



MODE

Homeowner Manual

wesgroup

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Introduction

Welcome to your new home at **MODE** and to the River District community!

This Homeowner Manual has been designed to guide you through some of the basic warranty information for your new home, as well as maintenance advice to prolong the life of your investment.

Wesgroup is dedicated to assisting you with any questions or concerns you may have.

Disclaimer

The information provided in this manual is known to be accurate as of November 2022 and is intended to serve as a quick reference guide.

If there is conflicting information found in documentation provided by manufacturers, architects, engineers, or within your sales documents, that information will be held above this manual and deemed correct.

Building Overview

The architectural firm of Ciccozzi has designed **MODE** with a mix of modern and industrial details. Positioned in the heart of River District near Town Centre Plaza, **MODE** is built to LEED Gold Equivalent to promote sustainability. This development consists of a 25-storey high-rise tower, 6-storey podium, with multiple amenity spaces and a central, semi-private courtyard.

Wayfinding

Some important locations to familiarize yourself with at **MODE** are listed below.

Lobbies

There are two lobby entrances to **MODE**:

Main Lobby – 3438 Sawmill Crescent, Vancouver, BC, V5S 0E3

West Lobby – 8508 Jack Uppal Street – Please note that this is not a mailing address and only used as a point of reference.

Mail Area

Your mailbox can be found at the Main Lobby, in the corridor near the elevators. Your home's mailbox is labeled with your home's number and can only be accessed by Canada Post, or the residents of your home.

Please note that a lost mail key must be reported to, and can only be replaced by, Canada Post.

Garbage Room

The garbage room is on P1, facing the entry ramp. Please note that the maintenance of this room, and all other common areas, is the responsibility of the Strata.

Bike & Storage Lockers

Bike lock ups are located on the ground level, in the Amenity Corridor; turn right after going through the mail area if you are entering from the lobby.

Storage lockers can be found in the Amenity Corridor, and on each of the Parkade levels.

Amenity Spaces

MODE offers the most extensive collection of amenities in any single River District building. These spaces are available for your enjoyment, but please note that your Strata is responsible for their maintenance and coordination.

Bike Repair Area

The Bike Repair Area can be found just around the corner from the mailboxes on the ground floor in the Amenities Corridor.

Courtyard

6,500+ square foot shared courtyard with lush landscaping, water feature, kids' area, and seating, located on the East side of the 2nd floor.

Coworking Space

Access WorkHub on the East side of the 2nd floor for a private meeting space outfitted with two boardrooms, four-seater work booths, and meeting tables to collaborate with team members or make presentations.

Dog Wash Station

Just past the bike repair station in the Amenity Corridor you can find the dog washroom.

Guest Suites

Units 201 and 202 are furnished suites like a hotel room and are available as short-term rentals from your Strata. The rules around their use can be found by contacting your Strata Management Company.

Gym

The 1600 Sq Ft gym can be found on the East side of the 3rd floor. In addition to numerous exercise machines, you can also find showers, washrooms, and a change room connected to the gym.

Hot Tub

On the patio of the gym on the East side of the 3rd floor is a large hot tub. There are showers, washrooms, and change rooms available for your convenience.

Multipurpose Room

Spacious game/lounge room equipped with a pool table, kitchen, and multiple seating areas, on the East Side of the 2nd floor, just before the courtyard.

Private Screening Room

A spacious theatre room with large screen and projector, cozy seating for watching movies, and an adjacent bar can be found on the South-East side of the 2nd floor.

Rooftop Terrace

On the 7th floor facing North you can find a kitchen, TV area, and a spacious rooftop terrace with urban garden plots.

Workshop

A hobby workshop can be found in the Amenities Corridor on the ground floor, to the left of the Bike Repair Area.

Community Living Explained

If this is your first time being part of a Strata, this section will help you familiarize yourself with the goings on of living within a community.

Strata Definitions

The following definitions are meant to provide a breakdown of the common terms used in this manual and those you will encounter when referencing your new home. For legal definitions, please refer to the Strata Property Act.

Strata Lot (SL)

Strata Lot is the identifying term for your new home. It includes the interior spaces from the center lines of any shared ceilings, floors, or walls with another home or Common Property. As a homeowner, you are responsible for anything within the boundaries of your new home. Your Strata Lot does not technically include your balcony as that is deemed to be Limited Common Property.

Limited Common Property (LCP)

Limited Common Property is any portion of the property that is designated for the sole use of one or two Strata Lot owners. For example, your balcony, rooftop deck, and some landscaped areas are LCP. These areas can be included on the Strata Plan filed in the Land Title Office at City Hall.

Although LCP is meant for the exclusive use of a homeowner, there are times and situations that call for it to be available for use for members, employees, and agents of the Strata Corporation. These include emergencies, or when that LCP provides access to other common areas. For example, during window washing, you may be asked to clear parts of your deck or patio so that the workers can use the anchors to access floors below you.

Common Property

Common Property describes the parts of the building that are usable by all the residents of the building, or the places that house mechanical components that service the entire building. Examples of Common Property include the courtyard, amenity spaces, elevators, lobbies, and hallways. Any issues within these spaces should be reported to your Strata Manager.

