



SCOTIA

HOME OWNER'S INFORMATION PACK (HOIP)

for

GLENVIEW, FORFAR



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', the Sales Specification / Bespoke Options documents (received at reservation stage), plot specific drawings and Statement detailing Extras/Options (both issued at reservation stage or as you have confirmed any choice of these).

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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. It is believed to be correct at the time of writing but may be subject to specific variations in design, materials or any other factors which have effect before, during and after the construction process. Consequently, it should be treated as general guidance and cannot be relied upon as providing an accurate description of any of the matters illustrated therein.

HOME SAFETY INFORMATION

We are delighted that you have purchased one of our new homes and we hope very much that you enjoy living in it. We go to great efforts to design and build our homes to provide you with high levels of safety, but all homes have inherent risk, and it is our aim to help you identify and manage these risks.

This Home Owner's Information Pack contains a lot of information about the different systems within your new home and you are encouraged to read all the supplied 'user manuals' before using any of your home's systems or appliances. Specifically, we would like to draw your attention to some key risks that are sadly all too often common causes of accidents in domestic properties:

Gas safety <https://www.gassaferegister.co.uk/help-and-advice/gas-safety-in-the-home/gas-safety-tips/>

Carbon monoxide <http://www.rospa.com/home-safety/advice/carbon-monoxide-safety/>

Fire safety <http://www.firescotland.gov.uk/your-safety.aspx>

General home & garden safety <http://www.rospa.com/home-safety/advice/general/home-garden-safety-checklists/>

We recommend that you take the time to look at the important safety information and advice provided in the links (to the right of the above points and accessible via www.scotia-homes.co.uk). Following the advice will help keep you and your loved ones safe and able to enjoy your new home in the future.

If you do have any safety concerns about any aspect of your new home please contact our customer care department customercare@scotia-homes.co.uk.

DAVIES EMERGENCY COVER

Your home is covered under Davies' Home Emergency Assistance Cover for a period of 24 months from your legal date of entry.

The following notes provide some outline points for your information.

The Davies cover includes items such as blocked or burst pipes (where they occur within your home) and damaged window and door locks to your home where there is a risk to security. Some examples of what is/ is not covered are shown in the list below - please note that some of these examples may not apply to your own property.

In an emergency where any of the covered items are affected you should contact Davies directly instead of Scotia.

At the time of writing, the emergency contact number for Davies is 0345 1552374.

Any non-emergency problem occurring inside your home (and occurring within 24 months of your legal date of entry and which is not classed as an emergency by Davies) should be reported to the Scotia customer care department during normal office hours.

Please also note that any problems in the communal (where applicable) areas of the building (the corridors, stairwells and external areas) should also be reported to the factor – these areas are also not covered by Davies.

Examples of what is covered	Examples of what is not covered
Internal Plumbing & Drainage (inside your home) Repairs to your internal plumbing and drains including where there is a loss of water to your property, Blocked drainage and leaks (inside your home) Clearing blocked toilets and waste pipes (inside your home)	Showers including the shower unit, controls, outlet or shower head Replacement of water tanks/radiators, thermostatic radiator valves, hot water cylinders and sanitary ware
Clearing total blockages to your drainage pipes (inside your home)	Shared drains External guttering, rainwater downpipes, rainwater drains and soakaways
Electrical Emergency & Breakdown An emergency caused by, or breakdown of, the domestic electrical wiring supply system, including permanent damage caused by a power cut	All non-permanent wiring/electrics, e.g. kettles, fairy lights or any other and appliances with plugs Shower unit or immersion heater unit
Security Making your property secure in the event of broken locks for external	Doors (and windows) which do not secure your property, such as internal porch doors, internal doors and internal conservatory doors

windows and doors that are your responsibility	Failure of breakdown of the external locking mechanisms to doors or windows for outbuildings or a garage
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NHBC BUILDMARK WARRANTY

Your warranty and insurance with NHBC – please find extracts below from the NHBC document which was issued to you at reservation.

What is Buildmark?

Buildmark is a joint agreement between your builder and NHBC to provide warranty and insurance on your newly built home.

Protection is provided to you, the purchaser, from exchange of contract with deposit protection insurance. This is followed by a two-year post-completion builder warranty, supported by an NHBC dispute resolution service and guarantee. So, if you encounter any problems with your home during this time, contact your builder in the first instance and they should put things right. If you remain dissatisfied, you can contact NHBC for assistance.

- *The resolution service: we contact the builder about the problems reported to us.*

If the builder does not deal with the matter to your satisfaction, we will investigate and decide what the builder must do to meet their responsibilities

- *The guarantee: you are protected by the NHBC guarantee for what we or a court decides the builder should have done to meet their responsibilities. If the builder does not meet their responsibilities, we will do so on their behalf. Alternatively, we will pay you what it would cost us to have the work done.*

After the initial two-year builder warranty period, NHBC provides an eight-year insurance policy (years three to 10) against damage to the home caused by the failure of your builder to build specific parts of the main structure to NHBC Technical Requirements. NHBC will pay the cost or carry out remedial works for issues covered by the policy if the cost exceeds the minimum claim value (MCV).

What does Buildmark cover?

- *Before legal completion: loss of your exchange deposit, or having to pay more to complete the build of your home, because the builder is insolvent or has committed fraud*
- *Builder warranty period: failure by the builder to meet NHBC Technical Requirements when building your home or preparing your land*

- Insurance after the builder warranty period: physical damage to your home because the builder failed to build specific parts of your home to meet NHBC Technical Requirements
- Extra insurance for Building Regulations: imminent danger to someone's physical health or safety because the builder failed to meet specific Building Regulations when building the main structure of your home (this is only available if NHBC undertook the Building Control service on the home)
- Insurance for contaminated land: contamination on or in your land which could have resulted in a statutory notice being issued under the legislation or official guidance in force at that time.

What's not covered by Buildmark?

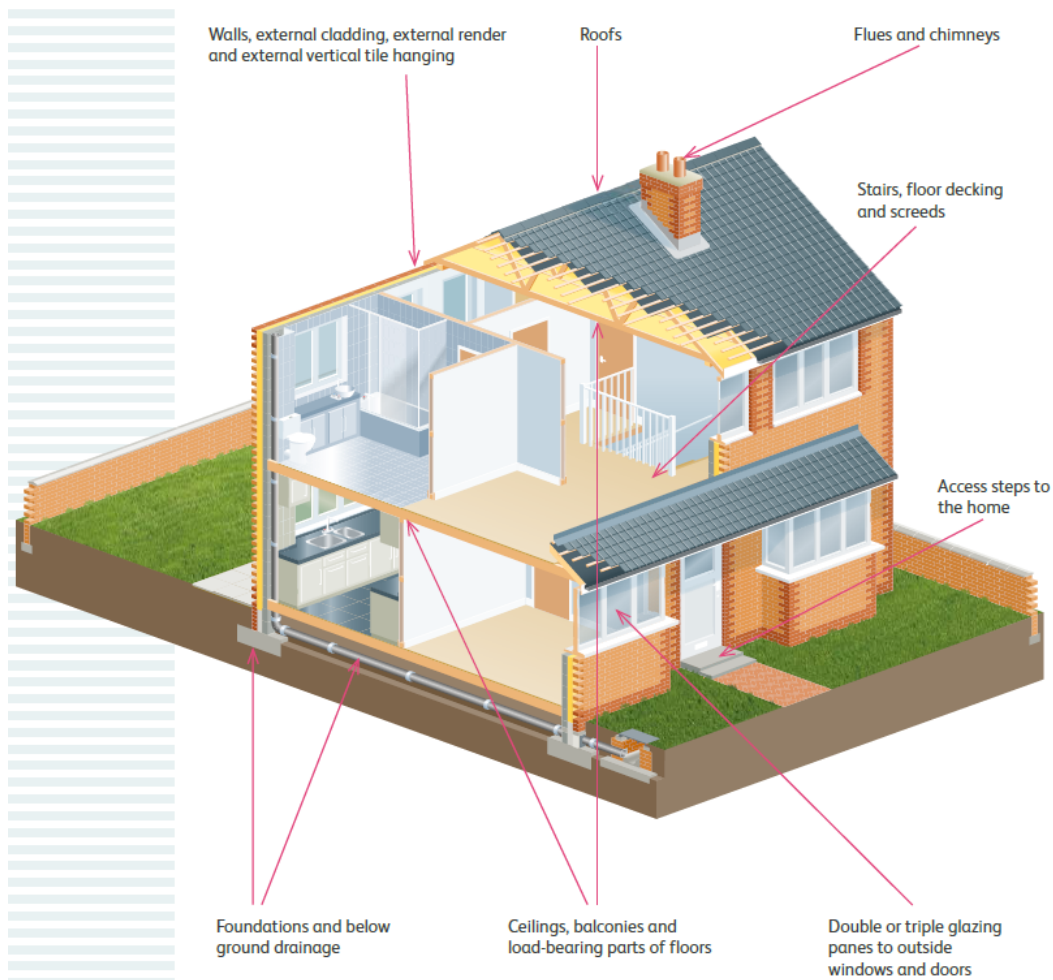
Buildmark only protects you against the items outlined in your Buildmark policy document.

There are some things that are not NHBC's responsibility, such as, but not limited to:

- Wear and tear, neglect and failure to undertake appropriate maintenance
- Storms and other severe weather conditions
- Fire and smoke
- Damp, condensation and shrinkage which is not a result of the builder failing to meet NHBC Technical Requirements.

Full details and a glossary of terms can be found in the Buildmark policy booklet. If you are unsure about what is covered, you can contact NHBC to check, or go to www.nhbc.co.uk.

During the insurance period after the initial builder warranty period has expired, Buildmark is designed to insure your home against damage caused where specific parts of the property have not been built to NHBC Technical Requirements. The diagram below shows you the parts of the home that are typically covered.



Whether your new home is a house or an apartment, there are some things which you should be aware of:

- This image is for illustration purposes only
- The Buildmark policy does not take the place of buildings or contents insurance
- There are certain conditions, limits and exclusions that apply; different periods and conditions also apply to common parts
- Please read your policy document for full details about your cover.

Are there financial limits?

Limits that apply to new build properties for claims under Buildmark are as follows:

- Pre-completion: the exchange deposit paid in part payment of your home, up to 10% of the original purchase price or £100,000, whichever is lower
- Post-completion: the original purchase price, up to a maximum of £1m.

Limits are different for conversions and continuous structures: see the policy booklet for more details.

What is minimum claim value?

We do not require policyholders to pay the first part of any claim. Instead, we operate a minimum claim value (MCV).

If the cost of the work you are claiming for is below the MCV, we will not do the work or pay anything towards the cost. If it exceeds the MCV, we will complete the work or pay the cost in full and you will not have to make a contribution.

The MCV applies to claims made to NHBC after the builder warranty has expired. This applies in years three to 10 but please refer to the policy booklet for more details. The amount then increases by £50 each consecutive year thereafter.

See the Buildmark policy booklet for full details of the MCVs at www.nhbc.co.uk.

Helping you before, during and after your move

Your conveyancer will give you your Buildmark policy documents, including your Buildmark certificate, when you buy your new home; you should read it to check for specific details about the cover, conditions and exclusions.

NHBC has a wealth of information to support you before, during and after your move. Their website (www.nhbc.co.uk) is a great starting point for helpful information and guidance.

CUSTOMER CARE & ONGOING MAINTENANCE

Should you need to contact our Customer Care department and your query cannot be answered by reference to this document, there are various contact methods available to you:

Customer Care Department, Scotia Homes Ltd., Balmacassie, Ellon. AB41 8QR

Electronic mail: customercare@scotia-homes.co.uk

Telephone: 01358 722441

www.scotia-homes.co.uk

The Customer Care team will normally contact you by e-mail shortly after handover by way of introduction, following this up with further contact around 7 days after your date of entry to note any 'living items' you may have noticed in the property.

Examples of which are:

- internal doors requiring trimmed after floor coverings have been laid
- internal doors not latching
- taps dripping or toilet flush running

Examples of items we do not accept at this stage are:

- paintwork (shrinkage 2mm and above will be dealt with at the twelve-month maintenance stage)
- dents/marks/scratches to any surfaces, glass, sanitary ware or walls etc.
- repairs/paintwork to skirting boards, if flooring has been fitted by your own contractor
- external items such as chipped slabs or steps
- landscaping – topsoil and turf (if applicable) to be maintained from date of handover

Around eleven months after you have moved in, we will write and invite you to your upcoming twelve-month maintenance stage. The letter will provide information on the process and guidance on items you may expect to find in your property, such as: popped nails; excessive shrinkage; minor adjustments to doors/windows; resealing of showers/baths as required, all in accordance with the terms of the two year Builder's warranty.

What we will not undertake to rectify:

- Painting of whole walls.
- Hairline shrinkage cracks (less than 2mm).
- Any damage to the property caused after handover and not previously reported i.e. scratches, marks, chips to walls (internal and external), wear and tear or lack of general upkeep.
- Any cracking/paintwork to skirting boards, if flooring has been fitted by your own contractor.
- Discolouration of walls or ceilings due to candle smoke.
- Mould caused by lack of ventilation.
- Any issue not considered a warranted defect under the terms of the NHBC Buildmark warranty.

Where applicable, the heating/hot water boiler within your home should be first serviced twelve months after you move in and on an annual basis thereafter. This will comply with warranty requirements, ensure it is in safe working order and help to identify any normal age and use-related maintenance that may be required. This is the homeowner's responsibility and

failure to do so may result in warranties being voided and/or unexpected breakdown. Further information is covered later in this document and within manufacturer/instruction manuals.

Further maintenance to your property

We would also make you aware that, once we have attended to the twelve-month maintenance issues, **no further works will be carried out in respect of items such as popped nails or general shrinkage.** It is entirely normal that shrinkage will occur in a new home and, to this end, please refer to the NHBC 'Guide to your new home' document. Nails may pop in or out through the surface of the plasterboard and further shrinkage may occur, these can be filled and then painted in the course of your own decoration.

Tips on how to help reduce shrinkage in your new home

A lot of water goes into the build of a new home (traditional or timber frame) and it has also been open to the weather elements during the build process. These combined factors together with the use of various building materials and the customer's lifestyle (sleeping, breathing, showering, cooking etc) can result in some minor shrinkage appearing in the new home during the first 12-18 months of occupation.



Small circular marks where screws slightly break the painted surfaces (ie timber stud partitions, dormer windows, ceilings etc) may sometimes occur as well, which is quite normal in a new home.

Normal shrinkage is anything defined by the developer but often it can be described as below the width of 3mm (width of a pounds coin) - most shrinkage looks like pencil line marks and is the responsibility of the home

owner to tidy up when decorating at a later time. The same with the odd few circular screw marks; this is also the responsibility of the home owner.



If in the unlikely event shrinkage does become excessive or several circular marks appear in a continuous row or cluster (in any one room – again defined by the developer but generally 5-6), then this will be looked at with a view to possibly rectifying (stairs are the most common areas for larger shrinkage cracks).

Shrinkage can occur in many places:

- Around door frames and mitres/architraves
- Around skirting boards
- Around windows particularly those with radiators under them
- Sockets/switch covers may become loose
- Ceiling and wall joints
- Taped joints above doors
- Where two different materials meet (eg fitted wardrobe units against plasterboard)
- The staircase and around it – string area (this can sometimes be slightly more than normal eg more than 3mm)
- Bath sealant and shower surrounds

In order to help reduce shrinkage and keep it to the absolute minimum, we recommend you do the following:

- Do not over-heat the house or subject it to big swings in temperature especially during the winter months – keep heating constant and avoid fluctuations in temperature throughout the property

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- Keep trickle vents open all the time to keep the home well ventilated (where fitted)
- Ensure passive vent/comfort cooling/dry-master/Envirovent/Vent Axia or Mechanical Ventilation Heat Recovery (MVHR) systems are working all the time (where fitted)
- Open windows on the night latch setting to increase ventilation especially at night time in bedrooms (where fitted)
- Open windows when possible
- Keep blinds and curtains open to avoid trapped air and condensation occurring
- Wipe any condensation off windows to avoid mould forming
- Wipe condensation of toilet cisterns
- Keep cupboard doors slightly open, eg wardrobes to allow air to circulate and avoid the possibility of mould occurring in corners (especially where they are fitted against plasterboard walls). Don't over-pack with clothes and shoes especially tight in the corners and avoid putting plastic bags/dry cleaning bags in cupboards
- Keep en-suite doors closed when showering
- Use extractor fans and allow over-runs (where fitted)
- Use fan boosters (where fitted)
- Avoid putting damp or wet clothes over radiators/towel rails (they are for warming not drying)
- Keep main room doors open to create a flow of air throughout the home (**BUT NOT FIRE DOORS**)
- Keep furniture away from walls slightly to allow a flow of air round it
- Keep pictures slightly away from the walls to avoid any moisture getting into them, eg corking or tissue paper on the underside of them
- The paint finish is designed to help the new home breathe and dry out gradually so we recommend you avoid decorating for 12 months especially with vinyl paints and wallpapers which can trap moisture in the walls and means that the home can take longer to dry out. It may also result in paint bubbling and wallpaper peeling
- Where heat recovery systems are fitted ensure the system can work effectively and clean filters regularly
- Keep any underfloor heating on all the time (where fitted)

We recommend that any normal shrinkage that does occur (less than 3mm) is not tidied for at least 9-12 months as it will re-occur if done after a month or so. Most shrinkage can be covered by paint when decorating, however, decorators caulking and flexible filler can be used to fill the shrinkage prior to decorating, if needed. Any DIY store will be able to give advice on what products to use.

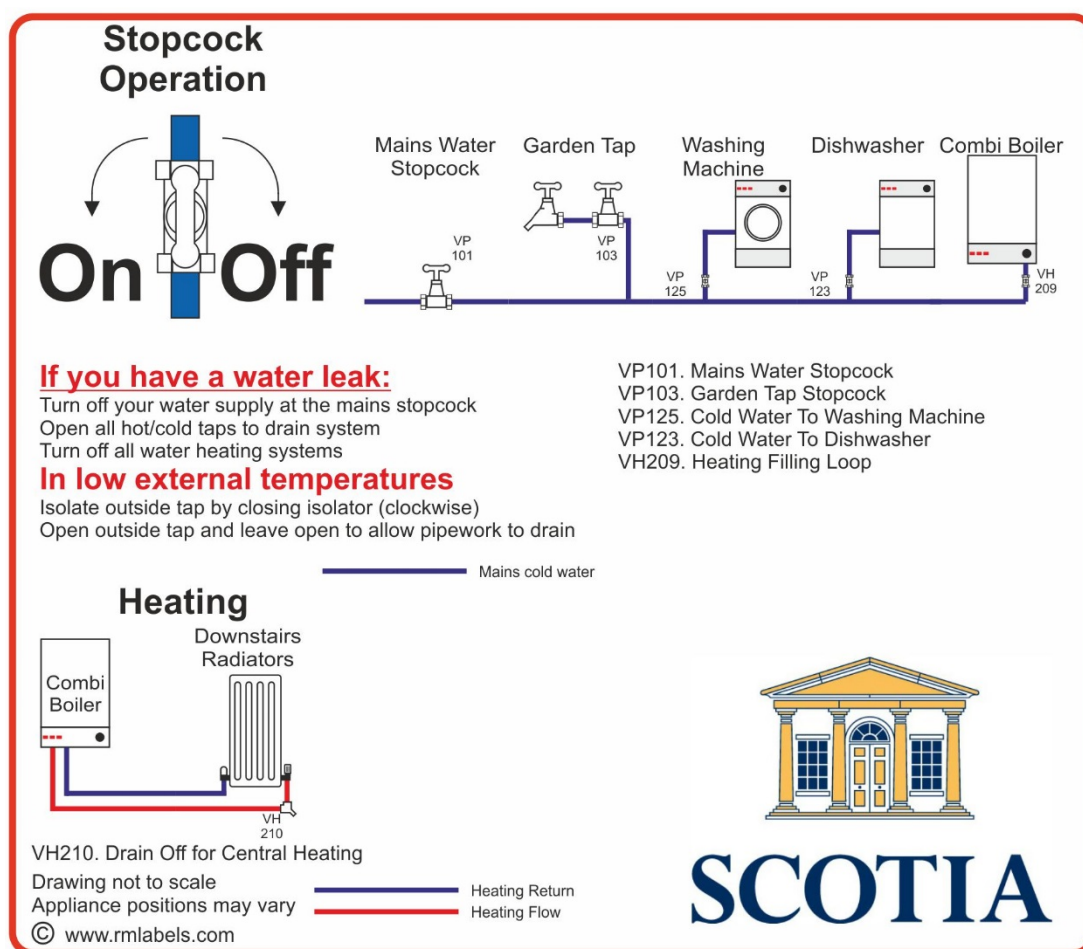
Any cause for concern can be addressed to the customer services team.

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LABELLING OF KEY SERVICES

You may find identification tags throughout your new home, which provide easy reference for key valves and taps which may be required to isolate services in the event of an emergency or as part of routine maintenance.

The image below shows briefly what these are in reference to and the specific tags will be shown throughout this HOIP, alongside more detail as to their specific function. These are provided as an aid and we recommend that you familiarise yourself with their location. As with all matters relating to plumbing, electricity or which may threaten your health and safety, we suggest the use of a qualified contractor for more complicated works or if you are not fully competent.



GAS SYSTEM – GENERAL GUIDANCE

Never obstruct gas boiler flue outlets or any ventilation, if provided, to the boiler. Never tamper with the gas installation or equipment.

Any alterations to the gas supply pipework or work in construction with any gas appliance should only be carried out by GasSafe registered personnel.

You are responsible for the annual maintenance and servicing of all gas appliances such as the gas boiler, oven or hob (as applicable to your home) and this should be arranged through any reputable, Gas Safe registered plumbing and heating contractor.

If you suspect a gas leak:

1. Extinguish all naked flames.
2. Do not use any electrical switches or appliances
3. Turn off the gas at the meter.
4. Open all doors and windows.
5. Call the National Gas Emergency Service on its emergency number which is in the telephone directory under 'GAS, Gas Emergency'. There is no call-out charge. The current emergency number at date of preparation of this document is 0800 111999. This service operates 24 hours a day and 365 days a year. <http://www2.nationalgrid.com/uk/safety/>.

Please be aware that this service is an emergency service, defined in the same way as others, such as the police, fire service etc. Their first and only priority is safety i.e. they will isolate and make safe any leak as quickly as possible.

Ongoing repair of any faulty appliance etc. does remain the owner's responsibility.

OPERATING INSTRUCTIONS FOR GAS-FIRED CENTRAL HEATING AND HOT WATER SYSTEM

Introduction

Your home has been fitted with a gas-fired heating system serving radiators and providing a domestic hot water supply. The gas-fired boiler is normally located in the Kitchen or Utility room (where applicable, please refer to drawings for specific location) and you will find the operating and maintenance instructions for the boiler in your handover pack. The boiler has been set up and commissioned – you should carry out no adjustments to the boiler.

If, after referring to the user information on the boiler controls in the boiler instruction manual, you are unable to find the answers to any boiler problems and the problem is an emergency which has arisen during the first 24 months after your legal date of entry to the house, then please contact Davies (please refer to the section on Davies below). If the fault is not an emergency (as described in the Davies cover summary) and you are still within the warranty period, then please contact the Scotia Customer Care department during normal office hours.

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

Heating and Domestic Hot Water Controls

The system has the following controls:

Boiler isolating switch.

Programmable Room Thermostat

Thermostatic radiator valves to radiators (except on the bypass radiator)

1. Boiler Isolating Switch

This switch will normally be found on the wall next to the boiler.

This switch is to isolate the electrical supply to the boiler and should always be left on . Only use this switch if a fault develops on the boiler.

2. Programmable Room Thermostat

Your home has a programmable room thermostat located normally on the wall in the utility or kitchen area (depending on your house type) and it is linked to a remote temperature sensor located typically in the hall.

Example of a typical TP9000 Programmable Room Thermostat (the exact model varies depending on house type and therefore you may have a different model- typically Danfoss TP7001 or TP9000 programmable room thermostats are installed – the model is marked on the room thermostat). Also shown is a typical remote temperature sensor (linked to the programmable room thermostat).

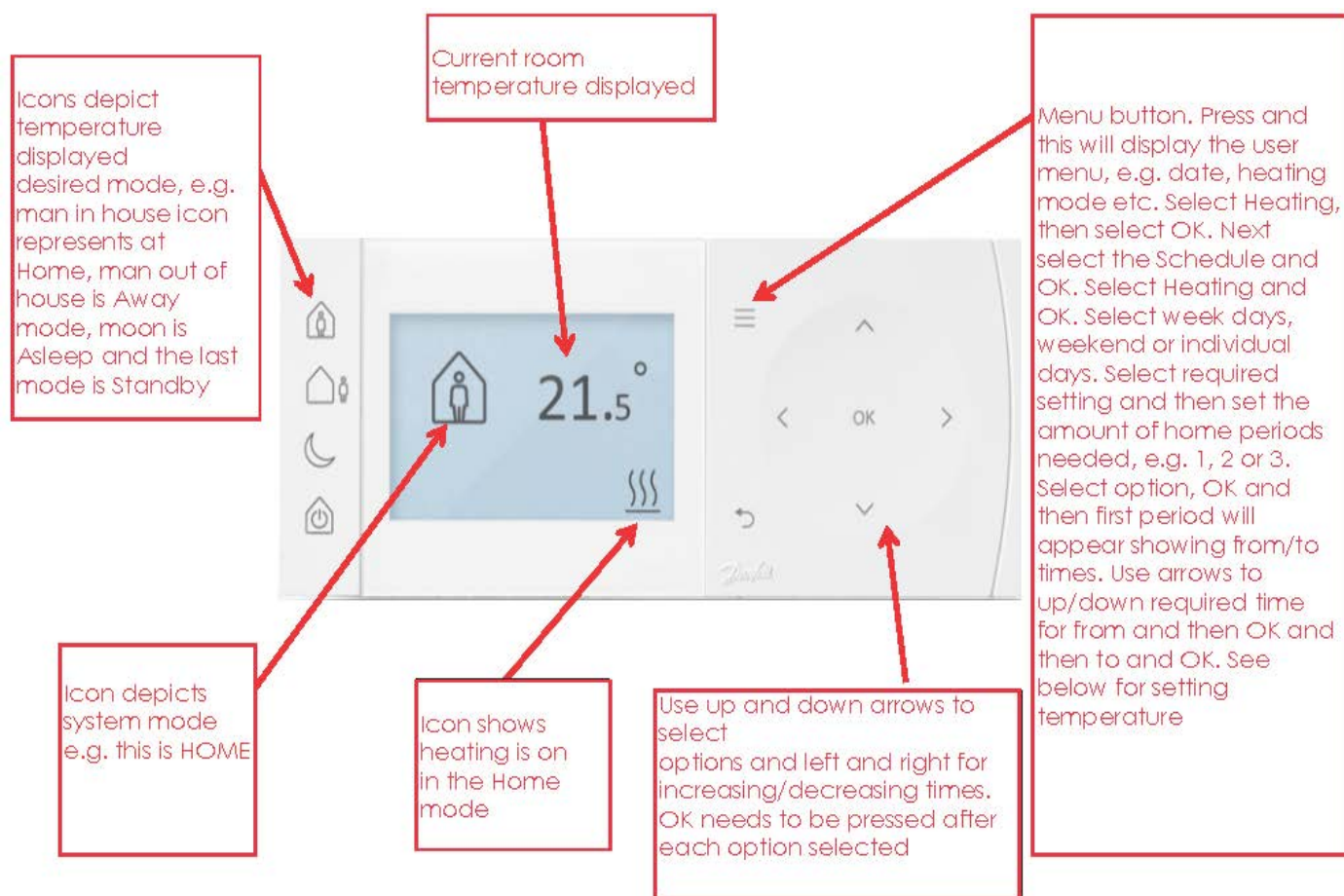


The programmable room thermostat controls the boiler, telling it when you require central heating and hot water. It has the facility to give several on/off times. Temperatures can also be selected for each on/off time. When the heating is selected on it will operate until the set temperature is achieved. Note that the temperature is measured by the remote temperature sensor- not by the programmable room thermostat. The remote temperature sensor should not be covered or otherwise obstructed as this may impair its ability to accurately measure the room temperature.

