



INTRODUCTION

Hello,

This introduction letter should give you some brief information on what is inside the **Four Lever Arches**, called by many **O&M Manuals** (Operation and Maintenance), and how to use them in the best possible way.

As not all documents are necessary to be printed, please see attached **Document Index** at the end of the Introduction, where you can see printed documents highlighted in yellow colour. The rest of the documents are available only in the online version of the O&M Manuals.

The introduction will also cover your **Homeowner's Guide** (HOG), where you can find a lot of useful information which may come in handy in due course.

I would like to welcome you in your new/refurbished home/apartment/flat.

Ludek Tucny

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INTRODUCTION TO O&M MANUALS

As mentioned before, your printed O&M manuals have **Four Lever Arches**.

The sections are called:

1. **Project Information**
2. **Mechanical, Electrical, Fire & Security, TV/AV, Data**
3. **Doors, Windows & Joinery**
4. **Finishes**

1. PROJECT INFORMATION

The **Project Information** contains mostly information about the project itself, such as **Project Directory** of all the people involved in the project and whom to contact in case anything goes wrong.

Also included is a section regarding **Finishes**, where you find a schedule that lists all installed **Sanitary Ware, Floors, Paints, Marble & Stone, or Electrical**.

There is a **Maintenance Schedule** that provides a complete overview of what equipment needs regular servicing and includes whom to contact.

The **Cleaning Instructions** are split into separate parts that will help you choose the correct cleaning products.

This folder includes a section with important **Commissioning Certificates, Warranties & Guarantees** of all installed equipment.

There is a section for the Completion Certificate, issued by building control.

Should you ever require a proof that there is no asbestos in the property, the Survey Report included in the **Asbestos** file is all you need.

There are also **Health & Safety** instructions at the end of this section.



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And finally, the last four sections cover all essential drawings:

- **Architectural Drawings**
- **Mechanical & Electrical Drawings (M&E)**
- **Doors & Windows Drawings**
- **Joinery Drawings**

2. MECHANICAL, ELECTRICAL, FIRE & SECURITY, TV/AV, DATA

The file named **Mechanical** consists of User Manuals, Operation Manuals, or Data Sheets of all the installed equipment:

- **Hot Water Cylinder**
- **All pumps**
- **Booster Set**
- **Water Softener**
- **Pressurisation Unit**
- **Wet & Electric Underfloor Heating**
- **Radiators**
- **Air Conditioning**
- **Ventilation**
- **Gas Boiler**

It further includes User Manuals, Operation Manuals, or Data Sheets of all the installed systems regarding the **Electrical, Fire & Security, TV/AV & Data**, such as:

- **Distribution Board**
- **Small Power, Lighting**
- **Demista Pads**
- **Smoke & Heat Detectors**
- **Intruder Alarm**
- **CCTV**
- **TV/AV & Data**



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3. Doors, Windows & Joinery

In this file, you can find Data Sheets and a variety of Health & Safety Documents related to the installed **Doors** & **Windows**.

The **Joinery** part is divided into four sections, where the first three are by the used suppliers, and the fourth one includes information about **Moulding**, such as **Skirting** or **Architraves**. Again, even here you find mostly Manufacturers Information.

4. Finishes

The first file, **Project information**, includes a list of all the installed finishes only. In this file, you will also find Data or Product Sheets, including **Installation Instructions** covering **Sanitary Ware**, **Shower Screens**, **Ironmongery**, **Floors**, **Paints**, **Marble & Stone**.

SAMPLE



INTRODUCTION TO HOG

Homeowner's Guide provides you with useful information about your house, equipment, and essential emergency procedures.

It plays an important role to your house if anything goes wrong, or during emergencies, as it will guide you on what to shut off (isolate) or switch off to prevent further damage to your property.

Also during the maintenance, it easily guides the traders on where the equipment they came to look at is hidden, how to access it etc.

The photos make the whole process even simpler.

Please study your **Homeowner's Guide**; even though you might not remember everything written there, you will know for sure where to look.

For this house, we have created a Basic Homeowner's Guide, which shows only all essential equipment and mainly points to areas where certain equipment is hidden. Drawings are present only at the beginning of the Guide. We don't go into detail about which breaker to switch off.

In case of a major changes in the equipment, we are happy to update the Homeowner's guide during the years. You can find our contact information on the first page of this Introduction letter.