Formally, the Strata Property Act defines Common Property as:

1. The part of the lands and buildings of **MODE** shown on a strata plan that is not part of a strata lot, and
 - a. pipes, wires, cables, ducts and other facilities for the passage or provision of water, sewage, drainage, gas, oil, electricity, telephone, radio, television, garbage, heating and cooling systems, or other similar services if they are located
 - i. within a floor, wall or ceiling that forms a boundary
 - ii. between a strata lot and another strata lot
 - iii. between a strata lot and the common property, or
 - iv. between a strata lot or common property and another parcel of land, or wholly or partially within a strata lot, if they are capable of being and intended to be used in connection with the enjoyment of another strata lot or the common property.

Strata Corporation

The Strata Corporation is used to describe the collection of homeowners at a Strata operated building, such as **MODE**. At its first Annual General Meeting (AGM), the Strata Corporation will elect a small committee of members to form its Strata Council. The first AGM is required to take place once the building has reached 50% of homes handed over to owners, or 9 months after its Substantial Completion, the day the building is handed over to the Strata Management Company.

Strata Council

The Strata Council is responsible for the governance of the building, guided by the experience of the Strata Manager. The Council has the power to create and enforce by-laws, coordinate resolutions for complaints, and mitigate disagreements between homeowners. Each council member serves for a one-year term and are voted in by the members of the Strata Corporation at each year's Annual General Meeting.

By-laws

By-laws are the rules of your building, created and enforced by your Strata Council. These rules can include restrictions or limitations on pets, gas BBQs, noise, or proper use of common areas like the amenities. Not abiding by your Strata's by-laws can result in fines or other penalties.

Strata Management Company

AWM Alliance Real Estate Group is your Strata Management Company at the time of this manual's publishing.

They are responsible for the day-to-day operation and maintenance of your building and its mechanical systems. It is a good idea to familiarize yourself with their website as they have many forms and resources listed online.

AWM Alliance Real Estate Group

401– 958 W 8th Ave,
Vancouver, BC V5Z 1E5

604 685-3227 | awmalliance.com

Reporting Common Area Issues

All concerns regarding Common Property, or Limited Common Property (as defined above) should be directed to your Strata Manager via their online portal. Please note that the warranty period for the building and its mechanical systems begins on the date of the first home's completion and hand-over.

Common Property	Limited Common Property (LCP)
Any part of the land and buildings that are shared or common spaces, not part of or within a Strata lot: Landscaping Parkade, Bike Room, and Storage Lockers Hallways & Elevators Exterior of Building Plumbing Electrical HVAC Distribution System Lobby & Mail Room Amenity Rooms	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 Storage Room

Emergency Procedures

A prompt response is essential to dealing with emergency situations, so please familiarize yourself with the following processes so that you are better equipped should an emergency arise in your home, or in your building.

Emergency Situations

An emergency is a situation that requires immediate attention and cannot wait until the following day. Examples include:

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

The following are NOT considered emergencies:

- Toilet is plugged.
- Dripping faucet.
- Leak under a sink.
- Inoperative appliances, including fridges.
- Loss of cooling in the home, regardless of outside temperature.

Who to Contact

In the event of a water leak or other plumbing emergency, shut off the water to your home from the main shut off valves and contact your Strata Management Company, and Wesgroup Customer Care. In the event of an after-hours water related emergency, notify your Strata Management company of the issue using their 24-hr Emergency Line. They will then help you determine if it should be relayed to Wesgroup the following day as a warrantable item.

AWM Alliance Real Estate Group – 24-hr Emergency Line – 604 685 3227

Wesgroup Customer Care – 8am-5pm – 604 648 1800

Please note that Fortis BC and other emergency response 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 as Wesgroup Customer Care and the Strata Management Company are unable to assist with such outages.

Homeowners must help to prevent any excess damage possible by turning off water or stopping to use a component of the home if it is leading to damage.

A full list of Emergency Contact information is on the last page of this manual for ease of reference.

Total Loss of Heat

If your heating has stopped working and the temperature outside is below 10°C, please notify Wesgroup Customer Care if within business hours, or your Strata Management Company's 24-hr emergency line.

Total Loss of Power

For power outages affecting your whole home and neighbouring ones, contact BC Hydro at 1 888 224 9376. If a power outage seems to be affecting your home only, please check your breaker panel to ensure that your main

electrical breaker has not shut off. More information can be found in the [Breaker Panel and Electrical Wiring](#) section of this manual, or the Troubleshooting Guide.

Please contact your Strata Manager if the breaker panel appears to be on, but you are still not receiving power to your home as there may be a scheduled maintenance or repair taking place. If not, they would be best able to direct your inquiry.

It is important to note that if you are not receiving power to your unit despite the master breaker being turned on, you may have an issue with your BC Hydro account or have a delinquent account due to missed payments.

Total Loss of Water

If the water in your home is shut off, check first that your main water shut off valves are on. The valves should be fully parallel with their pipe for the water to be running. Next, check with your Strata Manager about a possible scheduled water shut off for the building, or the neighbourhood. If there is no scheduled maintenance requiring the water to be shut off, please call 3-1-1 to contact Vancouver City Hall.

