



Avalon 3

Homeowner Manual

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Introduction

Welcome to your new home at Avalon 3 and the River District neighbourhood!

We are excited to welcome you to your new home at Avalon 3 and Wesgroup is 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.

Building Overview

The architectural firm of IBI Architects has designed Avalon 3. Positioned in the heart of River District and assemble around the Town Centre Plaza, Avalon 3 is built to LEED Gold Equivalent to promote sustainability and quality. This development consists of one 25-storey high-rise, one 6-storey podium with a rooftop amenity located on level 7 of the podium.

Podium Rooftop Amenity

On the podium rooftop, an entertainment lounge with kitchen opens onto an expansive outdoor terrace, with a pool, hot tub, BBQ, and lots of seating, as well as community garden plots for urban gardeners.

Courtyard Amenity

A spacious courtyard of over 20,000 square feet includes ample green space, lush landscaping, plenty of seating and a reflection pond.

Indoor Amenities

Additional amenities include a fitness facility, meeting room and two guest suites for all residences to enjoy.

Building Addresses

There are two lobby entrances for Avalon 3, a west lobby on Sawmill Crescent and the east lobby on Rivergrass Drive. Each lobby entrance has a unique address for the street it is on and each street level home that has an exterior door will also have a unique street address. Homes with interior entrances will have a suite number and either a Sawmill Crescent or Rivergrass Drive address.

Some homes on floors below 6 are accessible from both lobbies by walking from one side to the other. Some floors do not cross over and homes should be accessed through the closest lobby entrance, such as level 2 & 3.

Postal Code

There are two postal codes for Avalon 3, one will be for mailboxes in the west lobby and one is for postal boxes in the east lobby. Post boxes for those with Rivergrass Drive addresses are in the east lobby and post boxes for Sawmill Crescent addresses are in the west lobby.

West Lobby	Level 2 to Level 25 - 3538 Sawmill Crescent, V5S 0J8
East Lobby	Level 2 to Level 6 - 8575 Rivergrass Drive, V5S 0J7
South Townhomes	TH 1 – TH 11 8589 Rivergrass Drive, V5S 0J7
West Townhomes	3530 - 3568 Sawmill Crescent, V5S 0J8
East Townhomes	8573 - 8589 Rivergrass Drive, V5S 0J7

Strata Property Management

AWM Alliance Real Estate Ltd. is the professional Strata Management company appointed by Wesgroup Properties. Their purpose is to oversee and manage the affairs of the Strata Corporation. The primary function of the Property Manager is to ensure the protection of the interests of the owners, manage building maintenance, and facilitate communication among the Strata members, owners, and other groups.

Contact Information

AWM Alliance Real Estate Ltd.

Company Website: www.awmalliance.com

Email: info@awmalliance.com

Emergency Line: 604-685-3227

Strata Property Agent: Mahyar Attar

Email: mahyar@awmalliance.com

Phone: 604-685-3227

Please note that this information is current as of January 2022. Updated information or changes will be provided by your property manager.

Customer Care

Your new home has been designed to provide you with many years of comfortable living. Our representatives are available to answer your questions about your new home at Avalon 3 and the River District Community. We are also available to solve any warranty concerns that arise inside your home.

Wesgroup Customer Care Office

8590 River District Crossing, Vancouver, BC

(604) 648-1800

Email: customercare@wesgroup.ca

Hours: 9:00am – 5:00pm



New Home Warranty

Each home has been built in accordance with the standards set forth by The BC Building code and the building standards required by the City of Vancouver. Wesgroup is committed to addressing any deficiencies within the home during the applicable warranty period. Any warrantable defects discovered within your Strata Lot during the warranty period should be reported directly to Wesgroup Customer Care. Any warranty concerns with Common Property or Limited Common Property should be brought to the attention of your Strata Property Management.

12 months – Material and Labour Warranty

The 12-month warranty generally covers most components of the home but excludes any damage or wear and tear.

Drywall & Ceiling

Wall cracks and nail pops due to building shrinkage will be repaired as a one-time service at year-end. You can submit any items as you notice them and they will be documented on the homeowner portal for when your year end warranty period approaches

Doors & Windows

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

Interior Installations & Finishes

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

Appliances

Most warranty work on appliances required a specialized technician familiar with the brand. The warranty on appliances is offered through Trail Appliances and backed by the Manufacturer. Please contact Trail Appliances to arrange for a service call during the 1 year warranty period.

Please submit service requests to 1-888-416-2990 or email homeownercare@trailappliances.com Please ensure to mention that you are a Wesgroup Homeowner

24 months – Rough-in & Mechanical Warranty

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 Warranty

This period of warranty covered the building envelope for defects that cause unintended water penetration from the exterior of the building through the windows, walls, or roof.

10 Year – Structural

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

Customer Care One Year Warranty Timeline

Completion Date	1-9 Months	10-11 Months	12+ Months
One year warranty begins	Priority warranty items that affect the function of your home	Wesgroup sends a reminder to homeowners to submit year end items	End of One Year warranty period

Warrantable cosmetic items may be deferred to the One Year Warranty and be documented in your portal as “Year End”. Wesgroup Customer Care will coordinate appointments at the year end mark in sequential order of completions.

Customer Care & Warranty FAQ

What is a service request?

A service request is how Wesgroup records and documents any concerns reported by a homeowner and tracks progress through to the item being completed or deemed non-warrantable.

How do I create a service request?

Please submit a service request via our Customer Care Portal

<http://customercare.wesgroup.ca>

What is the Homeowner Portal?

The homeowner portal account is specific for the home and the account is initially set up under the primary owner's e-mail. A service request can be submitted on the portal and track progress. As service requests are updated the status will change. You can also ask a question, obtain your homeowner manual, and seek help with troubleshooting tips.

Appliances - Something is wrong with one of my appliances, who should I contact?

