

10. Manuals

- **Cook top**
Miele – KM2012G Operation Manual
- **Oven**
Miele – H4412B Operation Manual
- **Range hood**
Miele – DA3160 Operation Manual
- **Dishwasher**
Miele – G4101I Operation Manual
- **Air-Conditioning Unit** Daikin Operation Manual
- **Carpet Maintenance Manual**
Feltex Carpets Morito
- **Stoneworks / Tiles (Floor – Wall – Splashback) Maintenance Manual**
- **Joinery / Mirrors Operations & Maintenance Manual**
- **Shower Grate (Aquaflo) Maintenance & Cleaning Instruction**
- **Intercom System Operating Instruction**
- **Access Control System Operating Instruction**



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20th June, 2013

Hickory Group Pty Ltd
101 Cremorne Street,
Richmond. Vic. 3121

To The Purchaser – ILK Apartments, Toorak Road, South Yarra – Standard Apts.

Miele Australia has supplied the Kitchen Appliances installed in your Apartment. The warranties on these products are the responsibility of Miele Australia and for your assistance we have provided the Service Contact numbers should you require.

Please quote: Project number 3P01955

Miele Australia Phone: (03) 9765 7435

Email: caroline.lee@miele.com.au

Your first point of contact for Service is Miele Australia at these numbers, but if you have any difficulty please call the Miele Projects Department (03) 9765 7199.

The following products have been supplied by Miele Australia:

H4412 B – 60cm Built in Oven
KM2012 G - Gas Cooktop
DA3160 – 60m Built In Rangehood
G4101 I – 60cm Semi Integrated Dishwasher

Service call charges will apply if you are unable to provide proof of Apartments purchase. Please note a warranty of two (2) years applies and commences from your settlement date for the purchase of the Apartment.

Regards

A handwritten signature in black ink, appearing to read 'Julie Cashin', written over a horizontal line.

Julie Cashin
Business Development Manager
Miele Projects Office
South Melbourne.



***CARPET MAINTENANCE
MANUAL***

FOR

MERITO

100% WOOL CARPET

Cleaning Chemicals

High foam shampoo	X
Low foam cleaning agent	Y
Mixture of solvents, detergents, etc.	Z

The principles on which carpet cleaning machines are based can be described as follows:

Cleaning Machine Type	Uses Principle	Chemical used
Carpet sweeper	A	--
Plain suction (Vacuum) cleaner	C	--
Upright vacuum cleaner	(A+C) or (A+B+C)	--
Rotary brush shampooer	D	X
Cylindrical brush shampooer	D (sometimes + C)	X
Bonnet cleaning (1)	F	Y
Spray extraction cleaning	E (sometimes + D)	Y
Impregnated compound cleaning	G + (A + C)	Z
Factory cleaning	(B+C) + D + E + drying	X

- (1) Uses a circular pad made of coarse, looped absorbent yarns fitted to rotary shampooer (in place of brush).

3. **CLEANING SCHEDULES**

Daily maintenance of a carpet consists of the removal of surface debris and dry particulate soil from the depth of the pile by means of a carpet sweeper or various types of suction machine. Periodically wet cleaning is required to remove soiling which is not removed by daily maintenance (greasy, oily and other sticky substances, accumulated dirt which discolours and otherwise affects carpet pile.) Where the carpet can be removed (e.g. rugs, carpet squares), factory cleaning (carpet washing) is the best method of cleaning.

The type of carpet, the size of the installation, type of furnishings, accessibility and degree of soiling will decide the choice of equipment that is most suitable for speed and efficiency. It is therefore impossible to recommend a cleaning schedule that will deal effectively with all locations.

Carpet cleaning is often a compromise in that the most effective technique must be chosen which causes the least damage to the floorcovering. Techniques which are beneficial to the carpet may not adequately clean it.

As a general rule, cleaning methods involving brushes or beaters should be avoided on long pile or coarser loop pile wool carpets. In these cases plain suction vacuum and spray extraction wet cleaning are often the best methods (See Tables 1 & 2), but much will depend too on the skill of the operator - no technique is completely foolproof.

