



TriumphByen



Maintenance instructions



Contents

Psst... click on the desired topic to go directly to the page

3	Welcome
4	Walls, ceilings, doors, and windows
5	Floors
7	Windows, interior and exterior doors
12	Balcony
13	Bathroom and toilet
18	Drilling instructions
19	Kitchen items and wardrobes
23	Kitchen appliances
25	Ventilation system incl. cooker hood
28	Heat management
29	Installations shaft, incl. water and heat meter
30	Telephone and antenna
31	Electrical installations and telephone, internet and antenna
32	Door entry phone
33	Household waste management
34	Smoke detector
35	Locking/access control system
36	Sustainable use of the the apartment
37	Fire safety
39	Contact information & acute problems



Congratulations on your new apartment!

We are pleased to welcome you to TriumphByen. We have long worked hard to build an attractive and modern property that will form the framework for your life.

When you take over the apartment

Before you move in, the apartment is checked for visible defects.

At the time of the move-in inspection, when you receive the keys to the apartment, the home is reviewed and a moving-in inspection report is prepared, where any cosmetic defects are noted. Functional defects must be noted on the list of defects sent within 14 days after the inspection.

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
- 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.

Please note that the kitchen layout of the apartments, bathrooms, closets, etc., vary from home to home.

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 B&J, NCS s 0205-y gloss 50

Wall paint in the apartment

Paint from B&J 5 Wall Paint, Gloss 5, RAL 9010

Wall paint above the kitchen worktop

Paint from B&J 25 Wall Paint SuperFinish, RAL 9010

Ceiling paint in the apartment

Paint from B&J 5 Wall Paint, Gloss 5, RAL 9010

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.

Floors

Composite flooring

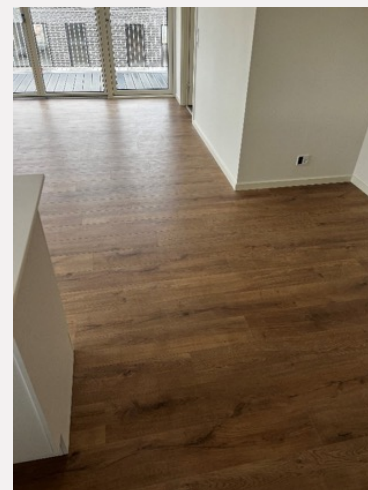
Type

Tarkett - Soundlogic 4V Ticino Oak PEFC

Climate conditions

Both composite floors and people's well-being depend, among other things, on the indoor climate. The optimal temperature for both floors and people is around 20 °C.

Please note that the properties of composite floors vary greatly and that the floor will always work with 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. A composite floor will only be acclimatised after about a year.



Constructive maintenance

To protect composite floors, it is recommended to use felt tabs under chair and table legs. Office chairs should have suitable castors for wooden floors, and it is recommended to lay acrylic sheets 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., getting on the composite floor.

The daily cleaning of floors is done with a broom, microfiber mat 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 soap to the water.

Stain guide

Always remember to remove stains immediately.

The earlier the stain is treated, the easier it is to get rid of.

Always wipe with clean water.

Type of stain	Best removed with
Rubber, asphalt, oil, oil paints, shoe polish or tar	Tarkett Stain Remover. Or gently dab with white spirit
Berries, fruit, coffee, tea, juice, wine, beer, chocolate, grease, cream, juice or ice cream	Lukewarm water with a synthetic detergent, for example Tarkett Floor Wash (The Green)
Marker pen, crayon, ink or lipstick	Wipe with alcohol
Urine, faeces, vomit or rust	Lukewarm water with a synthetic detergent, for example Tarkett Floor Wash (The Green)
Cigarette burns	Gently scrub with a white nylon sponge. Larger burns cannot be removed
Blood	Lukewarm water with a synthetic detergent, for example Tarkett Floor Wash (The Green)
Grass	Lukewarm water with a synthetic detergent, for example Tarkett Floor Wash (The Green). Followed by alcohol
Red wine	Lemon juice diluted with cold water or Tarkett Stain Remover

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.

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.

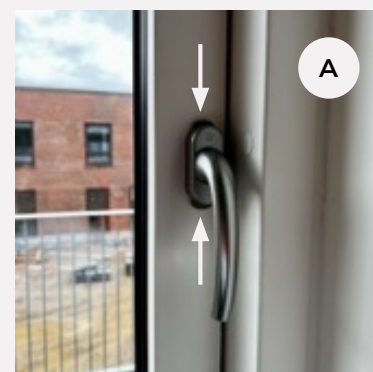
Interior wood

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.

A – Windows tilt

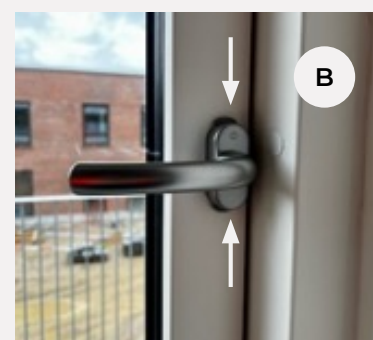
The window tilts by turning the handle to the horizontal position. Note that there is a child lock. The child lock is deactivated by holding down both buttons at the same time and then turning the handle to a horizontal position. The window frame can now be tilted inwards. This function should not be used in windy conditions, as the handle-operated brake may be broken by a strong gust of wind.

