



SCOTIA

HOME OWNER'S INFORMATION PACK

for

Drumrossie

INSCH

Aberdeenshire



www.scotia-homes.co.uk

Please read this document in conjunction with the NHBC booklet
'Guide to your new home – A practical guide to looking after your
new home'

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NOTE:

The information contained in this document is for our standard House Types and may not cover specific variations requested by you.

OPERATING INSTRUCTIONS FOR AIR SOURCE HEAT PUMP CENTRAL HEATING

Introduction

Your home has been fitted with an Air Source Heat Pump (ASHP) heating system serving radiators and a domestic hot water supply.

The ASHP is a split unit with the hydro-box located in the utility cupboard and an outdoor unit at the rear of your property; you will find the operating and maintenance instructions for the ASHP in your Handover Pack.

You should carry out no adjustments to the ASHP. If you are unable to find the answers to any problems by referring to the ASHP instruction manual then, in the first instance, please contact Scotia Homes.

You are responsible for the annual maintenance and servicing of the ASHP, this should be arranged through any reputable plumbing and heating contractor.

Heating and Domestic Hot Water Controls

The system has the following controls:-

1. ASHP isolating switches.
2. Programmable Room Thermostat (for control of heating)
3. Thermostatic radiator valves to radiators (except on the by pass radiator(s))

ASHP Isolating Switches

These switches will be found on the wall next to the ASHP in the utility cupboard and another switch adjacent to the outdoor unit at the rear of your property.

These switches are to isolate the electrical supplies to the units and **should be left on at all times. Only use this switch if a fault develops.**

Programmable Room Thermostat

The programmable room stat is normally located in the utility cupboard with a remote temperature sensor normally located in the hallway where the by-pass radiator is located. It controls the ASHP, telling it when your central heating is required. The programmer has numerous switching periods, which may be altered to suit your own requirements. The programmer controls both time and temperature. Manufacturer's instructions can be found in the brochure in your Handover Pack.

Thermostatic Radiator Valves

Thermostatic Radiator Valves are fitted for comfort control. i.e. 1 – low level heat, 5 – maximum level heat. Depending on level of comfort required 2 – 4 should be selected. Please refer to Manufacturer's instructions in your Handover Pack for full details.

Central Heating

Should your central heating or hot water fail to work, please ensure that all of the procedures laid out in the ASHP manufacturer's literature are followed. Failure to do this may result in a charge being made for an unnecessary call out.

Bleeding of Radiators

This should not be required with a sealed system. However, radiators feeling warm but cold at the top would indicate air in the radiator. There are airing points normally at the top of the radiator. Use an air-bleeding key to turn clockwise to reduce air. You can do this by inserting the key and turning it anti-clockwise, then once the air stops a small amount of water will be discharged, quickly turn the key clockwise to tighten. Check pressure gauge on boiler, if it is below that recommended in the manufacturer's instructions, then it will be necessary to top up the system. See enclosed boiler user guide for full instructions.

RADIATOR SAFETY PRECAUTIONS

Users should ensure that those who may come into close proximity to hot radiators are aware of the potential temperature of the surface.

Radiators are heavy items and are securely fastened to the wall on installation, with appropriate fasteners to secure the radiator bracket and suit construction of the wall.

Decorative covers (such as the decorative perforated MDF or timber covers that you can purchase from DIY stores) will significantly reduce the output of a radiator and thermostatic radiator valves should not be fitted inside these radiator covers (as this will stop the valves from working efficiently). These covers are not recommended as they will, by consequence, impede an individual room's heat requirement, which your new heating system has been carefully designed to provide. The only exception to this would be the comments above regarding safety of young children. If you do need to fit a radiator cover for this purpose then you should use one of the metal mesh type covers, similar to a fire place guard, which will not impede the flow of heat from your radiator into the room.

Radiators should not normally be used for the mounting of clothes airers, cat beds or other such fixtures. The mounting brackets of the radiator are designed to support the weight of the radiator itself and water contents, allowing for an adequate safety margin, additional weight may compromise this margin and cause risk of failure, leaks and potential hot water burns.

