



BASTIONEN

EST. 2020



Maintenance instructions



Contents

Psst... click on a topic, and you will be send directly to the page.

- 
- 3 Welcome
 - 4 Walls, ceilings, doors, and windows
 - 5 Wood flooring
 - 7 Windows, interior and exterior doors
 - 13 Coatings and handrail on the balcony
 - 14 Bathroom and toilet
 - 18 Kitchen items and wardrobes
 - 20 Kitchen appliances
 - 21 Ventilation system incl. the cooker hood
 - 22 Heat management
 - 23 Tv, internet and telephony
 - 24 Installation shaft in apartments (electrical installations and plumbing)
 - 26 Door entry phone
 - 27 Locking system / access control system
 - 28 Handling of household waste
 - 29 Bulky waste
 - 30 Outdoor
 - 31 Storage room
 - 32 Smoke detector
 - 33 Acute problems and contact



Congratulations on your new home!

We have spent time and made a genuine effort to build an attractive and modern estate to create a framework for your life!

When you take over the apartment

Before your move-in, the apartment has been inspected and reviewed for visible defects.

As the property inspector hands over the keys to the apartment, the apartment is reviewed and a move-in inspection report is prepared, listing any cosmetic defects and functional defects requiring rectification.

For example, a functional defect can be:

- A dripping faucet
- Hot and cold water reversed on faucet
- The ventilation does not work
- A door cannot close/lock
- The dishwasher, cooker hood or similar does not work.
- A power outlet does not work
- The door phone does not work

Functional defects in the apartment will be rectified within a short time.

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

1. Walls, Ceilings, Doors, and Windows

Colour codes and cleaning of painted surfaces

Walls and ceilings in the apartment:

Colour code: NCS S0500N Gloss 5

Paint: Robust 05 wall paint

Walls in the kitchen:

Colour code: NCS S0500N Gloss 25

Paint: Robust 25 wall paint

Shower cabin:

Colour-code: Half-matte white -off white/S0500-N

Paint: Flügger/bathroom paint 30

Woodwork in the apartment:

Colour Code: NCS S 0502-Y Gloss 30

Paint: DYRUP PU Enamel 30 (6272)

Cleaning of painted surfaces:

For daily cleaning, wipe a clean cloth hard wrung in hot water. Wipe afterwards with a dry cloth. Grease stains that cannot be removed by the way mentioned above are wiped off using a cloth, hard wrung in water, with a mild soap solution added.

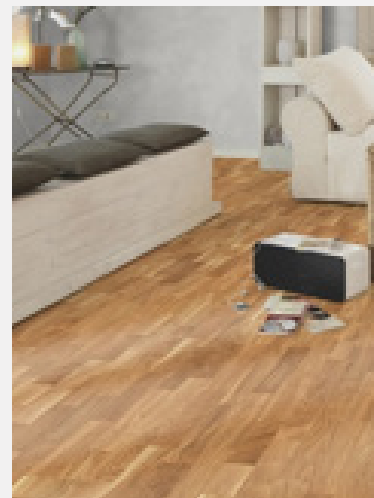
2. Wood flooring

Climatic conditions

Both the well-being of wooden floors and people depend, among other things, on the quality of the indoor climate. The optimal for both wood floors and humans is a room temperature of about 20°C and relative humidity of about 45% (min. 35% and max 65% for quite short periods).

During the heating season, when the humidity drops, it is recommended to use humidifiers and/or put bowls of water on radiators. When the humidity is high, you may need to turn up the heat and avoid opening windows. If necessary, get a hygrometer.

Note that the characteristics of the wood varieties differ significantly, and that wood will always move 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 wood flooring to be acclimatized.



Type: Timbertop Oak Classic three strip matt lacquered 22x190x1820 mm not/fer
Matt lacquered

Constructive maintenance

To protect wood flooring, using felt plugs under the legs of chairs and tables is recommended. Office chairs should be equipped with suitable wheels for wood flooring, and it is recommended to use acrylic mats under office chairs. Be aware of flowerpots, vases, and the like, which are placed directly on wooden floors, as any transfer of moisture 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

Daily cleaning is carried out by vacuuming or wiping the floor with a hard-wrung cloth. In cases of excessive dirt, clean with water with BONA CLEANER added with the mixing ratio of 50 ml to 10 litres of water. Available in Scandinóva.

Website: <https://www.scandinova.dk/>

Phone: +45 70 30 00 35

Important

Always use as little water as possible when cleaning and NEVER use cleaning products containing sulphurs. Always use a well-wrung cloth or mop and cleaning equipment with low water-use. Wipe up spillage and streaks of water immediately so that the wooden floor is not damaged.

Newly lacquered floors should not be cleaned for the first three days after lacquering.

Removal of stains:

If possible, remove stains immediately. Dried stains are harder to remove than fresh stains.

Fruit, juice, milk, cream, tea, soda, beer, wine, coffee

Remove with BONA CLEANER.

Chocolate, grease, oil, shoe polish, heel marks, tar

Remove with BONA CLEANER floor soap or white spirit.o

Blod

Remove with cold water.

Care of lacquered floors

To ensure that the wooden floor lasts for many years it is recommended to occasionally give the floor a light grinding and subsequently lacquer the floor with a single layer of topcoat of lacquer.

The frequency depends on the wear and tear to which the floor is subjected. Thus, floors with a lot of traffic in shops, restaurants, etc. need more maintenance compared to floors in private homes. It is recommended to check the floor at appropriate intervals.

Choose a Timbertop water-based topcoat that has the appropriate durability to be exposed to the wear the floor is exposed to.

Wash the floor using BONA CLEANER and then carefully sand the floor using grit 150-180 sandpaper. Washing and sanding the floor is essential for the adhesion of the lacquer. Sanding dust is removed by vacuuming and wiping the floor with a cloth/mop hard wrung in clean water. Then, the wooden floor can be coated with a layer of topcoat.

For detailed instructions on lacquering wooden floors, please refer to Timbertop product guides.