The window handle is shown in the closed position.



B - Windows side-mounted

The child lock is deactivated by holding down both buttons at the same time and then turning the handle to a horizontal position. The window frame can now be opened. The window handle in this picture is in the tilt position.



NOTE: To change the window position, the window must be closed. It is not possible to tilt the window if the window is open.

Noise protection

In some apartments there are screens in front of the bottom window to reduce noise from outside.

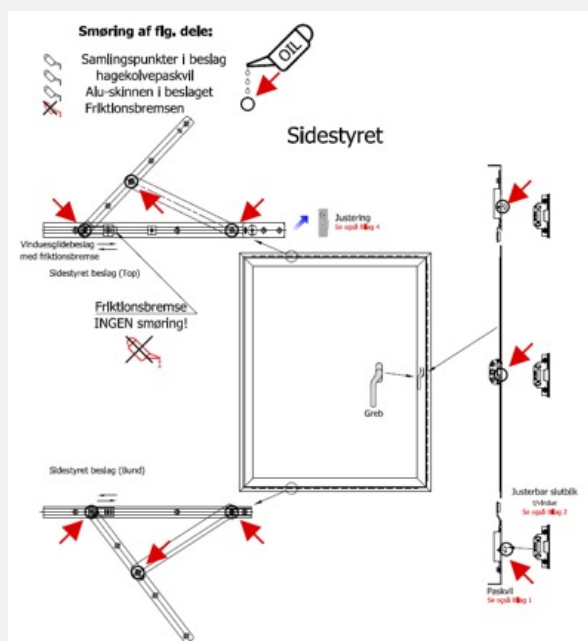
The inside of the guard is cleaned by opening the lower window 90°.

Care

Fittings are lubricated with acid-free oil after repeated activation. Using acid-free grease is recommended. As an alternative lubricant for side-steered fittings, white Vaseline can be used. Lubricate as needed, but at a minimum once a year.

Fittings/aluminium rails should be kept clean and washed in normal detergent with a neutral pH value for optimum performance. It is recommended that the surface be rubbed with a cloth or sponge. Do not use emery cloth, wire wool, soda, or other cleaning and abrasive products containing alkalis or acids, but only neutral solvents.

Seal strips with talcum powder if they stick.



Cleaning

When the window is opened 90°, the outside 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.



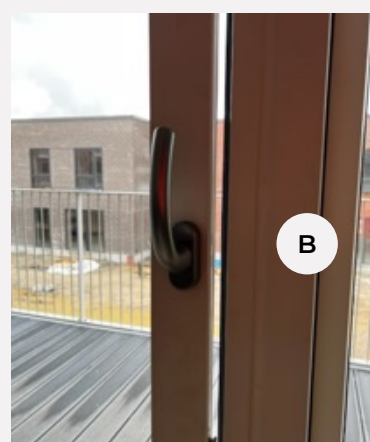
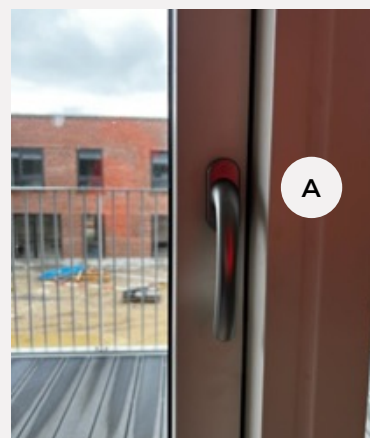
Balcony and terrace doors

A - The door is opened by turning the handle to the horizontal position and pushing the door outwards.

B - 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. 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 horizontally 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.



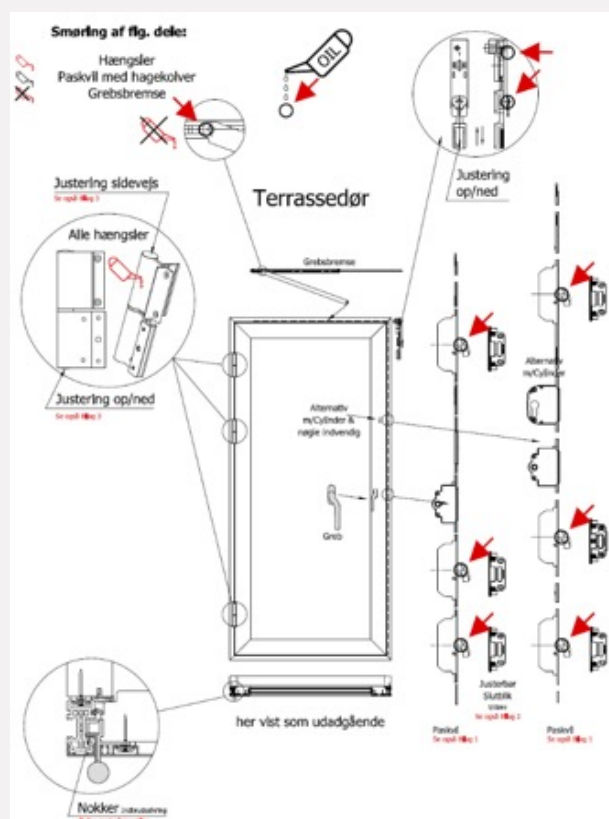
Maintenance

Care

Paskvil is lubricated with acid-free oil during repeated activation. Using acid-free grease is recommended. Lubricate as needed, but at a minimum once a year.

