

# WELCOME HOME

*New Home Owner's Handbook*



MAKING BUILDING *easy*  
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# Welcome TO YOUR NEW GENERATION HOME

## *Congratulations on moving into your new Generation Home!*

As a way of assisting you with the regular care and maintenance of your new home, we have compiled this New Home Owner's Handbook.

Generation is committed to ensuring you are absolutely delighted with your new home. We build to strict standards set by various building codes, regulations and inspections, and we make every effort to ensure the quality construction of your home.

This handbook will give you a better understanding of the various materials used in the construction of your home. It offers basic guidelines to the care and maintenance of these components. By understanding the need for regular care and maintenance, you will be able to preserve its value for longer, and meet any warranty requirements.

A few continuing obligations are the responsibility of the tradespeople, but in general it is now up to you to take care of your home.

Properly maintained, your Generation home will serve you well for many years to come.

### **WARRANTIES**

Please take the time to complete all the warranty forms left in your home, and post them away to the various companies. Keep all product and appliance documentation in a safe place that you can easily access should you require them at any time in the future.

### **IMPORTANT NOTE:**

***This handbook is a basic guideline only and is not intended to replace the manufacturers or installers recommendations. If you have any queries or are unsure about the correct process for maintenance or repairs, you should refer to any product information in the warranty pack or contact the appropriate manufacturer or installer direct.***



# INTERIOR



## *Airing your home*

### **VENTILATION**

Your new home needs to settle in gently for the first few months after moving in. This gives the materials time to dry and cure. Over this time ventilation is really important.

Air flow in and out of the house ensures condensation will not build up. Condensation causes mildew, a clear indicator of humidity and poor ventilation.

### **WHAT IS THE CAUSE OF CONDENSATION?**

The air around us contains water vapour, but can only hold a limited amount without becoming saturated. The higher the air temperature, the more it can hold. If there is too much moisture in the air, water may condense on cold surfaces.

Moisture in the home is produced by people breathing, by cooking, bathing, showering, washing and drying clothes. It is also produced by using unflued gas heating in winter. So the management of condensation goes way beyond just the first few months of owning a new home.

Your home is well insulated, and this means that condensation can build up if there is not adequate ventilation. Excessive heating can also be a problem at this time, as the hot air cannot escape from such a well insulated home. In the summer the house can overheat if it is locked up without adequate ventilation.



# Appliances

## COOK TOP, OVEN, RANGEHOOD, DISHWASHER AND WASTE DISPOSAL UNIT

The appliances in your home have been supplied through a range of top manufacturers, and come with their own literature on use and maintenance.

Please take the time to review the information, and complete and post any warranties as required. Keep all documentation in a safe place for future reference.

These appliances are warranted directly to you by the manufacturers. Please read the literature on each appliance for further details of the warranties, and on what to do in the event of a problem or fault.

If a problem arises with an appliance, call the warranty service number listed on the manufacturers literature. It would be useful to be ready with the following information:

- the date of purchase
- the serial and model numbers
- a description of the problem.

They will advise you of the next step to take.

## CARING FOR YOUR APPLIANCES

Manufacturers will each have their own recommendations on products to use when cleaning their appliances. Some surfaces need special products and handling to ensure their long lasting looks, safety and functionality. Refer to these documents for regular care and maintenance.



# Heating

## HEAT PUMPS

Your heat pump comes with its own literature on use and maintenance. Please take the time to review the information, and complete and post any warranties as required.

All heat pumps are designed to defrost during very cold outdoor conditions to continue operating. Defrost performance and frequency is critical to the efficient operation of a heat pump.

In addition to your own regular maintenance, an annual routine maintenance agreement should be undertaken with a licenced service person or organization.

### Recommended maintenance:

#### Indoor Unit

- Check air filters every 3 months and clean or replace as necessary.
- If cleaning, remove and use vacuum brush attachment or wipe gently with mild detergent and warm water. Dry before replacing.
- Regularly check and dust indoor coils (if accessible).
- Check and clean the condensate pan, drain and trap, and the unit cover as required.

- Recognise the sound of your heat pump. If the sound changes, have the system checked.
- Ensure your air vents are not blocked by furniture or objects.
- At 6 months, check the operation of the condensate pump (if fitted).
- Do not vacuum indoor coil fins as they are easily damaged.

#### Outdoor Unit

- Keep the area clear of garden waste and dirt and remove any growth.
- Make sure the unit is off when cleaning.
- Check and clean the outdoor coils regularly.
- Contact a service person if any sign of unusual operation or if the unit doesn't sound right.
- Power may be switched off in line with the manufacturer's guidelines.

For more information and to learn how to best operate your heat pump in different conditions, see the supporting documents in your New Home Owners folder.



## Bathroom and toilet care

Your bathroomware is guaranteed for many years of trouble free use and operation.

