

LUNA

COOMBS

OWNERS MANUAL





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INTRODUCTION

Congratulations and thank you for your decision to live at Luna.

This Home Owner's manual has been designed to provide you with useful information about your new home. It's a guide to moving in, establishing your service accounts and caring for your property.

In addition to this, it includes essential details in relation to manufactures instructions, operating manuals and warranty information.

This guide aims to assist in the preservation and longevity of the finishes and fixtures within your home.

From time to time you may be required to enlist the assistance of a tradesperson to come to your home. If this is the case, it's important that you only deal with a fully qualified professional and as such, we have compiled a list of preferred contractors and suppliers for you.

Please take the time to read through the information provided and we thank you again for choosing to purchase your next home from Milin Builders.

Sincerely,

Milin Builders

RULES & INFORMATION

The following rules and recommendations are related to the new development 'LUNA', located at in Coombs ACT and must be followed in order to satisfy Fire Brigade, Australian Building Standards and Warranty regulations.

FIRE SAFETY REQUIREMENTS (APARTMENTS)

Owners, tenants and future owners are required to abide by the following:

- **Interfering with any fire door (sole occupancy units, fire stair and hallways) is strictly forbidden as per ACT Fire brigade regulations. This particularly includes propping open fire doors so that they stay open while residents are moving in and out. Doing so will damage the door hinge and render the fire door inoperable as well as reducing the integrity of the bounding construction, furthermore warranty on the door will be void.**
- Storing any materials in the fire stairwells is strictly forbidden as per notices inside the stair shafts titled "Offences Relating to Fire Stairs".
- Storing or placing any items in the Communications cupboard such as cleaning products and equipment, boxes etc. is strictly forbidden.
- The use of fire extinguishers and fire hose reels for any purpose other than firefighting is strictly forbidden. This includes all extinguishes and fire hose reels in the car park. **Under no circumstances are fire hose reels to be used for washing vehicles or car park pavements.**
- Due to the sensitive nature of the smoke detection system installed within the development, smoking in the stairwells and corridors is strictly forbidden. ACT Fire and Rescue will charge the Body Corporate a call out fee for any false alarms induced by cigarette smoke as well as dense dust.
- Parking on the basement ramp is strictly forbidden.

BODY CORPORATE RULES

- A notice is to be provided to all residents that describes the fire safety systems within the building, and their need for regular maintenance. (Apartments)
- A means of gaining access to the entry doors of all Single Occupancy Units (SOU) is to be stipulated so that regular maintenance can be provided to these fire doors. (Apartments)
- A notice is to be provided to all residents stating that **no** fly screens are permitted to be installed on SOU entry doors as this will result in the likely chocking open of the doors and a reduction in the integrity of the bounding construction. (Apartments)

The provisions listed in the above Section are to be strictly adhered to. The requirements listed in this section are **Essential Services** and as such, all fire safety systems should be identified as requiring maintenance and certification at appropriate intervals in order to comply with Australian Standards and Section E of the NCC (Formerly BCA).

The following items are not to be held in the storage areas as per notices on the associated cages:

- Any fresh or frozen food items including meat, fruit and vegetables.
- Corrosive liquids and solids such as acids, fertilizers etc.
- Explosive and combustible materials such as fireworks, flares etc.
- Flammable Liquids such as Fuel (diesel, petrol, thinners, oils, paints, gas bottles, etc.)
- Items that may become affected by moisture.
- Timber products that may attract termites and white ants such as cardboard, paper, timber furniture, boxes etc.

RULES & INFORMATION

It will become the Body Corporate's responsibility to engage a licensed professional to attend to, and carry out routine maintenance on the following items:

- Automatic Fire Alarm and detection Systems as per AS 1851 Part 8 1987.
- Fire doors and frames.
- Fire Extinguishers.
- Fire Hose Reels.
- Garage doors.
- Garbage rooms.
- Irrigation systems.
- Lifts.

It is also the Body Corporate's responsibility to engage a qualified professional to attend to the following items on regular basis.

- To inspect and clean storm water pits and sumps, also to test and induce operation of the pump located within the sump.
- To inspect and clean the storm water grate located at the perimeter of lower basement.
- To inspect and clean roof gutters.

