



DEMAC HOMES (QLD) PTY LTD

DEDICATED TO QUALITY AND SERVICE

OWNER'S MAINTENANCE MANUAL

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Warranty time frames for:

White Goods, Hot water Systems, Air Conditioners and contact details

For all warranty and maintenance issues for Demac Homes Pty Ltd please contact Anna Walker Monday to Friday between 8am and 4pm on email address: anna@demac.com.au or Fax (07) 3209 4766 or by mail to PO Box 663 Springwood QLD 4127, outlining the nature of the problem and your contact details.

In the event that the matter is urgent you will need to follow up your fax or email with a phone call on (07) 3209 5544 and speak to Anna outlining the nature of the problem.

In an emergency after hours or at the weekend contact Desmond Ryan on Mobile: 0411 437 697 or email: ryanswestend@bigpond.com

For **emergency plumbing issues** contact the plumber Mark Baker from Birchvale Pty Ltd directly on Mobile: 0418 886 144 or email: truscotte12@bigpond.com

For emergency **electrical issues** you can contact Desmond Ryan on Mobile: 0411 437 697

White Goods (two years manufactures warranty from handover date)

Any warranty issues with white goods you will need to contact Electrolux directly on:

Phone: 1300 363 672 or Fax: 02 953 355 94

Wall oven - Westinghouse POP 663s

Cooktop - Westinghouse PHP 255s stainless steel

Rangehood - Westinghouse WRJ 600us stainless steel

Dishwasher - Westinghouse WDF 901SA Push button

Hot Water Systems

Gas hot water systems (3 years warranty for parts and labour. 10 years warranty on heat exchanger (jacket that the water flows through))

Any warranty issues with gas hot water systems contact Bernie Mackie (installer and supplier) on:

Mobile: 0412 784 467 or email: bmackie@westnet.com.au

- Rheem Integrity 18

Air Conditioners (5 Year Warranty, from handover, 2 Years without proof of servicing every twelve months) Any warranty issues with air conditioners contact Neil Robinson at Hembrows Electrical on Phone (07) 3290 4899 or email: neil@hembrows.com.au

Termimesh

Termimesh Pest Management: Phone (07) 3863 6400

Termimesh warranty is for **10 years** on products and **12 months** for installation, however Termimesh needs to check your house **every year** to validate this warranty.

Water pumps

Davey KRB50 **Rainbank water pump** warranty is for **3 years** on the **electric controller & 2 years** on the **pump from date of purchase.**

Davey Pumps maintenance issues contact Skye on email: spee@daley.com.au or telephone (07) 3370 3753 & select # 2 for service

N.B. Under no circumstances are you to organise any trades people other than those trades people above to do any work for which Demac Homes Pty Ltd is responsible (Either warranty work or maintenance work) without specific authorisation from Desmond Ryan.

Emergency Actions and phone numbers in the event of household disasters

1. Burst pipes and Joints

Stop the water supply to the burst pipe by turning off the stop cock. The stop-cock is usually situated near the front fence, adjacent to the water meter.

Wrap bags or sacking around the burst pipe and place a bowl underneath to catch any drips.

Turn off the water inlet and power to the hot water system.

In the event that the burst pipe has been caused accidentally e.g. hit by a machine then you have to arrange your own plumber. In the event that the burst pipe is caused by failure of the pipe contact Desmond Ryan 0411 437 697 or Mark Baker (plumber) 0418 886 144

2. Roof or weather leaks

Cover the water penetration area with plastic or canvas. If a large volume of water is entering the ceiling area, puncture the ceiling lining and place bucket beneath the area to catch any water. This will avoid the possibility of the ceiling lining collapsing.

Absorb as much water as possible with rags or cloth material, so as to minimise any ceiling, wall lining or floor covering damage.

Contact Demac Homes Pty Ltd

Ph: 07 3209 5544

AH: 0411 437 697

Note: Your roofing guarantee may be jeopardised and costly damage could result if your roof is accessed by unauthorised person/s without experience.

