

WELCOME HOME

To ensure a successful ownership experience, we have provided you with this Homeowner Guide as a resource to give you everything you need to manage and protect your investment.

We hope that this guide gives you peace of mind knowing that the answers to any questions are at your fingertips.

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INTRODUCTION TO MY HOME

Welcome to your new home. This section provides introductory information such as:

- About This Guide
- My Amenities
- My Community
- Around My Neighbourhood
- Property Manager
- Condominium Living

About This Guide

This homeowner guide is intended to be a useful tool where you can find a variety of information about living at Waterfront. Inside you will find everything from information about being part of a Condominium Corporation, tips for home maintenance, contact information for your property manager, details about garbage pick-up and everything in between.

Occasionally, an issue may arise that requires professional attention. As such, you will also find the contact information for our Customer Service Representative, who can help you contact the right person for warranty service or repair.

We hope that by passing along these details to you, your transition into Outlook at Waterfront will be an easy one, and that you will enjoy the peace of mind that comes with having such an extensive resource at your fingertips.

Thank you for choosing Outlook at Waterfront.

Welcome home!

The Anthem Properties Team.

300 - 550 Burrard St, Vancouver, BC V6C 2B5 | 604-689-3040

My Amenities

ADDENDUM "B"

SCHEDULE "6"

DESCRIPTION OF AMENITIES

NOTE: Any capitalized term used in this Schedule "6" that is not a proper name or otherwise defined herein shall have the meaning given to it in the "Overview of Waterfront"

General

The amenities currently constructed and available to all owners within the Site One Development are as follows:

- (a) the Amenity as shown on the **Strata** Plan attached as part of Schedule 2 of Addendum "C" consists of:
- (i) a lounge with kitchen area, wet bar, furniture, pool table, fire place and washroom;
 - (ii) an exercise area with exercise equipment, a whirlpool, steam room, yoga room and washrooms; and
 - (iii) a media room on the second floor containing theatre-like seating for approximately 12 people, a movie screen and related equipment, a wet bar and washroom;
 - (iv) an outdoor landscaped area (the "Courtyard") in the interior of Site One;
 - (v) Development, including a water feature.

(collectively, the "Amenity").

- (b) The amenities to be constructed for the exclusive use of the Owners of Outlook at Waterfront consist of:
- a. one guest suite (the "Guest Suite") proposed to be located within the 16 storey building and to be designated by the Developer; and
 - b. lobby lounge with furniture,

(collectively, the "Outlook Amenities").

The size and configuration of the Outlook Amenities exclusive to Outlook at Waterfront and its components, and the features and included equipment, are subject to change in the discretion of the Developer.

Ownership of the **Strata** Lot that includes the Amenity has been transferred to the Owners Association (as defined below), and the Owners Association is responsible for its operation and maintenance.

The Amenity will be for the use of the occupants of Site One Development either on a general basis or on a membership or user pay basis as determined by the Developer. The Amenity will not be available for the occupants of the non-residential components of the Site One Development. The Courtyard will only be for the use of occupants of the residential units in Site One Development.

The costs of operating and maintaining the Amenity and the surrounding exterior areas of the Site One Development will be collected from the condominium corporations comprising the Owners Association (which shall include the Outlook at Waterfront Condominium Corporation as defined below) and **Strata** Lot owners entitled to use the same based on a cost allocation formula set out in the Members Agreement (as defined below), and is allocated among the owners within each such Condominium Corporation as a common expense as part of their condominium assessments based on the unit factors of their condominium units.

The Outlook Amenities exclusive to Outlook at Waterfront will only be for the use of the occupants of Outlook at Waterfront. The cost of operating and maintaining these exclusive amenities will be collected from the owners of Outlook at Waterfront as a common expense as part of their condominium assessments based on the unit factors of their condominium units.

The Developer proposes to sell the Guest Suite within Outlook at Waterfront to the condominium corporation for Outlook at Waterfront (the "Outlook Condominium Corporation") to be transferred to the Outlook Condominium Corporation within a reasonable time after completion of construction of Outlook at Waterfront. The purchase price for the Guest Suite will be the Developer's then current list price. The Guest Suite will be subject to a first mortgage for approximately 75% of the purchase price (to be arranged by the Developer on behalf of the Outlook Condominium Corporation) and a second mortgage in favour of the Developer securing the balance of the purchase price and all closing costs (including goods and services tax, land transfer tax and legal fees and disbursements, and the cost of all furniture, finishings and equipment) which will be paid by the Developer at the time of the conveyance but repayable under the second mortgage. The mortgages will have a term of one year or more, as determined by the Developer, and bear interest at no greater than the then prevailing rate offered by institutional lenders for conventional closed mortgages at the time of conveyance.

The Guest Suite will only be for the use of occupants of Outlook at Waterfront and their visitors, will be available for reservation, in advance in accordance with an equitable system to be set out by the Outlook Condominium Corporation. All mortgage payments, property taxes, assessments, insurance costs and maintenance and cleaning costs, and all user fees collected, will be paid by the Outlook Condominium Corporation.

My Community

Welcome to your new home! To help orientate you to your new surroundings here is a list of the important things you will need to know.

BUILDING ACCESS & SECURITY

Access

You have been issued with two secure key fobs which will provide access to entry points of the building and the parkade. Please report lost or stolen key fobs to the Property Manager immediately.

Security

Each entrance to the building is monitored by security cameras and 24 hour surveillance. The Enterphone has been programmed with your last name for visitors to easily locate you in the directory. Please do not provide access to anyone other than your family and friends.

PARKING

Parking stalls in the underground parkade have been allocated to each unit. Please do not use any parking stall except the numbered parking stall(s) assigned to you.

Visitor Parking

There are designated parking spaces for visitors. Please be courteous to our guests and do not park your vehicle in the visitor spaces.

GARBAGE & RECYCLING

The garbage and recycling room is located in the parkade. This room can only be accessed by residents. Remember that recycling is mandatory for all residents. Residents must break down all large containers, such as cardboard boxes, and place them in the appropriate bins.

STORAGE ROOMS

The storage rooms are located in the parkade and can be accessed using your key fob. Storage lockers are assigned based on your unit number. Please ensure all articles are stored within your designated locker. Storing these items is done at your own risk; the Corporation is not responsible for lost, stolen or damaged items. We encourage you to keep it secured and store items elevated off the floor or covered in plastic to prevent water damage.

Around My Neighbourhood

RESTAURANTS

Blink Restaurant and Bar	403-263-5330	111 8 Ave SW
Buchanan's Chop House & Whiskey Bar	403-261-4646	738 3 Ave SW
Joey Eau Claire	403-263-6336	200 Eau Claire Market
National on 8 th	403-237-5556	225 7 Ave SW
Local Eatery	403-264-7808	310 8 Ave SW
Minas Brazilian Steakhouse	403-454-2550	136 2 St SW
Café Blanca	403-460-2002	240 Riverfront Ave SW

SHOPPING

CORE Shopping Centre	403-441-4940	324 8 Ave SW
Eau Claire Market	403-264-6450	200 Barclay Parade SW
Dragon City Mall		328 Centre St SE
Holt Renfrew	403-269-7341	510 8 Ave SW
Scotia Centre	403-296-2916	225 7 Ave SW
Riverfront Wines & Spirits	403-475-7455	228 Riverfront Ave SW

COMMUNITY CENTRES

Calgary Chinese Cultural Centre	403-262-5071	197 First St SW
Renfrew Aquatic & Recreational Centre	403-268-2489	810 13 Ave NE
Women's Centre of Calgary	403-264-1155	39 4 St NE

PARKS AND RECREATION

Prince's Island Park	403-268-2489	698 Eau Claire Ave SW
Rotary Park	403-268-2489	617 1 St NE
Eau Claire Park		3 St & Riverfront Ave SW
Scotiabank Saddledome	403-777-4646	555 Saddledome Rise SE
Stew Hendry & Henry Viney Arenas	403-268-2489	814 13 Ave NE

GOLF COURSES

Fox Hollow Public Golf Course	403-277-4653	999 32 Ave NE
Calgary Elks Lodge & Golf Club	403-276-7981	2502 6 St NE
Shaganappi Golf Course	403-974-1810	1200 26 St SW

ARTS AND ENTERTAINMENT

Cineplex Odeon Eau Claire Market	403-263-3167	200 Barclay Parade SW
Globe Cinema	403-262-3308	617 8 Ave SW
Glenbow Museum	403-268-4100	130 9 Ave SE

Property Manager

MANAGEMENT TEAM

RANCHO PROPERTY MANAGEMENT
222 Riverfront Ave SW,
Calgary, AB, T2P 0W3

Pat Nicholson
Direct: 403-265-1708 (Site Office, 3rd Floor)
Fax: 403-265-1703
Email: pnicholson@ranchogroup.com

24-Hour Line for Common Area Emergencies: 403-253-7642

**IN THE EVENT OF A SERIOUS EMERGENCY SUCH AS CRIME, FIRE OR PERSONAL INJURY,
PLEASE CALL 911 FIRST.**

Condominium Living

This section provides an overview of the key topics that you need to be aware of when owning a condominium.

For complete information refer to the *Condominium Property Act* and regulation. They are both posted on the Service Alberta website: www.servicealberta.ca.

WHAT IS A CONDOMINIUM?

A condominium unit is a form of real property ownership that has two distinct parts: you own your condominium unit to which you get a land title, and you also jointly own common property with the other unit owners in your complex.

Condominium Unit

A condominium unit is usually bound by walls, floors, and ceilings. You are responsible for the maintenance, repair, and remodeling of your unit. However, you may need the board's permission to remodel your unit if the changes impact the common property.

All doors and windows of a condominium unit that are located on the exterior walls of the unit are part of the common property unless the condominium plan says otherwise.

Common Property

The common property in a condominium complex is everything that is not within a unit (all units are identified in the condominium plan). It usually includes hallways, elevators, heating, and electrical systems, laundry rooms, recreation rooms, and landscaped areas. Your share of the costs for the maintenance and repair of the common property is determined by your unit factor.

Unit Factor

The unit factor is assigned by the developer and is used to identify your portion of the joint ownership of the common property. The unit factor also affects your voting rights. Exact details of how the unit factor was assigned are available in the condominium plan.

Exclusive-Use Common Property

You may also have the right to use defined areas of the common property, such as the carport, parking stall, or the balcony next to the unit, called exclusive-use areas. Check the bylaws and the condominium plan to see what exclusive-use areas you can access what your responsibilities are for those areas (e.g. maintenance). If you have any questions, check with the board, manager, or developer.

CONDOMINIUM CORPORATION

The condominium corporation consists of the owners of all the units identified in the condominium plan.

As a legal entity it can sue for damages to the common property and it can be sued regarding any matter for which the owners are jointly liable. An agent or employee of the corporation can act on behalf of the corporation.

Bylaws regulate the corporation. They provide for the control, management and administration of the units, the common property and any other real and personal property owned by the corporation. A board of directors is elected by the unit owners to carry out the condominium corporation's responsibilities.

BYLAWS

Every condominium has a set of bylaws. When a condominium plan is registered, it may include the initial set of bylaws that govern the corporation. If not, the bylaws found in Appendix 1 of the *Condominium Property Act* apply until they are replaced.

Owners can change the bylaws to suit their particular complex by passing a motion to adopt the changes. A special resolution, requiring the approval of 75% of the owners named on the unit titles and representing not less than 7,500 unit factors is required to make any changes to the bylaws. Changes are effective after the board registers the changes at a Land Titles Office.

Owners, and everyone occupying a unit, are bound by the bylaws of the corporation. If there is a conflict between the bylaws and the *Condominium Property Act*, the Act applies. The Act and specific bylaws give the corporation the right to impose sanctions, like fines, on owners who fail to comply with the bylaws.

BOARD OF DIRECTORS

Every condominium corporation has a board of directors elected by the owners to carry out the corporation's responsibilities. The bylaws outline how many directors sit on the board, how often they are elected, and if there are any eligibility requirements.

Directors are volunteers who agree to take on the responsibility of running the condominium for at least one term. Two thirds of the members of the board must be unit owners or mortgagees, unless otherwise stated in the bylaws. The board conducts its business by holding regular meetings, usually monthly. The board must report to the owners at annual general meetings or extraordinary general meetings.

Each director has the responsibility to act honestly and in good faith in exercising the power and in discharging the duties of the board. Every director must declare any conflict of interest and not vote on matters that may involve a conflict.

It is important to remember that the board of directors must make decisions in the best interests of the entire corporation and all the owners, which will sometimes conflict with what individual owners might want to do.

VOTING RIGHTS

The board of directors, elected by the owners, makes most of the decisions on the running of the corporation. As an owner of a unit you have the right and obligation to vote. Your voting rights are determined by the *Condominium Property Act*, the bylaws of your condominium corporation and by the unit factor for your condominium unit.

At most general meetings, votes are conducted by a show of hands. The bylaws clarify who has the right to vote if more than one person owns the unit. Bylaws permit owners to ask for poll votes at meetings. In a poll vote the person's share of the unit factor assigned to the unit determines the weight of that owner's vote. You may exercise your right to vote personally or by proxy. If you have a mortgage, the first mortgagee may have the right to vote in your place if it gives the corporation written notice of the mortgage.

If you owe money to the corporation for 30 days or more on the day before a vote, you lose your right to vote.

Owners can vote on matters presented at any general meeting and on bylaw changes, changes to the common property and other matters permitted under the Act, regulation and the bylaws. It is important that owners vote to elect the board of directors and to change the bylaws.

CONDOMINIUM CONTRIBUTIONS (FEES)

The condominium corporation needs money to meet its financial obligations – paying for insurance premiums, snow removal, grass cutting, repairs to common property, reserve fund, etc. The main source of income for the corporation is the money paid by the owners in their condominium contributions (often referred to as a condominium fee).

Contributions are normally set annually and paid monthly, however the board can levy special assessments (one or more lump sums) if the corporation needs to raise extra funds to meet its obligations.

The board sets contributions by taking into consideration the budgeted needs of the corporation and the unit factors (for each unit).

A condominium corporation has the right to collect unpaid condominium contributions. The corporation can:

- Ask the owner's mortgage company to pay the outstanding amounts and add it to the owner's mortgage;
- Require an owner's tenant to pay the monthly rent to the corporation to cover the unpaid condominium contributions;
- File a caveat against the title to the unit at the owner's expense;
- Charge interest (up to 18% per year on outstanding amounts);
- Sue the owner for all outstanding contributions, interest and its full legal fees; and,
- Foreclose on the title to the unit.

RESERVE FUNDS

The *Condominium Property Act* requires that condominium corporations establish and maintain a capital reserve fund to provide for major repairs and replacement of property and common property owned by the corporation. The reserve fund is not used for repairs or replacements that are done annually.

