



## RESIDENT HANDBOOK

Thank you for selecting Ivy Garden Apartments as your new home! We are very pleased you will be living with us. We hope that the information provided here will be helpful to you. Please remember the policies contained in the Handbook are part of your Lease Agreement and should be reviewed carefully.

We sincerely hope that your stay at Ivy Garden will be pleasant and enjoyable!

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**OFFICE CONTACT INFORMATION**

Ivy Garden Apartments  
100 Ivy Drive  
Charlottesville, VA 22903  
Phone: 434-220-6650  
Email: [ivygarden@thalhimer.com](mailto:ivygarden@thalhimer.com)  
[www.ivygarden.com](http://www.ivygarden.com)  
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**HOURS OF OPERATION**

Monday – Friday 9:00 am – 5:00 pm  
Saturday 10:00 am – 4:00 pm (Subject to Change)  
Sunday Closed

Our office does close to observe specific holidays during the year such as, Memorial Day, July 4th, Labor Day, Thanksgiving (and the day after), Christmas Eve, Christmas Day and New Year’s Day. Please contact our office in advance of any major holiday to assure the office will be open. Emergency Maintenance service is always available.

**EMERGENCIES**

In the event of an emergency, please get help immediately and we have listed telephone numbers below for your reference. After the crisis has passed notify Management as soon as possible. This is necessary both from the standpoint of liability and of the Management’s ability to offer assistance.

**EMERCENCY PHONE NUMBERS**

**FIRE**

Charlottesville/Albemarle Fire Department..... 911

**RESCUE SQUAD**

Charlottesville/Albemarle Rescue Squad..... 911

**POLICE**

Albemarle County Police Department..... 911

**IVY GARDEN**

Office and after hours emergency service..... 434-220-6650

## POLICIES AND REGULATIONS

### RENTAL PAYMENT INFORMATION

Rental payments should be made online through our website of [www.ivygarden.com](http://www.ivygarden.com) ON THE FIRST DAY OF THE MONTH AND NO LATER THAN THE FIFTH DAY. Payments can also be made by check payable to IVY GARDEN and delivered to the Office. Residents must put their building and unit numbers on their rent checks. After hours, rental checks may be deposited in the Night Deposit Box located on the front door of the office. A LATE CHARGE will be enforced for unpaid rents after the fifth of the month. Payments returned by your bank for any reason will incur a RETURNED CHECK CHARGE PLUS THE LATE CHARGE. All checks must be in U.S. funds drawn on a U.S. bank. For administrative purposes, ONLY ONE PAYMENT PER APARTMENT IS PERMITTED FOR MONTHLY RENT PAYMENTS.

### UTILITY INFORMATION

#### ELECTRICITY

The electricity should be connected in the resident's name on the lease start date. It is recommended that you contact Dominion Virginia Power at least two weeks prior to the beginning of your lease agreement to schedule this set up. The contact information is listed below. When using the website, you may need to select your service area as Virginia.

Dominion Energy  
1-866-366-4357  
[www.dominionenergy.com](http://www.dominionenergy.com)

#### INTERNET/CABLE

Arrangements can be made prior to the lease start date to connect your cable service and internet by contacting Comcast/Xfinity:

Comcast/Xfinity  
3912 Lenox Avenue  
Charlottesville, VA 22901  
**Chad Galbasin- Sales Representative**  
Mobile: 540-830-7323 Email: [chad\\_galbasin@cable.comcast.com](mailto:chad_galbasin@cable.comcast.com)  
[www.xfinity.com](http://www.xfinity.com) Please only connect via website if Chad is unavailable.

#### WATER/SEWER

Our office will put the Water/Sewer into your name as of your lease start date. You do not need to contact NWP Services Corporation to arrange this. Your water bills will be mailed to your apartment, so please make sure you check your mailbox. Please be aware that your first bill might not come for up to 30 days after you move in. Your water/sewer charges will be posted on your rental account and can be paid together with your monthly rent amount. Please contact the Ivy Garden office with any questions.

## **RENTER'S INSURANCE**

Please obtain a renter's insurance policy for your personal property and liability insurance. Management will **not** be liable for any loss whatsoever to the contents or personal effects of the resident or the resident's guests on or about the premises, nor for damage or injury to the resident or the resident's guests unless such loss, damage or injury is caused by the Management's gross negligence.