### CARING FOR BATH, SHOWER AND VANITIES

The materials used in these products have been carefully chosen and processed to provide good appearance and durability. Soap, washing up liquid, mild detergents, and hand and face creams, shaving soap or hair cream will not harm the product in any way.

In order to preserve appearance with minimum effort, we offer the following advice:

- If your bath is not often used, a soft duster can be used to remove surface dust. Alternatively wipe over with a clean soft cloth, dampened with a mild household detergent solution.
- Avoid any abrasive based compounds as these scratch the shiny surface. Other products to avoid are disinfectants, harsh chemicals, alcohol, and solvent based cleaners.
- If scratching occurs, fine marks may be able to be removed. Contact your local supplier.



### TOILET CISTERN

Your toilet cistern is designed with water conservation in mind.

The toilet cistern has been pre-tested in the factory, however, as household water pressures vary, the water level will need to be checked about six to eight weeks after moving in, and then yearly after that. Refer to the manufacturer's information on how to adjust the water level if required. Over time the seat hinge bolts may loosen, so ensure these are checked and tightened as required.





## Your kitchen

### CUPBOARDS, DRAWER FRONTS AND PANELS

The cupboard doors, drawer fronts and panels in your kitchen are made from a tough laminated surface designed for good looks and style.

To maintain its look for longer, regular cleaning with a warm soapy cloth, followed by a wipe down with a dry cloth will do the job. Do not use any abrasives on your cupboards, drawer fronts and panels as this will damage the surface.

### STAINLESS SINK

Stainless steel is very resilient. It's easy to clean with hot water, dishwashing detergent and a plastic brush. The metal surface makes it difficult to stain, however improper maintenance and cleaning can leave stainless steel vulnerable to rust.

To ensure the sink stays in mint condition you should always rinse and dry it out after washing dishes to remove soaps or anything else that can stick and ruin the finish. Clean and remove metal pots and pans to avoid staining the sink and avoid leaving wet objects in it.

Avoid using harsh scouring powders or wire wool cleaning pads as they will

scuff the sinks surface. Bleach and acids should also be avoided as they can cause pitting and staining. Stubborn stains in the sink can be removed with baking soda and a sponge.

### TAPWARE

Your tapware can be cleaned by using a soft cloth and soapy water. The use of any abrasive agents or cleaning cloths should be avoided as they can mark or damage your tapware.

### WALL TILES

The ceramic tiles in your kitchen around the cook-top and rangehood can be cleaned with warm water. The use of abrasive cleaners is not recommended as they remove the shine and finish over time, and the tiles can lose their resistance to dirt and grime.





## Kitchen benchtops

Your kitchen has been designed with good looks and clean lines in mind. The use of hard wearing laminate for your benchtop means you will have it looking good for many years to come.

Regular cleaning with warm soapy water, followed by a dry cloth will keep the surfaces looking clean and smart. Abrasive products should not be used on your benchtop.

Laminate is resistant to reasonable wear and tear, but does have its limits and does need regular care and attention. To avoid damage to the benchtop, avoid putting any hot containers directly on the surface.

- Laminate benchtops can withstand temperatures up to 155°C. The bottom of a pot of boiling water may exceed 155°C when first moved from the stove. A pot from the oven will certainly exceed this temperature.
- Laminate is wear resistant, however sharp objects moved across the surface will cause scratching. This may not impair the serviceability of the surface, but it will spoil its appearance.
- Remember to use a cutting board for any cutting and slicing to avoid possible damage.
- Staining may occur accidentally from time to time. Applying a diluted bleach mixture (1 part bleach to 2 parts water), then wiping down with a warm damp cloth, will generally remove most stains from your benchtop. Stubborn grease and grime can be cleaned using diluted vinegar and water.
- For care of your stone bench, please refer to the manufacturers guide.



## Formica® surfaces

Formica® laminates don't easily scratch or chip and will withstand normal wear and tear. They are also stain resistant therefore the best cleaning agent for laminate surfaces is clean water and mild detergent. It is also recommended that you rinse detergent off with a clean, damp cloth and polish the surface dry with a soft cloth.

### CLEANING

**Streaks:** Streaky marks sometimes show on dark colours and gloss surfaces. After cleaning use a glass cleaning product.

**Grease:** Hot soapy water will deal with grease. If needed, dab, wait and wipe away. Finish off with a glass cleaner.

**Spills:** With some accidental spills you must take prompt action. Wipe off beetroot and berry juices, first aid preparations, bleach, dishwasher detergents and artificial dyes immediately. Acid-based ceramic cleaners, oven cleaners and limescale removers must not be used as they can cause permanent staining. Any spillage or splashes of these cleaners must be washed off the surface immediately. Specialty glue types such as Super Glue can also be removed immediately with acetone (nail polish remover).

