

MAINTENANCE INSTRUCTIONS

ØRESUND PARK



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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 the property inspector hands over the keys to the apartment, the apartment is inspected, and a move-in inspection report is prepared, listing any cosmetic defects or functional defects that need to be rectified.

Functional defects 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
- Dishwasher, cooker hob or similar not working
- Power outlet does not work
- Door entry phone does not work

Functional deficiencies in the apartment are 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.

See our maintenance guides [here](#)

Welcome home!

Walls, ceilings, doors, and windows

Colour codes and cleaning of painted surfaces

Walls and ceilings in the apartment:

Colour code: Beckers Scotte 5 s0500n.

Walls in the kitchen:

Colour code: Beckers Scotte 20 s0500n.

Walls and ceilings in the apartment:

Colour code: Beckers Scotte 20 s0500n.

Windows, terrasse, and balcony doors

Colour code: Beckers Scotte 40 ral 9010.

Woodwork in the apartment:

Colour code: Beckers Scotte 40 ral 9010.

Woodwork on balconies

Colour code: Fluggers Woodoil aqueous Gylden halm (can be bought at Flügger)

Cleaning of painted surfaces

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.

Cleaning of wooden floors

Wooden floors are also cleaned with a hard-wrung cloth or mop.

Wooden floors

Type

MOLAND -Classic parquet

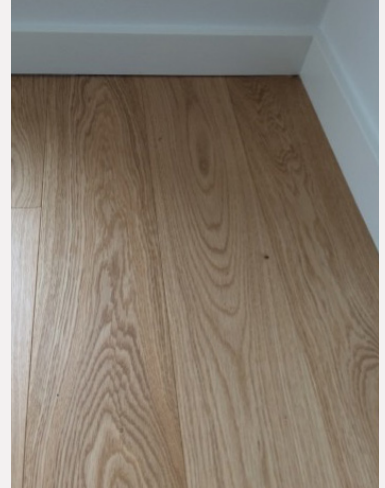
Oak - matt lacquer

Climate conditions

The well-being of wooden floors and people both depend on the quality of the indoor climate. The optimum for both wood floors and people is a room temperature of approx. 20°C and a relative humidity of approx. 50% (min. 35% and max. 65% for very short periods of time).

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're not sure if they're sealed at the bottom, place them on a tray to avoid 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 matt lacquered floors is carried out with a broom, mop or vacuum cleaner. For washing, use clean, lukewarm water and a well-wrung cloth. If the lacquer surface has become worn and dull, add Moland Lakpleje Mat to the wash water in a ratio of 1 part Moland Lakpleje Mat to 50 parts lukewarm water. Wash the lacquered surface with a wrung-out cloth.

Basic cleaning

A basic cleaning can be carried out with Moland Trærens in a ratio of 1 part Moland Trærens to 20 parts lukewarm water if a dirty wax film has built up on the surface. After cleaning with Wood Cleaner, wipe the surface with a clean, dry cotton floor cloth. This basic cleaning can be repeated if heavily soiled. When the surface is dry, reapply Moland Lakpleje Mat as instructed in the "Before use" section. On a lacquered floor that has been treated with many different types of lacquer care, a basic cleaning may require a specialised treatment. Mix 6-8 parts Moland Trærens and 1 part triple ammonia solution in a bucket with approx. 8 litres of lukewarm water. Be aware that an overdose of ammonia solution can cause discolouration of the wood. Wash the floor thoroughly 1-2 times with a floor cloth/ scrubber. Wipe the surface with a clean, dry cotton floor cloth. When the surface is dry, reapply Moland Lakpleje Mat as instructed in the "Before use" section.

Newly lacquered floors should not be cleaned for the first 3 days after the lacquer was applied.

Important!

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 lacquer packaging before applying.

Windows, interior and exterior doors

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

Hinges/brackets and screws

Rinse and lubricate moving parts and surfaces of hardware components at least twice a year. An acid-free lubricating oil is used for the lubrication of moving parts. To protect the surface, use a suitable product, e.g. Dinitrol 4010 or Castrol DW 33.

Exterior aluminium

Aluminium windows should be washed at least twice a year - make it a good habit when cleaning windows. Wash aluminium according to the user manual.

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 should only be kept clean, for instance, by wiping with a cloth wrung in clean water, if necessary, with a mild detergent added. 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.

