



Green Hills



Maintenance instructions

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DER

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Welcome to your new home!

When you take over the apartment

Before you move in, the apartment has been inspected and reviewed for visible errors and defects.

When you receive the keys to the apartment, the apartment is inspected, and a move-in report is prepared, noting any cosmetic or functional defects that need to be rectified.

Functional deficiencies can be, for example:

- A dripping faucet
- Cold and hot water have been reversed on a faucet
- The ventilation is not working
- A door cannot close/lock
- Sloping doors/cabinet doors
- Power outlet does not work
- Door entry phone does not work

Functional deficiencies in the apartment are rectified within a short time.

Please note that the layout of kitchens, bathrooms, closets, etc. varies from apartment to apartment.

We hope you will be happy with your new home, and you are always welcome to contact Balder for further assistance.

Welcome home!

Walls, ceilings, doors, and windows

Colour codes and cleaning of painted surfaces

Frames and skirting boards

Paint from Dyrup, Dyrup Robust Acrylic 40, NCS S 0502-Y

Wall paint in the apartment

Paint from Dyrup, Dyrup Robust Acrylic 05, NCS S 0500-N

Wall paint above the kitchen worktop

Paint from Dyrup, Dyrup Robust Acrylic 25, NCS S 0500-N

Ceiling paint in the apartment

Paint from Dyrup, Dyrup Robust Acrylic 05, NCS S 0500-N

Cleaning of painted surfaces

Black marks/streaks can often be removed by wiping with a nano-sponge, hard wrung out in warm water. The daily cleaning is done by wiping with a clean cloth, hard wrung in warm water wipe with a dry cloth afterwards. Grease stains that cannot be removed in the way mentioned above should be wiped with a cloth, hard wrung in water, to which a mild soap solution has been added.

Floors

Wooden floors

Type

BOEN Oak 3-strip Matt lacquer 5G

Climate conditions

The well-being of wooden floors and people both depend on the quality of the indoor climate. A room temperature of around 20°C is ideal for both wooden floors and humans.

Note that the characteristics of the wood varieties differ significantly and that wood will always expand and contract depending on the humidity. Thus, the width of the gaps in the flooring will not always remain the same, and it is to be expected that larger gaps may occur than usual during, for example, the heating season, when the air is typically dry. It takes about one year for wooden floors to be acclimatised.



Constructive maintenance

To protect wooden floors, using felt plugs under the legs of chairs and tables is recommended. Office chairs should be equipped with suitable wheels for wooden floors, and it is recommended to use acrylic mats under office chairs. Be aware of flowerpots, vases, and the like placed directly on wooden floors, as any moisture transfer to the floor must be prevented. If you are not quite sure if the bottom is completely tight, place it on a pedestal to avoid any direct contact with the floor. Loose carpets, mats, etc., should not be placed on the floor until 2-3 weeks after flooring or treatment. Use mats at entrances to prevent dirt etc., on the wooden floor.

Daily maintenance/care

The daily cleaning of lacquered floors is done with a broom, microfiber mop or vacuum cleaner. For washing, use clean, lukewarm water and a well-wrung cloth. In the event of a major water spill, this should be dried up immediately to avoid moisture damage.

Basic cleaning

For more thorough cleaning, wash the floor with a microfiber mop. Do not leave water on the floor. A mop is not recommended as it leaves too much water on the floor. If necessary, add a little mild floor detergent to the water.

Stain guide

For best results, stains should be removed while they are fresh.

Once the stain is removed, wipe with clean water and a hard wrung-out wet cloth. Please note that mats, doorstops with rubber backing and rubber wheels, etc. may contain latex. Latex discolours the lacquer surface because of a softening migration and cannot be removed again.

Always use as little water as possible when cleaning. Always use a well-wrung-out cloth or mop and low-dosage cleaning equipment. Wipe up spills and streaks of water immediately to avoid damaging the wooden floor.

Lacquering

Over the years, the lacquer surface of the floor becomes worn or scratched, and re-lacquering may be necessary. When re-lacquering UV lacquered floors, sanding is recommended until the wood is completely free of lacquer residues, which provides the best appearance and solution.

After lacquering

Always follow recommendations for drying time and use. Uncovering and possible application of carpets should not take place before the varnish has reached its full strength.

Important!

Carefully read the instructions on the back of the paint packaging before painting.

Storage room floors

Type

CM-940 Industrial Top

Daily maintenance/care

Cleaning as needed with a soft sponge and clean water, possibly mixed with ordinary detergent.

Windows, interior and exterior doors

Maintenance/care of sills, windows, hinges/brackets and screws


Exterior aluminium

Aluminium is cleaned at least every 6 months. Ordinary dirt and grime are removed with neutral cleaners without abrasive properties and solvents. Alternatively, aluminium can be polished with wax (car shampoo). This makes the surface more dirt-repellent and avoids impurities in the joints. A scratch will not affect the durability of the window frame, as the aluminium forms a natural oxide layer. Scratches in the coating can be repaired with repair varnish, but colour differences may occur.

Interior wood

The sill is coated with water-based paint or varnish and should be washed regularly. Sealing strips, glass seal tape, and glass seal strips simply need to be kept clean, for example, by wiping with a cloth soaked in clean water, possibly with a mild detergent. Damage to the coating of the frame must be repaired. For repairs or if you want to paint the sill, use water-based, diffusion-based paint - avoid getting paint on the sealing strips, glass seal tape, and glass seal strips. Wood is a natural product that contains resin. Small crystallised resin residue may sometimes form on the surface of the frame. You can remove the resin residue by gently wiping it with a cloth moistened with household alcohol or another alcohol-based substance.

Fittings

Once a year, all fittings should be inspected and cleaned, and the moving parts lubricated with acid-free oil as indicated in this manual illustrated by  See on p. 10 and 11.

Windows

The window is opened by pulling the handle up to a position of 45°. Note that there is an opening restrictor, so the window cannot be fully opened until the opening restrictor is set to open.

Windows should be cleaned with a soft cloth or brush and lukewarm water with a mild detergent - the detergent must not contain solvents or have abrasive properties. Hard brushing, scrubbing or use of wire wool/scouring pad will produce scratches and should be avoided. To wipe the window, use a window scraper or wipe it with a slightly damp washcloth or fine cloth.



Opening restrictor

The windows are fitted with opening restrictors which have several functions. The opening restrictor looks like this from the inside and outside.

A - Opening restrictor from the inside

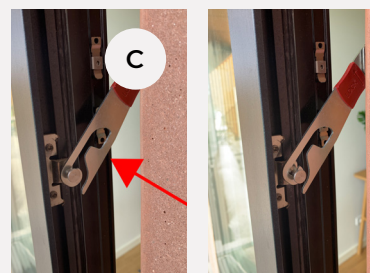
B - Opening restrictor from the outside

C - Locked position

To put the window in the locked position, open the window as much as possible and then push the opening restrictor forward until a "click" can be heard. Now the window is in the locked position. To close the window again, pull the opening restrictor in the opposite direction to which it was pushed, and the window can now be closed again.

D - Open position

To open the window fully, open the window halfway until the opening restrictor is positioned as in the picture on the left, with the frame part (with pin) positioned next to the opening of the opening restrictor. The opening restrictor is then pushed up, and the pin now slides out of the bracket, as shown in the picture in the middle. The window is now free of the opening restrictor and can be opened all the way up, as shown in the picture to the right.



Sound barriers

Some apartments also have windows with sound barriers or sound-absorbing windows, which help reduce outside noise when open.

A - To activate the sound barrier, first open the large window frame.

B - To open the window frame, turn the handles 90° until they are perpendicular to the window frame.

C - The lower window frame can then be opened.

