

# GUIDE BOOK


## **Leopalace 21** **Apartment** **Use Service Guide**

The rules for the tenants of the apartment are described, please  
make sure to check them.


# GUIDANCE FOR TENANTS

Thank you for choosing Leopalace21. Please read this guide book and "Rule of the cohabitation" and kindly respect the rules to improve the situation for a comfortable life for every tenant.


## Room searching information desk

- For general contract inquiries (9:00am~6:00pm)  
(Japanese only)  **0570-008-021**

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- For Leonet service inquiries (9:00am~7:00pm)  
(Japanese only)  **0120-911-521**

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- If you'd like to speak English, Chinese, Vietnamese, Korean, or Portuguese, please contact Navi Dial at the International Service Center. (10:00am~18:30pm)  **0570-048-021**  
(Paid call)

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This is an introduction of how to use the facilities and the solutions for problems occurred while living in the apartment.  
Please try to fix it first by yourself in case of any problems. If you cannot fix it,  
please contact the Leopalace service Center for help.

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Notifications and requests from Leopalace 21.

**BEFORE MOVING IN:**

In order to use utilities service right after moving, you need to contact utilities companies (electricity, water, gas) to apply for the service. The utilities fee of previous tenant will be added to the amount that you have to pay if you didn't apply for the service. Please don't forget it.

※You may not be able to reach them at the weekend. It is better to call them at the weekday.

※The tenants sign NHK contracts by themselves.

**1. Contact number for electricity** **Telephone number**

※Please call electricity company if an electric water heater is set up in your apartment. Furthermore, electric water heater will be activated by using power supplied at night so the tenant can't not use it at registering date time.

**2. Contact number for gas** **Telephone number**

※Before moving in, please call the number above for gas application.

①[Building name], [Room's number], [Address] are required

②At the set up date, contractor's presence is requested.

③We recommend you to set up the gas at the day you move in. Depending of the gas company, a deposit (10000yen) is required.

**3. Contact number for water** **Telephone number**

※Please note that in some cases, the water supply may not start if there's no application within 2~3 days before the moving in date. The supply set up method is different depends on each location. Contact the number above for more details.

**Your moving in date is**      **year**      **month**      **date.**

Bring the contract (copy is acceptable) and an ID, name seal to the office to pick up the key.

The key will be 1 piece for cylinder type and 2 pieces for card key type. For the card key type, the tenant can receive up to 3 pieces depends on the number of tenants.

**RENT PAYMENT METHODS**

●The payment of the rent is made always in the **previous month**.

●Bank transfer

The due date is **27th of previous month**. The rent will be only deducted on 27th and it's not possible to deduct afterwards.

**The automatic debit of monthly rent is 27th.**

Please prepare enough money into your bank account until the day before the due date (If the previous day is a holiday for the bank, please do it until the work day before).

●Please note that a transfer fee will be added to the rent. The tenant is responsible for the transfer fee.

●If the bank transaction cannot be made until the due date, the tenant needs to pay it in the Leopalace21 office or make a deposit transfer to our bank account.

Rent for	Rent for	Rent for	Rent for
<b>Paid</b>	<b>Paid</b>	<b>Until month day Transfer to a specific bank account.</b>	<b>Automatic debit</b>
<b>Yen</b>	<b>Yen</b>	<b>Yen</b>	<b>Yen</b>

●Please be aware that we may decline the use of the apartment when there is failure to pay the rent.

●Please pay the rent to Leopalace21, even for those who made the apartment contracts with brokers.

# Notices for the stay

Updated information from Leopalace21 will be posted on the information board at each apartment. Please check the board regularly.



Please check the information board regularly.

## 1. Main postings

- Notification of repair work
  - Notification of fire prevention and water tank checkups
  - Garbage collection dates and communal announcements
  - Information and notification of our various services
  - Apartment clean up report
- The main posting consist of information regarding repairing, safety checkups, communal activities, garbage collection and important notices from Leopalace21.

## 2. Maintenance

Proper building management requires fixing and repairing. If you encounter any possible breakdowns or potentially dangerous situations, please contact Leopalace Service Center.

- ※ For breakdowns occurring in your apartment, please check this guide book, and contact the service center if necessary. (Repairing fee details are on page 24.)
- ※ If it's necessary to enter in the apartment to make some maintenance, we will notice the tenant in advance.
- ※ According to the types of key, we might not be able to change or fix the lock for you at nighttime. In this case, the local management center will do it at the next morning.

## 3. Fire prevention checkup

In conformity with Fire Prevention law (Article 17-3-3), we are required to setup, maintain, repair and conduct regular checkups of all the fire prevention equipment, and report back to the fire prevention institution. Since safety checkups will be conducted both outside and inside of your apartment, we might need to enter into your apartment. We will give you the prior notice in that case.

- ※ If any emergency situations happen besides the maintenance (fire, water leakage, incidents, accidents), we might enter into your apartment as the chief administrator of the apartment.

## 4. Regular cleanup

Cleaners will clean the building 4 times a month. To ensure a comfortable living environment, please obey the garbage rules and cooperate in maintaining a well-kept environment.

## 5. Applying for CATV·CSTV and Internet service

It is prohibited to open a hole or drive a nail in the wall when you personally apply for any of the services above. If it requires construction to the apartment, please inform a Leopalace21 center beforehand. Setup construction without prior permission will be considered a violation of regulations.

- ※ In the management of the building, a parabola, UHF antenna construction, Internet construction may be not accepted.

## 6. Sales visit

There some cases that some malicious persons come in the apartment telling that they are from Leopalace21 trying to sell security system or asking to check the water. If Leopalace21 have to make any construction or check something inside the apartment we always send a notice in advance. When there was the suspicious door-to-door sales, check of facilities in the apartment, please refer to Leopalace Service Center.

## 7. What to do if you get someone else's mails and packages

If you get any mails or packages that are delivered mistakenly, please kindly bring it to the nearest post office. It is required by law that you can't slack off, open, or throw the mails away. If you get any mails or packages from express delivery company, please tell the delivery person you are the wrong person and do not sign or receive anything.

## 8. Others

- There is a timer function which stops the air conditioner every 3 hours installed in some apartments. It is impossible to change this function.
- Excessive use of humidifier can cause mold growth. In addition, because it may cause the wallpaper to be peeled by moisture, we really appreciate your management of moderate humidity and Ventilation.

## 9. A person who isn't the contractor is not allowed to move-in.

The person who will be living in the apartment should be the contractor. A person who isn't the contractor is not allowed to move-in. It is prohibited to sublease the apartment to another person.

## 10. It is necessary to register the roommate information if you have one.

It is necessary to fill in the "Roommate Application Form" and show us the identification of this person when you have a roommate.