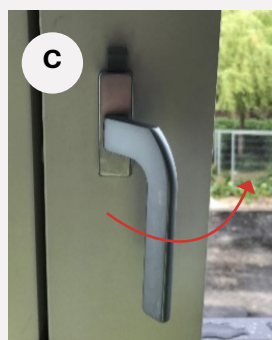
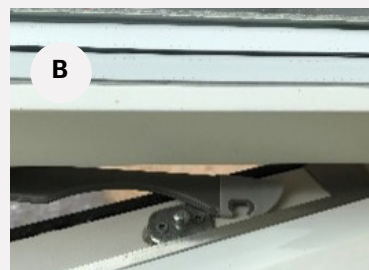
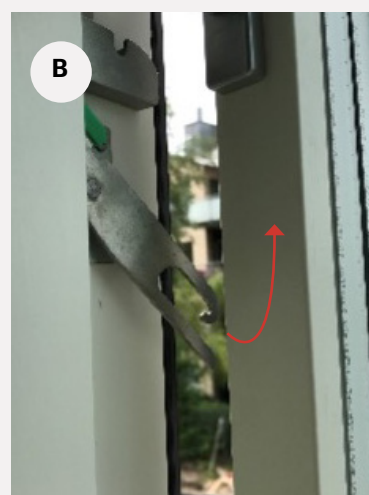
Windows

A – Open the window by turning the handle to the horizontal position. 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. There is also a safety catch at the bottom that must be lifted off when reclosing.

C – The French balcony is opened by pressing the child safety lock down while turning the handle horizontally. The window frame is now pulled inwards.



Maintenance

Friction brake.

The brake is tightened by turning the friction screws – COUNTER-CLOCKWISE on both sides of the window with a 4 mm hex key (1).

The friction brake can be located at the top or bottom, but here shown at the top.

Cleaning

When the window opens at 90°, a cleaning slit opens on the "hinge side".

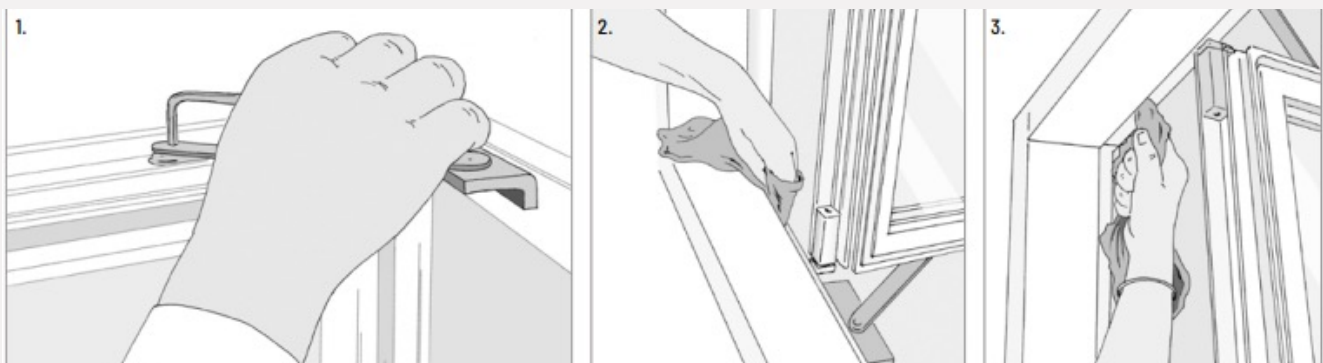
The outside of the window can now be cleaned from the inside.

Maintenance

Keep the slide rails free of dust and dirt, e.g. with a cloth (2 + 3).

The sliding rails must be sprayed at least once a year with a Teflon-based lubricant, e.g. Fin Lube or similar.

(never use regular lubricating oil!)



Balcony and terrace doors

The door is opened by turning the handle horizontally and pushing the door outwards. 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.

Maintenance

Keep the friction brake sliding rails free of dust and dirt, e.g. with a cloth (1).

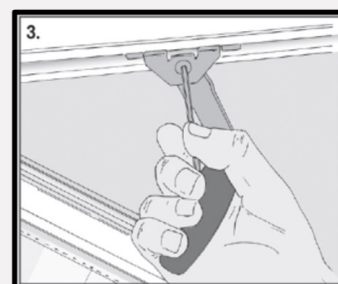
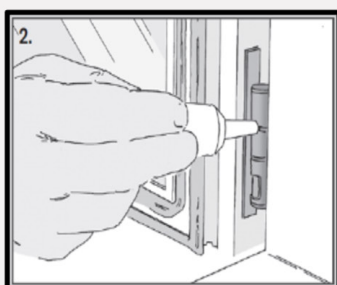
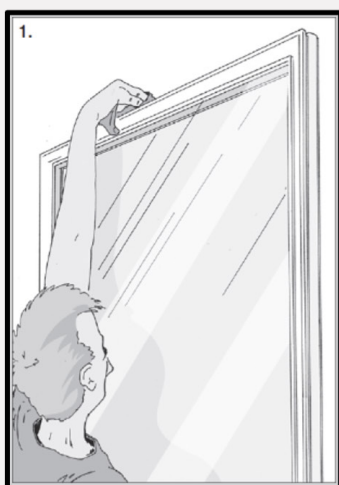
Do not grease the rails, as this will only collect more dirt. We recommend that you lubricate the hinges with acid-free oil at least once a year while opening and closing the door to get the oil all the way into the hinges (2). The friction brake is located at the top and is adjusted by turning the screw in the bracket with a 4 mm Allen key (3).