Plumbing Leak

In the event of any type of leak, contact us during your warranty period or your Strata Manager if it is outside business hours. Shut off the water locally if you can locate the source, and the main water shut off for your unit if you cannot. Do not allow a leak to continue without reporting it.

If the leak is minimal and can be locally contained or stopped, it will not constitute an emergency and will be dealt with as an urgent priority item instead.

Gas Leak

In the event of a gas leak:

1. Shut off the gas valve.
2. Leave the home and building.
3. Immediately call 9-1-1 or Fortis BC at 1 800 663 9911.
4. Alert your Strata Manager so they can determine if a building evacuation is required.

New Home Warranty

New home warranty is insurance coverage that comes with most newly built homes. It protects the homeowner against construction defects for a specified amount of time.

Each home at **MODE** has been built in accordance with the standards set forth by The BC Building Code and 2019 Vancouver Building By-laws. Both documents are available online.

Wesgroup is committed to addressing any deficiencies or warranty items 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 Manager.

Travelers New Home Warranty

Your new home has a Warranty Policy for the 1-2-5-10 New Home Warranty through Travelers Canada. They are a neutral 3rd party that provides advice, guidance, and dispute resolution between homeowners and developers.

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

Travelers Warranty Package

On your possession date, you were presented a Warranty Certificate form to be submitted to Travelers. The date on this Warranty Certificate is the beginning of your New Home Warranty and will be used by all parties involved in the warranty process, such as Wesgroup, Trail Appliances, and your Strata Corporation. You will receive a warranty package from Travelers within the first few months of completion.

1-2-5-10 Warranty Explained

Travelers Canada's 1-2-5-10 Warranty is explained briefly below. For more detailed explanations of what items fall under each category, please see the [Care and Maintenance](#) portion of this manual.

1 Year – Materials and Labour

Coverage for any defect in materials and labour. (E.g., cabinets, flooring, interior doors, drywall.)

15 months – Common and Limited Common Property

Coverage for any defects in materials and labour in the common property of a multi-unit building. This is typically submitted by the Strata Management Company on behalf of all owners.

2 Year – Mechanical, Plumbing, Electrical

Coverage includes defects in materials, labour and design supplied for the electrical, plumbing, ventilation and heating/cooling delivery and distribution systems throughout the building and each Strata Lot. Please note that items like plumbing fixtures, electrical switches/outlets, and thermostats are covered under the 1 Year Materials and Labour warranty.

Also included in the 2 Year warranty are defects in materials, labour and design supplied for the exterior components of the building such as cladding, caulking, windows, and doors that may lead to detachment or material damage to the new home. This portion of the warranty is often monitored and reported by the Strata Management Company.

5 Year Building Envelope Warranty

Coverage for defects in the building envelope of a new home, including a defect which permits unintended water penetration into the home.

Please note, your operable window's rubber seals are covered under the 2-year Materials and Labour Warranty for exterior items. This excludes any instances of damage to these seals.

10 Year Structural Defects Warranty

Coverage for any defect in materials and labour that results in the failure of a load-bearing part of the new home, or the building, or a defect that causes structural damage that materially and adversely affects the use of the new home for residential occupancy.

Please note that hairline cracks observable on concrete ceilings do not fall under this warranty as they are an aesthetic concern and not a structural one.

Warranty Exclusions

While your New Home Warranty provides a comprehensive list of warrantable items, the following items are not covered within it:

- Regular and ongoing maintenance, or damage that occurs due to not following maintenance guidelines.
- Weathering, or normal wear and tear defined as material deterioration that is consistent with industry standards.
- Any loss or damage that may occur when the home is being used primarily or substantially for non-residential purposes.
- Materials, labour, or design supplied and ordered by the homeowner. This also includes items that are supplied with your new home that have been modified by the homeowner or a 3rd party.
- Any damage that is made worse by the homeowner, resident, or 3rd party.
- Owner's failure to take timely action to prevent or minimize loss or damage. This includes failure to give prompt notice of a warrantable issue or potential defect to the appropriate party (Wesgroup or Strata Manager.)
- Any damage caused by insects, animals, or rodents, unless the damage is proven to be due to non-compliance with BC Building Code requirements.
- Accidental loss from natural disasters or a fire.
- Modifications, removals, or additions of items to the New Home by anyone after the initial occupancy unless preformed by Wesgroup or its employees, agents, or subcontractors under the construction contract or sales agreement.
- Contaminated soil in landscaped areas, or any of the plants provided in landscaped areas.
- The operation or disruption of operations of municipal services such as electricity, gas, or water supply, and sanitary and sewage drainage.
- Damage caused by or made worse by homeowner negligence or failure to take reasonable steps to mitigate damage.

This list is provided as a general overview of unwarrantable items. There may be other instances where an issue is deemed unwarrantable as all items are reviewed on a case-by-case basis.

Wesgroup Customer Care

Your new home has been designed with your comfort in mind. Our team is here to help you address any warranty concerns that may arise in your new home at **MODE**. We are also happy to answer any questions you may have about your home, and the broader River District community.

Wesgroup Customer Care Office

We are open Monday - Friday from 8am – 5pm to answer your questions in person.

Find us at:

8590 River District Crossing
(604) 648-1800

Email: customercare@wesgroup.ca

What We Do

Our team at Wesgroup Customer Care acts as a liaison between you, and the trades who have built your new home. Once an issue has been deemed warrantable, we will do our best to resolve it in a reasonable timeframe.