D - Then close the large window frame by closing and turning the handles back to parallel with the window frame. The top window frame can then be opened, and the sound barrier is now activated.

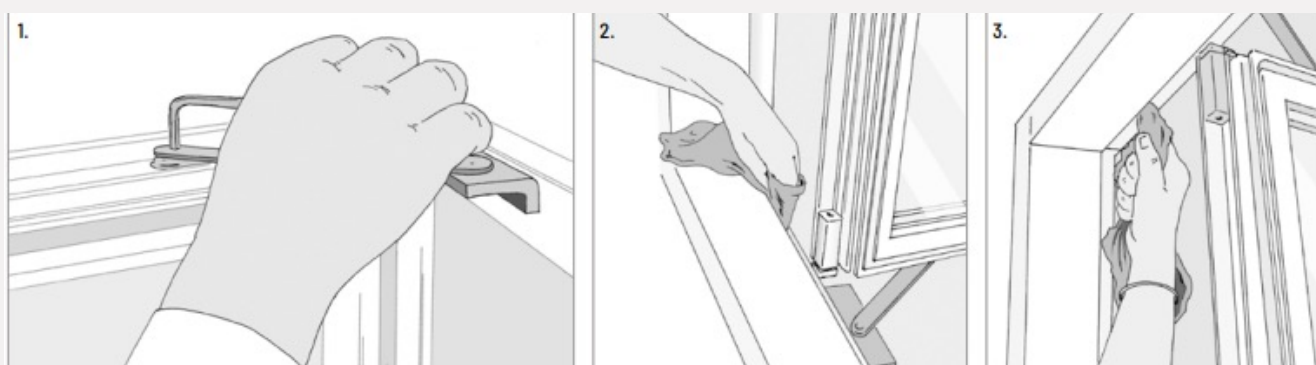
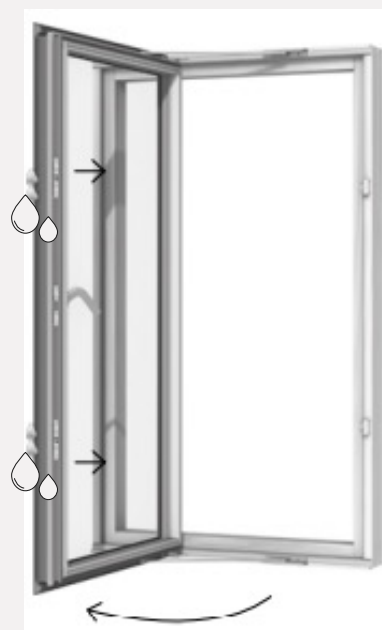


Maintenance

The window opens by turning the handle to the horizontal position. The window frame is now pushed outwards.

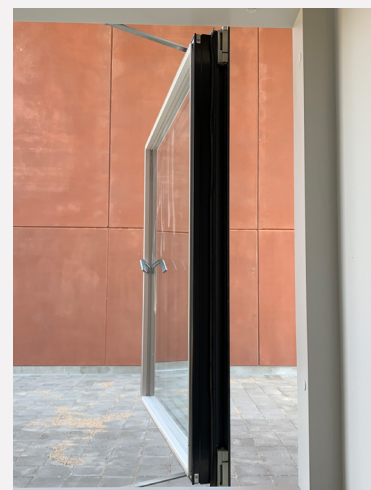
The friction arm can be adjusted by turning the screw in the friction arm on top of the frame with a 4 mm Allen key (1).

The slide rails must be kept free of dust and dirt, e.g. with a cloth (2 + 3). The sliding rails must be sprayed at least once a year with Teflon-based lubricant, e.g. Fin Lube or equivalent (never ordinary lubricating oil!) Once a year, all brackets must be inspected, cleaned, and the moving parts lubricated with acid-free oil, as indicated in this user manual illustrated by



Cleaning

When the window is opened to 90°, a cleaning gap opens in the "hinge side". The outside of the window can now be cleaned from the inside. The window is cleaned with mild detergents. Impurities on the glass that cannot be removed by normal cleaning with water, sponge, squeegee, washcloth or ordinary shop cleaners can be removed with very fine industrial wire wool (the kind used for ceramic hobs). Scraping tools, razor blades, scouring powder, wire wool, or similar should not be used as these will scratch the surface of the glass.



Balcony and terrace doors

Balcony and terrace doors work in the same way as windows, opening by pulling the handle up to a position of 45° and then sliding the balcony or terrace door open.

The door can be locked in the open position. This is activated by turning the handle back to vertical when the door is open. The door is now in the locked position.

NOTE! This function should not be used in windy conditions, as the handle-operated brake may be broken by a strong gust of wind.

To close the door, it is important to turn the handle back to horizontal before pulling the door in to close it. Otherwise, the handle-operated brake will break.


The door is now closed by pulling it in to the sill and turning the handle down to vertical.

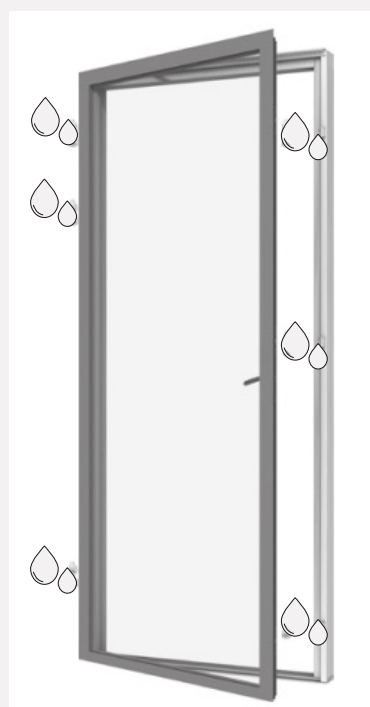
Maintenance

The terrace door is opened by turning the handle to the horizontal and pushing the door outwards. The door opens up to 90° and is equipped with a friction arm. The door is closed by pulling it to the sill and turning the handle down to vertical.

The friction arm's slide rails must be kept free of dust and dirt, e.g. with a cloth. Do not grease the rails, as this will only collect more dirt. Oil the hinges with acid-free oil while opening and closing the door to get the oil all the way into the hinges.

Fittings

Once a year, all fittings should be inspected and cleaned, and the moving parts lubricated with acid-free oil as indicated in this manual illustrated by 



Interior doors

Daily maintenance

Do not use caustics or other agents that may scratch or dissolve the surface. Therefore, avoid chlorine, ammonia, solvents, scouring powders, wire wool, etc. Moisten the surface from the bottom up, but clean from top to bottom. Otherwise, there is a risk of streaking. Then wipe it dry.

- As a rule, cleaning is only required if there has been no damage or the wear has been abnormal.
- Grease stains, shoe polish and the like are treated with mild detergent directly with a clean, damp cloth. Do not use stronger solvents. Immediately after cleaning, the surface - regardless of the method used - should always be wiped.
- Wood is a living material that is affected and changed by humidity and temperature fluctuations. Make sure you have good heating and ventilation in the room. Remove stains before they can dry on the surface. If necessary, lubricate hinges with acid-free grease. The lock does not normally need to be lubricated.



Tape, stickers, etc.

It is not recommended to put tape and stickers on the doors as it will damage the surfaces.

Hinges

Hinges should be lubricated as needed, but at least once a year.

Door handle

Cleaning is done with clean water and mild detergent. Never use wire wool or similar for cleaning and maintenance of stainless steel. Ordinary iron causes iron corrosion on stainless steel, thus starting a corrosion attack on the stainless surface.

If the door handle becomes loose, tighten the pinol screw. Pinol screws should be re-tightened at least twice a year.

