



TRILOGY
APARTMENTS

**Home Owners
Manual**

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IMPORTANT INFORMATION

Dear Owner,

For your safety and trouble free operation of your new appliances, please read the following manuals and attachments carefully and observe all of the manufacturer's "**Warning**", "**Caution**", "**Danger**", "**Note**" and "**Do & Do Not**" points within the individual manuals.

Maintenance and/or repairs of the appliances **must be carried out by a licensed and approved** installer or supplier, (information of which is supplied within this manual under "**Contacts for Service Personnel**"). Failure to observe the above points may lead to warranty cancellation, as well as the risk of **electric shock or fatal injury**.

Before calling for assistance, please read the Manual and Attachments for "**Trouble Shooting**" or "**Problem Solving**". Also note the following points:

- All hot water units, irrespective of their make and design, are factory pre set per relevant plumbing regulations and/or legislation to a maximum temperature of 48 degrees Celsius. This is to prevent scalding and as such, the water temperature is not 'User Adjustable'. Interfering with and/or readjusting the thermostat on the hot water unit is strictly forbidden as per regulations. All maintenance and repairs to hot water units are to be carried out strictly by a **licensed** plumber.

All information contained within this manual is in good faith; utilizing information supplied by the installers or suppliers of the relevant appliances and was correct at the time of printing.

RULES & INFORMATION

The following rules and recommendations are related to the new Trilogy Development, located at 7 Irving Street, Phillip ACT 2606 and must be followed in order to satisfy Fire Brigade, Australian Building Standards and Warranty regulations.

Fire Safety Requirements

- **Interfering with any fire door (ie. entry door to occupancy units, fire stair and hallways) is strictly forbidden as per ACT Fire and Rescue. 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.**
- It is the individual's responsibility to maintain smoke detectors/alarms in good operative condition inside of your unit. This includes replacement of back-up batteries in the smoke alarm unit itself.
- Installation of "security chains" and "dead locks" is not recommended. Dead locks and chains can impact on your escape from a fire and fitting of such devices to re doors may be against ACT regulation.
- 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 Service cupboards (ie. Communications cupboard or Electrical Switchboard cupboard) such as cleaning products and equipment, boxes etc, is strictly forbidden.
- Parking on the basement ramp is strictly forbidden.
- The use of fire extinguishers and fire hose reels for any purpose other than fire fighting is strictly forbidden. This includes all extinguishers 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 fire detection system installed within the development, smoking in the stairwells and corridors is strictly forbidden. Smoke detectors outside of the individual Units will automatically trigger a 'general' fire alarm, which will call ACT Fire and Rescue. 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. Smoke alarms within each individual Unit do not cause a 'general' fire alarm when triggered, and only sound within that Unit.
- In case of a fire, please exit your unit promptly and close the front door. The escape route will be marked by green exit signs. Do not use the lift during a fire. Please familiarize yourself with the fire safety devices, such as the fire extinguishers, fire hose reels, etc.

Body Corporate Rules related to Fire Safety

- A notice is to be provided to all residents that describes the fire safety systems within the building, and their need for regular maintenance.
- A means of gaining access to the entry doors of all Sole Occupancy Units (SOU) is to be stipulated so that regular maintenance can be provided to these fire doors.
- 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.

The provisions listed in this 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 ongoing maintenance and certification at appropriate intervals in order to comply with Australian Standards and Section E of the NCC (formerly BCA).

If there are building alterations or additions, a change in use or changes to the fire safety measures in the future, a reassessment will be required to verify consistency with the assessment in the alternative solution report.

Tenants and owners should note that Body Corporate may have rules and information that are of a more general nature, such as Gym and Pool operational hours. You will need to liaise with the Body Corporate directly concerning these.

Please note that storage cages are not water -proof and that moisture levels are higher than that of habitable areas, as such items may be affected by moisture. The basement is also fire sprinkler protected and damage can occur to personal items if the sprinklers are set off.

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.)
- Timber products that may attract termites and white ants such as cardboard, paper, timber furniture, boxes etc.
- Items that may become affected by moisture.

It will become the Body Corporate 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.
- Emergency and general Signage
- Common and Electrical Areas
- Irrigation Systems
- Lifts
- Car Park Ventilation System

It is also the Body Corporate responsibility to, on a regular basis, engage a qualified professional to inspect and clean the gutters, storm water pumps and pits, drains, sumps and grates located throughout the car park area, podium, and surrounding area.

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, however failure to activate the ventilation system at all is dangerous for the wellbeing of occupants (carbon monoxide poisoning), as well as being against the law. The main switch and timer for the Mechanical Ventilation system is located inside the Main Switch Board room, and is only to be accessed by Authorized personnel.

Keys

Each homeowner will receive two main door keys, as well as a number of other keys associated with their Unit such as car park remote controls, security fobs, mailbox keys and window & sliding door keys. If duplicate keys, fobs or swipes are required, please contact the Body Corporate Manager who will be able to arrange this.

Water Supply

This development has one common water meter located on Irving Street inside the 'Main Shut Off' valve pit. Shutting the main valve will cut all domestic water supply to the entire development. Please note that 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 of this valve by any person other than authorized Fire Brigade Officers is a criminal offence.

