

# MOZAIKA HOLEŠOVICE

# MANUAL FOR THE USE OF THE APARTMENT

mozaikaholesovice.cz

Heimstaden

Dear Clients,

we are very happy that Mozaika Holešovice has become your new home.

In this material you will find all important information regarding the different parts of the apartment building and the operation and maintenance of the rental apartment equipment. Please note that the use of your apartment is governed by the lease agreement, the house rules, the fire alarm guidelines and the recommendations of the landlord and building manager.

We wish you a pleasant living experience.
Your team

Heimstaden

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# Contact Details

## HEIMSTADEN CLIENT HOTLINE 606 285 285

- operating on weekdays, 8.00 am–5.00 pm
- repair requests and routine matters concerning your home

## EMERGENCY HELPLINE PPM 775 885 885

- operating non-stop
- acute, life- or property-threatening emergencies

Technical management of the Heimstaden Mozaika Holešovice apartment buildings is provided by the contracted company PPM (Prague Property Management, a. s.)
E-mail: ***info@heimstaden.cz***
Web: ***mozaikaholesovice.cz***

## MY HOME

An online platform that allows you to solve everything you need at any time via your mobile phone or computer.

Stáhnout v App Store

NYNÍ NA Google Play

A few clicks and you have all the information you need.
More on ***mujdomov.heimstaden.cz***, where you will also find a detailed manual on how to use the application and the portal.

# Videophone and bell board operation

## DOOR PHONE

The device is designed for video calls between the person at the entrance to the building and the persons in the individual apartments, as well as for opening unlocked entrance doors to the building and also serves as an apartment doorbell.

The main entrance to the buildings is equipped with a loudspeaker doorman module and a push-button entry panel module. Each bell is marked with the corresponding apartment number.

Pressing one of the buttons on the doorbell panel activates the buzzer of the called tenant's door telephone. The door phone is equipped with the elements necessary to provide a video call and a button to operate the electric lock on the front door. When the door phone rings, lift the handset and you can talk. To open the front door, press the button with the key icon. The system in its basic design does not allow communication between individual tenants.

An electric lock is installed on the entrance door to the building. It can be opened remotely if the front door or gate is not locked. The door can only be opened for a certain period of time by pressing a button on the house phone. This period of time is signalled by the buzzing of the electric lock.

A bell button is located in the corridor of each apartment in the building. When it is pressed, the door phone rings in the apartment, which has a different tone than the ringing of the front doorbell. This signals a visitor to the apartment.

# Elevator operation

Elevators are intended for the transport of persons and cargo of a maximum weight corresponding to their load capacity, at a specified speed under specified conditions. If the elevator is overloaded, an audible and light signal will announce the overload, and further operation is possible only after a sufficient number of people have left the elevator or part of the load has been unloaded.

## BASIC RULES FOR PASSENGER TRANSPORT

- Do not overload the elevator. The number of persons or the total weight of the load must never exceed the maximum permissible limit indicated on the nameplate in the cabin and in the elevator's technical documentation.
- Make sure that parts of your clothing, luggage or accessories do not get caught in the operating gaps of the doors. Young children in particular require sufficient supervision during boarding, throughout the ride and when exiting.
- Ensure that the elevator is not used by persons who are not competent to do so ( young children, incapacitated or disabled persons, if their disability does not allow them to use the elevator properly – always provide an appropriate escort to transport them).
- Take extra care when transporting pets, especially if they are on a leash. Keep the animal short and create absolutely safe conditions for entry and exit.
- Do not attempt to enter the elevator door area or pass objects through it when the door is already closing.

## PROHIBITED ACTIVITIES

- Children under the age of six may only ride the elevator when accompanied by a person over the age of ten.
- Smoking is not allowed in the cabin.
- Do not handle open flames in the cabin.
- It is forbidden to pollute or damage the elevator, its equipment or electrical installation in any way.

- It is forbidden to alter or modify the elevator parts in any way without the knowledge and consent of the service company and the building manager.
- It is forbidden to enter the elevator cabin unless it is sufficiently illuminated.
- It is forbidden to open the door to the elevator shaft by force or by using a tool.
- It is forbidden to put hands or any objects between the panels of an open door or through the gap between the threshold and the cabin to throw objects into the shaft.
- Unauthorised persons are not allowed to interfere with the operation of the elevator in any way. If you find that the elevator shaft door can be opened but the cabin is not behind it, prevent the elevator from being used (with the assistance of a competent person) and call a service organization immediately.
- It is not allowed to sit on the handrails during the ride.
- It is not permitted to put hands or any objects into the intermediate ceiling and into the openings in the control combination, as there is a risk of electric shock.
- It is not permitted to use the elevator if the cabin stops more than 40 mm from the floor level. The service organisation must be called immediately.
- If an overload occurs, which is indicated by a light and sound signal, part of the load must be unloaded.
- The transport of liquids in open containers is not permitted.
- Cleaning, maintenance and servicing of the elevator must only be carried out by a designated facilities manager or service organisation.

## DESCRIPTION OF ELEVATOR FUNCTIONS

### Calling the elevator

There is a call button on each floor. The passenger can also be informed of the direction of travel by means of a directional light (up and down arrows - above the door in the station).

### Elevator ride

The destination floor is selected in the car by pressing the button with the corresponding number, the button of the selected station is lit up; the passenger in the car is informed of the current position and direction of the elevator.

### Hold or opening of the door being closed

A button is provided in the cabin for this function.