Fittings/aluminium rails should be kept clean and washed in normal detergent with a neutral pH value for optimum performance. It is recommended that the surface be rubbed with a cloth or sponge. Do not use emery cloth, wire wool, soda, or other cleaning and abrasive products containing alkalis or acids, but only neutral solvents.

Seal strips with talcum powder if they stick.



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 into the surface

Tape, stickers, etc.

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

Hinges

If necessary, lubricate hinges with acid-free grease. The lock does not normally need to be lubricated.

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.

Shaft doors

To open the shaft door, use the triangular key.

Repair

In case of damage to the front door or interior doors, contact customer service for repair.

Doorstops

At the interior doors, doorstops are installed to protect the doors and walls.



Main door

A - Internal lock

Inside, the door is unlocked by activating the door handle.

B - External lock

To unlock, use the Salto fob.

The key

The key is used to open the mailbox.

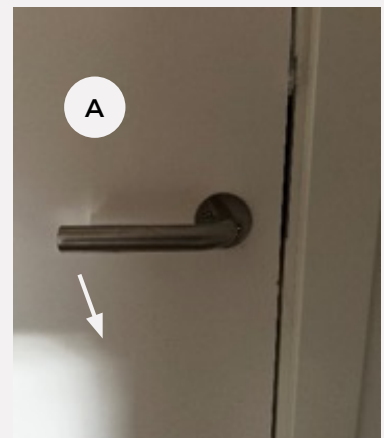
Hinges

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.



Balcony

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.

Always attend to spills promptly. First try with a cloth or scouring pad and brown soap or 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.

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

Do not store items on the balcony, as this may cause water build-up. If flower boxes or similar are placed on the floor itself, they should 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. Also, use felt doilies, saucers and drip collectors for grills. No road salt or other drying agents may be used on the balcony floor.



Bathroom and toilet

General maintenance

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 locks (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 - not all parts can withstand acids, e.g. mortar joints, marble, granite, as well as travertine and some types of sanitary ware, some types of taps and the like. 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.

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 chlorinated products, such as toilet cleaners, as they produce very toxic fumes.

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

Cleaning the wall and floor tiles

A - The 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 such as brown soap or soap shavings. For lime coatings, 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

Cleaning of the shower set

B - Avoid using abrasive sponges and scouring powders 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 and rub dry. Lime deposits are removed by using ordinary household vinegar.

Cleaning the floor drain

C - Remove the grate and lift up the water lock. Clean the water lock 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.

Dryer

D - The dryer is a condensation dryer and is connected to a drain. For operation, please refer to the user manual.

Washing machine

E - For operation, please refer to the user manual.



Cleaning the mirror

F - Daily cleaning is carried out using the glass cleaners specified.

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

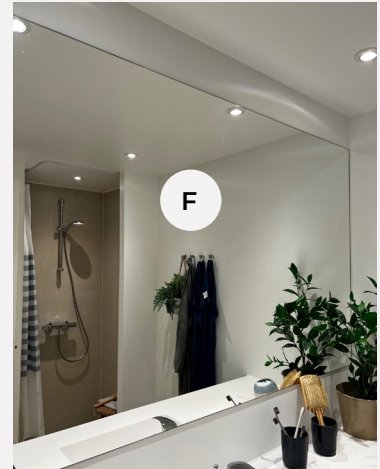
NOTE! Caution should be exercised when using abrasive (scratching) tools. This is NOT recommended.

Cleaning the worktop

G - The worktop is delivered matt. 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.



Cleaning the fixture

H - Avoid using abrasive sponges and scouring powders 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.



Cleaning of cabinets

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

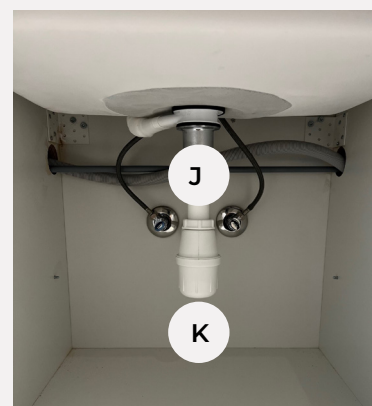
Grease stains that cannot be removed in the above way should be wiped with a cloth, hard wrung out in water, to which a mild dishwashing detergent has been added. Wipe with a dry cloth afterwards.



J - Cold and hot water stopcocks **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 water lock in the cabinet** Put a bucket or similar under the water lock and separate it. Clean the water lock and reassemble it. Make sure that all O-rings are in the correct positions again.



Cleaning the flush plate

L – Avoid using abrasive sponges and scouring powders 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.

Cleaning the toilet seat

M - Warm water with mild soap is used for both the seat and the 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.

Cleaning the toilet bowl

N - Daily cleaning with a toilet brush or a damp cloth with an acidic detergent with a pH value 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.

Cleaning the toilet paper holder

O - Daily cleaning is done with 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.