Please be mindful that there are many homes for which we are responsible, and all issues will be addressed in order of urgency. For example, an active water leak will be prioritized above all other issues as it may cause damage to multiple homes.

Reporting Warranty Concerns

If you find an issue in your new home, it is your responsibility to report it to us during the Applicable Warranty Period by submitting a Service Request through our Wesgroup Community Portal. We then work with you to determine if the issue is warrantable, and if needed, arrange a service appointment with one of our in-house Customer Care Representatives or the appropriate technician in a timely manner.

If a Service Request is deemed unwarrantable, we will assist by suggesting next steps to be taken. You can find what types of service requests may be deemed unwarrantable in the [Warranty Exclusions](#) section above, or within the [Care and Maintenance](#) portion of the manual. If you disagree with the decision we have made, you may contact Traveler's Home Warranty to seek advice or further information.

Customer Care FAQs

We are always here to answer your questions, in person or via email. Our most frequently asked questions are below for your reference.

What is a service request?

A service request is how Wesgroup Customer Care records and documents any concerns reported by a homeowner. If you have a warrantable issue occur, you can submit a Service Request to have it reviewed by a member of our team. If the issue is deemed warrantable, we will begin to work on a resolution and keep you updated on its progress using the online Wesgroup Community Portal.

What is the Wesgroup Community Portal?

The Wesgroup Community Portal is where you can find all the information that you may need for your new home. You can find appliance manuals, troubleshooting guides, and most importantly; submit a Service Request and track its progress.

How do I register for the Wesgroup Community Portal?

Your Wesgroup Community Portal account has been created using the primary purchaser's email address as the username. You can go online to <http://customercare.wesgroup.ca> and click on "Not yet a member?" to create a password for your account.

If you are having trouble accessing your homeowner portal or are not sure which email has been used to create it, send us an email at customercare@wesgroup.ca.

How do I create a service request?

Service requests can be submitted online via our Wesgroup Community Portal at <http://customercare.wesgroup.ca>. Once you have created an account and log in, you will be presented with an option to either "Submit a New Service Request" or "Submit a Question to Customer Care."

What information should I provide on my service request?

In order to receive prompt service, please provide as much information on your service request as possible about the issue you have encountered. Make sure to include things such as what you can see, hear, or feel, and a timeline if the issue has been ongoing.

Including photos or a short video can help cut down on the number of visits into your home as it will be easier for us to diagnose the potential issue, or better determine which trade should be contacted to resolve it, without a diagnostic visit. Some more complex issues may still require a diagnostic visit to ensure we have all the information prior to proceeding with a solution.

Use the following list to help create an informative Service Request:

OBSERVATION - What is happening that is different than normal? What can you see, hear, or feel that is new or abnormal?

LOCATION - What specific location information can you provide? Is the issue present in more than one area?

TIMELINE - When did it start, and how long has it been happening? Your best guess is fine.

CHANGES - Are there things that make the issue worse, or better?

CAUSE - From what you can see, can you tell what may be causing the issue?

A lacking Service Request:	An informative Service Request:
Leak at sink.	Leak at the pipe below R kitchen sink before the bend in pipes. Gets worse when dishwasher and sink are being used together. Began 3 days ago.

What is the difference between deficiency and warranty items?

A deficiency is any visible damage pointed out prior to the possession of the home. This may include dents/marks on drywall, damage to tiles, countertops, or appliances as noted during your Homeowner Orientation or during your key pick-up appointment. Damage that is reported 24-hours after the key pick-up appointment will not be considered a deficiency because it is unclear when the damage occurred.

Warranty items are accepted throughout the applicable warranty period and may include items such as doors not latching or locking, new drywall cracks due to shrinkage, etc. Any warranty item submitted outside of its applicable warranty period will not be deemed warrantable.

A helpful way to remind yourself of upcoming warranty expiries would be to schedule events on your calendar for each applicable warranty period.

What is considered an “urgent” Service Request?

An urgent service request is anything that will cause ongoing damage, or cause damage to another home.

Examples include leaks, electrical breaker issues, heating loss when it is cold outside, ventilation not working, or plumbing issues (not clogs.)

What if a deficiency item is still outstanding at my key pick-up appointment?

We strive to have all items from the Homeowner Orientation completed at the time of your key pick-up, but there are some things that will fall outside of our control, and we would rather have you enjoying your home sooner than later if the item is minor.

We will inform you of any outstanding deficiency items at your key pick-up appointment and add them to the Wesgroup Community Portal to follow up and resolve them as soon as possible.

Outstanding items may include:

- Exterior work, which may require specific temperature ranges or weather conditions.
- Items for which parts were delayed (cabinet parts, tiles, etc.)
- Items which may require replacement and a suitable replacement was not readily available (scratched faucets & fixtures that may be discontinued, etc.)

Can I hire my own contractor to repair deficiencies or warranty items?

No. As the Developer, we are required to review and approve any work relating to deficiency or warranty items. If the work is approved, we will coordinate with a suitable trade, or with a member of our Customer Care team. You will not be reimbursed for work that has not been pre-approved.