Failure to observe the above items may result in damage to property and dwelling. As per Building Authority regulations and relevant ACT legislation, the car park is ventilated by the means of mechanical ventilation; Adjustments can be made to the timers for purposes of day light savings etc. However failure to activate the ventilation system at all is dangerous for the wellbeing of occupants (carbon dioxide poisoning) as well as being against the law.

ACCESS

Each townhouse owner will receive 2 main entry door keys, window keys, sliding door keys. a set of mail box keys and 2 garage remotes (1 for single car garages). If you require duplicate keys to be cut please contact Independent Body Corporate on (02) 6209 1515.

Each apartment owner will receive 2 main entry door keys, window keys, sliding door keys and a set of mail box keys. You will also receive an access swipe to allow access to the foyer of the apartment building. Access to the basement will be via remote control for the roller door. If you require duplicate keys to be cut please contact Independent Body Corporate on (02) 6209 1515.

In addition, your apartment is fitted with an intercom system. Please consult the manual at the rear of this document for user instructions.

WATER SUPPLY

Please note that this development has one common water meter located to the front of the complex on Blackmore St inside the main shut off valve pit. Shutting off the main valve will cut all domestic water supplies to the Elysium development.

Inside the main shut off valve pit, you will also find the fire main shut off valve, which **Under No Circumstances** is to be interfered with. Closing off this valve by any person other than authorized Fire Brigade Officers is a criminal offence. Within each unit, Tempering Valve has been fitted. This controls the maximum hot water temperature available to your basin, shower and bathtub (where applicable). These Valves limit the hot water to 48 degrees Celsius as per the relevant regulations and legislation. This is to prevent scalding and as such, the water temperature is not 'User Adjustable'. Interfering with and/or readjusting the mixing valve is strictly forbidden as per regulations. The kitchen sink and laundry produce water at 65 degrees Celsius and caution should be taken to avoid scalding. All maintenance and repair requirements to mixing valve units is to be carried out by a **licensed plumber**.

RULES & INFORMATION

SHUT OFF VALVES

Each unit comprises stop cocks for hot and cold water, located at the front of the garage (town houses) NOTE: Townhouses 75 – 80 shut off valves are located near the rear entrance in green boxes, a tempering valve and pressure limiting valves. In addition, an isolation valve has been installed on the hot water units themselves for maintenance purposes.

ELECTRICITY SUPPLY

Electricity supply to the complex is individually metered. The main switchboards are located as follows:

- Meter panels for units 49 – 60 are located on the garage of unit 55
- Meter panels for units 61 – 74 are located on the garage of unit 67
- Meter panels for Apartments are located in the service cupboards of each respective floor.

Additionally, each unit is provided with a Consumer Switch Board. Inside, you will find the main shut off switch, consumer fuses and RCD fuses. Should you experience a power out or your lights trip re-set the tripped RCD fuses. If problems persist, please call the electrician from the 'Contacts for Service Personnel' section located within this handbook. Meter boxes need to be accessible and should not be covered or obstructed. Any work associated with the electrical supply and distribution needs to be performed by a licensed electrician, along with any installation of hard wired appliances. The connection of this service to the dwelling is the owner's responsibility and needs to be arranged through an appropriate supply company, we suggest, **ActewAGL 13 18 86 or visit www.actewagl.com.au**. Please make sure all circuit breakers are in the 'off' position before connection takes place.

COMMUNICATIONS SUPPLY

This dwelling is provided with data and communications wiring (CAD5) to areas as specified in the inclusions list. The main distribution panel for each unit is located within the kitchen or in the bedroom.

Should you need any configuration work performed on the communications distribution, please contact the communications installer from the 'Contacts for Service Personnel' section located in this handbook. All work performed on the wiring needs to be done by a licensed telecommunications technician.

The connection of this service to the dwelling is the owner's responsibility and needs to be arranged through an appropriate supply company, we suggest **Telstra 13 22 00**.

VENTILATION & CONDENSATION

Canberra Winters are notoriously cold, often resulting in issues with condensation and mould build up within homes. Mould will grow in homes when it is provided with the right conditions to live. Common breeding grounds are where cold, dark and damp is constantly present or where the area is poorly ventilated and heating is inadequate.

If left untreated and allowed to grow, mould will spread rapidly. The key to alleviation is early detection and prevention.

