

HANDOVER PACK

DEFECT LIABILITY PERIOD AND PREVENTIVE MAINTENANCE



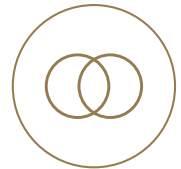
A FEW POINTS TO KEEP IN MIND



Your property has a 1-year Defect Liability Period (DLP), starting from the date you receive the Handover Notice.



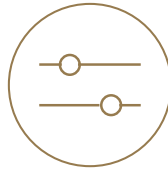
It is important that you enter a preventive maintenance contract to regularly service, condition and rectify equipment faults caused by wear and tear.



A unit owner must engage a third-party service provider to seek maintenance services or an annual service contract before the keys are handed over.



Failure to provide a maintenance contract may affect the continuity of the Defect Liability Period for your unit.



Any Mechanical, Electrical, Plumbing (MEP) and interior modification carried out by the owner will automatically result in a discontinuity of the DLP.



Home insurance is required as DLP does not cover any consequential damages.

WHAT IS COVERED IN YOUR DLP

- ✓ Defects in materials and workmanship in the electrical, plumbing, and cooling delivery and distribution system
- ✓ Defects in materials and workmanship, which result in the detachment of fixtures
- ✓ Defects in materials and workmanship including caulking, windows and defective items that might affect building water tightness
- ✓ Appliances
- ✓ Waterproofing



WHAT IS NOT COVERED IN YOUR DLP

- | | |
|---|--|
| ✗ Any consequential damages are not covered under the DLP | ✗ Damage of plumbing fixtures due to the use of abrasive cleaners or concentrated acid |
| ✗ Missing parts post-handover due to unauthorized access | ✗ Replacement of faucet washers, O rings or flushing mechanism |
| ✗ Defects in materials, design and workmanship supplied by the purchaser or his/her contractors | ✗ The brand or colour of a paint is not guaranteed to be a 100% match, and would be subject to availability |
| ✗ Normal wear and tear (please refer to the detailed table down) | ✗ Marble and granite are natural materials, and as such, graining cracks and colour variations occur naturally and are not defects |
| ✗ Damage and/or misuse caused by a third party hired by the owner | ✗ Items not reported within the applicable defect warranty time frames |
| ✗ Normal weathering of exterior finishes such as the fading of the façade colour | ✗ Damage caused by insects and/or rodents |
| ✗ Damage to the parking garage caused by misuse and/or lack of cleanliness | ✗ Any other damage caused due to lack of maintenance |
| ✗ Refinishing of any drywall/plaster repairs that include painting and wallpapering | ✗ Duct cleaning |
| ✗ Plumbing blockages (including roof and balcony drains) due to lack of maintenance | ✗ Furniture |
| | ✗ Any required spare parts/ variations shall be quoted separately |

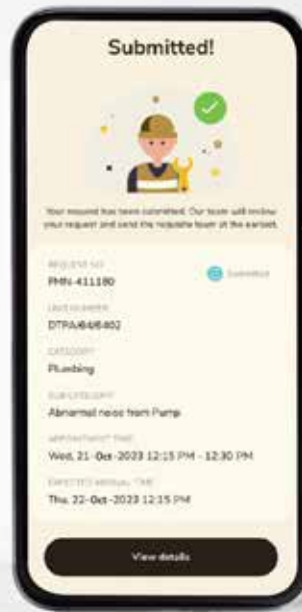
NOTE:

Cosmetic surface damage caused during construction is readily noticeable during the Home Orientation and must be notified at that time. Such damage, which includes scratches, dents, paint or tears can also occur during the move-in process or through daily activity. Therefore, after we correct any issues notified during the orientation, repair of any cosmetic surface damage is your responsibility and will not be covered.

Please be advised that this also includes paint touch-ups and grouting.



SERVICE REQUEST PROCESS



If any MEP (Mechanical, Electrical and Plumbing) issues appear immediately after you take the handover of your home, you may register your complaint on the **DAMAC Living App**.

1. Visit www.damacliving.com or download DAMAC Living App for more.
2. Shortly after, you will receive a Job Card number for your records and follow-ups.
3. A job will be issued to the appropriate contractor/sub-contractor for performing defect liability service work on an immediate basis, if it was raised as the 1st priority (P1).
4. A job will be issued to the appropriate contractor/ sub-contractor for performing defect liability service work on the preferred date and time, if it was raised as the 2nd or 3rd priority (P2 or P3).
5. Once the task is completed, contractors associated with DAMAC may seek your signature to close the job card.
6. We will also send you a link to share your feedback.

MAJOR ASSETS IN YOUR VILLA

Selected assets not applicable for apartments.

If you plan to move-in 2 months later than the handover date, it is important that water in your tank is flushed out and refilled prior to you occupying the villa.



