

Homeowner's Guide



Welcome Home.

Homeowner's Guide

Congratulations and welcome to your new Fletcher Living Home

Fletcher Living has prepared this Homeowner's Guide to assist you with the regular care and maintenance of your new home. We encourage you to read this guide and familiarise yourself with its contents.

Your new home has been built in compliance with the standards set by the various building codes, regulations, and inspections applicable in your area, and every effort has been made to assure quality construction.

This guide provides information on the various materials and products used in construction and finishing of your home and will assist you through items that require ongoing care and maintenance.

- A general introduction to the key components of your new home.
- Information needed to care for and maintain your home.
- The effects of mildew, condensation, and humidity on your home are explained, as well as setting expectations for normal wear and tear.

Should a problem occur with any item, please refer to the relevant sections of this guide for instruction. Major repairs should be left to qualified professionals to undertake. Please note that warranties may be voided if the manufacturer's instructions or guidelines are not adhered to.

If your home is within an ongoing development, we ask that you keep away from construction sites for health and safety requirements.

Site access is limited to authorised contractors and company personnel only.

It is now up to you to take care of your home, and if properly maintained this home will serve you well for many years.

It is recommended that this guide remains in the home for future owners and residents.

Fletcher Living are proud to deliver a home that has achieved a 6 Homestar design and built rating.

Homestar is a comprehensive, national environmental rating tool that evaluates the environmental attributes for New Zealand's homes. Homestar recognises and awards points around warm, healthy, sustainable and efficient dwellings. It certifies health, efficiency and sustainability.

Various building materials, fixtures and appliances have been carefully selected to achieve this Homestar rating, which this Homeowners Guide identifies. Please be aware of these features and ensure that the proper care and maintenance is performed to not only preserve this rating, but to ensure your home operates efficiently.

Subsequently, please note that any changes made to your building may affect this 6 Homestar design and built rating.

For more information on Homestar, please visit www.homestar.org.nz

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Key Contacts

CONTACT TYPE	NAME	INDIVIDUAL OR COMPANY CONTACT DETAILS	NOTES
Fletcher Living	Fletcher Living	canterburymaintenance@frl.co.nz	Warranty queries etc.
Body Corporate Manager	Pitcaithly Body Corporate Services Limited	03 982 2818 info@pbcs.co.nz	
Electrical Appliances	Fisher and Paykel	0800 372 273 www.fisherpaykel.co.nz	24 hr Service
Mechanical Ventilation & Heat Pumps	Future Air Solutions	03 341 7676 (Select Services Department) www.futureairsolutions.co.nz	Public Holiday and Out of Hours Service
Plumbing & Drainage	Peter Diver	0800 437 2467 www.peterdiver.co.nz	24 hr Service
Electrician	Entire Electrical	027 262 0876 www.entireelectrical.co.nz	Public Holiday and Out of Hours Service
Locksmith	James Bull	0508 234 234 Or 03 366 7123 www.jamesbull.co.nz	Public Holiday and Out of Hours Service

In the event of an emergency please use the contact numbers provided above.

If you are a tenant of the home please contact your property manager in the first instance.

Fletcher Living will be liable for charges if the issue is deemed a defect or a maintenance issue, otherwise the homeowner or resident will be responsible for any costs.

1.1 Key Home Operation Information

1.1.1 Design Strategy

The following design features of your home are intended to optimise house performance.

Familiarising yourself with these features can ensure your home performs efficiently and sustainably.

- Larger windows and orientation have been considered to optimise sunlight into your home.
- Higher insulation levels to provide better thermal and acoustic conditions.
- Mechanical and natural ventilation is provided throughout the home. Restrictor stays are fitted to windows allowing them to remain open safely.
- A heat pump allows the internal air temperature to be heated and cooled.
- The rubbish bin is split into two sections; general and recyclable matter to encourage you to dispose of your waste in a more environmentally friendly manner.
- Water fixtures and appliances have been selected to ensure efficient water consumption.
- Electrical efficiency is achieved through the installation of LED light fittings and energy efficient appliances.

