



RENAISSANCE

MANUKA

Project: Renaissance Stage 2, Manuka

Builder: MPG Constructions Canberra Pty Ltd

RENAISSANCE

OPERATION AND MAINTENANCE MANUAL



[Milestone tiling – Tiling and Waterproofing]

Document Prepared by: Milestone Tiling

Revision	Date	Description	Prepared	Authorised
1	10/08/2022	Tiling and Waterproofing O&M Manual	Jennifer	Joe

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HOW TO GUIDE – Operations and Maintenance Manual

1.0 Introduction

2.0 Help & Contact

Contact Person

Contact person for the Subcontractor and key suppliers names and contact persons.

Location of Business

Physical known address of Subcontractor and Suppliers

Emergency and After Hours Contact

Contact person for the Subcontractor and key suppliers names and contact persons.

Post Warranty Contacts

Contact person for the Subcontractor and key suppliers names and contact persons.

3.0 Maintenance

Fill out the Lot Maintenance Schedule showing the years' worth of maintenance.

- What needs maintaining
- How it needs to be maintained
- Who is responsible for maintaining
- How often should maintenance / replacement occur

4.0 Cleaning Instructions

Cleaning instructions from Subcontractor or manufacturer including brand names, methods, equipment type.

5.0 Operations & Tech Data

Schedules and Specifications

Manufacturer's specifications for the products installed

Packing Lists

Where items are delivered in a kit form provide the packing list(s)

Product Handbooks

Where a manufacturer provides a handbook or user guide place these in pdf form here.

6.0 Warranties

Warranties Register

A specific register for the Subcontractor's scope of works for the product warranties.

Product Warranties

Pdf copies of the executed and registered warranties with the manufacturer listing the Asset Owner as the beneficiary

7.0 Certificates

Certificate Overview

Describe in words what products or elements of the Subcontractor's scope requires certification including Form 15/16's

Certificates and Performance Testing

Finalised Form 15/16s will be filed here, as will other test certificate such as those created during commissioning



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8.0 Commissioning Information

Commissioning QA

File here items suchlike ITPs from commissioning, Checklists signed off etc.

Independent Inspection QA

File here ITPs and/or Checklists produced by parties such as ICA and Consultants

Offsite and 3rd Party Information

File here any information / FAT testing certs, pre-commissioning on offsite assembled or manufactured items such as MSB,DB, Control Boards.

9.0 Spares

List of Spares

List of Spares formally handed over at Completion that are not used in bringing the works to Completion and as per Subcontract quantities.

Receipt of Spares

Formal signed document listing spares accepted by and the spares handed over.

Reordering Information

Provide details easily usable for the re-ordering of those spares provided complete with contact details.

10.0 As Built Drawings

List of As-Built drawings with up-revisions to reflect any redlines made on site in final CAD produced drawings and documents.



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1.0 Introduction

Renaissance (Stage 1) is located on Block 23 Section 39, Griffith ACT and is a development comprising of two levels of basement car parking (class 7a) and 93 residential units over Ground level to level 5 (class 2).

Help & Contact

Contact Person and Details	KJ Park 02 6242 8166
Location of Business	2/22 Winchcombe court Mitchell ACT 2911
Emergency and After Hours Contact	KJ Park 0401 017 580
Post Warranty Contacts	Ardex Australia

2.0 Maintenance

Not Applicable for This Trade

3.0 Cleaning Instructions

Not Applicable for This Trade

4.0 Operations & Tech Data

- a. How to Operate and Use
Not Applicable for This Trade
- b. Schedules and Lists
Not Applicable for This Trade



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5.0 Product Handbooks from Third Parties

