



# MAINTENANCE INSTRUCTIONS

TENANT MANUAL

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## How to take care of your home

It is important to us that you thrive in your home and that the maintenance of the apartment is as easy and manageable for you as possible. Here, you will find information on how to maintain surfaces, appliances, and furnishings, as well as general care tips for your home. You can find even more information [HERE](#)

If you have questions or need further information about maintenance, you are welcome to contact your customer representative on the property via the Min Balder app, visit the property office, or call Balder's customer service at 55 55 07 07.

When you move out one day, the property will be inspected by one of our inspection technicians. If we assess that there is damage or abnormal wear, you as the tenant, will be charged for the repair. This applies to both physical damage and odour nuisances, such as those from cooking, smoke, or pets.

You can find more detailed information about your rights and obligations as a tenant in your tenancy agreement.

### Kitchen

Your apartment is equipped with appliances owned by Balder. If faults occur due to normal wear and tear, the equipment will be repaired or replaced. If the fault is due to lack of maintenance, cleaning, or negligent use, you must cover the costs yourself.

If there are user manuals for the appliances in your home, we recommend reviewing them. If you have not received them, you can contact Balder's customer service and have them sent digitally.

#### Countertops

Wipe off stains and spilled water immediately. Use a clean cloth wrung out in lukewarm water. If needed, add a small amount of pH-neutral all-purpose cleaner. Corian countertops can be cleaned using a neutral pH (pH 7) cleaning agent.

#### Kitchen sink

Clean the sink with a damp cloth or sponge (e.g. Vileda) and a small amount of dishwashing liquid. If the sink is black, apply a small amount of cooking oil (such as olive oil) after cleaning, or use cleaning soap and conditioner from Micare.

If the stainless steel sink is heavily soiled, cleaning can be supplemented with a product such as the Intra Shining Kit. Descale the aerator on the tap using a product such as MinusKalk.

Never use wire wool, scouring pads, or similar, as they will scratch the surface.

If you experience problems with the drain, please do not dismantle the water trap. Instead, contact customer service or the property's maintenance technician.

### **Dishwasher**

You should always be home while the dishwasher is running, in case of leakage.

Do not open the machine before the programme is finished, as the hot steam can damage countertops and cabinet fronts.

The dishwasher should be descaled every 3 months using approx. ½ dl citric acid together with coarse salt in the salt container. Check and refill rinse aid. Run a programme at a minimum of 60°C.

- **Cleaning the dishwasher**

Clean the filters and spray arms a couple of times a year. Use machine cleaner and follow the instructions. Also, run the machine empty on high heat a few times a year to keep it efficient.

- **Applies only to Østerfælled Torv: Do you want a dishwasher installed?**

If you live at Østerfælled Torv, do not have a dishwasher, and want one, please contact Balder's customer service or the maintenance technician on your property. You may not install a dishwasher yourself.

### **Coffee machine and kettle**

Avoid placing them under wall cabinets, as the steam can damage the cabinets.

### **Fridge and freezer**

Clean the fridge regularly with a soft cloth and a little dish detergent.

#### **Automatic defrosting**

Clean the drain hole at the back of the fridge.

#### **Manual defrosting**

If your freezer does not have automatic defrosting, you should defrost it annually. Never use sharp objects – let the ice thaw naturally and remember to place a collector so the melted water does not run onto the floor.

### **Cabinets and doors**

Wipe with a microfibre cloth wrung out in lukewarm water or a multi-purpose cleaner suitable for laminated surfaces. Finish by wiping with a dry cotton cloth.

### **Hob**

Clean regularly. Burnt-on food residues are difficult to remove. Do not clean the hob

until it has cooled down sufficiently. Only use cleaning products suitable for ceramic and induction hobs.

### **Extractor hood**

Wash the hood and clean the grease filter at least twice a year – preferably more often.

Also clean the exhaust valve under the filter at the same time.

Filters can be cleaned in the dishwasher.

### **Oven**

Light dirt can be removed with warm water and dish soap or a vinegar solution. Use oven cleaner only on enamelled surfaces.

Make sure to remove all cleaning agents before use.

Replacing the oven bulb is your own responsibility.

## **Bathroom**

- **Shower enclosure**

Keep clean with a squeegee after each shower. Clean with a soft cloth and universal cleaner.

- **Floor drain**

Remember to regularly clean the water trap in your floor drain. Remove the grate, lift the water trap, and clean it thoroughly so the drain does not clog.

### **Tiles**

Clean with water and a multi-purpose cleaner. Remove limescale with a mild limescale remover suitable for bathrooms and/or tiles. Protect the grout and tiles by rinsing with water beforehand.

### **Washing machine and dryer**

We recommend that you are at home while the machines are in use. Avoid overdosing detergent and fabric softener, and clean the filter and condenser as needed.

