

GALION

Home User Guide

SAMPLE

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SAMPLE

Welcome

Dear Homeowner,

Thank you for purchasing your new home through Galion. We would like to take this opportunity to welcome you to your new property and to the wider community.

We have compiled this guide to assist you in becoming familiar with the features in your home.

We hope you find it useful and would suggest in the first instance, you should revert to this guide if you have any queries or issues.

If you need any additional assistance there are contact details for people who will be on hand to support you.

We hope you settle into your new property quickly and that it feels like home in no time at all.

Warm regards,

Galion

Moving In Day

Your Home Demo should now be complete, and you will see that any decorating or other minor snags you found during the Home Demo have been completed and your new home should be exactly as you expected it.

All instruction manuals can be found in this file. Please ensure you register all your appliance warranties with the manufacturer as soon as possible on moving in.

Process

1. You will be invited for a Home Demo around 1-2 weeks prior to Completion. At the Home Demo, you will have an opportunity to point out any issues that may worry you. Any item that is identified as a Builders Defect will be rectified prior to Completion subject, of course to any orders that may be required.
2. On the day of Completion, you will arrive at an agreed time and be met by a member of the Sales and/or Site Team. Once we have confirmation through the solicitors that we are in receipt of funds, we are then in a position to hand over your new home.
3. You will be asked to sign a Key Release Sheet.
4. We will read all meters and ask that you check the readings with the member of the Sales Team and sign the Readings Sheet.
5. Galion will report the handover readings to the relevant utility company and inform them of the new owners of the property. It is also down to you to ensure that the utility companies are aware that you are now the person responsible for payment of bills. This handover process can take a few weeks.

Snagging and Builders Defects

Snagging & Defects are an inevitable part of purchasing a new home. Here are some useful tips:

Snagging

Snagging is the process of identifying any minor snags, this includes the functional and decorative aspect of your home following the completion of the build. We ask you to compile a list of snags and forward to the aftercare support within **1 week** of moving in.

When identifying a snag the following will be taken into account.

Painted and varnished surfaces shall be even in appearance and free from conspicuous runs and prominent brush marks

Painted and varnished surfaces should:

- be reasonably smooth and free from nail holes, cracks and splits
- have joints filled
- be reasonably uniform in colour, texture and finish.

Also note:

- Surfaces should be viewed in daylight from a distance of 2m and not by shining artificial light on the surface. Wall lights and/or uplighters should be switched off.
- Timber surfaces may show limited raised grain, and the colour and texture may also vary.
- Drying shrinkage of timber may cause cracking of the paint finish, particularly where joints occur in plaster and woodwork.
- Where painted surfaces are touched up, minor colour variations may occur.
- External finishes will dull over time, depending on a number of factors such as exposure to sunlight, rain and pollutants.
- Resin can exude from knots, causing discolouration of paintwork, even though modern primers contain a compound to limit this.
- Site-decorated trim, such as architrave and skirting, may have a different finished appearance from factory-finished components, such as doors.

Following the initial 1 week 'snagging' period, should you have an issue with specific items please refer to your manufacturers warranty documents contained within this file.

What is a Builders defect in a new build?

A Builders defect is a fault in the workmanship and construction of a new build property, or a fault in the installation or manufacturing of items and equipment which form part of the construction.

Please note that any Builders defect correction works are carried out subject to the trades availability but will be scheduled in as soon as possible.

From the day you move in, you have Aftercare Support who will address any **Builders defects** that arise as over the course of the next 24 months.

Please submit your enquiries to;

Email: aftercare@galion.ltd

After care Line

Monday—Friday 10am to 5pm

Call: 03300 539510

We understand that it may be tempting to report something verbally to a member of the site team, but we ask you to please refrain from doing this and to submit it via the aftercare email to ensure it is appropriately logged.

Hours of Work

Trades require access from 8am to 5pm on the days they are booked to work on your new home.

Emergency

In the event of an emergency during working hours (10am—5pm), please contact Aftercare. If the emergency is outside of these hours, please call the relevant contractor (Details provided below). Aftercare will need to be informed of this at the next available opportunity.

