

Welcome Home

Congratulations on your new home at **Ridgeway**.

Our goal for this manual is to arm you with the information, tools and resources you need to maximize the use of your home for a lifetime of happy living. This Homeowner Guide includes all the documentation and information regarding what's in your home and how to best operate and care for it.

A digital copy of this manual can be found at www.anthemproperties.com/homeowner-care/.

For product and warranty information, log onto the online Home Information Portal using your Home ID and Password. You can find this information below and on your electrical panel. The guide is intended to give you peace of mind knowing that the answers to any questions you may have regarding your home is available and easy to access.

Our Homeowner Care Team treats every Anthem home as if it's our own. We hope you are as happy in your new home, as we were proud to build it.

Thank you for choosing Anthem to call home.

The Homeowner Care Team

Anthem Ridgeway Development LP

300-550 Burrard St, Vancouver, BC V6C 2B5



Log In Now!

www.anthemproperties.com/homeowner-care/

Login ID: BC00614390
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This guide is also available online. Visit www.anthemproperties.com/homeowner-care/ to access even more information about the products in your home!

Getting to Know My Home

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 home.

Address Update

Be sure to update your address with your employer, driver's license, vehicle registration, voter registration, social insurance, insurance companies, banks and investment accounts, health plans, utility companies, professional organizations, and anyone else from whom you receive regular mail.

Circuit Breaker Panel

Check the location of your main circuit breaker panel and make sure you fully understand the labeling of each circuit. If your circuits are not labeled, label them yourself so you know which breaker turns off each area.

- **If power to a device or electrical outlet goes out**, check to see if one of the circuit breakers has tripped. If a breaker has tripped, be sure to push it all the way to the OFF position until it clicks, then switch it all the way to the ON position until it clicks.
- **If your home loses power**, first check to see if the main breaker to your home has tripped. If not, then check if other homes in your area are affected. Turn off all lights, small appliances, and computers, as these can be damaged by an electrical surge when power is restored.

Document Storage

Find a safe place to store your instruction manuals, home warranty documents, home insurance documents and this guide.

Fire Safety

Purchase a fire extinguisher for each floor of your home, a separate one for the kitchen, and one for your garage as well.

Floor Protection

Install floor protector pads on the bottom of furniture legs where needed.

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, causing condensation on your windows. To reduce humidity, utilize your fan systems (in your bathroom and range hood) and open your window coverings so warm, moist air is not trapped unnecessarily. Cooking, fish tanks, baths, showers, dryers and humidifiers can all cause excess humidity, especially in cold weather.

Smoke Detectors

Find all the smoke detectors in your home and test them all if not done during your home orientation. Plan your evacuation routes in case of an emergency.

Thermostat

Review the instructions for your thermostat so you can program it for optimum comfort. You can find them in your online homeowner portal. 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.

Warranty Cards

Complete any applicable manufacturer's warranty cards.

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-offs. Make sure to close your water shut-off valves if you are away for an extended time, as this will prevent accidental leaks during your absence, which could damage your home and its contents.

In Case of Emergency

This section provides important information such as:

- What to Do in Case of Fire
- What to Know About Carbon Monoxide
- Emergency Preparedness

What to Do in Case of Fire

In case of a fire, 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.
- Never open doors that are hot to the touch. Feel doors for heat with the back of your hand 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 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: either have it repaired as soon as possible or dispose of it.
- 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.

Smoke Detectors

These devices have been installed throughout your home. Periodically check the detector 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. The light is visible by standing directly under the detector. Other models will have a test button which can be depressed to hear high pitch squeal indicating the device is working properly.

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 extinguishers 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 extinguishers are 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 extinguishers 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 extinguishers 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 your home.

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 the operating manual for inspection, installation and maintenance instructions. Rechargeable models **MUST** be serviced after every use. Service companies are listed in the *Yellow Pages* and online 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. **Always call the Fire Department before fighting a fire, and ensure they inspect the fire site even if you think the fire is extinguished.**

What to Know About Carbon Monoxide

Carbon monoxide (CO) is an odorless, colorless gas that can cause illness and death, and is often called the “silent killer.” CO is produced by burning fuels such as gasoline, wood, coal, natural gas, and propane.

Primary Sources of Carbon Monoxide

The primary sources of CO in the home are cooking and heating equipment such as gas-powered cooktops, ovens, fireplaces and appliances (including furnaces, clothes dryers, and water heaters), charcoal or propane grills, camp stoves, or propane and kerosene heaters and generators.

Know the Symptoms

The most common symptoms of CO poisoning are headache, dizziness, weakness, nausea, vomiting, chest pain, and confusion. High levels of CO inhalation can cause loss of consciousness and death. People who are sleeping or intoxicated can die from CO poisoning before ever experiencing symptoms.

Safety Tips

Here are some tips for avoiding CO poisoning:

- Check to ensure that CO alarms are installed in a central location outside each sleeping area and on every level of the home.
- Make sure the alarms are certified by a recognized testing lab such as CSA or ULC.
- Test your alarms at least once a month and replace batteries or alarms as necessary.
- If the alarm sounds, move immediately to a fresh air area and open nearby windows and doors. Make sure everyone in the home is accounted for and moved to a safe location. Call for help from a fresh air location and wait there for safety personnel.
- Never warm up your car inside a closed garage. Move it outside after starting it.
- Never leave any kind of vehicle or motor engine (including lawn or gardening equipment) running indoors or inside a garage, even with the door open.
- When starting and running your vehicle, make sure the exhaust pipe is not blocked by snow or other obstructions.
- If you have a vehicle with a tailgate, make sure you drive with the windows open if the tailgate is open, otherwise CO from the exhaust will be pulled into the cab of the vehicle.
- Propane or kerosene heaters and generators should be used in well-ventilated areas only. Ensure the ventilators on the heaters or generators are not obstructed.
- Never use a stove or oven for heating. Always check that fireplaces, stoves, and ovens are off before leaving the home or going to bed.
- Never burn charcoal indoors.
- During and after a snowstorm, make sure vents for fireplaces, dryers, furnaces, and stoves are clear.

- Only use gas or charcoal grills outdoors.
- Your local natural gas provider adds foul-smelling odorant to natural gas to give it the signature “rotten egg” smell. If you smell gas in your home, immediately move to a fresh air location and open nearby windows and doors. Call for help from a fresh air location and wait there for safety personnel.

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
- 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

Get to know the details of what makes up your home in this section, with information like model numbers of the items installed and paint codes, as well as contact information for the companies that worked on your home.

- My Home Systems, Fixtures and Finishes
- My Home Contacts

You can find this information in your online portal in the “My Home” and “Address Book” sections.

My Home Systems, Fixtures and Finishes

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
C	Manufacturer: System Sensor Inc	Manufacturer Warranty: 1 yr Limited
	Supplier: Electrical Supplies Inc	
	Installer: Electrical Supplies Inc	
	Documents Online	Specification, Operation, Care, Warranty E

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.

Don't forget to login to your online portal for access to the detailed documentation for each product:

Log In Now!

www.anthemproperties.com/homeowner-care/

Login ID: BC00614390
Password: thst77e

If you have been pre-registered, check your email for an access link!

Appliances

Central Vacuum

Model: Cyclovac/E715

Location: Other

Manufacturer: CycloVac

Supplier: Prism Security Systems Ltd

Installer: Prism Security Systems Ltd

Manufacturer Warranty: 5 yr Limited Labour; 10 yr Limited Parts



Operation, Care, Warranty

Cooktop

Model: NGMP655UC

Location: Kitchen

Manufacturer: Bosch Home Appliances

Supplier: Coast Wholesale Appliances LP

Installer: Han Appliances & Refrigeration Ltd

Manufacturer Warranty: 1 yr Limited



Operation, Care, Warranty

Dishwasher

Model: SHV878WD3N

Location: Kitchen

Manufacturer: Bosch Home Appliances

Supplier: Coast Wholesale Appliances LP

Installer: Han Appliances & Refrigeration Ltd

Manufacturer Warranty: 1 yr Limited; 5 yr Limited Electronics and Racks; Lifetime Limited Stainless Steel Rust



Operation, Care, Warranty

Dryer

Model: DV45K6500EV

Location: Laundry

Manufacturer: Samsung Canada

Supplier: Coast Wholesale Appliances LP

Installer: Han Appliances & Refrigeration Ltd

Manufacturer Warranty: 1 yr Limited



Operation, Care, Warranty

Freezer

Model: T18IF800SP

Location: Kitchen

Manufacturer: Thermador

Supplier: Coast Wholesale Appliances LP

Installer: Han Appliances & Refrigeration Ltd

Manufacturer Warranty: 2 yr Limited



Operation, Care, Warranty

Appliances

Microwave/Wall Oven

Model: HBLP752UC

Location: Kitchen

Manufacturer: Bosch Home Appliances
Supplier: Coast Wholesale Appliances LP
Installer: Han Appliances & Refrigeration Ltd

Manufacturer Warranty: 1 yr Limited



Operation, Care, Warranty

Range Hood

Model: CRIS36SSH

Location: Kitchen

Manufacturer: Faber
Supplier: Coast Wholesale Appliances LP
Installer: Han Appliances & Refrigeration Ltd

Manufacturer Warranty: 1 yr Limited



Specification, Operation, Care, Warranty

Refrigerator

Model: T30IR800SP

Location: Kitchen

Manufacturer: Thermador
Supplier: Coast Wholesale Appliances LP
Installer: Han Appliances & Refrigeration Ltd

Manufacturer Warranty: 2 yr Limited



Operation, Care, Warranty

Washer

Model: WF45K6500AV

Location: Laundry

Manufacturer: Samsung Canada
Supplier: Coast Wholesale Appliances LP
Installer: Han Appliances & Refrigeration Ltd

