not use a steam mop.
- Avoid spiked heel shoes, pebbles, sand and other abrasive materials.
- Do not use steel wool or scourers on the floor.
- Do not use non-recommended soap or detergents on the floor and never pour water directly onto the floor
- Do not use ammonia-based cleaners or methylated spirits.

### Recoating Your Timber Floor

One day, your engineered timber or bamboo floor will need recoating (laminate flooring can not be recoated). The best time to do this is when your floor is tired and not completely worn through. Your local floor sander will be able advise you if a maintenance coat is required. Maintenance coats are best as you are not over sanding your timber floor, only a light buff and one coat is required. We only recommend Loba coating products, your local sander will know where to get these. If you do have difficulty locating Loba products please go to [www.floor.sandingproducts.com.au](http://www.floor.sandingproducts.com.au) or call 1300 137 055.

# Dulux

## Dulux paint care guide

Congratulations on ordering your home with Dulux. We would like to offer some tips on caring for the paintwork on your home so that you can extend the life of your paintwork and help in maintaining the value of your investment.

Caring for Dulux paintwork in your new home

How do you extend the life of your paintwork?

Usually, the answer lies in a mix of the paint being properly applied and the best choice of products to use. Dulux has a range of products to help you protect your paintwork.

Looking after interior paintwork

The key to successful painting is to use the right product for the job. Dulux has a range of products to help you protect your paintwork. Dulux has a range of products to help you protect your paintwork. Dulux has a range of products to help you protect your paintwork.

Protecting your walls from water damage

So, if you're looking for a paint that will last a long time, Dulux has a range of products to help you protect your paintwork. Dulux has a range of products to help you protect your paintwork.

Cleaning interior surfaces coated in Low Sheen to Matt finishes

- Use a soft cloth or sponge to clean the surface with a mild detergent solution.
- Wipe the surface with water to remove any residue.
- Apply a clean, dry cloth to the surface to remove any moisture.
- Do not use abrasive cleaners or scourers on the surface.

Cleaning interior surfaces coated in Satin to Gloss finishes

- Use a soft cloth or sponge to clean the surface with a mild detergent solution.
- Wipe the surface with water to remove any residue.
- Apply a clean, dry cloth to the surface to remove any moisture.
- Do not use abrasive cleaners or scourers on the surface.

Cleaning interior surfaces coated with low sheen, semi-gloss & gloss finishes

- Do not use abrasive or caustic-based cleaners or scourers.
- Use a soft cloth or sponge to clean the surface with a mild detergent solution.
- Wipe the surface with water to remove any residue.
- Apply a clean, dry cloth to the surface to remove any moisture.

Cleaning exterior surfaces coated in Matt, low sheen, semi-gloss & gloss finishes

- Use a soft cloth or sponge to clean the surface with a mild detergent solution.
- Wipe the surface with water to remove any residue.
- Apply a clean, dry cloth to the surface to remove any moisture.
- Do not use abrasive cleaners or scourers on the surface.

Save your Dulux Touch-Up Paint

Keep your touch-up paint in a cool, dry place. Use it as soon as possible after you have finished painting. Do not use it for anything else.

For more information, visit [www.dulux.com.au](http://www.dulux.com.au) or call 1300 137 055.

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Thomastown Head Office: 5 - 7 Strong Ave, Thomastown VIC 3074

T 1300 137 055 | F (03) 9460 6777 [www.ptf.com.au](http://www.ptf.com.au)



Worth doing, worth Dulux.

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★ showerscreens ★ wardrobes ★ kitchens  
★ glass splashbacks ★ mirrors & more

**April 2016.**

Premium Oz Pty Ltd  
ABN 14 090 178 777  
Head Office - Queensland  
11 E Oxford Road, Lawnton North QLD  
PO Box 108 St Albans Victoria 3021  
Phone (Int) 090 178 777 Fax (Int) 090 178 777  
[www.premiumoz.com.au](http://www.premiumoz.com.au)

## **Splashback Installation, Care and Maintenance.**

Premium use quality materials in the manufacturing process of your splashback and within accordance of Australian Standards.

Please take note of the following:

- **Splashbacks may be subject to colour variations conditional in different light conditions, this is due to the iron content in the glass.**
- **Breakage cannot be a process of warranty, as it can be due to impact or spontaneous breakage. Spontaneous breakage is a very rare occurrence which is caused by the formation of nickel sulphide (minute impurities in the glass) which occurs in the manufacturing process of all toughened glass. No toughened glass can be guaranteed against spontaneous breakage.**
- **Recommend the product not be installed next to a high flame cooking area as this may cause paint to discolour.**
- **Gas burners less than 140mm from centre of burner to the glass and utensils "resting" against splashback will void warranty.**
- **Utensils (saucepans/woks) need 25mm clearance from glass for ventilation. Non adherence will void warranty.**
- **Prolonged cooking at extreme temperatures can still cause paint burning discoloration.**
- **Silicone is applied to all edges for sealing, expansion and contraction. The use of strong chemical cleaning agents may cause discolouring of these seals.**

## **Maintenance and Care**

- **All glass surfaces should be kept clean by prompt removal of all dirt or grime. We recommend using an All Surface Cleaner and a non-abrasive soft cloth or paper towel for cleaning your coloured Glass.**

### **SPRINGVALE**

1,041 Princes Highway  
Springvale VIC  
Phone (Int) 090 178 777  
Fax (Int) 090 178 777

### **SEEONS**

61 Malvern Street  
Canning Vale WA  
Phone (Int) 090 178 777  
Fax (Int) 090 178 777

### **SENDRO**

66 Denaker Street  
Eendry East VIC  
Phone (Int) 090 178 777  
Fax (Int) 090 178 777

### **ALBURY**

4139 Bruner Circuit  
Albury NSW  
Phone (Int) 090 178 777  
Fax (Int) 090 178 777

# 9 steps to keep your Dulux® AcraTex® Acrylic Texture Coating looking great

**1** The exterior coatings on your home should be cleaned on a regular basis. This will help maintain your coatings aesthetic appearance and preserve your Dulux AcraTex Texture coating system. Cleaning on an annual basis will remove light soil as well as grime and airborne pollutants. Coastal exposure will have a build up of salt contamination and a six month wash down is recommended. All joint sealants should be regularly checked to ensure no cracking is evident to allow water ingress. Where cracking is evident, sealant will need to be replaced immediately.



**2** The exterior can be cleaned with a low-pressure water blast (less than 450psi) using a fanjet of cold water at a 45 degree angle from the wall (not perpendicular). The fan of the water blaster should be kept a minimum of 30cm from the surface of the Dulux AcraTex Texture coating in order to avoid damage. Alternatively you can clean the exterior walls with a solution of detergent and warm water using a soft brush.



**3** Localised grime or ingrained dirt should be removed by cleaning with a scrubbing brush along with a solution of detergent and warm water. Under no circumstances should you attempt to remove heavy staining using a high-pressure water blaster.

**4** Check for cracked, loose or missing sealant as part of your regular maintenance inspections. You will find sealant in most areas where different substrates meet i.e. above door openings & windows, pipes, where walls meet the soffit line and where electrical fittings and handrails have been attached to walls. Control joints should also be inspected as part of maintenance inspections. All deteriorated or damaged sealant should be removed and replaced as soon as it is apparent. We recommend that a paintable polyurethane sealant be used.



**5** It is important to monitor areas that are heavily exposed to the elements such as parapets and balcony handrail tops. Due to the minimal slope on these areas it will tend to hold dirt and grime which can potentially lead to mould over time if not regularly washed. These building sections should also be checked for any movement over time due to the extremes of thermal movement so it is critical that they are inspected and maintained.



**6** Any damage to the texture coating needs to be recoated from edge to edge of the effected wall area to ensure texture and colour consistency. If accidental damage occurs please feel free to contact your local Dulux AcraTex representative or phone Dulux AcraTex Customer Service on 13 23 77 and they will provide the support or technical expertise required to help solve the problem. Visual cracks may indicate underlying structural problems; a professional should always inspect them.



**7** Temporary repairs can be made to cracks by filling them with polyurethane paintable sealant until the inspection has been completed and permanent repairs undertaken.

**8** During your inspections don't forget to check areas that are cold and dark such as behind heavy foliage. Dirt provides the perfect nutrient for mould and algae growth. The tiny roots that these organisms use to cling to your walls will cause your texture coating to deteriorate very quickly if not regularly cleaned.

**9** Recoating is recommended after a minimum of 7 to 10 years to rejuvenate the surface appearance. This can be done by using Dulux AcraTex elastomeric top coat protective membrane in a selected Dulux AcraTex colour which will protect from air pollutants, water ingress and dirt accumulation to provide a new low maintenance surface.



# How Acrylic Texture lasts longer

When specifying a new project, insist on **FLEXIBLE ACRYLIC TEXTURE**, not just painted cement render.

The *AcraTex* 3 step system encapsulates the walls in a membrane envelope acting as a barrier against adverse weather conditions for years longer than cement render.

Available across the full Dulux® Exterior colour range.

## The AcraTex® 3-step coating system



Suitably prepared masonry substrate (refer to AcraTex system guides for detail)

### AcraTex AcraPrime™

More than just a "first coat", AcraPrime consolidates the substrate providing a stable base for long term integrity.

### AcraTex Acrylic Texture

High Build Acrylic Texture up to 40 times thicker than paint, providing feature style and Acrylic Texture durability with colour integrated throughout.