The warranty on appliances is provided through the manufacturer and Trail Appliance. Appliances are separate from the New Home Warranty

Please submit service requests to 1-888-416-2990 or email

homeownercare@trailappliances.com Please ensure to mention that you are a Wesgroup Homeowner

A deficiency item is still outstanding at the time of my key pick-up?

At the time of possession, all items from your Homeowner Orientation should be complete. If anything remains outstanding it would have been documented at your Key Pick Up Appointment and we will be in touch with you at the earliest opportunity to resolve any open items.

Open items may include:

- Exterior work, which may be seasonally dependent
- Items as per the Homeowner Orientation Report which might not have been completed due to time restriction or availability of parts.

What is the difference between “warranty” and “deficiency”?

“Deficiencies” are cosmetic damage documented prior to key pick up or occupancy of the home only and may include such items as dents/marks on drywall, damage to tiles, countertops, and appliances, etc. These must be documented on the possession date, before move in.

“Warranty items” are accepted through the first year and may include items such as doors

not working/locking, new drywall cracks due to shrinkage, etc. Warranty items must be claimed within the warranty period.

What items are excluded from the 12 month warranty?

The following are excluded from the materials and labour warranty:

- Defects in materials, appliances, design, and workmanship supplied by the Purchaser
- Normal shrinkage and warping of materials
- Defects arising from improper maintenance or damage caused by, or resulting from, dampness or condensation, due to failure to maintain adequate heat and/or ventilation in the home.

Wesgroup Customer Care will complete any outstanding deficiencies within a reasonable period following the initial completion date. If the purchaser sells their home shortly after possession, he/she must inform the subsequent purchaser that the homeowner orientation has been conducted and that only those deficiencies found during the initial orientation will be remedied.

Additional Resources

Please visit www.wesgroup.ca/services for information on:

- Homeowner manuals
- Appliance manuals
- Colour schemes
- Troubleshooting tips

Understanding community living and the various roles and responsibilities

This section has a brief explanation of some of the roles of various groups and the responsibilities of each as they relate to your new home. This will help by providing an overview and provide a few examples of overall responsibilities of each group.

Wesgroup Customer Care

Supports homeowners by providing education and facilitating the new home warranty.

- Information about your home
- Homeowner Orientations
- Possession Date and Key Pick Up
- New Home warranty

Strata Property Manager

Supports homeowners by providing high level services for the Strata Corporation.

- Collecting Strata Fees
- Conducting Strata Council Meetings and Annual General Meetings
- Manage regular maintenance of the building
- Correspond with Wesgroup regarding any building concerns
- Special projects or upgrades
- Manage the strata's financial affairs and building insurance
- Facilitate communication among owners, Council, other groups
- Manages complaints and disputes
- Receives reports of common area deficiencies or issues from owners
- Oversees the Strata Council and ensures compliance with the Strata Property Act

On Site Building Manager

Supports homeowners by having dedicated hours on site at the building.

- Complete checks of buildings
- Report any issues observed
- Facilitate move in/out and elevator lock off
- Manage cleaning schedule
- Assist with reporting any deficiency under warranty or manage minor repairs if not warrantable.

Strata Council

Strata council is appointed through a voting process at each AGM

- Act as the managing body for the strata corporation

- Receive and manage formal correspondence from owners.
- Make decisions that enable the strata corporation to operate smoothly
- Operate within rules of the Act, bylaws, or a majority vote of the owners

Common Property

Common a property is any part of the land and buildings that are shared or common spaces, not part of or within a Strata lot. All common areas are the responsibility of the Strata Corporation.

- Landscaping and common outdoor areas
- Parkade, bike rooms, and storage lockers rooms
- Elevators
- Amenity Spaces
- Roof & Exterior of Building
- Common plumbing, electrical, & HVAC Systems
- Hallways, Lobby, & Mail Room

Limited Common Property (LCP)

Common property that has been designated on the strata plan and Limited Common Property. Areas designated as LCP are for the exclusive use of one particular strata lot, these areas are usually a balcony or patio area and shown on the Strata Plan.

- Balcony
- Patio
- Landscaping
- Driveway or Garage
- Storage Room

Strata Lot

The Strata Lot is the interior space of your home. Strata Fees are calculated on the size of your Strata Lot and each owner pays their appropriate share. The Strata Lot interior is the complete responsibility of the owner, including the ceiling, interior walls, flooring, windows, interior doors, cabinets, light fixtures and all other interior finishing.

When is the first AGM to be held?

For the first year of a new strata corporation, the owner-developer is responsible for arranging the first AGM within six weeks of the earlier of the following dates:

- Nine months from the date of the first conveyance of a strata lot or
- The date that 50% plus one of the strata lots are conveyed to purchasers

Who do I pay my Strata Fees to?

Strata Fees are paid to the Property Management Company and are due on the first or last day of each month. No invoices will be issued by the Property Management Company and payment can be set up on the online portal through AWM.

If you would like to do this using a monthly pre-authorized payment plan, please log in to the AWM homeowner portal at www.awmalliance.com

Travelers Insurance of Canada

Your new home has a warranty policy for the 2-5-10 New Home Warranty through Travelers Canada. <https://www.travelerscanada.ca/iw-documents/british-columbia-home-warranty-coverage-for-new-home-buyers.pdf>

Travelers Insurance Company of Canada

650 West Georgia Street, Suite 2500

Vancouver, BC V6B 4N7

T: 604-684-6574

F: 1-800-555-9431

www.travelerscanada.ca/home

Travelers Warranty Package

A warranty certificate is signed on the possession date for the commencement of the New Home Warranty. You will receive a warranty package from Travelers within the first few months of completion. The date notes service as the commencement date for your New Home Warranty and can be used to access warranty from third parties, such as Trail Appliance or an appliance manufacturer.