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. Wipe off grease stains, shoe polish and the like with 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 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 once a year.

A – Pinol screw



Main door

A – Internal lock

To lock, turn clockwise and to unlock, turn counterclockwise

B – Pinol screw

C – Handle Randi line 18, no. 7021

D – External lock / Salto key fob

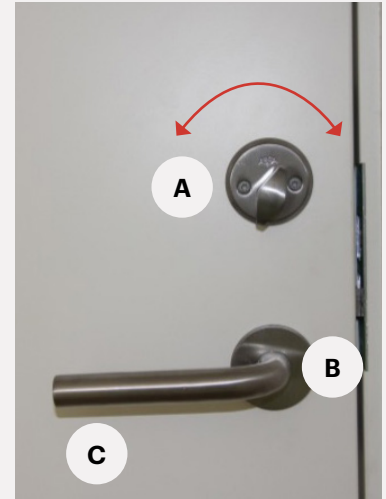
To open and lock the home, a Salto key fob is used, which is held up against the sensor. Then turn the lock to the left to open and to the right to lock.

E – Doorbell

Friedland white D814 Sesame EAN: 5004100411082

The key to the mailbox and storage room (if applicable)

This is the same key that is used to open the mailbox and the storage room in the basement, if applicable



Coatings and handrail on the balcony

General maintenance

Clean your balcony of debris at least once every year. Leaves and fallout from trees are removed Use clean water and a brush.

Use clean water and a brush.

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

If flower boxes etc. are placed on the balcony floor itself, they must always be placed on blocks so that water can run off unhindered.

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

Do not sprinkle road salt on the balcony floor, use Urea.

Bathroom and toilet

A – Cleaning the wall and floor tiles

For daily cleaning, use warm water with a mild detergent, then rinse with plenty of water and dry with a dry, lint-free cloth. 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.

Grout maintenance

Silicone joints in the shower should always be wiped down to prevent mould.

B – Cleaning the shower set

Do not use abrasive sponges and scouring powder for cleaning. The use of solvents 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 off 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. Install the water lock by lightly pressing it, and then install the grate.

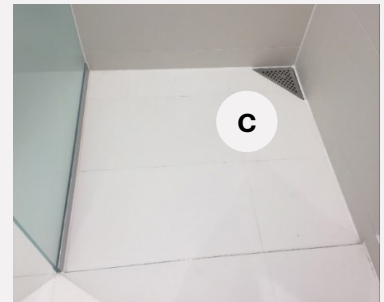
D – Washing machine

For operation, please refer to the user manual.

E – Tumble dryer

The tumble dryer is a condensation dryer, the condensation tank should be emptied after use.

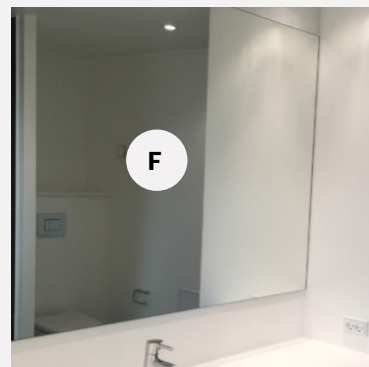
For operation, please refer to the user manual.



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.

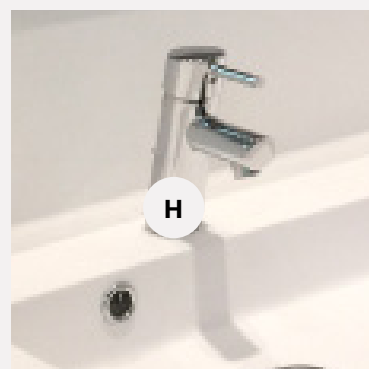
For daily cleaning, scouring agents intended for cleaning should be used, as well as ordinary nylon scouring sponges generally used in households.

OBS! - 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. 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.



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 manner should be wiped with a cloth wrung out in water with a mild detergent and wiped 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 water lock and remount it. Make sure that all O-rings are in the correct positions again.

K – Cleaning the flush plate

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 off and wipe it dry.

L – Cleaning the toilet seat

Warm water with mild soap is used for both the seat and brackets/ hinges. Rinse with clean water and dry with a tea towel. 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.

