

GUIDE BOOK

レオパレス21
**Apartment
Service Guide**

レオパレス21

Please be sure to read and understand the rules for
during your stay in the apartment.

Information during the occupancy of the apartment

Thank you for moving into Leoplace21.
In order to ensure a comfortable life for all residents, we ask that you follow the contents of this service guide and the "Rules for Living."

Regarding the contract details

The details of your contract are described in detail in the "Guide to Moving In" that you received when you signed the contract, from moving in to terminating your contract.

If you need to confirm the contents of the contract, change the contents of the contract, cancel the contract, or terminate the contract in the middle of term, please refer to the "Apartment move-in guide" that you received at the time of the contract instead of this manual.

If you do not have the document "Apartment move-in guide" that you received at the time of contract, please check:

- ① Apartment name and room number
- ② Apartment address
- ③ Contractor name

Please contact us at  **0570-008-021** (9: 00-18: 00) after confirming the above.

※ Please note that we may ask you to visit our branch office if we cannot answer the detailed contract details due to the Personal Information Protection Law.

If you're having troubles during your stay, don't know or need to inquire something, check for repairs, etc. please check the frequently asked questions and different inquiry forms available from our website or from your smartphone.



Find out more

CONTENTS

Information during apartment contract	P.2
"& Leo" App Information	P.4
Precautions during contract	P.6
Prohibited matter	P.8
What to do in such a case	P.12
《Basic operation of equipment and trouble shooting》.	
Learn how to use the basic equipment and furniture provided, and how to handle problems. If you think it is a malfunction, please try fix by yourself first, and if it still does not improve, contact the Leoplace Service Center.	
Air conditioner	P.12
Water supply (gas water heater, electric water heater)	P.13
(General water supply)	P.14
(Unit bath, toilet, septic tank)	P.15
(Drainage)	P.16
Kitchen stove/ventilation fan	P.17
TV	P.18
Microwave	P.19
Refrigerator	P.20
Washing machine	P.21
Futon /others	P.23
Delivery box	P.24
Bathroom ventilation dryer	P.25
Fire alarm	P.26
Termination of contract	P.27
Details of repair costs	P.28
LINE / FAQ video information	P.29
To all residents	P.31
Notices and Requests from Leoplace21.	

Make your daily life more convenient, economical, and fun.

Resident-only application "& Leo"

& Leo is a resident-only application that makes Leoplace21 rooms more convenient and comfortable. We have a menu that can be used for "convenience" and "advantage".



"Initial settings are required to use the" & Leo "app. Please refer to P5.
If you do not have a smartphone, please use the resident-only website "& Leo" from your computer."

(<https://andleo.leopalace21.com/mypage/>)



iOS



Android

Residence

- The pre-existing damages report
You can easily report scratches and stains that existed before moving in from the app.
- Garbage collection information
What day is the next burnable, non-burnable, and recyclable waste collection? You can check the garbage collection date in your area.
- & Leo chat support
If you have any problems with your residence or LEONET, please contact us via "chat".

Resident benefits

- Recommended Services
We offer various services exclusive for our residents such as discounts and recommended services.

LEONET

- Resident-only campaign
You will be able to enjoy daily contents exclusive for residents, such as free gifts and special prizes campaigns.

Disaster Prevention

- Safety Confirmation
In case of a disaster, we will send a safety confirmation by push notification. We will quickly check the safety of our residents.
- Municipal Disaster Information
Push notifications of disaster information in your living area. We will send out the latest information in real time.
- Disaster Prevention Maps
You can check the location of evacuation centers and public phones in the surrounding area and search for evacuation routes.

■ iOS ver. 10.0 or newer. Android OS ver. 4.4 or newer.
■ Note: You will need your LEONET ID and password to log in. Please note that this application may not be available for some smartphone models, even those with compatible OS. We hope for your understanding. Packet communications will occur when downloading and using the resident-only smartphone application "&Leo". Packet communication fees are the responsibility of the customer.

Regarding the pre-existing damage report.

The Report of Damages Before Entering the Room is used to verify the difference on the state of the room before the tenant entered the room and after the tenant leaves. If there is any spot in the room that you are worried that may be considered as damage or stain, Submit it within the first month starting from the day of the contract using the 「&Leo」 smartphone App.

Fundamentally, the values charged by the end of the contract are to restore the room to a similar state as when you entered by the start of the contract. Please make sure to check the room.

If there are no abnormalities or areas of concern, there is no need to submit this form. Please use the "Contact Us" form to inform us of any damage or malfunction that requires repair.



Inquiry form



If you do not have a smart phone, you will need to submit the form in writing. Please submit it at the nearest management center or by mail.
If you do not have the documents, you can print them from the following website.

<https://support.leopalace21.com/hc/en-us/articles/360050344534>



Please note that menu names, layout, and services are subject to change without notice. Please be forewarned.

Initial settings for the "& Leo" app



There is a QR code on the back of the LEONET registration confirmation form.

In the "&Leo" application, select "Initial Settings" ⇒ "Read QR Code" to start the camera and read the QR code.

Your contract information will be reflected, please check before registering and changing / registering your LEONET ID and password.

If you do not have a LEONET registration confirmation form and you are using the LEONET service for the first time, please click here to learn how to set up the "&Leo" application.

<https://support.leopalace21.com/hc/en-us/articles/360050346534>



Initial settings for Life Stick (LEONET service) can be found here. If this is your first time signing a room contract (not relocating an apartment), you can easily set up your login using the "&Leo" application.

<https://support.leopalace21.com/hc/en-us/articles/360050349494>



If you are relocating an apartment or already have a LEONET ID and password that you have changed or registered, please check here.

<https://support.leopalace21.com/hc/en-us/articles/360051102913>



Inquiries about LEONET Service • & Leo

- ✓ From "&Leo Chat Support" *Chatbots are available 24 hours
 Tap "Residence" > Tap Contact Chat.
 For the LEONET services, it is also possible to be transferred to an operator if necessary.
 ※For the operator support hours: Japanese (9:00~22:00)/English-Vietnamese (10:00~19:00)
 ※The operator support is only available for the subscribers of the [Basic], [Light] and [Standard] plans.

- ✓ Inquiry form From the "& Leo" app
 LEONET" tab > Support/Questions about LEONET > If you cannot solve the problem above, click here > Inquiry about LEONET Tap "Inquiry by Form"
 ※You can omit entering customer information from the app.

- ✓ Inquiry form From the resident-only website "& Leo"
 ※Please enter your customer information according to the items.

<https://www.leopalace21.com/apps/searchInquiry/leonetAction.do>



LEONET Department 0120-911-521 ※Japanese (Available 24hours)
 ※English/Vietnamese (10:00~19:00)

※Support dial for customers coming from overseas "International Service Center" 0570-048-021 (business hours 10:00-18:30) Supports 5 languages (Chinese, Korean, English, Vietnamese, Portuguese)

Notices for living in the apartment

The latest information from Leopalace21 is posted on the information boards of each building, please check them regularly.

1. Main contents

- Notice of repair and maintenance
- Notice of Fire inspections and inspections of water tanks, etc.
- Contact information for municipalities, scheduled garbage collection dates, etc.
- Contact / notification of our various services, etc.
- Posting of building cleaning status report

The contents of the notices from our company are very important, such as notices regarding repairs, inspections, neighborhood association notices, garbage, etc.



Please check the information board regularly.

2. About maintenance

There are repairs and maintenance that are necessary for the management of the building. If you have any questions such as "Is there a problem?" "Is it dangerous?" Please contact the Leopalace Service Center or apply from the right.

If you have any problems with your apartment, please check the "Apartment Service Guide" (this manual) installed in each apartment, and contact the Leopalace Service Center (see page 28 for repair cost details).

