

— The —  
**Sapperton**

BREWERY DISTRICT

# Homeowner Manual

Caring for your New Home at  
The Sapperton

**WESGROUP**

Unit 910, Four Bentall Centre  
1055 Dunsmuir Street,  
Vancouver, BC, V7X 1L3

T: 604-648-1800 | F: 604-632-1737

# WELCOME HOME

We are excited to welcome you to your new home at The Sapperton and are dedicated to assisting you with any questions or concerns you may have.

This Homeowner Manual has been designed to guide you through some of the basic information about the warranty on your new home as well as maintenance advice that is helpful in keeping your investment in tip-top condition for years to come.



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# IMPORTANT CONTACTS

## EMERGENCIES

Ambulance, Fire & Police  
Poison Control  
Fortis BC  
New Westminster Electric Utility

911  
1-800-567-8911  
1-800-663-9911 or 911  
604-515-3750

## UTILITIES & SERVICES

Police Non-Emergency  
Telus  
New Westminster Utilities  
Canada Post

604-525-5411  
1-866-558-2273  
604-515-3750  
**1-800-267-1177**

## PROPERTY MANAGEMENT

AWM Alliance Real Estate Group  
401 - 958 W 8<sup>th</sup> Avenue, Vancouver  
B.C., V5Z 1E5

604-685-3227 (24 hours)

## WESGROUP CUSTOMER CARE

910 - 1055 Dunsmuir Street, Vancouver  
B.C., V7X 1L3  
[customercare@wesgroup.ca](mailto:customercare@wesgroup.ca)

604-648-1800

## APPLIANCES

Trail Appliances

604-777-3300

# 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 is **Miguel Vivanco**, [Miguel@awmalliance.com](mailto:Miguel@awmalliance.com) who will facilitate the business of the Strata Corporation while protecting the interests of the owners and ensure the proper administration of the Strata Corporation.



## DUTIES & RESPONSIBILITIES

Below is a list of some of the duties of 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 1st 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.

## 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.

## 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 by clicking [here](#).



	Definition	Example	Strata	Owner
Common Property (CP)	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, & Mail Room.	✓	
Limited Common Property (LCP)	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.	✓	
Strata Lot (SL)	The interior area of each separate home.	Interior Walls, Ceilings, Flooring, Windows, Interior doors, cabinets, light fixtures, and all other interior finishing.		✓

# WARRANTY

Your home is covered by our Builder Warranty and Customer Care Program, supported by Travelers Insurance Company of Canada

**Travelers Insurance Company of Canada**

650 West Georgia Street, Suite 2500

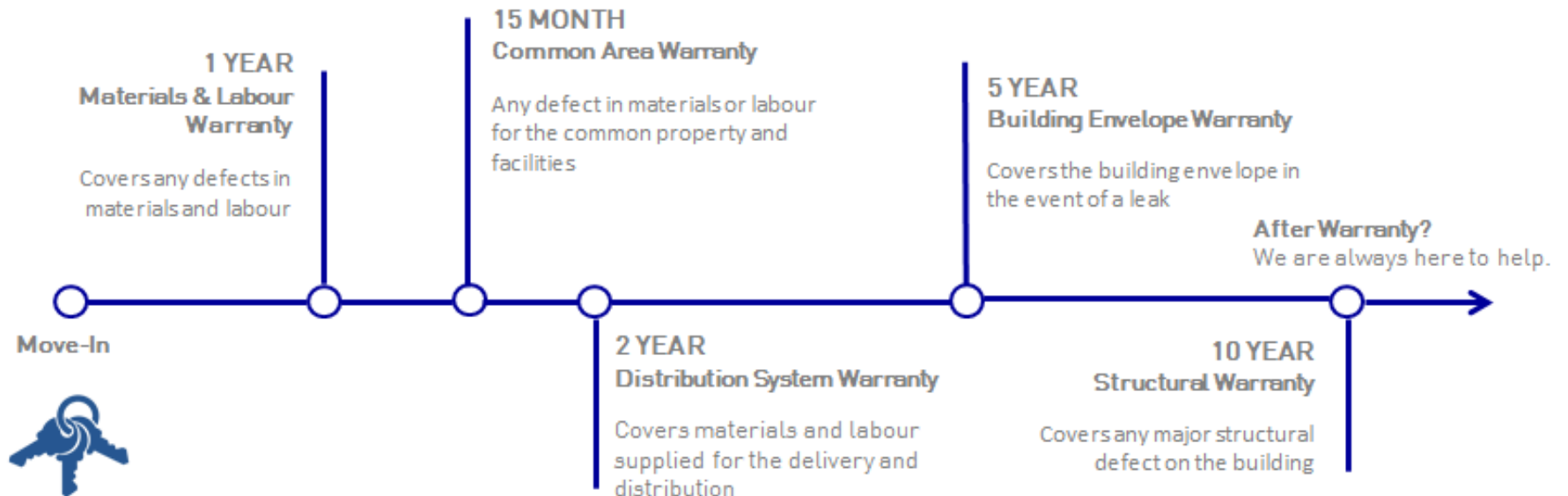
Vancouver, B.C., V6B 4N7

604-684-6574



## 1-2-5-10 YEAR NEW HOME WARRANTY

Wesgroup is committed to address any deficiencies within your home during the applicable warranty period. Any warrantable defects discovered with your Strata Lot should be reported directly to Wesgroup. Any warranty concerns with Common Property or Limited Common Property should be bought to the attention of your Property Manager. Wesgroup is happy to be of assistance with any questions or concerns that arise and provide advice at any time while you own your home.



## YEAR END REMINDER

Homeowners will be reminded in advance of the expiry of the one-year warranty period. Cosmetic related deficiencies will be addressed one time only. We highly encourage homeowners to include cosmetic type deficiencies after 11 months along with any other items that require review.



## A CLOSER LOOK AT WARRANTY - WHAT'S COVERED?

### 1 YEAR – Materials & Labor 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.

#### Interior Installations & Finishes

- Defects in materials or installation of all other finishes such as cabinets, flooring, countertops, etc.

#### Appliances

- Please contact the manufacturer directly to request for an appointment with a technician during the 1 year warranty period (See page 10).

### 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.





## WHAT IS NOT COVERED?

While the warranty program is quite comprehensive there are items that are excluded from warranty coverage.

- Normal wear and tear, damage, weathering, and deterioration consistent with normal industry standards.
- Acceptable sound transmission from water pipes, waste lines, elevators, or adjacent suites.
- Subsequent damage resulting from continued use of defective component or from allowing a known defect to persist without advising Wesgroup or the Property Manager in writing.
- Defects in materials, design and workmanship provided and supplied by homeowner, such as cabinets, flooring and painting.
- Surface defects in materials not noted in writing prior to possession.
- Damages caused by rodents or insects or other animals
- Operation of municipal services, including sanitary and storm sewer



To learn more about the warranty guidelines in BC or to check if a specific item may be warrantable, please see the [Residential Construction Performance Guide](#) issued by BC Housing.