M – Cleaning the toilet bowl

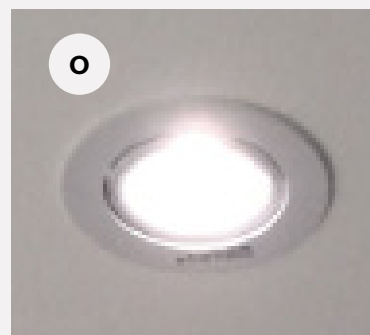
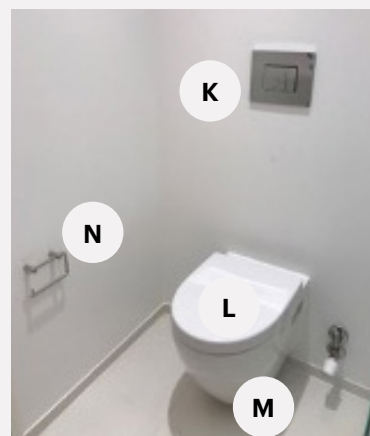
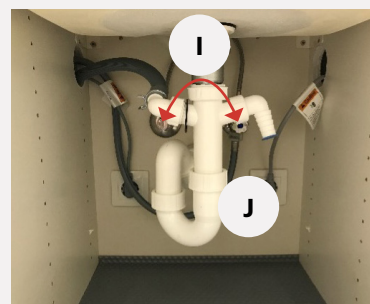
Daily cleaning with a toilet brush or a damp cloth with an acidic cleaning agent with a pH between 1 and 4. Especially clean the back of the bowl. Here, excess water from the flushing trench is emptied, and a limescale deposit may build over time.

N – Cleaning the spare paper holder and 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 off 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 cause damage to the surface which becomes matte and scratched.

O – 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

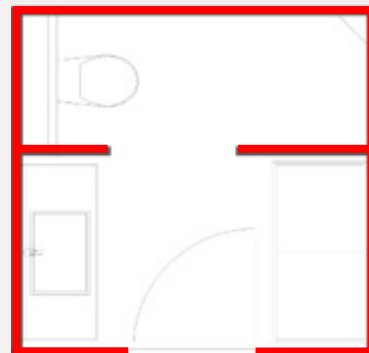
In the entrance hall and in the bathroom, it is not allowed to drill into the ceiling, as these are dropped ceilings.

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

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), and then wiped off with a dry cloth.

B – Cleaning the tabletop

Wipe the worktop with a soft cloth wrung out in clean warm water.

C – Cleaning the kitchen sink

For daily cleaning, use a scouring pad with a little washing-up liquid or glass cleaner if the sink is dirty. For heavy limescale deposits, leave warm vinegar 7% in the basin for a few minutes. Rinse with water.

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

E – 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 water lock and remount it. Make sure that all O-rings are in the correct positions again.

F – Stopcocks for cold and hot water

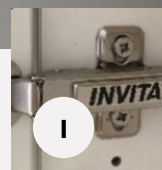
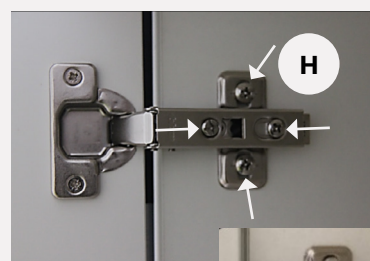
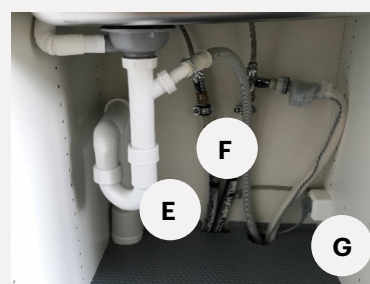
Stopcocks should be exercised once a year.

G – Connection for dishwasher.

H – Adjustment of hinges

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

The Invita sign is carefully removed without the use of tools.



Wardrobes

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), and then wiped off with a dry cloth.

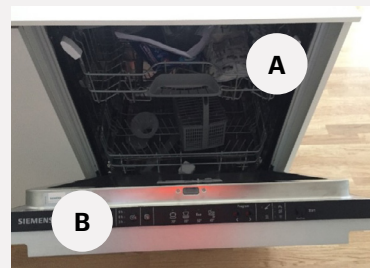


Kitchen appliances

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.

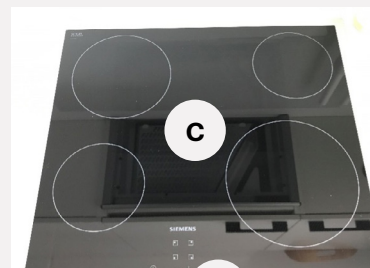


B – Control panel

Read the instructions for use for more information.

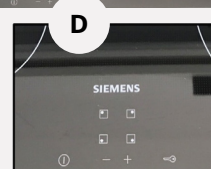
C – Cleaning the hob

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.



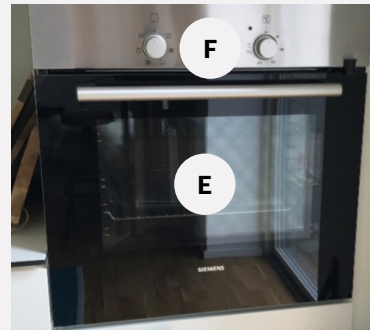
D – Control panel for hob

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.

