



Owner's Handbook



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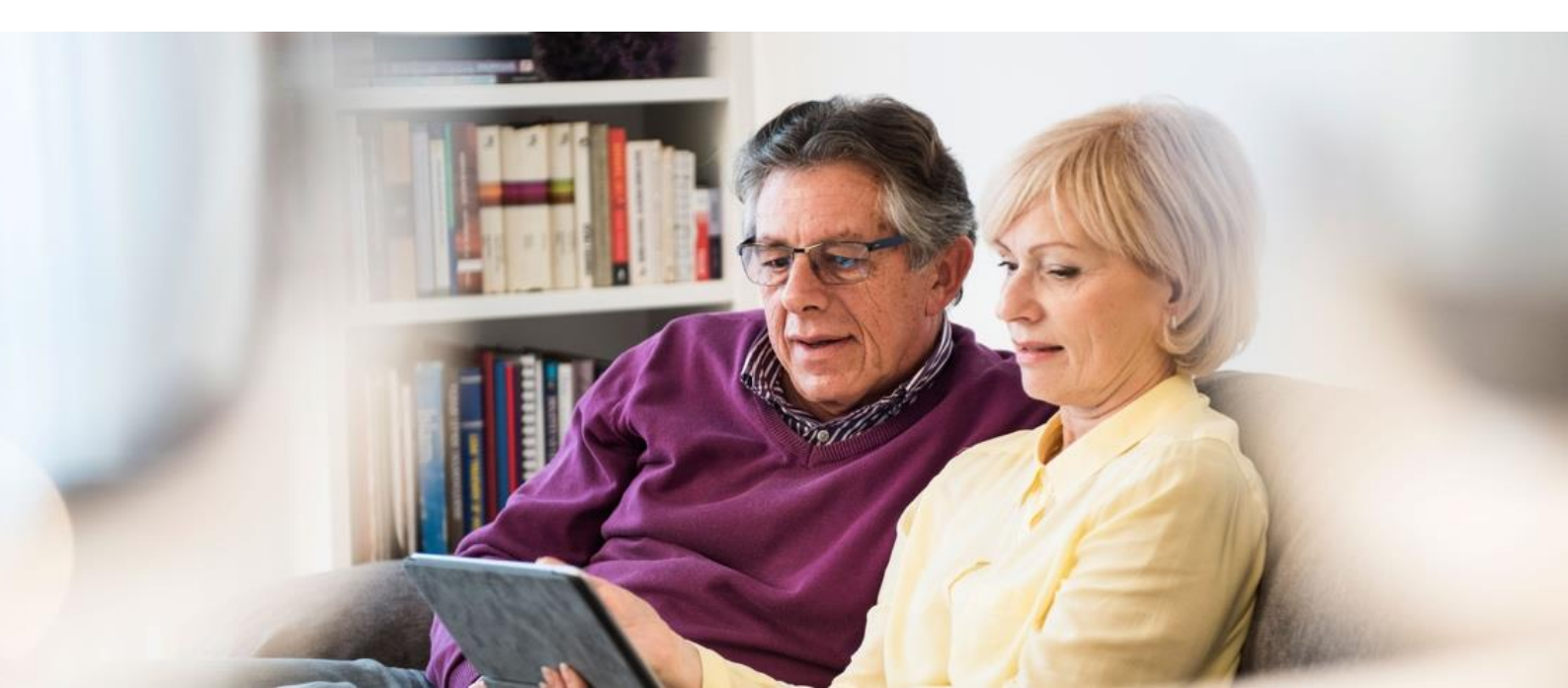
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1. Your Owners Handbook

This is your Owner's Handbook please read it carefully and keep it in a safe place so that you can refer to it whenever necessary.

This handbook will tell you all you need to know about your new park home or lodge and contains important safety information to note.

For most people, settling into their new park home or lodge is trouble free, however, should you experience any teething issues, this booklet should help you to resolve them.

2. Quality Statement

Your new home is made to exacting standards by qualified craftsmen in a purpose-built factory, using the highest quality materials built to meet the British Standard BS 3632:2015. A certificate of compliance from the NCC is supplied along with this handbook to prove that it meets the British Standard.

In order to arrive at your park of choice, your home has been lifted and moved and then lowered and levelled on-site. After this it is a good idea to let your home settle for a while. You may notice some minor settlement cracks appearing around the join between the two halves (if your home is a twin unit), or around other joints. This is entirely natural and nothing to be anxious about. We suggest you live in the home for some time, and then, if you do notice any settlement just contact our Customer Care Team before the end of your 12-month warranty and if required, we will arrange for a fully qualified engineer to attend to your home.

This movement within your home is normal and has been allowed for in its design. Materials used in your home such as wood expand and contract over time; this is to be expected due to the unique properties of the materials used.

We recommend that when your home is sited and services connected, the heating be turned on in the home. This should remove the risk of moisture developing which could occur in an empty, cold home.

3. Customer Satisfaction

We continually strive to improve our homes and our customers experience based on your feedback. To let us know how we are doing please email us at customercare@omar.co.uk or give us a call on 01842 810 673, any feedback is much appreciated and helps us to help you.

4. Next Steps

To ensure a stress-free move into your new home, please make sure the following steps have been taken:

1. Check with the park manager that the siting team has submitted a post delivery inspection (PDI) report to the park operator (see section 4.1.1)
2. Register your home with Omar Park Homes Ltd either online www.omar.co.uk or by calling 01842 810673. You will need your serial number this can be found on a metal plate on the rear of your home and in the boiler cupboard (see section 5.3)
3. Complete your initial inspection and send to Omar within 7 days (see section 4.1.2.)
4. Register your home for its Goldshield 10-year structural warranty (see section 5)
5. Your appliances must be registered directly with their manufacturers (see section 5)

To keep your home looking and performing at its best we recommend these periodic maintenance checks
additional details are contained in this handbook.