When the system is selected off, the boiler will not operate unless the temperature drops below the setback temperature selected. You can select your minimum desired house temperature, normally this can be set between 12 and 16°C. Please refer to the manufacturer's instructions in your handover pack for the programmable room thermostat for further instructions.

NOTE: Consideration to the setback temperature should be given if your home is likely to be unoccupied for a longer period, perhaps for an extended holiday. The central heating and hot water system should not be switched off completely under normal circumstances.

The diagram below explains symbology used on a programmer:



To select the temperatures, go into the Menu option and select Temperature, e.g. Home (when you are at home) - set at 21 degrees; Away (when you leave for work) - set at 15 degrees etc. This works in conjunction with your time settings, e.g. if programmed for coming on at 0630 hours (FROM) then temperature can be set for 21 degrees and then leaving for work at 0800 hours (TO), the temperature can be reduced to 15 degrees etc. Once all set up a list will show all settings. The setting can be overridden by pressing any of the icons, e.g. if returning home early and it is still in the Away mode and it needs changing to Home mode, press the Home icon and heating will raise to set temperature and the man will jump into the house box. Press a couple of times for extra hours. The Standby icon is the summer setting of 5 degrees.

3. Thermostatic Radiator Valves

Thermostatic Radiator Valves (TRVs) are fitted for comfort control i.e. 1 – low level heat, 5 – maximum level heat. They are fitted to all radiators except radiators in rooms where there is a room thermostat. They are essential to the full efficiency of your heating system and allow you to lower temperatures in unoccupied rooms thus reducing heating costs. TRVs sense room temperature changes in individual rooms and adjust the flow of heated water through the radiators to maintain the desired temperature. Depending on level of comfort required, 2 – 3 should be selected. Please refer to the manufacturer's instructions in your Handover Pack for full details.

Picture showing a typical Thermostatic radiator valve, Note - the type fitted in your home may vary.



Central Heating

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

Heating and hot water are provided by an Alpha E-TEC Plus 33 wall mounted, high efficiency boiler with a gas saver flue heat recovery unit. A 50-litre thermal store may also have been installed (this depends on the house type).

Please note that to obtain the maximum performance and efficiency benefits the gas saver flue (and thermal store, where fitted) must be switched on. Turning off the gas saver flue will mean you lose efficiency benefits. Turning off the thermal store (where fitted) will mean you lose efficiency benefits and the available volume of hot water will be significantly reduced.

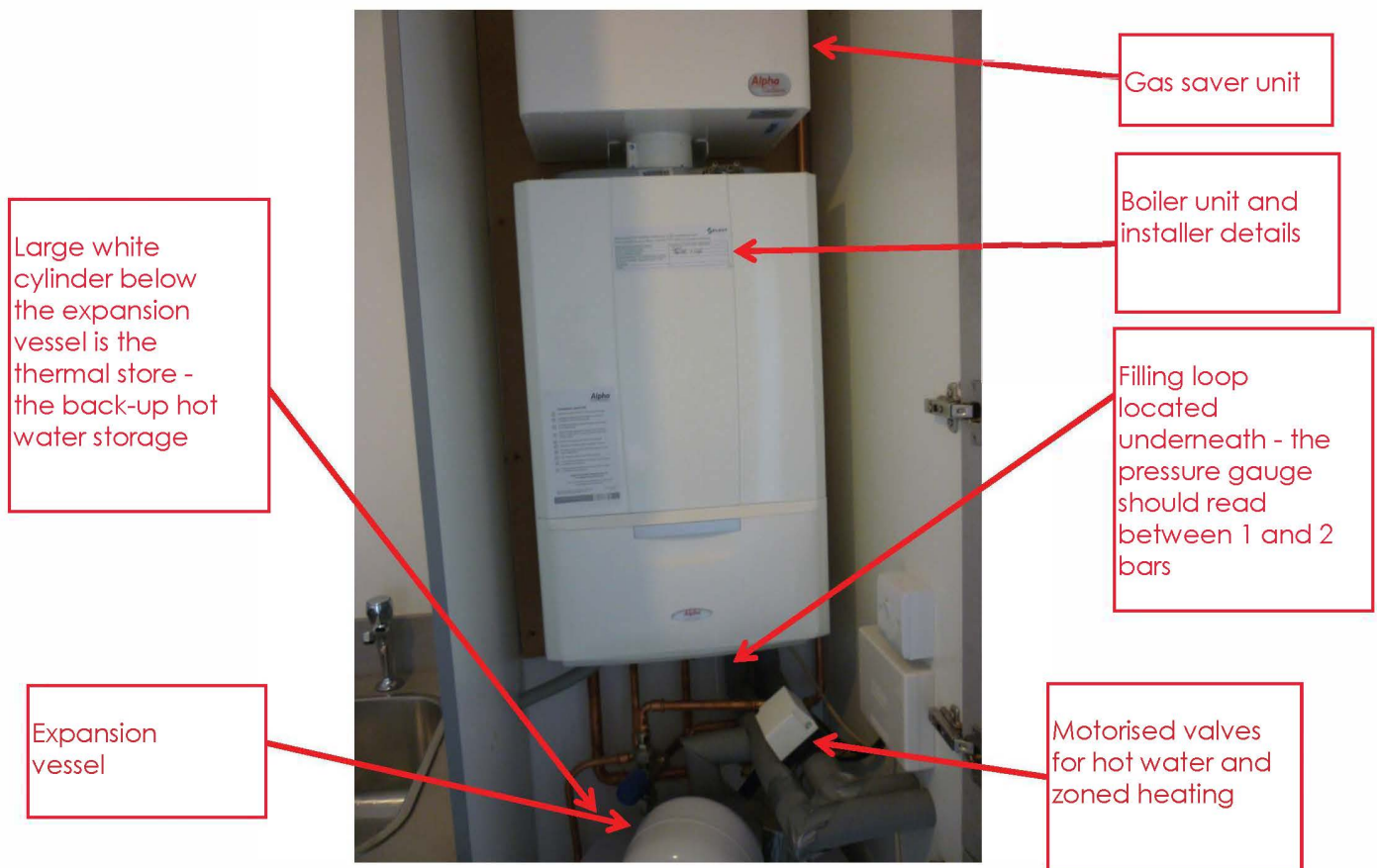
High efficiency boilers are now very common, but owners used to older boilers may still be surprised by the "plume" of water vapour which can be seen sometimes being emitted from the boiler flue. This is quite normal and confirms the boiler is working as intended. In addition, a common myth is that the condensate resulting from the high efficiency system is overtly acidic, this is not the case and the drainage of this does not pose any issue.

A copy of the user manual, installation & service instructions, inspection, commissioning and service record logbooks for the system are enclosed with your handover pack.

An annual gas service of the boiler and inspection/maintenance of the associated equipment, in accordance with the manufacturer's instructions, is required to be carried out by Gas Safe registered personnel. Failure to carry this out will invalidate the manufacturer's and NHBC warranties.

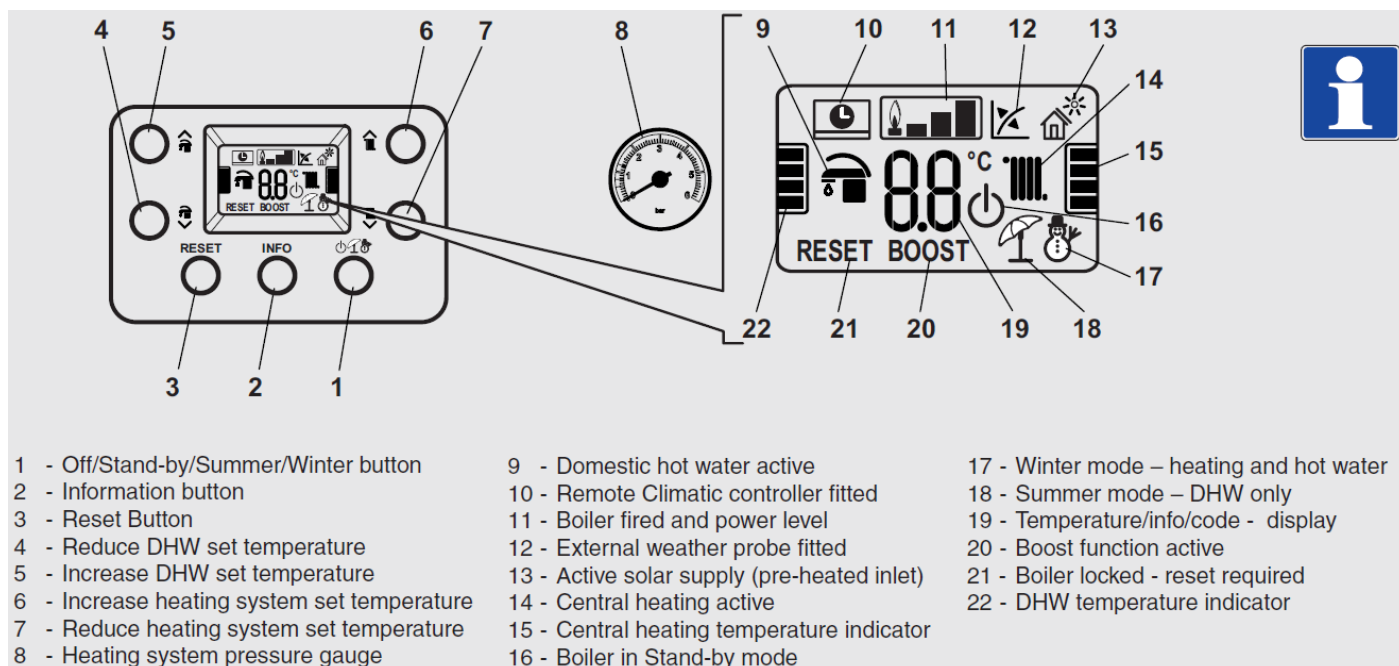
The diagram below shows the key components of your boiler system.

An energy-efficient, self-condensing boiler, vented outside.
Annual service is homeowner responsibility.



At the bottom of the main boiler unit is a pull-down flap, behind which are the main control buttons and display. The diagram below explains these.

N.B. not all functions may be fitted to the system installed.



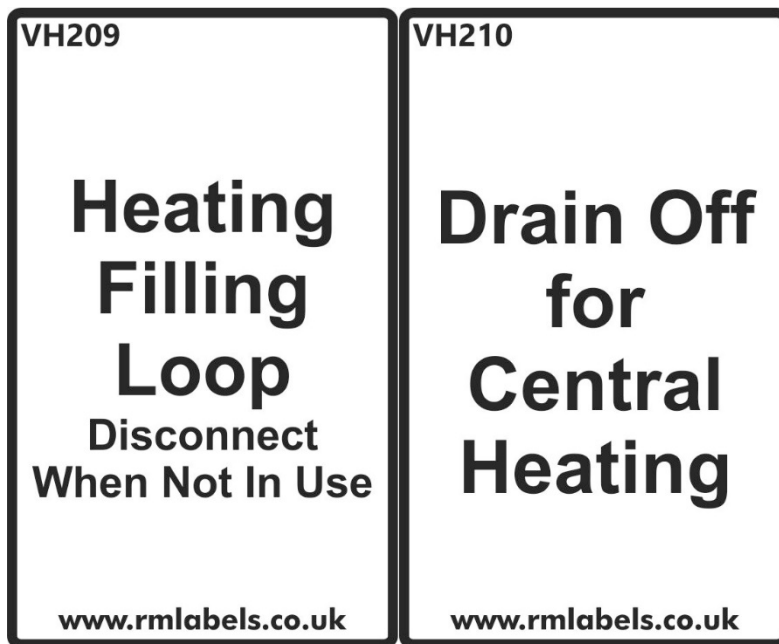
If there is a fault on the system a flashing 'E' will appear followed by a code number. Refer to the manual or call Customer Care, e.g. E10 = low system pressure, therefore the pressure will need to be increased using the filling loop.

Bleeding of Radiators

This should not be required with a sealed system. However, radiators feeling warm at the bottom but cold at the top would indicate air in the radiator. There are airing points normally at the top of the radiator. An air-bleeding key (available at any hardware store) can be used to allow trapped air to escape.

1. Keep your heating system on low so it remains pressurised but be aware that the water in your radiators will be hot, so do take extra care.
2. Attach a radiator key to the bleed valve, usually located at the top and to one end of the radiator, and slowly begin to turn anti-clockwise.
3. Keep turning until you hear a slight hiss of air. When water begins to escape instead of air, you know it's time to close the valve as all the trapped air has now escaped. Hot water may spurt out quite quickly so do protect yourself and the area around.
4. Tighten up the valve by turning the key clockwise.
5. Check the pressure gauge on the 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.

You may find the heating filling loop and the central heating drain off valves identified using the tags below (draining the central heating system should only be done by a qualified engineer):



Throughout this process you should always place a cloth beneath the valve to catch any water that might leak from it, which could discolour floor coverings due to the additives within the heating system

You may find the following video useful as an example of how to bleed a radiator:

<https://www.youtube.com/watch?v=UqK53MPioHI>

RADIATOR SAFETY PRECAUTIONS AND RADIATOR NOTES

Myson Premier HE roundtop radiators have been installed in your home. Should the radiator become chipped or paint damage occur then touch up paint (RAL 9016) can be purchased from the Myson sales office on 0845 402 3434.

Radiators are hot when in use and as such users should ensure that those who may come into proximity to hot radiators are aware of the risks of burns from prolonged contact.

Where necessary, users should take steps to minimise the risks of burns from hot radiators (for example where there are very young children in the room). Where applicable, consideration should be given to placing guards in front of the radiators or reducing the temperature of individual radiators by turning the thermostatic radiator valve to a low setting.

Radiators are heavy items and are securely fastened to the wall on installation, with appropriate fasteners to secure the radiator bracket and suit the 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 fireplace 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 racks, 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, and 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 drying rails 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.









Note regarding curtains – Heavy curtains or lined curtains drawn over the windows are an effective way of reducing any heat loss through the windows during the autumn and winter months. The sooner you draw the curtains in the evening the more heat you will save. However, please note that if there is a radiator located below the window, and the curtains are too long and cover the radiator then much of the heat generated by the radiators will not find its way into the room and will instead be wasted out the window. Curtains covering the thermostatic radiator valves will also interfere with the operation of the valves.

Please see the notes from the manufacturer below:



Do's and Don'ts of caring for your MYSON radiators

This fact sheet is to advise you of the correct way to keep your radiators in perfect working order.

✓ DO's	✗ DON'Ts
 Follow correct install procedures	 Don't vacuum near radiators as this can scratch or dent the radiator
 Keep the room where the product is installed well ventilated specifically rooms with high humidity	 Don't place any wet garments on your radiators
 Touch up any accidental damages ASAP	 Don't use abrasive cleaners which could remove the paintwork
 Ensure your TRV has a free flow of air to sense the temperature	 Don't remove top grilles and side panels if you are unsure how to do so without causing damage

For further information please contact
Customer Services on 0845 402 3434
or visit the website www.myson.co.uk

COMPLETE HEATING SOLUTIONS





MYSON

MYSON Eastern Avenue, Team Valley, Gateshead, Tyne & Wear NE11 0PG, UK
T: 0845 402 3434, F: 0191 491 7568, sales@myson.co.uk, www.myson.co.uk



DID YOU KNOW?

Using cleaning appliances on or around your radiators can cause damage.

Please ensure appliances do not touch the paintwork of the radiators or the pipework surrounding the radiators.



For further information please contact
Customer Services on 0845 402 3434
or visit the website www.myson.co.uk

COMPLETE HEATING SOLUTIONS



HOT AND COLD WATER SERVICES

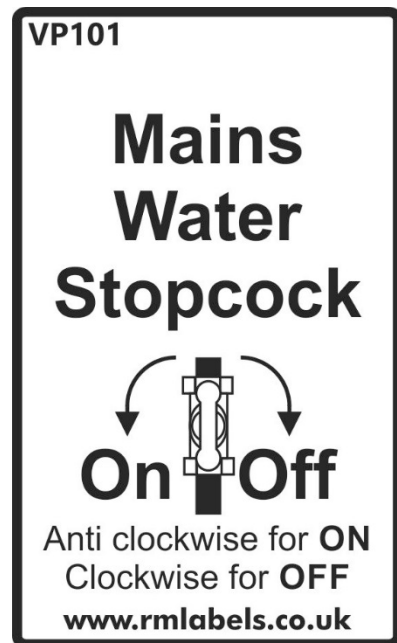
Mains Cold Water Service

The internal stopcock for the incoming cold water service is located typically under the kitchen or utility sink which, in an emergency, should be used to shut off the water in your house.

There is also an external stopcock located in a boundary box within the public footpath near your house which also shuts off the water to your house (this is primarily for the water authority's use in an emergency).

Make sure that you know where your mains water stopcocks are located so that you can turn them off quickly in an emergency.

You may find the external tap isolation valve identified using the tag below:

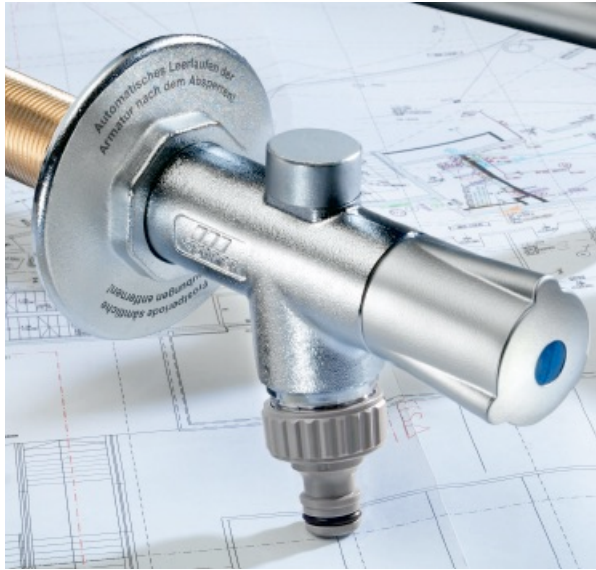


Domestic Hot Water

The Alpha E-Tec Plus boiler produces domestic hot water in an energy efficient manner and the operation of this is fully explained in the enclosed Instruction Manuals. Please also refer to the notes in the Heating and Hot Water Installation section above.

External Water Tap (if fitted)

NOTE (updated December 2021) – Kemper “Frosti” frost-proof external tap.



Depending on stage of completion, an upgraded frost-proof tap may have been fitted, which has frost protection built-in, meaning that there is no risk of burst pipes and the water supply does not need to be isolated in cold weather. This protection also prevents germ growth, meaning potable water is maintained.

When turning this tap off after use, the tap will automatically drain off the excess water remaining in the last “leg” of pipework – it is normal that up to 150ml of water will continue to drain after the tap is closed. This means that the isolation procedures following the image below **do not need to be followed in cold temperatures.**

However, the tap will only be able to do this if there is no additional device/hose fitted to the tap. **Therefore, in cold conditions, please ensure any further hoses/extensions/pressure washers etc. are disconnected from the tap, with the tap opened and closed briefly thereafter, thereby enabling it to self-protect.** It is good practice not to leave anything permanently connected to the tap in order to prevent accidental damage.



KEMPER FROSTI® opens completely with just 2 complete turns. The drain housing is flowed through.

The tap drains completely after every shut off, leaving no water in the pipe or tap to freeze, avoiding leaks and water damage

Since the tap drains completely there is no risk of germ growth.

(Below only applicable to older, conventional external taps)

Where there is a risk of severe frost, the water supply to the external tap/s should be isolated, pipe work drained, and the tap should be left in the open position. There is normally a shut off valve inside the house to allow you to easily turn the water off to the garden tap. We also recommend fitting an

insulating external tap cover to external taps during winter months – these covers are available from any good gardening or DIY store.

Steps to take:

1. Isolate (turn off) the 15mm supply stopcock for the outside tap, which will either be located under your Kitchen/Utility room sink or beside your boiler (there may be more than 1 brass stopcock located in this area, 15mm is the smaller one).
2. Open the outside tap, allow water to escape and leave tap in open position.
3. Ensure the drain point on the lowest point of the external pipework (small brass drain valve) is also left open.
4. In Spring and once temperatures are above freezing point, close the outside tap and turn back on the stopcock inside the house.

You may find the external tap isolation valve identified using the tag below:



Sanitary Ware/Taps

Introductory notes:

Sanitary ware and taps should be cleaned in accordance with the manufacturer's instructions, copies of which are enclosed in your handover pack or are available from the manufacturer's web site. The following are some important points to remember when cleaning and maintaining your sanitary ware and taps. Note that the information in this section covers standard sanitary ware and fittings being installed at the date of preparation of this document - if you have asked for different fittings as a client choice then the following notes may not be applicable.

Baths:

The bath should always be cleaned immediately after use, preferably while the water is running out and the bath is still warm. Hot soapy water with a cloth should be used and the bath wiped dry.

Never allow solvents such as dry-cleaning agents or paint strippers to come into contact with an acrylic bath.

Never use gritty or abrasive cleaners on the sanitary ware which can cause scratches and other damage.

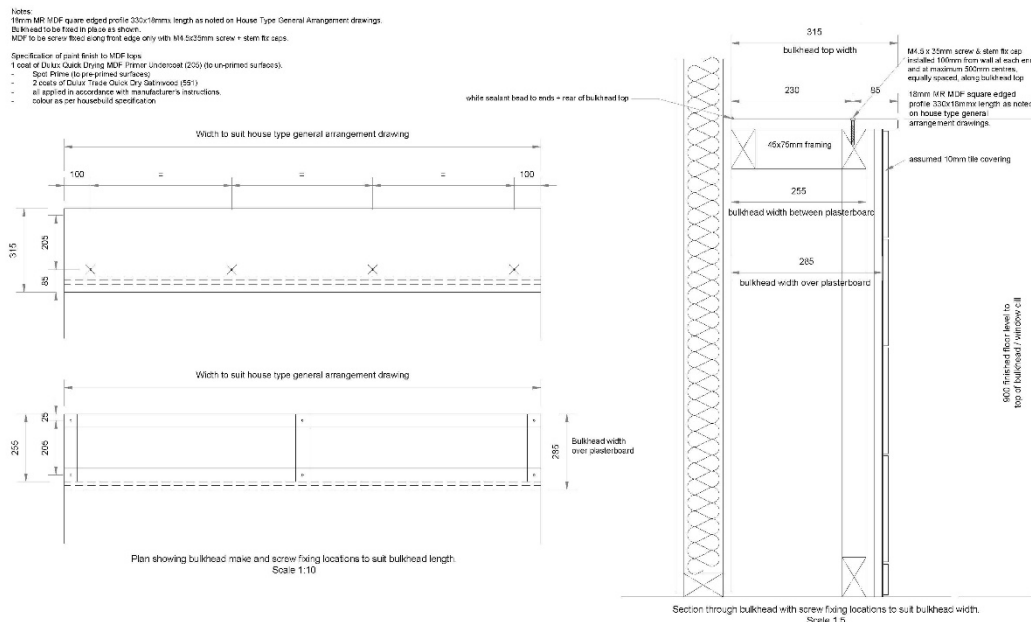
The manufacturer of the bath (where fitted) recommends the use of an anti-slip mat when a shower is installed over the bath.