The damage done to carpets in (wet) cleaning usually relates to over-wetting, too much mechanical action and the use of unsuitable shampoos and other chemicals (See Table 3).

Wet cleaning has both positive and negative effects on the texture of carpets. The positive effects are:

- (a) Lifting of the carpet pile (all textures)
- (b) Improvement in tuft definition (loop pile, velours)
- (c) Improved handle (all textures)

All wet processes cause some untwisting of yarn (in cut-pile carpets), depending on the amount of moisture applied, mechanical action, degree of "setting" of the yarn, etc. Brushing causes some fuzzing (shampooing, but also upright vacuum cleaner). Ridging on some long pile carpets can be caused by some spray extraction cleaning tools.

5. STAINS AND STAIN REMOVAL

Stains can be:	Absorbed	- Penetrated the fibres (e.g. coffee)
	Built up	- On outside of fibres, usually stiff/hard (e.g. paint, chewing gum)
	Compound	- Combination of above two (e.g. blood)

Removal methods:	Mechanical	- Scooping up, absorption in tissues
	Solvent	- Shampoo or dry cleaning solvent
	Chemical	- Bleach
	Digestion	- Enzymes

Procedure:

- Act quickly.
- Blot or scoop up.
- Treat stain with recommended agents, small amounts at a time (check first for bleaching or colour transfer on patterned carpets).
- Work from edge of stain inwards.
- Do not rub, do not over-wet.
- Absorb stain in wad of tissues weighed down until stain is completely removed (repeat procedure if necessary).

TABLE 4

STAIN REMOVAL GUIDE FOR WOOL CARPETS

Stain	Carpet Shampoo Solution	Dry-cleaning fluid	Clear cold water	Other method
Beverages (Tea, coffee, soft drinks)	2		1	3 Laundry detergent (2%)
Bleach	1			
Blood			1	2 Laundry detergent (2%)
Butter	2	1		
Candle wax		2		1 Absorbent paper and hot iron
Chewing gum				1 Chewing gum remover
Chocolate	2		1	
Cooking Oil	2	1		
Cream	1	2		
Egg	1			
Fruit Juice			1	2 Laundry detergent (2%)
Furniture polish	2	1		3 Call cleaner
Gravy and sauce	2			1 Warm water
Ink (fountain pen)			1	2 Laundry detergent (2%)
Ink (ball point)	2			1 Methylated spirits
Lipstick	2	1		
Metal polish	2			1 Brush off when dry
Milk	2			3 Methylated spirits
Mustard	1			1 Warm water
Nail polish		2		1 Nail polish remover or acetone
Oil and grease	2	1		
Paint (emulsion)	2		1	
Paint (oil)	3	2		1 Turpentine or white spirit
Rust	2	1		4 Call cleaner
Salad dressing	1	2		3 Rust remover
Shoe polish	2	1		4 Call cleaner
Soot	2			1 Vacuum. 3) Call cleaner
Tar		1		
Urine (fresh stain)	1			
Urine (old stain)				1 Call cleaner
Vomit	1			
Wine			1	2 Laundry detergent

"CALL CLEANER": CALL IN PROFESSIONAL CARPET CLEANER FOR ASSISTANCE

TABLE 2

WET CLEANING TECHNIQUES FOR WOOL CARPETS (PERIODIC CLEANING)

CLEANING TECHNIQUE	CARPET CONSTRUCTION								COMMENTS
	LEVEL LOOP PILE	CUT PILE (PLAIN)	CUT PILE (PATTERNED)	HARD TWIST	SEMI-SHAG	SHAG-PILE	ORIENTALS, RUGS, ETC.		
Single or multibrush Rotary shampooer	(1) *	○	**	○	○	-	○	○	Cut-pile carpets: raise pile with rake or brush when still moist. Efficient pile surface cleaner.
Cylindrical brush Shampooer	(1) *	*	*	*	*	○	○	○	Basically for intermediate cleaning: Not suitable for heavily soiled carpet
Bonnet cleaning	*	*	*	*	*	○	-	-	Effective deep-cleaner, moderately efficient surface cleaner.
• Smooth wand	**	**	*	**	**	**	○	○	Mainly for large carpeted areas, especially suitable for stuck-down installations.
• Rotating or oscillating brush attachment	(1) *	*	**	*	○	*	*	*	Basically for intermediate cleaning only, not suitable for heavily soiled carpets.
Impregnated Compound cleaner	*	○	*	*	*	*	*	*	Most efficient cleaning technique, but caused shrinkage with natural fibre backings; used only if carpet can be economically removed and satisfactorily refitted.
Carpet washing Machine (plant Cleaning)	*	*	*	*	*	*	*	**	

• Spray extraction machine

(1) Not recommended for coarse loop pile carpets.