3. Fire (Small)

If you are capable of fighting the fire yourself, use water on most fires.

DO NOT use water on fat and oils- smother these fires with a lid, plate, damp cloth, earth, salt or sand.

4. Electrical Fire

Switch off the power at the main and remove the plug from the supply point to the faulty appliance.

5. Heavy Winds & Storms

Heavy winds and storms often cause damage to roofs and windows, etc.

If this occurs you should contact your insurance company immediately.

Even though your house is structurally sound, it is impossible to avoid all damage from natural forces.

Any information on Natural forces or disasters can be found in the white pages telephone directory or contact the State Emergency Service for details 132 500.

6. Water Penetration Of Walls

Dampness on internal walls can be caused by;

Condensation

Water entry from above (roof guttering overflow will affect exterior walls, while a leaking roof will accumulate on the ceiling)

Penetration across the wall cavity (accidental bridging of the cavity by mortar droppings or inadequate flashing around windows and doors.)

Water penetration at the base of walls could be due to leaking or burst water pipes in cavities.

Rising damp (dampness above the damp course in external brickwork)

Check to ensure the bottom of the grout is intact. Do not seal with silicone sealer as this does not allow the moisture to escape.

7. Condensation

Condensation is at its maximum in a new house.

When homes are built many hundreds of litres of water go into materials such as concrete, plaster, tile work, even some paint. The moisture evaporates, which explains the reason for higher moisture content than usual on new homes. Adequate ventilation is important in the initial occupancy period of the house. Do not try to speed up the process by excessive heating in winter, as this will only tend to create uneven drying which will in turn exaggerate normal shrinkage.

Control condensation by providing adequate ventilation with open windows and doors to wet areas during and after use.

6 Months Builders Maintenance Period for new homes

As with all buildings, some defects may occur in your home due to building movement, lack of maintenance and wear and tear.

The first six months after completion of your home is regarded as being the minor “defects liability” or maintenance period.

It is during this time that the builder will be required to rectify and /or re instate any items which **become defective due to building movement or settling in**, taking into account any warranties by manufacturers and some of the buildings conditions previously mentioned.

Typically movement of the slab or the timber frame results in cracking to the gyprock walls and ceilings and particularly in the corners minor cracking can occur. Generally the painter can attend to these cracks.

You may also get some cracked tiles although very often this cracking is caused by objects falling on the floor and is not covered under warranty.

6 Year Structural Guarantee for new homes

CATEGORY 1 defects are:

Any items, which affect the structural integrity or soundness of the building, or allows the entry of water into a building or threatens the life of any person entering the building. The defect must be due to poor or defective workmanship by the builder and must not be due to the results of a natural emergency, vandalism or neglect by occupants.

CATEGORY 2

Any items that are not category 1 defects are regarded as minor defects (category 2). During the 6 month maintenance period starting from the date the house is council approved the builder will attend to minor defects. After this 6-month maintenance period the owner attends to minor defects.

Minor defects should be attended to using a program of preventative and corrective maintenance as outlined in this manual.

If you require the builder to attend to them at the end of the 6 months maintenance period, it is imperative that you provide a written list of defects requiring attention. With this list you should also provide home, work and mobile phone numbers and email addresses.

OWNER MAINTENANCE PROGRAMME

Whilst it will not be necessary to undertake maintenance on your new home for some time, it is essential that you plan for it.

It is also important to conduct regular inspections to detect early signs of deterioration in order to keep maintenance costs to a minimum.

The following categories of maintenance will assist in planning and undertaking your maintenance programme.

All buildings require maintenance during their lifespan. Varying types of maintenance can be required to keep your home “looking new” for years

1) CLEANING

This is the simplest form of maintenance.

Besides giving a bright appearance, cleaning can prevent build up of moulds and can stop moisture being trapped, which can cause rust or rot.