1.1.2 Local Transport

- Christchurch Bus Interchange
Location: Corner of Lichfield Street and Colombo Street.
For timetable information please refer to the website below:

www.metroinfo.co.nz/timetables

- Cycleways
Cycleways are accessible from the shared path in Rauora Park, refer to the website below:

ccc.govt.nz/transport/cycling/cycling-maps

1.2 Body Corporate

1.2.1 What is a Body Corporate?

A Body Corporate is an entity made up of all the homeowners in a unit title development. As a homeowner in the Worcester Terraces you are automatically a member of the Body Corporate.

The Body Corporate Manager for Worcester Terraces is Pitcaithly Body Corporate Services (PBCS) Limited.

Members of the Body Corporate meet annually to elect a Chairperson and a committee to manage issues on behalf of the Body Corporate between general meetings.

Body Corporates have 'perpetual succession' which means they have their own identity and continue even though their membership may change. When an owner sells their home, they are no longer a member of the Body Corporate – the new owner assumes that membership instead.

What does the Body Corporate control?

The Body Corporate is responsible for a range of management, financial, and administrative functions relating to the common property and to the development as a whole.

These functions mainly relate to the things all homeowners have a shared interest in; such as common areas of land, funds collected to make payments for shared services, and exterior building maintenance.

The Unit Titles Act 2010 sets out some key powers and duties of the Body Corporate, including;

- establishing and maintaining a long-term maintenance plan
- keeping a register of all home owners
- calling general meetings and keeping accurate financial statements
- ensuring the development levies contributions from owners to fund the Body Corporate's operation
- providing documents to home owners such as financial statements, meeting minutes and insurance details, and establishing and enforcing the Body Corporate operational rules.

Common areas and private property

Common property is determined as:

- Common gardens and lawns (excluding private patio areas)
- All utility amenities such as the rubbish store and bike stores
- Shared entrances, stairs and lobbies

Private Property is determined as:

- Terraced homes
- Apartments
- Patio/balcony
- Allocated carpark

More information

<https://www.pbc.co.nz/>

1.3 Car Parking and Common Access Area

1.3.1 Car Parking

Car parks at Worcester Terraces are the private property of each home owner. You or the residents of your home must only use the space allocated to you (if applicable).

Please make sure that these parking spaces are used for their correct purpose.

There is no visitor car parking within the complex. Please ask any visitors to park on the street.

1.3.2 Common Access Area

The common access area is collectively owned by homeowners.

This access area and other common areas are maintained by the Body Corporate.

Worcester Terraces Development



1.4 Building Operations

1.4.1 Access and Building Security

Upon settlement, you will be issued with a minimum of two keys for access to your home. The home also has a digital door lock, which will require programming. To assist you with this, please refer to the literature provided by the manufacturer or view the link below.

Yale 3109+ Digital Door Lock Programming

https://www.youtube.com/watch?v=xHZm_DhYjTs&t=511s

1.4.2 Rubbish Store and Bike Stores

For access to the rubbish and bike stores you will be provided with a pin code. The use of the bike stores are provided for the homes without garaging.

Please take care to keep these codes confidential as they are essential to keeping your complex secure.

1.4.3 Mail

A secure mailbox and key/s have been provided for each home.

1.5 Fire Procedure

1.5.1 Fire Security and Procedure

Fire Security and Procedure

There is a Fire Procedure Document located in the appendix of this document. Please ensure all occupants are familiar with this and it is displayed within your home.

More information

For more information on fire safety visit:

fireandemergency.nz/at-home/

1.6 Power Connection, Electricity, Communication and TV

1.6.1 Power Connection and Electricity

Power Connection

In the event of a power failure, check the meter box in the first instance to ensure all switches are up. Please contact your power supplier directly if you have any concerns regarding your supply.

Light Switches and Power Point Cover Plates

These can be cleaned using a lightly dampened cloth. Do not remove any power/light fitting or apply water directly to any fitting. Ensure the main power supply is turned off prior to cleaning electrical areas.

Light Fittings

The lights in your home are LED (Light Emitting Diodes).

LED fittings are a sealed unit which do not contain a replaceable lamp, therefore no maintenance is required until it's end-of-life (typically 10,000 hours) when the complete fitting should be replaced. Exterior light fittings and sensors should be checked for a build-up of cobwebs, dust and dirt. If present, wipe clean with a cloth.