### Alarm, malfunction

The elevator is equipped with a communication device enabling contact with the rescue service - to activate the intercom, the alarm button must be held down, usually for more than four seconds; the intercom will make a two-way (telephone) connection with the rescue service, after successful establishment of the connection the passenger in distress will hear the rescue service dispatcher who will ask for: basic information about the elevator (serial number on the label in the cabin, the address where the elevator is located), the name of the passenger, a description of the situation that preceded the emergency call (where the cabin was coming from and where it was

going, whether the lighting was working, how abrupt the stop was, etc. ), the number of people in the cabin and, if applicable, their medical conditions and limitations (e.g. regular medication taken, etc.).
If you feel sick and need help, use a communication device to call for help.
If for some reason the connection is not made on the first attempt, the communication device tries to connect to the next programmed number.
If a voice connection has already started or is in progress and the passenger decides to terminate the connection prematurely, they can do so by pressing the alarm button again briefly.
After the announcement, the passenger shall wait for a qualified person to arrive and follow his/her instructions; the passenger should not attempt to manage to leave the cabin on his/her own.

### Power outage

In the event of a power outage, the elevator will descend or ascend to the nearest station (depending on the load) where the doors will open and passengers may exit; the elevator will remain stationary on that floor until the power outage ends, then automatically return to normal operation.

# Garage access and use

## COMMON GARAGE AREA

The garages are only accessible to the tenants of the parking spaces who have the right to use them. When entering the garage area, it is necessary to open the entrance gate using a license plate camera scan or an access chip. The gate will automatically close after the vehicle has passed.

The traffic solution in the underground floor is prepared according to the submitted "Accompanying report of the traffic solution". In case the license plate scanner is not working, an access chip reader is installed at the garage gate, which you received upon acceptance of the apartment.

It is strictly forbidden to enter the garage area for vehicles higher than two meters (including transport equipment located on the roof)!

In the garage area there are heat, hot and cold water, sewage and electrical pipes above the ceiling. The risers of these ducts have caps in the soffit under the ceiling above some garage stalls. The owners of these garage stalls are required to allow representatives of the management company access to the facilities for inspection or repair upon request.

No flammable, explosive, toxic or otherwise hazardous substances or items that increase the risk of insects and rodents shall be stored in the garage area.

## GARAGE OPERATING RULES

Garage operations may only be conducted under the conditions specified by the traffic signs located in front of the entrances and inside the covered garages. Vehicles powered by compressed gas (LPG/CNG; see Decree No 341/2002 Sb., as amended) may not be parked in garages. Strangers are not allowed in the garages!!!

## Rights and obligations of garage users

- The garages are used for parking cars and small commercial vehicles of authorised users which are in proper technical condition (no leakage of operating fluids such as oil, etc.).
- Garages shall be open 24 hours a day. The parking area is divided into individual stalls, which are marked. Each user is entitled to use only the parking stalls that he/she rents.
- The user is entitled to place only a vehicle complying with the terms of the lease agreement in the allocated parking space. Furthermore, he/she shall notify the administrator without delay of any changes concerning the user of the vehicle or the vehicle itself.
- The user is obliged to keep his/her parking space clean.
- The building manager shall carry out or arrange for a complete sweeping and cleaning of the garage area twice a year, including the removal of moss and grass from the joints of the concrete paving. They shall also inspect the road markings and a note shall be made in the inspection, service, repair and maintenance book.
- In the event of a problem with the entrance to the garage, the user shall report this to the building manager without delay.
- Inoperable vehicles or vehicles in poor technical condition which may endanger the safety and environment, or the garage facilities shall be removed by the building management at the expense of the owner of the vehicle after notification.
- Children may only be in the garage area when accompanied by an adult responsible for their safety.

## The following are prohibited in the garage area:

- repairs, washing and cleaning of vehicles, refuelling,
- littering the parking areas, smoking and handling open fires or flammable or explosive substances, letting animals run free.

## Other obligations of garage users:

- To follow the instructions of the building management, to observe the warning signs and markers that are placed at the entrance to the garages.
- When driving in all areas of the garages, the maximum speed limit is 10 km/h, and it is obligatory to drive with low beams on. In terms of traffic rules, the requirements of Act No 361/2000 Sb., as amended, must be respected, in particular the right of way according to the traffic signs; in the absence of signs, the right of way rule applies.
- The vehicle must be parked in a designated parking space with the gear or parking brake engaged.
- No combustibles, miscellaneous items or materials may be stored in the parking stall or anywhere in the garage area.
- The installation of miscellaneous cabinets, shelving or loose storage of items throughout the garage area is prohibited.
- The vehicle must be properly locked, and no loose items or valuables left inside.
- Immediately report to the Police of the Czech Republic any damages to the vehicle that have been proven to have been caused while parked in the garage and proceed in accordance with Section 47 of Act No. 361/2000 Sb., as amended, on road traffic.
- The parking stall must be occupied only for the time strictly necessary to park the vehicle, unload or load the cargo or exit the vehicle.

- Vehicles with trailers are not allowed in the garage.
- Entry to the garage area is only permitted with a vehicle free of dirt, especially in winter, when melting snow with gritting salts can damage the floor surface.
- Garage users are liable to the owner of the building for damage to the garage facilities caused by themselves, their family members or visitors.
- In the event of a malfunction of the entrance gate, the user is obliged to notify the building management immediately.

