

Quartet

Troubleshooting Guide

WESGROUP

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Bathroom Fan

The fans are not set on an occupancy sensor, but operated by digital timer (usually in entry closet) and switch in the bathroom.

In 1 bed 1 bath unit – Digital timer set is for two 4-hour operations per day, anything outside of these times will be operated from the switch in the bathroom

In 2 bed 2 bath (or more) – One of the bathrooms are set on digital timer set for two 4 hour operations per day, anything outside of these times will be operated from switch in bathroom. All other bathrooms will be operated by switch in bathroom.

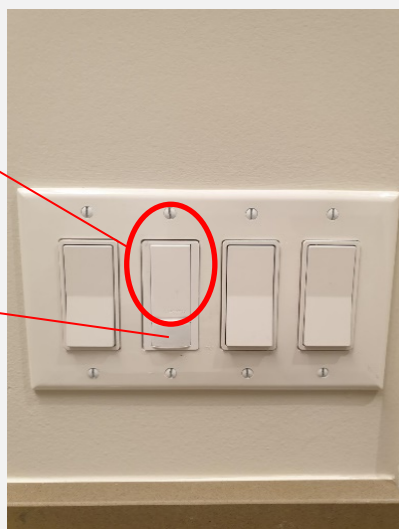
If the fans cannot be turned off, it means that fan is operating from the timer which is requiring it to run for the period set for which is from 8am to 12pm and 6pm to 10pm currently programmed by the commissioning agent.

The timer is adjustable for the fan to be turned on at preferred times of the day, however please ensure it is turned on for two 4-hour period each day to ensure moisture is drawn out of the home as much as possible.

Please note that the fan speed is not adjustable and any damages in home found to be caused by moisture build-up/condensation and mould because of improper bathroom fan use will not be warrantable.

Bathroom fan switch

Motion sensor for lighting under vanity in en-suite



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 monthly (depending on use)



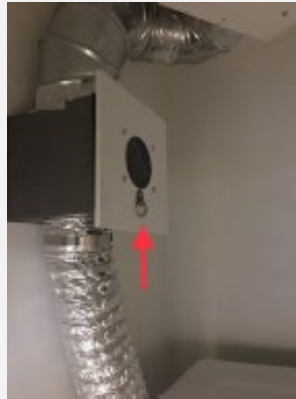
Why should you clean dryer lint build-up?

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.

Dryer Vent – Cleaning

How to clean secondary lint trap?

Remove lint trap by pulling ring



Vacuum/remove lint fibers inside



There are 2 sets of springs on each side of cover, slide wires in the hole and let go



Exterior Dryer Duct Cleaning (managed by strata)

How often?

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

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)

The blank cover plates located at your entry way (above the door closer and by the nearest way) are roughed in for an automatic door system installation (for disabled)

*Applicable in some homes only



Heat Pump

The ON/OFF switch can be used if the unit needs a reset

Filters should be replaced every 3 months (depending on use)

Please do not adjust the fan speed as this will directly affecting the balancing of the air throughout home.

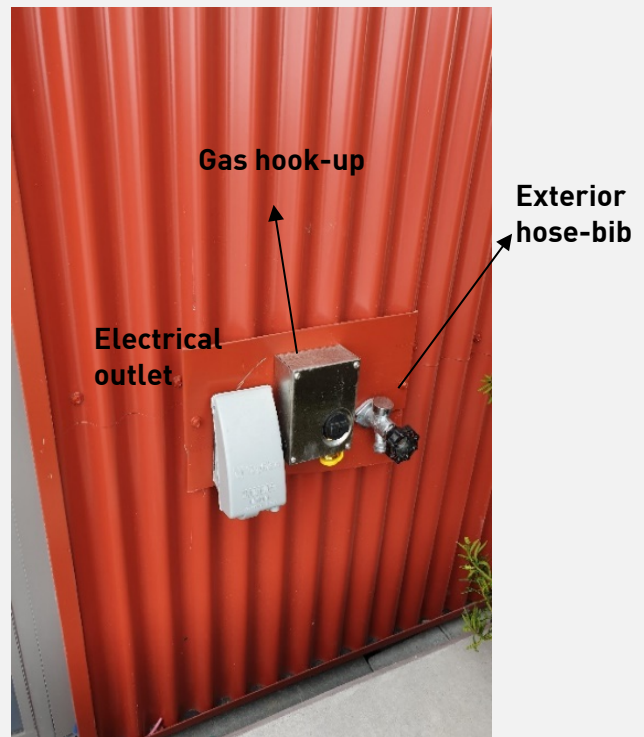


Hose Bib and Gas Hook-up

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



*Midrise units with roof-top patio have hose bibs inside the planters, with corresponding shut-off inside the home. Ensure hose line is drained of water as winter approaches to avoid freezing.