How is the reserve fund funded?

Corporations may meet their funding requirements by:

- Increasing condominium contributions (permanently or for a set period);
- Levying special assessments (immediately or in the future);
- Borrowing money; and,
- Using any combination of the above requirements.

How much money should be in the reserve fund?

Each condominium corporation will have a different amount in its reserve fund. The corporation determines how much money it should have in its reserve fund by completing a reserve fund study. The reserve fund study is prepared for use by the condominium board, owners, and buyers. It is not reviewed by the government.

Who can do a reserve fund study?

Only a “qualified” person can do a reserve fund study. A qualified person would be someone who, based on the reasonable and objective criteria, is knowledgeable about:

- Depreciating property;
- The operation and maintenance of depreciating property;
- The costs of replacements or repairs to depreciating property.

What is included in a reserve fund study report?

The qualified person who completes the reserve fund study must prepare a report on the common property and other common property owned by the corporation to:

- Identify what may need to be repaired or replaced within the next 25 years;
- Assess the present condition of the property and estimate when it will need to be repaired or replaced;
- Assess the potential for increased damage to other common property and the potential cost if the repair or replacement is delayed;
- Estimate the costs of repair or replacement of the property, at a cost no less than current costs;
- Identify the life expectancy of a component and if it is repaired or replaced;
- Identify the current level of funds in the reserve fund;
- Recommend the amount of money, if any, that should be included in or added to the reserve fund; and,
- Describe the basis for determining the current level of funds and recommend the amount of money required.

LIVING THERE

When you own a condominium unit you have the right to:

- Vote in matters presented to the owners for a vote;
- Access common areas, subject to the bylaws;
- Obtain information on the management or administration of the corporation;
- Use mediation, arbitration or court action to resolve disputes with the corporation, the board or other owners; and,
- Legally challenge improper conduct of a developer, condominium corporation, employee of a corporation, director, or other owner.

Along with having specific rights as a condominium owner, you also have the following responsibilities:

- To inform yourself about the Act, the regulation, the bylaws, the policies and the governance of the condominium corporation;
- To abide by the Act, the regulation, the bylaws, the policies, and to have your family, tenants, and guests do so;
- To participate in governing the condominium corporation (E.g. attend general meetings, information sessions, and serve on the board or on a committee, vote);
- To read the minutes of the general meetings and board meetings, the budget and financial statements, the corporation's newsletter;
- To express your views, provide feedback to the board when requested to do so, put any complaints or concerns in writing to the board for follow up;
- To keep the board aware of circumstances in the condominium complex which might affect funding or other decisions;
- To maintain your own unit and any exclusive use common property;
- To obtain insurance on your unit and your own belongings; and,
- To pay all condominium contributions and assessments on time.

Every owner should have a copy of the condominium plan, the bylaws, the Act and Regulation. Owners can get a copy of the condominium plan and the bylaws from a registry agent.

Resolving Disputes

If you have a dispute with the developer or anyone in the complex, speak directly with the person involved and try to resolve the problem. If the conflict involves the bylaws, the Act, the regulation, or the corporation, put your complaint in writing to the board of directors. If the matter is not resolved, get legal advice.

As an alternative to court action, condominium disputes can be resolved using mediation and/or arbitration. These processes involve using an objective third party. A mediator helps the parties negotiate their own resolution to the problem. An arbitrator makes a decision after the parties present their cases.

All those involved need to agree on the process and on a mediator or arbitrator. If they cannot agree on a mediator or arbitrator, the Alberta Arbitration and Mediation Society can appoint one for them. The parties involved pay the costs of the dispute resolution.

Taxes

You will pay municipal taxes on your condominium unit. The current taxes should be noted in the purchase documents. It's a good idea to double check with the municipal government to confirm the taxes.

Entering the Unit

No one may enter your unit without your consent or without giving you proper notice unless there is an emergency. An emergency would include the provision of water, power, and heat, or any other service that would affect other owners. If there is no emergency, you must be given at least 24-hours' notice before someone can enter your unit to repair the problem. The notice must be in writing, state the reason for entry, and set a date and time for entry. The hours for entry are between 8 a.m. and 8 p.m.

Renting Units

If you want to rent your unit to someone else, you must inform the corporation in writing of your intent, your future address, and the amount of the monthly rent. You must name the tenant in writing to the corporation within 20 days after the tenancy starts.

The corporation may require that you pay a deposit that could be used to repair or replace common property damaged by your tenant. The amount of the deposit cannot be more than one month's rent.

If you do not pay your condominium contributions, the corporation can direct the tenant to pay all or part of the rent to the corporation to cover your unpaid condominium contributions.

The tenant is bound by the bylaws of the corporation. If your tenant contravenes the bylaws or damages the common property or the corporation's property, the corporation can ask you to evict the tenant. It can also give the tenant and you the notice directly.

The *Residential Tenancies Act* may affect you and your tenant if you are renting a residential unit. If there is a conflict between the *Residential Tenancies Act* and the *Condominium Property Act*, the *Condominium Property Act* applies.

IN CASE OF EMERGENCY

This section provides important information such as:

- Important Contacts
- What to Do In Case Of Fire
- Emergency Preparedness

Important Contacts

IMPORTANT: For life threatening emergencies, always call 911.

WARRANTY SERVICE AND REPAIR

Anthem Waterfront 3 Development Ltd Partnership
300 - 550 Burrard St
Vancouver, BC V6C 2B5

Phone: 1-866-988-9998
Fax: 604-689-5642
Email: customerservice@anthemproperties.com

OTHER CONTACTS

Home Warranty Provider

National Home Warranty Group Inc
700 - 1 Executive Pl
Calgary, AB T2M 3Y7

Phone: 403-278-5665
Fax: 403-278-5551
Website: www.nationalhomewarranty.com

Property Manager

Pat Nicholson
Rancho Property Management
222 Riverfront Ave SW,
Calgary, AB, T2P 0W3

Phone: 403-265-1708
Fax: 403-265-1703
Email: pnicholson@ranchogroup.com

What to Do In Case Of Fire

In case of a fire emergency, it is always important to remain calm, remember the following information and procedures, and execute them as quickly as possible.

GENERAL FIRE SAFETY INFORMATION

- Keep clear of flames and remember that smoke is deadly.
- Stay low to avoid smoke.
- Notify other residents of the fire hazard if it is safe to do so.
- Never attempt to extinguish a fire when the flames are higher than desk height.
- If the fire is uncontrollable, leave and close all doors behind you.
- Do not use the elevator in a fire.
- Feel doors for heat before opening.
- Do not use a stairway that is full of smoke.
- Do not re-enter the building for any reason.
- Provide the fire department with all the information they need.
- Use the nearest phone at a safe location to call the fire department:
 - 1) Dial 911;
 - 2) Stay calm and state your name and phone number;
 - 3) Give the address of the fire;
 - 4) Follow instructions given by the Fire Department representative.

FIRE PLANNING

It is important to be prepared for a fire should one occur. Here are some things to consider:

- Always have a pre-determined plan of action in case of fire.
- Plan and practice an escape route for you and your family.
- Establish a meeting place with friends and family for after you leave the building.
- Know the location of fire extinguishers, fire alarms and fire exits.

Look out for children and others requiring assistance. They may panic or become disoriented during a fire.

It is important to keep in mind that a fire can happen at any time. Do not take fire safety for granted. Knowing the risks and being prepared may not only reduce damage to property but may save lives.

FIRE PREVENTION

The best way to fight fires is to prevent them. Here are a few common sense rules to help reduce the likelihood of a fire.

- If you do smoke make sure you use deep ash trays in the house. Keep them clean. DON'T smoke in bed.
- Keep your stove and oven clean and the area around them clear.
- Use only approved appliances. Look for a label by either the Canadian Standards Association (CSA) or the Underwriters Laboratories (UL or ULC).
- If an appliance has a worn or frayed cord, don't use it and have it repaired as soon as possible.
- Be sure not to exceed the wattage restrictions on lamps by installing a higher wattage bulb than recommended.
- Keep electrical cords visible, and out from under rugs and furniture. Attempt to install appliances close to their power source. Do not fix down electrical cords with staples.
- It is never advisable to store gas or oil indoors, or to store oily rags in a confined space.
- Make certain that exit doors close fully behind you; notify your property manager as soon as possible if they don't.

SMOKE DETECTORS

These devices have been installed throughout your home. Periodically check the alarm to make sure it is active or has not run out of power. Some models will have a small light that is on when power is being supplied to the alarm. It is visible by standing directly under the detector. Other models will have a test button. This should be depressed and a high pitch squeal can be heard.

PORTABLE FIRE EXTINGUISHERS

A portable fire extinguisher can be a very effective tool in saving lives and property, and it is recommended that you keep one in your home. Use portable fire extinguishers to extinguish small, contained fires (i.e. on the stove top, in the oven or in a waste-paper basket). Use an extinguisher only if the fire is in its early stages. Portable fire extinguishers are not designed to fight large fires or those that may spread quickly.

Make sure you purchase a CO₂ or dry chemical type as these are the most versatile. Your extinguisher should be checked yearly and recharged as required.

Keep your extinguisher in an accessible place and when using always position yourself between the fire and the closest exit.

Carefully read all the operating instructions on the side. If possible, familiarize yourself with its operation prior to a fire. A good time to do this would be during your practice drills.

Before you attempt to fight a fire make sure that:

- If the building has a fire alarm, it has been sounded. If not, alert the occupants.
- Everyone has left or is in the process of leaving the building.
- The Fire Department has been called.
- The fire is small and confined.
- You have a clear escape route that will not be blocked by fire.
- You choose the right type of extinguisher for the fire.
- You have read the instructions and know how to use the extinguisher.

Do not fight a fire under any other circumstances! Instead, leave the building, close the doors behind you and immediately call the Fire Department.

CHOOSE A FIRE EXTINGUISHER FOR THE RIGHT KIND OF FIRE

Only choose extinguishers that have been tested by an approved testing laboratory and labeled for their intended use. The extinguisher must be appropriate for the type and size of fire being fought. It is important to select the appropriate extinguisher for the correct fire classification. Using the wrong type of extinguisher can make the fire worse and is dangerous to the operator.

The three most common classes of fire are A, B, and C. The fourth class is D.

Class A

Class A extinguisher may be used on ordinary combustibles such as wood, paper, plastic or cloth. The symbol may be found on water, foam or multipurpose extinguishers.

Class B

Class B extinguisher is appropriate for use on flammable or combustible liquids. The symbol may be found on multipurpose dry chemical, dry chemical, and carbon dioxide extinguishers.

Class C

Class C extinguisher may be used on fires involving energized electrical equipment. The symbol may be found on carbon dioxide, multi-purpose dry chemical, and dry chemical extinguishers.

Class D

Class D extinguisher may be used on some types of combustibles metals including combustible magnesium, sodium, and potassium. The symbol may be found on dry chemical extinguishers. You will rarely encounter a "D" Class fire in the home or office.

INSTALLATION AND MAINTENANCE

Install extinguishers in plain view, near an escape route and away from stoves and heating equipment.

Extinguishers need to be cared for. Read operator's manual for inspection, installation and maintenance instructions. Rechargeable models **MUST** be serviced after every use (service companies are listed in the *Yellow Pages* under Fire Extinguishers). Disposable extinguishers are very limited and can be used only once.

USE THE P.A.S.S. WORD

To use a portable fire extinguisher effectively, remember the 4 step P.A.S.S. Word!

1. Pull the pin: Holding the extinguisher with the nozzle pointing away from you, remove the pin, seal or the lever release mechanism. This unlocks the operating lever.
2. Aim low: Point the extinguisher nozzle (or hose) at the base of the fire. Always hold the extinguisher vertically, never horizontally.
3. Squeeze the lever fully: This will release the extinguishing agent through the nozzle. Releasing the lever will stop the discharge.
4. Sweep from side to side: Sweep the nozzle from side to side aiming at the base of the fire. As the fire closest to you goes out, you may move closer to the fire and continue the sweeping motion until the fire is extinguished.

NOTE: If your extinguisher is empty, stops extinguishing the fire or the fire grows larger, leave the building immediately, closing the doors behind you. Call the Fire Department, and ensure the Fire Department inspects the fire site even if you think the fire is extinguished.

Emergency Preparedness

Public Safety Canada recommends that you follow these 3 simple steps to ensure your family is prepared in the case of an emergency:

Know the risks

Make a plan

Get a kit

For more information on any of the above please visit: www.getprepared.gc.ca.

KNOW THE RISKS

Canada is a vast country with extreme weather conditions and dramatic geological features. Take the time to learn about natural hazards and, more importantly, learn how to prepare for them.

Major hazards can vary by region and include:

- Avalanches
- Earthquakes
- Floods
- Hurricanes
- Landslides
- Severe Storms
- Storm Surges
- Tornadoes
- Tsunamis
- Wildfires

MAKE A PLAN

Your family may not be together when an emergency occurs. Your plan should cover:

- Household – Document the emergency exits and safe meeting places nearby.
- Workplace – Learn about evacuation plans and consider keeping some basic supplies at work.
- Children – Find out about your children’s school or daycare emergency policies and ensure the school or daycare has updated contact information for parents, caregivers, and designated persons.
- Pets – Pets may not be allowed in some shelters due to health regulations. Identify alternate pet boarding facilities along the evacuation route.
- Special health needs – Ensure your family, friends, and neighbours understand your special needs including allergies, medical history/conditions, medications, recent vaccinations, and surgeries.
- Safe home instructions – ensure everyone in your household knows the location and operating instructions for: the fire extinguisher, water valve, electrical box, gas valve, and floor drain.

GET A KIT

In case of a major event you will need some basic supplies set aside. At a minimum, Public Safety Canada recommends that you have:

	Water – two litres of water per person per day (include small bottles)
	Food that won't spoil, such as canned food, energy bars, and dried foods (replace once a year)
	Manual can opener
	Wind-up or battery-powered flashlight (and extra batteries)
	Wind-up or battery-powered radio (and extra batteries)
	First aid kit
	Special needs items – pet food, prescription medications, infant formula or equipment for people with disabilities
	Extra keys for your car and house
	Cash – include smaller bills, such as \$10 bills and change for payphones
	Emergency plan – include a copy in your kit as well as contact information

IN AN EMERGENCY

- Follow your emergency plan.
- Get your emergency kit.
- Make sure you are safe before assisting others.
- Listen to the radio.
- Stay put until all is safe or you are ordered to evacuate.

MY HOME

In this section you can find information that is specific to your home, like model numbers of the items installed and paint codes as well as some quick tips on how to operate your home's system.