## GARAGE GATE

### Operating the gate:

- Standard: The gate opens automatically using a camera scan of the car's license plate number or an access chip.
- Emergency: The emergency gate operation is only for use in the event of a power outage. The gate can then be opened using a steel chain (the location of the chain will be communicated to you by the building manager). Only an instructed person (i.e. a garage user instructed by the building manager) may operate the emergency manual control.

### WARNING!

- The maximum speed through the gate is 5 km/h! Passage is only permitted after the gate has been fully opened.
- In the event of a gate collision, do not tamper with the gate in any way and report the fault to the building manager. When closing the gate, make sure that there are no obstacles (non-standard loads, bars, cables) in the path of the gate and that there are no pets or children running at large. Do not touch or stand in the immediate vicinity of the gate while it is moving - there is a risk of catching parts of clothing, luggage, etc.
- It is forbidden to interfere with the device and its components, to modify or add to the gate in any way, or to install unapproved elements (advertising, screens, tarpaulins).

# Common areas

Observe the hygiene rules in the common areas – do not stomp, make noise or mess, do not smoke.
Charging of electric scooters and other devices is prohibited in the corridors, bicycle and baby carriage rooms.

Storage of items is prohibited in common areas. Stairwells and corridors are evacuation routes and must be kept clear of any items that could block egress or obstruct firefighters.

Electronic Fire Alarm sensors connected to the fire department control panel are located in the corridors of the common areas. In the event of a conscious or unconscious activation, the exit will be charged.

# Apartment entrance door, interior doors

## ENTRANCE DOOR TO THE APARTMENT

This is a Sapeli security door in a steel, double glazed frame. In addition to the security function, the entrance door to the apartment units also serves as a fire protection function.

The door can be cleaned and treated with a damp cloth using normal, non-aggressive and non-abrasive detergent products or soapy water. Do not use products with silicones! Apply WD-40 all-purpose lubricant at least once every six months to the installed lock pads.

## INTERIOR DOORS

Moisture is the arch enemy of all wooden products. It is therefore necessary to maintain a relative humidity of around 50% (min. 30%, max. 60%) in the spaces where the wooden doors are located, with a long-term humidity difference of up to 10% between the spaces separated by the doors. Therefore, keep the minimum temperature at 15 °C and the maximum temperature difference between the compartments separated by doors at 5 °C, otherwise there is a risk of door deformation. If you find that the windows are dewy, this is a sign of rising humidity. Improving the ventilation regime is usually enough to prevent it. Beware, it is not enough to heat a lot in winter - the warm air may hold some moisture, but when it cools it will be expelled again in the form of precipitated water.

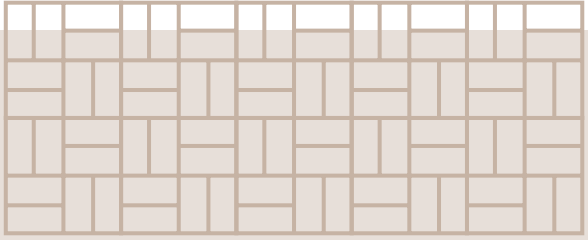
To remove dirt from the surface of the door, a soft dry or just slightly dampened (flannel) cloth is sufficient. Do not use powdered cleaners or wire cloths. Avoid using water (except to dampen the cloth but wring it out thoroughly before use). Glass surfaces should be treated in a similar way, avoiding the presence of water at the contact point between the glass and the frame.

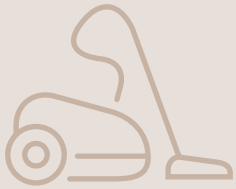
If you want to polish the door, you can use the products designed for this purpose, but if you are not experienced enough, try them first on a less visible area and wait. If the result is satisfactory, treat the entire door.

Also use the products intended for cleaning the glass. Be careful not to damage the surface of the door. Do not use sharp objects, wire cloths or abrasive cleaners when cleaning door frames, door leaves and all types of door panels, as there is a risk of damage to the surface finish or cladding. Do not use organic solvents, thinners, acids or alkalis.

Lubricate the locks, hinges and bottom rails regularly, at least once a month, and keep them clean, as well as the door surroundings, as any dirt or obstructing objects can damage the door or impair its function.

Use the door leaf with due regard to its design features. The individual parts are dimensioned according to the type of door leaf and must not be subjected to excessive loads. It is absolutely unacceptable to insert stops in the part between the door leaf and the door frame on the hinge side (risk of deformation or breaking of the door hinges) or to secure the door leaf against closing by locking the latch when the door is open (risk of deformation of the latch and the counter-sheet in the door frame). For double-leaf doors (fixed leaf), it is necessary to close them with both latches to prevent crossing or even breaking of the door leaf.





# Floors and their maintenance

Gerflor Rigid 55 Lock floating vinyl flooring with integrated underlay with 19 dB step attenuation is laid in the hallway, living room, kitchen, bedroom, dressing room and pantry.

## CARE

Sweep away ordinary dust and dirt or vacuum with a vacuum cleaner. Then mop the floor with a damp mop using non-aggressive cleaning agents. Do not use a conventional dishwashing detergent. Do not over-soak the floor. The joints of the individual parts are not solid and if water gets into the joints, the floor will soak it up and could ripple. If you spill liquid on the floor, it must be wiped up as quickly as possible.

