





# A NEW HOME PHILOSOPHY



## Homeowner's Manual

 604-229-4755

 120 -21900 Westminster Highway, Richmond

 [service@mlemporio.ca](mailto:service@mlemporio.ca)

# HOMEOWNERS MANUAL

Congratulations on your new ML Emporio home!

We have created this manual to help you get acquainted with your new home. Inside, you will find helpful information on the different components and systems, plus tips and recommendations on how to best use and maintain them.

This homeowners manual is intended to provide a basic understanding of maintenance requirements. However, should any questions arise, please contact our **Customer Care Team** at [service@mlemporio.ca](mailto:service@mlemporio.ca) or submit a request on [Customer Care – ML Emporio](#)

ML Emporio Properties  
120 -21900 Westminster Highway  
Richmond, BC V6V 0A8  
[www.mlemporio.ca](http://www.mlemporio.ca)

604-229-4755

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## INTRODUCTION

Welcome to your new home. ML Emporio Properties Ltd. is pleased to provide this manual as a summary of important community information, service procedures and maintenance information with regard to caring for your new home.

No home is maintenance free. Proper and timely maintenance can extend the life of many of the components and systems incorporated in your new home and help you to protect your investment.

These maintenance recommendations are intended to provide you with a basic understanding of the maintenance requirements of your home. However, should any specific questions arise, please contact ML Emporio directly or the specific product supplier or manufacturer.

This manual is not intended to deal with all common property maintenance issues related to a strata titled residential project. Common property maintenance is the responsibility of the Strata Corporation and additional training and information is required.



## COMMUNITY INFORMATION

**Township of Langley**



20338 – 65 Avenue  
Langley, BC V2Y 3J1  
604-534-3211  
info@tol.ca

For Langley community information, services and a complete listing of schools, please visit [www.tol.ca](http://www.tol.ca)

<p><b>Public Schools</b> 4875 222 Street Langley, BC V3A 3Z7</p>	<p><b>Public Transit</b> Translink <a href="http://www.translink.bc.ca">www.translink.bc.ca</a> 604-953-3333</p>
<p><b>Langley Memorial Hospital</b> 22051 Fraser Highway Langley, BC V3A 5H4</p>	<p><b>Langley Library</b> 20399 Douglas Crescent Langley, BC V3A 4B3</p>
<p><b>Muriel Arnason Library (Willowbrook)</b> 130 – 20338 65 Avenue Langley, BC V2Y 2X3</p>	<p><b>Willowbrook Rec Centre</b> 20338 – 65 Avenue Langley, BC V2Y 3J1</p>
<p><b>Willoughby Community Centre</b> 7888 – 200 Street Langley, BC V2Y 3J4</p>	<p><b>WC Blair Rec Centre</b> 22200 Fraser Highway Langley, BC V3A 7T2</p>
<p><b>Langley Sports Plex</b> 20165 91A Avenue Langley, BC V1M 3A2</p>	<p><b>Langley Events Centre</b> 7888 200 Street Langley, BC V2Y 3J4</p>
<p><b>Fort Langley Golf Course</b> 9782 McKinnon Crescent Langley, BC V1M 3V6</p>	<p><b>The Redwoods Golf Course</b> 22011 88 Avenue Langley, BC V1M 3S8</p>
<p><b>Willowbrook Shopping Centre</b> 19705 Fraser Highway Langley, BC V3A 7E9</p>	<p><b>Willoughby Town Centre</b> 20678 Willoughby Town Centre Drive Langley, BC V2Y 0P3</p>

Please contact Canada Post to re-direct mail and obtain an assigned community mailbox.

## IMPORTANT CONTACT NUMBERS

### **Cable and Telephone**

Your cablevision and telephone outlets are already installed and ready for hook-up. To begin your service, please contact the numbers below.

Shaw Cable	604-629-8888
Telus	1-888-811-2323

### **BC Hydro**

Please be advised that the electricity for each suite is individually metered by BC Hydro. It is important that you make an immediate new account application to BC Hydro.

You are responsible for your in-suite meter utility effective on the legal possession date (ie. the next day after the closing date). You should use this possession day after your suite closes as the date for commencement of your Hydro service.

Account Information	604-224-9376
Emergency Service	1-888-769-3766

### **Fortis BC**

Account Information	1-888-224-2710
Emergency Service	1-800-663-9911

### **Canada Post**

Customer Service	1-866-607-6301
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Please contact Canada Post to re-direct mail and obtain an assigned community mailbox.

### **City Services**

Garbage, Recycling & Organics	<a href="http://www.tol.ca/Services-Contact/Garbage-and-Recycling">www.tol.ca/Services-Contact/Garbage-and-Recycling</a>
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### **ML Emporio Properties**



## PROPERTY MANAGEMENT

Your property management company is responsible for day-to-day operations and general building concerns of the residents on behalf of the Strata Corporation. Your Property Manager will facilitate the business of Strata Corporation while protecting the interests of the owners and ensure the proper administration of the Strata Corporation.

Company Name: AWM Alliance Real Estate Group Ltd

Address: 958 W 8th Ave #401, Vancouver BC V5Z 1E5

Phone Number: (604) 685-3227

Email: info@awmalliance.com

### **DUTIES & RESPONSIBILITIES**

Below is a list of some of the duties the Property Manager and Property Management firm will facilitate as directed by the Strata Council.

- Accounts and payments
- Collection of Strata fees
- Preparation of financial statements and budgets
- Landscaping and building maintenance
- Regular distribution of correspondences and notices
- Processing of complaints
- Host the Annual General Meeting and council meetings

### **STRATA LIVING**

Your Strata Council will be elected at the First Annual General Meeting and will represent owners on all Strata decisions as a team. Collectively, they will oversee and make decisions on how to maintain, preserve and improve the common areas for the benefit of all homeowners. The operations of the Strata corporation are governed by the Strata Property Act of BC.

## **STRATA FEES**

Strata fees are paid to the Property Management Company and are due on the first day of each month. (No invoices will be issued by the Property Management Company)

## **BUILDING INSURANCE & CONTENT INSURANCE**

Building Insurance is funded through Strata fees and arranged by the Strata Corporation annually. In the event of an insurable common loss, the Strata insurance will cover items that were originally provided by the builder such as the building and original installations. Content Insurance is required for the coverage of personal belongings and any upgrades to the Strata lot. Personal contents are not covered under the strata insurance policy. Consult with your insurance provider to confirm you are adequately insured.

## **RENOVATIONS TO YOUR SUITE**

Please contact the property management company before undertaking any renovation/upgrade work in your suite. You may require Strata Council's approval and have to follow building by-laws/code requirements.

## **GARBAGE/RECYCLING ROOM**

The Garbage/Recycling room is located in the parkade next to or by the Main Electrical Room / Staircase #7 in Building B and Building A. To access the Garbage/Recycling area, simply swipe your FOB against the reader.

## **MOVING IN AND OUT**

Prior to move in or out of the building, you **MUST** contact your property management to schedule a date and time. They will reserve an elevator for your use and hang protective padding in the elevator cab. It is essential that you make prior arrangements with the property management to use the elevator to avoid conflicts with other move-ins and any scheduled repairs to the elevator.

## **RENTING OUT YOUR SUITE**

As an owner, you may choose to rent out your suite. However, you must ensure that your tenants are knowledgeable about in-suite features and building procedures.

***NOTE: Please remember that the ML Emporio Customer Care team cannot accept requests from your tenants to repair items in your suite.***



## KEY FOB ACCESS CONTROL

To operate the key fob, simply present it at the proximity reader located at the door, gate or elevator you are entering. Your key fob will unlock the door or gate for only a few seconds to allow you to enter. Your key fob also activates the elevator to stop only at the floor you live on. When you enter the elevator, first present your key fob to the proximity reader and then press the elevator button for your floor.

Each key fob has a unique number. The number on your key fob has been assigned to your suite and programmed for access to your floor only. If you own more than one suite, you cannot interchange the key fobs. If any of your key fobs are lost or stolen, notify your property management company immediately.

Additional key fobs can be purchased from your Property Management Company.

***NOTE: It is important that you carry your key fob with you when you leave your suite, even if you do not intend to leave the building. You will need it to return to your floor.***

### COMMON PROPERTY, LIMITED COMMON PROPERTY & STRATA LOT

As a homeowner, you own the Strata Lot as well as the contents within the home. At the same time, you also share ownership in all the land and buildings outside the individual strata lots known as Common Property or Limited Common Property. The Strata Council and the Property Manager will work together to keep the development in its best condition through regular maintenance. Because of this differentiation in boundaries, certain areas may be the responsibility of the Strata Corporation and Property Manager or the homeowner.