## HOW TO SUBMIT A SERVICE REQUEST?

### ONLINE

Please visit [www.wesgroup.ca/services](http://www.wesgroup.ca/services) to submit a Service Request or to obtain building specific information

### EMAIL

For In-Suite concerns:

- Send an email to [customercare@wesgroup.ca](mailto:customercare@wesgroup.ca)
- Include your **full name, address, contact number**
- Include a brief description of the issue with the location and a photo if possible

For Common Property Concerns:

- Send an email to your Property Manager, Miguel Vivanco at [miguel@awmalliance.com](mailto:miguel@awmalliance.com)
- Include your **strata plan number, full name, address, contact number**
- Include a brief description of the issue with the location and a photo if possible

## APPLIANCE SERVICE REQUESTS

All appliances are covered under a 1 year warranty by the manufacturer.  
Please contact Trail Appliances at 604-777-3300 and provide the following:

1. Name, address, postal code and all relevant contact numbers
2. Identify type of appliance and brand, **model** and **serial number** (found on sticker located inside appliance)
3. Describe issue
4. Confirm completion date as indicated on your New Home Warranty Certificate



# EMERGENCIES

Please call 911 if the following serious emergencies occur:

- Fire
- Human Injury
- Theft
- Gas leak or call 1-800-663-9911

If a **fire sprinkler** is accidentally activated, the fire department will automatically be signaled and will respond promptly.

## OTHER URGENT SITUATIONS

Please contact the Property Management for the following situations:

- No water service
- Major damage to the building
- A total stoppage of the plumbing drain system. In this situation, all sinks, toilets or tubs will not drain.
- A water leak that requires water service to your home to be shut off in order to avoid serious damage.
- A serious problem with the electrical wiring system

AWM Alliance Real Estate Group    604-685-3227 (24 hours)

## IF YOU HEAR THE ALERT FIRE ALARM SIGNAL

The building is equipped with advanced life safety equipment to notify residents of any fire concern in the building. Be aware of the fire exits on your floor as well as amenity areas.

- This means a possible fire condition may exist in the building
- Prepare to leave the building
- Check door for heat and smoke before evacuating
- Evacuate to a safe area outside
- If unsafe to leave, call 911 to advise of your location, stay low

# CARING FOR YOUR HOME

Purchasing a new home is one of the largest investments you can make and much like cars they require regular maintenance. Proper care for your home will save you a great deal of expense and prolong the life of your home.

While much of the maintenance for the common property is completed on your behalf by the Strata Corporation, there are many maintenance items that are the responsibility of the homeowner. The following advice is meant as a guide for the care and maintenance of the various components and finishes that may have been included in your home.

## YOUR DUTY TO MITIGATE DAMAGE & MAINTAIN

It is your responsibility as the homeowner to take any immediate action to prevent or minimize damage to your home. As with any maintenance item, please do not attempt a procedure with which you are not comfortable. It is best to consult or obtain the advice from a professional related to the maintenance procedures if you are not familiar.

## INTERIOR FINISHES & MATERIALS

### FLOORING

Flooring is a term to describe any finish material applied over a floor structure to provide a walking surface. The layer beneath the flooring is called the sub floor. The sub floor is typically made of plywood and floor joists or concrete and provides support for the flooring.

#### **Laminate Wood Floors**

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.

The backing is the bottom layer, above the backing is the inner core, the core is made from high-density fiberboard that is reinforced with a special resin to resist moisture and increase durability. Next is the image design layer, this is where the high-resolution image

of wood appears. The top layer is the wear layer, this layer helps protect the design from fading, scratches, and damage from everyday wear and tear. Laminate flooring is rarely comprised of wood and generally does not yellow or fade from sunlight.

### **Routine Maintenance**

- Spills must be wiped up as soon as they occur. Excessive water or liquid can cause irreversible damage to laminate flooring.
- Place mats to protect high traffic areas and access points to the outdoors.
- 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.
- Planted pots should be isolated from the floor surface.
- Protect floors from pet damage (such as claws).
- Keep the home at a proper temperature and humidity.

### **Warranty Coverage**

One (1) year warranty covers manufacturer or installation defects. Wear and tear or damage is not considered a warrantable defect. The repair of scratches and chips is the homeowner's responsibility as part of maintenance.

### **Engineered Hardwood Floors**

Engineered hardwood flooring consists of two or more layers. The top layer is real wood veneer and the lower layers consist either of several layers of plywood, high density fiberboard or solid wood. Multiple layers are bonded together under pressure to create a floor board.

The stacking of the layers is designed to counteract the natural tendency of hardwoods to expand, contract, warp, or cup when exposed to different environmental factors. This makes engineered hardwood flooring an excellent alternative in geographical areas that have excessive moisture.

### **Routine Maintenance**

- Spills must be wiped up as soon as they occur. Excessive water or liquid can cause irreversible damage to engineered hardwood flooring.
- Keep pebbles, dirt, grains of sand, debris and moisture away by keeping floor mats and rugs at all entrances. This will help keep the finish of your floor safe and intact for a longer period of time.

- Keep your engineered flooring swept, clean, and dry on a daily basis. The appearance of hardwood flooring is easy to maintain with a dry microfiber dust mop or approved hardwood cleaner.
- Use either a vacuum cleaner with a soft flooring attachment, or a broom.
- Avoid walking on your floors with high heeled shoes or shoes worn outside because they can cause severe damage to the upper wear layer of the floor.
- Wax-based cleaners, harsh detergents, or steel wool should not be used to clean engineered hardwood flooring.

### **Warranty Coverage**

One (1) year warranty covers manufacturer or installation defects. Wear and tear or damage is not considered a warrantable defect. The repair of scratches and chips is the homeowner's responsibility as part of maintenance.

### **Carpet**

Carpet is made from wool or a synthetic fiber, such as polypropylene, nylon, or polyester. Carpet is typically installed with underlay and affixed to the floor with tack strips along the perimeter of the room. Carpets come in many different styles, including woven, needle felt, knotted and tufted. All styles have an upper layer of pile, the frilly, soft yarns that stand up on the flooring, attached to a backing.

### **Routine Maintenance**

- Pets and furniture can snag and pull up loops of the carpet. It is best to repair these right away to avoid further irreparable damage.
- Carpets should be vacuumed weekly to remove debris and dust using the appropriate vacuum attachment. If you are using a vacuum with a beater/ bristle bar make sure to adjust the height as it can catch and pull up loops from the carpet.
- Place mats at both the inside and exterior of entrances.
- Carpets can be steam cleaned when extremely soiled and use caution with soaps; if not removed properly they can leave a residue that change the PH balance of the carpet and cause the carpet to change color or possibly yellow.
- Remove stains and spills immediately using specialized stain remover.
- Limit exposure to direct or prolonged sunlight where possible

### **Warranty Coverage**

One (1) year warranty covers manufacturer or installation defects. Wear and tear or damage is not considered a warrantable defect. Damage from carpet pulls or stains are not warrantable.

## **Tile**

Tile is a manufactured piece of hard-wearing material such as porcelain, ceramic, stone or glass. The three most common areas in a home where tiling is used are backsplashes, flooring, showers, and bath tub walls.

### **Porcelain Tile & Glass Tile**

Porcelain tiles are made from natural clay of a denser nature, finely ground sand is also added into the manufacturing mix. This mixture is pressed and fired at a much higher temperature to remove almost all of the water content. Glass tiles do not absorb moisture and do not become stained and are suitable for wet room use.