If we need to enter your room to do repair work, we will notify you in advance and perform maintenance.

We may not be able to respond to lock problems at night, depending on the type of lock. In this case, we will take care of it at the Management Center the next morning.



Click here to apply.

3. About fire inspection

In accordance with the Fire Service Act (Article 17-3-3), the installation, maintenance, inspection, maintenance, and repair of firefighting equipment, etc., must be reported to the fire department depending on the use and size of the building, and accordingly, indoor and outdoor inspections are required. In such cases, we will notify you in advance.

4. Entering the room in case of emergency

In addition to the inspection mentioned in 3 above, in case of emergency (fire, water leakage, incident, accident), we may enter your apartment as the person responsible for the management of our apartment.

5. About building cleaning

Cleaners visit each building four times a month. To maintain a comfortable environment for everyone, please cooperate with us in complying with the garbage disposal rules and maintaining the environment of the properties.

6. CATV and CSTV subscriptions and contracts with Internet service companies

When tenants individually contract with the above-mentioned service companies, we generally do not permit work that involves drilling holes or hammering nails into the walls, pillars, etc. of the building. In addition, please be sure to contact the Leopalace Service Center if the installation involves work on the entire apartment you are occupying. Unauthorized installation is a violation of the Building Use Agreement.

In some cases, due to the management of the building, we may not be able to accept parabolic or UHF antenna installation, internet installation, etc.

If you have signed a contract, please remove all wiring and accessories when you move out.

7. Door-to-door sales

Malicious vendors may visit you under the name of Leopalace21, such as water quality inspections and sales of security equipment, but we will always contact you in advance when Leopalace21 does construction work. If you have any suspicious door-to-door sales or facility inspections in your apartment, please contact the Leopalace Service Center.

8. If you receive someone else's mail or package

If someone else's mail is misdelivered or the previous resident has not submitted a "relocation notice", the person who received it should bring it to the nearest post office and report it. If you neglect to do this, open it, or dispose of it, you will be punished by law. Similarly for courier services, if you receive another person's delivery, you will be punished, so please tell the delivery person that it is another person's package and do not receive it.

9. Only the contractor can occupy the room

The person who made the contract must be the one living in the room.

One can not use the room that has the contract under another person name.

10. If you have a roommate, you must submit a roommate registration form.

If you have a roommate, you will need to fill out the "Roommate Application Form" and submit it along with the roommate's ID. If the information does not match the registered information, we may refuse to accept your application. If there are any changes to your contract, please notify us immediately.

11. There is a limit to the number of residents

If the number of people living together changes, you need to contact the contracted store. Also, the number of people who can live together in the contracted building is as follows.

1K, 1DK, 1LDK: Up to 2 people including the contractor. 2K, 2DK, 2LDK: Up to 4 people including the contractor. 3LDK: Up to 6 people including the contractor. More people than these are not allowed to live together, please check your contract in advance.

※For Monthly Plan and Short Term Plan contracts, up to 3 people including the contractor. In the case of the student discount plan, up to two people are allowed.

12. If there are any changes to your contract, you will need to visit the nearest store to make the changes

(Example of changes)

- The contractor's phone number
- The name and phone number of the contractor's place of work or school
- Change of rent withdrawal account
- Change of name
- Changing or adding information about a roommate
- Change of emergency contact information, guarantor contact information / address

※The name of the contractor cannot be changed.

13. Please use the bicycle parking lot

Please park your bicycle at the designated bicycle parking lot. Placing it in front of a door or around stairs will obstruct passage.

Attach the [Bicycle Parking Permission] sticker, received along with the keys of the room, on a visible spot of your bicycle.

Motorcycles are not allowed to be parked in the bicycle parking lot.

14. Others

- Excessive use of humidifiers can promote the growth of mold. In addition, moisture can cause wallpaper to lift and peel, please make sure you have adequate humidity control and proper ventilation.
- The NHK broadcast fee is not included in our services and needs to be paid separately by the tenant.

Prohibited Matters

The following are the minimum rules for using the apartment. If you do not follow them, we will ask you to cancel your apartment contract.

1. Strictly follow garbage disposal rules

Please check the local rules for how to dispose of garbage, in order to not bother other residents.

- ※ Please contact the cleaning office individually for oversized garbage.
- ※ Depending on the area, the use of designated garbage bags is obligatory.
- ※ Please check the information board of the building for details such as garbage disposal.



2, How to use the building parking lot

Parking outside the contracted parking area is prohibited.

- ※ If you find an unsolicited parked vehicle, make a note of the vehicle number and contact the nearest police station.
- ※ Leopalace21 is not responsible for any troubles related to parking lots.
- ※ The management of the parking lot is the responsibility of the person who rents the space. If you are unable to park your car due to illegal parking, etc., please report it to the police by yourself. Please note that Leopalace21 is unable to provide towing services for illegal parking.
- ※ Snow removal in the parking lot is the responsibility of the parking lot contractor. Leopalace21 will not remove snow from the parking lot.
- ※ Please drive within the speed limit of 10km/h on the premises and in the parking lot. When entering and exiting the parking lot, please be careful, as there is a risk of accidents due to someone suddenly jumping in front of your car, or damage to your car due to pushing up gutter covers and manholes caused by excessive speed.
Please do not throw or leave tires, wheels, cigarette butts, or other trash in the parking lot.
- ※ Please be sure to notify Leopalace21 of any changes in the contracted vehicle.



The contractor is responsible for snow removal.

3. No parking on the street.

Street parking is a major nuisance to the neighborhood. Trouble caused by parking on the side street have become a major social problem. Please secure a parking space in advance and own the car. The same applies to visitors' cars and motorcycles.

- ※ If you find illegal parking, or if you receive a complaint from a neighbor, please report it to the police.



Illegal parking is strictly prohibited.

4. Please be careful of noise levels

We hope that all residents are aware that Leopalace21 is a shared apartment building. Listening loud music, chatting, etc. will be noisy and will be a nuisance to other users and neighbors. Please be careful especially at night. (Musical instruments, mahjong, etc. are prohibited)

- ※ Laundry and cleaning at night can also be a nuisance.

Suggested times for using a Washing machine/Vacuum cleaner

Washing machine: 7a.m. - 9p.m. approx.

Vacuum cleaner: 9a.m. - 8p.m. approx.

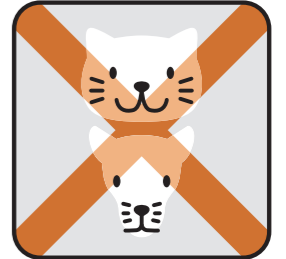


5. Pets are not allowed

Keeping pets such as birds, cats, dogs, reptiles, etc., inside or outside of the room, as well as temporary custody of acquaintances' pets, is not allowed. You will be responsible for the full cost of repairing any damage caused by your pet and deodorizing and freshening up any foul odors. Feeding stray cats or dogs is also prohibited.

- ※ In the case of properties that allow pets, pets can be kept according to the rules of various special clauses.

In all other properties keeping of pets is not allowed.



6. 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. Also, do not bring flammable materials into the room or place them in the common corridor.



7. Do not place anything in the common corridor or terrace of the building

Please do not throw papers, cigarette butts, etc. out of the windows of the building. Please do not leave trash, unnecessary items, or dangerous items in the hallway or on the terrace. Please dispose of empty beer and juice bottles and cans promptly, as it can be very dangerous if left in the hallway or terrace in front of your room.

- ※ Do not leave trash or unnecessary items unattended, as this can cause accidental fires.

- ※ Please do not leave any personal belongings on the terrace.

Please contact the Leopalace Center as they can be stored in the trunk room. (Paid service)



8. Don't make a mess on the terrace or balcony

Fallen leaves and other debris clogging the rainwater drains may cause water leakage. Please keep your terrace and balcony clean for a pleasant communal living experience.