How many keys & fobs will be given to me? What if I need more?

At your key pick-up appointment, you will receive:

- Four (4) suite entry keys (from interior common hallways.)
- Two (2) keys for each exterior keyed entrance to your home (if applicable.)
- Two (2) proximity sensor fobs.
- Two (2) mailbox keys.

Additional entry keys can be cut at local hardware stores. Additional fobs may be ordered from your Strata Management Company.

If you require additional mail keys, you must contact Canada Post. Lost or stolen mailbox keys must be reported to Canada Post, as they are the only ones who can issue new keys and may need to change your mailbox locks to ensure your mailbox stays private and secure.

What do I do if I lose my fob?

Fobs are controlled and distributed by your Strata Management Company. In case of a lost or stolen fob, it is your responsibility to report it immediately to your Strata Manager so that they can deactivate the old one and issue a new one.

Does Wesgroup Customer Care have a key to my home?

No. Wesgroup does not keep a copy of your key, nor do we have a master key. We cannot access your home unless you allow us entry or provide us a key and written permission to enter your home when you are not there.

Can my tenant submit service requests on my behalf?

Yes. Please fill out the Homeowner Authorization Form located on the Wesgroup Community Portal or let us know via email that they are authorized.

Who do I contact if common areas need cleaning or maintenance?

Maintenance and cleaning of the common areas, including the amenity spaces, courtyard, and gym are the responsibility of the Strata Management Company.

Do I need to set up any utility accounts?

Yes. You are responsible for setting up your home's BC Hydro account as of your Completion Date. A Fortis BC account is not necessary as it is paid by your Strata through your maintenance fees.

Why does my oven smell like burning plastic?

Your new home's oven is brand new and as such still has some chemicals and protective plastic coatings on the rails and interior spaces. Before using your oven for the first time, you must burn off these chemicals:

1. Put the oven on 450°F for 30 minutes.
2. Keep the oven door closed and allow the smoke to gather inside.
3. Run the hood fan on "high" and open all the windows.
4. Be prepared to "silence" your smoke detector by pressing the button on its face if it goes off.
5. Open the oven door and allow the smoke to dissipate.
6. If the oven still smells, repeat these steps.

Who do I contact about a faulty appliance?

Your new home's appliance warranty is provided through Trail Appliances. Please submit service requests to 1 888 416 2990 or email homeownercare@trailappliances.com. For more information on warranty periods for your appliances, refer to the [Appliances](#) care and maintenance section of this manual.

Can I get an extended warranty on my appliances?

In most instances, yes. Please contact Trail Appliances during your 1-year warranty to inquire about an extended warranty.

I have a clog in my toilet or sink, can you help?

Clogs are not considered a warranty item, so we will not be able to arrange service for you. Please contact a local, certified plumber to assist with the clog.

Where is the water shut off in my home?

The main water shut off valves in your home are located behind a plastic panel in your flex room or one of the bedroom closets. Please ensure that nothing blocks your access to this space as a prompt response during an emergency leak is necessary to prevent excess damage to your home and those around you.

Do I need to do anything to prepare for the winter?

Please review the [Shut Offs and Winterization](#) section of this manual to review your responsibilities during the colder months of the year.

Why is there condensation on my windows, or water sitting on my windowsills?

Condensation on your windows is a sign of excess humidity in the home, which can lead to many non-warrantable issues. Please review the [Condensation and Ventilation](#) section of this manual for more information on how to prevent excess humidity.

Can I use a steam mop on my laminate or engineered wood floors?

No. Steam mops will penetrate the wood fibres of your laminate or engineered floors, causing bloating and other types of water related damage. Using a steam mop on your laminate or engineered wood floors will void your warranty.

Why is there a funny smell coming from my un-used shower or sink?

The drains in your home (as all others in Canada) are designed with a p-trap—a section of pipe shaped like a "P" which holds a small amount of water which creates an airtight barrier against sewer gases. If a drain is not used often, the water in the p-trap will evaporate and you may notice an unwelcomed smell. It is recommended to run any unused taps once a week so that the water seal on the p-trap is replenished.

Why is my smoke detector "chirping" if there is no smoke or heat present?

Your smoke detector will begin to "chirp" every few minutes if its battery is low. As it gets lower, it will chirp more often. It is recommended to replace your smoke alarm batteries once a year, even if they still work. The battery compartment is located on the side of the smoke detector, and you will need a 9V battery.

Is there any way to customize my home's components without voiding my warranty?

If you wish to make changes to your home during the applicable warranty period (such as changing or adding in electrical components, replacing faucets or adding bidets) we recommend contacting the original trade who completed the work to discuss it with them. Please reach out to us for information on which companies were involved in the construction of **MODE**.

Can I mount a TV on my wall?

Yes, a plywood backing plate has been provided on the wall that houses the cable connection at eye level. Please refer to the Troubleshooting Guide on the Wesgroup Community Portal for backing size and instructions.

Your Role as a Homeowner

Home ownership comes with a lot of exciting freedoms. It also comes with new responsibilities to ensure that your investment maintains its value. Please review the following sections carefully as they contain information that can help prevent voiding your warranties.

