

YOUR HOME CARE GUIDE





WELCOME

Here at MOJO Homes we're passionate about giving you an exceptional building experience you'll never forget. And that goes beyond the moment we pass you the keys to your fabulous new MOJO Home.

This Home Care Guide is to walk you through our Service and Warranty commitment and help answer a few questions you might have once you move in. It will also help you with some key steps to maintaining the MOJO in the home and the finer details about your warranties.

While this guide is sure to answer most things, always feel free to call us about anything else you're not sure about.

Ensuring that everything is just as it should be. Promises made, promises kept.

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WARRANTIES

Our homes don't just look great, they're built using only the best of everything.

To prove it, we offer a 90 day defect liability period as well as a 25 year Structural Warranty on the structural elements of the building including concrete slab and steel/timber frame as under the Home Building Act.

So, if you have any issues during your first 90 days in your MOJO home, we'll be on hand to sort it out right away.



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LOOKING AFTER YOUR MOJO HOME

To keep your MOJO home looking and feeling its very best, here are a few helpful tips to maintain your appliances, fixtures, fittings and surfaces.

KITCHENS

Your sink is designed to withstand the wear and tear of everyday use, however you can keep it scratch-free for longer by avoiding harsh contact with metal utensils.

LAMINATED SURFACES

Your benchtops will stay unspoiled for longer if you take a few simple precautions.

Use chopping boards to protect your benchtops from knife scratches. Also, use mats or insulated stands under kettles, pans or hot food dishes as well as under heat-generating electrical appliances like toasters, frypans and slow cookers. Direct contact with hot utensils can cause surface burns, blistering and delamination to your benchtops.

We also suggest that you dry off excess water immediately and do not flood or immerse the laminated surface as sitting water can seep into the surface and filter into joins, causing the underlying layers to swell and warp. Do not allow water to pool around the edge of the sink.

Finally, keep laminated surfaces protected from excessive heat or weight.

SOLID SURFACES

Solid routine cleaning, use small quantities of cleaners that are non-bleach and non-abrasive, together with warm water and a damp cloth or sponge.

Liquid spills, such as fruits, vegetables, food colourings, curries etc. should be wiped up and cleaned with a mild detergent and water immediately after detection.

BATHROOM

Bathroom surfaces are designed to resist reasonable wear and tear but sometimes sand and grit can cause scratching.

After your 90 day warranty expires, it's easy to do small patch-ups yourself. We do not recommend bleach based products for cleaning tiles with dark grout, as this can lead to discolouration.

Bathrooms need to be ventilated to minimise humidity and excess moisture. The right household cleaners will keep the surface looking new for longer.

Also avoid strong abrasive cleaners on baths, basins, toilets, laundry tub, glass, mirrors, tiles and any acrylic or laminated surface as they can cause scratching. We recommend using only mild household cleaners and water to effectively and gently clean all surfaces and fittings. Please avoid bleach based products.

PLUMBING

Leaks under your sink, laundry tub or vanity basin may be due to shrinkage of the rubber seal in your waste pipe. Extra hand tightening may eliminate any unnecessary service calls and damage to cupboard shelving.

Check care instructions for all tapware, do not try to clean with bleach based or harsh chemical based cleaning agents.

Dripping taps may have sand lodged in the washer. By turning the tap on full for 10-15 seconds you may dislodge the particles. Due to the number of ongoing connections into the water mains it is not uncommon to use more than a few replacement washers to be used in the first 12 months of being in your home. We recommend that you keep a packet of tap washers on hand.

Water hammer can occur when taps and appliances such as dishwashers, water tanks and washing machines have the water flow closed off instantaneously. This can be minimised by gently turning off taps or to have a hard closed valve installed for appliances.

MIRRORS & SHOWER SCREENS

Mirrors require special care in cleaning. Simply wipe over the surface with a few drops of methylated spirits on a damp cloth and polish using a lint free cloth. Do not use abrasive cleaners.

Shower screen glass should be cleaned using only cleaning materials, which are free from grit and debris to avoid scratching and marking. Use only detergents and cleaning solutions that are recommended for cleaning glass. Mild detergents are preferable.

FLOOR – TILES

Keep tiles and grout in original condition by cleaning regularly with a soft clean mop and warm water. Avoid abrasive and bleach-based cleaners as this can cause grout to discolour. Always ensure liquid spills are cleaned immediately to avoid permanent stains on light coloured surfaces.

Glazed floor tiles are best kept clean with regular sweeping or vacuuming. Washing them with a solution of warm water and soapless detergent helps.

Glazed wall tiles however, should be wiped regularly with a soft cloth to remove soap before it dries. Harsh abrasive and corrosive cleaners should be avoided, particularly on decorated tiles.

FLOORS – CONCRETE

Hairline cracks may appear in your floor slab immediately after being poured and for up to 12 months after. This is a normal occurrence due to shrinkage as is not detrimental to the structure of the residence.

FLOORS – LAMINATE/TIMBER/VINYL

To protect your flooring, remove any excess water from your floor immediately and sweep regularly to remove stones/grit that will scratch your floor. Place door mats at external entrances and felt protectors underneath furniture legs. Check care instructions for your particular floor type and do not use harsh cleaning products or equipment.

CEILINGS & WALLS

Walls and ceilings can be vulnerable to high moisture levels through all seasons but with proper precautions this can be minimised.

The best method to mitigate moisture damage is to constantly allow air flow throughout your home. Mould is usually caused by excess moisture in the air within your home. Make sure you always use wet area extractor fans and try to keep windows open as often as possible.

To avoid chipping the edges of your walls, take care when moving furniture and manoeuvring around corners. Plasterboard linings aren't designed to withstand heavy contact.