2. Windows, interior and exterior doors

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

Hinges/brackets and screws

Hinges on interior veneered doors should be lubricated, if necessary, with acid-free grease.

The handle must be cleaned and lubricated, and any hinges should get a few drops of oil 1-2 times a year – frequently used.

Brackets on windows and doors must be maintained regularly, and the frequency depends on the location and weather conditions. As a general rule, they should be lubricated as necessary; however, at least once a year. In the case of specific climatic conditions, e.g. in coastal and industrial areas, the salt or acid in the air may be so high that metal parts require more frequent maintenance and lubrication. Lubrication and maintenance in such exposed areas should be more frequent than in places with less surface impact.

Wash all moving parts and surfaces on bracket components twice a year. An acid-free lubricating oil is used for lubrication of moving parts. If necessary, friction brakes and slide rails are sprayed with a Teflon-based lubricant, for example, Fin Lube or similar (never regular lubricating oil!).

The corrosion guarantee is only valid for lack of function and provided that the above maintenance instructions have been followed.

In industrial and agricultural areas, coastal areas, south-facing façades, humid indoor climate, and areas with a high concentration of traffic, maintenance of windows and doors must be carried out more frequently.

Washing/cleaning the window, frame, and sill

Cleaning is best carried out using a soft cloth or brush and lukewarm water with some dish detergent or other mild detergent without abrasive properties or and solvents added. Traces of adhesive marks and glue residue on the glass are removed by rubbing them with a cloth dipped in alcohol. According to the glass industry, it can take up to two years for marks from suction cups and black stripes from glass seal tape to disappear completely by regular washing. If necessary, try using a cleaning agent for glass-ceramic hobs.

Exterior aluminium

Must be washed at least twice a year (for instance, when the window is polished). Residue from concrete in new constructions must be washed off immediately, as the glass and frame otherwise become dull. Damage does not affect the durability of aluminium, as exposed aluminium quickly forms a natural oxide layer that prevents corrosion and attack of white rust.

Interior wood

The sill is coated with water-based paint or lacquer and should be washed regularly. Sealing strips, glass seal tape, and glass seal strips should only be kept clean, for instance, by wiping with a cloth wrung in clean water, if necessary, with a mild detergent added. Any damage to the sill's surface treatment must be repaired. When repairing, or if you wish to paint the sill, use water-based, diffusion open paint – avoid getting paint on sealing strips, glass seal tape, or glass seal strips.

Dew on your windows?

Condensation occurs naturally when moist heat and cold meet. Most have experienced it on the bathroom mirrors, but it may also occur on the windows of the residence.

Appreciate the exterior dew

Previously, dew only occurred on the inside of the window. However, in recent years, many have experienced how dew can also occur on the outside of the window – especially in the night and morning hours. The outer condensation is due to the fact that the windows have an insulating ability at the very top. Simply put, the windows are insulating so effectively that it is a cold window that meets cold outdoor air, after which the dew – or condensation, as it is also called, occurs. The dew disappears as the outside air gets warmer during the morning. Exterior condensation is completely harmless and only disturbs the view.

Get rid of the inner dew

On the other hand, if dew occurs on the inside of your windows, you need to do something about it. The dew is caused by hot damp indoor air being cooled off against the cold windows and releasing water droplets that settle on the pane. This indicates too high humidity due to too poor air circulation. A humid indoor climate is unhealthy for both people and windows. The Indoor Climate Manual (Indeklimahåndbogen) and the Danish Asthma and Allergy Association (Astma- Allergi Danmark) recommend relative humidity of no more than 45% indoors during the winter season. Keeping the humidity this low requires effort as our houses become ever closer and better insulated.

There are three important factors that reduce the risk of dew indoors:

- Air out (create a draught) at least three times a day for 5-10 minutes, also when it rains.
- Turn the heat to 20-22°C the whole day.
- Ensure good air circulation in all rooms – for example, leave vents in windows and walls open and leave the interior doors open.

If you detect condensation between the glasses in an energy pane, the pane is punctured and needs to be replaced.

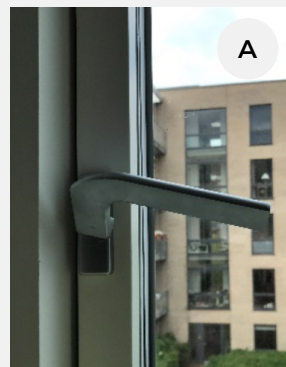
Operating the windows

Thermal cracking

Do not place objects leaning on the thermal panes and do not cover them in part. The temperature of the pane may, thereby, be varying, resulting in cracking.

A - Opening

The window is opened by turning the handle horizontally. Then, the window frame is pushed outwards. There is a ventilation position built into the handle, push the window about 1 cm outwards and close the handle again.



B - Child safety lock

The child safety lock is automatically activated when the window is opened to about 10 cm. To fully open the window, pull the window frame slightly inwards and release the lock with a finger.



Operating the inward-opening doors (in French balconies)

C - Opening

The inward-opening doors are opened by turning the handle horizontally. The door frame is now tilted inwards at the top.



D - Closing

When doors are closed, press on the upper part of the frame with the opposite hand.

E - Fresh air vent

All façade doors have a built-in fresh air vent that can be opened as needed. For instance, when the cooker hood is running at full power (button on 1).

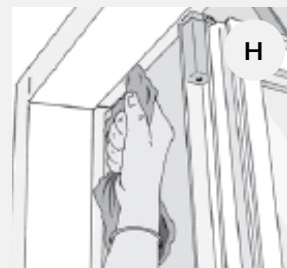
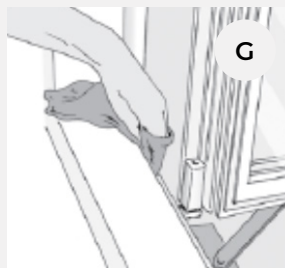
F - Friction brake

The brake is tightened by turning the friction screws – COUNTERCLOCKWISE on both sides of the window with a 4 mm hex key (1). The friction brake can be both at the top or bottom; here it is located at the top.