## **KEYS AND LOCKS**

Management **will not** issue a key to any non-resident (parent, relative, friend, delivery person, etc.) without written authorization from the resident. Residents who lock themselves out may present a photo ID to temporarily sign out a key at the office during regular office hours. **After office hours, residents will need to call a locksmith.**

No resident shall alter any lock or install a new lock on any door leading into a unit. Any additional locks, chains, or other safety devices may only be added by the resident with permission of Management. In addition, installation must be performed by or under the supervision of the Ivy Garden Maintenance staff. The Management retains a key to each unit.

Security systems can only be installed at the resident's sole cost, and the disable code must be provided to the Management office and updated with the office staff anytime the code is changed.

## **VEHICLE REGISTRATION/PARKING/DRIVING SPEED**

Residents are required to register their vehicles in the office and display parking permits on the rear window of their vehicle. Guest parking permits are required during office hours for Residents who have guests visiting during weekday office hours. A guest parking permit is available at the office. Friends of Residents, who do not live at Ivy Garden may not park in our parking lot and go to school. Towing is strictly enforced during office hours.

Residents are required to park at or next to the building that they live in. Ivy Garden Management requires that Residents living in buildings 101 through 127 and 102 through 122 do not park in the area of buildings 124 through 148. Any guests authorized to park must park at or next to the building of the resident that they are visiting. Any violators will be subject to parking fees and towing if necessary.

**VEHICLES MUST BE PARKED IN MARKED SPACES.** Parking or driving on grassy areas throughout the community is subject to a fine and any replacement costs for damages. Motorcycles and mopeds must be parked in a regular parking space (not stored on patios, in entranceways, etc.) Building entranceways must be kept clear.

Vehicles in non-operating condition may **NOT** be kept on the premises. Commercial vehicles, boats, trailers, campers may **NOT** be parked in the lots or on common property except for loading and/or unloading.

The **MAXIMUM** speed limit at Ivy Garden is 20 miles per hour.

**Vehicles in violation of the above rules are subject to towing without notification at the owner's expense.**

## **PETS**

The Management of Ivy Garden does NOT allow residents or their guests to have pets on or about the premises. The NO-PETS-ALLOWED covenant in the lease is strictly enforced. The decision not to allow pets at Ivy Garden was made for the ultimate comfort and convenience of the residents and with the acknowledgement that pets are important to many individuals.

A resident found harboring a pet will be given 24 hours to remove the pet from the premises. Inspections will be made by Management to insure the pet has been permanently removed. Failure to do so could cause the Management to ask that the resident vacate his/her unit. In addition charges for applicable flea extermination will be assessed.

## **SOLICITORS**

Ivy Garden does not permit solicitors on the premises. Solicitors should be reported to Management and the Albemarle County Police Department *immediately* so that any inconvenience to residents can be minimized. Remember, Ivy Garden is private property, so report anything suspicious immediately.

## **GUESTS**

Residents are fully responsible for the behavior and conduct of their guests. Airbnb rentals are **not** allowed. All rental activity on the premises requires prior authorization from the Lessor.

## **NOISE**

Courtesy and consideration for the rights of one's neighbors is expected of all residents at Ivy Garden. It is further expected that the sounds of all stereos, televisions, pianos, exercise equipment and conversations – both inside and outside the units – will be limited to take into consideration ALL residents. Speakers, bass, and any subwoofers should be placed off the floor and the volume kept low.

In the event of a noisy party or other disturbance, please call the Albemarle County Police Non-Emergency Police Service at 434-977-9041. Then please notify the Ivy Garden office staff so notification can be sent to the disturbance address.

## **ALCOHOLIC BEVERAGES**

Alcoholic Beverages and their use must be confined to resident's units, balconies or patios. No alcohol is permitted in the Clubhouses.

## **WATERBEDS**

Waterbeds are NOT allowed on the property.

## **TRASH**

All garbage and other disposable items must be placed in the dumpsters that are strategically located throughout the community. Items which are too large or too bulky to fit through the doors of the dumpster must be reduced in size and bulk to not obstruct use of the dumpster by other residents. **In no event** is refuse to be left outside the dumpster **nor** is it to be left in hallways,

stairs, landings, laundry rooms or other public areas. Ashes from fireplaces and grills should be put into a metal container and left to cool on the balcony or patio for 48 hours before being placed into a dumpster. Ashes are not to be emptied on the patio, balcony, or the lawn.