PRODUCT LIST	DESCRIPTION	SUPPLIER/ MANUFACTURER	APPLIED AREA
Ardex x10	Floor tile adhesive	Ardex Australia	Wet area Floor tile
Ardex MPP	Wall Tile adhesive	Ardex Australia	Wet area Wall tile
Davco Supamastic	Wall Feature tile adhesive	Davco	Wet area feature wall tile
Mape Keraflex Maxi	Floor Tile adhesive	Mapei	Kitchen Floor Tile
Ardex WPM002	Waterproofing Material	Ardex Australia	Internal and External wet area
Ardex Multiprime	Waterproofing Material	Ardex Australia	Internal and External wet area
Mapei Keracolor 110	Floor tile Grout	Mapei	Blanc and Luxe color scheme Wet area floor tile Lift lobby, lift car and Garbage floor tile
Mapei Keracolor 114	Floor tile Grout	Mapei	Noir Scheme Wet area Floor Tile
Mapei Keracolor 100	Wall Tile Grout	Mapei	Wet area Wall tile
Soudal all purpose silicone Grey	Floor tile Silicone	Soudal	Blanc and Luxe color scheme Wet area floor tile Lift lobby, lift car and Garbage floor tile
Soudal all purpose silicone Pewter	Floor tile Silicone	Soudal	Noir Scheme Wet area Floor Tile
Soudal all purpose silicone Brilliant White	Wall tile Silicone	Soudal	Wet area Wall tile
Aquamix Sealers Choice Gold	Stone Sealer	Custom Building Products Technical Services	Unit 1 Balcony Travertine



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6.0 Warranties

6.1 Warranties Register (register of attached Warranties)

PRODUCT	WARRANTOR	WARRANTY PERIOD	WARRANTEE
Waterproofing	Ardex Australia	10 years	Morris Property Group

6.2 Product Warranties

Ardex Waterproofing Warranty

7.0 Certificates

a. Certificate Overview

- i. Waterproofing Certificate for Internal Wet areas
- ii. Waterproofing Certificate for Balconies

b. Certificates and Performance Testing

Not Applicable for This Trade

8.0 Commissioning Information

7.1 Commissioning QA

Not Applicable for This Trade

7.2 Independent Inspection QA

Not Applicable for This Trade

7.3 Offsite and 3rd Party Information

Not Applicable for This Trade

9.0 Spares

9.1 List of Spares

Not Applicable for This Trade

9.2 Receipt of Spares

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9.3 Reordering Information

Not Applicable for This Trade



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10.0 As Built Drawings List

Not Applicable for This Trade



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Appendix 1 – Copies of Product Warranties



ARDEX, a company that has been in business for over 70 years and specialises in floor levelling, waterproofing, tile adhesives, tile grouts, and floor finishing adhesives and tools, guarantee that products within the group will perform as advertised for a period of not less than 10 YEARS when installed and used in accordance with their instructions and legislative requirements.

ARDEX Australia Pty Ltd warrant that, when installed in accordance with manufacturers recommendations and instructions for use and to regulatory requirements and standards, their products will perform as claimed in the relevant published data when installed to a structurally sound substrate surface. ARDEX' liability under this warranty excludes damage to the product after installation by any external factors that are beyond the control of ARDEX including, but not limited to; building movement, design defects, earth tremor or other seismic disturbance, land slip, fire or flood.

The **SYSTEM ARDEX** Warranty includes subsidiary brands of ARDEX, DTA and Nexus Adhesives. This Guarantee is effective for a period of ten (10) years from the purchase date of the product and covers only the cost of the materials. Failure to follow the ARDEX recommendation and/or instructions or any deviation from legislative regulations and standards shall render this guarantee null and void.

Failure to follow the ARDEX recommendations and/or instructions or any deviation from legislative regulations and standards shall render this Guarantee null and void. The terms of this guarantee are set out over the page.

Fabian Morgan
Managing Director
ARDEX Australia Pty Ltd



Area 1 - Internal Wet Areas

Products:

ARDEX Multiprime

ARDEX WPM 002

ARDEX Product Used (Façade Coatings) 1

Substrate:

Concrete, Sand Cement Screed -

Area: 880m²

Area 2 -Balconies

Products (if blank, please ignore):

ARDEX Multiprime

ARDEX WPM 002

ARDEX Product Used (Façade Coatings) 2

Substrate:

Concrete -

Area: 903m²

Area 3 -

Products (if blank, please ignore):

ARDEX Product Used (Façade Coatings) 3

Substrate:

-

Area: m²

Project: Renaissance Apts

Address: Block 6 Section 43, Griffith, 2680, ACT

Installer: Milestone Tiling - Kwang Yong CHO

Date Completed: 11/08/2022





Conditions:

1. This Guarantee is given by Ardex Australia Pty Ltd (ABN 82 000 550 005) of 7 /20 Powers Road Seven Hills NSW 2147 (ARDEX). To make a claim under this Guarantee please call us on 1800 224 070, email us at technical.services@ardexaustralia.com or write to us at the above address.
2. ARDEX must be notified in writing within 30 days of the initial detection of any alleged defect or other failure of a product (being a product which is comprised in a Ardex System) (Product) for which a claim under this Guarantee is made and must be given a reasonable opportunity to inspect and assess the alleged defective Product.
3. A claim under this Guarantee must be submitted in writing to ARDEX together with a copy of this Guarantee, satisfactory evidence of the original purchase of the Product and information as to the date on which the alleged defect or failure was first detected.
4. If ARDEX is satisfied that this Guarantee applies it will, at its cost and at its option:
 - (a) repair or replace the Product with the same or an equivalent product;
 - (b) repair any damage to the immediate surface or covering material to, on or below which the Product was applied or installed, such repair to include the cost of any goods or materials directly associated with such repair or replacement; or
 - (c) pay the cost of any such repair or replacement, but ARDEX will not pay the labour or any other costs associated with the dismantling and reassembly of any structure on or in which the Product has been installed or applied.
5. The cost of any site visit which is requested or which ARDEX considers necessary to consider a claim under this Guarantee and which does not reveal any breach of this Guarantee must be paid for by the party making any such claim. The costs of any such visit will be at the trade consultancy rates generally charged by ARDEX and applicable at the time of the site visit and may include any further costs ARDEX or its authorised representative necessarily incurs in undertaking any such site visit.
6. This Guarantee only applies to a Product if:
 - (a) it is used in a proper and professional manner and is stored, handled and installed or applied strictly in accordance with ARDEX's current Instructions For Use for the Product and any written recommendations published by ARDEX for its installation or application;
 - (b) it is installed or applied by an ARDEX approved installer to a structurally sound and correctly prepared substrate/background and such substrate/background, together with surrounding or adjacent surfaces, has remained stable and sound;
 - (c) no other product or material has been added to or used in conjunction with the Product or the Ardex System of which it forms part, unless specified or otherwise approved by ARDEX;
 - (d) it is allowed sufficient time to cure within the recommended period specified on ARDEX's current Instructions for Use for the Product; and
 - (e) ARDEX has received full payment for the Product.
7. This Guarantee does not apply in respect of any defects or failures due to or arising from:
 - (a) the failure to follow any published instructions for use or other procedures recommended by ARDEX for the installation or application of the Product (including in relation to its suitability in particular environments or applications);
 - (b) any act or circumstance beyond ARDEX's control including, without limitation, subsidence, dynamic structural building movements, earth tremors, fire, flood or vandalism;
 - (c) any design defect or structural failure of any framework or material in or on which the Product has been installed or applied and which was not supplied by ARDEX;
 - (d) the faulty workmanship of any person other than ARDEX, including the applicator or installer of the Product;
 - (e) exposure to chemical and corrosive agents, fumes, liquids or solids; or
 - (f) indentations due to point loads or overstated resistance (in each case beyond specified tolerances).
8. Liability for the breach of this Guarantee does not include liability for:
 - (a) any economic, indirect or consequential loss, including loss of profits and damage to other goods, any building or other structures for which specific provision is not made in this Guarantee;
 - (b) any damage to or the failure of other building components and products such as drains, flashing materials or fasteners; or
 - (c) discolouration or other damage to the Product or the surface in or on which it has been installed or applied affecting only the aesthetic qualities of the Product or that surface unless ARDEX has specifically represented that the Product or that surface will retain its colour or particular aesthetic qualities.
9. No representative of ARDEX or any reseller, installer or applicator of the Product has authority to make representations or promises in relation to the Product except as expressly set out in this Guarantee or in material or other data published by



ARDEX.