The following situations constitute an emergency:

Risk of fire (including a major electrical fire)
Gas leak
Extensive water damage

Plumber;
G P Davis & Son
1A-3A Wessex Park
Somerton Business Park
Bancombe Road
Somerton
Somerset
TA11 6SB

Phone: 01458 272488
Mobile: 07885 372981
Fax: 01458 270185
Email: info@gpdavis.co.uk

Electrician;
Powersafe Electrical SW Ltd
1 Boundary Close
Yeovil

Somerset
BA21 3DU
Telephone 01935 808086
Email: powersafeuk@outlook.com

Windows;
Affordable Windows
UPVC Windows & Doors:
www.a-w.s.co.uk
01253 891010

Roofing;
Hat Roofing Ltd
Elizabeth House
30-32 Boulevard
Weston-super-Mare
BS23 1NF
Tel: 01934 813672

In the event of any damage caused by a weather event, you will need to contact your insurance provider.

Customer Care Information

Movement & Shrinkage

Most homes will experience cracking at some point no matter how well designed or built they are. The cracks are not normally serious and are very unlikely to affect the stability of the building.

During the drying out process, the building materials shrink, which can cause small cracks to appear. These minor cracks are not defects of a structural nature; therefore, we are not obliged to rectify them. The period of drying out should be about six months. After this period, minor shrinkage cracks can be filled with a suitable product. If redecorating is planned, we recommend that you wait until the drying out process is complete. An application of paint too soon can crack as moisture evaporates. We cannot be held responsible for damage to decorations that have been applied too soon.

Many of the materials used to build a home (such as mortar, plaster and concrete) contain a lot of water when they are built-in and can shrink as they dry out. This may lead to some minor cracks in walls and floors as your new home fully dries out over several months after you move in. Shrinkage cracks in masonry walls are usually vertical or horizontal, often running along the wall near the ceiling or near the floor. These cracks are usually a constant width (normally less than 2mm wide).

Thermal movement

Thermal movement is related to seasonal temperature and weather changes. Every building will shrink and expand as the temperature, moisture and humidity (the amount of moisture in the air) changes throughout the year. The various materials in the home respond differently to these seasonal changes, and these small movements can cause minor cracks to occur where the different materials meet one another. These cracks aren't structurally significant but, if not attended to for a few years, they could become bigger if moisture gets into the cracks and freezes or dirt gets in to the cracks and prevents the materials from returning to their original position. It's common to find thermal movement cracks where an external wall joins an internal plasterboard wall, or where boards are joined together on a plasterboard ceiling. They can also be found around a concrete or steel lintel (above a window or door opening). Changes in temperature and moisture levels can cause timber to shrink, expand, twist and distort. This can lead to small cracks or gaps appearing at the joints and corners of skirting boards and architraves, and hairline cracks appearing on ceilings underneath the joists. Doors and windows can also get stuck in their frames. Some building materials are more susceptible to thermal cracking because they're brittle and less able to accommodate thermal shrinkage and expansion. These include materials such as concrete blocks, reconstituted stone building blocks, mortar, render and concrete lintels. Thermal movement cracks in walls are usually vertical and a constant width (normally less than 2mm wide), and they can open and close as the temperature, moisture and humidity levels change throughout the year. Moisture movement is related to the moisture levels within the materials of the home. Water vapour is invisible in air and is formed when you breathe and when you carry out normal daily activities in the home (such as taking showers and baths, washing and drying clothes, cooking and boiling kettles). Modern homes are built so that they minimise draughts and stop heat escaping, but they also reduce water vapour escaping. The building materials can absorb this moisture, causing them to expand. When the amount of moisture is reduced (for example, when the external temperature is warm or the central heating is turned on) the materials can dry out and shrink. Unlike shrinkage, which is caused by the building materials drying out in a new home, moisture movement is a continual process of wetting and drying due to the effects of living in our homes. Moisture movement cracks are usually vertical but depend on the material and its location in the building. They are usually a constant width (normally less than 2mm wide), and can open and close as the moisture levels change throughout the year. These minor cracks are not defects of a structural nature; therefore, we are not obliged to rectify them.

