

Home Maintenance Guidelines

EMAAR

As a property owner, it's important to care for your home to keep it in great condition.

In this document, we'll share practical tips to help you protect and maintain your home, ensuring it remains a safe and comfortable haven for you and your family.

بصفتك مالغًا للعقار، من المهم العناية بمنزلك للحفاظ عليه في حالة ممتازة.

في هذا الملف، سنشاركك نصائح عملية لمساعدتك على حماية منزلك وصيانتته، لضمان بقائه مسكنًا آمنًا ومريحًا لك ولعائلتك.

1. Regularly Clean Floor Drain, Drainage:

- Make it a habit to clean your drains and gutters regularly.
- Remove debris like leaves, twigs, or dirt to avoid blockages.
- Refrain from disposing of items down the drain.

1. قم بتنظيف مصارف الأرضيات ونظم الصرف بانتظام:

- اجعل تنظيف المصارف والمزاريب عادة منتظمة.
- قم بإزالة المخلفات مثل الأوراق والأغصان أو الأوساخ لتجنب الانسدادات.
- تجنب التخلص من الأشياء في المصرف.

2. Safeguard Against Moisture Intrusion:

- Engage certified professionals for thorough inspections of the roof, ceiling, facade. Doors and Windows.
- Address vulnerabilities or damages to prevent leaks, moisture, and structural issues.

2. الحماية من تسرب الرطوبة:

- استعن بمحترفين معتمدين لإجراء فحوصات دقيقة للسقف الداخلي والخارجي، والواجهات، والأبواب والنوافذ.
- عالج نقاط الضعف أو الأضرار لمنع التسربات والرطوبة والمشاكل الهيكلية.

3. Examine Ceilings and Windows:

- Promptly repair any damaged windows, roofs, or ceilings.
- Replace broken tiles or seals as needed.
- Seal gaps around windows and ceilings with weatherproof sealant.

3. افحص الأسقف والنوافذ:

- قم بإصلاح النوافذ أو الأسقف الداخلية أو الخارجية التالفة فورًا.
- استبدل البلاط المكسور أو المواد العازلة حسب الحاجة.
- اغلق الفجوات حول النوافذ والأسقف باستخدام مادة عازلة مقاومة للطقس.

4. Ensure Proper Ventilation:

- Ensure your villa has good ventilation to reduce humidity and mold growth.
- Use exhaust fans in bathrooms and kitchens, and open windows when possible.

4. تأكد من وجود تهوية مناسبة:

- تأكد من أن الفيلا بها تهوية جيدة لتقليل الرطوبة ونمو العفن.
- استخدم مراوح الشفط في الحمامات والمطابخ، وافتح النوافذ عندما يكون ذلك ممكناً.

5. Check Air Conditioning Systems:

- Service and inspect air conditioning units regularly for optimal performance and drainage.
- Clean air filters and outlets as needed.

5. تفقد أنظمة تكييف الهواء:

- قم بعمل الصيانة الدورية وفحص وحدات التكييف بانتظام لضمان الأداء الأمثل والتصريف.
- نظف فلاتر ومخارج الهواء حسب الحاجة.

6. Check Electrical Systems:

- Avoid overloading electrical outlets.
- Check for burn marks, electrical tripping, exposed wiring, or damage.
- Consult an electrician to fix issues promptly.

6. تفقد الأنظمة الكهربائية:

- تجنب تحميل منافذ الكهرباء فوق طاقتها.
- تحقق من عدم وجود علامات حروق، أو تذبذب للكهرباء، الأسلاك المكشوفة، أو أي أضرار أخرى.
- استشر كهربائيًا لإصلاح المشاكل فورًا.

7. Assess Water Heaters:

- Inspect water heaters for leaks, corrosion, and sediment buildup.
- Perform maintenance like tank flushing to maintain efficiency.
- For long breaks in summer, turn off electrical backup for appliances.

7. تقييم سخانات المياه:

- افحص سخانات المياه للتأكد من عدم وجود تسريبات أو تآكل أو تراكم للرواسب.
- قم بأعمال الصيانة مثل تفريغ خزان المياه للحفاظ على الكفاءة.
- خلال العطلات الصيفية الطويلة، أطفئ الدعم الكهربائي للأجهزة.