Ways to prevent mould:

- Regularly wipe away and dry areas affected by condensation e.g. windows, sills and walls
- Ensure ventilation is adequate throughout the home, open windows and leave a small gap where possible
- Always use the laundry extraction fan when using the clothes dryer
- Clean the wet areas of the home regularly
- Ensure steam is extracted from the bathroom while showering or bathing by opening a window and using an exhaust fan
- Ensure steam is extracted when cooking by opening a window or using the exhaust fan
- Dispose of any wet, musty smelling items

For further information, please refer to the ACT Government fact sheet on the www.dhcs.gov.au "Mould and Condensation – important information from Housing ACT"

MAINTENANCE

KITCHEN CUPBOARDS

In order to prolong the life of your joinery doors, please observe the following recommendations from the manufacturer.

- Do not use abrasive cleaners E.g. Jif or Gumption when cleaning doors and panels. Day to day cleaning can be done with mild soapy water.
- If solvent based cleaners must be used; dab cleaner onto a cloth, wipe the surface and immediately remove any excess with a dry, clean cloth ensuring all cleaner has been removed.
- Use a soft cloth at all times, never an abrasive cloth or pad.
- Wipe off any spills immediately.
- Do not place heaters in close proximity to doors, as this can cause damage.
- Avoid placing kettles/toasters etc under any doors or panels, as constant excessive heat from these appliances may cause damage.

STONE

Stone is a high quality, solid, non porous surface product that is resistant to scratches, heat and stains however, it is not heat, stain and scratch proof.

In order to prolong the life of your stone bench top, please observe the following recommendations from the manufacturer.

- For everyday, routine cleaning, it is recommended that the surface be wiped with warm soapy water and a damp cloth or alternatively, a spray and wipe type cleaner.
- If a liquid or substance spills on the surface, immediately wipe the area with any commonly available multi-purpose cleaner or household detergent, followed by ordinary water. For more stubborn spills and stains, repeat the procedure several times and use a household scouring pad to remove the stain.

- Stone is designed and manufactured to withstand moderate heat however, the product is not heat proof. To prevent thermal shock, discolouration or other damages, it is necessary to use insulating pads when putting hot objects aside and not to expose the surface to open flames and prolonged contact with very hot pots. It is recommended to use a hot pad or trivet, especially when using cooking units such as electric frying pans, crock pots, or roaster ovens.
- To avoid scratches and damage, it is recommended that an appropriate cutting board is used at all times. Care should also be exercised when moving heavy objects and avoid dropping heavy kitchen tools upon the surface.
- Stone can be permanently damaged by prolonged exposure to strong chemicals and solvents. It is advisable not to use hydro fluoridic acid, paint stripper, any products containing trichlorethane or, methylene chloride.

GLASS

In order to prolong the life of your Viridian glass windows, please observe the following recommendations from the manufacturer.

These windows have a very thin coating on the interior glass surface. It is this hard and durable coating which provides the product with improved thermal insulation and solar control performance compared to ordinary clear glass. The coated surface does clean differently to ordinary glass and these guidelines are recommended for the most appropriate hand cleaning results.

Routine Cleaning

Hand cleaning of the coated (interior) surface, to visibly remove accumulated dust or fingerprints, can be accomplished using a number of different glass cleaning products. The exterior surface of the glass is not coated so can be cleaned in the same fashion as ordinary glass. Recommended cleaning products include Windex® Multi-Surface Cleaner or a mixture of one part vinegar to ten parts water.

MAINTENANCE

In addition to the above products, commercially available vinegar-based glass cleaners have generally demonstrated an ability to provide a clean, streak free glass surface. Viridian does not recommend the use of ammonia-base and alcohol-base glass cleaners because these products tend to leave visible streaks.

- While cleaning ensure jewellery and watches are removed and gloves should be worn.
- Flood the glass surface with the spray-on cleaning solution or with a cloth saturated with the cleaning solution. Be generous with the amount of solution applied.
- Scrub the wetted surface with a clean, lint free towel or cloth.
- Wipe dry with a dry, clean, lint free towel or cloth. Do not use a squeegee on the coated (interior) surface.
- To prevent streaking, stop wiping when the glass is almost dry and there is a uniform film of moisture left on the glass surface. The film will quickly evaporate leaving a clean surface.

Do not use razor blades, steel wool, scouring bristles or other metallic or abrasive objects on the coated surface. If metallic objects contact the coated surface, a thin layer of metal removed from the object may be deposited onto the surface which results in a discoloured stain that is difficult to remove using normal cleaning procedures.