## MAINTENANCE

About once a month it is a good idea to use a suitable vinyl floor maintenance and treatment product to create a protective film over the entire surface. This repels dust and dirt while protecting the floor from wear and tear. These products can be purchased in regular drugstores. Only apply them to perfectly cleaned surfaces. If you were to apply them to a dirty floor, the dirt would become fixed and would be much more difficult to remove.

# Kitchen and kitchen appliances

## KITCHEN UNIT

The kitchen unit is made up of cabinets made of laminated EGGER DTD boards in white. When washing the cabinets, use a damp microfibre cloth soaked in water with a few drops of detergent or liquid soap. Proceed very carefully and do not press too hard on the surface. After washing with a damp cloth, wipe everything dry, preferably with a soft, lint-free microfibre cloth. Do not use abrasive cleaning agents that could mechanically damage the surface of the furniture.

The worktop is made of Silestone Blanco City artificial stone. For normal daily care, just wipe it with a damp cloth or add a drop of detergent. It should not be cleaned with abrasive cleaning agents. To avoid damage, you should not cut anything directly on it or expose it to direct fire or temperatures above 120 °C. Always place metal pots and other heavy objects with reasonable care and wipe up spills as soon as possible.

## DISHWASHER

The kitchens are equipped with Siemens dishwashers. Full instructions for their use can be found on the website ***https://mozaikaholesovice.cz/pro-klienty***. To ensure that your dishes are perfectly cleaned, you must dose the detergents (including rinse aid and salt) according to the manufacturer's instructions. Rinse the dishwasher filter regularly with hot water. Don't forget to clean the sides of the door, including behind the seals, as dirt can accumulate here. The dishwasher is equipped with a cleaning programme. To prevent malfunctions and odours, clean the appliance using this programme at regular intervals. If you do not use the dishwasher for a long time, just leave the door open. This prevents the formation of unpleasant odours inside the appliance.

## OVEN

The kitchens are equipped with Siemens hot-air ovens. If carefully maintained, the appliance will remain nice and functional for a long time. Use appropriate cleaning agents to avoid damaging surfaces. Do not use harsh or abrasive products, products containing alcohol, wire or hard sponges, high-pressure or steam cleaners. Clean the oven compartment after each use. This prevents impurities from becoming baked on and makes them easier to

remove. For more information and complete instructions on how to use the oven, please visit the website ***https://mozaikaholesovice.cz/pro-klienty***.

## INDUCTION HOB

The kitchens are equipped with Siemens induction hobs - full instructions for their use can be found on the website ***https://mozaikaholesovice.cz/pro-klienty***. One of the advantages of induction hobs is their ease of maintenance. Before each cooking session, wipe off dust and dirt not only from the hob surface but also from the bottom of pans and pots to avoid scratching the hob. Then wipe the surfaces dry. A dampened soft cloth is sufficient to wipe the hob.

If you spill something while cooking, wipe it off immediately. You can use a damp sponge or cloth, ideally made of microfiber, soaked in warm soapy water. For baked-on stains that cannot be removed with a cloth, use a squeegee. However, do not press it perpendicular to the glass to avoid scratching the surface. Always clean the hob after it has cooled down and use a special product for glass ceramics.

## KITCHEN HOOD

If you are using a kitchen hood with exhaust air to the HVAC ducts, you must always open at least one window in the room for ventilation to ensure fresh air supply. If you do not open a window when using the hood, a significant negative pressure will be created in the room and the extraction efficiency will be minimal. Regular maintenance and cleaning of the cooker hood will ensure that it is working properly, so that it will better remove steam and odours from the kitchen and keep the air clean.

Clean the outside surface of the hood with a suitable cleaner and warm water, then wipe well with a dry soft cloth to avoid scratching the surface. Do not use aggressive cleaners, high alcohol content cleaners, or wire or hard sponges. It is also important to clean the filter regularly. For instructions on how to remove it, please refer to the manual on the website ***https://mozaikaholesovice.cz/pro-klienty***. Cleaning can be done by hand or in the dishwasher.

## REFRIGERATOR WITH FREEZER

By regularly maintaining and cleaning your fridge freezer, you extend its life. As well as maintaining the right temperature, the fridge uses less electricity, and you also prevent the growth of bacteria and mould or unpleasant odours. To clean, use non-aggressive cleaning agents and warm water, then wipe dry with a soft cloth to avoid scratching surfaces. To allow condensed water to drain well from the back of the refrigerator, the drain channel and drain hole must be kept clean. Check the quality of the food in the fridge regularly. If you find mould, dispose of the food immediately to prevent bacteria from multiplying further and clean the area thoroughly. We recommend removing any spills or spilt liquids immediately and not allowing them to dry. It is not advisable to overfill the fridge with food. It is necessary to ensure ideal air circulation and thus proper cooling. To avoid unpleasant odours, seal all aromatic foods in separate, well-sealed containers.

# Bathrooms and toilets

## FLOOR AND WALL TILES

Ceramic floor and wall tiles can be washed quickly and easily with warm water and common detergents designed for this purpose, without abrasive components. After sweeping and removing coarse dirt, wipe the floor with a damp cloth and mop dry. Clean regularly (at least once a week when using the apartment). Floor and wall tiles are perfectly resistant to the effects of common cleaning agents, including those containing weak acids and alkalis. However, under no circumstances use acids, alkalis or mechanical means directly!

## WALL-HUNG FLUSH TOILET

Wall-hung toilets are equipped with the AlcaPLAST or Geberit flushing system for so-called economic flushing. The dual button allows you to choose to flush with more or less water - depending on which part you press.