## **LAUNDRY FACILITIES**

There are six laundry rooms conveniently located throughout Ivy Garden:

1. First floor of building 107.
2. First floor of building 125.
3. Below the Ivy Garden office at 100 Ivy Drive.
4. Adjacent to building 120.
5. Adjacent to building 134.
6. Adjacent to building 146.

The machines are for residents use only. You can use either coins or credit cards for payments. Trespassers should be reported to the Office. The washers and dryers are to be left clean and please remove the lint from dryer lint catchers after each use. Trash receptacles and folding tables are provided for your convenience.

Machines malfunctions and refund requests should be reported to COIN-MACH at 877-264-6622. No refunds are made through the office.

## **BICYCLE STORAGE**

Bicycles may not be chained to lamp posts, trees or stair railings at the buildings. There are several bike racks located on the property where they can be stored if not stored inside of the resident's apartment.

## **BALCONIES, PATIOS AND STORAGE**

Balconies should be kept neat and orderly at all times. **BALCONIES AND THEIR RAILINGS ARE NOT TO BE USED FOR DRYING CLOTHING OR ACCESSORIES.** They are not to be used as storage areas. Boxes, etc. should be kept inside resident's units when not in use. Residents will be asked to remove these and other unsightly items from balconies and patios.

It is expected that firewood will be neatly stacked and stored on resident's private patios or balconies in a manner so as not to block exits or detract from the general appearance of Ivy Garden.

Items should not be stored in heating/air conditioning closets as this blocks the flow of air and increases your electricity bill. Management assumes no responsibility for items stored in these closets.

## **ENTRANCEWAYS AND STAIRWELLS**

Both County and State Fire Codes prohibit the placing of trash, boxes, bicycles, toys, grills, etc. in the hallways or on the steps of the buildings. All residents must observe these rules and be aware that Ivy Garden may remove any such items without notice and will not be responsible for them.

## **STOVES/HEATERS/GRILLS**

Wood and/or kerosene stoves and heaters are NOT allowed on the premises. Barbecue grills can be used 10 feet from the building ONLY and NOT IN ENTRANCEWAYS. NO GAS GRILLS ARE ALLOWED.

Ashes from fireplaces and grills should be put into a metal container and left to cool on the balcony or patio for 48 hours before being placed into a dumpster. Ashes are not to be emptied on the patio, balcony, or the lawn.

## **WINDOW COVERINGS**

Vertical blinds for sliding glass doors and mini-blinds for all other windows are provided. Should residents desire to install additional draperies, the linings or any parts of the draperies which would be visible from the exterior must be white. In such cases, the resident is responsible to rehang blinds owned by Ivy Garden upon vacating. Any rods or hangers installed by the resident must be removed prior to the resident vacating the unit.

## **EXTERIOR APPURTENANCES**

Signs, posters, plastic covering, etc. are not allowed to be displayed in or on windows, doors, balconies, or in the public areas.

## **INSTALLATIONS**

Nail picture hangers and ceiling holders (within reason) are acceptable installations. Stick-on type posters on wall surfaces, non-slip adhesive stickers on tub and shower units, and paste-ups on exterior doors are NOT permitted and will be charged as damage upon move-out.

Standard picture hooks are recommended when hanging any pictures, decorative objects, etc. on the walls. These hangers tend to prevent excessive damage. Any excessive damage to the walls would be charged to the resident.

## **MOVE OUT INFORMATION**

All leases expire at 10:00 am. **Residents are responsible for turning in all keys for the apartment and providing your forwarding address to the management office.** If keys are mailed or left in the drop box, they must be able to be identified by apartment number to avoid lock change charges. Security Deposits, less any charges are returned BY MAIL ONLY within forty-five days of the lease expiration. Electricity and water services must be left on in the Resident's name for five business days after the lease ends. If you wish to be present at the time of inspection, the office must receive a written request or phone call (10) days prior to move-out in order to schedule the inspection.