Appropriate facilities are required by Building Regulations for internal and/or external drying facilities and these are provided (please see "Ventilation and avoiding condensation"). Radiator-mounted airers and other devices may lead to excessive internal moisture and any chips/damage caused to the radiator itself may compromise the protective coating and potentially lead to corrosion/failure, which may not be covered by warranties.

ASHP TYPE

Daikin Low Temperature Altherma System.

A copy of the user manual, installation & service instructions, installation, commissioning and service record logbook for the above is with your instruction manuals.

ASHP SYSTEM

Never obstruct the outlets or ventilation to the ASHP. The outdoor unit requires a free flow of air at all times. Do not allow a build up of leaves, snow etc. around the unit. Never tamper with the ASHP installation or equipment.

HOT AND COLD WATER SERVICES

Mains Cold Water Service

The stopcock for the incoming cold water service is located under the Utility or Kitchen sink.

There is a single mains incoming water service with a stopcock, which is located in the boundary box in the footpath.

Hot Water Cylinder

An unvented cylinder is located in the utility cupboard. An annual service is required in accordance with manufacturer's instruction which is enclosed in your Handover Pack.

External Water Tap (if fitted)

Where there is a risk of severe frost, water supply to tap should be isolated and pipework drained.

Sanitary Ware/Taps

Sanitary ware should be cleaned in accordance with the manufacturer's instructions which are enclosed in your Handover Pack.

Thermostatic mixing valve

A thermostatic mixing valve to limit the hot water temperature at the bath tap to 46°C is fitted below the bath.

It is recommended that an annual check is carried out to test the water temperature to ensure the limit of 46°C is not exceeded.

A thermostatic valve is also fitted to all shower valves to limit the hot water temperature to 42 C.

The above temperatures are a legal requirement which cannot be exceeded.

KITCHENS

Kitchen Appliances, Sink Units and Worktops

Refer to the manufacturer's instructions for operating and cleaning of kitchen appliances, sinks, units and worktops which are enclosed in your Handover Pack.

Connecting Appliances – (where applicable)

When fitting a dishwasher or washing machine, please ensure the blanked end of the waste pipe tee piece has been removed and that the water suppliers and wastes are securely connected to the pipework.

EXTRACTOR FANS

Bathroom and En-Suite Fan

Control switches are located adjacent to light switches.

Fans should be switched on to remove moisture and odour.

Manufacturer's installation and maintenance information is enclosed within your Handover Pack.

A humidity controlled fan may be fitted in some properties which complies with amended regulations for provision of clothes drying spaces, generally in bathrooms. This fan will automatically operate when there is excess moisture in the air (high humidity) and will switch off when the moisture content of the air is reduced to the normal level (set humidity point).

For the avoidance of any doubt, the isolator switch for a humidity controlled fan should be left in the 'on' position, failure to do so, where clothes are dried in this area, may result in the build-up of condensation and/or mould, and may affect your warranties with the NHBC and Scotia.

WINDOW VENTILATION AND AVOIDING CONDENSATION

Most windows are fitted with 'trickle' ventilators. These can be opened and closed to allow more or less ventilation.

Condensation will be a problem in all new houses if adequate background heating and ventilation is not used, we would suggest that you read carefully the section within the NHBC booklet: GUIDE TO YOUR NEW HOME, preventing condensation on pages 6 and 7.

The following are general guidelines for your information.

To deal with condensation, take these two steps:

Produce less moisture

Ordinary daily activities produce a lot of moisture very quickly.

Cooking: To reduce the amount of moisture in the kitchen, cover pans and do not leave kettles boiling, use your cooker hood extractor fan.

Washing clothes: Put washing outdoors to dry if you can. Alternatively, please put in the bathroom with the door closed and the window open or fan on. If you have a tumble dryer, ventilate it to the outside (unless it is the self-condensing type). D.I.Y. kits are available for this.

Ventilate to remove moisture

You can ventilate your home without making draughts.

Some ventilation is required to expel the moisture, which is produced all the time, mostly just by normal breathing. Keep a small window ajar or a trickle ventilator open when someone is in the room.

You need much more ventilation in the kitchen and bathroom during cooking, washing up, bathing and drying clothes. This means using the installed fan or opening windows wider.