If you find a crack Although you may feel alarmed when you find a crack in your home, it's usually nothing to worry about. It's very unlikely that your home will suffer from excessive settlement, subsidence or heave related movement, but if you think your property may be at risk, it's understandable that you'll be concerned. If you don't have a ruler or tape measure, you can estimate how wide a crack is by holding the edge of a one pound coin against it (the coin is about 3mm wide). A crack that's 2mm or less is generally regarded as being cosmetic and won't affect a property's structural stability or safety. You can repair it using a suitable filler, grout or sealant the next time you redecorate your home. You may find that the crack reappears after a year or so, but this is likely to be due to thermal movement and isn't anything to worry about - unless it's getting progressively wider. Although a crack is very unlikely to be serious (a building can move a lot before its stability is affected), you should keep an eye on it and watch for any changes.

To minimise shrinkage cracks; warping; and twisting timbers, it is very important that your home is allowed to dry out as naturally and as slowly as possible. It is recommended that the central heating should be no higher than 20 degrees Celsius, unless there are extreme weather conditions. Trickle vents should be used as much as possible, where windows cannot be left open. Internal doors including wardrobe and cupboard doors should be left ajar to prevent the formation of mildew. Full ventilation assists the natural drying out process.

Bathrooms are fitted with extractor fans, providing more ventilation to disperse moisture in these rooms. Extractor fans fitted to bathrooms, en-suites and cloakrooms are fitted with an over-run facility to ensure the fan continues to operate for the minimum period required under Building Regulations.

Condensation

Condensation is not considered a building defect. A period of six months of acclimatisation will be required to enable your newly constructed home to dry out gradually. From the day you move into your new home, moisture is present, which was absorbed by building materials during construction. This will need to evaporate and be slowly ventilated away. We recommend heating system should be used sparingly at first to achieve a gradual drying out process. The moisture that is being evaporated needs to be ventilated away to avoid problems with condensation and dampness, as this can cause mould to grow on the walls. If the windows can be opened for as long as possible each day, and the trickle vents left open while away from the property, this will assist the drying process.

Apart from shrinkage, condensation is the most common problem in a new home. Your tumble dryer should be self-condensing or vented externally. Do not use portable gas heaters instead of the installed heating system, and make sure ventilators are open and try to safely leave windows open.

Condensation is caused by steam or water vapour coming into contact with cold surfaces, such as walls, ceilings and windows. Condensation can be the result of evaporation of moisture from building materials, which is quite common in new homes. If allowed to persist, condensation can result in the appearance of mould on interior surfaces and even on furnishings.

Condensation will gradually reduce as the building dries out, but you should avoid contributing to it if you want prevent the appearance of mould on walls and ceilings. There are a number of things you can do, even after the building itself has finished drying out, to protect your home against harmful levels of condensation:

- Open windows or window vents to allow trapped moisture to escape.
- If a mechanical ventilation or heat recovery (MVHR) system has been installed in your home, ensure that you familiarise yourself with the manual and manufacturer's guidance. It is important to understand how these systems operate in order to run your home effectively.
- Cover pans when cooking to reduce steam and use the extractor fan where possible.
- Always use the extractor fan when bathing or taking a shower.
- Stop moist air spreading around your home by keeping doors closed when cooking or bathing.
- Avoid drying clothes indoors, especially on radiators.
- If you have one, make sure your tumble dryer's venting duct leads outside (unless it is a self-condensing dryer).
- Heat your home evenly and consistently. Ideally, you shouldn't leave your heating off all day, as when you return home in the evening and start cooking or washing, moist warm air will be created, which will settle on the cold surfaces and create condensation. Program your central heating to come on shortly before you return.

Don't let condensation mould become a problem. Preventing it is much easier than getting rid of it!

