

HANDOVER

GUIDELINES

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Customer Appreciation Letter

Dear Purchaser(s),

May we take this opportunity to say thank you for your purchase of our property. We are pleased that you have chosen our company *Trans Loyal Development Sdn Bhd*.

We thank you for placing your trust in our company.

Best regards,

Trans Loyal Development Sdn Bhd

Thank You

General Guidelines

We have listed down some handover guidelines for your attention and observance:-

1. On handing over of the property, all the house keys will be given by the customer relations team to the purchaser(s). Purchaser(s) shall report to the management office for registration of access card after handover of keys.
2. You will at your own full responsibility for any items lost or damaged as below after you have taken possession of it or within one month period from the handover:
 - a) Electrical Wiring
 - b) Sanitary Ware
 - c) Fixtures & Fittings
 - d) Electrical & Water Meters
 - e) Tear & Wear Items
 - f) Electrical Appliances

(The electrical appliances as furnished are subject to ONE (1) year warranty from vacant possession date on general parts by manufacturer. Warranty shall be void if a product is altered, serviced or repaired by anyone other than manufacturer or its authorized distributors)

3. You will at your own full responsibility for the Electrical and Water Meters including monitoring the meters reading. (**Remark:** We will not be held responsible for any discrepancy on the meter readings due to any reason whatsoever after the expiry of thirty (30) days from the date of handover. Nevertheless, please be informed that minimum charges are applicable on electricity and water monthly bills).
4. All the Notification of defect/complaints shall be forwarded to our Maintenance Department and liaise directly with our site personnel/supervisor together with the necessary key(s).
5. Rubbish, debris or any domestic wastes are required to be dumped into the Refuse Chamber(s) as provided.
6. **“Renovation works that affect the structure frameworks (Party wall & floor slab) are extremely danger and strictly NOT allowed. It absolutely will jeopardize the safety of the house. In the event that purchaser(s) insist to carry out or caused to be carried out any alteration/ additional works to the said areas, the purchaser(s) shall be liable for any consequences and hold full responsibility for any defect/ damage arises after the renovation works”.**

7. Before commencement of any renovations works, please notify your contractor(s) to thoroughly check the followings:
 - a) all the electrical points, sockets, switches and ELCB;
 - b) any crack or leakage that may be found;
 - c) any piping that may be clogged or blocked; and
 - d) any breakdown of fixtures and fitting that may be found.
8. If any defect is found as mentioned in paragraph (7), you are to notify us in writing before any renovation works are to commence. Once renovation works are carried out, we shall not be liable to rectify any defects to your property. In the event that any defect arises after the renovation works, it shall be the purchaser's sole responsibility.
9. Purchaser(s) are advised to properly secure your property. We shall not be liable for any loss and damage to your property after you have taken vacant possession of it.

You are strictly NOT to carry out any alteration/additional works to the areas which to be constructed the infrastructure in accordance with the requirements and standards of the Appropriate Authority, including roads, driveways, drainage system, culverts, water mains, sewerage plants, playground, landscaping and other communal amenities of the said project. If you have carry out or caused to be carried out any variation to the said areas or any alteration or addition to the said area without the prior written consent of the Appropriate Authority, you shall be liable for any consequences including summons, compound or your own costs and expenses to demolish and make good of the said works immediately after receipt of notification by the relevant authority.

General Guidelines



Notice:

* Reinforced Concrete party wall are strictly **NOT** allowed to be hack or demolish. This absolutely will endanger the structure and safety of the property.

* Dinding konkrit bertetulang **TIDAK** benar untuk dirobohkan. Perlakuan ini akan membahayakan struktur dan keselamatan rumah

General Guidelines



Notice:

* Drillings on the walls will damage electrical wiring and water piping, thereby warranty shall be void if any modification or alteration work carried out which cause the electrical wiring and water piping to be damaged.

* Penggerudian di dinding akan merosakkan pendawaian elektrik dan paip air, waranti menjadi tidak sah jika sebarang kerja pengubahsuaian atau perubahan yang menyebabkan pendawaian elektrik dan paip air dirosakan.