IMPORTANT

Remember to clean the drain hole at the back of the fridge, if the drain hole is blocked, water will collect in the fridge.

H – Refrigerator and freezer control panel

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

Do not cover ventilation gaps.



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 detected, contact customer service. 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 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 **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

The control panel is used to turn on the cooker hood.

After 60 minutes, the suction switches off automatically.

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.

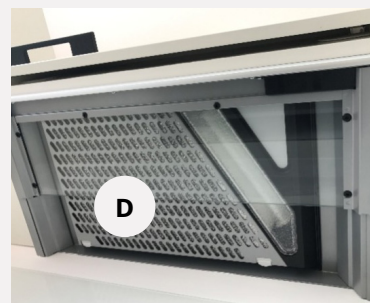
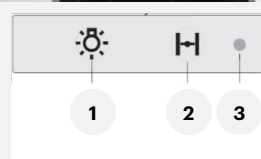
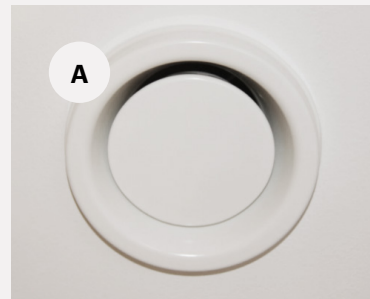
C – Control panel

When the hood is fully pulled out, the control panel can be used. It is located on the right side at the top.

1. Lighting
2. Damper function
3. Indicator light (lights up when the damper is open)

D – Cleaning

The grease filter should be cleaned at least every 2 months. To remove the filter, press the white buttons at the bottom of the image. 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. The inside of the hood must be cleaned at least twice a year.



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 underfloor heating is controlled by the temperature of the floor.

A - The radiator thermostats regulate the heat in the rooms. These are pre-set and the thermostat should be set to 3, which corresponds to a room temperature of around 20 degrees.

The optimal and most energy-saving solution is to have all radiators switched on, i.e. all rooms are heated. The radiators may feel cold at times, but this is a sign that the thermostats are working, as it takes into account the "free heat" given off by people, TVs, lights, etc.

B - Underfloor heating is controlled in bathrooms by turning the thermostat. It should be set to 1-2, which corresponds to about 20-30 degrees. The thermostat for underfloor heating in bathrooms is located next to the toilet.

NOTE: It takes longer for underfloor heating regulation to be noticeable than with a radiator.



Installations shaft, incl. Water and heat meter

The layout of the installations shaft

A – The layout can vary from apartment to apartment.

Water for consumption

Hot water for consumption

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

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

Cold water for consumption

D - Meter for reading the consumption of **cold** water for consumption.

E - Stopcock for shutting off **cold** water for consumption.

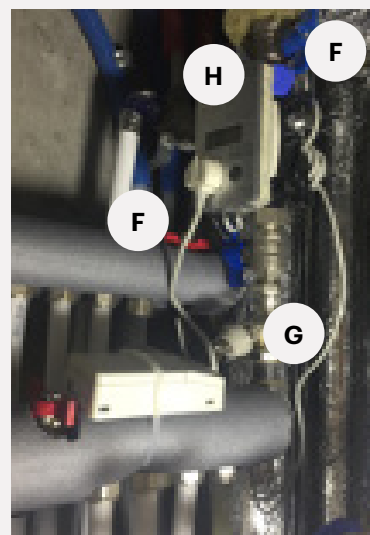
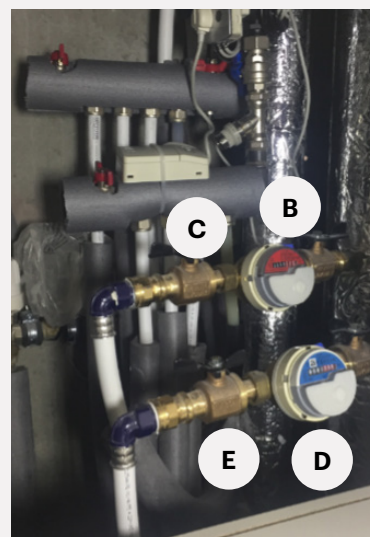
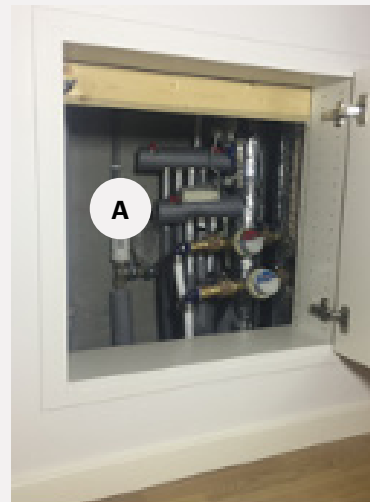
District heating

F – Stopcock for district heating shutdown.