## 11. There is a limit to the numbers of people that can move into the apartment.

It is necessary to contact us when the number of the roommates changes. In addition, the numbers of people that can live together are as follows. 1K・1DK・1LDK: Up to two tenants including the contractor. 2K・2DK・2LDK: Up to four tenants including the contractor. 3LDK: Up to six tenants including the contractor. It's not possible to have more tenants than the maximum capacity allowed. Please confirm the content of your contract beforehand.

※The maximum capacity for Monthly Plan and Short Term Plan is 3 tenants. The maximum capacity for "Gakuwari Plan" (Student Plan) is 2 tenants.

## 12. If there is a change to the contents of the contract, you need to make a procedure for the changes in the nearest Leoplace21 office.

(Examples of change contents)

- When the contractor's telephone number has changed.
- When the name or telephone number of the contractor's work place・school has changed.
- When the bank account from which the rent is deducted has changed.
- When the tenant's name has changed.
- To notify the addition or change of the roommate
- When the telephone number or home address of the emergency contact person or the guarantor has changed.

## 13. When you temporarily leave Japan, please contact the office where you signed the contract and let them know your contact number and when you are going to come back.

Please inform us the telephone number of the person we can reach in Japan, as the emergency contact during your absence.

## 14. Do not walk inside of the apartment with your shoes on

Please take off your shoes at the entrance.

Do not enter or exit the apartment from the balcony.

## 15. Please be careful of noise levels inside of the apartment

Please be careful of noise levels; i.g. talking aloud, listening to music (playing musical instruments is prohibited) which could be a nuisance to other users or neighbors.

Please avoid having a large number of people in the apartment and being noisy.

## 16. Please wear proper clothes at common areas

Please do not walk around at the common areas wearing pajamas or only underwear. It will make the neighbors uncomfortable.

## 17. Please use the bicycle parking lot

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Please park your bicycle in a designated bicycle parking space. Parking in front the apartment's door or under the stairs will disturb other tenants.

A parking permission sticker will be handled along with the key. Please label your bicycle in an easy-to-understand spot. It is prohibited to park motorcycles in the bicycle parking area.

## 18. Cooking at balcony, parking area or common areas is strictly prohibited

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No barbecue or campfire.

Furthermore, burning fireworks or firecrackers may disturb people around, please don't play them.

## 19. Feeding stray cats, dogs etc. is strictly prohibited.

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No pet is allowed in the apartments except for pet friendly apartments.

Feeding stray cats and dogs is prohibited as well.

## 20. Using common areas for private purpose is prohibited

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Things that are not allowed to do in common areas for private purpose.

Hanging out futon, clothes, leaving furniture or personal belongings outside, making loud noises, bathing, hair cutting. Please pay attention not to bother your neighbors.

## 21. No chatting in group, drinking, eating, smoking in common areas for a long time.

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Please note that talking on the phone for a long time at the common area or long chatting, drinking, eating, smoking near the building may bother not only the tenants living in the building but also the neighbors around.

## 22. Please follow rules for garbage disposal method and collection schedule

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Please follow the garbage collection rules and dispose it in the designated area at collect time.

It is prohibited to put the garbage at the common areas such as stairs or the corridor because it will disturb other tenants passing by.

About the classification method of the garbage, collection day and time, please verify on the information board in the common area. (See P5.1)

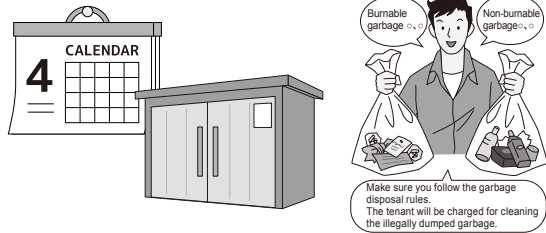
The way of Bulky waste disposal varies depending on local municipalities. Please check with your local municipality for further details, such as a disposal fee. Please plan to dispose of garbage before moving out according to local rules. If you don't follow the rules, a disposal fee might be charged.

# PROHIBITED ACTIVITIES

The following are the basic rules for using apartments. The tenants who break the rules will need to vacate the apartment.

## Dispose the garbage according to the local disposal rules

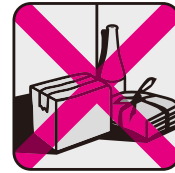
Garbage collection day, time, place and method are all fixed.



## Do not place anything in the passage or terrace of the building.

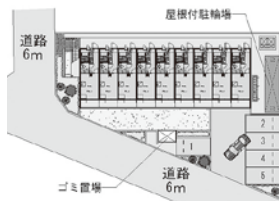
Do not place garbage or private belongings in the passage or terrace of the building.

※Garbage or unneeded things placed outside may cause fire.  
 ※Do not place private belongings in areas such as terrace. It's possible to store in trunk room. Please contact the Leoplace21 office for details.



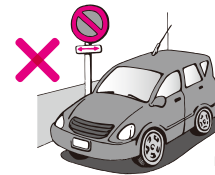
## On-site parking is limited only to parking contractors

You are required to start a contract if you need to use the on-site parking. Please do not park illegally.



## On-street parking ban

Parking in no-parking area is legally prohibited. Please use coin parking when you don't have a parking contract.



Illegal parking is strictly prohibited.

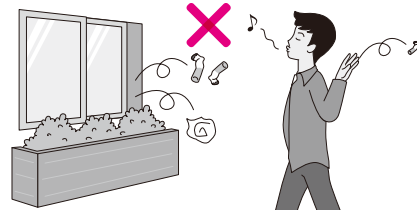
## Pay attention to fire safety

Please be very careful with cigarette fire. Smoking in bed is strictly prohibited since it can cause a fire. Oil stove, cassette stove is also strictly prohibited.



## No dumping tobacco or garbage.

Do not throw garbage or cigarette butts out from the building's window.



## Neighborhood noise nuisance

The Apartment is collective housing. A large gathering of people, talking aloud or playing music with windows open will make noise and cause inconveniences to other tenants. Please be careful especially at night.

※Laundry and house cleaning, talking on mobile phone at night also may disturb your neighbors.



## Pet breeding ban

Do not keep or temporarily receive pets from your friends, including bird, cat, reptiles, etc. Keeping stray cats or dogs is prohibited as well.

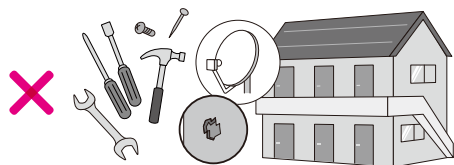




**Do not open holes in the walls or pillars**

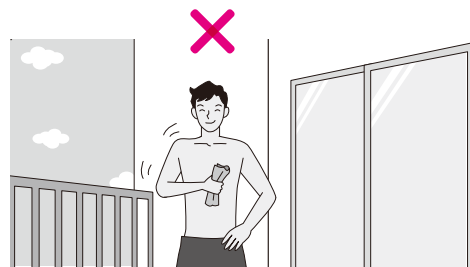
Do not put a hole or drive a nail onto the walls or pillars. Tenant will be charged for repair fee at the check-out date if there's any damage.