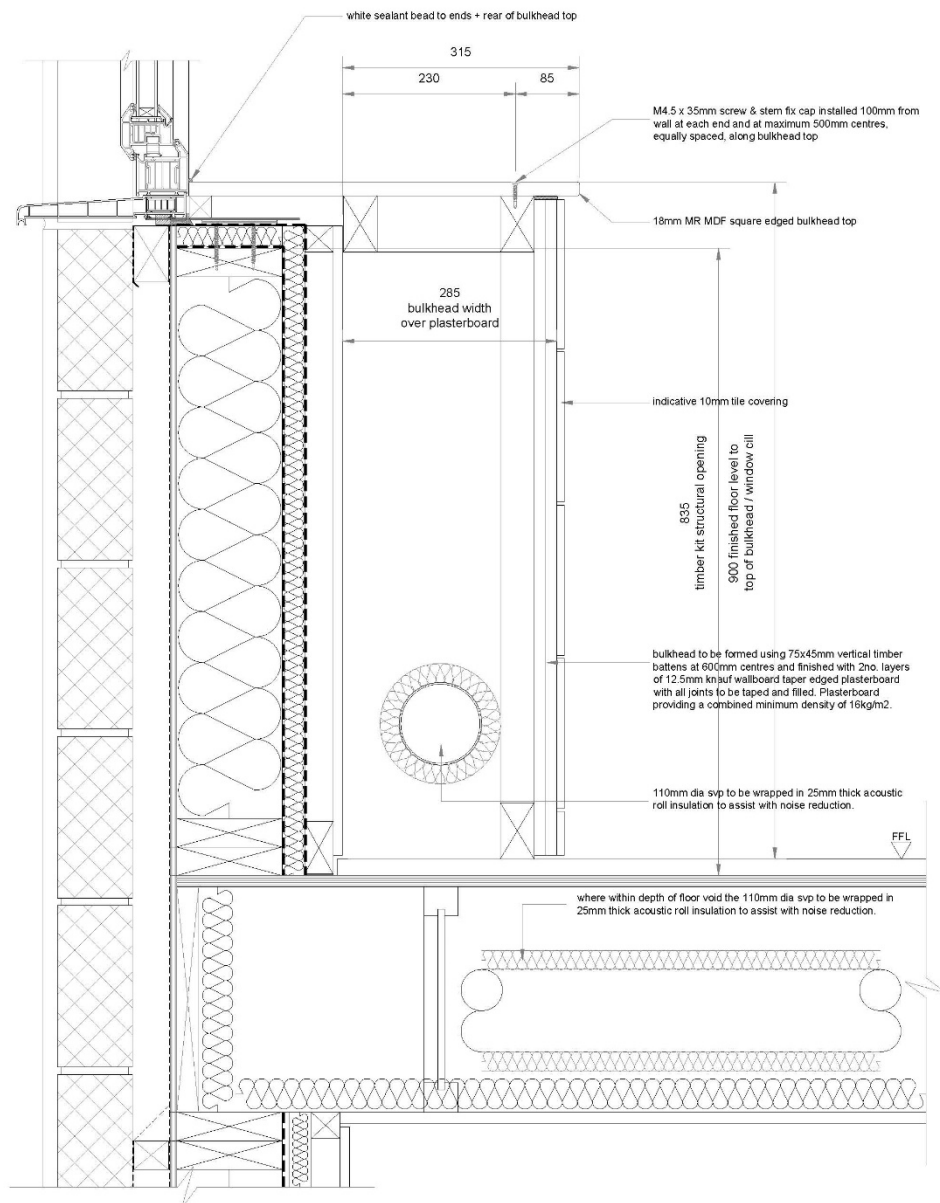
WCs

Please note that WC cistern valves should be checked periodically and maintained as described in the manufacturer's instructions contained in your handover pack. We recommend that if you contact a plumber if you suspect that a WC valve has developed a fault.

A concealed cistern may be used where a bulkhead will be formed with a screw fixed MDF cover which may be removed for access maintenance.

Images below of typical concealed cistern bulkhead top & fixing detail:





Wash hand basin and bath taps:

The following are extracts from the manufacturer's aftercare instructions for the wash hand basins and bath (if applicable) taps.

Bristan Prism basin and bath mixer taps (cleaning and care):

AFTERCARE INSTRUCTIONS

Your fitting has a high quality finish and should be treated with care to preserve the visible surfaces.

All surface finishes will wear if not cleaned correctly, the only safe way to clean your mixer is to wipe with a soft damp cloth. Stains can be removed using washing up liquid. All bath cleaning powders and liquids will damage the surface of your fitting, even the non-scratch cleaners. **NOTE: Never use abrasive detergents or disinfectants or those containing alcohol, hydrochloric acid or phosphoric acid.**

Bristan recommend E-Cloth for cleaning all of our bathroom & kitchen products. Using just water, E-cloth gives a smear free, deep clean by breaking up and holding dirt, which normal cloths leave behind. Order through your Bristan stockist. (ORDER CODE: ECLOTH)



Note: if your tap begins to drip then maintenance is required - please refer to the instructions contained in your hand over pack (extracts of which are also copied below). We recommend that the maintenance work on your taps is carried out by a qualified plumber.

Bristan Prism bath filler parts list and maintenance:

WATER PRESSURE

This mixer is suitable for use at all supply pressures 0.2 bar to 8 bar. However for optimum use both hot and cold supplies should be reasonably balanced.

Operating Pressures: Min 0.2 bar, Max 8.0 bar.

If the tap is installed at low pressure (tank fed), then the minimum height from the outlet nozzle to the underside of the cold tank should be at least 2 metres to ensure adequate performance.

These taps should be installed in compliance with the Water Regulations. Where the supplies are unbalanced, i.e. hot water from cylinder tank / cold from the mains, approved check valves must be fitted in the supply pipes.

INSTALLATION

1. Identify all components and check for completeness, particularly before commencing installation.
2. Fix the mixer body to the bath using the full rubber washer (6) between the fitting and the bath, and the 'C' shaped rubber (7) and metal washers (8) on the underside of the bath, to be secured by the nut (9) and threaded rod (10).
3. Fit the tail pipes (11) by **HAND ONLY (DO NOT OVERTIGHTEN)** to the fitting and Connect the hot and cold supplies.
4. Fully open the mixer in its mid position, letting it run for a few minutes to flush the system.
5. Check all joints and connections for leaks.

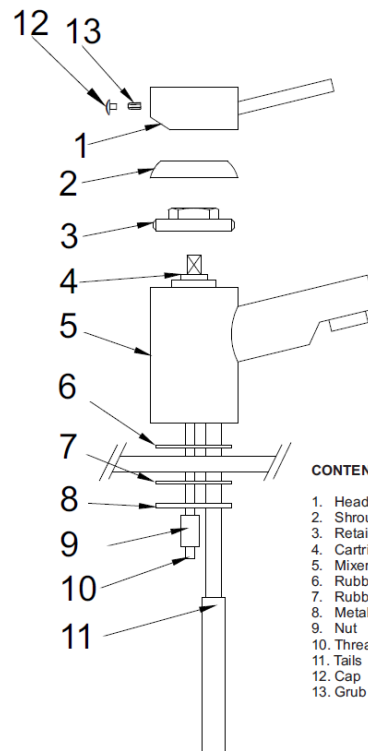
MAINTENANCE

If the fitting begins to drip:

1. Turn off the water supply
2. Prise out handle cap (12), loosen grub screw (13) and lift off the head (1).
3. Unscrew shroud (2) and brass retaining nut (3) and lift out the cartridge (4) complete with seal.
4. Clean or replace cartridge, clean and grease seal and refit.

NOTE: That there are locating pins on the bottom of the cartridge that fit in Holes inside the tap, to ensure it is fitted the right way round.

5. Refit the handle and tighten the grub screw. Replace the lever.
6. If problem persists, contact our helpline quoting the product code.



CONTENTS

1. Head	(x1)
2. Shroud	(x1)
3. Retaining Nut	(x1)
4. Cartridge	(x1)
5. Mixer Body	(x1)
6. Rubber Washer	(x1)
7. Rubber 'C' Washer	(x1)
8. Metal 'C' Washer	(x1)
9. Nut	(x1)
10. Threaded Rod	(x1)
11. Tails	(x2)
12. Cap	(x1)
13. Grub Screw	(x1)

Bristan Prism basin mixer tap parts list and maintenance:

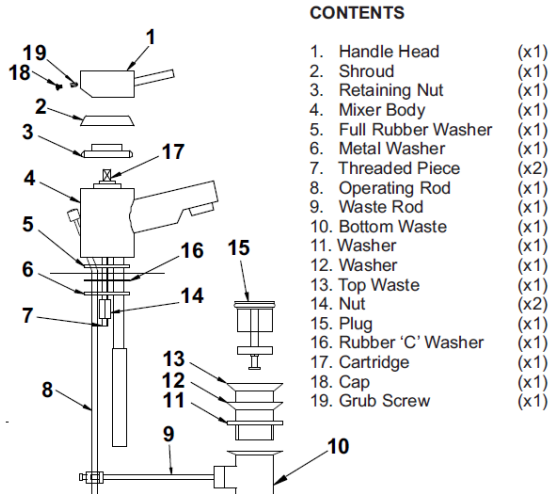
WATER PRESSURE

This mixer is suitable for use at all supply pressures. However for optimum use both the hot and cold supplies should be reasonably balanced.

If the fitting is installed at low pressure (tank fed), then the minimum distance from the highest installed position of the outlet to the underside of the cold tank should be 2 metres to ensure adequate performance.

Operating Pressures: Min 0.2 bar, Max 7.0 bar.

This mixer should be installed in compliance with the Water Regulations. Where the supplies are unbalanced, i.e. hot water from cylinder tank/cold from the mains, approved check valves must be fitted in the supply pipes. For further details contact your Local Water Authority.



INSTALLATION

1. Identify all components and check for completeness, particularly before arranging installation.
2. Fit the mixer body (4) to the basin/bidet using the 'C' plate fixing kit (6 & 16). The full rubber washer (5) goes between the fitting and the basin/bidet, and the 'C' shaped rubber (16) and metal washer (6) on the underside of the basin/bidet. Use the threaded pieces (7) and nuts (14) to secure to basin/bidet.
3. Fit the tail pipes by **HAND ONLY - (DO NOT OVERTIGHTEN)** to the fitting and connect the hot and cold supplies.
4. Fit the pop-up waste, and connect it to the mixer using washer (12) and the top of the waste (13) above the basin/bidet, and the washer (11) and bottom of waste (10) on the underside. The waste can be set by adjusting the waste rod (9)/operating rod (8) connecting bracket and adjusting screw in the base of the plug (**DO NOT OVERTIGHTEN**).
5. Fully open the mixer in the mid position, letting it run for a few minutes to check all joints and connections for leaks.
6. See over the page for aftercare instructions.

MAINTENANCE

If the fitting begins to drip:

1. Turn off the water supply
2. Remove/Prise out cap (18) then unscrew/loosen grub screw (19) with a 2.5mm hexagon key and pull off the handle head (1).
3. Remove valve cartridge (17).
4. Carefully clean seating, rubber washer and ceramic disc.
5. Replace valve cartridge and head and turn on the water supply.
6. Contact our helpline if problem persists.

Bristan Prism recessed thermostatic dual control shower valve (where applicable) - operating instructions:

1. On / off control

Turn the handle clockwise to turn on and increase the flow of water.

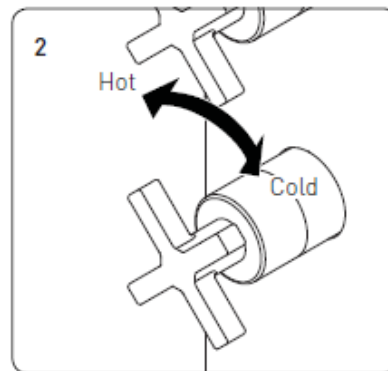
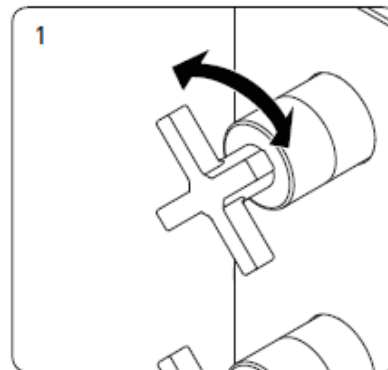
Turn the handle anti-clockwise to turn off the flow of water.

2. Temperature control

Adjustable temperature control.

Turn the handle clockwise for a cooler temperature.

Turn the handle anti-clockwise for a hotter temperature.



Bristan Prism shower valve cartridge maintenance:

Note- we recommend that all maintenance work on your shower valve is carried out by a qualified and experienced plumber.

General Cleaning

Your fitting has a high quality finish and should be treated with care to preserve the visible surfaces. All surfaces will wear if not cleaned correctly, the only safe way to clean your product is to wipe with a soft damp cloth. Stains can be removed using washing up liquid. All bath cleaning powders and liquids will damage the surface of your fitting, even the non-scratch cleaners.

Note: Never use abrasive detergents or disinfectants or those containing alcohol, hydrochloric acid or phosphoric acid.



Bristan recommend E-cloth for cleaning all of our bathroom & kitchen products. Using just water, E-cloth gives a smear free, deep clean by breaking up and holding dirt, which normal cloths leave behind. Order through your Bristan stockist (order code: ECLOTH).

Cartridge Maintenance

We advise that the shower valve is regularly serviced in hard water areas to maintain the flow of water.

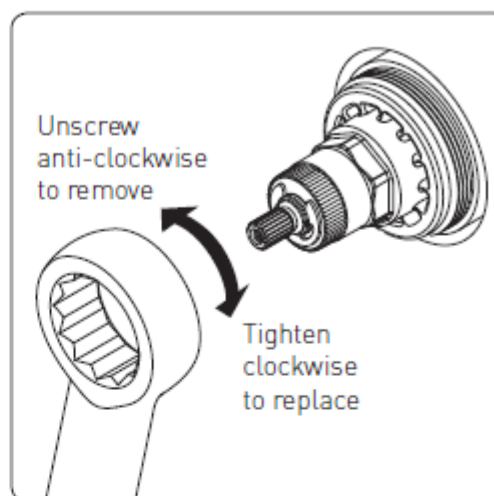
Isolate both hot and cold water supplies to the shower valve by either:

- Turning the water supply off at the mains stopcock or
- Turning off the isolation valves to the shower valve.

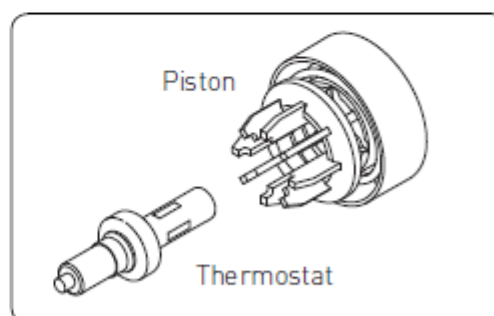
1. Remove the temperature handle and plastic stop.

Important: Take note of the position of the plastic stop and handle - They must be refitted in the same position.

2. Unscrew the cartridge anti-clockwise and remove from the valve body.



3. Remove the piston and thermostat assembly and place into a bowl. Carefully add hot water (just off the boil) and vinegar to de-scale. Leave in the solution until the water has cooled and rinse with clean water.



4. Grease the seals with a silicon grease supplied by Bristan (part number: SP-495-0002) and carefully refit.

5. Refit the temperature stop and handle. Reset the maximum temperature.

Bristan Prism dual control shower valve – adjusting the temperature:

The shower has been factory set to typically 42 degrees centigrade (this is a safety feature). It is possible to adjust the temperature setting and the 'installation instructions and user guide' for the Bristan thermostatic dual control shower valve contained in your hand over pack provides details. Please note we recommend that any adjustments to the temperature setting must be carried out by a qualified and experienced plumber and you should be aware that having the setting adjusted so that it can produce higher temperatures could have safety implications.

Kitchen sink and tap

Please refer to the kitchens section of this Home Owner's Information Pack for cleaning and maintenance instructions for the kitchen sink and kitchen mixer tap.

Isolating valves on pipework to taps

Please refer to the notes on isolation valves contained in the Kitchens section of this Home Owner's Information Pack for details of how to use isolating valves (where fitted).

Thermostatic mixing valve

A thermostatic mixing valve is fitted below the bath. It limits the hot water temperature at the bath tap to a maximum of 48°C. This is a building regulation requirement. Access to the thermostatic mixing valve is normally obtained by removing the bath panel.

The thermostatic mixing valve manufacturer's instructions recommended that you arrange for initial temperature checks to be carried out six weeks after occupation of the property, and then for an annual check to be carried out. This is to test the water temperature from the tap to make sure that the mixing valve is operating properly and to ensure the maximum limit of 48°C is not exceeded.

Hot Water Temperature (kitchen sinks and wash hand basins)

The hot water from your kitchen sink taps and wash hand basins can be very hot depending upon the boiler settings. The hot water can initially have a low temperature as cooler water sitting in the pipes is discharged but can then become hot suddenly. Appropriate care should be taken to avoid risks of scalding.

OPERATING INSTRUCTIONS FOR THE ELECTRICAL INSTALLATION

The Consumer Control Unit for your property is located, typically, within a cupboard, please refer to drawings for the specific location. It contains labelled main isolator, RCDs 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, RCBOs (Residential Current circuit Breaker with Overload protection), RCD (Residual Current Device) and MCBs (Miniature Circuit Breakers). The main switch is normally 'ON'. In order to isolate all supplies, switch to 'OFF'. It may also include a dedicated MCB for a subsidiary consumer unit located within a detached garage, where applicable.

There are two RCDs in your consumer unit. Each RCD protects a section of the consumer unit. They are designed to 'trip' when there is an electrical leakage

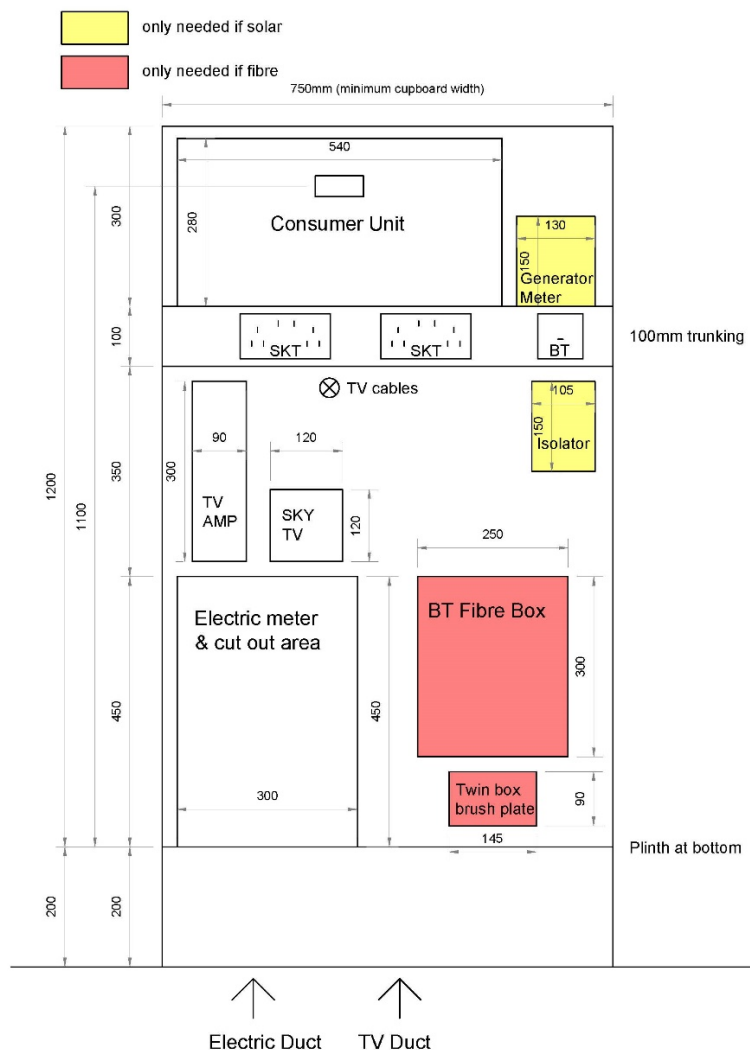
to earth thereby giving protection to personnel. An RCD would normally trip before an MCB.

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'.

The model of consumer unit used has the capacity to provide separate circuits for the solar PV installation and a detached garage (where applicable), along with spare capacity in order partially to "future-proof" for potential items such as electric vehicle charging points.

The consumer unit installation is generally within a meter/utility cupboard and the board to which various services are fitted will generally follow a [standard layout](#).

You should not routinely interfere with this but, as the board may contain meters, isolation switches and other items related to solar PV, TV wiring and fibre internet, you may need to be aware of where these items are. This location is typically the entry point of electric and fibre internet supply to your new home, also being the central distribution point for future TV aerial/dish installation and wiring. The typical layout below gives example of the board that is likely to be within your new home.



We recommend that the electrical installation in your home is inspected and tested at intervals not exceeding every 10 years.

IF AN ELECTRICAL CIRCUIT FAILS

NOTE: Electricity is dangerous and can kill. If you are unsure of any aspect of your electrical installation, please consult a qualified electrical contractor – you should do this in the first instance unless you are entirely confident of the steps below.

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

1. Check with the aid of a 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.

SOLAR PV (PHOTOVOLTAIC) PANELS

A number of panels have been fitted on the roof of your new home in line with the requirements of relevant Building Standards which mandate the use of a renewable energy source in order to meet with the carbon dioxide emissions standards for individual homes. The panels themselves are inset to the surrounding roof tiles and perform the same function of weather protection and roof tightness.

Solar PV panels convert light energy from the Sun into electricity, which is then converted by an inverter from DC (direct current) into AC (alternating current) form in order that it can be used in a normal electrical network. The inverter and AC/DC isolation switches are normally located in the roof space, with additional wiring leading to meters and distribution boards which will normally be co-located with the electricity consumer unit. The roof space installation has been designed to be complementary to the recommendations contained elsewhere in this document pertaining to storage in and use of that area.

Handover documentation will include all manuals, along with items such as the MCS (Microgeneration Scheme) certificate, handover certificate, customer information form and shading/maintenance guidelines. All this information must be retained and should be made available to a qualified contractor before any works, or to a future homeowner.

Electricity generated by these panels will be available for use at nil cost to the homeowner. Any surplus generated capacity that is not used will be exported to the National Grid, which contributes to production of renewable energy and indirectly reduction of fossil fuel emissions which potentially has a beneficial effect on climate change.

The government's FIT (Feed-in Tariff) scheme closed to new applicants in March 2019 and there is no automatic registration of or payment to small-scale renewable energy generators. However, the Department for Business, Energy and Industrial Strategy (BEIS) has introduced the Smart Export Guarantee (SEG) from 1st January 2020.

Under this scheme, all licenced energy suppliers with 150,000 or more customers must provide at least one Smart Export Guarantee tariff. Smaller suppliers can offer a tariff if they want to. All suppliers can also choose to offer other means of making payments for exported electricity, separate to the SEG arrangements.

It is important to note that the homeowner alone must register for a SEG tariff via their energy utility supplier/s, Scotia Homes cannot do this. For this, you may need the MCS certificate, which is part of the handover pack.

As with all other aspects of the electrical installation, maintenance or other works should only be carried out by a qualified electrical contractor, please do not interfere with any aspect of the Solar PV installation. This installation has been carried out by a certified Solar PV installer, and any future amendments, such as expansion of capacity/installation of batteries, must be done by a similarly certified installer in order to comply both with electrical regulations and the FIT scheme.

The roof pitch, combined with natural rainfall, should allow for generally natural cleaning of the panels, although annual cleaning may be recommended to guarantee optimum efficiency.

Contrary to popular belief, the generation of electricity by Solar PV does not require direct or constant sunlight. You may wish to monitor the generation of electricity in your new home via the generation meter/s and/or separate smart meters and this might have beneficial impact upon your electricity usage patterns and resulting costs.

SMOKE, HEAT & CARBON MONOXIDE/DIOXIDE DETECTORS/ALARMS

Depending on your house type, your home is fitted with smoke detectors in the living room (or dining area) and the ground and, where applicable, first floor halls.

A heat detector has also been fitted in the kitchen area and a CO (Carbon Monoxide) alarm has been fitted in the vicinity of the gas fired boiler. These alarms are mains operated with battery back-up and connected to bedroom lighting circuits. The smoke detectors are extremely sensitive to smoke and dust particles of any kind and can be activated by the likes of burning toast. The heat detector in the kitchen is less likely to cause 'false alarm' problems as it is not responsive to any type of smoke or fumes, only heat such as generated by a chip pan type fire (but not from smoke caused by burning toast or similar). The CO detector monitors Carbon Monoxide levels and its alarm will activate if safe levels are exceeded.

You must read and fully familiarise yourself with the instructions for the smoke, heat and CO detectors. Copies of the instructions are contained in your handover pack and are also available for downloading from the manufacturer's website - the instructions contain vital information on the operation and maintenance of your detectors.

If any of the smoke detectors are activated you should check the property and, if no reason for its activation is found, it could be a nuisance alarm caused by cooking smoke reaching one of your smoke detectors or something similar. If this occurs, open a window to clear the smoke or dust and the alarm will cease and test/ maintain the detector as described in its instructions. Please note that smoke alarms are interconnected so that when one is activated, all alarms will sound.

If the heat detector activates you should follow the advice contained in the heat detector instructions.

If the CO alarm activates please carry out the instructions contained in your carbon monoxide alarm instructions. Depending on the type of CO alarm fitted these instructions typically include the following - ventilate the area, turn off appliances, evacuate the property, get medical help for anyone suffering from the effects of CO poisoning, ring your gas supplier or other supplier on their emergency number, do not re-enter the property until the alarm has stopped (if the alarm has been silenced by pressing the Test/Hush button, wait at least 5 minutes to allow the alarm to check that the CO has cleared).

Do not use any fuel burning appliance(s) again until they have been checked by an expert. In the case of gas appliances this must be a Registered Gas Installer.

Your new home is designed and constructed so there are few leaks or draughts. However, it is important to ventilate it adequately to help maintain a healthy indoor environment for you and your family. As well as minor irritations, for example, a dry throat or headache, poor indoor air quality can also make existing conditions, such as asthma, worse. Extreme cases of poor indoor air quality may also be a causal factor of other respiratory and health conditions. Please see the "Ventilation" section for further information.

Providing adequate ventilation will also reduce the levels of humidity within your home and therefore reduce the possibility of condensation forming. Further to the information provided in the ventilation section of this document, it is important to reiterate that extract ventilation systems should not be switched off, as these are essential in providing balanced air quality.

A Carbon Dioxide (CO₂) monitor ([DETA 1142](#)) may also have been fitted in the principal bedroom in order to detect increased levels of carbon dioxide generally produced by the air that you exhale. It is sometimes difficult to identify when additional ventilation is required as it is not easy to tell when the quality of the air in your home is poor.

Information shown by this monitor will make you aware of increased levels of Carbon Dioxide (and potentially other pollutants) and will highlight a need to provide additional ventilation. Instructions and maintenance should be read and carried out in a similar manner to the other detectors. The CO₂ monitor requires free air movement around it, therefore, do not place furniture or other objects in front of it that may impede its operation.