Should your warranty package require any changes, please send an email to housingregistrations@travelers.com with your address, your question, and your request will be processed.

What happens when you sell your home or if you are the new owner?

The warranty policy is for the property, changes of ownership have no affect and there is no transfer process required. Please provide the new owners with the home warranty certificate for their reference upon completion of the sale. If you are the new owners of a home and would like your contact information updated, please email your details to housingregistrations@travelers.com to process your request.

Emergency Service

While emergency situations are rare, when they occur, prompt response is essential. Local utility companies or Strata Property Management will provide emergency responses to the following conditions:

- Total loss of heat when the outside temperature is below 10 degrees Celsius
- Total loss of electricity
- Total loss of water
- Plumbing leak that requires the entire water supply to be shut off
- Gas leak

An emergency is generally considered to be a gas leak that requires immediate attention. Please note that Fortis BC, as well as other companies, charge for service calls that do not constitute an emergency.

Note that if a service (gas, electricity, water) is out in an entire area, attention from the local utility company is needed. Wesgroup Customer Care and Strata Property Management Company are unable to assist with such outages.

Homeowners must mitigate any damage possible by turning off water or ceasing to use a component of the home if leading to damage. Examples of conditions which are **NOT** considered emergencies are listed below:

- Toilet is plugged
- Dripping faucet
- Leak under sink
- Inoperative appliances

Emergency & Important Contacts

Ambulance	911
Police	911
Fire Department	911
BC Hydro- Power Outages & Electrical	1-888-224-9376
Fortis BC, Natural Gas	1-800-663-9911
AWM Alliance Real Estate Group LTD. (After 5 pm & weekends)	604-685-3227 (24 hours)

Non-Emergency

	1-855-660-2757
Ambulance	
Police	604-717-3321
Fire Department	604-215-4843
City of Vancouver	311
Canada Post	1-866-267-1177

Care and Maintenance

Appliances

New home appliances have been checked and tested to ensure that they are operating properly.

All new home appliances come with a manual, detailing the operating procedures for the specific appliance. These instructions must be followed to maintain the manufacturer's warranty. Any warranty cards provided with the equipment should be completed and sent to the manufacturer to ensure your warranty obligations are met.

A hard copy of all Appliance Manuals was left in your kitchen drawer during your suite walkthrough. A digital copy of all appliance manuals is located under Maintenance and User Manuals of the service section of the Wesgroup.ca website as well as the homeowner portal. All appliances are covered under warranty for one (1) year after home occupancy date. The warranty on all appliances is proudly offered through our partner and supplier, Trail Appliances.

Clothes Dryer

Check and clean the exterior vents monthly as they commonly become plugged with lint, which reduces the efficiency of the dryer and can be a fire hazard. Clean the dryer lint trap after each use to prevent build up. Clean the dryer booster fan after each use to catch any lint accumulating, the booster fan is located above the dryer and has a spring fit door with a screen front. The booster fan is meant to help exhaust damp air from the dryer to the exterior. The ventilations system travels from the dryer to an exterior vent location, typically above the balcony. All three must be kept free of lint and debris to maintain your warranty. Issues arising from lack of maintenance will void any warranty. Failure to clean this lint trap as recommended may result in condensation build up in the dryer duct and trap moisture in the ceiling or walls of your home.

Bathroom Sinks and Tubs (Acrylic)

Bathroom sinks and tubs in the home are covered under one (1) year materials and labour warranty. Any scratches or damages not documented during walkthrough will be considered unwarrantable. Any modifications/changes will void the one (1) year warranty. Negligence to carry out proper maintenance will result in voiding the warranty. With proper care and maintenance, your acrylic bathtubs & sinks will give you many years of enjoyment.

Cleaning and Maintenance Instructions:

- To clean the surface, it is recommended that you use common household cleaners such as mild detergent. Rinse thoroughly and dry with a clean cloth.
- Never use abrasive cleaners

Cabinets (Veneer/Laminate)

Cabinets in the home are covered under one (1) year materials and labour warranty. Any scratches or damages not documented during walkthrough will be considered unwarrantable. Any modifications/changes will void the one (1) year warranty. Proper maintenance must be followed. Dust veneer/laminate cabinets frequently with a soft, lint-free cloth. You may dampen the cloth slightly with water. Clean up spills, splatters, and water spots as they occur.

Please pay special attention to the areas near the sink and dishwasher as they are more likely to meet moisture. To clean cabinets, use a clean microfiber cloth and mild soap diluted in water if necessary. Ensure you wipe the cabinet surface dry with a soft, clean cloth.

It is critical to refrain from the use of abrasive cleaners, scouring pads, steel wool or powdered cleaners. Aerosol sprays containing silicones or paste waxes, ammonia, or ammonia-based cleaners should never be used as this will damage the cabinets. Do not leave wet cloths on or near cabinets and do not allow oven cleaners to contact the cabinets.

Chrome Fittings and Faucets

Finishes are very durable. However, special care must be given in order to maintain many years of service and quality appearance. Do not use abrasive cleaners or chemical sprays as they may cause de-plating of the finishes or damage to the plastics. It is recommended to remove any soiling by buffing with a soft, clean cloth.

Closet Shelves

The shelves of your closet systems are designed to support light items such as clothing. Care should be taken not to place luggage, heavy boxes, or other heavy objects on the shelves. Excessive weight may collapse the shelves. Please note there is a 20lb weight capacity per 3ft shelf.

Carpet

Carpets in the home are covered under one (1) year materials and labour warranty. Any damage/defect not documented during walkthrough will be considered unwarrantable. Any modifications/changes will void the one (1) year warranty. Negligence to carry out proper maintenance will result in voiding the warranty. It is recommended that proper maintenance

be followed. Proper care and cleaning can make a big difference in retaining the appearance and performance of your carpet over time. Carpet must be regularly maintained by following the manufacturer's recommendations, which include:

- Treating spots and stains as soon as they occur
- Regular vacuuming – weekly in general use areas and more often in high-traffic areas
- Professional cleaning every 12 – 18 months to remove trapped soil

Prompt attention to spots and spills will make removal easier. Always blot the portion being cleaned, never rub, scrub, or brush.