Ceramic and plastic fittings can be cleaned with standard cleaning agents designed for this purpose. Do not use mechanical means (wire cloths, abrasives) or those containing unsuitable chemicals, abrasives, etc. - they may damage surfaces and such damage is qualified as a breach of warranty. Unprofessional intervention in flushing systems also qualifies as a breach of warranty.

Toilet seats made of duroplast, or thermoplastic are not recommended to be cleaned with chlorine-based products as they may cause discoloration. Yellowing may occur and the firmness of the toilet seat may also change. Ideally, clean them with a cloth soaked in soapy water and then wipe dry.

## TOILET CONTROL BUTTONS

To maintain the original appearance of the buttons, the following instructions should be observed: always wipe the surface only with a soft cloth and warm water, non-aggressive glass cleaners can be used to clean the glass surface. Do not spray directly on surfaces, do not use abrasive or otherwise aggressive detergents or washing sponges.

## WASHBASINS

Washbasins are bolted to the walls and equipped with automatic drain kits (depending on the type of faucet), bottle-type odour stoppers for easy cleaning by simply unscrewing, or with semi-columns, columns or fare fitted in fixed-top cabinets.

Suitable cleaning agents commonly available on the market can be used for regular maintenance of sanitary ceramics. If you use a disinfectant or descaler, make sure that it does not get on the chrome or stainless steel parts and the rubber stops that are part of the toilet seats, etc.

## BATHTUBS AND SHOWER TRAYS

Acrylic baths and shower trays with screens are standard in bathrooms. The baths are fitted with automatic drainage sets, the siphon being located under the drain. Its design is maintenance-free from an installation point of view. Cleaning of the drain should be carried out in principle by applying a suitable cleaning agent that does not damage the surface of the bath or its components to the drain. The inspection opening is covered by a tile with a grouted joint and can be found by tapping on the tub liner. If necessary, you can cut the relevant tile with a sharp knife and loosen it. To reassemble, place the tile back in place and reseal with silicone sealant.

When showering in the bath standing up, we recommend not to step on the stopper and rather remove it to prevent mechanical damage. Clean the bath tub with standard cleaning agents, never use detergents containing abrasive particles or mechanical agents (wire cloths, abrasive materials, etc.) which may cause damage to the surface, which is then qualified as a breach of warranty.

## CAST ACRYLIC MATERIALS

These plastic materials used for the manufacture of baths and showers are non-porous and of high quality. They can be cleaned as described above. In order to preserve the durability of the surface finish, it is important to observe the following: do not throw any objects into the tub, do not put objects contaminated with abrasive materials (shoes, pots, buckets, containers with dirty bottoms, etc.), do not pour water contaminated with abrasive and loose materials (mud, sand, small stones, mortar or adhesive residues, shards, etc.).

## FAUCETS

Lever taps are fitted in the bathrooms as standard. The water flow is adjusted by moving the lever up and down. When the lever is in the lowest position, the water is shut off, moving upwards gradually increases the flow. The water temperature is adjusted by moving the lever to the left (hot water) and to the right (cold water). By gradually moving between these positions, cold water mixes with warm water.

The basin mixer may be fitted with a lever on the back to operate the siphon stopper. Pulling upwards closes the drain plug, pushing downwards opens it again. To ensure that the faucet functions properly, the strainer on the outlet should be cleaned occasionally to remove any sediment.
The bathtub faucet can be used to fill the bathtub by pulling the lever to switch the water flow to the shower hose. A shower hose holder is included in every set – once you have chosen its location, have it fitted by a specialist company. In any case, it must be positioned at least 200 mm higher than the bath faucet.

Cleaning of the faucets can be carried out using standard means, in any case do not use mechanical means (wire cloths, abrasive materials, etc.), containing alcohol, non-original products containing acids and alkali, etc., which may cause damage to the surface. Limescale should be removed using a special cleaner, followed by washing the surface with clean water and polishing dry with a cloth.

Regular cleaning of the drain strainers (especially after reconnecting the unit to the water supply after a previous failure) is necessary to ensure the proper functioning of the water pipes. Cleaning of the faucet strainer should be done about once a month, the strainer can be simply unscrewed from the faucet and rinsed. When disassembling, use only non-sharp and dedicated tools.

## BATHROOM AND TOILET VENTILATION

In the sanitary facilities there are electric two-speed fans. If the circuit breaker in the hallway cabinet is tripped, the fan ventilates continuously. If the circuit breaker trips, the fan will start when the fan switch is pressed, and only for a period of approximately three minutes. In rooms with increased humidity (bathroom, toilet) it is important that they are always properly ventilated with a built-in fan after use. Dust should be occasionally sucked out of the fan to prevent it from swirling in the ventilated space. The fan filter must be cleaned as soon as the red LED lights up.

## WASHING MACHINES

There are Electrolux washing machines in the apartments. Please observe the following maintenance instructions to ensure that the washing machine will provide long and reliable service:

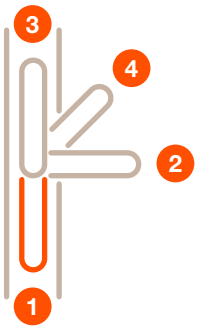
- After each wash, wipe the rubber door seal dry.
- After each wash, rinse the detergent or gel tray and allow it to dry.
- After each wash, leave the washing machine door ajar to allow moisture to dry and prevent unpleasant odours.
- Add a water softener to the detergent with each wash to prevent limescale build-up.
- Once in a while, run a higher temperature programme (60 °C) using a special cleaning detergent.
- Also pay attention to the filter, which should be cleaned about twice a year according to the manual on the website ***https://mozaikaholesovice.cz/pro-klienty***.
- When washing, do not overload the washing machine, remember to remove any items from the pockets of your clothes (tissues, sharp objects) and use good quality detergents.