METHODS: ** BEST * SUITABLE ○ OPTIONAL - LEAST SUITABLE

MAINTENANCE MANUAL

Project Name: **ILK APARTMENTS**

Builder: **HICKORY**

The different types of stone and tile products used at ILK Apartments project require responsible use and regular maintenance and from our experience we recommend the following:

Products Used:

- 600x300x10 Porcelain - Limestone Natural Finish
- Porcelain White - Natural (MB-08-044)
- 600x300x10 Latte
- 600x300x10 Porcelain - Limestone, Polished
- 600x300x10 Chocolate
- 600x300x10 Porcelain - Nero, Natural
- 600x300x10 Matte White
- 300x100x10 Brick Gloss White
- 300x600 Travertine Looking Ceramic Tile
- Pietra di Vicenza 600x600
- 600x300x10 Porcelain - Wet Cement, Natural Finish
- Porcelanso India Graphito - 596x596x10.5mm Matt Finish
- Exfoliated Granite Paver - 600x600x30 - BF603
- Exfoliated Granite Paver - 600x600x30 - BF654
- Sealed Deday Limestone - Honed 20mm thick slab
- Smartstone Nieve White
- Baron Forge Polished Kamer Beige
- Smartstone Botticino – Polished
- Ceasarstone Raven
- Maree Bianco - White Onyx, Polished
- Polished Calacutta Marble

Natural stones used on the project are natural product and subject to the following:

- Shade variation
- Veining variation
- Scratching
- Etching
- Epoxy filling

- Don't use any magic self-cleaner, or any hard disinfectant not formulated for natural stone.
- DO clean your shower recess daily and after every shower use. The easiest way is to use one of those windshield-cleaning type tools (the one with a scrubbing net on one side and a squeegee blade on the other side). (Sabco Microfibre – heavy duty cloth, is also excellent for drying shower stone after each shower use).

2. FLOOR TILES / FLOOR PAVING

The floor tiles will require ongoing maintenance.

- Regular sweeps with a soft broom will keep floors free of dirt and grit, and minimise scratching. A vacuum can perform the same task; however we recommend the use of a rubber or felt suction head on the vacuum.
- For removal of grime we suggest regular mopping or sponging with warm water and a neutral detergent.

General tips:

- Detergents containing alkali, acid, metallic salts and/or other strong substances can actually attack the surface of the tile, and are NOT to be used.
- Use clean fresh cloths or mops. A second rinse application may be required. For spot free appearance wipe area with clean dry cloth.
- Depending on area of installation frequency of cleaning will vary, recommended is a frequency of 1 to 2 times a week, within direct conjunction of shower, cleaning is recommended on a daily basis.

You should follow these steps when cleaning your ceramic / Porcelain floor tiles:

- Sweep or vacuum the floor of all loose dirt, sand and other foreign materials
- If there are difficult-to-remove contaminants on the surface of tiles, firstly identify the specific spill or contaminant as different surface contaminants require different cleaning methods and chemicals
- Saturate the floor with a mild cleaning solution and water, and allow it to dwell for 5-10 minutes. Do not allow cleaning solutions to dry. It may be best to complete small areas at a time.
- Ensure detergent does not contain 'hydrofluoric acid' or its compounds.
- Remove the dirty cleaning solution and rinse the surface with clean, clear water and buff with a dry mop or towel.
- For difficult to remove contaminants, scrub the cleaning solution with a floor machine equipped with a nylon pad or hand brush. Remove the dirty cleaning solution and rinse the surface with clean, clear water. Use a mop or a wet vacuum.