SEMI FRAMELESS SHOWER SCREENS

In order to prolong the life of your semi frameless, toughened glass shower screen, please observe the following recommendations from the manufacturer.

- Glass should be cleaned at least weekly to remove soap stains, which if left uncleaned can damage the surface of the glass. A plastic squeegee is useful in this instance.
- Hinge and clamp fittings should be checked at least once every six months to ensure that screws have not become loose, and to ensure that the hinges are operating smoothly.

- A couple of drops of sewing machine oil should be applied to the pivot pin on the metal hinge every six months
- Regular checks that there is adequate clearance between all glass edges is recommended.

CARPET

In order to prolong the life of your Godfrey Hirst loop pile carpet, please observe the following recommendations from the manufacturer.

Vacuum Cleaning

All areas shall be vacuumed with an upright suction cleaner with a pile beater at a minimum of once per week. The Pile Beater may consist of revolving bristle strips or a beater bar/bristle strip combination. It is recommended that the vacuum cleaner have an adjustable height beater. The height should be checked and adjusted each time the cleaner is used, to ensure that the carpet pile is not damaged by beating that is more vigorous than is necessary. Several passes must be made over each area to ensure efficient removal of soiling material.

Spot Cleaning

Spillages, spots and stains shall be removed as soon as possible after they have occurred. Highly alkaline spot cleaning chemicals should be avoided. However, if necessary to remove difficult stains, the spot must be neutralized after cleaning by applying dilute acid - for example white vinegar - before the spot is allowed to dry out.

Periodic Deep Cleaning

Periodic cleaning is to be carried out annually using the hot water injection and extraction method ('steam cleaning') with a smooth wand attachment. Hot water injection solution shall be maximum of 50C in the solution tank. It is necessary to ensure that the solution application is uniform that it is the minimum required to clean the carpet and that it is left for the minimum time possible on the carpet before being extracted. It is also necessary to extract the solution evenly and thoroughly to be sure that after cleaning, the moisture content of the pile is even throughout and as low as possible to assist the drying process. An adequate flow of drying air must be provided to allow the carpet to dry out in a reasonable time. Because each floor of modern buildings are effectively sealed, the air conditioning system should be run at a temperature of 20C to 25C while the carpet is being cleaned and then for a further 24 hours after completion of cleaning.

PRODUCTS & FINISHES

These tables outline the internal finishes of your apartment depending on the original colour scheme you selected and will be useful if you ever need to undertake maintenance or touch up repairs.