First Year in Your New Home

In your first year, it is important to familiarize yourself with the components of your new home. It is also important to note that there may be growing pains in your first year, and adjustments may be needed on certain aspects of the home to ensure it is in good working order.

This is why your new home comes with such an extensive warranty, and why we are here to help. Following the guidance of the [Care and Maintenance](#) section of this manual will ensure that your warranty is not voided accidentally, and that you can make full use of it.

In your first year, it is recommended that you take the following steps:

- Read and follow the guidance of all appliance operation manuals that are supplied.
- Register your appliances with Trail Appliances and their manufacturers for ease of service.
- Do not use wall coverings so that you can inspect walls for shrinkage or cracks.
- Follow all maintenance requirements for your home, including winterization, adequate ventilation, and replacing or cleaning filters as needed.
- Do not attempt to repair warrantable items yourself or hire someone else to do the work. This will unfortunately void the warranty claim, and you will not be reimbursed for the work.

Duty to Mitigate Damage

As a homeowner that is living within a community, you have a duty to mitigate (prevent) damage by performing regular maintenance on your home and its mechanical systems. You must also take all reasonable steps to prevent further damage to your home even if there is a warrantable issue causing the damage. For example, if you are aware of a leak in a bathtub or sink, you must report it immediately, and stop its use so that excessive damage is not caused to your home or other homes.

You are still responsible for mitigating damage, even if you:

- are not occupying the home (investment home, long vacation, or living at **MODE** part-time,)
- have tenants or houseguests,
- don't see evidence of damage being caused,
- have advised Wesgroup or your Strata Manager of the issue and it is not yet resolved.

If damage occurs or is made worse due to an owner's failure to follow maintenance procedures, the warranty on that item will be voided. For example, if a heat pump motor burns out due to its filter not being changed regularly, it will not be a warrantable item.

Maintenance Responsibilities

No home is maintenance free. As a homeowner, you have a responsibility to maintain items in the home that could cause damage to other homes, or common areas.

These items include, but are not limited to:

- Re-applying silicone as needed around sinks, fixtures, and tubs.
- Completely close windows and doors during times of heavy rain.
- Maintain proper ventilation, indoor temperature, and humidity levels.
- Changing or cleaning filters as required or recommended.

Condensation and Ventilation

Anytime that warm, humid air meets a cool surface, the moisture in the air will condense. Similar to a cold glass of water in the summer, the windows in your home can become the cool surface on which warm, humid air can create condensation.

New homes are built to be more energy efficient and are required to be nearly airtight. This tighter seal allows for more efficient heating and cooling of the home, but it also means that there is less natural air flow which creates more opportunities for condensation.

To prevent damage in your home, ensure that you maintain a reasonable humidity level (35-55%) and have adequate ventilation, either by opening windows or using your home's exhaust vents. Any damage related to, or caused by, excess humidity in the home will be deemed unwarrantable.

To reduce in-home moisture and prevent condensation:

- Do not cover any of the vents in your home.
- Always maintain a reasonable temperature between 18-24°C, even when you are not home.
- Do not use a drying rack for your clothing. The moisture on your clothes evaporates but stays inside the home, causing excess humidity.
- Ensure that the dryer vent hose is properly connected on both ends, and the secondary lint trap lid is securely placed.
- Clean your dryer's interior lint trap after each use, and check the secondary lint trap every time, and clean as needed (typically every 5 or so uses.)
- Do not disable or interfere with your dryer booster fan.
- Do not use your gas stove to heat your home.
- Use the hood fan when you are cooking and cover boiling water with a lid.
- Run your bathroom fan during and for one hour after taking a shower or bath.
- If you notice condensation on windows or frames, open a window slightly to increase airflow.
- Keep blinds open during winter months to increase airflow around your windows.
- Do not use heavy drapes or curtains as it will keep moist air trapped against the cool surface of your windows.
- Use a dehumidifier if you notice excess moisture around your windows.

Failure to follow these steps and prevent excess moisture building up in the home can void parts of your warranty.

Shut Offs and Winterization

Please familiarize yourself and all residents of your home with the location and function of the water and gas shut offs in your home and take steps to ensure that your exterior hose bib is ready for freezing temperatures.

Main Water Shut Off

Your home's main water shut off valves are located behind the plastic access panel with the "Hot/Cold" label. In the event of an emergency, turn both valves perpendicular to their pipe to shut off the water entirely. Once the leak has been located and isolated, a member of our team or a certified plumber may allow you to turn the water back on.

In most homes, the main water shut off can be found in the flex room. In some cases, it is in the closet of the second bedroom. It is very important to familiarize yourself with its location and to maintain clear access to it. Do not place hard to move or heavy objects in front of the water shut off panel. Shelving units with fixed shelves should never be placed in front of the shut off panel.



Gas Shut Offs

Your home's gas shut off is located beneath the cooktop. If you smell gas, immediately turn off the burners of the cooktop, shut off the gas by turning the valve perpendicular to the pipe, and call 9-1-1 or Fortis BC once you have exited the building, and notify your Strata Manager if necessary.



Gas shut off in the "on" position.



Gas shut off in the "off" position.

If you are not able to easily reach the gas shut off with the cabinet drawer in place, familiarize yourself with the process of removing it before an emergency occurs. You can find a detailed explanation on the Troubleshooting Guide on your Wesgroup Community Portal.