9. Do not climb on the outdoor units of air conditioners on terraces and balconies

Do not climb on the outdoor unit of the air conditioner installed on the terrace or balcony. Doing so may cause you to fall. Likewise, do not climb on the handrails of terraces, balconies or corridors.

10. Do not make holes in walls, pillars, etc.

Please do not drill holes or hammer nails into the walls, pillars, etc. Please cooperate with us so that the next tenants can live comfortably. If there is any damage, you will be asked to pay for the repair upon cancellation of the room.

- ※ Pushpins can only be used on the wallpaper changed using the "myDIY" service.

11. 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. 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.

12. Management of the installation equipment

In order to ensure that as many tenants as possible can comfortably use the furniture and appliances, the following activities are prohibited.

- Transfer and sale of furniture and home appliances (including Futon).
- Take furniture and home appliances(including Futon) outside (including veranda and the hallway), or move them to other properties or apartments.
- Take apart furniture and appliances (including bedding).
- Deliberately make the defacement and damage of furniture and home appliances(including Futon).
- Other behaviors that make damages on furniture and appliances (including Futon)
 - ※ 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 is not responsible for the removal or management of these items. It is absolutely forbidden to remove any equipment from the room.
 - ※ Depending of the type of the apartment, the equipment installed might be different



13. Handling of equipment in the apartment

Bed

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

Table

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

14. Handling of furniture when moving out

- Please be careful not to pack the TV or air conditioner remote control with your personal luggage when moving out (If you take them out and cannot return them, we will charge you for the replacement.)
- 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, you may be charged for the replacement.
- LEONET equipment can only be used in the contracted apartment, please do not bring it out when you move out. (If you take it out and cannot return it, we will charge you for the replacement)

15. No shoes allowed inside the room

Please be sure to take off your shoes at the entrance before entering the room.
No entry or exit from the balcony.

16. Cooking at the balcony, parking area or common areas is strictly prohibited

Absolutely no barbecue or campfire is allowed.
Furthermore, burning fireworks or firecrackers may disturb people around, please don't use them.

17. Using common areas for personal purpose is prohibited

The following situations of personal use of the common areas on the premises are prohibited.

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

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

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 other neighbors nearby.

19.No dumping tobacco or garbage.

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

20.About clothing in public.

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

Troubleshooting Air conditioner

Basic operation of equipment and troubleshooting

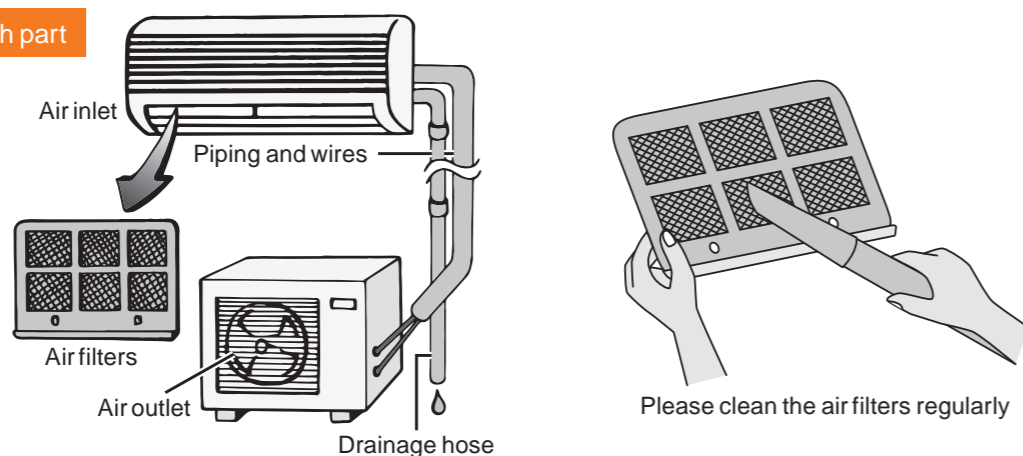
Air conditioner

Air conditioner doesn't work

- Is the air conditioner unit powered on?
- Are the remote control batteries working?
- Is there anything blocking the air inlet and outlet parts of the indoor and outdoor unit?
- Some air conditioners have an automatic timer that stop the air conditioner in 3 hours.
For details on how to unlock the timer, please contact the service center or apply from the right.
- ※ If the remote control does not work, please take out the battery once and place back in.
- ※ Residents are responsible for replacing consumable items such as batteries in the remote control. (Except within the first month after moving in)



The name of each part



Leaking water from indoor unit of air conditioner

- Please wipe off all dust from air filter and drainage hose.
(Dirty filters cause clogging in the drainage hose, resulting in water leaking from the indoor unit)
 - ※ Air conditioner and water heater repairs will be done the next day or later.
 - ※ 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.
- The air filters should be cleaned by the resident on a regular basis.
- Repair fees for damages occurred by not cleaning the filters, will be charged to the tenant.



Please clean the filters regularly.

Notices

The responsibility of keeping and managing facilities belongs to the tenant.
(The facilities are different every room)
Please clean up regularly.
The tenant will be required to pay repair fees for damages caused by disorderliness.

Troubleshooting Water related

Basic operation of equipment and troubleshooting

Water related

There is no hot water

Gas water heater

- The electric breaker has not tripped?
(It may fix by turning the breaker off and on.)
- Is the gas valve opened?
- Is the power cord 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 failures caused by freezing

The gas water 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 Leopalace21 service center
Please do not unplug the power cable in areas with extremely cold temperatures.

※ Repair fees for damages due to freezing will be charged to the tenant.

How to drain the water 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

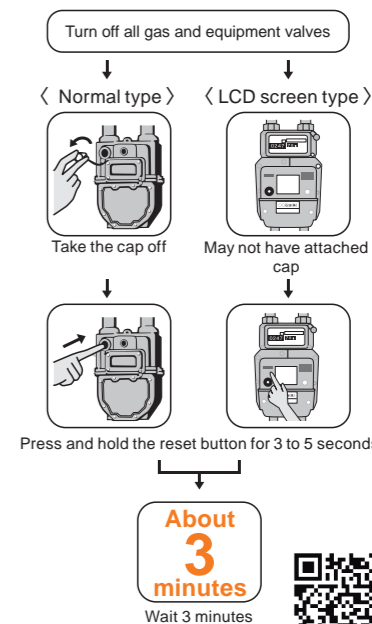
1. Put the drain cap back.
 2. Open the water valve fully
- ※ For safety reasons, the gas water heater may automatically stop during periods of extended use and earthquakes. In that case, please reset the heater by following the reset instruction.
- ※ In Hokkaido and Tohoku areas, some apartments are equipped with electric draining.
- When draining the water, be sure to check the water drainage switch in the room before operating.
- ※ The place where the gas water 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 tripped?
Electric water heaters use late-night electricity, it takes some time after midnight for the water to boil.
- ※ 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.
- ※ On the day you move in, you will not be able to use the hot water because it has not been turned on from the day before.

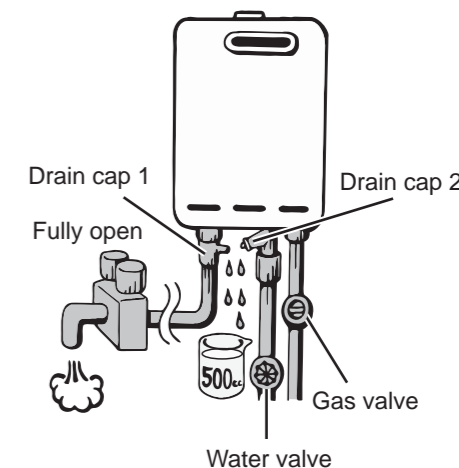
The procedures of resetting the water heater

(If it does not work properly, please contact your local gas company.)