G - Cleaning

When the window opens at 90°, a cleaning slit opens on the "hinge side". The exterior side of the pane can now be cleaned from the inside.



H - Care

The slide rails must be kept free from dust and dirt, for instance by using a cloth (2 + 3). At least once every year, the slide rails must be sprayed with a Teflon-based lubricant, for example, Fin Lube or similar (never use regular lubricating oil!!)

Balcony and terrace doors

A - Operating

The door is opened by turning the handle horizontally and pushing the door outwards (A1). The door opens up to 90° and is equipped with a friction brake. The door is closed by pulling it to the sill and turning the handle downwards to vertical (A2). Do not leave the door open in stormy weather.

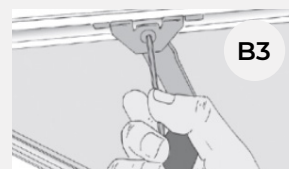
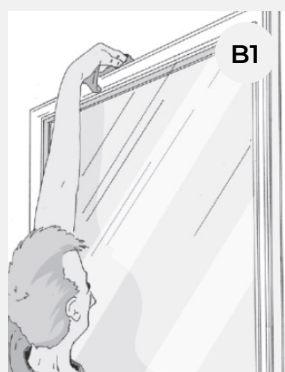


B - Maintenance

The friction brakes must be kept free from dust and dirt, for instance, by using a cloth (B1).

Do not lubricate the rails as they will only collect more dirt. We recommend that you lubricate the hinges with acid-free oil at least once a year while opening and closing the door to get the oil all the way into the hinges (B2).

The friction brake sits at the top and can be adjusted by turning the screw in the bracket with a 4 mm hex key (B3).



Hinges/brackets and screws

See maintenance/care of hinges/brackets and screws for windows.

Wood interior and exterior

See maintenance and care section 2.

Interior doors

Daily maintenance

The doors are cleaned with a soft cloth wrung in warm water, if necessary, with a mild detergent added. After cleaning, always wipe the door with a dry cloth.

Never use wire wool, scouring powder, or other abrasive cleaning products, as this causes abrasive stains and causes damage to the surface of the door. Grease stains, shoe polish and the like can be wiped off using a plastic cleaner. Strong solvents may not be used.

Tape, stickers, etc.

If tape and stickers are applied to the surfaces, the warranty on the surface will be void.

Door grip

Cleaning is carried out with clean water and mild detergent. If the door handle becomes loose, tighten the pinol screw. Pinol screws should be tightened at least once every year.



Interior doors



Pinol screw

Front door

A - Interior lock

To lock, turn clockwise and unlock counterclockwise direction.

B - Pinol screw

C - Handle

Randi Line 18, no. 7021

D - Exterior lock

To lock, turn counterclockwise and unlock, turn clockwise.

Key

The key used to open the front door is the same key used to open the mailbox and the storage room in the basement.

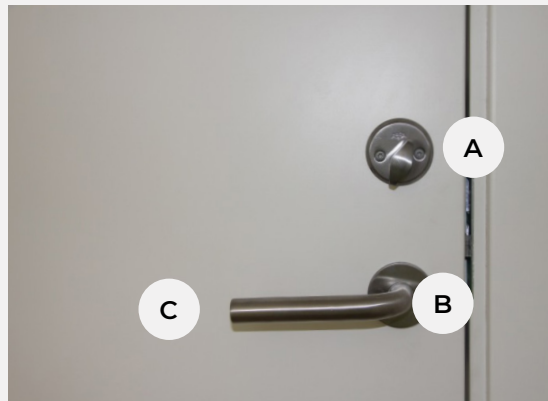
Door handle

Cleaning is carried out with clean water and mild detergent.

If the door handle becomes loose, tighten the pinol screw. Pinol screws should be tightened at least once every year.

Cylinder

The cylinder is maintained with lubrication at least once every year. Use an oil designed for lubrication of cylinders.



2. Coatings and handrail on the balcony

General maintenance

Clean your balcony at least once every year from dirt. Leaves and fallout from trees should be removed. Use clean water and a brush.

Wipe the handrail and guard rail with a wrung cloth.

Do not store items on the balcony as this may cause water build-up.

If holes are drilled in the bottom of flower boxes, discolouring of the balcony floor may occur.

Hot objects, such as disposable grills, terrace heaters, etc., may not be used on the balcony/terrace floor.

2. Bathroom and toilet

A - Cleaning of the shower set

Do not use abrasive sponges and scouring powder for cleaning. The use of solvent and acidic cleaning products is not recommended.

This causes the surface to become matte. Only use a little soap and a damp cloth to clean the fixture. Then rinse it off and wipe it dry.

Limescale deposits are removed by using ordinary household vinegar.



B - Washing machine

For operation, refer to the instruction manual.

C - Dryer

The dryer is a condensation dryer, and the drawer must be emptied of water after use. For operation, refer to the instruction manual.

D - Mirror

Daily cleaning is carried out with designated cleaning products for glass. The glass is cleaned as needed and tolerates all ordinary glass cleaning products. Note: Caution should be exercised when using abrasive (scratching) tools. This is NOT recommended.



E - Bathroom counter

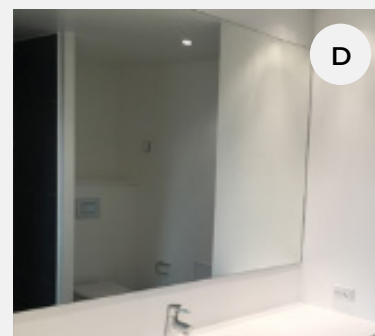
For daily cleaning, wipe the counter with a soft cloth and clean water.

Most stains and grease can be removed with water and a liquid detergent. Subsequently, the surface is wiped with a dry, soft cloth to avoid lime deposits.

