# Home Care Guide - Contents

1. Air Conditioning – Post Construction 3
2. Acyclic Texture & External Painted Render 3
3. Bathrooms 3
4. Ceilings 4
5. Concrete 4
6. Driveways 4
7. Damage due to Additional Works 4
8. Damage due to Footings caused by Trees and Excavations 5
9. Damage due to Storm, Fire, Flood, Earthquake or Vandalism 5
10. Electrical 5
11. Electrical Trouble Shooting 5
12. External Balustrade 5
13. External Brickwork 6
14. Garage 6
15. Garage Doors 6
16. Glazing 6
17. Hot Water System 7
18. Kitchen Sink 7
19. Laminated Surfaces 7
20. Mirrors & Shower Screens 8
21. Minor Cracking 8
22. Misuse & Neglect 8
23. Painting 8
24. Plumbing 9
25. Roof Cover 9
26. Safety 9-10
27. Silicone Joints – Care & Maintenance 10
28. Steel Work 10
29. Stone Surfaces 10
30. Storm Water Disposal 11
31. Termite Treatment 11
32. Tiles 11
33. Tiled Floors – Post Construction 11
34. Timber Floors 12
35. Warranty Claims – Undertaking of Works 12
36. Warranty Periods 12-14
37. Warranty Limitations 15
38. Warranty – Service Commitments 15
39. Warranty – Structural 15
40. Water Proofing to Showers 15
1. **Air Conditioning - Post Construction**

Where air conditioning is installed after handover the owner must:

- Ensure they use a reputable air conditioning company that will meet your expectations and installation standards.
- Ensure that fan coil units are suspended inside the roof. Fan coil units (for ducted reverse cycle units) must not sit on the ceiling frame.
- Ensure that all flexible ducting is suspended within the roof space and does not rest on the ceiling frame.
- Ensure the outdoor units are located away from bedroom windows, alfresco and located such that it does not cause nuisance to neighboring properties.
- Ensure adequate ventilation for the unit between fences and other obstacles.
- Ensure that where ceiling frame and bulkhead timbers need to be cut they are adequately trimmed out to eliminate cracking, ceiling failure and hazards for future personnel entering the roof space.
- Ensure that the power is isolated whenever any personnel are in the roof space.
- Ensure that evaporative air conditioning units are not installed in homes that have a Bushfire Attract Level (BAL) rating of 12.5 or more without ensuring that the correct fire screens are installed.

*NOTE: If any of the items are not correctly installed the Post Construction warranty may be voided.*

2. **Acyclic Texture & External Painted Render**

The exterior coatings on your home should be cleaned on an annual basis. This will remove light soil as well as grime and airborne pollutants. The exterior can be cleaned with low pressure water blasts from a minimum of 30cm from the surface, alternatively; you can use a solution of detergent and warm water using a soft brush. It is important to monitor areas heavily exposed to the elements, in particular parapets and balcony handrail tops as they will hold dirt and grime which can lead to mould over time if not cleaned. Recoating is recommended after 7 years to rejuvenate textured surfaces, and or as required for painted rendered walls depending on the colour.

3. **Bathrooms**

Bathroom surfaces are designed to resist reasonable wear and tear but sand and grit can cause scratching. We do not recommend bleach-based products for cleaning tiles with dark grout. This may lead to severe discoloration.

Bathrooms need to be adequately ventilated to minimise humidity and excess moisture.

The right household cleaners will keep the surfaces looking new for longer. Avoid using abrasive cleaners on baths, basins, toilets, troughs, glass, tiles and any acrylic or laminated surfaces, as they will cause scratching. We recommend using only mild household cleaners and water to effectively and gently clean all surfaces and fittings.
4. **Ceilings**

The ceilings in your own home are not designed to carry additional weight such as heavy light fittings and ceiling fans. The ceiling space should never be used as a storage area. We recommend that you:

- Do a visual inspection of your ceilings from time to time and look for irregularities. Look for cornices that may have dropped, peaking in the joins of the sheets, water staining, and holes in ceilings where screws may have pulled through, severe cracking or minor cracking that is rapidly getting worse.
- Act immediately if you feel maintenance is required
- Minimise roof space traffic
- Advise other trades and suppliers that they are not to leave heavy objects on the plasterboard or ceiling frame
- Do not suspend heavy light fittings and or ceiling fans from the plasterboard
- Do not lay air-conditioning ducting across the ceiling frame. It must be suspended off the ceiling
- Adequate ventilation is recommended especially in wet areas to minimise mould
- Do not alter the ceiling frame to accommodate air conditioning or light fitting cut outs without professional advice and rectification
- **Warning:** Always isolate the power before entering the roof space.