1.6.2 Telephone and Internet Connection

Your home has Fibre to the Premise (FTTP) enabling you access to ultra-fast broadband. Fibre is run to your Hub Communication Box within your home. Pitcaithly Body Corporate Services hold the keys for the communication cabinets.

1.6.3 Digital TV and SKY TV

The complex has one dish and one aerial providing a Satellite and Freeview signal to all homes in the development. Signals will run directly to the Hub Communication Box in your home, which is then distributed to the TV outlets throughout your home.

1.6.4 Electric Vehicles

Provisional 35 amp wiring has been included in homes with garaging for the charging of electric vehicles.

There is also electric provisioning for electric vehicles in the main carpark area for electric vehicle charging stations. It is up to the Body Corporate to decide whether or not to install the electric vehicle charging stations.

1.7 Waste

1.7.1 Household Waste

A two-bin waste system has been included in your kitchen. This is a feature which encourages you to dispose of household waste in a more sustainable and environmentally friendly manner.

This system allows you to separate rubbish into the following categories:

- General waste
- Recycling

Please ensure the correct placement of your waste, and that your recycling items are clean. You may also choose to keep a small benchtop bin for organics.

1.7.2 Rubbish Collection

Recyclables and general waste

Large waste bins are provided in the rubbish store. The bins are provided for domestic waste created in your home and have been split into:

- Recyclables
- General Waste
- Organics
- Flattened cardboard

Take care to separate waste in your home and dispose of it in the appropriate bins within the rubbish store. Due care should be taken when transferring your rubbish from your home to the rubbish store. Please leave the rubbish store clean and tidy and ensure the door is closed when leaving. Please do not bring commercial waste to this area.

If the bins are all full or overflowing, please contact the Body Corporate immediately.

1.8 Exterior Elements

Cleaning and maintenance of the exterior of the buildings (areas that cannot be safely reached by the homeowner) will be performed by the Body Corporate on a regular basis. When cleaning any part of the reachable exterior yourself, you must follow these guidelines below;

1.8.1 Timber Decking

Garapa hardwood

- Your exterior deck is constructed from Garapa. This is a natural, durable and hardwearing timber. It is usually unstained and naturally weathers over time, however, will require regular maintenance.
- This decking is fixed to a treated timber subframe which sits on a waterproofing membrane. This system allows water to drain under the decking to the cavity below and on to the outlets.

Inspection

It is important the gaps between the timber planks are maintained to allow free drainage off each plank. Care should also be taken not to allow objects that could damage the membrane to pass through the drainage gap in the planks and damage the membrane below.

To avoid build-up of slippery mildew, periodic inspection and cleaning is recommended. This includes removing leaf litter, moving pot plants or other large objects that may hold moisture to the top of the decking surface.

Recommended Cleaning and Maintenance Programme

Cleaning and washing of decking should be performed with water and a stiff brush at least once a year to clear gaps and remove surface mould which can be a slip hazard in wet weather.

If you wish to apply a stain to your deck, please note that only colours approved by the Body Corporate can be applied.

For cleaning and washing of your deck it is recommended to use products by either Simple Green Cleaners or Diggas.

1.8.2 Balustrades

Your balustrade is made from Powder Coated Aluminium.

Powder Coated & Painted Aluminium

Inspect

To extend the life of powder coated articles and to comply with warranty requirements, a simple regular maintenance program should be implemented as dust, dirt, grime can accumulate over time.

Recommended Cleaning and Maintenance Programme

Generally cleaning should take place every six months.

There are three recommended steps to cleaning your powder coating.

- Carefully remove any loose surface deposits with a wet sponge.
- Use a soft non-abrasive brush and a mild household detergent (do not use solvents) in warm water to remove dust, salt and other deposits.
- Rinse off with clean fresh water. Water blasting is not recommended

If a problem occurs, refer to the manufacturer's website.
www.handrailsolutions.co.nz/steel-balustrades

More information

Literature provided by Handrail Solutions has been included in the appendices of this guide and should be referred to for more specific instruction around care, cleaning, and maintenance.