AIR CONDITIONING

Ensure having your units serviced regularly by cleaning condenser coils and filters.



SOLAR HEATERS

Make sure you get your solar panels cleaned and your system serviced.



WATER PUMP

The air pressure of your pressure vessel requires a regular check-up.



WATER TANKS

If you plan to move-in 2 months later than the handover date, it is important that the water in your tank is flushed out and refilled prior to occupying the villa.

As an owner, it is your responsibility to flush out or refill your tank and DAMAC will not be held liable to do so. Please also note that water, if left unused for an extended period, may stagnate and pose a health hazard.

Note. We highly recommend signing an AMC with a 3rd party for regular maintenance, which will reduce unfortunate breakdowns.

MANDATORY, IF PLANNING A VACATION

Please ensure that you shut off the gate valves in the kitchen and bathrooms and switch off the water pump and water heaters.



During normal usage, please keep the water heaters at a maximum of 75°C



It is recommended to set the A/C temperature to 24°C.



MANDATORY, PRECAUTION BEFORE THE RAINY SEASON



Drainage cleaning/servicing
for balconies and roof



Drain cover
removal



ELECTRICAL

Scope Covered in DLP

- No power in the entire unit
- Partial power blackout
- Sockets/outlets not working
- Faulty wiring
- All kitchen appliances

Scope Not Covered in DLP

- Replacement of fused bulbs/light fixtures
- Any issues related to electrical overloading, circuit breakers tripping or the blowing of fuses, caused due to improper use by the customer or improper use of the electrical system such as adding of additional AC, high power consuming kitchen appliances, etc.
- Any damage to the wiring system caused by alteration or modification work carried out by the customer
- Internet connection such as routers, access points, etc.
- Broken ceiling, side wall lights and lamp shades for furnished apartments





AIR CONDITIONING AND VENTILATION

Scope Covered in DLP

- Air conditioning/Thermostat not working or showing an error
- Air conditioning water leakage
- Air conditioning not cooling a part of or the entire unit**
- Air conditioning unit making unusual noise
- Air conditioning unit emitting bad smell when turned on
- Air conditioning unit water leakage

Scope Not Covered in DLP

- AC duct and filter cleaning due to dust, dirt, and other debris, causing the unit to work harder and potentially break down
- AC unit breaking down due to excessive usage or misuse, such as setting the thermostat improperly or overloading the unit
- AC not cooling due to area modification by the owner

** Subject to availability of AMC and records of periodic maintenance



PLUMBING

Scope Covered in DLP

- | | |
|--|---|
| • No water in the unit | • Bad smell in the toilet |
| • No hot water in the building | • Water heater leakage |
| • Abnormal DEWA consumption | • Water heater not working |
| • Abnormal noise from the pump | • Water leakage from the ceiling |
| • Bad smell | • Solar panel not working/leakage in the tank** |
| • Blocked floor drain | • Water leakage from the pump |
| • Blocked kitchen drain | • Water tank float valve |
| • Low water pressure | • Water tank damage** |
| • Blocked/overflowing manhole in garage area | • Water leakage in the garden or garage area |
| • Mixer/faucet leakage | • Blocked WC |
| • Underground leakage of plumbing water | • WC flush not working |
| • Pump not cutting off/continuously running | • Yellow water from hot water side of the tap** |
| • Valve/mixer/faucet leakage | |

Scope Not Covered in DLP

- Clogs or blockages caused by improper use or disposal of materials, food waste, grease, or non-biodegradable items.
- Fixtures broken due to excessive force or misuse, such as toilet seats, shower heads, shattafs, flush kits or any other fixtures
- Damage caused due to excessive use of cleaning chemicals such as highly concentrated muriatic acid, etc. on plumbing systems and fixtures

** Subject to availability of AMC and records of periodic maintenance





CIVIL

Scope Covered in DLP

- Alignment of door and windows
- Balcony door lock not working properly
- Ceiling access panel not closing
- Joinery damaged due to leakage
- Joinery hinges detached
- Paint peeling off/Seepage issue
- Roof water leakages
- Sliding door not opening or operating smoothly
- Wall paint damage due to leakage
- Window gaps and not closing
- Structural issues in the foundation, walls, roof, or any other structural component of the villa due to faulty workmanship or materials

Scope Not Covered in DLP

- Natural ageing of materials or components due to regular use over time
- Normal wear and tear of the materials, fading of paint, deterioration of fixtures
- Discolouration of tiles, fading of washroom fittings, painting or finishing issues
- Any defects arising due to customer's negligence or misuse, including damage caused by pets or improper maintenance
- Any damage caused intentionally by the homeowner or any other party
- Any items or work that were not specifically included in the contract, or any changes or modifications made after the handover
- Any defects or issues arising from third-party products or services, appliances or utility services

** Subject to availability of AMC and records of periodic maintenance

Scan to download the new
DAMAC Living app.