Wood, Wood-Topped Laminate & LVT Flooring (Property Dependant)

You are covered if there are any defects which have arisen as a result of installation or manufacture. However, wooden/laminate floors are susceptible to increased wear and tear such as furniture scrapes and scuffs as well as marks made by heeled shoes and toys etc.. Accidental damage caused in this way is not covered. To help you maintain your wooden flooring we have provided you with a care guide within this pack.

Your Telephone & Internet Connection

Your new home is equipped with super-fast fibre cabling directly into the property with the capabilities for high-speed broadband. If you shop around, you are sure to find a broadband provider to suit your needs. If you have not already contacted your telephone and internet provider to arrange your switchover, we strongly advise that you do this as soon as you possibly can after moving in. In some cases, it can take several days to a few weeks for your provider to switch you over and make your connection live. For any future issues that you may experience concerning your telephone and internet connection, please contact your provider for assistance.

Fire & CO2 Alarms

Your home has been fitted with both fire and carbon monoxide alarms that are hardwired into your home's electrical system. There is a backup battery in the event of a power outage.

If one fire alarm is set off, a chain reaction is triggered, and all other alarms are also activated. Should the alarm be accidentally set off (can happen when grilling or pan frying) press and hold the "test" button on the alarm to deactivate. In the case of an actual fire emergency, call 999 and evacuate the building and wait at a safe distance for the fire brigade to arrive.

If your carbon monoxide alarms are activated, please stop using all appliances, switch them off and open all doors and windows to ventilate the property. Evacuate the property immediately, call 999 and seek immediate medical help. Do not go back into the property – wait for advice from emergency services.

(Please note that you should not store solvents or chemicals likely to release vapours in your property. These substances when disturbed can release invisible and sometimes odourless vapours that can trigger your CO2 monitor).

Appliances

Please ensure that you register your appliances with the relevant manufacturer as soon as possible after handover, so that you can be sure to make the most of the manufacturer's warranty/guarantee offered with the appliance. All information for registering your appliances will be on a barcoded sticker somewhere within/on the appliance itself or within the accompanying information with this Home User Guide. Failure to register your appliance could result in a call out/repair/replacement charge as Appliances are not covered under the warranty. If you are missing any information on how to register an appliance, do get in touch and we'll be happy to help.

Wood Burning Stove (Property Dependant)

Your Wood Burning Stove has been supplied and fitted by Sandpits Heating Centre. If you are to discover a fault with your stove, please contact the supplier/installer directly.

Sandpits Heating Centre: 01458 251476

Electric Car Easee EV Charger Point (Property Dependant)

Please refer to the User Manual for the Easee EV Charging Point included within your Home User Guide Pack for completing the set up process.

Circuit breakers

Your consumer unit contains the main on/off switch for your electricity and has a number of MCBs that protect individual circuits. Tripping of these MCBs may occur due to a faulty appliance. To rule this out, unplug all of the electrical items, reset the switch to the on position and, one by one, plug in the appliances to see which one causes the MCB to trip. The faulty appliance should be repaired or replaced as a priority.

In addition, your home may have an RCD, which provides additional shock protection.

Circuit breakers are there for your safety. If they repeatedly trip, and you have eliminated a faulty appliance, do not persist in resetting an MCB or RCD, as it may be that there is a problem with the electrical installation. Contact your builder or a competent electrician, who will be able to find and repair the fault., we recommend a suitable detector is used to find any cables prior to drilling.

Water/radiator pipes

Likewise please use a suitable detector to find any water pipes prior to drilling any walls

Lofts

The insulation in the lofts is designed for energy efficiency, storing things on top of the insulation will detract from this efficiency and we recommend that no items are stored in the loft spaces.

Radiators/Bleeding

If things start getting a little chilly in your home and you're wondering why, look first to your radiators. It may be that, even with the central heating turned up high, they are failing to deliver the warmth you would expect. If your radiators are cool at the top but warm at the bottom, it's probably because they have air in them and need bleeding.

Bleeding radiators may sound like a messy and complicated affair, but not to worry – it's actually far simpler than it sounds. As long as you're ready with the right tools (a simple valve key and a cloth), it shouldn't take more than a minute for each one. Follow these easy steps and your home will soon be warm and cosy again. If you haven't been given a radiator valve key by your builder, these can be purchased from any DIY store.