The monitor is not an alarm and the display may generally appear blank. However, it can be checked at any time to show CO₂ levels in p.p.m. (parts per million) along with periodic averages and a "traffic light" system of red/amber/green to indicate higher and lower levels. It is recommended that the CO₂ level is checked each morning as the bedroom positioning covers the location and period when CO₂ build-up is potentially greatest with the least air movement. It may also include a temperature reading.

The CO₂ monitor will be mounted between 1400mm and 1600mm from floor level and away from the location of a bed head. This location will also be at minimum distances from wall and ceiling junctions, doors, windows, ventilation openings and any form of obstruction such as curtains, blinds or furniture in order that a clear flow of air can pass over the sensor. In the event of any move of the sensor required for decoration or maintenance, replacement/position must be done by a qualified installer and in accordance with manufacturer instructions.

To reset or to test the smoke, heat and CO/CO₂ detectors follow the manufacturer's instructions as enclosed in your Handover Pack.

The back-up batteries should be changed as recommended by the manufacturer and an intermittent beep normally indicates that the battery needs to be replaced. The CO detector sensor module typically must be replaced after 5 years of operation (refer to its instructions).

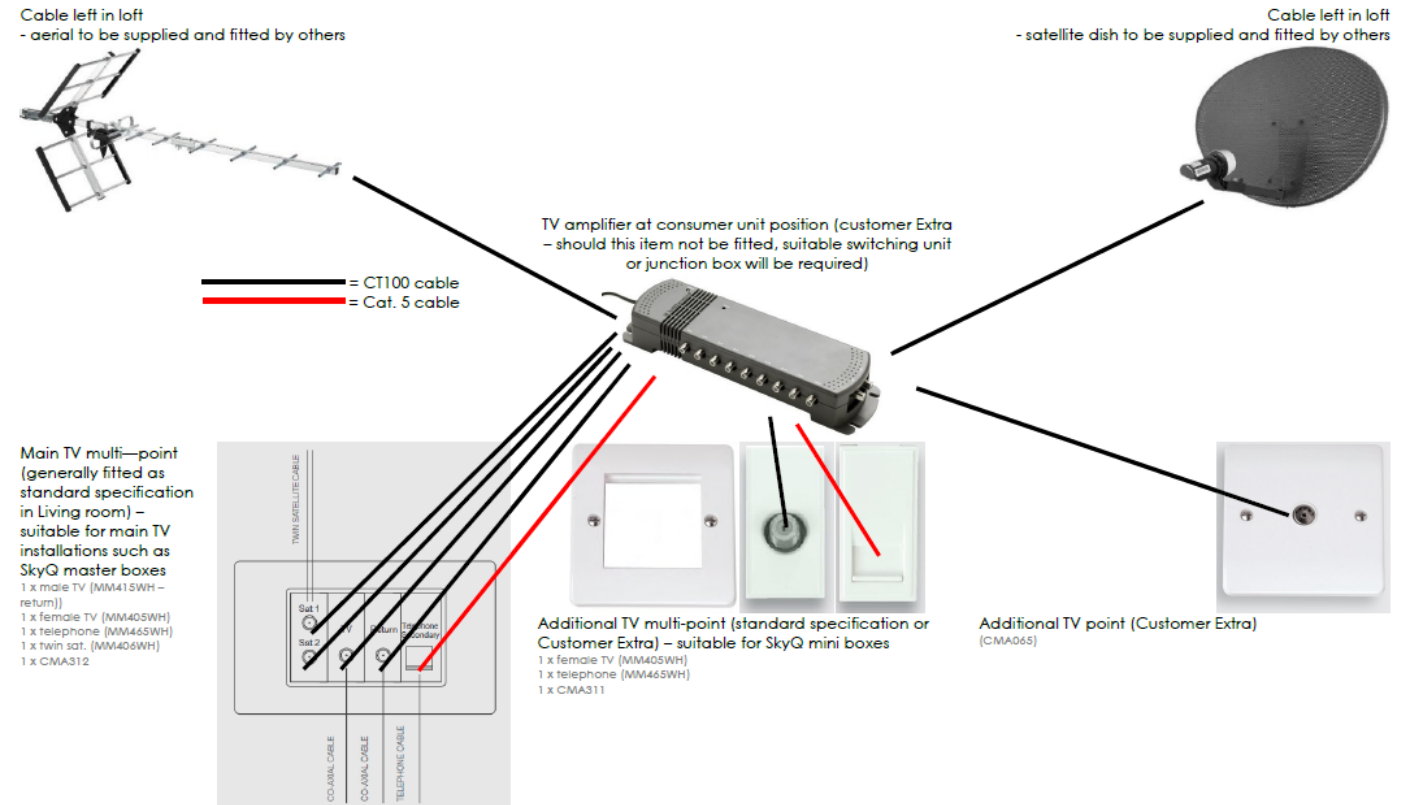
The installation of detectors/alarms/monitors is generally mandated by building regulations for your own safety and these must be maintained and under no circumstances removed.

TELEVISION INSTALLATION

A television aerial socket has been provided within the Living Room and, depending on specification, other rooms (specific room may depend on house type, please refer to plans). Your individual alterations may have requested additional points or a 'returned' signal to additional points in other rooms. Depending on these requests, an aerial amplifier may have been installed alongside the electrical consumer unit and aerial cable run to the attic space. It is your responsibility to arrange for the supply and installation of a suitable aerial and/or satellite dish and final connections.

The image below is a schematic approximation of typical final installation/s. Please be aware that some items shown may particularly dependent on your choice of Extras, and future aerial and/or satellite dish installation remain the homeowner's responsibility after handover.

Typical digital and satellite TV cabling provision



NOTE: Final connection of all cabling must be carried out by aerial/dish/receiving equipment installer. Cat. 5 cables are installed with normal telephone connection points, cabling is suitable for these to be changed at later stage to ethernet connection points.

When considering TV/aerial installation, the following points should be noted in conjunction with the above illustration:

- Supply and installation of digital TV aerial and/or satellite dish remains homeowner responsibility after settlement, with sufficient length of CT100 coaxial cables normally left coiled in loft space, routing back to central location (normally at location of consumer unit/master BT point)
- A TV amplifier may be fitted at this central point (specified via Customer Extras), otherwise a suitable splitter point must be installed to feed signal to standard specification and Extra TV points within property by way of:
 1. Main TV multi-point (normally one as standard spec. in Living room) – 4 x CT100 cables and 1 x cat. 5 cable leading to point including 1 x male TV (return), 1 x female TV (return), 1 x telephone, 1 x twin satellite – this multi-point is suitable for items such as SkyQ main boxes
 2. Additional TV multi-points (standard specification or Customer Extra) – 1 x CT100 cable and 1 x cat. 5 cable leading to point including 1 x female TV & 1 x telephone – this multi-point is suitable for items such as SkyQ mini boxes
 3. Standard TV point (normally Customer Extras) – this point is suitable for normal Freeview compatible TVs/boxes

The telephone points that connect TV multi-points with the central location are principally designed for connection of boxes such as SkyQ which require

a telephone line, but the cabling is cat. 5, which also means the connection points could be changed to ethernet points suitable for connecting smart Ultra HD TVs which may require a hard internet connection rather than wi-fi for streaming of Ultra HD services.

TELEPHONE INSTALLATION

The main incoming telephone line point (master point) is normally located adjacent to the consumer unit (specific location depends on house type, please refer to plans). The telephone connection point 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 the master point.

FIBRE BROADBAND INTERNET CONNECTIVITY

Infrastructure will be installed at the development to provide FTTP (Fibre to the Premise) technology, which provides estimated speeds of up to 300Mbps at the entry point to the home.

Hardware provision for this may include various elements co-located with the consumer unit. These elements, where fitted, should remain in situ and only be worked on by a qualified electrical contractor in the event of failure or modification.

Final connection and service provision within the home remains the homeowner's responsibility and ultimate connection speeds will be dependent on the service provided by the chosen communications provider.

EXTRACTOR FANS (DMEV SYSTEM)

Greenwood Unity CV2GIP mechanical extract fans have been fitted in your home. These are continuously running single point dMEV (decentralised Mechanical Extract Ventilation) fans with GIP (Guaranteed Installed Performance). The fans run continuously at a low (extremely quiet) speed and are automatically 'boosted' to a higher speed when required (the fans boost automatically using their humidity sensor). It is essential that the fans always remain in operation (unless switched off for maintenance) to maintain good air quality.

Pictures of the Greenwood CV2GIP fan



This is an energy efficient fan designed to provide an economical ventilation solution to the modern home. It utilises SMART Technology to control humidity and boost run-on times to minimise the periods of time when it is running at its highest speed, minimising nuisance running noise and unnecessary energy wastage and heat loss typically associated with 'traditional' extract fans.

Electrical isolator switches (where applicable) for the extractor fans should be left in the on position to ensure that your home is protected from a build-up of moisture. Failure to use the extractor fans as they have been designed to be used may result in a build-up of condensation and/or mould and may affect your warranties.

Before carrying out any maintenance or cleaning work on the fans you should refer to the manufacturer's instructions contained within your handover pack. A qualified electrician should be employed to carry out any maintenance work on your ventilation fans (apart from general cleaning which can be done by yourself if you follow the procedures for cleaning as noted in the manufacturer's instructions).

- A. Always isolate the fan from the mains electricity before cleaning it.
- B. Do not use solvents to clean the fan.
- C. Wipe the front grille (the internal grille) clean using a slightly damp cloth avoiding getting any water into the internal fan unit. If removing the grille to wash it, you must ensure that it is fully dry before re-fitting.
- D. Cleaning and servicing – extract from manufacturer's instructions.
- E. When re-fitting the internal grille ensure no wires are trapped.

VENTILATION AND AVOIDING CONDENSATION

Condensation will be a problem in all new houses if adequate background heating and ventilation is not used. All new homes need 'running-in' and we recommend that you read carefully the section within the NHBC booklet 'Guide to your new home', subtitled 'Reducing Condensation'.

Windows may be fitted with "trickle" ventilators at the top of the window. These can be opened or closed to allow more or less trickle ventilation. We recommend that, particularly during the 'running-in' period, the "trickle" ventilators are left fully or partially open to maximise the fresh air entering your home.

Some rooms, such as "wet" rooms and kitchens may not require windows to be fitted with "trickle" ventilators, this is quite normal and is designed to complement the dMEV system, which may "draw in" air from the rest of the property. It is normal for a small gap to be present at the bottom of doors to

allow internal movement of air, whilst a new property does not require individual internal doors to remain closed to retain heat (efficient insulation and heating systems balance this), bathrooms and kitchens may require doors to be closed during use.

The following are general guidelines for your information.

To deal with condensation, take these two steps:

Produce less moisture

Ordinary daily activities which produce a lot of moisture very quickly include:

Cooking: To reduce the amount of moisture in the kitchen, cover pans and do not leave kettles boiling, open a window to allow excessive amounts of steam to be ventilated to the outside.

Washing clothes: Put washing outdoors to dry if you can. Alternatively, please dry the washing in the bathroom (which is designed to accommodate drying clothes) with the door closed – the humidistat function of the extractor fan will help to remove the moist air to the outside (also if weather conditions permit – the bathroom window can be opened). 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.

Drying clothes on radiator-mounted airers or on airers in rooms other than the bathroom may lead to excessive internal moisture.

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 of occupants. 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 opening windows to assist in the ventilation of moisture to the outside and ensuring that the extractor fans are in full working order.

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.

Two useful guides to avoiding unnecessary condensation can be viewed [here](#):

[Condensation in your home](#)

[Condensation in roof spaces](#)

Improving the air quality of your home - As homes become more insulated and efficient, they also make it easier to trap indoor air pollutants. Chemicals

like benzene, formaldehyde, and ammonia can come from household items and pollute your home's atmosphere without any visual warning.

Neglecting the quality of the air you breathe daily could result in serious consequences. Illness, allergies, asthma and frequent headaches are just a few of many inconveniences that come from airborne particles floating around your home. Air pollution is also one of the factors that can affect your digestive system.

Some years ago, NASA conducted studies on the benefits of house plants and they found that there are plenty of plants that soak up harmful particles in the air and release fresh oxygen – all while adding a decorative touch.

Where does it all come from?

One of the scariest things about indoor air pollution is the seemingly harmless nature of its many sources. Listed below are some of the most common ways a home can become polluted.

- Glues and Adhesives
- Carpets (especially new carpets)
- Chemicals in household cleaners (instead of using poisonous household cleaners you can make your own natural household cleaners)
- Foam insulation materials
- Paint
- Pressed-wood products (plywood, particle board, and medium-density fibreboard)

If plants are good enough for the pioneers of space travel than they must be doing something right. They also might spark a new-found hobby of gardening as well!

If you have pets, then you should be aware that most indoor plants aren't safe for pet consumption. If you plan on growing plants in or outside of your home, you should be aware of their toxicity. You can consult with your vet and see how it may affect your dog, cat, or any other animal that may consume it.

Graphics illustrating some of NASA's findings and useful recommendations for healthy plants to have in your home can be seen on the following pages.

It won't surprise you to hear that the majority of people spend the bulk of their time indoors, whether it's at home or working in an office environment. As such, it's important to ensure that air quality is of a high standard, something that regular houseplants can help achieve. Back in 1989, NASA conducted a Clean Air Study in association with Associated Landscape Contractors of America, in an effort to find the most effective common indoor plants for filtering harmful toxins and pollutants from the air. Their results have stood the test of time, and the most effective air filtering plants can be found below.

WHAT'S IN OUR AIR?



TRICHLOROETHYLENE

Found in printing inks, paints, lacquers, varnishes, adhesives and paint remover/stripper.



FORMALDEHYDE

Found in paper bags, waxed papers, facial tissues, paper towels, table napkins, particle board, plywood panelling, and synthetic fabrics.



BENZENE

Used to make plastics, resins, synthetic fibres, rubber lubricants, dyes, detergents, drugs and pesticides. Can also be found in tobacco smoke, vehicle exhausts, glue, paint and furniture wax.



XYLENE

Found in printing, rubber, leather and paint industries, tobacco smoke and vehicle exhausts.



AMMONIA

Found in window cleaners, floor waxes, smelling salts and fertilizers.

WHAT ARE THE EFFECTS ON HUMANS?

Like most chemicals, the adverse health effects you may encounter depend on several factors, including the amount to which you are exposed, the way you are exposed, the duration of exposure and the form of the chemical. Below are common symptoms associated with each toxic agent.



TRICHLOROETHYLENE

Symptoms associated with short term exposure include excitement, dizziness, headache, nausea and vomiting followed by drowsiness and coma.



XYLENE

Symptoms associated with short term exposure include irritation to mouth and throat, dizziness, headache, confusion, heart problems, liver and kidney damage and coma.



FORMALDEHYDE

Symptoms associated with short term exposure include irritation to nose, mouth and throat, and in severe cases, swelling of the larynx and lungs.



AMMONIA

Symptoms associated with short term exposure include eye irritation, coughing and sore throat.



BENZENE

Symptoms associated with short term exposure include irritation to eyes, drowsiness, dizziness, increase in heart rate, headaches, confusion and in some cases can result in unconsciousness.

PLEASE NOTE

Several of these plants are known to be toxic to cats, dogs and other pets. If you are a pet owner, please do check the toxicity of plants before introducing them to your home.

AIR-FILTERING PLANTS



DWARF DATE PALM
Phoenix robelenii



BOSTON FERN
Nephrolepis exaltata



KIMBERLEY QUEEN FERN
Nephrolepis oblitterata



SPIDER PLANT
Chlorophytum comosum



CHINESE EVERGREEN
Aglaonema modestum



BAMBOO PALM
Chamaedorea seifrizii



WEeping FIG
Ficus benjamina



DEVIL'S IVY
Epipremnum aureum



FLAMINGO LILY
Anthurium andraeanum



LILYTURF
Liriope spicata



BROADLEAF LADY PALM
Rhapis excelsa



BARBERTON DAISY
Gerbera jamesonii



CORNSTALK DRACAENA
Dracaena fragrans 'Massangeana'



ENGLISH IVY
Hedera helix



VARIGATED SNAKE PLANT
Sansevieria trifasciata 'Laurentii'



RED-EDGED DRACAENA
Dracaena marginata



PEACE LILY
Spathiphyllum 'Mauna Loa'



FLORIST'S CHRYSANTHEMUM
Chrysanthemum morifolium

KITCHENS

The kitchen (and Utility room, where applicable) furniture that has been fitted is supplied by Symphony Group UK and installed with FIRA Gold certification. It is important that you refer to the manufacturer's instructions for operating and cleaning of [kitchen appliances, sinks, units and worktops](#). These are enclosed in your handover pack along with a [Symphony welcome pack](#) (typical extracts from kitchen instructions have also been included below).

Symphony operate a dedicated customer care website portal, called My Symphony, which you can access at <https://my.symphony-group.co.uk/>. This contains all the information detailed below and more, we would recommend that you refer to this for any product-specific query for the most up-to-date guidance.

Please remember that your first point of contact for any customer care query in respect of your new kitchen remains with Scotia's own Customer Care department.

Kitchen units and worktop care notes:

Please refer to the information contained in your handover pack for information on the manufacturer's recommendations for kitchen unit and worktop cleaning and maintenance. We have also included some general notes below (note that not all of the following information may be applicable to your home depending on your house type and choices you have made for your kitchen).

Kitchens are manufactured from high density, fine surface particle board, which complies with the British Standard BS EN 312-P2. You can be assured that all cabinets are tested to and pass FIRA Gold product certification. Cabinets are supplied on adjustable legs to cater for uneven floors and to protect against moisture ingress. Vulnerable cabinet edges are lipped to resist moisture see page into the panels.

GENERAL CABINET CLEANING ADVICE

Sensible general cleaning practice includes avoiding the use of abrasive cleaners or strong chemicals (such as vinegar, nail varnish remover, solvents and bleach) on surfaces and always wiping off any water with a soft cloth rather than leaving it to stand. It should be noted that cabinets are not resistant to water and will swell if wet, so any spillage should be dried immediately. To clean your cabinets simply use a slightly damp non-abrasive cloth with a little liquid soap.

All frontals and doors have been made to withstand the normal wear and tear associated with kitchen life and are treated to resist normal household cleaning chemicals. However, any spills should be rinsed immediately and dried thoroughly. Avoid placing electric kettles and steamers directly below wall units and on worktop joints to minimise condensation. Naturally, you

should also regularly check that all handle screws are secure and never rest heavy objects on partly opened doors or drawers.

ADJUSTABLE SHELVES

Unit shelves are adjustable to suit your needs. Whilst units have been FIRA Gold approved and tested to withstand strong weights, we recommend that you load the heaviest items on the base of the cabinet with lighter items on the shelves. It is recommended to evenly distribute items within a cabinet to avoid minor distortion of the unit. Adjustable metal hanging brackets secure wall units to the wall, though we recommend that heavy items are not placed in wall units for both accessibility and safety reasons.

In addition to the specific guidelines detailed in this pack, you should naturally take extra care when working near to hot surfaces or using cleaning agents. For example, keep all chemicals, detergents, hot pans and sharp objects out of children's reach and never allow them to be unattended in the kitchen and to swing on doors or drawers.

CHARACTERISTICS OF VARIOUS TIMBERS

As a natural material, wood reflects the endless variety of grains and textures found in nature and such variances must be expected. All timbers mellow when exposed to sunlight so a colour change is possible overtime. Whilst such definitive characteristics make them a perfect vehicle for furniture design, it is important that they are treated with care. The risk of contact with sharp or heavy objects, scratching, exposure to chemicals, etc. must be avoided before, during and after installation.

CABINET/FRONTAL SURFACE CONSISTENCY

Timbers and veneers are natural materials and are subject to the variations in colours and grain differences that nature promotes. All timbers feature small graining marks and knots. These are part of the timber's natural properties and do not represent faults in the door or drawer. It is virtually impossible to guarantee a totally accurate match between timber-veneered frontals and accessories.

Melamine and laminates are synthetic materials and so have a very stable finish, however they are still liable for changes in colour over time.

CARE OF YOUR KITCHEN FRONTALS

Doors and drawers should be wiped clean with warm water and a damp cloth containing a mild detergent. For best results, do not over wet. Also, you should avoid the use of scouring pads or wire wool and not use abrasive cleaning agents.

SOLID TIMBERS AND VENEERS

High quality wood and veneer have been used in the manufacture of all door and drawer fronts. Although the lacquered finish gives a tough hard-wearing surface, spills should be wiped clean immediately and then a wipe

over with a damp cloth will restore the finish. Once dry, a final polish with a soft cloth and a reputable household furniture polish will preserve and enhance the wood's natural beauty.

MINOR ADJUSTMENTS

Because your kitchen doors and drawers will be in constant use, they may require adjustment from time to time to ensure perfect working order. This can be done easily with a simple screwdriver, a brush and some lubricating oil.

DOOR HINGES AND DRAWER RUNNERS

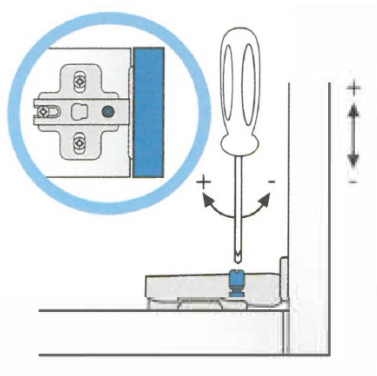
It's a good idea to inspect the door hinges and drawer runners from time to time so that any dirt, fluff or general grime can be removed.

This can be done with a soft, dry brush or a duster, or even the nozzle of a vacuum cleaner. Although lubrication is usually not required a small amount of household spray polish may be used.

ADJUSTING THE DOOR

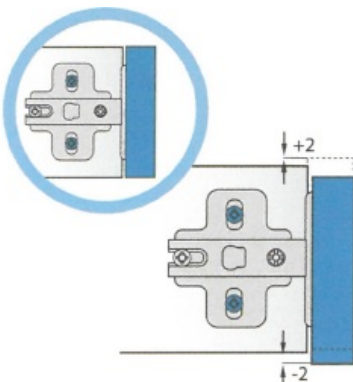
SIDE ADJUSTMENT

The side adjustment is made by rotating the appropriate screw on the hinge arm.



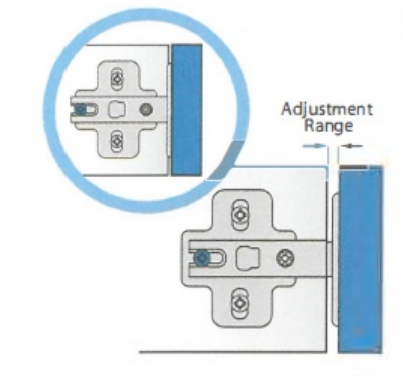
HEIGHT ADJUSTMENT

For height adjustment the two mounting plate fixing screws must be temporarily released while making the manual adjustment.



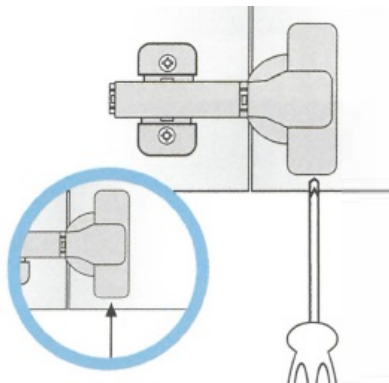
DEPTH ADJUSTMENT

The depth adjustment is made by temporarily releasing the adjustment/fixing screw. After the adjustment is made the screw must be re-tightened.



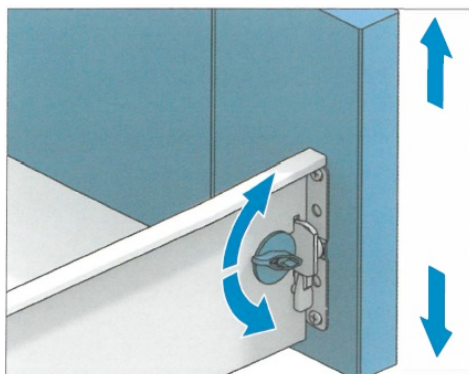
SOFT CLOSE ADJUSTMENT

Where fitted soft close clip on buffers can be adjusted by rotating the screw at the end of the buffer. Please note that soft close buffers are not supplied with every kitchen.



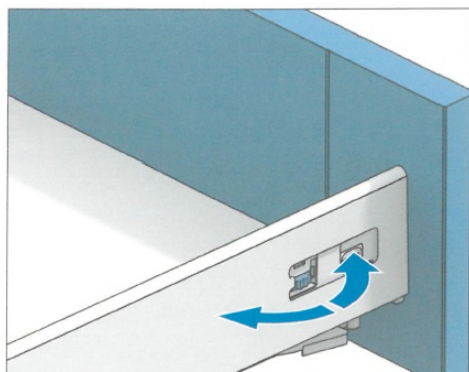
ADJUSTING THE DRAWER FRONTS

SUPRA CREAM DRAWER BOX

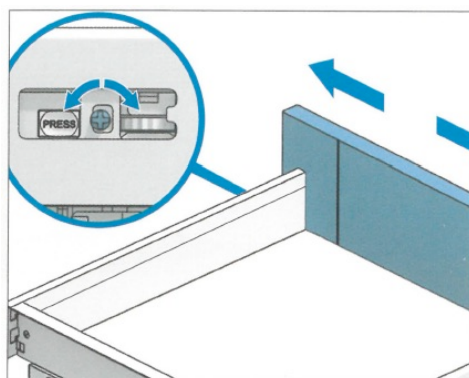


Adjust the drawer frontal height by rotating the lever clockwise/anti-clockwise.

ATIRA SILVER DRAWER BOX



To adjust the drawer front vertically clip off the cap, rotate the grooved wheel clockwise/ anti-clockwise.



To adjust the drawer front horizontally, rotate the screw clockwise/anti-clockwise.

WEIGHT LIMIT OF DRAWER BOXES

All kitchen cabinets are tested to FIRA Gold award certification to British standards BS EN 6222 Test Level H, to ensure complete confidence of your kitchen for many years to come. The weights shown on the right are the maximum load capacity of a drawer and should not be exceeded.

Cream drawer box - 20kg weight limit Silver drawer box - 30kg weight limit

LAMINATE WORKTOPS AND UPSTANDS

Cleaning

For general cleaning gently wipe the surface using either a damp cloth or sponge with a mild detergent or non-abrasive cleaner diluted in warm water. It is important to avoid using abrasive scouring powders, creams or polishes. It is always advisable to wipe off any spillages immediately.