Thorough cleaning

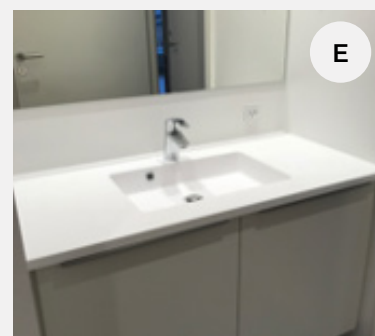
Use a mild scouring cream and a white scouring sponge for any difficult spots on the counter with silk matte finish. Clean the entire surface using soft circular movements. Then, rinse with clean water and with wipe the surface using dry, soft cloths.

This procedure is also recommended for gaps all over the counter; it removes scratches and lime stains and makes the counter look new and nice.



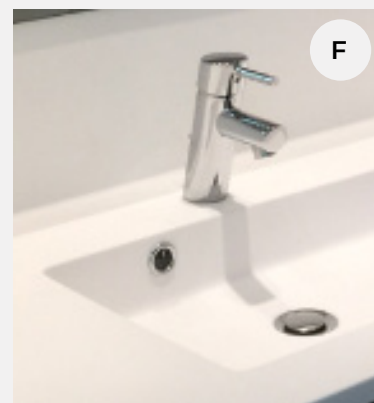
The sink

The daily cleaning is recommended, as stated above. Difficult stains can be removed by filling the sink with hot water (not boiling) and adding a dishwasher tab. Leave it for a few hours or overnight. Then wash with a brush, rinse, and dry with a soft cloth.



F - Cleaning the faucet

Do not use abrasive sponges and scouring powder for cleaning. Dissolving and acidic detergents containing acetic acid are also not recommended. These cause damage to the surface and the fixture becomes matte and scratched. As the composition of common detergents changes frequently, it cannot be guaranteed that these are gentle to the fixture. Clean only the fixture with a little soap and a damp cloth. Then rinse it off and wipe dry.

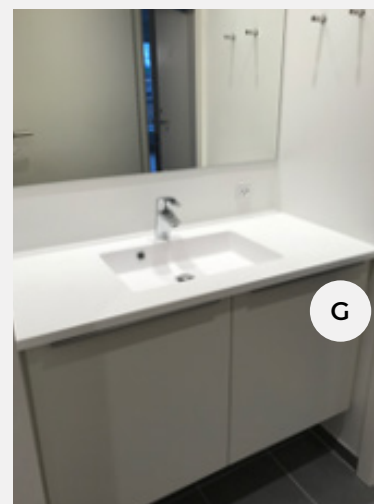


Maintenance instructions

The aerator is cleaned from limescale deposits by soaking it in household vinegar until the limescale deposit is dissolved. Common descaling agents, such as those containing mineral acid (hydrochloric acid or acetic acid) cause more damage than they benefit. Check all parts, clean them, and replace them if necessary. Also, lubricate them with special Fixture Lubricant (order no. 45 589)

G - Cleaning cabinets

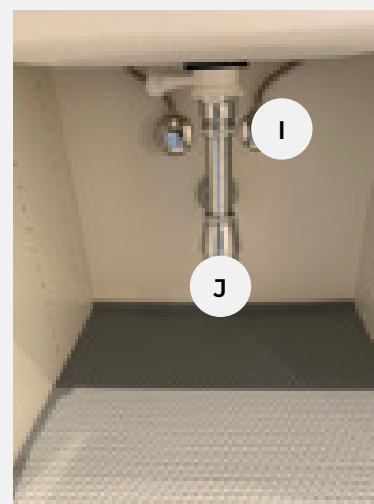
Daily cleaning is carried out by wiping with a clean cloth, hard wrung in lukewarm water. Wipe afterwards using a dry cloth. Grease stains that cannot be removed by the method described should be wiped with a cloth, hard wrung in water, with added regular, mild dish detergent, and then wiped dry with a dry cloth.



I - Stopcocks for cold and hot water

J - 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.



K - Flush plate

Small flush (small push button)
Large flush (large push button).

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 and wipe dry.

L - Toilet seat

Use the toilet brush often and discolouration in the drain bend will be prevented. Never use abrasive cleaners, as these will damage the porcelain in the long run.

M - Toilet

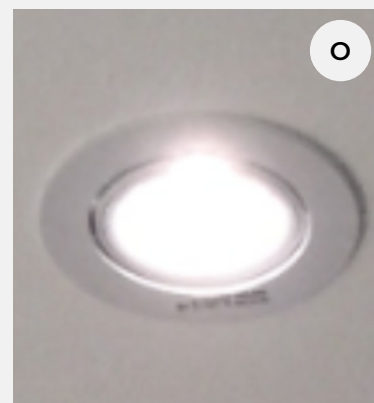
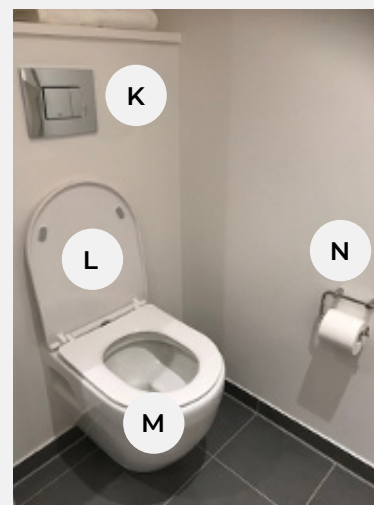
To remove fatty membranes or dissolve the dirty coatings that are caused by daily use, it is recommended to regularly clean the sanitary porcelain using an alkaline agent. If a large amount of dirt and limescale deposits have already accumulated, use a descaling agent such as 30% acetic acid, citric acid diluted 1:5 or phosphoric acid diluted 1:10. Let it sit for 10-15 minutes. 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.

N - Toilet paper holder

Daily cleaning is carried out using a soft cloth. Clean only using a little soap and a damp cloth. Then rinse 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. These attack the surface that becomes matte and scratched.

O - Spots

Clean using a soft cloth. A little soap and a damp cloth may also be used. Remove any soap using clean water and wipe the spot dry. Avoid using 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 sockets. A safety distance of 15 cm must be maintained on both sides of the installation.

Water supply to mixing taps is usually through pipes which are embedded in the wall vertically above/below the mixer tap.