1. Turn off your central heating system and allow it to cool down.
2. Attach a radiator key to the bleed valve, usually located at the top and to one end of the radiator, and begin to turn anticlockwise.
3. Keep turning until you hear a slight hiss of air. When water begins to escape instead of air, you know it's time to close the valve, as all of the trapped air has now escaped.
4. Tighten up the valve by turning the key clockwise, turn the heating back on, and enjoy the results!

Throughout this process, you should place a cloth beneath the valve to catch any water that might leak from it, which could discolour floor coverings due to the additives within the heating system.

You may notice that the pressure gauge on your boiler has dropped since bleeding your radiators. If this is the case, you will need to top the boiler pressure back up before turning the heating back on. Please refer to your Boiler user manual on how to do this.

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Garden Gates (Property dependant)

During the natural drying out process of the material used in your garden gates these may warp, however you can minimise any movement in the gates by keeping them closed as often as possible and ensuring gate bolts are fully engaged. Your garden gate is fitted with bolts both top and bottom. Please ensure that these are both used at all times when securing. This will ensure it prevents the gate from warping.

Sometimes after movement, a garden gate can be rectified by following these guidelines and the gate will reset itself.

Garden Flagstones

Your new flagstone terrace is of a traditional design. The pointing is a porous one which enables surface rainwater to permeate through to the ground underneath. During the winter months however, the sun may not shine enough to dry the flagstones regularly and in this instance, the stones may become green and slippery from the algae growing on them. If this does happen, please refer to the recommended guidance contained within your guide. In inclement winter weather it is advised not to use salt-based products as this may damage the flagstones as salt can have a detrimental effect on the surface of any concrete product.

Garage (Property dependant)

Garages are, by definition, an outbuilding and used for housing a motor vehicle or other vehicles. These buildings are not created to be watertight and therefore should not be used to house anything to which wet weather could provide sufficient damage. During periods of poor weather, it will not be uncommon for you to find minor damp patches on walls and floors or water leakage through the garage doors.

This is completely normal when creating outbuildings of this nature and will not cause damage to the fabric of the building or doors. We strongly recommend that you use your garage storage area to house your vehicle and other items suitable for outside storage as Galion is unable to cover water damage to items stored within the garage.

Fascia and soffit

This should be decorated as part of your normal decoration regime.

Utilities:

Final readings of all meters will have been taken by our sales team upon handover. The team at Galion's HQ will inform the supplier of the readings and pass on your details as the new homeowner responsible for utility payments. This process can take anywhere from a few days to a few weeks to be completed. In the meantime, if you receive any mail addressed to "Galion" or "Occupier", please make the aftercare team aware and someone will come to collect it from you. As soon as our accounts department receive the final bill, someone will make you aware that the switch is complete. Once you have a private residential account, you are in a position to switch supplier.

Warranties, Certificates & Manuals:

All warranties, certificates and manuals regarding your new home can be found in the accompanying documentation to this guide.

Communal Areas:

As we near the end of the construction phase of the development, all communal areas will be attended to and maintained by the managing agent. If you notice a particularly unsightly or overgrown area in need of maintenance, please report it to the managing agent in the first instance and they shall be able to schedule a team to attend.

Roads, Pavements & Pathways:

You will notice that the roads and curbs throughout the development may, over time, become uneven and/or damaged. These areas will be attended to and corrected at the very end of the last development phase in readiness for the roads to be adopted by the local authorities. There are several surveys required by the respective authorities prior to adoption and so it may take some time for this to be completed. Every effort will be made to ensure safe walkways but please bear in mind that things may be a little uneven whilst you are living adjacent a building site. Please take the very best of care at all times.