1.8.3 Exterior Cladding

Your home may have any of the following cladding systems, always refer to the manufacturers care and maintenance guides before attempting to clean your cladding.

- Precast Concrete Panels (smooth painted finish or rough sawn board finish)
- Dimond Heritage Metal Tray
- James Hardie Stria
- Cedar Weatherboards, protected with Dryden's Wood Oil

Please note, routine oiling where required will be scheduled and undertaken by PBCS.

More information

Literature provided by the manufacturers have been included in the appendices of this guide and should be referred to for more specific instruction around care, cleaning, and maintenance.

www.dimond.co.nz

www.jameshardie.co.nz

www.bbstimbers.co.nz

1.8.4 Aluminium Exterior Joinery

Recommended Cleaning and Maintenance Programme

To maintain the good looks of your powder coated aluminium windows, each window and door unit requires regular washing all over - not just the parts that are sheltered from the rain. It is recommended washing down your windows every three months should be sufficient. It is very important to ensure all detergent bubbles are rinsed off properly as part of the care process.

If you choose to wash the windows by hand, simply use a diluted solution of mild liquid dishwash mixed the same way you would use to wash your dishes. Be sure to rinse off the window and dry the glass to avoid any marks developing. Also be sure to regularly clean the bottom condensation channels of windows to ensure that moisture can drain freely to the exterior.

Restoring weathered joinery

Weathered areas or scratches can be restored with the use of polishing cream. Blemishes or deep scratches can also be touched up with the use of a repair kit. Repair kits are available from your local aluminium joinery suppliers.

Sliding Doors

Ensure the tracks of sliding doors are free of dust and debris to aid smooth opening and closing.

Never use any kind of solvent cleaner as it could damage the powder coating or cause it to deteriorate and age rapidly.

More information

Literature provided by Nebulite Garden City has been included in the appendices of this guide and should be referred to for more specific instruction around care, cleaning, and maintenance.
www.nebulite.co.nz/locations-7/nebulite-garden-city-christchurch/

1.8.5 Garage Doors

Should your terraced home have a garage, two remotes will be provided. Please ensure yearly maintenance is conducted as per the garage door manufacturer's instructions.

More information

Literature provided by the manufacturer has been included in the appendices of this guide and should be referred to for more specific instruction around care, cleaning, and maintenance.
www.dominator.co.nz

1.8.6 Glass

Deposits such as dirt, dust and salt on glass can encourage localised corrosion. This is more apparent on windows that are recessed from the façade as the surface is sheltered from normal rain washing.

Recommended Cleaning and Maintenance Programme

Glass is very vulnerable to alkaline attack which is often present in cement dust, therefore residues must be removed promptly.

Recommended glass washing should be performed every three months (as per warranty requirements), to prevent further build-up of dirt and deposits which can cause staining to the glass and deterioration of the powder coated joinery.

Please Do

- Wash windows with glass cleaners, mild detergents with water and soft cloth.
- Remove any excess water following rinsing with a sponge or a cloth.

Please Don't

- Use caustic or alkaline cleaners on glass.
- Wash the windows in direct sunlight.
- Use metal scrapers, steel wool, or other metallic objects on glass or aluminium
- Use spirit-based cleaners unless under specific instruction as this may affect the glazing rubbers of some systems.

1.8.7 Condensation

Please refer to page 22, 1.9.8 Heating, Cooling and Ventilation

1.8.8 Doors, Locks and Hardware

Entry Door

Your entry door will be one of the following door types;

- Solid core timber in a timber frame. This is a fire door and is on an automatic door closer. This must NOT be removed or tampered with. The fire door is also labelled with a sticker this must not be removed.
- Aluminium Door in an Aluminium Frame

General Advice regarding timber doors

Some movement can be expected over time as timber swells and shrinks, especially as the moisture and environmental conditions they are exposed to changes e.g. from winter to summer. This is not a defect provided that the door does not catch within the cavity

More information refer to the manufacturer's websites;

<https://www.parkwooddoors.co.nz/our-range/entrance-doors/aluminium-entry-doors/>

<https://www.pacificdoors.co.nz/>

Locks and Hardware

Lubricate door locks with graphite or other waterproof lubricant every 12 months. Avoid using oil or spray lubricant, as it will gum up and cause the hinge or hinges to stop working properly.