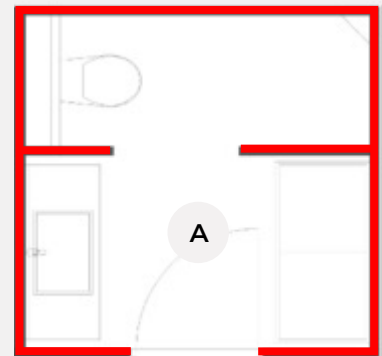
Avoid hanging in these places.

If the tenant chooses to defy these requests, the tenant will be held financially liable.

Hanging in and up against the bathroom

A - The figure is a principle drawing of the apartment's bathroom, so 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).



6. Kitchen items and wardrobes

Types may vary from apartment to apartment

A - Cleaning cabinet surfaces

Daily cleaning is carried out by wiping the surface with a clean cloth, hard wrung in lukewarm water. Wipe afterwards with a dry cloth. Grease stains that cannot be removed by the method described above should be wiped with a cloth, hard wrung in water, added a regular soap solution such as soap shavings (not dish detergent). Wipe afterwards with a dry cloth.

B - Cleaning the counter

For daily cleaning, lukewarm water is used with a little dish detergent. Stains that cannot be removed with water can often be removed by using alcohol or acetone, or with equal parts water and chlorine. When using these cleaning products, ensure ventilation and be aware that wooden edges do not withstand contact with these agents. After using these agents, it is important to wash the counter with lukewarm water to remove all chemical residue. Laminate cleaner or special cleaning sponge may also be used.

C - Cleaning the faucet:

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 dry. Lime residue can be avoided by wiping the fixture after each use.

D - Cleaning the kitchen sink

The daily cleaning is carried out using a wrung cloth and dish detergent. Never use wire wool, scouring sponge, scouring cream or similar as these will scratch the surface. Chemical descaling agents may be used for limescale deposits but must never sit on the surface for more than three minutes.

E - Cleaning the sink trap under the kitchen sink:

Place a bucket or similar under the sink trap. Unmount the trap by loosening the slip-joint nuts. Clean the trap and remount the sink trap. Make sure that all O-rings are in the correct positions again.

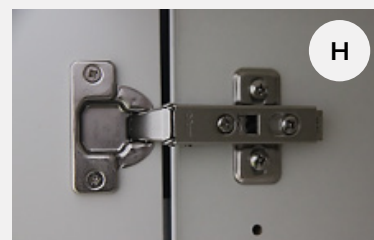
F - Stopcocks for cold and hot water

G - Electrical outlet for dishwasher



H - Hinge adjustment

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



I - The Invita sign is carefully removed without using tools

J - Transformer

The transformer for LED spots is in the cabinet above the cooker hood. Remove the white plastic caps without the use of tools and carefully click off the cover plate.



K - Special tool for the hinge side

Wardrobe closets

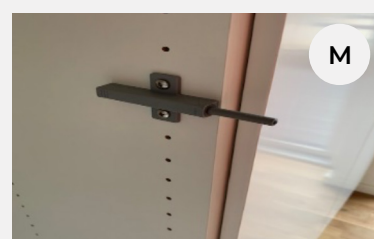
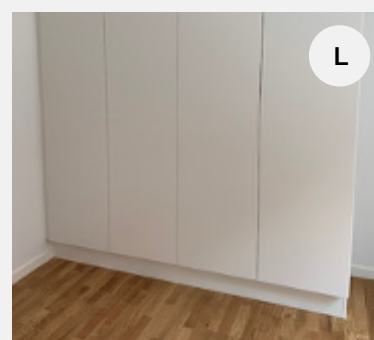
L - Cleaning cabinet surfaces

Daily cleaning is carried out by wiping the surface with a clean cloth, hard wrung in lukewarm water. Wipe afterwards with a dry cloth. Grease stains that cannot be removed by the method described above should be wiped with a cloth, hard wrung in water, added a regular soap solution such as soap shavings (not dish detergent). Wipe afterwards with a dry cloth.



M - Push-Up

Installation cabinets and wardrobe closets are equipped with "Push-Up". The door is opened with light inward pressure and then pops up.



7. Kitchen appliances

A - Cleaning the dishwasher

For cleaning the front and panel of the dishwasher, use the same method as 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 instruction manual for further information.

C - Cleaning the stovetop

Clean the stovetop every time it has been used for cooking. Do not clean the stovetop until it has cooled down sufficiently. Use only cleaning products suitable for stovetops/ceramic stovetops. Always follow the instructions in the instruction manual from the manufacturer.



D - Control panel for stovetop

Read the instruction manual for further 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 instruction manual.

G - Cleaning of the refrigerator and freezer

For easier cleaning of the refrigerator, use pH-neutral dish detergent in lukewarm water. Make sure that dishwashing water does not enter the lighting or the drain hole and the evaporation area. Always follow the instructions in the instruction manual from the manufacturer.



H - Refrigerator and freezer control panel

Regulating the temperature, read the instruction manual for further information. Ventilation slots at the top and bottom of the cabinet may not be covered.



8. Ventilation system incl. the 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 damage from moisture is discovered, contact the caretaker. Moisture damage is easiest to remedy if action is taken immediately.

Moisture damage is avoided, for example.

- 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 keeping the room temperature between 18-22 degrees
- by airing out the bedroom every morning
- by creating a draught twice every day for 5-10 min.

A - Cleaning and adjustment of 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 - The cooker hood

The cooker hood is turned on by using the power switch on the right side (B1) when it has been pulled out. The light is turned on/off on the left side (B2). When the light in the hood is on, and the hood is pushed in, the light will turn off. Even when the hood is not turned 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 protect the apartment from moisture damage. The hood is mounted and pre-set by professionals for optimal function.

Remove the filter by clicking on the button shown (B3). The filters can then be cleaned in the dishwasher. This should be done at least every two months. The inside of the hood must be cleaned at least every six months.