### AcraTex AcraShield™ ADVANCE

Elastomeric Barrier coat protection up to 3 times thicker than paint – AcraShield Advance is the system lock that ensures maximum resistance to the elements and extended system life cycle.

The *AcraTex* System with its Flexible Acrylic Texture coating guards against degradation. Ordinary cement render is hard and brittle leading to typical problems like these.



### CRACKING

Cement shrinks as it hardens & expands/contracts with temp. Low build paint systems are typically unable to bridge render cracking.



### EFFLORESCENCE

Salt blooming over the surface & concentrated leaching at cracks can occur leading to discoloration and potential peeling.



### STAINING

Inferior paint systems hold dirt & can allow moisture ingress. Moisture attracts and magnifies surface contaminants.



# Care & Maintenance Guide

Exterior Finishes



Better looking, longer lasting protection

For more information visit [www.acratex.com.au](http://www.acratex.com.au)  
 13 23 77



Performance Coatings for Masonry



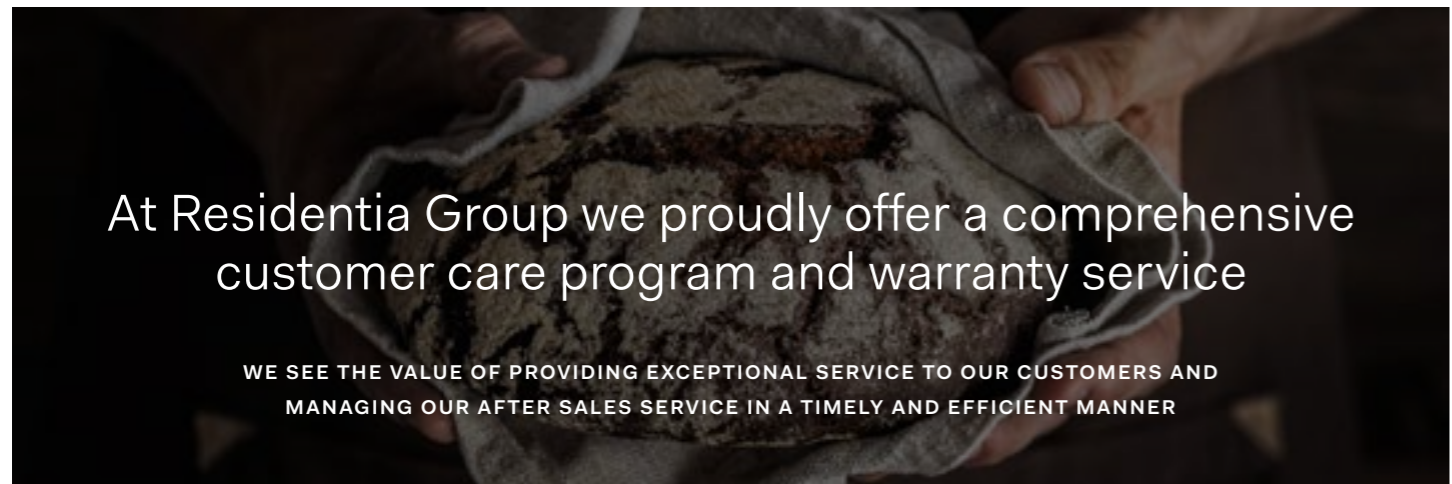
Performance Coatings for Masonry

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# Welcome to your new Metricon home!

APPLIANCES & WHITE GOODS WELCOME PACK  
TIPS, TRICKS & WARRANTY DETAILS TO HELP YOU FEEL AT HOME AS SOON AS POSSIBLE





# At Residentia Group we proudly offer a comprehensive customer care program and warranty service

WE SEE THE VALUE OF PROVIDING EXCEPTIONAL SERVICE TO OUR CUSTOMERS AND MANAGING OUR AFTER SALES SERVICE IN A TIMELY AND EFFICIENT MANNER

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Customers can use our self-help portal to find a solution to their query or raise a support request online. Alternatively, this can be done through Facebook, Twitter or email.

Furthermore, our call centre operators are on hand to troubleshoot any specific product issues or in the rare event of failure, organise an in home visit from one of our service agents.

**Telephone**  
1300 11 4357

**Email**  
support@residentiagroup.com.au

**Online Portal**  
www.support.residentiagroup.com.au

**Websites**  
solt.house  
inalto.com.au  
teka-appliances.com.au  
elica.com.au  
residentia.group

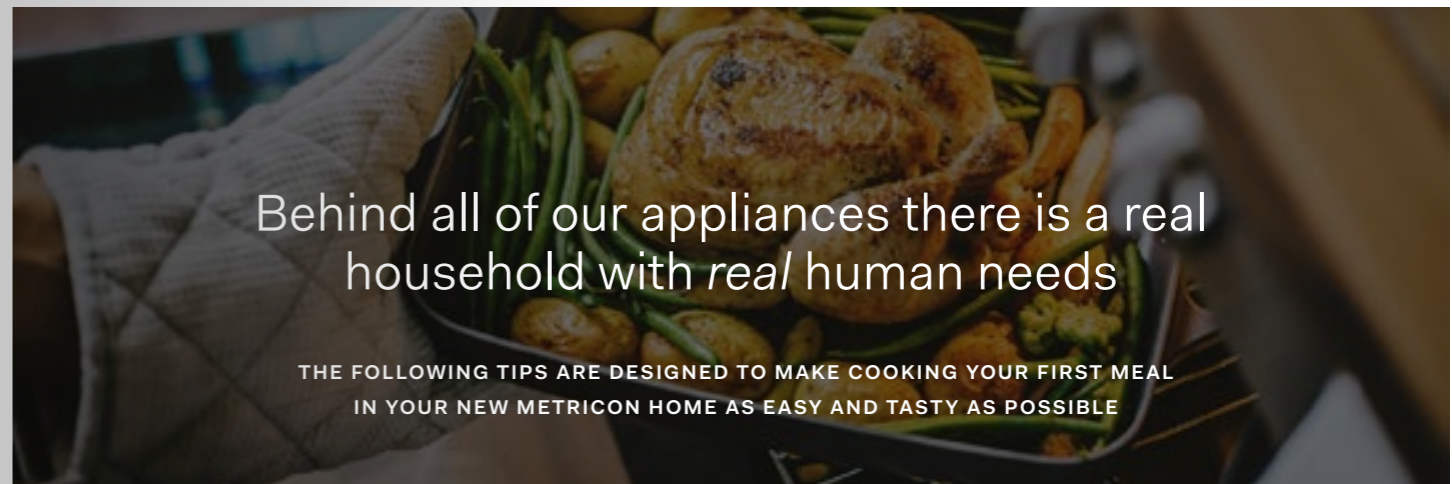
**Showroom & Postal Address**  
165 Barkley Avenue, Burnley  
Victoria Australia 3121

### WARRANTIES

| BRAND  | COOKING                         | DISHWASHERS/LAUNDRY             |
|--------|---------------------------------|---------------------------------|
| Sôlt   | 2 Years                         | 2 Years                         |
| InAlto | 3 Years                         | 3 Years                         |
| Teka   | 5 Years (3 + 2 on registration) | 3 Years (2 + 1 on registration) |
| Elica  | 5 Years                         | N/A                             |

### HANDY TIPS

| MODEL        | PROCEDURE  |
|--------------|--|
| Sôlt Ovens   | <ul style="list-style-type: none"> <li>To use the oven in manual mode (not using the Programmable Timer*) the  symbol must be aligned with the reference mark on the control panel.</li> <li>* Note: The Programmable Timer controls the point of time at which the oven shuts off during cooking. To use this feature, position the timer knob (the centre knob of the three) between 10 minutes and 120 minutes. At the end of the programmed length of time, the timer will sound and automatically turn off the oven.</li> </ul> |
| InAlto Ovens | <ul style="list-style-type: none"> <li>To operate your InAlto oven simply select the required temperature and function (make sure to only turning the function knob clockwise). Now press and hold the "Confirm" () button for three seconds and your oven will begin to operate.</li> </ul>   |
| Teka Ovens   | <ul style="list-style-type: none"> <li>Symbol:  indicates that the oven is transmitting heat.</li> </ul>   |
| All Ovens    | <ul style="list-style-type: none"> <li>Before using your oven for the first time we recommend a "burn off". This entails setting the oven to 200° C and running it for 30 minutes at this temperature. This removes any manufacturing greases and odours.</li> <li>Please note: You should always keep the door closed with grilling.</li> </ul>   |