Procedure of gas water heater draining

Before you contact Leopalace21 center, please check the red light on the gas meter first.



Troubleshooting Water related

Basic operation of equipment and troubleshooting

Water related

Water leak does not 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 the water company staff)

※ Please refer to the QR code on the right for the location of the main valve at our properties.



For more information

Leaking from faucets

Water leakage from the connection of water pipes

● Please check if the metal connection part is loose on the pipe.

※ Please contact the service center or use the QR code below to apply for the service.

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 down the rubber ball support stick carefully to not brake it, until the water level becomes 2 or 3 cm lower than the overflow pipe.

Please contact us if you have any difficulties.

(2) The water is not overflowing

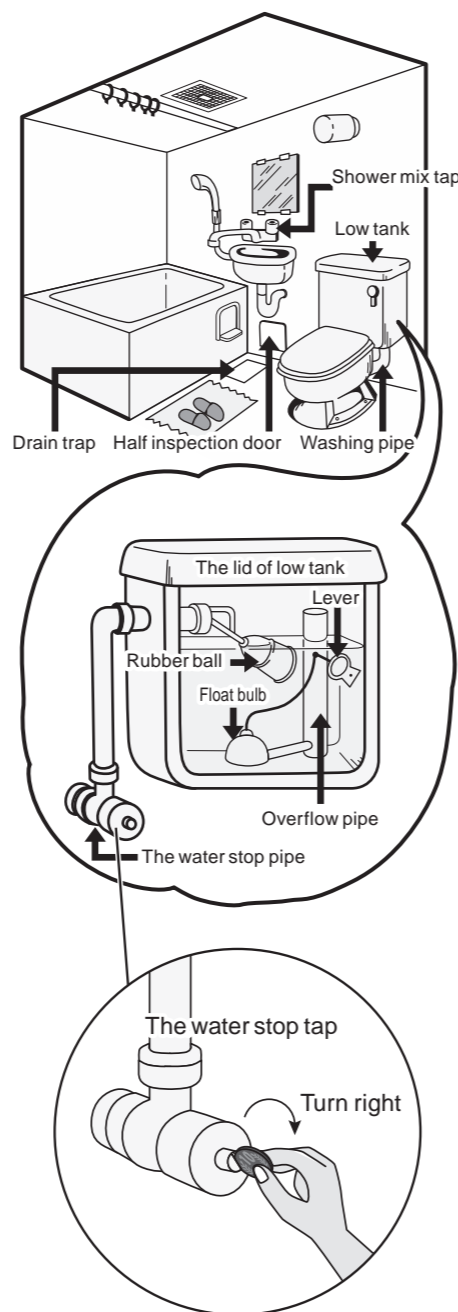
※ If the problem is caused by the float ball caught inside the toilet tank or a solid object (cleaning detergent, etc.) trapped under the float valve, removal of the foreign object may improve the problem. Please check the situation inside the tank.

Please contact us if there is no improvement, or if repairs are necessary.



Click here to apply

Each part of UB



Turn the water stop tap to the right side with a screwdriver or 10JPY coin to stop the water.

Troubleshooting Water related

Basic operation of equipment and troubleshooting

Water related

Slow drainage flow in bathroom

The drain outlet might be clogged. Hair and dirt may be the cause of the problem.

Clean the drains frequently.

● Drain traps

If hair or dirt clogs the drain traps, it will cause the drainage capacity to be reduced, it is also unsanitary. Please clean the drain traps one or two times a month.

There is water in the bathroom drain (under the drain plate), which is necessary for odor control.



※ The diagram is for reference only.



Check the video

The toilet water doesn't flush

Since it is a flush toilet, please don't dispose anything other than toilet paper. If the toilet is clogged by flushing other sanitary items by accident, please try a rubber cup. Rubber cups can be purchased at home improvement stores.

※ If something gets stuck due to the resident's negligence, the resident may be responsible for the repair costs. Please clean the toilet frequently.

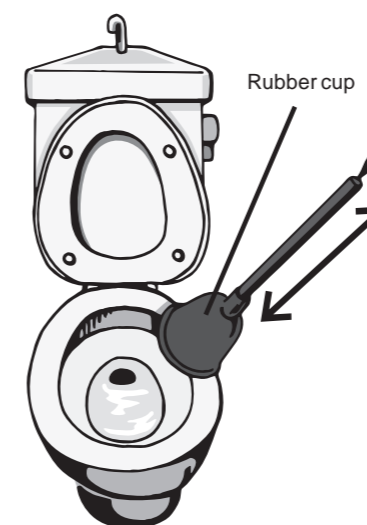
● Do not flush anything not meant for the toilet

Do not flush anything not meant for the toilet (rubber goods, absorbent cotton, etc.). It not only makes the toilet clogged, but also the drainage capacity to be reduced.

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

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

If you flush large amounts, it may get clogged frequently.



For apartments with septic tanks

The check list of using a septic tank

● Do not use cleaning detergent

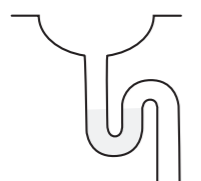
Do not put any cleaning detergent (hydrochloric acid, insect repellent, deodorant, cleaning agent) into the toilet. Those products will kill the bacteria and destroy the disinfecting effect of the septic tank and cause bad odors.