9. Heat management

A - Heat management

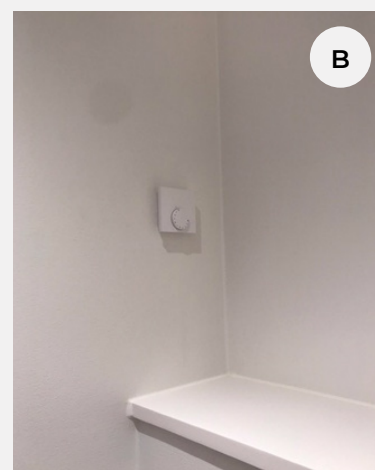
The heat source is a district heating system connected to a radiator/underfloor heating system with thermostats. Radiators are controlled by the temperature of the air, while the floor heating is controlled by the temperature of the floor.

The heating in the rooms is regulated by the radiator thermostats. These are pre-set, and the thermostat should be set at 3, which corresponds to a room temperature of about 20 degrees. Each number, up or down, raises or lowers the temperature by about degrees.

The optimal and most energy-saving is to have all radiators turned on, which means that all rooms are heated. The radiators may appear to be cold at times, but this indicates that the thermostats are working, as it takes into account "free heat" from, for instance, people, TV, light etc.

B - Floor heating regulation

The floor heating is regulated in the bathrooms by turning the thermostat. It should be set to 1-2, which corresponds to about 20-23 degrees. The floor heating thermostat in the bathrooms is next to the toilet.



10. Tv, internet, and telephony

Internet / Phone

At the time of moving in, there is access to YouSee, which are providers of internet and telephony. When choosing broadband and telephony with YouSee, subscribing to one of their TV packages is a prerequisite.

Fibernet

The fibre network is broadband and telephony and is provided by YouSee. The fibre network will be activated if or when the resident has chosen a YouSee solution.

Kabel TV / antenne

The tenant will receive a package selection letter, where the tenant can choose the TV package, Basic, Medium or Full, which the tenant may subscribe to. If there is no response to the letter or if the tenant does not want to subscribe, the TV signal will automatically be turned off.



11. Installation shaft in apartments (electrical installations and plumbing)

Default installations shaft in apartments

A - Electrical installations:

A1 - Panel board

A2 - Cable TV / antenna box

A3 - Box for fibre net

A4 - Router

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

Power: 16A fuses

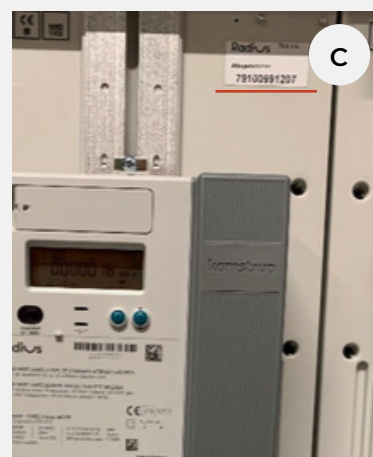
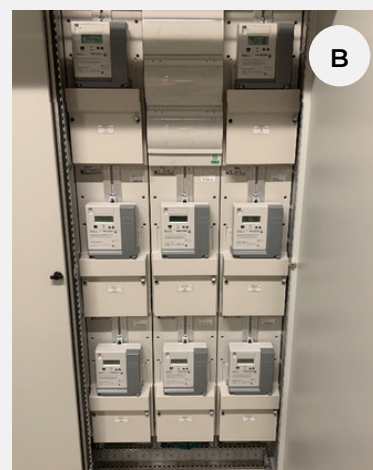
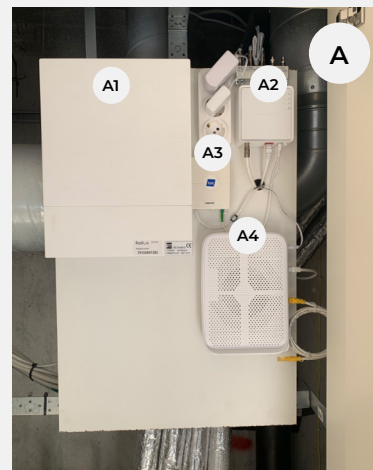
B - Electricity meter

The electricity meter is located in the switchboard cabinets in the basement. The electricity company reads electricity consumption remotely. However, regularly checking electricity consumption is recommended.

NOTE Installation number may not be removed.

C - Customer number

The customer number and address are found on each electricity meter as well as in the consumer unit in the apartment.



Plumbing installations

A - The layout of the installation shaft

B - Hot tap water

B1 - Meter for reading hot water consumption.
B2 - Stop valves for turning off hot water supply.

B3 - Meter for reading cold consumption water.
B4 - Stop valves for turning off cold water supply.

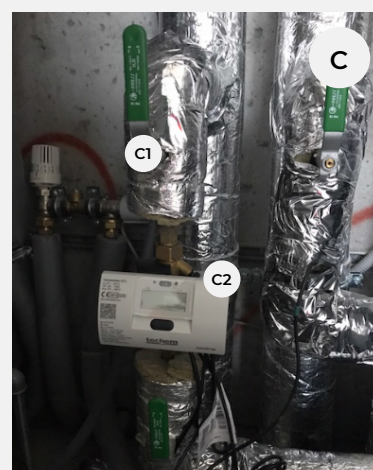
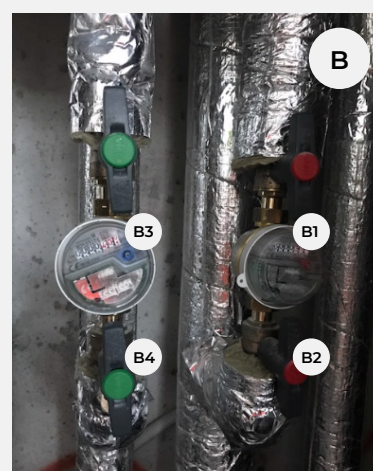
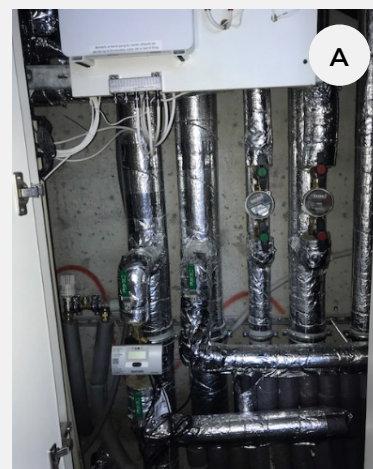
C - District heating

C1 - Stop valve for turning off district heating
Do not adjust the district heating control.

