

Avalon 3

Troubleshooting Guide

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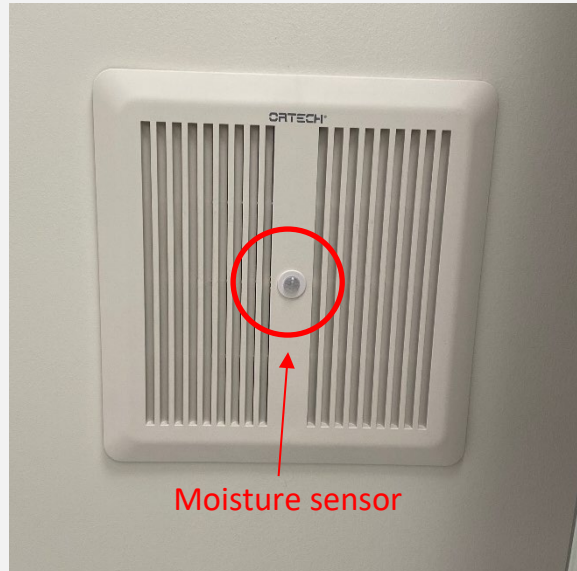
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Bathroom Fan

There is one fan that runs for 24 hours and runs on low speed. The other is a moisture sensor.

The fan speed is not adjustable and any damages in the home found to be caused by moisture build-up, condensation, and mould because of improper bathroom fan usage will be unwarrantable.

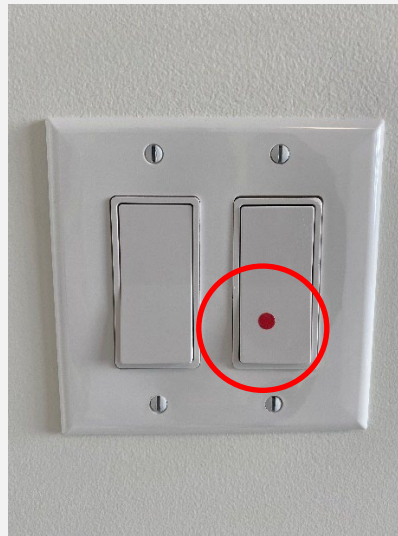
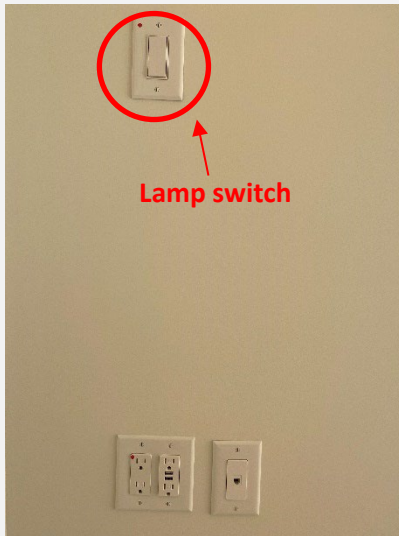
Please note these fans cannot be turned off.



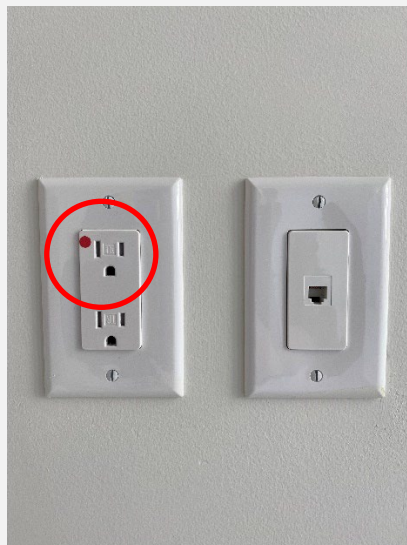
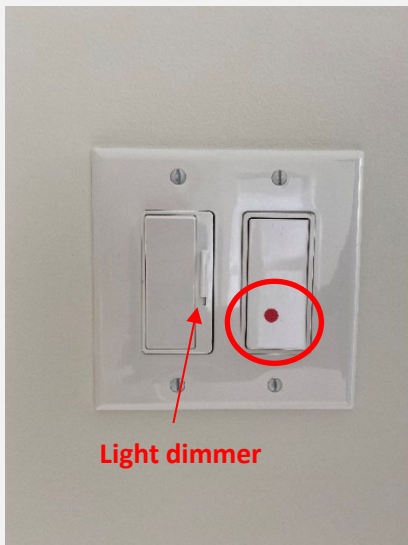
Dedicated Light Switch (Master Bedroom and Living Room)

Turning light switches that are marked with a **Red** dot ON/OFF will control the power to a specific outlet in that space (only applicable in the master bedroom and living room).