Repair

In case of damage to main doors or interior doors, a Swedoor repair paint must be used. This is available at most common DIY stores, e.g. Bauhaus or Silvan.

Doorstops

At the interior doors, doorstops are installed to protect the doors and walls. All doorstops are fixed to either the wall or the floor. A few main doors have doorstops mounted directly in the top right corner.

Main door

A - Internal lock

To lock, turn towards the door opening

To unlock, turn away from the door opening.

B - External lock

To lock, pull up the door handle and place the key fob on the Salto lock until it a green light lights up, then turn towards the door opening.

To unlock, place the key fob on the Salto lock until it a green light lights up, then turn away from the door opening.

The Salto system is a fully electronic system that does not require physical keys.

C - Salto lock

The key

The key used to open the front door is a Salto key fob.

Hinges

Hinges should be lubricated as needed, but at least once a year.

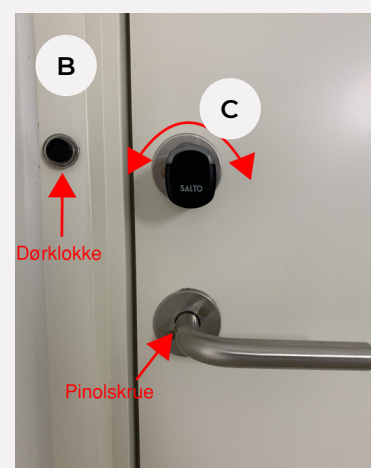
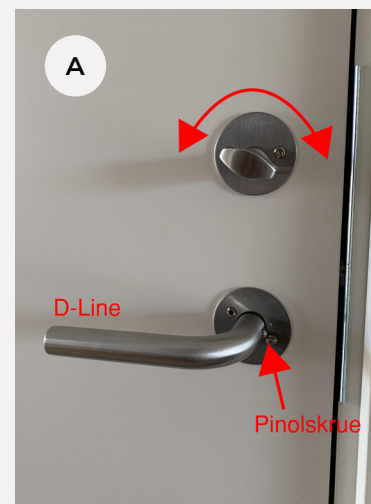
Door handle

Cleaning is done with clean water and mild detergent.

If the door handle becomes loose, tighten the pinol screw. Pinol screws should be re-tightened at least twice a year.

Cylinder

Use a cloth wrung from lukewarm soapy water. Wipe with a cloth soaked in clean lukewarm water. Never use abrasive soaps or cloths.



Balcony and terraces

General maintenance

Clean your balcony/terrace of debris at least once a year. Leaves and fallout from trees are removed. Make sure that there are no blocked gaps between the planks or against other building parts.

Sweep the floor with an ordinary soft broom as needed and wash with a floor cloth, or floor scrubber, possibly with liquid brown soap dissolved in warm water in a ratio of 50 ml to 5 l water. Wipe with a cloth soaked in clean lukewarm water.

Be aware that balconies drain over the edge, and therefore water poured onto the balcony can run down to your downstairs neighbour. Therefore, save water for the sake of your downstairs neighbours and their belongings.

Always attend to spills promptly. First, try with a cloth or scouring pad and brown soap or dishwashing detergent dissolved in warm water. If it is necessary to use harder tools, it is recommended to test the tool in a less visible place on the balcony/terrace. Never start in the middle, as shade differences can occur between the treated area and the surrounding area.

If environments/areas with organic fouling (green algae and similar) occur, these must be removed with Rodalon or algae remover. Make sure that there are no blocked gaps between the planks and other building parts.

Wipe the handrail with a wrung-out cloth, using clean water.

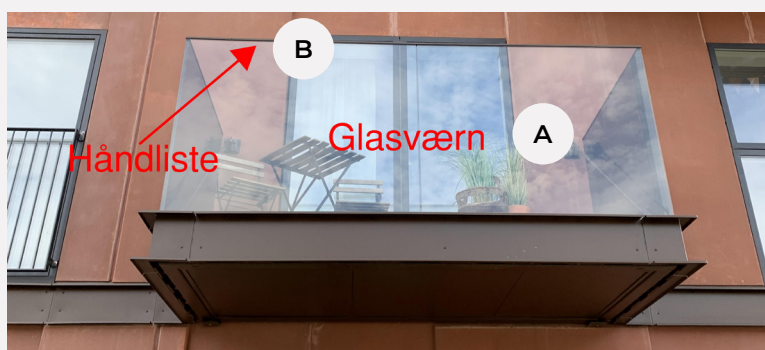
Do not store items on the balcony, as this may cause water build-up. Flower boxes, etc., must be blocked up if they are to be placed on the balcony floor so that water can run off unhindered. If holes are drilled in the bottom of flower boxes, discolouring of the balcony floor may occur. Also, use felt doilies, saucers and drip collectors for grills. No road salt or other drying agents may be used on the balcony floor.

To avoid scratching the glass surface, always clean the glass with clean tools. Only detergents recommended for cleaning glass should be used. Mild detergents are preferred. Abrasive cleaners, powder-based cleaners, scouring powders, or other abrasives should never be used on glass. Also, do not use detergents containing hydrofluoric or phosphoric acids, as they can cause corrosion. Hot glass or glass in direct sunlight should not be cleaned.

The glass industry recommends that steel scrapers should never be used for cleaning glass!

A - Glass

B - Handlist



It is recommended to keep the grill at a good distance from the glass grate, as the heat effect on the glass can cause discolouration. Depending on the size of the gas grill chosen, it can be pulled away from the glass during use and put back after the gas grill has cooled down. If necessary, you can put your hand on the glass to check whether it has become hot. Always read the current house rules of the property in relation to the use of a grill.

A - French balconies

The French balconies and guards are cleaned with warm water and mild soap with a neutral pH value.

B - Wooden slats

The large balconies have wooden slats on the balcony and on the outside. The type of wooden slats is Thermo Pine, which is a very "natural" material. It is to be expected that it may expand/contract to a lesser extent, and there may be wind cracks and fissures during dry periods.

We recommend oiling these the first few years, about 1-2 times a year, to achieve a more stable but also a stronger terrace and to avoid frost cracking. It is recommended to use a regular clear wood oil so that it retains its natural colour and gloss. Regular oiling also reduces wind chafing and cracking.

C - Flower boxes

On the vast majority of balconies, on the outside of the building, flower boxes have been mounted. These flower boxes should be watered as needed and seasonally.

During the growing season, when there is no rain, it is recommended to water the flower box once a week. When watering during the growing season, using a liquid fertiliser is also recommended. For operation, please refer to the user manual.

However, be careful not to overwater the flower box. If there is any doubt about whether the flower box needs watering, stick a finger into the soil so that the soil covers the whole finger.

If the soil feels moist, there is no need to water. If the soil feels dry, it is recommended to water the flowers. To help, you can buy a moisture meter, which can help you tell how moist the soil is.

The flower boxes are planted with either clematis, wild vine or both. As these species are climbers that are suitable for growing up walls and trellises, etc., it is recommended to help the plants climb up the wooden slats for the first while.

Rules also apply to the flower box, which is regulated in the house rules that are always in force. Please also note that the flower boxes are strapped and may not be moved.



Bathroom and toilet

Frequent cleaning is necessary to maintain a clean and hygienic look of the bathrooms.

This also requires the use of appropriate and environmentally friendly cleaning products. When cleaning, you should also refill water traps (e.g. at floor drains, toilets and washbasins) to avoid sewer odours.

The bathroom is easiest to keep clean if you clean something every day. Once a week, you should clean the toilet, sink, and bathtub (if you have one) and wash the floor. Wall tiles, sanitation, drains, etc., are cleaned as needed. There may also be a need for daily airing out of the bathroom. Always air out after a bath.