## **LESSEE RESPONSIBILITIES BEFORE VACATING PREMISES ARE AS FOLLOWS:**

- All walls, baseboards and switch plates must be clean and in good condition, free of dirt, grease and fingerprints. **Do Not Patch Holes.** Charges will be assessed on size and number of holes if required.
- All tile floors must be mopped and free of dirt. **Do Not Use Wax.**

- All carpets must be vacuumed and free of dirt. Per your lease agreement, management will have your carpet professionally cleaned and the charge will be deducted from your security deposit.
- All burned out light bulbs must be replaced (except fluorescent lights in the kitchen will be replaced by Ivy Garden Apartments as a courtesy). All light fixtures and ceiling light panels must be cleaned.
- Stove must be thoroughly cleaned (exterior and interior). Clean all burners, pans, below drip pans, oven, racks, around door and broiler pan. Clean hood, fan and light above stove.
- Refrigerator and Freezer must be cleaned thoroughly (exterior and interior). Do not unplug- the refrigerator needs to stay on and cooling.
- Dishwasher must be cleaned thoroughly (exterior and interior).
- Kitchen sink, fixtures, counters and all cabinets must be thoroughly cleaned and all shelving paper removed.
- Bathrooms must be thoroughly cleaned including fixtures, cabinets, sinks, tubs, showers, toilets, medicine cabinet mirrors and floors. Special attention is needed on the wall around tub and shower.
- All windows, sliding glass doors/tracks, screens and blinds must be thoroughly cleaned and in place.
- Patios and Decks must be thoroughly cleaned and empty.
- Fireplace, hearth and mantle must be cleaned and empty. Unused firewood may be left on your balcony for the next resident.
- **All debris, trash, etc. must be placed inside of the dumpsters. NOT BESIDE DUMPSTERS**
- All keys (doors and mailbox) must be returned. Failure to do so will result in a lock change and replacement lock and key charge of \$100.00 without exception.
- The **electric, water and sewer MUST be left on 5 business days after the lease end date** so that any repairs may be made. Otherwise an administrative fee of \$50.00 per utility will be charged to Lessee in addition to the reconnection fee and usage.
- Security Deposits are returned by mail only in one check payable to all of the individual(s) listed on the Lease Agreement. **The check will be mailed within forty-five days of your lease expiration date.**

## **REQUESTS FOR SERVICE/MAINTENANCE EMERGENCIES**

All service requests should be made to the Management during office hours. In case of an EMERGENCY, an on-call emergency Maintenance staff member should be contacted at 434-220-6650. Please be certain that after-hours calls are of an emergency nature. In the event of a lockout when the office is closed, you will need to call a locksmith service. The Ivy Garden Maintenance staff is on-call for EMERGENCIES only and will not provide keys to Residents after hours.

### **What constitutes as a maintenance emergency:**

1. Toilet not working in a **one** bathroom apartment.
2. Water leaking through ceiling.
3. Water leaks other than small drips from a faucet.
4. Broken drain lines when you are not able to shut off the water to stop the leak.
5. Refrigerator failing to cool or freeze.
6. No heat when outside temperature is below 50 degrees Fahrenheit.



7. Air conditioner not cooling or blowing at all (if outside temperature is above 80 degrees Fahrenheit).
8. Air conditioner leaking.
9. Fire alarm or smoke detector malfunction.
10. Broken locks on any exterior door or window.
11. Broken windows.
12. Building lights if entire circuit is affected.
13. Electrical failures, circuit breakers not resetting.
14. Smell of smoke or burning plastic.
15. Any condition that can threaten the health or well-being of resident or can cause damage to the property.

**NON-Emergency. Please call 434-220-6650 and press “1” to leave a message to be handled the next business day:**

1. Clogging or stoppage affecting only one toilet when a second toilet is available for use in your apartment.
2. Water leakage from a faucet, sink, or toilet where cutoff valves are accessible and can be used to cut off water supply.
3. Water leakage from a drain line occurring only AFTER a faucet, sink, or toilet is used and further leakage could be prevented by not using the faucet, sink, or toilet.
4. Hot water supply or temperature is temporarily inadequate.
5. Continuous flow of water through the toilet tank.
6. No hot water at all (NOT just temporarily inadequate). **Note: There are showers available in the Clubhouse by Building 103 that can be used by residents that temporarily do not have hot water.**
7. No electricity in an individual socket or outlet in separate rooms.
8. One inoperative electrical circuit (unless it controls either the refrigerator or heater).
9. No air conditioning.