Persistent stains should be treated with white spirit. Whilst the surface will resist most household foodstuffs, including coffee and red wine, certain items such as shoe polish, dyes and nail varnish will stain. Gloss worktops need extra care

to maintain the surface finish, wiping any inclusions will cause scratching of the surface.

Spillages, excess and standing water or fluids can and will deteriorate edges if left for any period (wipe up / away immediately).

Heat Resistance

Never place hot pans, dishes or objects from the oven or hob directly in contact with the laminate surface, this may lead to blistering or cracking. Care should also be taken with hot irons and cigarettes.

Impact Resistance

The laminate surface is resistant to impact and has been tested to EN 438 part 2. Any objects with sharp edges may cause surface damage.

Upstands have a laminate surface resistant to abrasion, high temperatures, impact and most household stains. Use a damp cloth and a mild detergent or non-abrasive cleaner to keep the laminate clean. Any potentially stubborn stains should be removed immediately. The use of abrasive cleaners should be avoided.

Cleaning Stains

General Household Products	Dry Cloth/ Duster	Damp Cloth	Warm water & Detergents	Non-abrasive cleaner	White Spirit	Nail Polish Remover
Dust/Light Dirt	✓					
Soap Residue		✓	✓	✓		
Shoe Polish					✓	
Biro or Pen			✓	✓		
Wax Crayon					✓	
Bleach		✓	✓	✓		
Lipstick			✓	✓		
Nail Varnish						✓
Dyes - washable			✓	✓		
Dyes - permanent					✓	✓
Food Stuffs						
Coffee		✓	✓	✓		
Tea		✓	✓	✓		
Milk		✓	✓	✓		
Fruit Juice		✓	✓	✓		
Red Wine		✓	✓	✓		
Vinegar		✓	✓	✓		
Lemon Juice		✓	✓	✓		
Vegetable Oil		✓	✓	✓		
Beetroot		✓	✓	✓		
Curry		✓	✓	✓		
Others						
Nicotine			✓	✓		
Paint - water based			✓	✓		
Paint - solvent based					✓	
Blood			✓	✓		
Fingermarks		✓	✓	✓		

SILESTONE WORKTOPS (WHERE FITTED)

The manufacturer recommends cleaning with Q-Action which is a cleaner specially designed for the deep cleaning of worktops. Q-Action has properties that make it an unique product in the market:

It keeps the worktop as beautiful as the first day.

Highlight the shine before each application.

Cleans all kind of stains (wine, oil, lemon, marker...).

With Ph protector for the care of your hands.

With self-drying components and natural soaps

Water repellents

Do not use water repellents or sealants to bring out the lustre.

Once it has been installed, the sheen on Silestone is the natural sheen/lustre of the product itself

Sealants and water repellents provide an artificial, ephemeral shine.

Do not use paint strippers, caustic soda, or products with a ph of more than 10.

Bleach and Solvent

If bleach or solvent is used, it should be diluted with water and never left in permanent contact with the product

Bleach and solvent can continue to affect the product 12 hours later.

Do not use chlorine-based products like dichloromethane (present in paint stripper)

The surface of the material should not be re-polished - either on floors or on a worktop.

Do not use degreasing agents such as those used in oven cleaners.

Keep Silestone separate from sources of heat (deep-fat fryers, etc.).

Temperature

Although Silestone can withstand high temperatures for short periods of time, its performance varies with respect to different factors like thickness, colour, location, etc. For this reason, it is not recommended that the product be exposed to sustained contact with a heat source, nor should hot saucepans, frying pans, deep-fat fryers, etc. be placed on it. The use of a hot pad or trivet is recommended in such situations.

Do not place Silestone outdoors or in places with UV lighting.

Over the years the colour and shade of Silestone products may suffer from the effect of the sun's rays.

We always recommend placing hot objects on top of hot pads.

Chemicals

High resistance: Acids, Oils, Coffee, Wine, Soft Drinks, etc.

Do not use under any circumstance: Hydrofluoric acid, Dichloromethane, NaOH - caustic soda, paint strippers

Bleach: Do not use for maintenance. When this product remains on the surface for more than 12 hours, it may lose its sheen.

Alkaline cleaning products with $\text{pH} > 12$: Do not use for maintenance: when this product remains on the surface for more than 12 hours, it may lose its sheen.

GLASS SPLASH BACK TO HOBS

Do not use abrasive cleaners. For best results use hot water with mild soap detergent.

Any appliance fitted within the property such as [oven, hob, extractor hood, etc.](#) will be covered by the manufacturer's normal warranty. Smeg appliances only – these are covered by a manufacturer's two-year warranty which is pre-registered, do not re-register this warranty as this may cause the warranty inadvertently to revert to 1 year. In the event of a fault, a Smeg contact information sheet is included within the handover material, post code and plot handover date must be quoted for reference.

Notes on kitchen appliances:

Cooker hood – Please refer to the manufacturer's instructions for operating, maintaining and cleaning instructions for the cooker hood (which are contained in your handover pack, or are available for download from the manufacturer's website).

Please note the following important points which are applicable to all cooker hoods.

- (a) There can be a fire hazard if the grease filters are not maintained as recommended in the manufacturer's instructions (the metal grease filter and the inside of the cooker hood must be cleaned at least once a month - or more often depending on the sort of cooking and if used more than 3 hours a day).
- (b) The hood has also been installed for use in the recirculation mode and a charcoal filter has been fitted. The charcoal filters normally require changing after every three/four months or more frequently if used more than 3 hours a day. Replacement charcoal filters are available from on-line retailers.
- (c) Do not cook under the cooker hood if the metal filters are not fitted- e.g. if you have them removed for cleaning.
- (d) You must not produce flames under the cooker hood.

- (e) Do not place anything on top of the cooker hood.
- (f) Disconnect the appliance from the electricity supply before carrying out any cleaning or maintenance work.

NOTE:

A recirculation model extractor hood has been fitted. This is designed to work in conjunction with the dMEV ventilation fan system in the Kitchen and the rest of the home, which is designed to provide adequate ventilation and air quality in modern homes which have high levels of thermal insulation and airtightness.

It is not recommended to change the extractor hood to an externally vented model as this may cause an imbalance with the dMEV system, causing it not to work effectively and possibly invalidating relevant warranties. Should you wish to investigate such a change, this should be done with the guidance of a qualified ventilation engineer.

Induction hobs – your home has been fitted with an electric, induction hob, which offers many benefits of efficiency, safety and use over older style hobs.

An induction hob has a surface made from glass ceramic on which a cooking pot is placed. Underneath the hob are induction coils made from copper wire that create a magnetic field as soon as a cooking zone is supplied with electricity. If a pan with a magnetised base is placed on the cooking surface, its base will be heated directly. The glass ceramic surface is only heated by the heat given off by the cookware and only where the pan comes into contact with the induction hob. If no pan with a magnetised base is placed on the induction hob, the hob will remain cold. An induction hob is not only safe, but also heats up quickly and is easy to use.

This does require that pans used have a magnetised base, so purely aluminium, copper, glass etc. will not be suitable, but most cookware is now manufactured with this in mind.

Future change to a gas hob would require the running of additional gas pipework, which requires a considerable degree of protection in line with GasSafe regulations, this may make such a move unfeasible. In addition, there are increasing environmental pressures against the installation of gas hobs, due to the emissions they produce, and these may indeed be outlawed in the future.

Pacemakers and interaction with induction hobs - pacemakers are small electrical devices that regulate electrical activity in the heart. Anything that produces a strong electromagnetic field can interfere with a pacemaker and induction hobs do generate electromagnetic fields, so keep a distance of at least 60cm (2ft) between the hob surface and your pacemaker.

Many other appliances contain a magnet, such as handheld hairdryers, large stereo speakers and electric toothbrushes and are quite safe with regulated use. If you do get too close to your hob, don't panic – moving further away again should mean that your pacemaker settings return to the correct level.

Most people should be able to use an induction hob if they follow these precautions, but if in doubt, check the written information given to you when your pacemaker was inserted.

Connecting appliances – (where applicable)

Electrical connections for cookers and other electrical appliances requiring wiring work should be made by a qualified electrician using the pre-fitted wiring and fittings installed for this purpose.

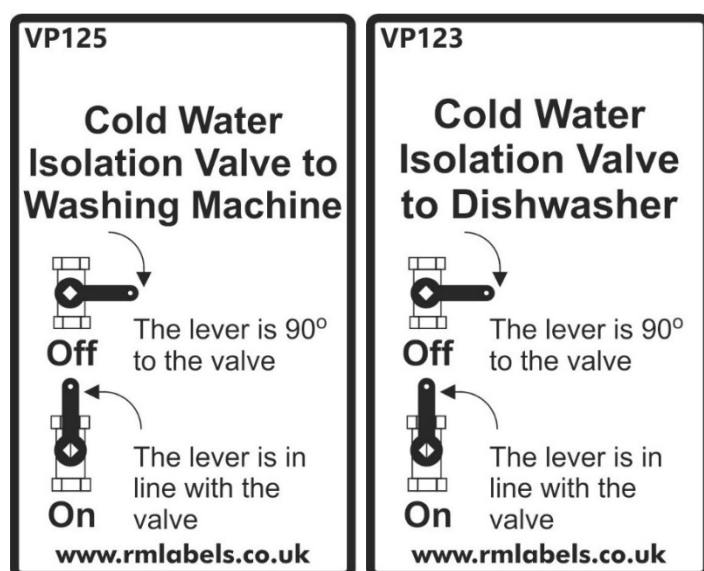
When fitting a dishwasher or washing machine, please ensure the blanked end of the waste pipe tee piece has been removed. Note – this is not applicable where a 'standing waste' pipe has been provided. Please also ensure that the water supplies and wastes are securely connected to the pipework.

Please also note that, where Scotia have not installed a washing machine but have left a space for one with a cold water supply adjacent to it, then the home owner is responsible for removal of the cap that has been fitted to the cold water washing machine valve – please ensure you remove this cap before making the water connection to your washing machine. Please also ensure that the appliance water supply and waste pipe is securely connected to the property's pipework before turning the appliance on.

An useful video demonstrating the typical process for connection of such appliances can be viewed here -

<https://www.youtube.com/watch?v=0RXYB8e3q5g>

You may find washing machine/dishwasher isolation valves identified using the tags below:



KITCHEN SINK – CARE

The following are extracts from typical kitchen sink manufacturer after-care instructions (please note that these may be applicable to different products, depending on specification/your choice of upgrades):

[Rangemaster \(Glendale sinks\)](#)

Day-to-day Care

Routine cleaning of your stainless steel sink is easy if the following simple procedure is followed:

After use, wipe the bowl and drainer with a soft damp soapy cloth and rinse with clean water. In hard water areas, an application of proprietary cream cleaner or stainless steel sink cleaner will avoid any build-up of a dull film of waterborne deposits.

Although stainless steel is an extremely durable material and will withstand a great deal of hard use, it can be scratched by hard or sharp objects. If the surfaces are to be kept in a blemish free condition reasonable care should be taken when handling such items.

Cleaning

Always use a soft cloth. The use of coarse grit scouring powders or soap-filled wire wool cleaning pads is not recommended, since both will mark the surface of the sink. Wire wool pads can leave tiny fragments of wire embedded in the surface and these can rust and leave small brown rust stains. Vigorous rubbing with a soft cloth with a proprietary cream cleaner or stainless steel sink cleaner will remove these stains.

Always remove wet cleaning aids (cloths, containers, etc.) from the sink surface after use to avoid the formation of water marks and rust stains.

Discolouration and Heavy Staining

In most cases, staining of stainless steel is due to something being deposited on the steel rather than an attack on the material itself. The most common cause of staining is the build-up of a thin film of waterborne deposits on the sink surface, often first seen as a rainbow effect. The build-up of such a film can be avoided by drying the surface of the sink after use.

Should such a film appear, apply proprietary cream cleaner or stainless steel sink cleaner neat and rub vigorously with a damp cloth along the length of the sink surface. After cleaning, rinse thoroughly with clean water and dry.

Wire wool products and ferrous water supply pipes can leave minute ferrous particles adhered to the sink surface. Since stainless steel under normal conditions does not rust, these particles can cause the appearance of small brown rust stains. These stains can be removed using the procedure described above.

Caution!

Certain household products contain substances that will attack the stainless steel surface. They are:

1. Bleaches

Most common domestic bleaches contain Chlorine in the form of a hypochlorite. Chlorine attacks the microscopic Chromium Oxide film on the surface and can cause pitting of the surface.

Bleaches should always be used in the prescribed strength specified by the manufacturers. Undiluted bleaches can cause pitting and staining of the surface and should be immediately rinsed off with plenty of clean water.

All cleaning agents containing hypochlorites are unsuitable for use with stainless steel and, even highly diluted, can cause pitting under certain circumstances. For this reason, we strongly recommend that the sink is not used for soaking clothes or cleaning clothes in hypochlorite solutions for long periods.

2. Silver Dip Cleaners

These are particularly harmful since they contain strong acids that can cause discolouration and pitting. The first sign of this is an iridescent rainbow stain that turns an etched dull grey colour.

Should any silver dip cleaner come into contact with the surface of the sink it should be immediately rinsed off with plenty of clean water.

3. Corrosive Foodstuffs

Fruit juices, damp salt, vinegar, ready-made mustards, pickle and mayonnaise can cause pitting and corrosion if left in contact with the stainless steel surface for long periods.

4. Acids

Sulphuric, Hydrochloric and other strong acids will cause pitting corrosion, as will photographic developing liquids. If contact occurs immediately wash off with plenty of clean water.

BLANCO UK LTD (UNDER-MOUNTED SINKS USED FOR UPGRADE SILESTONE WORKTOPS)

Stainless steel – use & care Instructions

How do I clean the surface and prevent stains?

Daily cleaning should be carried out using a cream cleanser such as 'Cif' on a soft cloth. This should be adequate to remove such marks as tea stains and grease. The everyday film of limescale, which occurs in hard-water areas, can be quickly removed using 'Cif' or 'Bar Keeper's Friend'. Should a thicker layer form, then this will require treatment with a proprietary limescale remover and a soft brush. Rinse the sink thoroughly after limescale treatment.

'BlancoPolish' is recommended for intensive cleaning and to refresh the surface.

Which substances should not be allowed to come into contact with a stainless steel surface?

Mortar, cement, plaster, concrete, tile cement, grout, bleach, diluted bleach, cleaning products with bleaching agents or chlorine, acids, silver dip, photographic fluids, lengthy contact with salty liquids, hair dye.

Does stainless steel scratch?

BLANCO stainless steel sinks will scratch during normal use. However, the appearance of the scratches can be made less noticeable using a proprietary stainless steel cleaner. Also, as the sink ages, the scratches gradually become less noticeable.

Can stainless steel sinks rust?

Due to the composition of BLANCO sinks, they are incapable of rusting. However, should the surface of the sink be harbouring particles of, for example; plumbers swarf, steel wool pads, cast-iron pans, metal filings flushed through from mains pipeline, then it can give the appearance of having rusted. Water borne particles are particularly noticeable when new piping has been installed. These rusted particles should be removed using a proprietary stainless steel cleaner, e.g. Bar Keeper's Friend, followed by thorough rinsing and drying with a soft cloth. If these particles are allowed to stand for any length it is possible for pitting to take place.

What would happen if I applied excessive heat to the stainless steel?

Flames or excessive heat, if applied to stainless steel will turn it blue or gold. This is an irreversible reaction, although chrome or stainless steel polishes (e.g. 'Autosol') can effect some improvement.

KITCHEN SINK MIXER TAP

The following is an extract from the Bristan Ruby Kitchen Sink mixer manufacturer's instructions.

tips and hints for limescale free taps and showers



The best way is prevention - make tap cleaning part of your routine. By regularly giving your taps a quick wipe with water and a microfibre cloth you'll maintain an everyday shine, and stop any major stains from settling in.



Don't throw away your old toothbrush, relegate it to cleaning duty. You may find that highly stylised taps and showers mean a collection of hard to reach nooks and crannies, but by using a toothbrush you can get into even the smallest spaces and ensure a complete clean.



Sometimes, natural remedies are still the best solution. If you don't fancy the idea of chemicals in your bathroom, lemon juice is a fantastic way of shifting stubborn limescale. Simply soak cotton wool in the juice and apply to the affected areas - check back in an hour and with a little rubbing you'll find that the residue comes away easily.

Maintenance - Cleaning/Replacing Outlet

1

IMPORTANT
Isolate the water supply before starting!

Remove the anti-splash.

2

Clean and replace as necessary.

3

Secure the anti-splash.

4

Turn on the mains water supply, letting the water flow for a few minutes to flush through the system.

Maintenance - Cleaning/Replacing Cartridge

1

IMPORTANT
Isolate the water supply before starting!

Unscrew the cap. Remove handle.

2

Remove shroud and retaining nut. Remove cartridge.

3

Place cartridge in a suitable solution and soak until fully de-scaled.

4

Replace cartridge, retaining nut and shroud.

5

Replace the handle.

6

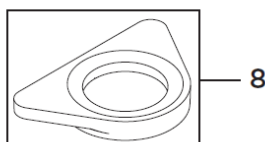
Turn on the mains water supply, letting the water flow for a few minutes to flush through the system.

Troubleshooting

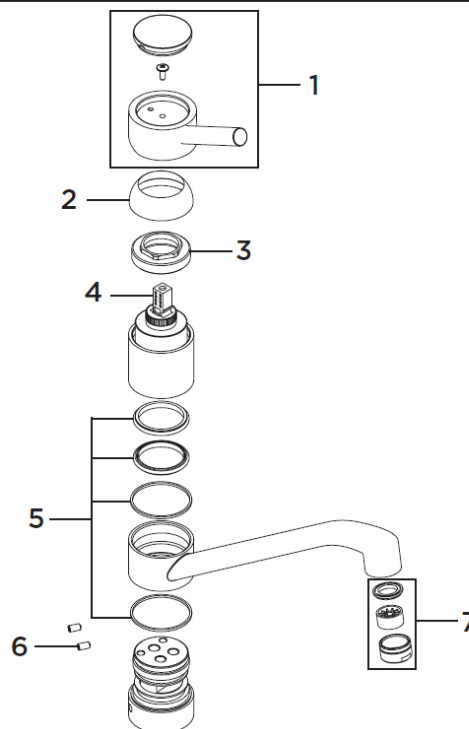
Symptom	Cause(s)	Remedy
No flow or low flow rate	Partially closed isolation valve.	Open isolation valve.
	Instantaneous water heater cycles on and off as flow rate or pressure is too low.	Increase water flow rate or pressure through system.
	Head of water is below the minimum distance required.	Refer to your the Specification for the minimum working pressure/distance required.
	Hot or cold water being drawn off elsewhere causing pressure changes or instantaneous boiler temperature changes.	Do not use other water outlets when using the taps.
	Airlock or partial blockage in the supply pipework or hoses.	Flush through pipework to ensure removal of debris and any airlocks.
	Water supply failure	Investigate water supply. Check your plumbing and heating systems for any faults.
Water dripping from taps	This is normal for a short time after using the taps.	This is caused by residual water tension, the build up of water in the tap body.
	If water continues to drip, possibly due to the ceramic disc valves/cartridge	Refer to the Maintenance section or visit www.youtube.com/BristanTV to watch the procedure.
Taps do not turn on	Closed isolation valve.	Open isolation valve.
	Mains water supply turned off.	Turn on mains water supply.
Wobbly Tap	Grub screws are not tight enough at the base	Ensure the grub screws are fully tightened against the base
	Extra security may be required depending on the surface the tap is fitted on to.	Refer to the Alternative Installation steps in order to fit the Reinforcing Plate.

Product Code: RU SNK EF C

Revision: D2

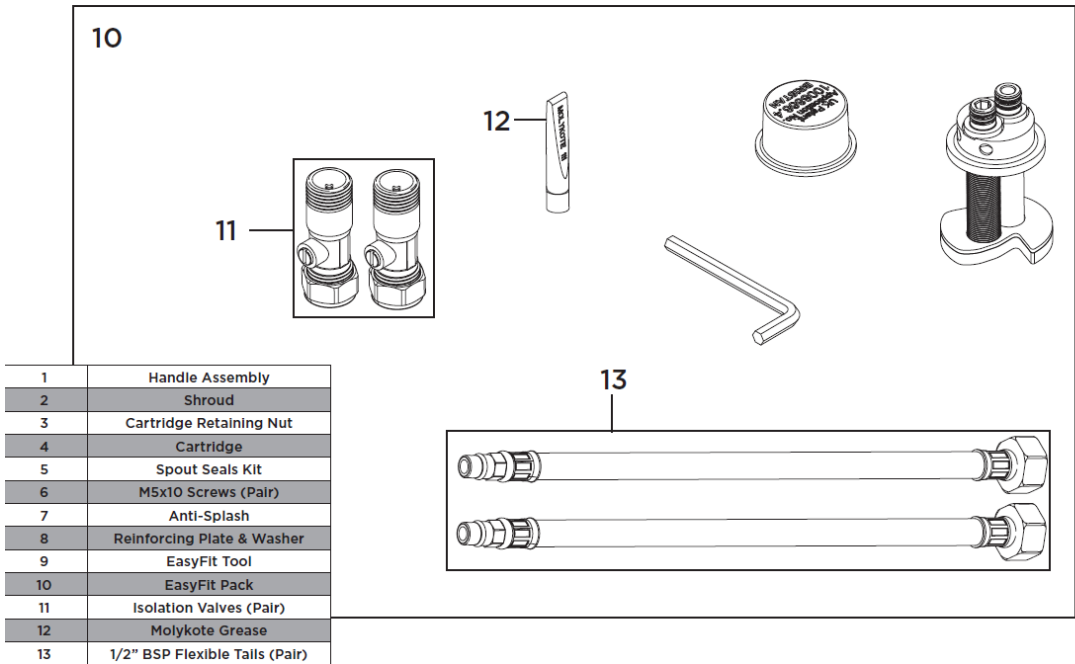


1	Handle Assembly
2	Shroud
3	Cartridge Retaining Nut
4	Cartridge
5	Spout Seals Kit
6	M5x10 Screws (Pair)
7	Anti-Splash
8	Reinforcing Plate & Washer
9	EasyFit Tool
10	EasyFit Pack
11	Isolation Valves (Pair)
12	Molykote Grease
13	1/2" BSP Flexible Tails (Pair)



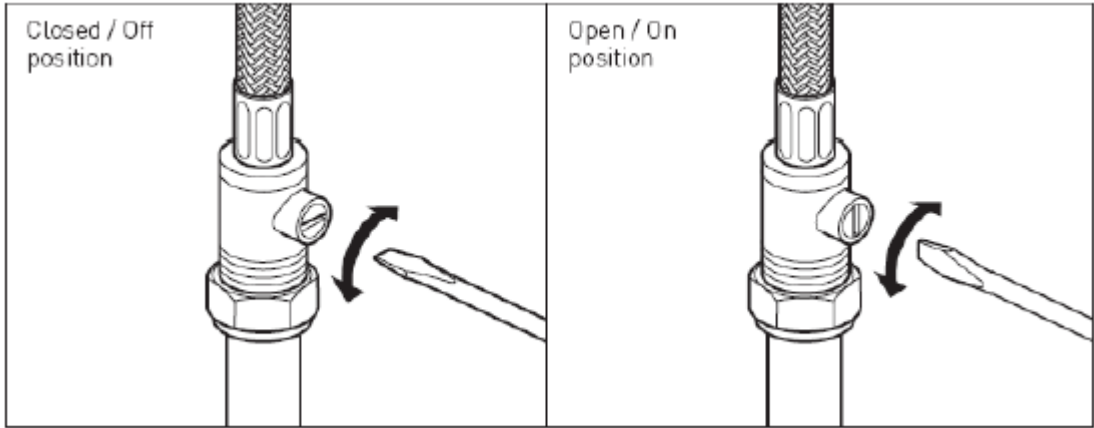
Product Code: RU SNK EF C

Revision: D2



Notes on isolation valves:

Isolation valves may have been fitted to your kitchen sink tap (and also may have been fitted to utility and bathroom taps) - these valves, where fitted, allow the water to be turned off to the tap only to allow maintenance work to be carried out on the tap (instead of shutting off the water to the whole property). The two diagrams shown below show the isolating valves in the closed and open positions.



PROVISION FOR A GROUND FLOOR SHOWER

Some 2 storey house types include provisions for the installation of a shower on the ground floor of your home if you should need one at any point in the future (unless you have asked for a ground floor shower to be installed as a client upgrade).

In most instances the location identified for part or all this future accessible shower is in the cupboard next to or within the ground floor toilet. In some circumstances, the required space may be crossed by existing partition walls, radiators and electrical point positions etc., which may require to be removed/repositioned in order to install the shower. Partition walls will have been designed to be de-mountable in this situation.

Where provision has been made for a possible future shower, a 100mm diameter drainage pipe has been installed under the floor to suit a future shower. The pipe is installed with a cap and is located just under the surface of the concrete floor. Any installer will require to 'break through' the floor in this specific location in order to make connection to your home's drainage system.

If you decide to install a shower in this location in the future please note that, depending on the type of shower you are considering using, we recommend that you consult a qualified heating engineer as your hot water system may need to be upgraded in order to accommodate the shower. Please ensure that all plumbing, electrical and joinery works are carried out by competent tradesmen. This may also require the removal of partitions and the installation of an additional/replacement extractor fan.

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 instructions.

Grout should be inspected and any areas which become loose should be replaced.

SHOWER WALL PANELLING (WHERE FITTED)

Laminate wall aqua panelling (where fitted) 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 as they will damage the laminate surface of the panel.

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

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.

INTERNAL DRAINAGE – ACCESS POINTS

Drainage soil and vent stacks run vertically through your home. The soil stacks are hidden within plaster-boarded ducts and bulkheads (which may also have hot and cold water pipework located in them). These ducts and

bulkheads may have panels located at points where access may be required in the future if maintenance work is being carried out.

Picture of a typical access panel.



These access panels are recessed into the plasterboard and have a hinged fully removable door for easy and convenient access. They can be painted over, if required, during any future re-decoration work that you may carry out. Please note that these access panels should not be removed or sealed up – they are there to allow fast access to rodding or drainage access points (or hot and cold water valves and the like) – access may be required if, for example, a blockage occurs in the soil pipe.

