

## IMPORTANT INFORMATION

### IMPORTANT TELEPHONE CONTACT INFORMATION

- Luka reception: +420 734 51 51 51, operating hours: 7-19h
- Luka security: +420 733 591 468: 19-07h
- Fire fighters: 150, Ambulance: 155, Police: 158, Municipal police: 156

## INSTRUCTIONS FOR USE OF THE APARTMENT

For detailed instructions regarding wellness, surfaces and appliances, see: <https://uloz.to/!OGfcXDsrnKOK/fr-navody-zip>

### DETERGENTS USED FOR THE INDIVIDUAL TYPES OF SURFACES

- FLOORING MADE OF VINYL OR LAMINATE
  - For standard maintenance and dirt removal, use dry vacuum cleaning and sweeping. If you spill liquid, wipe it away dry immediately.
  - If you need to mop the floor, use the detergent **Dr. Schutz CC R 1000** (vinyl) / **CC laminate cleaner**, diluted in water in a ration of 1:200. Wipe the floor with a mop or cloth that is just damp, not wet, because thick layers of water can cause damage to the floor and spread of mould.
  - Heavy stains must be cleaned with Dr. Schutz CC-Elatex, a universal stain remover, or with a non-diluted CC cleaner. In the end, wipe the floor dry.
  - **Always keep the space between tiling (in the bathroom and in the hallway) and the vinyl or laminate floor dry.** After wet cleaning and after you spill liquid on this spot, always wipe the space dry and air the room out!
- DOORS must be wiped with a damp cloth (you might add soft detergent containing no ammonia in the water). Then, using a sponge or a cloth, apply a soft agent especially designed for wood / wood-fibre / glass. Apply the agent onto the sponge / cloth, not directly on the door. Do not use agents that contain wax or other polishing substances.
- WATER TAPS **may only be cleaned with soap water!!**
- SHOWER HEADS
  - **Regularly remove calcium deposits by rubbing the silicone nozzles of the head in your hands, otherwise there is a risk of the head getting damaged.**

### HEATING

- To regulate the temperature in the individual rooms, use the thermostatic valves located on the radiators. Turn the valves just by 1 to 2 degrees maximum. If needed, you can repeat the process again in several hours.

### FLOOR HEATING IN THE BATHROOM

- To reduce electricity consumption and to save costs, we suggest setting up the weekly plan.
- To reach the desired temperature, it is advised to turn on the floor heating ca. 30 mins before you go to the bathroom.

### TOWEL RADIATORS

- They are connected to the central heating of the house.
- They are controlled using a thermostatic valve.
- In bathrooms, towel radiators also feature electric heating rods that can be used for instance to dry towels even in the summer time.
- The heating rod is controlled by the floor directly on the towel radiator.

### HEAT RECOVERY VENTILATION

- Heat recovery ventilation units are used to provide the rooms with fresh air while, at the same time, using the heat energy of the air sucked out of the rooms to save heating costs and to air the apartment in an optimal manner.
- The unit is controlled using a touch pad on the wall which is used to set up one of the basic ventilation modes and to see the details about the current state of the unit, including failure alerts. We recommend choosing the default mode of automatic ventilation. If needed, you can temporarily choose the „ventilation“ mode and select the desired power.
- The air used in the heat recovery system is sucked in by the balcony, so be considerate of other tenants and do not smoke near the inlets.



### VENTILATION ON THE TOILET

- To ventilate the toilet area, use the lever by the window. We recommend to air the room 2-3 times a day for ca. 5 minutes.

### WASHING MACHINE COMBINED

### WITH A DRYER

- Use this appliance in accordance to the manual.
- Clean the tray for cleaning agent regularly (every 4-5 laundry sessions).
- If your washing machine fails to drain water, the pump filter might be clogged. This filter must be cleaned every time it gets clogged, otherwise it must be cleaned every 3 months. Before cleaning the pump filter, unplug the washing machine from electricity, let it cool down (the water inside the washing machine can be heated up to 90°C) and drain the water off to a container.

### EXTRACTOR HOOD

- Because of the forced ventilation system used in the apartment, the extractor hood re-circulates the air.
- Wash the fat filter every 2 months and change the carbon filter every 4 months.

### TELEVISION

- The television is set up to receive all free satellite, DVB-T and DVB-T2 channels. If you wish to expand the offered channels, please get in touch with the UPC company and sign an individual deal with them.

### POST BOX

- There is a post box assigned to each apartment. To mark the post box with your name, please get in touch with the reception.