### **Ceramic Tile**

Ceramic tiles are made from clay or clay and other raw materials, which are shaped and fired to give strength and aesthetic beauty

### **Routine Maintenance**

- Well placed mats in high traffic areas can prevent dirt build up or damage.
- Wash tile and mild cleaner specifically designed for cleaning porcelain tile; rinse with warm water and allow for drying.
- Never wash the tile with abrasive soap or harsh chemical cleaners.
- Wipe stains immediately to prevent the staining of the tile and grout.
- Take extra care to clean light colored grout lines regularly to prevent staining. Grout cleansers and whiteners are available at most hardware stores.
- Take care not to drop heavy objects that may chip or crack the surface.

### **Warranty Coverage**

One (1) year warranty covers manufacturer or installation defects. Wear and tear or damage is not considered a warrantable defect.

## **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.

### **Routine Maintenance**



- Periodically check hinge screws and tighten if required.
- Most cabinet surfaces can be cleaned using a damp cloth.
- Wipe up any spilled liquids as soon as possible to avoid damage or staining the finish as your cabinets are meant to stay dry.
- Grease splattered on the surfaces should be removed immediately as it becomes more difficult to remove as it solidifies.
- Avoid the use of abrasive cleaners.
- 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 to prevent the surface from delaminating

### **Warranty Coverage**

One (1) year warranty covers manufacturer or installation defects. Wear and tear or damage is not considered a warrantable defect.

## **COUNTERTOPS**

Countertops are horizontal work surfaces in kitchen and bathrooms and are installed upon and supported by cabinets. The surface is positioned at an ergonomic height and the particular task for which it is designed. A countertop may be constructed of various materials with different materials such as stone, ceramic tile, wood and concrete.

### **Engineered Stone**

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.

### **Marble**

Marble is a metamorphic rock. It is composed mostly of calcite, resulting from the metamorphism of limestone. Impurities in the stone such as silt, clay, sand, iron and various oxides are re-crystallized by intense heat. These re-crystallized impurities are what give marbles their beautiful veining.

### **Routine Maintenance**

- 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.

### **Warranty Coverage**

One (1) year warranty covers manufacturer or installation defects. Wear and tear or damage is not considered a warrantable defect.

### **Window Coverings**

Blinds have horizontal or vertical slats typically made of wood, composite, vinyl or aluminum. Blinds can be turned to control the amount of sunlight and air allowed in a room and can be completely pulled up with a pull cord or cordless system.

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.

### **Routine Maintenance**

- Use care when manipulating the blinds, especially window coverings over large window 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.

### **Warranty Coverage**

One (1) year warranty covers manufacturer or installation defects. Wear and tear or damage is not considered a warrantable defect.

### **Interior Doors**

Interior doors are hollow core, made of honeycomb cardboard encased by fiberboard or a veneer shell with a painted finish.

## Routine Maintenance

- If a door lock sticks, you might want to apply a small amount of powdered graphite, available at hardware stores, which will reduce the tendency to gum up the lock mechanism.
- Interior door hardware can be wiped clean with a damp cloth and polished with a dry cloth.
- Doors may require an adjustment from time to time to prevent binding and open and close freely.

## Warranty Coverage

One (1) year warranty covers manufacturer or installation defects. Wear and tear or damage is not considered a warrantable defect.

## WALLS & DRYWALL

Interior walls are constructed using vertical 4” studs spaced up to 16” apart, with 4” horizontal tracks at the top and bottom. Hallway and shared walls are a party wall system with 6” tracks and a staggered stud layout to help reduce sound transmission.

The majority of interior walls in your house will consist of drywall that is made with a composite material. The wood and other materials used to construct your new home may shrink as the humidity levels change, this may cause cracks due to normal shrinkage. Minor changes in the size and shape of wood members can occur with drying and may result in drywall cracks or nail pops in the walls or ceilings.

## Routine Maintenance

- Take care not to damage wall surfaces by limiting contact and preventing impacts on the wall.
- Repair to common drywall cracking, denting, or scratching is simple; apply some joint compound (available at building supply or hardware stores) with a putty knife and spread it firmly into the gap. Straighten the knife and pass it one last time over the repair, to scrape off any excess joint compound. Let it dry overnight, and apply another coat of compound if needed. Once compound is dry, lightly sand the patch with 120-220 grit sandpaper. Paint the patch or affected area as necessary.

## Warranty Coverage

One (1) year warranty covers manufacturer or installation defects. Wear and tear or damage is not considered a warrantable defect.

## Paint

Most surfaces in your home are painted with a latex base paint. Paint is a combination of pigments with suitable thinners or oils to provide an effective way to protect and decorate surfaces.

### Routine Maintenance

- Take steps to prevent wear by limiting impacts to wall surfaces.
- Maintain the lower levels of humidity inside the home.
- 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 soiled area is clean, rinse out sponge and wipe area gently.
- Periodic painting is part of homeowner maintenance.

### Warranty Coverage

One (1) year warranty covers manufacturer or installation defects. Wear and tear or damage is not considered a warrantable defect.

## PLUMBING & FIXTURES

The plumbing in your new home consists of pipes for the supply of potable water throughout the home drain pipes for disposal of waste water. A main water supply shut off has been provided for your unit to shut off the water supply to your new home.

Additional shutoffs may also have been provided to the sink supply lines and toilets to allow for routine maintenance. Each unit has a separate shut off labeled with hot and cold. Please familiarize yourself with the shut-off locations in case of an emergency.

### Hot Water Source

Hot water is produced by the common water boiler system that services the entire building. Hot water is distributed throughout the building via the mechanical systems.

### Waste Pipes

The waste pipe network includes drain pipes connected to the main sewer pipe, traps, and vent pipes to permit proper draining. These may be located within cabinets, inside closets or clearly visible on a wall surface. These areas must remain accessible as they are the means of access to the cleanout should a blockage occur.

## P-Trap

A trap is a P-shaped waste pipe beneath each sink connected to the plumbing sanitary system. The trap remains filled with water to act as a barrier to prevent airborne bacteria and odors from coming up the sink drain. The trap under a sink also serves to catch lost valuables.

### Routine Maintenance

- Certain waste materials including grease, fat and petroleum products should not be disposed of down the plumbing system. These materials will accumulate in the piping, especially in the P-traps, and can significantly reduce the flow of water through the waste system in the building. These substances are also very detrimental to the municipal sewage treatment systems.
- If sewer gasses are detected, running water down the waste pip will re-prime the trap and likely stop the odor.
- As waste material collects along the drain pipe walls the water might be slow to drain. This can be remedied by using a drain clearing product or using a drain snake to clear the section of pipe.

### Warranty Coverage

One (1) year warranty covers manufacturer or installation defects. Wear and tear or damage is not considered a warrantable defect. Clogged drains are not a warrantable defect.

## Faucets

A faucet is a device that allows you to turn the flow of water on and off and control the temperature. Most fixtures have a chrome or polished finish. The faucet fixture includes the whole mechanism for controlling the flow of water.

### Routine Maintenance

- Clean fixtures with mild detergent and keep fixtures free from debris to keep them moving freely.
- Faucet handles should be turned no further than the point at which they stop the flow of water. Inspect shut-off valves at least annually for leaks at each connection.
- Clean aerators on faucets regularly.
- Use of abrasive products and steel wool pads should be avoided as these products will cause the finish of the fixture to become dull or scratch.
- Noisy or leaking faucets can occur due to loose or worn washers and may require replacement over time as part of maintenance.

- Green staining of fixtures is usually a water related issue due to the chemical compositions in the water, and is not a builder defect. A solution of baking soda and white table vinegar will generally remove staining of fixtures. Thoroughly rinse with water after cleaning.

