

# The Columbia

Troubleshooting Guide

**WESGROUP**

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# Bathroom Fans

The bathroom fans are designed to operate 24/7 to ensure moisture is constantly drawn out of the home.

To adjust the speed of the fan:

1. Locate the access panel in your master bedroom or ensuite in the ceiling secured by 6 screws and open access door
2. At the SPEED CONTROL panel, choose LOW SPEED



3. Ensure the access door is closed tightly
4. The motion-sensor fan will now run constantly on low speed and kick up to medium speed as soon as it senses motion in the bathroom. It will automatically turn off about 10 minutes after you exit.

## Dedicated Light Switch (Master Bedroom and Living Room)

By turning light switches that are marked with a green dot ON/OFF, controls the power to a specific outlet in that space also indicated with green dot (only applicable in master bedroom and living room).



# Dryer Vent and Lint Trap

## Lint Trap

Located inside the dryer, and lint trapped inside should be removed after every use



## Secondary Lint Trap

Located on wall above dryer and lint should be removed after each use



## Why should you clean dryer lint build-up?

Lint builds up in the lint trap, as well as inside the dryer vent and ductwork, reducing airflow and drying efficiency. Lint can cause humidity levels to rise around vents causing mildew and mold to develop in walls and insulation. Lint is combustible and can cause a fire hazard.

### How often should dryer vents be cleaned out?

Dryer exhaust vents should be inspected and cleaned at least once a year depending on the size of the household and dryer usage. Please contact Strata Property Management for further information.

### When?

A telltale sign that the dryer vent needs cleaning is that clothes take longer and longer to dry.

When it takes 2-3 cycles to dry a load of towels, it's time to check things out. Another indication of poor or obstructed venting is that the dryer's external cabinet or its control area is hotter than usual. If that happens, disconnect the dryer and check the vent.

## Dining Light Dimmer

This slider controls the dimmable light bulb in ceiling light (not provided). We recommend hiring a certified electrician for installation of any ceiling light fixture.

Please note that the warranty will be void if electrical parts/wiring are damaged by an unlicensed party (including the homeowner).

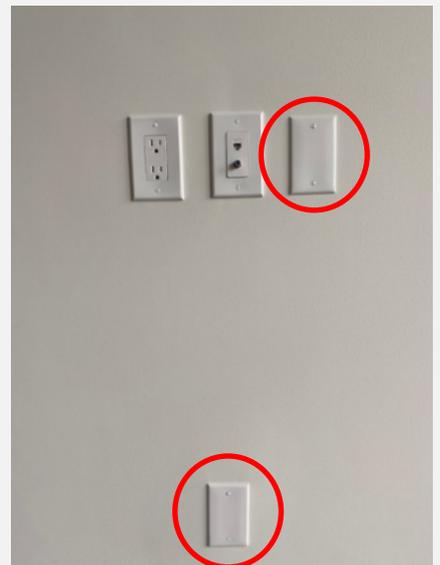


# Electrical Cover Plate (Blank)

Some homes will have wiring for an automated door opener (as requirement for adaptable units). These are located next to light switch and above door closer. Another blank plate may also be found under the unit number by entry door (red)

The blank cover plate above your light switch is a rough-in for future security keypad (blue)

The blank cover plates on your TV wall are meant to be removed to allow for TV connections to run through between the walls for a cleaner finish



# Hose Bib and Gas Hook-up

Hose-bib shut off is located together with the main water shut-off (hot and cold water) inside the home usually in the flex room. If you do not see this third shut off, this indicates there is no exterior hose-bib for your home

These are frost free hose bibs and can winterized by turning valve at the bib to off position, please also ensure hose is disconnected from the bib to avoid freezing

It is recommended that a certified gas technician is hired to hook up any barbeque to ensure safety



# Kitchen Sprayer

**My kitchen sprayer (pull-down nozzle) does not retract automatically**

The sprayer/nozzle head is not designed to retract automatically, please guide it back to its original position after each use

# Outlets and Receptacles

**My kitchen outlets or bathroom outlets don't seem to respond**

There will be a GFCI outlet near your kitchen sink (this may be on the backsplash or at either end of the island depending on the location of your sink). Press the RESET button to regain power for corresponding outlets in the same space.

The ensuite and main bathrooms are controlled by one single GFCI outlet in either space. If you have a third bathroom, it will be on its own GFCI outlet.

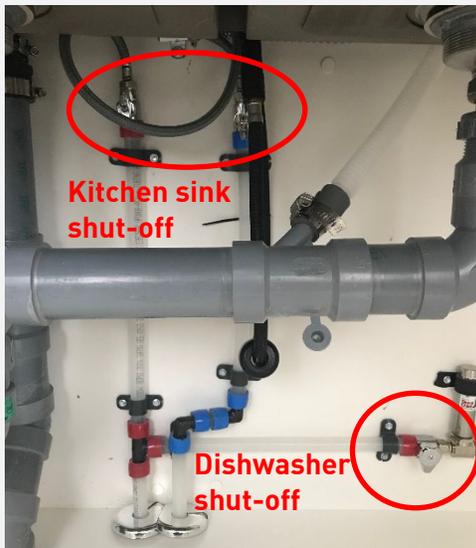
**Some outlets are stiff and hard to plug into**

It is normal for this plug to feel hard to put in since it is designed to be child-proof. There is not an issue with the plug itself.

Try resetting at the breaker panel if the problem persists

# Main Shut-offs

Where are the shut-offs for my kitchen sink, bathroom sink, toilet, dishwasher and the gas shut-off?



\*If gas shut-off is not found in any of the lower cabinets, it will be located behind the stove



\*If the home will be vacant for an extended period (eg. vacation), please ensure main water shut-off is turned off to temporarily terminate water supply to the home

### Water pressure is low in my home

Ensure the main water shut-off (usually in the Den or in a closet) is turned all the way on for both hot and cold water



### My washing machine is not filling up with water

Ensure the water shut-off located inside the wall next to the machine is turned on (handles in upright position) and that hose is not kinked



# Sink Stopper

Water in the sink drains from sink stopper

The sink stopper is designed to temporarily hold water in the sink and should gradually drain away as per design



# Smoke and Carbon Monoxide Detector

Why is my smoke detector chirping/beeping?

1. Battery Pull-tab is Still in the Alarm

The battery pull-tab must be removed after AC power is provided to the alarm.

2. The Battery Drawer is Open

The battery drawer must be completely closed for the battery to contact the terminals.

3. Low Battery

As the battery in a smoke alarm becomes weak, the smoke alarm will "chirp" about once a minute to alert you that the battery needs to be replaced. Note: Only the alarm with a low battery will chirp. No signal is sent through the interconnect wire. The other alarms will be silent.

4. Battery is present, but part of the terminal is obstructed

The battery may not be fully contacting the terminals in the alarm. Check to be sure the battery pull-tab or some other obstruction is completely removed.

5. A different Device or Appliance

Security systems, monitors, carbon monoxide alarms, and other devices have similar low battery or alert signals.