**Scratches:** Formica laminates will withstand normal wear and tear but can be damaged by scratching or cutting with utensils, knives and unglazed pottery. To minimise scratching, always place and lift objects from the surface instead of dragging.

**Stains:** If a stain cannot be removed with Ajax Spray 'n' Wipe try methylated spirits or dab the stain with a diluted bleach mixture (1 part bleach to 8 parts water). Leave for 3 minutes then wash off with water and dry. Finish off with Ajax Spray 'n' Wipe. Please note that bleach may irreversibly damage the laminate surface. Always be careful on laminate joins and edges as these products can break down the adhesive used to bond your Formica laminate to the substrate. Ink marks from felt-tip and ball-point pens can be removed with a suitable solvent such as methylated spirits or acetone on a clean cloth. Solvents such as methylated spirits and acetone are highly flammable. Use with proper caution. After using a cleaner, the surface should be rinsed with clean water and polished dry with a soft cloth.

# Melteca surfaces

## QUICK CLEANING GUIDE

**Formica laminates - Velour, Etchings, Naturelle & ARTouch finish:** A damp cloth removes spills and greasy spots. Clean with warm soapy water. To remove heavy built up dirt use a glass cleaner. Rub with a clean, dry cloth to bring back brightness.

**Formica laminates - Riverwash & Honed finish:** Deep textured finishes are inevitably more difficult to clean than smooth surfaces. For built up dirt in textured surfaces, use a nylon bristled hand or vegetable brush in conjunction with clean hot soapy water. Clean the soiled area using a rotating motion. Rinse and dry the surface with a clean dry cloth.

**Formica laminates - Metallic finish:** Clean these items with a soft, damp, non-abrasive cotton cloth and a mild liquid detergent. Do not use solvents, abrasive cleaners or waxes on metallic laminates. Mild glass cleaners may be used to remove streaks.

**Formica laminates - Gloss Plus & AR Plus finish:** A damp cloth removes spills and greasy spots. Clean with warm soapy water. To remove heavy built up dirt use a glass cleaner. Rub with a clean, dry cloth to bring back brightness.

If used as a whiteboard surface then only whiteboard markers with the brand Artline or Staedtler should be used. The use of permanent markers is not recommended as while it is possible to clean off, they may leave ghosting or non-removable marks over time. A soft cloth (no wetting) should remove whiteboard marker pens. If necessary, a soft cloth made damp with water can also be used. For a thorough cleaning we recommend the use of Isopropyl Alcohol (IPA) and a soft cloth.

## WHAT TO AVOID

- Don't place appliances or pots straight from the oven/stove directly on to your Formica laminate surface.
- Avoid scourers and abrasives. They will damage the surface.
- Furniture polishes should not be used, as a build up of silicone wax on the surface may result in eventual discolouration and smear marks which can be very difficult to remove.
- Don't cut directly on Formica laminate surfaces.
- Don't place burning cigarettes on to Formica laminate surfaces.

## CLEANING

Wash your Malteca surfaces with warm water and a little detergent. For best results use streak free glass cleaner and a soft cloth.

For textured finishes (stipple, wood grain, etc) the periodic use of a soft brush may be necessary for the removal of dirt build-ups and residues left by some spray on cleaners.

### Spillages:

- Water - clean up straight away to avoid water marks.
- Hair Rinse, Janola (neat) Harpic, Oven Cleaners - wash with hot soapy water, then wipe dry.
- Fabric Dye - wash with cold water, then wipe dry. Then apply methylated spirits, and wipe dry.
- Battery acid, Hydrogen Peroxide, Glue Hardeners - wash with cold water, then wipe dry.
- Hair Dye - wash with methylated spirits, then wipe dry.
- Leather Dye - wash with methylated spirits, then wipe dry. Follow with mineral turpentine wash and wipe dry.

## Stain and Mark Removal:

- Stubborn marks or stains - apply Handy Andy or diluted Janola (1 part to 3 parts water), then wipe down with a warm damp cloth.
- Smearing, finger marks, marking from cold or hot dishes, stickiness - apply 1 or 2 applications of acetone (available at pharmacies) and wipe over with dry cloth.
- Newsprint - use methylated spirits or mineral turpentine.
- Rust - use vinegar or lemon juice.
- Pencil - use water and a damp cloth.
- Felt Pen or Dry Marker - use methylated spirits or acetone.
- Paint - use acetone or Duco Lacquer thinners (from a paint shop).
- Glue - Contact Type - use Ados Solvent N (from a paint shop).

## WHAT TO AVOID

### Never use any of the following abrasive cleaners:

Jif, Vim, Ajax, Chemico, Brasso, Oven Cleaners, Janola, wire wool, scourer pads or sandpaper.