Also, drilling holes or scratching the external wall of the building is not accepted. In case of installing parabolic antenna for broadcasting CS or BS channels, the tenant needs to confirm the installation method with the provider in advance.



**About clothing in public**

Please put on your clothes while walking in common areas such as corridor or terrace of the building.



**Using common areas for private purposes is prohibited.**

No hair cutting or bathing outside of the apartment in order not to bother other tenants as well as people around.



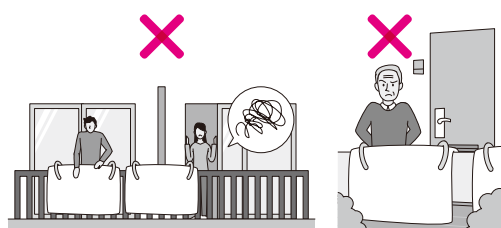
**No hair cutting or bathing outside of the apartment in order not to bother other tenants as well as people around.**

Please take off your shoes at the entrance when entering the apartment. Don't enter or exit from the balcony. It will bother other tenants.



**Using other tenant's fence or veranda is prohibited.**

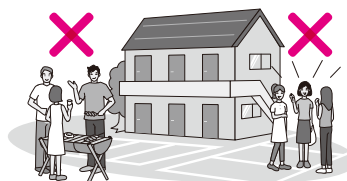
Hanging futon or laundry things in the fence of other's corridor or in common areas may bother other tenants or people around.



**Occupation of common area is prohibited.**

The building's common areas are spaces shared with other tenants.

Please do not gather in group and chat or laugh loudly or have a barbecue in order not to disturb other tenants. Playing fireworks, crackers, starting a campfire, etc. is strictly prohibited.



**No one is allowed to stay in the apartment except for the contractor and registered roommates.**

No one can occupy the room except for the contractor or persons who are registered as the roommates. Please note that persons without registration can't stay in the apartment.



**The contractor must be the one who is handling all kinds of procedures during the stay.**

Several procedures are required during your stay in our apartment. [Contract procedures], [Key handle], [Repair request] [Moving out procedures] must be made by the contractor.



※ The images used are shown for illustrative purposes only.

## Use the pole to dry clothes

Please do not use a rope to dry your clothes. Clothesline bracket can be damaged by the weight when you dry bedding, laundry, etc. on the ropes. In that case, the tenants have to pay the repairing cost. Please keep in mind that it is dangerous to lean out of the balcony.

## Management of the installation equipment

To let more customers use our furniture and home appliances comfortably, we prohibit the following misuse of facilities in your apartment.

- Transfer and sale of furniture and home appliances (including bedding).
- Take furniture and home appliances(including bedding) outside (including veranda and passage), or move to other properties or apartments.
- Take apart furniture and appliances (including bedding).
- Deliberately make the defacement and damage of furniture and home appliances(including bedding).
- The other behaviors that make damages on furniture and appliances (including bedding).

※The tenants have to pay the repairing cost when one of the situation stated above happens.

※We kindly ask the tenant for the management of the facilities of the apartment. Leopalace21 cannot manage equipment inside the apartment. It is absolutely prohibited to take out any equipment from the apartment.

※Depending of the type of the apartment, the equipment installed might be different.



## Handling of equipment in the apartment

### Bed

- Please do not put extra weight on the bed.
- ※It could cause injury as well as break the board and side frame.

### Table

- Please do not put extra weight on the table.
- ※It could cause injury as well as break the board and table legs.



## Handling of furniture when moving out

- Please be careful not to pack the TV and air conditioner remote control with your personal luggage when you move out. (If you do so and cannot return it, we will ask you to pay for a new one.)
- Please do not leave any food in the refrigerator. If you leave food inside the refrigerator it will get smelly and if the next tenant cannot use the refrigerator for such reasons, we will ask you to pay for a new one.
- LEONET equipment can only be used in the contracted apartment, please do not bring it out when you move out. (If you do so and cannot return it, we will ask you to pay for a new one.)

# Troubleshooting Air conditioner

## Basic operations and troubleshooting

### Air conditioner

#### Air conditioner doesn't work

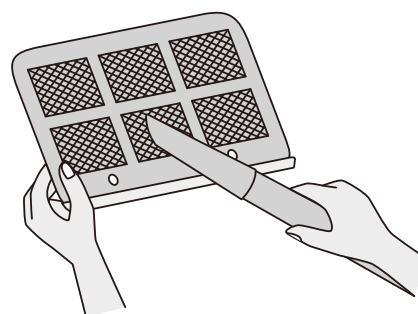
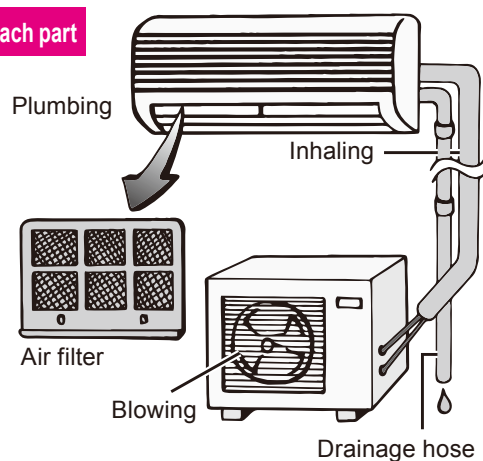
- Is the air conditioner unit powered on?
- Are the remote control batteries working?
- Is there anything blocking the inhaling and blowing parts of the indoor and outdoor unit?
- Some air conditioners have an automatic timer that stop the air conditioner in 3 hours.

Please be aware beforehand that this timer setting cannot be changed.

※ If the remote control does not work, please take out the battery once and place back in.

※ You are responsible to pay a battery replacement after one month you move-in.

#### The name of each part



Please clean the air filter regularly.

#### Leaking from air conditioner (indoor unit)

- Please wipe off all dust from air filter and drainage hose.

(Dirty filters cause clogging in the drainage hose, resulting in leaking of the indoor unit)

※ Repair work for air conditioners and gas heater will be performed the next day at the earliest.

※ How to clean the air filter

In general, you can use a vacuum-cleaner to clean the filter. When badly dusted, you may wash and dry it in the shade.

- Please clean the air filter regularly.

Repair fees for damages occurred by not cleaning the filter, will be charged to the tenant.



Please clean the air filter regularly.

#### Notices

The responsibility of keeping and managing facilities belongs to the tenant. (The facilities are different every room)

Please clean your room regularly.

The tenant will be required to pay repair fees for damages caused by disorderliness.

# Troubleshooting Water related

## Basic operations and troubleshooting

### Water related

#### There is no hot water

##### Gas heater

- Has the breaker gone down?
- Is the gas valve opened?
- Is the power consent plugged in?
- Is the gas stopped for any reason?