# Behind all of our appliances there is a real household with *real* human needs

THE FOLLOWING TIPS ARE DESIGNED TO MAKE COOKING YOUR FIRST MEAL IN YOUR NEW METRICOM HOME AS EASY AND TASTY AS POSSIBLE

## SETTING UP OVENS OR UPRIGHT COOKERS

| TASK             | MODEL                  | PROCEDURE  |
|------------------|------------------------|--|
| Setting the Time | Sôlt Ovens             | <ul style="list-style-type: none"> <li>When the oven is first connected to the electrical supply, wait for the display to automatically show "12.30", a beep will sound once and the "12" will flash.</li> <li>Press the "+" and "-" buttons to increase or decrease the hours. Once correct, press the the "Timer" () function button to confirm.</li> <li>The minutes will now be flashing. Press the "+" and "-" buttons to increase or decrease the minutes. Once correct, press the the "Timer" () function button to confirm.</li> </ul> |
|                  | InAlto Ovens           | <ul style="list-style-type: none"> <li>Once the oven is connected to power, the LED display and "Oven On" () will be displayed.</li> <li>The clock can now be set by pressing the "Confirm" () button. The  icon will light up.</li> <li>The hour display will start flashing and pressing the + or - buttons will adjust the hour.</li> <li>Press the  button again, and the minute display will begin to flash.</li> <li>Use the + or - buttons to set the minutes, followed by the  button again. The clock is now set.</li> </ul>          |
|                  | InAlto Upright Cookers | <ul style="list-style-type: none"> <li>When the upright cooker is connected to power, 12:00 will be flashing on the LED.</li> <li>Press + or - buttons to set the time or press  to get into the present working mode.</li> </ul>  |
|                  | Teka Ovens             | <ul style="list-style-type: none"> <li>When you turn on the oven, 12:00 will be flashing on the LED.</li> <li>Set the clock by touching the + or - sensor. You will hear 2 beeps confirming that the time has been set.</li> <li>To change the time, press the + and - sensors at the same time. The current time will then flash on the screen.</li> </ul>  |

### COOKING FUNCTIONS

|   |                                    |  |
|---|------------------------------------|--|
| Note: Please refer to your product to see the exact functions that are relevant | Sôlt Ovens                         | Light       Fan-forced       Defrost       Grill<br>Grill + Fan  |
|   | InAlto 60cm Ovens                  | Light       Bake       Fan-forced       Fan-bake<br>Defrost       Bottom Heat       Grill       Grill + Top<br>Grill + Fan       Grill + Top + Fan       Bottom Heat + Fan                 |
|   | InAlto 90cm Oven & Upright Cookers | Light       Bake       Fan-forced       Fan-bake<br>Defrost       Bottom Heat       Grill       Grill + Top<br>Grill + Top + Fan      ++ Designates functions for rotisserie               |
|   | Teka Ovens                         | Fan-forced       Maxi Grill       Bake       Bottom Heat<br>Grill       Grill + Bottom       Defrost       Pizza<br>Eco Mode       Fan Bake       Maxi Grill + Fan       Maxi + Fan + Bot. |



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# Welcome home

Everything you need  
to know about your  
new Hebel home



The better way to build

Congratulations  
on your new  
Hebel home

# The many benefits of living in your Hebel home

## Congratulations and 'welcome home' to Hebel.

You've obviously spent many, many hours of considered decision-making in choosing your new home, its design, the look and colours, the fittings, the furnishings and so many other important aspects - and now you've finally moved in to enjoy the rewards of living in your own, well earned home.

No doubt, over the years ahead many things will change around you - its likely that your needs and your life-style will adjust as you also adjust to the changing world.

However, one thing you can rely on throughout the years ahead is your choice of Hebel as a sustainable, robust and clever choice for your new home.

We recommend you retain this guide for the duration of living in your home, as it contains all you need to know about maintaining your Hebel home or products that are so intrinsic to your comfort and peace-of-mind in the years ahead.

We thank you for your decision to include Hebel in your new home and we have no doubt that, for many, many years to come you'll love coming home to Hebel.

The unique Hebel attributes are best summarised with the Hebel 'tick' below:



HEB-2006  
GECA 08-2005-  
Environmentally  
Innovative Products



## Solid and strong as traditional bricks

Being a masonry product Hebel panels and blocks provide the solid feel, security and peace-of-mind associated with traditional bricks.



## Highly fire resistant for peace of mind and added security

Hebel is non-combustible and renowned for its highly fire resistant properties. The Hebel Block and Panel Systems achieve FRL (Fire Resistance Levels) from 60 minutes through to 240 minutes (tested at CSIRO) and meet or exceed the requirements for all six Bushfire Attack Level (BAL) categories.

Another reason that when building with Hebel, you're building with peace-of-mind for your own future as well as the safety of family and friends.



## A comforting thought for a comfortable living environment

Hebel's unique AAC construction provides superior insulation qualities for a masonry product. The unique combination of thermal resistance along with thermal mass, make building with Hebel a smart choice for meeting Australia's stringent building regulations.

For home owners, the thermal efficiencies of Hebel has a two-fold benefit, reducing the reliance on heating and cooling appliances - the combined effects of using a heater less in winter and fans or air conditioning less in summer and warmer months, can have a big impact on rising energy costs.



## A sound reason for better acoustic qualities

The unique AAC qualities of Hebel provide significantly reduced sound transmission between rooms and noise penetration from external sources. Advances in entertainment technology (ie: home theatres) and increased requirements by homeowners for enhanced privacy in their day-to-day living make Hebel the ideal building material for modern homes.



## Sustainability for a better world starts today

Hebel delivers a diverse number of environmental benefits over brick and concrete. In an independent Life Cycle Assessment (the leading methodology used to quantify the environmental impacts of a product's entire life) undertaken by Good Environment Choice Australia, in accord with international standard ISO 14 024, Hebel was found to have clear environmental benefits across all key environmental criteria.

To be awarded the label, products must have a 30% lower impact than alternatives. Hebel uses 61% and 64% less embodied energy and 64% and 55% less greenhouse gas emissions than the comparative products, concrete and brick veneer. As environmental consciousness and social responsibility increases, Hebel is striving to exceed further to set new sustainability standards in building materials and residential living.



## Proven in the market and backed by CSR

Hebel products and systems are developed in Australia by CSR Building Products Limited. With CSR you can depend on product quality, technical expertise, warranty and stock supplies of Hebel products and systems.

# Things you should know about maintaining your new Hebel home

## Q: *How do I care for the external surfaces of my Hebel home?*

A: Hebel walls should be washed down as a minimum once a year with clean water. This process removes any dirt or other build up that has gathered on the coating.

## Q: *Can I backfill soil against the Hebel walls?*

A: Hebel must not have soil backfilled against it. A 25mm clearance should be provided between the underside of the panel or block and finished ground level to eliminate moisture penetration.

## Q: *Can I cut a window or door opening into the Hebel wall?*

A: In most cases it is possible to retro-fit an opening into Hebel walls. Professional advice must be sought to ensure the structural framing is suitable for this modification.

## Q: *How do I attach other external items to our Hebel walls?*

A: A fixing guide (see below) is provided to assist you in selecting the appropriate fixing method for the object you are to secure to the walls.

## Q: *How do I drill penetrations into the Hebel for such things as external lights or speakers?*

A: Holes can be drilled in Hebel walls using a masonry drill bit fitted to a standard (not rotary hammer) drill. Once the penetration has been filled with the required cables or the like, the gap around the penetration should be filled with a reputable flexible sealant such as Sikaflex polyurethane sealant.

## Q: *How do I repair larger damage sustained to the Hebel walls?*

A: If the damage extends beyond the coating system and into the Hebel wall, professional advice should be sought to ensure the damage has not compromised the integrity of the wall.

## Q: *How do I repair minor damage sustained to my Hebel walls?*

A: Surface knocks and scratches can be touched up with the same surface coating finish that was applied at construction (like any masonry wall). Ask your builder for details.

## Q: *What does "acrylic texture" and "full acrylic system" mean - I thought that it was render?*

A: "Render" means; cement render, sometimes just painted with a thin paint topcoat. "Acrylic texture system" will incorporate a 1-2mm, non-cementitious texture coat layer, applied over the render levelling coat and top-coated with a high build flexible finishing coat. "Full Acrylic system" (eg Hebel PowerBase or PowerFinish™) means the system from the substrate up is an integrated, flexible multilayer polymer system (no rigid cement layer).

## Q: *Can I change the colour at any time?*

A: Style and Colour are emotive and were most likely very important in your original design and colour choices. You can update at any time you choose (a great way to achieve a revitalized look for your home) or make that decision at your 10 year maintenance time.

Hebel recommends an acrylic membrane paint system of at least 150 microns Dry film thickness.

## Q: *How long will the coating system last?*

A: Hebel coating systems are permanent. Like all surfaces exposed to the elements, preventative maintenance will keep it looking its best and preserve its optimum performance.

## Q: *Will I ever need to recoat?*

A: Ultimate life-cycle costs of the total facade and finish are optimised when an Acrylic paint membrane (min DFT 150 micron) is applied every 10 years. This ensures the integrity of the weather proofing system and provides the opportunity to address typical longer term building maintenance issues - such as building movement.

Preserving your investment in Hebel is just one good reason, secondly a "10 year refresh" maintains the property's visual impact "as new" and adds to the resale value if, and when, the time comes to sell.

## Q: *What on-going maintenance do I need to do?*

A: As a rule of thumb, you should wash the surface every year (more often in seaside locations). This not only removes surface contaminants but forms your annual inspection routine. Check other building related elements important to preserving your investment at the same time. Look for any areas of water ponding near walls, any loose or cracked sealant at joints and around windows, debris accumulated against walls, the state of gutters and timber, any signs of moisture under eaves - all elements that are routinely maintained and corrected early will extend the trouble-free life of all Hebel building elements.

Apart from its many other positive attributes, your Hebel home has been built to protect your home against the harsh elements.

Hebel has worked with leading coating suppliers, to develop high performance and long-lasting coating systems that adhere to Hebel's unique substrate – so it makes good sense to maintain the total façade system to ensure the finish looks good now and for years to

come. To find out what coating system has been used on your home, contact your builder. Make sure you record the brand and colour specification of your top coat of paint for future reference.