If you have an exterior gas connection for a BBQ, please ensure it is turned off when the BBQ is not in use. This will ensure that a leak does not occur without your knowledge and is overall a safer way to use natural gas.



Exterior gas shut off in the "on" position.



Exterior gas shut off in the "off" position.

Winterization of Exterior Hose Bib

If your home comes with an exterior hose bib, proper steps must be taken to prevent leaks in the winter from freezing water. The hose bibs installed are typically "frost free" meaning that they are designed to withstand some level of freezing temperatures, but hoses and other attachments are not able to do the same.

It is important to learn the location of your interior shut off valve for the hose bib. You will find it near your home's main water shut off, either behind a separate access panel nearby, or accessed through the same panel as the home's shut off.

If you have an exterior hose bib, take the following steps to winterize it:

1. Prior to freezing temperatures arriving (typically in mid to late October) begin the winterization process by disconnecting any hoses or other attachments from your exterior hose bib.
2. Turn "on" your exterior hose bib using the black dial and leave it on through the following steps.
3. Shut off the interior water supply to the hose bib by turning the small valve perpendicular to the pipe.
4. Ensure that the hose bib is no longer receiving water even though it is "on."
5. Turn off the exterior hose bib using the black dial.



The internal hose bib water shut off panel will be hidden behind a white panel somewhere near your main water shut off or combined with the main water shut off panel if they are close enough.



The valve will be slightly smaller than the ones for the main water shut off but operates the same way: parallel to the direction of water flowing indicates it is on.



Turning the valve fully perpendicular to the flow of water will turn it off.

If a leak is caused by not properly winterizing your hose bib, it will be deemed unwarrantable. Any damage caused will be the responsibility of the homeowner.

Care and Maintenance

It is your responsibility as a homeowner to perform regular maintenance of your home. The following has been provided as a general overview of the items that require your attention.

Please refrain from using abrasive cleaning products or scouring pads on any surface in your home as they will cause damage to the finish. Mild soap and water should be all that's needed for cleaning. For more stubborn messes, use a household cleaner that does not contain ammonia, paint thinner, or other harsh chemicals.

Please note that if there is conflicting care and maintenance information found in documentation provided by manufacturers, architects, or engineers, that information will be held above this manual and deemed correct.

One-Year (12-month) Warranty – Materials and Labour

Most of the components in your home are protected by a one-year warranty, which begins on your completion date. Reviewing and abiding by the care and maintenance recommendations in this manual will extend the life of these components and will maintain your warranty status.

The following are excluded from the materials and labour warranty:

- Damage reported after the Homeowner Orientation or Key Pick-up Appointment.
- Normal wear and tear of components, including minor material warping that does not affect its use.
- Defects or damage caused by improper maintenance.
- Condensation or dampness due to inadequate heat and/or ventilation in the home.
- Warped materials/flooring/doors due to excess humidity in the home.
- Defects in materials, appliances, design, and workmanship on additions to the unit that are supplied by the homeowner or tenant and not by Wesgroup or its contractors.

Appliances

Your new home's appliances have been tested to ensure that they are in working order at the time of possession. We are unable to replicate everyday use, so some issues may not present themselves at the time of testing.

All new home appliances come with a paper manual, detailing the operating procedures for the specific appliance. These instructions must be followed to maintain the manufacturer's warranty. A digital copy of these manuals can also be found on the Wesgroup Community Portal.

The warranty on all appliances is offered through our supplier Trail Appliances. Some of the appliances in your home (JennAir and AEG appliances) come with a two-year manufacturer warranty.

If you are having an issue with an appliance in your home or need guidance, you can submit a service request to Trail Appliances by calling 1 888 416 2990 or by emailing homeownercare@trailappliances.com.

Please include the following information with your initial service request email:

- Your full name, phone number, and your **MODE** home address.
- A photo of the model and serial number sticker for the appliance.
- A digital copy of your Traveler's Warranty Commencement Date Certificate.

Some general helpful suggestions for your appliances are explained below:

Gas Cooktop

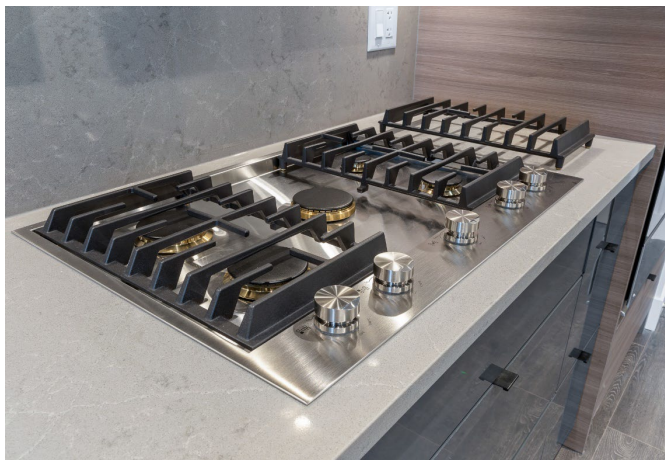
Your gas cooktop is designed to come apart for easy cleaning. It is recommended to clean spilled oil or dairy immediately by taking apart the cooktop elements to ensure a thorough clean.