C2 - Meter for reading the consumption of district heating.
All meters are read remotely.

D - 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. The alarm is equipped with a 9-volt battery, and the battery should be replaced after 3-4 years.
However, you will also hear an alarm when the battery is running out.



12. Door entry phone

A - Call facilities at the front door

A1 - The apartment is called by pressing the button for the desired apartment. When contacting the apartment, speak clearly into the microphone/speaker. The door can be opened when a click is heard.

A2 - For access by token, the token is held up before the token reader at that bright area.

B - Door entry phone in the apartment

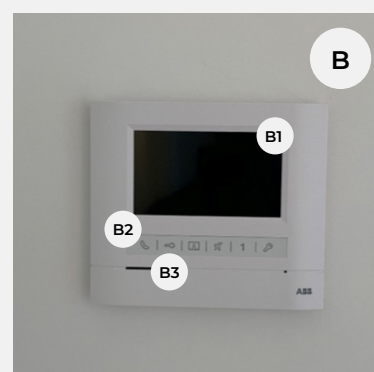
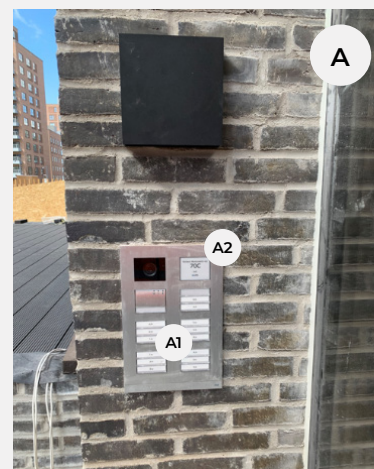
B1 - Screen

B2 - Answering calls

B3 - Activation of door opener

The interior door entry phone should only be cleaned with a soft cloth moistened with a mild soap solution.

Dry cleaning, aggressive cleaning agents, and abrasives may damage the surface.



13. Locking system / Access control system

Entrance doors to stairways

All entrance doors to stairways from the street side are equipped with a door entry phone system. The area named "Salto" can read your entry tags. Hold up your entry tag for 3 seconds, and the door is ready to be opened.

Backdoors

All back doors have a token reader installed next to the door. Hold up your entry tag for 3 seconds, and the door is ready to be opened.

Basement doors

Hold the entry tag up to the reader by the door handle or to the reader next to the door.

Red - Access denied

Green - Access granted

From parking garage to bicycle garage

At doors to the bicycle parking garage, the doors will be equipped with a touch panel on the outside and a drawstring on the inside.

Gate (parking garage)

At the ramp to the parking garage for bicycles and cars, a grating gate + grating door is mounted.

For those tenants who have purchased a car parking space in the basement, the tags will be programmed so that the grating gate can be opened using the tag reader located at the top of the ramp.

When exiting, drive all the way up to the gate, and it will open automatically.

All tenants have access to the basement via the grating door, which opens by the tag reader located to the right of the grating gate.

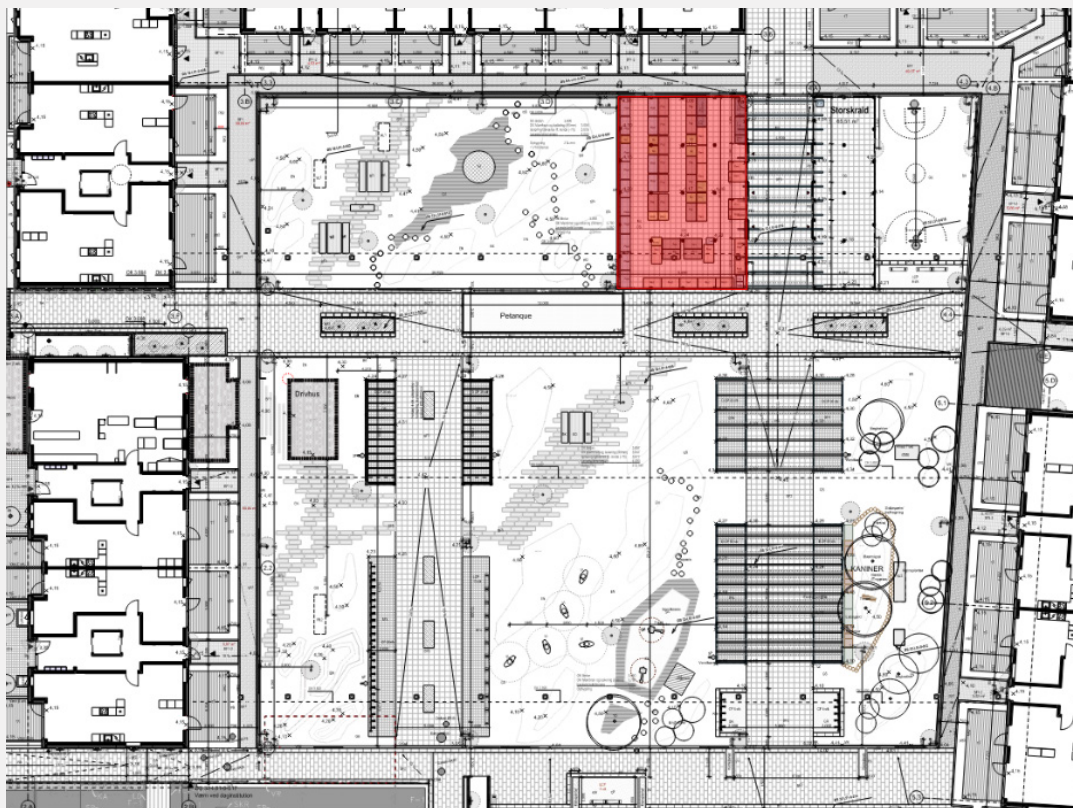
Tags

If more tags are required, these can be purchased.