Cleaning of spots

N - Clean with a soft cloth.

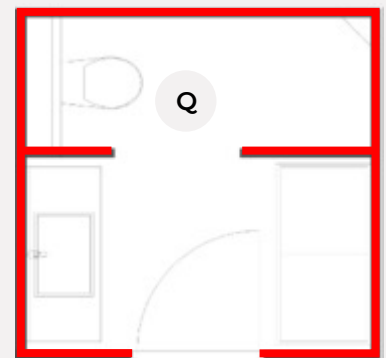


Drilling instructions

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

Q - 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).

Kitchen items and wardrobes

Types may vary from apartment to apartment

Kitchen

Kitchen type

Fronts: Athena with attached Newline handle, 19 mm MDF board
 Surface treatment: hard-wearing white matt polyurethane lacquer;
 nearest indicative NCS code for Slimline is S0500-Y in Gloss 35.
 Handle: edge handle like Newline

Cleaning of lacquered cabinet surfaces - model Athena m. Newline

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

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. Never use solvents or abrasive cleaners.

Cleaning and maintenance of the worktop - type Core 20

B - For daily cleaning, wiping Core with a soft cloth and clean water is sufficient. Most stains and grease can be removed with water and a liquid detergent. The entire surface should be cleaned thoroughly from time to time to prevent the shine from becoming uneven.

It is recommended that Surface Cleaner is used for cleaning and maintenance.

Surface Cleaner can be purchased here: <https://www.dfi-geisler.com/butik/bordbehandling/> If stains appear on the plate that are difficult to remove with normal cleaning, apply a little mild scouring cream to a cloth and rub with light circular movements. Avoid coarse scouring pads in daily cleaning. Strong abrasives or the green side of the scouring pad (like Scotch-Brite™) should only be used to remove difficult stains. Difficult stains occur when strongly coloured liquids such as ink soak into the surface after prolonged contact. After using such strong detergents, make sure that the treated surface regains its shine by repeating the procedure as described above.

Watch the maintenance video: <https://www.dfi-geisler.com/montage-og-vedligeholdelse-af-corian/> Do not place hot pots directly on the Core worktop. Hot pots can damage most surfaces. Do not cut with a sharp knife directly on the Core worktop, as this will damage the surface.



Kitchen sink cleaning - Franke RBU480 (steel)

A - The sink should be cleaned daily with a wrung-out cloth and ordinary detergent. Never use wire wool in the sink. On the other hand, a nano/melamine sponge can be effectively used. Chemical decalcifiers can be used for limescale deposits but should never be left on the surface for more than 3 minutes. Rinse thoroughly afterwards. A steel sink will eventually get scratches and patina, which is inevitable.

Cleaning the fixture

B – Avoid using abrasive sponges and scouring powders 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.

Cleaning the water lock under the kitchen sink

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

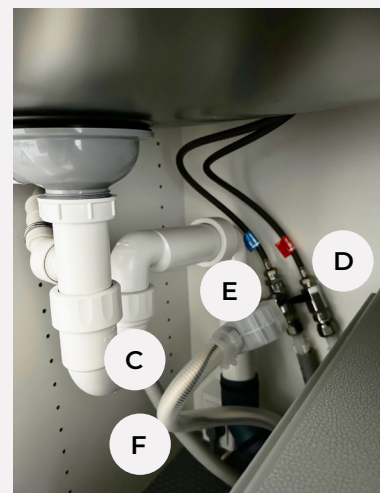
D - Stopcocks for **hot** water

E - Stophanes for **cold** water

F - 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.



Adjustment of hinges

J - Applies to all cabinets. Carefully remove the INVITA cover and adjust the hinge using the marked screws.

Using the four screws at the hinge and cross plate, the door has 3 adjustment options:

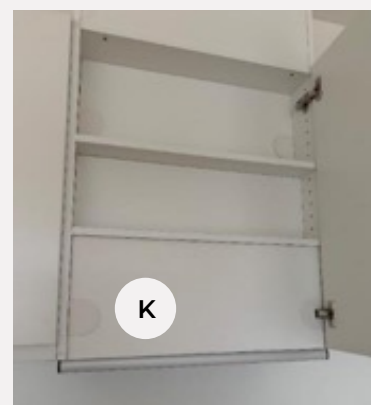
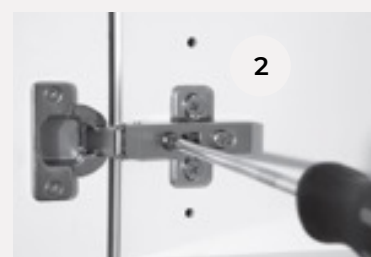
1 - Up/down If the door hangs too high or low, adjust the door up or down. This is done by first loosening the screws in the cross plate, after which the hinge can be adjusted up or down. Remember to tighten the cross plate again.

2 - Right/left If the door hangs askew to the right or left, adjust the door by screwing the outermost screw in the hinge.

3 - Forward/backward in closet If the door needs to be adjusted back towards the closet, loosen the rear screw and the depth of the door can be adjusted. Finish by tightening.

Transformer

K - 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

Wardrobe type

Front: Alba 16 mm plate

Surface treatment: 120g silk matt melamine. Edged with 0.8 mm plastic edge.