Main Light Switch

Main light switch (indicated with red dot)

Dedicated switch that will control all the lights in the unit (except for bathroom vanity lights and puck lights under upper cabinets in the kitchen)



Nest

This controls the temperature of your home and can be controlled via smart phone app. For information on factory reset, please refer to user manual.



NuHeat (Ensuite in-floor heating)

Factory Reset

From the home screen, access the Factory Reset by pressing: **Settings > Factory Reset**

Factory Reset allows you to reset the thermostat back to factory default setting. This can be done for new owners or for troubleshooting purposes.

Warning – Factory reset will delete all information you may have entered in the thermostat, including energy usage data.



Outlets and Receptacles

My kitchen/bathroom outlets don't seem to respond

Outlets in the kitchen and bathroom work in pairs: 1 regular outlet and 1 GFCI outlet. When either one senses ground fault, it will kick out the power. If outlets in the kitchen are unresponsive, locate the GFCI outlet and press "RESET" to activate power again.

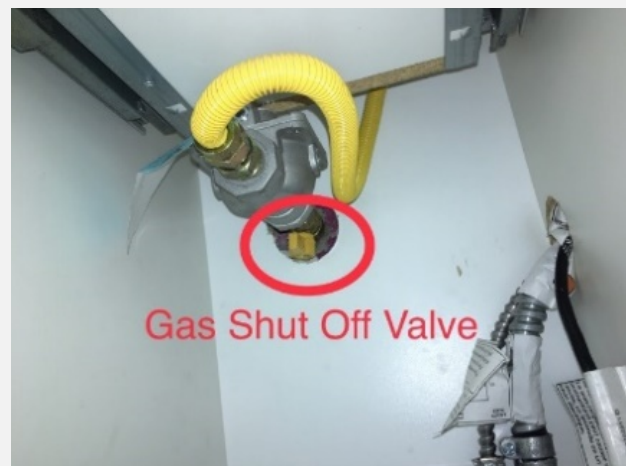
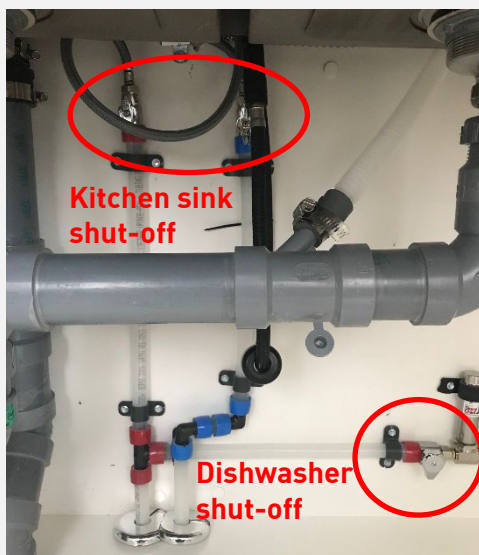
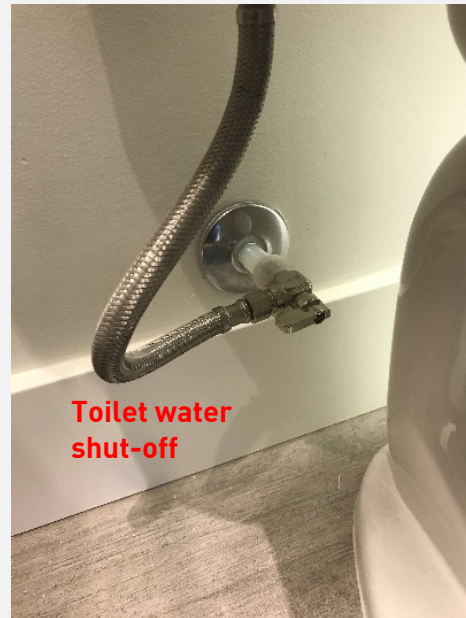
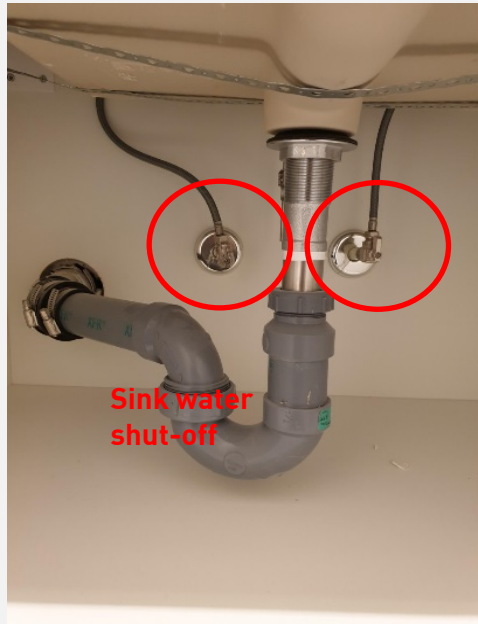
Try resetting at the breaker panel if the problem persists

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.

Main Shut-offs

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



*Should the home 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



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.