2) PREVENTATIVE MAINTENANCE

Regular repainting of timber, sealing of joints, keeping vents and pipes clear and yard gullies clear can prevent damage occurring.

3) CORRECTIVE MAINTENANCE

Repair any faulty items which can prevent more serious damage such as shrinkage problems.

4) REHABILITATION OR REPLACEMENT

When an item has reached the end of its useable or economic lifespan, it must be replaced.

This covers items such as light bulbs, filters and termite protection.

You will need to plan the times when it is convenient to undertake the maintenance. The following guide may be helpful.

WEEKLY

Lawns need to be mowed in the Summer months every 7 days and for the rest of the year every 14 days especially for the first 6 months after the completion of the house.

MONTHLY

Check operation of smoke alarms. You check this by pressing the button on the smoke alarm using a broom handle or something similar. It should beep a couple of times if the battery is ok.

Check and clean guttering as necessary to remove leaves, mud in the gutters and other foreign matter. It is particularly important to do this where there are trees in the vicinity of the house.

Check and remove rubbish accumulating close to walls. Effectively nothing should be stored against the outside walls of the house. By keeping the perimeter of the house clear you will be able to see areas where termites might enter the dwelling.

Clean aluminium window and door frames

Check for leaking taps and replace washers immediately..

Check for build up of insect nests in brickwork, weepholes and clean if necessary.

Clean leaves etc from rubble pits and yard gullies to prevent blockages.

Check that water drains away from house after heavy rain. In the event that water is pooling against the house you need to advise the builder immediately.

QUARTERLY

Clean anodised aluminium door and window frames.

Clean glass/Glazing externally and internally.

Spray hinges on garage automatic door with silicone spray (buy from Bunnings at trade section)

YEARLY

Have a termite control inspection carried out by a competent person to meet the requirements of AS3660. Contact Termimesh to organise this compulsory yearly inspection Ph: 07 3863 6465

Clean smoke alarms, and check their general condition. If of the “battery back up” type replace batteries.

Grease garage automatic springs using white lithium grease (buy from Bunnings at trade section)

WINTER

Clean security screens, check for damage and replace mesh if necessary.

Check and repair air conditioning equipment if necessary. Air Conditioning units must be serviced yearly. If air conditioning units are serviced yearly the warranty is extended from 2 years to 5 years.

Check paint finishes to outdoor timbers and touch up if necessary

Check for pests under floor spaces and exterminate if necessary.

Check for any movement in external brickwork or timbers (refer CSIRO information) and monitor where evident.

SUMMER

Clean gutters/fascias/eaves to remove mould or mildew to prevent spread to timbers.

Check for any movement in external brickwork and monitor where evident. (refer CSIRO information sheet a “guide to Home Owners on Foundation Maintenance and Footing Performance”.

Facts and maintenance tips for the following

1. Concrete

Footings and Foundations

The footings of your home are the structure on which the house sits.

The foundation is the soil or rock on which the building sits. The footings are the first part of the structure.

These are the most important parts of the structure and require the right attention.

Slab

Because of the nature of the material it is impossible for any builder to prevent minor cracking in concrete.

The builder using engineers reports will have built your home and garage slab to withstand anticipated pressures.

However unanticipated cracking may result from conditions over which the builder has no control, such as unequal ground settlement and excessive rainfall, or simply shrinkage, which effects all slabs.

This hairline cracking has no detrimental effect on your home.

However should you become concerned or the cracking is in excess of 3mm in width, or goes straight through the slab, contact the builder for an inspection.

Refer CSIRO information sheet guide to foundation, footings, and slab.

2. Drainage

Waste from basins, baths sinks and toilets is drained away through plastic pipes to the main sewer or septic system. A water filled trap (a "U" or "S" shaped bend) must be fitted between every waste pipe and the main waste system. This prevents foul air, bacteria, or vermin from entering the house through the drainage outlets.

In addition, air filled vent pipes is fitted below the water traps to prevent any siphoning or backwash.