14. Handling of household waste

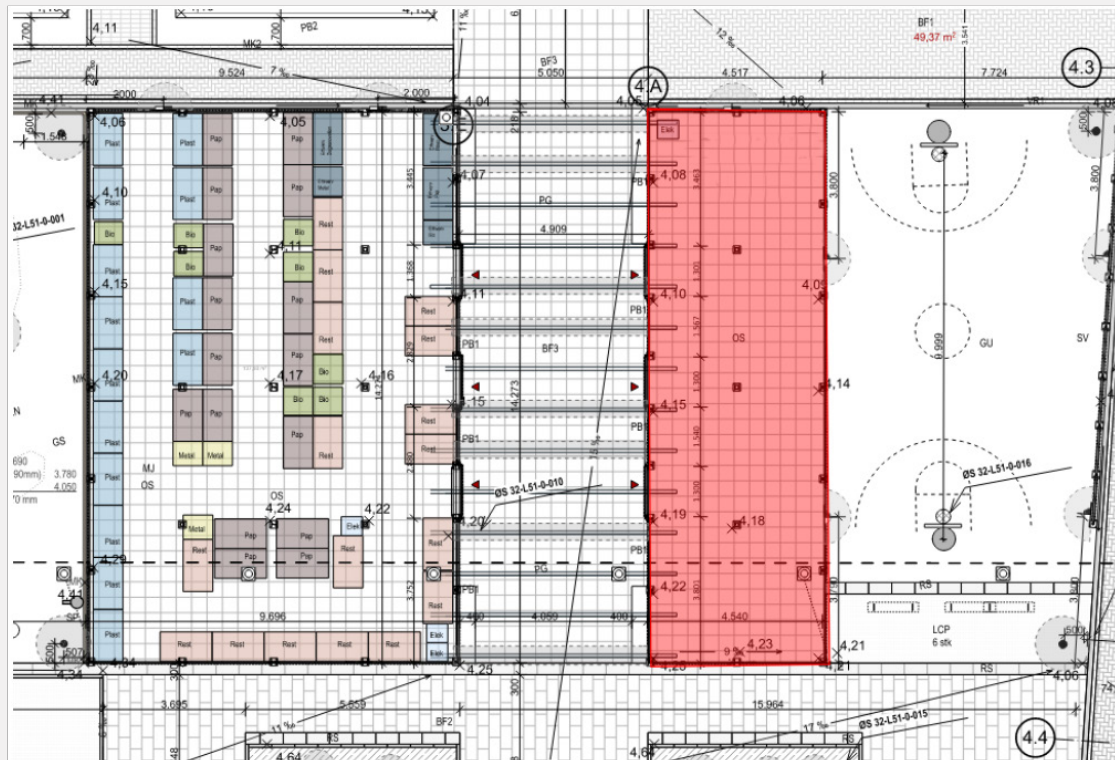
Waste management

All waste must be sorted at the source, and it must be wrapped and disposed of in the established waste sheds as shown in red in the drawing.



15. Bulky waste

Bulky waste must be placed in the garbage room, please refer to the overview below.



16. Outdoor

Operating manual for the hanging gardens

The selected plants in the hanging gardens express a lush and wild growth. The selected plants are, in principle, robust by nature and do not require much maintenance.

In general, it is desirable, as far as possible, to achieve the natural growth form of the plants over time. Therefore, there is no need to prune the plants unnecessarily, but it will be assessed when it is timely and necessary to intervene and prune, stock, etc.

Perennials and onions etc. are considered ornamental plants, and the plants are grown to obtain the greatest possible decorative effect from the plant's flowers, leaves, axis etc. Dead parts of plant are removed so the plant can use energy on new buds.

Care

- The hanging gardens are equipped with irrigation systems. It is the property inspector who manages this watering and fertilising of the plants.
- The hanging gardens are inspected in the spring for dead plant parts.
- Withered seed heads / leaves are pruned and removed.
- Onion growths must wither completely before cutting, cut-offs are removed.
- During the growing season, the hanging gardens are inspected weekly for irrigation and any cutting off dead and withered plant parts.
- Visible soil is cultivated, raked
- As a rule, climbing plants should not be tied up..
- Butterfly bushes are cut down every two years at approx. 10 cm height

All plants must appear lush, healthy, and in good developmental stage at all times.

The above means, for example, that the plant has no wounds and scratches on the stem and bark, leaves appear as whole, supple, and without discoloration. Signs that a plant is being mistreated may be yellow, droopy, or curly leaves, wounds on the trunk, pests and more. Plants that do not thrive will be replaced on an ongoing basis so that the hanging gardens always appear lush. New plantings should be based on the original plant choice / theme.

Rabbit cages

Three rabbit cages are available for rent in the courtyard.

Please contact the administrator at kundeservice@balder.dk if interested.

17. Storage Room

The storage rooms in the basement have number signs. All apartments are assigned a storage room number. The provided system keys match the padlocks on the door to the storage room.



17. Smoke detector

Smoke detector

The smoke detector is connected to the apartment's power supply. In the event of a power failure, the smoke detector has a battery installed. When it is time for the battery to be replaced, a beep will sound from the alarm.

Unmount the smoke detector is by turning it counterclockwise.

The power plug is then removed, and the smoke detector can be lowered. To mount the smoke alarm again, reconnect the power plug and turn the smoke detector back to the original position. If the smoke detector is activated by mistake, the detector is unmounted, the reset button is pressed, and the alarm is mounted again.

A1 - Alarm

A2 - Power supply display 230 V

A3 - Test button



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, for instance, the dishwasher, leaking water pipe or radiator, etc.
- Penetrating external water, for example during downpours, 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 service and/or person trapped
- Lock to the entry door not working

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

Customer Service

Tel.: +45 55 55 07 07

Mail: kundeservice@balder.dk

Renting

Tel.: +45 55 55 07 07

Mail: udlejning@balder.dk