(Please check the gas meter. If the red lamp is on and Alphabet letters are displayed on the LCD screen, the gas is stopped.)

##### ■ Please prevent breakdowns caused by freezing

The gas heater may break due to freezing during the winter. When leaving the room for a long time, please do not forget to drain the heater pipes. Upon discovery of leaking from other rooms, please report to Leoplace21 service center. Please do not pull out plugs in areas with extremely cold temperatures.  
 ※Repair fees for damages due to freezing will be charged to the tenant.

##### ■ How to drain the heater

1. Close the water valve tightly.
2. Loosen and take off the drain tap located by the water valve.
3. Loosen the drain tap located by the faucet. (1~3 turns)
4. Open the faucet (hot water) in the room and the water will drain completely.

※Please do not lose the drain cap.

##### ■ How to restart the gas heater after draining

1. Put the drain cap back.
2. Open the water valve fully.

- ※For safety reasons, the gas heater may automatically stop during periods of extended use and earthquakes. In that case, please reset the heater by following the reset instruction.
- ※In Hokkaido and Tohoku areas, some apartments are equipped with electric draining. Please check carefully the drain switch in the room when you want to drain the gas heater.
- ※The place where the gas heater is installed in each apartment might be different. Please check next to the front door, balcony and inside of the apartment.

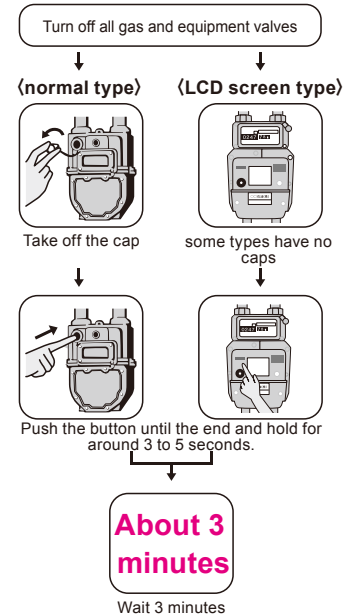
##### Electric water heater

- The electric breaker has not fallen?

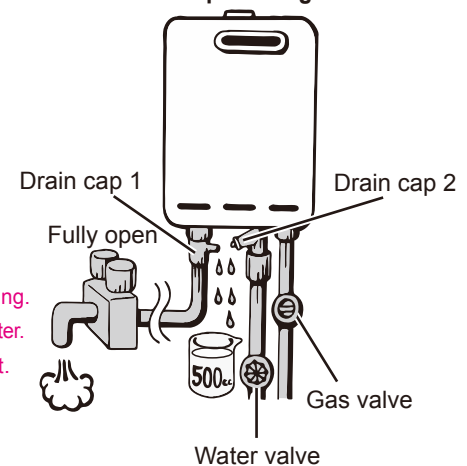
Because the electric water heater uses night-time electricity, if you want to use the hot water after midnight it will take some time to the water become hot.

- ※The electric water heater is capable of supplying up to 2 bathtubs worth of hot water per day. Once the hot water is finished, only cold water will be supplied.
- ※There is no hot water in the day you are moving in, because there is no electricity running until the previous day.

■ The procedures of resetting the gas heater (Please contact the nearest gas company if you cannot reset the gas.)



■ Procedure of gas water heater draining Before you contact Leoplace21 center, please check the red lamp on the gas meter first.



# Troubleshooting Water related

## Basic operations and troubleshooting

### Water related

#### Leaking won't stop

**Any leaking will stop by closing the master valve of the water meter.**

(After moving in, please confirm location of the water meter with a water company staff)

#### Leaking from faucets

- Please exchange the rubber of water tap.

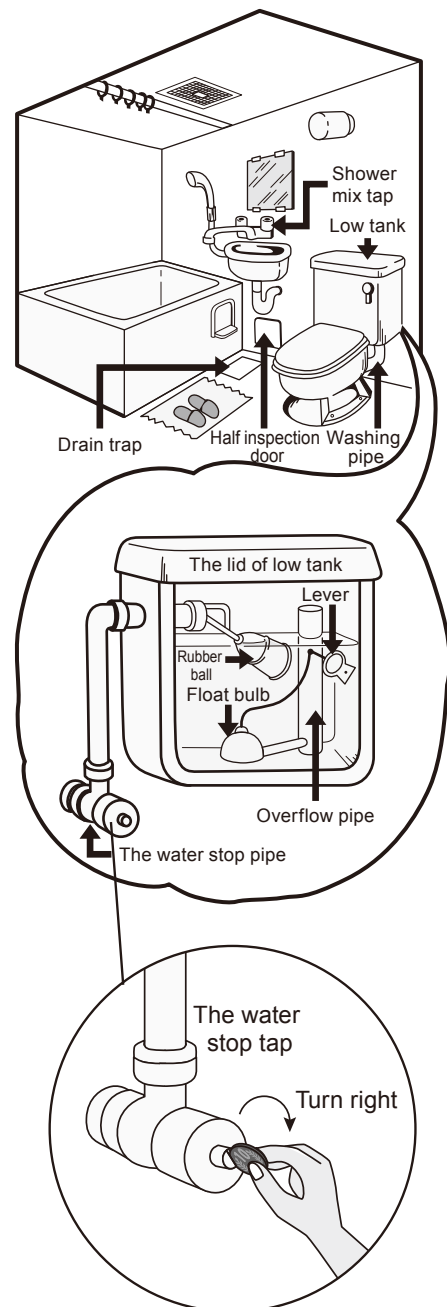
#### Leaking from the drain pipe connection part

- Please exchange the rubber of water tap.
  - ※ You can buy the rubber at a home center.
- Please check if the metal connection part is loose on the pipe.
  - ※ When exchanging the rubber, please make sure to close the water master valve first.

#### The water from toilet does not stop

- Please open the lid of the low tank, and check the rubber ball.
- Turn the water stop tap to the right side with a screwdriver or 10JPY coin to stop the water.
  - (1) The water is overflowing
    - ※ Bend the rubber ball support stick down carefully to not broke it, until the water level becomes 2 or 3 cm lower than the overflow pipe.
  - (2) The water is not overflowing
    - ※ Please exchange the float bulb with a new one.
    - ※ You can buy float bulbs at a home center.

Each part of the bathroom



Please use a 10JPY coin or screwdriver and turn right to stop the water.

# Troubleshooting

## Water related

## Septic tank

### Basic operations and troubleshooting

#### Water related

#### The water doesn't flow well into the drain of the bathroom.

The drain outlet might be clogged. Hair and dirt may cause the problem. Please try to clean the drain outlet frequently.



※The pictures used are for illustrative purposes.

#### ● Perforated plate plumbing traps

If dirt and hair clog in the plumbing traps, it will cause drainage capacity reduced, also it is unsanitary. Please clean the plumbing traps one or two times in one month.