10. ARDEX acknowledges that certain legislation in Australia, including the Australian Consumer Law, provides consumers (as defined in the Australian Consumer Law) with guarantees and rights which cannot be excluded, restricted or modified or which may in certain cases only be modified or restricted to a limited extent. Nothing in this Guarantee excludes, restricts or modifies, or is intended to exclude, restrict or modify, any guarantee, condition, warranty, right or liability implied or mandated by law (including any guarantee, condition, right or liability imposed under the Australian Consumer Law) which cannot lawfully be excluded, restricted or modified.
11. To the extent permitted by the Australian Consumer Law, ARDEX's liability for goods or services supplied to a consumer that are not of a kind ordinarily acquired for personal, domestic or household use or consumption is limited, at ARDEX's option, to any one or more of the following:
 - (a) in the case of goods, the replacement, repair or payment of the cost of replacement or repair of the goods; and
 - (b) in the case of services, supplying the services again or payment of the cost of having the services supplied again.
12. This Guarantee supplements any express warranty or guarantee ARDEX has separately provided to a claimant and which is set out on the labelling or packaging of the Product or in ARDEX's current Conditions of Sale. Except as expressly stated or referred to in such express warranty or guarantee or in this Guarantee, there are no other warranties, guarantees or conditions or other terms that bind ARDEX nor will ARDEX otherwise be liable in contract, tort (including negligence) or otherwise for any loss, damage, cost or expense of any kind relating to the subject matter of this Guarantee.
13. This Guarantee is governed by the laws in force in New South Wales.





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Appendix 2 – Copies of Certificates and Performance Testing



MILESTONE TILING ABN: 51113039080

WET SEAL CERTIFICATE

Date **01/Jun/22**
Document No **MTT1595WP01**

To whom it may concern

Licence No: **003089**

Re: Certificate for waterproofing wet areas

Address: Stage 2 BLOCK 6 SECTION 43 GRIFFITH ACT

I would like to certify the wet floor areas: Level 1-4 5 total 30units - Ensuits, Bath & Laundry

have been water proofed in accordance with AS 3740-2010 and NCC 2019, Clause F1.11 of the

BCA2019 requirements at Stage 2 BLOCK 6 SECTION 43 GRIFFITH ACT

Product list Ardex WPM002 Liquid and Powder

Ardex Multiprime

Please do not be hesitant to contact me on 02 6242 8166, if you need further information or any additional queries.

Yours respectfully

Kyang Yong CHO

Director
Milestone Tiling



MILESTONE TILING ABN: 51113039080

WET SEAL CERTIFICATE

Date 31/Jul/22
Document No MTT1522WP02

To whom it may concern

Licence No: 003089

Re: Certificate for waterproofing wet areas

Address: Stage 2 Block 6 SECTION 43 GRIFFITH ACT

I would like to certify the wet floor areas: Level 1 to 4 Total 30 units Balconies & Courtyards
have been water proofed in accordance with AS 4654.1 & 2-2012 and Part F of Volume 1 of the BCA
Requirement for material use and installation at

Stage 2 Block 6 SECTION 43 GRIFFITH ACT

Product List Ardex WPM002 Liquid and Powder

Ardex Multiprimer

Please do not be hesitant to contact me on 0262428166, if you need further information or any additional queries.

Yours respectfully

Kwang Yong CHO
Director
Milestone Tiling



MILESTONE TILING ABN: 51113039080

WET SEAL CERTIFICATE

Date **01/Jun/22**
Document No **MTT1522WP01**

To whom it may concern

Licence No: **003089**

Re: Certificate for setting falls to floor waste

Address: BLOCK 6 SECTION 43 GRIFFITH ACT

I would like to certify the shower floor areas: Level 1 to 4 total 30units - shower floor area only in Baths and Ensuits have been set falls to floor waste in accordance with AS 3740-2010 requirements at **BLOCK 6 SECTION 43 GRIFFITH ACT**

Please do not be hesitant to contact me on 02 6242 8166, if you need further information or any additional queries.