Handle: Simplicity (steel)

Cleaning of cabinet surfaces

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

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. Never use solvents or abrasive cleaners.



Kitchen appliances

Cleaning the dishwasher

A – 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.

Control panel

B – Read the user manual for more information.

Cleaning the hob

C - 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.

Control panel for the hob

D – Read the user manual for more information.

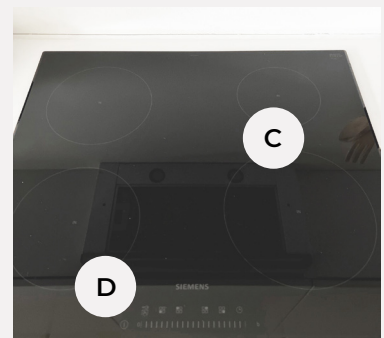
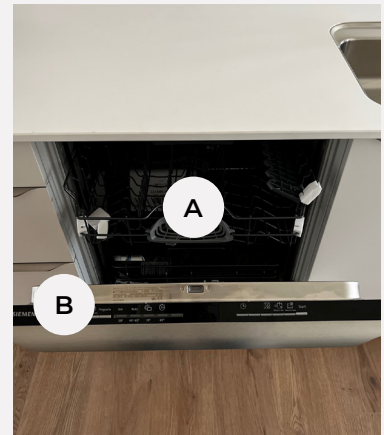
Cleaning the oven

E – Clean the oven using hot water with dish detergent added, inside and out.

Always follow the instructions in the instruction manual from the manufacturer.

Control panel

F - Read the user manual for more information.



Cleaning of refrigerator and freezer

G - For light cleaning of the fridge, use pH-neutral dish detergent 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.

Refrigerator and freezer control panel

H - Temperature control, read the user manual for more information.

I - 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.

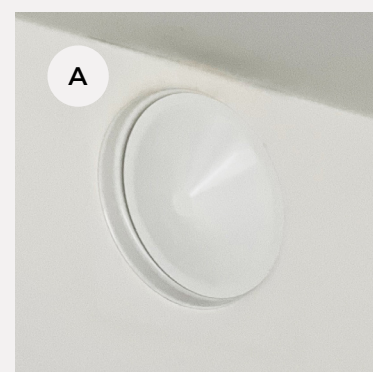
Moisture damage is avoided;

- 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.

Cleaning and adjusting the exhaust vent

A – 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 valve must always remain in the same preset position; otherwise, there will be consequences for your own apartment and the other apartments that the system supplies.



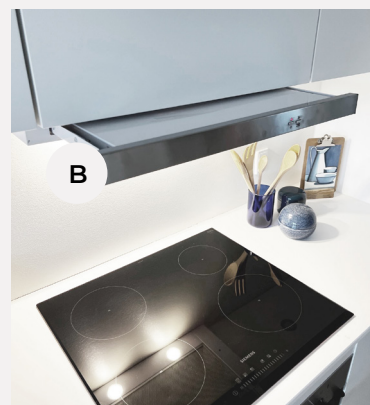
Cooker hood

B - The cooker hood is switched on at the control panel. 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.



Control panel

C - 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 + Indicator lamp (lights up when damper is open)



Cleaning

Never use harsh or abrasive cleaners, as they can damage the surface. Use cleaning agents suitable for the hood. Clean surfaces with a soft, damp cloth, dishwashing detergent or a mild glass cleaner. Soften dried and caked-on dirt with a damp cloth. The use of dry cloth, sponges that can scratch, cleaning agents that require rubbing, cleaning agents that contain sand, soda, acid, chlorine or other strong materials is not appropriate. These may damage the product. Only clean brushed steel in the direction of brushing.

Do not use detergent on stainless steel, glass and control panel. Grease and oil can be removed with a damp, wet cloth or special steel cleaner. Improper maintenance can generate rust, oxidation or other marks on the surface.

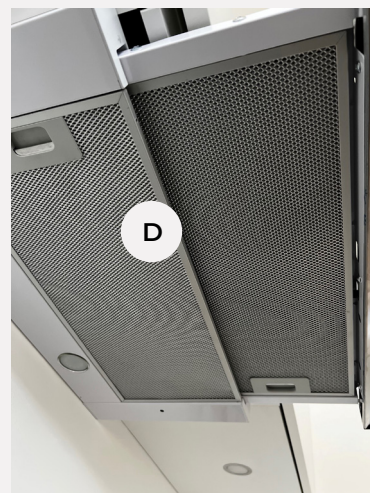
Grease filters

D - Cleaning

In normal use (1-2 hours daily), grease filters should be cleaned approximately once every month. Do not use excessively strong, acidic or chlorinated detergents.

NOTE: Grease filters may discolour after washing, which is perfectly normal.

This does not impair the filter's ability.



Washing in the dishwasher

A slight discolouration may occur when washing. This does not affect the function of the grease filter and therefore does not require replacement of the grease filter. Do not wash very dirty grease filters with other cutlery. Place the grease filters in the dishwasher lying down or free standing. Grease filters must not be too close to the dishwasher.