To see details about Common Property and Limited Common Property, please visit the Provincial Government website:

<https://www2.gov.bc.ca/gov/content/housing-tenancy/strata-housing/understanding-stratas/common-property-and-limited-common-property>

	<b>Definition</b>	<b>Example</b>	<b>Strata</b>	<b>Owner</b>
<b>Common Property (CP)</b>	Any part of the land and buildings that are shared or common spaces; not part of or within a Strata lot.	Landscaping, Parkade, Hallways, Lobby, Exterior of Building, Plumbing, Electrical, HVAC Distribution System, and Mail Room	✓	
<b>Limited Common Property (LCP)</b>	Common property that has been designated on the strata plan this is for the exclusive use of one or more strata lots.	Balcony, Patio, Landscaping, Driveway, or Garage.	✓	
<b>Strata Lot (SL)</b>	The interior area of each separate home.	Interior Walls, Ceilings, Flooring, Windows, Interior Doors, Cabinets, Light Fixtures, and all other Interior Finishing.		✓

## EMERGENCY PROCEDURE

### Emergency Numbers

<b>POLICE</b> (non-emergency: 604-599-0502)	<b>911</b>
<b>AMBULANCE</b> (non-emergency: 604-872-5151)	<b>911</b>
<b>FIRE</b> (non-emergency: 604-543-6700)	<b>911</b>
<b>BC HYDRO</b> (ie. Power failure)	<b>1-888-769-3766</b>
<b>FORTIS BC</b> (ie. Gas leak)	<b>1-800-663-9911</b>
<b>POISON CONTROL CENTRE</b>	<b>604-682-5050</b>

Emergency service is generally considered that which affects electrical, heating, or water supply and requires immediate attention. The following is a list of a few emergency situations and what actions should be taken prior to contacting the service department or supplier.

### PLUMBING

#### Water Line Burst

A water line can burst due to a number of reasons, such as a loose joint, freezing, etc. and should be dealt with immediately. If the burst occurs between a fixture and a shut-off valve, close the shut-off immediately. If no shut-off exists, locate the main water shut-off, and turn it off until the problem can be repaired. It is also advisable to turn off your hot water tank to prevent overheating while the water supply is shut off.

#### Plugged Fixture or Sewer Line

This generally occurs because of inappropriate materials being flushed down a toilet or drain by users of the facility. Do not continue use of toilets or sinks once a major blockage has occurred. Attempt to

unclog the line using a plunger. If a larger blockage occurs, the services of a plumber may be required. If the blockage is due to a proven builder defect, then the builder will take full responsibility for the problem.

### **Minor Plumbing Leak in the Line or Hot Water Tank**

Put a container under the leak and contact your builder. If major leakage occurs at the hot water tank, immediately shut off the water supply as well as the gas valve or electrical breaker.

### **Frozen Water Line**

If garden hoses are left attached to hose bibs during the winter, freezing of the water line can occur. This is problematic once the pipes thaw as they may leak. If a major leak occurs, follow the steps described above regarding “Water Line Burst”. If accessible, heating the pipe with a hair dryer may thaw it out. If the frozen pipe is due to a proven builder defect, the builder will take full responsibility for the repair.

### **Gas**

If at any time you smell gas, contact your gas utility supplier immediately. They will check your system and advise you of any problems.

## **ELECTRICAL**

### **Circuit Overload (Breaker Tripping)**

If this occurs, ensure that the circuit is not overloaded with too many appliances, or that the appliance itself is not faulty. Appliances such as hair dryers, toasters and kettles that generate heat tend to draw a lot of electrical current. More than one of these types of appliances in use at the same time on the same circuit can cause circuit overload. Should circuit overload occur, unplug one or more of the appliances and reset the breaker. If tripping reoccurs, contact the builder.

Ground fault circuit interrupters (G.F.C.I.s) protect your exterior plugs and those in your bathrooms. This device will either be located in the actual plug itself or be a dedicated breaker in your electrical panel. It is sensitive and designed to trip when grounding occurs due to damp conditions, or when extension cords are excessively long and/or in poor condition, or if appliances are faulty/old. Ensure that no unsafe situations exist, and that appliances and extension cords are unplugged, then reset the G.F.C.I.

### **Plugs and Outlets**

If a plug or outlet sparks excessively, immediately turn off the breaker and contact the builder. A small spark when an appliance is unplugged is not uncommon.

### **All Power to your New Home is Out**

If for any reason all the power in your home goes out, check to see if there is a power blackout in your neighborhood. If not, check your main breaker (in the electrical panel) and reset it after checking for a current overload.

### **HEATING**

There are air conditioning units in each home which can be used for both heating and cooling. Please make sure to maintain your AC units by doing seasonal maintenance to avoid any water leaks. Small areas such as dens and washrooms have baseboard heaters to provide heat.

### **ROOF LEAKS**

If a roof leak occurs, check for the following:

- a) debris on the roof;
- b) ice damage;
- c) damage to the roof drain systems.

## SERVICE PROCEDURE - HOW TO SUBMIT A SERVICE REQUEST?

The construction of your home was carefully supervised. However, some service work may be required within the first year.

To facilitate your warranty coverage, ML Emporio's service program consists of two service visits – one following three months from your possession date of your home and one at one year from your possession date of your home. The purpose of the three month visit is to address issues which affect quality of living, are covered under warranty, and cannot wait for the one year service.

Both visits are at the option of the homeowner and if required, must be initiated by the online request form for either the 90 days or one year service. Please note that all service requests must be initiated in this manner. Service requests initiated in any other way will not be processed. We thank you for your understanding on this matter.


In the interest of efficiency and to minimize your inconvenience, we ask that you please send in your service request in a complete manner, including all items needing attention as opposed to sending items in on an individual basis. This will ensure orderly execution of service issues.

**\*We also ask that you submit your one year service request 4 weeks prior to your anniversary date. This will ensure there is enough time to schedule the necessary appointments with ML Emporio representatives and our trades.**

To obtain service for your ML Emporio home, please follow these procedures:

1. Unless service is of an emergency nature, all service requests must be in writing. Please see Emergency Procedures section of this homeowner manual for emergency contacts. Emergency service is generally considered that which affects electrical, heating, or water supply and requires immediate attention.
2. Complete either the 90 days or one year Request for Service form and send it to our Service Department. The service request can be accepted:

By using the online form at [www.mlemporio.ca/CustomerCare](http://www.mlemporio.ca/CustomerCare)

 ML EMPORIO PROPERTIES LTD.    Who We Are    Our Communities    **Customer Care**    Contact    中文

First Name	Last Name
(201) 555-0123	(201) 555-0123
Email Address*	yyyy-mm-dd
Building	Unit Number
Please Select Location" drop down list	Please Select Item" drop down list

Choose File  
Choose File  
Choose File

Message / Details

Send Message

**Please use only this method to send your Request for Service form. Unfortunately, we cannot accept service requests by telephone.**

3. Upon receiving your Service Request Form, our office will acknowledge receipt and an ML Emporio service representative will contact you to schedule a service visit. Please note that only work covered under the warranty will be performed by our service department.
4. Do not give your service request to your sales representatives or construction personnel. We will be able to serve you better if all service requests go through our service department.
5. Inquiries and questions can be directed to our Service Department via email:
  - a. [service@mlemporio.ca](mailto:service@mlemporio.ca)

Throughout the first year, your house will generally experience some settlement/shrinkage of the building components (particularly the wood framing materials) which will result in some minor cracking of drywall, tiles or other cosmetic flaws. Floor squeaks may also occur. We recommend that these items are dealt with towards the end of your first year of occupancy to allow for the majority of the settlement



to occur. Please ensure that you review all of your warranty documentation closely so that you are aware of all deadlines and complaint procedures.

**Midland Appliance**  
13651 Bridgeport Rd  
Richmond, BC  
V6V 1J6

**midland**  
appliances by design

Dear Homeowner,

Congratulations on the purchase of your new home! As you get acquainted with your new appliances, please reference the appliance use and care guides for product information, use and care and troubleshooting.

What is covered under warranty will be outlined in the use and care guides or on the Manufacturer's website. While all warranties are held by the Manufacturer, Our Midland Appliance Service Team will work with the Manufacturers on your behalf should service be required.

Before booking a service call always refer to the use and care guides for possible troubleshooting as user error is not covered under warranty.

You can request service through Midland Appliance using any of the following channels:

Phone: (604) 278-6131

Email: [builderservice@midlandappliance.com](mailto:builderservice@midlandappliance.com)

Online: <https://www.midlandappliance.com/request-service>

**\*\*PLEASE NOTE\*\***

- While most of the appliances in your unit carry a 1-year Manufacturer's warranty, please reach out to us for more information on the warranty coverage
- When requesting service, a copy of your Possession Date Papers will be required, also be sure to have the brand, model and serial number available as these details will be required for Midland to process your request; this information can be found on the appliance serial tag, which is commonly located inside the door of the appliance.

If you're interested in extending the Warranty of any of the appliances in your Home, please contact Angela Neale: [aneale@midlandappliance.com](mailto:aneale@midlandappliance.com) within 30 days of your possession date for further details and costs.

Please contact us directly should you have any further questions.

Sincerely, Your Midland Appliance Account Manager



Michael Anderson

## SUB-TRADE AND SUPPLIER LIST

The following sub-trade contractors and product manufacturers or suppliers were used in the construction of your new home. These companies or individuals generally provide a one-year warranty for defects in material and labour. These contact numbers are provided for reference purposes and emergency purposes only.

Please fill out a Service Request Form as outlined in the service procedures and contact ML Emporio by online form for all service requests.