Limescale deposits

The lime in the water is the reason why it is difficult to keep the bathroom clean. When the water dries, the lime is left as deposits. Therefore, it is recommended to wipe wet surfaces dry with a cloth after a bath.

Thick coatings of lime are hard to get rid of

In the worst case, vinegar, 32% acetic acid, or phosphate detergent may be used.

BUT - be aware that the sink does not tolerate cleaning with acidic agents. Here only elbow grease and possibly a phosphate-containing detergent should be used.

Where acetic acid can be used, toilet paper dipped in vinegar or acetic acid can be laid on the lime coatings, or you can put the aerator, shower head and similar in vinegar or acetic acid.

After using 32% acetic acid, rinse with lots of water. Undiluted acid in the drain may damage the drainage system.

Cleaning agents

The use of acids and other strong detergents should be avoided. They must always be used with care. Excessive use of detergents can damage the sewerage system and is harmful to the environment.

Remember - never use acids with chlorine-containing agents, e.g., toilet cleaner. They develop very toxic fumes.

Whenever possible - use hand or mechanical cleaning, e.g., soft scouring brushes, rotating cleaning brushes, hoses, soap shavings and the like.

A – Cleaning the wall and floor tiles

Daily cleaning is carried out with warm water and mild detergent. After using the detergent, rinse with plenty of water. Wipe with a dry cloth afterwards.

Never use "greasy" cleaners like brown soap or soap shavings. For limescale deposits, use an alkaline cleaning agent.

For limescale deposits, use an alkaline cleaner. To minimise limescale deposits on the tiles, it is recommended to remove excess water with a scraper if necessary. Never use wax or other saturated products.

B - Cleaning the shower set

Do not use abrasive sponges and scouring powder for cleaning. The use of solvent and acidic cleaning products is not recommended. These cause the surface to become matte.

Only use a little soap and a damp cloth to clean the fixture. Then rinse it and wipe it dry.

Limescale deposits are removed by using ordinary household vinegar.

C – Cleaning the floor drain

Remove the grate and lift up the water trap. Clean the water trap with detergent as needed, and make sure the water trap's O-ring is lubricated with lubricant to avoid odours. Odours from the drain are caused by soap residue, skin grease, etc. If the grate cannot be lifted or if the smell is very bad, pour a little undiluted chlorine detergent down the drain from the shower and leave it to work for as long as possible.

REMEMBER that chlorine must not be mixed with acidic products such as toilet cleaners and acetic acid. This will develop toxic fumes.

Rinse with water. Install the water lock by lightly pressing it, and then install the grate.

D – Dryer

The dryer is a condensation dryer with heat pump technology and is connected to a drain.

For operation, please refer to the user manual.

E – Washing machine

For operation, please refer to the user manual.



F – Cleaning the mirror

Daily cleaning is carried out with designated cleaning products for glass.

The glass is cleaned as needed and tolerates all ordinary glass cleaning agents.

NOTE! Caution should be exercised when using abrasive (scratching) tools. This is NOT recommended.

G – Cleaning the tabletop

The bathroom counter has a matte ground finish. Frequent use of detergents will eventually cause it to become glossier.

For daily cleaning, scouring agents intended for cleaning should be used, as well as ordinary nylon scouring sponges generally used in households. Limescale deposits are removed with acetic acid.

NOTE! Do not use detergents containing bleach - e.g. chlorine.

H – Cleaning of fixture

Do not use abrasive sponges and scouring powder for cleaning. Dissolving and acidic detergents containing acetic acid are also not recommended. They attack the surface, and the fixture becomes dull and scratched.

As the composition of common cleaning agents changes frequently, it cannot be guaranteed that they will be gentle on the fixture.

Only use a little soap and a damp cloth to clean the fixture. Then rinse it and wipe it dry. Lime residue can be avoided by wiping the fixture after each use



I – Cleaning of cabinets

The daily cleaning is done by wiping with a clean cloth, hard wrung-out in warm water. Wipe with a dry cloth afterwards.

Grease stains that cannot be removed in the above way should be wiped with a cloth, hard wrung out in water, to which a mild dishwashing detergent has been added. Wipe with a dry cloth afterwards.

J – Stopcocks for cold and hot water

ALL valves should be exercised at least once a year.

This means that they should be opened and closed a few times to ensure that they work.

K – Cleaning the sink trap in the cabinet

Place a bucket or similar under the sink trap and disassemble the trap. Clean the trap and reassemble it. Make sure that all O-rings are in the correct positions again.



Toilet

L – Cleaning the flush panel

Do not use abrasive sponges and scouring powder for cleaning. Dissolving and acidic detergents containing acetic acid are also not recommended. Clean only using a little soap and a damp cloth. Then rinse it and wipe it dry.

M – Cleaning the toilet seat

Warm water with mild soap is used for both seat and brackets/ hinges. Rinse with clean water and wipe with a dry cloth. Toilet cleaner must not be used on the toilet seat and fittings/hinges. When cleaning the toilet with special cleaning products, you should leave the lid and seat up so that these do not come into contact with the detergent. Never use chlorine, as it can discolour the material.

N – Cleaning the toilet bowl

Daily cleaning with a toilet brush or a damp cloth with an acidic cleaning agent with a pH between 1 and 4. Especially clean the back of the bowl. Here, excess water from the flushing trench is emptied, and a limescale deposit may build over time.

O – Cleaning of toilet paper holder

Daily cleaning is carried out using a soft cloth. Clean only using a little soap and a damp cloth. Then rinse it and wipe it dry. Do not use abrasive sponges and scouring powder for cleaning. Dissolving and acidic detergents containing acetic acid are also not recommended. They attack the surface, which becomes dull and scratched.

P – Cleaning of spots

Clean using a soft cloth. If necessary, use a little soap and a damp cloth. Remove the soap using clean water and wipe the spot dry. Do not use abrasive sponges and scouring powder for cleaning.



Drilling instructions

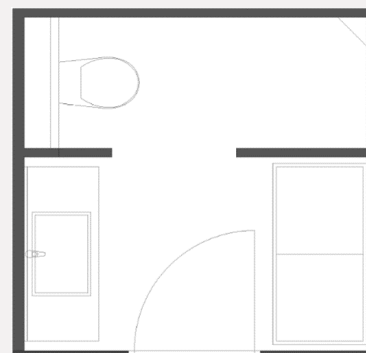
In the entrance hall and in the bathroom, it is not allowed to drill into the ceiling, as these are dropped ceilings.

There are usually embedded pipes with live wires in a vertical line above and below electrical switches and outlets. A safety distance of 15 cm must be maintained on both sides of the installation.

Hanging in and up against the bathroom

The figure is a principle drawing of the home's bathroom. Therefore, the layout may vary from apartment to apartment. It is not allowed to drill into the walls of the bathroom and the walls facing the bathroom (e.g. from the entrance hall and kitchen).

Water supply to mixers is usually through pipes embedded in the wall vertically above/below the mixer. Avoid hanging in these places. If the tenant chooses to defy these requests, the tenant will be held financially liable.



Kitchen items and wardrobes

Types may vary from apartment to apartment

Kitchen

Kitchen type

Fronts: Slimline 16 mm thick CQA wood fibreboard.

Surface treatment: hard-wearing white matt polyurethane lacquer; nearest indicative NCS code for Slimline is S0500-Y in Gloss 35.

Handle: Model Fashion black 128/188mm

A – Cleaning of cabinet surfaces

The daily cleaning is done by wiping with a clean cloth, hard wrung-out in warm water. Wipe with a dry cloth afterwards.

Grease stains that cannot be removed in the above way should be wiped off with a cloth, hard wrung out in water, with a common soap solution such as soap shavings (not dishwashing detergent), then wiped off with a dry cloth.