The plumbing traps (under the perforated plate) retain a small amount of water. This water prevents sewer gas from passing from the drain pipes.

#### The toilet water doesn't flush

Since it is a flush toilet, please don't dispose anything other than toilet papers. If the toilet is clogged by disposing sanitary napkins by accident, please try a rubber cup. You can buy a rubber cup in a home center.

※You will have to pay for it when the toilet is clogged by something you disposed. Please pay attention to keep it clean.

#### ● Do not flush anything not meant for the toilet.

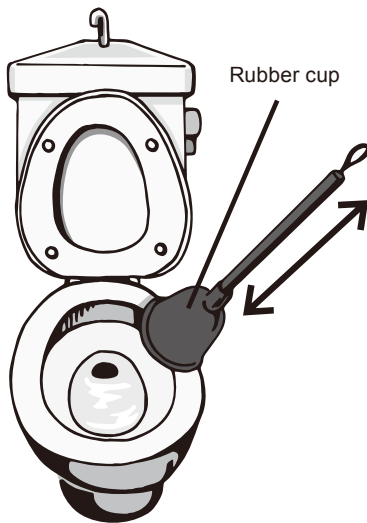
Do not flush anything (rubber goods or absorbent cotton) not meant for the toilet.

It not only makes the toilet clogged, but also drainage capacity reduced.

#### ● Do not use a lot of toilet paper at one time.

Please use appropriate quantities of toilet paper which dissolve easily in the water.

If you use the toilet a lot every time, you have to clean it frequently.



### For the apartments with a septic tank installed

#### The check list of using a septic tank

#### ● Do not use cleaning detergent

Do not put any cleaning detergent (hydrochloric acid, insect repellent, deodorant, cleaning agent) into the toilet.

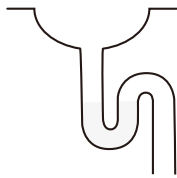
Those things will kill the bacteria and destroy the disinfecting effect of the purifying facility, resulting in a bad smell.

# Troubleshooting Water related drainage

## Basic operations and troubleshooting

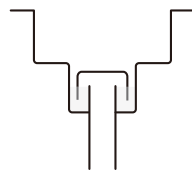
### Have a bad smell from the drains.

The drain has a trap that can hold water to form a kind of [cover], avoiding the entry of parasites and therefore the bad smell.



S-shaped trap

Basin sink, toilet



Bell trap

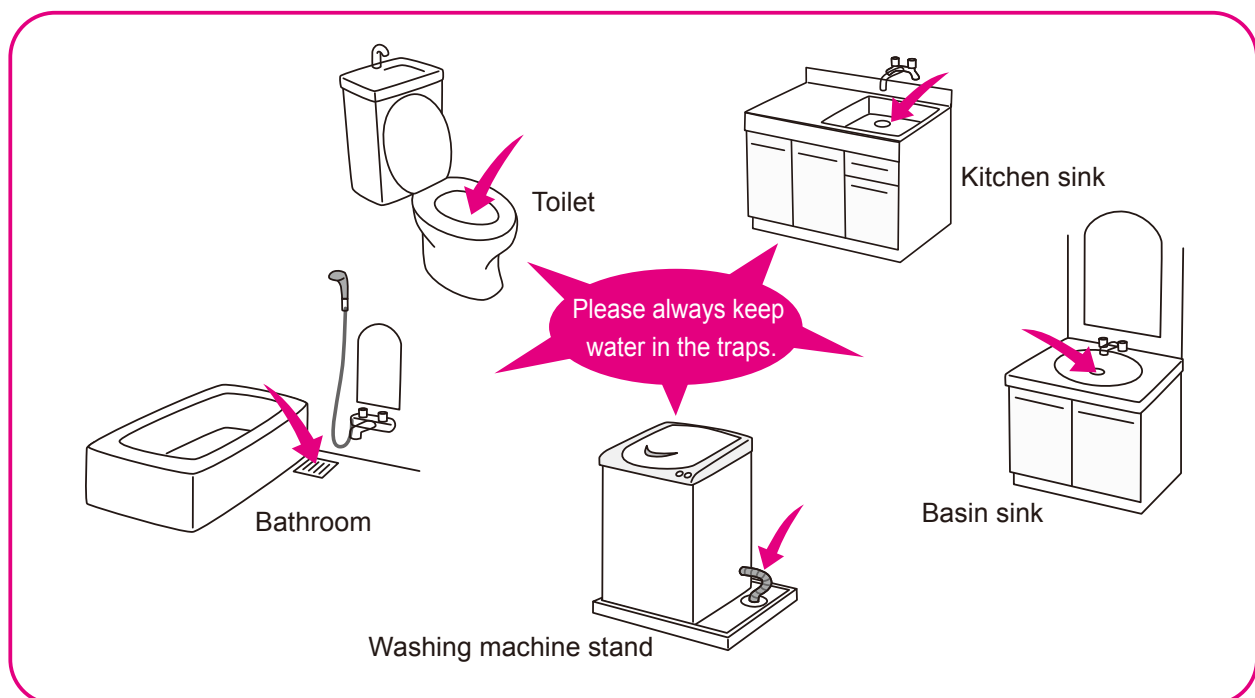
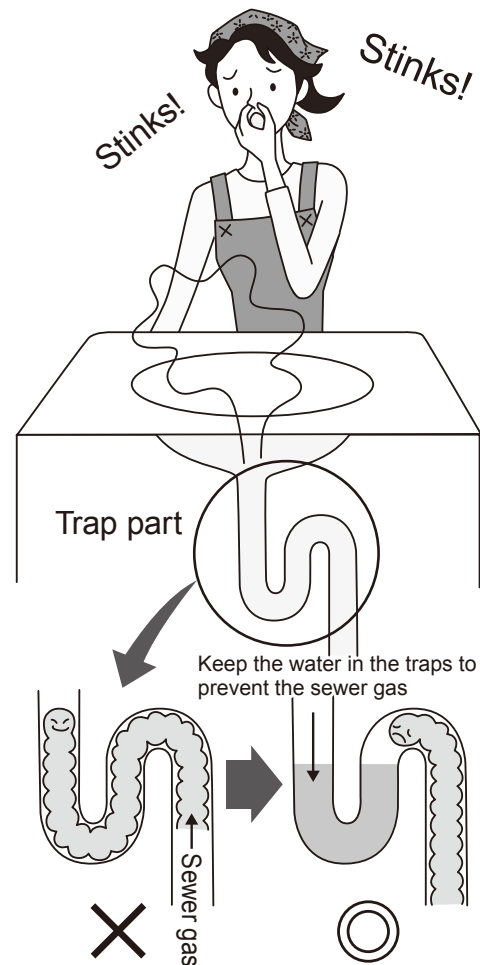
Kitchen sink, unit bathroom, washing machine pan.