TRADE/SUPPLIER	COMPANY NAME	CONTACT	TELEPHONE
Siding and Soffit	Standard Insulations	Keith Crossan	604-572-7578
Gutter and Downspout	Remove		
Window	Enerstar Windows	Jim Boyd	604-503-2117
Door & Moulding	Project Doors & Mouldings	Josh Cahoon	604-850-3006
Garage Door	Sam's Garage Doors	Alfonso Ciulla	604-554-0145
Roofing	Technic Roofing	Gurmeet Johal	604-338-9035
Insulation	K&K Insulation	Harry Kular	604-715-3700
Laminate or Vinyl Flooring (confirm)	Global Carpets & Hardwood	Ash Sharma	604-222-1988
Carpet	Global Carpets & Hardwood	Ash Sharma	604-222-1988
Cabinet	Sunrise Kitchens	Kuldip Chahal	604-597-0364
Countertop	GoldAsia Stones	Daniel Ribaille	604-725-2554
Backsplash Installer	Sky Tiles	Binda Jatt	604-728-4783
Wall Tile Installer	Sky Tiles	Binda Jatt	604-728-4783
Floor Tile Installer	Sky Tiles	Binda Jatt	604-728-4783
Tiles Supplier	Vancity Tiles & Stones	Steve Khan	604-233-1112
Built-in TV Millwork	Sunrise Kitchens	Kuldip Chahal	604-597-0364
Finishing	Mehar Finishing	Parminder Hundal	778-840-2006
Plumbing	ML / IBG Mechanical	Akash Brar	604-720-1899
Electrical	Zee Electrical	Joe Singh	604-597-9595
Electrical Fixture	Zee Electrical	Joe Singh	604-597-9595
Heating (Baseboard)	Zee Electrical	Joe Singh	604-597-9595
AC/Heating	Century 21 Gas and Heating	Ron Sandhu	604-599-4404
Window Treatment (Blinds/Roller Shade) - confirm	Luxor Shades Corp	Kevin Kiamanesh	778-889-4393
Appliance	Midland Appliances	Ryan Worth	604-278-6131
Sprinkler	Preet Plumbing, Heating & Sprinkler	Harinder Atwal	604-321-0655

Mirror	ACM Glass	Simrat Sahota	778-716-6777
Paint	Popular Painting	Harminder Chahal	604-825-8384
Deck	Standard Insulations	Keith Crossan	604-572-7578

APPLIANCE	BRAND	MODEL #
Refrigerator	Samsung	RF18A510SR
Oven/Range	Samsung	NX60T8511SS/AA
Hood fan & Microwave	Samsung	ME17R7011ES/AC
Dishwasher	Samsung	DW80R2031USAC
Washer	Samsung	WW22K6800AW/A2
Dryer	Samsung	DV22K6800EW/AC

#### PAINT SCHEDULE

Walls	Benjamin #CC40 – Eggshell
Ceilings	Benjamin #CC40 - Flat
Trim	Benjamin #CC40 – Semi Gloss
Interior Doors	Benjamin #CC40 – Semi Gloss

## WARRANTY INFORMATION

Your home is covered by our Builder Warranty and Customer Care Program, supported by Pacific Home Warranty.

Warranty company name: Pacific Home Warranty

Address: 211 – 15240 56 Ave, Surrey, BC, V3S 5K7, Canada

Phone number: 1-866-996-9776

This section contains important information regarding your new home warranty. Your home has been built in accordance with and to the standards prescribed by the adopted BC Building Code and the building standards required by municipal authorities.

As an owner, you are required to maintain your new home and mitigate any damage to your new home, including damage caused by defects or water penetration, as set out in the warranty certificate.

You must take all reasonable steps to restrict damage to your new home if the defect requires immediate attention.

For defects covered by Pacific Home Warranty, the duty to mitigate is met through timely notice in writing to your builder.

An owner's duty to mitigate survives even if;

- a. The new home is unoccupied,
- b. The new home is occupied by someone else other than the homeowner,
- c. Water penetration does not appear to be causing damage, or
- d. The owner advises the strata corporation about the defect.

Unfortunately, if a defect occurs or is made worse due to an owner's failure to follow the maintenance procedures provided, or to mitigate any damage, it will be excluded from warranty coverage.

### WARRANTY COVERAGES

#### **1) MATERIALS & LABOUR WARRANTY**

- a) In the first **12 months** of the Warranty, for detached dwelling units or dwelling units in a multi-family building, coverage for any Defect in Materials and Labour.
- b) In the first **15 months** of the Warranty, for the Common Property, common facilities and other assets of a Strata Corporation, coverage for any defect in Materials and Labour.
- c) In the first **24 months** of the Warranty,

- i. Coverage for any Defect in Materials and Labour supplied for the gas, electrical, plumbing, heating, ventilation, and air conditioning Delivery and Distribution Systems,
- ii. 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 or Common Property,
- iii. Coverage for any Defect in Materials and Labour which renders the new home unfit to live in, and;
- iv. Non-compliance with, or a violation of the Building Code if the non-compliance or violation:
  1. Constitutes an unreasonable health or safety risk, or
  2. Has resulted in, or is likely to result in, Material Damage to the new home.

## **2) BUILDING ENVELOPE WARRANTY - FIVE (5) YEARS**

Coverage for the Building Envelope for up to five years for Defects in the Building Envelope of a new home, including a Defect which permits unintended water penetration such that it causes, or is likely to cause, Material Damage to the new home

## **3) STRUCTURAL DEFECTS WARRANTY - TEN (10) YEARS**

Coverage for Structural Defects for up to ten years for:

- a) Any Defect in Materials and Labour that results in the failure of a Load Bearing part of the new home, and;
- b) Any Defect which causes Structural Damage that materially and adversely affects the use of the new home for residential occupancy.

**A CLOSER LOOK AT WARRANTY – WHAT'S COVERED?**

**A YEAR – Materials & Labour Warranty**

Drywalls & Ceiling

- Wall Cracks and nail pops due to building shrinkage will be repaired as a one-time service during the first year.

Doors & Windows

- Defects in material or installation of all interior entry doors and windows are covered.

Appliances

- Please contact the manufacturer directly to request for an appointment with a technician during the 1 year warranty period.

**2 YEAR - Mechanical**

Electrical

- Defects in materials or installation to wiring, light switches, outlets, panels and breakers.

Plumbing

- Defects in materials or installation for pipes, drains, joints and shut-off valves.

Ventilation

- Defects in materials and workmanship in the air distribution system.

**5 YEAR – Building Envelope**

- Covers building envelope for defects that cause unintended water penetration from the exterior of the building through the windows, walls or roof.

**10 YEAR – Structural Defect Warranty**

- Covers any defect in materials and labour that result in structural failure of any load bearing building component.



## **WARRANTY EXCLUSIONS**

### **The Warranty does not cover the following:**

- 1) Weathering, normal wear and tear, deterioration or deflection consistent with **normal industry standards**;
- 2) Normal shrinkage of materials caused by drying after construction;
- 3) Any loss or damage which arises while the new home is being used primarily or substantially for non-residential purposes;
- 4) Materials, labour, or design supplied by an owner;
- 5) Any damage to the extent that it is caused or made worse by an owner or Third Party, including:
  - i. Negligent or improper maintenance or improper operation by anyone other than the builder or its employees, agents, or subcontractors,
  - ii. Failure of anyone, other than the builder or its employees, agents, or subcontractors, to comply with the warranty requirements of the manufacturers of appliances, equipment, or fixtures,
  - iii. Alterations to the new home, including the conversion of the non-living space into living space or the conversion of the new home into two (2) or more units, by anyone other than the builder or its employees, agents, or subcontractors while undertaking their obligations under the sales contract, and,
  - iv. Changes to the grading of the ground by anyone other than the builder or its employees, agents, or subcontractors;



- 6) Failure of an owner to take timely action to prevent or minimize loss or damage, including the failure to give prompt notice to Pacific Home Warranty of a defect or discovered loss or a potential defect or loss;
- 7) Any damage caused by insects or rodents and other animals, unless the damage results from non-compliance with the Building Code by the builder or its employees, agents, or subcontractors;
- 8) 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;
- 9) Bodily injury or damage to personal property or real property which is not part of the new home;
- 10) Any defect in, or caused by, materials or work supplied by anyone other than the builder or its employees, agents, or subcontractors;
- 11) 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 subcontractors under the construction contract or sales agreement, or as required by Pacific Home Warranty;
- 12) Contaminated soil;
- 13) 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;
- 14) Diminution in the value of the new home;
- 15) Landscaping, both hard and soft, including plants, fencing, detached patios, gazebos and similar structures;
- 16) Non-residential detached structures including sheds, garages, carports or outbuildings, or any structure or construction not attached to or forming an integral part of a multi-unit building or the new home;
- 17) Any commercial use area and any construction associated with a commercial use area;
- 18) Roads, curbs, and lanes;
- 19) Site grading and surface drainage, except as required by the Building Code;
- 20) The operation of municipal services, including sanitary and storm sewer;
- 21) Septic tanks or septic fields;
- 22) The quality or quantity of water, either from a piped municipal water supply or from a well;
- 23) A water well, but excluding equipment installed for the operation of a water well used exclusively for the new home, which equipment is considered to be part of the plumbing system for the new home;
- 24) Damage caused or made worse by the failure of an owner to take reasonable steps to mitigate any damage.

**For complete Warranty Coverage information, refer to your Pacific Home Warranty Home Warranty Certificate.**

## EXTERIOR AND INTERIOR CARE AND MAINTENANCE

### EXTERIOR

#### DRIVEWAYS, SIDEWALKS AND PATIOS

##### Concrete

Driveways and sidewalks are generally made of concrete. Concrete is a strong material that wears well and will perform for many years.

Following installation, concrete will shrink as it cures. This shrinkage causes stress in the concrete, which often results in surface cracks as this stress is released. This cracking can be controlled by the installation of control joints in the concrete. These deliberate joints in the concrete are more susceptible to cracking than the remainder of the slab, thereby preventing cracks from occurring in the slab surface itself. Unfortunately, these control measures are not always effective and surface cracks can appear despite the builder's best efforts. These cracks are generally cosmetic and do not require repair unless they constitute a tripping hazard that exceeds acceptable standards as set out by your warranty provider.