# Windows and external blinds

## OPERATING WINDOWS

Windows or doors are equipped with quality fittings that ensure their simple and trouble-free operation. Window elements are supplied in the following versions as standard:

- fixed (fixed glazing) – window cannot be opened
- Vent sash – the window can be tilted, but it cannot be opened (the so-called ventilating sash)
- opening and tilting sash - the window can be opened, tilted and micro-ventilation can be used




Use of opening and tilting fittings (OT):

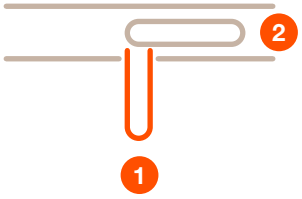
- handle position vertically down (1) = closed
- handle position horizontal (2) = to open the sash
- handle position vertically upwards (3) = ventilation (vent sash)
- handle position angled upwards (4) = slot ventilation (micro ventilation)

**WARNING!**

Before turning the handle from position 3 (vent sash) to position 2 (opening), the window or balcony sash must be pressed perfectly against the frame at both upper corners, otherwise there is a risk of jamming and damaging the fittings.

Use of tilting fittings (T) for windows:

- handle position vertically down (1) = ventilation (vent; partial tilting of the top of the sash)
- handle position horizontal (2) = closed




Use of opening hardware (O) for windows and balcony doors:

- handle position vertically down (1) = CLOSED
- position of the handle horizontally (2) = SASH OPENING

## CARE OF WINDOWS

The plastic parts of windows and doors are easy to clean and maintain thanks to their smooth surface. Normal dust or rain contamination is easily removed with common cleaning agents and warm water. Contamination due to maintenance (e.g. lubrication of fittings) or normal operation can also be removed by normal means. Cleaning of the insulating glass should also be carried out with the usual cleaning agents. Fingerprints and grease stains can be removed with detergents. Do not use petrol and nitro solvents to clean plastic; using standard dishwashing sponges with an abrasive coating will irreversibly damage the glass. Do not use abrasive or mechanical means, tools with hard or sharp edges, acids or alkalis, fluorine, etc. to avoid damaging surfaces.

Do not climb on the window sills (e.g. when washing windows), as their construction is not designed for high loads and could cause irreversible damage to the sills themselves as well as to the internal and external plaster. Do not use anything sharp to remove dirt on the window sills. For exterior sills, observe where the edge of the sill meets the exterior façade and contact the building manager if micro-cracks appear in the joint.

When washing windows, do not climb on the window frame or the window sill (inside or outside), there is a risk of falling!!! Twice a year the landlord will ensure that the outside blinds and windows are cleaned.

## THE CORRECT VENTILATION METHOD

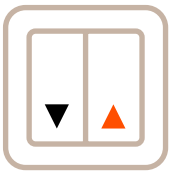
Open the windows wide open several times a day for about 5-10 minutes. However, if there is a source of moisture inside (large aquarium, terrarium, abundant plants, etc.) or if there is intensive washing or drying of clothes, cooking or showering, the frequency of ventilation must be increased. Ventilation with the vent sash is completely inadequate in winter! The intensity is low, and the heat loss is very high!!!

## CONDENSATION OF WATER VAPOUR ON THE WINDOW SURFACE

In addition to excessive relative humidity in the interior air, the following can lead to condensation on the window surface: lowered interior blinds, flowers on the interior sill, aquarium, long heavy curtains between the heater and the window, heating restrictions (switching off, covering, etc.). All of these prevent the air from flowing along the glazing and thus heating it. The consequence is a low temperature of the glass surface, condensation of water and consequently the formation of mould.

## OUTDOOR BLINDS

Outdoor blinds can be operated with a switch. A central switch in the hallway controls all the windows in the apartment. There is then a switch in each room to control a separate blind on a window. Press the down arrow button to lower the blinds, and the up arrow button to raise the blinds. Tilting the blinds is done by briefly pressing the switch for the up or down direction.




## CURTAINS

Wash the curtains in the windows regularly, ideally at 30 °C, using the delicate wash programme and at low wringing speeds (400–600 rpm is sufficient). After washing and light wringing, it is ideal to hang the curtains back on the rail while still damp, so they straighten with their own weight.

# Painting, drilling in walls, structural alterations in the apartment

## PAINTING

Painting must be done depending on the occupancy of the space. Generally, it is a good idea to renew the painting after about two to four years. The wall must not be permanently in contact with water (beware of rising damp), it is not resistant to abrasion or to the fall of a heavier object. Anyone can do the painting or repainting themselves (instructions can be found on each paint packet) or a specialist company can be contacted. White Primalex Plus paint was used for the painting of the apartments in Mozaika Holešovice. Keep in mind that you must return everything to its original condition when the tenancy ends.

## DRILLING INTO WALLS

Interference with walls and load-bearing structures is prohibited. Any hanging of the cabinets must be done in such a way as to guarantee load-bearing capacity according to the walls into which the cabinets are anchored. It is necessary to respect the protection zones of electrical power lines. Any interventions in the electrical wiring require a new inspection report.