Troubleshooting Water related

Basic operation of equipment and troubleshooting

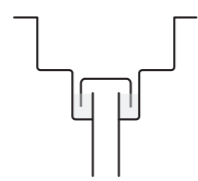
Bad smell coming from the drainage area

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



S-shaped trap

Basin sink, toilet



Bell trap

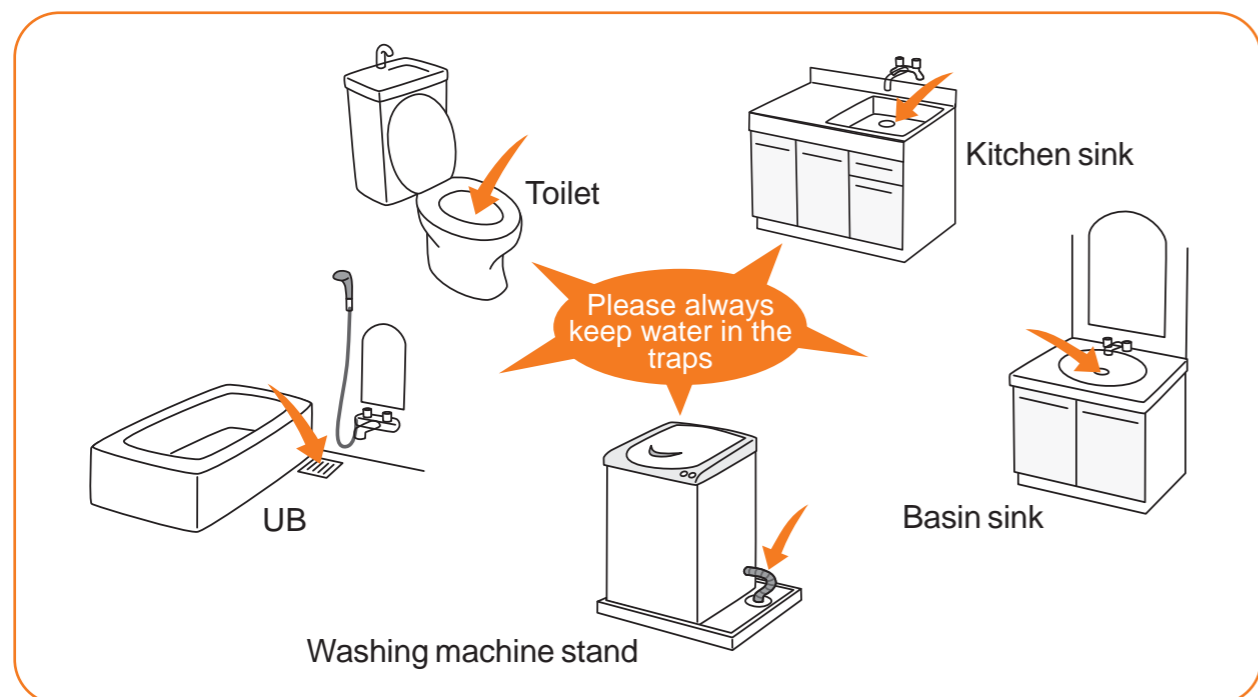
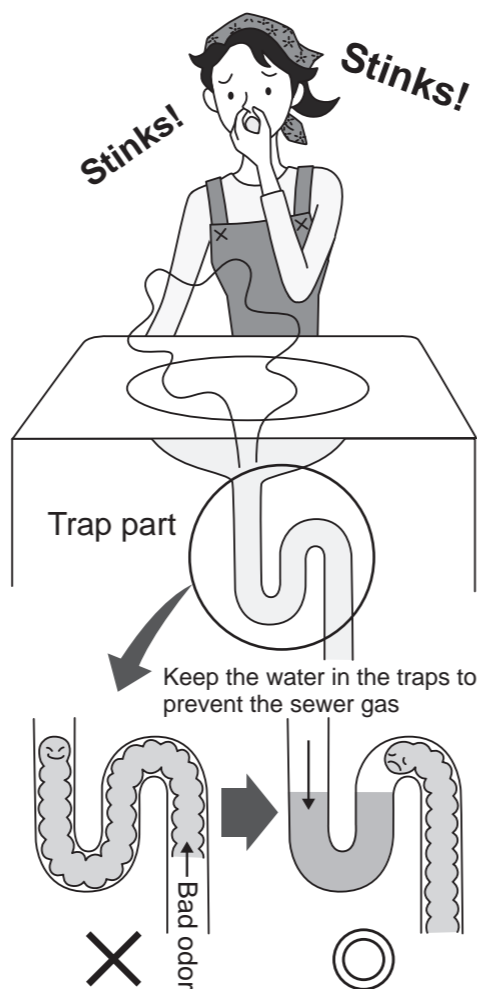
Kitchen sink, unit bathroom, washing machine pan, etc.

※ 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 affect the surrounding 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 Kitchen stove Ventilation fan

Basic operation of equipment and troubleshooting

Kitchen stove does not heat

Is the main power turned on?

For safety, electric power cannot be switched on easily. Please slowly switch it on again. Check the circuit breaker if there's no power (all breakers must be ON). Any liquid spill on the stove may cause a malfunction. Wipe clean with a dry towel after using the stove and has cool down.

- ※ The stove will be very hot after using it. It's very dangerous to place a towel or wiping cloth on the stove. Do not place any flammable things around the stove.
- ※ If the stove has a timer, some stoves will turn off in 30 minutes.
- ※ Do not place any objects on the heater even when the kitchen stove is not in use.

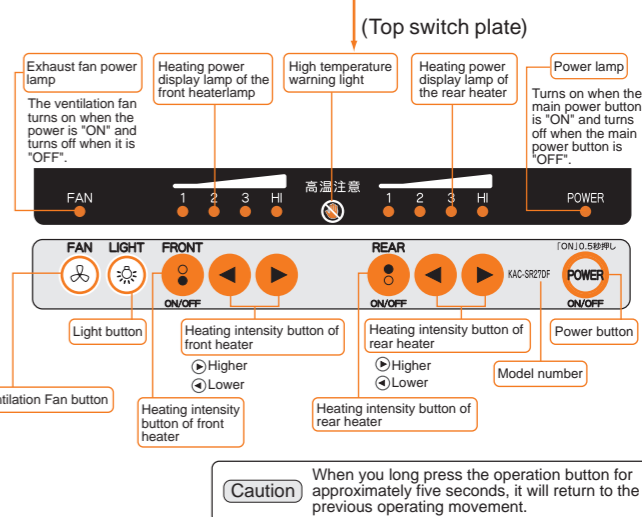
Please use frying pans indicated for your stove type.
 OK.....aluminum · stainless · iron
 NG.....earthenware pot · heat-resistant glass · round-bottom pans

- ※ Aluminum can only be used for radiant heaters. Cannot be used with induction heaters.
- ※ Depending on the property, the stove specifications are different.



Search by "induction heater"

[Radiant heater part description]



The ventilation fan doesn't work

The fan might stop working when it gets dusty. Please clean it regularly

- ※ How to take the cover off
 [Kitchen] Hold the edge of the cover and pull it down.
 [Bathroom] Hold the front side of the filter and slide it out.
 [Toilet] Hold the edge of the cover and pull it down.
- ※ For more information, please refer to the "Frequently Asked Questions" section of the website.
- ※ As for "sick building syndrome" prevention measures, please don't switch off the fan of 24-hour ventilation system in some of the apartments.



Search by "ventilation fan cover"



Troubleshooting TV

Basic operation of equipment and troubleshooting

Television (If the remote control doesn't work)

Remove the batteries once and reinsert them. If it still does not work, replace the battery with a new one.

- 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 screen suddenly turns black, check the following:
 - Is the power cable plugged in?
 - The antenna is not unplugged?
 - Is the electrical breaker on?
 - Do you adjust the channel and tuner?

※ Replacement of consumable items such as batteries for the remote control are the responsibility of the resident. (except if less than one month from the move-in date)

Method of operation will be different by manufacturers.

Troubleshooting Microwave

Basic operation of equipment and troubleshooting

For general use

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)
2. Defrosting raw food
 - Press the "解凍" button, set the timer according to gram weight, and press start. A sound will notify completion.

Warm	Defrost
Put the food in and close the door. Place in the center of a round dish.	Put the food in and close the door. Place in the center of a round dish.
1 Press Heating Defrosting 【あたため】 Press	1 Press Heating Defrosting 【解凍】 Press
2 Adjust heating time. e.g.) 40 seconds/ Turn on for up to 40 seconds Defrosting gram adjustment	2 Adjust the heating time according to the gram label of the food e.g.) 200g/ Turn on for up to 200g
Finish sound Peep...	Remove food The blinking timer display indicates the remaining time.

Is it a malfunction? before that!

1. Sparks
 - Have you been using containers with gold or silver patterns or decorations?
 - Is there any food residue on it?
 - Is metal (aluminum foil) touching the inner wall surface of the microwave?
 - Is it operating without putting anything in it? Is it operating without putting anything in it?
2. During heating, the "buzzing" sound of the fan becomes louder or quieter. There is a clicking sound during heating.
 - That's not a malfunction. It is because the heating is controlled.
3. Not functioning
 - Is the power plug securely inserted into the power outlet?
 - Is the door tightly closed?

Re-open and close the door.
(Due to safety design, some models cannot be heated even by turning the timer knob if more than 3 minutes have passed since the door was opened and closed.)
4. Does not heat the food
 - Is the door tightly closed? Re-open and close the door.
 - Is the output selection switch (knob) set to "弱" or "解凍"?
 - Is the output selection switch (knob) in the proper position?
 - Is the food covered with metal containers or aluminum foil?
5. Round plate(glass) does not turn.
 - Are the round plate(glass) and rotating roller set correctly?
 - Are tableware or containers touching the inner wall surface?