1.8.9 Landscaping

Maintenance of the gardens and plantings within the common areas will be managed by the Body Corporate, including the centrally-controlled irrigation system.

A variety of plants have been planted within the development for the benefit of the homeowners.

1.9 Interior Elements

1.9.1 Walls and Ceiling

General

The interior walls and ceiling of your home are finished with paint on plasterboard to a level 4 finish.

Please note: No sheet lining material or substrate has a surface that is perfectly flat or totally free from minor imperfections. In critical lighting conditions, surface imperfections may still be apparent in a Level 4 or 5 surface finish.

Over time, buildings are subject to the weather, shaking from traffic, minor earthquakes and ground settlement. This can result in development of non-structural cracks at joints and junctions in sheet materials, particularly internal walls and ceiling linings.

Please note, popping of fixings, where the outlines of fixings are visible under the finish but do not break the surface of the finish, and are not visible from a normal viewing position are not considered to be defects.

Recommended Cleaning and Maintenance Programme

Here are a few simple tips for cleaning:

- Do not use rough abrasives, stiff scrubbing brushes or harsh caustic preparations. These will 'gloss' or polish the surface resulting in obvious highlights, which can only be rectified by repainting.
- Apply a compatible cleaning compound (consult your local paint dealer for advice) with a soft cloth, or a soft bristle brush where the marking is particularly stubborn.
- Clean off the stain in a gentle, circular motion. Then remove all residues with a clean, soft cloth rinsed with fresh, clean water.
- Wash down the whole wall or ceiling to eliminate any chance of patchiness.

If persistent marks remain, you may wish to consider repainting.

Paint touch-ups

When re-painting, refer to the specification sheet provided for your home for the brand and colour used. It may be useful to consult your local paint supplier as they can offer specialist advice. It must be noted when touching up paintwork, there will be slight colour variations due to fading, and a full re-paint of the entire area may be required.

More information

www.dulux.co.nz

www.resene.co.nz

1.9.2 Interior Doors

The interior doors installed in your home are timber hollowcore doors (polycore to the garage) and may be subject to the natural characteristics of wood, such as shrinkage and warping. Due to humidity changes, interior doors may require minor adjustments.

More information

Refer to page 18, 1.8.7 Door, Locks and Hardware

1.9.3 Oak Flooring

The floor in your home is Engineered Oak Flooring from Health Based Building. Please treat your oak floor as a delicate piece of furniture. Use the care kit provided by the manufacturer for cleaning and maintaining, as timber is a natural product which will absorb water and could swell. Flooring maintenance products can be re-ordered from Health Based Building.

More information

Refer to literature provided by Health Based Building included in the appendix of this guide. Also refer to video at <https://vimeo.com/290404423>.

1.9.4 Carpet

The floor in your home is covered with a NZ Wool carpet. Please ensure you are familiar with the care and maintenance of your carpet.

More information

Refer to literature provided by the carpet manufacturer included in the appendix of this guide. <https://www.woolsnz.com/>

1.9.5 Vinyl Tiles

The floor in your laundry is vinyl tiles or Engineered Oak Flooring – see 1.9.3 above.

More information

Refer to literature provided by the vinyl manufacturer included in the appendix of this guide. <https://jacobsen.co.nz/>

1.9.6 Tiles and Under-tile Heating

Porcelain tiles may be installed in the bathroom/s of your home. These have a Warm-Up heating system installed.

More information

Refer to literature provided by the manufacturer included in the appendix of this guide. <https://www.reptiles.co.nz/>

1.9.7 Kitchen Countertops and Cabinetry

Your kitchen benchtop is Caesarstone with cabinetry made from Prime Panels/Melteca. Please ensure you are familiar with the care and maintenance relevant to your benchtop or cabinetry.