- [Operating My Home Systems](#)
- [Items in My Home](#)
- [My Home Contacts](#)

Operating My Home Systems

Make sure to familiarize yourself with how to operate the various systems in your home. This document provides several tips, but be sure to contact your builder for professional help in case of emergency. Immediately report leaks, loss of heat, gas smells or anything that may damage your or your neighbour's home.

HEATING AND HUMIDITY

Thermostat

Review the instructions for your thermostat so you can program it for optimum comfort. If you are experiencing a loss of heat, you may wish to check your thermostat instructions before contacting your builder, as this may fix the problem for you.

Humidity

Be aware of the humidity in your home, as too much can cause damage by encouraging mold and mildew growth. Winter conditions may exacerbate the issue of humidity, and cause condensation on your windows. To reduce humidity, utilize your fan systems (in your heat pump, bathroom and range hood) and opening your window coverings so warm, moist air is not trapped unnecessarily in your home. Cooking, fish tanks, baths, showers, dryers and humidifiers, can all cause excess humidity, especially in cold weather.

PLUMBING

Water Shut-Off Valves

Check for the location of your water shut-off valves, as these will help in the event of a leak. Your toilet has its own water shut-off valve, and your sinks, dishwasher and laundry pipes may also have individual hot and cold water shut-off valves. If they do not and you live in a multi-unit building, your building likely has water shut-off valves for your unit as a whole. Make sure to close your water shut-off valves if you are away for an extended time, as this will prevent emergency leaks during your absence.

Fire Sprinklers

Fire sprinklers have been installed to protect your home. They operate based off of a glass filament inside them which may break if the sprinkler is struck, causing them to discharge unnecessarily. Be careful not to contact them if you are moving furniture. Do not hang things from them.

Frozen Pipes

Avoid burst pipes in your home, by keeping doors and windows closed during cold fall and winter months, and closing water shut-offs to any outside faucets.

Items in My Home

The following pages list the components and products that were used in constructing your home. For each product you will find:

- A) each product used in your home;
- B) where it is located in your home;
- C) who manufactured, supplied and installed it;
- D) if you have an extended manufacturer warranty; and,
- E) if you have online documentation for this product.

A Smoke Detector/Alarm B Model: 2012HA/Temp-3 Sounder Location: Hallway		D Manufacturer Warranty: 1 yr Limited
C Manufacturer: System Sensor Inc Supplier: Electrical Supplies Inc Installer: Electrical Supplies Inc		
 Documents Online		E Specification, Operation, Care, Warranty

IMPORTANT: Failure to follow the appropriate process for obtaining service or repairs under warranty may void your warranty. Please consult the “Service and Repair During My Home Warranty” section of this guide for more information.

Appliances

Cooktop
Model: F3GK30S1/Stainless Steel
Location: Kitchen

Manufacturer: Fulgor LLC **Manufacturer Warranty:** 2 yr Limited
Supplier: Coast Wholesale Appliances LP
Installer: Coast Wholesale Appliances LP

 Documents Online Operation, Care, Warranty

Cooktop
Model: F4GK24S1/Stainless Steel
Location: Kitchen

Manufacturer: Fulgor LLC **Manufacturer Warranty:** 2 yr Limited
Supplier: Coast Wholesale Appliances LP
Installer: Coast Wholesale Appliances LP

 Documents Online Operation, Care, Warranty

Dishwasher
Model: DW55100FBI
Location: Kitchen

Manufacturer: Blomberg International **Manufacturer Warranty:** 5 yr Limited
Supplier: Coast Wholesale Appliances LP
Installer: Coast Wholesale Appliances LP

 Documents Online Specification, Operation, Care, Warranty

Dryer
Model: YMED7500YW/White
Location: Laundry

Manufacturer: Maytag Appliances Sales Co **Manufacturer Warranty:** 1 yr Limited
Supplier: Coast Wholesale Appliances LP
Installer: Coast Wholesale Appliances LP

 Documents Online Specification, Operation, Care, Warranty

Dryer
Model: YWED9050XW/White
Location: Laundry

Manufacturer: Whirlpool Canada LP **Manufacturer Warranty:** 1 yr Limited
Supplier: Coast Wholesale Appliances LP
Installer: Coast Wholesale Appliances LP

 Documents Online Specification, Operation, Care, Warranty

Appliances

Microwave

Model: NNT795S/Stainless Steel
Location: Kitchen

Manufacturer: Panasonic Canada Inc **Manufacturer Warranty:** 1 yr Limited
Supplier: Coast Wholesale Appliances LP
Installer: Coast Wholesale Appliances LP

 Documents Online Specification, Operation, Care, Warranty

Oven

Model: F1SM24S1/Stainless Steel
Location: Kitchen

Manufacturer: Fulgor LLC **Manufacturer Warranty:** 2 yr Limited
Supplier: Coast Wholesale Appliances LP
Installer: Coast Wholesale Appliances LP

 Documents Online Specification, Operation, Care, Warranty

Oven

Model: F1SM30S1/Stainless Steel
Location: Kitchen

Manufacturer: Fulgor LLC **Manufacturer Warranty:** 2 yr Limited
Supplier: Coast Wholesale Appliances LP
Installer: Coast Wholesale Appliances LP

 Documents Online Specification, Operation, Care, Warranty

Range Hood

Model: CRIS24SS
Location: Kitchen

Manufacturer: Faber **Manufacturer Warranty:** 1 yr Limited
Supplier: Coast Wholesale Appliances LP
Installer: Coast Wholesale Appliances LP

 Documents Online Specification, Operation, Care, Warranty

Range Hood

Model: CRIS30
Location: Kitchen

Manufacturer: Faber **Manufacturer Warranty:** 1 yr Limited
Supplier: Coast Wholesale Appliances LP
Installer: Coast Wholesale Appliances LP

 Documents Online Specification, Operation, Care, Warranty

Appliances

Refrigerator

Model: BI7490TST3U

Location: Kitchen

Manufacturer: FHIABA

Manufacturer Warranty: 2-3-5 yr Limited

Supplier: Coast Wholesale Appliances LP

Installer: Coast Wholesale Appliances LP



Documents
Online

Specification, Operation, Care, Warranty

Refrigerator

Model: BRFB1050FFBI

Location: Kitchen

Manufacturer: Blomberg International

Manufacturer Warranty: 1 yr Limited Parts; 2 yr Limited Parts;
5 yr Limited Compressor

Supplier: Coast Wholesale Appliances LP

Installer: Coast Wholesale Appliances LP



Documents
Online

Specification, Operation, Care

Washer

Model: MHWC7500YW/White

Location: Laundry

Manufacturer: Maytag Appliances Sales Co

Manufacturer Warranty: 1 yr Limited

Supplier: Coast Wholesale Appliances LP

Installer: Coast Wholesale Appliances LP



Documents
Online

Specification, Operation, Care, Warranty

Washer

Model: YFW9050XW/White

Location: Laundry

Manufacturer: Whirlpool Canada LP

Manufacturer Warranty: 1 yr Limited

Supplier: Coast Wholesale Appliances LP

Installer: Coast Wholesale Appliances LP



Documents
Online

Operation, Care, Warranty

Electrical

Fire Alarm System - Smoke Detector

Model: SpectrAlert Advance

Location: Other

Manufacturer: Honeywell International Inc

Manufacturer Warranty: N/A

Supplier: OZZ Electric Inc

Installer: OZZ Electric Inc



Documents
Online

Specification

Lighting - Accessories

Model: V4012-WH

Location: Bathrooms

Manufacturer: Juno Lighting

Manufacturer Warranty: 1 yr Limited

Supplier: Ocean Pacific Lighting Inc

Installer: OZZ Electric Inc



Documents
Online

Specification, Warranty

Lighting - Accessories

Model: V4017C-WH

Location: Other

Manufacturer: Juno Lighting

Manufacturer Warranty: 1 yr Limited

Supplier: Ocean Pacific Lighting Inc

Installer: OZZ Electric Inc



Documents
Online

Specification, Warranty

Lighting - Fluorescent

Model: WS-232A-UNV-EB81

Location: Other

Manufacturer: Cooper Lighting

Manufacturer Warranty: 1 yr Limited

Supplier: Ocean Pacific Lighting Inc

Installer: OZZ Electric Inc



Documents
Online

Specification, Warranty

Lighting - Flush Mount

Model: 51561BN

Location: Bedrooms, Den, Entry, Storage, Walk-In Closet

Manufacturer: Kuzco Lighting Inc

Manufacturer Warranty: 1 yr Limited

Supplier: Ocean Pacific Lighting Inc

Installer: OZZ Electric Inc



Documents
Online

Specification, Care

Electrical

<p>Lighting - Marine Light Model: 305014 Location: Patio</p>	
<p>Manufacturer: Galaxy Lighting Supplier: Ocean Pacific Lighting Inc Installer: OZZ Electric Inc</p>	<p>Manufacturer Warranty: 1 yr Limited</p>
<p> Documents Online</p>	<p>Care</p>
<p>Lighting - Pot Light Model: V4TCW Location: Bathrooms, Other</p>	
<p>Manufacturer: Juno Lighting Supplier: Ocean Pacific Lighting Inc Installer: OZZ Electric Inc</p>	<p>Manufacturer Warranty: 1 yr Limited</p>
<p> Documents Online</p>	<p>Warranty</p>
<p>Lighting - Puck Light Model: DPU-403SN-WW Location: Bathrooms, Kitchen</p>	
<p>Manufacturer: Ortech Distributors Inc Supplier: Ocean Pacific Lighting Inc Installer: OZZ Electric Inc</p>	<p>Manufacturer Warranty: N/A</p>
<p> Documents Online</p>	<p>Care</p>
<p>Lighting - Track Model: TLGU-19-WH Location: Other</p>	
<p>Manufacturer: Kendal Lighting Inc Supplier: Ocean Pacific Lighting Inc Installer: OZZ Electric Inc</p>	<p>Manufacturer Warranty: N/A</p>
<p> Documents Online</p>	<p>Specification</p>

Heating and Ventilation

Exhaust Fan
Model: L2000L
Location: Bathrooms

Manufacturer: Broan-NuTone Canada Inc
Supplier: Avalanche Air Systems Ltd
Installer: Avalanche Air Systems Ltd

Manufacturer Warranty: 1 yr Limited

 Documents Online Specification, Warranty

Exhaust Fan
Model: L500
Location: Bathrooms

Manufacturer: Broan-NuTone Canada Inc
Supplier: Avalanche Air Systems Ltd
Installer: Avalanche Air Systems Ltd

Manufacturer Warranty: 1 yr Limited

 Documents Online Specification, Warranty

Exhaust Fan
Model: QTRE080C
Location: Bathrooms

Manufacturer: Broan-NuTone Canada Inc
Supplier: Avalanche Air Systems Ltd
Installer: Avalanche Air Systems Ltd

Manufacturer Warranty: 1 yr Limited

 Documents Online Specification, Warranty

Thermostat
Model: T170
Location: Other

Manufacturer: PECO Manufacturing
Supplier: OZZ Electric Inc
Installer: OZZ Electric Inc

Manufacturer Warranty: 5 yr Limited

 Documents Online Specification, Operation, Care, Warranty

Interior

Backsplash - Tile

Model: JDIW-4500/4x16/White

Location: Kitchen

Manufacturer: Ican Tile Distributors Ltd

Manufacturer Warranty: N/A

Supplier: Ican Tile Distributors Ltd

Installer: Ican Tile Distributors Ltd



Documents
Online

Care

Cabinet Finishing

Model: 7966K-12/5th Ave Elm

Location: Bathrooms, Kitchen

Manufacturer: Wilsonart International Inc

Manufacturer Warranty: 1 yr Limited

Supplier: Cab-Tech Systems Inc

Installer: Cab-Tech Systems Inc



Documents
Online

Care, Warranty

Cabinet Finishing

Model: 7967K-12/Park Elm

Location: Bathrooms, Kitchen

Manufacturer: Wilsonart International Inc

Manufacturer Warranty: 1 yr Limited

Supplier: Cab-Tech Systems Inc

Installer: Cab-Tech Systems Inc



Documents
Online

Care, Warranty

Cabinet Finishing

Model: White

Location: Kitchen Island & Upper Cabinets

Manufacturer: Pentco Industries Inc

Manufacturer Warranty: 1 yr Limited

Supplier: Cab-Tech Systems Inc

Installer: Cab-Tech Systems Inc



Documents
Online

Specification, Care, Warranty

Countertops - Engineered Stone

Model: Chinook BQ200

Location: Bathrooms, Kitchen

Supplier: Jade Stone Ltd

Installer: Jade Stone Ltd

Interior

Countertops - Engineered Stone

Model: Labrador BS124
Location: Kitchen Island

Supplier: Jade Stone Ltd
Installer: Jade Stone Ltd

Countertops - Engineered Stone

Model: Minas Basin BS120
Location: Kitchen Island

Supplier: Jade Stone Ltd
Installer: Jade Stone Ltd

Flooring - Tile

Model: Decadence/12x24/Coconut
Location: Bathrooms, Laundry

Manufacturer: Ican Tile Distributors Ltd **Manufacturer Warranty:** N/A
Supplier: Ican Tile Distributors Ltd
Installer: Ican Tile Distributors Ltd

 Documents Online Care

Flooring - Tile

Model: Decadence/12x24/Malt
Location: Bathrooms, Laundry

Manufacturer: Ican Tile Distributors Ltd **Manufacturer Warranty:** N/A
Supplier: Ican Tile Distributors Ltd
Installer: Ican Tile Distributors Ltd

 Documents Online Care

Paint

Model: OC-130/Cloud White/Eggshell
Location: Walls

Manufacturer: Benjamin Moore & Co Ltd **Manufacturer Warranty:** N/A
Supplier: Calpol General Painting Ltd
Installer: Calpol General Painting Ltd

 Documents Online Specification

Interior

Paint

Model: OC-130/Cloud White/Flat

Location: Ceilings

Manufacturer: Benjamin Moore & Co Ltd

Manufacturer Warranty: N/A

Supplier: Calpol General Painting Ltd

Installer: Calpol General Painting Ltd

 Documents Online Specification

Paint

Model: OC-130/Cloud White/Semi Gloss

Location: Trim

Manufacturer: Benjamin Moore & Co Ltd

Manufacturer Warranty: N/A

Supplier: Calpol General Painting Ltd

Installer: Calpol General Painting Ltd

 Documents Online Specification

Wall Tile

Model: JDIW-WG1224/12x24/White

Location: Bathrooms

Manufacturer: Ican Tile Distributors Ltd

Manufacturer Warranty: N/A

Supplier: Ican Tile Distributors Ltd

Installer: Ican Tile Distributors Ltd

 Documents Online Care

Window Covering

Model: 1" Horizontal Mini Blinds/386/Snowcap White

Location: Other

Manufacturer: Springs Window Fashions

Manufacturer Warranty: N/A

Supplier: RGO Office Products

Installer: RGO Office Products

 Documents Online Care, Warranty

Plumbing

Bathtub

Model: Naturelle/32 SK L/R
Location: Bathrooms

Manufacturer: Venco Products Ltd
Supplier: Mystique Mechanical Ltd
Installer: Mystique Mechanical Ltd