To assist in the longevity of your Hebel finish, the exterior texture coatings on your home should be cleaned on a regular basis. This will help to improve your home's appearance and to preserve your Hebel coating system. Cleaning once every year will remove light soil as well as grime and airborne pollutants.

For best results, the exterior may be cleaned using a low-pressure water blast (less than 450psi) using a fanjet of cold water at a 45 degree angle from the wall (not perpendicular). The fan of the water blaster should be kept a minimum of 20cm from the surface of the Hebel coating in order to avoid damage. Localised grime or ingrained dirt can also be removed by cleaning with a scrubbing brush along with a solution of detergent and warm water. You should avoid attempting to remove any heavy staining using a high-pressure water blaster.

As part of your regular maintenance routine you should check for cracked, loose or missing sealant. You will find sealant in most areas where different substrates meet, including around windows and doors, pipes, where walls meet the soffit line (under eave) and where electrical fittings and handrails have been attached to walls.

Control joints should also be inspected as part of your maintenance inspections. Any deteriorated or damaged sealant should be removed and replaced as soon as it appears. In such cases, Hebel recommend that a paintable flexible sealant be used.

It is important to monitor areas that are heavily exposed to the elements such as parapets, and balcony handrail tops. Due to the minimal slope on these areas and the extremes of thermal movement it is critical that they are inspected and maintained. If damage occurs immediately contact your builder (if within the 7 year warranty period) or a leading paint supplier (such as Dulux) for technical advice. If cracks appear, this may indicate underlying structural problems and in such cases a professional should always inspect them. Temporary repairs can be made to cracks by filling them with flexible sealant until the inspection has been completed and permanent repairs under taken.

During your regular inspections don't forget to check areas that are cold and dark, such as behind heavy foliage. Dirt provides the perfect nutrient for mould and algae growth. The tiny roots that these organisms use to cling to your walls can cause your texture coating to deteriorate very quickly if not regularly cleaned.

# We welcome your feedback and sharing your home story with other homeowners

Of course you'll be enjoying many social occasions and entertainment of friends and family in your new home.

But what about sharing your Hebel experience with other people outside your family or social set and helping their decision making?

That's where the so-called 'social-media' experience can really play a role in showing your home and telling your story to a much wider audience.

There are many people, perhaps similar to yourself who are currently choosing and agonizing over which finish is best for their home, brick or Hebel, timber floor, concrete or Hebel, what choice of boundary fence or what colour and kind of rendered finish they want.







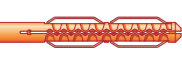
As you know, these choices are never easy and you most likely did a lot of research before making your choice.

That's where you can now help people going through many of the same decisions and similar choices as you were.

So if you'd like to share your experience (and even your photos or movies) we welcome your input and feedback that might help others make the right choice for them in choosing their design, finish and materials.

**Simply go to: [www.hebel.com.au](http://www.hebel.com.au) and upload your story or images.**

## Information you may need in the future

| Fixings For Use With Hebel   |          |      |        |          |   |          |      |        |          |
|--|----------|------|--------|----------|---|----------|------|--------|----------|
| LIGHT DUTY UPTO 20 kg<br>Eg. - Outdoor light fittings, taps, downpipes, other lightweight wall fittings          |          |      |        |          | MEDIUM DUTY 20 - 50 kg<br>Eg. - large light fittings, hot water services, clothes lines, hoses, external wall fittings. |          |      |        |          |
| Product  | Type No. | Dia. | Length | Max Load | Product   | Type No. | Dia. | Length | Max Load |
| <br>Hex Head Screw 14-10x50mm | Type 17  | N/A  | N/A    | 11kg*    | <br>Ramset Ramplug                   | DNP12    | 12mm | 60mm   | 20kg*    |
| <br>Ramset Ramplug-nylon      | DNP8     | 8mm  | 40mm   | 11kg*    | <br>Tox-YTox Plug                    | 12/60    | 12mm | 60mm   | 26kg**   |
| <br>Ramset Ramplug-nylon      | DNP10    | 10mm | 50mm   | 12kg*    |   |          |      |        |          |
| <br>Powers Mungo Nylon Plug   | MU8      | 8mm  | 50mm   | 16kg*    |   |          |      |        |          |
| <br>Powers Mungo Nylon Plug   | MU10     | 10mm | 60mm   | 21kg*    |   |          |      |        |          |

\* Factor of safety (FOS) =4 \*\*Factor of Safety (FOS) =5

These fixings are available through selected hardware outlets and building suppliers around Australia

PLEASE NOTE- Items that cause vibrations or excessive loads to Hebel walls must not be secured to the walls, rather these items should be fixed to posts that are independent to the walls and do not transfer loads to the Hebel eg. -Gates, decks, pergolas, carports, basketball hoops etc. If in doubt please contact CSR Hebel on 1300 443 235.



# Product Warranty

## Low rise Residential Systems (stick frame - up to 3 storeys) Hebel Autoclaved Aerated Concrete ("Hebel Products")

|  |   |
|--|---|
| <b>Who is providing the warranty</b>           | CSR Building Products Limited ("CSR Hebel"). This warranty is authorised by:<br>- Andrew Rottinger (CSR Hebel)<br>- Phone: +61299641775<br>- Email: arottinger@csr.com.au<br>- 39 Delhi Rd, North Ryde, NSW   |
| <b>Who the warranty is provided to</b>         | General publication   |
| <b>Products to which this warranty applies</b> | Hebel Products described above when used in low rise residential systems as outlined in Hebel® Design & Installation Guide HEB1270, HEB1353, HEB1279 and HEB1282. For details of warranties on other products, or on Hebel building systems, please contact your CSR Hebel representative.  |
| <b>Commencement date</b>                       | This warranty applies in respect of all Hebel Products purchased on or after 1/1/2012. Warranty is current as at 1/1/12. Please check the CSR Hebel website for the latest and current versions.  |
| <b>Termination date</b>                        | Until superseded. Please check CSR Hebel website for details of current warranty.   |
| <b>Risks covered</b>                           | Subject to the conditions and exclusions set out in this warranty document, the Hebel® Products are free from any defects in manufacture and materials and shall not materially degrade, corrode or break down during the Term of this warranty ("Hebel® Warranty").  |
| <b>Term of warranty</b>                        | 20 years from the date of purchase  |
| <b>Conditions</b>                              | This Hebel® Warranty will only apply where:<br><br>(a) the Hebel® Product is handled and installed in accordance with CSR Hebel's Technical Manual, Design & installation Guides ("Hebel® D&I Guides") and any other CSR Hebel manuals relevant to that particular Hebel® Product which is current at the time of use;<br><br>(b) no external forces or causes have degraded the workmanship and/or materials of the Hebel® Product other than those forces or causes which the Building Code of Australia and or the relevant Australian standards regard the Hebel® Products as having been designed to withstand under normal conditions;<br><br>(c) The Hebel® Product is coated so as to provide the minimum elasticity & water ingress protection as outlined in the relevant Hebel® D&I Guide and such coatings are maintained so as to provide effective ongoing protection; and<br><br>(d) in circumstances where the Hebel® Product is used as part of a Hebel® building system:<br><br>(i) all components used in the Hebel® building system were specified and sold by CSR Hebel; and<br><br>(ii) the relevant Hebel® building system was constructed to comply with the relevant Hebel® D&I Guide, the Building Code of Australia and all relevant Australian Standards and ABSAC Technical Opinions current at the time of installation.  |
| <b>Consumer guarantee provisions</b>           | These Warranties are in addition to other rights and remedies of the consumer under a law in relation to the goods or services to which the Warranties relate.<br><br><i>The following statement is provided where the Hebel® Product is supplied to a buyer who is a "consumer" under the Australian Consumer Law: Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.</i>  |
| <b>Exclusions</b>                              | To the extent that the law allows, CSR Hebel shall not be liable for:<br><br>(a) Damage to Hebel® Products arising from external causes outside the CSR Hebel's control including but not limited to, building structure movement, welding or other heating, pollution, exposure to conditions that would normally be deleterious to conventional concrete products (eg acidic environments), mechanical damage, hydrostatic pressure, electrical or electrolytic damage, incorrect cleaning, neglect, fire, explosion, radiation, collision, or other accident, acts of God, wars, riots, civil commotion, vandalism, or malicious damage, industrial action, adverse weather conditions (such as, for example, hail storms, sand storms) and the like, unless the damage is caused by the negligence or omission of CSR Hebel, and its employees or agents;<br><br>(b) Deterioration of any part of a Hebel® Product caused by work carried out on the Hebel® Product after installation.<br><br>(c) Any faults to the extent that they are caused or contributed to by any third party design or under-engineering of the building or structure to which the Hebel® Product is attached (including but not limited to the design of the frame or foundations to which the Hebel® Product is incorporated or affixed).<br><br>(d) Cracking in any coatings applied over any Hebel® Product (Note: Before choosing a coating system, it is the Builder's responsibility to liaise with the coatings manufacturer to ensure that the coating system is suitable to the Hebel® Product substrate and that it provides the minimum elasticity & water ingress protection as outlined in the relevant Hebel® D&I Guide)<br><br>Other than as expressly set out in these Warranties, and the warranties that cannot be excluded under the Australian Consumer Law (Schedule 2 of the Competition and Consumer Act 2010 (Cth)) and any other law, CSR Hebel excludes all other warranties and guarantees with regard to Hebel® Products including all implied warranties and guarantees.<br><br>To the extent it is able to do so, CSR Hebel excludes all liability for loss and damage (including consequential loss) where the relevant Hebel® Product is a good other than of a kind ordinarily acquired for personal, domestic or household consumption. |
| <b>Nature of recompense</b>                    | Subject to the rights and remedies of a consumer under a law which cannot be limited, the liability of CSR Hebel under this Warranty will be limited, at the option of CSR Hebel, to:<br><br>(a) the replacement of the defective Hebel® Product or the supply of equivalent goods;<br>(b) the repair of the defective Hebel® Product; or<br>(c) payment for the replacement or repair of the defective Hebel® Product.   |
| <b>Related warranties</b>                      | This Hebel® Product warranty does not apply in respect of third party coating products or systems. Please see your coatings supplier for details of their warranty.   |
| <b>Claim process</b>                           | If you are the homeowner, please contact your Builder. If you are the Builder, please obtain your proof of purchase then contact CSR Hebel customer service on 1300 369 448 or at 112 Wisemans Ferry Road, Somersby NSW 2250.<br><br>All expense of claiming the warranty will be borne by the person making the claim. CSR Hebel may require documentation supporting the claim to be provided.  |



The above Product Warranty is current as at 1 January 2012. Please visit [www.hebelaustralia.com.au](http://www.hebelaustralia.com.au) for the latest version.