G – Do **not** turn the adjustment knob for district heating.

H – Meter for reading consumption of district heating.

All meters are read remotely.



Moisture alarm

A – A moisture alarm is installed at the bottom of the installations shafts. This alarm is installed so that you can detect a leak in the pipe shaft by means of a high-pitched whistle

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.



Internet and antenna

TV, internet, and telephony

A – TV

B – Radio

internet / phone

Upon moving in, YouSee, is the internet and telephony provider. When choosing Broadband and telephony with YouSee, it is a prerequisite to subscribe to one of their TV packages.

Fibre network

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

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.

C – Consumer Unit (fusebox)

D – Fibre network box

E – Cable TV/antenna box

F – Router

Fuses

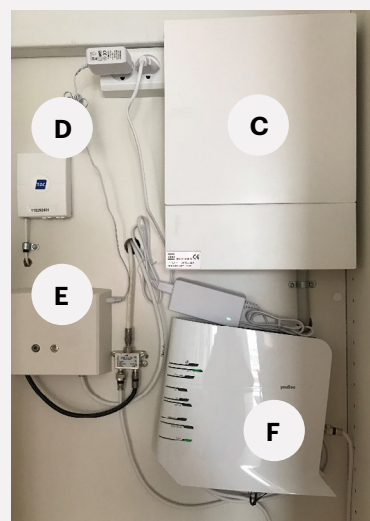
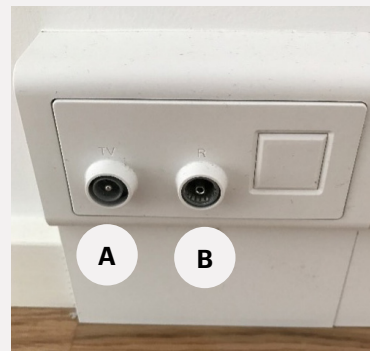
Lights and outlets: 10A fuses

Force: 16A fuses

G – Electricity meter

The electricity meter is located in the basement switchboard cabinets. The electricity company remotely reads the electricity consumption.

NOTE! The installation number may not be removed.



Door entry phone

A – Door entry phone

1 – The apartment is called by pressing the button for the desired apartment.

On contact with the apartment, speak clearly into the speaker.

The door can be opened when a click is heard.

2 – For key fob access, apply the badge to the light-coloured field.

B - Door entry phone in the apartment

1 – Screen

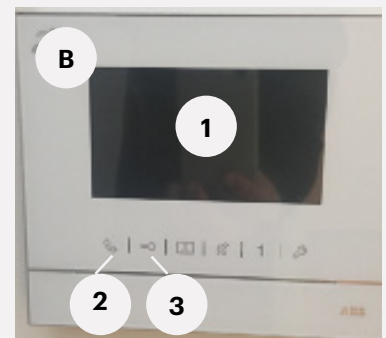
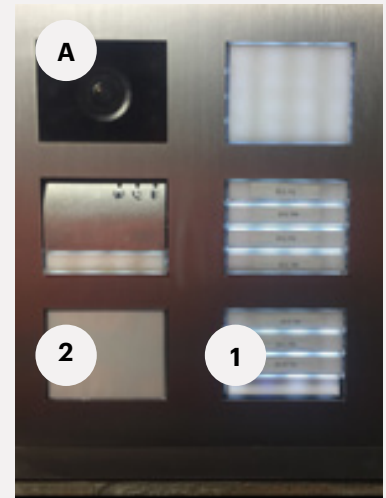
2 – Answering calls

3 – Activating the door opener

Maintenance

The door phone may only be cleaned with a soft cloth dampened with a mild soap solution.

Dry cleaning, aggressive detergents, and abrasives can damage the surface.



Smoke detector

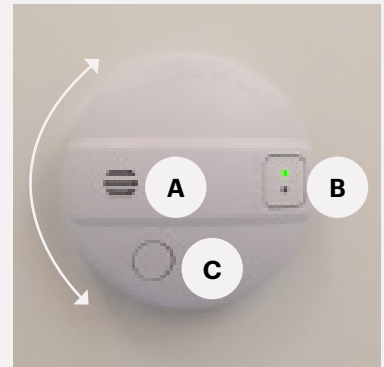
Smoke alarm

The smoke detector is connected to the apartments's power supply. In case of power failure, a battery is installed in the smoke detector. When it is time for the battery to be replaced, a beep will sound from the alarm. Once the battery is replaced, it can take up to 15 minutes before the alarm stops beeping.