# Doors and locks

## INTERIOR DOORS

Your home is fitted with hollow-core interior doors, which are subject to the natural characteristics of wood, such as shrinkage and warping. Due to changes in humidity, year round, your interior doors may require minor adjustments.

In the event of a door warping, ensuring that it is latched as much as possible will soon see it return to normal.



The natural expansion of the timber due to changes in humidity, can cause the door to stick. If your door has swelled over a damp season, do not attempt any adjustment or repair to the door unless it continues to stick after the weather has changed. Use sandpaper to lightly smooth the sticking edge of the door.

Ensure that the area is repainted at that point to seal against moisture.

If a door begins to squeak, it can be easily fixed by removing the hinge pin and rubbing a lead pencil or graphite lubricant on it. Avoid using an oil or spray lubricant, as this can gum up the hinge over time.

Sometimes a door may not latch due to minor settling, you can remedy this by raising or lowering the latch plate until it latches properly.

The slamming of doors can damage both the door and the jamb, and can even cause cracking on walls. Do not allow anyone to hang on the doorknobs and swing back and forth. This can loosen the hardware and cause the door to sag.

## EXTERIOR DOORS

If you have chosen a cedar exterior door it is important to remember they tend to weather faster than painted doors. To keep your cedar exterior door's durability and good looks, it requires to be recoated every 12 months for the first two years, then every two to three years after that.

Steel doors should be painted when the house or trim is painted, usually every four to six years.

Your front door is a powder coated door and is to be cared for in the same way as your aluminium joinery. Please refer to the aluminium joinery section of this booklet.

## LOCKS

Locks require lubricating every 12 months or so. Use a waterproof lubricant which is not oil based, as the oil may gum up the lock in time.



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## *Your electrical system*

### **SWITCHBOARD**

Your new home has the main switchboard located in the garage. The switchboard contains your homes earth leakage protection. This protects your light sockets and power points from overloading. The earth leakage will need to be tested regularly by pressing the test button.

### **UNDERGROUND CABLE**

The electrical underground cable will enter your home at the exterior meter box or wherever an underground danger sign is located. The cable will be deep enough for you not to disturb it during normal gardening activities but have the cables exact location established if you have any excavation work carried out.

The electrical supply authority owns everything up to and including the meters and they must not be tampered with in any way.

### **METERS**

All cables and equipment on the house side of the meters are your responsibility.

The wires leading from the meters will go into the control box which contains the main on/off switch and the circuit breakers. You'll find that the electrician has labelled these so you can see what they control.

### **POWER POINTS**

The powerpoints in your new home have a protective flap which protects the live parts of the socket. These protective flaps are designed to prevent little fingers from inserting objects into the socket and causing shocks. You may find that some plugs are hard to insert into these sockets. Gentle persuasion with slight circular movements should assist in getting the pins of the plug into socket.

### **HOT WATER**

If you encounter any heating problems first ring the supply authority who will ascertain if it is anything to do with their control equipment. If it is not a problem with control equipment then call an electrician.



# Floor coverings

## FLOOR TILES

Floor tiles can be cleaned with hot water.

Tiles have been put along the floorline of ranchsliders and long windows to help prevent carpet fading, and window furnishings rubbing. These tiles require a regular vacuum to keep them dust free and clean, with only an occasional wash as required.

## WOOL CARPETS

The great news about wool carpets is that they are naturally stain resistant. The unique scaly structure of the wool fibre means it resists soiling and releases dirt easily. As with any type of flooring however, it will need regular care to stay looking its best.

A regular maintenance programme will achieve four key things:

1. Remove soil and dirt from the surface of the carpet for both appearance and hygiene reasons.
2. Preserve the original texture of the carpet.
3. Help prevent infestation from insects and moths.
4. Increase the lifespan of the carpet.

### Soiling:

More often than not, soiling occurs as a result of particles of dirt being walked into the carpet from some external source. Prevention is always better than cure, and we recommend door mats at all entranceways to create a barrier to soiling.

### Staining:

Staining occurs from the chemical bonding of a pigment with the wool fibre. Once this bonding has taken place, removal can be extremely difficult without causing some damage to the carpet pile. This is why promptly attending to spills is so critical.

The cleaning programme needs to be proportional to the carpet's exposure to soiling. Frequent and moderate cleaning is preferable to harsh treatment likely to be required if cleaning is done infrequently.

### Recommended:

**1. Dry vacuum regularly** - at least once a week and more often in heavy traffic areas. This will remove free soil particles and surface litter, and prevents soil becoming embedded in the pile, causing accelerated wear by grinding at the base of the tufts.

Pay particular attention to the areas around doorways and skirtings which are often the first place for insects and moths to reside. Every few months vacuum under infrequently moved furniture.