These pipes are vented outside above the roof level; the drainage system has been individually designed for your home by the local council authority

A private certifier or council authority inspects these to ensure all health regulations are met.

Stormwater Drainage

Roof water is taken by stormwater lines to either:

- A stormwater main or a road kerb

3. Roofing

The roofing material used on your home is designed to be as maintenance free as possible.

It is extremely important to keep gutters and downpipes free of leaves, twigs, balls and other obstructions as they may cause flooding, as well as being a fire hazard.

Roof tiles can be easily replaced by removing the damaged tile sliding the replacement into position.

A careless satellite dish installer is the common cause of a leaking roof. Insist upon having aerials installed by an experienced person and check when the installer is there that no tiles have been cracked.

Hairline cracking to the bedding at your ridge and hip tiles is very common in new homes.

This, like plaster is beyond the control of any builder and no attempt should be made to repair it.

Even though it may be annoying, they do not impair the structural soundness of your home.

Ridge tiles and fittings may be laid without bedding or pointing provided they can be adequately fixed by other means.

Structural movement may result in cracking of bedding and pointing.

4. Internal Plasterboard Linings

As buildings are made with a majority of natural products they shrink, warp, dent, crack, and age.

As the frame settles, the plaster joints do not cope with the movement and generally crack accordingly.

The cracks are considered a category 2 defect in accordance with the QBSA policy for which the builder is liable to repair, for a period of six months from the date of practical completion.

Further cracking of this nature after this period is considered a maintenance item to be dealt with by the owner.

Plasterboard is not designed to withstand water. Whilst it will survive being substantially wet it does not survive long periods standing in water.

Plasterboard is usually fixed to the wall 10mm above the floor so that it is not standing in water, should there be an accident.

Ceiling Linings

It must be remembered that no building surface is perfectly flat. The aim in building is to produce the appearance of flatness.

With plaster surfaces this appearance of flatness can always be destroyed by glancing or side light. Some major examples of glancing light are fluorescent lights or lights too close to the ceiling, uncurtained windows or wall lighting.

Wall Linings

Hairline and minor cracks can develop, but are beyond the control of any builder. Cracks can be caused by many different factors – shrinkage of timber, expansion of brickwork and contraction of plaster itself.

No attempt should be made to repair minor cracks for the first three months after the house is built and, by that time, the greater amount of shrinkage has taken place.

Even though they may be annoying, they do not impair the structural soundness of your home. These cracks are easily repaired by using a plaster filler such as “spak – filler” and carefully filling the cracks, allowing to dry and lightly sanding back.

Touch up with paint to match the original colour.

The builder will attend to any unsightly cracks at the end of the maintenance period. However any further shrinkage cracking is the homeowners responsibility.

5. Joinery

Windows

Aluminium sliding windows are easily cared for in the same way described for sliding doors. Simply apply a dry lube to the rollers at the bottom of the window.

It is very important to keep tracks of sliding windows and doors clean from dirt and grime to allow ease in operation and lasting life.

The weep holes which are found below the windows and around the exterior of your home should also be kept clear to ensure that no water build up occurs in the cavity.

Doors

Aluminium windows are serviced by suppliers prior to moving into your new home. However aluminium sliding doors should be lubricated regularly.

You can purchase dry lube or dry lube spray from any hardware store. The dry lube is applied to the rollers at the bottom (or top in the case of some sliding flyscreen doors) of the sliding door to ensure ease of operation and avoid sticking. **Lack of attention can cause costly repairs and difficult operation.**

Sticking Internal Doors

If sticking is minor, first apply either a paste wax light coat of paraffin or candle wax to the binding surface.

A sticking door is sometimes caused by movement of the doorframe. Where this may be the case hold a block of wood against the frame and tap with a hammer.

Only if the door continues to stick should you use a plane- on the sticking edge only, planing off a little at a time and then repainting the raw edge.

To fix a squeaking door hinge, rub the knuckle of the hinge with a soft lead pencil or lubricate with a graphite tube – oil is not satisfactory, as it accumulates dust and grease around the hinge.)