Manufacturer Warranty: 1 yr Limited



Operation, Care, Warranty

Wine Storage

Model: ML24WSP3RP

Location: Kitchen

Manufacturer: Marvel Industries
Supplier: Coast Wholesale Appliances LP
Installer: Han Appliances & Refrigeration Ltd

Manufacturer Warranty: 1 yr Limited Parts & Labour; 2-5 yr Limited Parts



Operation, Care, Warranty

Electrical

Smoke Detector/Alarm

Model: i12040ACA

Location: Other

Manufacturer: Kidde Canada

Supplier: Energy Electric

Installer: Energy Electric

Manufacturer Warranty: 5 yr Limited



Documents
Online

Operation, Care, Warranty

Smoke/Gas Detector/Alarm

Model: 900-0119

Location: Other

Manufacturer: Kidde Canada

Supplier: Energy Electric

Installer: Energy Electric

Manufacturer Warranty: 5 yr Limited



Documents
Online

Specification, Operation, Care, Warranty

Exterior

Door - Patio

Model: Signature/670

Location: Exterior

Manufacturer: Ply Gem

Supplier: Ply Gem

Installer: Ply Gem

Manufacturer Warranty: 20 yr Limited



Specification, Care, Warranty

Garage Door

Model: Classic Steel/8300

Location: Garage

Manufacturer: Wayne-Dalton Corp

Supplier: Creative Door Services Ltd

Installer: Creative Door Services Ltd

Manufacturer Warranty: Lifetime Limited



Specification, Operation, Care, Warranty

Garage Door Opener

Model: ReliaG/850

Location: Garage

Manufacturer: GMI Holdings Inc/The Genie Company

Supplier: Creative Door Services Ltd

Installer: Creative Door Services Ltd

Manufacturer Warranty: 1 yr Limited; 10 yr Limited Motor



Specification, Operation, Care, Warranty

Windows - Vinyl

Model: Designer Series

Location: Exterior

Manufacturer: Ply Gem

Supplier: Ply Gem

Installer: Ply Gem

Manufacturer Warranty: 20 yr Limited



Specification, Operation, Care, Warranty

Heating and Ventilation

Air Conditioning System

Model: NXA648GKA
Location: Other

Manufacturer: International Comfort Products
Supplier: Westwind Heating & Cooling
Installer: Westwind Heating & Cooling

Manufacturer Warranty: 10 yr Limited Compressor, Coil & Parts



Specification, Operation, Care, Warranty

Baseboard Heater

Model: OFM Series
Location: Other

Manufacturer: Ouellet Canada Inc
Supplier: Energy Electric
Installer: Energy Electric

Manufacturer Warranty: 5 yr Limited; Lifetime Limited Heating Element



Specification, Operation, Care, Warranty

Evaporator Coil

Model: END4X48I21A
Location: Other

Manufacturer: International Comfort Products
Supplier: Westwind Heating & Cooling
Installer: Westwind Heating & Cooling

Manufacturer Warranty: 5 yr Limited Parts



Operation, Care

Fireplace - Gas

Model: Marquis Infinite/MQRB4436NE-2
Location: Living Room

Manufacturer: Kingsman Industries
Supplier: Fireplaces Unlimited
Installer: Fireplaces Unlimited

Manufacturer Warranty: Lifetime Limited



Specification, Operation, Care, Warranty

Furnace

Model: F9MVE0802120A
Location: Other

Manufacturer: International Comfort Products
Supplier: Westwind Heating & Cooling
Installer: Westwind Heating & Cooling

Manufacturer Warranty: 10 yr Limited Parts & Replacement; Lifetime Limited Heat Exchanger



Operation, Care, Warranty

Heating and Ventilation

Heat Recovery Ventilator

Model: RNC5-TPF

Location: Other

Manufacturer: Lifebreath Indoor Air Systems

Manufacturer Warranty: Lifetime Limited

Supplier: Westwind Heating & Cooling

Installer: Westwind Heating & Cooling



Specification, Operation, Care, Warranty

Thermostat

Model: OTL101C

Location: Other

Manufacturer: Ouellet Canada Inc

Manufacturer Warranty: 1 yr Limited

Supplier: Energy Electric

Installer: Energy Electric



Specification, Warranty

Thermostat

Model: TH411OU2005

Location: Other

Manufacturer: Honeywell International Inc

Manufacturer Warranty: 5 yr Limited

Supplier: Energy Electric

Installer: Energy Electric



Operation, Care, Warranty

Interior

Backsplash - Quartz

Model: 1141/Pure White

Location: Basement Bathroom, Bathroom 3, Ensuite 2

Manufacturer: Caesarstone

Manufacturer Warranty: Lifetime Limited

Supplier: Arctic Stone Ltd

Installer: Arctic Stone Ltd



Care, Warranty

Cabinet

Model: 7939k-18/Blonde Echo

Location: Item is in multiple locations. Please visit your online portal for more details.

Manufacturer: Modern Kitchens & Closets

Manufacturer Warranty: 1 yr Limited

Supplier: Modern Kitchen & Bathroom Designs Ltd

Installer: Modern Kitchen & Bathroom Designs Ltd



Care, Warranty

Countertops - Quartz

Model: 1141/Pure White

Location: Basement Bathroom, Bathroom 3, Ensuite 2, Laundry

Manufacturer: Caesarstone

Manufacturer Warranty: Lifetime Limited

Supplier: Arctic Stone Ltd

Installer: Arctic Stone Ltd



Care, Warranty

Countertops - Quartz

Model: 5131/Calacatta Nuvo

Location: Kitchen, Living Room, Master Ensuite, Powder Room

Manufacturer: Caesarstone

Manufacturer Warranty: Lifetime Limited

Supplier: Arctic Stone Ltd

Installer: Arctic Stone Ltd



Care, Warranty

Flooring - Carpet

Model: Perfect Reason/02414/929

Location: Basement Bedroom, Bedroom 2, Bedroom 3, Master Bedroom

Manufacturer: Beaulieu Canada

Manufacturer Warranty: Lifetime Limited

Supplier: Friesen Floor & Window Fashions

Installer: Friesen Floor & Window Fashions



Care, Warranty

Interior

Flooring - Hardwood

Model: Custom Stain

Location: Dining Room, Entry, Hall, Kitchen, Living Room

Supplier: Friesen Floor & Window Fashions

Installer: Friesen Floor & Window Fashions

Flooring - Tile

Model: Dock/12x24/Silver

Location: Basement Bathroom, Bathroom 3, Ensuite 2

Manufacturer: Saltillo Imports Inc

Manufacturer Warranty: N/A

Supplier: Friesen Floor & Window Fashions

Installer: Friesen Floor & Window Fashions



Care

Flooring - Tile

Model: Dock/2x2/Silver

Location: Master Ensuite

Manufacturer: Saltillo Imports Inc

Manufacturer Warranty: N/A

Supplier: Friesen Floor & Window Fashions

Installer: Friesen Floor & Window Fashions



Care

Flooring - Tile

Model: White/6x24/Glossy

Location: Bathroom 3, Ensuite 2

Manufacturer: Euro Ceramic Tile Distributors

Manufacturer Warranty: N/A

Supplier: Friesen Floor & Window Fashions

Installer: Friesen Floor & Window Fashions



Care

Wall Tile

Model: Dock/6x24/Silver

Location: Master Ensuite

Manufacturer: Saltillo Imports Inc

Manufacturer Warranty: N/A

Supplier: Friesen Floor & Window Fashions

Installer: Friesen Floor & Window Fashions



Care

Interior

Wall Tile

Model: White/4x16/Glossy

Location: Basement Bathroom

Manufacturer: Euro Ceramic Tile Distributors

Manufacturer Warranty: N/A

Supplier: Friesen Floor & Window Fashions

Installer: Friesen Floor & Window Fashions



Care

Plumbing

Faucet

Model: Allure/23 077 000

Location: Basement Bathroom, Bathroom 3, Ensuite 2, Master Ensuite

Manufacturer: GROHE Canada Inc

Manufacturer Warranty: Lifetime Limited

Supplier: Moodyville Plumbing & Heating

Installer: Moodyville Plumbing & Heating



Specification, Operation, Care

Faucet

Model: Allure/32 128 000

Location: Powder Room

Manufacturer: GROHE Canada Inc

Manufacturer Warranty: Lifetime Limited

Supplier: Moodyville Plumbing & Heating

Installer: Moodyville Plumbing & Heating



Specification, Warranty

Faucet

Model: K7/31380 000

Location: Kitchen

Manufacturer: GROHE Canada Inc

Manufacturer Warranty: Lifetime Limited

Supplier: Moodyville Plumbing & Heating

Installer: Moodyville Plumbing & Heating



Care, Warranty

Faucet

Model: Minta/32 319 000

Location: Laundry

Manufacturer: GROHE Canada Inc

Manufacturer Warranty: Lifetime Limited

Supplier: Moodyville Plumbing & Heating

Installer: Moodyville Plumbing & Heating



Care, Warranty

Hot Water Heater - Gas

Model: NPE240A

Location: Other

Manufacturer: Navien America Inc

Manufacturer Warranty: 1 yr Limited Labor; 5 yr Limited Parts;
15 yr Limited Heat Exchanger