Living Room:



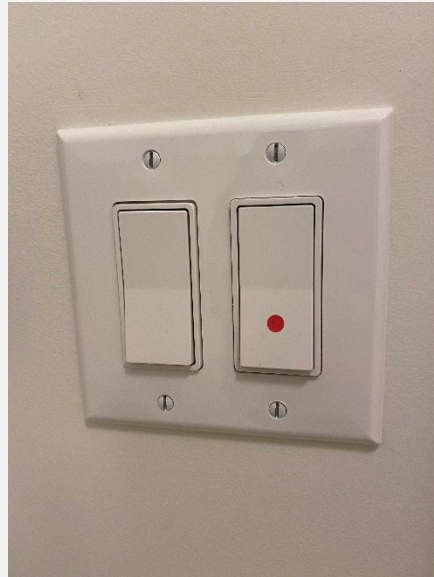
Master Bedroom:



Main Light Switch

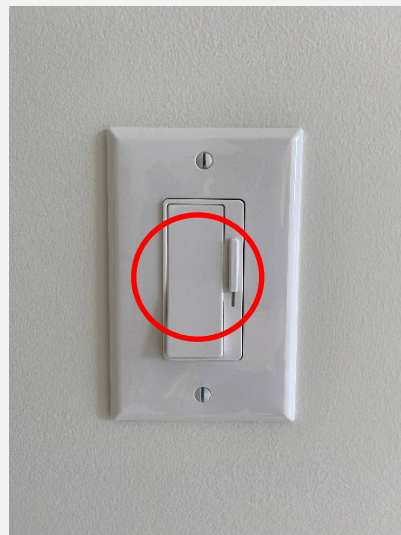
Main light switch (indicated with red dot)

This dedicated light switch will control all ceiling lights in the home (except for bathroom vanity lights and puck lights under upper cabinets in the kitchen).



Dining Light Installation

We recommend hiring a certified electrician for installation of any ceiling light fixture. Please note that warranty will be voided if electrical parts/wiring are damaged by an unlicensed party (including the homeowner).



Dryer Vent and Lint Trap

Lint Trap

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



Secondary Lint Trap

Located on the wall above the dryer. Lint should be removed monthly (depending on use).



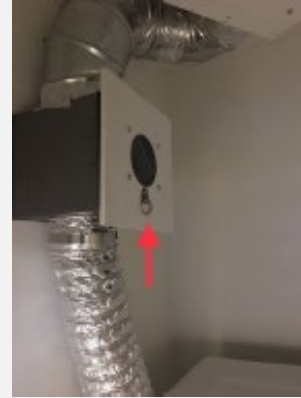
Why should you clean dryer lint build-up?

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

Dryer Vent – Cleaning

How to clean secondary lint trap?

1. Remove lint trap by pulling the ring.



2. Vacuum/remove lint fibers inside.



3. There are 2 sets of springs on each side of the cover. Slide the wires in the hole and let go.



How often should the Exterior Dryer Duct be cleaned? (Managed by strata)

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

When?

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

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

Electrical Cover Plate (Blank)

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

***Applicable in some homes only**



EcoBee

The EcoBee controls the temperature of the home and can be controlled via smart phone app. For information on factory reset, please visit:

<https://support.ecobee.com/s/articles/Resetting-your-ecobee-thermostat>



Thermal Recovery Unit Model HE

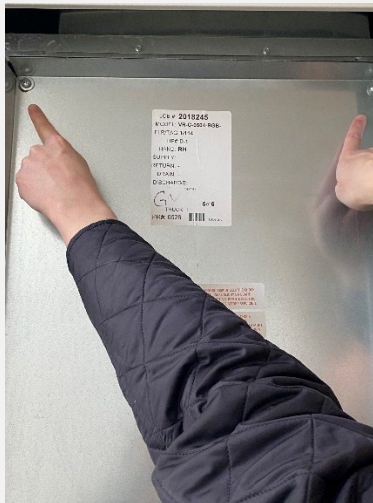


In some applicable townhomes and live work homes, there is a thermal recovery unit (ERV) that draws clean, fresh air into the home. ERV's transfer heat and moisture through incoming and outgoing airstreams.

We do recommend following the maintenance steps to ensure maintenance is conducted.

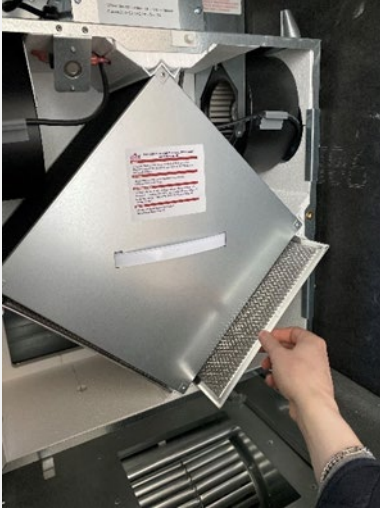
1. CORE

Unscrew cover in photo below to access core. Vacuum once a year or as needed in all four surfaces. Replacement of core may be required if membrane is damaged or frozen due to unit malfunction.



2. FILTERS

Vacuum and/or wash both filters three times a year or as needed.



3. INTERIOR OF UNIT

Inspect the interior of the unit. Vacuum when core and filters are removed. If excessively dirty, wash both filters with mild non-abrasive soap and water. Environmentally friendly products are recommended.



4. MOTORS

Please note motors are permanently lubricated and there is no maintenance required.



Outlets and Receptacles

My kitchen/bathroom outlets don't seem to respond.