Manufacturer Warranty: 5 yr Limited



Documents
Online

Specification, Care, Warranty

Faucet

Model: Concetto/32 6650 00
Location: Kitchen

Manufacturer: GROHE Canada Inc
Supplier: Mystique Mechanical Ltd
Installer: Mystique Mechanical Ltd

Manufacturer Warranty: Lifetime Limited



Documents
Online

Specification, Care, Warranty

Faucet

Model: Eurosmart/32 875 000
Location: Bathrooms

Manufacturer: GROHE Canada Inc
Supplier: Mystique Mechanical Ltd
Installer: Mystique Mechanical Ltd

Manufacturer Warranty: Lifetime Limited



Documents
Online

Specification, Care, Warranty

Shower Base

Model: 4834
Location: Bathrooms

Manufacturer: Venco Products Ltd
Supplier: Mystique Mechanical Ltd
Installer: Mystique Mechanical Ltd

Manufacturer Warranty: 3 yr Limited



Documents
Online

Specification, Care, Warranty

Shower Base

Model: Double Threshold/60x32
Location: Bathrooms

Manufacturer: Acri-Tec Industries Co
Supplier: Mystique Mechanical Ltd
Installer: Mystique Mechanical Ltd

Manufacturer Warranty: 1 yr Limited



Documents
Online

Care, Warranty

Plumbing

Sink

Model: Camden/4210CHY
Location: Bathrooms

Manufacturer: Contrac
Supplier: Mystique Mechanical Ltd
Installer: Mystique Mechanical Ltd

Manufacturer Warranty: 1 yr Limited Parts & Labour; 5 yr Limited Vitreous China



Documents
Online

Specification, Warranty

Sink

Model: Pro Chef/25813
Location: Kitchen

Manufacturer: Julien Inc
Supplier: Mystique Mechanical Ltd
Installer: Mystique Mechanical Ltd

Manufacturer Warranty: Limited Lifetime



Documents
Online

Care, Warranty

Sink

Model: Pro Chef/25814
Location: Kitchen

Manufacturer: Julien Inc
Supplier: Mystique Mechanical Ltd
Installer: Mystique Mechanical Ltd

Manufacturer Warranty: Limited Lifetime



Documents
Online

Care, Warranty

Toilet

Model: Starck 3/2pc Toilet/092040
Location: Bathrooms

Manufacturer: Duravit USA Inc
Supplier: Mystique Mechanical Ltd
Installer: Mystique Mechanical Ltd

Manufacturer Warranty: 5 yr Limited



Documents
Online

Specification, Care, Warranty

Toilet

Model: Starck 3/2pc Toilet/2120501
Location: Bathrooms

Manufacturer: Duravit USA Inc
Supplier: Mystique Mechanical Ltd
Installer: Mystique Mechanical Ltd

Manufacturer Warranty: 5 yr Limited



Documents
Online

Specification, Care, Warranty

Plumbing

Toilet Seat

Model: Starck 3/006332

Location: Bathrooms

Manufacturer: Duravit USA Inc

Manufacturer Warranty: 5 yr Limited

Supplier: Mystique Mechanical Ltd

Installer: Mystique Mechanical Ltd



Documents
Online

Specification, Care, Warranty

My Home Contacts

Below is contact information for companies who have provided a product or service to your home. For more detailed information, see the "Items in My Home" section of this guide.

Acri-Tec Industries Co | Manufacturer

604-826-3100 • www.acritec.com
32829 London Ave, Mission, BC V2V 6M7

Anthem Waterfront 3 Development Limited Partnership | Builder

604-689-3040 • www.anthemproperties.com
300 - 550 Burrard St, Vancouver, BC V6C 2B5

Avalanche Air Systems Ltd | Installer, Supplier

403-278-4567
C - 1235 40 Ave NE, Calgary, AB T2E 6M9

Benjamin Moore & Co Ltd | Manufacturer

800-361-5898 • www.benjaminmoore.com
139 Mulock Ave, Toronto, ON M6N 1G9

Blomberg International | Manufacturer

800-459-9848 • www.blombergappliances.com
6 38 - Caxton Way Watford Hertfordshire, WD18 8UF

Broan-NuTone Canada Inc | Manufacturer

905-670-2500 • www.broan-nutone.com
1140 Tristar Dr, Mississauga, ON L5T 1H9

Cab-Tech Systems Inc | Installer, Supplier

403-590-0758
Calgary, AB

Calpol General Painting Ltd | Installer, Supplier

403-333-0202
3340 Palliser Dr SW, Calgary, AB T2V 4K7

Coast Wholesale Appliances LP | Installer, Supplier

403-243-8780 • www.coastwholesaleappliances.com
6128 Centre St SE, Calgary, AB T2H 0C4

My Home Contacts

Contrac | Manufacturer

905-507-2005 • www.contrac.ca
A - 5970 Chedworth Way, Mississauga, ON L5R 3V5

Cooper Lighting | Manufacturer

770-486-4800 • www.cooperlighting.com
1121 Hwy 74 S, Peachtree City, GA 30269

Duravit USA Inc | Manufacturer

888-387-2848 • www.duravit.us
500 - 1750 Breckinridge Pkwy, Duluth, GA 30096

Faber | Manufacturer

508-358-5353 • www.faberonline.com
PO Box 435, Wayland, MA 01778

FHIABA | Manufacturer

7575 E. Redfield Rd, Scottsdale, AZ 85260

Fulgor LLC | Manufacturer

855-438-5467 • www.fulgor-milano.us
106 - 44900 Acacia Ln , Sterling, VA 20166

Galaxy Lighting | Manufacturer

604-278-8881 • www.galaxy-lighting.com
13611 Maycrest Way, Richmond, BC V6V 2J4

GROHE Canada Inc | Manufacturer

905-271-2929 • www.groheamerica.com
1226 Lakeshore Rd E, Mississauga, ON L5E 1E9

Honeywell International Inc | Manufacturer

800-289-3473 • www.notifier.com
12 Clintonville Rd, Northford, CT 06472-1653

My Home Contacts

Ican Tile Distributors Ltd | Installer, Manufacturer, Supplier

604-299-0146 • www.icanceramic.com
8059 Fraser Way, Burnaby, BC V5J 5M8

Jade Stone Ltd | Installer, Supplier

403-287-0398 • www.jadestone.ca
4930 74 Ave SE, Calgary, AB T2C 3C9

Julien Inc | Manufacturer

800-461-3377 • www.julien.ca
935 rue Lachance, Quebec City, QC G1P 2H3

Juno Lighting | Manufacturer

905-792-7335 • www.junolightinggroup.com
220 Chrysler Dr, Acton Vale, QC L6S 6B6

Kendal Lighting Inc | Manufacturer

604-952-5510 • www.kendalighting.com
110-6780 Dennett Pl, Richmond, BC V4G 1N4

Kuzco Lighting Inc | Manufacturer

604-538-7162 • www.kuzcolighting.ca
103 - 19099 25 Ave, Surrey, BC V3S 3V2

Maytag Appliances Sales Co | Manufacturer

800-688-2002 • www.maytag.ca
1901 Minnesota Crt, Mississauga, ON L5N 3A7

Mystique Mechanical Ltd | Installer, Supplier

403-250-3543 • www.mystiquemech.ca
300 - 3605 29 Street NE, Calgary, AB T1Y 5W4

National Home Warranty Group Inc | Warranty Provider

403-278-5665 • www.nationalhomewarranty.com
700 - 1 Executive Pl, Calgary, AB T2M 3Y7

My Home Contacts

Ocean Pacific Lighting Inc | Supplier

604-538-3511 • www.oceanpacificlighting.com
101 - 15292 Croydon Dr, Surrey, BC V3S 0Z5

Ortech Distributors Inc | Manufacturer

888-543-6473 • www.ortechlighting.com
33 - 13290 78 Ave, Surrey, BC V3W 0H6

OZZ Electric Inc | Installer, Supplier

905-326-2296 • www.ozzelectric.com
20 Floral Pkwy, Concord, ON L4K 4R1

Panasonic Canada Inc | Manufacturer

800-561-5505 • www.panasonic.ca
5770 Ambler Dr, Mississauga, ON L4W 2T3

PECO Manufacturing | Manufacturer

503-813-0327 • www.pecomanufacturing.com
PO Box 82189, Portland, OR 97282-0189

Pentco Industries Inc | Manufacturer

604-888-5080 • www.pentco.com
9274 194 St, Surrey, BC V4N 4E9

Rancho Property Management | Property Manager

403-253-7642 • www.ranchocalgary.com
1 - 5528 1 St SE, Calgary, AB T2H 2W9

RGO Office Products | Installer, Supplier

403-569-4400
100 - 229 33 St NE, Calgary, AB T2A 4Y6

Springs Window Fashions | Manufacturer

604-273-0077
19295 25 Ave, Surrey, BC V3S 3X1

My Home Contacts

Venco Products Ltd | Manufacturer

604-940-4960 • www.venco.ca
7584 Vantage Pl, Delta, BC V4G 1A5

Whirlpool Canada LP | Manufacturer

800-807-6777 • www.whirlpoolcanada.com
1901 Minnesota Crt, Mississauga, ON L5N 3A7

Wilsonart International Inc | Manufacturer

800-433-3222 • www.countertop.com
Box 6110 2400 Wilson Pl, Temple, TX 76503-6110

WARRANTY

This section provides information on your new home warranty and how to maximize your product warranty coverage.

This section includes the following documents:

- Warranty Summary
- My Home Warranty
- Service and Repair During My Home Warranty
- Types of Warranties

Warranty Summary

Your new home, equipment and the common areas of the building are covered by several warranties. This section includes information about these warranties. The chart below summarizes the most important warranties that apply to your home.

Defect	Time Covered	Warranted By
Workmanship and Materials	One year from possession	Anthem Properties
Drywall – Once Only*	One year from possession	Anthem Properties
Major Structural Defects	Five years from common area warranty start	National Home Warranty
Appliances	Please refer to the appropriate appliance manuals. Record the model and serial numbers at the back of this section. Purchasers are responsible for registering for the appliances' warranty.	Appliance Manufacturer

*The drywall warranty applies to shrinkage cracks and nail pops. Anthem Properties will repair them once during the warranty period. It is recommended that homeowners wait until the eleventh (11) month before requesting drywall repairs. Anthem will only paint the areas that have been repaired, not the entire wall. We cannot guarantee a colour match as ultraviolet light causes the original paint to fade.

My Home Warranty

COVERAGE

First Year Workmanship & Materials

- If a Builder member does not meet its warranty obligations, the Program provides for up to \$130,000 in costs to repair defects in workmanship and materials during the first year after you take possession. This \$130,000 total also includes costs related to the Two Year Workmanship & Materials for Delivery and Distribution Systems; the Five Year Building Envelope and Ten Year Structural Integrity Warranty Protection.

2 Year Workmanship & Materials for Delivery and Distribution Systems

- The Program also provides for up to \$130,000 in costs to repair defects in workmanship and materials for delivery and distribution systems (heating, electrical, plumbing etc.), during the first two years after you take possession. This \$130,000 total also includes costs related to the First Year Workmanship & Materials; the Five Year Building Envelope and Ten Year Structural Integrity Warranty Protection.

5 Year Building Envelope

- In the first five years, the Program covers the costs associate to repair any defects to the building envelope, up to \$130,000 (incorporating any costs incurred from the First two years Workmanship and Material coverage). This covers the exterior shell of the building, including the roof and walls.

10 Year Structural Defect Coverage

- The unused portion of the First year Materials & Workmanship Warranty; Two Year Workmanship & Materials for Delivery and Distribution Systems; and Five year Building Envelope, coverage amount, up to \$130,000, can also be applied to the costs to repair major structural defects affecting the load bearing components of your home in the first ten years.

LIMITATIONS & EXCLUSIONS

Please be aware that while it is comprehensive, your home warranty doesn't cover everything. For your convenience, here are some important limitations and exclusions:

- Defects that were apparent and were accepted by the Homeowner at the Date of Possession;
- Drywall cracking will be repaired under warranty one time only however painting of these are considered homeowner maintenance;
- Normal shrinking and warping of materials caused by drying after construction;
- Damage arising from dampness, condensation or fungal or bacterial contamination;
- Diminution in the value of the Home or the Equipment;
- Damage arising from improper or inadequate maintenance by the Homeowner including damage caused by, or resulting from, failure to maintain proper grading of the ground, failure to make necessary telepost adjustments, water leakage or drainage, inadequate water/moisture seals, or the failure of the Homeowner to repair and maintain the Home or mitigate any damage thereto;
- Normal soil movement or subsidence along utility lines or backfill consolidation of compaction around the Home;
- Any workmanship, design, or material, provided or contracted directly by the Homeowner with a supplier, manufacturer, or tradesperson;
- Accidental loss or damage caused by a third party or from acts of nature such as, but not limited to: fire, explosion, smoke, water escape, changes which are not reasonably foreseeable in the level of the underground water table, glass breakage, windstorm, hail, lightning, falling trees, aircraft, vehicles, flood, and earthquake;
- Any loss or damage which arises while the Home is being used primarily or substantially for non-residential purposes;
- Any damage caused by insects, rodents or other animals except where such damage results from a Building Code defect;
- Bodily injury, emotional anguish, inconvenience, damage to personal property, economic loss, or damage to real property which is not part of the Home.

IMPORTANT: For more information on the specifics of your coverage, please consult the Material & Labour Standards Guidelines in either your online manual or at www.nationalhomewarranty.com

YOUR RESPONSIBILITIES

There are three things you should keep in mind to be certain that your home warranty serves you well:

1. **Know your home.** Operational instructions are available in your online homeowner portal.
2. **Maintain all equipment.** Detailed instructions are available in your online homeowner portal.
3. **Understand your coverage.** Do not attempt repairs yourself (or contact anyone else to do the work) if you wish to have the work covered under your home warranty.

Service and Repair During My Home Warranty

At Anthem Properties we strive to ensure that every home is built to meet or exceed the standards and quality in materials set out by the Province's building code. Despite our efforts, the inherent complexity of home construction lends itself to occasional issues. During construction and right through to the end of the first year, Anthem Properties will make every effort to warrant the quality and satisfaction of our product with multiple milestone inspections.

CONSTRUCTION INSPECTION

In addition to our own quality control inspection, architects, city inspectors and other consultants inspect the building throughout the construction process to ensure all work is being completed with care and to the guidelines of The Building and Municipal Codes and our specifications.