### **Warranty Coverage**

One (1) year warranty covers manufacturer or installation defects. Wear and tear or damage is not considered a warrantable defect.

### **Toilets**

The toilet fixtures and sink basins are made of vitreous china, which has been glazed and kiln-fired for an extremely strong and attractive finish. Other basins and fixtures such as bathtubs are made of reinforced fiberglass with an acrylic finish, which provides a similar smooth, glossy and long wearing finish.

### **Routine Maintenance**

- Inspect shut-off valves annually for any leaks.
- 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 as part of maintenance.
- To prevent plugged toilets, never flush materials such as hair, grease, lint, diapers, sanitary products, cotton swabs, food, or plastic of any kind. Toilet tissue is the only paper product designed to be flushed.
- Avoid abrasive cleaners or pads as they will damage the finish.
- Use cleaning product specifically designed for this fixture.

### **Warranty Coverage**

One (1) year warranty covers manufacturer or installation defects. Wear and tear or damage is not considered a warrantable defect.

### **Stainless Steel Sinks**

Most stainless-steel sinks are made by drawing a sheet of stainless steel over a die. Some very deep sinks are fabricated by welding. Stainless steel sinks may be damaged by impacts or abrasive items that could scratch the surface.

## Routine Maintenance

- Take care not to drop items or damage the stainless steel sink basin.
- Use a mild cleaning agent and keep surfaces clean.
- Avoid steel wool as they will leave small bits of metal lodged in the sink and will cause rust spots to show.
- Use of anti-bacterial soaps may cause discoloration of the surface if the sink is not rinsed thoroughly after use.

## Warranty Coverage

One (1) year warranty covers manufacturer or installation defects. Wear and tear or damage is not considered a warrantable defect. Scratches to the stainless steel are not a warrantable defect.

## Tub & Shower Enclosures

The shower enclosure such as a glass shower door or shower curtain will aid in preventing water from leaking onto the bathroom floor while the shower is in use.

## Routine Maintenance

- Silicone is installed to create a water tight seal between dissimilar materials, as the silicone breaks down over time it must be replaced as part of maintenance to ensure a water tight seal.
- Ensure the shower door or curtain is tightly closed at all shower edges to avoid water damage to finishes in the bathroom and suites below.
- To prevent damage to the flooring or walls, any spills or puddles of water should be cleaned up immediately.

## Warranty Coverage

One (1) year warranty covers manufacturer or installation defects. Wear and tear or damage is not considered a warrantable defect.

## Grout

Grout is the material used to fill the joints between tiles on floors and walls.

## Routine Maintenance

- Grout between the tiles and in the corners should be checked during regular cleaning. Any cavities found should be filled in as soon as possible to maintain a water tight seal.
- Grout should be sealed annually with a sealant product to prevent water ingress behind tiles, such products can be purchased at a hardware store.

### **Warranty Coverage**

One (1) year warranty covers manufacturer or installation defects. Wear and tear or damage is not considered a warrantable defect.

### **Caulking**

Caulking is a silicone sealant which is applied to plumbing fixtures and joints between floor and wall areas. The flexible material shrinks over time and may require reapplication to maintain a seal.

### **Routine Maintenance**

- Regularly inspect and check areas with silicone, particularly those exposed to water that are susceptible to water damage.
- Replace any cracked or deteriorated silicone as part of homeowner maintenance.
- Applying silicone is simple and the products can be purchased at a hardware store. Please check the manufacturer's directions listed on the tube for specific installation instructions.

### **Warranty Coverage**

One (1) year warranty covers manufacturer or installation defects. Wear and tear or damage is not considered a warrantable defect.

## **ELECTRICAL SYSTEMS**

### **Household Electricity**

The amount of electricity you use is monitored by a small meter mounted in a common area electrical room and it is monitored by the utility company to determine your electrical billing. The meter is the property of the utility company and requires no attention from the homeowner beyond taking usual precautions to avoid damage.

### **Service Breaker Panel**

From the electrical meter, service cables run to the service or breaker panel which is located within the suite. This panel contains all



of the circuit breakers for your home. Take the time to familiarize yourself with the location and basic operation of switching your breakers on and off. The circuit breaker is designed to trip and turn off the power to an overloaded circuit in order to protect your appliances, your home and the people who live in it.

### **Outlets**

A single circuit may serve several outlets. The location of electrical outlets in your home is determined by requirements of the Electrical Code. Switch plugs are electrical outlets that are controlled by a switch located on the wall. The switch will control either the top or bottom receptacle outlet, the other outlet will be live all of the time. These are typical in the living room and bedrooms and are commonly used for lamps.

### **G.F.C.I. Circuits**

A ground fault circuit interrupter (G.F.C.I.) is similar to a wall outlet but it is equipped with its own internal circuit breaker and is generally installed where electrical circuits may come into contact with water such as kitchens, bathrooms and laundry rooms. The G.F.C.I. is extremely sensitive and will trip if an inconsistency of the electrical current is detected. Ground faults usually occur in older appliances, electrical equipment without a ground prong, or inexpensive extension cords.

### **Routine Maintenance**

- Test G.F.C.I. outlets monthly to ensure proper operation; to test a GFCI, push the button labeled “test” and it will cause the circuit to shut off. Press the “reset” button on the GFCI to turn it back on. Keep in mind that the single GFCI will protect all outlets on that circuit. If this breaker trips, unplug the source of the interruption and reset the breaker either at the panel or at the outlet itself.
- An electrician should be called to check any circuits that repeatedly trip the breaker without explanation.

**Warranty Coverage:** One (1) year warranty covers manufacturer or installation defects. Wear and tear or damage is not considered a warrantable defect. Two (2) year warranty covers defects with installation of the electrical distribution system.

## **EMERGENCY WARNING SYSTEMS**

### **Smoke & Carbon Monoxide (CO2) Detectors (Kitchen Location)**

Smoke detection equipment has been installed in your home to give you and your family early warning in the event of fire. Carbon monoxide is a colourless, odorless and tasteless gas that is slightly less dense than air and difficult to detect. It can cause health

problems before you notice it is present and exposure can cause carbon monoxide poisoning which can lead to serious illness and can ultimately lead to death. For improved reliability, the smoke and CO2 detection equipment in your home is powered by the electrical system with a battery backup system.

### **Routine Maintenance**

- Clean with a vacuum twice a year to keep free from dust buildup.
- 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.
- Your Property Management Company will coordinate annual testing of the system.

### **Warranty Coverage**

Two (2) year warranty covers manufacturer or installation defects. Wear and tear or damage is not considered a warrantable defect. Battery replacement is not covered under the warranty.

### **Fire Alarms Speaker, & Smoke Detector, Strobe (Bedroom and Corridor locations)**

Smoke detection equipment has been installed throughout your home to give you and your family early warning in the event of fire. For improved reliability, the smoke equipment in your home is powered by the Fire Alarm system power supply rather than battery. Strobe lights are installed in accessible floor plans.

### **Routine Maintenance**

- No maintenance required, do not clean with a vacuum or open device
- Please note that these devices are connected directly to the Fire Alarm system and will be powered by the emergency generator during power outages.
- Your Property Management Company will coordinate annual testing of the system and any required maintenance.