※Do not separate the traps except during cleaning. There is a risk of impairing the original function.

If you will not use the water for a while, like a long-term absence from the apartment, the water in the traps will evaporate, so it will smell back from the pipes.

The sewer gas may effect on drainage system.

Please make sure there is always water in the traps. The water will flow into the plumbing traps on daily use, but if not used for a long time the water in the trap will evaporate. For example, even if you don't use the washing machine, please use the water once a month to let it flow into the traps of the washing machine.



※Please regularly clean the drains.





# Troubleshooting Microwave oven Television

## Basic operations and troubleshooting

### ■ Microwave oven (For general use) ※Operation method and the notation content vary according to the makers.

#### 1 Heating

Put food inside and press the "あたため" button once, A sound will notify completion. (For milk and sake, individual heating functions are prepared)

Press "あたため" button twice to defrost.

#### 2 Thawing raw food

Press the "生解凍" button, set the timer according to gram weight, and press start. A sound will notify completion.

#### 3 Using high/low power

Press the "レンジ強" or "レンジ弱" button, set the timer and press start. A sound will notify completion.

#### 4 Microwaveable containers

Heat-resistant glass, Heat-resistant pottery, heat-resistant plastic containers, plastic wrap, etc.

※Please do not use any other container.

#### It is not a malfunction in these cases.

1 It doesn't work when you press "あたため" button. → It has been 5 minutes pass after you close the door.

2 It sounds a noise [Bun.]during operation. → It is an intermittent sound when using the function [thaw] or [maximum power].

#### Maintenance

Use wet cloth to wipe interior of the microwave oven. For the round plate and rotator, please take them out from the oven and use a sponge with neutralized detergent to wipe off stains, and wash away with water. Please dry off completely with cloth before replacing it back.

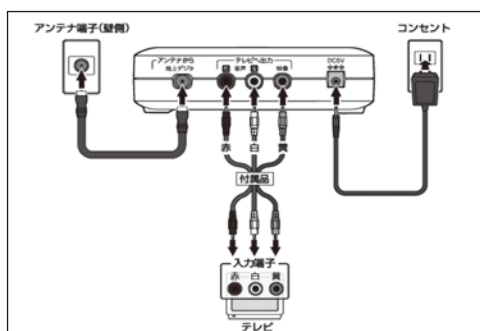
### ■ Television (If the remote control doesn't work)

- Pull out batteries and place them back. If it still doesn't work, exchange with new ones.
- If you use video cassette players and video game devices, switch to video 1 or 2 by pressing the input switch button.
- If the television suddenly blacks out, check the following things.
  - Is it plugged in?
  - The antenna is not unplugged?
  - Is the breaker up?
  - Have the channels and tuners been set correctly?

※There are two types, The "UHF" and the "VHF" according to the area.

※You are responsible to change the batteries of all remote controls after one month you move in.

To use TV, please refer to the instruction manual. Method of operation will be different by manufacturers.  
If you have any questions, please contact Leopalace21 service center.



〈For the apartments with terrestrial digital tuners installed〉

There are some apartments with terrestrial digital tuners installed.  
Please connect the terrestrial digital tuner to TV when you want to watch TV.

※Method of operation will be different by manufacturers.

# Troubleshooting Automatic washing machine

## Basic operations and troubleshooting

### Automatic washing machine (For general use)

Please before using, make sure the hose is properly connected.

●When the spin dryer does not work, please make sure the washing machine is held horizontally.

#### Cautions on use:

- Please distribute uniformly thick clothes, to prevent damage.
- Sometimes the lid is locked during washing. Do not try to open it by force, please use the open button.  
(Press the lighted button from the dry, quick, and standard button to unlock the lid.)
- Do not press two buttons in the same time. It may cause malfunctioning.
- Do not press the button of operation panel with sharp objects. It may cause malfunctioning.
- Please open the hydrant only during the washing.

※Some waterproof supports have a hydrant and faucet connected on it. ①② references

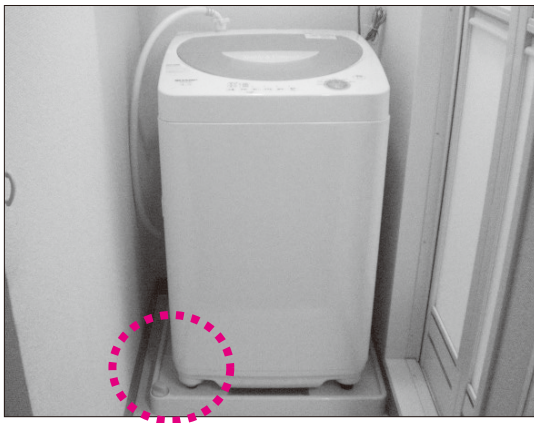
#### Maintenance

- 1.Remove the lint filter from the frame.
- 2.Turn inside out the filter net and remove the garbage, to prevent clogging.
- 3.Put it back in the original place.

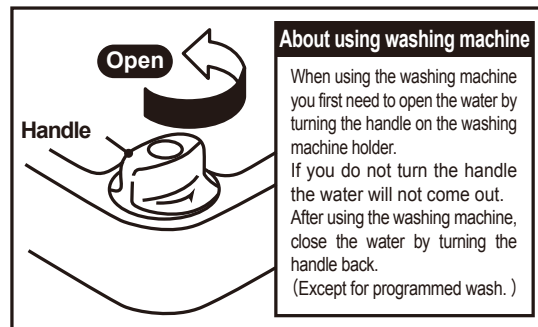
※Clean the washing machine and the panel with soft cloths.

Please read the manual. The operation changes from maker to maker. Method of operation is different by the manufacturers.  
If you have any doubts, please contact the Leopalace service center.

①



②



#### ⟨Installation⟩



※If the washing machine will be installed by the tenant, an automatic washing machine water supply hose (1.5m~2.0m) will be needed.  
(1.0m might not be enough to reach the faucet.)

Do not use water faucet adapter. Please install the hose directly.

### Futon

Airing out your futon or using a futon dryer regularly will keep it clean and help to prevent mold. (If mold is found, replacement fee will be paid by the customer when moving out.)

### Others

#### Circuit breaker trips frequently

Leopalace21 circuits can only handle loads of up to 30 amperes. Simultaneous use of electricity is limited (excluding some family type breakers).

Please do not use a lot of electricity at same time.

※Leopalace21 will not be responsible for damages occurring from circuit breaker trip.

(Ex: Computer data lost, internet communication failure, video recording, etc.)

The table on left shows patterns in which you can use your electric appliances without

<b>Air conditioner</b>	○	○
<b>Interior light</b>	○	○
<b>Television</b>	○	○
<b>Shower room fan</b>	○	○
<b>Kitchen heater</b>	○	×
<b>Microwave</b>	×	○
<b>Dryer</b>	×	○

making the circuit breaker trip. If you use other electric appliances, or use more than one of the same appliances it won't go in this way.