B – Cleaning the tabletop

For daily cleaning, use lukewarm water with a little detergent. Stains that cannot be removed with water can often be removed with spirits or acetone or with equal parts water and chlorine. When using these detergents, ensure ventilation and be aware that wooden edges do not tolerate contact with these detergents.

After using these agents, it is important to wash the tabletop with lukewarm water to remove all residues of chemicals. Laminate cleaner or a special cleaning sponge can also be used.

CoreStone will have visible signs of use and scratches on the surface from daily use. Always use a cutting board and avoid cutting directly on the CoreStone surface. Avoid dragging ceramics and heavy objects, as these can scratch.



A – Cleaning the kitchen sink

All types of sinks are cleaned daily with a wrung-out cloth and dishwashing detergent. Never use wire wool, scouring pads, scouring creams or the like as they scratch the surface. Chemical decalcifiers can be used for limescale deposits but should never be left on the surface for more than 3 minutes.

B – Cleaning of fixture

Do not use abrasive sponges and scouring powder for cleaning. Dissolving and acidic detergents containing acetic acid are also not recommended. Clean only the fixture with a little soap and a damp cloth, then rinse and wipe it dry. Lime residue can be avoided by wiping the fixture after each use.

C – Cleaning of sink trap under the kitchen sink

Place a bucket or similar under the sink trap. Separate the sink trap by loosening the two diverters. Clean the sink trap and remount it. Make sure that all O-rings are in the correct positions again.

D – Stopcocks for cold and hot water

Stopcocks should be exercised once a year.

E – Connection for dishwasher.

ALL valves should be exercised at least once a year.

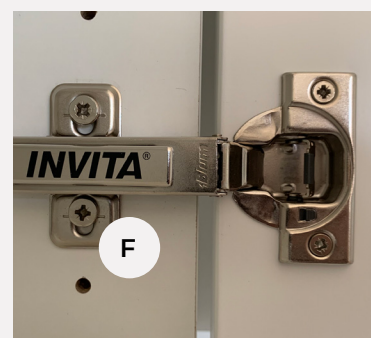
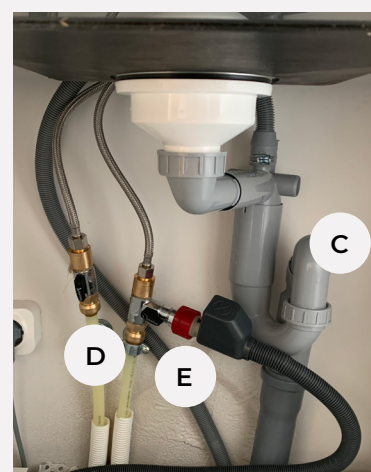
This means that they should be opened and closed a few times to ensure that they work.

F – Adjustment of hinges

Applies to all cabinets. Carefully remove the INVITA cover and/or lid damper and adjust the hinge using the marked screws.

G – Transformer

The transformer for LED spots is located in the cabinet above the cooker hood. The white plastic caps are removed without tools, and the cover plate is carefully clicked off.



Wardrobes

Cleaning of cabinet surfaces

Daily cleaning is carried out by wiping with a clean cloth, hard wrung-out in lukewarm water. Wipe with a dry cloth afterwards.

Grease stains that cannot be removed in the above way should be wiped with a cloth, hard wrung out in water, with a common soap solution such as soap flakes (not dishwashing detergent), wiped with a dry cloth.

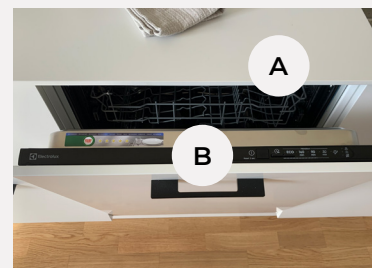


Kitchen appliances

A – Cleaning the dishwasher

To clean the front and panel of the dishwasher, use the same method when cleaning kitchen cabinets.

For internal cleaning of the dishwasher, use cleaning products that are especially suitable for the dishwasher. Always follow the instructions in the instruction manual from the manufacturer.

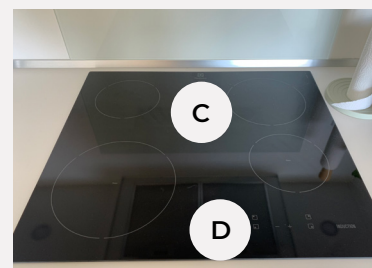


B – Control panel

Read the instructions for use for more information.

C – Cleaning the hob

Clean the hob every time it has been used for cooking. Do not clean the hob until it has cooled down sufficiently. Only use cleaning agents suitable for cooking hobs. Always follow the instructions in the instruction manual from the manufacturer.



D – Control panel for hob

Read the instructions for use for more information.

E – Cleaning the oven

Clean the oven using hot water with dish detergent added inside and out. Always follow the instructions in the instruction manual from the manufacturer.



F – Control panel

Read the instructions for use for more information.

G – Cleaning the refrigerator and freezer

For light cleaning of the refrigerator, use a pH-neutral washing-up liquid in lukewarm water. Dishwashing water must not enter the lighting or through the drain hole and into the evaporation area. Always follow the instructions in the instruction manual from the manufacturer.

H – Refrigerator and freezer control panel

To regulate the temperature, please refer to the instruction manual for more information.

I - Empty space above the refrigerator

The empty space above the refrigerator must not be filled with objects as the refrigerator must be able to ventilate.



Ventilation system incl. cooker hood

Avoid damage from moisture

A good indoor climate requires good ventilation, airing out so much that no dew appears on the windows.

If moisture damage is discovered, contact the caretaker. Moisture damage is most easily remedied if immediate action is taken.

Moisture damage is avoided;

- by not drying clothes indoors
- by not cooking without using the cooker hood or opening windows
- by not taking a shower with the door open
- by wiping the bathroom after use
- by maintaining a room temperature between 18-22 degrees
- by airing out the bedroom every morning
- by creating a draught twice every day for 5-10 minutes.

A – Cleaning and adjusting the exhaust vent

Dust is removed by using a vacuum cleaner and a damp cloth.

NOTE! Do not adjust the exhaust vent as it has been pre-set. The vent must always remain in the same pre-set position. Adjusting it will have consequences for the apartment and the other apartments connected to and supplied by the ventilation system.

B – Cooker hood

Even when the cooker hood is not on, there will be a slight suction in the default ventilation setting.

The system's function is to maintain a healthy and good indoor climate in the apartment, preventing house dust mites from thriving, and at the same time, protecting the apartment from moisture damage.

The cooker hood has been professionally mounted and adjusted for normal operation.

C – Control panel

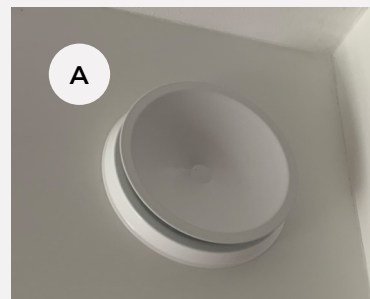
The control panel is located on the right side at the top.

1. On/off button for lighting Damper
2. Timer function 20 min.
3. Timer function 40 min.
4. Timer function 60 min.

D – Cleaning

The grease filter should be cleaned at least every 2 months.

The filter is removed by pressing the button indicated. After this, the filter is cleaned in the dishwasher. This should be done as needed; however, it is recommended that the filter is cleaned at least every two months. It is also recommended that the hood is cleaned regularly to ensure optimal operation and long life.



Heat management

Heating is provided via a district heating system connected to an underfloor heating system with room thermostats.