Supplier: Moodyville Plumbing & Heating

Installer: Moodyville Plumbing & Heating



Specification, Operation, Care, Warranty

Plumbing

Toilet Bowl

Model: Durastyle/2160010000

Location: Basement Bathroom, Bathroom 3, Ensuite 2, Master Ensuite, Powder Room

Manufacturer: Duravit USA Inc

Manufacturer Warranty: 5 yr Limited

Supplier: Moodyville Plumbing & Heating

Installer: Moodyville Plumbing & Heating



Documents
Online

Care, Warranty

Toilet Tank

Model: Durastyle/0935200005

Location: Basement Bathroom, Bathroom 3, Ensuite 2, Master Ensuite, Powder Room

Manufacturer: Duravit USA Inc

Manufacturer Warranty: 5 yr Limited

Supplier: Moodyville Plumbing & Heating

Installer: Moodyville Plumbing & Heating



Documents
Online

Care, Warranty

My Home Contacts

While your new home warranty is in place you **MUST ONLY** contact your builder so as not to void your warranty – they will ensure any repairs align with your warranty provider's requirements. Without going through your builder or warranty provider, you run the risk of becoming responsible for any future damage. **Only contact the trades below AFTER your new home warranty is over.**

Anthem Ridgeway Development LP | Builder

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

Arctic Stone Ltd | Installer, Supplier

604-276-8481
12240 Vulcan Way, Richmond, BC V6V 1J8

BC Housing | Consultant

604-646-7050 • www.bchousing.org/licensing-consumer-services
203 - 4555 Kingsway, Burnaby, BC V5H 4T8

Beaulieu Canada | Manufacturer

403-236-4045 • www.beaulieucanada.ca
2510 61 Ave SE, Calgary, AB T2C 4V2

Bosch Home Appliances | Manufacturer

800-921-9622 • www.boschappliances.com
5551 McFadden Ave, Huntington Beach, CA 92649

Caesarstone | Manufacturer

877-978-2789 • www.caesarstoneus.com
11830 Sheldon St, Sun Valley, CA 91352

Coast Wholesale Appliances LP | Supplier

888-988-8282 • www.coastappliances.com
8488 Main St, Vancouver, BC V5X 4W8

Creative Door Services Ltd | Installer, Supplier

604-524-8444 • www.creativedoor.com
3 - 1678 Fosters Way, Delta, BC V3M 6S6

CycloVac | Manufacturer

800-665-2500 • www.cyclovac.com
19578 55A Ave, Surrey, BC V3S 8P8

My Home Contacts

Please contact your builder or warranty provider during the new home warranty period to resolve any issues that may arise. Failure to do so may void your home warranty.

Duravit USA Inc | Manufacturer

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

Energy Electric | Installer, Supplier

604-575-5559 • www.energyelectric.ca
123 - 18525 53 Ave, Surrey, BC V3S 7A4

Euro Ceramic Tile Distributors | Manufacturer

604-437-3876 • www.eurotile.ca
4288 Manor St, Burnaby, BC V5G 1B2

Faber | Manufacturer

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

Fireplaces Unlimited | Installer, Supplier

604-415-9330 • www.fireplacesunlimited.ca
4460 Juneau St, Burnaby, BC V5C 4C8

Friesen Floor & Window Fashions | Installer, Supplier

604-850-6644 • friesenfloors.ca
31726 S Fraser Way, Abbotsford, BC V2T 1T9

GMI Holdings Inc/The Genie Company | Manufacturer

800-354-3643 • www.geniecompany.com
One Door Drive P.O. Box 67, Mount Hope, OH 44660

GROHE Canada Inc | Manufacturer

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

Han Appliances & Refrigeration Ltd | Installer

604-233-9216
1130 22091 Fraserwood Way, Richmond, BC V6W 0A8

My Home Contacts

Please contact your builder or warranty provider during the new home warranty period to resolve any issues that may arise. Failure to do so may void your home warranty.

Honeywell International Inc | Manufacturer

973-455-2000 • www.honeywell.com
101 Columbia Rd, Blackwood, NJ 07962

International Comfort Products | Manufacturer

800-458-6650 • www.icpusa.com
1 - 6060 Burnside Crt, Mississauga, ON L5T 2T5

Kidde Canada | Manufacturer

800-880-6788 • www.kiddecanada.com
130 Esna Park Dr, Markham, ON L3R 1E3

Kingsman Industries | Manufacturer

204-632-1962 • www.kingsmanind.com
2340 Logan Ave, Winnipeg, MB R2R 2V3

Lifebreath Indoor Air Systems | Manufacturer

519-457-1904 • www.lifebreath.com
511 McCormick Blvd, London, ON N5W 4C8

Marvel Industries | Manufacturer

800-428-6644 • www.marvelindustries.com
Box 997, Richmond, IN 47375

Modern Kitchen & Bathroom Designs Ltd | Installer, Supplier

604-574-4550 • www.modkit.ca
5455 180 St, Surrey, BC V3S 5R9

Modern Kitchens & Closets | Manufacturer

780-457-5200 • www.mymodernkitchens.com
10367 170 St, Edmonton, AB T5P 4V4

Moodyville Plumbing & Heating | Installer, Supplier

604-613-0769
324 4th St E, North Vancouver, BC V7L 1J2

My Home Contacts

Please contact your builder or warranty provider during the new home warranty period to resolve any issues that may arise. Failure to do so may void your home warranty.

National Home Warranty Group Inc | Warranty Provider

604-608-6678 • www.nationalhomewarranty.com
1100 - 1125 Howe St, Vancouver, BC V6Z 2Y6

Navien America Inc | Manufacturer

800-519-8794 • www.navien.ca
17855 Fitch Ave, Irvine, CA 92614

Ouellet Canada Inc | Manufacturer

800-463-7043 • www.ouellet.com
180 3 Ave, L'Islet, QC G0R 2C0

Ply Gem | Installer, Manufacturer, Supplier

604-270-1488 • www.plygem.ca
178 - 21300 Gordon Way, Richmond, BC V6W 1M2

Prism Security Systems Ltd | Installer, Supplier

604-515-0050 • www.prismsystems.ca
202 - 3882 Napier Street, Burnaby, BC V5C 3E8

Saltillo Imports Inc | Manufacturer

416-441-2224 • www.saltillo-tiles.com
115 Tykos Dr, Toronto, ON M6B 1W3

Samsung Canada | Manufacturer

800-726-7864 • www.samsung.ca
300 - 5420 N Service Rd, Burlington, ON L7R 5B6

Thermador | Manufacturer

800-735-4328 • www.thermador.ca
5551 McFadden Ave, Huntington Beach, ON 92649

Wayne-Dalton Corp | Manufacturer

888-827-9661 • www.wayne-dalton.com
Box 67, Mount Hope, OH 44660

My Home Contacts

Please contact your builder or warranty provider during the new home warranty period to resolve any issues that may arise. Failure to do so may void your home warranty.

Westwind Heating & Cooling | Installer, Supplier

604-346-7331

7556 Minister Dr E, Delta, BC V4C 4M5

Warranty

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

This section includes the following documents:

- My Home Warranty
- Who Do I Contact for Warranty Service?
- Service and Repair During My Home Warranty

My Home Warranty

Warranty Provider: National Home Warranty Group Inc
Policy Number: NHWB98516-A03

IMPORTANT: Please consult your Warranty Certificate for confirmation of the information above.
Note that more information on the specifics of your new home warranty coverage, most importantly Limitations and Exclusions, is available online at www.nationalhomewarranty.com.

Coverage

2 Year Materials & Labour Warranty

- First 12 months: coverage for any defect in materials and labour;
- First 24 months: coverage for any defect in materials and labour supplied for the electrical, plumbing, heating, ventilation and air conditioning delivery and distribution systems. In addition, coverage for any defect in materials and labour supplied for the exterior cladding, caulking, windows and doors that may lead to detachment or material damage to the new home, any defect in materials and labour which renders the new home unfit to live in, and for a violation of the Building Code.

5 Year Building Envelope Warranty

- Coverage against unintended water penetration such that it causes, or is likely to cause, material damage to the new home.

10 Year Structural Defects Warranty

- Any defect in materials and labour that results in the failure of a load bearing part of the new home, and;
- Any defect which causes structural damage that materially and adversely affects the use of the new home for residential occupancy.

Limitations and 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:

- Normal shrinkage of materials caused by drying after construction;
- Materials, labour, or design supplied by an owner/occupant. This includes changes, alterations, or additions made to the new home by anyone after initial occupancy, except those performed by the Builder or its employees, agents, or sub-contractors under the construction contract or sales agreement;
- Accidental loss or damage from acts of nature including, but not limited to, fire explosion, smoke, water escape, glass breakage, windstorm, hail, lightning, falling trees, aircraft, vehicles, flood,

earthquake, avalanche, landslide, and changes in the level in the underground water table which are not reasonably foreseeable by the Builder;

- Reduction in value of the new home;
- Subsidence of the land around the new home or along utility lines, other than subsidence beneath footings of the new home or under driveways or walkways;
- Landscaping, both hard and soft, including plants, fencing, detached patios, gazebos and similar structures;
- Non-residential structures including sheds, garages, carports or any structure or construction;
- Roads, curbs, and lanes;
- Site grading and surface drainage, except as required by the Building Code;
- The operation of municipal services, including sanitary and storm sewer;
- The quality or quantity of water, either piped municipal water supply or from a well;
- Contaminated soil.

Your Responsibilities

Under your home's warranty, you have a duty to mitigate damages by reporting problems or defects to your warranty provider in writing in a reasonable time. You must also take reasonable steps to prevent further damage and provide access to your property for inspection and repairs.

Properly operating and maintaining your home will ensure you don't void any of the terms of your coverage. Be aware of your responsibilities to be certain that your home warranty serves you well:

1. Owners are required to mitigate any damage to a new home, including damage caused by defects or water penetration, as set out in your home warranty insurance.
2. The duty to mitigate is met in part through timely notice in writing to the warranty provider.
3. Owners must also take all reasonable steps to restrict damage to the new home if the defect requires immediate attention.
4. Owners' duty to mitigate survives even if
 - a. the new home is unoccupied,
 - b. the new home is occupied by a party other than the owner,
 - c. water penetration does not appear to be causing damage, or
 - d. the owner advises a condominium corporation about the defect (if applicable).