Thorough vacuuming will remove dust and gritty dirt particles and reduce the abrasion that can dull and wear carpet fibers. A rotating brush power-head vacuum raises the carpet pile while it removes the soil. It is highly recommended to change the vacuum bag often. To reduce matting, change the direction of vacuuming occasionally. **Attention:** Some vacuums have aggressive brushes that may damage the pile surface. Refer to the CRI website (www.carpet-rug.org) for approved vacuum cleaners and details.

Countertops

Countertops are covered under one (1) year materials and labour warranty. Any scratches or damages not documented during walkthrough will be considered unwarrantable. Any modifications/changes will void the one (1) year warranty. Proper maintenance must be followed.

Engineered Stone:

- Do not sit, stand, or place heavy objects on countertops.
- Do not place hot items directly on the stone surface.
- Always wipe up spills immediately to prevent staining.
- Always use a cutting board; DO NOT cut any items directly on the countertop.

It is critical to refrain from the use of abrasive cleaners, scouring pads, and similar materials as they may damage the surface. We recommend cleaning the countertop with a soft, clean cloth, mild detergent, and water or use a product specifically formulated for use on these materials.

Care should be taken to choose a detergent additive that will not damage the luster of engineered stone's polish. High acidic or high alkaline content will remove the shine. Only products specifically designed for use on engineered stone should be used.

Products that are acidic or alkaline such as perfume, shampoo, toilet bowl cleaners, Windex, juices, vinegar, soda, etc. will damage these surfaces.

Drains

Plumbing is covered under the two (2) year warranty as part of Mechanical. Warranty is for defects in materials or installations for pipes, drains, joins, and shut-off valves. Negligence to carry out proper maintenance will result in voiding the warranty. Proper maintenance of all drains for plumbing as well as water drainage on balconies and terraces is a maintenance issue and is the homeowner's responsibility. **Clearing clogged drains is not a warranty issue.**

Electrical Breakers

The Electrical breaker is covered under the two (2) year warranty as part of Mechanical. Warranty is for defects in materials or installations to wiring, light switches, outlets, panels, and breakers. The electrical breakers located in the breaker panel box measure the current passing through a circuit. If there is an excessive draw, the power is interrupted. To reset, open the door of the breaker panel box. All breakers are labelled. Locate the tripped breaker and flip it "Off", then back to the "On" position. If the problem persists, unplug, or turn off electrical devices before resetting the tripped breaker.

NOTE: Breakers usually trip because of overloads caused by plugging too many appliances into the circuit, a worn or defective appliance, or operating an appliance with too high voltage or wattage requirement for the circuit. The sudden starting of an electric motor can also trip a breaker. If a breaker trips repeatedly check for any of the above causes before contacting customer care.

Electrical Outlets

Kitchen Counter Electrical Outlets:

Electrical outlets are covered under the two (2) year warranty as part of Mechanical. Warranty is for defects in materials or installations to wiring, light switches, outlets, panels, and breakers. Each electrical outlet is located underside of kitchen cabinetry and is split in two so that the top and bottom receptacles are on separate circuits. This allows you to plug in two high draw appliances in the same outlet without tripping a breaker.

Dedicated Switch Outlets:

Dedicated switch outlets are indicated by a red dot in your bedroom and living room. A lamp plugged into this receptacle can then be operated by the turning on the light switch. One of

the receptacles is “switched” (indicated by a red dot), and the other is “live” and operates in the same manner as a regular outlet. It's recommended not to plug in alarm clocks or phone charges at these dedicated switches.

Flooring (Laminate, Hardwood)

Flooring is covered under the one (1) year materials and labour warranty. Any scratches or damages not documented during walkthrough will be considered unwarrantable. Negligence to carry out proper maintenance will result in voiding the warranty. High-quality flooring materials have been installed in the home and their life will be prolonged with regular cleaning. Products that are acidic or alkaline such as perfume, shampoo, toilet bowl cleaners, Windex, juices, vinegar, soda, etc. will damage these surfaces. **Never** use scouring powder products, steel wool or abrasives. For preventative maintenance, an entrance mat is the most basic requirement.

Please note that rubber, foam back or plastic mats may discolour some flooring materials.

Laminate

Laminate flooring is covered under the one (1) year materials and labour warranty. Any scratches or damages not documented during walkthrough will be considered unwarrantable. Failure to properly maintain and care for the product may result in voiding this warranty. Prolonged exposure to liquids may damage the product; therefore, spilled liquids must be wiped up immediately. Cleaning with excess water or inappropriate cleaners will void the warranty. The product must never be waxed, polished nor steam cleaned. Surface scratches are not covered by this warranty.

Routine Maintenance:

- Sweep, vacuum, or dust mop with a non-treated mop regularly as dirt, abrasive and non-abrasive are the most common threat to your flooring.
- Do not wet-mop or flood your floor with water or other products. Standing water must be promptly removed.
- Periodically clean the floor with PH neutral cleaning products made specifically for laminate floors. Frequency will depend on the amount of traffic the floor receives.
- **Do not use** steam mops, oil soaps, liquid or paste wax products or other household cleaners that contain lemon oil, Tung oil, floor finish shines, bleach, vinegar, polishes, or ammonia. Do not use products that may leave a residue which could make the floor slippery or sticky and will cause your floor to appear dull. The use of these products could damage the flooring, leave a discoloring residue, cause swelling, and warping that voids the warranty.

- Remove spills or liquids immediately using a soft and absorbent cloth. Use a recommended cleaning product to clean up any residue left from the spill. Do not allow spills or liquids to remain on the floor for an extended period as it may cause damage to your flooring.
- A lightly dampened mop can be used for spot cleaning.