If you are going to hang pictures, use appropriate materials to avoid damaging the walls. Self-adhesive hooks or double-sided tape are ideal. Again, please note that in the event of termination of the lease, everything will have to be restored to its original condition and any traces of the decorations will have to be removed.

## STRUCTURAL ALTERATIONS IN THE APARTMENT

Any structural alterations to the unit that affect the walls, floors or wiring are prohibited without the landlord's consent. The tenant is always obliged to submit a written request to the landlord with a detailed description of the planned modification. After the approval is granted, the modifications must be carried out by a professional company guaranteeing the quality of the work.

# Furniture care

The client is obliged to follow the instructions for use and maintenance of the furniture – you can find them on the website ***mozaikaholesovice.cz/pro-klienty***. Furniture and accessories last longer if they are cared for properly and regularly. They should also only be used in accordance with their intended purpose.

Improperly used, maintained or cleaned furniture and other equipment will wear out much faster. Damage caused by failure to follow the recommendations below may be grounds for rejection of a claim.

- Furniture is intended for indoor use only, where it is recommended to maintain a temperature between 17–30 °C and a relative humidity of 40–65% to prevent deformation of parts.
- Furniture should be placed at least one meter away from the heater.
- Do not expose the furniture to direct sunlight, as it may become discoloured.
- Do not place excessively hot objects on the surface of the furniture without a pad.
- When moving furniture, do not slide it on the floor, but always lift and move it so as not to damage the handles or upholstery.
- Ideally every six months, check the bolted connections for looseness and tighten them if necessary.

# Electrical installations

The individual apartments are supplied from meter switchboards in the common corridor on each floor; the number of the consumption point corresponds to the number of the apartment unit. Opening of the floor switchboards is only permitted if the main apartment circuit breaker is tripped (switched off). In this case, locate the appropriate circuit breaker (marked with your apartment number) and switch it on by moving the control lever upwards. The riser switchboards on each floor can also be used to read (check) the total electricity consumption. There are electricity meters for individual apartments and their status is always recorded when the apartment is taken over.

Make sure that the steel doors on the meter boxes are closed to prevent the risk of electric shock. This door also has a fire-stop function. There is a fuse box above the entrance door to each unit. The automatic circuit breakers are labelled and in the event of a circuit being disconnected, the circuit breaker can be reset by moving the control lever upwards.

The circuit breaker can also trip automatically if the filament in the bulb breaks. Another reason for a spontaneous trip may be too much power to the appliance connected to the outlet circuit or a defective appliance. However, if none of these reasons are involved, it is probably a fault with the installation and the administrator should be notified.

## SMOKE DETECTOR

There are also smoke detectors with alarms located in the hallway of each apartment. In the event of a smoky area, the detector sounds an audible alarm. However, the device is not connected to the emergency system, so it will only alert you to call the emergency services. It is forbidden to dismantle the detectors and the batteries must be changed regularly – see the instructions on the website ***mozaikaholesovice/pro-klienty***.

# Central heating

When using the apartment, it is recommended to maintain an average indoor temperature of approximately 20 °C during the heating season between the hours of 6 a.m. and 10 p.m. and approximately 18 °C at night and outside the heating season. If the outside temperature falls below –10.5 °C, maintain a minimum temperature of 18.7 °C in all rooms adjacent to the facade, above garages and under the roof or terrace.

If the indoor temperature drops and ventilation is poor, the dew point will increase significantly, which will result in condensation on windows, doors and walls. As a result of high humidity, mould can form, and the built-in wooden components can be deformed.

The heating distribution shut-off valves for each dwelling unit are located in the inspection opening behind the installation door in the bathroom or toilet and are fitted with ball shut-off valves. Consumption is deducted remotely, without the need to access the apartments.

Plate and bathroom ladder heating units are fitted with venting, shut-off and control valves. All units have thermostatic heads to ensure a constant room temperature. By properly adjusting and using the thermostatic heads, the heat consumption in the building can be significantly reduced and thus the amount of payments can be reduced.

## TEMPERATURE CONTROL

Temperature regulation in apartments is made possible by thermostatic heads on individual heating elements. The temperature is set by turning the heads according to the scale on the dial, from position 0 – closed, through position * – protected against freezing, to positions 1–5 - the air temperature in the room. The individual stages correspond to the room air temperature, not to the temperature of the heating element! Setting to stage 3 corresponds to a room air temperature of approx. 20 °C. Below the thermostatic head there is a valve insert set to a constant flow value. This insert as well as the internal mechanisms of the thermostatic head must not be tampered with.

# Balconies, terraces, front gardens

## PAVING OF THE RECESSED BALCONY

The recessed balconies are lined with ceramic frost-resistant tiles and underneath there is waterproofing. For this reason, it is not possible to drill into the tiles, make anchoring, etc. The paving of the loggias is made in a slope away from the building, so that rainwater drips off their edge. Therefore, keep your recessed balcony clean so that the façade and the balcony below you are not contaminated (e.g. with soil from pots and planters, chemicals, liquids, etc.).

In the event of ice or snow, do not use salt sprinkles or other de-icing products, and do not melt snow and ice with hot water, air or flame. It is also not advisable to pile up snow and leave it on the building structures.