If breaker trips even when using the same electric appliances shown in the left figure, please avoid operating other appliances while the kitchen heater is in use.

○=IN USE    ×=NOT IN USE



Also check the outdoor breaker switch that is in common area of your building. If outdoor circuit breaker tripped, your TV will not reflect and the light in common area will not work either.

#### Poor TV picture quality

●Is the antenna properly connected?

When using your own TV brought from afar, you will need to adjust the rates of channel and frequency. Please refer to your television and video instruction manual.

※Connecting various types of AV appliances to a single multi-plug cord can cause decrease in picture quality. Please consult your nearest electronics store.

#### Intercom doesn't work

Certain types run on batteries. Please replace for new batteries.

※The place where you put the batteries is in the bottom of the phone receiver.

※The tenant has the burden of replacing intercom battery. (However, from move-in within one month is exception)

#### Fluorescent lights and light bulbs have burnt out

The tenant has the burden of replacing fluorescent lights, light bulbs, etc in the room. Please purchase them in your nearest electronics store and replace in your room. (There are many different types of fluorescent lights.) If fluorescent lights, light bulbs, glow lamps get loose, they may not light. Please retighten it by yourself. (For those who don't know how to replace or can't reach the fluorescent lights, we can help you by paid service.)

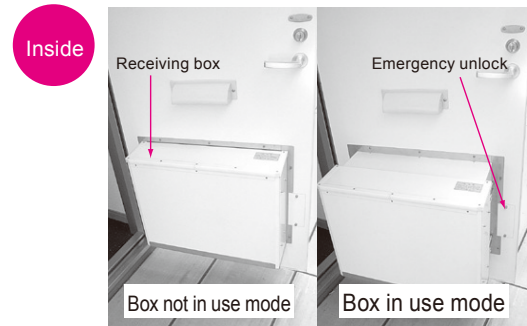
※Fluorescent lights , light bulbs will be replaced for free within one month of move-in.

# What should I do in this case? Home delivery box

## Basic operations and troubleshooting.

### Home delivery Box

Some apartments are equipped with delivery boxes for delivery things in case the tenant is absent. Orange cardboard box size can be stored. A PIN will be set up for convenient delivery while the tenant is absent.



#### How to lock

1. Turn the knob to the OPEN position, then turn the dial until the desired number.
2. Turn the knob to the CLOSE position and disarrange the numbers to lock.

#### How to open

1. Turn the dial until the chosen number.
2. Turn the knob to OPEN position to unlock the door.

#### If you forgot the PIN

Insert a pin in the holes located on the reverse side, and dial the number on the same row as the inserted pin. Number will stop at the previously set PIN.

### How to receive deliveries in your absence

1

Give your PIN to delivery staff.

2

Delivery staff will use your PIN to open the door and use your seal inside to stamp in the bill (the tenant should prepare the seal)

3

After putting delivery goods inside, deliver staff will close the door and turn the dial to any other number.

4 Tenant will use that PIN to open the door and get delivery things, then lock the door.

※PIN can be changed anytime.

※PIN can be changed if the deliver staff turn the dial while the door is open. In that case, please refer to the procedures of [Forget the PIN].

# Troubleshooting Bathroom Ventilator Dryer

## Basic operations and troubleshooting

### Bathroom Ventilator, Dryer

The bathroom ventilator·dryer comes equipped with the following functions. Use the control panel to select the desired function.

**Dry (乾燥)**・・・Turn the bathroom into a drying room, just hang your clothes and it will become dry.

**Cool breeze (涼風)**・・・To be used when the bathroom is hot, or can be used as a fan when taking a bath.

**Ventilation (換気・急換気)**・・・Ventilate the bathroom and make dry to prevent mold growth.

※In some bathrooms the ventilation, dryer models are equipped as well with a heater.

### How to use as a clothing dryer

Dry the washed clothes with wind.

1. Press the operation switch button, until the dry lamp (乾燥) turn on.

Drying operations will start, and air will begin blowing out.

2. Set the timer according to laundry quantity and the outdoor temperature. It can be set by adjusting the green lights next to the number. Once setup procedures are complete, the internal computer will calculate and display the remaining operation time.

3. The fan will stop when the timer is finished. If further drying is required, set the timer again and proceed with drying.

※The internal computer will memorize your previous setting. When activating the dryer next time, the computer will use your previous setting.

When you want to change the timer setting, please use the setting button to reset the timer.

※When using the fan to dry clothes, please make sure that the clothes were centrifuged.

※Leave enough space between the clothes to allow air blow evenly through the clothes.

### Standard Drying

For 2 kg of centrifuged clothes are required approximately 5 hours to dry.

### Caution

Please observe the followings items to ensure safe use.

●Please clean the filters once a month.

Clogged filters will result in operational efficiency decreases and breakdowns.

●Ventilate the bathroom after bathing.

●Do not operate the fan without the filter.

●Please don't hanging in the unit or pole and do not hang heavy objects.

### Filter maintenance

Pull out the front panel of filter. Lightly dust the net, or clean using a vacuum cleaner. In case the net is very dirty, please wash with water diluted in neutral detergent and after rinse the detergent.

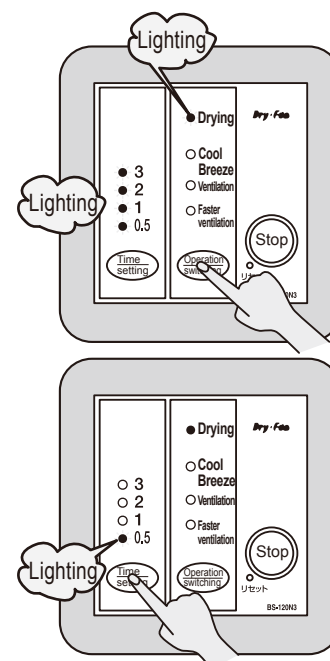
Dry after washing, and replace the filter to the original position. Furthermore, please be careful to not falling down when removing, because the bathroom floor gets slippery.

※Please clean the filters once a month.

Clogged filters will result in operational efficiency decreases and breakdowns.



Bathroom Ventilator, Dryer



# Troubleshooting **Fire alarm**

Basic operations and troubleshooting.

## ■ Fire alarm

It's a device that after detecting a fire in an early stage will immediately start the alarm.  
When the alarm starts...

### ● In case of fire

Check the origin and evacuate.  
Also, please call emergency number 119 and take appropriate steps.

### ● When it's not a fire

※ Sometimes the alarm activates when:

- The room was filled by a smoke type insecticide.
- Spraying insecticide or hair spray directly to the sensor.
- Blowing cigarette smoke directly to the sensor.
- The smoke from cooking or a vaporizer get in the sensor.