CONSTRUCTION OF WALLS, ROOFS, PARTITIONS, FLOORS & CEILINGS

The following notes provide, for your information, outline details of the construction for each part of your home.

This information is generalised, and particular areas of your home may differ – always seek appropriate advice and carry out detailed investigation works before making any alteration to your home in the future.

External walls:

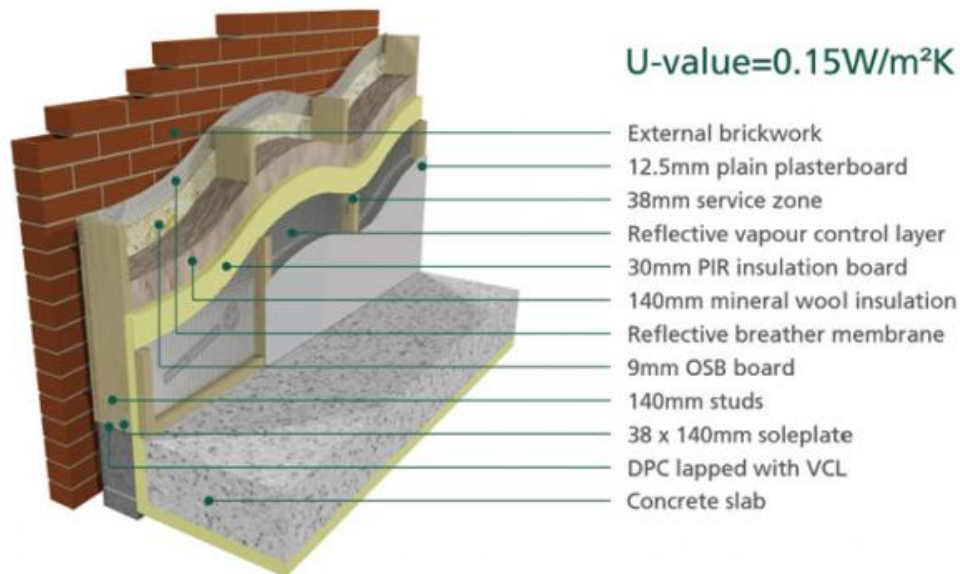
The house external walls comprise a 100mm thick block-work external leaf with render and/or horizontal timber cladding finish, 50mm wide cavity and timber framed kit inner leaf. The timber-framed inner leaf comprises; a reflective breather membrane on the cavity side on a 9mm sheathing board, on 140mm thick load bearing timber studs at maximum 600mm centres, with 140mm thick mineral wool insulation between the studs, 30mm PIR insulation fitted to the inside of the studs, and a reflective vapour control layer fitted on the outside face of the PIR insulation.

On the inside of the 30mm PIR insulation there is a 38mm timber framed service void and 12.5mm thick plasterboard lining.

Areas of timber cladding do not have 100m blockwork behind. Instead, timber cladding is fixed to the structural timber kit via timber battens and counter-battens.

Safety Note – all external walls are load bearing and must not be altered without getting professional advice.

Indicative diagram of a typical timber framed external wall for your information.



Party walls:

(Walls between houses- where applicable). These walls comprise two 90mm thick timber panels with 9mm sheathing boarding to the cavity side and a 50mm cavity between the panels. Acoustic insulation is fitted between the timber studs. On the room side a layer of 19mm thick plasterboard plank is fitted and then this is overlaid with 12.5mm plasterboard. Where there are sockets, electrical services or other items installed on the party walls a service void is also formed using 38mm thick timber framing overlaid with a layer of 12.5mm plasterboard lining.

Safety Note – all party walls are load bearing and are constructed to a fire-resistant specification – they must not be altered in any way. If any damage occurs to plasterboard and plank linings to the house side of the party walls the damage must be repaired immediately.

Roofs:

The main roof is pitched and comprised of concrete roof tiles mounted upon battens and counter battens above a roofing membrane and boards all of which are supported by the structural timber trusses and rafters.

This also includes a system of appropriately ventilated eaves, verges, fasciae, soffits and ridges to provide the required junctions and edging to the roof structure, with valley structures and lead flashings where additional drainage protection is required.

All partitions:

Timber framed partitions with 15mm thick plasterboard each side. Mineral wool acoustic insulation is fitted in the partitions to bedroom, bathroom and other such areas.

SAFETY NOTE – some internal walls are loadbearing, so do not remove or alter them, or make substantial alterations to them, without getting professional advice.

Ground floor:

Concrete floor slab on rigid board insulation with damp proof membrane and sand blinding on up-fill.

First floors.

Intermediate floors comprise engineered I joists with a 15mm decking board on top of the joists and a 22mm thick flooring overlay. 15mm plasterboard linings to the underside of the I joists. A layer of acoustic insulation is installed between the joists.

Safety note – all floor joists are load bearing and must not be cut or notched without first getting professional advice.

Top floor ceilings:

Plasterboard fixed to the underside of the roof trusses.

Future alterations – should you consider making any alterations to your home in the future such as altering the partition layout or forming a new opening through a wall you should check relevant Local Authority permissions and/or use the services of a qualified architect before starting.

The external wall service voids, internal partitions, 1st floors and attic space may all have services such as pipes and cables installed in them – refer to the safety precautions below if installing any fixings into these parts of your home.

Appropriate proprietary fixings should always be used to suit the wall construction (see below).

EXTERNAL TIMBER CLADDING

The outer leaf of external walls may be partially (or wholly in some cases) formed in Siberian Larch VEH A/B grade horizontal timber cladding, supplied by Russwood Timber Products, finished in a Black Grey RAL 7021 colour.

The cladding is designed and installed to maintain the external wall cavities which provide insulation whilst maintaining effective ventilation. Intumescent cavity barriers are installed to provide fire protection, and these must be checked/maintained during the course of any maintenance work which involves removal/replacement of the timber cladding.

1. The cladding boards are supplied with a fine-sawn finish and will be coated with a Synthesa coating system (a German coating system), which the Austrian sawmill producing the timber have used for over 10 years.
2. The timber cladding accessories (timber beads and the like around openings) are manufactured by Russwood's sawmill and use the Teknos coating system.
3. The two coating systems are fully compatible with each other and for future maintenance Russwood recommend using their Teknos paint for re-coating both cladding boards and timber beads. Russwood can be contacted for advice on re-coating/ maintenance and can also supply the Teknos paint should and when re-coating be necessary.

Re-coat times:

On average in Scotland we can expect factory-coated cladding boards from Russwood to last 8 to 9 years before maintenance (re-coating) is required – but this is subject to a range of variables including orientation to sun, geographic location and exposure to weather.

South-facing (subject to most sun) cladding may require re-coating 2 to 3 years sooner (6 to 7 years) than north-facing cladding. The coating colour influences this as well - darker colours soak up more heat and the re-coating times are generally sooner.

Resin:

With Larch products there can be more resin content in comparison other timbers (such as hardwoods).

In hot weather this natural resin can exude from the board finish making 'honey coloured resin deposits' on the surface (this is not detrimental to the integrity of the material or its weather resistance and can occur on any timber material – it does not mean that there is a fault with the material). After a few years this will stop happening – normally by the time that the timber is ready for re-coating the resin should have stopped 'exuding' and will not recur after re-coating. With larch this resin appearance can happen on every 15th to 20th full board on a 'sunny elevation' and the darker the colour of the board the more heat it absorbs and the more likely that the resin will appear and darker colours make the resin deposits more visible.

We recommend that you do not fix anything to the timber cladding (such as hanging baskets or a trellis). Growing plants up and across the timber cladding will impede it from drying out and will trap moisture on the surface of the cladding. Please see the further section below regarding External Fixings.

FIXING TO WALLS, CEILINGS OR FLOORS – IMPORTANT NOTICE

Wall fixings (for pictures, mirrors etc.) must be of the appropriate type for the type of walls described above. Be very careful if nailing or drilling into walls, ceilings or floors to avoid contact with any pipes or electric cables which may

lie hidden behind the surface. We recommend that you use a services detector (cable detector) before drilling or nailing – it can reduce the risk of serious injury. If using power tools to install a fixing, you should always use a R.C.D. (residual current device). You should also always check for pipes and cables before drilling or nailing into floors or ceilings.

Note for any houses with under-floor heating (if applicable) - you should never drill or nail into any floor which has under-floor heating fitted.

In addition to the above please note that fixings should never be made to the following wall areas due to the presence of electrical cabling:

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

WINDOWS AND FRENCH DOORS

Your home has white inside/ grey outside uPVC outward opening casement windows and outward opening French doors (where applicable to your house type).

The windows are fitted with lockable window handles to all ground floor windows and standard (non-locking) handles to all first-floor windows (where applicable), which are lockable.

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

The first-floor handles are non-locking (no removable key) to comply with the requirements of the Building Regulations in respect of emergency fire escape. However, the Building Regulations recognise that individual home owners may want to fit additional locking mechanisms to first floor windows after they have moved in to their new home (for example where there are small children in the room) and if you wish to install any of the large variety of 'child restrictor catches' or any other additional locking mechanism that are available to your first floor windows then please note that they must be a 'quick release' type (without a key which might be lost) - a type which does not hinder escape through the window in the event of an emergency. The restrictor must also be suitable for the type of window and we also recommend that they are fitted by a skilled tradesman and that particular care is taken to ensure that they are fitted strictly in accordance with the restrictor catch manufacturer's instructions. An incorrectly fitted additional locking mechanism can damage the window and lead to window guarantee problems. Advice can also be obtained from the window supplier (refer to the Schedule of Materials for contact information).

Notes regarding glass coatings:

To comply with the 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 patio door. It has a surface coating that allows short wavelength heat from the winter sun to enter your home through the glazing, while reflecting 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.

Notes regarding glass specifications (safety glass):

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. This 'safety glazing' is installed to comply with the Building Regulations.

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. Please be aware that some larger windows are of considerable weight and this must be taken into consideration by any contractor for manual handling limitations.

It should be noted that windows with safety glazing have characteristics inherent to the nature of the product and its production process. Specifically, you may find that the windows fitted with safety glass are heavier. In addition, whilst all double-glazed units use 'processed glass' (and are subject to an amount of imperfections occurring during the manufacturing process) safety glass is more prone to these minor visual imperfections. An example of this is that when toughened safety glass is being manufactured it is heated to extremely high temperatures, creating micro-tears which on cooling add strength to the glass. This process can result in small imperfections or visual

distortions forming on and in the glass- these are not usually noticeable under normal viewing conditions but may be evident under close inspection. They are, however, an acceptable characteristic of the finished product and are not recognised as a defect in the glass itself. Laminated glass, which is manufactured from several layers, has similar characteristics and it can also be subject to minor blemishes and imperfections which is a consequence of the manufacturing process and is not a defect.

Safety Note-Maintenance and Cleaning.

Care should be taken when opening and closing your windows for cleaning and maintenance- never lean out of the window or stand on a chair or other possibly unstable platform to reach the top of the window – use a suitable pole extension when cleaning the glass and window.



Note regarding external sealant to windows and doors.

The windows and, if applicable, patio doors (and other external doors) have an external polysulphide sealant bead between the uPVC frame and the external render bead. This sealant bead is designed to provide a tough weather-tight seal to these joints. The sealant beads should be inspected at least once a year and if any signs of deterioration of this bead are found it should be repaired or replaced with an equal specification exterior polysulphide sealant.

General Cleaning and Maintenance Tips for Windows and Patio Doors

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

uPVC frames should be cleaned every 3 months with a soap or washing up liquid and warm water solution.

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 acid-based detergents or abrasive cleaners as these will damage the uPVC frames and glass.

At least once a year lubricate or oil all moving parts & locking points, using only clean and non-resinous grease or oil.

Check all components for looseness or wear. If necessary, tighten screws.

Please refer to the manufacturer's guide/s (contained within your Handover Pack) for more information on maintenance and for information on operating your windows and patio doors (where applicable).

Copied below are extracts from a typical guide.

Product & Cleaning Maintenance ***Glass***

- Glass can be easily cleaned with warm water mixed with washing-up liquid or similar soap-based solution, and using a soft cloth or sponge
- Glass may also be cleaned with household-brand glass cleaning products (please ensure that any dirt build up is removed first with water and soap based solution)
- Units featuring georgian bars or laminate/toughened glass can be cleaned in the same way as listed above
- Do not use abrasive pads or strong solvents to clean your glass, as this may result in scratches or damage to the surface
- Glass may be easily scratched; please remove sharp jewellery before cleaning
- Avoid allowing splashes to dry on the glass, as this may leave smears/marks
- Ensure that glass is cleaned frequently on both the inside and outside of the window

Product & Cleaning Maintenance

General Maintenance

Drainage

Frames are manufactured with an in-built drainage system (slots that allow water build up to flow to the outside); please ensure that these slots remain unblocked.

Weatherseals

Please ensure any weatherseals fitted to your frames do not become dislodged during cleaning. If this occurs, please slide the seal back into place.

Ventilation

Windows can be fitted with trickle ventilation at the top of the frame, allowing you to control ventilation and minimise condensation. These can be opened/closed by hand and do not require maintenance.

Condensation

This is a natural occurrence within the home, for example cooking and bathing causes enhanced condensation on windows. This can be reduced by:

- Fitting energy efficient double or triple glazing
- Ensuring extra ventilation within the home, for example: opening windows, installing extractor fans, closing kitchen and bathroom doors when in use, and installing night vents/door grilles in bedrooms

Please note: energy efficient glass helps reduce condensation inside the home, but may be apparent on the outer pane of glass. This is a natural occurrence and is evidence that your energy efficient glass unit is working by preventing your home from losing heat.

Security

In addition to the high-spec security hardware fitted to windows and doors, you should also ensure that windows are closed and locked when you leave the house.

EXTERNAL DOORS

The external doors fitted to your home are GRP (glass-reinforced plastic)/uPVC composite door sets manufactured by CMS Window Systems.

Security locking is accomplished by a 3-stage process:

1. Close door
2. Lift handle upwards to engage locking mechanism
3. Turn the key until locking is completed

General cleaning and maintenance Instructions.

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.

The multi point locking system and hinges 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.

FLOOR FINISHES

Please note that any wooden flooring or other feature flooring such as tiles or adhered 'Karndean' (or similar flooring) laid by you when you move into your home will not be lifted and re-laid as a result of any maintenance work which may require access to the floor. If maintenance work is required to any part of a floor or to any under-floor services, we will require you to arrange the lifting and replacement of any feature flooring to allow us access.

Notes regarding concrete floors (normally ground floors) – concrete floors in your home have been finished to standard tolerances obtainable by the material. Before laying floor coverings such as vinyl or wooden overlay flooring to concrete floors you should be aware that some important steps should be taken by you.

- (1) You should have your floor covering installer check the moisture content of the concrete floor. This is particularly important if you are laying the floor covering immediately after moving into your home, as the concrete floor may still be drying out and moisture can affect some flooring materials. If necessary, you should allow the concrete floor to dry out sufficiently before laying any flooring which may be affected by moisture or the concrete floor should be treated in accordance with the flooring supplier's recommendations before installing any vinyl or wooden or other feature type flooring.
- (2) Concrete floors will normally need a self-levelling screed applied prior to laying any vinyl or overlay type floor covering, again in accordance with the floor covering installer's recommendations.

Notes regarding Chipboard Flooring - Chipboard flooring (normally to the first floor) should be prepared in accordance with manufacturer's recommendations prior to fitting of vinyls, wooden overlays or ceramic floor

tiles. Also note that chipboard flooring may have service ducts installed (sections of flooring which can be removed to allow access to pipes and other services). We have installed these ducts so that they are level with the adjacent floor – however it should be noted that because timber floors naturally shrink as they dry this drying shrinkage of the floor may result in minor differences in level between the duct cover and the surrounding floor. This may become evident with some types of thin floor coverings and your choice of floor coverings should take this possibility into account.

Note regarding installation of carpets to staircases – carpet smooth edge/gripper strips must be glued or screwed to timber staircases – not nailed. Scotia will accept no responsibility for risers damaged due to nailing of carpet grippers.

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 using it for storage may cause deflection in the roof structure. In addition, the roof space is intentionally not insulated and is therefore subject to environmental changes, perishable items stored there may be subject to mould and damp.

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 appropriate protective clothing and equipment be worn.

Care should also be taken if entering the attic – the ceiling plasterboard between the joists will **not** support your weight and there may be service pipes, extract fan ducting and cables hidden by the insulation that you can damage by inadvertently stepping on them.

Typically 2 storey houses have attic access hatches located in a bedroom ceiling - but if the attic access hatch is located in the first floor hall ceiling in close proximity to the stairwell then particular care should be taken if you are entering or exiting the attic space to avoid falling into the stairwell. Do not stand on or use the stairwell balustrade as a support if entering or exiting the attic.

It is advised that you **do not enter** the attic space. The attic access hatches should only be used by competent tradesmen for access to the attic space for any essential maintenance works.

GARAGES (WHERE APPLICABLE)

Detached garages:

The garage external walls are constructed from 215mm thick concrete blockwork with render finish externally to match the house. The inner face of the blockwork is “bag-rubbed” as a finish to remove any excess mortar.

The roof will be to the same pitched and tiled construction specification as the associated house, without an internal ceiling.

Attached garages (constructed as an addition to the main building envelope and not integral (e.g. HT105/115)):

The garage external walls are constructed from 140mm thick concrete blockwork with render finish externally to match the house. The inner face of the blockwork is "bag-rubbed" as a finish to remove any excess mortar.

The roof will be to the same pitched and tiled construction specification as the associated house, without an internal ceiling.

Integral garages:

The construction of the garage will be the same as the timber-framed associated house, excepting the thermal insulation which is not required for the garage. The internal walls and ceiling will be lined with plasterboard, taped and painted.

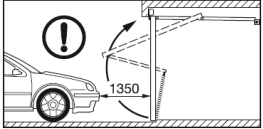
The garage floor is constructed from a 150mm thick reinforced concrete floor slab with a smooth, even finish, laid to fall towards the front door on a damp-proof membrane on sand blinding and hardcore upfill.

It may be your choice to paint the floor and/or walls of your garage. This item is not offered as an Extra during the construction process as the drying-out process poses challenges in paint adhesion and durability, particularly in detached garages. It is recommended to leave a period of six months between completion and painting of these surfaces, which should be done with suitable masonry paints and only those applicable to the surface in question e.g. appropriate to floor use.

A Garador retractable garage door has been fitted to your garage (where applicable). Please refer to the Fitting, Operating and Maintenance instructions for this door contained in your hand over pack (copies of which can be downloaded from the Garador website) for operating and maintenance information and note also the following important points.

- The garage door should be maintained in accordance with the manufacturer's instructions.
- Always keep the swivelling and opening area of the door clear and make sure neither persons, children in particular, nor objects are located within the door's area of travel
- Operation of the during heavy winds may be dangerous
- Have a specialist inspect and maintain the door at least once a year
- Have the door tension springs replaced after approx. 25,000 door cycles.

Extracts from manufacturer's operating instructions.

⚠ WARNING	
<p>Door travel There is a risk of injury in the door's swivelling and opening area.</p> <ul style="list-style-type: none"> ▶ When in operation, make sure that neither persons, children in particular, nor objects are located within the door's area of travel. ▶ Keep a safe distance of 1350 mm away from the door. 	<p>Opening and closing There is a risk of injury when opening or closing the door improperly.</p> <p>Manually opening:</p> <ul style="list-style-type: none"> ▶ Only open the door with the exterior handle or interior handle, never with the lever arm or the cord knob. ▶ Always slide the door fully into the end-of-travel position and wait until the door has come to a stop. <p>Manually closing:</p> <ul style="list-style-type: none"> ▶ Only close the door with the exterior handle, interior handle or the cord knob, never with the lever arm. ▶ Make sure that the locking engages correctly.
<p>Opening and closing There is a risk of injury when opening or closing the door improperly.</p> <p>Manually opening:</p> <ul style="list-style-type: none"> ▶ Only open the door with the exterior handle or interior handle, never with the lever arm or the cord knob. ▶ Always slide the door fully into the end-of-travel position and wait until the door has come to a stop. <p>Manually closing:</p> <ul style="list-style-type: none"> ▶ Only close the door with the exterior handle, interior handle or the cord knob, never with the lever arm. ▶ Make sure that the locking engages correctly. 	

Garages are by definition a building, or a part of a building used to house a motor vehicle. Whilst exact detail will vary depending on whether a garage is detached, attached or integral; design and construction does not necessarily require that the garage has the same level of insulation, ventilation and other features as the associated house.

Consequently, the garage should only be used for the storage of vehicles as part of their regular use and is not directly designed or suitable for the storage of other items.

Where vehicular doors do not provide a "seal", you should not seal or block these gaps, or any other ventilation features, such as external vents or roof voids. Storing large quantities of items within a garage to an extent that normal ventilation and air movement is impeded may result in damp and potentially mould.

Note:

Where a position for a potential future garage has been shown on the site plan, but not been constructed, a duct will lead (through the concrete floor slab) from the house consumer unit to the exterior of the house, in order that extension of electricity supply to a future garage is better enabled. Please note that this will still require supply and "draw-through" of additional cabling, along with installation of underground ducting to future garage location and supply/installation of all materials required therein.

EXTERNAL FIXINGS

Any external fixings should only be made with consideration to the Deed of Conditions and to the surface material to which anything is being mounted, both in terms of type of fixings used and load/weight.

For example, [gas meters](#) for timber-clad properties may be ground-mounted in lieu of wall-mounted and we recommend that this is taken into consideration for any other external fixings, both in terms of suitable fixing and appearance.

Where it may be necessary for items to be mounted externally e.g. satellite dishes etc., this must only be done under the guidance of a qualified person, such as an engineer, so as to ensure that the load and fixings are appropriate for the surface material, particularly in the case of timber cladding.

EFFLORESCENCE

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 a 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 blockwork and mortar joints, it can also occur on products such as precast window sills, driveway pavements 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 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.

Other external areas, such as concrete slabs and pathways, may be prone to efflorescence of a slightly different appearance, including red/yellow/brown stains which look like rust. This may be caused by the presence of iron oxide in the base materials of the concrete and can indeed cause noticeable variations for a period between neighbouring installations of the same concrete product. Again, this effect has no material impact on the performance or durability of the concrete, and it should be temporary.

Care should be taken if applying lawn treatments/weed-killing chemicals in proximity to concrete and stone surfaces as chemical reactions may also cause a rust-like effect which may prove difficult to clean and take time to erode via rainfall.

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 Homes' Customer Care department for further advice.

CARE AND MAINTENANCE OF BOUNDARY WALLS

General Maintenance Advice (where applicable and the responsibility of your own plot, some boundary walls may be the responsibility of the factor/others).

Maintenance of Polysulphide Mastic Sealant

Your boundary walls are pointed with a sealant along the top of the precast concrete copes and under the topmost coping stones. This sealant is to prevent the ingress of water and it should be maintained and kept in good condition. We recommend that should any damage occur or if any signs of deterioration are found in the sealant joints then it should be repaired as soon as possible. Note also that power washing or use of any aggressive chemicals to clean the wall can result in damage to this sealant. For your information an extract from a typical sealant data sheet is attached at the end of this section.

Maintenance of Mortar Joints

The mortar joints in the boundary wall blockwork should be periodically inspected (we suggest at least once a year in spring after the worst of the winter weather has passed) and any loose or damaged mortar should be raked out and repaired to prevent water ingress into the wall and possible freeze/thaw damage to the wall.

Cleaning of Boundary Walls

Depending on the geographic location, surrounding environment and prevailing weather conditions all external wall finishes can, over time, suffer from the likes of moss, algae or wind-blown dust and dirt. If you decide to clean the wall to remove any unsightly surface contamination, then care should be taken to ensure that you do not damage or stain the wall. Loose wind-blown contaminants can be removed with a soft bristle brush and any more stubborn dirt or moss can be loosened with a little clean water and non-aggressive cleaner.

A multi surface biocide can be used to remove algae and other natural plant life. For your information a copy of the manufacturer's data sheet for a typical product is attached at the end of this section.

Please note we do not recommend the use of a power washer to clean the boundary walls unless you are experienced in their use, it is a low pressure model and you are confident you can safely avoid any damage to the render or mortar/ sealant joints in the wall- if used incorrectly power washers can drive water into the wall, loosen render and cause considerable damage. A high-pressure power washer should never be used.

We strongly recommend, should you decide your wall needs cleaning, that you clean a small inconspicuous area first and allow it to dry to make sure you are satisfied with the result.

Please also note that parts of your boundary walls may have received a water repellent treatment and the following section provides more information on this treatment.

Water Repellent treatment

It is likely that a masonry protection cream has been applied (where applicable) to the stone cope at the top of the wall, precast concrete copes at steps in the walls and also to the facing block base-course (under the rendered area of the walls). This masonry protection treatment lasts over 25 years and if you do decide to use an algae cleaner or similar product on your walls it would be recommended to re-apply similar masonry protection after the area has thoroughly dried. An extract of a typical product data sheet is attached at the end of this section for your information.

Repairing Damage to Boundary walls

Any damage to your boundary wall, such as impact damage, should be repaired as soon as possible.

If significant damage occurs, then specialist advice should be obtained on its method of repair and all repair works should be carried out by an experienced tradesman.

Gardening Activities near boundary walls

There are some garden activities to be avoided near to your boundary walls including.

Do not excavate deep holes near to the wall (for deep water features or ponds and the like) - risk of undermining the walls foundations causing collapse of the wall. If you are digging near the wall, please do not go deeper than 450mm without seeking specialist advice.

Do not plant trees or shrubs near to the wall unless they are of a type which will remain compact with minimal spread of roots. Any young tree or shrub planted too close to the wall which then grows big can cause damage to the wall foundations arising in loss of integrity of the wall.

Do not change the existing ground levels alongside the boundary walls. Lowering the existing ground levels can allow winter frosts to reach the foundation level causing damage to the wall from 'frost heave'. Raising the ground levels can allow moisture in the ground access into the wall leading to possible render damage or damage to other parts of the boundary walls.

Fixings into Boundary Walls

We do not recommend installing any fixings into the boundary wall as they can allow an entry point for moisture which can then freeze and damage the surrounding wall area. However, if you do decide to install fixings (for hanging basket brackets or similar items, then you should ensure that the fixing is of the appropriate type for the purpose that you are using it for. The boundary walls must not be used as supports for any heavy items.