Usable and unusable containers

Material	Heat resistant	Can be used	Notes	Material	Can be used	Notes
Glass	Heat resistant	○ Can be used	For high-temperature cooking, use heat-resistant glass containers that are resistant to rapid heating and cooling.	Ceramics and lacquer ware	Pottery, porcelain	○ Can be used
	Not heat resistant	✗ Can not use	Cut glass and tempered glass can also melt or break resistant to rapid heating and cooling.		Lacquerware	✗ Can not use
Plastic, plastic wrap, and silicone containers	Heat resistant (Heat-resistant temperature over 140°C)	○ Can be used	Some lids are heat sensitive. The following items cannot be used heating and cooling. • Foods high in fats and sugars (prone to high temperatures) • Sealed lid or bag • Containers without the "Microwave oven available" label	Metal	Metal / Aluminum foil such as aluminum / Enamel	✗ Can not use
	Not heat resistant (Heat resistance temperature less than 140°C)	✗ Can not use	It becomes hot and melts. Containers that change in quality due to radio waves cannot be used. (Polyethylene, Melamine, Phenol, Urea resin, etc.)		Others	Paper products / Wooden containers

Daily maintenance ※ Do not use any of the items listed on the right.

1. Care and Maintenance

- Do not leave oil or food debris adhering to the inside while heating. This may cause ignition or smoking. If it sticks, be sure to wipe it off after the unit has cooled down.
- Soak a soft cloth in diluted neutral detergent and wring it out, then wipe with water and dry in that order.
- Is it operating without putting anything in it? Is it operating without putting anything in it?

Synthetic detergent for houses / furniture / ventilation fans, acidic / alkaline detergent	Spray detergent, metal scrubbers, heavy-duty sponges

Troubleshooting Refrigerator

Basic operations and troubleshooting

Is it a malfunction? before that!

1. It doesn't cool well, it doesn't get cold

- Are you putting warm or hot items inside?
- Is it overfilled with food?
- Is the cold air vent blocked by food, etc.? (In the case of a refrigerator with vent)
- Do you open and close the door frequently?
- Is the temperature control in the proper position?

※ If you keep the temperature control for the freezer to "strong" all the time, it may stop getting cold.



2. Food in the refrigerator freezes

- Is there any watery food (like tofu) on the back of the refrigerator (near the vent)?
- Is the temperature control set for continuous operation or strong?

3. Dew and frost forms inside the refrigerator

- It may appear when the humidity is high, when the door is opened for a long time, or when the door is opened and closed frequently.
- Is something stuck in the door, or is food hitting the door and making the door open a little?

4. Is making loud noise

- Is it installed so that it does not rattle on the floor?
- Is the refrigerator hitting on the wall?
- Is the evaporation dish firmly inserted and fixed?
- Are there any objects around the refrigerator?

About operation noise ※ The following noise is heard during operation, but this is not a malfunction.

1. Short repeated popping sound

- This is the sound of the refrigerant (gas) flowing in the cooling device.

2. Short single popping sound

- This is because the inside of the refrigerator repeatedly contracts and expands due to temperature changes and cooling operation.

3. Prolonged buzzing sound

When opening and closing the door, the fan stops, so there may be an operating noise. (In the case of a refrigerator with a fan)

Use the refrigerator efficiently

<p>Store food in a plastic bag or plastic wrap, or put it in a closed container.</p> <ul style="list-style-type: none"> ● Prevents odor transfer and drying of a refrigerator with a fan) 	<p>Please open and close the door neatly.</p> <ul style="list-style-type: none"> ● If you leave the door open for a long time, the cool air will escape.
<p>Allow hot items to cool before storage.</p> <ul style="list-style-type: none"> ● It will affect other foods and waste electricity. 	<p>Leave a gap between items.</p> <ul style="list-style-type: none"> ● If it is packed too much, the air circulation will be less and the cooling will be weakened.
<p>Things that are not suitable for storage in the freezer.</p> <ul style="list-style-type: none"> ● Raw and boiled eggs (raw eggs shells would crack, and boiled eggs white will harden.) ● Dairy products (fat and water separate) ● Raw vegetables (burdock, butterbur, etc. that have a lot of water lose their flavor, and potatoes, sweet potatoes, etc. turn black and rot.) 	<p>Not suitable for storage in the refrigerator.</p> <ul style="list-style-type: none"> ● Cool tropical fruits such as bananas just before eating. This types of food deteriorates when cooled for a long time. Radishes and potatoes may change in quality as well.

Daily care

※ Please do not use the following items.

1. Maintenance

- Dip a soft cloth in a diluted neutral detergent, squeeze tightly and then wipe with water and dry.
- Using a knife or screwdriver to remove frost or ice may damage the innerside and cause a malfunction.



We cannot guarantee the food in the refrigerator when it is replaced due to a defect.

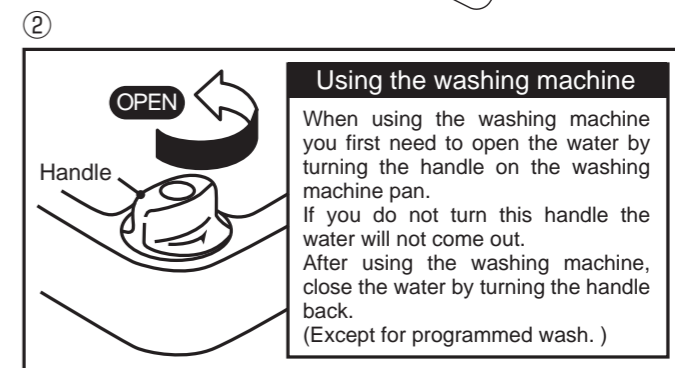
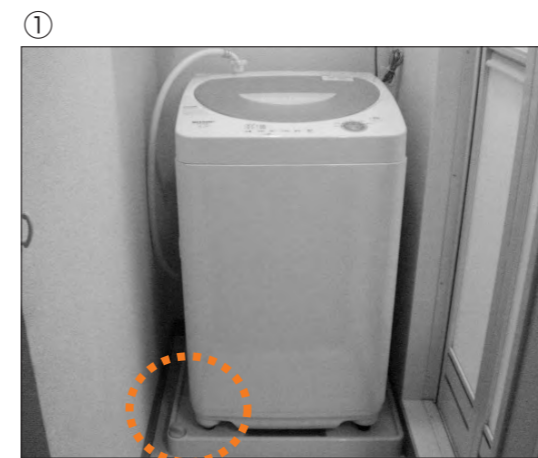
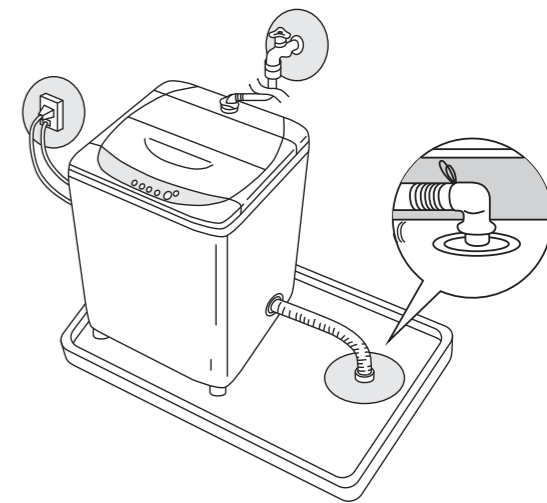
Troubleshooting Automatic washing machine

Basic operations and troubleshooting

About general useshooting ※ The operation method and contents may differ depending on the manufacturer.

Precautions

- Check that the water supply and drainage hoses are connected correctly before start using.
 - If the centrifuge does not turn, check that the washing machine is kept horizontal.
 - 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/standard cycle 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 faucet only during the washing.
- ※ Some washing machine pan have an inlet and faucet connected on it. ①② references



<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.



Search by [Washing machine hose]

Troubleshooting Automatic washing machine

Basic operations and troubleshooting

Is it a malfunction? before that!

1. No water supply

- Is the faucet open?
- Is the lid of the washing machine closed?