Protection:

- Never use other types of floor covering cleaning products such as sheet vinyl, ceramic tile cleaners, etc.
- **Never** use scouring powder products, steel wool or abrasives.
- Use non-staining fabric-faced glides, casters or felt pad protectors under the legs of furniture to prevent scuffing and scratching. Make sure to keep the pad protectors free of abrasive dirt. Periodically check the pads and change them accordingly.
- Keep pet's nails trimmed and paws clean and free of dirt.
- Use a dolly or protective sheets of plywood when moving heavy objects.
- When moving heavy furniture, do not slide it on your flooring. It is best to pick up furniture completely to protect the flooring.
- Remove shoes with spiked or damaged heels before walking on the floor.
- Do not use rugs or mats with solid rubber or vinyl backings. Use non-staining rugs and mats.
- Maintain normal interior humidity levels. The range should be between 35% and 65%. Use a humidifier or dehumidifier if necessary.

Hardwood

Hardwood flooring is covered under the one (1) year materials and labour warranty. Any scratches or damages not documented during walkthrough will be considered unwarrantable. Negligence to carry out proper maintenance will result in voiding the warranty. Engineered Hardwood Floors in the home are very easy to maintain. Simply use a quality wood floor cleaner and a specialty terry cloth flooring mop available from flooring retailers. For any liquids and spills, never use a dampened mop or wet cloth to clean your hardwood floor. Water can seriously damage any kind of wood. Liquids and spills should be wiped off as soon as possible to prevent any possible damage.

Protection:

- Water, dust, sand, and salt are the worst enemies of wood. It's important to place floor mats at entrances.
- Install felt pads to the legs of furniture and chairs to avoid scratching flooring when objects are moved.
- Normal exposure to sunlight will cause color changes in any hardwood floor. The use of window coverings to shade the floor will minimize changes due to sunlight.

Ground Fault Circuit Interrupter (GFCI)

GFCI outlets are covered under the two (2) year warranty as part of Mechanical. Warranty is for defects in materials or installations to wiring, light switches, outlets, panels, and breakers. All the outlets in the bathrooms and kitchen are connected to a GFCI. If there is a ground fault, the power is interrupted. To reset, push the designated reset button on the outlet. Test the GFCI outlet once a month to ensure it is working properly. To test, press the test button while operating an appliance (**e.g.**, razor). Pressing this button creates a short and power should be terminated. To reset, press the designated reset button on the outlet.

Heating and Cooling

The heating and cooling in your home is controlled by a central thermostat and distributed by a heat pump. The heat pump relies on hot and cold water supplied to the equipment and fans to distribute cooled or warmed air. The ON/OFF switch can be used if the equipment or thermostat need to be reset.

Routine Maintenance: Inspect filter every 3 months, replace as needed with new filter. Failure to maintain clean filters can result in your warranty being void.

Note - A setting of at least 17 degrees Celsius/62 degrees Fahrenheit is required to maintain the interior finishes in your home.

Energy Recovery Ventilator

The Energy Recovery Ventilator is applicable in some townhomes only. An ERV is a type of heat exchanger that can exchange both heat and moisture. An ERV manages the moisture in the air being pulled into your home and helps keep the air fresh.

Routine Maintenance: Vacuum once a year as needed on all 4 core surfaces. Replace core if membrane is damaged or frozen due to unit malfunction. Filters are to be changed 3 times a year or as needed. Can be replaced every year. Must ensure the filter gets vacuumed.

Note – Inspect the interior of the ERV unit and vacuum when core and filters are removed. If excessively dirty, use mild non-abrasive soap and water. Environmentally friendly products are recommended. Motors are permanently lubricated. No maintenance is required.

Kitchen Backsplash

Kitchen tile backsplash are covered under the one (1) year materials and labour warranty. Any scratches or damages not documented during walkthrough will be considered unwarrantable. Negligence to carry out proper maintenance will result in voiding the warranty. Regular maintenance of your tile backsplash will keep it looking as good as it did when it was installed. Wash with water and a pH- neutral cleaner. Rinse with warm water and allow drying. Always wipe up spills/splashes immediately to prevent staining of the grout.

Note - It is the homeowner's responsibility to re-seal the grout with a certified grout sealant. This should be done on an annual basis. You can purchase a grout sealer from your local home improvement store.

Light Fixtures

Lighting fixtures are covered under the one year materials and labour warranty. Any scratches/defects not documented during walkthrough will be considered unwarrantable. Any modifications to light fixtures will void the warranty. Please note that the light cover in the ceiling has been wired for a ceiling fixture. Please use a licensed electrician when installing your decorative fixture.

Some of the LED lights throughout the home do not have replaceable bulbs. LED lights are meant to last a long time and conserve energy. When the lights burn out, the fixture will need to be replaced. In the event that the ceiling lights fail within the first year, it will be covered under the one (1) year materials and labour warranty.

Note - Light bulbs are homeowner's responsibility to replace if burnt out. These can be purchased from an electrical supply store. Before requesting warranty service, ensure that you have tried replacing the bulb or tube in your fixture.

Marble & Porcelain Tile Flooring:

Marble and Porcelain tile flooring is covered under the one (1) year materials and labour warranty. Any scratches or damages not documented during walkthrough will be considered unwarrantable. Negligence to carry out proper maintenance will result in voiding the warranty. Wash with water and a pH-neutral cleaner; rinse with warm water and allow drying. Always wipe up spills immediately.

Note - It is the homeowner's responsibility to re-seal the grout with a certified grout sealant. This should be done on an annual basis. You can purchase a grout sealer from your local home improvement store.