The builder will attend to any sticking doors up to six months from practical completion.

Maintenance of Hardware

General periodic maintenance is required on all hardware supplied such as locks, hinges, catches, closers etc..

The external finish of all hardware must be kept clean by removing any harmful residue especially salt spray from the surface using a non abrasive cleaning agent.

Internal workings of locks, catches, etc should be kept in good working order by applying a light spray of lubricant similar to WD40 or RP7.

Aluminium Door and Window Frames

All anodise aluminium surfaces should be kept clean by prompt removal of all dirt, dust, grime and any foreign matter using clean water and a small amount of mild detergent.

Do not use any abrasive type cleaning agent as this will severely damage the anodised surface.

Thoroughly rinse off any residue using detergent with clean water.

Frequency of cleaning is largely dependant on the location of the building, Close proximity to industrial or marine environments requires monthly cleaning or even more frequently.

In any event general cleaning should be carried out at least quarterly.

Insects Screens

Where the screens are fibreglass mesh, the quickest and most effective way of cleaning is to remove the screen from the frame and hose the screen with a fine sharp spray.

Glazing

All glass surfaces should be kept clean by prompt removal of dirt. Clean water should be used with a small amount of mild detergent. Thoroughly wash off any detergent residue with clean water. General cleaning should be carried out at least quarterly.

Shower Screens

If your shower compartment is composed of glass, **it is important to ensure that hot water is not directed on to the glass, as the abrupt expansion may cause cracking.**

The sliding door track should be kept clean and free of soap build up. The doors can be easily adjusted using a small screw driver on the rollers at the top of the doors.

6. Garage Doors

Garage doors require very little maintenance. Wash painted metal, colourbond and aluminium doors as frequently as you wash your car.

In the areas where the doors are exposed to salt, spray or pollution, they should be washed at least once every two weeks.

Lubricate hinges and rollers regularly and clean out tracks where oil tends to collect dust.

Mineral turpentine is the best cleaner, but be sure that the door is dry before opening it or rollers may be damaged.

If you have roller doors, do not lubricate doors with nylon tape edging strip. Instead wipe the track and apply talcum powder. Leave any adjustment to the experts.

Centurion Garage Doors. (Phone: 07 3323 3788)

Upon calling our office to claim warranty you must have the "Tax Invoice" number for proof of purchase. Alternatively the thirteen digit pin number located on the back of the door.

All mechanical devices require periodic service and or maintenance and garage doors are no exception. The amount varies according to frequency of operation, geographical location, and environmental conditions etc.

1. Spray all hinges quarterly, hinge points and roller shafts with silicone spray
2. Keep tracks clean as well as the centre shaft that is connected to the motor
3. If an automatic operation is fitted, periodically check the overload and adjust if necessary.
4. Apply lithium grease to the springs/springs chain drive when they appear dry or when surface rust is visible. These springs should be sprayed with lithium grease once a year

There are two springs in each double panel lift door. To spray the springs you need to close the door and from the inside of the garage spray the springs using newspaper at the back of the springs to prevent spray getting onto the wall. These springs are at the top of the door.

Please note

Unless qualified NEVER attempt to carry out a major service /repair to your garage door or automatic operator. Contact the nearest Centurion branch for further information. We **STRONGLY RECOMMEND** all doors be serviced by Centurion every 12 months to ensure correct operation and longevity of the product.

If the door is badly damaged accidentally the door should not be opened using the automatic motor. In the event that for example a car hits the panel lift door and the motor is damaged continued use of the automatic device will cause the warranty to become null and void.

7. Bench and Wall Cabinets

Plastic laminates need no coating, wood veneers timber cupboards doors, and timber bench tops should all have a suitable resistant coating. Laminated plastics are normally used on bench tops, vanity tops etc... and have a high degree of heat resistance.