TIDE

Location	Item	Specification	Brand / Supplier
General Walls	Paint	Dulux Wash & Wear 101 Barrier Technology Colour: White Polar Quarter Code: A3514 Finish: Low Sheen	Dulux
Doors, Architraves & Skirtings	Paint	Dulux Wash & Wear 101 Barrier Technology Colour: White Polar Quarter Code: A3514 Finish: Semi Gloss	Dulux
Ceiling	Paint	Dulux Wash & Wear 101 Barrier Technology Colour: White Polar Quarter Code: A3514 Finish: Flat	Dulux
Flooring	Carpet	Range: Green Square Colour: 745 Evening Dusk Code: 745 Fibre: 90% Wool 10% Synthetic Style: Level Loop Pile	Godfrey Hirst
General Flooring Apartments	Tile	Range: Lifestyle Colour: White Code: TPF241 Finish: Matt Dims: 300 x300mm Grout: Davco - Light Grey #49 1.5mm Grout Line	Rivoland
General Flooring Townhouses	Vinyl	Range: Orion Hybrid Colour: Manila Code: 5052 Dims: 1522 x 238 x 7.8mm	Godfrey Hirst
Kitchen Flooring Apartments	Tile	Range: Lifestyle Colour: White Code: TPF241 Finish: Matt Dims: 300 x300mm Grout: Davco - Light Grey #49 1.5mm Grout Line	Rivoland
Kitchen Flooring Townhouses	Vinyl	Range: Orion Hybrid Colour: Manila Code: 5052 Dims: 1522 x 238 x 7.8mm	Godfrey Hirst
Kitchen Benchtop	Reconstituted Stone	Quantum Quartz Colour: Urban 20mm Thickness 2mm Arised Edge	Caesarstone
Kitchen Main Joinery	Melamine	Range: Melamine Colour: Classic White Finish: Matt Matching 1mm ABS Edging	Polytec
Kitchen Feature Joinery	Melamine	Range: Melamine Colour: Natural Oak Finish: Matt Matching 1mm ABS Edging	Polytec
Kitchen Splashback	Tile	Hexagon Colour: Light Grey Code: GN0570 Finish: Gloss Dims: 48 x48mm (Sheet Size 300 x300mm) Grout: Davco - Light Grey #49	Rivoland
Kitchen Handles	Polished Chrome	Range: F700 Sydney Code: F700/160/PC Finish: Polished Chrome Dims: 236 x 27 x 8mm	Kethy
Bathroom Flooring	Tile	Range: Lifestyle Colour: White Code: TPF241 Finish: Matt Dims: 300 x300mm Grout: Davco - Light Grey #49 1.5mm Grout Line	Rivoland
Bathroom Walls	Tile	White Matt Cushion Edge Tile Colour: White Code: CTW020 Finish: Matt Dims: 300 x 600mm Grout: Davco- White #01 3mm Grout Line	Rivoland
Bathroom Vanity Wall	Tile	Range: Lifestyle Colour: White Code: TPF241 Finish: Matt Dims: 300 x300mm Grout: Davco - Light Grey #49 1.5mm Grout Line	Rivoland
Laundry Flooring	Tile	Range: Lifestyle Colour: White Code: TPF241 Finish: Matt Dims: 300 x300mm Grout: Davco - Light Grey #49 1.5mm Grout Line	Rivoland
Laundry Walls	Tile	White Matt Cushion Edge Tile Colour: White Code: CTW020 Finish: Matt Dims: 300 x 600mm Grout: Davco- White #01 3mm Grout Line	Rivoland

PRODUCTS & FINISHES

ZENITH

Location	Item	Specification	Brand / Supplier
General Walls	Paint	Dulux Wash & Wear 101 Barrier Technology Colour: White Polar Quarter Code: A3514 Finish: Low Sheen	Dulux
Doors, Architraves & Skirtings	Paint	Dulux Wash & Wear 101 Barrier Technology Colour: White Polar Quarter Code: A3514 Finish: Semi Gloss	Dulux
Ceiling	Paint	Dulux Wash & Wear 101 Barrier Technology Colour: White Polar Quarter Code: A3514 Finish: Flat	Dulux
Flooring	Carpet	Range: Green Square Colour: 590 Gravel Code: 590 Fibre: 90% Wool 10% Synthetic Style: Level Loop Pile	Godfrey Hirst
General Flooring Apartments	Tile	Range: Lifestyle Colour: Taupe Code: TPF243 Finish: Matt Dims: 300 x300mm Grout: Davco - Mocha #64 1.5mm Grout Line	Rivoland
General Flooring Townhouses	Vinyl	Range: Orion Hybrid Colour: Vintage Code: 1852 Dims: 1522 x 238 x 7.8mm	Godfrey Hirst
Kitchen Flooring Apartments	Tile	Range: Lifestyle Colour: Taupe Code: TPF243 Finish: Matt Dims: 300 x300mm Grout: Davco - Mocha #64 1.5mm Grout Line	Rivoland
Kitchen Flooring Townhouses	Vinyl	Range: Orion Hybrid Colour: Vintage Code: 1852 Dims: 1522 x 238 x 7.8mm	Godfrey Hirst
Kitchen Benchtop	Reconstituted Stone	Ceasarstone Colour: Ice Snow 20mm Thickness 2mm Arised Edge	Caesarstone
Kitchen Main Joinery	Melamine	Range: Melamine Colour: Alabaster Finish: Matt Matching 1mm ABS Edging	Polytec
Kitchen Feature Joinery	Melamine	Range: Melamine Colour: Florentine Walnut Finish: Woodmatt Matching 1mm ABS Edging	Polytec
Kitchen Splashback	Tile	Hexagon Colour: Stone Code: GN0572 Dims: 48 x 48mm (300 x 300mm sheet) Finish: Gloss Grout: Davco - Mocha #64	Rivoland
Kitchen Handles	Brushed Inox	Range: F700 Sydney Code: F700/160/BRI Finish: Brushed Inox Dims: 236 x 27 x 8mm	Kethy
Bathroom Flooring	Tile	Range: Lifestyle Colour: Taupe Code: TPF243 Finish: Matt Dims: 300 x300mm Grout: Davco - Mocha #64 1.5mm Grout Line	Rivoland
Bathroom Walls	Tile	White Matt Cushion Edge Tile Colour: White Code: CTW020 Finish: Matt Dims: 300 x 600mm Grout: Davco- White #01 3mm Grout Line	Rivoland
Bathroom Vanity Wall	Tile	Range: Lifestyle Colour: Taupe Code: TPF243 Finish: Matt Dims: 300 x300mm Grout: Davco - Mocha #64 1.5mm Grout Line	Rivoland
Laundry Flooring	Tile	Range: Lifestyle Colour: Taupe Code: TPF243 Finish: Matt Dims: 300 x300mm Grout: Davco - Mocha #64 1.5mm Grout Line	Rivoland
Laundry Walls	Tile	White Matt Cushion Edge Tile Colour: White Code: CTW020 Finish: Matt Dims: 300 x 600mm Grout: Davco- White #01 3mm Grout Line	Rivoland