Routine Maintenance:

- Use a damp cloth to blot up spills as soon as they happen as excess water can damage the surface and seep into the seams of the flooring.
- Sweep, dust or vacuum the floor regularly (once or twice a week). Use a broom with soft bristles and/or a vacuum with the hardwood attachment only.
- Periodically clean the floor with cleaning products made specifically for laminate floor care.
- DO NOT wash or wet mop the floor with soap, water, oil-soap, detergent, or any other liquid cleaning material. This could cause swelling, warping, delamination, and joint-line separation and void the warranty.
- Do not use steel wool, abrasive cleaners, or strong ammoniated or chlorinated type cleaners.
- Do not use any type of buffing or polishing machine.

Environmental Protection:

- Entry mats will help collect the dirt, sand, grit, and other substances that might otherwise be tracked onto your floor.
- To prevent slippage of area rugs, use an approved vinyl rug underlayment.
- Use floor protectors and wide load-bearing leg bases/rollers to minimize the chance of indentations and scratches from heavy objects.
- Remember, the preferable temperature should be approximately 17-23C (62-73F with a relative humidity of 54-60%. Humidity should never be allowed to drop below 30%, as this may cause gapping. (Proper humidity levels should be maintained by using your exhaust fan.)
- Avoid excess exposure to water during periods of inclement weather.
- Keep your pet's nails trimmed to prevent them from scratching your floor
-

Porcelain Tile

To keep your porcelain tile in tip top shape, it is best to use rugs at outdoor entrances to prevent grit from being tracked onto tile flooring. For tidiness, porcelain tile can be easily swept or vacuumed twice a week.

Routine Maintenance:

- Sweep or vacuum loose dirt and dust from the floor. Use an untreated, dry dust mop instead of a broom.
- Mop the floor with a mild cleaning solution. The concentration of the detergent should be 50% less than the amount used on an unpolished porcelain tile floor.
- Rinse the porcelain tile floor with clean and clear water thoroughly.
- Dry carefully to increase the shine and to prevent water spots.

Mirrors and Mirror Frames

Mirrors and Mirror Frames are covered under the one (1) year materials and labour warranty. Any scratches or damages not documented during walkthrough will be considered unwarrantable. Negligence to carry out proper maintenance will result in voiding the warranty. To clean the mirror, use a soft cloth with just water first. Foam base cleaning solution is preferred, but you may use a non-alkaline base and ammonia free cleaning solution if necessary. Never use abrasive material on mirrors which can cause scratches to the glass. Put the cleaning solution directly on the cloth instead of spraying directly on mirrors and do not leave the cleaning solution on the mirror after cleaning. On the mirrors frosted frame, please use a clean cloth which has been lightly dampened with water, no harsh cleaners or ammonia should be used on the frame.

Paint Surface

The colors of the walls and wood trim paint have been chosen by an interior designer to coordinate with your in-suite colour scheme. Please refer to the product and paint codes section.

Plumbing Fixtures

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

Plumbing Pipes: Care should be taken not to bump plumbing pipes while moving objects around in the cabinet under the sinks. You could dislodge the pipes and cause leaking.

Shower: The shower fixture is made to conserve water. The showerhead ensures normal pressure while a restricted volume of water is used.

Toilets: Please flush only normal waste and toilet tissue down the toilet. Kleenex and paper towels, diapers will not break down sufficiently and may cause a blockage if flushed.

Do not use tank cleaners that have chlorine or bleach as they may damage the flapper valve and other components in the toilet tank. Any damage resulting from these products is not covered by the warranty.

Smoke Detector

Smoke Detectors are covered under the one (1) year materials and labour warranty. The smoke detector is a sensitive device, if the alarm is set off by mistake, open windows to clear any smoke in the area of the detector. Vacuum smoke alarms every six months to keep free of dust and help ensure reliable performance. Replace your smoke alarm batteries once a year, even if they still work.

Stainless Steel Sinks

Sinks are covered under the one (1) year materials and labour warranty. Any scratches or damages not documented during walkthrough will be considered unwarrantable. Negligence to carry out proper maintenance will result in voiding the warranty. Clean the sink with a soft cloth, mild detergent, and water. To restore the original deep luster, use a liquid or paste metal polish such as Vim. Do not use abrasives or scouring pads - they will take away the special finish.

Do not use metal scouring pads, as they will scratch and cause rust stains in the sink. If using a rubber sink mat, be sure to remove it when not washing dishes. Organic particles may decay under the mat, causing the sink to stain.

Taps

Taps/faucets are covered under the one (1) year materials and labour warranty. Any scratches or damages not documented during walkthrough will be considered unwarrantable. Negligence to carry out proper maintenance will result in voiding the warranty. Clean faucets/taps with clear water and dry with a clean, soft cloth. Do not use soaps, acids, polish, abrasives, harsh cleansers, or a cloth with a coarse surface. They may cause de-plating of the finishes or damage to the plastics.

Water Pressure

Your building has been designed to Metro Vancouver energy bylaws, which require lower water consumption; therefore, you may notice lower pressure and flows in the plumbing fixtures than you have experienced in other cities or past residences.

Water Shut-Off Valves

The domestic suite water shut off valves are located behind the access panel with the “Hot/Cold Water Shut off” label affixed to it. It is always important to familiarize yourself with this location and to maintain clear access to it.

Wall Tiles

Wall tiles are covered under the one (1) year materials and labour warranty. Any scratches or damages not documented during walkthrough will be considered unwarrantable. Negligence to carry out proper maintenance will result in voiding the warranty. Tiles should be wiped down after every shower or bath to help prevent mildew.

A liquid silicone sealer should be applied to wall tiles and grout areas every year to prevent water from penetrating the grout and from seeping into the drywall behind.

Note - It is the homeowner’s responsibility to reseal the grout with a certified grout sealant. This should be done on an annual basis. You can purchase a grout sealer from your local home improvement store.