Key checks:

<u>3 Monthly</u>	<u>Annually</u>
<ul style="list-style-type: none">• Visually check all grout and silicone seals in bathroom areas, repair if necessary• Clean PVCu windows and doors and oil hardware	<ul style="list-style-type: none">• Check and if required clean gutters to prevent blockage/overflow• Service Gas or Oil heating system

Other maintenance checks

- Recoat exterior coatings/finishes. Goldshield warranty guidelines state it should be within the first two years of the date of manufacture and thereafter every 3 years. More details are contained in your Goldshield warranty pack.
- Maintain all appliances as per manufacturer's instructions supplied with the appliance.

(Additional checks are found in section 8 'Maintenance')

4.1 Initial inspections

IMPORTANT: Park Operator and Your Initial Inspection

4.1.1. Park operator

Park Operator: The siting company is provided with a Post Delivery Inspection report and a copy of the siting requirement for each home. On completion of siting they are required to leave a PDI report with the park operator who should in turn forward this to us within 14 days from collection of your home. Omar will then arrange a visit to carry out any necessary works if required.

4.1.2. Home owner

Customers Initial Inspection: As a new owner you may find items that both the park PDI and engineers first visit does not pick up. If you find anything that has been missed, please report this to our Customer Service Department **within 7 days of occupation**. Following the 7 days we are unable to accept items other than workmanship or material failures. Please report anything of this nature by emailing customercare@omar.co.uk or fill in a Customer Service Form at www.omar.co.uk/contact-us/customer-service/

5. Registering your Home and Appliances

5.1. Goldshield 10-Year Warranty

The GoldShield 10-year structural warranty scheme is designed to offer the same level of cover, as you would expect to enjoy with a NHBC warranty on a traditional brick-built property. All Omar Group park homes and lodges comply with the requirements set out by the GoldShield Scheme.

The warranty scheme is provided and administered by MB&G to give you peace of mind.

For every park home and lodge we build, we pay in full the GoldShield insurance premium for the duration of the warranty.

Please note: To enjoy this warranty your chosen park will need to be registered with GoldShield. **To activate this warranty you are required to register your new home with Goldshield when you move in.** There are also certain maintenance requirements placed upon you to maintain the warranty.

For more information contact your Park Owner/Manager, visit www.goldshieldwarranty.co.uk or contact GoldShield on 0191 258 8124.



5.2. How to register your home with Goldshield

The GoldShield registration form (as shown below) can be accessed at <https://goldshieldwarranty.co.uk/register.html> or through our website at <https://www.omar.co.uk/buying-information/owners-information/goldshield/>. The GoldShield warranty provides protection should your park home present any defects that you weren't aware of when you bought it.



Home owner's application form

To activate your cover and registration under the GoldShield Scheme please complete this form in block capitals and return to: GoldShield Warranty, Cobalt Business Exchange, Cobalt Park Way, Newcastle Upon Tyne NE28 9NZ

1 The Park Home			
Manufacturer			
Model			
Serial number			
Date of manufacture	Day /	Month /	Year

2 The Park Owner	
Company name	
Company address	
	Postcode
Telephone number	
Park registration number	

3 The Home Owner			
Full name	Title	Surname	Forename(s)
Address			
Location of Park Home			Postcode
Telephone number			
Email address			

4 Date of Completion of First Purchase			
Day /	Month /	Year	

This form should be completed and returned to GoldShield together with a copy of your home purchase invoice within 90 days of purchasing your park home. A late application fee will be applicable if this is received after the 90 day period has expired.

OFFICE USE ONLY


5 Registered Number/Date of Registration			
Day / Month / Year			

6 Initial Warranty Period			
From	Day / Month / Year	To	Day / Month / Year

7 Continuing Warranty Period			
From	Day / Month / Year	To	Day / Month / Year



5.3. Register your park home or lodge with Omar Group


Please register at <https://www.omar.co.uk/buying-information/owners-information/register-your-home-with-omar/> (an image of the registration form can be seen below). Please visit www.omar.co.uk where you can access this and other registration forms.

 MENU

T: [01842 810673](tel:01842810673) E: info@omar.co.uk

Request a Brochure





REGISTER YOUR HOME WITH OMAR

Home > Buying Guide > Owners Information > **Register Your Home With Omar**

In order to enable your warranty to commence, please register your details below.

Home Details

Model*

Serial Number*

Date of Occupation*

Your Details

Title

First Name*

Surname*

Telephone*

Mobile

Email Address*

Your Address

Postcode*

Find Address

or [click here to enter address manually](#)

Stay in Touch

Please contact me with news and updates from Omar Park Homes*

☒ Yes

☐ No

Please note, by submitting your details you are agreeing for Omar Park Homes to store your data in order to process your enquiry. [Please click here to read our privacy policy.](#)

SUBMIT

5.3.1. Where to find your serial number

Your park home or lodge has a unique serial number which denotes the year, manufacturer and model. The serial number can be found on the exterior of the home as shown below and in the boiler cupboard



5.3.2. Appliance registration

Please do not forget to register all your appliances following the steps provided by the manufacturer.

6. Base Specification, Siting and Commissioning

In most cases, Omar Group is not in control of, or responsible for the delivery of your home to the park, siting and / or commissioning.

If you need any advice, please see our siting and commissioning manual which includes base specification details or refer to the guidelines issued by the National Caravan Council for siting and commissioning. Available on our website www.omar.co.uk

7. Safety Information

7.1. Ventilation:



Do not obstruct or block any ventilation openings; your safety depends on them.