DOORS & WINDOWS

Doors and windows sometimes take time to settle. If required, we will ease and adjust doors, window sashes, cupboard doors and catches to ensure they all operate smoothly.

Any build-up of dirt and airborne impurities on window frames can reduce durability, especially when exposed to moisture. You should ensure your windows are cleaned every six months to remove a build-up of impurities.

Maintaining Doors and Windows

Door handles, hinges and locks work better if you clean and lubricate them regularly. A silicon spray lubricant is recommended. Carry out regular tightening and adjustments if doors are used frequently.

To ensure window tracks glide smoothly, keep them free from dirt, grit and sand to avoid damaging the roller wheels.

BRICKS

Moisture can be a big problem for brick walls. To avoid expensive repairs, avoid planting gardens too close to brickwork, as the moisture from the garden can seep through external cavities, potentially damaging plaster or floor coverings. Also ensure reticulation and watering systems do not spray directly onto brickwork.

Marks usually occur on light coloured clay bricks in the form of yellow/green discolouration and are neither permanent nor harmful and do not indicate a fault with the bricks or workmanship.

Such stains on exposed areas generally wash off in time and their removal can be hastened by chemical treatment. Care must be taken to avoid damaging the bricks. Frequent applications of oil of clove with water is the safest way to ensure removal over a period of time.

HEBEL

Please refer back to your manufacturer's warranty terms and conditions for maintenance on your Hebel home.

GARAGE DOORS

It can often take garage doors a while to operate as easily as they should. If you have any troubles, please refer to your manufacturer's terms and conditions.

HOT WATER SYSTEM

There are a number of hot water systems designed with a pressure relief valve that will release water on a regular basis, so don't worry if you see water coming from the valve intermittently.

ROOFS/GUTTERS

Any leaks in your home should be reported without delay to MOJO Homes who will schedule an onsite inspection. Gutters clogged with leaves can cause problems with water flow. Inspect your gutters regularly, especially after storms or windy conditions. It's also worth considering installing mesh over your gutters if trees surround your home.

For coastal homes, gutters and fascia should be washed down in the warmer weather every three months.

If you have an antenna or skylights installed after practical completion MOJO Homes is not responsible for leaks occurring in that general roof area. Please consult your original installer.

TERMITE SYSTEM

Termites love moisture so please ensure that your landscaping is finished 75mm below the 'V' joint just under the finished Hebel Panel. It is also important not to stack firewood, or any material against your house walls which could allow termites to breach the termite barrier.

It is recommended that you contact your original pest controller for an annual termite inspection to maintain the warranty of your termite protection system. Please refer to your manufacturer's installation maintenance terms & conditions.

90 DAY

DEFECT LIABILITY PERIOD

Our 90 day defect liability period covers various aspects of your home for differing periods of time.

If there is anything in your MOJO home you feel is of concern to you during your first 90 days, please email our Service and Warranty Department (serviceandwarranty@mojohomes.com.au) and we'll get back to you right away with an action plan.

WHAT YOUR 90 DAY DEFECT LIABILITY PERIOD DOES NOT COVER

While we are able to cover most things in your new home, there are items we're unable to cover. This includes general care and maintenance. Other items we are unable to cover include:

Minor plaster cracks/cornice cracking

In new homes there's a possibility of movement due to shrinkage which can cause minor cracking. This is unavoidable and is at the responsibility of the home owner.

Repainting of walls and ceilings

Painting walls may be required where touch-ups are required, these areas will be discussed on site. Painting rectifications will only be carried out to ceilings/walls if MOJO Homes was originally contracted to paint these areas.

Storm, fire, flood or malicious damage

We do not take responsibility for damage caused by storm, fire, flood, earthquakes or malicious damage. These events should be covered by your home and contents insurance.

Damage to footings caused by trees

If you have trees near concrete footings of your home, they may cause shrinkage of the soil. This can result in damage to the footings. To avoid damage, we recommend you maintain a clear space between the external walls of your home and any established or planted trees.

If you do not comply with this recommendation, we are unable to take responsibility if there is structural damage to your home due to tree growth.

Misuse and neglect

Our 90 day warranty inspection does not cover problems caused by misuse or neglect on your part. It is therefore in your interest to ensure that your home receives proper care and maintenance as outlined in this guide.

Guarantee of appliances

Your cooktop, oven, rangehood, garage sectional doors, water tank pump (if applicable), hot water unit and other appliances are covered by the individual manufactures warranties. Service within the manufactures warranty periods can be obtained by contacting relevant manufacturers.

If you experience any difficulties please contact your Service and Warranty Team for advice and assistance.

25 YEAR STRUCTURAL WARRANTY COVERS:

- Concrete footings
- Structural timbers
- Structural steel

OTHER WARRANTIES

Your home is covered by various warranties that extend for particular periods depending on product and manufacturer. Please refer back to the warranties that have been supplied to you at handover stage for specific manufacturer maintenance terms and conditions.

TRANSFERRING WARRANTIES IF YOU SELL YOUR PROPERTY

If your home is transferred to a new owner, the 25 year structural warranty will reduce to a 6 year structural warranty commencing from the date of practical completion of construction.

URGENT SERVICE

If you have any urgent non-life threatening situations within the first four weeks, please call your Handover Supervisor during normal business hours. For after-hours urgent enquiries please call your Service and Warranty Administrator immediately on 1300 552 846. If the problem is covered by our 90 Day Inspection there will be no charge. If you have a life threatening matter please call emergency services on 000.

ANY QUESTIONS?

As you settle in your MOJO home we hope this guide answers most of your queries about our service and warranty and the care of your home.

If you have any questions, please call us and we will be happy to help.

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