

Guide for Tenants

Emergency Contact Information

According to the guidelines – “Defects in the Tenancy”:

If the issue concerns urgent matters – and they must truly be urgent – such as a leaking gas pipe or water pipes with major damage, the tenant may arrange for a tradesperson themselves.

However, you must always first attempt to contact your landlord so that the landlord has the opportunity to remedy the problem.

As a general rule, the party who orders the tradesperson is responsible for paying for the work. Therefore, regardless of the nature of the problem, you should always begin by contacting your landlord.

Guidelines Applicable to Acute and Critical Issues in Your Tenancy

Engaging tradespeople outside New Door’s normal opening hours — Monday to Thursday from 9:00 AM to 4:00 PM and Friday from 9:00 AM to 2:00 PM and without prior contact with New Door:

The tenant who engages a tradesperson is responsible for the associated costs if it can reasonably be determined that the damage is self-inflicted. This means that if the task is self-inflicted or not acute/critical and therefore could have waited until normal opening hours, the cost will be charged to the tenant.

New Door contact information:

Mail: Lejer@newdoor.dk

Phone: 30 30 01 46

Maintenance Contacts

Plumbing, Henning Mortensen (Water):

Tel. +45 86 82 44 44

Electrician, Henning Mortensen (Electricity):

Tel. +45 86 82 44 44

Locksmith, Bonne Låse og Sikring:

Tel. +45 70 70 21 90

(Emergency call-outs must be paid on site to the technician and will be reimbursed afterwards if the issue is a system fault and not a tenant-caused defect.)

Drainage Service (Blocked Drains), Norva24:

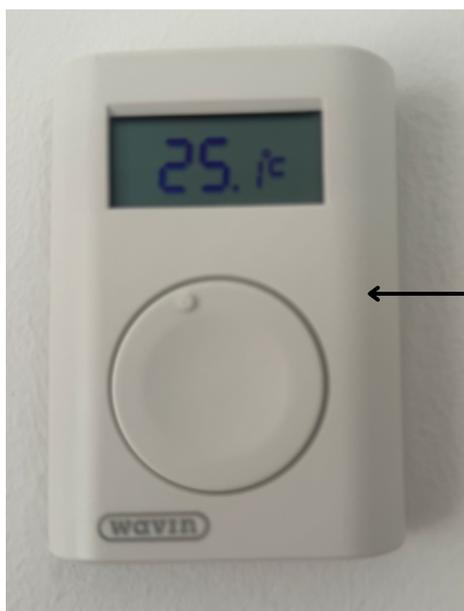
Tel. +45 86 17 40 30



Guides

Temperature Sensors

To change the temperature, turn the dial until you reach the desired setting. Once you have selected the temperature, press the dial to save the setting. Please note that it may take up to 24 hours for the temperature to be adjusted.



← The control dial - turn and then press

Bulky Waste

Bulky waste may only be placed out on the day for which you have received a confirmed collection date. Therefore, always remember to book the collection well in advance, as waiting times may be longer during certain periods.

When placing the bulky waste outside, you must attach a note clearly stating that collection has been booked.

Changing the Batteries in the Lock

The door lock indicates that the batteries need to be replaced when it flashes red before turning green and the door opens.

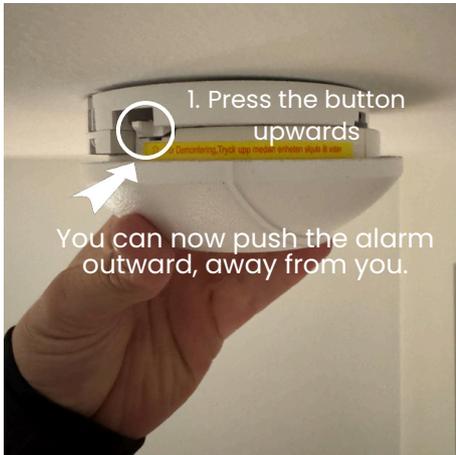
- Replacing the batteries is very simple: use a Torx 20 screwdriver to loosen the cover on the locking mechanism on the inside of your apartment door.

(Note: Turn clockwise to loosen this screw, which is the opposite of normal.)

- Once you have loosened the screw at the bottom of the locking mechanism, you can lift off the cover and access the three AAA batteries that need replacing. Important: Make sure to use AAA PROCELL or INDUSTRIAL batteries.
- After replacing the batteries, put the cover back in place and tighten the screw at the bottom by turning counterclockwise.



Replacing the Batteries in the Smoke Alarm



Step 1:

Remove the smoke alarm from its base by pressing the locking tab upward. The tab is located on the side of the back of the alarm. Then, "slide" the alarm away from you so that it comes off the base. See the arrows in the picture.



Step 2:

Replace the old battery with a new one. The smoke alarm uses a 9V battery.



Step 3:

After inserting the battery, press the test button, as indicated in the picture. Then you can place the alarm back on its base, and press the test button again.

Note: If you hold the button down for more than 3 seconds, the alarm will start sounding. If this happens, press the test button again until the alarm stops.