Seasonal variations in temperature may also cause cracks in concrete slabs. Soil movement beneath the concrete due to frost penetration can crack and/or raise sections of the concrete. This change in height may change the direction of surface drainage causing water to pool against the foundation wall of your new home. Should this occur, repairs should be undertaken to prevent water from pooling as it may then seep through the foundation wall and into the home.

Both of the instances above are natural occurrences that are beyond the builder's control.

Another potential cause of damage to concrete surfaces is road salt and other chemical contaminants. Road salt or other deicing products used for ice control in the winter may adversely affect the surface of the concrete. As a result, road slush, which contains road salt, should not be allowed to melt on the concrete. A good alternative to deicers is sand or cat litter for increased traction on icy sections of the driveway or sidewalk.

Common lawn fertilizer, contaminated surface water and run-off from stored materials can cause staining of the concrete surface that cannot be removed. Concrete sealers that are commercially available may reduce damage due to chemical contaminants. Care should be taken in the handling and storage of potential contaminants on or near any concrete surface.

##### Concrete Pavers

Manufactured concrete products such as paving stones are also susceptible to surface damage and staining. The precautions pertaining to concrete surfaces listed above also apply to these products.

Concrete pavers are installed on a bed of coarse sand or fine gravel. Some localized settlement may occur due to compaction of these materials. Should some areas settle excessively, lift out the pavers in the low area and add sand to level the area out. Suitable material for this repair can be purchased in bag form from most home supply centers.

### **Asphalt**

Asphalt surfaces are seldom smooth and often have indentations. Tire impressions and checking or cracking at the edges due to expansion and contraction are other common characteristics. Damage to the surface may also occur in hot weather as the surface softens due to the heat. Sharp or pointed objects such as motorcycle kickstands or trailer hitches can penetrate the surface under such conditions.

Gasoline and solvents will dissolve asphalt quickly. Any spills or fluid leakage from automobiles should be removed immediately. Periodic sealing of the asphalt surface (every two to five years) with an acrylic-based sealant is recommended. These products are readily available at most home supply centers.

### **SITE DRAINAGE AND GRADING**

The intent of site drainage patterns is to prevent surface water from pooling near or against the perimeter foundation wall of your new home. This is accomplished adjacent to the house by sloping the soil away from the residence on all sides.

Depressions due to soil compaction following construction may occur adjacent to the foundation walls. These depressions should be filled and graded to direct surface water away from the walls for a distance of at least two meters (6'). At no time should water be allowed to pool against the foundation walls.

In addition to the drainage considerations adjacent to your new home, overall property drainage systems may include surface depressions (swales), drain tile curtain drains and catch basins. Ice, snow, leaves and other debris can block the flow of drainage and must be seasonally maintained by the owner. Care must be taken not to permanently alter the drainage flow so as to cause an ongoing drainage problem.

During periods of excessive rainfall, standing water may occur due to soil saturation. Such conditions are beyond the control of the owner or builder.

### **DRAIN TILE AND SUMP**

In most jurisdictions, there is a requirement for a perimeter drain tile system to be located below the level of the basement or crawlspace floor. This system generally consists of perforated pipes that are covered with gravel to allow water to seep into them. This drain tile carries the water away from the perimeter of the house to prevent it from accumulating against the foundation wall or footing. The drain tile then carries the water to a sump or catch basin. The sump allows any sediment in the water to settle

to the bottom of the sump. The clear water is then drained off by another pipe to the municipal storm sewer, ditch or a rock pit located in the yard. Access pipes or cleanouts are installed to allow the perimeter drain tile to be inspected and cleaned. The location of these cleanouts should be identified for future reference.

Sumps and catch basins should be cleaned every two years, as a minimum, to remove any excessive sediment, leaves or other debris. Exterior stairwells are often equipped with a drain and sump at the bottom of the stairwell to prevent flooding of the basement. These drains must be kept clear of debris.

The requirement for a perimeter drain tile system may be waived by the authority having jurisdiction in arid regions, regions with free draining soils, or some rocky lots. In areas of blasted rock, it is virtually impossible to stop the movement of water through the rock. Exposed areas of rock in a crawlspace may seep water in wet conditions. Care must be taken to ensure that any visible water is drained away and that the area is adequately ventilated.

## **LANDSCAPING**

Frequent watering of the grass is essential during the first few weeks after an area has been sodded or seeded. Once the grass is established, weekly watering is adequate. This will promote a deep root system that will result in a healthier, more drought resistant lawn. Frequent light watering results in a shallow root system that causes the lawn to dry out and die in drought conditions. For the same reason, grass should not be cut shorter than two inches in height.

Fertilizing twice a year and controlling weeds will promote a healthy lawn. Consult your local home garden centre for suitable products.

During the spring thaw, do not allow snow or ice to accumulate in shaded areas as this will damage the grass. Any accumulations of snow should be distributed evenly over a large area so that it melts evenly.

Some minor settlement will occur over some areas of new lawns or landscaping. These areas should be filled and re-seeded to maintain a level surface.

When installing flower beds, be careful not to interfere with the drainage system. Ensure that flower beds are graded away from the foundation wall and that a minimum clearance of eight inches is maintained between the ground level and the bottom of the exterior wall cladding.

Never allow soil or gravel to come in contact with untreated wood materials or your exterior finish.

Trees and shrubs should be kept clear of the house. Deep rooted plants or trees could interfere with the performance of the perimeter drainage system of the house.

Newly planted trees or shrubs require a shallow depression around their base. The depression should be worked periodically to loosen the soil to allow air and water to penetrate to the root system. Once the plant is established (approximately two years), the depression can be filled in; however, never raise the soil above the level of the base of the trunk as this will kill the tree.

In some arid locations, the installation of lawns, planters, trees or shrubs directly adjacent to your new home is not recommended. The water required to sustain the health of the lawn or plants causes the soil to expand or collapse depending on the composition of the soil. This will adversely affect the load-bearing ability of the soil and may cause structural damage to the residence.

### **VINYL, METAL OR COMPOSITE SIDING**

Generally, vinyl, metal or composite siding materials will not require refinishing. Metal and composite siding materials can be repainted, vinyl siding cannot. Due to their smooth surface, these materials can be kept clean by washing with a garden hose and mild detergent. Never use a pressure washer to clean the exterior cladding. Excessive water pressure can cause damage to the surface of the cladding and/or force water into the wall cavity.

Vinyl and metal siding materials are installed loosely to allow for expansion and contraction due to the variations in the outside temperature. Damaged or very loose siding should be replaced/refastened to prevent further damage to the siding and to prevent the entry of water into the wall cavity.

### **WOOD SIDING**

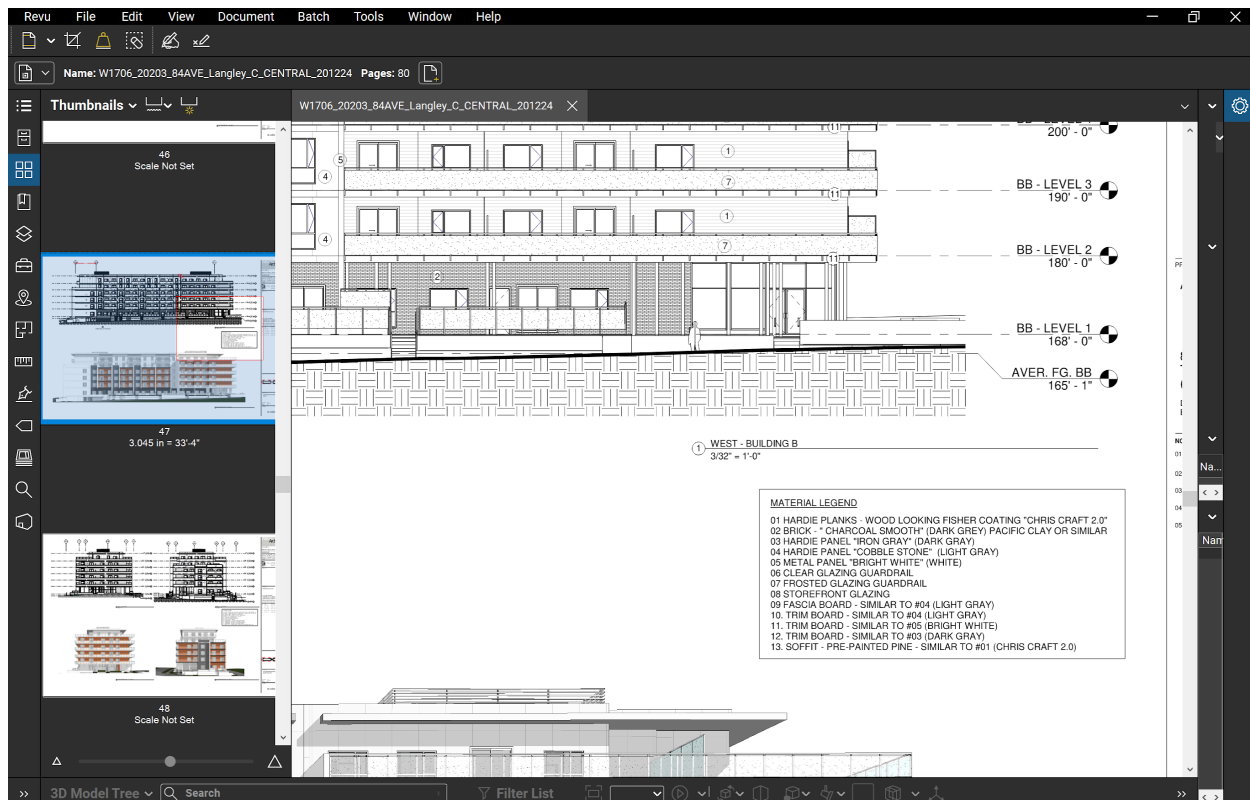
Wood siding and shingles can be cleaned with a mild detergent and a garden hose. Do not use a pressure washer to clean wood siding as this will damage the surface and force water into the pores of the wood.