### **Warranty Coverage**

Two (2) year warranty covers manufacturer or installation defects. Wear and tear or damage is not considered a warrantable defect. Battery replacement is not covered under the warranty.

## HEATING & VENTILATION

### Thermostat

The thermostat controls the operation of the heating system by monitoring the air temperature inside the home to maintain consistent comfort. If the thermostat is equipped with a programmable function it should be utilized to ensure the most efficient use of the heating systems.

### Routine Maintenance

- It is recommended to test the thermostat once a year before the heating season begins. Tape a household thermometer to the wall next to the thermostat and give it about 15 minutes to settle on a reading and compare the two temperatures. If the difference is more than 5 degrees, recalibrate the thermostat.
- Vacuum around the thermostat frequently to avoid dust build up which can compromise the internal components.
- Please ensure that you read all material distributed regarding the thermostat to keep the system functioning as intended.

### Warranty Coverage

Two (2) year warranty covers manufacturer or installation defects. Wear and tear or damage is not considered a warrantable defect.

### Electric Baseboard Heater

Baseboard heaters are typically installed beneath windows as they work through convection current. The cold air falls from the window and enters the baseboard through a vent in which the air is warmed by a series of metal fins that have been heated through electricity. The warm air then rises from the baseboard and the pattern repeats itself creating a circular flow.

### Routine Maintenance

- For your safety never store furniture or objects near the baseboard heater, doing so increases risk of fire.
- Keep the outside cover of the baseboard heater free from dust and debris, clean these areas regularly.
- Be cautious about the installation of window curtains directly above baseboard heaters. Not only can they pose a fire hazard but will prevent the normal function and air flow of the unit.
- Please ensure that you read all material distributed related to the thermostat to keep the system functioning as intended.

### **Warranty Coverage**

Two (2) year warranty covers manufacturer or installation defects. Wear and tear or damage is not considered a warrantable defect.

### **Forced Air Heating & Cooling System**

A forced-air heating system draws the room air through duct work to a furnace where the air is filtered and heated. The warmed or cooled air is then blown back into the rooms through other duct work.

### **Routine Maintenance**

- Locate and be familiar with the location of the furnace filter and how to change it.
- Ensure that you read all material distributed related to the system in order to be aware of all specific maintenance requirements.
- It is recommended to change and clean the furnace filter quarter annually if the system is both heating and cooling. For heating purposes, it is recommended to change before starting the system at the beginning of the heating season and 3 months in.
- Annual service maintenance by a certified technician is recommended.
- Please ensure that you read all material distributed related to the heating system to keep the system functioning as intended.

### **Warranty Coverage**

Two (2) year warranty covers manufacturer or installation defects. Wear and tear or damage is not considered a warrantable defect.

### **Heat Recovery Ventilator (HRV)**

This mechanical unit continually exhausts stale warm air from within the rooms of a home (usually, the kitchen, bathroom and laundry areas), and supplies fresh air to the living areas. This is done via a series of 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 and building.

## Routine Maintenance

- There are two filters in the unit that will need to be removed and rinsed quarter annually. The filter can be accessed behind the panel for the HRV.
- Annual service maintenance by a certified technician is recommended and may be coordinated by the Property Manager.
- Please ensure that you read all material distributed related to this system to keep the unit functioning as intended.

## Warranty Coverage

Two (2) year warranty covers manufacturer or installation defects. Wear and tear or damage is not considered a warrantable defect

## Ventilation

Ventilation is most effective for removing moisture in the home. Exhaust fans in the kitchen and bathroom will remove moisture created from cooking and bathing.

## Routine Maintenance

- If high relative humidity levels occur inside your home during periods of very cold weather, condensation or frost on the inside face of the windows may 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.
- If you are experiencing condensation on your windows, below are a few effective and efficient ways to reduce the condensation in your home:
  - It is recommended that this fan is programmed to operate continuously.
  - Use exhaust fans while cooking.
  - When doing laundry, please be sure to open a window to help exhaust extra humidity.
  - Use bathroom exhaust fans while having a bath or shower.
  - Open a window after baths and showers.
  - Ventilate the home at least once a day by opening a window or door.
  - Open the blinds and drapes throughout the day to allow for air circulation on windows.
  - Move furniture roughly 12-16 inches from windows and heaters.
  - Avoid hanging laundry indoors to dry as this adds to the indoor humidity.

### **Warranty Coverage**

Two (2) year warranty covers manufacturer or installation defects. Wear and tear or damage is not considered a warrantable defect.

### **Bathroom Exhaust Fans**

Bathroom fans installed in the home are intended to be an integral part of the ventilation system. The main fan is controlled by switch and automatic sensor to facilitate fresh air exchange, as per the BC Building Code.

### **Routine Maintenance**

- The fan(s) should be cleaned seasonally by removing the dust and dirt that has built up on the fan blades and grille.
- Please ensure that you read all material distributed related to the exhaust fan to keep the unit functioning as intended.

### **Warranty Coverage**

Two (2) year warranty covers manufacturer or installation defects related to the rough in. Wear and tear or damage is not considered a warrantable defect.

### **Natural Gas Distribution System**

Your home is supplied with natural gas to service the stove. Gas is a reliable fuel source that makes for excellent cooking, grilling, and heating. Please use caution with gas appliances as a leak or accidentally leaving an appliance on can cause harm.

You will find the gas shut-off at the backside of the range, behind the bottom drawer of the stove or within an adjoining cabinet. You can access this shut-off by removing the stove drawer and reaching for the shut-off handle at the back of the range, however this may vary for different floor plans. The range shut-off location will be pointed out to you during your home orientation, pay special attention to remember this detail.

### **Routine Maintenance**

- The area should be inspected regularly to ensure valves are free from debris or dirt and not leaking.
- Gas lines should be connected in a way that allows even flow of gas, free from kinks or severe bends in the line.

- If you smell gas when the fixture is not in use there may be a problem. Turn off the gas at the main location and contact an appliance installer that specializes in gas fittings or a gas pipe fitter.

### **Warranty Coverage**

Two (2) year warranty covers manufacturer or installation defects related to the supply of natural gas through the gas line. One (1) year warranty through the manufacturer covers the appliance. Wear and tear or damage is not considered a warrantable defect.

### **Gas Barbeque Connection**

There is a gas shut off at the exterior barbeque connection box. Extra caution must be observed with natural gas barbeques, as natural gas does not run out like propane. If you forget to turn off your barbeque and go away for a weekend, gas will keep burning until you return. Set a timer on the stove to remind you to turn the barbeque gas off. Only specialized barbeques can be used to connect to the gas system, see a specialized barbeque retailer to inquire about appliances that are capable of connecting to the system.

### **Routine Maintenance**

- Your Property Manager will be responsible for general maintenance and routine inspection of the common gas delivery system for the entire building.
- The area should be inspected regularly to ensure valves are free from debris or dirt and not leaking.
- Gas lines should be connected in a way that allows even flow of gas, free from kinks or severe bends in the line.
- If you smell gas when the fixture is not in use there may be a problem. Turn off the gas at the main location and contact an appliance installer that specializes in gas fittings or a gas pipe fitter.

### **Warranty Coverage**

Two (2) year warranty covers manufacturer or installation defects related to the supply of natural gas through the gas line. Wear and tear or damage is not considered a warrantable defect.