PRODUCTS & FINISHES

UMBRA

Location	Item	Specification	Brand / Supplier
General Walls	Paint	Dulux Wash & Wear 101 Barrier Technology Colour: White Polar Quarter Code: A3514 Finish: Low Sheen	Dulux
Doors, Architraves & Skirtings	Paint	Dulux Wash & Wear 101 Barrier Technology Colour: White Polar Quarter Code: A3514 Finish: Semi Gloss	Dulux
Ceiling	Paint	Dulux Wash & Wear 101 Barrier Technology Colour: White Polar Quarter Code: A3514 Finish: Flat	Dulux
Flooring	Carpet	Range: Green Square Colour: 750 Ashen Code: 750 Fibre: 90% Wool 10% Synthetic Style: Level Loop Pile	Godfrey Hirst
General Flooring Apartments	Tile	Range: Lifestyle Colour: Stone Code: TPF245 Finish: Matt Dims: 300 x300mm Grout: Davco - Gunmetal Grey #03 1.5mm Grout Line	Rivoland
General Flooring Townhouses	Vinyl	Range: Orion Hybrid Colour: Sable Code: 1952 Dims: 1522 x 238 x 7.8mm	Godfrey Hirst
Kitchen Flooring Apartments	Tile	Range: Lifestyle Colour: Stone Code: TPF245 Finish: Matt Dims: 300 x300mm Grout: Davco - Gunmetal Grey #03 1.5mm Grout Line	Rivoland
Kitchen Flooring Townhouses	Vinyl	Range: Orion Hybrid Colour: Sable Code: 1952 Dims: 1522 x 238 x 7.8mm	Godfrey Hirst
Kitchen Benchtop	Reconstituted Stone	Caesar Stone Colour: Jet Black 20mm Thickness 2mm Arised Edge	Caesarstone
Kitchen Main Joinery	Melamine	Range: Melamine Colour: Classic White Finish: Matt Matching 1mm ABS Edging	Polytec
Kitchen Feature Joinery	Melamine	Range: Melamine Colour: Empire Oak Finish: Woodmatt Matching 1mm ABS Edging	Polytec
Kitchen Splashback	Tile	Colour: White Matt Code: GNO585 Finish: Matt Dims: 23 x 23mm (Sheet size 300 x 300mm) Grout: Davco - Black #02 1.5mm Grout Line	Rivoland
Kitchen Handles	Black Anodised	Range: F700 Sydney Code: F700/160/BK Finish: Black Anodised Dims: 236 x 27 x 8mm	Kethy
Bathroom Flooring	Tile	Range: Lifestyle Colour: Stone Code: TPF245 Finish: Matt Dims: 300 x300mm Grout: Davco - Gunmetal Grey #03 1.5mm Grout Line	Rivoland
Bathroom Walls	Tile	White Matt Cushion Edge Tile Colour: White Code: CTW020 Finish: Matt Dims: 300 x 600mm Grout: Davco- White #01 3mm Grout Line	Rivoland
Bathroom Vanity Wall	Tile	Range: Lifestyle Colour: Stone Code: TPF245 Finish: Matt Dims: 300 x300mm Grout: Davco - Gunmetal Grey #03 1.5mm Grout Line	Rivoland
Laundry Flooring	Tile	Range: Lifestyle Colour: Stone Code: TPF245 Finish: Matt Dims: 300 x300mm Grout: Davco - Gunmetal Grey #03 1.5mm Grout Line	Rivoland
Laundry Walls	Tile	White Matt Cushion Edge Tile Colour: White Code: CTW020 Finish: Matt Dims: 300 x 600mm Grout: Davco- White #01 3mm Grout Line	Rivoland