Painted wood siding or shingles will generally require repainting or staining within five years. This will vary depending on the type and quality of the product used, the initial coverage, and the exposure to the elements. The siding will require repainting or staining whenever the surface begins to fade, discolour or peel.

Moisture in wood siding causes most exterior paint failures. This moisture may be from garden sprinklers, damp shrubbery close to the wall, small cracks in the siding or around door and window details. Spot repair of affected areas can sometimes extend the life of the remaining surfaces. Please note that if spot touch ups of the painted/stained surfaces are undertaken, the new paint/stain colour will likely not match that of the existing surface due to fading and weathering. This cannot be avoided.

Siding installed on the south and west elevations, especially dark and bright colours which fade more rapidly, may require more frequent repainting or staining to maintain their original appearance and also to provide adequate protection for the siding. For best results, follow the manufacturer's recommendations for surface preparation.

Decks, handrails and window-sills may require cleaning and "touching up" more frequently than other components of the house due to their horizontal orientation.



## **CAULKING**

Flexible sealing compounds are generally referred to as caulking. Numerous varieties exist and have many specialized uses. Caulking is generally used to seal gaps between dissimilar materials on the exterior of the building and to seal gaps or joints in exterior finishes. As the building moves due to the shrinkage of the building framing members and/or the finishing materials themselves, considerable stress is placed on the caulking materials. While a caulking joint should never be the only means of preventing water from entering a building, it is one of the initial means of keeping water out. Therefore, caulking requires examination annually before the wet weather arrives. Any cracked or damaged caulking should be removed and replaced.

When caulking, use a high-quality material formulated for your specific purpose. Some caulking is for interior use or cannot be painted. Consult with your builder or local home supply centre for an appropriate product.

## **WINDOWS**

Window glazing is typically made of glass with the exception of some skylights that may use an acrylic glazing. Current building standards require the use of double-glazed sealed units mounted in thermally

broken frames. There is a wide assortment of frame types and the material used can vary widely. Windows may open in different fashions: they may slide horizontally or vertically, open outwards like a door or tilt open in the fashion of an awning. Typical windows require minimal maintenance. Window hardware should be cleaned and lubricated annually. Any accumulated grime or debris should be removed from between the window and the frame.

Most window designs incorporate a drainage track at the bottom of the window to collect any condensation that runs off of the glazing. These tracks will have weep holes to the outside to drain this moisture. These holes must be kept clean and can be maintained with a short piece of wire or a cotton swab.

If high relative humidity levels occur inside your new home during periods of very cold weather, condensation and frost on the inside face of the windows will occur. This is a ventilation issue and is not a fault with the window. Condensation can result in the growth of mold on the window frame that can be controlled with a mild solution of bleach and water.

Condensation between the layers of glass within the window frame indicates that the sealed unit has failed. The glazing unit will require replacement as there is no method of repairing sealed units. If failure of the sealed unit occurs after the expiry of the first year of warranty coverage, contact your window supplier as the cost of this repair may be partially borne by the manufacturer.

## **DOORS**

Exterior swing doors are generally made of solid wood, metal, wood over a foam core or fiberglass. Sliding patio doors are usually constructed with metal or vinyl frames and are supplied by the window manufacturer. Interior doors are usually a wood veneer over a hollow core. The main door between the unit and the hallway will be provided with an automatic door closer and seal (weather-stripping) to ensure that the door automatically closes.

Exterior doors are exposed to detrimental weather conditions and extreme temperature variations from the inside to the outside which can harm the surface of the door. Variations in the relative humidity from the interior to the exterior can also affect the door. Collectively or separately, these conditions can cause doors to warp or change in dimension. Seasonal variations can occur up to ¼" in any direction. It is prudent to refrain from trimming a binding exterior door as the problem may rectify itself with a change in climatic conditions.

Some exterior doors have restrictions imposed by the manufacturer as to the colour the door may be painted. The heat absorbed by darker colours can cause failure of the sealing compounds in the glazing and/or cause excessive warping of the door. The wrong paint colour may void the manufacturer's warranty; therefore, any such restrictions should be reviewed prior to the door being painted.

Interior doors are generally sized to allow a gap up to 18mm (¾") at the bottom of the door between the door and the floor covering. This gap is provided to allow for the circulation of air beneath the door.



### **WEATHER-STRIPPING**

Weather-stripping is installed around doors and windows to reduce air infiltration. Check the weather-stripping annually to ensure that the seal is adequate. Some weather-stripping is adjustable and the door should be slightly difficult to latch or lock. Petroleum jelly can be used to lubricate rubber or vinyl products to maintain their flexibility.

### **FINISH HARDWARE**

The factory finish on exterior locks and door handles will wear with normal use. This is especially evident with brass finishes in marine environments. To restore this finish, remove the factory lacquer finish with a scouring powder, then polish the hardware. Once a uniform appearance is obtained, the surface can be sealed with a coat of clear lacquer.

Interior door hardware can be wiped clean with a damp cloth and polished with a soft dry cloth. It should be noted that natural body oils and many hand lotions are detrimental to brass finishes and will cause tarnishing.

Door hardware and locks can be lubricated with powdered graphite or light oil.

### **DECKING AND HANDRAILS**

Balconies and handrails are exposed to rain, snow and sun. Painted surfaces will chip and peel and should be touched up annually before the onset of poor wet weather. Open seams in wood trim should be sealed with a suitable caulking to prevent the entry of water.

Care must be taken not to damage any deck membranes and any damage must be repaired immediately. Usually, cleaning with mild soap and water is adequate.

### **ROOF AND GUTTERS**

#### **ROOF**

If the roof of your new home is sloped, it will typically be surfaced with asphalt or fiberglass shingles, cedar shingles or shakes (which may or may not be treated with a preservative), clay or concrete tile, metal or a composite manufactured product. Flat or slightly sloped roofs may be surfaced in either built-up tar and gravel or torched on rolled sheet goods. The typical life expectancy of these various roof materials ranges from 10 - 25 years.

The life expectancy of the roof will depend on the product used and the care and maintenance provided. Loose, broken or missing shingles following heavy windstorms should be repaired or replaced. It should

be noted that most manufacturer's warranties for shingles do not cover wind damage in conditions exceeding 80 kph (50 mph) unless otherwise specified. Storm related damage is not the builder's responsibility; therefore, maintenance repairs should be made as soon as possible after such occurrences to prevent leakage. Leakage can cause serious damage to the interior of your new home or further damage to the remainder of the roof.

Asphalt shingles and some roll roofing have granules on the surface to protect the product from damage due to ultraviolet radiation from sunlight. If bare areas of the underlying roof material are present, they should be protected with additional granules. This material is available at most roofing material supply stores. In addition, these types of roofs will become soft in hot weather and the top surface can become damaged from people walking over it.

Deflection of the roof sheathing or the lifting of the shingles due to expansion can cause variations in the roof surface.

Cedar roofing should be washed annually with a garden hose and any accumulated debris such as needles or moss should be removed from between the shingles or shakes. The shingles should not be pressure washed as the high-pressure water causes irreparable damage to the composition of the shingle. Wood roofs become very slippery when wet and extreme caution must be undertaken when working on a wet roof.

Wood shingles will crack and split with time. This weathering is generally not a concern unless it causes a roof leak. If such a leak occurs, it should be repaired immediately by installing a piece of sheet metal beneath the cracked shingle. Older wooden roofs are very brittle and traffic on the roof can cause extensive damage to the shingles.

Flat roofs should be inspected by a professional every two years and all recommended maintenance should be carried out.

All forms of roofing are intended to shed water and prevent its entry into the residence. Obstructions that prevent the free flow of water off of the roof surface or to a drain can cause leakage and/or premature failure of the roofing material. The roof and ancillary flashings must be kept free of debris and build-up of ice or snow. While cleaning the roof is recommended annually, the roof surface should also be checked for excess debris after every heavy windstorm. This is especially true if trees surround the home. Please note that coniferous trees will also deposit debris in sufficient quantities to impede the free flow of water.

Regardless of the type of roof material used, the area beneath the roof surface will be vented to the outdoors. Sloped roofs generally have an attic which is vented at the perimeter (eaves), gables or at the ridge of the roof. Flat roofs are also vented. This unobstructed ventilation is crucial to the longevity of the roof and roofing material. At no time should you allow this venting to become blocked.

## **GUTTERS AND DOWNSPOUTS**

Although gutters are not required by building regulations, they are often installed at the perimeter of the roof to control the runoff of rainwater from the roof. They also serve to prevent the rainwater from being deposited alongside the foundation wall where it could eventually seep into the basement or splash water and mud up onto the surface of the wall. If the gutters or the downpipes become clogged with debris or ice, water damage can occur.

Keep gutters, roof drains and downspouts free of obstructions such as leaves, tree needles and moss. Washed down by rain, particles from asphalt shingles can settle in the gutters and reduce their efficiency. As with the roof, the gutters should be checked for obstructions at least twice a year, and after every heavy windstorm or after prolonged periods of freezing and thawing. When cleaning out the gutters, do not allow the leaves and debris to clog the down pipes of your new home.