## **APPLIANCES**

The appliances included with the purchase of your new home have been checked to ensure that they are operating properly. All of the appliances in your new home come with a manual which detail the operating and maintenance procedures and must be followed in order to maintain the manufacturer's warranty.

All appliances are covered under warranty for one (1) year after the occupancy date of the home. The warranty on all appliances is proudly offered through our partner and supplier, Trail Appliances. Should you need to have warranty work completed on an appliance or have a concern about an appliance, please reach out to Trail directly to coordinate a visit from a technician. 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.

## **Routine Maintenance**

- 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.
- Please ensure that you read all material distributed to keep the appliance functioning as intended and be aware of any other maintenance requirements.
- Request a service call with Trail Appliances if any issues arise, a technician will visit to evaluate any warranty concerns.
- If after one year warranty expiry, consult the manufacturer or local service technician for a service call.

## **Warranty Coverage**

One (1) year warranty through the manufacturer on the appliance. Please contact Trail Appliances for information on the warranty or to schedule a service call. Wear and tear or damage is not considered a warrantable defect.



## Microwave

A microwave is a kitchen appliance that heats and cooks food by exposing it to microwave radiation in the electromagnetic spectrum. 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.

### Routine Maintenance

- 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.
- Please ensure that you read all material distributed to keep the appliance functioning as intended and be aware of any other maintenance requirements.

### Warranty Coverage

One (1) year warranty through the manufacturer on the appliance. Please contact Trail Appliances for information on the warranty or to schedule a service call. Wear and tear or damage is not considered a warrantable defect.

## 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.

### Routine Maintenance

- 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.
- Please ensure that you read all material distributed related to the exhaust fan to keep the unit functioning as intended.

### Warranty Coverage

Two (2) year warranty covers manufacturer or installation defects of ventilation rough in components. The hood fan appliance is covered under the One (1) year warranty through the manufacturer. Wear and tear or damage is not considered a warrantable defect.

## 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.

### Routine Maintenance

- 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.

- Please ensure that you read all material distributed to keep the appliance functioning as intended and be aware of any other maintenance requirements.

### **Warranty Coverage**

One (1) year warranty through the manufacturer on the appliance. Please contact Trail Appliances for information on the warranty or to schedule a service call. Wear and tear or damage is not considered a warrantable defect.

### **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.

### **Routine Maintenance**

- 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.
- Please ensure that you read all material distributed to keep the appliance functioning as intended and be aware of any other maintenance requirements.

### **Warranty Coverage**

One (1) year warranty through the manufacturer on the appliance. Please contact Trail Appliances for information on the warranty or to schedule a service call. Wear and tear or damage is not considered a warrantable defect

### **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.

### **Routine Maintenance**

- 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.
- Please ensure that you read all material distributed to keep the appliance functioning as intended and be aware of any other maintenance requirements.

### **Warranty Coverage**

One (1) year warranty through the manufacturer on the appliance. Please contact Trail Appliances for information on the warranty or to schedule a service call. Wear and tear or damage is not considered a warrantable defect.

### **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.

### **Routine Maintenance**

- 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. This cleaning may be coordinated by your Property Manager.
- Please ensure that you read all material distributed to keep the appliance functioning as intended and be aware of any other maintenance requirements.

### **Warranty Coverage**

One (1) year warranty through the manufacturer on the appliance. Please contact Trail Appliances for information on the warranty or to schedule a service call. Wear and tear or damage is not considered a warrantable defect.

# CARE & MAINTANENCE OF BUILDING EXTERIOR & COMMON AREA

This section of the Maintenance Manual outlines maintenance requirements of the areas that are categorized as **Limited Common Property (LCP)** or **Common Property (CP)**. Maintenance of the items below may be shared between the **Strata Corporation and individual Strata Lot owners**. Each Strata Corporation makes decisions on how to maintain LCP or common areas on an annual basis and the Council and Property Manager coordinate the work.

## Windows

The windows in your home incorporate two measures to improve their energy efficiency. The windows are double-glazed, which means that each window has two panes of glass, separated by an air space. The air space increases the insulating capability of windows dramatically and reduces condensation on the interior surface. The air space is sealed, so that moisture and dust cannot get inside. Secondly, the windows are thermally broken and designed to separate the cold exterior from the warmer interior, thereby reducing heat loss and condensation on the frame. The bottom of your window frame is designed to channel condensation to the outside.

## Regular Maintenance

- Keep all window sill channels clean from dirt for proper operation and ensure weep holes are clear.
- The use of harsh detergents is not recommended on glass or window frames in order to preserve the painted finish.
- Do not use sharp objects such as scrapers, these will scratch the glass and aluminum or vinyl frames.

## Warranty Coverage

Five (5) year building envelope warranty is available on the window assembly. Please contact Wesgroup in the event of a leak that causes water to penetrate the building envelope. Wear and tear or damage is not considered a warrantable defect.

## Condensation

The higher the relative humidity levels are in your home, the greater the condensation that will appear. A small amount of condensation is normal. If condensation forms pools of water on the window sill, or starts to form on large areas of glass, it is an

indication that the humidity is too high in your home, or the temperature at the window is being lowered relative to the rest of the house. Blinds or heavy drapes can cause this. Condensation can also occur during certain combinations of temperature fluctuations, such as a cold surface rising in temperature very quickly.

### Regular Maintenance

- When using the bathtub or shower makes sure to turn on the exhaust fan or open a window.
- Put damp towels in the clothes dryer for a few minutes after use.
- When cooking, keep lids on pots to reduce evaporation and use the kitchen fan to exhaust moisture.
- When shampooing carpets or doing other home cleaning open windows to let the moisture out.
- If you keep your window curtains or blinds closed at night and find that condensation forms on the window, try leaving the window coverings open as this will allow warm interior air to circulate near the window with ease by keeping it warmer and reducing the condensation.
- Purchase a hygrometer to monitor the humidity levels. In the winter heating season, the relative humidity should not exceed 45% and should not drop below 30%.

### Warranty Coverage

Condensation caused by moisture or high humidity levels is not a warrantable defect and should be addressed by the homeowner by adjusting habits to reduce humidity.

### Doors

The suite entry doors of your home are solid wood core, providing both energy-efficiency and a high level of security. Sliding patio doors are usually constructed with metal or vinyl frames with glass and are supplied by the window manufacturer. Exterior doors are exposed to detrimental weather conditions and extreme temperature variations on 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.

### Regular Maintenance

- If a door lock sticks, apply a small amount of powdered graphite (available at hardware stores), which will reduce the tendency to gum up the lock mechanism the way lubricating oil can.

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

### **Warranty Coverage**

Five (5) year building envelope warranty is available on the door assembly, please contact Wesgroup in the event of a leak that causes water to penetrate the building envelope. One (1) year warranty on door panel and hardware. Wear and tear or damage is not considered a warrantable defect.

### **Weather Stripping**

Weather-stripping is installed around doors to reduce air infiltration at door opening. Check the weather-stripping annually to ensure that the seal is adequate. Some weather-stripping is adjustable and the door should be slightly stiff to latch or lock to ensure a tight seal.

### **Regular Maintenance**

- Weather-stripping may require adjustment during the first winter to make sure it seals tightly against the door. This usually requires nothing more than tightening fasteners with a screwdriver.
- Petroleum jelly can be used to lubricate rubber or vinyl products to maintain their flexibility.