### For cut pile carpets (other than shagpile) and combination cut and loop:

All types of cleaner heads can be used but over-use with a revolving brush-style vacuum cleaner head may affect the tailored appearance of your cut pile. We recommend using a plain suction head (avoiding unnecessary pressure which will flatten the carpet), and occasional grooming with your turbo or revolving brush head.



### For loop pile and shagpile carpets:

We recommend the use of a plain suction-type vacuum cleaner. Turbo or revolving brush head attachments may reduce surface hairiness or frizzing - however over-use can lead to frizzing especially on loop pile berber carpets. Beater bar and adjustable revolving brushes should only be used on the lightest settings.

**2. Promptly attend to spills and stains** - never ever rub the wet carpet pile as this can cause permanent damage.

**3. When necessary, arrange a professional steam clean** - a reputable company can remove entrapped soil particles and revive the appearance of your carpet. Do not be concerned about the wet cleaning process removing natural oil from your wool carpet - most of this was removed during manufacture as an oily carpet attracts dirt far more quickly.

*For a comprehensive guide on how to tackle particular types of stains, please refer to the Manufacturer's Warranty Booklet.*

# Floor coverings

## SYNTHETIC CARPETS

### Recommended cleaning and care

No carpet is completely stain-proof, even solution-dyed nylon carpets manufactured with the latest technology. However, if you follow our simple maintenance recommendations and stain removal guidelines, then you can help ensure your carpet keeps its good looks for longer.

### Routine maintenance

A regular maintenance programme helps to remove soil before it can build up and potentially damage carpet fibre and dull its appearance. Vacuuming should be carried out at least once a week and more often in high traffic areas such as hallways and entranceways.

Professional cleaning should be carried out when your carpet still looks dirty after vacuuming – and every two years at a minimum. You should consult a professional cleaner for the best method of cleaning. Do-it-yourself carpet shampoo machines are not recommended as the associated detergent products can often leave a sticky residue – which attracts soil to the fibre and makes it become dirty more quickly.

Place walk-off mats at all entrances and use carpet protectors under heavy furniture and furniture with castor wheels. Chairs with roller wheels should have protector mats underneath.

### Dealing with spills and stains

When spills occur it is important that they are cleaned up immediately. Even though our Enduro solution-dyed nylon carpet has inbuilt stain resistant properties, no carpet is immune from staining if spills are left untreated.

BEFORE using any recommended stain treatment or remedy, please make sure you have 'contained the stain' firmly blotting up any excess liquid spills with a wad of clean paper towels and scraping up any solids.

And please – NEVER rub or scrub wet carpet as this can cause permanent damage to the pile.

Once you have taken action to remove the worst of the stain, please refer to the stain guide on the following page and use the six-step procedure outlined here. Make sure the stain is dry before proceeding to the next step in the order of recommended treatment.

*For a comprehensive guide on how to tackle particular types of stains, please refer to the Manufacturer's Warranty Booklet.*

## STAIN GUIDE

**Step 1:** Test the recommended cleaning solution on a hidden piece of carpet or carpet mat.

**Step 2:** Apply a small amount of the selected cleaning solution to a clean white cloth and work in gently. Work from the edges of the spill to the centre to prevent the spill from spreading.

**Step 3:** Continue using the recommended stain treatment as long as there is a transfer of the spill to the cloth. You don't need to use the second or third treatment suggestions if this first one works.

**Step 4:** Dab (don't drown) the affected area thoroughly with cold water and blot up using a wad of paper towels until all of the solution has been removed.

**Step 5:** Apply a thick layer of white paper towels and weigh it down with a flat heavy object. Continue to change the paper towels as needed till as much moisture is gone from the carpet as possible.

*Tip: Have left over pieces of carpet turned into small rugs to use in high traffic areas, such as entrances.*





# Paint finishes

The interior walls and ceilings of your home are finished with a low sheen paint. The interior doors, windows, reveals and skirtings are painted with a semi-gloss paint finish. These are attractive, durable paints that will give you many years of satisfaction.

Your paint finish will take up to four weeks to fully cure, so please avoid cleaning the paint finish until one month after application.

Where possible, keep any cleaning to a minimum to avoid damaging the paint film. To keep your paint finish looking good for longer, please follow the cleaning instructions below.

## TO CLEAN YOUR HOME'S INTERIOR PAINTWORK

1. Mix a solution of lukewarm water and mild detergent such as dishwashing liquid. Do not use strong, abrasive cleaners.
2. Dip a soft lint-free cloth into the mild detergent solution. Do not saturate the cloth as this could lead to runs and streaking.
3. Using light strokes, thoroughly wipe the area to be cleaned turning the cloth frequently to maintain a clean edge. Wipe away any excess solution. Wring the cleaning cloth

out into an empty bucket before dipping it into the detergent solution again. This will minimise the appearance of streaks.

4. Thoroughly wipe the washed area with clean water to rinse the surface and remove the detergent solution.
5. In order to achieve an even finish, dry the surface with one final wipe using a soft dry lint-free cloth in the direction of the paint flow.