WARRANTIES

We understand that from time to time you may encounter issues with your appliances. Generally warranties will cover an item from defects for a period of 12 months from the date of invoice. If, within this time you need a repair or replacement part, we ask that you contact the manufacturer outlined on the Warranty Card within this manual. Please be prepared to quote the product make, model and invoice number and date – all of which are outlined herein.

NOTE: In the top (cutlery) kitchen drawer each townhouse/apartment there will be a USB device containing all user manuals for appliances and heating/cooling units.

Congratulations on your new home built by Milin Builders Luna Apartments

The following is a list of your new products, proudly supplied by Southern Innovations.

For more information on these products, including full terms and conditions of manufacturers' warranties, please visit their websites, or contact our customer service team.

Phone 02 6143 2626
Fax 02 6239 1875
Email sales@spplus.com.au

Proud partners



southerninnovations.com.au

WARRANTIES

**SOUTHERN
INNOVATIONS**

Inspired Ideas
Inspired ideas for your bathroom, kitchen & laundry

Document Date	SOP Number	Item Short Name	Item Description	Manufacturer's Website
26/06/2018	INV001908793	BEE455010M	AEG 60cm 8 Function OptiSight MaxiKlasse Oven with Programmable Timer and Triple Glaze Door	electrolux.com.au
26/06/2018	INV001908793	HK654070XB	AEG 60cm 4 Zone Ceramic Hob including 1 Triple and 1 Extended	electrolux.com.au
18/06/2018	INV001905571	FFB72600PM	AEG 60cm Freestanding Dishwasher with 7 Programs Stainless Steel	electrolux.com.au
15/06/2018	INV001904984	HK654200XB	AEG 60cm 4 Zone Induction Cooktop	electrolux.com.au
17/10/2017	INV001820615	865915W	Caroma Carboni II Semi-Recessed Basin 415x415mm 1TH White	caroma.com.au
7/05/2018	INV001890938	35001-L	Harmony Meno Toilet Roll Holder Chrome	harmonybathroomware.com.au
22/05/2018	INV001896621	35004	Harmony Meno Towel Ring Chrome	harmonybathroomware.com.au
12/05/2018	INV001893074	35005	Harmony Meno Single Towel Rail 600mm Chrome	harmonybathroomware.com.au
4/06/2018	INV001900710	W171/T101B/U204	Bassini Back-to-Wall Toilet Suite Back-Entry White + Thin S/Close Seat WELS 4*	harmonybathroomware.com.au
30/05/2018	INV001899265	50000	Harmony Meno Sink Mixer 4 Star - 7.5Lpm Chrome	harmonybathroomware.com.au
8/06/2018	INV001902702	81115-25	Harmony Alto Sink Mixer with 25mm Cartridge 4 Star - 7.5Lpm Chrome	harmonybathroomware.com.au
22/05/2018	INV001896621	81105-32	Harmony Alto Basin Mixer with 32mm Cartridge 7.5Lpm Chrome	harmonybathroomware.com.au
8/06/2018	INV001902702	81110	Harmony Alto Shower/Bath Mixer Chrome	harmonybathroomware.com.au
22/05/2018	INV001896621	S3010	Harmony Alto Fixed Bath Spout Chrome	harmonybathroomware.com.au
8/06/2018	INV001902702	24150	Harmony Meno 5-Function Handshower on Rail 3 Star - 9Lpm Chrome	harmonybathroomware.com.au
31/05/2018	INV001899841	DEL27A	Stiebel Eltron Instant Electric Hot Water Unit 29.1kw 3-Phase (50-Degree)	stiebel.com.au
31/05/2018	INV001899841	DEL18A	Stiebel Eltron Instant Electric Hot Water Unit 19.4kw 3-Phase (50-Degree)	stiebel.com.au
18/04/2018	INV001884476	WWK222H	Stiebel Eltron 220L WWK222H Compact Heat Pump w/Boost	stiebel.com.au
21/06/2018	INV001907054	WWK302H	Stiebel Eltron 300L WWK302H Compact Heat Pump w/Boost	stiebel.com.au
7/02/2018	INV001859711	01-312-1K	Kaldewei Eurowa Bath 2.3mm Gauge Porcelain On Steel Bath 1700 x 700mm	bathe.net.au
22/05/2018	INV001896621	LUNA 750	Marquis 750mm Luna Wall Mounted Vanity Angora Oak Veneer Cabinet Only	marquis.com.au
15/05/2018	INV001894036	LUNA 900	Marquis 900mm Luna Wall Mounted Vanity Angora Oak Veneer Cabinet Only	marquis.com.au
2/03/2018	INV001868514	LUNA	Marquis Luna Asti Baby Wall Mounted 1 Door Angora Oak Veneer 1TH	marquis.com.au
13/02/2018	INV001861666	NV205110	Neko Space Wall Hung Vanity 400x220x600mm 1 LH Door w/-Chrome Handle & Poly Marble Top	nekoaustralia.com.au
13/02/2018	INV001861666	NV210105	Neko Sense W/H Vanity 750mm Single Drawer Finger Pull Soft Close PU Gloss White Cabinet Only	nekoaustralia.com.au
13/02/2018	INV001861666	NV210110	Neko Sense W/H Vanity 900mm Single Drawer Finger Pull Soft Close PU Gloss White Cabinet Only	nekoaustralia.com.au