More information

Refer to literature provided by the kitchen manufacture, included in the appendix of this guide or refer to the manufacturer's websites.

www.caesarstone.co.nz

www.melteca.co.nz

www.primepanels.co.nz

1.9.8 Heating, Cooling and Ventilation

Condensation and Mildew

Your home is well insulated, but depending on the season and the climate, condensation and mildew can still occur.

Condensation can be widespread, but it is generally more persistent in colder climates. It occurs mainly on windows, walls and ceilings, and on any cold surfaces such as glass and mirrors. Condensation can leave water stains and, if persistent, can promote mildew growth and damage linings, carpets, curtains and clothing.

What causes condensation?

All air contains water vapour, which is known as humidity. The higher the air temperature, the more it can hold. If there is too much moisture in the area, it may condense on cold surfaces.

Moisture is produced by breathing, cooking, bathing, showering and washing and drying clothes. It is this moisture which will condense on cold surfaces and allow mildew growth.

What causes mildew?

Mildew is a primitive form of plant (fungal growth) which grows from spores that exist everywhere. It will grow in any home where humidity remains high. If there is no moisture available, mildew cannot grow.

Controlling Condensation and Mildew

The importance of ventilation

Achieving good ventilation can keep condensation and mildew to a minimum. There are two methods of achieving ventilation in your home:

- Passive - Natural ventilation by means of opening windows and doors.
- Active - Mechanical ventilation achieved through a system providing the supply and extraction of air.

Ensure you use the extraction fans within the home to assist with ventilation when cooking and bathing.

Refer to the Mechanical Ventilation section for more information.

Mechanical Ventilation (Fresh Air Supply and Extract Fans)

The system in your home has been installed by Future Air Solutions. Your home comes complete with an air conditioning unit, mechanical ventilation, and bathroom, kitchen and laundry extraction systems. The laundry extraction duct is located behind the removable grill. Connect this duct to the dryer vent to control moisture in the laundry space.

Operation

A more complete description of this mechanical ventilation system, and how to operate it can be found in the user guide located in the appendix.

If a fault occurs, contact the installer, Future Air Solutions for remedial action as detailed on page 6 of this guide.

Recommended Cleaning and Maintenance Programme

A cleaning and maintenance program should only be undertaken and performed by a mechanical contractor.

Space Heating and Cooling (Heat Pump)

A high-wall heat pump has been installed into the living area of your home.

Heat pumps comprise of an outdoor unit and indoor unit. Outdoor units are linked by refrigerant piping to an interior unit mounted on the wall, which supplies heated/cooled air.

Operation

Before operating your heat pump, it is important to read the manufacturer's user guide for information on maintenance and how to maximise the benefits and efficiency of your unit.

It is also important to be aware of the warranty conditions. Any misuse of the heat pump may result in permanent damage or void any warranties. Ensure correct use of the unit and properly clean/replace the filter when required.

Future Air Solutions will provide you with 1 free service to your heatpump within the first 12 months of your settlement date. Please contact them directly to arrange this.

More information

Literature provided by the heat pump manufacturer has been included in the appendix of this guide. Please refer to this for more information around care, cleaning, use and maintenance.

Integrated Rangehood (Kitchen Rangehood/Extract Fan)

A rangehood has been installed in your home with either a touch or push-button control panel.

Operation

Refer to your appliance guide for information regarding the operation of your rangehood.

Ensure you use the extraction fan when cooking to reduce the effects of condensation. See page 22, 1.9.8, Heating, Cooling and Ventilation.

Recommended Cleaning and Maintenance Programme

- The rangehood should be cleaned regularly using a mild, liquid detergent and a clean soft cloth to avoid a build-up of grease occurring. Avoid the use of corrosive chemicals, abrasive cleaning products, hard brushes and steel wool pads. Grease deposits are corrosive which can cause damage to your rangehood.
- The aluminium filters depending on use, and at least once a month, should be removed and cleaned with hot soapy water or in a dishwasher, as per the manufacturer's maintenance guide.

More information

Literature provided by the Rangehood manufacturer has been included in the appendix of this guide and replacement filters can be purchased from the manufacturer. Please refer to this for more information around care, cleaning, use and maintenance.

1.10 Water, Plumbing and Fixtures

1.10.1 Water Shutoff Valve

The water shut off valve (toby) is located outside of each unit in an in-ground enclosure. You may also find a shut off valve inside your hot water cylinder cupboard or laundry.