8. Mindful Landscaping :

- For horizontal projects, trim trees and shrubs to prevent branches from rubbing against windows or roofs. Overhanging branches can block drainage.
- Implement pest control to preserve hygiene and structure.

8. تنسيق الحدائق بوعي:

- للمشاريع الأفقية، قم بتقليم الأشجار والشجيرات لمنع الفروع من الاحتكاك بالنوافذ أو الأسقف، يمكن أن تتسبب الفروع المتدللية في انسداد المصارف.
- قم بتنفيذ أعمال مكافحة الحشرات للحفاظ على النظافة والهيكل.

9. Preserve Structural Integrity:

- Check walls and foundations for signs of moisture or structural issues.
- Address problems quickly to maintain stability and resilience.

9. حافظ على السلامة الهيكلية:

- افحص الجدران والأساسات بحثاً عن علامات الرطوبة أو المشاكل الهيكلية.
- عالج المشاكل بسرعة للحفاظ على الاستقرار والمتانة.

10. Get Insurance for Your Unit and Belongings:

- Ensure you have adequate insurance coverage for unit and its contents.

10. احصل على تأمين لوحدتك وممتلكاتك:

- تأكد من أن لديك تغطية تأمينية كافية للوحدة ومحتوياتها.

Air Conditioning Maintenance – Recommended checks and frequencies

Sr.	Description	Frequency
1	Regularly check and clean the Filters (AC on power-off state)	4 months
2	Cleaning of AC Grills and Diffusers (AC on power-off state)	4 months
3	Check condensate pipe and drip tray and make sure there's no leaks and condensate water is free flowing through the drain (AC on power-off state)	4 months
4	Check for any abnormal sounds or noise on the FCU machine (AC on power-on state)	4 months
5	Check for any accumulated dust/debris on the AC duct, clean as possible or seek professional service (AC on power-off state)	4 months
6	Check the AC functionality on thermostat, Fan should be working as per set speed and cooling as per set temperature (standard) (AC on power-on state)	As required
7	Flushing of chilled water line and cleaning of strainer, seek professional assistance (applicable for buildings)	1 year
8	Clean the outdoor unit condenser and fan; AC on power-off state (applicable for horizontal projects)	4 months
9	Locate the sight glass near the Outdoor unit and check the sight glass if there is any less gas (refrigerant) in the system, Liquid would be steady and not boiling. If boiling, seek professional assistance to check for possible refrigerant leaks or top up; AC on power-on state (applicable for horizontal projects)	4 months

Water Heater Maintenance – Recommended checks and frequencies

Sr.	Description	Frequency
1	Flush the Tank: At least once a year, drain the water from the tank to remove sediment buildup. This helps improve efficiency and prolongs the life of the heater.	1 year
2	Regular Inspection: Check the system for any leaks, visible damage or wear, especially the panels, pipes, insulations and connections. Please seek professional help for any issues or necessary repairs. (applicable for horizontal projects)	6 months
3	Clean the Solar Panels: Keep the solar collectors clean by washing them periodically to remove dirt, debris that can block sunlight. Use a soft cloth or sponge with mild soap and water. (applicable for horizontal projects)	As required
4	Inspect the Pressure Relief Valve: Test the temperature and pressure relief valve (TPR valve) annually to ensure it's functioning properly. This is a safety feature that prevents excessive pressure buildup.	1 year
5	Check Temperature Settings: Ensure the thermostat is set to 50°C for optimal performance and safety.	1 year
6	For long breaks in summer, Switch off the electrical heater by turning off the electrical breaker or isolator switch (applicable for horizontal projects)	As required
7	Check for any leaks and corrosion on the body, Please seek professional help for any issues or necessary repairs. (applicable for buildings)	6 months

Water Tanks (applicable for horizontal projects) – Recommended checks and frequencies

Sr.	Description	Frequency
1	Regular Inspections: Check the tank periodically for leaks, cracks, or signs of wear. Look for rust or corrosion. Please seek professional help for any issues or necessary repairs.	6 months
2	Clean the Tank: Clean the interior of the tank at least once a year. This can involve draining the tank and scrubbing the sides to remove sediment, algae, or bacteria buildup. Seek professional help as recommended.	1 year
3	Check Water Quality: Test the water periodically for contaminants, including bacteria, pH levels, and other impurities. Please seek professional help for any issues or necessary action.	1 year
4	Check the float valve and ensure that it is working properly (closing and opening on set level)	6 months
5	Ensure that water pump is working properly, no any abnormal noise and cutting on-off on set pressures (normally 2 to 3 bar). Please seek professional help for any issues or necessary repairs.	6 months
6	If you are on extended vacation, it is recommended to close the water pump and water tank gate valve only if you don't have irrigated softscape or garden.	As required