The better way to build

For sales enquiries or to be put in touch with a Hebel Builder please visit:

[www.hebel.com.au](http://www.hebel.com.au)

or call:

**1300 4 HEBEL (1300 443 235)**

**Disclaimer**

The information presented herein is supplied in good faith and to the best of our knowledge was accurate at the time of preparation. The provision of this information should not be construed as a recommendation to use any of our products in violation of any patent rights or in breach of any statute or regulation. Users are advised to make their own determination as to the suitability of this information in relation to their particular purpose or specific circumstances. Since the information contained in this document may be applied under conditions beyond our control, no responsibility can be accepted by Hebel, or its staff for any loss or damage caused by any person acting or refraining from action as a result of misuse of this information.

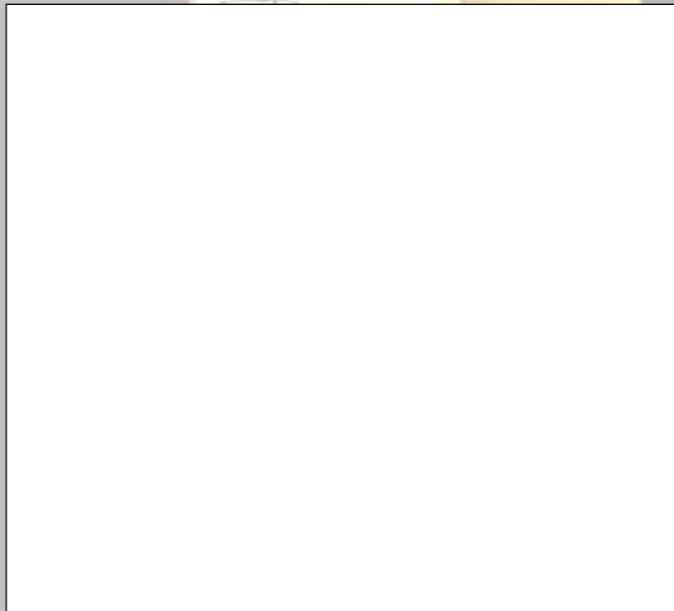
**CSR HEBEL**

112 Wisemans Ferry Road  
Somersby NSW 2250  
Fax (02) 4340 3300

Hebel® is a registered trademark of the Xella group. CSR Building Products Ltd is an exclusive licensee of Xella. CSR Hebel is a business of CSR Building Products Ltd ABN 55 008 631 356. CSR, PowerPanel®, PowerClad®, Hebel Block®, PowerFloor®, Hebel Floor®, PowerFence®, PowerBase®, HighBuild®, are registered trademarks of CSR Building Products Limited.



HELIT038Apr14



# Hot Water, Efficiently



Midea Solar Heat Pump

# Make savings appear out of thin air with a Midea heat pump



USES UP TO **65% LESS ENERGY**<sup>1</sup> Harvest the free energy from our plentiful air to heat your water with the advanced Midea heat pump from Chromagen. This renewable energy water heating technology uses up to 65% less energy<sup>1</sup> than a conventional water heater, whilst providing reliable hot water all day and night.

## Features



**Modern & Stylish**  
A stylish slim line single piece unit incorporates a top-mounted compressor with compact footprint



**Highly Efficient**  
Produces significantly more heat energy than the power input; saving on purchased energy



**Handy Controller**  
Providing intuitive operation & helpful functions such as temp setting, timer & safety lock



**Built in Frost Protection**  
Protecting the condenser from icing for complete peace of mind

## Heat Pump Selection

**HP170**  
170L Capacity

| No. of Persons | Climate |         |         |
|----------------|---------|---------|---------|
|                | Cold    | Warm    | Hot     |
| 1 person       | 170     | 170     | 170     |
| 2 people       | 280     | 170/280 | 170     |
| 3 people       | 280     | 170/280 | 170/280 |
| 4 people       | -       | 280     | 280     |
| 5 people       | -       | 280     | 280     |

To be used as a guide only - based on typical usage of 45 litres of hot water per person throughout the day.



**HP280**  
280L Capacity



## Smart Technology

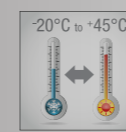
With a Midea heat pump, set up and operation monitoring is made simple thanks to an amazing, in built user-friendly controller.

## Operational modes

**ECO (Heat Pump Only) mode:** The standard mode where the highest efficiency is achieved

**Hybrid Mode:** The Heat Pump & E-heater operate together to ensure the set temperature is achieved

**E-Heater:** When the air temperature drops to below 5°C, the heat pump will automatically select E-heater mode for an electric hot water boost



**Wide Operating Range**  
Operates as low as 5°C in ECO mode & between -20°C & 45°C with additional E-heat boost



**Tank-Wrapped Condenser Coil**  
For efficient heat transfer & preventing water contamination



**Low Operating Noise**  
Operating at a very low 48/49 dBA you will hardly know it's there!



**Auto Disinfection\***  
Periodically heating the water beyond its set temp to prevent the growth of bacteria and legionella



**Power Outage Memory**  
Settings are retained in the event of a power outage

## Smart Technology

Heat pumps utilise an ingenious technology to efficiently transfer thermal energy directly from the surrounding air and into the water, and so do not rely on direct sun or fossil fuels to provide an energy source.

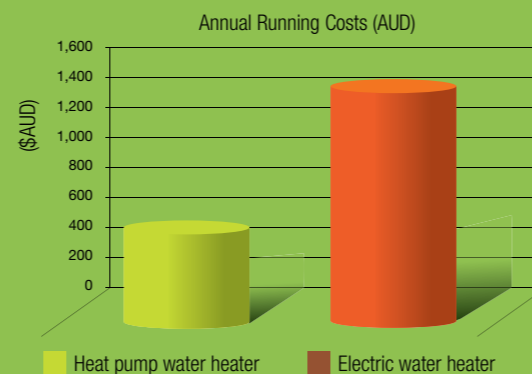


## Did you know?

A heat pump is like an energy multiplier. From 1 kW of power input, it can create over 4 kW's of output heat<sup>2</sup>. That's a performance efficiency of a remarkable 400%. Where as conventional electric storage water heaters can only convert 1 kW of input power into a maximum of 1 kW of output heat.

## Energy Efficiency

Did you know?  
Water heating accounts for nearly a quarter of the energy use and greenhouse gas emissions in the average Australian home.



\*Estimation based on HP280 (RSJ-23/300RDN3-B) STC's in Zone 3 under medium load, obtained from independent laboratory test results and followed by TRNSYS modelling and a retail electricity cost of \$0.30c per kWh.

An energy efficient hot water system such as the Midea heat pump is a great way for households to make substantial reductions in their energy consumption and cost of living.

A heat pump provides a quick and easy replacement of your old energy-hungry electric water heater, whilst also reducing CO<sub>2</sub> emissions by over 4 tonnes, and saving you up to \$930\* per year.

\*Applicable to HP280 model only.

## How it Works

1. A fan draws in air, containing heat energy, across the evaporator
2. The evaporator turns the liquid refrigerant into a gas
3. The compressor pressurises the refrigerant into a hot gas
4. The hot gas inside the condenser coil heats the water inside the coil-wrapped tank
5. The refrigerant reverts back to a liquid after heating the water and continues to the evaporator for the process to start again



<sup>1</sup> Energy use reduction based on CER (AS/NZS 4234) modelling, in Zone 3.  
<sup>2</sup> Average COP is 4.15 based on AS/NZS 5125 test condition 2.

## Residential Warranty

**5 Year**  
Tank Cylinder  
(3 Year Labour)

**3 Year**  
Compressor  
(1 Year Labour)

**1 Year**  
Electronics,  
Parts & Labour

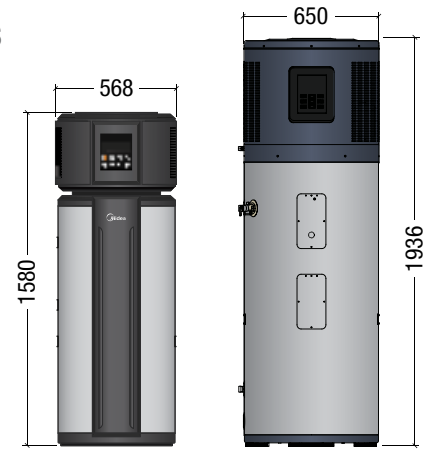


170L Installed Unit

### Eligible for Government Incentives

The highly energy efficient Midea hot water heat pumps qualifies to generate Small-scale Technology Certificates (STCs) under the Federal Government RET scheme and so Australian consumers can use these to reduce the point of sale price of their heat pump.