Project: ILK Apartments

Builder: Hickory Group

**IJF AUSTRALIA PTY LTD
OPERATIONS & MAINTENANCE MANUAL
(JOINERY & MIRROR)**

2013

1. Laminate Surfaces

General Care and Maintenance of Laminate Joinery

1.1. Introduction

Laminate surfaces are hard-wearing materials, but like all materials can be damaged if used without some care and maintenance.

The following information should help in assisting you to maintain the surface of your laminate.

1.2. Cleaning

A wipe over with a clean soft damp cloth should be sufficient to keep surfaces clean. Soiled surfaces or light stains are removed with warm soapy water or with a common household detergent containing no abrasives or strongly acidic or alkaline ingredients.

It may be necessary to use a brush similar to a tooth or nail brush as well, where the surface is of a texture or embossed finish. Wax or other polishes are unnecessary and should not be used on decorative surfaces.

1.3. Stains

Spills of any nature should be wiped up as soon as they occur. Laminate surfaces are resistant to most household products, but not absolutely stain-proof. They are unaffected by normal household reagents such as detergents, non-bleach washing powders, nail polish remover, petrol, methylated spirits, mineral turpentine, fly spray, grease and shoe polish.

The following will cause stains (but not limited to) if not removed immediately:

- = Tea
- = Beetroot Juice
- = Red Wine
- = Fruit Juices
- = Hypochlorite Bleach
- = Hydrogen Peroxide solution in any concentrate
- = Mineral Acids
- = Caustic solution
- = Sodium Bisulphite
- = Potassium Permanganate in any concentrate
- = Berry Juices
- = Silver Nitrate or Silver Fluoride solutions
- = Gentian Violet in any concentrate
- = Mild Silver Protein
- = Laundry Blue

1.9. Removal of Common Adhesives and Paints

These can be removed with the following materials:

- Group 1. Alcohols (methylated spirits, methanol)
- Group 2. Aromatics (xylene, petrol)
- Group 3. Aliphatic's (mineral turpentine, kerosene)
- Group 4. Oils (mineral oil, vegetable oil)
- Group 5. Ketones (acetone, nail polish remover)
- Group 6. Ether – Alcohols (cellasolves, carbitoles)
- Group 7. Paint Thinners (being a mixture of above)
- Group 8. Lacquer Thinners (without the addition of acid)

Please Note:

Acidic based paint strippers must not be used.

Danger:

Some of the above listed solvents are extremely flammable and vapours harmful. Keep away from heat, sparks and open flame. Keep containers closed. Avoid prolonged breathing of vapour. Avoid prolonged or repeated contact with skin. Use adequate ventilation.

Oil paints if reasonably fresh can normally be removed by groups 1, 2, 3, 4 and 7. If aged, can generally be removed by more aggressive solvents such as 5, 6 and 8.

Enamels generally require solvents from groups 2, 5 and 8.

Contact adhesives, if not too old and cured, can be removed by 2, 4, 5 and 8.

PVA – adhesive types can generally be removed with soap and water and solvent groups 1 and 3.

Paraffin wax residue from candles should be scraped off, taking care not to scratch the surface in the process. Any residue still present can be ironed out through blotting paper.

1.10. Scratches and Cuts

Laminate surfaces can be damaged by chopping and cutting directly onto the surface and to prevent this happening, a cutting board or chopping board should always be used.

Sliding of heavy metallic or earthenware objects can cause scuffing of the surface. Fine scratches or scuffmarks can often be removed by the application of a good quality car polish.

Severe cuts and scratches can be repaired with Laminex Colorfill specially formulated colour match kit for sealing joins and repairing damaged decorative surfaces.

If stain damage does occur, endeavour to remove by using normal cleaning method. If the stain persists, you will need to contact IJF for a recommended course of action.

Never use a harsh abrasive or steel wool.

2.4. Care & Maintenance

Lacquer joinery will only need a wipe over with warm soapy water to keep them clean. Soiled surfaces or light stains may be removed with warm soapy water or with common household detergent containing no abrasive or strongly acidic or alkaline ingredients.

2.5. Direct Sunlight Exposure

Under normal conditions of interior use, colour retention is assured. However, constant exposure to sunlight and moisture will cause it, like most fabrics and paints to change colour.