### ● To stop the alarm

#### When the alarm is beeping like (Pi-Pi-Pi-)

When the alarm is beeping like (Pi-Pi-Pi-) please press the stop button. It will stop within 5 minutes.  
If the alarm keeps beeping after 5 minutes, blow wind to disperse the smoke from the sensor.  
Some detectors sense the heat as well; try cooling down the sensor by blowing wind to it.

#### When the alarm beep a short sound like (Pi)

It might be broken or the life span of the detector has reached the limit. In this case, kindly contact Leopalace21.  
After you press the stop button for 5 seconds it will stop beeping for the next 24 hours.

Stop button



※ Photo of a smoke detector.

## ■ ■ ■ 1. Please submit the move out notification form until 1 month before your moving out date.

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Please fill all the necessary information in the "move out notification form" and send it by mail or bring it directly to the nearest Leopalace21 center until 1 month before the moving out date. Move out requests will not be accepted by phone. Please be aware that from the day of notification to the move out date, is less than 1 month, is required the payment of usage charges of one month as penalty .

## ■ ■ ■ 2. Necessary procedures before you move out

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Notify the utilities companies (electricity, gas, water) of intention to stop the services before you move out. If you forget to contact them, you'll need to pay continuously even if you move out.

# Details for repair cost

## Details for repair cost

Product name	Detail	Charge
Wallpaper	•Bleaching (partly)	From 5,500JPY (Tax included)/ (1 part)
	•Partial repair (one side of the wall)	From 1,320JPY (Tax included)/ (㎡)
Carpet	•Cleaning fee	From 11,000JPY (Tax included)/ (1 part)
	•Re-covering	From 38,500JPY (Tax included)/ (1 room)
Flooring	•Scorching, Stain, Scrape	From 5,500JPY (Tax included)/ (1 sheet)
	•Re-covering	From 104,500JPY (Tax included)/ (1 room)
Cushion flooring	•Exchange (Re-covering only)	From 5,500JPY (Tax included)/ (㎡)

※Repair fees for damages occurring from normal everyday use will not be charged.

Product name	Detail	Charge
Mirror	Exchange	5,500JPY(Tax included)
Wash basin	Repair, Exchange	16,500JPY(Tax included)
Toilet bowl	Exchange	33,000JPY(Tax included)
Toilet seat	Exchange	From 13,200JPY(Tax included)
Bath room water stain	Clean	From 5,500JPY(Tax included)
Bath room fan	Repair, Exchange	16,500JPY(Tax included)
Drain perforated plate	Exchange	3,300JPY(Tax included)
Kitchen heater	Repair, Exchange	From 33,000JPY(Tax included)
Electromagnet Cooker	Exchange	38,500JPY(Tax included)
Gas table	Exchange	33,000JPY(Tax included)
Clean off burnt and rust	Complete set	From 1,650JPY(Tax included)
Rubber cover of the kitchen sink	Exchange	From 550JPY(Tax included)
L-shaped pipe of washing machine place	Exchange	From 550JPY(Tax included)
Electric bulb, fluorescent lamp	Exchange	From 550JPY(Tax not included)
Ladder	Exchange (1F 2F)	33,000JPY(Tax not included)

Product name	Detail	Charge
Futon	Complete set	From 20,900JPY(Tax included)
Artificial grass	Re-covering (1㎡)	From 5,500JPY(Tax included)
Clothesline bracket	Repair, Exchange	From 9,900JPY(Tax included)
Garbage disposal	Depends on the quantity and kind	From 5,500JPY(Tax included)
Inside door	Exchange	From 36,300JPY(Tax included)
	Exchange glass	From 22,000JPY(Tax included)
Indoor lighting	Exchange	From 22,000JPY(Tax included)
	Light cover	From 6,600JPY(Tax included)
	Exchange string	From 550JPY(Tax included)
Sash glass	Exchange (with fowling net)	19,800JPY(Tax included)
	Exchange (with clear net)	26,400JPY (Tax included)
	Security glass	From 55,000JPY(Tax included)
Screen door	Exchange (1 side)	From 5,500JPY(Tax included)
Cylinder	Key (lost)	11,000JPY (Tax included)
Front door	Exchange whole set	165,000JPY (Tax included)
	Exchange door only	88,000JPY (Tax included)
Refrigerator	Exchange (1 door type)	33,000JPY (Tax included)

※If the damage is made by the tenants, you have to restore the site to its original condition.

Depending on what kind of maintenance, a visiting fee may be charged separately.  
Visiting fee 3,850 (tax included) ~

※The visiting fee varies according to the type of work, time of the day and urgency.

※The repair costs mentioned above are only representative. The cost of other types of repair will be confirmed on site.

※The content described is from April 2021.



## Precautions

In the unlikely event of voluntary or involuntary damages to the inner side or outer side of the building there will be a need to pay damages fees.

Also applicable if it's found a misuse of the installations.

Depending on what kind of maintenance, a visiting fee may be charged separately.

Visiting fee 3,850 (tax included) ~

※Visiting fee 3,850 (tax included) ~

※The content described is from April 2021.

[Examples of when the tenant needs to pay for damages.]

- Accidentally breaking a window glass (transparent glass with wires inside) while moving furniture.
- Punctured a hole in the freezer while cleaning it with a screwdriver, resulting in a gas leak.

## To all tenants:

There might be many notices from Leoplace21 Management Center.

Kindly check the information board of your building periodically.

There's an annual inspection of the fire equipment for some buildings. In this case we have to check inside the apartment too.

Please contact us if you need information regarding your apartment

- For telephone inquiring



For inquiries about your room or building's maintenance (Japanese only)

**0570-006-021**

Working hours from 10:00 a.m. to 6:30 p.m.

- ※There is a 24 hours service in case of any incidents or accidents.
- ※For customers with "Tenant Support System" we attend 24 hours of the day in case of lost keys, water problems or medical advice.

- International Service Center's Navi Dial



**0570-048-021** Office hour 10:00am~6:30pm  
(Paid call)

- ※We have the customer service in English, Chinese, Korean, Portuguese, Vietnamese.

- For inquiring from internet website

**<http://www.leoplace21.com/custhelp/en/>**




- ※For problems while residing in your apartment, doubts, something you need to know or if you think that something is broken, please check our FAQ's page.


## Contact information

# Leopalace 21

For general contract inquiries  
(Japanese)


 **0570-008-021** [National Leopalace Center / opening hours 9:00am~6:00pm]

For inquiries about the management of the apartment or building  
(Japanese)

 **0570-006-021** [Leopalace Service Center / opening hours 10:00am~6:30pm]

In our website in the section FAQ, you can find answers to your questions.  
<http://www.leopalace21.com/custhelp/en/>

For inquiries in English, Chinese,  
Korean, Portuguese, Vietnamese

 **0570-048-021** [International ServiceCenter Free Dial/ opening hours 10:00am~6:30pm]  
(Paid call)

K.K. Leopalace 21 <http://www.leopalace21.com>