Please make yourself familiar with the location of your water shut off valve. If you experience any issues, please contact the Body Corporate in the first instance.

1.10.2 Hot Water Cylinder

The hot water in your home is supplied from an electric hot water cylinder. Water is heated by an element that is controlled by a thermostat, to maintain constant water temperature.

The thermostat for the hot water cylinder has been set to 65°C to assist with the prevention of Legionella bacteria.

A temperature and pressure relief valve (TPR) is provided to prevent the water heater from over-pressuring.

There is a power switch within the hot water cylinder cupboard on the wall which allows you to turn the hot water cylinder on and off.

More information

Literature provided by the hot water cylinder manufacturer has been included in the appendix of this guide. Please refer to this literature for information around care, cleaning, use and maintenance.

1.10.3 Care of Plumbing Fixtures

Your plumbing fixtures may be made from ceramic, acrylic or stainless steel. Please ensure you are familiar with the care and maintenance relevant to your tapware and fixtures.

FIXTURE	MODEL
Kitchen Sink Mixer	Methven Echo Minimalist Gooseneck
Basin Mixer	Methven Glide
Toilet	Adesso Edge
Shower Set	Methven Glide

More information

Refer to the manufacturer's websites for information around care, cleaning, use and maintenance.

www.methven.co.nz

www.adesso.co.nz

2.0 Remedials and Warranty

2.1 Defects and Maintenance

30 days after you have settled your new property, our specialised maintenance supervisor will make contact to programme in a defect/maintenance inspection with you or your agent.

This inspection is to review any defects you may have discovered since you moved into your property and to review any maintenance items that may have arisen as the property starts being lived in – such as adjusting door locks.

When undertaking the inspection, we use the MBIE Guide to Tolerances, Materials and Workmanship in New Residential Construction – as a baseline to reference to.

Please note that over time, buildings are subject to the weather, shaking from traffic, minor earthquakes and ground settlement. These affects can result in gradual deterioration of materials, particularly exterior cladding, decking, fencing and pergolas etc. and often develop non-structural cracks at joints and junctions in sheet material - particularly internal wall and ceiling linings.

Provided that the above-mentioned defects remain within the tolerances found in the relevant parts of the MBIE Guidelines, they are not considered a defect/maintenance or warranty item.

All newly built Fletcher Living homes offer a 1 year defect period, and a 10 year structural warranty, as per the Building Act 2004.

More information

The MBIE Guidelines document is available to download for your reference at: <https://www.building.govt.nz/projects-and-consents/sign-off-and-maintenance/completing-your-project/how-to-identify-defects/tolerances-materials-workmanship-new-residential-construction/>

3.0 Appliance Appendix

APPLIANCE	BRAND	APPLIES TO	MODEL
Oven	Fisher and Paykel	All units	OB60SC5CEX2
Induction Hob	Fisher and Paykel	All units	CI604CTB1
Dishwasher	Fisher and Paykel	All 2-bed and 3-bed units	DW60FC2X1
Dishdrawer	Fisher and Paykel	All 1-bed units	DD60SAX9
Rangehood	Fisher and Paykel	All units	HP60IDCHX2
Heat Pump	Mitsubishi	1-bed units only	MSZ-GL42VGD
Heat Pump	Mitsubishi	2-bed apartment units only	Buildings 1, 6 & 10 MSZ-GL50VGD
Heat Pump	Mitsubishi	2-bed units only	Buildings 3, 5, 7 & 11 MSZ-GL80VGD (End Units)/MSZ-GL71VGB (Mid/End Units) Building 8 MSZ-GL50VGD (End Units)/MSZ-GL60VGD (Mid Units)
Heat Pump	Mitsubishi	3-bed units only	Buildings 2, 4 & 9 PEAD-M100JAA or PEAD- M71JAA
Panel Wall Heaters	Serenity	1-bed and 2-bed units	S2020 Serene Manual Convection Panel

**NOTE: Model numbers can often be altered by the manufacturer, please refer to your specification or appliance user guides for confirmation of model detail.*