5. **Concrete**

Hairline cracks can appear in your concrete floor slab immediately after being poured, and for at least twelve months after. This is normal and is due to shrinkage and is not detrimental to the structural integrity of the home.

6. **Driveways**

Your driveway has been designed for normal light weight vehicle traffic only. Heavier vehicles such as furniture removal trucks may crack or subside the driveway. Damage caused by heavy vehicle traffic is not covered under our warranty program.

Control joints are formed in concrete driveways and paths to assist in isolating cracks.

Driveways that have been installed prior to council crossover must not be driven on until the crossover has been installed.

7. **Damage due to Additional Works**

Damage caused by the owner and or the owner’s contractor for any additional works is not covered under our warranty program. This may include (but not limited to) air conditioning, additional lighting, telecommunication, TV/Foxtel, alarm systems, PV cells, floor covering, soak wells and landscaping and painting.
8. **Damage to Footings caused by Trees and Excavations**

Trees located within close proximity of your home can cause damage to the concrete footings. You must maintain a clear space around the perimeter of your home. Consult the CSIRO Fact Sheet (included) for further information. Excavations for future pools, soak wells, service trenches, and other landscape items must be kept away from the footings (distance depends on the depth). Damage due to loss of compaction is not covered by our warranty program. You must consult an Engineer prior to any excavations.

9. **Damage due to Storm, Fire, Flood, Earthquake or Vandalism**

Damage to your home due to external factors is not covered by our warranty program. These factors may include vibrations from nearby road works or construction works or any other items that are not directly related to the building process.

10. **Electrical**

Smoke alarms should be tested regularly by using the test button. The batteries will need to be changed every twelve months and the smoke alarms will need to be changed every 10 years.

The Residual Current Devices (RCD's) should be tested regularly by using the test button.

11. **Electrical Trouble Shooting**

You may experience problems after taking possession of your home. This will generally be due to portable appliances that have developed a fault during the move. Plug in one appliance at a time to eliminate the faulty appliance. RCD's are also prone to trip due to power surges.

12. **External Balustrade**

Balustrades with a paint finish, powder coat finish or stainless steel will require washing down every three months. Any wrought iron or stainless steel exposed to outside elements particularly salt air in the coastal regions will deteriorate unless correctly maintained.
13. **External - Brickwork**

**WARNING** - Brickwork, brick piers, beams, columns, patios, pergolas and other parts of the structure are not designed to withstand additional loads caused by attaching hammocks, basketball rings, punching bags and the like. The fittings and structure can fail causing collapse which may result in serious damage, injury or fatality.

Moisture can be an issue for walls. Avoid planting of gardens up against brickwork as moisture may seep through to internal walls causing damage. Ensure reticulation does not spray directly onto brickwork. Weep holes along the bottom course are designed to let moisture out.

Vanadium staining in the form of a yellow or green discoloration is neither permanent nor harmful and is not a fault of the bricks or of the workmanship. Stains will generally wash off in time; however removal can be fastened by chemical treatments. Contact your brick manufacturer for further information..

14. **Garage**

Your garage is not designed to be waterproof or termite resistant. Do not stack boxes, or any items that could sustain damage due to moisture or termites directly on the garage floor or against walls.

15. **Garage Doors**

Garage doors have many moving parts and must be maintained and well lubricated on a regular basis. For service requirements consult the operational manual. Garage doors in the proximity of the coast should be washed down regularly (every three months).

16. **Glazing**

To achieve the required energy efficiency, your home may be fitted with a thermal/solar performance glass. These products have a thin coating on the internal surface which requires a different method of cleaning to ordinary glass.

