

1. Manholes within my property. What are these for?
In the garage area there is one manhole cover for the sewer line, one manhole cover for the water tank and one manhole cover for the water pumps and associated electrical control panel. Additionally, there is one manhole in the front garden (Villas) or main entrance at the gate (Townhouses) for the DU services. Lastly, there may be a manhole in the garden area adjacent to your neighbour's garage wall. This is an additional sewer line manhole.

2. In the garage area there are 4 electrical isolator switches on the wall. What are these for?
These are the isolators for the pumps in the underground pump room for the water tank (refer to picture 1 & 2 to your relevant zone). These switches must remain ON AT ALL TIMES. The exhaust fan only needs to be turned on when working in the pump room. *Please note that for some properties the water tank and pump rooms are located in the back of the property near the boundary walls.



Zone 1
4 electrical isolators on the garage wall



Zone 2
4 electrical isolators on the garage wall

Picture 2

Also it is important that the RCD's (residual circuit breakers) and MCB's (miniature circuit breakers) controlling all aspects of the pump room should be in an operational state. Please refer to picture 3. This is to keep the circulation pump running in your water tank, as failure to do this may cause the water to stagnate which may cause health issues.

Zone 1 & Zone 2
MCB's should be operational and turned 'on'.



Picture 3

Pump room is in garage under 1st manhole next to side back wall

If the alarm should ever sound in the pump room this indicates that water may have entered the pump room and the sump pump is operating. The following procedures should be implemented immediately:

- Go directly to the water meter box located on the boundary wall and close the valve inside it. (Refer to pictures 4 & 5 depicting the valve in the 'on' and 'off' positions)

Zone 1 & Zone 2
Water Supply Valve in 'On' position



Picture 4

Zone 1 & Zone 2
Water Supply Valve in 'Off' position



Picture 5

- In the event there is a major water leak from the ceiling or burst pipe what shall I do? If there is a major water leak, go directly to the water supply isolators (either located in the garage or back yard water tank) and turn the 'booster pump' switch to the 'off' position (refer to picture 1 & 2)

- There is a yellow pipe running alongside the garage wall. Can I paint this the same colour as the wall? No. This is the GAS supply pipe and has been painted this colour as per International and JAFZA regulatory requirements. The colour of the gas pipe must not be changed. The same applies for the yellow gas pipe in the kitchen area.

- How are the fire alarms operated? Do they run on batteries? What do I do if the fire alarms are activated accidentally? The fire alarms are mains powered with battery backup. The fire alarm fitted in the kitchen is also fitted with a heat detection sensing device. After activation, the fire alarms will reset once the area has been cleared of smoke.

If the fire alarm batteries need to be changed, the specific fire alarm will start beeping periodically with a flashing red light indicating this. The owner/tenant must change the batteries

In the event that the fire alarm is accidentally activated, please refer to the below procedures:

- Identify the fire alarm which is activated which has a red light flashing from the fire alarm.
- Turn the fire alarm anti-clockwise.
- Pull down the fire alarm until you can see the fire alarm connected to a wire from the ceiling.
- Remove the wire connecting to the fire alarm to the ceiling.



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- Remove the cover of the fire alarm and remove the battery from the fire alarm.
- The fire alarm will stop.

IMPORTANT NOTE: It is important that if the owner/tenant disconnects the fire alarm, they must reconnect it to ensure the fire alarms are working in the future. Nakheel will not be liable for any loss or damages caused if the owner/tenant fails to reconnect the fire alarm. Please also note, false activation of the fire alarm may be due to dust.

To clean and reconnect the fire alarm, please refer to the below procedures. -

- Follow cleaning procedures as advised by supplier's *Gentex Technical Bulletin No. 2.
- Reconnect battery to the fire alarm.
- Follow testing procedures as advised by supplier's *Gentex Technical Bulletin No. 3.
- Reconnect the wire connecting the fire alarm.
- Lift the fire alarm to its original position on the ceiling.
- Turn the fire alarm clockwise.
- The fire alarm should be affixed to the ceiling.

*Technical Bulletins can be downloaded from the Nakheel Communities web portal.

Please also refer to the procedures provided by the supplier in regards to retest the fire alarm after re-connection. Also the fire alarm may need to be cleaned before it is installed. For more information regarding the maintenance of the fire alarms, cleaning of the fire alarms and other trouble-shooting issues please refer to the attached technical bulletins from the supplier Gentex.