However care should be taken not to place hot pans and pots directly from the stove onto them. Do not use them as an ironing or cutting board. It is recommended that all cutting and chopping of food stuff is done on an appropriate board.

Keep the working surface clean with a good wax polish, not with abrasives, as they will destroy the highly polished finish.

8. Cleaning

Although tiles appear to be very hard, care needs to be taken when cleaning, otherwise the surface can easily be damaged.

Before cleaning your tiles it is important to know what the tile is made of.

Ask your supplier what cleaning methods are to be used.

Generally you should use liquid cleaners not abrasive cleaners, so that the surface does not get damaged.

9. Plumbing

Burst Pipes and Joints

1. Stop the water supply to burst pipe by turning off the stop-cock. The stop – cock should be situated near the front fence with the water meter.
2. Wrap bags or sacking around the burst pipe and place a bowl underneath to catch any drips.
3. Turn off the water inlet and power to the hot water system.
4. Contact the builder (if the house is less than six years and three months old) or contact a plumber.

Toilet Cistern

If a cistern overflows, turn off the water at the control tap at the back of the cistern and empty the cistern.

There is an adjustment screw in the cistern, which will lower the water level when refilled.

Blockages

All baths, basins, and sinks have a grid over the waste outlet to stop solids, which could block the trap or waster pipe below.

However, small solids such as tea leaves, hair and vegetable scraps can pass through the grid and block the sink.

Do not empty tea leaves or fat into the sink and always run hot water down the sink after washing fatty containers.

If a blockage does occur, it may be necessary to dismantle the trap below. First try to clear the trap with a plunger.

If a plunger is not available, a cup placed over a sink or vanity waste hole in a filled sink and, moved up and down, creates suction, which can dislodge most obstructions in the pipe. (Never put disposable nappies or objects down the toilet pan as they cause blockages).

NOTE: FOR TOILET PAN BLOCKAGES, CALL A LICENSED PLUMBER.

Odours

The most common causes of household odours are floor wastes.

They should be cleaned regularly to avoid build up of body fats, which harbour germs and bacteria.

A garden hose will give enough pressure to clear any build up. Grease traps are also a major cause of odours and should be cleaned at least every three months.

Hot Water Systems

The hot water system in your home will give you many years of reliable service and any adjustments are best left to the manufacturers service department or a qualified plumber.

A noticeable point of the system is the constant dripping from the overflow pipe.

The tank is a pressurised cylinder and this drip is necessary to keep it at a constant pressure. It is advisable to check the pressure every six months. This is a very easy task. Simply pull the pressure release valve on the side of the system until the water streams out of the overflow.

If this happens within a matter of seconds, the system is working correctly.

Water Supply

Water hammer is the thumping of pipes where the water is running – not the thump when water is turned off.

Guillotine type taps will cause thumping when turned off. This is unavoidable but can be softened by the installation of a pressure reduction valve. Types of guillotine type taps are flick mixers, automatic washing machines, dishwashers. Etc...

Water Meters

It is your responsibility to keep the meter clear of grass, weeds, trees, soil and other obstructions.

If you wish to build a security fence or have a dog, then you need to consider that the council requires access to the meter at all times.

It is also your responsibility to protect the meter from damage.

Once a meter is damaged you are responsible for repair costs.

If it malfunctions, council will repair it for you.

Contact the council's works department if you have any queries regarding the water meter.

Hose Taps

Most local authorities require a non-return valve to be fitted to external hose taps.

This should not be removed as it prevents contaminated water, from hoses left lying around or from other sources syphoning back into the mains water supply for the buildings and eventually into the main supply system.

Tap ware

Generally taps have some form of washer which can wear.

If the tap leaks it is advisable to change over the washer as soon as possible, otherwise, overtime, the water will wear down the tap seating.

Do not over tighten taps as this can also wear down the washer.

Shower Bases

Shower bases usually have a line of grouting around the bottom of the tiles. This can sometimes fall out due to building movement or shrinkage and it is normal for it to happen.