Items/Matters Not Covered by the Galion 24 warranty:

Whilst we are proud of the team we have in place to ensure you settle into your new home well and are confident that any matters arising are addressed quickly and efficiently, there are few things that Galion are unable to look after for you and so, in order to be fully transparent, we have set these out here:

Personal Re-Decorations

You may, of course, decide to decorate within the property using different paints and/or colours. This does mean, however, that we are unable to carry out any rectification of decorations, settlement or shrinkage that may occur. Our contracted decorators can only attend to any corrections or rectifications required with the original specification paint colours intact. Please also note that, over time, when ordering batches of paint, we may not be able to fully match the paint colours/finishes. In this instance, we are unable to carry out whole room/house redecorations.

Accidental Damage

Accidents do happen of course but Galion are unable to cover damage caused to the property by home owners, other members of the public or privately hired contractors. Please ensure you have appropriate home insurance in place to cover any accidental damage that may occur.

Bad Weather / Storms / Force Majeure

Damage to your property that is a direct result of bad weather, storms or a force majeure. We would advise you check your home insurance to see what is covered in this instance.

Garden Levels, Turf & Landscape Planting

Your gardens have been laid to lawn with high quality turf. Boarder shrubs and hedgerow/trees have also been included. Please note that garden topography is at the hands of nature and Galion is unable to guarantee level gardens.

It is imperative that these are looked after from the day you move in in order that they thrive and can be enjoyed over the years to come.

During the Spring, Summer and Autumn it is essential that turf and planting are watered every day (right to the edges). During extended periods of dry weather (more than two days), it is recommended that any watering is carried out in the early morning or late evening once the heat of the sun has disappeared, and their water does not evaporate into the atmosphere.

During the Winter months, try to rest the lawn as much as possible. If at all practical, keep off when wet or frosty, as the grass plants are not actively growing and will not repair themselves if damaged until the spring. Aerate consolidated areas of the lawn with a fork or with a spiking machine. These are available for hire from local garden centres or DIY stores for larger lawns. This will relieve compaction, improve drainage and allow more air into the root system leading to a healthier lawn. Turf, boarder plants, shrubs and trees require maintenance to ensure they thrive. It is therefore the homeowners' responsibility to look after their garden turf, tress and shrubs following occupation.

Displacement and variations in surface levels, including scuffing and pitting, may arise due to natural topography, ground movement, undulation, and traffic.

Unfortunately, due to intensive maintenance required, Galion is unable to cover your garden turf/plants/trees as part of the Galion 24 month warranty.

Appliances

Appliances are covered by the manufacturer's warranty only. Please ensure you have registered your appliances as soon as possible after you move in.

UPVC Windows and Doors

These are covered by the manufacturer's warranty only. Contact details for the windows and door manufacturer are contained within your guide.

Timber Windows and Doors (internal and external)

These are covered by the manufacturer's warranty only. Timber windows and doors (especially those exposed to the elements) require regular inspection and maintenance/re-painting. It is important to read the manufacturer's warranty and care guidelines. We would strongly advise that any scratches, scrapes and/or fine wood splits are immediately treated/repainted and repaired. You will find the manufacturer's advice and details contained within your guide.

Creaking Floorboards or Staircases

Timber floors and staircases naturally shrink as they dry. As this drying occurs, it may result in squeaking components as they move against each other. This is normal and to be expected and not considered a defect unless excessively noisy. Galion will work to Industry Guidelines in this regard so do check with the aftercare team to see if any squeaks are covered.

Glazing Scratches

Galion works to Industry Standards in this regard and so we ask that you please check all windows and any glazed doors within the first 48 hours of occupation as any defects outside this period will not be covered.

Tips on checking:

Glass should be checked in daylight, from within the room and from a minimum distance of 2m (3m for toughened, laminated or coated glass). The following are acceptable where they are not obtrusive or bunched:

- bubbles or blisters
- hairlines or blobs
- fine scratches not more than 25mm long
- minute particles.

The above does not apply to areas within 6mm of the edge of the pane, where minor scratching may occur.

Sanitaryware

Galion works to Industry standards in this regard to scratches, cracks etc. on sanitaryware and so we ask, again, that you please check all sanitaryware for any scratches or defects within the first 48 hrs of completion as any defects found outside this period will not be covered.

Drains

All drains are surveyed, tested and signed off by Building Control and Warranty Surveyors prior to occupation. Please do not flush wet wipes, nappies or other items that may clog drains.