Close the kitchen and bathroom doors when these rooms are in use. This helps prevent the moisture reaching other rooms, especially bedrooms, which are often colder and more likely to get condensation.

COMMUNAL TELEVISION/SATELLITE AERIAL INSTALLATION

Cabling for a communal digital/sky system has been provided. A media plate has been provided in the Lounge for digital terrestrial (such as Freeview), satellite and twin channel satellite signals, such as required by services such as Sky+/HD. If you have additional TV outlets which you have requested to be returned from this plate, remember to ensure your installer provides a link from the satellite box or the digital incoming signal to the return connection on the media plate, otherwise the additional outlets will not work.

TELEPHONE INSTALLATION

The main telephone point is located in the Lounge, it is compatible with any BT approved phone.

It is your responsibility to arrange connection to your chosen telephone service provider and arrange final connection of secondary socket wiring to main point.

WINDOWS AND FRENCH DOORS

Your home is fitted with lockable window handles to all ground floor windows and standard (non-locking) handles to all first floor windows.

A key is supplied to operate the 'lockable' handles and care should be taken to prevent damage to the handle by trying to force open when lock is engaged.

All hinges, locks and other moving parts such as shoot bolts and cams should be lubricated on a regular basis.

Glass may be cleaned with either a proprietary household glass cleaner (following the manufacturer's instructions) or solution of soapy water. Glass can be easily scratched, therefore ensure heavy grime or dirt is removed carefully using soapy water.

uPVC frames should be cleaned every 3/4 months with soap and water.

A non abrasive proprietary cleaner suitable for plastic may be used for more stubborn blemishes following the manufacturer's instructions.

Avoid using solvent based or abrasive cleaners as these will damage the PVC frames or glass.

Notes regarding glass coatings:

To comply with current building regulations all double glazed units installed in your home will have a low emissivity coating. Low emissivity (Low-e) glazing is a vital component of an energy efficient window or French door. It has a surface coating that allows short wavelength heat from the winter sun to enter your home through the glazing, while reflecting back into the room the long wavelength heating produced by your heating system. This reduces heating costs and minimises internal condensation. Please note that this Low-e coating has considerable advantages

but you should be aware that there are some minor features, due to the coating of the glass, which you can see in some or all of the following ways;

- As a tint in the glass
- As a 'haze' when viewing through the glass at some angles and in some lighting conditions
- By the appearance of condensation on the outside of the glass under certain weather conditions (which is positive proof that the glass is preventing heat loss from your house)
- There may be minor blemishes visible arising from the coating process and the tint may also change between individual double glazed units if the units are made from different batches of glass. These are not detrimental to the functioning of the unit and are not a defect.

Please note that if you are replacing any of your double glazed units in the future you should ensure that your glazier uses low emissivity glass in your windows.

Note regarding glass specifications:

In addition to the note regarding Low-e coatings above, you should also be aware that certain windows may have either laminated or toughened safety glass installed. Any future replacement glazing units should be to the same specifications as originally fitted. Any competent glazier will be able to identify the glazing specification used and you should ensure that lower specifications are not used.

OPERATING INSTRUCTIONS FOR THE ELECTRICAL INSTALLATION

The Consumer Control unit for your property is located in the hallway cupboard; it contains labelled main isolator, RCD's and circuit breakers or "trip switches".

This is a device that controls the electricity supply to your home, splitting the incoming electric supply into various electrical circuits around your home.

The consumer control unit contains Main Switch, RC BOs (Residential Current Operated Circuit Breaker) RCD (Residual Current Device) and MCBs (Miniature Circuit Breakers). The main switch is normally 'ON' to isolate all supplies switch to 'OFF'.

These 'Circuit Breakers' and "RCDs" are all designed to 'trip' if there is a fault in a circuit, or if a faulty appliance is switched on. This helps to prevent serious accidents that may result in damage and injury. Under fault conditions these will be in the 'tripped position'.

To reset and for testing regime follow the manufacturer's instructions contained in your Handover Pack.

NOTE: Electricity is dangerous and can kill. If you are unsure of any aspect of your electrical installation/s, please consult a qualified electrical contractor.