To the extent that damage to a new home is caused or made worse by failure of an owner to take reasonable steps to mitigate as described above, such damage may be excluded from home warranty insurance coverage.

Who Do I Contact for Warranty Service?

During My New Home Warranty

If you are still in the new home warranty period, reach the contacts below to receive service or find out more about your warranty. Contact your builder first with any questions, to avoid voiding your warranty.

IMPORTANT: For life threatening emergencies, always call 911.

Builder

Anthem Ridgeway Development LP
300 - 550 Burrard St
Vancouver, BC V6C 2B5
Phone: 604-559-8323
Fax: 604-689-5642
Email: homeownercare@anthemproperties.com
Website: www.anthemproperties.com

Home Warranty Provider

National Home Warranty Group Inc
1100 - 1125 Howe St
Vancouver, BC V6Z 2Y6
Phone: 604-608-6678
Fax: 604-408-1001
Website: www.nationalhomewarranty.com

BC Housing Licensing & Consumer Services

Branch of BC Housing
203 - 4555 Kingsway
Burnaby, BC V5H 4T8
Phone: 604-646-7050
Email: licensinginfo@bchousing.org
Website: bchousing.org/licensing-consumer-services

Post-Warranty Contacts

ONLY AFTER your new home warranty period is over, get in touch with your manufacturers, suppliers and installers, as they can help you with any extended product warranties available, help you with a renovation, or supply additional information about the items in your home.

Manufacturers

AFTER your new home warranty period is over, contact the manufacturers of items in your home for information on extended product warranties. The only exception to this is appliances, for which the main warranty contact is usually the manufacturer.

Suppliers

The companies who supplied the products in your home can help you find where to get similar or matching items, such as tile or paint, if you are doing a home renovation or a minor touch-up. **Remember to contact your builder first, if it is still during your new home warranty period.**

Installers

It's often useful to know who installed items in your home, in case in the future you need to use a certified trade you know you can trust. Some installers also guarantee their work, but **contact your builder first, if it is still during your new home warranty period.**

Service and Repair During My Home Warranty

At Anthem, 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 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 representative to perform your in-home orientation. At that time, any items needing attention were identified and listed on the Possession Addendum Report and signed by both parties. Our representative then arranged for 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 Homeowner Care team.

Please use the service request form that will be mailed to you approximately eleven months from the date of occupancy. Once received, a representative from Anthem will contact you during regular business hours to arrange a meeting to review your concerns with you. Our representative will make repairs or adjustments as required under the terms and conditions of National Home Warranty. If you are not in agreement with the corrective measures taken or the standards of the corrections, National Home Warranty or the Homeowner Protection Office 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. When dealing with any problem that requires warranty service, it is important to classify the nature of the issue to ensure an appropriate response.

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.	<p>For emergency repairs, please contact the appropriate trade below and alert our office during business hours:</p> <p>Heating: Westwind Heating & Cooling 604-346-7331</p> <p>Plumbing & Mechanical: Pipecraft Mechanical 778-833-4749</p>
Medium	<p>These defects could pose a safety hazard or could cause create greater harm to your home. Examples include:</p> <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. 	<p>These issues should be reported to Anthem Homeowner Care shortly after discovery to prevent further damage and/or reduce the safety hazard.</p>
Low	<p>These items do not require immediate attention. Examples include: drywall cracks or nail pops.</p>	<p>These items should be compiled and submitted at the end of the warranty period.</p>

Service Request Process

Contact the appropriate trade's 24-hour line above to assist with an emergency and alert our office during business hours. If you have issues that require attention before your Year End Service Request, please submit them in writing by emailing us at homeownercare@anthemproperties.com

Once received, your request will be processed as follows:

1. Within 3 business days, Homeowner Care will review your request. If there are any uncertainties with 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. Homeowner Care will arrange for service with the appropriate service/trade(s).
3. **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. Homeowner Care 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 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 Homeowner Care and/or warranty provider;
- Attempt repairs yourself or hire someone to do them for you;
- Ask the contractors to fix anything else.

Maintenance

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

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 online access to product manuals and written warranties on consumer products which may be installed in your home. Please familiarize yourself with these documents, as you are responsible for maintenance related to your home, and 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 not intended to replace any recommendations by the manufacturer, and if you observe a conflict between our recommendations and those provided by the manufacturer, the manufacturer's instructions always supercede any found in this section or in your Homeowner Portal. It is by no means an all-inclusive list and may not apply to every item 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 Homeowner Portal or on the manufacturer's website.

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

National Home Warranty Group Inc
www.nationalhomewarranty.com

BC Housing Licensing & Consumer Services
www.bchousing.org/licensing-consumer-services

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.

The manufacturer's appliance warranties take effect on the date of closing. It is important to complete the manufacturer warranty card received for each appliance when you move in.

If an appliance fails, complete the following checklist before calling the manufacturer/supplier to prevent unnecessary service charges:

- 1) Check the appliance is plugged in.
- 2) If the appliance is plugged in to a wall-switched electrical outlet, check the switch is "on".
- 3) If the appliance is plugged in to a GFCI circuit, check and reset the button if necessary.
- 4) Check that the circuit breaker on the electrical panel box controlling the appliance is "on".

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:

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

Central Vacuum

- The dirt or filter canister of your power unit will need to be emptied at least 3-4 times per year. Inverted bag units can be cleaned by shaking it into a plastic garbage bag.
- Clean out the hose and piping system at least once per year.
- Do not use liquid cleaners or water as an electrical shock can occur.
- If the unit does not turn on, or shuts off and starts back up after a few minutes, the motor may need replacement.

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 you have a gas cooktop, 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 and settings to find the

one that works best. 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 garburator (if applicable) is empty since the dishwasher drains into the garburator.
- 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.
- The dishwasher drain filter may need periodic cleaning.
- From time to time, run an empty cycle to clean the dishwasher.

Hood Fan

- Run your hood fan several minutes before and after cooking to clear all smoke and odours from the kitchen.
- For everyday cleaning, wipe the hood fan unit with warm water and mild soap.
- Clean the filters monthly by removing them and soaking in hot water and mild soap for several minutes. Rinse with clean water and wipe them with a clean sponge or cloth before replacing them in the fan unit.
- Ensure that vent louvres are not blocked.

Microwave

- Do not remove the waveguide cover inside the microwave. To clean, wipe with a damp cloth.
- Clean the inside and outside surfaces 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.
- Never operate the microwave when it is empty, as this will cause the oven's energy to feedback on itself and can overheat it.

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.
- 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.
- When using the self-clean feature, be sure to remove all contents and the racks.
- Always follow the directions in your user manual carefully before using the self-cleaning function.

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.

- If your refrigerator has a water dispenser or ice cube maker, you will need to change the filters every 6 months, or when the “change filter” indicator lights up.

Washer/Dryer

- Clean the dryer lint screen after every load to ensure maximum airflow and drying times.
 - Every few months, and no less frequently than once per year, inspect the dryer’s duct to the outside to ensure it remains unclogged.
 - Do not use abrasive cleaners on the exterior of your washer or dryer. Use warm water and mild soap instead.
 - Do not overload machines.
 - Use laundry soap, detergent, softeners and bleach as recommended by the manufacturer. If you have a front-loading washing machine, be sure only to use “HE” or “high efficiency” detergent.
-

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.

Arc Fault Circuit Interrupters (AFCI)

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. 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 neighbourhood. If you notice a general electrical failure in your neighbourhood, call your electric company to report the problem.

Ground Fault Circuit Interrupters (GFCI)

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. 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.

Always turn off the power at a wall switch or circuit breaker before cleaning a lighting fixture. Most light fixtures can be cleaned by wiping with a damp cloth and mild soap. 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 as the soap film will reduce static electricity.

DO NOT hang a ceiling fan from an existing ceiling light box without adding 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 and AFCI 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 centres 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 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.

Exterior Components

The exterior finishes of your home are exposed to changing weather conditions, and require routine maintenance and care. We recommend that you inspect the exterior surfaces of your home every three months.

Decks and Balconies

Do not install heavy equipment or nail anything to the balcony or deck. The hole caused by the installation could allow water to enter your home and cause damage. If damage occurs to the deck membrane, it should be repaired immediately.

Check with your builder to find out the maximum weight your deck can support.

If your balcony or deck has roof drains, they should be kept free of debris. This allows proper water flow from the balcony or deck. After rain, water may stand in small puddles for a short time before evaporating. This is to be expected of any flat surface and is normal.

Use caution when placing and moving outdoor furniture. Rust from metal articles can also damage surfaces.

If you place plants on your balcony, make certain that drainage from the plants does not accumulate on the floor of the balcony. Water can be trapped under potted plants and trays on your balcony or deck, which can deteriorate the surface.

Cracking, warping and splitting of wood decks is normal and cannot be prevented. Treating or re-staining your wood decks annually will keep them looking their best.

Consult a licensed contractor before you consider making any structural or cosmetic changes to your balcony or deck.

Eavestroughs, Gutters and Downspouts

Clean your gutters at least twice a year, especially after leaves fall on your roof. Make sure both gutters and downspouts are kept clear. Corners and joints should be checked and repaired at the same time, using readily available commercial sealers. Downspouts that are not tied into drains should be draining onto a concrete splash block or into a planted area to prevent erosion. During cold weather months, ice dams may form. If not removed, they will cause the gutters to sag and fall especially if the sagging causes the pins to fail or come out. Damage due to improper maintenance by the homeowner or blockages due to ice, debris etc., will not be covered by your home's warranty.

Exterior Doors and Hardware

Check the finish on your exterior doors several times a year. Doors that receive direct sunlight should be inspected more often. If you notice cracking or peeling, refinish the door promptly. Use touch up paint as needed and repaint once a year or as required. If left unattended, cracking and peeling will destroy the surface of the door.