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WARRANTIES

**SOUTHERN
INNOVATIONS**

Inspired ideas
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22/05/2018	INV001896621	NV212205	Neko Polymarble Top Only to Suit 750mm Neko Vanity 1TH	nekoaustralia.com.au
4/06/2018	INV001900710	NV212210	Neko Polymarble Top Only to Suit 900mm Neko Vanity 1TH	nekoaustralia.com.au
30/05/2018	INV001899265	NLS220	Neko Ami 30 litre Mini Laundry Tub & Cabinet, S/S Bowl, Metal Cabinet	nekoaustralia.com.au
15/05/2018	INV001894036	NS604200	Neko Cruze Sink 1080x480mm 1+3/4 Bowl NTH Satin SS	nekoaustralia.com.au
22/05/2018	INV001896621	NS604205	Neko Cruze Sink 1080x480mm 1+3/4 Left Hand Bowl 1TH Satin SS	nekoaustralia.com.au
15/06/2018	INV001904985	NS604210	Neko Cruze Sink 1080x480mm 1+3/4 Right Hand Bowl 1TH Satin SS	nekoaustralia.com.au
2/03/2018	INV001868324	WRR614SA	Westinghouse WRR614SA 60cm Slide out Rangehood with 3 Speed Stainless Steel	westinghouse.com.au

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CONTACT FOR SERVICE PERSONNEL

We understand that from time to time you may encounter issues with your appliances. If this is the case, we ask that you contact the manufacturer directly on the numbers provided below. Be prepared to provide the model and serial number of the appliance, along with the settlement date of your home. Warranties generally cover the product for defects for a period of 12 months from the date of settlement; however we ask that you refer to the individual products user guide for definitive timeframes.

Appliance	Company	Contact	Phone
Dishwasher	Southern Innovations	Customer Service Team	02 6143 2626
Oven	Southern Innovations	Customer Service Team	02 6143 2626
Cook Top	Southern Innovations	Customer Service Team	02 6143 2626
Air Conditioning	Millenium Heating & Cooling	Pat Barr	0457 444 494
Electrician	KLV Electrical	Vido Vidovic	0412 381 930
Plumber	Jomax & Co	Sven Baker	0400 113 518
TV, Phone, Intercom & CAD5 (Internet)	KLV Electrical	Vido Vidovic	0412 381 930
Landscaping	Earth & Sun Landscaping	Phil Hromow	0407 775 598
Irrigation	Earth & Sun Landscaping	Phil Hromow	0407 775 598
Keys	CLASS Locksmiths	Customer Service Team	02 6280 6611
Door Access Swipes	KLV Electrical	Vido Vidovic	0412 381 930
Windows	Trend Windows	Service Division	02 6192 6600
Washer / Dryer	Harvey Norman Commercial	Service Division	1300 762 219





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