- Use Windex or vinegar/water solution (1 in 10). Do not use ammonia or alcohol based cleaners
- Spray the glass with cleaning solution
- Clean with lint free towel or cloth
- Do not use a squeegee on the internal surface
- External surfaces can be cleaned as normal
17. **Hot Water System**

If your home is fitted with a storage hot water system, it will have a pressure relief valve that may release water on a regular basis. It is normal to see some discharge of water or steam from this area.

18. **Kitchen Sink**

Your sink is designed to withstand the wear and tear of everyday use. However, you can keep it scratch-free for longer by avoiding harsh contact with metal utensils.

19. **Laminated Surfaces**

The surfaces have been checked at pre-handover inspection and found to be satisfactory prior to occupation.

Limited warranties apply to laminates so the following guidelines should be followed to ensure the best possible performance from your laminate products.

- All materials used in the manufacture of these cabinets are of a moisture resistant grade. They are not waterproof or marine grade.

- The laminated surfaces in your home are designed to perform well under normal living conditions.

- Your benchtops will stay unspoiled for longer if you take a few simple precautions. Use chopping boards to protect your benchtops from the scratches of knives and other implements.

- Sunlight - protection from direct sunlight is essential. Failure to do so can cause contraction of the laminate surface causing joins to open (this is not covered under our warranty program).

- Heat - similarly if the surface is in direct contact with hot items such as kettles, pans or hot food dishes, this may cause surface burns, blistering and delamination.

- Mats or insulated stands must be used under heat generating electric appliances e.g. Toasters, frypans, slow cookers.

- Water - do not flood or immerse a laminate surface. Always dry excess water off immediately. Sitting water can seep into the surface and joins, causing swelling and warping the substrate material.

- Cleaning - normally warm soapy water (mild detergent) is all that is required and must be dried off immediately.

- Do not use abrasive cleaners

- Do not use acid based cleaners
20. **Mirrors & Shower Screens**

Mirrors require special care when cleaning. Simply wipe over the surface with a few drops of methylated spirits on a damp lint free cloth and polish. Do not use abrasive cleaners as they may scratch the surface. Do not use acidic cleaners as they can damage the reflecting backing.

Shower screen glass should be cleaned using cleaning materials that are free from grit and debris to avoid scratching. Use only detergents and cleaning solutions that are recommended for cleaning glass. Mild detergents are preferable.

Avoid direct contact with hot water on glass shower screens as it can cause cracking.

21. **Minor Cracking**

Movement due to shrinkage and settlement will occur. Minor cracking to the slabs and brickwork, is not covered by our twelve month warranty program. Minor cracking to cornices, plastered walls and wall and floor tiling is covered by the twelve month warranty program. Structural cracks are those that affect the structural integrity of the building. Where repainting of the walls is required, every effort will be made to match existing. Whole walls and or ceilings are not repainted. Painting rectifications are only carried out where the painting to the affected areas was part of the original contract.

22. **Misuse & Neglect**

Regular maintenance of your new home is essential. Damage due to misuse or neglect is not covered by our warranty program. Some items used in your home may not be included in this Guide. It is the owner’s responsibility to ensure that all items receive regular maintenance and care required.

23. **Painting**

Painting of walls after handover must not be commenced until the moisture levels and PH levels have been tested and are within the paint manufacturer’s recommendations. We recommend that you use a licensed painting contractor as surface assessment and preparation are particularly important. By the commencement of the works the painter accepts that the condition of the walls is suitable for painting.

The following guidelines will help achieve the best quality finish:

- Allow walls to dry and initial settlement to occur
- Brush down all walls to remove dust and impurities
- Apply an oil-based sealer to all walls
- Patch any imperfections or marks to walls and sand smooth
- Apply two coats of acrylic paint in chosen colour
- Some additional patching may be required during coats
- Do not use masking tapes on plastered walls
- No adhesives, blu tak or tape is to be applied to any painted surface
- PH levels of the plaster must be tested prior to painting
24. **Plumbing**

Leaks under your sink, laundry trough or vanity basin may only be due to shrinkage of the rubber seal in your waste pipe. Extra hand tightening may eliminate an unnecessary service call and damage to cupboard shelving.

Dripping taps may just have sand lodged in the washer. Undo the AERATOR on the end of the tap and clean and replace. Turning the tap on full for 10-15 seconds may dislodge the particle. Due to the number of ongoing connections into the water mains (particularly in newer sub divisions) it is not uncommon for the need to replace washers more than once in the first twelve months of occupation.