If trying to remove a localised mark, start from a radius wide of the mark and work towards it. This will minimise any "tide mark" that might develop.

Careful care of your painted surfaces will ensure a great long lasting paint finish. Be aware that walls, like windows, can accumulate a faint layer of dust or grime. A seemingly minor job of cleaning a small spot can lead to a major cleaning job! If unwillingly caught in this predicament, a feather duster can sometimes minimise the boundary between the cleaned and uncleaned areas.

Always test the cleaning method in an inconspicuous area to ensure the cleaning process you plan to use does not damage the finish of the paint. Wait until the test area has dried before using the same technique on more

conspicuous areas. Walls may appear discoloured as they absorb the water, but should dry back to their original colour.

Do not vigorously scrub the surface nor use an abrasive and strong detergent as you will burnish the paint surface and mar the paint finish.



*Image courtesy of Dulux Colours of New Zealand.  
Styled by Bonnie and Neil for Dulux.*

## HOW TO MAINTAIN YOUR HOME'S EXTERIOR PAINTWORK

Annual washing of your home will help maintain the fresh appearance of your paintwork. Regularly wash down your home with Roof Wash and Paint Cleaner diluted as recommended with water. Apply the diluted solution with a soft broom. Wash off with copious amounts of fresh water. Most detergents can have a negative effect on fish life so avoid letting the washings run off into the stormwater system. Attend to areas of flaking paint, stained paint (treat the source of the stain, then touch-up the paint finish as required) and moss and mould. Moss and mould will grow through the paint surface and if left untreated will ruin the fresh appearance of the paintwork. If moss and mould appears, treat it with moss & mould killer diluted as directed with water. Wash off with copious amounts of fresh water.



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## Water supply

Your cold water supply enters your property via a toby box on your front boundary. For internal house water shut-offs we have provided an additional inlet control valve which is located in your garage, either behind a white pull off cover plate or as a single tap protruding out of the wall. Turn the valve clock-wise to shut the water off.

### **ELECTRIC HOT WATER CYLINDER**

To prevent scalding and burns, the temperature of the hot water is regulated by a special mixing valve, which ensures the water comes from your hot water cylinder at 55°C or less. Even though the thermostat is set at 65°C the valve ensures the resulting lower water temperature at all times. You will also notice a lever at the top of your cylinder. This is to let any air out that may be trapped within the cylinder. By lifting the lever every few months, you will release any build up of air from within the cylinder.





# EXTERIOR



## Aluminium joinery

### RESTORING WEATHERED OR SCRATCHED SURFACES

If through some accident your powder coated joinery is scratched or damaged... don't panic. Colour repair kits are available in all colour card colours. Spray cans make easy repairs to scuffed or scratched surfaces while dabsticks are ideally suited to small scratches or chips.

Strong solvents should not be used to clean away any paint splashes on your joinery. They can be harmful to the extended life of the powder coated surface. The damage may not be visible immediately, and may take up to 12 months to develop, showing discolouration.

To safely remove paint, sealants, or mastics from the joinery the following products can be used : Methylated Spirits, Turpentine, White Spirits, Ethyl Alcohol and Isopropanol.

To maintain the elegant look of your new aluminium joinery, and to extend the effective life of the powder coatings, your windows and front door require six monthly cleaning. The effects of ultra violet light, atmospheric pollution, dirt, grime and airborne salt deposits can all accumulate over time and should be removed at regular intervals.

Condensation outlets are positioned at the base of the aluminium joinery around your homes doors and windows. These outlets allow condensation to drain to the exterior of your home and evaporate.

Regular cleaning of the outlets, and drainage alley linking them, is required to avoid any condensation build up.

### Beachfront homes and homes in industrial or geothermal areas

In these areas, pollutants are more prevalent, so a more regular cleaning program is required. We recommend that the windows and joinery are cleaned every three months.

### Three steps to maintaining your powder coated window frames

1. Carefully remove any loose deposits with a wet sponge.
2. Use a soft brush (non-abrasive) and a mild household detergent solution to remove dust, salt and other deposits.
3. Rinse off with clean fresh water and dry (to avoid any mineral build up).

# Exterior cladding

## BRICK CLADDING

If you have chosen bricks for the exterior cladding of your new home one of the best features of brick is that they require very little maintenance.

However, to ensure the smart clean look continues to impress, an occasional sweep, or wash down with mild household detergent will help to remove the cobwebs and dirt.

After construction you may see a white crystalline deposit appear on the new brickwork, due to salts coming out of the fresh cement mortar. This is known as efflorescence and usually disappears within a short period

of time due to the natural action of wind and rain. The process can be accelerated by washing down the bricks with clean water and allowing the brickwork to dry out.