Freezing Pipes

We do not provide Frost Covers for outside taps/pipework. Please ensure you protect your property from burst pipes during freezing temperatures as any damage to properties as result of frozen/burst pipes is not a builders' defect and therefore not covered.

Driveways, Patios and Paths

These are not designed for heavy machinery and so we are unable to cover any accidental damage caused during private landscaping works.

NB: Your drive is designed to accommodate vehicles under 3.5tons and therefore we advise that your driveway is not trafficked by vehicles exceeding this weight.

Garage doors (Property dependant)

These are covered under the manufacturers warranty and they should be contacted in the first instance with any issues. See contact sheet towards the end of this Guide.

After every 5,000 operations of the door, or at least once a year, oil all pivot points, check screws and clamped connections for tightness, keep the running tracks clean (do not grease them), check parts and replace any worn components where necessary. The springs should be replaced after approx. 25,000 operations by an experienced door fitter (see fitting and operation instructions). Do not oil the lock cylinder; if it is sticking, only lubricate with graphite dust. For canopy doors only, check the cable every 6 months with normal usage (8 operations per day). Have the cables replaced by an expert if any wear is found.

Cleaning

The door, and frame if applicable, should be washed with a mild soap-based solution on a regular basis to prevent the build up of dirt, salts and other corrosive substances and help maintain the aesthetic appearance of the product. If the door is installed in a seafront location, the door panel and frame should be cleaned in this way at least every two months. We also suggest that all other components be brushed down on a regular basis to prevent the build up of dirt and dust etc.

Corrosive such as acids, alkalines, and salts, etc. should be cleaned from the door immediately; failure to do so will result in deterioration of the finish, which will not be covered under our limited warranty. When the time comes to repaint your door then prepare the surface lightly with wet and dry. Then treat with two coats of a normal commercial paint for external use (cellulose paints must not be used).

Locking

If the key is turned completely, the door is then locked or unlocked; when unlocked it is then possible to open and close the door by turning the handle. If the key is turned 1/4 of the way, the door opened and then the key returned to its start position, the door will re-lock when closed. By moving the internal locking "snib", it is possible to lock and unlock the door from the inside without using the key (not applicable on Secured by Design doors).

Oak products

You may have natural oak products on either the exterior or interior of the property, this is prone to discolouration and is natural in the life cycle of the timber.

Ironmongery

These are covered by the manufacturer's warranty only. Contact details for manufacturer are contained within your guide.

Light bulbs

Please ensure you replace light bulbs like for like with the correct rating and specification for your fittings particularly on lights fitted with dimmer switches.

Electrical alterations

Please ensure that any additional electrical works are carried out by qualified electricians. Galion is unable to cover any private alterations/additional electrical works carried out by customers following completion.

Cleaning Products

Some modern cleaning products and equipment can be highly abrasive and/or damaging to most surfaces. Whilst it is important to regularly clean and maintain sanitaryware, door/window ironmongery, kitchen doors & worktops, tiles and other flooring etc., it is important that you check with the manufacturer before using any products to avoid accidental damage.

CALL OUT CHARGES FOR NON-DEFECTS

A minimum £90 call-out charge will be invoiced to homeowners should trades be called out for items that are deemed not to be a defect. Should the homeowner wish the matter to be rectified then a £50 per hour labour fee plus materials will be added to the call-out.

Paint Colours Throughout

Ceilings—Dulux Heritage. Wiltshire White: Heritage Velvet Matt Emulsion

Walls—Dulux Heritage. Wiltshire White: Heritage Velvet Matt Emulsion

Skirting—Dulux Heritage. Wiltshire White: Heritage Eggshell

Architrave—Dulux Heritage. Wiltshire White: Heritage Eggshell

Doors—Dulux Heritage. Wiltshire White: Heritage Eggshell

Staircase Spindles—Dulux Heritage. Wiltshire White: Heritage Eggshell

Tongue & Groove Panelling—Dulux Heritage. Wiltshire White: Heritage Eggshell

Wardrobe Shelving—Dulux Heritage. Wiltshire White: Heritage Eggshell

Wooden fascias - Bedec Black Satin Barn Paint

We are unable to address painting defects if you have redecorated in alternative colours and/or finishes of paints.