## **STRUCTURE**

### **FOUNDATION**

The most common material used in foundation construction is poured in place concrete. Alternative methods of construction include masonry block walls and wood walls constructed of pressure treated preserved wood.

If constructed of concrete, it is important to understand that concrete shrinks as it cures. As with concrete flat work, such as driveways, the concrete of the vertical wall may crack as the stresses caused in the concrete due to shrinkage are released. Minor shrinkage cracking cannot be avoided in conventional concrete foundations and floors. These cracks have little effect on the structural integrity of the building.

The exterior of foundation walls is generally coated with a bituminous damp-proofing material below grade. This material is often exposed for several inches above grade as well. Damp-proofing is installed to prevent moisture from seeping into the concrete. It is not waterproof; therefore, excessive amounts of ground water must be controlled by other means such as site grading or drainage.

As previously referenced, hairline cracks in the foundation wall may allow the entry of water. These can be repaired from the outside with an asphalt-based sealant. If exterior access is not possible, numerous concrete patching compounds are available commercially, which can be installed to the inside surface of the concrete wall.

### **WOOD FRAME**

The most common means of building the structure of a new home is a method called western platform framing. This method incorporates a vertical frame of 2"x4" or 2"x6" studs with continuous plates of the

same width at the top and bottom of the wall. The wall studs are generally on a 16" or 24" spacing. Plywood, lumber or oriented strand board (OSB) sheathing is used on the exterior of the frame.

The floor "platforms" are constructed using 2"x8", 2"x10", 2"x12" floor joists of solid lumber or manufactured floor joists with plywood or OSB sheathing screwed or nailed to the top surface. To help eliminate squeaks and to provide additional structural rigidity, glue is often applied to the top of the floor joist prior to the installation of the floor sheathing. The interior and exterior walls of the structure and/or the perimeter foundation wall generally support the floor joists.

For space considerations, beams constructed of several joists nailed together, or engineered wood products, may be used to support the joists in lieu of a wall. For larger loads or longer spans, a specialized manufactured beam may be used for added strength. Posts at intermediate locations may support these beams.

Most roofs are constructed using prefabricated wood roof trusses spaced 600mm (24") apart. Detailed roof structures may be framed by hand using roof rafters and ceiling joists. Trusses are capable of spanning large distances while carrying considerable weight; therefore, it is likely that the interior walls on the top floor of your home carry no roof loads and the load is supported by the exterior walls only. As the design and installation of the truss is engineered, this can be confirmed by your builder or by the supplier of the trusses.

Following installation, the wood used to construct your new home will shrink as it dries out. This shrinkage will cause minor changes in the size and the shape of the wood members. These changes do not affect the structural integrity of the wood frame, but may cause changes in the finishes used throughout your new home. The most common changes are cracks or nail pops in the finished surfaces of the drywall on the walls and ceilings. The movement that results from the shrinkage of the structure may also affect other finishes such as flooring and wood trims. Minor floor squeaks may appear and doors may begin to bind. Any necessary repairs in this regard should be postponed until towards the end of the first year to allow the majority of the wood shrinkage to occur. The ML Emporio service department will then fill and sand the deficient drywall making them paint ready. All subsequent painting is the responsibility of the homeowner.

## **INTERIOR FINISHES**

### **VINYL**

Laminate is a synthetic man-made flooring constructed in layers. The material is designed to resist moisture that could cause boards to warp, but if exposed to excessive water it may cause irreparable damage.

Spills must be wiped up as soon as they occur. Excessive water or liquid can cause irreversible damage to laminate flooring. Refrain from excessive wet or damp mopping of the floor. Never allow liquids to stand

on the floor. Regularly sweep, dust or vacuum the floor with hardwood attachment. Keep the home at a proper temperature and humidity.

### **HVAC FANS**

Two types of fans in the washroom. Continuous 24hr fans running by code and two speeds. The on/off switch is located on the electrical panel or the comm box in the unit.

### **CARPET**

Carpeting care basically consists of avoiding spills, cleaning high traffic areas regularly to remove surface dirt and vacuuming the entire carpeted area weekly to remove dirt. Consult your flooring supplier for the specific cleaning and maintenance requirements of the flooring products used in your home.

Carpets and rugs should be professionally cleaned every year or two depending on the use and appearance.

### **CERAMIC TILE**

Ceramic tile is very durable. For routine cleaning use a mild detergent; do not use waxes or sealers. As the grout is porous and will absorb water which will lead to staining, annual sealing of the grout joints with a clear liquid silicone sealer should be carried out.

### **COUNTERTOPS**

Engineered stone is a composite material used as an alternative to solid stone in the making of kitchen countertops. The finished product is a combination of crushed stone and polymer resin that sets to harden and permanently form the finished surface. Engineered stone has all the properties of solid stone such as fire resistance and strength.

Ensure that all spills are mopped up quickly to prevent them from penetrating through the porous material and causing stains. Clean surfaces using a damp cloth and a mild soap. Avoid using strong chemicals such as acid, alkaline material and acetone and other solutions with unidentified ingredients to clean your solid surface countertop. Make sure your cleaning agent is recommended by your manufacturer. Use a cutting board to protect your counters when you cut or chop. Never place hot pots, pans or dishes directly on the countertops and always use a pad to protect the countertop from excessive heat. Be mindful of the mitre joints of your countertop; they are sealed to prevent any penetration of liquid but it is best to avoid any standing water or hot pots, pans, dishes or any small appliance as it can deteriorate the sealant and cause swelling and irreparable damage. The best way to

prevent stains is by adding a sealer on a semi-annual basis; it fills the pores of the porous material and repels spills allowing time to wipe it away.

### **CABINETS**

Cabinets are the built-in cupboards with drawers or shelves, installed in kitchens and bathrooms for storage. Cabinets are typically made with wood, PVC & vinyl surfaces and may feature various compounds to provide strength and durability.

Most cabinet surfaces can be cleaned using a damp cloth and a mild detergent. Abrasive cleaners should not be used. Grease splattered on the surfaces should be removed immediately as it becomes more difficult to remove as it solidifies. Periodically check hinge screws and tighten if required.

If the kitchen is equipped with a self-cleaning oven, the cabinet drawers and cabinet doors adjoining the range should be kept open when the range is in self-clean mode to allow excess heat to dissipate. If heat is allowed to build up, the surface may delaminate. This precaution should also be taken when the oven is used for a prolonged period at a high temperature.

### **ROLLER SHADES**

Roller shades are a window covering that rolls up by way of a cylinder that revolves. The shade is mounted on the roller and can be pulled up or down.

Use care when manipulating the blinds, especially window coverings over large windows as they are very heavy and may require support when operated. They are an intricate system of pulleys that can be difficult to fix if broken. If your blinds have just a thin layer of dust, a feather duster will be sufficient to clean them. Open the blinds and run a feather duster between each blind, to pick up the dust on both sides.

### **PAINT**

The majority of the interior drywall surfaces of your new home will be finished with a latex (water-based) paint. Do not attempt to wash walls prior to latex paint curing (30 days after application). To clean walls apply a mild liquid detergent onto a soft sponge, not cloth as a cloth acts as an abrasive. Gently massage the detergent into the soiled area. Once the soiled area is clean, rinse out the sponge and wipe the area gently. Periodic painting is part of homeowner maintenance.

## **PLUMBING**

The plumbing in your new home will likely consist of plastic or copper piping for the supply of potable water throughout the home and PVC plastic piping for the waste disposal.

A main water supply shut off has been provided to shut off the water supply to your new home. This can be used in the event of an emergency and should be located upon occupancy for future reference. Additional shutoffs may also have been provided to the sink supply lines and toilets to allow for routine maintenance.

The plumbing in your new home will likely consist of plastic or copper piping for the supply of potable water throughout the home and PVC plastic piping for the waste disposal. Other products are available but are less common.

A main water supply shut off has been provided to shut off the water supply to your new home. This can be used in the event of an emergency and should be located upon occupancy for future reference. Additional shutoffs may also have been provided to the sink supply lines and toilets to allow for routine maintenance.

## **FIXTURES**

The surfaces of the plumbing fixtures are susceptible to damage from abrasive cleaners. Use of abrasive products and steel wool pads should be avoided as these products will cause the finish of the fixture to become dull and porous. Refer to the manufacturer's recommended maintenance procedures for specific information relating to your products.

Plumbing fixtures are intended for normal household use only. Caustic products should not be disposed of in the household fixtures.

## **HOSE BIBS**

Hose bibs (garden hose connections) often have a valve inside the house that can be shut off to allow the hose connection to be drained from the inside before winter to prevent freezing and possible bursting of the exterior section of the piping. These shut-off valves should be identified and shut-off in the winter months. Once the water supply has been shut off, the exterior valve should be opened to allow the exterior portion of the piping to drain. This process is reversed in the spring once the threat of freezing is gone.

Some hose bibs are "frost free" which means that the valve is connected to a long stem that allows the water to be shut off inside the wall in the warm environment. The outer portion of the piping then drains freely.



Garden hoses should not be left connected to the hose bib during freezing weather as neither can drain. Ice forming in the hose due to undrained water can break the hose, or the hose bib and cause the supply pipe to freeze.