PRE-OCCUPANCY ORIENTATION

As you have already experienced, prior to occupancy you have toured your new home with an Anthem Properties representative to perform your in-home orientation. At this time, any items needing attention will be identified and listed on the Possession Addendum Report and signed by both parties. Our representative will then make repairs or adjustments as required based on the report.

YEAR END SERVICE REQUEST

Toward the end of the first year of your one year Workmanship and Materials Warranty, we again recommend that any concerns you have documented be forwarded to our customer service department.

Please use the service request form that will be mailed to you approximately eleven months from date of occupancy. A representative from Anthem Properties will contact you to arrange a review of your concerns with you during regular business hours. Our representative will make repairs or adjustments as required under the terms and conditions of the Home Warranty Materials and Labour Standards Guide provided by Alberta New Home Warranty. If you are not in agreement with the corrective measures taken or the standards of the corrections, National Home Warranty will assist you with your concerns.

When dealing with any problem, it is important to classify the nature of the issue to ensure an appropriate response.

EMERGENCY ISSUES

IMPORTANT: For life threatening emergencies, always call 911.

OTHER ISSUES

We ask that you further classify the non-emergency issue(s) to facilitate appropriate resolution:

Classification	Description	Handling
High	An emergency can be defined as a problem that will affect the well-being of the resident(s) and requires immediate skilled attention to the defect.	For emergency repairs, please contact Rancho Property Management at 403-265-1708.
Medium	These defects could pose a safety hazard or could cause greater harm to your home. Examples include: <ul style="list-style-type: none"> • Loose railings; • Malfunctioning plumbing; • Water seepage visible as damp areas on surfaces such as exterior stucco; • Window seal failure (the space inside the sealed glass becomes foggy); • Window cracks not due to accidents; • Exterior or entry doors and windows that no longer fit or function properly; • Cracked or broken tile in the shower not due to accidents. 	These issues should be reported shortly after discovery to prevent further damage and/or reduce the safety hazard.
Low	These items do not require immediate attention. Examples include: drywall cracks or nail pops.	These items should be compiled and submitted at the end of the warranty period.

SERVICE REQUEST PROCESS

Contact Rancho Property Management to assist with an emergency. If you have issues that require attention before your Year End Service Request, please submit them in writing by emailing us at customerservice@anthemproperties.com

Once received, your request will be processed as follows:

1. Within 3 business days, customer service will review your request for clarity. If there are any uncertainties in respect to the nature of the issue(s) and/or warranty coverage you will be contacted to confirm the specifics of the issue(s) and to arrange access to your suite for initial inspection and/or service.
2. Customer service will arrange for service with the appropriate service/trade(s).

3. Within 10 business days, customer service will contact you to arrange access to your suite for initial inspection and/or service. **IMPORTANT:** Please be prepared to provide the service/tradesperson access to your home. Should access to your suite not be possible, warranty can be voided.
4. As scheduled, the contractor(s) will complete the repairs. Please note that contractors are advised to only inspect/repair what has been requested from our office. Therefore, any invoices received in our office for non-warranty work will be forwarded to the homeowners.
5. Customer service will follow-up with you to verify that the work has been completed.

Tips for a Successful Service Request

Please do:

- Send requests prior to the expiration date of your warranty;
- Report your request for service in writing;
- Be prepared to provide access to your home for repair work;
- Where possible, please save up your requests to be sent in all at once.
- Read all operation manuals that were supplied with your home.
- It is recommended although not essential that you fill out any warranty cards that were provided with the appliances.
- It is suggested that you do not redecorate your walls with products such as wall coverings until the end of the first year. This will enable you to identify problems such as shrinkage cracks in the drywall and allow us to make repairs.
- Use and maintain all equipment properly as recommended in their respective manuals. This is especially important regarding the humidity control, kitchen fans and other moisture control devices within your home.

Please do not:

- Report warranty items over the phone;
- Present service requests to anyone other than your builder and/or warranty provider;
- Attempt repairs yourself or hire someone to do them for you;
- Ask the contractors to fix anything else.

Types of Warranties

Your home warranty policy is only the beginning of your coverage. Once their warranty period is over, many of the items in your home may be covered by manufacturer, supplier, or installer warranties. To maximize the benefits you will receive through these additional warranty programs it is important that you understand what a warranty is, how the types of warranties differ in coverage and the terms laid out for each of the components in your home.

“A warranty is the manufacturer/supplier/installer promise to back their product/service.”

HOW DO WARRANTIES DIFFER

Full Warranty

If your warranty states that it is a full warranty, you can generally assume that the defective product will be fixed or replaced at no charge. Most often this includes removal and reinstallation of the product if required. If after successive attempts the faulty product cannot be repaired, you get a new product, a credit or your money back.

You should not have to do anything unreasonable to obtain warranty service, such as sending your built-in dishwasher to the supplier in its original packaging.

The warranty may be in effect throughout the entire term of its coverage, regardless of whether or not the product changes hands to a new owner.

Please note: A full warranty may not cover the entire item; it may only cover certain components of the product such as the picture tube of a colour television or certain internal parts. Read your manufacturer's information.

Limited Warranty

A limited warranty provides you with fewer features than a full warranty, but still affords you with some recourse to problems. Your limited warranty may cover parts but not labour.

There might be a charge for handling if the item is picked up for service, which may be especially troublesome in the case of a large item such as a refrigerator. Also, you may find that the value of the limited warranty is pro-rated, so you may have to absorb some of the cost of repair.

Please note: Read the specific warranty information. A product may carry a full warranty on part of the product and have limited coverage on the remainder of the components.

Company Letter of Guarantee

Sometimes a manufacturer may not offer a hardcopy warranty card, but instead provide a “Letter of Guarantee”. This is a signed document, usually on company letterhead, that states how the company will help if you encounter a problem with their product. A “Company Letter of Guarantee” is generally very short and to the point, but it is specific in regards to how a problem will be addressed.

Implied Warranty

If your product does not come with an expressed written warranty, you still have coverage in the form of an implied warranty, unless the product is marked “as is”. These are consumer rights created by law, not by the manufacturer.

There are basically two types of implied warranty. The most common type, known as a “warranty of merchantability” essentially means that the vendor promises that the product will do what it is supposed to do. For example, a coffee maker will make coffee, and a furnace will produce heat.

The other common type of implied warranty is the “warranty of fitness” for a particular purpose. This means that you have purchased the product on the seller’s advice that it is suitable for a particular use. For example, if a vendor suggests that you buy a certain sleeping bag for -10°C weather, he warrants that the sleeping bag will be suitable in -10°C weather. Abuse, misuse, improper maintenance and ordinary wear are not covered under an implied warranty.

If you purchase a product without a warranty, it may indicate that the item is risky (either low quality, discontinued or damaged) and therefore should be available at a reduced price.

Spoken Warranty

A spoken warranty is a verbal promise that should not be considered as coverage. Sales people will sometimes make an oral promise towards their product, but it is often difficult to prove in court that the promise was made. Therefore, have the sales person put their promises in writing. If they are sincere in their statements, they will not object to your request.

Extended Warranty

A warranty by itself is included in the purchase price of the product and an extended warranty is usually purchased separately. Quite often an extended warranty will be purchased through a third party.

If you are thinking of purchasing an extended warranty you should consider these points:

- Does your present warranty already cover the repairs you would get through the extended warranty?
- How much longer will the extended warranty go on after your existing warranty has expired?
- Does the extended warranty provider have a good reputation and a solid track record?

An extended warranty may cover only certain parts or specific repairs to a product, so read the fine print. If it does not specifically state that a certain item is covered you should assume that it is not.

There are sometimes certain clauses that require you to take specific action to fulfill your end of the contract, such as contacting the company as soon as a problem begins to surface. There may be some costs involved even after you have paid for your extended warranty. Some contracts require you to pay a deductible, or even a cancellation fee, if you decide to get out of the program. If you feel that the product is most likely to outlive the length of the extended warranty, or any repair costs would be minimal, you probably don't need an extended warranty.

AVOIDING PROBLEMS

Take the following precautions to avoid problems in having warranty issues addressed:

- Know exactly what the warranty does and does not do. Are you expected to pay labour costs or any other expenses to have issues addressed?
- Find out specifically what the warranty provider will do if a product fails. Will they replace it, repair it, or return your money?
- Be sure to maintain and use the product only as directed by the provider.
- Will the company cover any "consequential damages"? For example, if your freezer quits operating, will you be reimbursed for the loss of food?
- Finally, read and understand your warranty information and you should not encounter any surprises.

PROTECTING MY INVESTMENT

This section provides information on how to take care of your new home, as well as a checklist of recommended seasonal maintenance items:

- [New Home Maintenance Guide](#)
- [Seasonal Maintenance Checklist](#)

New Home Maintenance Guide

Maintenance of the home is your responsibility. All homes require periodic maintenance to prevent premature deterioration and to ensure proper functioning and systems integrity. In addition to this homeowner guide, we have provided you with access to and have made available to you written warranties on consumer products which may be installed in your home. Please familiarize yourself with these documents, as we are not responsible for maintenance issues related to your home, or for damage that results from your failure to maintain your home.

This maintenance guide covers general maintenance and care required for items and fixtures in your home. It is by no means an all-inclusive list and may not apply to all items in your home. For full maintenance details, please consult all guides, manuals, warranties, and literature provided by the manufacturer which may be found in your home's user manuals or on the manufacturer's web site.

Please visit your warranty provider's website below to view or download the latest information related to your home's warranty.

National Home Warranty
www.nationalhomewarranty.com

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APPLIANCES

Appliances are warranted by their manufacturers, in accordance with the terms and conditions of the written warranties supplied by the manufacturers. These manufacturers' warranties, as well as any operation, maintenance and preventative maintenance procedures provided by these manufacturers, have been provided to you in conjunction with the purchase of your home, and should be read and preserved for reference.

If a problem arises with an appliance, call the warranty service number listed in the manufacturer's warranty. When reporting warranty items to the appliance manufacturer, be prepared to supply:

- The date of purchase (closing or move-in date, whichever occurred first);
- The serial and model numbers (found on a metal plate on side, back or bottom of appliance);
- A description of the problem.

Cooktop

- Let the cooktop cool to a safe temperature before cleaning or removing grates.
- Do not use abrasive cleaners or scouring agents or pads on the surface of the cooktop. Use warm water and mild soap instead. Stainless steel surfaces can be cleaned with non-abrasive stainless steel cleaner.
- If your cooktop uses gas, keep the burner igniters dry. If they get wet, they will not spark.
- Do not use any sharp objects that could damage the seal between the frame and countertop.

Dishwasher

- Effective use of the dishwasher depends on proper loading, correct water temperature, and chemical content of the water. Experiment with several different dishwasher detergents to find the one that works best. Use each brand for a week to allow it to condition your dishes.
- Experiment with varying amounts of detergent to determine its effectiveness with the water in your area. If you find that your dishes still are not being cleaned properly, check the manufacturer's manual.
- Before operating the dishwasher, be certain the garbage disposal (if applicable) is empty since the dishwasher drains into the disposal.
- Failure to do so may plug up the dishwasher drain and cause water to spray out the air gap located on top of the kitchen sink.

Garburator

- Read and follow the manufacturer's instructions for proper operation of your garbage disposal. Do not load the disposal with food items before turning it on. For proper operation, turn on the cold water and start the disposal. Then, drop the food items slowly into the unit. When the unit sounds clear, turn the disposal off and leave the water running for several seconds. This allows the food waste to be carried into your sewer lines.
- Replace stopper when disposal is not in use. This allows water to drain but prevent tableware or other objects from dropping into the disposal accidentally. The stopper can be pushed down for filling the sink.

- Bones, corn cobs, celery, onion, stringy vegetables, rice, shellfish, and other hard objects or fibrous foods should not be disposed of in the disposal. Large, bulky food waste should be cut up. This includes such items as melon rinds and grapefruit skins.
- Bottle caps, hairpins, glass, rags, metal, paper, and other non-food items will jam the disposal and harm the blades.
- Never feed food waste into the disposal without first turning on the cold water and the disposal. Cold water helps keep the motor cool and works best if grease is put down the disposal. It will congeal the grease, allowing it to be cut up by the blades.
- Keep the disposal clean by allowing cold water to run a minimum of 15 seconds after all food has been disposed. Do not use caustic drain cleaners or any harsh chemicals in the disposal under any circumstances. Occasionally clean and freshen the disposal by grinding a dozen ice cubes or a half of a lemon, cut into small pieces.
- If the disposal jams, refer to the manufacturer's manual for instructions on freeing it. Always be certain it is turned off before any work is done to free a jam.

Microwave

- If your microwave has a hood fan, run your hood fan several minutes before and after cooking to clear all smoke and odours from the kitchen.
- Do not remove the waveguide cover. To clean, wipe with a damp cloth.
- Clean the inside and outside surfaces of the oven with a damp cloth and mild detergent if needed. Do not use harsh abrasives.
- If your oven has a glass tray, remove it for cleaning. Use warm soapy water, or you may put the tray in the dishwasher.
- Keep the oven clean and dry to avoid rusting or arcing.

Oven

- Self-cleaning ovens use high temperature to burn off soils. Wipe spills promptly to avoid buildup, which can cause excessive smoke during the self-cleaning process.
- When using the self-clean feature, be sure to remove all contents and the racks.
- Sugars and other carbohydrates such as casseroles and pie fillings can adhere firmly to the oven surface, causing damage to the enamel glaze when burned off.
- Always follow the directions in your user manual carefully before using the self-cleaning function.

Range

- Do not use abrasive cleaners on the surface of the range. Use warm water and mild soap instead.
- Wipe up spills promptly to avoid buildup, which can catch fire during cooking.

Refrigerator

- To prevent odour build-up, keep an open box of baking soda in the fridge and clean your refrigerator and freezer on a regular basis.
- Wipe up any spills immediately.
- Do not use abrasive cleaners or scouring pads and brushes.

Washer/Dryer

- Clean the dryer lint screen after every load to ensure maximum airflow and drying times.
- Do not use abrasive cleaners on the exterior. Use warm water and mild soap instead.
- Do not overload machine.
- Use laundry soap, detergent and bleach as recommended by the manufacturer.

ELECTRICAL SYSTEMS

The electrical system in your home is intended for normal residential use. We highly recommend that you consult a licensed electrician to make changes or additions to your electrical system. Please note that a permit may be required for changes and additions to your electrical system.

AFCI (Arc Fault Circuit Interrupters)

Similar to GFCI's, Arc Fault Circuit Interrupters are sensitive to power surges caused by electrical arcing. Arcing can occur when wires or cords are damaged, and the resulting heat can cause a fire. As with GFCI's, AFCI circuits have TEST and RESET buttons and should be tested monthly. If an AFCI breaker trips, unplug the affected appliance or device and reset the breaker at the electrical panel. If the same circuit trips again, it may indicate a damaged electrical cord.