## Product Specifications



| Heat Pump Model                         | HP170            | HP280            |
|---|------------------|------------------|
| Nominal volume capacity (L)             | 170              | 280              |
| Voltage / Hz / Phase                    | 220-240 / 50 / 1 | 220-240 / 50 / 1 |
| Element input power (W)                 | 2150             | 3000             |
| Heating capacity - Heat Pump Only (W)   | 1500             | 2000             |
| Max water temperature (°C)              | 65               | 60               |
| Max rated input power (W) / current (A) | 2780 / 12.1      | 4000 / 17.3      |
| Relief valve pressure (kPa)             | 1000             | 1000             |
| Noise level (dBA)                       | 48               | 49               |
| Net Weight (kg)                         | 90               | 154              |
| Pipe connection diameter (mm)           | DN20             | DN20             |
| Cylinder Type                           | Vitreous Enamel  | Vitreous Enamel  |
| Outdoor resistance class                | IP24             | IP24             |
| Operating Mode Function                 | Manual           | Manual           |
| Refrigerant type/quantity               | R134a / 0.8kg    | R134a / 1.6kg    |



## Why choose Chromagen?

- A leading provider of solar energy solutions with over 50 years history
- Offices Australia wide with a national dealer & service network
- A wide range of energy efficient solutions to suit your lifestyle
- Committed to quality, innovation & energy-efficient solutions

Hot Water Solutions by  
**Chromagen**<sup>TM</sup>  
Solar & Energy Solutions

[chromagen.com.au](http://chromagen.com.au) | 1300 367 565

Efficient Water Heaters | Kitchen Appliances | Air Conditioning | Solar Power Systems

This revision supersedes all previous versions. All details are accurate at time of publishing. Images indicative only - actual product configuration may differ. Product specifications may change without notice. For the latest product details and specifications, please visit our website - [www.chromagen.com.au](http://www.chromagen.com.au)

CA\_BR002.6 04/21





## Product Care & Maintenance Guide

75 – 89 Link Drive, Campbellfield Vic 3061

P: +61 3 9981 2500 F: +61 3 9981 2532

[www.kitcheninnovations.com.au](http://www.kitcheninnovations.com.au)

### CLEANING

Soiled surfaces or light stains may be removed with warm soapy water or with a common household detergent, non abrasive or any strong acidic or alkaline ingredients.

It may be necessary to cautiously use a brush similar to a tooth or nail brush. Wax or other polishes must not be used on decorative surfaces.

### STAINS

Spills of any nature should be wiped up as soon as they occur. Laminates are resistant to most household products, however not absolutely stain proof? If a stain persists, it is suggested you apply a mild abrasive such as white toothpaste, with a soft toothbrush or cloth.

**Never use a harsh abrasive or steel wool.**

### COMMON ADHESIVES AND PAINTS

May be removed cautiously with the following materials:

1. Alcohols (Methylated Spirits, Methanol)
2. Aromatics (Xylene, Petrol)
3. Aliphatics (Mineral Turpentine, Kerosene)
4. Oils (Mineral Oil, Vegetable Oil)
5. Ketones (Acetones, Nail Polish Remover)
6. Ether – Alcohols (Cello solves, Carbitoles)
7. Paint Thinners (Being a mixture of above)
8. Lacquer Thinners (Without the addition of Acid)

**Note: Acidic based paint strippers must not be used**

### DANGER

Some of the above listed solvents are extremely flammable and vapours harmful. Keep away from heat, sparks and open flame. Keep containers closed. Avoid prolonged breathing of vapours. Avoid prolonged or repeated contact with skin.

**Ensure there is adequate ventilation.**

### LAMINATE SURFACES, DOORS – PANELS – BENCH TOPS

Laminates are not scratch-proof but rather, scratch resistant.

It is possible to permanently scratch or mark the laminate surface with an uneven or sharp implement.

Moisture will affect the board if allowed to penetrate the bench top joins (known as "Masons Mitre Joints").

Avoid a moisture build-up in these areas; wipe away spills as they occur.

Avoid using anything that may boil over (eg: Electric kettle, etc) on these Bench Top Joins.

### SCORCH MARKS – BURNS

The use of a protective mat is highly recommended to prevent the surface being scorched when a hot pot or utensil is placed on the Bench Top

The same applies to pans removed from hot plates or dishes taken from the oven, as their temperature in most instances would be in excess of 155°C (310°F).

The use of a wooden cutting board, or a commercially available heat resistant product is suggested.

### DOORS – PANELS

These could be Vinyl (Membrane) Pressed Panels-Doors, Bar Back Panels, Lacquered Surfaces (Polyurethane) or Timber/Veneer Finishes.

Abrasive creams, powders and pastes may permanently alter the appearance of a laminate surface with continual use. Heavy rubbing will also denigrate the appearance.

Lacquered Surfaces (Polyurethane) or Timber/Veneer Finishes.

Never use products with a petroleum base, abrasive creams, pastes, or silicon/solvent based products on these surfaces.

Never allow hot or warm objects to come into contact with these surface finishes

To maintain surface appearance use a warm moist cloth followed by a soft dry cloth whenever spills occur.

The application of furniture polish (in particular, ones which contain silicon) and waxes is not recommended on timber surfaces.

### ADJUSTABLE SHELVES – ACCESSORIES

Heavy objects must be placed on the base of cabinetry, especially in the wider units, as this will make the shelves bow. Or "Heavy objects" could be placed to the side of fixed or adjustable shelves.

Never immerse any shelves or doors directly into water as this could cause the timber to warp or swell.

Decorated Board products should not remain in contact with hypochlorite bleach, caustic solution, hydrogen peroxide solution in any concentrations, mineral acid, sodium bisulphate, potassium permanganate in any concentration, berry juices, silver nitrate (1% concentration), gentian violet in any concentration, mild silver protein, laundry blue dye or iodine solution (alcohol contains 1% iodine).

Sliding of heavy metallic or earthenware objects can cause scuffing of the surface. Fine scratches or scuff marks can often be removed by the application of a good quality car polish.

### WARRANTY

Our warranty period for workmanship is 12 months, from the date of installation. If a site inspection is required outside that period a \$250 call out fee will apply. If the issue is deemed to be faulty workmanship, the fee will be refunded.

The following is not covered:

1. Any damage caused by misuse, accidents, over exposure to heat or water, reasonable wear and tear, or not maintained as recommended.
2. Any other product/materials included in the kitchen, which are not manufactured by Kitchen Innovations, such as, Appliances or other articles, are considered to be covered by their own Warranty
3. Variations to, patterns, colours and textures of laminate, vinyl, solid timber natural characteristics or polyurethane finishes, beyond Kitchen Innovations control, are not considered to be a manufacturing defect.

### DISCLAIMER

*The Company accepts no responsibility for any errors in this Guide. All suggested care and maintenance details are conveyed with the best intentions and the knowledge at the time of issue. Top Cut Installations Pty Ltd Trading as Kitchen Innovations reserves the right to add, delete or change the product specifications or finishes, according to the related contractual arrangements with the established builders.*

For more details refer to the Kitchen Innovations Web Site.

[www.kitcheninnovations.com.au](http://www.kitcheninnovations.com.au)

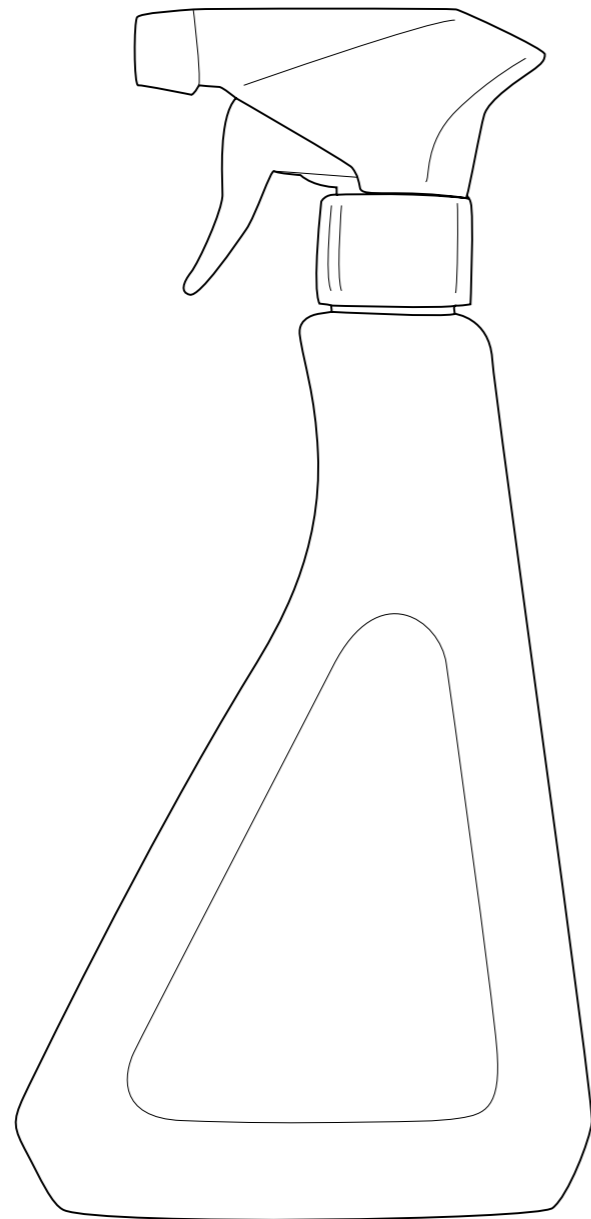
Other Services offered:

- o Entertainment Units or Wall Units
- o Alfresco Cabinetry
- o Wardrobes
- o Stone/Granite Benchtops
- o Metaline Splash Backs

# Use & Care

## Silestone & ECO Line Colour Series

- ES Uso y Mantenimiento
- EN Use & Care
- PT Uso e Manutenção
- DE Gebrauch und Pflege
- IT Uso e Manutenzione
- SW Användning och Underhåll
- FR Utilisation et Entretien
- NL Gebruik en Onderhoud



On Top

## General Usage Advice

### *Routine Cleaning and Maintenance*

Due to their low porosity, Silestone® and ECO Line Colour Series surfaces are highly resistant to household stains. Cosentino recommends you use Q-Action\* to clean its Silestone® and ECO Line Colour Series surfaces. If you don't have this product, the best option is to use water and neutral soap. You should then finish off by rinsing the surface with plenty of water and drying it with kitchen paper or a clean cotton dishtowel.



### *Cleaning Stubborn Stains*

When faced with stubborn stains, the best way to fix it depends on the type of stain. The most usual cases are:

#### **Grease Stains**

Apply Q-Action or similar (dishwasher soapy product) onto the stain and rub it with a sponge until it disappears. Repeat the process if necessary. Next, rinse with a generous amount of water and dry the affected area.

#### **Limescale**

Use cleaning vinegar and a damp sponge. If the stain persists, you can use a limescale remover that has been diluted with water. Never leave it on for more than 2 minutes. Repeat the process if necessary. Rinse with plenty of water and dry with paper.

#### **Silicone and Putty Stains**

We recommend you remove the stains as soon as they appear. To do so, use a knife held horizontally and CleanColorsil, and scrub with a sponge. If you don't have any CleanColorsil, you can use a well-known brand of silicone remover. Afterwards, rinse with plenty of water and dry.

\* Note: For UK Market both CIF Acti Fizz and CIF Kitchen Spray may also be used.

## Cleaning Difficult Stains

For difficult stains, pour some Q-Action (or a similar product) onto the affected area and leave for 2 minutes. Next, scrub with a gentle scouring pad (for glass-top cookers, blue type: no scratch), rinse with plenty of water and dry. If the stain persists, contact the fabricator or studio who supplied you with your Silestone materials.

### OTHER STAINS

| STAIN                         | PRODUCT                 | TOOL           |
|-------------------------------|-------------------------|----------------|
| Food                          | Neutral Soap + Water    | Wet Dish Cloth |
| Ink                           | Alcohol Etilic*         | Roll Paper     |
| Greasy Stains (Oil)           | Neutral Soap + Water    | Wet Sponge     |
| Oxid/Metal                    | Hydrochloric Acid*      | Roll Paper     |
| Limescale                     | Antical Product/Vinegar | Wet Sponge     |
| Other Stains (Coloring, Wine) | Diluted Bleach          | Wet Sponge     |

\* Do not apply directly on the stain. To get wet the roll paper.



## Response to Impacts

One of the most notable features of these surfaces is high impact resistance. However, you should avoid impact to those areas that are less resistant and more sensitive to impact along edges.

## Avoiding Heat Damage

After using certain kitchen utensils, such as frying pans, pots and other items that give off heat, do not place them directly onto the surface. Instead, you should use a tablemat (a rubber one, if possible) until the utensils have cooled down. This is because the sharp difference in temperature (between hot and cold) can damage the surface.



## Precautions for General Use

- Do not leave water on the surface for long periods of time. The most susceptible areas are those that are close to sinks.
- Do not use sharp objects to cut directly on the worktop surface. Instead, use other protective materials such as chopping boards.
- Do not place the surface outside or anywhere that may be exposed to high levels of ultraviolet radiation.
- Do not place any objects that give off heat, or that have been recently removed from the cooker, onto the surface. Use a trivet or tablemat.
- Do not use water-repellents, sealants, polishes or similar products.
- Do not polish the surface.
- Do not place heavy objects that are unsuitable for worktop use on the surface.
- Do not use paint strippers, caustic soda or any products with a pH greater than 10. If you use bleach or solvents, you should rinse the surface with plenty of water. Never leave such products in permanent contact with the surface, as they may affect it after 12 hours. Avoid the use of any chlorine-based products and any contact with hydrofluoric acid.
- Do not use grease removers with a high mineral content, or very strong products containing 50% solutions of hydrochloric acid or sodium hydroxide.
- Do not use any cleaning products that have a mineral content or that include microparticles in their composition.
- Do not use any scouring pads that may scratch the surface. Use a cleaning sponge.
- Examples of products that you must not use on Silestone and ECO Line Colour Series surfaces: paint strippers, oven-cleaning products, cleaning products containing methylene chloride, acids for unblocking plugholes or nail-polish removers containing acetone.
- If any of these products are spilled onto the surface, remove them as quickly as possible using plenty of water and neutral soap.
- The use of these types of products may result in the loss of the product warranty.

## Cleaning silicone and glue

During the fabrication (miter cutting, laminating, general cleaning of pieces) and the counter top installation (joints, splash backs, etc.) where glues, adhesives and silicones are used, we recommend to clean afterwards (maximum 30 minutes after gluing). To do so, use clean cotton cloths or paper. Use Clean Colorsil (Cosentino's complementary product) as a silicone and adhesive cleaner; Isopropyl Alcohol or Isopropanol (cleaning alcohol) or ethanol may be used instead.

## Not recommended products



Products such as solvent or acetone should not be used for cleaning worktops or slabs. Scouring pads should not be used. It is advisable to use microfibre cloth or wet paper.

A product designed by **COSENTINO**

**COSENTINO HEADQUARTERS**

Ctra. Baza a Huércal - Overa, km 59 , CP 04850 - Cantoria - Almería (Spain)

Tel. +34 950 444 175, [info@cosentino.com](mailto:info@cosentino.com), [www.cosentino.com](http://www.cosentino.com), [www.silestone.com](http://www.silestone.com)

 [silestonetheoriginal](https://www.facebook.com/silestonetheoriginal)  [@silestone\\_ESP](https://twitter.com/silestone_ESP)



\* To check terms and conditions please go to [www.silestone.com](http://www.silestone.com)

\*\* To obtain more information about colours with NSF certificate please visit the official website: [www.nsf.org](http://www.nsf.org)



**SOUTHERN STAR**  
Group of Companies



# WARRANTY



**Canterbury**  
Timber Windows & Doors



**HOMEVIEW**  
TIMBER WINDOWS & DOORS

[www.windowsanddoors.build](http://www.windowsanddoors.build)

## Warranty

The Southern Star Group comprises SOUTHERN STAR WINDOWS (ACN 100012431) and AURORA AUSTRALIS HOLDINGS PTY LTD (ACN 130 653 575) trading as CANTERBURY WINDOWS AND DOORS and HOMEVIEW WINDOWS AND DOORS (the "Southern Star Group"). Each member of the Southern Star Group is a member of the Australian Window Association and, as such, conforms to an industry Code of Conduct designed to protect consumers. Products manufactured by members of the Southern Star Group are inspected by independent, third party NATA accredited auditors to validate that the window and door products examined have been manufactured to the relevant Australian Standards and the legislative requirements of the National Construction Code of Australia. Subject to the conditions and limitations listed under "General Conditions" below, each member of the Southern Star Group:

- guarantees that its products are of acceptable quality and free of any defect caused by the manufacturer; and
- warrants its products against defects arising from faulty workmanship or materials and, in the case of timber windows and doors, insect attack and decay, for a period of seven (7) years from the date of delivery by the member of Southern Star Group. (the "Warranty").