If you notice any grout missing, obtain some matching colour grout from a tile supply shop or hardware store and fill the gap up with new grout.

This will prevent water from being drawn back up behind the tiles and possibly into the wall cavity.

Note: Do not seal this grout joint with silicone under any circumstances as it will trap the moisture which can penetrate the grout joints above.

10. Electrical

Oven/Cooktop

The working surface of your cooker is finished in porcelain enamel, which is a form of glass fused on iron.

The enamel must, therefore, be handled carefully. Stains must be removed by soaking in hot soapy water. Do not use gritty soaps or abrasives.

Switchboard and Meter Box

The meter box must be accessible for the relevant authority to read the meters at all times.

If there is a power failure, check the switchboard for any circuit breakers that may have tripped due to overloading. Reset the tripped switch. If it continues to trip there is a faulty appliance. Take the faulty appliance to an authorised dealer.

A fault needs to be attended to by an electrician. In an overload, reduce the load by turning off some appliances.

The appliances that use a lot of power are those with heating elements (eg; radiators, stoves, jugs, hair dryers, air conditioners.)

Do not attend to any electrical repairs at all unless you are a licensed electrician. Electricity does not give second chances.

Lighting

Beware of the effects that lighting can have. Poor or extremely concentrated lighting can highlight imperfections in plasterboard.

This is often a lighting problem, not a plasterboard problem, as plasterboard is not capable of being perfectly flat contrary to popular belief. If the light source is too close to the plasterboard it will provide glancing light which exaggerates minor imperfections.

Telephone

Lightning strikes can cause electrical or acoustic shock to the telephone user. Therefore as a safety precaution, do not use the telephone during thunderstorms.

Smoke Alarms

For smoke alarms to be effective, it is important they are adequately maintained.

You can quickly test their operation by depressing a button on the outside of the alarm- this should be done weekly.

Smoke alarms need to be cleaned annually, (check the manufacturers instructions on how to do this)

Also check their general condition – smoke alarms do wear out and, if they're more than ten years old, replace them with new ones.

With smoke alarms, the battery will need replacing at least annually. If a low battery warning is activated at any time, replace the battery immediately.

11. Gas

Any service work on gas appliances or supply should be carried out by an appropriately authorised person. If a fault develops in a burner, the possible faults, causes and remedies (provided in the table below) can be checked prior to contacting a service person.

FAULTS	POSSIBLE CAUSE	REMEDY
Burner will not light	gas supply valve turned off	Turn gas supply to bottle on

12. Lawn

1. New lawns need to be mown every 7 days in Summer and 14 days for the rest of the year. The lawns should not be cut too low. By cutting lawns every 7 days you help to strengthen and spread the new grass. In addition, each month the lawn needs to be fertilised using Scott's Lawn Builder without watering or use Incitec CK 88 when it is raining both are available from Bunnings.

2. Do not drive or park on a lawn especially when wet or when the lawn is new.

3. LAWNS & LAWN GRUB - South East Qld

The main grub in the area is the Lawn Army Worm. This grub only affects lawns in summer. Apart from areas of dying lawn, the main indicator of the presence of Army Worm is a red wasp with a long sting hovering over the lawn (these are predators of the army worm), birds (Ibis or Plovers pecking into the lawn), or a build-up of yellow cocoons on your house eaves.

To actually identify army worms either put a wet bag on the lawn in the evening then turn it over in the morning - any khaki coloured caterpillar-like grub is an army worm; or you can flood a small patch of your lawn and they will come to the surface. The decision must be made whether the army worm is doing real damage and should be controlled. Army worms are like fleas on a dog, if they are there you will probably never get rid of them completely. Certainly if you have laid down new turf you should spray as the army worm loves the new root shoots of new turf and can do a lot of damage.

To control army worm at this stage the only effective way is with insecticides. Purchase a lawn grub killer from your garden shop. Follow all instructions and safety directions. It is very important to spray in the evening and quite often helps if insecticide is washed in with a light sprinkling.