### **Warranty Coverage**

Five (5) year building envelope warranty is available on the door assembly, please contact Wesgroup in the event of a leak that causes water to penetrate the building envelope. One (1) year warranty on door panel and hardware. Wear and tear or damage is not considered a warrantable defect.

### **Deck & Handrails**

Balconies and handrails are installed to protect people from dangerous heights. Take care not to allow items to fall off the balcony through the space below the railing, this space may be up to 6" and a falling object may injure someone below.

### **Regular Maintenance**

- The use of a mild cleaning detergent and a gentle brush is adequate to maintain the finish.
- Cleaning of these components may be coordinated annually through the Property Management Company.
- Inspect the assembly annually to ensure all components are securely in place, report any concern to the Property Manager.

### **Warranty Coverage**

One (1) year warranty for supply of material and installation. Wear and tear or damage is not considered a warrantable defect.

### **Landscaping**

Landscaping is installed at various locations throughout the property, some may be on Common Property and some installations may be on Limited Common Property (LCP). Generally, the landscaping or installations on the Common Property would be maintained by the Strata Corporation through a maintenance contractor, while maintenance of installations on LCP are the responsibility of the owner of the respective Strata Lot. LCP areas may be difficult for maintenance contractors to access and the onus is with each Strata Lot owner to maintain the plantings within their LCP to the Strata's standard. Soft landscaping installations such as plants, grass, and shrubs are not covered under warranty and should be diligently maintained in order to keep them alive, this includes watering, pulling weeds, and covering exposed roots with soil. This will help preserve the integrity of the property and maintain the landscaping in good condition. Any questions pertaining to landscaping maintenance responsibility at specific locations can be brought to the attention of your Property Manager. Landscaping is expensive for Strata to replace and should have a preventive maintenance program in place to ensure it has a long life and needless replacement is not required.

### **Regular Maintenance**

- Water plants and grass areas on LCP frequently and as needed.
- Pull weeds surrounding plants and in landscaped areas as part of maintenance.
- Trim plants when seasonally appropriate to prevent overgrowth.
- Cover roots with soil as it washes away over time from erosion or watering.
- Report any concerns to the Property Manager before landscaping dies.

### **Warranty Coverage**

Landscaping installations such as grass and small plants are not warrantable.



# RECOMMENDED MAINTENANCE SCHEDULE

Below are some recommended maintenance items that should be completed on a quarterly, semiannual or annual basis in order to maintain your home and New Home Warranty.

	Spring	Summer	Fall	Winter
Check and clean sump or exterior drains	✓		✓	
Check exterior caulking and re-caulk if necessary	✓		✓	
Check weather stripping and adjust or replace as necessary			✓	
Clean exterior cladding		✓		
Check roof and deck for defects	✓		✓	
Inspect shower, tub, and countertop caulking and reapply as necessary	✓		✓	
Seal grout		✓		
Lubricate door hinges	✓			
Wash range hood filter	✓		✓	
Disconnect hoses and drain hose bibs			✓	
Blow out sprinkler lines			✓	
Check GFI circuits		✓		
Check smoke & carbon monoxide detectors Annual testing may also take place in Multifamily buildings	✓	✓	✓	✓
Clean filters for furnace or ventilation systems See manufacturers recommendations		✓		✓
Check and service heating or cooling systems as necessary See manufacturers recommendations		✓		✓

# TROUBLESHOOTING - IMMEDIATE ACTION YOU CAN TAKE

The following information is intended as a guide to appropriate action to take when emergency situations arise. These measures are to be taken to prevent or minimize damage to your home, as well as other simple steps that might correct the problem. Before calling for service for these items, please refer to the following pages. As with any maintenance item, please do not attempt a procedure with which you are not comfortable, or use a power tool with which you are not familiar.

## PLUMBING TROUBLESHOOTING

### **WATER LINE BURST**

A burst water line may be caused by failed joint or frozen pipe.

#### **Recommendation**

Each Strata Lot will have a separate shut off located in each unit, turn off the supply water right away to prevent further damage. Notify the Property Manager for further instruction.

#### **Prevention**

Use Caution when installing fixtures that penetrate the drywall as water pipes lie within the wall.

#### **Warranty Coverage**

Two (2) year warranty for supply of material and installation of rough in mechanical components. Damage is not considered a warrantable defect.

### **MINOR LEAKS**

Small leaks from a drain line or faucet may be caused by a loose connection or physical damage.

#### **Recommendation**

Do not use fixture. If the leak is in a drain pipe, avoid using fixtures located above the leak. Put container under leak to collect water. If leak persists, shut off water supply to the fixture and contact a plumber and or notify Property Manager.

### **Prevention**

Do not over tighten handles or put force on spouts, take care to inspect faucets regularly including components below the counter to ensure proper function.

### **Warranty Coverage**

Two (2) year warranty for supply of material and installation of rough in mechanical components. Damage is not considered a warrantable defect. One (1) year warranty on plumbing fixtures supply and installation.

### **NO HOT WATER**

A lack of hot water supply throughout the whole home may be attributed to building wide problem and should be reported to the Property Manager. If the problem is limited to one fixture it likely a small adjustment or cartridge replacement required on the fixture.

### **Recommendation**

If building wide, call the Property Manager to advise of the issue. If it appears to be related to a single fixture please contact Wesgroup Customer Care Department if within the one year warranty, or contact a plumber if outside the warranty period.

### **Prevention**

Take care not to force the faucet as it may damage the internal components.

### **Warranty Coverage**

Two (2) year warranty for supply of material and installation of rough in mechanical components. Damage or lack of maintenance causing failure is not considered a warrantable defect. One (1) year warranty for fixtures.

### **PLUGGED FIXTURE**

A blockage may be caused by inappropriate materials flushed down fixture such as sink or toilet.

### **Recommendation**

Try to clear the clog with a plunger, snake, or drain cleaning solution. Secondly, call a plumber.

### **Prevention**

Do not flush foreign materials and do not pour grease down sinks. Flush drain lines often, especially where a garburator is installed.

### **Warranty Coverage**

Clogged drains are not a warrantable defect as they are caused by solid items put in drain pipes, clogs or debris collecting in pipes are not caused by construction defects.

### **NO WATER SUPPLY IN HOME**

If there is no water coming from any taps or to any toilets when faucets are turned on there may be an issue with supply to the unit or the building.

### **Recommendation**

Check to confirm that the main shut off in your home is open and all individual shut-offs for each fixture are open. If there is still no water contact your Property Manager.

### **Prevention**

Keep areas where shut offs are located such as under the sink accessible.

### **Warranty Coverage**

Two (2) year warranty for supply of material and installation of rough in mechanical components. Damage is not considered a warrantable defect.

## **ELECTRICAL TROUBLESHOOTING**

### **NO POWER SUPPLY TO HOME**

An interruption in electricity or power to the home can be caused by a number of scenarios; an overloaded circuit, faulty breaker, power outage, a problem with the building, or utility provider interrupting service.

### **Recommendation**

#### **Breaker Panel**

Check the breaker to see if any circuits have switched to the off position. If off, reset the affected circuit and switch back to on position.

### **Power Outage**

Check the hallway or check with a neighbour to see if the problem is throughout the building, if yes, there may be a power outage to the building or the surrounding area. This may have been caused by a storm or a failure in the utility system or a failed transformer. Check with the utility provider by phone to report an issue or online to view areas impacted.