You may notice the water pressure in your shower is not as strong as other fixtures in your home. In accordance with regulations each shower is fitted with a water saving disk to regulate the amount of water flow.

Water hammer is a common occurrence in many homes and can be kept to a minimum by gently turning off taps. Unfortunately, dishwashers and automatic washing machines cannot be controlled easily. Turning down the pressure at the water meter or fitting water hammer arresters may assist in lowering the noise. If your home is in a new sub-division it is possible that the metropolitan water main has higher than normal pressure to allow for servicing future residences. As the area develops the water pressure to your residence should decrease to normal levels.

25. **Roof Cover**

Any leaks in your home must be repaired without delay. Once your home has experienced wet weather and does not show signs of any leaks and then leaks occur at a later date, it will generally be due to other causes. Before contacting the builder, check that gutters, down pipes and valleys are not blocked and that the cause is not due to works by others.

Gutters and fascias in the proximity of the coast should be washed down regularly (every three months).

26. **Safety**

Safety is the responsibility of all stakeholders. As the home owner you must ensure that you assess the risk of injury or harm arising from the ongoing use and maintenance of your home. This may include but not limited to:

- Roof access and falls from heights
- Changing of light fitting and electrical work
- Use of chemicals
- Window cleaning to high windows
Control of these risks through the implementation of control measures to eliminate or reduce them may include but not limited to:

- Roof access both internal and external, should only be undertaken by a competent person.
- Personnel undertaking any works should have a Safe Work Method Statement for the task which is to be undertaken and they must ensure that all safe work practices are followed.
- Personnel undertaking any works must provide and use the correct personnel protective equipment and ensure that they and any of their workers have the necessary skills, training certification and experience necessary to perform the work.
- All electrical work must only be undertaken by a licensed electrician.
- Ensure that the electricity is switched off when electrical work is being undertaken or access to the roof space is required.
- All plumbing works must only be undertaken by a licensed plumber.
- Chemicals must only be used by a competent person and material safety data information must be followed at all times.
- Window cleaning of high windows must only be undertaken by a professional window cleaner.

It is the home owner’s responsibility to ensure that all safety precautions are taken to eliminate injury or harm to themselves, their contractors and to members of the public.

27. Silicone Joints - Care & Maintenance

- Inspect silicone joints every twelve months to identify any potential issues (failure to do so will void your warranty)
- Avoid the use of abrasive or harsh cleaning products and stiff brushes
- Keep wet areas well ventilated to avoid mould and mildew forming due to excessive moisture
- Clean silicone joints regularly to avoid deterioration

28. Steel Work

All external steel work including posts, T bars and lintels that may be affected by airborne salts or other contamimates, should be washed down regularly (every three months).

29. Stone Surfaces

Where stone tops and splash backs are installed they are covered by a Manufacturers Limited Warranty. Refer to the Stone Care Maintenance Guide included within.
30. **Storm Water - Disposal**

Storm water runoff will cause damage due to erosion, subsidence, or loss of compaction. Storm water must be directed away from the home by using spoon drains, soak wells or piped into council drains. The required distance between the home and the soak well will depend on the depth of the soak well and the soil type. For a class (A) site an absolute minimum would be no greater than the angle of repose taken from the top of the footing to the base of the soak well.

31. **Termite Treatment**

Refer to information supplied by the Pest Control company. Notification of the method of pest control can be found in the meter box. Regular inspections are required by the Pest Control company to ensure that warranties remain current.

Do not stack boxes or timber items on the garage floor or up against any external walls.

32. **Tiles**

Keep tiles and grout in original condition by cleaning regularly with a soft clean mop and warm water. Avoid abrasive cleaners. Avoid using bleach-based cleaners as this can cause grout to discolour.

Ensure liquid spills are cleaned immediately to avoid permanent stains on light coloured surfaces.

Glazed floor tiles are best kept clean with regular sweeping or vacuuming and washing with a solution of warm water and soap. Avoid abrasive and corrosive cleaner.

Unglazed floor tiles have a slight porosity to their surface and can have a textured finish. This means more attention is required to keep the floor clean. Any spills should be washed from the floor straight away.