Circuit Breaker

During your orientation walk-through your builder will have pointed out the location of the circuit breaker panel. There will be one master circuit breaker and several individual circuit breakers.

Circuit breakers trip under excessive electrical load. Circuit breakers have three positions: ON, OFF, and TRIPPED. When a circuit breaker trips it must first be turned OFF before it can be turned ON. Switching the breaker directly from TRIPPED to ON will not restore service. Reset tripped circuit breakers by moving them to the OFF position and then to the ON position.

In the event of a loss of electrical power in your home, follow these steps:

If the power loss is in one area of your home and power is available in other areas of your home, it is likely that an individual circuit breaker has turned off. Unplug any appliances in the area that are without power and turn other appliances off. Check the circuit breaker and, if necessary, reset it. Plug your appliances back in. If the circuit breaker fails repeatedly, you have either a short circuit in one of your appliances or a short circuit in the electrical system in your home. Do not attempt further repair. Call a licensed electrician.

If electrical power is lost throughout your home, check the master circuit breaker. If the master circuit breaker has tripped, reset it. If the master circuit breaker trips repeatedly, refer the problem to a licensed electrician. If the master circuit breaker has not tripped, take a look around your neighborhood. If you notice a general electrical failure in your neighborhood, call your electric company to report the problem.

GFCI (Ground Fault Circuit Interrupters)

During your orientation walk through your builder will have pointed out the location of ground fault circuit interrupt devices (GFCI outlets). Usually, GFCI outlets are located in bathrooms near tubs and bathroom sinks, in kitchens, laundry rooms, and garages, and on the exterior of your home. These are special circuit breakers that are designed to break the flow of electricity in the event of a short circuit. This will prevent dangerous electrical shock.

GFCI circuits have a TEST and RESET button. These are pointed out during the orientation walk through. Once each month the TEST button should be pressed. This will trip the circuit. To return service, press the RESET button. If a GFCI breaker trips during normal use it may be an indication of a faulty appliance and some investigation is in order.

Do not plug appliances such as air conditioners, refrigerators, and food freezers into GFCI outlets. The electrical surge that occurs when these appliances cycle will trip the GFCI outlets and break the circuit. Heavy electrical usage appliances such as power tools or even hair dryers can trip the GFCI breaker. Atmospheric moisture, such as during rains or after a hot shower, may also trip the GFCI breaker.

It is possible that some outlets that are connected to the GFCI device are not so marked. If you have a failure at an outlet, reset the GFCI devices as well as the circuit breaker. Continued failures indicate a potentially dangerous electrical problem. Contact a licensed electrician for assistance.

Interior Lighting

The lighting fixtures in your home are designed for standard wattage bulbs. To avoid excessive heat, you should not exceed the manufacturer's recommendations. If a luminous light fixture does not work, make sure all fluorescent bulbs are installed properly. Adjust any tubes that are flickering or buzzing. Check wall switches and circuit breakers.

If a light fails to come on, check the bulbs to be sure they are not loose or burned out. Also, check to see that they are the correct wattage for the fixture. Next check the breakers. If this fails to solve the problem, you will then need to arrange for service.

Translucent panels can be cleaned by removing them. First push up slightly above the grid system, then tilt and lower. Wash in a 1-2% solution of water and mild detergent. Do not rinse; the soap film will reduce static electricity.

DO NOT hang a ceiling fan from an existing ceiling light box without adding additional support to carry the extra weight.

Moving lighting fixtures to accommodate special changes is a homeowner responsibility. It is recommended a licensed electrician be consulted.

Outlets and Switches

Electrical outlets can be found in every room in your home. Do not exceed the capacity for which the outlets were designed. Devices that increase the capacity of electrical outlets and multiple extension cords can cause a fire and severe personal injury or death.

If any electrical outlet does not have power, there are two possible explanations:

Some outlets are controlled by a wall switch. Plug an appliance into the outlet and turn on nearby wall switches to see if the problem is corrected. If you find that an outlet is controlled by a wall switch, you might point this out to others who live in your home.

Check the circuit breaker. If the circuit breaker has been tripped, reset it and try the outlet again. Check the GFCI devices and reset if necessary. If the circuit breaker trips repeatedly, call a licensed electrician or your builder if your home is still covered under your third party warranty policy.

CAUTION: Small children can be injured by poking small metal objects into wall outlets. You can prevent this by installing child proof devices on all floor level electrical outlets. These devices are available in grocery stores and drug stores as well as home centers and hardware stores.

Smoke Detectors

One or more smoke detectors have been installed in your home. The type of smoke detector, the installation procedure and the location(s) of the smoke detector(s) are selected to meet the requirements of local and provincial building codes. **Do not move or disable the smoke detector.** If you feel the need for additional protection, consider purchasing additional smoke detectors to be installed at additional locations.

If your smoke detector requires batteries, the batteries should be replaced at least twice a year and when the low battery alarm is audible. Monthly testing of the smoke detector should be conducted and other care or maintenance as recommended by the manufacturer.

Wall Timer and De-humidistat

Your wall timer operates the bathroom fan(s) in your home on a timed schedule. These are installed according to building code and should run for a period of 8 hours per day.

EXTERIOR COMPONENTS

Decks

Your deck may be made of wood, composite materials, or concrete. Wood should be sealed with a waterproofing preservative. In concrete, hairline cracks may appear over time due to building settlement and natural weather-related expansion and contraction. These hairline cracks are considered normal unless they exceed the building code tolerances.

Ensure that no water is entering your home from the deck. Check weatherstripping around sliding glass and other deck doors and do not permit water to pool or stand on decks. Keep deck drains free of debris.

Do not exceed the weight limit for your deck. Consult your builder to determine how much weight your deck will safely support. Decks should not be used for storage of lumber, firewood, or heavy furniture.

Maintain railings through periodic cleaning. Check and tighten all bolts to ensure they are secure. Re-nail any loose boards and fix any nails or screws that are protruding. Replace any warped boards that could present a hazard for tripping. If the surface of your deck is painted, repaint as necessary to prevent water damage occurring to the underlying surface.

HEATING & VENTILATION

Air Conditioning System

Your home is equipped with an air conditioning system. Please read the instructions and become familiar with the air conditioning system before you use them.

It is best not to overheat a new home during the initial year of occupancy because this may cause excessive shrinking of framing lumber and other materials. Begin with as little heat as possible and increase it gradually. Attempt to maintain a comfortable temperature between 20 and 22 degrees Celsius.

Carefully read and follow your manufacturers' warranties and instructions for use and care of your air conditioning systems.

The following maintenance obligations are intended to assist you in getting the maximum usage from your air conditioning system:

- Return air grilles allow for air to circulate back to the air conditioning system. Be sure not to cover the return air grilles with pictures, furniture, or other objects that might block the flow of air.
- The air conditioning condensation discharge point and the water heater pressure relief discharge points should be checked every three months to assure that they are clear. It is the homeowner's responsibility to keep these areas open so discharge points are free of obstructions.
- Your home air conditioning is a closed system, which means that the interior air is continually recycled and cooled until the desired air temperature, is reached. Warm outside air disrupts the system and makes cooling impossible. Therefore, you must keep all windows closed when operating the air conditioning system. The heat from the sun shining through windows with open drapes is intense enough to overcome the cooling effect of the air conditioning unit. Drapes must be closed on these windows.
- Unlike a light bulb which reacts instantly when you turn on a switch, the air conditioning unit only begins a process when you set the thermostat. For example, should you come home at 5:30 P.M. on a day when the temperature has reached 32 degrees Celsius, and then set your thermostat to 20 degrees Celsius, the air conditioning unit will begin cooling, but will take much longer to reach the desired temperature. During the whole day the sun has been heating not only the air in the home, but the walls, carpet, and furniture. At 5:30 P.M. the air conditioning unit starts cooling the air, but

the walls, carpet, and furniture release heat and nullify this cooling. By the time the air conditioning unit has cooled the walls, carpet, and furniture, you may well have lost patience. If evening cooling is the primary goal, you should set the air conditioning unit at a moderate temperature in the morning while the home is cooler, allowing the unit to maintain the cooler temperature through the day. This temperature setting may then be lowered slightly further when you arrive home, with better results. Setting the thermostat at 10 degrees will NOT cool the home any faster and can result in the unit "freezing up" and not performing at all. Extended use under these conditions can damage the unit.

- A common cause of air conditioning trouble is turning it off at the thermostat, and then turning it back on a short time later. This can cause an overload of the compressor motor which in turn can trip the breaker or blow the fuse and may shorten the life expectancy of the unit.
- The air conditioner compressor must be maintained in a level position at the original location. The compressor should not be enclosed. It is important to keep the area around the outdoor air conditioning unit clear of plants, grass, landscaping and/or debris. If good air flow is not available, the system will not function properly and damage to the mechanism can result.

If you find yourself with no air conditioning, the checklist that follows may help identify the cause. You should also review the manufacturers' literature for additional hints.

- Thermostat temperature setting & switches.
- The ON/OFF switch to the outlet supplying the air conditioner.
- ON/OFF switch on air conditioner itself, if any.
- The fuse, if your air conditioner has one.
- Breaker on the electrical panel.
- Safety switch for the fan cover.

Baseboard Heater

Electric baseboard heaters are maintenance free except for the cleaning of the appliance surface. Occasional dusting of the element (with caution) may be required. Do not place furniture in front of the baseboard heaters as they require airflow to function properly.

Exhaust Fans

The exhaust fans provided in your home are designed to reduce odours, smoke, and moisture produced by cooking and bathing. Ensure that bathroom fans are turned on while showering or bathing and left on until all excess moisture has dissipated. Regular cleaning and inspection quarterly (more frequently if required by heavy usage) will help keep them in working order. After cleaning is completed, lubricate the fan with a light household oil (and wipe up any excess oil from the surface).

Your wall timer operates the bathroom fan(s) in your home on a timed schedule. These are installed according to building code and should run for a period of 8 hours per day.

Fan Coils

Dirt and dust should not be allowed to accumulate on the units. The wheel, housing, and coils may be cleaned periodically using a vacuum cleaner. A stiff brush may be used to help remove dirt. When cleaning, take care not to dislodge the balancing weights on the wheel blades.

If your unit has a throwaway filter, it should be replaced regularly. Consult your user manual for instructions and further information.

Check the drain during the cooling season to ensure it is not clogged or growing algae.

Heat Pump

If your new home has a heat pump installed, follow the manufacturer's directions for efficient operation and maintenance. Filters must be clean to obtain maximum performance. Filters should be inspected every month under normal operating conditions and can be cleaned or replaced when necessary. Provide professional service for your heat pump at least once every two years.

Humidifier

If your new home has a humidifier installed, follow the manufacturer's directions for efficient operation and maintenance. The manufacturer will typically recommend a humidity setting according to the season and other variables like the outside temperatures.

Radiant Heating

Today's in-floor heating systems are designed to be leak-resistant and should last many years. Annual maintenance and any repairs should be performed by a licensed professional on all mechanical parts such as the pumps, hot water heater, and controls.

Range Hood

Grease build-up in your range hood can present a fire hazard. Avoid this problem by cleaning both hood and filters at least once every three months (more frequently if required by heavy usage) with mild dishwashing detergent, drying thoroughly and reinstalling new filters.

Thermostat

The temperature in your home is controlled by a thermostat. In some cases, multiple systems may be installed, each with its own thermostat. Do not place a lamp or heat-producing appliance next to a thermostat, because heat generated by such an object may produce an incorrect reading. Follow the manufacturer's manual for operation and care instructions.

INTERIOR FINISHES

Backsplash and Wall Tiles

Regular maintenance of your tile backsplash will keep it looking good. Sealing the grout between your tiles once a year or so will prevent stubborn stains from penetrating the grout and becoming unsightly. Routine scrubbing of the grout with warm soapy water will keep it clean and fresh. Strong cleaners such as Lysol can stain the grout. Sealers and cleaners can be found at your local hardware store.

Cabinets

To maintain the beauty and utility of your cabinets, proper care is required. Remove splashes and splatters promptly to avoid permanent stains. The beauty of the wood can be preserved by polishing with a furniture polish. Laminated cabinets require little care but can be protected with a light coating of suitable wax. Do not wash laminated cabinets with water or water-based cleaners.

The wood in your cabinets is a natural product. Some fading of the original color will occur. Minor scratches can be covered with a putty stick that matches the finish of your cabinets. Putty sticks can be purchased at paint or hardware stores. Do not use abrasives on the finish of your cabinets. Direct sunlight can cause fading of the original color. Consider using window coverings to prevent direct sun on cabinets. Excessive heat and moisture from other appliances (e.g. countertop ovens, water kettles, etc.) can also cause damage to the finishing and door. Avoid placing these items directly under a cabinet.

The hinges on your cabinet doors can be lubricated, if necessary, with an oil-based lubricant. Apply a very small drop of oil to the top of the hinge and work the door back and forth several times so the oil will penetrate into the hinge. Wipe the excess oil with a dry paper towel.

Countertops

The countertops in your home may be constructed of granite, plastic laminate, quartz. To maintain your countertops, follow these general care instructions:

- Always use a cutting board to protect your counter tops when you prepare food. While minor scratches that can result from cutting food may not be noticeable at first, in time they will dull and mar the luster of the finish. This can happen to even the hardest ceramic tile.
- Wipe up spills immediately. Some liquids, particularly hot ones, can cause almost imperceptible stains on ceramic tile grout, plastic laminate and cultured marble. In time, the stains can accumulate and become unsightly.
- Be careful to avoid dropping pots and pans and other kitchen items on your counter tops. This can break or chip the counter's surface. Be aware of placing extremely hot pans on the counter.
- Re-caulk separations that occur around sinks and along the backsplash of countertops, before water can enter into those separations and cause damage.

Engineered Stone

Engineered stone countertops are easy to maintain, extremely tough and heat resistant. Although they are durable, avoid placing hot items directly on the surface and use strong chemicals to clean. Use cleaners that are recommended by the manufacturer.

Granite

Granite is a natural stone product. Knives or sharp objects can scratch these surfaces, and they can be etched by some chemicals or food products. Use cutting boards to avoid scratches. Remove spills immediately to avoid stains. Do not use abrasive cleansers or scouring pads. Most food and drinks are acidic

and can etch the finish on the stone. Do not place any items that may scratch or burn the surface directly onto the counter top. Seal granite every 6 to 12 months depending on the use or as recommended by the manufacturer. Obtain sealers and instructions at home centers or tile stores.