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.

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 centre.

Inspect the weather-stripping on your exterior doors frequently. Weather-stripping should form a reasonably tight seal to prevent air and water from entering. Normal contraction of wood doors can leave a small gap in the weather-stripping. This is normal. The small gap will close when the humidity increases and the door expands. Re-glue or replace rubber and synthetic weather-stripping that has worked loose. Use an appropriate commercial weather-stripping cement or glue. Do not use super glue type adhesives.

Metal weather-stripping components can become unfastened. If this happens, carefully reshape the metal to its proper position and fasten it with small nails or tacks. Replace metal weather-stripping that has been damaged beyond this simple repair procedure.

Metal doors require paint touch up but usually require little other care. Observe the lower edge of metal doors to inspect for rust. Remove the cause of the rust where possible and any rust stains, and use touch up paint to cover the exposed metal.

If occasional sticking occurs, exterior locks can be easily freed with lubricants sold in most hardware stores. Locks may require adjustment of the strike plate on the doorjamb. Two remedies are suggested: One is to remove the strike plate and carefully file the latch opening; the other is to move the strike plate by moving the screws into new positions.

Exterior Lighting

Always turn off the power at a wall switch or circuit breaker before cleaning a lighting fixture. If the light fixture is exposed to the weather only use outdoor bulbs and not indoor bulbs. When changing light bulbs avoid doing so in the rain, and do not use light bulbs with a higher wattage than the maximum recommended by the fixture manufacturer.

Exterior Paint

Check the painted/stained surfaces of your home's exterior annually. If you repaint before there is much chipping or wearing away of the original finish, you will save the cost of extensive surface preparation. It is a wise maintenance policy to plan on refinishing the exterior surface of your home approximately every two to four years (or as often as your paint manufacturer suggests for your area and climate).

The chemical structure of the paint used on the exterior is governed by the climatic conditions. Over a period of time, this finish will fade and dull a bit. Wood trim painted white or light colours will more readily show grain and cracks and will therefore require additional maintenance.

Garage Door and Opener

Since the garage door is a large, moving object, periodic maintenance along with following the manufacturer's instructions will insure safe and reliable operation.

Do not allow anyone near the door when it is in motion. Keep hands and fingers away from all parts of the door except the handle. Do not allow children to play with or around the door.

Weather conditions may affect the door operation which could require some resetting of the opener's adjustments. To ensure safe operation of the door, perform the monthly and six-monthly tests as described in the manufacturer's manual (found in your Homeowner Portal).

Check the door hardware for lubrication at least once a year. Lubricate door hinges, rollers and bearings, according to the manufacturer's recommended procedures. CAUTION: many newly manufactured garage doors come with self-lubricated or plastic parts that do not require oil.

Occasionally inspect the rubber seal or gasket at the bottom of your garage door to ensure it remains pliable and forms a good seal with the ground. The rubber can become brittle and crack over time and will need periodic replacement.

Landscaping

If your home has an irrigation system, be sure to check it regularly. Look for clogged, cracked or broken heads, leaks and spray adjustment. Position sprinkler heads so that the water does not fall on wood, stucco or other exterior surfaces of your home. Automatic sprinkler systems should not be connected to a GFCI circuit. Avoid ponding from excessive watering in low spots and next to structures. Identify the location of irrigation lines and avoid digging or trenching around the lines. If a line is broken, consult with a nursery employee or irrigation professional for advice on repairs.

Do not allow sprinklers to spray water on the exterior painted walls of your home. This will cause blistering, peeling, splintering and other damage to the home.

If you notice pooling water or excessive flows in one area, construct drainage features to direct the flow of water away. The ground next to your home should always slope away to prevent standing water. If water is allowed to stand or pool next to your home, damage to the foundation and plantings will result. The water also could seep into your home and damage the interior and furnishings. Consult with a landscape contractor before such drainage features are begun. Always keep drains free of debris, leaves and lawn clippings.

Landscaping can change the grading of your lot. We suggest that you consult a professional landscape contractor when the time comes to landscape your lot. Provide ample room for growth between plants and your home.

If your landscaping projects require additional soil be added to your lot, be especially careful that the drainage is not altered significantly. Keep the surface of the soil at least six inches below the level of the stucco screed. This will assist in preventing wood rot and termites.

Avoid overwatering that can cause ponding or infiltration of water next to, into or under concrete slabs, patios, walkways, walls, fences or driveways.

When making changes to your landscaping, please consider that any changes you make in the grading and drainage of your lot could affect neighbouring properties. Damage to your property and to neighbouring property will be your responsibility.

Since your builder does not have control of the quality of design, materials, construction procedures, or labour used in the improvements which you construct on your lot, you are hereby advised that it is your responsibility and that of your contractors and consultants to properly design and install any improvements so as not to deter proper lot drainage.

Roof

Inspection of your roof by a roofing professional at least once per year, and after severe weather or upon any sign of water intrusion through the roof, is recommended. **Yearly inspections and maintenance by roofing professional will help prevent or eliminate conditions which commonly result in roof failures.**

Do not nail anything to your roof. Television antennas, cable dishes, and other potential attachments may not be allowed in your neighbourhood, depending on the applicable municipal by-laws. If allowed, any such attachment should only be made by a licensed roofer.

Remove fallen limbs and other debris from your roof promptly. If large limbs have fallen onto your roof, visually inspect the nearby tiles or shingles for signs of damage. Repairs should be made by a professional roofing contractor.

Rain gutters, downspouts, valleys and roof to wall flashings should be kept free of debris such as leaves, twigs, bird defecation, and litter. Bird defecation and other such debris can block drainage and cause water to pool on your roof, and can result in the deterioration of underlayment and other components of your roofing system.

Inspect the gutters, downspouts, valleys, roof to wall flashings, and vent pipe flashings at least twice each year and after each heavy rain or windstorm. Downspouts should be directed so that erosion of the soil is prevented. Connection to a yard drainage system is strongly recommended.

Siding and Cladding

Composite

Composite siding such as HardiePlank™ or Smartboard™ may require occasional repainting and caulking. They are generally maintenance free but can be cleaned with a water hose and a mild cleaner. Do not use abrasive cleaners or high-powered pressure washers.

Windows and Sliding Glass Doors

Window glass should be cleaned with water and mild cleaning products designed for use on windows. Do not clean windows with solvents, abrasive pads, putty knives, or any products which can disintegrate the rubber

gasket material. Doing so may result in deterioration of rubber gaskets and can result in leaks or fogging of dual pane windows. Do not clean windows with abrasive cleansers that may cause scratches.

Do not apply window tinting materials made of film to double-glazed windows and doors. Window tinting may limit or void coverage under your window manufacturers' Limited Warranty and/or cause damage with respect to the windows in your home. The use of these materials can cause a buildup of heat between the panes of glass. This excessive heat will destroy the seals and permit water condensation to form between the panes.

Aluminum foil also causes a heat buildup between window panes and should not be used.

Window screens should be removed and cleaned every six months with water and a mild soap. Inspect window screens annually for holes, tears, or other deterioration. Window screens should be repaired or replaced when and if necessary.

Inspect the caulking and seals of your windows annually. Repair or replace missing caulk or damaged seals promptly. This will protect your windows. Window tracks and weep holes must be kept clean and free of debris to facilitate proper drainage and to help prevent leaks and other problems resulting from standing water.

Keep the window and sliding door tracks free of dirt and debris. The tracks are soft and can become damaged if they are not kept clean. Use a broom or a brush to loosen collected debris. Vacuuming thoroughly should be a part of your regular cleaning routine. Avoid using abrasive cleaners as they may scratch or damage the aluminum or vinyl frame coating. Refer to the manufacturer's instructions for appropriate products if windows and doors do not slide freely.

Window and sliding door frames have small weep holes at the bottom to permit water to drain from the tracks. Keep the weep holes open and free of debris. Avoid flooding window and door frame tracks. Excessive water can overflow the track and back up into your home.

During high winds, air will penetrate your windows and door frames, especially through the weep holes. This is normal. The weep holes are necessary for proper ventilation and you should keep them clear at all times.

Window Wells

Window wells are a means of providing a window for a basement below grade. Window wells should be kept free of ice, snow, leaves and other debris.

Heating and Ventilation

Air Conditioning System

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

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. Be aware that if the air conditioner has been turned off, it may take some time for your home to reach the desired temperature. 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 to a very low temperature 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.

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.

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

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 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.

The air conditioner compressor must be maintained in a level position at the location where it was installed. 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.

Please consult the manufacturer's documentation for detailed operating instructions and maintenance requirements.

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.

Evaporator Coil

Evaporator coils should be inspected and cleaned by a certified professional. This work is to be done as part of the regular furnace maintenance. Please follow the manufacturer's recommended maintenance schedule and have the unit serviced by a professional as needed.

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.

Fireplace

Carefully read and follow the manufacturer's instructions for use and care of your fireplace.

1. Ensure that the wires and electric components are safe and in good working order. If any wires are frayed in your fireplace, have them removed and replaced.
2. Maintain your fireplace mantel with cleaning products specific to the material it's made from.
3. Never use abrasive cleaners on your fireplace or you may cause scratches. The gentler the cleaner the better. Glass doors may be cleaned with a little glass cleaner, but do not use glass cleaner when cleaning the back of the glass. Use only a mild soap and water for fireplace maintenance.
4. Clean the firebox and control compartment with a vacuum and brush. Regularly inspect for debris, cobwebs, and dust that can clog vents or catch fire.
5. If you ever smell any unusual odours or fumes, or if you smell gas, shut off the fireplace immediately and call a professional to have it checked.
6. A danger with gas fireplaces is carbon monoxide. Ensure your home is fitted with a carbon monoxide detector for safety.