One Year Defect Liability Period (DLP)

Sr.	Units related issues which are covered in DLP
1	Defects in material and workmanship in the electrical, plumbing and cooling delivery and distribution systems
2	Defects in materials and workmanship, which result in the detachment or serious deterioration of exterior cladding
3	Deficiencies in the building envelope, including caulking, windows, and doors, resulting in water infiltration and compromising the integrity of the structure.

You may easily book paid home services for maintenance requests through some of our listed vendors on the Emaar One mobile application. It's designed to make your life easier and ensure your home stays in the best condition.

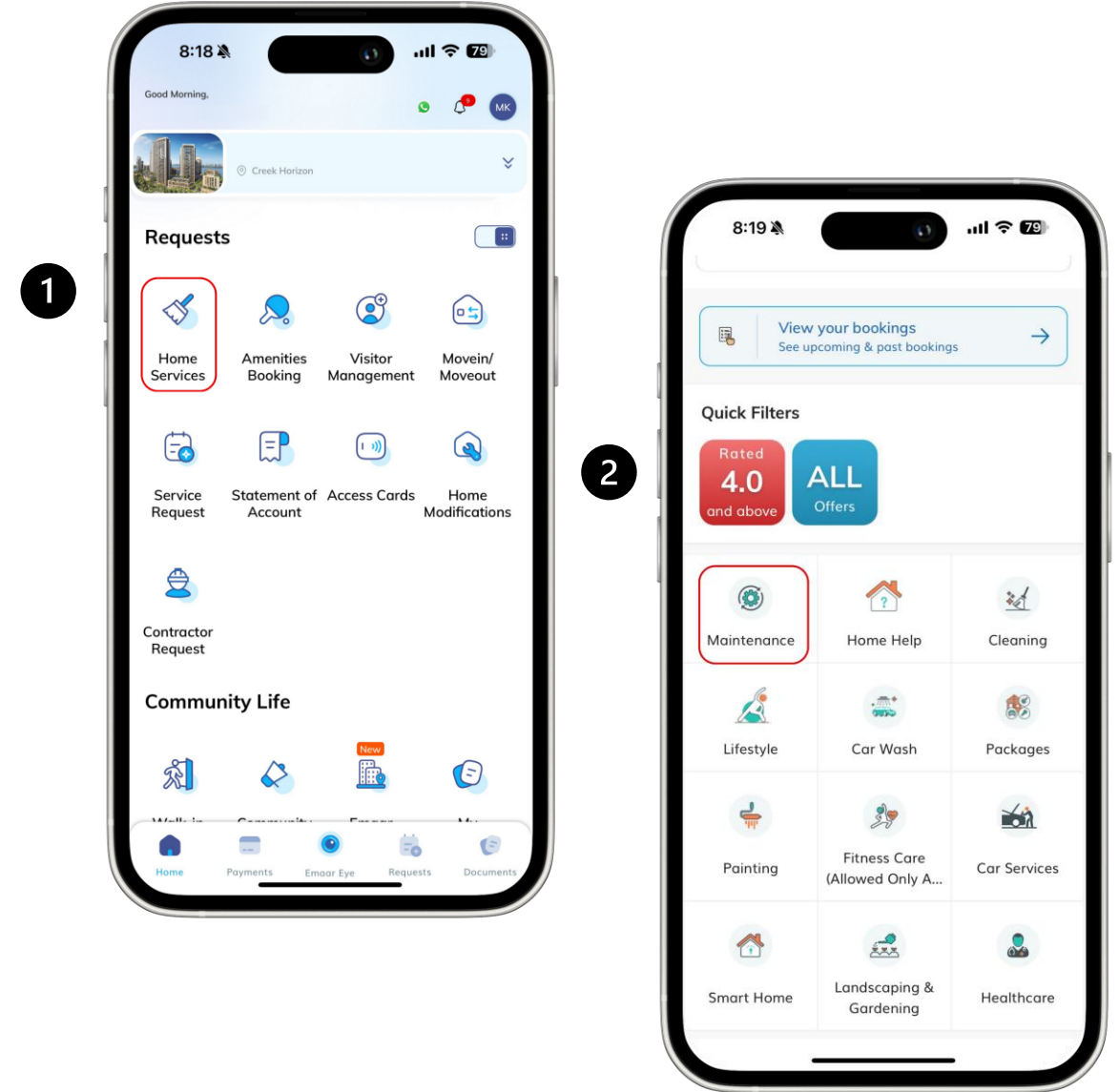
يمكنك حجز الخدمات المنزلية المدفوعة بسهولة لتقديم طلبات الصيانة من خلال مجموعة من المزودين المدرجين لدينا في تطبيق إعمار ون، المصمم لجعل حياتك أسهل والحفاظ على منزلك في أفضل حالاته.