Plastic Laminate

High pressure laminates can be easily cleaned by wiping with a soft cloth or sponge and a mild soap solution. Do not use abrasive cleaners or scouring pads. Avoid placing hot objects on the counter. Follow your manufacturer's recommendations for specific care.

Quartz

For routine cleaning of quartz, use a mild soap and warm water solution. Hot objects and harsh chemicals on your countertop should be avoided. Use a cutting board to prevent scratches. Remove spills immediately to avoid stains.

Doors and Hardware

The doors and doorframes in your home are typically made of painted or varnished wood. Wooden doors are subject to expansion and contraction with changes in heat and humidity. The result can be warping and sticking. This is normal and may correct itself as conditions change. You should allow your home to go through at least one dry and damp season before you make other permanent changes.

You can correct most sticking doors by the careful removal of small amounts of wood. Usually, this can be done with sandpaper. In most cases, it is not necessary to remove the door. Use sandpaper to lightly sand the door to remove a small amount of wood at a time until the door no longer sticks. Use touch up paint on the exposed wood promptly.

Small cracks may also develop during a dry season and may disappear during wet winter months. If the cracks do not disappear over time, they can be easily filled with wood putty, caulking compound or filler. These materials may be obtained at your local hardware store or home center.

Avoid slamming doors because damage may result. Do not make hasty adjustments on new doors, since the condensation and humidity of a new home will affect them only temporarily. Occasional slight sticking is normal and even desirable for a weather-tight fit. To eliminate minor sticking, try paraffin, candle wax or commercial dry lubricant sticks.

If occasional lock sticking occurs, exterior locks can be easily freed with lubricant sold in most hardware stores. Locks may require adjustments of the strike plate on the door jamb. Remove the strike plate and carefully file the latch opening. Or move the strike plate by moving the screws into new positions.

The hinges and locks on your doors may require lubrication from time to time for proper maintenance and to prevent squeaks. Remove the hinge pin and rub it with a light coating of Vaseline or another petroleum jelly (we do not recommend using oil because it accumulates dust), replace the pin (and wipe off any excess), and then swing the door back and forth a few times.

Doorknobs that are used frequently can become loose. As soon as you notice such a condition, tighten any screws on the doorknob that are loose.

The shrinkage of insert panels in doors, showing raw wood edges is not uncommon due to temperature and humidity changes and can be corrected by repainting after the movement has stabilized.

Flooring

The flooring in your home requires routine maintenance and care.

In some instances, the floors may squeak. Squeaky floors are usually caused by a change in the weather, or by normal shrinkage of the wood materials and/or settlement of your home. This is normal in new home construction and is not considered a construction defect.

The subfloors of your home have generally been designed to support the weight of your home, plus a per square foot furniture and occupancy load. Waterbeds, pianos, and pool tables may exceed this limit. Check with your builder if you are in doubt.

We offer these steps for routine maintenance of your flooring. Please follow your manufacturer's recommendations.

Carpet

Vacuum carpet frequently to avoid the buildup of dirt and grime. High traffic areas should be vacuumed twice a week. If your vacuum cleaner has a beater type attachment, the beater should barely touch the tops of the carpet fibers.

Eliminate carpet shedding fibers as they appear. Loose carpet fibers will work their way to the surface for quite some time. This is known as fluffing or shedding. Vacuum these fibers as a part of your routine cleaning. If a tuft of carpet appears which is longer than the surrounding carpet, do not try to pull it out. It is probably attached to the backing and simply needs to be trimmed to the height of the surrounding tufts.

Visible carpet seams may be evident and are not an indication of a fault in the carpet. Most rolls of carpet are produced in 12 foot widths. This dictates that most of your rooms will have at least one seam. Professional installers will attempt to install your carpet with the minimal amount of seams and without excessive waste. Seams are most visible in a home before it has been furnished and occupied. As your carpet wears, the fibers will blend together, eliminating many of the visible seams.

When moving furniture, lift rather than drag the pieces over carpeting, to avoid lumps and snags.

Doormats are an excellent way to save your carpets. Use them in high traffic areas with one on each side of exterior doorways.

Remove spills immediately. Stain removal is easier if it is done promptly. Consult your specific manufacturer's warranty information for stain removal. Cleaning products should be tested on a section of carpeting that is

not in a high traffic area. Do not use cleaners that have not been recommended by the manufacturer for the carpeting materials in your home.

You may void your manufacturer's warranty using cleaners that have not been recommended by the manufacturer.

Thoroughly clean your carpets at least once each year. While do-it-yourself carpet shampoo devices can be effective, consider employing a professional carpet cleaner.

Refer to the manufacturer's recommendations on carpet care for additional information. Regular vacuuming and immediate treatment of stains will prolong the beauty and life of your carpeting.

Granite

Granite is a natural stone and is not man-made; however it is less porous and more dense than marble. Unlike marble, granite has no veins. Granite can be used indoors and outdoors. A sealant is recommended to help eliminate the seepage of foreign matter. Sweeping and mopping regularly with warm water and mild soap solution will help remove dirt and grit and keep your floors looking new. Do not use acidic or abrasive cleaners.

Refer to the manufacturer's recommendations on care for additional information.

Grout

Grout is cement with color additives. Coloring can change with time. It is suggested that the grout be sealed with a penetrating sealant every 6 to 12 months to prevent particles seeping into the pores. There are products designed for homeowner use such as grout color blender, stains and dyes; and grout cleaners, strippers and sealers. Application of grout sealant is a homeowner maintenance responsibility. Grout sealers may change color over time, and may change the color of your grout when applied. Grout color is not a warranted item.

The movement of metal thresholds against grout may cause the grout finish to crack. By placing a bead of clear silicone between the grout and the metal threshold, the silicone will act as a shock barrier and will minimize the powdering of the grout. Note: If a tile or any grout is replaced, there is no guarantee that the grout will match the existing; the new grout may dry lighter or darker than the original grout.

Wood (Vinyl Plank)

Follow these steps to care for your vinyl floors:

- Make sure furniture legs have large surface, non-staining floor protectors.
- Place mats at outside entrances to prevent dirt, grit and soil from being tracked onto your floor.

- Sweep or vacuum regularly to remove grit and sand that can abrade, dull or scratch your new floor. Do not use a vacuum with a beater brush, because it may damage the floor's surface.
- Wipe up spills promptly with a damp cloth or mop.
- A light weekly washing will be needed, and possibly more frequently depending on type and frequency of traffic.
- Apply appropriate cleaner with damp mop. Rinse thoroughly with clean water to remove all detergents.
- **Caution:** Avoid one-step "mop and polish" products, dishwashing liquids and oil-based cleaners. These may leave a residue which can attract dirt and dull your floor's finish. Avoid cleaners that contain abrasives or solvents which may permanently damage your floor.
- In time high traffic areas may begin to show reduction of gloss. A high quality floor polish may have to be applied. In time it may be necessary to strip the old layers of polish and apply fresh coats.

Wood (Hardwood, Laminate, Cork, Bamboo)

Wood floors will respond noticeably to changes in humidity levels in the home, especially in the winter. When a floor is new, small splinters of wood may appear; dimples or scratches can be caused by moving furniture, dropping heavy or sharp objects, etc. Bubbles, scratches, and/or minor dirt and debris appearing in the finish of a wood floor are typical and within normal construction standards; comparison to the finishes in the project models is the standard used for such typical imperfections. Some shrinkage or warping can be expected, especially around heat vents or any heat producing appliances.

Warping may occur if the floor becomes wet repeatedly or is thoroughly soaked even one time. A dulling of the finish in heavy traffic areas is likely; a white, filmy appearance is caused by moisture (often from wet shoes or boots). Color variations may develop from exposure to direct sunlight. Plank flooring will sometimes be adversely affected by moisture when installed over concrete and may pop due to slight variations in the surface of the concrete slab.

Follow these steps to care for your wood floors:

- Clean your wood floors frequently. Sweep the floors and mop with a soft, dry mop or cloth. Vacuum regularly, when you vacuum household carpets.
- Do not use water or water-based cleaners, bleach or one-step floor cleaners.
- Do not flood wood floors with water. This will cause stains, warping and the destruction of the flooring.
- Do not permit water or other liquids to stand on wood flooring. Wipe up spills immediately.
- Exposure to direct sunlight can cause damage, discoloration or fading to wood floors. Use window coverings in these areas.
- Use protective walk-off mats at the exterior doors to help prevent sand and grit from getting on the floor. Gritty sand is one of wood floorings worst enemies.
- Do not drag heavy appliances or furniture across wood flooring. Permanent scratches in the finish can result. Ladies' high-heeled shoes can dent wood flooring.
- Install proper floor protectors on furniture used on wood floors. Protectors will allow chairs to move easily over the floor while minimizing scuffing. Clean the protectors on a regular basis to remove any grit that may accumulate.
- Your wood floors should be maintained according to the manufacturer's instructions. Consider having this done by a professional.

Interior Paint

The paint on interior wood surfaces must be maintained in good condition at all times. Chips, scratches and other breaks in the surface of the paint must be repainted promptly, or serious damage to the underlying wood could result.

Please be aware that all paint is subject to yellowing and discoloration. The action of the sun usually minimizes yellowing on exterior surfaces. However, yellowing can be noticeable on interior surfaces. Yellowing is caused by the natural drying and aging of the paint and by exposure to certain chemicals such as ammonia fumes and others that are found in some household cleaners. Light colors and white painted surfaces are more subject to yellowing than darker colors.

Yellowing of oil-based paints is unavoidable. Because yellowing tends to take place over time and relatively evenly on given surfaces, it may not be noticeable until you use touch up paint.

Interior woodwork, as well as the bathrooms and kitchen walls, are generally painted with a latex paint. These areas may be wiped down with a soft sponge and soapy water.

Painted interior walls are not "scrub-proof". Scrubbing or harsh cleaners will remove paint. Also, you should avoid washing newly painted interior surfaces for at least three months after you move into your home or after re-painting, to allow the paint to fully set.

When doing paint touch-ups, use a small brush, applying paint only to the spot needing attention. Filler may be used to cover any small defects prior to paint touch up. Touch-ups will sometimes be visible. When it is time to repaint a room, prepare the wall surfaces first by cleaning with a mild soap and water mixture or a reliable cleaning product.

Always dispose of paint and other hazardous materials properly.

Trim

Shrinkage of wood trim occurs during the first two years or longer depending on the temperature and humidity both outside and inside your home. Wood is more prone to shrinkage during the heating season. Maintain a moderate and stable temperature and humidity level to help minimize the effects of shrinkage.

PLUMBING

We recommend that you become familiar with your plumbing system as soon as you move in. You should know the location of the main shut-off and individual shut-offs in all the bathrooms and the kitchen. In the event of a plumbing emergency, you must close the main water shut-off for the home at once. Flowing water can cause severe damage to your home and its contents.

Please make certain that everyone in your household knows the locations of the main shut-off valves in your home.

Other water shut-offs may be located under the sinks in the bathrooms and the kitchen, or behind the toilet bowl. Another water shut-off may be located on the top of the water heater. This controls the flow of water to the water heater and should be closed in the event of a leak in the water heater. You and others in your home should know where these water shut-offs are and how they work.

Each plumbing fixture in your home has a drain pipe specially designed to provide a water vapor barrier between your home and the sewer. The drain pipe or trap is the U-shaped area of pipe directly under the sink. The trap holds water which prevents the airborne bacteria and odor of sewer gas from entering your home. If any of your faucets are used infrequently, we suggest that they be turned on occasionally to replace the water in the trap lost to evaporation. Because of their shape, the traps are the most likely area to become clogged. Periodically check under kitchen and bathroom cabinets for leaks.

If you detect the odor of sewer gas from a sink after you have ensured there is water in the sink trap, contact a licensed plumbing contractor.

Safety Tip: It is possible to be accidentally locked into the bathroom. Keep the door key in a safe open place outside the bath, but nearby. If you lose it, a small screwdriver, ice pick, or similar tool can be used.

Bathtubs, Showers, and Surround Enclosures

Fiberglass or acrylics are lightweight materials which add beauty and style to bathroom tubs and showers. You can preserve the original high gloss finish by regular cleaning with a liquid cleaner, detergent or foaming cleanser. Do not use abrasive cleansers. Alcohol used as a cleaning agent may cause discoloration. Stubborn stains can be removed with various appropriate household cleaning agents used with a nylon-scouring pad. Never use metal scrapers or similar tools. Always rinse the walls and the door of the shower after each use.

The delicate beauty and gloss of porcelain bathtubs are easily maintained by observing a basic rule: never use abrasive cleaners. They scratch through the glass-like surfaces quickly. Liquid dishwashing detergent on a moist cloth is preferred. Although porcelain is durable, be careful not to drop heavy articles on it that can cause chipping. Should scratching or chipping occur, contact a porcelain repair business.

If your bathtub is jetted, follow the manufacturer's instructions for operation, care and cleaning.

Clogged Drains

Clogged traps can usually be cleared with a plumber's helper (plunger). If you use chemical agents, follow directions carefully to avoid injury or damage to the fixtures or personal injury.

Clean a plunger drain stopper, usually found in bathroom sinks, by loosening the nut under the sink at the back, pull out the rod attached to the plunger and lift the stopper out. Clean and return the mechanism to its original position.

Fixtures

Plumbing fixtures with special finishes are susceptible to damage and staining if water is permitted to stand on the surfaces and by the use of an abrasive cleansing product. Most of the plumbing fixtures in your new home are plated with finishes that are resistant to water corrosion. The plating materials forming these finishes are, however, relatively soft, and can be damaged with abrasive cleansers, scouring pads and tools or intense sunlight. Clean the fixtures with warm soapy water and a soft sponge or cloth. Rinse with clear water and wipe dry to prevent spotting and soap buildup.

If water is permitted to accumulate and stand at the base of the fixtures, corrosion and tarnishing can result. Always wipe the area dry.

Hard water can spot and damage bright chromed plumbing fixtures. While this is not entirely preventable, you can minimize the staining and discoloration by drying the fixtures after each use.

Avoid using excessive force when you turn your faucets on and off. The seals in the faucets can be damaged by such abuse in a short time.

Faucets that are equipped with aerators will mix air with the stream of water to prevent splashing. They need to be cleaned occasionally to remove a buildup of mineral deposits. When you notice that the stream of water has lessened, unscrew the aerator from the mouth of the faucet. Remove the debris and rinse the washers and screens. Replace the parts in their original order and screw the aerator onto the faucet. Perform this homeowner maintenance as needed, usually every few months.

Shower Doors

Always rinse the walls and door of the shower after each use. Inspect every six months, or at any sign of leakage, for proper fit and for deterioration of the rubber "sweep" at the bottom of the door. Adjust the door and replace the sweep if necessary. At the same time, inspect the caulking, and re-caulk where any separations appear.