A – Speaker Display for voltage supply 230 V

B – Display for voltage supply 230 V

C – Test button



Household waste management

Waste management

Waste chutes and inlets

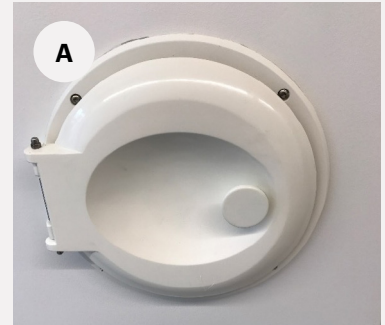
Used for residual waste. This goes into 15 litre bags and into our waste vacuum. Larger waste (e.g. pizza boxes) should be broken up into smaller pieces and placed in 15-litre bags.

Loose waste is **not** allowed!

Both because of potential odours, but also because there are extractors on the roof, so waste such as paper and plastic bags can be sucked up through the duct and cause problems (when it gets tangled up in the fan).

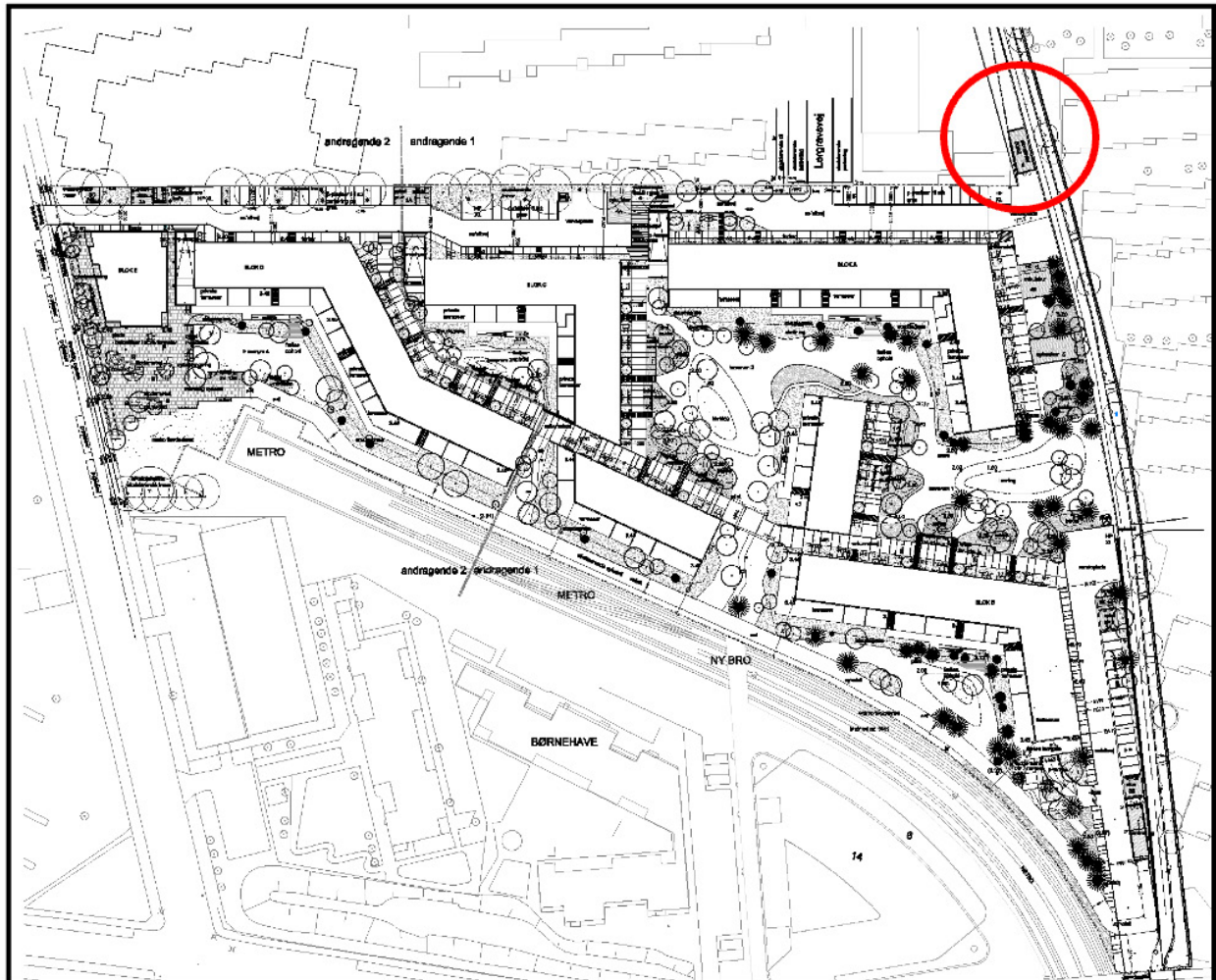
A – Waste chute

There are waste chutes in every stairwell.



Bulky waste

The bulky waste container is located behind block A.
See the map below.