### General Conditions

The Warranty is subject to the following conditions and limitations:

- The product has been installed in accordance with the relevant Australian Standards and best building practice.
- The product has been installed and maintained in accordance with Southern Star Group installation and care and maintenance recommendations.
- The product has not been subject to misuse, abuse or neglect.
- Damage has not been caused by accident, transport, installation or any external cause.
- The Warranty is void if the purchaser has provided incorrect measurements or specifications.
- In respect of insect and safety screen products, the Warranty is void and will not apply if:
  - The product has not been fabricated by a member of Southern Star Group.
  - The product has not been fitted by Southern Star Group personnel or nominated installers.
- Manufacturing standards and tolerances are not deemed defects, nor are industry variations in colour of aluminium and timber componentry.
- The Southern Star Group accepts no liability for thermal cracking of glass, which is not uncommon in thermally efficient glasses such as Low 'E' coated glass products.
- This warranty does not apply to insulated glass units installed at altitudes of 800 meters or more above mean sea level, unless breather tubes or capillary tubes have been installed and these tubes have subsequently been sealed after sufficient acclimatisation has occurred at final altitude.
- Wire reinforced glass, toughened glass, float glass, laminated glass and mirror glass have the benefit of the Warranty for one (1) year only.
- Southern Star Group accepts no responsibility for glass breakage (except for faulty workmanship or material).
- Southern Star Group accepts no responsibility if damage occurs to product when it is kept in storage by Southern Star Group beyond the original delivery date at the request of the customer.
- Moving parts such as winders, hinges, jambliner system, counter balance system, sash locks, handles and other moving parts/all other door parts are covered for a period of one (1) year only.
- The Warranty does not apply to parts supplied by other manufacturers as separate components, and where such a component is warranted or guaranteed by its manufacturer or supplier, those guarantees or warranties, whether express or implied, are assigned to the person to whom the goods are supplied.
- The Warranty is limited to the repair or replacement of the faulty product at the Southern Star Group's discretion but does not extend to the installation or refurbishing of a replacement product or any other consequential or indirect loss or damage incurred as a result of the defect. No claims can be made against any member of the Southern Star Group in respect of such matters.
- Only repairs carried out by Southern Star Group personnel or authorised Southern Star Group agents are covered by the Warranty.
- For Timber products in particular:
  - When delivered, doors must be stored in a dry area and not in damp, moist or freshly plastered areas; and stored flat on bearers no further than 500mm apart.
  - Within thirty (30) days of delivery a first coat of paint, varnish or sealer must be applied to all surfaces.
  - Light coloured finishes must be applied to external timber surfaces in the manner and frequency specified by the Company or paint manufacturer for the term of the Warranty to reduce the possibility of bow, twist or warp. Light reflective semi gloss finishes are recommended. Paint with a light reflectance value (LRV) finish greater than 50 should be used : White - LRV approx. 95 Black- LRV approx 5.
  - The Warranty will be void when a dark coloured stain or paint has been applied to external timber surfaces.
  - The Warranty does not cover any circumstances arising in regard to any natural variations of timber product, shade, surface consistency, or grain configuration.
  - Warp (cupping, bowing, twisting or distorting of timber) less than 5mm; or exceeding 5mm where moisture content of timber has fallen below 12% or risen above 18% is not deemed a defect.
- For Doors in particular:
  - When fitting doors, the structural strength must not be impaired when fitting or applying hardware or cutting or altering the door for lights, louvres, panels or any other special features.
  - All solid doors must be hinged with 3 appropriately sized hinges and not more than 3mm may be trimmed from any edge.
  - The Warranty does not cover glass doors that are wider than 1020mm or higher than 2635mm, sliding door panels wider than 1500mm or higher than 2330mm; or doors that are improperly hung or which do not swing freely.

The Warranty is provided in addition to any warranty or guarantee imposed by law which cannot be excluded and, in particular, the guarantees implied by the Competition and Consumer Act 2010. In no way does this guarantee seek to exclude or limit any right or remedy you have in law which cannot be excluded. However, to the extent that is permitted by law, any other warranties or guarantees are excluded.

Warranty

### Warranty Claims

Claims under the Warranty require the claimant to first notify the manufacturer. No claim by the customer, whether for alleged damage or defective goods or any other cause whatsoever, need be recognized by the Southern Star Group (and all such claims shall be deemed absolutely waived by the customer) unless notified in writing and received within one month (30 days) of the defect arising or being identified in the product.

Claims under the Warranty can only be made by the purchaser of the product. Copies of documentation showing the purchase date of the product should be included with the written claim and forwarded to the branch from which the product was purchased.

Branch contact details appear on the back page of this document. Any costs associated with lodging a claim under the Warranty will be borne by the claimant.

Where a product has been repaired or replaced, the Warranty shall apply to the repaired or replaced product for the balance of the period provided by the Warranty.

### Care and Maintenance Recommendations

To keep your windows and doors looking and functioning at their best, we recommend you maintain them regularly. To maintain optimum aesthetic and performance, follow these simple maintenance and care tips.

### All Aluminium Windows and Doors

External aluminium surfaces of windows and doors should be washed with clean water and a mild detergent at least every three months. A soft sponge or similar should be used to avoid scratching the glass or aluminium. In coastal or industrial areas where the environmental conditions are more demanding, the cleaning program should be carried out on a monthly basis. Abrasive, chemical cleaners or steel wool should not be used as such methods may result in damage to the glass or aluminium surfaces. Drainage slots should be checked on a regular basis to ensure they have not become blocked with residual dirt or grime.

### Timber Windows and Doors

Use soft, clean cloths and do not use scraping devices or abrasive cleaners. Wash down with a soft cloth and mild detergent. Rinse off residue with clean water. Do not use solvents. Keep bottom tracks clean, wipe with a cloth and use a dry silica based lubricant if required, lightly grease top tracks, oil hinges. Opening sashes should be operated on a regular basis to ensure the sash hardware continues to move smoothly.

### Awning/Casement Windows and French Doors

With sashes open, the sash and opening perimeter should be cleaned regularly and kept clear of dust and foreign matter. All door and window operating hardware should be cleaned and operated regularly to ensure smooth operation. Lubricants should not be used on casement stays, as this will affect their operation.

### Sliding Windows and Sliding Doors

Sill recesses should be regularly cleaned and kept clear of dust and foreign matter. A brush and vacuum within the track area may be used to do this. Door locks should be checked from time to time for satisfactory operation and may require adjustment to compensate for building settlement. Door rollers are factory set and should not require any adjustment. However, if, due to building settlement, an adjustment needs to be made, the door panel must first be lifted to relieve weight from the roller assembly. Adjustment should be made using a Phillips head screwdriver.

### Double Hung Windows

Window jamb tracks should be cleaned regularly and kept clear of dust and foreign matter. Window operating hardware should be cleaned and operated regularly to ensure smooth operation.

### Hardware

Regular maintenance is required for all hardware, even stainless steel, as they are moving parts. In most environments, maintenance is recommended every six (6) months and every three (3) months in marine and industrial environments. Hangers, pivots and brackets should be given a light spray of corrosion preventative (such as CRC Marine 66, Inn ox or WD40) followed by a light wipe with a dry cloth to remove excess. Exposed surfaces should be wiped down with warm soapy water and a soft rag and then rinsed clean before applying preventative. Visible surfaces of hinges should be wiped down with warm soapy water on a soft rag and then rinsed off by wiping with a clean damp rag. Application of a thin film of light machine oil or one of the corrosion preventative sprays mentioned above will help to maintain the original lustre of the metal finish. Be careful not to get these compounds on the timberwork itself as they may cause staining. Drop bolts should be sprayed with a lubricant such as those mentioned above and the sliding pin inside the bolt and to the lock cylinder.

### Glass

It is recommended that all glass surfaces be kept clean by prompt removal of all dirt or other contaminants. Clean water and, in some instances, a small amount of mild detergent should be used. After washing, any detergent residue must be thoroughly rinsed away with clean water. Under no circumstances is any form of blade, scraper or abrasive cleaner to be used. Stubborn dirt or residue should be lightly sponged off to avoid scratching of the glass. The frequency of cleaning required will depend on environmental conditions such as proximity to the ocean or industrial areas. As a general guide, glass should be cleaned at least quarterly.

### Insect and Safety Screens

Flyscreens can be cleaned by vacuuming or washing thoroughly using a soft brush. Screens should be cleaned at least three to four times per year. A small amount of detergent can be added to a bucket of warm water. Carefully remove the screen before hosing it down thoroughly. A soft nylon brush can be used to dip into the warm water and detergent, gently brushing the screen. Ensure to hose down well afterwards and allow the screen to dry before replacing in the window or door.



**SOUTHERN STAR**  
Group of Companies

### SOUTHERN STAR GROUP HEAD OFFICE + SHOWROOM

NORTH GEELONG | 5 Kelly Court | PO Box 563 North Geelong Vic 3215 | P 03 5277 7200 | F 03 5277 7222

### SOUTHERN STAR ALUMINIUM WINDOWS + DOORS OFFICES + SHOWROOMS

MELBOURNE | 261 Princess Highway Hallam Vic 3803 | P 03 8786 3555 | F 03 8786 3444

ADELAIDE | 19 Tappa Road Edinburgh Park SA 5111 | P 08 8256 9500 | F 08 8256 9555

SYDNEY | 40 Lyn Parade Prestons NSW 2170 | P 02 9426 7400 | F 02 9426 7444

BRISBANE|GOLD COAST | 55 Motorway Circuit Ormeau QLD 4208 | P 07 5549 5600 | F 07 5549 5611

PORT MACQUARIE | 39 Uralia Road Port Macquarie 2444 | P 02 6581 0908 | F 02 6581 2190

HUNTER | 1 Mayfair Close Morisset NSW 2264 | P 02 4980 1100

### CANTERBURY TIMBER WINDOWS + DOORS OFFICES + SHOWROOMS

MELBOURNE | 590 Heatherton Road Clayton South Vic 3169 | P 03 9549 7333 | F 03 9549 7362

| E [info@windowsanddoors.build](mailto:info@windowsanddoors.build)



FOR YOUR NEAREST BRANCH CALL OUR TOLL FREE NUMBER 1300 733 599



Canterbury  
Timber Windows & Doors



HOMEVIEW  
TIMBER WINDOWS & DOORS



If you have any further queries, please contact a member of the Habitas team on the below.

e [Habitas@development.vic.gov.au](mailto:Habitas@development.vic.gov.au)

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