The gas fireplace and venting system should be inspected annually before use by a qualified service person. Yearly inspections and service of your fireplace by a qualified fireplace company will ensure your fireplace system is maintained in proper working order.

The fireplace area must be kept clear and free of combustible materials, gasoline or other flammable vapours and liquids.

Please consult the manufacturer's operating manual found in your Homeowner Portal for specific maintenance and care instructions.

Furnace

Carefully read and follow your manufacturers' warranties and instructions for use and care of your furnace.

Your heating systems can play an important role in the first year after you move in. 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°C and 22°C.

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

1. Inspect the filters once a month; change or clean as needed during times of constant operation. A clogged filter can slow air flow and cause cold spots in your home, and can result in damage to the unit and increased energy costs.
2. Check the operation of your system well in advance of peak operating seasons and correct any problems before seasonal service demands are the greatest. Annual inspections of your heating systems by a heating professional are recommended.
3. Keep all vents and registers clean and free of dust, cobwebs and debris.
4. Do not block or cover any vents or outlets. Both warm and cold air outlets are needed for the furnace to circulate the air in your home properly.
5. Furnaces will typically have exterior combustion air vents run to them. Never cover or block these vents. Air from outside is needed to supply oxygen to the furnace. If they are covered or blocked, the furnace may draw air down the vent pipe, pulling poisonous exhaust fumes into your home.

Heat Recovery Ventilator (HRV)

Inspect exterior hoods and vents at least once a month to ensure the air supply and exhaust hoods are not blocked by leaves, grass, or snow. In winter, ensure that snow and frost have not built up on the hoods or wire mesh.

Clean the air filters, core, and inside of the cabinet 3 times a year. Filters and core can be washed with mild soap and water. **Caution: Do not wash filters or core in the dishwasher.**

At least once a year, clean the drain line. Clean the duct system as needed. If you do not feel comfortable performing any of these steps, contact a qualified HVAC service company.

Range Hood

Grease build-up in your range hood or hood fan can be 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. For tips on maintenance, see “Hood Fan” under the Appliances section of this guide.

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 block the thermostat, as this will prevent it from being able to detect air temperature accurately. 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

Glazed tiles should be cleaned routinely with an all-purpose household cleaner. Be sure the cleaner is compatible with grout, as some products such as Lysol can stain grout. Unglazed tiles can be cleaned with a neutral-pH cleaner formulated for cleaning tile. Never use abrasive cleaners, scouring pads, ammonia, or bleach, which can scratch or damage the tile finish. 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. Sealers and cleaners can be found at your local hardware store.

Cabinets

A soft, damp cloth is usually all that’s needed to clean your cabinets. Remove splashes and splatters promptly to avoid permanent stains. For more thorough cleaning, use mild dishwashing liquid and warm water. Wipe dry after cleaning. Never use abrasives, scouring pads, solvents, ammonia, bleach, or silicone-based products, as these can damage cabinet surfaces. 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.

Over time, some fading of the original colour may occur, especially if exposed to direct sunlight. Consider using window coverings to prevent direct sun on cabinets. 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. 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. From time to time the hinges may need adjustment, which can be done easily with a small screwdriver.

Countertops

The countertops in your home may be constructed of ceramic tile, plastic laminate, natural stone, or engineered stone. 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 surfaces.
- Wipe up spills immediately. Some liquids, particularly hot ones, can cause almost imperceptible stains. 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.
- Do not place extremely hot pans on the counter. Instead, set the pan on a trivet or potholder.
- Re-caulk separations that occur around sinks and along the backsplash of countertops to prevent water from entering into those separations and causing damage.
- Clean your countertops with mild soap and water. Do not use abrasive cleaners, scouring pads, scrapers, bleach, ammonia, or harsh cleaners, as these can damage the finish.
- If your countertop is made of natural stone or other solid surface, it should be sealed annually with an appropriate sealing product to protect against stains. Stone sealers are available at most hardware stores.
- If your countertop is made of tile, scrub the grout routinely with mild soap and water or household cleaner. To prevent stains and buildup, seal the grout with an appropriate sealer (available at most hardware stores).

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 using sandpaper to lightly sand the area of the door that is sticking. Use touch up paint on the exposed wood promptly. If the lock is sticking, you may use lubricant sold at most hardware stores. 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.

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.

Occasionally, a door or deadbolt may become out of alignment from the strike plate. In this case, the strike plate can be removed and adjusted. Also check the door hinges to ensure they're not loose. Tightening the hinge screws will help secure the door back to its proper position.

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.

For doors with panels, the insert panels may shrink from time to time, showing raw wood edges. This is not uncommon and usually due to temperature and humidity changes. Wait until seasonal changes have passed before correcting and repainting the door panels.

Flooring

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 fibres as they appear. Loose carpet fibres will work their way to the surface for quite some time. This is known as fluffing or shedding. Vacuum these fibres 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, as it is likely still attached to the backing. Trim it instead.

Visible carpet seams may be evident and are not an indication of a fault in the carpet. They are most visible in a home before it has been furnished and occupied. As your carpet wears, the fibres 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.

Tile

Your tile floors may be natural stone or ceramic. Care and maintenance of your floor tiles will depend on the material of which they're made:

Natural Stone

- Sweep and mop regularly with warm water and mild soap solution to keep floors free of dirt and grit.
- Never use acidic or abrasive cleaners.
- Natural stone can be porous. Sealing your floors with the appropriate sealant is recommended to prevent stains.
- Refer to the manufacturer's recommendations on care for additional information.

Ceramic or Porcelain

- Never use abrasive cleaners. They scratch through the glass-like surfaces quickly. Liquid dishwashing detergent or a pH neutral cleaner on a moist cloth is preferred.
- Be careful not to drop heavy articles on it that can cause chipping.
- Always wipe up spills immediately to prevent staining of the grout. Sweep up dirt and grit with a soft broom or dust mop to avoid grit abrasion. Frequency of cleaning must be based on traffic and grit build-up.
- Mop with clean, warm water.
- Small bubbles or hairline cracks in the finish are common characteristics and will not affect the structural performance of ceramic tile, nor is it considered a defect.

Grout

Grout is cement with colour additives. Colouring 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 colour blender, stains and dyes; and grout cleaners, strippers and sealers. Application of grout sealant is a homeowner maintenance responsibility. Grout sealers may change colour over time, and may change the colour of your grout when applied. Grout colour 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 (Hardwood, Cork, Bamboo)

Wood floors will respond noticeably to changes in humidity level 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. 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). Colour 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:

- Your wood floors should be maintained according to the manufacturer's instructions. Natural hardwood floors should be cleaned monthly with a wood cleaner recommended by your floor's manufacturer.
- Sweep and vacuum 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, discolouration 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 flooring's 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.
- Every 3-5 years, apply a maintenance coat of finishing product appropriate for your floor. Natural wood floors will likely need sanding and refinishing every few decades. Consider having these steps done by a professional.

Interior Paint

The paint on exterior and 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 discolouration. 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 colours and white painted surfaces are more subject to yellowing than darker colours.

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.

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 vapour barrier between your home and the sewer. This U-shaped area of pipe is called the trap, and is found directly under the drain. The trap holds water which prevents the airborne bacteria and odour 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 odour 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 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 discolouration. 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 or all-purpose household cleaner 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, drains, or toilets can usually be cleared with a plumber's helper (plunger). If that is insufficient, consider using a small "snake." Never use chemical agents, as they can corrode the pipes and drain seals. In addition, they can cause burns and injury.

In some cases, you may need to remove the drain stopper in order to access the trap. To do this, loosen 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 force 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.

Hot Water Heater

Your water heater is covered by a warranty from the manufacturer. Please read the operating instructions that the manufacturer provides.

Periodically, and no less frequently than every three months, check the area around the hot water heater for leaks. In the event of a leak in your water heater, turn off the water supply to the water heater, close the shut-off valve on the top of the water heater, and turn off its energy supply (gas supply line or electrical). Call a licensed plumber for service.

If you discover you have no hot water, check the pilot, temperature setting, and water supply valve before calling for service. Refer to the manufacturer's literature for specific locations of these items and other troubleshooting information.

If the water temperature is not hot enough, adjust the temperature at the water heater by following the manufacturer's instructions, which are usually printed on the tank. **If you have small children, do not set the temperature high enough that the children might accidentally burn themselves.**

Your water heater must be drained according to the manufacturer's suggestions. This simple procedure will remove accumulated silt and debris so that the water heater is efficient and durable.

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

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 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. 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. 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.

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 centre 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. Here are some tips on how to conserve water:

- Every time a toilet is flushed, about 6 litres of water goes into the sewer, so avoid using the toilet for things that could go into the wastebasket.

- Keep in mind that 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.
- Outside the home, the basic principle of lawn and garden watering is to avoid over watering. Water only when plants show signs of needing moisture. Water in the cool of the day to avoid excessive evaporation. Use herbicides and fertilizers sparingly according to the direction on the original container and avoid use if rain is forecast.
- Do not let the hose run while washing the car; use a bucket and biodegradable soap. Sweep down sidewalks and driveways rather than hosing them off. The storm drains are not connected to the sewer system and everything that enters goes into local waters.

Water Lines

Plumbing systems should be maintained by running water through each faucet for approximately one minute each month, to minimize stagnation and to prevent drying out of faucet and drain gaskets.

In the event of water leaks, 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 may be 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

Basements

If your home includes a basement, your basement foundation walls are generally treated on their exterior surfaces with materials designed to minimize dampness on the interior basement walls. However, during periods of excessive moisture, some dampness may nonetheless occur. Over time, natural compaction of the soils in the backfill areas adjacent to the basement foundation walls will help minimize such dampness. Careful maintenance of exterior drainage and of the foundation drain/sump pump systems will also help minimize dampness. Regular and close observation of dampness conditions is important to help avoid water-related problems such as mold and/or incidental and consequential damages to personal property.