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

If the problem persists, try resetting at the breaker panel.



Some outlets are stiff and hard to plug into.

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

TV Backing

In the living room, the home has a flat stock metal backing measured at 42" in the centre and 54" to the center above the finished door.

The backing is a 6" wide strip so there will be backing 3" above and below the center mark which will allow enough space to put a bracket on the center of the plugs. The flat stock backing is mounted above the electrical outlets and cable and ethernet jack at 48" centered above the floor. There are two 6" pieces stacked meaning the lowest edge is 42" above the ground and the highest edge is 54" above the ground. This may vary slightly on placement.

NuHeat (Ensuite in-floor heating)

Factory Reset

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

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

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



Heat Pump

The ON/OFF switch can be used if the home requires a reset.

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

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

The power for the thermostat is connected to the heat pump. If it's turned off, it will disconnect the EcoBee.



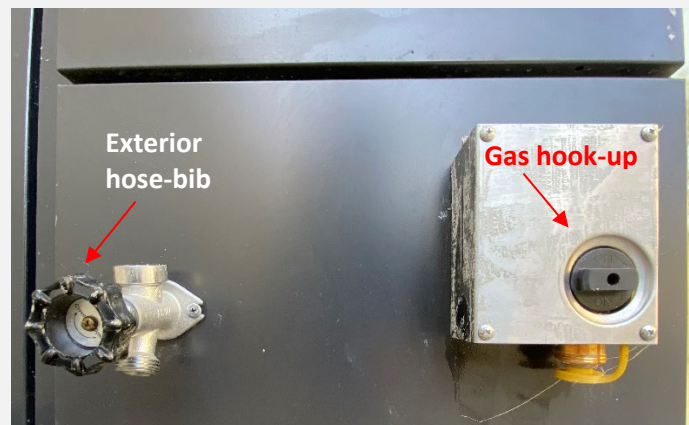
Hose Bib and Gas Hook-up

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



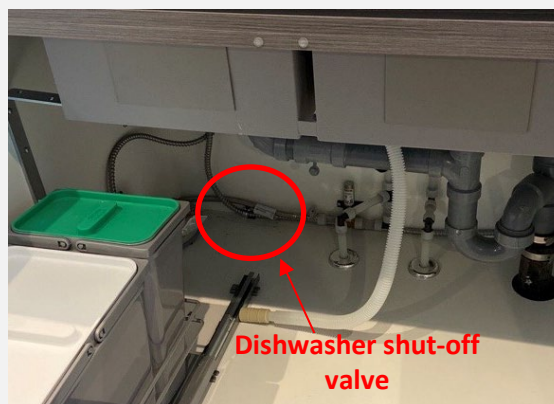
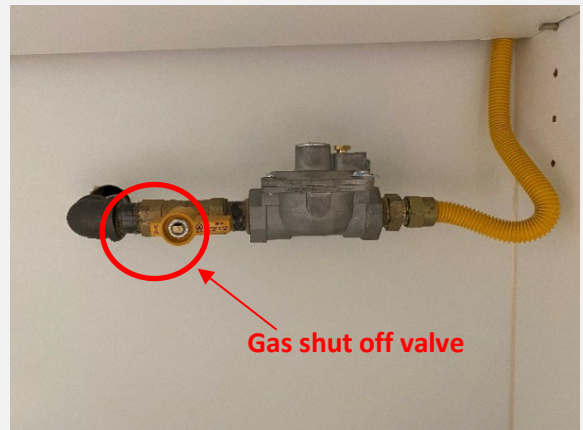
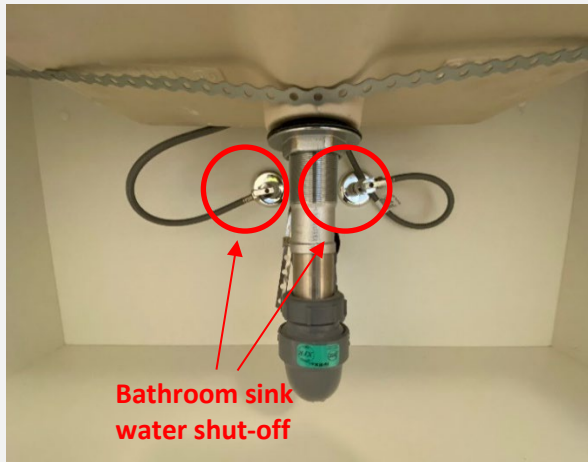
These are frost free hose bibs and can winterize by turning the valve at the bib to “off” position. Please also ensure the hose is disconnected from the bib to avoid freezing.

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



Main Water Shutoffs

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



*Should the home be vacant for an extended period (e.g. vacation), please ensure main water shut-off is turned off to temporarily terminate water supply to the home.

Water pressure is low in the home

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



My washing machine is not filling up with water.

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



Smoke and Carbon Monoxide Detector

It's crucial that a new smoke and carbon monoxide alarm be replaced by 2032.



Why is my smoke detector chirping/beeping?

1. The battery pull-tab is still in alarm

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

2. The battery drawer is open

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

3. Low Battery

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

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

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

5. A different device or appliance

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