### **Utility Provider**

The utility provider can halt service for late or outstanding payments, if service is interrupted for nonpayment it will need to be resolved with that entity (BC Hydro or utility supplier).

### **Building Specific**

If it appears to be building specific, let your Property Management Company know and they will investigate the issue.

### **Prevention**

Do not overload a circuit by plugging in several appliances. Do not use faulty or damaged electrical equipment. Ensure utility bills are paid in a timely manner.

### **Warranty Coverage**

Two (2) year warranty for supply of material and installation of rough in mechanical components. Damage causing failure is not considered a warrantable defect.

### **NO ELECTRICAL TO ONE OR MORE OUTLET**

Power will be interrupted to one or more outlets if the circuit has been overloaded, as a safety feature the entire circuit will switch off until the problem is resolved. This may also be caused by inconsistencies in the circuit caused by low quality or old appliances with failing electrical current.

### **Recommendation**

Before calling for service, check to confirm the following:

- The main breaker and individual breakers are in the on position
- Applicable wall switch is on
- GFCI is reset (if the GFCI was tripped you must reset that area on the breaker panel)
- Item you want to use is plugged in
- Item you want to use works in other outlets
- Bulb in the lamp is good

### **Prevention**

Avoid loading too many electrical appliances on one circuit and do not use old appliances with faulty or frayed cords.

**Warranty Coverage**

Two (2) year warranty for supply of material and installation of rough in mechanical components. Damage causing failure is not considered a warrantable defect.

**SPARKS OR SMOKE FROM OUTLET**

Due to faulty wiring, or short circuit or improper installation of outlet.

**Recommendation**

Turn off breaker for circuit (do not use until repaired), and notify the Customer Care Department if within warranty or call an Electrician if past warranty.

**Prevention**

Do not use damaged or faulty appliances. Ensure the plug is the proper fitting for the outlet, do not attempt to force a plug into outlets.

**Warranty Coverage**

Two (2) year warranty for supply of material and installation of rough in mechanical components. Damage causing failure is not considered a warrantable defect.

**HEATING TROUBLESHOOTING****NO HEAT FROM ELECTRIC BASEBOARD HEATERS**

Lack of heat may be caused by a faulty baseboard heater or thermostat problem.

**Recommendation**

Check thermostat for proper connection readings. Notify Customer Care Department if within warranty period or contact a qualified electrician for repair if outside warranty period.

**Prevention**

Avoid physical damage to baseboard heaters and keep furniture and objects away from the equipment.

**Warranty Coverage**

Two (2) year warranty for supply of material and installation of rough in mechanical components. Damage causing failure is not considered a warrantable defect.

## **TROUBLESHOOTING FOR OTHER SITUATIONS**

### **WATER LEAKING THROUGH CEILING**

Water penetrating through the ceiling may be caused by a few scenarios. It may be caused by a plumbing line leak, an overflow of water from a fixture from a neighbouring home, or a roof leak.

#### **Recommendation**

Advise Property Manager and inquire with the neighbor above.

#### **Warranty Coverage**

Two (2) year warranty for supply of material and installation of rough in mechanical components. Five (5) year building envelope warranty for water penetrating through the exterior of the building to the interior of the home.

### **BROKEN WINDOW**

Damage to window due to impact

#### **Recommendation**

Contact your Property Manager, as a window repair company will have to be called to repair replace the affected area.

#### **Prevention**

Use caution to prevent impacts to glass windows and doors to prevent breaks to glass.

#### **Warranty Coverage**

Damage to glass is not a warrantable defect.

### **FROZEN EXTERIOR HOSE BIB**

Damage to hose bibs occur when garden hoses are left attached to hose bibs during the winter months, water freezes and expands causing damage to the bib.

#### **Recommendation**

Notify your Property Manager of the issue.

#### **Prevention**

Disconnect garden hoses from hose bibs during winter months as part of pre-winter maintenance.

### Warranty Coverage

Damage to hose bibs is not a warrantable defect when caused by lack of annual maintenance.



# BUILDING MAINTENANCE BEST PRACTICES

Common area maintenance items are completed by contractors organized by the **Strata Council** and **Property Manager** and directed by majority vote of the **Strata Corporation**. Owners should notify the Strata Council through the designated Property Manager of any issues or concerns. A vital part of a good maintenance plan is the monitoring the condition and performance of the building components. This section is meant to act as a guide to help implement building maintenance best practices. The warranty period for common area items are as follows.

## **15 Month Warranty**

For any defects in supply of material or installation on Common Property or Limited Common Property.

## **Two (2) Year Warranty**

For defects in gas, electrical, plumbing, heating, ventilation, air conditioning delivery and distribution systems; and exterior cladding, caulking, windows, and doors that may lead to water ingress or detachment and damage.

## **Five (5) Year Warranty**

For any defects in the building envelope that result in water ingress from the exterior of the building to the interior through windows, walls, or roof.

## **Ten (10) Year Warranty**

For any defect that results in structural failure of the building, or major structural component such as a roof truss, structural beam or column.

The following is a list of common area items the **Strata Corporation** should collectively ensure that routine maintenance is conducted on in order to be compliant with warranty requirements.

## **Boiler System Maintenance**

Conduct regular servicing as outlined in the maintenance manual provided to the Strata Corporation in order to preserve warranty and ensure the system operates as intended.

## **Air Distribution System Maintenance**

Conduct regular servicing and air duct cleaning as outlined in the maintenance manual provided to the Strata Corporation in order to preserve warranty.

### **Elevator Maintenance**

Conduct regular servicing to the elevator car and systems, refer to Maintenance Manual provided by the elevator contractor. The BC Elevating Devices Safety Branch has a regulation on compulsory maintenance program. The regulation states that all Elevating Devices in public use must have a maintenance program in place with a registered elevator contractor under a contract for a minimum duration of one year, with regular inspections.

### **Door Maintenance**

Exterior and overhead doors for both garages and leading into underground parking structures must be inspected regularly. They experience considerable wear and tear and should be regularly maintained for usage as well as security. Please refer to the manufacturer's product and maintenance manual for more information and set up a maintenance contract with a qualified contractor.

### **Building Exterior Cleaning & Maintenance**

Conduct exterior cleaning as required in order to maintain a clean finish on all surfaces and prevent the growth of organic material such as moss or staining that may cause long term damage to the building.

### **Maintaining Exterior Seals & Caulking**

Conduct regular inspection of the building exterior and have any required maintenance completed by a qualified contractor. The main purpose of caulking is to work in conjunction with other water proofing procedures to prevent water from penetrating the building envelope. Should the caulking show signs of shrinkage or gaps, it should be reported to the Strata Council for it to be removed and replaced with new caulking.

### **Deck Drains & Scupper Maintenance**

It is the responsibility of each resident to ensure that their deck drains or scuppers are kept clear of debris. A blockage can cause serious problems such as water pooling and penetrating the building envelope. Damage caused by pooling water due to clogged drains would not be covered under the five (5) year Building Envelope Warranty.

### **Landscaping & Irrigation Maintenance**

Maintaining the Common Area landscaping and irrigation systems is the responsibility of the contractors that are hired by the Strata Council and your Property Manager. Landscaping maintenance within Limited Common Property, such as roof top decks, enclosed patio areas, balconies, etc., are the responsibility of the owner. Any concerns about the landscaping and the way it is being maintained should be directed to the attention of the Strata Council through the designated Property Manager.