General Guidelines



Notice:

* Purchaser(s) shall check against the door locks, any defect or problem of the door lock shall be report immediately within one month period of time after handover by the developer .

* Pembeli hendaklah menyemak kunci pintu , sila melaporkan sebarang kerosakan kunci pintu dengan segera dalam masa tempoh satu bulan selapas mengambil kunci.

General Guidelines



Notice:

* Warranty for electrical wiring shall be void if any modification or alteration work carried out which cause the electrical wiring to be damaged.

* Warranti untuk pendawaian elektrik dijadi tidak sah jika sebarang kerja pengubahsuaian atau perubahan yang menyebabkan pendawaian elektrik dirosakan.

General Guidelines



Notice:

* Purchaser(s) shall check against these sanitary wares to ensure it is not missing and it's in good condition after handover by the developer. Any missing item should be report immediately within one month period of time after handover of keys.

* Item yang ditunjuk atas hendaklah disemak untuk memastikan ia tidak hilang dan dalam keadaan yang bagus. Sebarang item yang hilang hendaklah melaporkan dalam masa satu bulan selepas mengambil kunci.

General Guidelines



Notice:

* Warranty for TV console, Wardrobes, and kitchen cabinet cover only manufacturer defect. Warranty shall be void if there is any defect to be found after renovation or alteration.

* Warranti bagi kabinet TV, almari dan kabinet dapur hanya tertakluk kepada kerosakan pengilang sahaja. Warranti akan menjadi tidak sah jika sebarang kerosakan dijumpai selepas perubahan atau pengubahsuaian.

General guidelines



Notice:

* These electrical appliances are subject to **ONE (1)** year manufacturer's warranty from vacant possession date as stated on VP's letter. Warranty shall be void if a product is altered, serviced or repaired by anyone other than manufacturer or its authorized distributors.

* Peralatan elektrik hanya tertakluk kepada **SATU (1)** tahun waranti pengilang dikira mula dari tarikh dinyatakan di atas surat VP. Waranti akan dibatalkan sekiranya produk telah diubah, diservis atau dibaiki oleh sesiapa ang selain daripada pengeluar atau pengedar yang sah.

General guidelines



Notice:

* Purchaser(s) shall at their own responsibility to service the fire extinguisher provided in your unit.

* Pembeli bertanggungjawab untuk servis alat pemadam api yang disediakan dalam unit anda

Cleaning Manual for Sansico floor trap – Model S1/S2 Water Trap

1. Remove the grating.



2. Press the water trap aside to take out the water trap.



3. Rinse with sufficient water to clean the debris trapped.



4. Put back water trap, Push in tight

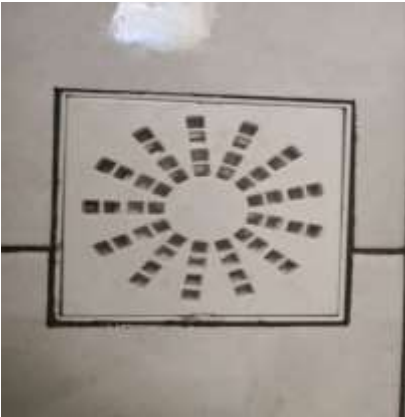


Cleaning Manual for Sansico floor trap – Model S1/S2 Water Trap (Continue)

5. Pour water in the water trap. Water should retain in the water trap to form water seal.



6. Put back the grating.



IMPORTANT:



Please check if this rubber seal is placed at the water trap. If it isn't, get a new water trap.

Cleaning Manual For Sansico floor trap – Model SF-TI Side Flow

1. Remove the grating



2. Press the water trap aside to take out the water trap



3. Rinse with sufficient water to clean the debris trapped.



Cleaning Manual For Sansico floor trap – Model SF-TI Side Flow (Continue)

4. Put back water trap, push in tight



5. Put back the grating



Thank You