Additional sealers for interior walls are available from professional painters or waterproofing contractors, and may be carried by hardware stores. Homeowners should carefully review the manufacturer product information and use/installation instructions before using such products, to confirm they are compatible with the building materials used in the home and with the homeowner's use of the basement.

Beams and Teleposts

The main floor of your home may be constructed with one or more beams installed beneath the floor structure to support the floor joists above. The beams should be checked for straightness at least twice a year and the posts adjusted as needed. A hairline crack between the wall and the ceiling over a main beam may be an indication that adjustments are required.

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 centres. Be sure to use the correct type of caulk for the application you need.

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, 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.

Concrete

Concrete is a major structural material in your home. It provides strength and durability for the foundation. Your concrete requires minimal care. It should be kept free of accumulated dirt and debris. Oil and grease stains and standing water should be removed. Concrete cleaners are available at hardware stores.

Due to possible extremes of weather, temperature and moisture and to the nature of concrete, masonry and stucco, it is normal for concrete to shrink and expand. This will result in normal, hairline cracks on the surface which are characteristic of concrete and which do not affect the strength, performance or purpose of the concrete, masonry or stucco.

Homeowners should ensure that their exterior concrete is re-sealed at least once in every 12-month period to provide added protection of surfaces.

Driveways and Walkways

The driveways and walkways in your home are designed for residential use. For your own protection, do not allow moving vans, lumber, concrete, landscaping and pool trucks, etc. to make use of your driveway.

Remove plant growth from the expansion joints when it appears. Left to grow, the roots of small plants expand and could crack or otherwise damage your concrete. If this happens, obtain patching cement from a hardware store or home centre and follow the directions on the package for proper repair. Patches in concrete will vary in colour from the original material. This is normal and cannot be avoided.

Top soil, fertilizer and other chemical treatments for lawn care can discolour concrete and should be swept off immediately.

Do not run water, or allow puddles to occur, near concrete foundations, fences, walls, walks and driveways. Water can cause soil expansion and infiltration. Reactions to chemicals such as sulfates can cause concrete to fracture or deteriorate.

Foundation Slabs

By maintaining good drainage away from your home, you are protecting your home's foundation and the slabs. Maintenance of drainage away from all concrete slabs will minimize cracking and other forms of movement. Cracks in slabs should be sealed with a waterproof concrete caulk to prevent moisture from penetrating to the soil beneath.

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 (typically after 1 or 2 years).

When condensation appears on a cool pipe or on glass surfaces, it may give the false impression that you have leaks. Excessive condensation or sweating on cool surfaces can be eliminated by making sure attic louvres and crawl spaces are clear of debris. 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.

Drainage and Grading

Your lot has been graded to provide for adequate drainage away from the structure that is your home. Failure to maintain drainage can result in damage to your home, your lot and to neighbouring property. Any alteration of the drainage plan for your lot will void coverage under your warranty for the drainage features and anything damaged as a result.

Areas surrounding foundation or basement walls are often backfilled with earth. Backfill areas are not as compact and dense as most natural ground. Surface water (such as irrigation water and rainfall) may penetrate into backfill areas, percolate downward to the bottom of the basement or foundation, and cause severe problems such as wet basements, cracks, floor slab movement, etc. This must be managed by the homeowner by maintenance of proper drainage, and proper installation and design of any homeowner-installed landscaping, in order to prevent accumulation or “ponding” of surface water in these backfill areas.

Proper irrigation control and drainage can mitigate the effects of potential soils movement. Even with proper irrigation and drainage, some soils movement may occur due to expansive soils. Therefore, improvements should be designed with adequate reinforcement. A soil engineer or civil engineer should be retained to review your specific hardscape and landscape plans to minimize future problems. **Since your builder does not have any control of the quality of design, materials, construction procedures, or labour used in the improvements which homeowners construct on their lots, you are hereby advised that it is your responsibility and that of your contractors and consultants to properly design and install any improvements so as not to deter proper lot drainage and to protect those improvements from damage due to expansive soil.**

Natural settling can also change the original grading. It is your responsibility to maintain the original grading of your lot and to preserve good drainage.

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. To repair nail pops:

- Gently tap the nail into the drywall using a nail punch and hammer. For screws, use the appropriate screwdriver.
- Use a small spackling knife to smooth a small amount of spackle over the area.
- Allow the spackle to dry completely, then sand lightly using fine grit sandpaper.
- Prime and paint with touch up paint.

Hairline cracks in drywall seams can be repaired with spackle and touch up paint.

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.

Freezing weather can cause numerous problems in a home. Freezing ground can raise and crack concrete and landscape improvements, which will move again after the ground thaws. You should take care to properly "winterize" your home's exterior and garage areas, including water lines, irrigation lines, etc.

Expansion and Contraction

All building materials are subject to expansion and contraction caused by changes in temperature and humidity. This applies to everything in your home, even including the concrete. Dissimilar materials expand or contract at different rates, which may result in separation between them. The effects of this expansion and contraction can be seen in such things as small cracks in the foundation, drywall, paint - especially where mouldings meet sheetrock, and mitred corners, where tile grout meets tub or sink, etc. This can be alarming to an uninformed homeowner, but, in fact, it is very normal, even in the highest quality of construction.

This may occur in your home. It will be most noticeable during the first year, but typically continues into subsequent years. In most cases, caulking and paint is all that is needed to repair this minor evidence of a very natural phenomenon. Even properly installed caulking will shrink and must be maintained.

Interior Walls

The walls in your home are constructed of wood and other materials, which are subject to normal expansion and contraction. Moulding and trim can shrink and warp in some cases. Routine maintenance on moulding, trim and wall boards is the responsibility of the homeowner beyond your warranty coverage. Replace warped moulding 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 centre 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 painted 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 odour, you can assume you have a moisture problem. Any moisture problem must be solved in order to arrest and eliminate mold growth. Watch for water condensation on interior surfaces such as walls, windows and areas near air conditioning registers, and wipe promptly. 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

1. 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);
2. To regularly clean and sanitize windows, bathrooms, kitchens, and other home surfaces where water, moisture condensation, mildew and mold can collect;
3. To use dry towels or bath mats when stepping out of shower or tub;
4. To use bathroom fans while showering or bathing;
5. To use exhaust fans whenever cooking, dishwashing or cleaning. If no fan exists, open a window to allow proper ventilation and moisture to escape;
6. To maintain regular air flow and circulation throughout the home;
7. 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.);
8. 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);
9. To limit the indoor watering of houseplants (total number of plants indoors is also an important variable);
10. Do not hang wet clothing on indoor drying line;
11. Properly maintain your dryer vent exhaust line (clean/remove lint at least once a year or sooner as may be needed);
12. To maintain caulking around tubs, showers, toilets, sinks and other interior water receptacles at least once a year and more frequently if needed;
13. To maintain caulking around windows, doors and other exterior openings at least once a year and more frequently if needed;
14. 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);
15. To maintain positive drainage and grading away from the foundation and walls of the home;
16. To maintain gutters and downspouts in a clean and operable condition at least once a year and more frequently if needed;
17. To prevent penetrations of exterior surfaces (i.e., stucco, siding, brick) and roof of home from post construction additions (i.e., trellises, patio covers, awnings, satellite dishes, etc.);
18. To maintain and not obstruct fresh air supply to furnace, air conditioner or heater;
19. To maintain and not obstruct air conditioning primary and secondary condensate lines;
20. To maintain and not obstruct ventilation installed by the builder in attic, basements, crawl spaces or other locations in the home;
21. To prevent irrigation systems from exposing exterior surfaces of the home to water or over saturating/flooding ground/soil near and around foundation of the home;
22. To properly use and maintain appliances containing water and other liquids;
23. To not alter insulation installed by builder;
24. 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 repairing 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, in your Homeowner Portal 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.
ELECTRICAL	Test GFCI/AFCI receptacles and outlets.
EXTERIOR	Check irrigation system for leaks and improperly functioning irrigation heads. Redirect heads so that they spray away from the house, fence, etc.
HEATING & VENTILATION (HVAC)	Clean/replace heating, ventilation, air-conditioning etc. filters. Ensure HRV exterior hoods and vents are not blocked by debris, snow, or frost.
INTERIOR	Clean natural wood flooring with a wood cleaner recommended by the manufacturer.
PLUMBING	Flush all toilets and run water through all sinks, especially in bathrooms that are not used on a regular basis.

Quarterly

CATEGORY	MAINTENANCE REQUIRED
APPLIANCES	Check and clean dishwasher strainer and spray arms.
	Check dishwasher drain and water connections for leaks.
	Empty central vacuum canister and filter.
	Inspect washing machine water supply hoses for leaks.
	Ensure dryer ducts are not clogged.
EXTERIOR	Inspect exterior doors for peeling and cracking, touch up where needed. Lubricate hinges and locks if required, adjust door sweeps and replace weather stripping as needed.
	Check windows for smooth operation. Clean tracks and weep holes, lubricate with appropriate lubricant as necessary.
	Check garage door hinges, springs, rollers and cables for signs of wear or rust. Tighten hinges and lubricate parts as necessary. Have the tension adjusted by a certified technician if needed. Check that the auto-reverse feature still works well.
	Check exterior drainage to ensure that the foundation slopes away from the home, and that water from any source is not draining toward your foundation.
	Inspect, clean, and lubricate all your exterior vents. Make sure that air flows freely and that each has an operable damper to prevent back flow of outside air and to keep small animals from entering your home.
HEATING & VENTILATION (HVAC)	Check and clean bathroom exhaust fans.
	Check air-conditioner drain lines for blockage.
	Clean HRV filters, core, and inside of the cabinet.
	Vacuum electric baseboard heaters to remove dust.
INTERIOR	Check for cracks or 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.
	Check pipes and water drains for leaks. Clean drains.