When washing down the brickwork avoid direct spraying over the brick air gap at the top of the brick walls under the soffit, or at the bottom of the walls where the weep holes are located. To prevent ventilation problems and flooding, ensure your garden soil does not cover any of these lower wall weep holes.



## PLASTER FINISH OVER BRICK CLADDING

One of the options for the exterior cladding of your new home is plaster finish over brick. The brick is clay brick, which is then covered with plaster and painted. This gives a stylish classic look with superior insulation properties.

As the plaster is finished with paint, it is important to maintain its good looks by hosing down the exterior of your home twice a year to wash away dirt and grime which, if left, can damage the finish and encourage mould growth. Should you live in a coastal

area, which is exposed to sea breezes, it is advisable to wash your home down with a mild detergent and soft brush up to three times a year. If you have any concerns about your plaster finish, please consult your builder for advice.

## OTHER EXTERIOR CLADDING

For James Hardie and cedar products, please refer to the manufacturer's maintenance and warranty information.





# Lawn care

Your new lawn relies on regular care to ensure successful coverage. As it is still new, it will require you to follow some basic guidelines to assist it while it is establishing.

## WATERING

It is essential to water your lawn regularly and thoroughly. This may be less of an issue in the middle of winter, however any new lawn needs regular deep watering for the roots to extend down and establish.

The use of a sprinkler is helpful, especially if it offers a fine spray for about an hour at a time. The best time to water your lawn is in the early morning or evening.

## WEEDING

Weed seeds always manage to establish themselves within a new lawn and are carried by birds, wind and water - so the best way of dealing with them is to attack them early. Check your lawn and remove weeds as early as possible.

If necessary, after the first mowing, you can spray your lawn with a broadleaf weed killer, to manufacturer's instructions. This will not kill your lawn, only the weeds that reside there.

As the lawn settles, some stones may surface. Remove them as they appear.

## MOWING

New grass needs time to establish and grow deep roots, so avoid mowing your lawn until it has had the opportunity to thicken and grow to about 100mm tall. Do not let it go to seed - and set the mower blades high for the first few months of growing. Remove all grass clippings off the lawn.

Once the lawn is established it should be mown closer to 50mm high.

## FERTILISER

For a good thick grassy lawn, apply a top dressing of reliable fertiliser. Fertiliser should be applied at least every 2 months during the first year of establishment.

## GROUND CRACKING

Variations in rainfall, and the heat of summer can have a big effect on ground conditions. As the ground shrinks and expands, this can cause both sodden and cracked ground surface conditions. This is a normal and uncontrollable occurrence. It is best managed with regular watering in summer, and establishing good drainage in winter.

## RESOWING

When sowing additional seed, prepare the area by lightly raking it first, sowing it, then lightly raking over it with fine soil.

Protect your new lawn from animals and people by putting up a barrier around it for about two months.



## Paths, drive and floors

### CONCRETE OR AGGREGATE

The concrete surfaces of paths and drives should be washed and broomed with water and mild concrete cleaner every six months. Any oil or paint spills can be cleaned with special concrete cleaning products available from your local hardware store.

Given the natural properties of concrete, any concrete work is not guaranteed against cracking. Cracking

may occur from conditions over which you have no control, for example, unequal ground settlement or excessive rainfall.

Minor cracking may be observed in the garage area, which are largely superficial and due to the nature of the materials.

In your home, Generation Homes has utilised the Firth Ribraft floor construction – one of the best home flooring systems for high thermal rating and strength.



## Garage doors

### COLOUR STEEL DOORS

Your garage door has been designed with durability and good looks in mind. To maintain that look, you will need to wash it occasionally with a soft nylon brush and mild detergent to remove dirt and cobwebs and if you live near the beach, salt build-up. To complete the cleaning process, wash down the door with clean water and dry it with a soft dry cloth.

### CEDAR DOORS

Your cedar door requires occasional washing with a mild detergent and soft cloth or brush. Stained exterior doors tend to weather faster than Coloursteel and painted surfaces, so it is necessary to re-coat the door every 12 months for the first two years, and then every two to three years after that. This will restore the weatherproofing on the surface and refurbish the timber colour finish. This is a vital factor in caring for your cedar door.

Cedar needs special care over time to keep its weatherproofness and prevent cracking and splitting of the timber.

### AUTOMATIC OPENERS

The automatic door opener runs the door panels on metal slides, which will require cleaning and lubrication every three to six months to maintain the smooth running and prevent noisy opening. A spray on silicon lubricant is ideal for the job.

### REMOTES

Your remote opener will need to have the batteries replaced as and when required. Should your door experience a power failure, it may go out of sequence. Refer to your garage door handbook to reset the automatic opener.





# Roofs and gutters

## YOUR ROOF

The roof of your new home is clad in a metal or concrete tile, which gives clean defined lines and strong long lasting looks, and requires little maintenance.