IF AN ELECTRICAL CIRCUIT FAILS

A circuit may trip OFF. If this happens, you should follow the procedure set out below.

1. Check with aid of torch whether the RCD (mid position) or MCB (fully down) is in the OFF position.
2. Switch RCD (press down then push to the fully up position) or MCB to ON position.
3. If the RCD does not re-set switch off all the MCBs, re-set the RCD then switch on each MCB individually until the faulty circuit is identified.
4. To identify the cause of the fault switch off all appliances in that circuit, re-set the RCD and MCB, then switch back on each appliance until the defective appliance is found.

Over-filling kettles, irons etc. can cause this type of fault.

N.B.

It is important to ensure that the bulbs used in light fittings do not exceed the rating for that fitting.

SMOKE DETECTORS

Your house is fitted with a smoke detector usually in the hallway/landing. They are mains operated with battery back up and connected to bedroom lighting circuits. They are extremely sensitive to smoke and dust particles of any kind.

If the detector is activated you should check the property and if no reason is found, it could be a nuisance alarm caused by cooking smoke or something similar. If this occurs, open a window to clear the smoke or dust and the alarm will cease.

To reset or to test the smoke detectors, follow the manufacturer's instruction as enclosed in your Handover Pack.

Battery should be changed as recommended by the manufacturer and an intermittent beep normally indicates that the battery needs to be replaced.

EXTERNAL DOORS

All ironmongery should be cleaned on a regular basis using warm soapy water. Do not use abrasive or corrosive material to clean the ironmongery as this will damage the finish to handles, letter plate, eye viewer, chain and rain deflectors.

Glazing can be cleaned with warm soapy water, avoid using anything which may scratch the glass.

Multi Point Locking System should be lubricated with WD40, or a similar product, on a regular basis to ensure the smooth operating capabilities of the cylinder, handle and the locking mechanism.

The weather sill at the base of the door should be kept clear of debris to allow the drainage holes to function.

The rubber gaskets in the sill and door frame should also be checked periodically for damage and replaced as required.

INTERNAL DOORS

Handles should be cleaned with a soft non abrasive cloth and for stubborn stains mild soapy water may be used. Care should be taken to avoid scratching surface of handles.

The mechanism of the handle should be lubricated once a year with a light oil.

Hinges and latches / locks should be lubricated on a regular basis with WD40 or similar product.

WALL TILING

Wall Tiles and in particular the grout between tiles should be regularly cleaned using a proprietary tile/grout cleaner in accordance with the manufacturer's instruction.

Grout should be inspected and any areas which become loose should be replaced. The sealant between the wall tiling and any worktops should be inspected and replaced as necessary.

SHOWER WALL PANELLING

Laminate wall panelling should be cleaned by using hot water and a mild detergent applied with soft cloths or soft nylon brush. Non scratch cleaners may also be used. On no account should scouring pads, acid based toilet cleaners or limescale cleaners be used.

Wall panelling and shower enclosure/tray should be dried off after use.

Abrasive or aggressive cleaning products should not be used as they will damage the laminate surface of the panel.

The sealant around the base of the wall panel should be inspected and replaced as necessary to prevent water ingress between the shower tray and the panelling.

FLOOR FINISHES

Any wooden flooring laid at the time of entry will not be lifted and re-laid as a result of any maintenance work requiring to be done.

Before laying vinyl or wooden overlay flooring to concrete floors the moisture content should be checked, as it can affect the flooring, and, if required, treated in accordance with the flooring suppliers recommendations.

A self levelling screed should also be applied to concrete floors prior to laying any vinyl or overlay type floorings, in accordance with the flooring supplier's recommendations.

Chipboard flooring should be prepared in accordance with manufacturer's recommendations prior to fitting of vinyls, wooden overlays or ceramic floor tiles.

ROOF SPACE

The attic space has not been designed to allow for storage. Do not use the attic space for storage. Flooring the roof space and use of the attic for storage may cause deflection in the roof structure.

The attic has mineral wool insulation between and over ceiling joists. This insulation can cause skin irritation. If handling the insulation it is recommended that protective clothing be worn.

Care should also be taken if entering the attic – the ceiling plasterboard between the joists will **not** support your weight. It is advised that you **do not enter** the attic space.