Step 1:
Login to the Emaar One App and **Select** Home Services from the Main Dashboard.

الخطوة 1:
سجل الدخول إلى تطبيق إعمار ون وقم بإختيار الخدمات المنزلية من واجهة التطبيق الرئيسية.

Step 2:
Choose Maintenance Category from Home Services Page.

الخطوة 2:
قم بإختيار فئة الصيانة من صفحة الخدمات المنزلية.



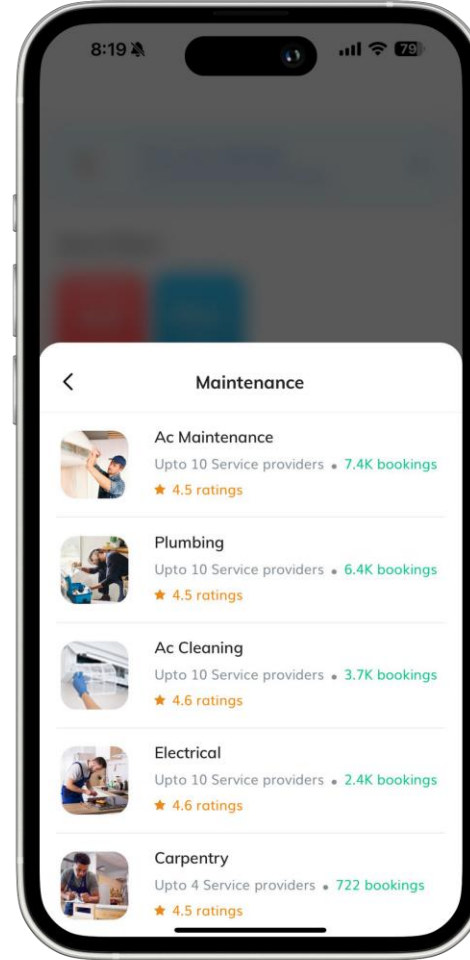
Step 3:
Select your preferred maintenance service.

الخطوة 3:
قم بتحديد خدمة الصيانة التي تفضلها.

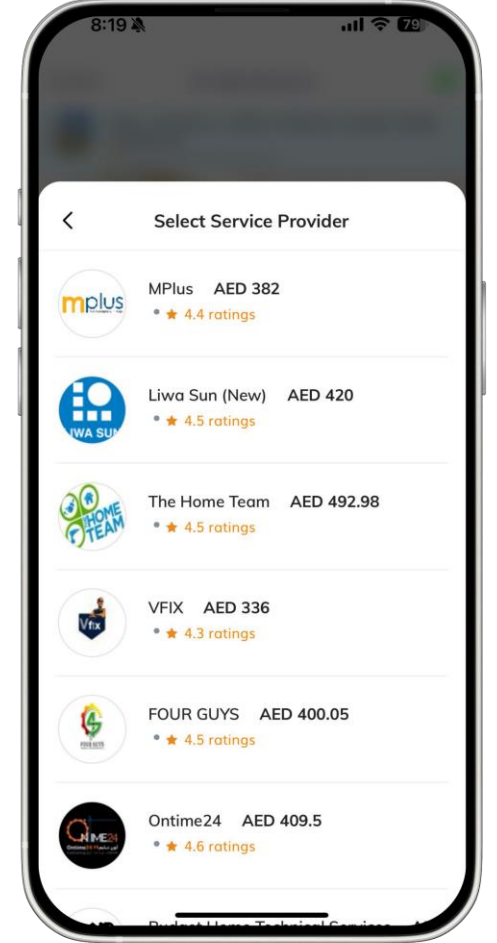
Step 4:
Select a service provider

الخطوة 4:
قم بتحديد مزود الخدمة.