Clean the door seal regularly. Descale the washing machine every three months by adding one tablespoon of citric acid to the detergent compartment, optionally together with cleaning cloths placed inside the machine. Run a wash cycle at a minimum of 60°C.

For condenser tumble dryers, the filters must be cleaned and the water container emptied after each drying cycle.

### **Spots in the bathroom**

Replacing defective bulbs in bathroom spots is your own responsibility.

### **Walls and ceilings**

We paint and wallpaper regularly, but you are also welcome to do the work at your own expense. Contact us first and ensure that the work is carried out correctly. Upon moving out, you may be required to remove or rectify inappropriate renovations.

### **Smoke detectors**

Smoke detectors are an important safety element and give you extra time to evacuate in case of fire.

Balder ensures functioning smoke detectors upon moving in, but you are responsible for testing and changing the battery regularly. If you are missing a smoke detector, please contact customer service at tel. 55 55 07 07.

### **Drilling and mounting**

When you want to drill into the walls, please be mindful of electrical outlets. We recommend a distance of 15 cm from the outlets.

Never drill into the wall to or the walls in the bathroom.

Follow our drilling guide here: [Link](#)

### **Tiled walls**

Clean with water, brush, and scouring pad.

### **Painted walls**

Be careful when cleaning – especially matte walls. Use a mild cleaning agent and a lightly dampened cloth.

Immediately remove stains with a sponge, and wipe with clean water. Use an eraser on skirting boards and door frames if necessary.

Painted walls can be cleaned using a damp “magic sponge” (melamine sponge). Cloths and cleaning products may leave marks instead of removing stains.

## **Floors**

Protect the floors with felt pads on your furniture. Avoid using plastic mats under office chairs, as they can damage the lacquer and the floor; instead, use chairs with rubber wheels or place a rug underneath. When moving or rearranging furniture, it is recommended to use rugs or felt pads to protect the floor.

### **Laminate and parquet floors**

Vacuum regularly and use a lightly dampened flat mop (other mops may retain too much water). Avoid excess water, as it can damage the floor.

### **Wooden floors**

Vacuum regularly and clean using a lightly dampened flat mop (other mops may retain too much water). Remove dirt promptly. Maintain a consistent temperature (approx. 20°C) to prevent cracking. Clean only with very warm water and use wood floor soap approximately every third time.

## **Balcony, terrace, and outdoor area**

Maintenance of balconies, terraces, and tiles is your own responsibility.

If it is windy, we recommend that you close the balcony or terrace door completely, as the door, brake, and lock can otherwise be damaged.

### **General information about the balcony**

In strong winds, always close the balcony or terrace door completely.

When watering plants, we recommend using as little water as possible out of consideration for your neighbours.

Do not store items on the balcony that can cause water accumulation.

If flower boxes are placed on the balcony floor, they must be raised on supports so that water can drain freely.

If holes are drilled in the bottom of flower boxes, discolouration of the surface may occur.

Do not use road salt on the surfaces – instead, use the de-icing agent urea.

### **Balcony maintenance**

Clean your balcony at least once a year. Remove leaves and other debris. Use clean water and a brush.

Wipe the railing and guard with a wrung-out cloth.

Washing for algae accumulation can be done with a suitable cleaning agent.

### **Door hinges, sliding tracks, and locking mechanisms**

Must be lubricated annually and kept free of dust and dirt.

A Teflon-based PTFE lubricant must be used (do not use regular oil).

### **Wind screen**

If you wish to install a wind screen on your balcony or terrace, please contact the customer representative for your property. The screen must be approved by Balder.

### **Pests**

If you have seen a rat, you are legally required to report it to the municipality immediately. This must be done digitally, typically through Borger.dk or your municipality's website. The municipality must be notified by the person who observed the rat.

### **Grills**

Barbecuing is only permitted using gas or electric grills on balconies or terraces. If you live in a property with a shared barbecue area in the courtyard, please use that facility.

## **Heating**

Please note that Balder's apartments can be heated to a maximum of 25 degrees. The system cannot deliver higher temperatures.

### **Underfloor heating**

Set the thermostat to the desired temperature – we recommend 21 degrees. The thermostat then maintains the temperature and automatically turns on if it gets colder.

### **Radiators**

Set the thermostat to level 3 for about 21 degrees in the room. Check that the thermostats are not blocked by furniture or curtains if the heat seems low.

### **Technical room**

In your technical room, where all water and heating installations are located, there is a moisture alarm at the bottom. The alarm will beep constantly if there is a leak. If it beeps about once a minute, it means the battery is running low and needs to be replaced. It is your responsibility to replace the battery.

It is not permitted to use the technical room for storage.

If you have a ventilation system, it is also located in the technical room. You are responsible for changing the filters when Balder delivers them to you once a year.

### **Emergency issues**

in case of an urgent problem at the property or in your apartment outside normal working hours, you can call Balder's emergency hotline at 70 20 00 92.