Flooring Choices

Ground Floor:

Hallway—Woodpecker Lynton Estuary Oak

Store Cupboards —Woodpecker Lynton Estuary Oak

Kitchen —Woodpecker Lynton Estuary Oak

Sitting Room —Woodpecker Lynton Estuary Oak

First Floor:

Bedrooms—Malabar Two Fold—Balm Ribbed

Bedroom Wardrobes—Malabar Two Fold—Balm Ribbed

Stairs & Landing—Malabar Two Fold—Balm Ribbed

All Cupboards—Malabar Two Fold—Balm Ribbed

Tiled Floors:

Bathrooms & En-suites—RAK Ceramics—Circle Wood—Beige

Woodpecker Flooring:

Your Woodpecker Lynton Estuary Oak flooring comes with a 25 year warranty. The Lynton floors have 1mm of European oak, therefore they have a real wood top layer. This is why they are water-resistant rather than waterproof. As with any natural material it is prone to wear particularly scratches and indents made by furniture, heeled shoes and animal claws. Please do please ensure you register for your warranty here:

<https://woodpeckerflooring.co.uk/warranty/>

Cleaning kits for lacquered floors are suitable for your Lynton floor to keep them shining, alternatively use a well wrung damp mop. Further details can be found here:

https://woodpeckerflooring.co.uk/product-category/wood-flooring-accessories/page/1/?yith_wcan=1&product_cat=cleaning-care

Useful information & Contact Numbers

Electricians:

PowerSafe—01935 808086 / 07790 048844

Plumbing & Heating:

G P Davis & Son—01458 272488 / 07885 372981

Wood Burning Stove^(where applicable)

Sandpits Heating Centre—01458 251476

UPVC Windows & Doors:

Affordable Windows & Doors

01253 891010

Frames – materials & workmanship 10 year warranty

Glass – 10 year warranty

Hardware & Moving Parts – 1 year warranty

www.a-w.s.co.uk

Front Doors: (wooden)

Russell Timber

0141 958 0444

customerservices@russelltimbertech.co.uk

Kitchen

Omega – Chippendale Handleless Shaker “Sage Grey”

01405 743333

contractcustomercare@omegaplc.co.uk

Additional Units: www.omegaplc.co.uk/contracts/additional-units

Garage Doors ^(where applicable)

Garador

Windsor Canopy with Steel Frame – Colour: RAL7030 Stone Grey

01935 443700

enquiries@garador.co.uk

Front door Ironmongery

Doors Control Direct

01935 432929

www.doorcontrolsdirect.co.uk

Mendip Council

0300 303 8588

<https://www.mendip.gov.uk>

NHS GP Surgery

Glastonbury Health Centre
1 Wells Road
Glastonbury
Somerset
BA6 9DD

Tel: 01458 834100

A & E Hospital

Yeovil District Hospital
Higher Kingston
Yeovil
Somerset
BA21 4AT

Tel: 01935 475122

Minor Injuries Unit

West Mendip Community Hospital
Old Wells Road
Glastonbury
Somerset
BA6 8JD

Tel: 01458 836450

Pharmacy

Boots
39 High Street
Glastonbury
Somerset
BA6 9DS

Tel: 01458 831211

Supermarkets

Waitrose

Whiting Way
Wells

Somerset
BA5 2PJ

Tel: 01749 672570

Sainsburys

Gravenchon Way
Street
Somerset
BA16 0HS

Tel: 01458 446252

Tesco

Wirrall Park
Wirral Park Road
Glastonbury
Somerset
BA6 9XE

Tel: 0345 6719553

Aldi

Moorlands Enterprise Park
Glastonbury
Somerset
BA6 9FW

Tel: 0800 0420800

Lidl

Gravenchon Way
Street
Somerset
BA16 0HW

Tel: 0800 9777766