## **TOILETS**

Toilets generally refill as follows: a flush causes water in the tank to rise, which in turn lifts a ball float to a preset water level. Once the ball float reaches this level, the water flow valve is shut off. If set too high, the water level will rise in the tank and run down the overflow pipe into the toilet bowl without shutting off the water. To rectify this, simply adjust the height of the ball float so that the water is shut off before it reaches the height of the overflow outlet.

If water continuously runs into the toilet bowl from the tank, there may be a poor seal at the flapper valve at the base of the tank. This seal can be cleaned with a stiff brush or steel wool. A worn flapper valve would require replacement.

Water dripping from the base of the toilet tank is likely due to condensation on the tank versus a leak of any connections. High interior humidity levels will result in condensation on the cold surface of the toilet tank as the tank is refilled with cold water.

Some toilets and some basins are made of glazed and kiln-fired vitreous china, while some basins and bathtubs are made of enameled steel. Both are very durable and attractive. To clean these fixtures, use mild powdered or liquid cleaners. Avoid abrasive cleansers or pads as they will damage the finish.

## **FAUCET REPAIRS**

Noisy or leaking faucets are frequently due to loose or damaged washers. Turning the fixture off with too much force can damage washers. Faucet handles should be turned no further than the point at which they stop the flow of water.

Faucets can generally be easily repaired by either replacing the damaged washer or the faucet cartridge itself. Basic home repair books describe how to repair typical faucets; however, due to variations in the methods of manufacture, specific instructions may be required. Prior to beginning the repair, the water supply must be shut off at the shut off valves provided. If such valves are not present, the entire water supply system will need to be shut off at the main shut off valve.

Contact a plumber if you are uncomfortable attempting this repair.

Green staining of fixtures is usually a water related issue due to the chemical compositions in the water, and is not a builder defect.

### **PLUGGED TOILETS AND DRAINS**

Toilets are very susceptible to blockage. New toilet designs use very little water per flush. This results in a lower volume of water carrying away the waste. Repeated flushing may be required in some instances to remove solid waste. Dense tissue paper and some thick toilet papers are unsuitable for these toilets. Never dispose of hair, grease, lint, diapers, sanitary products, “Q-tips” or plastic in the toilet.

Hair, grease, large food particles or other solid forms of waste can plug drains. Should they become plugged, try removing the debris from the trap beneath the fixture. Alternatively, a plunger can be used. Once partially cleared, very hot water may complete the job. A more severe blockage may require a plumber. As commercial drain cleaners are very corrosive, they are not recommended.

### **TUB AND SHOWER ENCLOSURES**

A shower curtain will prevent water from running onto the bathroom floor while the shower is in use. To prevent damage to the flooring or walls, any spills or puddles of water should be cleaned up immediately.

Caulking is used to seal seams and prevent water from entering behind the enclosure. If a separation occurs around your bathtub between the tub and the wall tiles or between the wall and the enclosure itself, it should be filled immediately with a tub sealer or caulking compound available at any home supply centre. Leaving the gap unsealed may cause serious water damage to adjacent materials.

You should apply a clear liquid silicone sealer to the grout joints of tub or shower enclosures that are finished with ceramic tile. This should be done every six months. This sealer is used to prevent the porous grout from allowing water to seep through to the substrate material behind the tile. This sealing cannot be done until the grout has cured for approximately six to eight weeks. Please note, this is a liquid product and should not be confused with silicon-based caulking. Follow the manufacturer’s recommendations for application.

Some tub enclosures have specific cleaning requirements. Generally, abrasive cleaners are not recommended and harsh chemical cleaners should be avoided entirely. Follow the manufacturer’s recommendations for maintenance. Also, you should never step into a bathtub with shoes on as trapped grit and dirt can damage the tub surface.

### **ELECTRICAL SYSTEM**

The electrical system in your home has been installed in accordance with the requirements of the provincial electrical code. The power supply is fed to the home via underground or overhead cable. With underground service cables, piping, gas lines, etc., care should be taken when digging on your property. For information on these underground services, contact your hydro or gas provider, Telus, your cable supplier or your local building department.

Circuit protection will be implemented via circuit breakers located in the electrical panel(s). The main power shut-off will be located inside the electrical panel or immediately adjacent to it. This panel and the location of the main breaker should be located upon moving in, before an emergency occurs.

Should the circuit breaker “trip”, it is likely due to overloading of a specific circuit or a short circuit in an appliance cord. The start-up load of electric motors can also temporarily overload a circuit. To correct tripped breakers, isolate the cause of the overload or short and disconnect it. The circuit breaker can then be reset by turning it to the "off" position and then to the "on" position. If the breaker continually trips, contact an electrician.

### **G.F.C.I. CIRCUITS**

A ground fault circuit interrupter (G.F.C.I.) is an additional electrical safety device installed in the electrical system. This device is a breaker that can be located in the main electrical panel or within specialty outlet receptacles and is designed to provide protection from ground faults. The G.F.C.I. is extremely sensitive and will trip if grounding of the electrical current is detected. Ground faults usually occur in older appliances and electrical equipment or inexpensive extension cords. A poorly insulated extension cord lying on wet ground will often cause a ground fault. Because water and electricity are a poor combination, protection is installed to the outlets in the bathroom and outdoors. If this breaker trips, unplug the source of the ground fault and reset the breaker either at the panel or at the outlet itself.

G.F.C.I. outlets should be tested monthly to ensure their proper operation.

### **SMOKE AND FIRE DETECTORS**

Smoke detectors have been installed in accordance with the requirements of the Building Code. They should be tested monthly to ensure their proper operation, and should be cleaned twice a year with a vacuum.

Please note that these devices are connected directly to the electrical system of the home and do not require batteries. However, they will not operate in a power outage unless the unit has a backup battery.

### **HEATING AND VENTILATION**

#### **HEATING**

Regardless of type, the heating system is designed to maintain a minimum temperature of 21 degrees Celsius at the outside design temperature. The indoor temperature is measured in the center of the room. This calculation is a health and safety issue defined by the Building Code/Bylaw and is not directly related to comfort. Temperature variations from room to room can be expected. The heating system may

temporarily not be able to meet comfortable temperatures in specific regions where the temperatures fall below the outdoor design temperature.

There are numerous types of thermostatic controls for any given heating system. The accuracy of these controls can vary due to internal heat gains caused by a continued demand for heat. At times, it may be necessary to ignore the numerical temperature settings and set the thermostat for a temperature that is comfortable. Adjusting a thermostat to a setting higher than the temperature desired will not speed the rise in temperature.

The various heating systems available all have specific requirements for maintenance in order to operate at maximum efficiency. The operation of your specific system is best determined by reviewing the instructions provided by your builder or the manufacturer. It is recommended that the homeowner have all interior heating vents and the furnace cleaned at possession, to clear drywall dust.

Heating systems can be noisy at times due to the expansion and contraction of the pipes and other metal components of the distribution system. These noises are particularly noticeable when starting up or cooling down, or at night (when it is quieter) and do not affect the performance of the system.

Systems that rely on burning fuel to generate heat require makeup air for combustion. This air supply must not be blocked as dangerous back drafting conditions can occur.

Heating systems will not operate unless the thermostat setting is higher than the room temperature. Solar heat can warm a room or area to the extent that the thermostat is warm enough not to be calling for more heat. The heating system will then remain turned off and other rooms not positively affected by the heat of the sun can become cool.

With forced air systems, the heat outlets and cold air returns must be kept free of any furniture or floor coverings which could block the free flow of air. In addition, the filters must be cleaned or replaced at least twice a year to allow the unobstructed flow of air through the furnace. The quality of the replacement filter used dramatically affects the air quality within the home.

### **VENTILATION, CONDENSATION AND RELATIVE HUMIDITY**

The optimum year-round humidity level to be maintained within the residence is approximately 50%. Due to seasonal variations of the relative humidity outdoors, this level of humidity can be impossible to maintain without the use of specialized mechanical equipment. Mechanical means of maintaining a constant humidity within the home are available.

Furnace humidifiers which add moisture to the indoor environment are available, but they must be checked frequently when in use to ensure that the proper water level is maintained within the unit.

Due to Building Code/Bylaw requirements pertaining to energy conservation, current standards for house construction require that the exterior envelope of the building be sealed against incidental air

leakage. This sealing of the exterior walls prohibits the leakage of warm air to the outdoors from within the residence.

Warm air has the ability to hold more moisture than cold air; therefore, daily activities within your new home such as showering, boiling water, and even respiration create moisture in the form of water vapour. This can total 7 - 9 litres (1½ to 2 gallons) of moisture per day with four occupants. The warm air holds this water in suspension and as this moisture-laden air comes in contact with cold surfaces it will condense and water will form. Condensation will fuel the creation of mold and mildew.

The failure of an owner to properly ventilate and maintain proper heating levels can seriously affect a new home and the health of the occupants. Any resultant damage due to an owner's actions would not be covered under the warranty.

The key to controlling humidity levels within the home and avoiding condensation is adequate ventilation. Ventilation allows the warm, moist air to be exhausted from the home and replaced with dry cool air from the outdoors. This will marginally increase the cost of heating as this cold air is brought up to room temperature; however, this added cost is necessary to offset the harm the high humidity levels will cause.

As the outdoor temperature drops, the surface temperature of the exterior walls will also drop. The air inside the house will not be able to sustain as high a level of relative humidity. This will cause condensation to occur on cold surfaces.

Windows or the toilet tank of the toilet used most frequently can be used as a guide to determine whether or not the proper relative humidity is being maintained. As soon as condensation occurs on inside window surfaces or on the tank of the toilet, steps should be taken to reduce the relative humidity by controlling the moisture sources and/or by increasing ventilation.