2. It doesn't drain

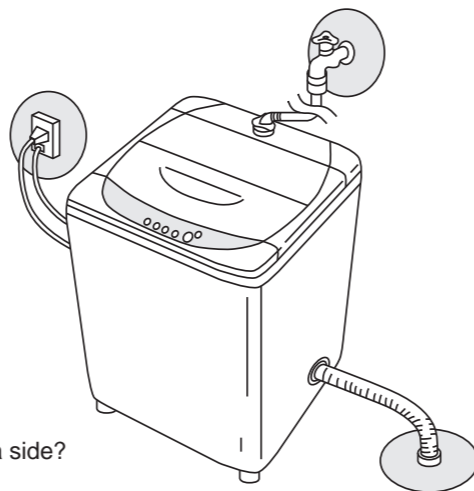
- Is the drain hose higher at some point in the middle?
- Is the drain hose being crushed?

3. There is a strange noise

- Is the machine tilted or rattling?
- Is the laundry leaning to a side?
- Are hairpins, metallic objects or coins mixed in?

4. There is a strange noise

- Is the power plug properly inserted?
- Is the laundry leaning to a side?
- Are you putting too much laundry?
- Is the lid closed properly?

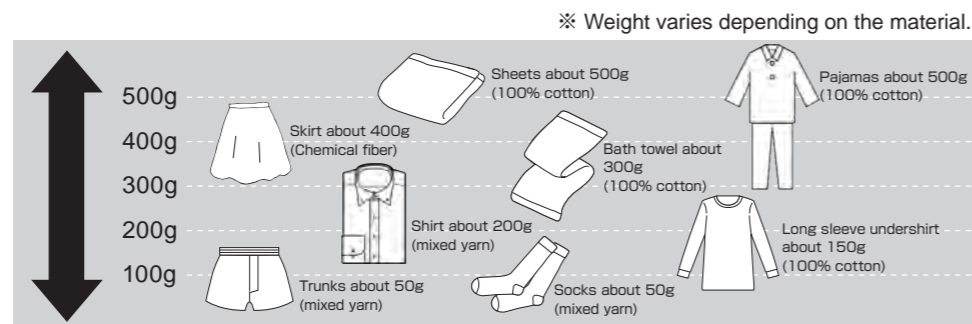


About washing capacity

- Be careful not to put too much laundry.
- Refer to the table below and make sure that the amount of laundry does not exceed the weight stated on the machine.

Place the laundry as evenly as possible (so that it is not leaning to a side).

Estimated washing capacity
(Estimated weight per piece)

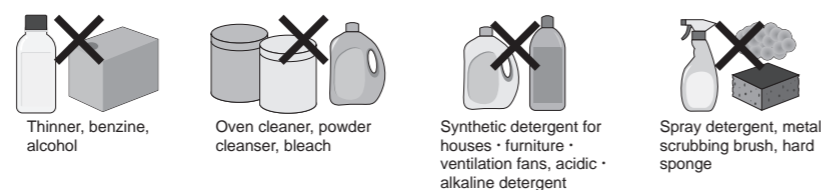


Daily care

1. Maintenance

- Unplug the power plug to avoid risk of electric shock.
- Wipe the machine (outside) with a soft damp cloth.
- Do not splash water directly on the outside of the machine, and avoid using volatile solvents or cleansers, as it will damage the machine.
- If you leave it with powder or liquid detergent on it, the machine may be damaged, please wipe it off immediately.
- Wipe the inside of the tank with a soft damp cloth.
- Please dispose of the garbage on the lint trap regularly.

※ Please do not use products like the ones on the right.



For handling, see the instruction manual. The operation method differs depending on the manufacturer.

Troubleshooting Futon Keys Others

Basic operations and troubleshooting

Futon

Airing out your futon or using a futon dryer regularly will keep it clean and help prevent mold. (A replacement fee will be paid by the customer when moving out if mold is found.)
Futons cannot be hung on railings or fences of the common areas.

Keys

I don't know how to operate the key

The operation method differs depending on the type of key. You can check the details from the QR code on the right.

I don't know how to operate Leolock

You can check the operation manual from the QR code on the right.

The card key doesn't respond well

If you place the card key close to a magnet, it may be affected by the magnet and you may not be able to use it.

In particular, please do not place it directly on top of cash cards, commuter passes, or other magnetic cards.



Search by [Key Operation]
Search by [Leolock]
Search by [Card Key]

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 apartments breakers).

Please be careful not to 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.)

Use pattern	Sample 1	Sample 2
Air conditioner	○	○
Interior lights	○	○
Television	○	○
Bathroom fan	○	○
Kitchen heater	○	×
Microwave oven	×	○
Dryer	×	○

The table on left shows patterns in which you can use your electric appliances without making the circuit breaker trip. If you use other electric appliances, or use more than one of the same appliances it may differ from the table on the left. 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 X=NOT IN USE



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



Search by [Amperes]

Poor TV picture quality

- Is the antenna properly connected?

When using your own TV brought from afar, you will need to adjust the values 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.

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 at your preferred electronics store and replace by yourself. (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, or if you have Life Service "Select" / Resident System "Select".



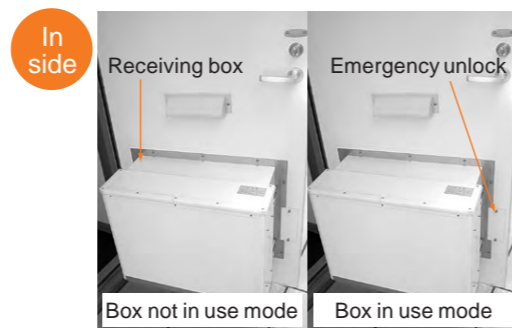
Search by [Fluorescent lights]

Troubleshooting Home delivery box

Basic operations and troubleshooting.

Home delivery box

Some apartments are equipped with delivery boxes for use when the tenant is away. Items within 35cm(H), 40cm (W), 15cm~29cm(D) can be stored. A PIN will be set up for convenient delivery while the tenant is away.



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 while being away

1 Give your PIN to the delivery staff.

2 The delivery staff will use your PIN to open the door and use your name seal (inkan) inside to stamp the receipt (the tenant should prepare the name seal)

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

4 The tenant will use that new PIN to open the door and receive the delivery items, andlock the door when finished.

- ※ PIN can be changed anytime.delivery items, andlock the door when finished.
- ※ PIN can be changed if the deliver staff turn the dial while the door is open. In that case, please refer to the procedures from [If you forgot the PIN].
- ※ You can check from inside the apartment when you forget the code.



Check the details

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.



Bathroom Ventilator Dryer

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

Dry the washed clothes with wind.

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 do not hang on the unit or clothesline, or hang excessively 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.

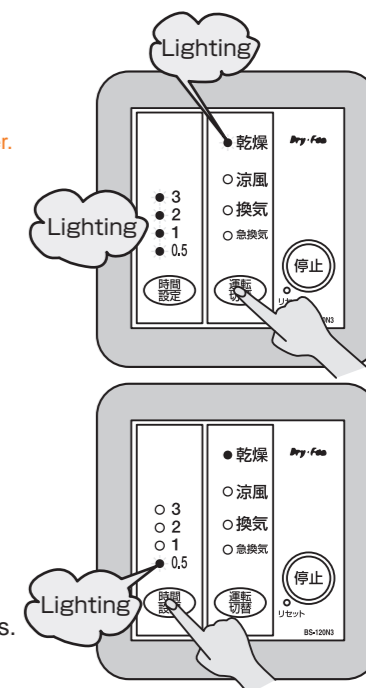
Dry after washing, and replace the filter to the original position. Furthermore, please be careful to not falling down when removing, because the bathroom floor gets slippery.

※ Please clean the filters once a month.