The paving of the balcony is only for walking, it is not intended for placing heavy loads, erecting scaffolding or other temporary structures, moving, etc. The load on the balcony is calculated in accordance with the standard ČSN 73 0035 – Load on building structures, i.e. a payload of 2.0 kN/m$^2$ (200 kg/m2). Massive green boxes, swimming pools, heavy furniture, etc. cannot be placed here. The maintenance of the paving should be the same as for other ceramic paving: check the integrity of the jointing of plinths, corners, details at balcony doors and the connection of plumbing elements. Do not place any objects (even flower pots) on the balcony or terrace railings under any circumstances! There is a risk of them falling and injuring people.

## PAVING OF TERRACES, DRAINAGE

The terraces are lined with tiles placed on the underlying layers. Under this composition is the standard roof composition (garage). Drainage of the terraces is provided by drainage from the housing unit towards the green area. In the event of ice or snow, do not use salt sprinkles or other de-icing products, and do not melt snow and ice with hot water, air or flame. The joints between the tiles are actually drainage holes for water to drain into the drainage layer under the pavement. Do not let them become overgrown with moss or covered with dust and dirt. They also cannot be sealed with sealants, grouts, etc. Do not hammer anything into them (umbrellas, plant supports, etc.), as there is a risk of damaging the insulation.

Maintenance of the tiles should be carried out by sweeping as standard, but they can also be cleaned when wet with a coarse broom or brush. Do not use pressure cleaning - there is a risk of damage to joints and surrounding structures. If you find that the terrace drainage is not working, report this to the building manager immediately, otherwise there is a risk of rainwater entering the apartment.

Every tenant of a dwelling unit with a terrace should check the permeability of the drainage gullies and the cleaning pieces of the rainwater downpipes at least once a month. In the event of clogging or freezing, they should contact the building manager - clogging or freezing is not a warranty defect and the costs associated with this, including any damages, are not the responsibility of the contractor. It is also forbidden to place heavy pots, materials or furniture on the terraces, especially in the place of inlets. This may result in poor functionality of the water drainage from the terrace area and cause damage by water leakage into the building, for which the tenant is responsible.

It is forbidden to modify the perimeter drainage layer and joints (with cement, clay, sanding or other means); the drainage function must be maintained. On the other hand, special care must be taken to keep the joints clean and to remove any deposits with a suitable tool in order to maintain the function of collecting and draining rainwater from the terrace area.

WARNING: The maintenance of the building includes regular snow removal. Clients are responsible for cleaning up fallen and accumulated snow on terraces, balconies and windowsills. In order to prevent damage and to maintain the functionality of all building and drainage structures for as long as possible, snow and ice must be removed as soon as possible, no later than the next day. When removing snow, care must be taken to ensure safety (do not drop snow from a height onto an unsecured area, etc.). It is not advisable to pile it in large piles and leave it on the building structures.

## WATER OUTLET TO THE TERRACE

Some dwellings (dwellings with front gardens and terraces) include an outdoor cold water outlet for the maintenance of outdoor greenery and terraces. All these outlets throughout the building are fitted with KEMPER non-freezing taps. Before the arrival of the winter season (frost), it is only necessary to remove (drain, disconnect) the pipes connected to the valve (hoses, pipes of the outdoor irrigation system) so that no water is left standing in the outdoor part of the valve that could freeze and damage the valve.

## FRONT GARDENS

Regular lawn maintenance and lawn mowing in the front gardens is the responsibility of the landlord. The price for this service is included in the rent in a lump sum (depending on the size of the front garden). The grass is mowed a maximum of eight times a year. If you would like to have your grass mowed more frequently for a fee, please contact the building manager.

# Inner courtyard

In winter, when it is snowy and icy, move around the area with extra care and consideration. Be mindful of your safety and follow any instructions given by the property manager and his/her service organizations. The green areas are planted with groundcover plants, trees and climbing greenery using the renovated steel skeleton of the former production hall as support. An irrigation system is deployed on the grassed areas. Maintenance of the green area is provided by the building manager.

Barbecues are prohibited in the courtyard and around the buildings. Exceptions are the rented front gardens.

Dogs must be kept on a leash at all times and must not litter the outdoor areas in the courtyard.

# What to do in the event of a long-term absence

In the event of a long absence, it is necessary to secure certain technologies and indoor environmental conditions in your apartment. Long-term absence is defined as a period of more than 14 days.

In the event of a short absence, we recommend turning off the hot and cold water supply, unplugging the washing machine and dishwasher, unplugging small electrical appliances (TV, radio, chargers, computers, charging devices, etc.). We also recommend that you make arrangements for emptying the mailbox, ventilation, watering flowers and checking the condition of the unit on an ongoing basis. Be mindful of security if keeping exotic animals (heaters, outdoor aquarium filters, lighting, etc.).

In the event of a prolonged absence, we recommend emptying and disconnecting the refrigerator and freezer, turning off the main circuit breaker in the apartment switchboard, the cold and hot water supply, and in summer the heating supply. In winter, the temperature in the apartment must be kept at a minimum of 18 °C during the absence and regular ventilation must be provided, otherwise there is a risk of damage to the surface of paintings, wooden, upholstered, textile and paper objects and materials, as well as mould. Furthermore, it is necessary to ensure that odour stoppers (siphons) are refilled with water, as if they dry out, odours from the sewer pipe venting will penetrate into the dwelling unit. We also recommend checking the battery (or replacing it with a new one) in the autonomous smoke detector in the hallway.

Please provide the manager with the contact details of the person who can make your unit accessible in the event of an emergency.