The underfloor heating is regulated by adjusting the temperature – the thermostat should be set at a room temperature of about 20-22 degrees Celsius.

The thermostat for the underfloor heating in each room is located on the walls of the room.

Do not adjust the thermostat for the underfloor heating inside the installations shaft.



Installations shaft, incl. Water and heat meter

The layout can vary from apartment to apartment.

Water for consumption

Cold water for consumption

A – Meter for reading the consumption of **cold** water for consumption.

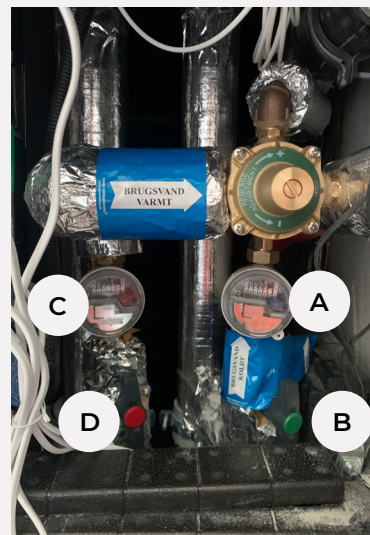
B – Stop valve for closing **cold** water for consumption.

Hot water for consumption

C – Meter for reading the consumption of **hot** water for consumption.

D – Stop valve for closing **hot** water for consumption.

All valves should be exercised at least once a year.
This means that they should be opened and closed a few times to ensure that they work.



District heating

E – Do **not** adjust the control for district heating.

F – Meter for reading consumption of district heating.



Moisture alarm

A moisture alarm is installed at the bottom of the installation shafts. This alarm will alert you by sounding a loud tone so that you can detect any leakage in the plumbing shaft.

In case of alarm, contact customer service!

The alarm is equipped with a 9-volt battery. The battery should be replaced after 5 years.

However, you will also hear an alarm when the battery is running low.



Telephone and antenna

TV & internet

In each apartment are placed panel connectors, one of which has a visible network connector.

Fibernet

A fibre connection is provided, where the resident can choose between several different providers.



Electrical installations as well as telephone, internet and antenna

A – Consumer Unit (fusebox)

B – Fibernet box

C – Available Network connection

Residual Current Device

The entire installation is secured with a Residual Current Device (RCD).

The RCD switch automatically switches off all electricity in the apartment in the event of an electrical fault. If the RCD turns off the electricity, the electricity can be turned back on by pushing the switch up. The test button (T) on the RCD switch should, at a minimum, be activated once a year to make sure it works properly. If the RCD does not switch off, an electrician must be called immediately.

Consumer Unit (fusebox)

On the fusebox, it is possible to switch off groups of the electrical supply in the apartment. The number of groups varies from apartment to apartment and depends on how many groups have been established. Above each group is a label indicating which areas the group comprises. To turn off one or more groups, press the switch of each group down, and to turn them on again, press them up.

Fuses

Lights and outlets: 10A fuses

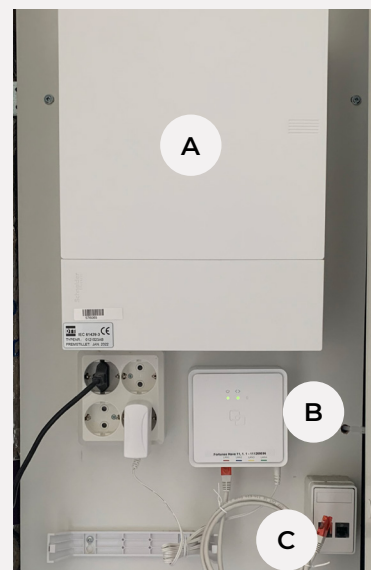
Force: 16A fuses

D – Electricity meter

The electricity meter is located in the stairwell room on the ground floor.

The electricity company remotely reads electricity consumption, but it is recommended to check consumption regularly.

NOTE! The installation number may not be removed.



Door entry phone

Access door

The access door is unlocked with the key fob. The key fob ring is placed on the bottom module, which is the reader.

Hold up your key fob, and 1 second later, the door is ready to open.

If key fobs or keys need to be replaced due to loss or theft, this can only be done by contacting customer service.

A – Door entry phone

An outdoor station is installed at the front door. The left side of the outdoor station consists of a camera (1), information module (2) and reader module (3). The right side of the outdoor station consists of the push-button module (4) for calls to the respective apartments.

1. Camera

2. Information module

The information module has three indicators:

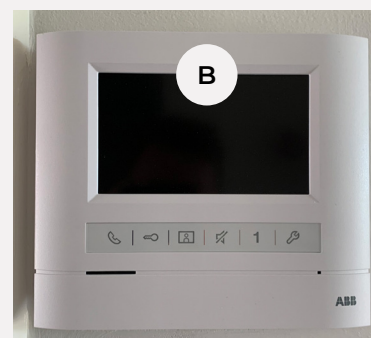
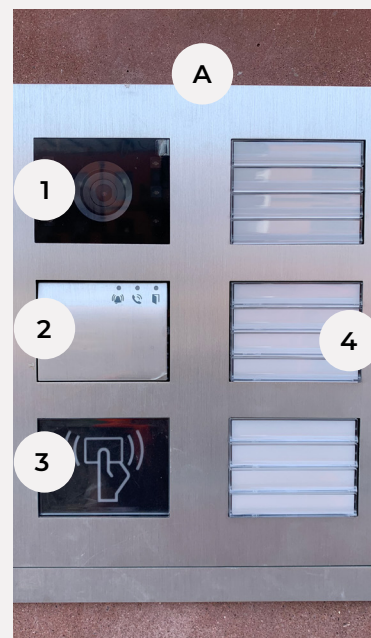
- Call indicator
 - Slow flashing: calling
 - Flashing fast: busy line

-Call indicator

-Unlocking indicator

3. Reader module

4. Push-button module



B - Door entry phone in the apartment

There are 6 buttons:

- Answering calls
- Activation of door opener
- Monitoring function
- Mute function
- Adjustable button
- System settings

How to use

Door stations and door phones can be damaged by hard or sharp objects!

Such objects must never be used to operate the system - use your finger or a plastic pen.

Cleaning

The surface of the door phone can be cleaned with a soft cloth and window cleaner, which can be bought in stores. Clean the metal parts of the door station with acid-free lubricating oil. The surface of the products can be damaged by acid-based and abrasive cleaning agents! Microphone and speaker can be cleaned with compressed air as needed.

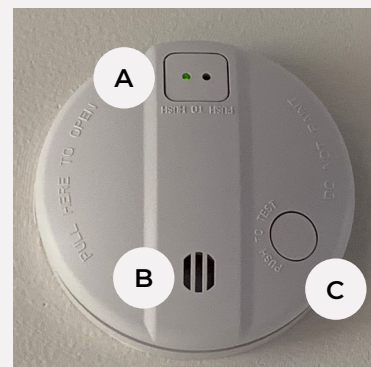
Smoke detector

Smoke alarm

The smoke alarm is connected to the apartments's power supply. In case of power failure, a battery is installed in the smoke alarm. When it's time to change the battery, the alarm will beep.

The smoke alarm is removed by turning it counterclockwise. Then unplug the smoke alarm and take it down. To reinstall the smoke alarm, plug the power cord back in and rotate the smoke alarm into place.

If the smoke alarm is activated by mistake, the alarm is taken down, and the reset button is pressed, after which the alarm is reinstalled.