Ventilators are located in the window and doorframes, kitchen cupboards and appliance spaces. Keep ventilation screens free of dust by the use of a vacuum cleaner hose. Vents assist in the proper circulation of air and reduce the risk of condensation. They are also vital in homes with gas appliances as it is a mandatory requirement for specific areas of ventilation to be present for both efficient operation of the appliance and for safety reasons.

Please note, there is a ventilation gap under all internal doors, this is a requirement of BS 3632:2015 which states: In order to ensure adequate transfer of air between rooms, there shall be openings at low level totalling an area not less than 7 600 mm².

7.2. Fire warning notice



Fire action:

1. Raise the alarm and get everyone out
2. Turn off the gas and/or oil valve (if fitted and if safe to do so)
3. Call the fire brigade
4. Disconnect the mains electricity supply (if safe to do so)
5. Only tackle the fire if safe to do so.

Fire precautions:

- Vulnerable persons should not be left unsupervised at any time
- Make sure you know the location and operation of the escape windows and doors, and keep all escape routes clear
- Keep combustible materials clear of heating and cooking appliances at all times.

7.3. Additional safety notes:



- Use only portable fire extinguishers of the dry powder type, except on liquid fires, where only fire blankets shall be used.
- Use a fire blanket on a liquid fire. If a fire occurs in the oven, turn off the oven and leave the oven door closed to smother the fire.
- Do not use portable gas or liquid fuel heating equipment, it is a source of danger and could cause fumes, asphyxiation and condensation.

- Flexible gas hoses shall be inspected regularly for deterioration. Renew with an approved type as necessary and not later than the expiry date marked on the hose.
- Operating and maintenance instructions for all fitted appliances, unvented mains pressure water cylinders, heating systems and alternative and renewable energy systems (such as MVHR) are included within the pack supplied with the home.
- Maintenance and testing instructions for smoke and CO alarms are included within the pack supplied with the home. Remember to check the condition of the battery regularly.
- The positions of designated means of escape are marked on your floor plan by means of a Δ

WARNING - do not carry out any modifications without first consulting the residential park home manufacturer or a suitably qualified person.

7.4. Gas commissioning notice – this is a legal obligation

In the general interests of your safety and others that may use this residential park home or lodge, you should have the gas installation and appliances properly commissioned and checked for safety by a competent Gas Safe registered engineer after the unit has been delivered and a gas supply connected to it.

We recommend that the registered engineer complete this notice at the time of commissioning this residential park home or lodge when new. This record of first commissioning should not be removed.

Installation Company:

Gas Safe registration No:

Commissioning date:

Engineer's name:

Engineer's signature:

If the residential park home or lodge is to be let out (either permanently or short term), then by law (The Gas Safety (Installation and use) Regulations and Health & Safety legislation) the current owner or their agent must ensure that: commissioning and servicing checks of gas installations and gas appliances have been carried out by a Gas Safe registered engineer; the gas appliances are checked for safety at least once a year by a Gas Safe registered engineer; and a record of the installer's safety check is prominently displayed in the unit for occupants to see.

If the unit is being used solely for private use, other than commissioning, these checks are not required by law, but it is **STRONGLY RECOMMENDED** that the owner has them carried out and retains a record of the annual safety checks on appliances.

WARNING: By law only competent persons can carry out gas installation and servicing work. Do not attempt to work on the gas installation yourself, as to do so could be illegal and/or dangerous and could put yourself and others at risk.

8. Maintenance and Care



Your Omar Group park home or lodge is designed to provide you with low maintenance living. The following guidelines will help you to keep your home well maintained and in good condition, and some may be part of your GoldShield warranty requirements (GoldShield warranty requirements can be download at www.goldshieldwarranty.co.uk).

8.1. The roof



Your home is constructed from a preformed aggregate coated Metrotile® steel tile system. The roof tiles come with a 40 year weatherproof guarantee and generally do not require any attention. The guarantee does not include damage caused to the roof tiles by others after the home has been despatched from our factory or caused during transportation.

Do not attempt to walk on the roof without first taking safety precautions. Use scaffolding or a safety line to protect yourself from falling. If you do have cause to walk on the roof, we advise you to wear soft shoes and walk in the valleys of the tiles. If you walk on the top profiles of the tiles, they are likely to be distorted and cause permanent damage.

8.2. Gutters

We recommend that you clean the gutters at least annually and remove debris and leaves that accumulate. This will prevent blockages and overflows.

8.3. PVCu windows and external doors



PVCu windows and exterior doors are best cleaned with a mild solution or non-abrasive mixture of water and washing up liquid, and then frames polished with a soft cloth. Alternatively, there are a number of cleaners available specifically designed for this purpose. Hardware needs to be oiled regularly using 3-in-1 oil or similar.

8.4. External lights and metal work

To help maintain the aesthetics of your external lights and metal work we suggest you clean them with warm soapy water and rinse with clean water on a regular basis. This will help to reduce the amount of salt build up and so prolong the appearance and life of the product.

8.5. Chassis

This is an important integral part of the structure. Periodically, and at least annually the chassis and stands should be inspected for signs of rust. If necessary, any affected areas should be repainted with a rust resistant metal paint which should be available from a paint wholesaler.

8.6. Tile grouting

It is important that regular visual checks are made of the grouting and silicone seals within the shower areas of your home to establish if any cracking has occurred during transportation or the subsequent settlement period of your home. Please inspect and report this back to our customer care team so that under your warranty we can forward enough grout to enable this to be rectified - this will avoid water damage in the future.

8.7. Kitchen and bedroom cabinets

Should be kept clean by wiping with a damp cloth; too much water may damage them. We do not recommend the use of abrasive cleaners. Always dry real wood doors after cleaning to prevent damage to the coating.

PVC and vinyl wrapped doors are a durable and easy to clean, however there are some limitations on their use in certain applications. Never use appliances that generate heat, such as a toaster, directly underneath a PVC edged or vinyl wrapped door. Never allow concentrated steam (e.g. From a kettle) to be released directly underneath a PVC edged or vinyl wrapped door. Never allow a PVC edged or vinyl wrapped door to become saturated with water.