3



4



Home Maintenance Service Providers listed on Emaar One mobile application



Liwa Sun Technical Services



Mplus



Fixperts Contracting LLC



V Fix Maintenance



The Healthy Home



Onetime 24



JAFEP



The Home Team



TransGuard Living



Budget Home Technical Services



Toolboys Technical Works LLC

One Year Defect Liability Period (DLP)

Sr.	Unit related issues which are not covered in DLP
1	Cosmetic surface damage caused during construction is readily noticeable during the Property Visit and must be notified at that time
2	Such damage including scratches, dents, gouges, paint or tears can also occur during the move-in process or through daily activity.
3	Defects in materials, design and workmanship supplied by the Purchaser or his/ her contractors
4	Secondary damage resulting from defects that are under defect liability. The defects themselves are covered, but not any other personal or property damage Normal wear and tear.
5	Damage caused by improper maintenance and misuse.
6	Normal weathering of exterior finishes
7	Damage to parking garage caused by the misuse or lack of cleanliness
8	Painting, wallpapering or refinishing of any drywall/plaster repairs.
9	Plumbing blockages (including roof, balcony drains) other than those caused by construction debris

One Year Defect Liability Period (DLP)

Sr.	Unit related issues which are not covered in DLP
10	Damage of plumbing fixtures due to abrasive cleaners or careless use
11	Replacement of faucet washers and "O" rings.
12	Exact colour match of any replacement material
13	Marble and granite are natural materials and as such graining cracks and color variations occur naturally and are not defects.
14	Items not reported in writing within the applicable defect warranty time frames.
15	AC Drain pan cleaning
16	AC Duct & Coil cleanings.
17	AC Filter cleaning.
18	AC strainer cleaning /routine service

One Year Defect Liability Period (DLP)

Sr.	Unit related issues which are not covered in DLP
19	All AC cooling requests if the AC units are cooling as per design specifications.
20	All damages due to misuse.
21	Accommodation and compensation for the DLP rectification period.
22	Balcony Glass damaged due to birds or any other physical damages
23	Any alterations to the design and materials.
24	Changing any part without defects.
25	Damaged sliding doors or locks due to misuse.
26	Full unit grouting and painting.
27	Garden sand levelling.

One Year Defect Liability Period (DLP)

Sr.	Unit related issues which are not covered in DLP
28	Glass scratches.
29	Increasing water pressure more than the building standards.
30	Interior / Exterior Wall Undulation.
31	Kitchen Marble top damage/crack.
32	Marble cracks after the handover.
33	Noise issues due to elevator and neighbour apartments.
34	Pest Control inside the property.
35	Quality and design concerns.
36	Renovated area damages.

One Year Defect Liability Period (DLP)

Sr.	Unit related issues which are not covered in DLP
37	Shattaf spray or pipe fitting replacements.
38	Smell issues due to common area cleaning, backwater area, manhole cleaning, and daily procedures.
39	Solar water heater Magnesium Anode Replacement.
40	Solar water heater Periodic maintenance (in Villa projects.
41	Soundproof request.
42	Termite issues.
43	The Washroom Dry area slope request.
44	Tile chip-off replacement.
45	Wall stains.
46	Water tank cleaning
47	WC seat cover replacement

Documents included in the USB provided at Handover

Sr.	Description
1	Operation & Maintenance manuals, and warranties These are provided for user guidelines and maintenance of the installed systems
2	As-used materials and supplier details These are details of materials used in the project along with their suppliers and their contact information
3	Drawings and certificates may be provided for horizontal projects wherever applicable These may be used during Home modifications
4	Hassantuk flyer These may be used for installation of fire alarm systems

Additionally, you can access all important documents and information related to your community on our **[Emaar Community Management website](#)**.

بالإضافة إلى ذلك، يمكنك التحقق من جميع الوثائق والمعلومات المهمة المتعلقة بمجتمعك على [موقع إدارة مجتمعات إعمار الإلكتروني](#).

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