Washing by hand

A special oil solvent can be used to remove stubborn dirt. Soak the grease filters in hot water with dishwashing detergent. Use a brush to clean and continue until no more oily liquid drips from the filters. Rinse the filters well after cleaning.

Ventilation system

E – Each apartment has its own ventilation system located in the installations shaft behind the door in the storage room. The system is factory set and should only be changed by the caretaker or

Replacement of filters

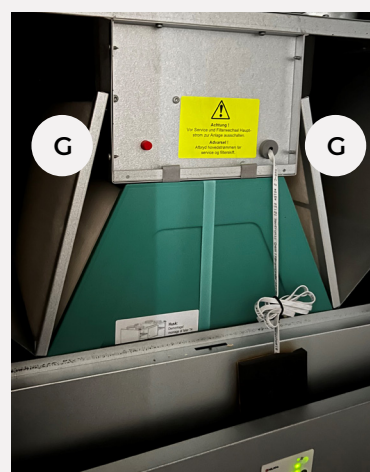
Replacement must be made by the tenant. Filters are provided by the caretaker. The filters should be replaced annually or as needed.

F - "Quick lock" at the top of the installation is triggered.

G - The upper front plate is pulled up parallel to the installation until the filters are visible.
Refit the front plate.

Used filters are disposed of as "residual waste".

Refit the front plate.



Heat management

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

A – 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.

Installations in installations shafts are secured with a moisture alarm, which gives an acoustic alarm in case of a leak in pipes or machines.

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

In case of alarm, contact the caretaker!



Installations shaft, incl. water and heat meter

The layout can vary from apartment to apartment.

Cold water for consumption

A - Stop valve for closing cold water for consumption.

B - Meter for reading hot water for consumption.

Hot water for consumption

C - stop valve for hot water bathroom

D - Stop valve for coldwater bathroom

District heating

E- Meter for reading consumption of district heating.

F - Stop valve for closing district heating.

Moisture alarm

G - A moisture alarm is installed at the bottom of the installation shafts.

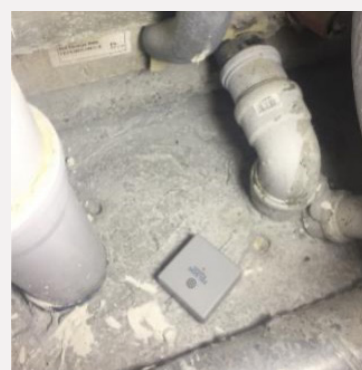
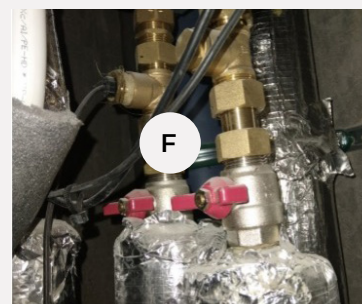
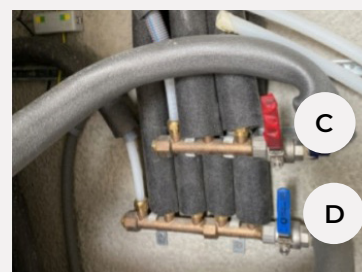
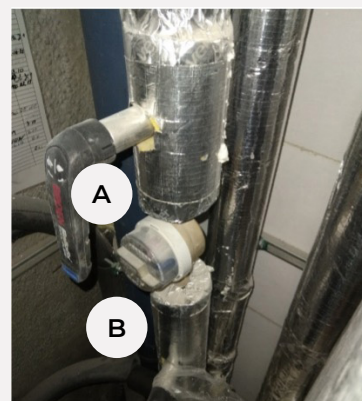
This alarm will alert you by sounding a loud tone so that you can detect any leakage in the plumbing shaft.

The alarm is connected to 230V.

In case of alarm contact customer service.

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.



Telephone and antenna

TV and Internet

In each apartment are placed panel connectors, two of which have visible network connectors. The remaining connectors are installed with removable covers.

Fibre Internet / Telephone / Cable TV

TDC Net has installed fibre in the property. In this context, Yousee has been allowed to install routers in all homes, so you can easily and quickly get online if you want to use Yousee – for more information and registration, contact Yousee.

It is optional whether you want Yousee or choose another provider. At tjekbredbaand.dk you can see which providers can deliver internet to your address.



Electrical installations and telephone, internet and antenna

Electrical installations

A – Consumer Unit (fusebox)

B – Possibly, Network connection

C - 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

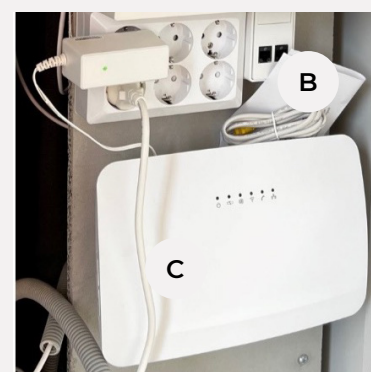
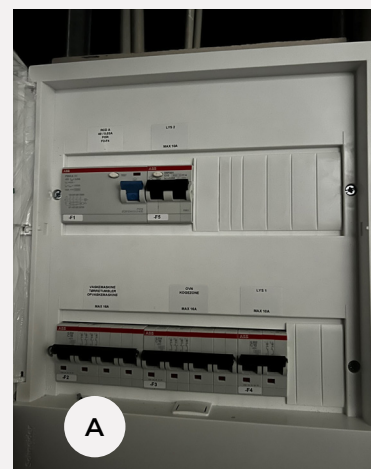
Lights and outlets:	10A fuses
Force	16A fuses

D – Electricity meter

The electricity meter is located outside the front door.