It has been suggested that using a good dose of urea fertilizer will get rid of them. It will certainly knock them about but you will have to mow your lawn twice a week for the next three weeks. There is also some indication that crusher dust used as a base for lawns may retard army worm.

My lawn seems to be thinning out. I first noticed it after it was last mown.

These symptoms usually indicate a lawn grub problem. Lawn grubs eat the green leaf of your lawn. Test immediately by placing a wet, dense piece of cloth (old piece of carpet, old beach towel, hessian bag) on a green section of your lawn at night. Lift up the cloth/carpet when you wake up in the morning. If your lawn is infested the lawn grubs will be under this material. Treat immediately. An application of a high nitrogenous fertiliser will help your lawn to green up again quickly.

Is your turf lawn grub free?

No turf farm can say they are supplying turf that does not have the potential to harbour lawn grubs. Sprays do not kill the egg stage of the lawn grub cycle. A sprayed lawn today could have eggs hatching tomorrow. Moths fly around the neighbourhood and lay their eggs in lawns, gardens and surrounds. During the lawn grub season (late spring to late autumn) it is wise to regularly check for lawn grub infestation. Do not spray before checking as this would be a waste of money and not beneficial to the environment. We recommend that a check for lawn grubs be made within a week of laying turf and treated if necessary.

13. Termite Control

After the completion of the building, it is the home owners responsibility to carry out ongoing termite control to prevent any entry or infestation by termites.

Termites are often called “white ants” which is not correct. Termites are more closely related to insects than ants.

There are two main types of termites capable of attacking buildings.

Subterranean termites; which require contact with the ground or some other moisture source.

Drywood Termites; which do not have ground contact.

Drywood termites occur in coastal and adjacent tableland areas.

Subterranean termites are distributed throughout Australia.

Buildings require protection from termites principally for the structural framework but also for skirtings and architraves.

In the areas where subterranean termites are prevalent, the level of risk of attack to buildings can be reduced by taking steps after construction.

With “slab on ground” construction the use of alternative termite control methods such as stainless steel mesh, is called termimesh. This is a physical barrier. It is provided and placed to give effective shielding to all sections of the building.

If you are considering building additions, fences which adjoin external walls, earthworks against the building, even garden beds which may give termites access to the building, consult with a pest controller

or the installer of the proprietary system used in your particular home. Their advice will assist in preventing termite infestation.

Yearly inspections should be made of the perimeter of the house to ensure termites do not enter into the weep holes of the brickwork or other openings.

Termimesh Ph: 07 3863 6465

Regular inspections must be carried out to ensure that termites have not found their way into the timbers.

General maintenance for termite control and the proper functioning of termimesh

- A. Where landscaping or other site disturbances (such as new telephone cables, slabs etc adjoining the building) disturb the perimeter protection barrier, engage a licensed pest controller or accredited installer to retreat or reinstall the perimeter system around the building perimeter in accordance with the latest Australian Standard. You will be charged for Termimesh service calls.

Have annual inspections carried out by a licensed pest control company. You will be charged for Termimesh service calls.

Search for and eliminate sources of persistent moisture or dampness within or near buildings.

- B. When landscaping the following practices should be followed.

Do not store wood or other organic material against buildings.

Keep gardens and landscaping clear of weep holes, physical barriers (ant caps) and damp proof courses.

- C. Make regular inspections to ensure the perimeter of the house is kept clear of organic material and kept neat and tidy.

Note; if termites are found they must not be disturbed until a licensed pest controller has inspected the infestation. Phone Termimesh

Normal treatment is to poison the termites with arsenic in their undisturbed state – your licensed/registered pest controller should carry out this operation for you.

Ensure that you as the homeowner have a copy of the warranty and conditions of warranty for the Termimesh termite control system used in the building of your home.

Note;

Demac Homes Pty Ltd has supplied a system which is the most viable option. However as the homeowner, prevention of termites is up to you.