CONSTRUCTION OF WALLS, PARTITIONS & CEILINGS

All External Walls: 100mm thick blockwork outer leaf with roughcast finish. 50mm wide cavity and inner leaf of 100mm thick blockwork, rigid slab insulation, metal framing and plasterboard lining to inside of inner leaf.

It is not uncommon for some internal walls to be loadbearing, so do not remove or alter them - or make substantial alterations to them - without getting professional advice.

Note that all external walls are likely to be loadbearing and must not be altered without professional advice.

You should also check relevant Local Authority permissions and/or use the services of a qualified architect before considering either of the above.

All Partitions: 70mm metal studwork partitions with plasterboard finish each side.
Ceilings: Plasterboard fixed to underside of floor joists or to underside of roof trusses.

Appropriate proprietary fixings should always be used to suit the wall construction.

EFFLORESCENCE ON EXTERNAL WALLS

The appearance of a white deposit on external walls is caused by 'efflorescence'. This is a consequence of drying out and can often occur after a new house is constructed and is drying out. It can also occur when a wall dries out after period of heavy rain or in the spring as a result of drying out after a wet winter. As well as external wall materials such as block-work and mortar joints, it can also occur on products such as precast window sills, driveway paviors and paving slabs and also internally on concrete floors and areas of similar construction.

The efflorescence is caused by natural salts being drawn out of the wall materials while drying out and is quite normal. It is neither harmful nor detrimental to the performance of the material and, whilst it may look unsightly, the majority usually disappears over time. The advice given by most brick, block, cement and precast concrete manufacturers is that it is best dealt with by the combined effect of time and weather. If efflorescence occurs externally on your home it is our policy to follow this advice and allow it to disappear naturally. It will usually disappear within a few weeks, washed away by normal rainfall. This process may take some time to draw out and remove all of the natural salts causing the efflorescence however it should be apparent that each time the efflorescence appears it will be in decreasing amounts.

Whilst natural weathering is the preferred cure for external efflorescence, if you wish (where it is in a safely accessible location) you can speed up the process by brushing down with a stiff non metallic brush (not a wire brush), making sure that the deposit does not enter the wall at a lower level. Any remaining deposit can be removed or reduced using a minimum quantity of clean

water. We advise that you do not use any proprietary cleaning agents as some varieties contain a concentration of acid, which can permanently affect the appearance of the wall materials. A power washer should not be used as it can damage mortar joints and the wall materials if used incorrectly.

Our advice is that you let the weather deal with external efflorescence.

If efflorescence occurs on internal concrete floors or other such areas then it too can be removed by brushing with a non metallic brush and then removing the deposits with a vacuum cleaner. Internally occurring efflorescence should disappear quicker after brushing and vacuuming than external efflorescence as the home is dried out by the heating.

Should persistent efflorescence occur internally which does not disappear after removing it by the methods described above, then please contact Scotia for further advice.

ADDITION OF INTERNAL AND EXTERNAL FIXINGS – IMPORTANT NOTICE

Fixings should never be made to the following wall areas:-

- a) Directly above or below any electrical socket outlet, switch or appliance.
- b) Directly horizontal to any electrical socket outlet, switch or appliance.

This is because electrical cables run in these areas.

N.B. Any external fixings should only be made with consideration to the Design Guidance and procedure. Under no circumstances should anything be attached to the GRP mock chimney.

METERS

The Electric meter is located in the Hallway cupboard.

EXTERNAL AREAS

Manholes give access to the drains, usually where branches join together, do not obstruct or cover them with soil. You may need to provide access to them quickly if there is a blockage. Please note that there are live underground services cables in the ground around your house. Great care **MUST** be taken if digging or carrying out excavation work in the vicinity of live underground cable routes.

Underground cables may be found just below the surface, although they are normally laid between 0.45m to 1.0m deep from the surface. Reduced depth may result from ground disturbance after laying or because the cable had to be laid over an underground obstruction. Even shallow excavations (e.g. for post holing and fencing work or for garden features such as ponds) may be a source of danger.

If you do uncover a cable during excavation work - **ALWAYS** assume it is live. If in any doubt contact a qualified person to seek advice before carrying out excavation work.