2.6. Scratches & Cuts

Lacquer surfaces can be damaged by abrasive or rough handling. Sliding of metallic or earthenware objects can cause scuffing of the surface. Fine scratches or scuff marks can often be removed by the application of a good quality car polish, but this will increase the gloss level.

Owners Corporation should be consulted prior to any remedial action is undertaken.

3. Veneer Surfaces

General Care & Maintenance of Veneer Joinery

3.1. Introduction

Veneer surfaces are hard-wearing materials, but like all materials can be damaged if used without some care and maintenance.

The following information should help in assisting you to maintain the surface of your veneer surface.

3.2. Cleaning

A wipe over with a clean soft damp cloth should be sufficient to keep surfaces clean. Soiled surfaces or light stains are removed with warm soapy water or with a common household detergent containing no abrasives or strongly acidic or alkaline ingredients.

It is not recommended to use any cleaners that deposit or leave residual material on the surface eg waxes or sprays.

Hardware has generally been supplied by

Hettich Australia
185 Fullarton Road
Dulwich SA 5065

Phone: (08) 8431 5777
Fax: (08) 8431 5788
Contact: Robert Dagri

Hafele Australia
17-19 Chesser Street
Adelaide SA 5000

Phone: (08) 8232 9933
Fax: (08) 8232 9977
Contact: Oliver Miller

5. Mirrors

A soft cloth with warm water and / or “Windex” and a soft dry cloth. If the mirror is constantly in contact or being touched, the warm water will clean any residues or dirt build up on the glass, and “Windex” will ensure the glass maintains a shiny appearance.

Please ensure that all excess water is cleaned off immediately as to reduce the affects of the water damage.

Specially made gloves, such as an “Enjo” glove (which does not need to be used with any liquids), can also be used. This method is mainly used for dust build up.

Avoid scouring or excessive use of an abrasive, as this will impair the surface.

Any damage to these finishes will be difficult to repair and will most likely require the replacement of that component.

Please contact Owners Corporation for the recommended course of action.

6. Operational Damage

In the event of a piece of furniture failing to operate normally, discontinue its use immediately and contact Owners Corporation who will arrange for personnel to address the problem and recommend a course of action. To assist in identifying the furniture concerned, we require the room area number and joinery description.

MAINTENANCE & CLEANING INSTRUCTION:

WARNING:

- 1) **DO NOT USE ANY ABRASIVE SOLUTIONS OR MATERIALS TO CLEAN SURFACE**
- 2) **DO NOT USE ANY SOLVENT BASED SOLUTIONS**
- 3) **DO NOT APPLY ANY ACIDS**
- 4) **DO NOT USE HARD SCRAPERS OR OTHER SHARP TOOLS TO CLEAN**

TILED COVER:

- 1) **REMOVE TILED COVER FROM WATER CHANNEL CASING**
- 2) **WASH TILED COVER WITH WARM WATER & SOFT SPONGE**
- 3) **REPLACE COVERPLATE**

WATER CHANNEL CASING:

- 1) **REMOVE TILED COVER**
- 2) **REMOVE PLASTIC HEIGHT ADJUSTERS**
- 3) **WASH WATER CHANNEL WITH WARM WATER AND SPONGE**
- 4) **USE NYLON BRUSH FOR MORE STUBBORN GRIME**
- 5) **REPLACE HEIGHT ADJUSTERS AND TILED COVER**



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www.expertsecurity.com.au
ACN 072 624 321 ABN 91 072 624 321

ILK APARTMENTS

Operating Instructions for Access Control System



Card Reader

Controlled Access Doors

Residents can gain access through their nominated doors upon presentation of a valid access key at the card reader.

An accepted read, will unlock the doors for five seconds. An accepted card is indicated by a GREEN light (LED) on the reader.



Access key

Vehicle Entry / Exit for Carpark

The Vehicle entry/access to Car Park are access controlled. Residents can gain access through the driveway gate via their hand held remote transmitter. Ensure that the button 1 ENTRY and button 2 EXIT is pressed for at least 2 seconds to open the driveway gate. Ensure that the driveway gate has fully opened before proceeding. The driveway gate will close automatically after entering or exiting.