8.8. Kitchen worktop

Should be treated as the kitchen cabinets. Do not place hot cooking equipment or appliances directly on them.

If your home is fitted with Silestone or Corian worktops please refer to their websites for maintenance instructions:

<https://www.silestone.co.uk/silestone-maintenance/>

<https://www.corian.com/-use-care>

8.9. Baths and hand basins

Should be cleaned regularly with a mild solution of detergent and water and then rinsed. Alternatively, there are a number of cleaners available specifically designed for this purpose.

8.10. Carpets

Should be vacuumed regularly and all stains should be mopped up immediately and cleaned. Carpets should not be over wetted if a liquid shampoo is used to clean them.

8.11. Vinyl flooring and floor tiles

Can be cleaned with a mop or floor cloth using warm soapy water or an appropriate floor cleaner.

8.12. Laminate and engineered wood flooring

Your flooring may become damaged if you drag your furniture across it, please take extra care when moving all furniture and chairs. Care must be taken when cleaning as water will damage laminate flooring.

8.13. Soft furnishings

Should be regularly cleaned with a vacuum cleaner. This advice applies to suites, curtains and carpets. Omar cannot offer specific advice due to the range offered and materials used. Please consult a local specialist cleaning company if you need a stain removed.

8.14. Appliances

Operating, maintenance and safety instructions for all fitted installations and appliances have been placed within your home pack.

Should be cleaned and serviced in-line with the manufacturer's instructions supplied with the appliance.

If a gas appliance has a flexible gas hose it must be inspected regularly by a qualified engineer for deterioration. Renew with an approved type as necessary as and not later than the expiry date marked on the hose.

If you live in a hard water area, we recommend that you consider installing a water softener as this will prolong the life of your water fittings and appliances.

8.15. Gas Boiler

It is important you have your gas or oil heating system serviced annually. You will need to contact a local Gas Safe (for gas) or Oftec (for oil) registered engineer to carry this out.

8.16. Electric boilers

Please refer to the instruction manual provided with the appliance for care and servicing requirements.

8.17. Smoke alarm & carbon monoxide detectors

A smoke alarm and two carbon monoxide detectors are fitted in the factory for your safety. These must be inspected regularly to ensure they are working correctly and replaced in accordance with the manufacturer's instructions. Please note, carbon monoxide detectors do have an expiry date.

8.18. Wallpaper

Your home has been decorated with high quality wallpaper. Due to settlement and movement, which is normal and to be expected with timber framed buildings, while this does not affect the structural integrity of your home, you may encounter some creases or ridges in your wallpaper. This can be resolved simply and effectively by running a sharp blade down the crease, gently peeling back the two exposed edges and applying some wallpaper paste into the gap and re-sticking the wallpaper. Wipe away any excess paste with a clean damp cloth.

8.19. Condensation

Modern homes are built so that they don't waste energy. Better insulation, draught proofing on doors and sealed window units minimise draughts and stop heat escaping from your home. But they also reduce water vapour escaping, which can increase the risk of condensation. Normal daily activities (such as taking showers and baths, washing and drying clothes, cooking and boiling kettles) produce warm air containing a large amount of water vapour. If the warm air can't escape through an open window or air vent, it moves around until it finds a surface where it cools and forms condensation.

Homes that are heated intermittently are more likely to suffer with condensation problems than homes that are heated continuously. This is because continuous heating keeps the surfaces of the rooms warm, which reduces the risk of condensation forming on them.

Reducing condensation

Controlling water vapour levels is important when living in modern, well insulated homes. You're unlikely to prevent condensation in your home completely, but you should aim to reduce it to a level so that it doesn't cause problems. The following advice should help you to achieve this.

Produce less moisture

- Put lids on saucepans while you're cooking to reduce the amount of steam.
- Avoid drying laundry on a clothes airer or radiator. If you need to dry clothes indoors, open the window and close the door of the room where the clothes are drying, so that moisture can escape outside rather than circulate around your home.
- If you use a vented tumble drier, make sure it's properly vented.

Stop moisture spreading

- While cooking, bathing or washing, use an extractor fan and/or open a window, and keep the door closed. Keep the extractor fan on and/or the window open for about 20 minutes after you have finished (with the door closed).
- When condensation appears, wipe it away.

Ventilate moisture away

- Leave trickle vents (slotted vents in the window frames) open when rooms are occupied – even in the winter when your heating is on. These vents provide constant ventilation which removes water vapour.
- If you can, try not to overfill cupboards, wardrobes and drawers so that air can circulate around the contents.

Provide even heating

- Keep your home warm to avoid cold surfaces, and remember that it can take a long time for a building to warm up.
- If your home is unoccupied during the day, make sure the timer is set so that your home is warm by the time you return. During very cold weather it's better to leave the heating on during the day to maintain an even temperature. The temperature can be set a few degrees lower while you're out and turned up when you return.
- If you don't usually use all of the rooms in your home, you should still keep them heated to avoid cold areas. It's better to keep all rooms heated to a low temperature than to have some rooms heated to a high temperature while others have the heating turned off.

8.20. External walls



8.20.1. Stucco finish

Stucco serves the dual role of protecting the exterior cladding and making the home attractive to look at. Specially formulated primers that we apply to the exterior cladding substrate provide the main protection to the framework and interior.

Should you notice any cracks in the surface coating (Stucco) itself, use a fairly small paintbrush and touch them in with the small container of Stucco which we issue with your home when first purchased. An exact colour match will be difficult to achieve if not touched in as soon as possible after delivery or occupation.