Fosroc® Nitoseal MS60



constructive solutions

14
CI/SfB: Yt4
May 2017

One part, general purpose building sealant

Uses

Nitoseal MS60 is suitable for sealing joints in concrete, brickwork, blockwork, perimeter sealing around doors and windows, and non-trafficked floor joints.

Advantages

- Adhesion to most common building materials
- Single component with fast rate of cure
- Easy to apply
- Can be applied to damp substrates
- Primerless for most applications (see "Priming")
- UV resistant and colour stable
- Performs as an acoustic sealant
- Available in a range of colours
- Environmentally friendly

Description

Nitoseal MS60 is a one part, low modulus sealant based on hybrid silyl modified polyether ("MS") technology.

Standards compliance

ISO 11600 Type F25LM

ASTM C920 Type S, Grade NS, Class 25

BS EN ISO 140-3:1995 Laboratory measurement of air-borne sound insulation of building elements

BS EN ISO 717-1:1997 Rating of sound insulation in buildings and of building elements. Airborne Sound Insulation.

CE	
Fosroc Ltd Drayton Manor Business Park, Coleshill Road, Tamworth, B78 3XN, UK 14 DOP: UK9-83	
Nitoseal MS60	
EN 15651-1:2012: Sealants for façade elements	
Resistance to flow for non-sagging sealants	≤ 3mm

Joint Design

Nitoseal MS60 may be applied to joints between 5 and 35mm wide. To minimise stress imposed on the joint sealant, all moving joints should be designed to an optimum width to depth ratio of 2:1 with an overriding minimum depth of 5mm for non-porous surfaces and 10mm for porous surfaces. Joint width should be sufficient to ensure the MAF of the

sealant is not exceeded.

For joint widths exceeding 35mm, please contact your local Fosroc Technical Service Department.

Properties

Form	Smooth, non-slumping paste
Colours	White, Grey and Black (additional colours available, see local Fosroc office)
Skinning time	up to 2 hours depending on ambient conditions
Cure rate at 20°C/ 50% RH	24 hours 2mm
Application temperature	5°C to 50°C
Hardness at 23°C	Shore "A" >20
E-Modulus ISO 8339	<0.4N/mm ²
Movement accommodation factor (MAF)	25%
UV resistance	Very Good
Colour stability	Very Good
Service temperature range	-20°C to 70°C
LEED EQc4.1	Passes
SCAQMD Rule 1168	
BAAQMD Reg 8 Rule 51	

Application instructions

Joint surfaces must be clean, dry and free from frost. Remove all dirt, laitance, loose material and foreign matter. Remove all rust, scale and protective lacquers from metal surfaces. Removal can be achieved by grinding, grit blasting or wire brushing. When resealing, the existing sealant should be removed from the joint and the arris cleaned back to sound, clean concrete. All debris must be removed. Any expansion joint filler must be checked to ensure it is tightly packed and no gaps or voids exist at the base of the sealing slot before positioning a bond breaker. The use of a bond breaker is not required in expansion joints containing cellular polyethylene joint filler such as Hydrocell or Expandafoam. For construction or contraction joints a bond breaker tape or back-up strip must be used. Where a particularly neat finish is required, mask the face edges of the joint before sealing and remove immediately after tooling is completed.

Priming

A primer is not normally required. In joints subjected to high movement or where intermittently immersed during service Fosroc Primer MS1 is recommended. Prime the joint face using a clean, dry brush. Avoid over-application of primer, to prevent causing puddles in the bottom of the joint.



SoluGuard Ready for Use Multi-Surface Biocide

Product Description

SoluGuard Ready for Use Multi-Surface Biocide is a high-strength biocide for removing algae, fungi, and moss growth on a wide range of surfaces including Internal walls, Plastic, Roof tiles, PVCU, Concrete, Polycarbonate, Brick, Driveways, Stone, Patios, Render, Gravestones and Wood. It is suitable for use in cleaning biological growth from masonry surfaces prior to the application of **Stormdry Masonry Protection Cream**. The product can also be used indoors to kill black mould.

This product is not suitable for the treatment of wet rot, dry rot or wood boring insects. Instead, please use **SoluGuard Ready for Use Woodworm & Rot Treatment**.



Benefits

- Ready for use (no mixing required)
- Low VOC (low odour, non-flammable)
- Can be used prior to the application of Stormdry
- Non-staining

Properties

Appearance	Clear liquid
Recipe Type	Water-based
Density	1.0 g/cm ³
Size(s) & Packaging	5 litre jerry cans
Coverage	1 litre covers 2 - 20 m ² . A 5 litre pack covers 10 - 100 m ² . The coverage will vary depending upon the overall porosity of the substrate to be treated.
Storage	Store above 5°C in dry conditions in original closed box. Store in a safe place, keep out of reach of children. Keep away from food, drink and animal feedstuffs
Shelf Life	12 months
Active Ingredient(s)	Quaternary ammonium compounds (QUATS)
Effective Against	Moulds, algae, lichens and mosses
HSE Number	9517
Re-entry Time	When surfaces are dry

Application Information

Preparation

When used on exterior surfaces, **SoluGuard Ready for Use Multi-Surface Biocide** should be applied in dry weather – ideally when no rain is forecast for the next 24 hours.

Application

Apply 1 litre of product per 2 - 20 m² of surface — one 5 litre unit can cover between 10 - 100 m². The coverage will vary depending upon the overall porosity of the substrate to be treated. As a guide for materials such as masonry and patios an application rate of 2 - 10 m² per litre can be expected. For materials such as paint or plastic an application rate of 10 - 20 m² per litre can be expected.

For best results, the treated surface should be cleaned after 72 hours using clean water. Where appropriate a pressure washer can be used. This will remove deposits of dead biological growth from the treated surface.

Other Information

For full health and safety information consult safety datasheet (SDS). This product is approved under the Control of Pesticides Regulations (1986) for use as directed. HSE 9517. Use pesticides safely. Always read the label.

Information given is in good faith based on experience and usage, however all recommendations are made without warranty or guarantee, since the conditions of use are beyond our control. All goods are sold in accordance with our Conditions of Sale, copies of which are available on request. Customers are advised that products, techniques and codes of practice are under constant review and changes occur without notice; please ensure you have the latest updated information.

Technical Datasheet

Last modified 05/16

1 / 1

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Stormdry Masonry Protection Cream

Product Description

Stormdry Masonry Protection Cream is a deeply penetrating water-repellent cream for the protection of masonry. The thick, white cream is ready to use and applied by brush, roller or airless spray. It penetrates into brickwork, masonry, mortar and concrete, where it will cure to a colourless, natural finish, lasting for over 25 years.

Accreditations



Benefits

- Waterproofs Masonry
- Deeply penetrating
- Breathable
- Durable - Agrément Certified to last 25 years
- Single coat application
- Energy saving

Properties

Appearance	Thick, white cream
Density	0.86 g/cm ³
Size(s) & Packaging	3 litre, 5 litre and 20 litre plastic buckets
Coverage	5 m ² per 1 litre ⁽¹⁾ (Single coat application)
Penetration	12 mm on Fletton brick
Service Life	25 year BBA accreditation
Storage	Store in a cool, well ventilated area. Keep container tightly closed. Protect from frost
Shelf Life	12 months

⁽¹⁾ The coverage rate will vary depending upon the roughness and absorbency of the surface, use as a guide only.



Application Information

Preparation

Stormdry Masonry Protection Cream should be applied to dry, porous surfaces. It should not be applied over sealed or painted surfaces and is intended for above ground use only. Apply when rain is not forecast for the next 24 hours.

For the treatment to be successful it is necessary to check all joint and roof connections. Hairline cracks up to 0.3 mm can be 'bridged' by **Stormdry Masonry Protection Cream**, however, it may be necessary to fill wider cracks in brick/stonework and repoint using a suitable cement or lime based mortar.

Dirty surfaces should be cleaned before the application of **Stormdry Masonry Protection Cream** to the recommendations given in BS8221-1:2000, "Code of practice for cleaning and surface repair of buildings. Cleaning of natural stones, brick, terracotta and concrete."

Remove any loose mortar, dust etc., using a masonry brush. When biological growth such as moss, algae or lichen needs to be removed, apply **SoluGuard Ready for Use Multi-Surface Biocide** in accordance with instructions.

Application to structures containing high levels of salt should be avoided.

Test Area

Full application instructions are available separately.

Stormdry Masonry Protection Cream has been formulated to be colourless once cured. Slight darkening may occur when it

is applied to some substrates, which will usually fade over time. It is recommended that a small test area is treated before full application begins.

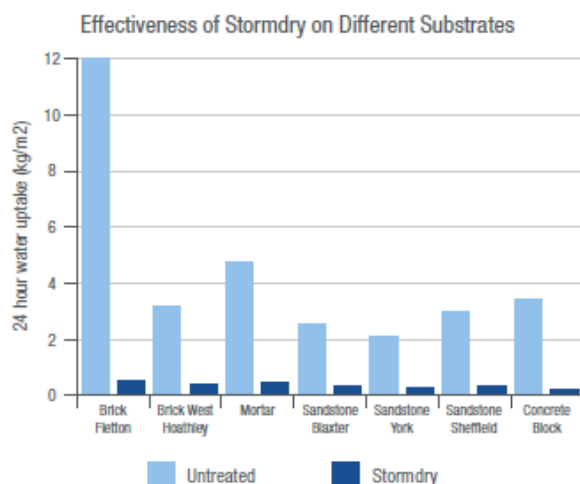
Application

Apply by brush, roller or spray. Larger areas can be covered more quickly using roller application. Details such as around windows are best covered by brush. Care should be taken to ensure that **Stormdry Masonry Protection Cream** does not splash onto glass, paintwork, plants, etc. Any splashes should be cleaned away with warm soapy water.

Stormdry Masonry Protection Cream appears white immediately after treatment – making it easy to tell which areas have been treated. After 15 - 20 minutes from application, **Stormdry Masonry Protection Cream** starts to penetrate into the masonry and the whiteness will fade. After 24 - 48 hours the wall will have returned to its original appearance.

As **Stormdry Masonry Protection Cream** is formulated to penetrate deeply into masonry it can take up to two months for a noticeable “beading effect” to appear when rainfall strikes the wall. The masonry will be resistant to light rain after 2 - 4 hours.

A Stormdry Gauge can be used to demonstrate the effectiveness of the treatment. The test should be carried out at least 28 days after applying **Stormdry Masonry Protection Cream** which allows the water absorption of the wall before and after treatment to be compared.



Other Information

For health and safety information see the Safety Datasheet (available upon request).

Stormdry Masonry Protection Cream is produced in accordance with ISO 9001 and ISO 14001 quality and environmental management systems.

Stormdry Masonry Protection Cream is non-hazardous to the environment.

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EXTERNAL AREAS (INCLUDING LANDSCAPING GUIDANCE)

Damp proof courses – there are damp proof courses built into your external walls to prevent damp from the ground soaking up the outside walls. These are normally approximately 150mm from the ground level around your house. It is important that these damp proof courses are kept clear – if you are carrying out any landscaping or ground-works alongside your external walls then please ensure that you do not cover these damp proof courses (including any cavity weep vents) or otherwise bridge them, allowing damp to rise up past the damp proof course.

Manholes give access to the underground drains - 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.

Garden and exterior areas maintenance - caring for your garden.

Fencing and gates – boundary timber fencing has been vacuum/pressure-treated with either:

- Tanalith preservative with Tanatone colour additive – colour brown 3999

Or

- Wolmanit CX-8 preservative with Woolmanit ProColour brown 2007 colour additive.

Re-treatment should be done in the same or similar colour. In some cases, it is possible that a rear or side boundary is shared with other plots on the development and fencing has previously been erected at the time of completion of those plots. Under normal circumstances, this will not be replaced and may be subject to natural weathering, resulting in colour differences which are not considered to be a defect. Where joins/extensions require to be made to existing fencing, any remedial works will be undertaken, but this will not include the replacement of whole panels/sections, unless they are defective.

There follows some important care and maintenance requirements for your garden areas:

Caring for the grass (including trees and shrubs where they have been provided) in your garden is essential. This will ensure that the planting is successfully established, and your garden thrives.

The rear gardens of most new homes are finished in rotovated topsoil, allowing you the opportunity of designing and landscaping to your own requirements. It is important that the landscaping is carried out as soon as possible after the date of the handover, as it is only by working the soil that it will remain aerated and weeds will be prevented from becoming established. This will also help to establish the finished level of the soil and ensure it drains more effectively- so reducing the potential of any flooding during wet weather conditions (see also maintenance of garden areas below). However, if there has been rain please take this into consideration when carrying out landscaping work to your rear garden – let the topsoil dry out sufficiently before working on it - compacting wet topsoil will damage it making it unsuitable for good drainage or good grass or plant growth.

The areas to the front of your home may be turfed and/or have shrubs, hedging or trees planted in them.

Depending on the layout of the external areas for your plot, some or all of the following notes may be applicable. Some recommendations are derived from information kindly provided by the Garden Design Company Scotland, www.gardendesignscotland.com, but it should be noted that these are not specific instructions and professional guidance should be sought before undertaking major works.

Planting seasons:

The following guidelines are general and based on ideal circumstances. Programming of site and plot landscaping may vary from these principles, but it should also be noted that this may result in the completion of items such as turf, trees and general planting not always corresponding to handover dates, depending on season, weather conditions and other factors.

Turf is best laid in mid-autumn but can be laid any time between mid-autumn and late winter whenever the soil is not too wet or frosty. In spring and autumn little mowing is needed so newly laid turf can be left relatively undisturbed for several weeks.

Plant out non-container grown plants only between end of October and end of March, unless supplier information specifies otherwise.

Potted/container grown plants may be planted out at any time of the year except when the temperature is below freezing, the ground is frozen/waterlogged or in drought conditions.

Turf, seeding and general lawn guidelines – these may entail additional measures beyond the standard rotovation provided for rear garden topsoil.

Preparation for seeding:

- Rotovate areas to be seeded to a minimum depth of 150mm.
- Remove all debris exceeding 50mm in any dimension brought to the surface including stones, vegetation and rubbish.
- Ensure 100mm minimum depth of topsoil over all area.
- Rake and roll the area to produce a firm and level seed bed.
- Reduce top 30mm of soil to a fine tilth not exceeding 10mm particles.
- Obtain approval before seeding the prepared ground.

Delivery of turf:

- Ensure turf is laid within 48 hours of delivery/lifting.
- Stacks not to exceed 1.4m high

Preparation for turf:

- Remove all weeds, rubbish and stones over 30mm in any dimension.
- Cultivate topsoil to a minimum depth of 100mm.
- Reduce top 30mm to a fine tilth and on clay or heavy loam soils work in a 50% coarse sharp sand to produce a 60mm layer.
- Work in a fertiliser onto the top 30mm tilth 7 days before turfing and water in well.

Laying turf:

- Transport turf over close butted timber planks and it should be laid from these to protect previously laid turf
- Lay turf in consecutive rows.
- Lay turf close butted breaking the joint on alternate rows and use only whole turves at margins
- Consolidate lightly with wooden beaters
- Brush in finely sieved topsoil to fill all joints
- Peg turfs with wooden pegs on slopes exceeding 30 deg.
- Ensure final surface is 20mm above any adjacent hard surface

Watering of turf – In the absence of regular heavy rainfall you should water turf at least twice a week – daily if the weather is hot and dry – after moving in. A newly turfed garden looks deceptively mature, but the new grass has

only a very small reserve of moisture in the soil attached to the turf. Until the grass roots grow into the underlying soil the turf is prone to drying out and shrinking. This can leave unsightly gaps. Light rain is often not enough to sufficiently water the turf and underlying soil. The best way to irrigate your garden is by using an oscillating sprinkler.

Damage to turf – Walking on turf before it has properly settled in can cause considerable damage. Dents and hollows made on new turf will not disappear and are often difficult to repair. It usually takes about a month to become firm enough to walk on, but this can vary according to weather and soil conditions. If you are installing or removing a sprinkler use wide boards to spread your weight and minimise damage.

Mowing turf – it is recommended that you do not mow the turf for at least the first week after moving in. Let it grow to establish itself and make sure before mowing for the first time that its roots have grown down into the soil below. For the first cut leave the grass higher than normal and then gradually reduce the height in subsequent mowings until you reach the height you want.

In order to assist drainage of these areas the turf requires to be regularly aerated, to a minimum depth of 25/30mm by spiking the turf with a garden fork or spade. For better results deeper spiking (100-150mm deep) with an appropriate proprietary tool should be carried out and we would recommend that you seek expert advice on the preparation and sowing of new grass seed or laying of new turf as clay soils particularly will require the addition of sharp sand, organic matter or compost to aid drainage.

If your lawn does become waterlogged you should, wherever possible, avoid walking on it until it dries out. It is important to remember that a lawn and all garden areas are integral parts of the surface water drainage system and their health may impact upon this.

Guidelines for creation/maintenance of borders and areas to be planted:

Additional soil preparation is recommended, with a recommendation for a mix of screened topsoil and compost mixed with a proprietary fertilizer such as Fish, Blood & Bone or Vitax Q4. It may be appropriate to consider the use of a suitable weed control membrane as a base, this is definitely recommended for areas that are not to be planted, perhaps where decorative stones or gravel are used.

Imported topsoil should be:

- medium loam with a pH value to match that on-site
- stone size to pass a 40mm sieve and stone content to be less than 10%
- free of sub-soil, weed seed, perennial weed seed stolons, rhizomes or poisonous substances
- if stored in temporary heaps, stacked less than 1m high

Topsoil should be spread to provide the following minimum depths

- shrub areas 400mm
- for root ball mature shrubs/hedging excavate holes at least 75mm below the root system and loosen soil at base of hole
- tree stations 600mm
- graded slopes to be of even gradient without puddles and kept 50mm above bordering hard surfaces to allow for settlement.

When planting, this should be done:

- in holes large enough to allow adequate root spread and tease out congested root balls
- excavate holes at least 75mm below the root system and holes a minimum 400mm for climbing Clematis and Roses.
- set plants so their original soil level matches the new surrounding ground and with their best side displayed
- firm the ground immediately surrounding the planted root ball.
- stake trees, shrubs and plants as appropriate and tie where necessary to avoid wind rock.

Saturate the root ball or container grown plants before planting. Thoroughly water plants immediately after planting and again before mulching. Trees, shrubs and hedging also need copious watering after planting. As with turf, the roots have not yet grown into the surrounding soil and can only pick up moisture from a very limited area. Planning permission for planting schemes usually requires that planting shown on the approved plans is maintained for a specified period of time. This obligation is passed on to you once you take up ownership of the property. Scotia Homes does not replace turf, trees, hedging or shrubs that have failed due to a lack of watering.

More detailed garden considerations - Soil structure and pH (acidity or alkalinity) will vary according to the geography and geology of the area. Sometimes you will be lucky enough to find a neutral pH and wonderfully rich soil full of humus but most of the time, soil conditions will produce challenges, so expectation is something that one needs to manage from the beginning!

Once you have established what the soil structure is like in your garden and what pH you have, it's a case of doing a bit of research to understand how best to work with it and working with it is the key to success. There is no point in trying to put an acid loving plant that likes full sun and dry conditions in a lime, wet soil, in the shade. Assessing the conditions and helping the soil to improve where necessary and then finding the right plant for the right place will get you there.

To assist you; apart from the many books and articles available on the subject, try www.rhs.co.uk or www.beechgrove.co.uk/factsheets where you will find a wonderful library of tried and tested advice on a wide range of gardening and horticultural subjects, including plant suggestions for various conditions. Just remember that in the garden, everything takes time, so patience is truly a virtue but be comforted in the knowledge that you will get out of it what you are prepared to put in.

LOOKING AFTER YOUR GARDEN

WHAT YOU NEED TO KNOW ABOUT HOW TO LOOK AFTER YOUR NEW GARDEN

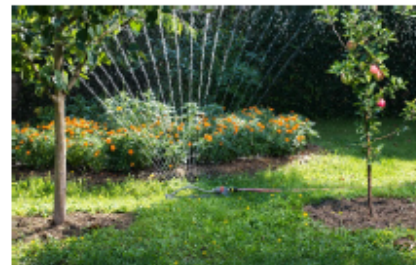


Your new lawn:

- There may be small undulations and joints may show if the lawn has recently been laid
- Avoid walking on your new lawn for 3-4 weeks (depending on the time of year)
- Water any new lawn daily especially during the hotter summer months. If gaps appear between the rolls of laid turf, then more water is required
- A light roll is recommended after 4 weeks
- Avoid cutting your new lawn for 4 weeks and then with the blade height of 4-5cm
- Avoid letting any pets foul on your new lawn during the first weeks of being laid as this will stain it
- Spike lawns during the winter months to help drain them. This will also avoid any pooling
- Feed lawns annually to keep them looking good

Your trees and shrubs presented by the developer:

- Any planted by the developer are a compulsory part of planning and all layouts will have been agreed with the local authority
- Regular watering is required – daily during the hotter summer months
- Any trees and shrubs planted by the developer cannot be removed or planted elsewhere
- This will all be outlined in your conveyance documents



Fencing, gates decking and block paving:

- Any block paving is designed for the weight of passenger vehicles and not heavy goods
- Weeds that come up between the block paving is the responsibility of the owner
- Knotting and splitting to timber fences is normal
- Maintenance to fencing, gates and decking is the responsibility of the owner as per manufacturers recommendations
- Which fencing is whose will all be outlined in the conveyance documents

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Additional notes for garden areas:

Rotary clothes dryer – If a rotary clothes dryer has been provided, please note that it is solely designed for the purposes of hanging and drying washing, children should not play with this product. It is recommended that when not in use it is folded and, in the event of exceptional wind conditions, perhaps even removed and stored safely. If parts are worn or damaged, replacement should be considered. The model generally used at the time of writing is a Hills' Supadry Hoist Rotary Dryer 4 Arm 60 Metre.

DRAINAGE CONSIDERATIONS

The rainwater and any driveway drainage systems have been designed to comply with Local Authority Regulations (such as planning, building control and roads construction consent conditions) and SEPA (Scottish Environment Protection Agency) requirements including SUDS (Sustainable Urban Drainage Systems). In simplified terms these regulations require us to ensure that the drainage systems designed and installed around your home collect any rainwater which falls onto your house and surrounding plot and drains it away in a responsible manner.

There are a number of very important points that you should be aware of in relation to the drainage around your home.

Alterations to your driveway or parking spaces (or other areas within your plot curtilage). It is important that rainwater does not run off your plot onto the adjacent roads and footpaths (this is particularly important where the road is adopted by the local authority). We have designed the access driveway to ensure that any rainwater falling onto it either runs off into your plot where it soaks away into the ground or is collected into a gully or a permeable surface is used on the drive (such as gravel). If you subsequently make any alterations to your drive, you must bear this in mind and make sure you have obtained the necessary permissions from the relevant local authority. For example, if you have a gravel drive which slopes down to the road outside your home and you decide to have it tarred then you will also have to install suitable drainage to deal with any rainwater which falls onto the drive. Failure to make such drainage provision will be likely to lead to the local authority demanding that the original surface be reinstated. Also, if you extend your drive over garden ground you must ensure that existing drainage provisions are adequate. Finally, it should also be noted that if you are changing the surface of your driveway the local council may require that an initial portion of your drive must be a 'hard surface' – not stone chippings or gravel or similar loose surface- again it is important that you obtain the necessary permissions prior to making any alteration to your drive.

Alterations to your garden ground. Removal of garden areas and installation of, for example, large impermeable patio areas or a large area of other hard standing will reduce the area of ground available to soak up rainwater and could lead to flooding problems if adequate drainage is not installed at the same time. If you decide to 'slab over' your garden ground, you must also ensure that you make adequate provision for dealing with any rainwater to

avoid increasing the risks of flooding your own and your neighbours' properties.

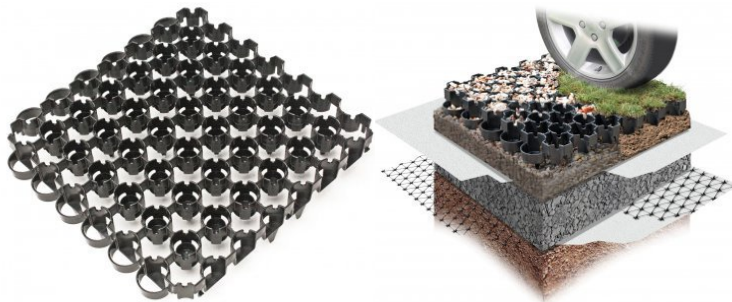
Maintenance of the drainage system. It is essential that the drainage systems installed around your property are maintained to keep them in good working order. This not only ensures that any rainwater which falls onto your house and plot is dealt with efficiently but will ensure that risk of flooding to your home and your neighbours is minimised. Similarly, the foul drainage needs maintained to keep it in good working condition and to ensure it does not become blocked or damaged. Depending on the particular drainage systems installed around your home the following general maintenance notes should be adhered to (where applicable).

Rainwater gutters and downpipes- depending on the likes of tall trees and other sources of debris in the surrounding area, rainwater gutters require to be cleaned out on a regular basis to prevent debris and dirt travelling into the underground rainwater drainage system and either blocking it or reducing its effectiveness. Keeping the rainwater gutters clear also reduces the possibility of them overflowing during thunderstorms or periods of very heavy rain - a leaking or over-flowing gutter could damage the external envelope of your home and lead to damp and other problems. Any debris clearance work at height must be done with reference to relevant safety considerations.

Underground rainwater and foul drainage pipes- you are responsible for the maintenance and repair of your underground drainage pipes from your house to the disconnecting manholes. Disconnecting manholes are normally located in your access drive or in the front garden. To minimise problems with your underground drainage it is essential that inappropriate items are not allowed to enter your underground drainage pipes as per the further notes below.

Drives / parking areas (if installed) – porous paving grids - paving grids are a strong interlocking 100% recycled cellular porous plastic paving grid system for grass reinforcement, ground stabilisation & gravel retention for regular trafficked surfaces (pedestrian and vehicles). These can be installed with either a grass or gravel filled surface, with gravel being used for most driveways.