False alarm

False alarms can occur due to various physical influences:

- Dust in the smoke alarm
- Insects
- Steam/dew
- Mounted outside normal ambient temperatures
(0 °C to +50 °C)
- Moisture from building components can damage smoke alarms over time

Troubleshooting physical errors is optical but also the most frequently seen source of errors. Dust that is suddenly whirled up due to airflow by draughts or ventilation. Damp air from venting or an open door from a bathroom where hot water has just been used. Use of hairspray and deodorant where you spray indirectly on the smoke alarm. A general issue is if the smoke alarm is dirty on the outside, it is dirty on the inside; typically, we see dust, soot and grease from cooking fumes on and in the smoke alarms.

Other fire alarm installations in the building are maintained by operational staff.

A – Display for power supply 230 V

B - Speaker

C - Test button

Household waste management

Waste management

All waste must be disposed of in the allocated waste rooms, which are located at the tips of the two buildings.

A - The following waste rooms are reserved for residents of Bovieran.

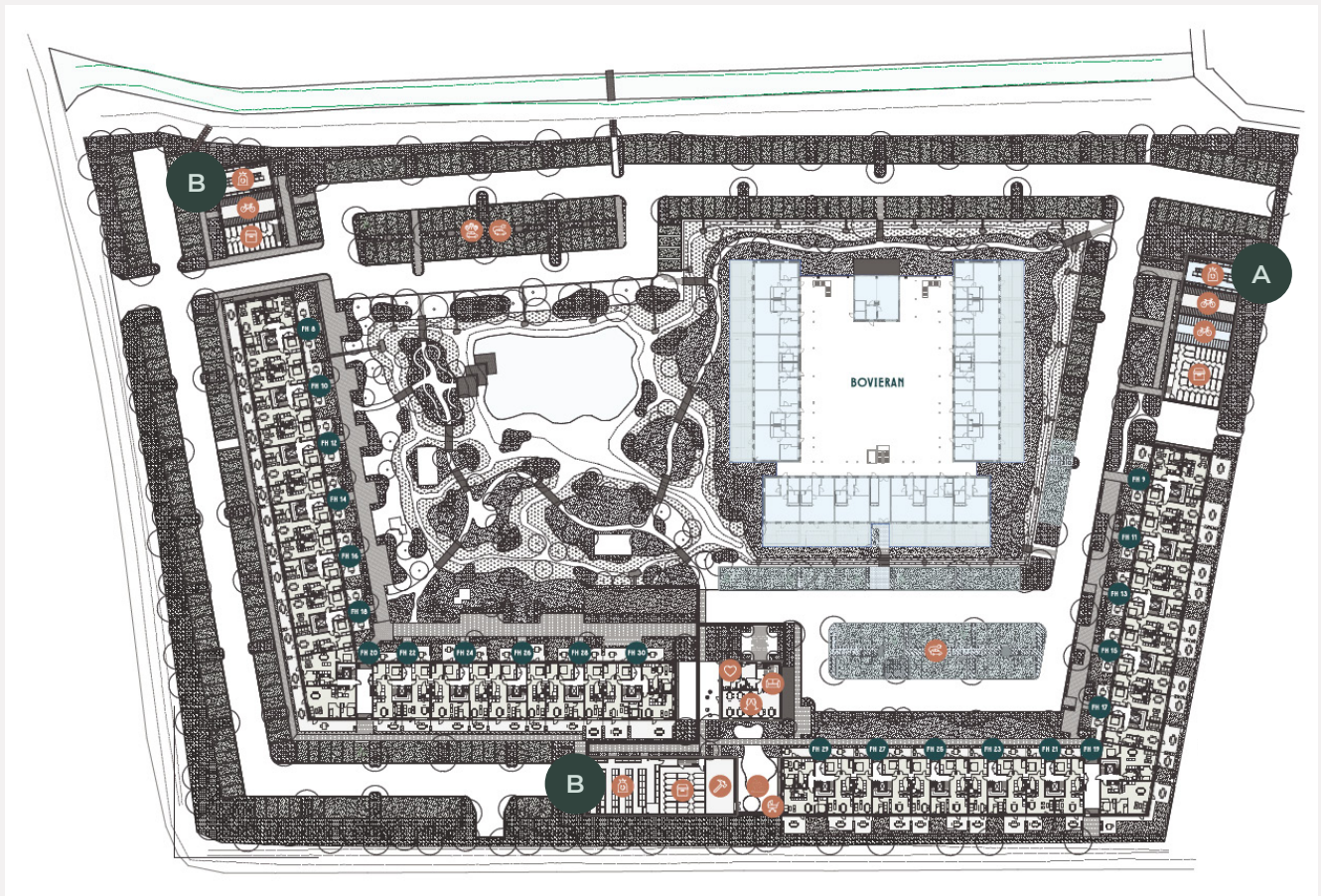
B - The following waste rooms are reserved for residents of Green Hills.

The waste rooms consist of the following fractions:

- Residual waste
- Food waste
- Plastic
- Cardboard
- Glass/can

B - The waste room to the south of the site also houses the fractions:

- Bulky waste
- Hazardous waste



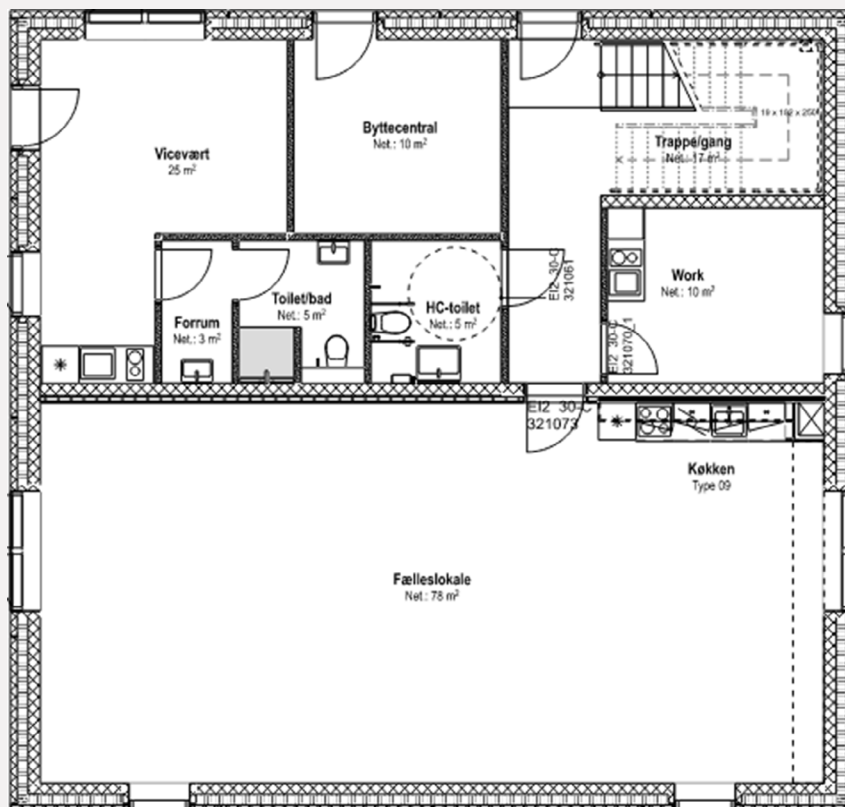
Community house

Green Hills offers a community house for residents. The community house is located between the two buildings to the south of the site.