Should you notice any deterioration to the exterior cladding itself, such as fine splits in the top layer directly underneath the surface coating, it is advisable to re-coat the whole bodywork. Resistex Resifine should be used to bridge linear cracks, fill minor defects or coat existing park home textured surfaces, or Resistex Stipple Finish for major repairs.

Overhanging trees and high bushes or embankments close to homes can create damp conditions that will allow unsightly moss or fungus to grow. This may discolour roofs or stucco walls in the same way that it affects conventional brickwork properties.

Should you wish to clean the exterior surface coating it can be effectively carried out with a manual pressure garden sprayer. Use either a specialist sanitising agent or a mixture of 1-part domestic bleach to 5-parts water, this treatment is particularly effective when the exterior coating has been subjected to unsightly moss or fungal growth mentioned above. After the treatment has been applied just leave it for the rain to wash off. (Before using any chemicals, please refer to the manufacturers safety data sheets)

Please note: Care should be taken to protect eyes and exposed areas of the skin when carrying out this operation. Always wear a mask and protect plants near the area being sprayed.

Note to keep your Goldshield warranty it states:

- Exterior walls should be re-coated within the first two years of the date of manufacture with a suitable good quality exterior finish. Thereafter, the park home should be re-coated every three years (all receipts for purchase of material or subcontract painting should be retained as proof of the treatment).
- You should examine the exterior walls at least every three months for hairline cracks due to the natural shrinkage of exterior cladding. Any such cracks should be filled with a suitable exterior filler before recoating.

In coastal areas your home may be exposed to more extreme conditions and could require colour washing more frequently. Always clean the exterior surface prior to applying colour wash.

PLEASE NOTE: Re-coating your home with unsuitable products as stated in your warranty documentation will invalidate your warranty. Omar Park Homes Ltd have used the Resistex product on your Stucco finished home. If you are in any doubt please contact Omar Park Homes Ltd.

Stucco products can be purchased directly from:

Resistex Ltd

Unit 1, Warncliffe Business Park
Carlton
Barnsley
South Yorkshire
S71 3HR
Tel: 01226 242 322 Fax: 01226 321 765
Email: info@resitexcoatings.co.uk
Website: www.resitexcoatings.co.uk

8.20.2. Mapei Render finish

Elastocolor Systems are designed to be virtually maintenance free and come with a 10-year warranty, without the need to re-paint but as with all things, sometimes maintenance and repairs are required and contained within this manual, sets out the areas to take care of and what to do if in the unlikely event things go wrong.

This system will provide a quality finish for many years, but should accidental staining, soiling or damage occur to the installed system then the follow suggestions should be followed:

- Impact from ball games, vehicles, bikes, or wheeled bins should be avoided so as not to damage the integrity of the installed system.
- No fires, barbecues, or other direct heat sources should be used on the system or against the system as damage may be caused to the system.
- Plant growth can ingress on the system and this should be avoided as damage could be caused to the surface of the system and system staining may occur.
- Regular checks should be made on the installed system for damage and be reported to the system installer.
- Mould / Algae may occur, due to certain weather conditions and/ or locations to the surface of the installed system and advice should be sought from the system installer as to the required remedial action.

Care should be taken with impact onto the finished surface and any damage caused to the installation, should be reported to the registered installer above and repairs sought as soon as possible to the installed system.

The system can also be over coated to refresh the appearance, or even a change of colour scheme if required, as per the manufacturers recommendation and Mapei UK have a selection of Silicon and Elastomeric coatings available for this application.

Only coating systems from Mapei UK can be used otherwise the warranty will be invalid.

Cleaning

Before work commences please ensure that the correct protective equipment is used and that the area of work is made safe. Any access that is required, or

access equipment used, should conform to the relevant health and safety regulations, or local guidelines.

Cleaning should always be carried out in dry conditions and when the surface is dry, and a small test area carried out to ensure no unforeseen damage occurs.

If a render finish has been soiled, or stained with general dirt such as soil, atmosphere pollution, or rain splash back, then warm soapy water should be applied by sponge and any necessary scrubbing carried out with a nylon brush (not a wire brush as this will cause damage to the surface finish).

If the surface contamination is fresh and not yet dried then clean water should be applied to the area, to try and limit the effect of the contamination.

Stubborn stains may require several operations to remove them, and stains from other contaminants such as oil, exhaust fumes, paints, stains or similar may require the use of a proprietary stain remover, this should be trialled in an area that is inconspicuous, so as to avoid unsightly effects.

If the dirt or stain cannot be cleaned, then re-coating with a Mapei approved paint maybe required.

At the end of the initial 10-year warranty period the customer has the option to re-paint their park home, using a recommended Mapei paint system as per the below:

- All works must be completed by a recommended, or suitably qualified subcontractor.
- A specification would need to be requested direct from technical-uk@mapei.co.uk.
- Thoroughly clean the external walls and make any repairs where necessary, as per the specification provided.
- Treat with Silancolor Cleaner Plus (fungicidal wash), as per the technical data sheet.
- Apply two coats of Elastocolor paint, or a Plus paint system, if affected by heavy mould or algae growth, as per the technical data sheet.
- Upon completion, an additional 10-year product warranty should then be requested from technical-uk@mapei.co.uk (all receipts for purchase of materials and an official dated invoice from the subcontractor, should be retained as proof of purchase and submitted when applying for the warranty).

Contact Mapei Technical Support for help:

MAPEI (UK) LTD
Mapei House
Steel Park Road
Halesowen B62 8HD
Tel: 0121 508 6970
Fax: 0121 508 6960

Note to keep your Goldshield warranty it states:

Even though some external cladding does not need to be painted, it is still essential that it is cleaned, and all shrunken or missing sealant is replaced on at least an annual basis.

8.20.3. CanExel Cladding – Maintenance Schedule



Please follow the following recommendations to ensure your home continues to look and perform at its best.