Remote Transmitter

Care for your Access Key

Your Access key may get damaged if it is exposed to direct sunlight, placed near a magnetic source or submerged in water.

Care of Remote Transmitter

Please ensure that your remote transmitter is not exposed to direct sunlight or submerged in water. The batteries in the unit should be replaced approx. every 24 months. A screw located behind the unit will open the case.

Battery type: 1x 12v button cell (23A)

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Unit 6, 11 Sabre Drive
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TECHNOLOGY | INTEGRATION | ENERGY MANAGEMENT

ILK APARTMENTS

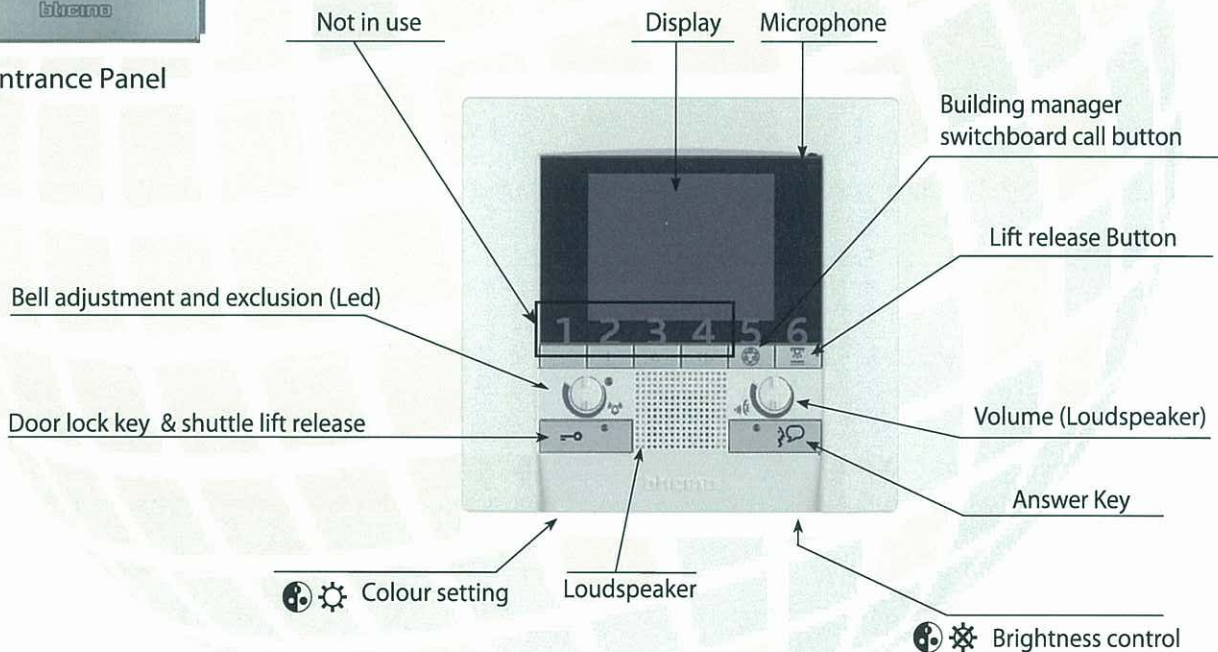
Operating Instructions for the Bticino Audio/Video Intercom System



Entrance Panel

Placing Intercom Call From An Entry

To call an apartment from an entry panel dial the building number followed by the apartment number then press "OK"



Apartment Intercom Receiver

Your visitors can call your apartment from an entrance panel. When called, the system will emit an electronic tone at your apartment intercom. To answer press "Answer key" momentarily.

To grant your visitor/s access into the building, press the "Door lock key". This function will unlock the entry door for approx 5 seconds. To grant your visitors access to your personal apartment lobby level via the high rise lift car press the "Lift release Button" (6). This function will de-secure the lift car floor selection button relevant to your floor for approx 180 seconds. In order to place a call directly to the Building Manager, press the "switchboard call button" (5) momentarily.

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the above pictures are for illustration purposes only

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