Ground floor

On the ground floor, there are premises for:

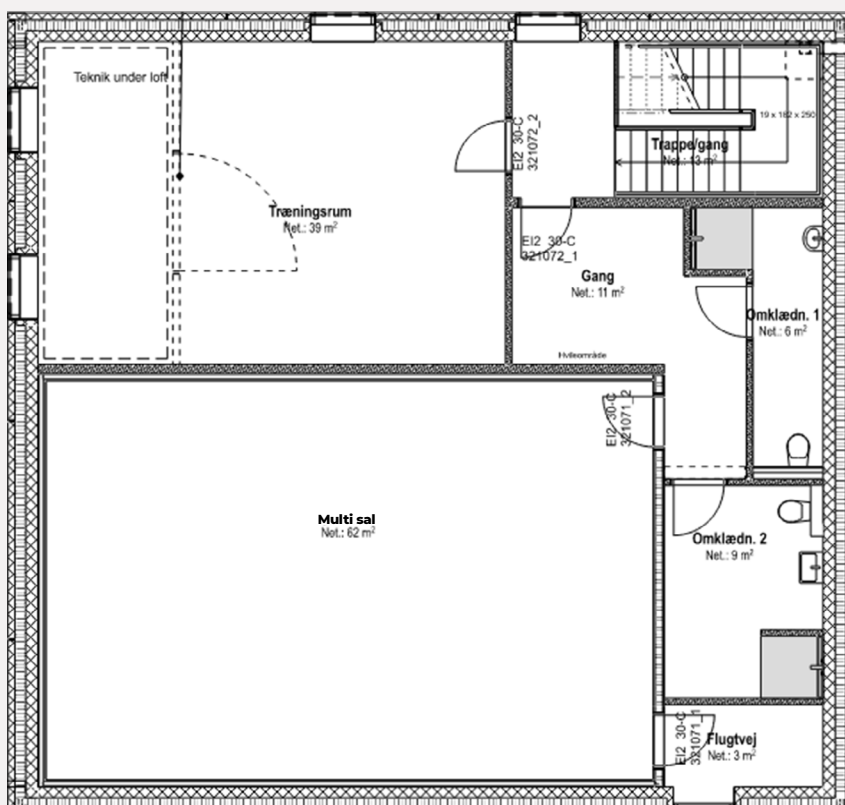
- Toilet and shower facilities
- Work-from-home office apartment
- Community room
- Property Office



1st floor

On the first floor, premises have been established for:

- Fitness
- Changing rooms
- Multi hall



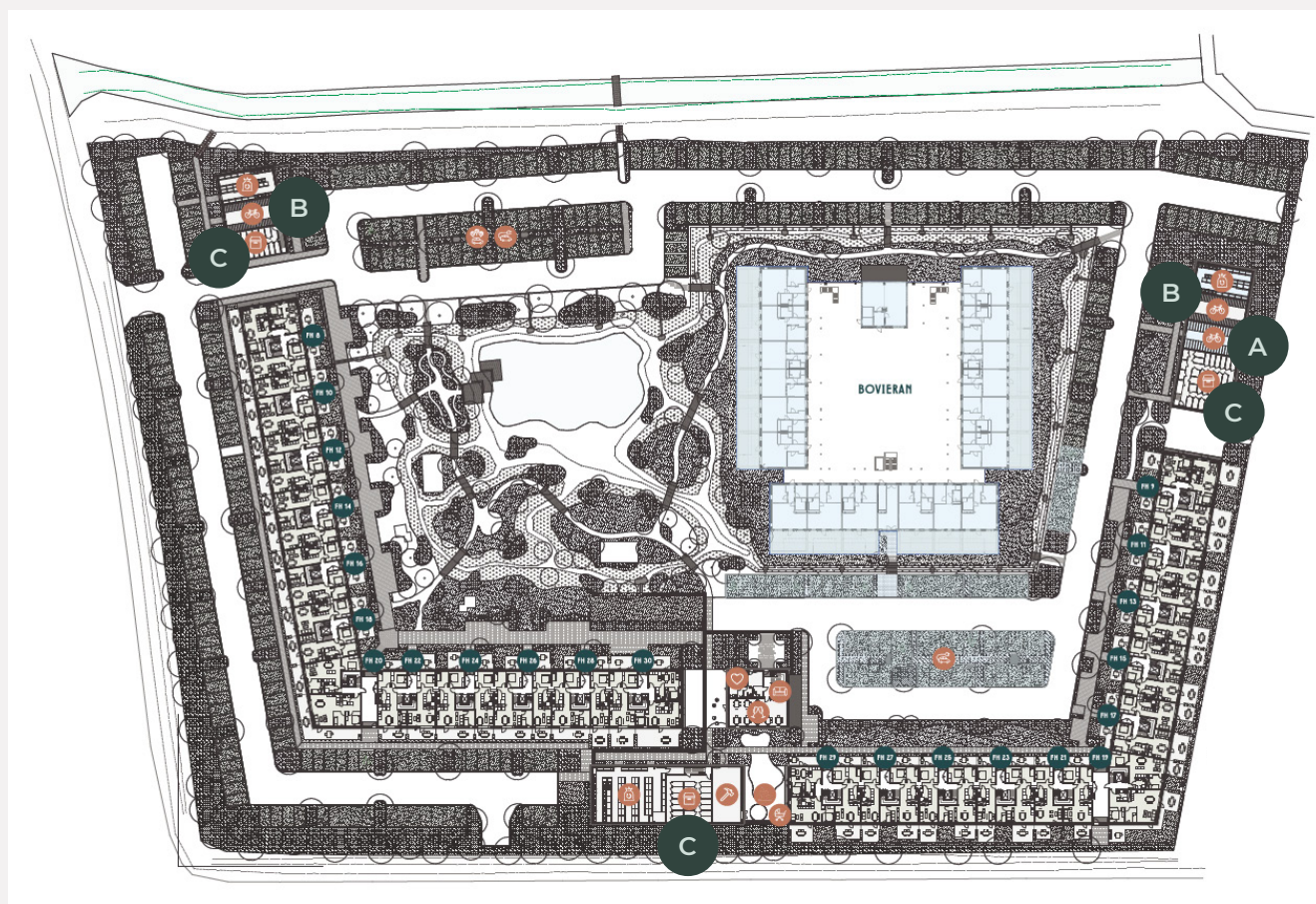
Bicycle and car parking

On the site, there are premises for bicycle parking, with bicycle racks on 1 and 2 levels, respectively. The 2-level bike racks have a full extension rail with gas cartridges.

Parking spaces marked with red boxes are reserved for residents of Bovieran.

A - The following bicycle parking is reserved for residents of Bovieran.

B - The following bicycle parking is reserved for residents of Green Hills.



Storage room

C - On the site, there are established premises for storage rooms. There are also storage rooms for residents at the top of all stairwells. One storage room is allocated per apartment. Keys are given upon moving in, which are used to enter the general rooms where the storage rooms are located.

Mailboxes

Mailboxes are placed in front of the entrance doors. The keys are used here and are given to you when you move in.



Acute problems

In case of acute problems on the property or in your apartment outside regular working hours, you can call Balder Akut at +45 70 20 00 92

Acute problems are defined as

- Water damage caused by, e.g. dishwasher, leaking water pipe or radiator etc.
- Penetrating water from the outside, e.g. torrential rain, etc.
- Lack of heat throughout the apartment
- Power failure throughout the apartment
- No hot water or water at all in the apartment.
- Elevator out of order and/or person trapped
- Access door lock does not work
- Gross vandalism

Be aware

Since craftsman hours are expensive outside regular working hours, it is important that the craftsmen are called upon only in case of ACUTE issues. Otherwise, their work will be at YOUR expense. In the event of damage covered by Balder's external maintenance obligation, Balder will pay the expense in cases where the damage is considered acute. In the event of damage covered by the tenant's maintenance obligation, the tenant will bear the expense.

Contact Balder administration

Customer service

+45 55 55 07 07

Mon.-Thurs. 08:00-16:00 and Fri. 08:00-15:30

kundeservice@balder.dk

Rental

+45 55 55 07 07

Mon.-Thurs. 08:00-17:00 and Fri. 08:00-16:00

udlejning@balder.dk