Cleaning

- **Pressure washers should not be used for cleaning painted wood or wood-based cladding.**
- A medium/soft sponge should be used with a mild diluted cleaning detergent. To prevent streaking when cleaning, do on a dry overcast day and avoid direct sunlight.
- Cladding and aluminium trims **should be cleaned at least once ANNUALLY.**
- Test cleaning products on a small area first to ensure they don't damage the finish.
- Correct cleaning should prevent build-up of moss or mildew. If any is found, please remove immediately.

Maintenance and Care

- Cracked or loose caulk should be resealed where necessary with colour matching thermoplastic caulk.
- Keep all plants/shrubs at least 300mm (12") away from the siding.
- Do not allow sprinklers to spray directly onto the siding.
- Any fixings into the siding should be fixed using **STAINLESS STEEL** accessories.
- Please leave a 25mm gap between cladding and decking / walkways.
- Please leave a 25mm gap between cladding and any skirt base.
- Annually edge check.

Touch up paint application

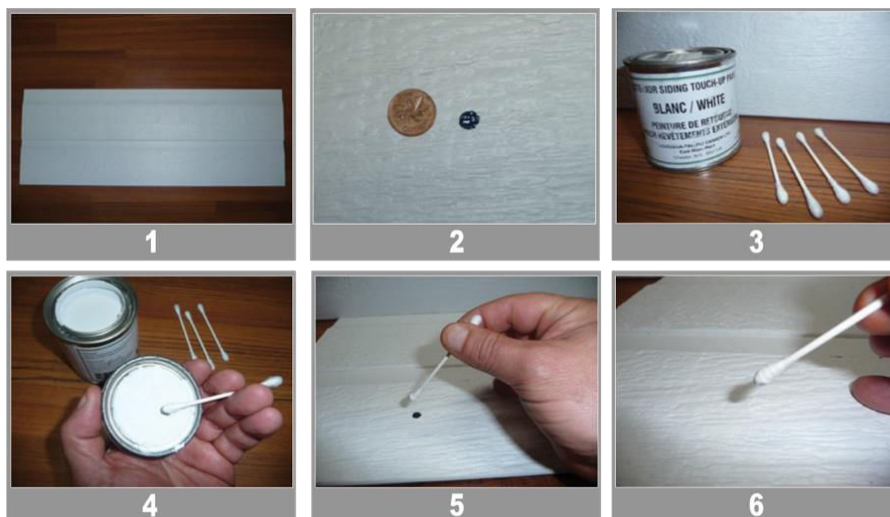
Should you need to carry out touch-ups, we suggest the simple method detailed in the photos overleaf for quick repairs (dip in paint lightly, dab and blot onto spots and

repeat).

Touch-ups should only be applied to areas smaller than a two-pence piece and **applied with a cotton swab Q-tip**. Apply the paint to the affected areas **ONLY** and let it dry for approximately one hour.

(Do not apply with a paintbrush)

For best results, exterior temperatures should be at least 50°F/10°C (24-hour period).



For further aftersales advice, please contact:

Hawthorn Timber Ltd, Wyke Street, Hedon Road, HULL, HU9 1PA
Tel: 01482 228159 Fax: 01482 216937
www.hawthorntimber.co.uk

8.20.4. Timber log profile care and maintenance guide

For general maintenance, the following requirements should be carried out on a regular planned basis (but not less than once a year) to avoid excessive preparation and maintenance costs.

Exuding Resin – Any yellow sticky resin should be allowed to dry to white crystalline resin before any attempt is made to remove it. Dried resin can then be removed by lightly abrading and wiping with a cloth dampened with methylated sprits.

Mould and algae – Areas affected by algae and mould growth should be treated with a solution of one-part household bleach to two-parts water. Allow the solution a minimum of 20 minutes to work before washing off with clean water and a stiff nylon bristle (non-metallic) brush. Allow to dry. (Before using any chemicals, please refer to the manufacturers safety data sheets)

General Cleaning – Wash with hot water and liquid detergent solution to remove any contaminants, frequently changing the water. Rinse thoroughly with clean water to remove all residues. Allow to dry.

Check for damaged areas – If there are any areas of the coating that have been damaged revealing bare timber please follow the remedial instruction below.

Remedial instructions for damaged translucent finishes

1. Surfaces affected by impact and abrasion – remove all signs of surface damage to the substrate by manually abrading with the appropriate abrasive material. Ensure all abrading is undertaken in grain direction and dust is removed. Avoid inhalation of dust.
2. Patch priming – Sikken's Cetol WP562 BPD – one coat patch prime, any bare timber with one full coat of Cetol WP562 BPD. Ensure end grain is well coated. Only apply in dry weather and allow a minimum drying time of six hours.
3. Denib using a fine grade Scotch-brite™ Handpad or fine grade wet or dry silicon carbide abrasive paper. Do not break through the surface coating. Remove all dust. Avoid inhalation of dust.
4. Bring forward patch-primed areas with one or two full coat(s) of Cetol WF915. Ensure end grain is well coated. Only apply in dry weather and allow a minimum drying time of five hours between coats. Two coats may be required to build up film thickness and achieve an even coating and depth of colour.

Redecoration cycle – every two to three years depending on climate.

1. Patch prime, Denib and bring forward any bare timber as above 1-4.
2. Remaining sound translucent coating - wash with hot water and liquid detergent solution to remove any contaminants, frequently changing the water. Rinse thoroughly with clean water to remove all residues. Allow to dry.
3. Prepared sound clean surfaces Sikken's Cetol WF915 – one coat. Decorate with one full coat of Cetol WF915. Do not brush out thinly and ensure end grain is well coated. Only apply in dry weather.