As previously stated, ventilation is often the only effective means for removing moisture. Dehumidifiers are only practical in limited areas. If vented outdoors, exhaust fans in the kitchen and bathroom will remove moisture created from cooking and bathing before the vapour can circulate through the house. These fans should not exhaust into the attic space as this will only exhaust the moisture into the attic potentially causing problems. These fans need to be run often enough to remove the airborne moisture. The length of time required will depend on the number of occupants, the activities undertaken and outdoor climatic conditions. Many new homes are now provided with intermittent timer controls that regulate the operation of these fans which should never be tampered with or turned off.

Windows are an effective means of ventilation and depending on weather conditions, thoroughly airing out the home for 15 minutes a day may suffice. In addition, opening a window near the source of moisture while the exhaust fan is in operation will allow for cross ventilation and more effective moisture and odour removal.

### **RANGE HOODS AND EXHAUST FANS**

Range hoods and exhaust fans are provided to reduce or eliminate cooking odours and excess moisture. Not all range hoods vent directly outdoors. For efficient operation and to reduce potential fire hazards created by grease accumulation, filters should be washed in mild detergent. They can also be run through a dishwasher.

Range hoods that do not vent outdoors are usually provided with a charcoal filter that helps remove grease and odours. These filters should be replaced in accordance with the manufacturer's recommendations.

### **HEAT RECOVERY VENTILATORS**

Some homes will be equipped with a heat recovery ventilator (HRV) for ventilation purposes. This mechanical unit continually exhausts stale warm air from within the rooms of a new home (usually, the kitchen, bathroom and laundry areas), and supplies fresh air to the remaining main living areas. The heat recovery aspect of this unit consists of a heat exchanger inside the unit that warms the fresh outside supply air with the latent heat of the stale warm air that is being exhausted. This is done via a series of plastic baffles which allows the heat transfer without mixing the two air sources.

HRVs run continuously and are a superior means of controlling humidity and air quality within the home. They are not required by the Building Code/Bylaw and at an additional cost are generally only installed if requested.

Freezing weather can affect the operation of the HRV due to ice build up within the unit. Precautions should be taken in severe weather to prevent this from occurring. Refer to the manufacturer's recommendations in this regard.

### **APPLIANCES**

Any appliances included with the purchase of your new home, which have been installed by the builder or their agents, will have been checked to ensure their proper operation. Appliances all come with instructions that detail the operating procedures for the specific appliance. Please ensure that you read all material distributed to keep the appliance functioning as intended and be aware of any other maintenance requirements. These instructions must be followed in order to maintain the manufacturer's warranty. Any warranty cards provided with the equipment should be completed and sent to the manufacturer to ensure your warranty obligations are met.

The following tips are included for information only.

## **Dishwasher**

A dishwasher is a mechanical device for cleaning dishware and cutlery. Although dishwashers are watertight, they don't actually fill with water. A small basin at the bottom fills up and heating elements heat the water and then a pump propels the water up to the water jets where it is forced out and sprayed against the dirty dishes. When the washing and rinsing is finished, the water will drain down to the basin again where the pump propels the water out of the dishwasher into a drain hose that feeds directly to the pipes under your sink.

The final step in a wash cycle is optional - the dry cycle. The heating element at the bottom of the dishwasher heats the air inside to help the dishes dry.

Only use detergent recommended specifically for dishwashers. Alternatives can cause leakage and excessive bubbles. Ensure that all items placed in your dishwasher are dishwasher safe. Rinse dishes of food to help prevent food particles from blocking the main drain. Maintain the dishwasher by cleaning up food debris from the base and drain. Observe the cycle to ensure it is working properly.

## **Microwave**

Microwave ovens are popular for reheating previously cooked foods and cooking a variety of foods. They are also useful for rapid heating of otherwise slowly prepared cooking items. Some microwaves also serve as a hood fan for the stove and help exhaust air to the exterior of the home.

One of the easiest ways to extend the longevity of your microwave is by cleaning it regularly. Food and liquid spatters can absorb energy, leading to burn spots and even causing damage to components of the microwave. Most foods and liquids can be removed with warm soap and water or an approved microwave oven cleaner. Materials that are not microwave safe can cause fires or explosions. You should never put in aluminum foil, metal and dishware with silver or gold accents.

Microwave latches are more complex than many people appreciate; some latches have as many as three switching mechanisms that must close in the correct order. Closing the door carelessly may damage these switches. Pulling the door open while the microwave is running can result in a blown safety fuse. Running a microwave without anything inside it can cause serious damage. When a microwave is empty, the energy the microwave produces must be absorbed by its own components, such as the glass or the magnetron that produces the energy. These components are not designed to withstand this kind of exposure, and repairing or replacing them can be expensive.

An item that is excessively heavy can mechanically strain the turntable and its motor, along with central components such as the magnetron. All of this can lead to a damaged unit and food that isn't properly cooked. The microwave must never be used to dry garments or any fabric as a fire may result. Replacing parts such as light bulbs, door latches, turntables, turntable motors, and charcoal filters is safe and affordable. Most of these problems should be relatively easy to diagnose. The charcoal filter is one of the

only simple parts that can be easy to forget about. If your filter appears greasy or if your microwave vents strange odors, this usually indicates that grease has built up and a new filter is needed.

### **Cooking Range Hood Fan**

The hood fan is a separate appliance that helps exhaust humid air caused by cooking to the exterior of the home with an external venting system. This system should be used when cooking to avoid cooking odors from being released into the corridor and to lessen grease build-up on kitchen surfaces and to reduce humidity within your suite. This system may be incorporated into a microwave appliance or a standalone system.

Kitchen fan and filter requires cleaning. The frequency of cleaning required will depend on how often the range is used and what type of cooking is done. Inspect filters regularly and evaluate if cleaning is required. The filter is made of a steel mesh that performs best when clean. It is easily removed and cleaned by soaking in warm water with regular detergent. It is also recommended to clean the fan and housing as well with a mild decreasing formula.

### **Refrigerator**

The refrigerator is an appliance or compartment that is artificially kept cool and used to store food and drinks. Your refrigerator may have one or two controls that allow you regulate the temperature in the freezer and refrigerator compartments. The refrigerator control is a thermostat, which measures the temperature and regulates the running time of the compressor.

Clean refrigerator condenser coils every six months to ensure they are clean and free from debris. Regularly inspect and clear any ice buildup in the refrigerator or freezer compartments, build up may cause failure of the appliance. Regularly check your refrigerator's interior temperature. Keep door gaskets clean. Keep the refrigerator doors closed during a power outage.

Request a service call with Midland Appliances if any issues arise and a technician will visit to evaluate any warranty concerns. If after the one year warranty has expired, consult the manufacturer or local service technician for a service call.

### **Stove or Range**

The stove is an appliance for cooking and heating that operates by gas or electricity. Care must be used with the appliance as it can reach high temperatures and can cause injury if not used with care.

Obtain a good quality oven and stove top cleaner to maintain the finish of the appliance. Prevent a build-up of spilled food on burners or in the oven as this may damage the stove, which could result in



costly repairs. Do not leave cooking unattended for any reason. Caution should be used to prevent fires and injury.

### **Washing Machine**

A washing machine is used to wash laundry like clothing and other textiles. The appliance is connected to a hot and cold-water source and drain.

Ensure that the washer drain hose is correctly inserted and connected into the drainpipe before using the machine. Avoid overloading the washer and make sure to distribute the items evenly in the washer to avoid excessive vibration. Inspect washer hoses on a regular basis for signs of wear and tear and possible loose connections. Make sure you turn hot and cold-water valves off when leaving your home for an extended period of time.

### **Clothes Dryer**

A clothes dryer is a powered household appliance that is used to remove moisture from a load of clothing and other textiles after they have been washed in a washer. Only load clothes that have previously been washed in a machine and partially spun dry so they are only damp. Another spin cycle may be required when clothes are quite wet.

Clean the lint from the dryer trap after each dryer use. Dryers vent to the exterior of the building, usually above a patio or deck space and will require cleaning as debris builds up. Check exterior vents quarterly and remove any debris visible. Inspect the area around the drum for lint build up. Should the lint trap not be cleared, you will find that clothes will take longer to dry, there will be excessive humidity in your home and damage to the dryer motor and switches may result and cause a fire. Dryer vents should be cleaned annually for drying efficiency and fire prevention.

## MAINTENANCE GUIDELINE

ITEM	MONTHLY	SPRING	SUMMER	FALL	WINTER
<b>EXTERIOR</b>					
Check and clean sump		✓			
Check exterior caulking and re-caulk if necessary		✓		✓	
Check weather-stripping and adjust if necessary		✓		✓	
Clean exterior cladding			✓		
Clean gutters and downspouts		✓		✓	
Check roof for defects		✓		✓	
Check foundation and concrete slabs for signs of leakage or damage			✓		✓
<b>INTERIOR FINISHES</b>					
Re-caulk showers and countertops if necessary		✓			
Seal grout			✓		
Lubricate door hinges		✓			
Wash range hood filter			✓		
<b>PLUMBING</b>					
Disconnect hoses and drain hose bibs				✓	
Drain and refill hot water tank (if applicable)			✓		
<b>ELECTRICAL</b>					
Check GFI circuits	✓				
Check smoke/carbon monoxide detectors	✓				
<b>HEATING</b>					
Clean furnace and filters (if applicable)			✓		✓
Service heating system			✓		✓

## DOCUMENTS & MANUALS

Will be handed to customers closer to handover.