Roofs are subject to high levels of ultraviolet light and solar radiation which mellows the colour pigments to varying degrees over time. Pollutants and dust from the atmosphere catch on the roof, and together these will change the colour of the roof to some extent.

Lichen and moss spores are normally present in the air and can grow on most roofing materials. Over time, your roof may have some moss or lichen growth which can be easily removed by special chemical solutions designed for this purpose. It is recommended that you use qualified professionals to carry out the necessary spraying.

The supplier does not recommend walking on the roof unless absolutely necessary, and then only on the headlaps, and your weight must be distributed as evenly as possible. If tiles are physically damaged, repair is simple, with only damaged tiles needing to be replaced. These are required to be replaced immediately by a qualified professional roofer.

## GUTTERS AND DOWNPIPES

All gutters and downpipes should be regularly inspected, cleaned and maintained – about every six months or so. If you have large trees in the area, this maintenance may need to be more often.

If you live in a coastal area, your home is subject to sea salt in the air, which needs to be washed off with a mild detergent solution and soft brush, then rinsed thoroughly with water. This will keep your gutters and downpipes looking good for longer



# MAINTENANCE GUIDE

# Recommended maintenance schedule

## SPRING CHECKLIST

- ✓ Review the manual.
- ✓ Check all rubber weather strips around exterior windows and doors, replace and repair as needed.
- ✓ Check the brick weep holes and remove any soil or plant material to allow clear drainage.
- ✓ Check outside of house for cracks or peeling paint. Caulk and repaint as necessary.
- ✓ Wash down the outside of the house, including all joinery.
- ✓ Polish aluminium joinery.
- ✓ Check dryer vent and rangehood filters, cleaning and changing as required.
- ✓ Check all taps and faucets for leaks, replace washers as necessary.
- ✓ Check toilet cistern for refill level and adjust as per instructions. Clean drapes and blinds.
- ✓ Check smoke detectors, and replace batteries as required.
- ✓ Test electrical earth leakage circuit breaker on the switchboard.
- ✓ Clean concrete paths and driveways.
- ✓ Check all interior door operations.
- ✓ Release the pressure relief valve tap on the hot water cylinder for three to five seconds to clear any sediment build-up. (Do not adjust any pre-set valves).
- ✓ Review re-staining and re-painting requirements for cedar exterior and garage doors.
- ✓ Feed your lawn with good quality fertiliser.



# Recommended maintenance schedule

## AUTUMN CHECKLIST

- ☒ Review this manual.
- ☒ Check rubber weather strips around exterior windows and doors, replace and repair as needed.
- ☒ Check the brick weep holes and remove any soil or plant material to allow clear drainage.
- ☒ Polish aluminium joinery.
- ☒ Clean the gutters and downpipes.
- ☒ Check roof for broken tiles, moved tiles or raised flashing. Repair where required.
- ☒ If you have a chimney, organise a clean.
- ☒ Check all taps for leaks. Replace washers as necessary.
- ☒ Clean concrete paths and driveways.
- ☒ Check window condensation holes are clean and working.
- ☒ Check smoke detectors and replace batteries if required.

## MONTHLY CHECKLIST

- ☒ Check and clean Easyclean waste trap in shower.

# Residential build guarantees

Take the time to read over your 10 year residential build guarantee. Your guarantee is designed to cover you in the event of problems with your new home which are the result of:

- a) Defects in workmanship,
- b) Defects in materials,
- c) Non-completion of building work.

## WHAT THE GUARANTEE DOES NOT COVER

- Any work outside the dwelling like fences, paths, driveways and ancillary work such as drains and garden sheds are not covered under the guarantee.
- Land subsidence, shrinkage, contraction or weather, or Acts of God are not part of the guarantee.
- Wear and tear or a lack of proper maintenance, for example damage to your home from poor ventilation in wet areas is not covered by the guarantee.
- Building materials that do not comply with a NZ Standard.
- Consequential loss or damage.
- Any appliances installed in your new home. (These are covered under separate manufacturers' warranties.)
- Builder insolvency (from 1 August 2019).

## WHAT MUST THE OWNER DO TO MAINTAIN A VALID GUARANTEE?

Your home has already been inspected and given a 10 year residential build guarantee prior to your moving into your new home.

Generation Homes offers a 12 month defect period from the date you take possession of your new home. If you have any maintenance issues you would like to talk to us about, please contact Generation Homes on 0508 639 496.

*Please note: The above information is an indication only and you must refer to the contents of your Warranty Booklet and a 10 year residential build guarantee document for full terms and conditions.*

## URGENT MAINTENANCE ISSUES

If you have an urgent maintenance issues you quickly need to have addressed (e.g. leaky cylinder or toilet), please phone Generation Homes on 0508 639 496.





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