Windows

Windows are covered under the one (1) year materials and labour warranty. Any scratches or damage noted after possession is not covered under warranty. Use caution to prevent impacts to glass windows and doors to prevent damage to glass. Keep your BBQ clear Rainwater should drain out at the weep holes. If water starts to accumulate, check that the holes are not blocked. Ensure windows are closed tightly during rainy weather.

Window Restrictors

In accordance with building code safety requirements for window heights, operable windows less than 1070 mm (3’6”) above the floor are required to have a restraining device to prevent the windows from opening more than mm (4”).

Disclaimer

The information in this manual was compiled in January 2022 and is current as of that date.

This manual has been prepared for the owners of Avalon 3 to serve as a maintenance manual for your new home.

Recommended Maintenance Schedule

Below are some recommended maintenance tasks that should be completed on a quarterly, semi-annual or annual basis in order to maintain your home in good condition and comply with the 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		✓		
Clear exterior laundry vent	✓			
Wash range hood filter	✓		✓	
Disconnect hoses and drain hose bibs			✓	
Blow out landscaping sprinkler lines			✓	
Check GFI circuits		✓		
Check smoke & carbon monoxide detectors. Annual testing may also take place in Multifamily buildings	✓	✓	✓	✓
Clean laundry booster fan clean out after each use	✓	✓	✓	✓
Clean filters on heat pumps or ventilation systems See manufacturers recommendations		✓		✓
Check and service heating or cooling systems as necessary. See manufacturers recommendations		✓		✓

About My Home - FAQ

Why is the entry light switch marked by a coloured dot?

The master light switch is located at the entrance of your suite and controls the power to most of the home's lighting. It allows you the opportunity to quickly turn off all lights and is meant to be a convenience and conserve electricity. Some lights are excluded, such as the under cabinet lighting in the kitchen, washrooms and entry lights.

Why do I have light switches with coloured dots and seem unresponsive?

One-half of one of the electrical outlets in those rooms which have no overhead light fixture (e.g., living room, bedroom, etc.) is "switched" and is operated by the light switch (indicated by the red dot). A lamp plugged into this receptacle can then be operated by the turning on the light switch. One of the receptacles is "switched" (indicated by a red dot), and the other is "live" and operates in the same manner as a regular outlet.

My bathroom/outdoor outlet is not working, and I have checked the breakers.

Your bathroom and outdoor outlets are on a ground fault interrupter for your safety; they will disconnect if the current is interrupted. These outlets are wired together, so if one is not working, locate the one with the tripped light on and press the centre button on the front face to reset.

Why is the shower water pressure low?

The shower and sink faucets have low flow plumbing fixtures installed for water conservation. Submit a warranty request only if you find that your water pressure has reduced dramatically.

Can I twist the kitchen sink spray nozzle?

No, please pull downwards. Twisting will loosen the nozzle and may cause a leak. The damage from the leak is not warrantable and you may be charged for this remediation.

Are renovations permitted within my suite?

Please check with your strata property management company, you may require Strata Council's approval and must follow building by-laws/code requirements.

Is home insurance mandatory?

It is strongly recommended that adequate insurance coverage for your personal contents, personal liability, high deductibles, and any betterments are covered in your strata lot.

How many keys will I get for my new home?

All new homes will receive a minimum of 2 suite keys, 2 key fobs and 2 mailbox keys. You may have additional suite keys cut at your expense by any locksmith, and additional key fobs can be purchased from your Property Management Company.

Who should I contact for entry phone programming?

Please confirm what name you would like displayed and the phone number you would like linked to the entry phone system. The online form is found on the AWM homeowner portal.

Who should I report common area issues to?

Problems in areas such as in the lobby, elevators, landscaping, recreation areas, or parkades, are the responsibility of your property management company, AWM Alliance Real Estate Group Ltd. Please follow the reporting procedures indicated by the property management company. To report a natural gas emergency, call the 24-hour Fortis Gas emergency line at 1-800-663-9911. An emergency is generally considered to be a gas leak that requires immediate attention.

Bike Storage and lock up

Residents are encouraged to keep their bicycles inside their lockers until the Strata has organized a bike registration and lock up program. Storage for bikes is available on common racks in several locations in locker rooms and bike storage areas. The Strata will likely register bicycles but that will be decided by the Strata and Property Manager once organized.

How to operate enter-phones, proximity readers, and key fobs?

- To operate the key fob, present it at the proximity reader located at the door, gate, or elevator you are entering. Hold the circle on the back of the fob to the circle on the reader or in the center of the panel. Wait until the light blinks green.
- Your key fob will unlock the door or gate for only a few seconds to allow you to enter.
- Your key fob also activates the elevator to stop only at the floor you live on or floors with common amenities.
- When you enter the elevator, present your key fob to the proximity reader, press the elevator button for your floor.
- Each key fob has a unique number. The number on your key fob has been assigned to your home and programmed for areas you need to access.
- If any of your key fobs are lost or stolen, notify your property management company immediately.

Who should I report to if I have entryphones, proximity readers, and fob issues?

If you have a problem with the operation of any of your key fobs, or if one is lost or stolen, please report this immediately to your property management company.

Where is the garbage/recycling room?

P1 at the northwest corner below the tower portion Avalon 3. There are two entrances, one from the west elevator vestibule and from the parking area.

What is our building insurance amount?

A copy of your strata insurance policy can be obtained from your strata property management company online portal.

How will visitors enter the building?

The building is equipped with an entryphone system that allows you to control access to the building from within your home by use of your cell phone or landline.

The enter-phone system utilizes a “phone-line” system that enables visitors to connect to your phone whether you are using standard landline, or cell phone as your main device.

When a visitor calls you from the entryphone system visitor entry panel by locating your name or using your buzzer code. When called by the entryphone system, press “6” on your telephone keypad will release the door for your visitor. They will enter the building and the system will allow them time to enter the elevator and press your floor number.