**SWIMMING POOL RULES AND REGULATIONS**

There are two pools available on the property, one is located next to Building 103 and one is located next to Building 148. We typically open the pools in May through September, weather permitting.

Pool Hours: 9:00 AM – 10:00 PM

**THERE IS NO LIFEGUARD ON DUTY. SWIM AT YOUR OWN RISK.**

Children under the age of 15 must be accompanied by an adult who will assume the responsibility for their safety. Running, horseplay or excessive noise within the pool area is not permitted.

No alcoholic beverages or glass containers are allowed. No potentially dangerous toys, objects or large rafts will be allowed in the pool.

Swimmers are to clear the pool area in the event of an electrical storm.

Anyone who violates pool regulations or who acts inappropriately at the pool may lose pool privileges. Regulations are not limited to those listed above, those posted at the pool or those on the pool passes. Management reserves the right to enforce new rules if found necessary.

## **CLUBHOUSE**

The clubhouse is provided for your use and enjoyment. Please contact our office for further details about the clubhouse.

The entire building is a SMOKE FREE and ALCOHOL FREE facility. Anyone found smoking or consuming alcohol while inside the premises will lose his/her privilege to use the facility.

Please note that you are responsible for your actions and the actions of your guests whenever you are using the facility. Any damages caused by you or your guests (whether known to you or not) will be billed back to your rental account.

From time to time the clubhouse may be rented for private functions during which time it will be closed. Please stop by or contact the office should you wish to rent the clubhouse for private events.

Please be mindful of other people when using the TV or stereo equipment as to not unreasonably disturb other guests. USE THIS FACILITY AT YOUR OWN RISK.

## **USE AND CARE OF FIXTURES AND APPLICANCES**

### **HEATING AND COOLING**

In units 101-127 and 102-122 your heating and cooling unit is either an electric forced air system or a heat pump system. In units 124-148 your heating and cooling unit is a heat pump system.

With both systems the compressor is located outside. The interior components are located in the utility closets of each unit. Routine inspection, filter changes, and maintenance are taken care of by our maintenance staff. Any problems with your unit should be reported to the office.

We have listed some helpful information about your Heating/Cooling:

1. The system can be set at either "HEAT" or "COOL."
2. When the thermostat is set at a desired temperature, the system will either heat or cool sufficiently so as to achieve that temperature.
3. The Fan Switch may either be set at "AUTO" or "ON." On "AUTO" the fan will cycle on and off as the system operates to sustain the desired temperature setting. When the Fan Switch is set to "ON" the blower will operate continuously whether or not the heating/cooling system is in operation.
4. To reduce the operation of the system to a minimum for a period of time, just set the temperature selector to 60 degrees in the winter when the system is on "HEAT" or to 80 degrees in the summer when the system is on "COOL." This way the unit and all of your furnishings are protected from extreme weather conditions.
5. To turn the system off completely set the "HEATING/COOLING" switch to the "OFF" position and the Fan Switch to the "AUTO" position.

Items should not be stored in the heating/air conditioning closets as this blocks the flow of air and increases your electricity bill. Management assumes no responsibility for the items stored in these closets.

DURING COLD MONTHS NEVER TURN THE SYSTEM COMPLETELY OFF. Keep the system at a minimum of 60 degrees due to the possibility of the water pipes freezing. If the water pipes freeze because there is no heat in the apartment the resident will be liable for any and all resulting damages.

## **FIREPLACES**

Safety is the most important aspect for consideration when using the fireplace. Please BE CERTAIN:

1. Only burn hard seasoned wood (like oak or hickory) in order to prevent dangerous creosote building up in the chimney. DO NOT use pine or other “soft” woods.
2. Damper is open when the fireplace is in use. Even with warm coals the damper must remain open so that potentially toxic fumes can escape up the chimney.
3. Damper is closed when fireplace is not in use in order to prevent loss of heat from the living areas.
4. Fires are built no larger than the fireplace will safely contain.
5. The screen is closed at all times. Popping embers can easily damage the carpeting or start a fire in the apartment. NEVER HAVE A FIRE WITHOUT A FIRESCREEN!
6. The fire IS COMPLETELY EXTINGUISHED BEFORE LEAVING YOUR UNIT.
7. When ashes are removed they should be placed in a metal container and left to cool on the balcony or patio for at least 48 hours before disposal into the dumpster.
8. Acquiring a fire extinguisher is highly recommended.