As noted previously, dust may sometimes cause the fire alarms to be falsely activated. If you have not occupied the property for sometime and are cleaning the villa/townhouse or carrying out internal building modification works, it is recommended that you put a protective cover around the fire alarms to prevent dust from entering the fire alarm and accidentally activating them. Call outs will not be attended to regarding false activation of the fire alarms due to internal building modification works. It is up to the owner/tenants contractor to then isolate the fire alarms when it is falsely activated caused by internal building modification works.

6. How do the A/C units operate? What are the control features of the A/C units?

Please refer to the enclosed publications from the a/c supplier regarding the operation and control features of the a/c units. For the respective a/c units for your property, please refer to the below:-

- Zone 1 – Trane (Remote Control Thermostat Manual)
- Zone 2 – Carrier (Remote Control Instructions for FB4A units)

Note: If the a/c is in key lock mode it will need to be unlocked (refer to operation and control features).

7. Why are the Low Voltage lights covered in the kitchen and not in the living area?

Lights fittings in the kitchen are IP55 rated for protection from steam.

8. How do I connect to gas for my property?

Customers requesting for Gas Service connection should call Loothah BC Gas 24/7 Call Centre on 800 5224 (toll free). If you have connected with an alternative gas supplier you will need to switch to Loothah BC Gas.



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9. If I smell gas, how do I isolate the gas supply?

The gas supply to the property is fitted with an alarm which will automatically isolate the gas supply from outside the property if there is a gas leak. The gas supplier (Loothah BC Gas) should be called to check for leaks and they are responsible for resetting the gas alarm sensor or replacing it if it is faulty. There is also a GAS switch located in the hallway besides the kitchen which will isolate the gas. In case of an emergency or any gas related issue you should contact Loothah BC Gas on: 800 5224 (toll free)

10. How does the TV, phone and internet work?

The property has been cabled with CAT5e cable to suitable locations. The cables are centrally patched into the DU cabinet located in the maids room (Villas) and store (1 bedroom Townhouses). From the DU cabinet it is possible to move all connections to alternative locations once connection has been activated by DU. Contact detail of DU: 04 391 0000.

11. Throughout the property there are access panels built into the ceiling. What are these for?

Access panels have been fitted for maintenance purposes (e.g. AC systems, water valves) and for general access to the roof. The access panel to the roof is hinged and requires a push up to open and vice versa for closure. Also it is recommended for the townhouse access panel/hatch to the roof to install a lock for security purposes.

12. Are ceiling light fixtures in the living room, dining, bedroom and balcony areas included?

These lighting fixtures are not included and it is the owner/tenant's choice to fix their desired lighting fixture. Installation of the lighting fixtures is the responsibility of the owner/tenant.

13. Can the fire extinguishers at the ground floor and first floor be removed or relocated?

No. The location of the fire extinguishers have been approved by JAFZA and can not be removed or relocated.

14. I have just received handover of my property. Who is responsible for cleaning the property and water tank?

At the time of handover of your property (on the expiration of the 30 day notice period) a general clean is carried out after the snagging of the property has been completed. The property will only be cleaned once at the handover date. If you occupy or rent your property at a later date, then it is the responsibility of the owner/tenant to clean the property thereafter.

The water tank at the time of handover of your property (on the expiration of the 30 day notice period) is cleaned and disinfected. It is important to keep the circulation pump running in your water tank (refer to question 2) as failure to do this may cause the water to stagnate which could cause health issues. It is therefore the responsibility of the owner/tenant to flush out the water tank and refill it prior to occupying the property if they are planning to occupy or rent the property at a later date than the handover date of your property.

15. If going on vacation or away for a long period of time is there any important items to do?

The following are some important items to carry out prior to going on vacation or away from your property for a long period of time. -

- Ensure the sump pump and circulation pump are 'on' and operating. Refer to question 2 for more details.
- Isolate and shut 'off' the main gate water supply valves in the property
- Switch 'off' all the water heaters and gas supply in your property.



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- It is suggested that if on vacation during the summer months to operate your AC and set the AC on low fan speed and temperature at 28 degrees.
- Ensure your property is secure and locked. This includes securing any valuable items in the garage. It is the owners/tenants responsibility to secure such items and Nakheel will not be held responsible for any loss or damage.

IMPORTANT NOTES

Periodic checks of your property

It is strongly advised that owners ensure they carry out periodic checks of their property if it is not their intention to move in or rent the property immediately to ensure any DLP issues are identified as soon as possible. Failure to report and log in DLP issues may result in consequential damages and may void DLP.

Community Management

For any community related matters please refer to the Nakheel communities web portal -

<http://communities.nakheel.com/portal/site/namcommunities>

Or alternatively e-mail Community Management -

JV.Community@nakheel.com

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