Grout with soap build up and mould in wet areas can cause discoloring. Gently scrubbing with a nylon pad or brush will help restore discoloured areas.

**Retain all spare tiles and grout for possible repairs during the Post Construction Warranty Period. Where spare tiles and grouts are not retained the owner is required to supply tiles should repairs be needed. The builder cannot guarantee colour match or shade variances where additional tiles are required.**

33. **Tiled Floors - Post Construction**

Tiling to floors should be laid as per the relevant Australian Standards. The Builder recommends that expansion joints and flexible adhesives and grouts are used. The Builder does not warrant that the floor is suitable for the tile type selected. A screed may be required prior to laying. Cracking to tiling installed by the owner is not covered under our warranty program.
34. **Timber Floors**

Should you choose to install timber flooring, you must be aware that timber has certain properties that require special care. Tint windows or draw shades to prevent unfiltered direct sunlight from fading or changing the colour of your floor. Ensure your home is adequately ventilated to minimise humidity and excess moisture, which can cause movement in the timber. Moisture levels in slabs must be checked prior to the installation of timber floors.

Timber floors should be cleaned using the least amount of water possible. Any spillages onto timber floors should be cleaned and dried immediately.

35. **Warranty Claims - Undertaking of Works**

Works in relation to any warranty claim will require access to your home between 7:30am and 4:30pm on weekdays. Clear access must be provided to the required area and furniture and valuables should be moved. Whilst all care is taken, no responsibility will be taken due to restricted access.

36. **Warranty Periods**

Items installed in your new home are covered by their individual manufacturer’s warranties. Different aspects of your new home are covered by a variety of differing warranties. Refer to the summary of warranties listed below. Service within the manufacturer’s warranty periods can be obtained by contacting the relevant manufacturers directly.
<table>
<thead>
<tr>
<th>Item</th>
<th>Warranty Period</th>
</tr>
</thead>
<tbody>
<tr>
<td>Air Conditioning</td>
<td>Refer to manufacturer's warranty</td>
</tr>
<tr>
<td>Alarm Systems</td>
<td>Refer to manufacturer's warranty</td>
</tr>
<tr>
<td>Appliances: Electrical and Gas</td>
<td>Refer to manufacturer's warranty</td>
</tr>
<tr>
<td>Bathrooms, Laundries, WC's and Kitchens</td>
<td>1 year for plumbing fixtures against faulty materials and workmanship</td>
</tr>
<tr>
<td>Brick Paving and Driveways</td>
<td>1 year on subsidence. Conditions apply</td>
</tr>
<tr>
<td>Cabinets, Benchtops and Vanities</td>
<td>1 year on workmanship</td>
</tr>
<tr>
<td>Ceilings</td>
<td>1 year on cornice cracking</td>
</tr>
<tr>
<td></td>
<td>1 year on ceilings</td>
</tr>
<tr>
<td>Ceramic Tiling</td>
<td>1 year for wall and floor tile cracking (applies only to tiling completed by builder)</td>
</tr>
<tr>
<td>Clay Sites</td>
<td>Refer to CSIRO - Foundation Maintenance and Footing Performance and the Structerre, Cracking in Masonry Walls information sheets which forms part of your contact documentation</td>
</tr>
<tr>
<td>Concrete Foundations</td>
<td>25 years (Non transferrable)</td>
</tr>
<tr>
<td>Door Furniture: Internal and External Handles and Locks</td>
<td>1 year tarnish-resistant and 1 year mechanical guarantee</td>
</tr>
<tr>
<td>Doors: External</td>
<td>1 year if painted or stained in a light colour. Please note that dark colours require ongoing maintenance by homeowner. Door manufacturers recommend that all external doors should be painted in light colours to reduce warping to door structure</td>
</tr>
<tr>
<td>Doors: Internal</td>
<td>1 year</td>
</tr>
<tr>
<td>Electrical Wiring and Fittings</td>
<td>1 year</td>
</tr>
<tr>
<td>Garage Doors</td>
<td>Refer to manufacturer's warranty</td>
</tr>
<tr>
<td>Gutters, Valleys, Downpipes</td>
<td>1 year</td>
</tr>
<tr>
<td>Lawn, Plants and Retic</td>
<td>Nil (Reticulation controller is covered under the manufacturer’s warranty)</td>
</tr>
<tr>
<td>Leach Drains</td>
<td>1 year</td>
</tr>
<tr>
<td>Mirrors</td>
<td>1 year</td>
</tr>
<tr>
<td>Minor Cracking</td>
<td>1 year for cornices, plastered walls and floor and wall tiles. Refer also to item 21</td>
</tr>
<tr>
<td>Service</td>
<td>Warranty Period</td>
</tr>
<tr>
<td>------------------------------</td>
<td>---------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Painting</td>
<td>18 months. Dark colours may require maintenance by the homeowner during this time. Paint touch-ups only to areas requiring maintenance</td>
</tr>
<tr>
<td>Plastering</td>
<td>1 year on wall cracking if cracks are visible from normal viewing distance of 1.5m</td>
</tr>
<tr>
<td>Plumbing, Pipes and Labor</td>
<td>3 months for leaking taps. Please refer to item 24 (water hammer is not covered)</td>
</tr>
<tr>
<td>Roof Cover: Colorbond / Tiled</td>
<td>2 years workmanship (please refer to manufacturer’s product warranty)</td>
</tr>
<tr>
<td></td>
<td>Traffic on the roof from the installation of other services will affect the warranty</td>
</tr>
<tr>
<td>Roof Leaks, Metal or Tile</td>
<td>1 year</td>
</tr>
<tr>
<td>Sewer</td>
<td>1 year</td>
</tr>
<tr>
<td>Shower Screens</td>
<td>1 year</td>
</tr>
<tr>
<td>Silicone</td>
<td>1 year (regular homeowner maintenance is required, refer to item 26)</td>
</tr>
<tr>
<td>Smoke Alarms</td>
<td>1 year (Batteries must be changed every year and smoke detectors must be changed every 10 years by the homeowner)</td>
</tr>
<tr>
<td>Soakwells, Cut Off Drains</td>
<td>1 year on subsidence</td>
</tr>
<tr>
<td>Stone Cabinet Tops</td>
<td>Where stone tops have been installed refer to manufacturer’s warranty</td>
</tr>
<tr>
<td>Structural Brickwork</td>
<td>25 years (Non transferrable)</td>
</tr>
<tr>
<td>Structural Steel/Timbers</td>
<td>25 years (Non transferrable)</td>
</tr>
<tr>
<td>Termite Treatment</td>
<td>Refer to supplier warranty (inspections are required)</td>
</tr>
<tr>
<td>Windows and Sliding Doors</td>
<td>2 years on moving parts</td>
</tr>
</tbody>
</table>