Clogged filters will result in operational efficiency decreases and breakdowns.

If the bathroom dryer does not work

Try turning on and off the breaker repeatedly 2-3 times, or if there is a reset switch on the operation panel, pressing the switch may improve the situation.



Check the details

Troubleshooting Fire detector

Basic operations and troubleshooting

Fire detector

A device that will detect or report signals of fire
When the device activate...

● In case of fire:

Check the origin of the fire and evacuate.
Please, take measures such as call the 119.

● If it is not a fire:

※ Sometimes the detector may activate in the following cases:

- When using smoke type repellents in the room.
- When using sprays (insecticide; hair spray).
- When the cigarette smoke hits the smoke detector directly.
- When the smoke from cooking accumulates around the detector.

● How to stop the device alarm:

For continuous long interval beeping alarm.

If the device is making continuous long beeping sounds, you may press the button on the device and it will temporarily stop for 5 minutes.
After 5 minutes, if it still beeps again, try to remove the cause by ventilating the area and using a fan against the device surface.
Even if the device is a heat detector, you can stop if by cooling it down with a fan.

For short interval beeping alarm.

It means the device is either out of battery or it is informing it is time for it to be replaced. Contact the LeoPalace service center.
If you hold down the button on the device for **5 seconds**, the alarm will stop for 24 hours.

Stop button on the fire alarm.



※ The image shows a smoke detector.

End of the contract

1. End of the contract request

Please, file the request to end the contract at least 1 month before the leaving date online through the the [&Leo].

The [&Leo] application can be accessed through our website, the smartphone app or the LifeStick on the TV. Tenants that did not performed the settings for the account won't be able to file the request online. For the information on the setting of the account, check the page 5 [Initial settings for the &Leo application]. Check here how to perform the initial settings through the website or the smartphone app [&Leo]. Those who are not able to connect to the internet or does not have a smartphone may file the [Leaving Notice] through mail or by visiting the closest LeoPalace branch.

You are not able to file the notice through phone.

If you file notice with less than one month from the leaving date, as a penalty, the rent will be charged for 1 month counting from the actual date you give the notice.

※ For the other contract ending procedures, i.e. the insurance contract, utilities, registration of new address, scan the code below.

How to set through the & Leo website Initial settings. ▶		How to set through the LifeStick Initial settings. ▶		Details of the leaving notice. ▶	
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2. On the move out date

On the move out date, the room will be inspected, and the contractor must be present and pay the cancellation fee.

If is a corporate contract, the presence of the contractor is not required at inspection (for detailed information, check below 『About move out (corporate contract) 』.) On the move out date, the presence of the contractor is required.

- For reservations of the inspection time, please contact us from 『Inquiry form related with move out.』 at least one week before the move out date.
- ※ If you change [Inquiry content] at the bottom of the inquiry form to "Contact about move out inspection request", the input form for the desired date and time of attendance will be displayed.
- The time available to reserve the inspection time will be from 11 am to 3 pm.
- Remove personal belongings from the apartment, until the scheduled date and time.
- Dispose of trash according to local rules in advance.
- At the time of inspection, you will be required to pay the rent (amount pending), cleaning fee (according to the contract) , etc.
- Payment on the day can only be made by credit or debit card.
- In the event of damage caused by the tenant's intentional or negligent actions, there will be a separately charge for repairs.
- For more information on what you need to do beforehand, and what items to prepare by the day you leave, consult 『About move out.』

Inquiry form related with move out ▶		About move out (individual contract) ▶		About move out (corporate contract) ▶	
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Have you already decided your next apartment?
There are discounts for tenants moving within LeoPalace!

**For example, tenants that changed their job/school/workplace
If you changed your office, the campus of your university, or want to get closer to another area.**

There are discounts of the initial fees for tenants that are currently leaving in a LeoPalace building, proportional to how long was the stay.

For detailed information, call for an inquiry in the number below:

For inquiries call 0570-008-021(9:00~18:00) ※ Japanese

Calculations for the restoration fee.

Estimate per item.

Item	Details of the repair	Calculation base.	Aprox. prices (tax included)
Wallpaper(cloth)	• Changing the wallpaper(cloth).	m ²	¥1,320
	• Cleaning, repair of wallpaper(cloth)	m ²	¥880
Carpet	• Changing the carpet	m ²	¥5,500
	• Cleaning, repair of carpet	Parts	¥1,100
Tile type carpet	• Changing a carpet tile	Sheets	¥1,650
Cushioned flooring	• Changing the cushioned flooring (8m ² or more)	m ²	¥3,850
	• Changing the cushioned flooring (less than 8m ²)	Parts	¥14,300~

Maintenance items

Item	Contents	Aprox. prices (tax included)	Item	Contents	Aprox. prices (tax included)
Opaque (smoked) glass with wires	Replacement	¥22,000	Common toilet seat.	Replacement	¥15,400
Transparent glass with wires	Replacement	¥33,000	Kitchen stover (2 burners)	Replacement	¥46,200
Screen window	Partial replacement	¥6,050	Support for clothes drying pole	Replacement	¥9,900
Lock (cilinder)	Replacement	¥20,350	Futon mattress (from the tenant)	Disposal	¥5,500~
Sink mirror	Replacement	¥9,350			

Appliances and Furniture items

Item	Contents	Aprox. prices (tax included)	Item	Contents	Aprox. prices (tax included)
Washing machine	Replacement	¥40,150	Single bed	Replacement	¥23,100
Refrigerator	Replacement	¥44,550	Television rack	Replacement	¥13,750
Microwave	Replacement	¥19,250	Center low table	Replacement	¥13,200
Television(19inches)	Replacement	¥40,700	Chair	Replacement	¥7,150
Television(24inches)	Replacement	¥44,000	Rental futon mattress	Replacement	¥20,900~
Television(32inches)	Replacement	¥48,950	Curtains	Replacement	¥14,300~

Security equipment

Item	Contents	Aprox. prices (tax included)	Item	Contents	Aprox. prices (tax included)
Room controller	Replacement	¥110,000	Smoke sensor	Replacement	¥24,200
Open/Close sensor	Replacement	¥22,000	Emergency alarm	Replacement	¥22,000
Gas sensor	Replacement	¥42,900	Emergency button	Replacement	¥22,000
Motion sensor	Replacement	¥25,300	SECOM IC Stick	Loss	¥880

Depending on the contents of the maintenance order, the visit fee may be added to the values of the charfes. The base price is ¥3850(tax incl.)~

※ Depending on the quantity of visits, hours and urgency the price may vary.

※ Service prices are target of the national 10% consume tax. If the prices are different altered in the total, the calculation may have added the tax.

※ The prices displayed above are just base prices for reference. Depending on contents, model of appliances and other circumstances the price will vary.

※ Tax values are valid since September 2021 until this publication.

Guidance through Video FAQ·LINE

Official LINE account.

The official account will periodically send notifications and promotions to the tenants.



- 1 Add the **Official LeoPalace21 account** to your friendlist.
- 2 Send the message [**Connect / コネクト**].
- 3 An automatic reply will send an URL. **Click on the Link.**
- 4 Type your **LEONET ID/Password.**



※ You are able to create your LEONETID/Password by using the document given along with the keys and performing the initial settings.

※ To be able to receive the promotions and discounts, you need to add the LeoPalace 21 Official account and login.

Check the solutions though Videos! LeoPalace FAQ

You can watch videos of detailed explanations and instructions. Please, check the FAQ details before directly making an inquiry.



Example:

- How to connect the grouding wire.
 - How to open the water valve for the heater.
 - How to clean the exhausting vents.
 - How to restore the gas connection.
 - How to connect to the Leonet internet.
- and more.

You may also search [**LeoPalace FAQ**] on YouTube.



For more information.