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

Entrance doors to stairways

The entrance door is unlocked either with the same key as used for the property and for the mailbox, or the key fob. Under the keypad of the door entry phone is a reader that can read your access fobs.

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

If fobs or keys need to be replaced due to loss or theft, this can only be done by contacting the caretaker.

A – Door entry phone

Call to the apartment

A visitor can enter an indoor station number (001) or apartment number (e.g. 0101, pre-programmed) to call a resident. Visitors can also select an apartment name with the up and down buttons or on the screen to make a call. Calls can be cancelled by pressing



B - Door entry phone in the apartment

1. Answering calls
2. Activation of the door opener
3. Monitoring feature
4. Mute feature
5. Adjustable button
6. System settings

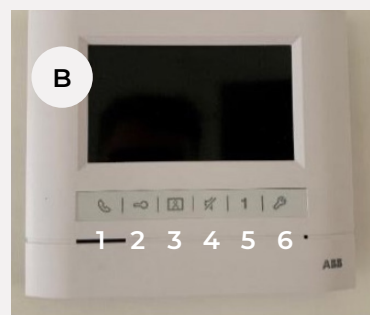
How to use

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

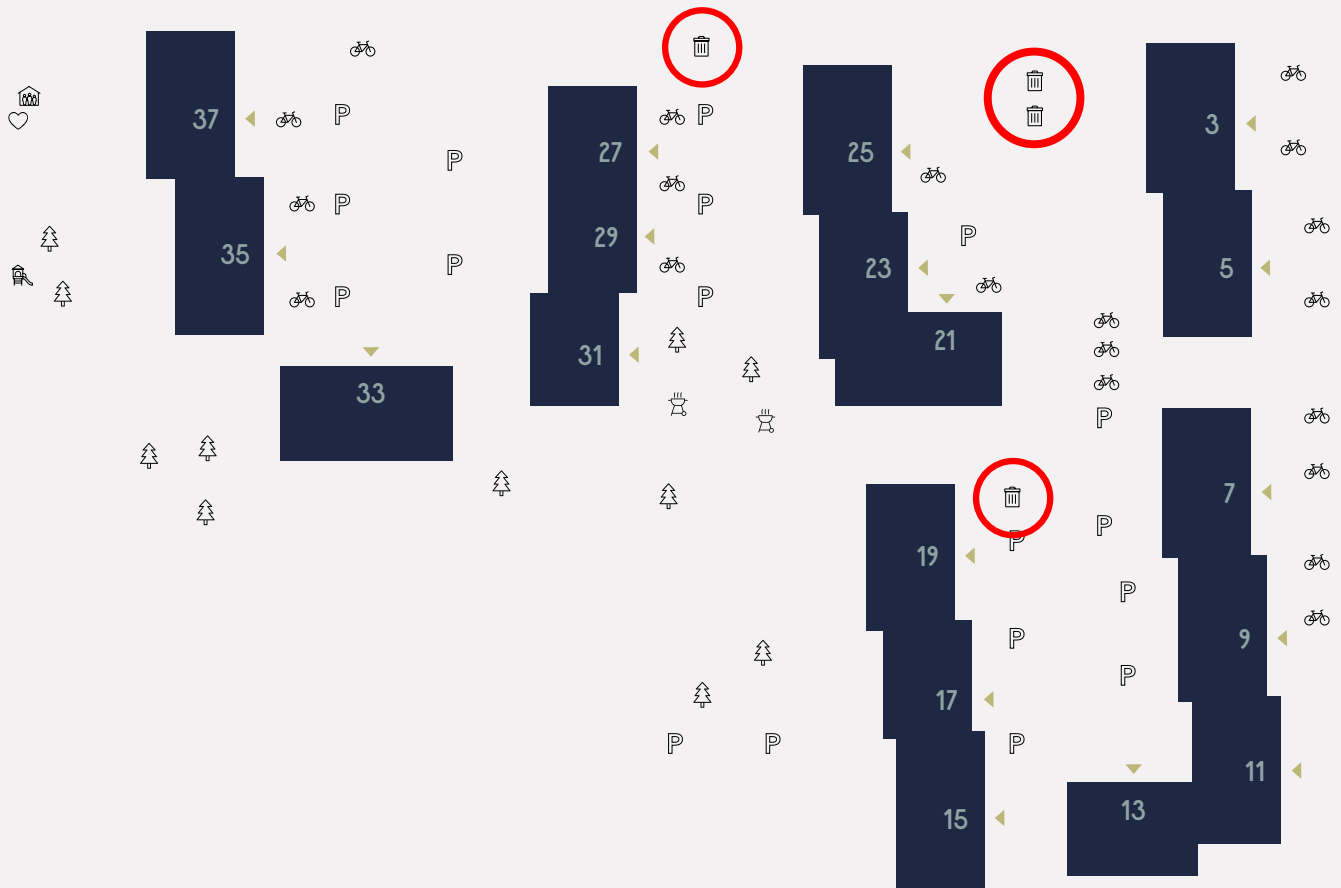
The surface of the door phone can be cleaned with a soft cloth and window cleaner, which can be bought in stores. Clean the metal parts of the door station with WD-40. The surface of the products can be damaged by acid-based and abrasive cleaners. Microphone and speaker can be cleaned with compressed air as needed.