## **CARE OF FIXTURES AND FLOORS**

The fixtures in the kitchens and bathrooms at Ivy Garden are made of fiberglass and acrylic materials and should never be cleaned with harsh or abrasive cleaners. Tubs and shower units are fiberglass; bathroom sinks and countertops are acrylic; kitchen sinks are stainless steel and bathroom and kitchen floors are in-laid, no-wax vinyl. Use only spray-on or soft scrub cleansers on these surfaces. NEVER use steel wool soap pads or abrasive cleansers on these surfaces. ONLY mild soap and water or specialty no-wax floor products should be used on the vinyl floors.

## **REFRIGERATOR AND FREEZER**

Frost-Free Refrigerators have been provided in all units so there should be no need for heavy cleaning or defrosting. It is suggested that you wipe up all spills promptly and occasionally wash the interior walls and shelves with a mild solution of baking soda and water to eliminate any odor. The outside porcelain finish requires mild soap and water or appliance cleaner to keep it looking nice. Additionally the drip pan beneath the refrigerator should be emptied and washed periodically. Residents should keep the drainage plug cleaned under the refrigerator crispers if applicable. If a service call is made and a clogged drain is found, the resident will be held responsible for any damages. Use a vacuum cleaner to keep the bottom grill and the space behind it free of lint and dust. This will help keep the free flow of air to the motor components and help the refrigerator to operate efficiently.

## **RANGE AND OVEN**

Each unit has been equipped with an electric range and self-cleaning oven. Mild cleaning of all exterior porcelain surfaces is recommended. Never use harsh cleansers or steel-wool pads (use

only nylon or plastic scrubbers) on the range surface, electric eyes and control panel. Soapy steel-wool pads are all right to clean stubborn stains on the oven racks on the inside of the oven and on reflector pans on top of the stove.

The self-cleaning aspect of the oven is designed to enable you to keep your oven clean at all times. Please keep in mind the self cleaning option can take a few hours to complete, so plan ahead when using it. Spills from casseroles, pies, etc. must be wiped up as they occur.

## **DISPOSAL**

Continuous-Feed Disposals have been installed in each kitchen sink. Proper use calls for cold running water to be used to flush away the debris while the disposal is on. NEVER use your hands to feed items into the disposal. For correct operation of the disposal turn on the cold water at full force, flip the switch on and feed the debris slowly and continuously into the unit. Allow the water to run for a few seconds after the unit sounds empty and then turn off the switch.

DO NOT PUT silverware, grease, hard seeds or pits, rice, plastic, bones, or other unreasonable matter in the garbage disposal. Service calls where trouble is found to be a result of these items will result in charges to the resident for repairs required.

## **DISHWASHER**

The exterior of the dishwasher should only be cleaned with mild soap and water or an appliance cleaner. The interior surfaces will automatically be taken care of through continuous use.

USE ONLY AUTOMATIC DISHWASHING DETERGENT. NEVER USE ANY OTHER SOAP OR DETERGENT IN YOUR DISHWASHER. To save electricity and water, the dishwasher should be operated only when it is full. For best washing results, wash water must be able to reach soiled surfaces of each dish and utensil.

Therefore, load dishes to face the source of the water and load deep items face down. Glasses, small items such as cups and saucers, long handled utensils and dishwasher-safe plastic items should be loaded in the upper rack of the dishwasher. Silverware should be loaded in the basket with the handles pointing up. Use your own good judgment when items are labeled as “dishwasher safe” if they truly are. Antique or hand painted china, fragile crystal, pewter ware, iron cooking pans and skillets, wooden items, some plastic items and colored anodized aluminum items should be washed by hand rather than in the automatic dishwasher. It is normal for a small amount of water to stand in the sump at the bottom of the tub at the end of the cycle. This water is clean and keeps the pump primed and the water seal moistened.