WARNING: All decorative products must be applied in accordance with manufacturers instructions. For more information call **Akzo Nobel Industrial Coatings** on 01254 687 950 or visit www.sikkens.co.uk



8.20.5. Cedar and Larch cladding

If the cladding is not coated, then just leave and let nature do its work.

If coated with Sikken's products, treat as timber above.

If coated with Ankolux:

General Maintenance

If the coated surfaces are accessible then washing the surface from time to time to remove airborne pollution or debris can help extend the coating lifespan. Removal of algae or mould using suitable cleaning materials is a good precaution. On exterior cladded buildings such as log cabins, when algae or mould has gathered it is a good idea to wash down surfaces with a diluted solution of household bleach (2 parts water to 1 part bleach). Leave the solution 20 minutes to act then rinse with clean water.

If cleaning as described above is not possible then brushing surfaces to remove settled dirt and debris can be helpful. (Before using any chemicals, please refer to the manufacturers safety data sheets)

Redecoration cycle – every two years depending on climate.

For opaque finishes apply Ankolux Opaque Woodstain and for translucent finishes apply Ankolux Woodstain TP.

Procedure:

- 1) All surfaces should be clean and clear of any debris or loose material before any coating application takes place.
- 2) Ensure the temperature is above 10°C when redecoration is being carried out. It is also important that the relative humidity does not exceed 80%. Do not apply in rain or when there is mist in the air and avoid application on days where there is a very high risk of rain.
- 3) Check for damaged coatings and rectify as follows: - Remove all loosely adhered coatings by first scraping with a sharp scraper then sanding with a P100 abrasive. Sand back any grey timber to a sound clean surface. This is because applying coatings on the loose timber fibres present on grey denatured timber may result in premature breakdown of the maintenance coating. Where the sound existing coating is difficult to remove it will be necessary to feather the edge between sound coatings and bare timber with a P120 abrasive so the transition is as smooth as possible.
- 4) Before any widescale coating commences try a test on an inconspicuous area first to ensure satisfaction with the colour and sheen level of the remedial work.
- 5) Bring forward bare areas by applying a full coat of the appropriate Ankolux product. Ensure that the end grain is also coated if exposed.
- 6) Once a clean and sound and even appearance is achieved (which may take more than one coat) apply a further coat of the appropriate maintenance product. Always use a good quality, long haired, synthetic bristle brush for the application of the water-based products.
- 7) Allow 4 hours between coats. After drying a light de-nib with a very fine abrasive paper (p180 - p240 grade) may be required.
- 8) Apply a second full coat of the appropriate Ankolux product.

Applying water-based coatings.

- Load the coating generously onto the surface before brushing out.
- Even out the coating, brushing across the grain, then along the grain allowing the coating to level out and flow out naturally.
- Apply and finish each section systematically, finishing cladding lengths in small groups.

All decorative products must be applied in accordance with manufactures instructions. For further advice, contact **Anker Stuy Coatings UK** at sales@ankerstuy.com

8.20.6. Artefoam cladding

Cellular cladding profiles are finished, practically maintenance-free products. In order to preserve the aesthetics, we recommend cleaning it at least once a year depending on the degree of soiling.

- Clean the panels and trims using a domestic detergent solution with a temperature not exceeding 40°C.
- Do not use solvents or similar aggressive and caustic fluids.
- Wash the surface with clean water after cleaning.

8.21. Thermostatic mixing vales (TMV2 or TMV3)

A requirement of BS 3632:2015 is that hot water supply to bath and showers be limited to 48°C by a TMV2 rated thermostatic mixing valves these need to be commissioned and serviced to manufacturer's instructions supplied with your home.

8.22. Winterisation

If you have occasion to temporarily vacate your leisure home in the winter. In the first instance please consult your park manager for your parks requirements and there recommendations.

It can be a wise time to take the precaution of draining off the water. The various drain cocks appertaining to the plumbing system can be found underneath the floor of the home. Before turning off the incoming mains water supply shut off all gas & oil boilers etc. Turn off the incoming mains water supply and leave hot and cold taps turned **on**. Combination boilers it would be advisable to empty the boiler as well through its own drain point. There will be areas of the boiler that won't get fully drained by operating the system drain off points.

It is advisable to get a heating engineer to drain off a system and even more advisable to have him refill the system. Emptying and/or filling water pipes without the proper venting of air, will lead to inefficiency of the boiler or even a complete failure of the plumbing/heating operations. If you do drain the heating system - remember to follow the inhibitor recommendations when refilling the system.

If you do decide to shut off the gas/oil supply to your home remember your heating system's built in frost protection will not work.

9. Base Skirting

We recommend an effective skirting system to protect the chassis from precipitation and or water spray this also reduces under- floor draught and in sub sub-zero conditions reduces the risk of under-floor plumbing pipes becoming frozen.

A minimum 25mm gap between the top of the skirt and the Park Home should be allowed. This space must remain open at all times. Skirting should be set back a minimum 25mm from the lowest part of the wall of the Park Home. Failure to retain the 25mm gap between your home would invalidate the GoldShield warranty. A minimum 25mm gap also applies between your home and any decking, steps or ramps.

Ventilator grilles (150s.cms. approx.) should be positioned in the skirting at points relative to each room. For Homes with LPG, grilles should be as low as possible and for natural gas grilles should be as high as possible. This practice will help to provide proper draught for gas, oil and solid fuel appliances as is mandatory by law. It also helps to prevent condensation and allows the concentration of gases, fumes, etc. to escape in the event of leaks inside the home. In cases where a brick/stone built wall is used it is recommended that it incorporates a damp membrane at 150mm from the ground.

Sufficient access hatches should be provided for inspection and maintenance, providing adequate access to the underside of the Park Home and each side of the axle.

We recommend you review the GoldShield 10-Year Warranty Scheme Code of Practice that gives further guidance for skirting a residential park home or lodge.