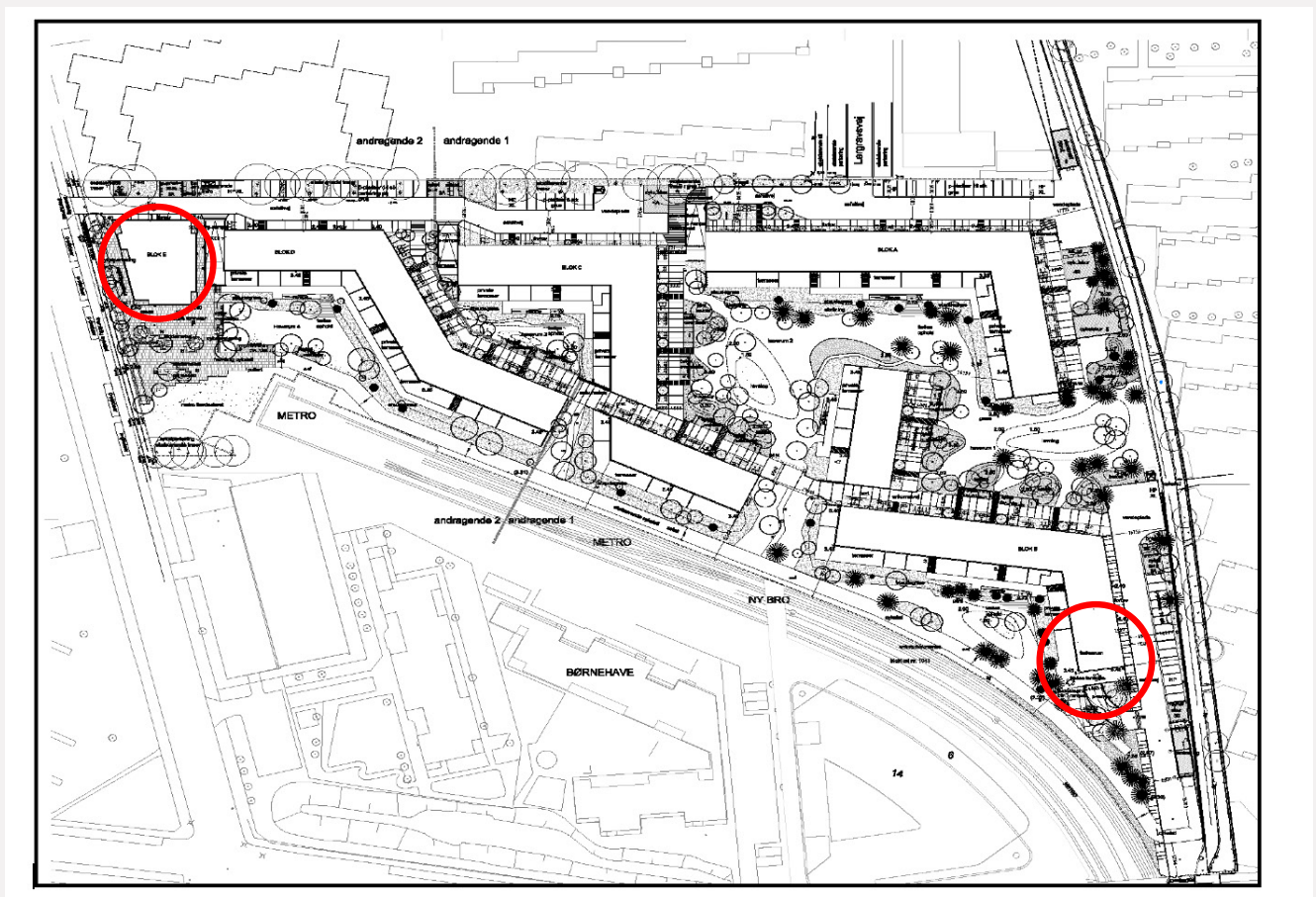
Storage rooms & common rooms

Storage room

Storage rooms in the basement are labelled with address signs on the apartments that have storage rooms connected to the lease.

Common rooms

See location on the map below.



Locking system/access control system

Entrance doors (wooden doors)

All entrance doors have a door entry phone system.

The area at the bottom right can read your access key fobs.

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

Rear doors (glass doors)

All rear doors have a reader next to the door handle. Hold up your key fob, and see the diode:

Flashing – Key fob is updating

Red – Access denied or reader is offline

Green – Access granted

Basement doors

Hold up your key fob to the reader at the grip.

Red – Access denied

Green – Access granted

Gate

The gate is opened either with a key fob on the reader at the gate.

The gate is open for 20 seconds or until the doorway is clear.

Key fob

Flashing – Badge is updating

Red – Access denied or reader is offline

Green – Access granted

Key fobs

If more key fobs are wanted, these can be purchased. Contact customer service.



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 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
kundeservice@balder.dk

Rental

+45 55 55 07 07
udlejning@balder.dk