



APARTMENT GUIDE

Introduction

The Tuscany apartments have many wonderful amenities. This apartment guide is intended to help the residents of Tuscany properly operate appliances and other features of this apartment. Please read through this and keep in a convenient location so all the residents have access to this guide.

Maintenance Requests

We recommend that resident's place a maintenance request immediately after they notice something is broken or needs replacing. Waiting and not attending to repairs can result in additional unnecessary expenses. Residents may be charged for labor and material associated with repairing an item if it's determined that the resident was negligent. To place a maintenance request, call Seawolf Service Center at (707) 664-4021.

Appliances

The Tuscany apartments come equipped with a full size refrigerator, full size range and oven, dishwasher, garbage disposal and a microwave oven. A few of the apartments have appliances compliant with ADA standards. The Housing Office has copies of the operating manuals if you are interested in reviewing one.

Cable Television

The residences are outfitted with Comcast Standard Service which includes Limited Basic and Expanded Basic channels. This is available and ready to use when you move-in. To connect your television insert and tighten your coaxial cable into the round coaxial jack. You may need to program your television to the Cable setting under the menu program on your TV. If you receive some stations, then the problem is your TV is not programmed to Cable. If you are just receiving snow, then it is related to the connection and you will need to contact Comcast Bulk Services Customer line at 1-800-856-2374. Unfortunately, we are unable to provide premium channels, On Demand, Pay-Per-View or DVR services due to limitations of cabling infrastructure. Go to <http://www.comcast.com/Customers/Clu/ChannelLineup.aspx> to print out a channel lineup.

Corian® Countertops

The countertops are a solid surface material called Corian®. It is a nonporous surface which helps prevent stains from penetrating the surface. It is also heat and scratch resistant and resists the growth of mold, mildew and bacteria if properly cleaned.

Below are some basic suggestions for caring for your countertops:

1. Use a pad for setting down hot pots and pans.
2. Avoid hitting the countertop with a heavy object which may cause it to chip.
3. Use cutting boards to prepare food, not the bare counter.

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4. To prevent build up and the counter becoming dull, wipe the countertop completely dry after spills and cleaning.
5. Using soapy water, an ammonia-based cleaner (not window cleaners) or a cleaner specifically designed for solid surfaces will remove most dirt and residue.

For other tips and cleaning suggestions you can visit the Corian® website at http://www2.dupont.com/Surfaces/en_US/products/corian/corian_care.html

Garbage Disposal

Your apartment has a garbage disposal which is a device that shreds food waste so that it can pass through plumbing. The on/off switch is located to the left of the sink. To properly operate your garbage disposal please use these guidelines:

1. **Keep anything too hard out of the disposal.** The shredder will dull and become less efficient. Small hard objects can also get stuck and jam the rotating parts.
2. Do not put fibrous (like celery) or starchy (potato peels) items in the disposal. Both can cause blockage.

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3. Avoid placing trash or hard objects (like glass).
4. Cut large pieces into smaller pieces instead of trying to shove the pieces down the disposal.
5. Run cold water down the drain while the disposal is on and about 60 seconds after the waste has left the drain. This will help move the food down the pipes and helps keep the garbage disposal parts from overheating. Don't use hot water because it can melt fat and re-solidify further down the drain causing a blockage.
6. Clean it regularly by wiping the inner side of the disposal while it is off with a paper towel. If you put ice cubes down it helps break off any debris build up on the sharp edges. Also, disposing of citrus peels like lemons or oranges helps keep the disposal fresh and clean.
7. If you are experiencing a jam or blockage, please place a maintenance request with Seawolf Service Center.

Laminate Floor

Laminate wood flooring is located in the kitchen and dining area. This requires cleaning in a specific way. Take care of your laminate wood flooring by vacuuming, using a dust mop or wiping with a damp cloth. For spills, wipe up with a damp cloth or sponge. Do not use soap-based detergents or "mop and shine" products, as they may leave a dull film on the floor. Do not wax or polish your floor. You can remove tough

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spots with small amounts of nail polish remover containing acetone (follow instructions on label), then wipe with a damp cloth.

Lighting and Lamps

The Tuscany apartments provide for a well lit apartment. The living room is furnished with lamps, the dining room and kitchen have both pendant light fixtures as well as canned lights (installed in the ceiling). The bedrooms and bathrooms have overhead fixtures and near the stairway landing there is a sconce. All of the lights use fluorescent lightbulbs, except for the cans above the dining table and the pendants above the barstools. These lights are incandescent. It is important that the right type of bulb goes in the right fixture. If you need replacement bulbs, please contact Seawolf Service Center at (707) 664-4021.

The dimmer switches located near the kitchen need to be pushed in first and then rotated in order for the light to switch on.

Radiant Heating

Radiant floor heating is what is used to heat Tuscany apartments. Typically, heated water is circulated through the floor to allow an even heating throughout the whole floor. The room heats from the bottom up and eliminates the dust problems

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associated with other heating systems. The thermostat control is automatically set by Facilities and can not be adjusted.

Telephone Service

Residents are responsible for providing their own long and local distance phone service.

Toilet Dual Flush (High Efficiency Toilet)

To help conserve water, the University has installed in each bathroom a high efficiency toilet. The dual flush enables less water to be flushed by lifting the handle for liquid or light waste. Push down on the handle to provide a stronger flushing action for bulk or solid

waste. If you have a clogged toilet, first use the plunger to try and release the clog and if that doesn't work contact Seawolf Service Center to place a maintenance request.

Window Treatments

Throughout the apartment you will find a variety of window treatments. Operation of these blinds are easy just pull one string to raise the blind or the other to open the blinds up. The honeycomb blinds on the patio door includes the LiteRise® cordless system. Push up on the plastic guide to raise the blinds or pull down to lower.

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Wireless Network Access

Wireless network access is available from the living rooms and bedrooms, as well as other outside locations in the Residential Community. Some apartments have Access Point devices installed in their living room in order to provide better coverage for wireless connectivity throughout the building. These devices are University property and if tampered with, the residents of that apartment will be billed accordingly. Please go to <http://www.sonoma.edu/it/helpdesk/wireless/> or http://www.sonoma.edu/it/get_connected/network.shtml to view instructions on how to connect to the University's network.

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Appliance Model Information For Regular Units

Gas Range

Frigidaire FGG337GCF
<http://www.frigidaire.com>

Dishwasher

Frigidaire 1000 Series with PrecisionSelect
Electronic Control
<http://www.frigidaire.com>

Refrigerator

Frigidaire FRT21HS6
<http://www.frigidaire.com>

Microwave Oven

Frigidaire Over the Range Microwave Oven
<http://www.frigidaire.com>

Appliance Model Information For Accessible Units

Gas Range

FrigidaireES100 Control with Gas Sealed Burners &
Broiler Drawer
<http://www.frigidaire.com>

Dishwasher

Frigidaire 1000 Series with PrecisionSelect
Electronic Control
<http://www.frigidaire.com>

Refrigerator

Frigidaire 1000 Series with PrecisionSelect
Electronic Control
<http://www.frigidaire.com>

Microwave Oven

Frigidaire Over the Range Microwave Oven
<http://www.frigidaire.com>



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