Household waste management

Waste management

All waste must be disposed of in the established waste stations indicated in the drawing below.



It is stated on the respective waste bins what they contain.

The waste and environmental stations consist of the following 6 types of waste.

1. Residual waste
2. Food waste
3. Plastic
4. Paper
5. Glass
6. Metal

Smoke detector

1 – Display for voltage supply 230 V

2 – Loudspeaker

3 – Test button

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 smoke detector.

Unmount the smoke detector 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 the smoke alarm 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.

Locking/access control system

Entrance doors to stairways

All entrance doors have a door entry phone system. Under the keyboard for the door entry phone there is a Salto reader that can read your access fobs.

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

If you are asked to update your fob, this is done using the fob reader on the entrance door to the stairway.

Sustainable use of the the apartment

Laundry and dishes

Wash your clothes at 30 degrees instead of 40 degrees. Your clothes will still be clean, and electricity bill will be lower. Also, fill up the washing machine completely, saving the number of washes and the environment.

If you want to save even more, hang your clothes to dry instead of using a dryer.

However, if the clothes are dried by hanging, be aware that the humidity increases and you should therefore air out more.

LED bulbs

By using LED bulbs you reduce your electricity consumption significantly. Also, LED bulbs last much longer than ordinary light bulbs.

Airing out

Air out for a short time at a time. If you air out for a long time, the walls and furniture will get cold and it will take more energy to heat up the apartment again.

Heating

When you heat your home, turn on all floor heating thermostats, as this ensures that the least amount of energy is used.

Waste sorting

By sorting your waste, you are directly helping to ensure that recyclable materials are recycled.

Save water

Turn off the water when brushing your teeth.

Wash dishes etc. in a basin and turn off the water while you do it.

Turn off the water when soaping up in the bath.

Fire safety

Escape routes

No prams, bicycles, furniture, shoes or other items may be left in the stairway. Firefighters and ambulance personnel must be able to get up and down the stairs easily.

Balconies and terraces

The use of open fires, such as bonfire sites and charcoal grills, is not permitted. Only gas and electric grills may be used, provided that other residents are considered.

Common areas

The use of open fires, such as bonfire sites and charcoal grills, is not permitted. Only gas and electric grills may be used in common areas.

Flammable liquids

Petrol, nail polish remover and other flammable liquids should be stored and used with great care. By law, you can store no more than 25 litres of flammable liquid indoors. Store them in your home, where you spend your time, and not in the shed.

Helpful advice

- Think twice and read the label before unscrewing the lid of the container
- Keep the liquids in their original packaging and make sure that all lids are screwed on tight
- Ensure good ventilation.
- Avoid naked flames, smoking, hot surfaces, sparks and lit electrical appliances in the immediate vicinity when using flammable liquids.
- Store flammable liquids separately, preferably in a tub or tray of non-combustible material to collect any spillage.
- Cloths with residues of liquids such as linseed oil can self-ignite. Wet the cloth and put it in a bag. Squeeze the air out of the bag, tie a knot and place it in a metal container before returning it as hazardous waste to the recycling centre.
- Keep flammable liquids away from children.

Gas cylinders

Electrical appliances can ignite the gas and cause the cylinder to explode if you have the gas cylinder indoors. Under the law, you can store up to 40kg of bottled gas in unopened cylinders of no more than 11kg each. The cylinders must be stored in special cabinets in a room with a door or a window that can be opened to the outside.

Helpful advice

- Avoid the use of naked flames, including smoking, when handling gas cylinders.
- If you smell gas, turn off the gas and vent, but do not turn anything on or off electric.
- Make sure your equipment is CE or DG labelled.
- Never use damaged gas cylinders or equipment.
- Replace hoses if they are cracked or otherwise damaged.
- Put up a sign saying "Gas cylinders" on the outside of the door to a room with bottled gas.

Fireworks

If you store fireworks, the rockets can explode during a fire and become deadly. According to the law, you are allowed to store a maximum of 5kg. NEM fireworks. NEM indicates how much gunpowder is in the fireworks. The NEM weight is indicated on the firework - either on the article or on the packaging.

Helpful advice

- Store fireworks in a dark, dry place away from electrical appliances and heat sources.
- Keep all fireworks out of the reach of children.
- **Never remove the protective cap from, for example, the rocket's fuse.**

Evacuation

In case of fire, head for the nearest exit to the open. From the apartment or roof terrace means the nearest stairway. If you are in the underground car park in case of fire, follow the escape and panic lights leading out into the open.

What do you do if you can't get out?

- Close the doors to the fire (do not lock!)
- Move to the windows and contact people on the street. Point out that help is needed.
- Stay close to the floor if the room is smoky.



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
kundeservice@balder.dk

Rental

+45 55 55 07 07
udlejning@balder.dk