*Please Note: All warranty periods apply from the date of your key handover.*
37. **Warranty Limitations**

Our Post Construction Warranty Program is very comprehensive; however some items unrelated to the building process are outside the scope of these warranties. These items may include (but not limited to) scratching of surfaces, misuse and general wear and tear. General care and maintenance of your home by you will ensure your home remains in first class condition.

38. **Warranty - Service Commitment**

- Simply use the form provided to note any issues that need to be addressed and contact us within twelve months following key handover.
- Workmanship and materials - we will attend to any sub-standard workmanship or faulty materials.
- Windows and doors take time to settle. If required we will ease and adjust doors, window sashes, cupboard doors and catches to ensure they operate smoothly.
- Cornice cracking - minor cornice cracking may occur due to settlement. Please note exact location(s) on your twelve month service form.

39. **Warranty - Structural**

- Our structural warranty covers your new home for twenty five years (from the key handover date). Whilst you'll probably never need to use it, its peace of mind to know it’s there.
- The twenty five year structural warranty is non transferrable. Once transferred to a new owner the home shall have a ten year structural warranty (from the original key handover date)
- The Structural Warranty covers Concrete Foundations, Structural Brickwork and Structural Steel and Timbers.

40. **Water Proofing to Showers**

If grout or silicone dislodges in showers, prompt maintenance should be carried out to avoid moisture damage to adjoining rooms. A common location for this to occur is the last row of wall tiles where the wall meets the floor. Please ensure you regularly inspect this area to avoid any leaks.

A problem(s) caused by the use of harsh cleaning agents is not covered by our warranty period.