Yours respectfully

Kwang Yong CHO

Director
Milestone Tiling

RIVOLAND

THE REGION'S LARGEST TILE STOCKIST

MAINTENANCE/CLEANING GUIDE PORCELAIN/CERAMIC TILES (NOT SUITABLE FOR NATURAL STONE)

To Remove Grout Haze after completion of Job:

1. Use **Aquamix Cement Grout Haze Remove** (available from Rivoland Tiles) diluted 50/50 with water. Apply with a mop, let the product dwell on surface for 5-10 minutes
2. Agitate with a course pad or broom. **Do not allow product to dry on tiles.**
3. Rinse twice, thoroughly with clean water. **Do not allow floor to dry naturally.**
4. Use towels or rags to dry floor thus picking up any excess residue.
**** It is recommended to only do a small area at a time to avoid drying ****

For Removal of Adhesive or Silicon on Tiles:

1. Use **Aquamix Sealer & Coating Remover**, and apply as per above

For Regular Cleaning & Maintenance:

1. Mop or vacuum surface of the tiles on a regular schedule.
2. **Aquamix Concentrate Stone & Tile Cleaner**, is highly recommended for regular cleaning applications.
3. Apply and wipe over the surface with the use of a sponge or mop. Rinsing is not necessary.
4. Allow the cleaned area to dry before permitting pedestrian passage.
5. If the tile is an unglazed porcelain tile, application of a penetrating sealer will assist in the general maintenance of tiles.

For Removal of Stubborn Mark or Stains:

1. Wipe off dust from the surface of the tiles.
2. Depending on the tile, use either **Aqua Mix Concentrated Stone & Tile Cleaner**, **Aqua Mix Heavy Duty Tile & Grout Cleaner**, **Aqua Mix Sealer & Coating remover** or equivalent.
3. Follow manufactures instructions on the above products.










NOTICE:

- Any spillage of tea, coffee, paint, permanent marker, hair dye, nail polish and the like on the tiles must be immediately cleaned to prevent severe staining. It is possible that these substances may leave a light mark or slight discoloration on the tiles if leftover for a long time.
- It is not advisable to use hydrochloric acid solution or its compound for cleaning
- Do not use metal tools to scrape the dirt from the surface of the tiles.

** Cleaning and maintenance program depends essentially on the density of traffic, the condition of the surrounding area where the tiles are installed and the nature of dirt to which the floors or walls are exposed. Thus, routine cleaning and maintenance must be performed according to specific requirements

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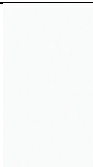


Renaissance Stage 2

Scheme 1 - Blanc			
Item	Tile	Supplier P/C	
Wet Area Floor Tiles	Classic Ghiaccio Matt 600x600	MA0024	
Wet Area Wall Tiles	Gloss white Rectified 300x600	CTW003	
Bathroom Hob	Finger white Gloss 22x145	JAW197	
Wet Area Feature Wall Tiles	Classic Ghiaccio Matt 600x600	MA0024	
Scheme 2 - Luxe			
Wet Area Floor Tiles	Classic Ghiaccio 600x600	MA0024	
Wet Area Wall Tiles	Gloss white Rectified 300x600	CTW003	
Bathroom Hob	Finger white Gloss 22x145	JAW197	
Wet Area Feature Wall Tiles	Classic Ghiaccio Matt 600x600	MA0024	
Scheme 3 – Noir			
Wet Area Floor Tiles	Deluxe Dark Matt 600x600	MA0024	

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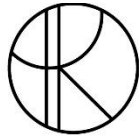
Wet Area Wall Tiles	Gloss white Rectified 300x600	CTW003	
Bathroom Hob	Finger white Gloss 22x145	JAW197	
Wet Area Feature Wall Tiles	Deluxe Dark Matt (Pietra Grigio Matt) 600x600	MA0025	
Outdoor			
Balcony		MAR817	Sienna L/Grey
Custom Scheme			
Unit 10	Retro Bianco Matt 595x595	VF0003	Wet Area Feature Wall Tiles
Unit 28	Crystal White 600x600	LEA037	Floor & Wall Tiles
Unit 1	Trav Classic 30mm 406x406	DMT046	Travertine - Outdoor

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END OF OPERATIONS AND MAINTENANCE MANUAL