(For further information, please refer to our Recommended Base and Siting Instructions).

10.Specification

All Omar Group park homes and lodges are designed and manufactured to fully comply with BS 3632:2015.

10.1. Chassis

Our chassis are an enhancement of designs developed and computer modelled in conjunction with Anglia Ruskin University.

The principal longitudinal members are constructed as a two-tier, hot-rolled steel channel beam frame 300mm deep. Hot-rolled steel angle ladder frames are welded above and braced to the channel beam. Steel members of the ladder frame are located adjacent to and bolted to several of the floor joists.

The structure includes siting wheels, levelling supports and a detachable tow bar. Holding down points are located at each corner of the chassis at approximately 1m from the end (clearly marked with yellow paint), it is recommended that the person responsible for the ground installation of the home provide suitable anchorage points to prevent over turning if local climatic conditions are likely to result in wind velocities in excess of 48 m/s (107 mph). Each ground anchor should be capable of resisting a tensile load of 10KN.

Your chassis fully complies with all the requirements of Code of Practice 501 - Specification of undergear, wheels and tyre configurations for Residential Park Homes.

10.2. Floors

Omar use high-density 18mm thick flooring grade tongue and groove board that is screwed and nailed to timber floor joists. Joists are located at maximum 407mm centres. Joists are securely bolted to the chassis at regular intervals. The floor deck is insulated with 96mm platinum grade rigid polystyrene which is held in position between joists with a continuous 125-micron, fire retardant micro-perforated barrier. Thermally our typical floor 'U' value is 0.30 W/m²/K.

10.3. External walls

The standard exterior finish is a textured synthetic copolymer resin containing selected mineral aggregates to give a class I spread of flame to BS.476. It is applied over double primed 9mm magnesium oxide (MgO) cladding board rated A1 Euroclass non-combustible.

The 120x36mm timber studwork is spaced at a maximum of 600mm centres and incorporates 100mm semi-rigid foil faced slab insulation between. Wall linings are 12.5mm foil backed plasterboard. Internal walls are decorated with self-finish wallpaper. If your home has a timber or CanExel external finish this is fitted to batons at 400mm centres over membrane and 9mm OSB3 sheathing (fitted in accordance with the manufacturers instructions).

All internal substrates comply with BS.476 giving a minimum class I spread of flame:

- The wall 'U' value is 0.30 W/m²/K or better
- The laboratory tested acoustic value of our walls has proved up to a 10db improvement over the requirements of BS 3632:2015.

10.4. Roof

The roof utilises the preformed aggregate coated Metrotile® steel tile system, fixed to 50x25mm treated timber battens over Corovin® breather membrane. Timber roof trusses (produced in our own truss-press) are positioned at 400mm or 600mm centres. Twin homes provide central support to the roof trusses via proprietary 'I' beams. Ceiling decks are 12.5mm foil backed plasterboard, which is then papered or MDF painted V grove boarding, insulated with 250mm 'Earthwool' fibreglass insulation. The roof void is cross ventilated via the eaves which are various widths depending on the style of the home. All rainwater down-pipes and gutters are PVCu or galvanized steel. Fascias and bargeboards are also PVCu. The roof 'U' value is 0.18 W/m²/K or better

10.5. Windows and doors

We produce our own PVCu windows and doors in a separate factory at our site in Brandon, Suffolk.

- A typical window 'U' value is 1.6 W/m²/K.
- Trickle vents are fitted to windows and doors for ventilation.

10.6. External features

External features such as corner quoins, window hoods and pilasters and lintels are all manufactured in fibreglass by a specialist company using our own moulds. This provides consistency of colour and superior quality.

10.7. Internal partitions

All internal walls are panelled primarily with 9mm plasterboard and then wallpapered. In certain areas (behind tiling etc.) we may substitute the plasterboard for 9mm plywood.

10.8. Plumbing and heating

Generally, we fit a plastic pipe system. The majority of the pipe work is positioned under the home within a specially constructed insulated box. All sanitary ware fitted complies with the relevant standards. Most of our park homes and lodges are fitted with gas combi boilers with wireless 7-day programmable thermostat with six time and temperature settings per day. Instructions are supplied in the pack with this manual.

10.9. Electrical

All our park homes and lodges are supplied with the appropriate test certificates. **Please note:** any electrical work must be carried out by an approved and qualified electrician.

A smoke alarm and two carbon monoxide detectors are fitted in the factory for your safety. These must be inspected regularly to ensure they are working correctly and replaced in accordance with the manufacture's instructions.

11. 12-month Warranty

Omar Group offer a 12-month warranty on everything supplied with your new home. This does not affect your statutory rights.

If there is an issue with your boiler or an electrical appliance, please contact the manufacturer directly to arrange for a service engineer to visit.

Worcester Bosch	www.worcester-bosch.co.uk	0330 162 8260
CDA	www.cda.eu	01949 862 012
Candy	www.candy-domestic.co.uk/en_GB/	03446 923 607
Neff	www.neff-home.com/uk/	0344 892 8989
Bosch	www.bosch.co.uk	0344 892 0115

If you experience any problems, it is a good idea to check with the park owner or manager first as they may have experience which could be helpful. If you call out an Omar service engineer and no faults are found, you could incur a call out charge. If an appliance is out of guarantee or the fault is not caused by faulty manufacture or malfunction, Omar Group reserve the right to make a charge.

WARNING: Do not carry out any modifications without first consulting Omar Group or a suitably qualified person.

Contact Details

Customer Service Department
Omar Group
Pleszko House
London Road
Brandon
Suffolk
IP27 0NE

Phone: 01842 810 673

Email: customercare@omar.co.uk

Website: www.omar.co.uk



Useful Contacts

Company	
Address	
Phone	
Email	

Company	
Address	
Phone	
Email	

Company	
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Phone	
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Company	
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