Images of typical paving grids:



Gravel drives (where applicable)– these are generally maintenance free and only need raked level on occasion to remove any rutting caused by cars or

footpath traffic and the gravel may need 'topped' up from time to time to keep it looking at its best.

Garden ground – please refer to the maintenance information contained in the previous 'External Areas' section.

Avoiding blocked drains. The foul drainage system from your home is designed to take used water from sinks, showers, baths and toilet waste. The drainage is not designed to take inappropriate items such as wipes (baby, personal cleaning and the like), sanitary items, cotton wool, cotton buds, disposable nappies, cooking fat or oil or grease and similar substances.

Blocked drains can lead to flooding of your property and your neighbouring properties. Most blocked drains are caused by inappropriate items being put down the toilet or fat, oil or grease being put down the sink. Please refer to the Scottish Water material on the following pages for more information.

Keep the water cycle running smoothly.

How to save your drains and help the cycle.



At Scottish Water we are always working so the water cycle never stops.

We maintain and improve over 30,000 miles of sewer pipes which take waste water away from homes and business premises across Scotland. We then treat this at over 1,800 waste water treatment works before returning it to the environment.

Every year there are over 37,000 blocked drains and sewers across Scotland, which can cause flooding which affects you and your neighbours and pollutes rivers, burns, coastal waters and beaches in your local area. That's why we spend millions every year tackling the problems caused by waste.

Around 80% of these blockages that clog up the cycle are caused by either inappropriate items being put down the toilet, or fat, oil and grease being put down the sink.

The waste water drain which runs from your house to the public sewer is usually about 4 inches wide, which is less than the diameter of a DVD. This drain is designed to only take the used water from sinks, showers and baths and pee, poo and toilet paper from the toilet. Even though other things may seem to flush or pour away, they could be causing your drains to block.

We believe the best way to tackle blocked drains and sewer flooding is to work together with you to help prevent blockages that can clog up the cycle in the first place.

Here are some simple tips that will help save your drains and protect your home, your neighbours and your local environment...



In the bathroom

It's easy, just follow our **Three P's** rule and only flush **pee**, **poo** and toilet **paper**. Everything else should go in the bin, not down your toilet. Make it easy to save your drains – keep a bin in the bathroom for you to quickly, safely and hygienically dispose of all the 'never flush' personal items!

Your bathroom checklist of 'never flush' items:

- all wipes (baby, personal cleansing, toilet and household cleaning) – even if the pack says 'flushable';
- sanitary items (sanitary towels, tampons, liners, applicators and backing strips);
- cotton wool, cotton buds, disposable nappies and nappy liners;
- condoms, incontinence pads, colostomy bags, used bandages and contact lenses.

[†] Special disposable bags are available at most pharmacies and supermarkets.

You should also safely dispose of:

- razor blades in a solid container before putting them in the bin,
- syringes and needles in a sharps box or take them to your nearest Needle Bank, and
- unused or unwanted medicines – return these to a pharmacy for safe disposal instead of putting them down your toilet or in your bin.

Even when you are out and about, make sure you use the bins provided in public toilets for any personal items.



In the kitchen

Fat, oil and grease in liquid form may not appear to be harmful as they don't get stuck in the plughole, but as they cool they congeal, harden and stick to the inside of drains and sewers. This builds up over time, which can cause blocked pipes and flooding. Pouring hot water down your plughole will not help to dissolve any fat, oil or grease, and remember everything that you put down your plughole, toilet and drains all ends up in the drains and sewers.

All fats are equal. Whether it is saturated fat (like lard), mono-unsaturated fat (like olive oil) or vegetable oil – they all congeal and harden.

Your kitchen checklist:

- Fat, oil and grease – leave to cool and then scrape into a sealable container and recycle or put it in the bin*.
- Give plates, pots, utensils and containers a quick scrape or wipe with some kitchen towel before washing and use a sink strainer in the plughole to catch any bits of leftover food going down the sink.
- Believe it or not soup, stocks, sauces and milk products all contain fat, which can also congeal and harden in your drains – leave these to cool/harden, scrape into a container and put them in the bin*.
- Peelings – put any waste food and peelings into your household rubbish*.

* Please check with your local Council, oil recycling site or waste contractor for information on how to recycle or dispose of used fat, oil and grease in your area.

Oil doesn't make everything run smoothly

Recycle or put all cooled fat, oil and grease
in the bin*, not down the sink.



Always working so the cycle never stops.
www.scottishwater.co.uk/cycle

*Please check with your local Council, local oil recycling site or waste contractor for info on how to recycle or dispose of used fat, oil and grease in your area.

SW CycleP BK2 02/15



**Scottish
Water**

Trusted to serve Scotland

Wipe out blocked drains.

Help the cycle – put all wipes, sanitary items and other bathroom waste in the bin, not down the toilet.



Always working so the cycle never stops.
www.scottishwater.co.uk/cycle

SW CycleP BB1 09/13



**Scottish
Water**

Always serving Scotland

Water butts. If you decide to install a water butt to one or more of your rainwater downpipes please ensure that you also fit an over-flow back into the rainwater downpipe (to avoid the water butt over-flowing and causing flooding) and that any water butts are located in accordance with any relevant Deed of Conditions. Kits for water butt overflows are available in any good garden centre.

METERS

The Electric meter is typically located adjacent to the consumer unit.

The external [Gas meter](#) is either a:

- a) Semi-buried ground level gas meter box in wholly timber-clad properties
- Or
- b) Semi-recessed wall-mounted gas meter box in roughcast-rendered properties, pre-coloured white to complement the render colour

UTILITY SUPPLIERS

The existing suppliers for gas and electricity to your new home will be recorded and your understanding of this confirmed on the 'New Home Introduction' form. Suppliers are required to be in place prior to completion for the purposes of installing infrastructure, making connections, and testing various features of the property. At the time of writing, the supplier for electricity will be British Gas at the point of handover.

Once you have taken possession of your new home and ownership has been legally transferred, it of course becomes your own right to decide which supplier you wish to use. It is at this point that meter readings are recorded on handover documentation, thereby denoting the change in responsibility for payment of ongoing bills. This same documentation, specifically the Handover Certificate, also includes MPAN (Meter Point Administration Number) and MPRN (Meter Point Reference Number) details, which are determined well in advance of construction completion and provide supply point identification for your new home.

It is strongly recommended that you keep this Handover Certificate in a safe place.

Utility suppliers are then provided, by us, with these readings and confirmation of change of responsibility in order that they may start to invoice you directly as a private customer and homeowner.

From this point, it is possible for you to review, and indeed change, the tariff and/or supplier for gas and/or electricity. Although the administration of the changed contact details may take a little time for some suppliers to update,

all that is required to process a change is simply the MPAN and/or MPRN details as a starting point.

Whilst there is an inevitable time period during which specific contact details applicable to an address are updated to current suppliers and this is subject to administrative process, the use of correct MPAN/MPRN details as noted above should provide sufficient reference for review and/or change of supplier after the point of handover.

N.B. Some developments may already be fitted with 'smart' meters, which allow for both remote taking of meter readings and a separate display of usage and costs. These meters are progressively being installed in both new and existing properties and will become prevalent soon. Should your new home be fitted with a 'smart' meter and you choose to change supplier, please be aware that you may lose some 'smart' functionality if the chosen supplier is not yet compliant with this technology.

Alternatively, British Gas may offer an IHD (In-Home Display separately to the smart meter itself and may contact you directly and offer you an IHD after you have moved in.

Please see below for example of a flyer detailing British Gas' services:



Hello,

Hopefully the hard bit is nearly over, the boxes are almost unpacked and you're settling into your new home. We're here to make sure it stays warm and cosy for you. If you haven't already, call us right away to:

- Set up your energy account
- Pick a tariff or payment method that could save you money. With so much uncertainty in the global market, now would be a good time to fix your energy prices. We'll help choose the right option for you.
- Give us your meter readings, to make sure you only pay for the energy you've used since moving in
- Request a smart energy monitor to go with your smart meters, so you can see your energy use in real time.

Get in touch today

0333 202 9802*

We wish you the best in your new home.

Your British Gas team

001577 89+761252/2

*We may record calls to help improve our service to you. Calls to 0800 numbers are free. Call charges to 03 numbers will cost no more than 01 or 02 numbers, please check with your phone provider.

All the information on this postcard applies to our British Gas and Scottish Gas customers. British Gas is a signatory to the Smart Metering Installation Code of Practice (SMICoP) which has been approved by OFGEM. British Gas is a trading name of British Gas Trading Limited. Registered in England and Wales (No. 03078711). Registered office: Millstream, Maidenhead Road, Windsor, Berkshire SL4 5GD. British Gas is a mandatory FIT Licensee. britishgas.co.uk



LOCAL AUTHORITY REFUSE AND RECYCLING COLLECTION

The development has been planned to incorporate the required storage stances for wheeled bins and routes for collection vehicles. The responsibility for organising a wheeled bin with the local council (Angus Council) is your own, and you may have already done so, if not, please contact them via their access line on 0345 2777778.

At the time of writing, Angus Council will, generally within 72 hours of request (and providing the property is occupied), provide a purple (domestic waste) bin and a grey (recycling) bin free of charge, along with a food waste box. A green (garden waste) bin can be supplied separately for which they impose an annual fee of £25 for collection.

It is worth noting that, should you ever move from your new home, the waste and recycling bins generally remain the property of the local authority and should remain with the property.

Should you have any queries or need advice regarding Waste and Recycling, perhaps for costs/additional bins, advice on special collections or waste collection calendars in your area, please contact the Angus Council Bins and Recycling Team via the above number or at https://www.angus.gov.uk/bins_and_recycling

WINTER PROCEDURES

Scotia Homes do not undertake winter maintenance of public or private areas (gritting, snow clearing etc.).

For areas out with the construction sites which are yet to be adopted by the local authority, the factor (where applicable) should, as and when required, top up the grit bins supplied on site. If they consider there are insufficient grit bins, they should provide additional ones. All costs associated with topping up and/or providing grit bins will be paid for by Scotia Homes until roads are adopted. The responsibility for spreading the grit rests with the homeowners.

Where applicable, the factor may wish to offer additional one-off services during the winter period (e.g. mechanical snow clearing or gritting), however those costs would be shared by the home owners. This is something that would require to be raised via the Owner Association/Group for their consideration.

COUNCIL TAX

The local authority will be aware of the new homes which are within your development, with a responsibility for payment of council tax falling upon the new owner (yourself). The authority will have made a banding valuation for your own property type and will issue payment instructions and schedules accordingly.

Should you not receive confirmation of this from Angus Council or have any questions, please contact them via https://www.angus.gov.uk/council_tax.

RESIDENTS' TRAVEL PLAN

Planning Conditions for the development have required the creation of a Residents' Travel Plan, which has been approved by Angus Council and is made available to you at handover.

The plan is intended to consider the provision for walking, cycling and public transport access to and within the site and identifies the measures to be provided for the management, monitoring, reviewing, reporting and duration of the plan. This may best be considered as means to consider healthier, smarter and more environmentally friendly methods of transport.

This document/pack can be viewed at:

<https://scotia-homes-files.s3.amazonaws.com/1541.Glenview-Forfar-Residents-Travel-Plan1.0.pdf?mtime=20200117161609>

Should you require a hard copy, please ask your Sales Adviser at handover, or Customer Care thereafter, and they will arrange for this to be sent to you.

SCHEDULE OF TEST CERTIFICATES

ALPHA E-TEC PLUS GAS BOILER

Installation and servicing instructions (including service record) are contained in your hand over pack.

SOLAR PV INSTALLATION

You will be required to sign a handover certificate in respect of the installation and will receive a copy of all relevant records that are required to be retained. This pack will include (not exclusive to) system and product information, data sheets/schematics and maintenance manuals; the MCS (Microgeneration Certification Scheme) certificate; warranty information and test/commissioning forms.

ELECTRICAL SYSTEM

Test certificates for the electrical system are required and produced upon completion but not routinely issued. Copies of these are available on request.

SMOKE, HEAT AND CO DETECTORS

Test certificates as required are produced upon completion but not routinely issued. Copies of these are available on request.

ENERGY RELATED PRODUCTS (ERP) DIRECTIVE

On 26th September 2015 a new Energy related Product (ErP) directive from the EU came into force.

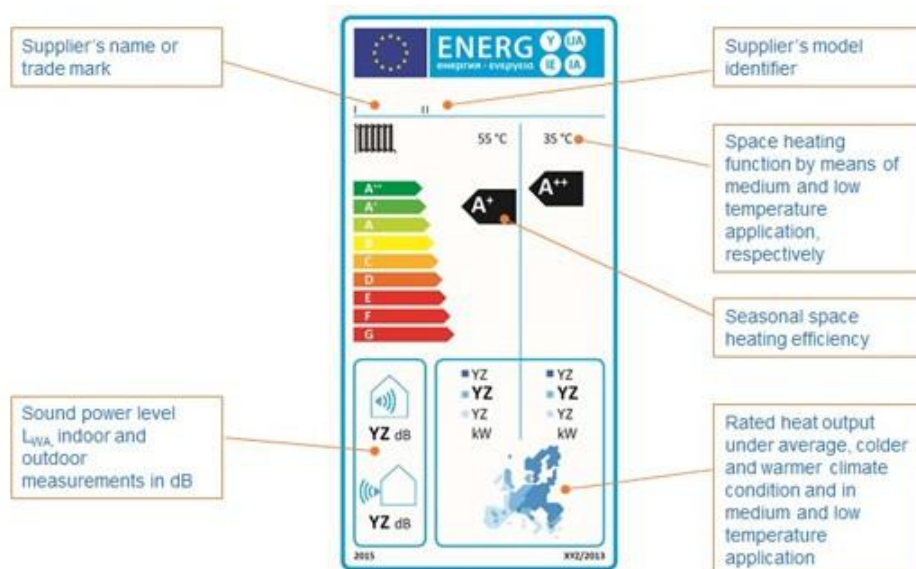
The ErP directive was designed to help the EU achieve its target to reduce energy use by 20% and increase the share of renewable energies by 20% by 2020. It affects all space and water heaters, ensuring they meet minimum efficiency requirements, and require the same type of energy efficiency labels as fridges and freezers.

You will still be able to install products purchased prior to 26th September 2015, but after this date, boiler manufacturers and installers have to ensure that the products they use and the systems they commission, meet the minimum requirements within this new Energy related Products directive.

Space and water heating products are required to have an energy label, already familiar on other white goods such as A+++ rated dishwashers/washing machines, and manufacturers are only able to sell compliant products after 26th September 2015.

Boiler manufacturers are responsible for ensuring their products have compliant energy labelling while the installer is responsible for providing the energy labelling for a complete heating system. A system efficiency figure is calculated, based on the different components of the system (boiler, controls, renewables etc.), which is then added to the energy efficiency label to complete the installation.

The example below shows the kind of information you can expect to see. An example of a label for the heating system used by Scotia Homes and compliant with the ErP directive is shown on the following pages.



Source: HHIC



ENERG
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E-TEC PLUS 33



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A++

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2015

811/2013

Heating

Seasonal space heating energy efficiency of boiler

93 %

Temperature control from fiche of temperature control

Class I=1%, Class II=2%, Class III=1.5%, Class IV=2%, Class V=3%
Class VI=4%, Class VII=3.5%, Class VIII=5%

+ 2 %

Supplementary boiler from fiche of boiler

Seasonal space heating energy efficiency (in %)

(- 92) x 0.1 = ± 0 %

Solar contribution

from fiche of solar device

Collector size
(in m²)

Tank volume
(in m³)

Collector efficiency
(in %)

Tank rating
A*=0.95, A=0.91
B=0.86, C=0.83
D,E,F,G=0.81

(0.95 x + 0.37 x) x (0.9 x () / 100) x = + 0 %

Supplementary heat pump

from fiche of heat pump

Seasonal space heating energy efficiency (in %)

(- 92) x 'II' = + 0 %

Solar contribution AND
Supplementary heat pump

Select smaller value

0.5 x 0 0.5 x 0 = - 0 %

Seasonal space heating energy efficiency of package

95.0 %

Seasonal space heating energy efficiency class of package

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
G	F	E	D	C	B	A	A⁺	A⁺⁺	A⁺⁺⁺
<30%	≥30%	≥34%	≥36%	≥75%	≥82%	≥90%	≥98%	≥125%	≥150%

Boiler and supplementary
pump installed with low temperature
heat emitters at 35°C?
From fiche of heat pump

95.0 + (50 x 'II') = 0 %

The energy efficiency of the package of products provided for in this fiche may not correspond to its actual energy efficiency once installed in a building, as the efficiency is influenced by further factors such as heat loss in the distribution system and the dimensioning of the products in relation to building size and characteristics.

Hot Water

Water heating energy efficiency of combination heater

Declared load profile:

XL

1

87

%

Solar contribution

from fiche of solar device

Auxiliary
electricity

$$(1.1 \times 'I' - 10\%) \times 'II' - 'III' - 'I' = + 0 \%$$

2

0

%

Water heating energy efficiency of package under average climate

3

87

%

Water heating energy efficiency class of package under average climate

	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	G	F	E	D	C	B	A	A ⁺	A ⁺⁺	A ⁺⁺⁺
<input type="checkbox"/> M	<27%	≥27%	≥30%	≥33%	≥36%	≥39%	≥65%	≥100%	≥130%	≥163%
<input type="checkbox"/> L	<27%	≥27%	≥30%	≥34%	≥37%	≥50%	≥75%	≥115%	≥150%	≥188%
<input checked="" type="checkbox"/> XL	<27%	≥27%	≥30%	≥35%	≥38%	≥55%	≥80%	≥123%	≥160%	≥200%
<input type="checkbox"/> XXL	<28%	≥28%	≥32%	≥36%	≥40%	≥60%	≥85%	≥131%	≥170%	≥213%

$$\text{Colder} : 87 - 0.2 \times 0 = \quad \%$$

$$\text{Warmer} : 87 - 0.4 \times 0 = \quad \%$$

The energy efficiency of the package of products provided for in this fiche may not correspond to its actual energy efficiency once installed in a building, as the efficiency is influenced by further factors such as heat loss in the distribution system and the dimensioning of the products in relation to building size and characteristics.

SCHEDULE OF MATERIALS

Item	Description	Supplied by/Tel. /Website
Structural timber frame	Including floor and roof joists, eaves, fascia boards and gable barge boards.	Deeside Timber Frame Ltd. 01569 767123 http://www.deesidetimberframe.com/
Windows	Duraflex Diamond White inside/anthracite grey outside uPVC casement windows	CMS Window Systems Ltd. 01324 841398 www.cmswindows.com
French doors (where fitted)	Duraflex Diamond White inside/anthracite grey outside uPVC French doors	CMS Window Systems Ltd. 01324 841398 www.cmswindows.com
Internal Door Leafs	Premdor Ladder moulded solid core internal door leafs.	Rembrand Timber 01307 460377 https://www.rembrand.co/
Ironmongery for internal doors	Door Handles – Carlisle Brass Trend ref SZM 160 CPSN (polished chrome/ satin finish). Bathroom thumb turn and release- Carlisle Brass Serozzetta ref SZM004-CP, polished chrome.	SIIS (Specialist Ironmongery & Industrial Suppliers) Ltd 01382 826 257 https://www.siiis.co.uk/
External Door sets	Duraflex Diamond GRP/uPVC composite and uPVC (fully glazed) external door sets (grey outer/white inner)	CMS Window Systems Ltd. 01324 841398 www.cmswindows.com
Garage doors (where applicable)	Garador Carlton Retractable framed garage door factory finished colour anthracite grey.	Travis Perkins 01463 231171 https://www.travisperkins.co.uk/branch/0400
Skirting boards & Door Facings	MDF 95 x 14mm skirtings and 70 x 18mm facings, 18mm thick MDF sill boards, 18mm thick MDF bulkhead tops.	Rembrand Timber 01307 460377 https://www.rembrand.co/
Wardrobe doors	Sliding mirror doors.	Swan Robes 01259 762669 http://www.swanrobes.co.uk/
Paint to internal walls and ceilings (standard decoration)	Dulux Trade super matt emulsion, colour Timeless.	Dulux Decorator Centre 01382 812621 https://www.duluxdecoratorcentre.co.uk/stores/dundee
Paint to skirting boards, internal doors, internal door facings, staircase spindles etc. (standard)	Dulux Quick Dry Satinwood, colour Timeless.	Dulux Decorator Centre 01382 812621 https://www.duluxdecoratorcentre.co.uk/stores/dundee
Kitchen Units & Worktops	Symphony Konzept range with laminate worktops and upstands.	Symphony Group UK 01226 446 000 https://www.symphony-group.co.uk/
Kitchen Appliances	Various, principally Smeg (depending on plot/Extras).	Symphony Group UK 01226 446 000 https://www.symphony-group.co.uk/
Kitchen sink and sink mixer tap	Rangemaster Glendale stainless steel inset sink 1 ½ bowl and drainer with Bristan Ruby monobloc sink mixer.	City Plumbing 01224 893700 https://www.cityplumbing.co.uk/
Utility room sink and taps	Leisure inset stainless steel single bowl sink with Bristan high neck chrome pillar taps.	City Plumbing 01224 893700

Item	Description	Supplied by/Tel. /Website
		https://www.cityplumbing.co.uk/
Sanitary ware (standard bathroom)	Ideal Standard Tempo 1 tap hole wash hand basin and semi pedestal with chrome plated Bristan Prism basin mixer. Ideal Standard Tempo Cube 1700 x 700 bath with Unilux panel and chrome plated Bristan Prism bath filler. Ideal standard Tempo WC pan close coupled or back-to-wall with Tempo cistern or concealed cistern and Tempo seat and cover.	City Plumbing 01224 893700 https://www.cityplumbing.co.uk/
Sanitary-ware (standard en suite – where applicable to house type)	Ideal Standard Tempo 1 tap hole wash hand basin and semi pedestal with chrome plated Prism basin mixer. Ideal standard Tempo WC pan close coupled or back-to-wall with Tempo cistern or concealed cistern and Tempo seat and cover. Just Fusion shower tray with Bristan Prism thermostatic dual control shower valve with adjustable riser and Ideal Standard Synergy chrome/ clear glass enclosure.	City Plumbing 01224 893700 https://www.cityplumbing.co.uk/
Aqua wall panelling	En suite shower cubicles	Rembrand Timber 01307 460377 https://www.rembrand.co/
Central Heating + Hot Water System	Alpha E-tec Plus boiler, gas saver unit and associated controls and valves (including thermal store where fitted).	Wolseley 01382 811178 https://www.wolseley.co.uk/branch/dundee/
Radiators	Myson Premier HE.	Wolseley 01382 811178 https://www.wolseley.co.uk/branch/dundee/
Radiator Valves	Danfoss RASC2 (15mm).	Wolseley 01382 811178 https://www.wolseley.co.uk/branch/dundee/
Switches, Sockets and electrical accessories	Click Mode Range switches and sockets.	Holland House Electrical Co Ltd. 01382 224667 http://www.hollandhouseelectrical.co.uk/
Electrical consumer units	Schneider Easy 9+	Holland House Electrical Co Ltd. 01382 224667 http://www.hollandhouseelectrical.co.uk/
Extract Fans	Greenwood extract fans.	Holland House Electrical Co Ltd. 01382 224667 http://www.hollandhouseelectrical.co.uk/
Smoke, Heat + CO detectors, CO ₂ monitor.	Aico Ei3024 smoke detectors, Aico Ei30028 or Ei3018 heat/CO detectors, DETA 1142 CO ₂ monitor (where fitted)	Holland House Electrical Co Ltd. 01382 224667 http://www.hollandhouseelectrical.co.uk/
External light fittings	Front Doors - Searchlight up and down wall light ref 7008-2SS. Back doors -Ansell A100PC 100w bulkhead light with polycarbonate lens.	Holland House Electrical Co Ltd. 01382 224667 http://www.hollandhouseelectrical.co.uk/
Solar PV (photovoltaic)	Viridian Clearline Fusion PV16 Polycrystalline 270W	Edmondson Electrical Ltd. 01224 894050

Item	Description	Supplied by/Tel. /Website
panels and installation		http://www.edmundson-electrical.co.uk/
Gutters and downpipes	Marley deep flow gutters and circular downpipes.	William Wilson 01382 880044 https://www.williamwilson.co.uk/
Roof Tiles	Marley Modern interlocking concrete roof tiles with Marley Modern ridge tile, European Plastics Type R verges and Marley Modern hip tiles (where applicable).	Travis Perkins 01463 231171 https://www.travisperkins.co.uk/branch/0400
Attic insulation	Glass fibre mineral wool insulation in attic space (350mm thick loft roll 40).	Novora Building Services Ltd. 0800 564456 https://www.novora.co.uk/
Precast door thresholds	Natural colour smooth precast concrete.	Fair City Precast 01738 629501 www.morayprecast.co.uk/
External walls Render	Dry Dash Roughcast Stonepack Nordic Chips on stonepack white cement topcoat with white Renderplas RS15 stop beads, MJ15 movement joint beads and B20 bellcast beads.	Travis Perkins 01463 231171 https://www.travisperkins.co.uk/branch/0400
Aluminium Base Flashing	2mm thick PPC (polyester powder coated) aluminium basecourse profile to RAL Colour 7021 (where applicable)	Nu-Style Products Ltd. 01224 823000 https://www.nu-styleproducts.com/
Timber cladding	Horizontal timber cladding and accessories (window/corner beads etc.) with factory applied vacuum finish to RAL Colour 7021 (Black Grey).	Russwood Ltd. 01540 673648 https://russwood.co.uk/
Timber fencing	Timber fencing and gates to gardens NOTE: Finished in water based satin wood stain in a colour approximate to RAL 7016, this colour should be maintained during any re-treatment.	Beechwood Services Ltd. 01561 321139 http://www.beechwoods.co.uk/
Plot landscaping	Including turf, planting (where applicable), Marshalls Urbex – Textured - Charcoal concrete paving slabs, Bodpave for driveways etc.	Beechwood Services Ltd. 01561 321139 http://www.beechwoods.co.uk/ Slabs: Travis Perkins 01463 231171 https://www.travisperkins.co.uk/branch/0400
Rotary clothes dryer	Hills Supadry 4/60	Travis Perkins 01463 231171 https://www.travisperkins.co.uk/branch/0400

Note - Not all items or colours are applicable to all properties

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