RAINWATER SOAKAWAY

Further to the general notes above, a soakaway constructed of Wavin Aquacell units is provided within the garden area of each house and self-contained apartment. This allows the rainwater from the roof to be percolated into the sub-soils of the plot.

There is a silt trap built on the line of the drain leading into these units and this must be inspected and cleaned out on a regular basis. A recommended interval between inspections of 3 months is suggested for visual inspection, with extra attention recommended during periods of heavy rainfall or other adverse weather conditions. Failure to carry this out will result in the soakaway filling up with debris and rainwater backing up in the drains.

The silt trap is accessed via a small manhole type cover, and any material collected in the trap should never be allowed to build up to the level of the drain pipe leading into the soakaway.

SCHEDULE OF TEST CERTIFICATES

ASHP

Installation, commissioning and service record logbooks (with your instruction manuals).

HOT WATER CYLINDER

Installation, commissioning and service instructions/logbook will be found with your instruction manuals.

SCHEDULE OF MATERIALS

Item	Description	Supplied by	Tel No.
Windows	White uPVC	CMS Enviro Systems	01324 841398
Patio Doors	White uPVC	CMS Enviro Systems	01324 841398
Internal Doors	Jeld-Wen Arlington 6 panel smooth mid weight	International Doors & Windows	01224 682229
External Doors	Smith & Frater Ltd GRP Doorsets	International Doors & Windows	01224 682229
Skirtings & Facings	MDF ogee	Fleming Buildbase	01224 258200
Ironmongery	Heritage Windsor Brass	Williams Ironmongery	01224 644441
Kitchen Units & Worktops	Direct Line/Duropal	James Laing & Son	01467 620311
Kitchen Appliances	Various	James Laing & Son	01467 620311
Sanitaryware	Ideal Standard Alto	Plumbline	01224 898895
Taps	Bristan	Plumbline	01224 898895
Shower Valve	Bristan Prism Thermostatic Shower Valve CP	Plumbline	01224 898895
Shower Head & Rail	Bristan Quadrant Shower Kit CP Ref. kit2c- CP	Plumbline	01224 898895
Shower tray	TBC	TBC	TBC
Shower screen/door	TBC	TBC	TBC
Bath Screen	Novellini Aurora 3	Plumbline	01224 898895
Paving Slabs	Grey Riven by Concrete Products (Kirkcaldy)	Burdens	01224 823664
Roof Tiles	See External Finishes Palette	Marley	0870 5626400
Basecourse Stone	Grey Fair Faced Grey Chamfered Blocks	Fyfestone Masterbock	01467 651000
Feature Stone Panels	Fyfestone Elite Split Face Scotia Drumrossie Mix	Fyfestone Masterbock	01467 651000
Cast Stone Dressings	Plain Grey Smooth	Inverurie Precast	01467 624367
GRP mock chimney	GRP mock chimney	Capvond	0141 8769000
Roughcast	See External Finishes Palette	Rowebb	01651 842016
Masonry Paint	See External Finishes Palette	Keim Mineral Paints	01952 231250
Driveway Chips	14mm Granite Chip	Bardon Aggregates	01467 644200
Gutters & Downpipe	Marley Deepflow	Drainage Centre	01224 626497
Fans	100mm Centrifugal Duct	Greenwood Airvac Vent Axia	01903 771021 01293 530207
Switches & Sockets	M.E.M.	Holland House	01224 638129
Air Source Heat Pump	Outdoor Unit 8Kw 1Ph 230v: ERHQ008BBV3	Daikin Air conditioning	01932 879000
Hot Water Cylinder	Unvented Cylinder 200ltr EKHWSU200B3V3	Daikin Air conditioning	01932 879000
Radiators	Myson Premier HE	Plumbcenter	01324 673465
Radiator Valves	Danfoss RASC2 15mm Valve Pack 013G600500	Plumbcenter	01324 673465
Paint to Walls	Glidden Contract Matt	Dulux Decorator	01224 573044

Paint to skirtings etc.	Emulsion Dulux Eggshell	Centre Dulux Decorator Centre	01224 573044
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Not all items may be applicable to all properties