Hot Water Supply

The hot water to your apartment is supplied via a common gas reticulated hot water system which is individually metered. In addition, each unit is fitted with a RMC High Performance Tempering Valve, which controls the maximum hot water temperature available to your basin, sink taps and shower. The Valve limits 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. All maintenance and repairs on mixing valve units are to be carried out by a **licensed** plumber.

Communications Supply

This dwelling is provided with data and communications wiring (CAT6) to areas as specified on the inclusions list. The consumer communications hub is usually located within the NBN cupboard near the kitchen or within the bedroom robe. Should you require any configuration work to be performed, 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 the above services is the owner's responsibility and needs to be arranged through an appropriate supply company.

Car Park Entry

Entry into the basement car park is located on Irving Street and access can be gained by using the garage remote control. Please only park in a car parking bay that has your Unit number on it. For visitors, parking can be found between Buildings B & C or across the road in the pay parking.

Gas Supply

The gas supply to the development is located within the enclosure close to the pool (close to Melrose Drive). It supplies gas to the Hot Water System and to The Pool Heaters, should not be turned off under any circumstances except for in an emergency.

Shut Off Valves

Each unit comprises of the following: stop cocks for hot and cold water, hot water meter, tempering valve and pressure limiting valves. The location of these valves is in the ceiling outside each unit behind the access panel. In addition, isolation valves have been installed to the kitchen, laundry and bathrooms (within the cupboard space).

Ventilation & Condensation

In modern apartments, all openings are tightly sealed. This makes the apartment more energy efficient as it reduces loss of heat in winter and cool air in summer. One of the side effects of reducing air leakage is that moisture is also kept inside.

The solution installed within each apartment to solve this issue is a Heat Recovery System located within the kitchen ceiling space. This system combines outside air with the air from within the apartment and recycles it through the unit (via the round air register typically located in the lounge room or dining room ceiling).

The second method of minimising moisture within the units is the bathroom and laundry extraction fans are operating at all times (i.e. there is no switch to turn it on or off). This will greatly assist in removing as much moisture from within the apartment, even when there is no-one at home.

Other ways to assist in condensation and mould build up include:

- When weather allows it, open windows and leave a small gap where possible
- Clean the wet areas of the home regularly
- Avoid drying laundered clothes inside
- Ensure steam is extracted when cooking by opening a window and using the rangehood.
- Dispose of any wet, musty smelling items

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

Electricity Supply

Electricity supply into the dwelling is individually metered; meter boxes are usually located in the Meter Cupboard in the corridor. Additionally each unit is provided with a consumer switchboard inside the NBN cupboard or on the lounge room / dining room wall. Inside, you will find the main shut off switch, consumer fuses and RCD fuses. Should you experience a power outage or your lights trip, please call the electrician from the 'Contacts for Service Personnel' section located within this handbook. Meter boxes need to be accessible at all times, hence, the consumer communications hub 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 occupant's responsibility and needs to be arranged through an appropriate supply company. Please make sure all circuit breakers are in the 'off' position before connection takes place.

Waste Removal

Household waste is deposited by residents in the provided garbage chutes in the waste rooms located on each floor of all buildings. Please adhere to the recycling rules and use the bins provided.

Non-household waste items such as furniture, electrical items, etc. are not allowed to be deposited.

The buildings' Body Corporate will be responsible for managing waste removal.

General Cleaning

- Keep showers and all wet areas clean and mould-free.
- Use of abrasive cleaning products, such as Jif, may permanently damage your benchtops, windows, and bathroom and kitchen appliances. It is strongly recommended to avoid such cleaners and maintain cleanliness with mild soaps and aids that specifically target the affected area/s.

Stone Benches

The stone bench tops installed in the kitchen and bathroom require minimal maintenance and will return years of service provided the following simple rules are followed:

- Do not sit, lean or place heavy objects on unsupported parts of the bench top. The bench tops are made using natural and/or reconstituted natural stone and are brittle. Care should be taken not to overload them.
- Do not place hot pots and pans directly on to the bench surface as discoloration and cracking may occur. Always use heat resistant spacers.
- Do not place liquids, particularly colored liquids (i.e. cordials, wine, vinegar, etc), directly on the surface, as the tops are porous and may absorb the liquid and discolor.
- Do not use abrasives to clean the bench tops as they will scratch. Use a good quality surface spray and soft cloth or sponge only.
- Do not place objects that may scratch the surface of the bench tops. Always use pads.
- Do not cut or chop food directly on the benchtop as they will scratch and chip. Use a chopping board.

CONTACTS 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 supplier or 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 from defects for a minimum period of 12 months from the date of settlement; however we ask that you refer to the enclosed warranty card for definitive timeframes.

Element	Company	Contact	Reference
All Electrical Appliances	Harvey Norman	1300 562 695	11 365 684
Air Conditioning	Toshiba	13 26 65	Unit Address & Model
TV, Phone, Security & Electrical	All Star Electrical	0418 624 632	Unit Address
Plumber	Advanced Plumbing	6280 9939/0499 884 388	Unit Address
In Ceiling Ventilator	Climatech	9698 0033	Unit Address