Sinks

Regular cleaning is important to maintain the appearance of your sink.

Clean sinks with a soft cloth, mild detergent and water. Rinse and dry properly to eliminate any film build up and water spotting. Do not use abrasive, metal or scouring pads. They will take away from the finish.

Toilets

Most toilets are made of vitreous china, a glasslike material that is highly resistant to staining. Clean your toilets with a toilet bowl cleaner and a brush or cloth. Vitreous china is brittle and will easily break or shatter if hit with a hard object.

Water conservation regulations have mandated the use of low flow or water-saving toilets in new homes. These toilets use less water so they are important elements in the area's water conservation program.

However, at times you may notice an incomplete flush. When this happens, allow the tank to refill, and then repeat the flush. Feminine products, diapers and baby wipes must not be flushed in toilets.

Always keep a plumber's plunger on hand to use in the event of a stoppage of a toilet. If a stoppage occurs, close the shut-off valve on the back side of the toilet. Usually, a few vigorous pumps with the plunger will free the obstruction. Stoppages that are not construction related are the responsibility of the homeowner. If you are unable to clear the obstruction yourself, we suggest that you call a licensed plumbing contractor.

Most blockages in plumbing drains, including toilet drains, are progressive - they begin slowly and get worse over time until the drain is completely blocked. Use a plunger at the first sign of a slow drain. This simple step can prevent most serious drain blockages.

Do not use drain cleaners for toilets. The harsh chemicals in drain cleaners can damage the toilet seals and cause a leak.

If the flush valve fails or begins to leak, you can purchase a new flush valve at a home center or hardware store. If you are not entirely comfortable with this do-it-yourself project, a licensed plumbing contractor can perform this task.

Water Conservation

In the home, water conservation saves both water and energy, since energy is needed to heat water and run appliances.

Every time a toilet is flushed, about 6 litres of water goes into the sewer. Do not use the toilet for things that should go into the wastebasket.

A partially full tub uses far less water than a long shower, while a short shower uses less than a full tub (35 to 55 litres).

Rinse your dishes and always load your dishwasher to capacity before turning it on. Most models use between 30 and 50 litres per run.

Repair all faucet leaks promptly to avoid letting valuable water run down the drain. Just a slow drip can add up to 30 to 40 litres a day. Turn off the water while brushing your teeth or shaving to avoid wasting more water.

Water Lines

Plumbing systems should be maintained by running water through each faucet for approximately one minute each month, to minimize stagnation. In the event of water leaks, consider this advice:

Shut-off the main water supply to the home. The shut-off is typically located in your home (often under the sink or at the supply line to the particular fixture), or else utilize the main home shut-off. The location of the shut-off valves will be pointed out to you during your orientation walk through. Individual shut-offs are located

adjacent to the kitchen and bathroom sinks, the water heater, the washer outlet and the toilets. Use these shut-offs for local leaks.

STRUCTURE

Caulking

Caulking is the method in which sealant compounds are generally applied to seal gaps between adjacent surfaces. Over time, and particularly during warm, dry weather, caulking will dry and shrink. When this happens, it no longer provides a good seal against moisture. As part of your routine maintenance, you should inspect the caulking around your windows, doors, sinks, showers, tubs, countertops, and ceramic tile, and should make any necessary repairs to the caulking every six (6) months or as needed. Caulking guns and applicator tubes, disposable caulking guns, and caulking compounds are available at hardware stores and home centers.

Ceilings

The ceilings in your home require occasional cleaning and periodic painting. Remove dust or cobwebs as part of your routine cleaning. When needed and as a part of your regular maintenance, you may want to repaint your ceiling.

If your ceiling consists of luminous light fixtures, you should follow these tips. Do not use cleaning solvents or other strong chemicals on the plastic panels or aluminum grid. We recommend that you wash the panels in a mild solution of dish-washing liquid and water. Use a soft cloth to wipe the grids using only warm water. Towel-dry the panels and grids to remove any soap residue and water spotting.

Condensation

Condensation is normal in a new home because many litres of water were used in its construction. This water causes higher than normal humidity until the drying process is complete. When condensation appears on a cool pipe or on glass surfaces, it may give the false impression that you have leaks. Open windows can aid the home drying process, but it takes time. Avoid speeding up the process by using excessive heat. You should use a constant thermostat temperature.

Drywall

Slight cracking, nail pops or seam joints may appear in walls and ceilings. These are caused by the shrinkage of the wood and normal deflection of wall studs, trusses or rafters to which the drywall is attached.

Effects of Weather and Temperature

Natural building materials such as wood and concrete are subjected to constant expansion and contraction from day to day. Temperature variations, which can be extreme, can result in warping of wood materials and cracking of drywall, stucco, concrete and mortar. These effects are particularly obvious in the first two years after a home has been built.

You can minimize these effects by maintaining a constant temperature in your home during the first two years. This allows the wood to dry at an even rate and may eliminate larger settlement cracks. Minor cracks and displacement of wood are a normal part of the aging process of your home and do not affect its structural integrity.

Interior Walls

The walls in your home are constructed of wood and other materials, which are subject to normal expansion and contraction. Molding and trim can shrink and warp in some cases. Routine maintenance on molding, trim and wall boards is the responsibility of the homeowner beyond your warranty coverage. Replace warped molding and trim.

Some slight cracking, nail "pops" and/or seams may become visible in plaster, gypsum wallboard, drywall or sheetrock walls and ceilings. These occurrences are caused by the shrinkage of the wood and normal deflection of rafters to which the sheetrock is attached, are considered normal, and are a maintenance responsibility of the homeowner. They can be repaired by filling with filling compound, smoothing with fine sandpaper, and then painting the entire surface. Popped nails do not alter the strength of the wall and should be left alone until time to repaint.

Use care when you hang pictures and other decorative items. The wall board will be damaged if it is hit with a hammer. Costly repairs can be avoided by using picture hooks and other supplies from a home center or hardware store. Always repair nail holes with a dab of filler.

The walls in your home may be textured. The texturing material is relatively soft and can be damaged by scrubbing with abrasive cleansers and rough brushes or cloths. The pattern in textured walls can vary and is difficult to duplicate when repairs are made.

Small finger smudges may be removed from the enameled walls with a solution of warm water and a mild detergent soap. Wash gently with a soft sponge or cloth. Rinse and wipe off the excess water carefully. Do not permit the wall board to become soaked with water. Larger spots, not easily removed by cleaning, will require paint touch up.

Mold

Mold can be found almost everywhere. Molds are microscopic organisms that are part of the fungi family, and are an essential part of the world's ecological system. Outdoors, many molds live in soil and are key to the natural breakdown and recycling of organic material, such as leaves, wood and plant debris. Lumber used in the construction of homes typically contains some level of molds, fungi, and/or spores. Because it may be impossible or impracticable to eliminate all indoor mold, indoor mold is an important topic about which a homeowner should become informed.

Mold spores are airborne and travel in and out of buildings as air is exchanged and with the movement of people and their belongings. When excessive moisture or water accumulation occurs indoors, mold growth will likely occur, especially if the moisture problem is not discovered. There is no practical method to eliminate all molds and mold spores in an indoor environment. The primary method to control indoor mold

growth is to control moisture. The best course of action for any homeowner is to keep the indoor environment as "clean and dry" and free from dust and dirt as reasonably possible.

Limiting mold growth

A practical approach to limiting mold growth is early detection and prompt resolution of excessive moisture. If you can see mold or detect an earthy or musty odor, you can assume you have a moisture problem. Any moisture problem must be solved in order to arrest and eliminate mold growth. Part of the control of the indoor environment is controlling air moisture. Watch for water condensation on interior surfaces such as walls, windows and areas near air conditioning registers. Uses that have the potential of increasing relative air humidity are such things as habitation, bathing, cooking, plants, washing, and humidifiers, especially if not vented. Other moisture sources, which sometimes can go unnoticed, are water leaks from pipes in walls, and rainwater leakage through windows and roofs. Controlling air moisture is the most important action in controlling mold growth. Therefore, keep drip pans from refrigerators and air conditioners clean and dry; use exhaust fans or open windows when cooking, washing, drying clothes, and bathing. Irrigation system timers should be adjusted to reflect seasonal weather changes.

Report or fix water leaks promptly - Any indication of water leaks or resulting mold at roofs, windows, floors, carpets, etc., should be reported immediately.

Every homeowner must take all appropriate steps to prevent conditions that may cause mold or mildew to develop in your home.

Mold Prevention Obligations

- To keep the home free of dirt and debris that can harbor mold (dirt/dust/animal hair and dander are all very efficient hosts for mold);
- To regularly clean and sanitize, windows, bathrooms, kitchens, and other home surfaces where water, moisture condensation, mildew and mold can collect;
- To use dry towels or bath mats when stepping out of shower or tub;
- To use bathroom fans while showering or bathing;
- To use exhaust fans whenever cooking, dishwashing or cleaning. If no fan exists, open a window to allow proper ventilation and moisture to escape;
- To maintain regular air flow and circulation throughout the home;
- To use all reasonable care to close all windows and other openings in the home to prevent outdoor water from penetrating into the interior home (i.e. rain, irrigation water, etc.);
- To clean and dry any visible moisture on windows, walls, ceilings, floors and other surfaces including personal property, as soon as reasonably possible (note: mold can grow on damp surfaces within 24 to 48 hours);

- To limit the indoor watering of houseplants (total number of plants indoors is also an important variable);
- Do not hang wet clothing on indoor drying line;
- Properly maintain your dryer vent exhaust line (clean/remove lint at least once a year or sooner as may be needed);
- To maintain caulking around tubs, showers, toilets, sinks and other interior water receptacles at least once a year and more frequently if needed;

- To maintain caulking around windows, doors and other exterior openings at least once a year and more frequently if needed;
- To maintain window tracks and weep holes at least once a year and more frequently if needed (keep tracks and weep holes clean of debris/dust to allow proper egress of water when rain or irrigated water gets in them);
- To properly use and maintain appliances containing water and other liquids;
- To not alter insulation installed by builder;
- To prevent clogging of plumbing.

Settlement

All homes settle to some degree. Some adjustment in lumber and framing is normal and should be expected.

If the finish trim shows slight joint separation, fill the cracks with wood filler. If nails work out of position, reset them with a hammer and nail set; then fill the holes with wood filler or spackle. Normal settling, expansion and contraction also may cause small interior wall cracks around doorways, archways and at wallboard joints as well as minor cracking of exterior stucco (particularly at stress joints such as window or door corners).

It is best to wait until at least the end of your first year of occupancy before repainting minor cracks until most of the settling and shrinkage is complete.

Seasonal Maintenance Checklist

REGULAR MAINTENANCE IS THE KEY

Inspecting your home on a regular basis and following good maintenance practices are the best way to protect your investment in your home. Whether you take care of a few tasks at a time or several all at once, it is important to get into the habit of doing them. Establish a routine for yourself, and you will find the work is easy to accomplish and not very time-consuming. A regular schedule of seasonal maintenance can put a stop to the most common — and costly — problems, before they occur. If necessary, use a camera to take pictures of anything you might want to share with an expert for advice or to monitor or remind you of a situation later.

This checklist is intended to provide you with a list of common maintenance tasks that most homeowners are required to perform, but is not intended to be a comprehensive list. Some items may not apply to your home, and some required maintenance may not appear on this checklist. For complete information on the maintenance you are required to perform on your home, please consult all manuals, warranties, and documentation provided to you by your builder and on the manufacturer’s web sites.

If you do not feel comfortable performing some of the home maintenance tasks listed below, or do not have the necessary equipment, for example a ladder, you may want to consider hiring a qualified handyperson or licensed contractor to help you.

MONTHLY

CATEGORY	MAINTENANCE REQUIRED
APPLIANCES	Clean the range hood filter, replace as needed.
	Clean garbage disposal blades by grinding up ice cubes, and freshen with baking soda and by grinding small citrus fruit rinds.
ELECTRICAL	Test and clean/dust smoke/carbon monoxide detectors. Replace batteries if needed.
	Test GFCI/AFCI receptacles and outlets.
HEATING & VENTILATION (HVAC)	Clean/replace heating, ventilation, air-conditioning (HVAC) filters.
	Clean dryer vent exhaust ducts.
INTERIOR	Inspect and have tested your home fire extinguishers to ensure they are not out of test, and fully charged.
PLUMBING	Flush all toilets and run water through all sinks, especially in bathrooms that are not used on a regular basis.

QUARTERLY (JANUARY, APRIL, JULY & OCTOBER)

CATEGORY	MAINTENANCE REQUIRED
APPLIANCES	Check and clean dishwasher strainer and spray arms.
	Check dishwasher drain and water connections for leaks.
	Inspect washing machine water supply hoses for leaks.
EXTERIOR	Check windows for smooth operation. Clean tracks and weep holes, lubricate with appropriate lubricant as necessary.
HEATING & VENTILATION (HVAC)	Check and clean bathroom exhaust fans.
	Change heat pump fan coil filter.
	Vacuum electric baseboard heaters to remove dust.
INTERIOR	Check for cracks of separations and mildew in caulking around sinks, bathtubs, showers, toilets, faucets, countertops, backsplashes, ceramic tiles and floors, windows etc. Repair with the appropriate caulking compound as needed.
	Inspect shower doors for proper fit and leaks. Re-caulk where necessary.
	Inspect interior door hinges and hardware.
PLUMBING	Check faucet aerator water flow and clean screens if needed.
	Clean interior drains.

EVERY SIX MONTHS (MARCH AND SEPTEMBER)

CATEGORY	MAINTENANCE REQUIRED
APPLIANCES	Inspect refrigerator ice maker supply line and clean if necessary.
ELECTRICAL	Check electrical extension and appliance cords. Replace frayed or split cords.
EXTERIOR	Check window screens and replace or repair as necessary.
HEATING & VENTILATION (HVAC)	Check connection between dryer and exhaust vent, repair as needed.
	Ensure that air supply registers are not blocked by rugs, furniture etc.
INTERIOR	Check cabinet drawers and hinges for proper alignment. Tighten and adjust as necessary.
	Review cabinet manufacturer recommendations as to proper products to maintain the wood finish.
	Vacuum/clean windows and sliding door tracks, lubricate with a suitable product.
	Inspect tiled areas for loose or missing grout/caulking. Re-grout or re-caulk as necessary.
	Check security of guardrails and handrails.
PLUMBING	Check water supply lines and valves to sinks and toilets. Tighten if loose or leaking.

ONCE EVERY YEAR (APRIL)

CATEGORY	MAINTENANCE REQUIRED
INTERIOR	Deep clean carpets and rugs.

Builder: Anthem Waterfront 3 Development Limited Partnership (the "Builder")
Date: Apr-13-2015 (the "Effective Date")

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