Once you have pressed “6” you will hear the confirmation tones from the enter-phone system panel letting you know that the operation was successful. To deny access, simply hang up.

For security reasons, the elevator time credit issued is only for a short period of time and only for the floor on which you live. If they took too long they will need to call from the entryphone again.

What are the security features of the building?

- Secure parking for residents in the underground parkade
- An enhanced entryphone system
- Key fobs replacing keys for entry to the building and parkade
- These fobs can be deactivated if lost or stolen
- Restricted elevator access on each floor

What is the procedure of move in/out?

- Prior to move in or out of the building, you MUST contact your property management to schedule a date and time.
- They will reserve an elevator for your use and hang protective padding in the elevator cab.
- The move in reservation is made by logging in to the AWM homeowner portal at www.awmalliance.com and clicking the “LOGIN” button at the top right corner of the page.
- If you have not registered for the website, simply follow the instructions.

What is the maximum clearance height for the building garage gate?

The maximum clearance height is 6 ft 8 in.

Appliances, Products, & Paint Codes

Product	Brand	Model #
Smoke & Carbon Monoxide Detector (Kitchen, Living Room, Stairs and Hallways)	BRK	Wire-in with 1x9V battery backup * Model: SC9126BTCA
Smoke Detector (Bedroom)	BRK	Wire-in with 1x9V battery backup * Model: 9120BA
Kitchen Pot Light Bulb	Standard	LED/GU10/7W/3000K Dimmable (64634)
Bathroom Pot Light Bulb	Standard	LED/GU10/7W/3000K Dimmable (64634)
Penthouse Hallway Pot Light Bulb	Standard	LED/GU10/7W/3000K Dimmable (64634)

Wesgroup is not responsible for changing of light bulbs or battery replacement

Paint Codes – Sherwin Williams Paint

Location	Color	Product	Supplier
Interior Walls	OC-21 Winter White	Dulux 94900A Ultra Interior Latex Eggshell BX 10 CX 22½	Dulux
Interior Bathrooms	OC-21 SG Winter White	Dulux 94800 Ultra Interior Latex Semi-Gloss BX 10 CX 22½	Dulux
Interior Doors and Trims	CC-30 Oxford White	Solo Semi-Gloss CCE*Colorant 0Z 32 34 128 Y-3 Deep Gold - 3 1 1	Sherwin Williams
Interior Ceilings	CC-30 Oxford White	Latex ProMar 400 Zero Interior CCE*Colorant 0Z 32 34 128 N1 Raw Umber - 2 - 1 Y1 – Yellow - 1 - 1	Sherwin Williams
Common Area Cooridors	HC-169 Coventry Gray	Dulux 94900A Ultra Interior Latex Eggshell BX 5Y + 20 CX 2Y + 1½ FX 10	Dulux
Common Area Casings and Baseboards	2121-10 Grey	13210 Diamond Semi-Gloss 13216A Ultra Deep Base BX 38Y CX 3Y FX 1Y + 40 WX 20Y	Dulux
Exterior paint	9003 Signal White	Semi-gloss Corob custom D612 CCE*Colorant 0Z 32 64 129 B1-Black - - 1 - Y-3-Deep Gold - - 1 -	Sherwin Williams

Appliance	Brand	Model #
Refrigerator	Kitchen Aid	KBBX104EPA
Wall Oven	Jenn-Air	JW2430IM
Cook Top	Jenn-Air	JGC3530GS
Microwave	KitchenAid	YKMCS1016GS
Dishwasher	Jenn-Air/Bosch	JDTSS244GX / SHVM4AYB3N
Hood Fan	AEG	PERFEKTGLIDE-30-1
Front Load Washer	Whirlpool	WFW560CHW
Front Load Dryer	Whirlpool	YWED5620HW

One Bedroom Home Appliances

Please submit service requests to 1-888-416-2990 or email homeownercare@trailappliances.com
Please ensure to mention that you are a Wesgroup Homeowner

Trail Appliances (provide 1-year warranty). To purchase an Appliance Product Protection Plan, please contact Tina Ronki tronki@trailappliances.com

Appliance	Brand	Model #
Refrigerator	Jenn-Air	JB36NFXFRE/ JB36NFXLE
Wall Oven	Jenn-Air	JJW2430IM
Cook Top	Jenn-Air	JGC3530GS
Built-in Microwave	KitchenAid	YKMCS1016GS
Dishwasher	Jenn-Air/Bosch	JDTSS244GX/ SHVM4AYB3N
Hood Fan	AEG	PERFEKTGLIDE-30
Front Load Washer	Whirlpool	WFW560CHW
Front Load Dryer	Whirlpool	YWED5620HW

Two & Three Bedroom Home Appliances

Please submit service requests to 1-888-416-2990 or email homeownercare@trailappliances.com
Please ensure to mention that you are a Wesgroup Homeowner

Trail Appliances (provide 1-year warranty). To purchase an Appliance Product Protection Plan, please contact Tina Ronki tronki@trailappliances.com

Appliance	Brand	Model #
Refrigerator/Wine Fridge	Jenn-Air/Marvel	JF36NFXDE/ML24WSF4
Wall Oven	Jenn-Air	JJW243IM
Cook Top	Jenn-Air	JGC3530GS
Built-in Microwave	KitchenAid	YKMCS1016GS
Dishwasher	Bosch	SHVM4AYB3N
Ventilation/Hood Fan	Jenn-Air	JXU9136HP
Front Load Washer	Whirlpool	WFW560CHW
Front Load Dryer	Whirlpool	YWED5620HW

Penthouse Appliances

Trail Appliances (provide 1-year warranty). To purchase an Appliance Product Protection Plan, please contact Tina Ronki tronki@trailappliances.com

Please submit service requests to 1-888-416-2990 or email homeownercare@trailappliances.com Please ensure to mention that you are a Wesgroup Homeowner