



**SCOTIA**

# **HOME OWNER'S INFORMATION PACK**

**for**

## **Townhead**

### **Inverbervie (Phase 3)**

### **Aberdeenshire**



[www.scotia-homes.co.uk](http://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', as supplied with your Handover Pack.**

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## Contents

	<u>Page</u>
<b>OPERATING INSTRUCTIONS FOR GAS-FIRED CENTRAL HEATING, HOT WATER AND COLD WATER SYSTEMS _____</b>	<b>3</b>
<b>BOILER TYPE _____</b>	<b>4</b>
<b>HOT AND COLD WATER SERVICES _____</b>	<b>4</b>
<b>EXTRACTOR FANS _____</b>	<b>5</b>
<b>WINDOW VENTILATION AND AVOIDING CONDENSATION _____</b>	<b>6</b>
<b>TELEVISION AERIAL INSTALLATION _____</b>	<b>6</b>
<b>TELEPHONE INSTALLATION _____</b>	<b>6</b>
<b>WINDOWS OPERATING INSTRUCTIONS _____</b>	<b>7</b>
<b>OPERATING INSTRUCTIONS FOR THE ELECTRICAL INSTALLATION _____</b>	<b>7</b>
<b>IF A LIGHTING CIRCUIT FAILS _____</b>	<b>8</b>
<b>SMOKE DETECTORS _____</b>	<b>8</b>
<b>FLOOR FINISHES _____</b>	<b>9</b>
<b>CONSTRUCTION OF WALLS, PARTITIONS &amp; CEILINGS _____</b>	<b>9</b>
<b>FIXING PROBLEMS – IMPORTANT NOTICE _____</b>	<b>9</b>
<b>METERS _____</b>	<b>9</b>
<b>SCHEDULE OF MATERIALS _____</b>	<b>10</b>
<b>SCHEDULE OF TEST CERTIFICATES _____</b>	<b>10</b>

**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 GAS-FIRED CENTRAL HEATING, HOT WATER AND COLD WATER SYSTEMS**

## **Introduction**

Your home has been fitted with a gas-fired heating system serving radiators and a domestic hot water supply.

The gas-fired boiler is located in the garage or utility room; you will find the operating and maintenance instructions for the boiler are with your instructions manual.

You should carry out no adjustments to the boiler. If you are unable to find the answer to any boiler problems in the first instance, please contact Scotia Homes.

You are responsible for the annual maintenance and servicing of the boiler, this can be arranged through any reputable contractor.

## **Heating and Domestic Hot Water Controls**

The system has the following controls:-

1. Boiler isolating switch
2. Programmer / Time Clock
3. Thermostatic radiator valves to radiators (except on the by pass radiator(s))
4. Domestic hot water control
5. Room Thermostat (normally located in the hall)
6. Frost stat

## **Boiler Isolating Switch**

These switches will be found on the wall next to the time clock in the utility room or kitchen. This switch is to isolate the electrical supplies to the boiler and **should be left on at all times.** **Only use this switch if a fault develops.**

## **Programmer / Time Clock**

The programmer is located in the utility room or kitchen. It controls the boiler, telling it when your central heating and hot water are required. The programmer has numerous ON and OFF periods, which may be altered to suit your own requirements. Instructions can be found with your instructions manual.

## **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. There is no thermostat valve fitted to the hall radiator, (Building Regulations requirement)

### **Room Thermostat**

Normally located in the hallway, temperature should be set to meet your own comfort conditions, when the temperature setting is achieved the thermostat will switch off the boiler. If you find your heating is not working, check that the thermostat has not been turned down.

### **Frost Stat**

In severe weather conditions the frost stat can override the time clock and start up the heating system to achieve a water temperature of 30°C. This will prevent frost damage to the boiler and pipe work.

To prevent potential frost damage to your property during extreme weather conditions adequate heating must be provided. If you happen to be away for longer periods of time another option would be completely drain both the heating and domestic water systems. If in doubt consult your local plumber.

### **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 1 bar then top up the system to 1.5 bar. See boiler user guide for full instructions.

## **BOILER TYPE**

Worcester “Greenstar HE 12-I” or “Greenstar HE 24-I”

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

## **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**

There are two 220L cold water storage tanks located in the loft space. This is a requirement specified by Scottish Water.

These tanks serve all the cold water outlets except the kitchen tap which is connected to the incoming cold water mains. The pressure to the outlets is automatically boosted by a pump normally located in the cylinder cupboard.

It is important in cold weather conditions to ensure your house is adequately heated to prevent the risk on frozen pipes.

If your property is left unoccupied for extended periods of time during cold weather conditions consideration should be given to draining the domestic water systems.

### **Hot Water Cylinder**

A vented hot water cylinder is located in the hall cupboard or in the garage. Hot water is normally heated by the gas boiler. In the event of a boiler fault electric immersion can be switched on to give hot water. The switch marked "Water Heater" is located next to the cylinder.

The water supply to the showers are automatically boosted by a shower pump located next to the cylinder. All other hot water outlets are also boosted by a local pump.

### **External Water Tap (if fitted)**

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

**Isolating valves are normally located under kitchen/utility sink or in garage.**

### **Sanitary Ware**

Sanitary ware should be cleaned in accordance with the manufacturer's instructions.

The manufacturer of the bath recommends the use of an anti slip mat when using a shower over the bath.

### **Connecting Appliances**

When fitting a dishwasher or washing machine, please ensure the blanked end of the waste pipe tee piece has been removed.

## **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.

## WINDOW VENTILATION AND AVOIDING CONDENSATION

Most windows are fitted with “hit and miss” 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. Or 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.