Every Six Months (Spring and Fall)

CATEGORY	MAINTENANCE REQUIRED
APPLIANCES	Inspect refrigerator ice maker supply line and clean if necessary (if applicable).
ELECTRICAL	Check electrical extension and appliance cords. Replace frayed or split cords. Test and clean/dust smoke/carbon monoxide detectors. Replace batteries if needed.
EXTERIOR	Clean debris from gutters and check that water is exiting to an appropriate drainage location away from the structure. Check exterior painted surfaces for peeling, discoloration, or deterioration. Remove deterioration, apply primer, and repaint as necessary. Check exterior stucco surfaces for hairline cracks. To repair follow the maintenance instructions provided by the manufacturer. Inspect garage door for warping or damage. Check window screens and replace or repair as necessary. Set seasonal timers on irrigation system and clean and adjust sprinkler valves as necessary. Flush out sprinkler system in spring. Flush out and drain sprinkler system prior to winter.
HEATING & VENTILATION (HVAC)	Check connection between dryer and exhaust vent, repair as needed. Check the ductwork leading to and from the heating system is in good condition, the joints are tightly sealed and any duct insulation and plastic duct wrap is free of tears and holes.
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 hot water heater for leaks. Check water supply lines and valves to sinks and toilets. Tighten if loose or leaking.

Once Every Year

CATEGORY	MAINTENANCE REQUIRED
APPLIANCES	Clean central vacuum hose and piping system.
	Check and tighten deck bolts.
	Replace damaged or warped deck boards, rails etc.
	Reseal wood surfaces per manufacturer's instructions.
	Repair driveway, walkways and steps as needed.
EXTERIOR	Inspect basement teleposts for shifting.
	Visually inspect the roof from the ground for loose, warped, damaged or missing shingles/roof tiles. Hire a roofing contractor should repairs be required.
	Check siding and trim for signs of deterioration. Clean, replace or refinish as needed.
	Hire a contractor to inspect vents, pipe penetrations and metal flashings for cracked sealant.
	Hire a contractor to check skylights.
HEATING & VENTILATION (HVAC)	Check the attic vents are not blocked and redistribute insulation if there are voids on the attic floor.
	Clean HRV drain line. Clean duct system as needed.
	Have an HVAC professional inspect and calibrate your heating/cooling system.
	Have fireplace and its venting system inspected and serviced.
INTERIOR	Deep clean carpets and rugs.
PLUMBING	Inspect and test your hot water heater safety valve.
	Drain the hot water heater per the manufacturer's instructions.
	Winterize exterior hose bibs, exposed pipes, and air conditioning unit.

Using My Online Portal

Visit your online portal at
www.anthemproperties.com/homeowner-care/ or www.homeinformationpackages.com
to explore your new home and all its features!

My portal offers:

- **What's Happening:** includes an overview of the information in your portal, and the latest news.
- **My Home:** the systems, fixtures and finishes used in your home, with any operating, care and warranty documents.
- **Maintenance List:** a monthly list of recommended maintenance.
- **Neighbourhood:** an interactive map showing local shops and services.
- **Documents:** any supplemental information about your home, including a copy of this guide.
- **Warranty:** an online overview of your home warranty with links to limitations and exclusions.
- **Address Book:** a contact list of the companies involved in building your home.
- **Message Center (if enabled):** allows you to communicate with your builder.
- **Request Service (if enabled):** an online form to submit service requests.
- **Share:** a way to share access to your online portal with friends or family.
- **Registration:** Sign up to receive periodic maintenance reminders and warranty milestones.

Access your homeowner portal wherever you have the internet - visit the website above and log in!

- **On your phone,** using the latest version of web browsers like Safari (iOS 5 and up) or Google Chrome.
- **On your desktop computer,** the latest versions of Safari, Chrome and Internet Explorer.

Your login ID and password can be found here in your guide, or on the access label provided by your builder. This login information belongs to your home, and can be used by future homeowners when you choose to sell.

Homeowner Guide FAQs

Q. I am having trouble logging on. What do I do?

A. Your login ID and password are case-sensitive. Make sure you are typing your login ID and password correctly and that the Caps Lock key is not on.

If you have forgotten your password, click on the link "forgot password?" and follow the step-by-step instructions. Passwords require at least 1 upper-case letter, 1 lower-case letter, 1 number and must be at least 8 characters long.

If you are typing your login ID and password correctly but still cannot log in, you may have been locked out of your account. This happens if there are too many failed login attempts. Your account

will be unlocked after a 24-hour period. You can also call CONASYS at 1-877-744-7547 to speak to a customer service representative to have your access restored.

Q. *Why am I receiving a message that my user ID or email address is already in use when I am trying to register my account for the first time?*

A. Your builder may have pre-registered your email to your homeowner portal, and you have not received an email or have missed an email notifying you that you have been pre-registered. To get access to your portal, try resetting your password by entering the same email address that you are trying to register in the “forgot password” link on the login page. The Conasys system will email you a link to complete your registration and create a password. Make sure you note your User ID and password.

Q. *Why should I register my account?*

A. The login ID and password that are provided in your homeowner guide and/or your online access label are the system generated permanent login credentials to your homeowner portal. They will never change and will always be available to you or future owners for as long as your portal is online. They give access to information that is not private like paint codes, model numbers, operating and care documents, and suppliers that contributed to building your home. This login can be provided to anyone you would like to share your portal with, and can be given to future owners should you choose to sell your home.

To enjoy a more personalized experience, register your account and create your own login ID and password that are easier to remember. To do this, click on the “Register Now” widget after you have logged in to your homeowner portal using the permanent login in your homeowner guide. This login will still give you access to all of the information made available in your portal and it will also provide access to information that is only intended for you. Specifically, to send and receive messages (if enabled) and to view documents that your builder deems private to yourself. Registering your account will also activate convenient monthly maintenance and care reminder emails, and notifications when warranty milestones are reached.

Q. *What if the information listed in “My Home Systems, Fixtures and Finishes” or “My Home” is incorrect?*

A. All efforts were taken to ensure the accuracy of your home information at the time of publication. If changes were made to products after your guide was printed, they may appear in the online portal, but the guide will not be reprinted. Always refer to the online portal for the most up-to-date information.

Q. *How long will I have access to the online portal?*

A. Access to your online portal is decided by your Builder and is usually 1 to 3 years from the original date your homeowner portal was published online. This date is the same as the Effective Date in the Disclaimer of your Homeowner guide.

Q. *Access to my Homeowner portal has expired. How do I renew?*

A. To extend access to your homeowner portal after the access your Builder has provided has expired, login to your portal, click on the Renew widget and follow the prompts.

Q. *I have lost my printed guide and would like another copy. What should I do?*

A. An online version of your guide is available for download and printing. If you would like another professionally printed copy, please call CONASYS at 1-877-744-7547. Please note that charges will apply.

Q. *I have a warranty issue I need to address. Whom do I call?*

A. Please contact your Builder or Warranty Provider as directed in your homeowner guide. CONASYS compiles the information in your guide as a service, and does not perform warranty service.

Property: 436 5th Street East, North Vancouver, BC (the "Property")
Builder or Developer: Anthem Ridgeway Development LP (the "Builder/Developer")
Date: Jul-01-2018 (the "Effective Date")

DISCLAIMER

Although reasonable efforts have been made to ensure that the information provided in this Homeowner Guide and on-line Homeowner Portal through the **www.homeinformationpackages.com** website (together, the "Package") is accurate and current as of the Effective Date, such information is subject to change at any time and will not be updated by the Builder/Developer or CONASYS. Neither CONASYS nor the Builder/Developer will be responsible or liable for any direct, indirect, incidental, special or consequential damages arising out of or relating to any inaccurate information, or any change in the information, contained in the Package. In compiling information for the Package, CONASYS has relied solely on the accuracy, completeness and quality of the information provided to it by the Builder/Developer and the contractors, sub trades, suppliers, manufacturers and other parties identified by the Builder/Developer in relation to the construction of the Property. CONASYS assumes no responsibility for, and is not making any representations or warranties to you, the homeowner, or any other person with respect to, the Property or any information in this Package, including, without limitation in respect of: (i) the accuracy or completeness of any of the information provided by CONASYS or any third party in this Package or the **www.homeinformationpackages.com** website, including, without limitation, any of the guarantee or warranty cards provided; (ii) the enforceability of any guarantees or warranties related to any materials or labour supplied to the Property, whether or not such materials or labour are specifically identified in this Package or the **www.homeinformationpackages.com** website; (iii) the merchantability, fitness for use or fitness for purpose of any materials or labour supplied to the Property, whether or not such materials or labour are specifically identified in this Package or the **www.homeinformationpackages.com** website; or (iv) the repair, replacement, service or any other work related to, or arising from, any of the materials or labour supplied to the Property, whether or not such materials or labour are specifically identified in this Package or the **www.homeinformationpackages.com** website. You, the homeowner, are responsible for taking whatever steps are necessary to activate and maintain any of the guarantees or warranties pertaining to the Property including, without limitation, any warranties for which cards have been provided in this Package, including, without limitation, signing and mailing any cards, as may be required. For the sake of clarity, the "Effective Date" contained herein is in relation to the information in the Homeowner Guide and on-line Homeowner Portal and is not connected in any way to any effective dates of your home warranty or product warranties. Please consult your warranty policy(s) for further information.

Any links to third party sites contained in the Package do not indicate the endorsement by either the Builder/ Developer or CONASYS of any materials contained therein or of the entities that publish such sites. Neither the Builder/Developer nor CONASYS shall have any responsibility or liability for the accuracy of any information, or the quality of any services or products, provided or available by such third party sites.