## TELEVISION AERIAL INSTALLATION

A television aerial socket has been provided within the lounge, the cable has been left coiled in the loft for you to supply and fit an aerial.

## TELEPHONE INSTALLATION

The BT telephone point is located by the TV aerial in the Lounge and is compatible with any British Telecom approved phone. The cable is left on the external wall ready for connection by others.

It is your responsibility to arrange connection to your chosen telephone service provider.

## WINDOWS OPERATING INSTRUCTIONS

Your home is fitted with standard window locks to all windows.

### **A. To unlock:**

Insert the key into the keyhole in the handle and turn to allow the handle to be turned and the window to be opened, until the preferred position is reached. If the window is pushed too far, the child restrictor will lock the window and you will not be able to move it any further.

### **B. To release the child restrictor:**

Return the window to the closed position, depress the release plate on the arm and open the window.

### **C. To lock the window:**

Close the window and pull the handle down as far as it goes. Insert the key in the handle and turn to lock.

### **D. Cleaning the window:**

Follow operations as detailed within A and B above and push the window away from yourself to full extent. Both faces of glass are then available for cleaning from inside your house.

## OPERATING INSTRUCTIONS FOR THE ELECTRICAL INSTALLATION

### **Consumer Unit**

The Consumer Control unit for your property is located in the garage or hallway cupboard; it contains labelled miniature circuit breakers (MCB's) or "trip switches" for each circuit in the property.

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

The consumer control unit contains Main Switch, RCD (Residual Current Device) and MCB's (Miniature Circuit Breakers). The main switch is normally 'ON' to isolate all supplies switch to 'OFF'.

The "RCD's" are designed to 'trip' if there is a fault in a circuit. This helps to prevent serious accidents that may result in damage and injury. Under fault conditions the RCD will be in the 'tripped position'.

Individual electrical circuits in your home are also provided with an MCB, with each being clearly labelled inside the lid of the consumer unit to enable easy identification.

All MCB protected socket circuits are also protected by a 30A RCD.

The RCD will trip (middle position) if there is a faulty appliance, such as an iron, kettle, fridge etc.

To reset:

1. Isolate all appliances, unplug all items from sockets
2. To reset RCD press down and push fully up. If RCD does not reset then the fault still exists. Recheck if all appliances have been switched off or unplugged.
3. Reset as described in point 2.
4. Switch appliances back on. RCD will trip when faulty item is switched on, when this happens leave item disconnected. Reset as described in point 2.

**NOTE: Electricity is dangerous and can kill. If in doubt, contact Scotia Homes.**

## IF A LIGHTING CIRCUIT FAILS

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

1. Check with aid of torch whether the MCB is in the OFF position.
2. Switch MCB to ON position.
3. Identify faulty bulb
4. Switch off MCB
5. Replace faulty bulb
6. Switch MCB on ON Position

In no faulty bulb is apparent and the MCB will not hold in the ON position contact Scotia Homes.

### **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.

To test the smoke detectors, firstly ensure that they are receiving power by looking at the clear button on the unit and seeing a light. Secondly, press the button firmly until the alarm sounds (for about 10 seconds). If the alarm horn makes a continuous sound and you have not pushed the test button, the detector has sensed smoke or dust in the air. This could be your warning of a possible serious situation requiring immediate attention.

If on thoroughly checking the property, no trace 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.

Battery should be changed every year. An intermittent beep normally indicates battery needs to be replaced.



## FLOOR FINISHES

Settlement will occur within your new home during the first few months.

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.

Consult your flooring supplier if deciding to lay wooden flooring on a concrete floor as the moisture content can affect the flooring.

## 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.

## FIXING PROBLEMS – 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.

## METERS

The Electric meter is located in the Hallway cupboard.

## SCHEDULE OF MATERIALS

<b>Item</b>	<b>Description</b>	<b>Supplied by</b>	<b>Tel No.</b>
Windows	White uPVC	Merlin Network	01383 821182
French Doors	White uPVC	Merlin Network	01383 821182
Internal Doors	Jeld-Wen Arlington 6 panel smooth mid weight	International Doors & Windows	01224 682229
External Doors	Smith & Frater Ltd GRP door in timber frame	International Doors & Windows	01224 682229
Skirtings & facings	MDF	Buildbase	01224 258200
Ironmongery	Heritage Windsor Brass	Build Centre Ironmongery	01224 591777
Ceramic Tiles		Porcelenosa	0131 335 3883
Kitchen Units & Worktops	Laings Direct Line	James Laing & Son	01467 620311
Sanitaryware	Ideal Standard	Plumb Centre	01324 673465
Taps	Bristan	Plumb Centre	01324 673465
Paving Slabs	Grey Riven	Burdens	01224 823664
Roof Tiles	Modern Smooth Grey	Marley	01467 625282
Basecourse Stone	Fyfestone 03 Clashach Marigold	Fyfestone	01467 651000
Cast Stone Dressings	Smooth Concrete	Inverurie Precast	01467 624367
Render	6mm Tuscan Beige Chip	Burdens	01224 823664
Gutters & Downpipe	Marley Deepflow	Drainage Centre	01224 626497
Fans	Greenwood	Holland House	01224 638129
Switches & Sockets	M.E.M.	Holland House	01224 638129
Boiler/Radiators	Worcester	Plumb Center	01324 673465
Garage Doors	Garador Beaumont Canopy	Travis Perkins	01779 471500
Lock Block	Cemex 200x100x50mm Charcoal	Burdens	01224 823664

*Not all items may be applicable to all properties*

## SCHEDULE OF TEST CERTIFICATES

### **Boilers**

Installation, commissioning and service record logbooks. (With your instructions manuals)