Before taking apart the cooktop, turn off the gas using the shut off below it to prevent accidental discharging of gas while cleaning.

For cooktops with knobs along the front, remove the center grille first, then the ones on the side. For the cooktop with knobs on the side, either the left- or the right-side grille can be removed first. From there, you can remove each element in two parts. Use a soft, clean cloth to avoid scratching the surface. A mild soap or stainless steel cleaner can be used as well. Be mindful to not get soap or water inside the brass fitting that releases the gas beneath each burner.



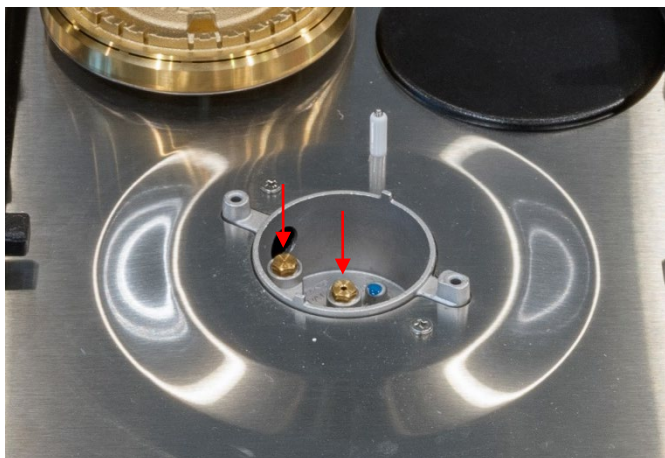
Please turn off the gas before taking apart the cooktop.



Remove the center grille first.



Take each burner apart into two sections and set aside for cleaning separately.



Be mindful to not get water or soap inside these fittings.

Hood Fan

When using your gas cooktop, it is recommended to run the hood fan or open a window as the flames use oxygen in your home to burn and emit chemicals as they burn. Your home is built to be nearly air-tight so not ventilating while using the gas cooktop can cause light-headedness or fainting in extreme scenarios.

Your hood fan also comes equipped with filters that prevent oil and debris from getting into the exhaust fan. How often they should be cleaned depends on the type of cooking you are doing; frying foods will cause the most build up.

Please check your filters every few weeks to ensure they are allowing sufficient airflow through them to the hood fan. If you notice a reduction in air movement, it is time to clean the filters. While they may be noted as dishwasher safe, we do not recommend using your dishwasher to clean the filters as excess oil can clog or damage your dishwasher.

For operation and filter cleaning instructions, please refer to the Troubleshooting Guide on the Wesgroup Community Portal.

Clothes Dryer

Ensure that you are cleaning the internal lint trap in the dryer every time you run it. There is also a secondary lint trap that should be checked every time and cleaned every 4-5 times. For more information on how to do this, please see the [Booster Fan](#) section of this manual or check the Troubleshooting Guide on the Wesgroup Community Portal.

Front-Loading Clothes Washer

As with all front-loading washers, it is recommended that you leave the door slightly open after each cycle so that the remaining water in the washing drum can evaporate and prevent mildew build-up.

Please familiarize yourself with the location and operation of your washing machine's water shut offs, located inside the laundry closet, prior to a potential leak event.

Dishwasher

Your dishwasher has an internal filter that should be cleaned often, depending on how dirty your dishes are when you load it. Check the filter every 5-10 times you run it, and develop a schedule based on your findings. The filter is located on the floor of the dishwasher and can be removed by twisting it counterclockwise. To put it back in, fit the filter back in its pocket and rotate clockwise.



24" JennAir Fridge

The fridge in your one-bedroom home has a feature that controls odours by freezing humid air on its back wall, then thaws and runs the water through the drip tray at the bottom.

This water evaporates when it reaches the heat of the interior condenser. If you find that water is pooling at the base of the fridge, pull out the red tab to clear any clog in the drip tray drain. Reinsert the red tab once you have cleared the drain.



Wall Oven

The first time that you run your oven, it will begin to burn off excess chemicals and plastics that were present in the manufacturing process. Use the following steps to ensure it is safe to use:

1. Put the oven on 450°F for 30 minutes.
2. Keep the oven door closed and allow the smoke to gather inside.
3. Run the hood fan on "high" and open all the windows.
4. Be prepared to "silence" your smoke detector by pressing the button on its face if it goes off.
5. Turn the oven off, then open the oven door and allow the smoke to dissipate completely.
6. If the oven still smells, repeat these steps.

Blinds

The roller shades in your home are designed for everyday use and should be operated with both hands to avoid putting excess strain on the rolling mechanism.

If they are kept closed for extended periods of time, they may stiffen in place and show signs of warping or imprinting.

To keep your blinds looking their best, regular dusting using a soft duster or microfiber cloth is recommended. Using a soft brush attachment with a low speed on your vacuum is also an option for harder to reach blinds.



For stains, spot-clean with a damp cloth and mild soap if necessary.

Your home's blinds are covered under the one (1) year Materials and Labour Warranty. Any damage not documented during your Homeowner Orientation or Key Pick-up Appointment will be considered unwarrantable. The warranty does not include broken chains due to misuse, or damage caused by improper care and maintenance.

Cabinets

To clean your home's cabinets, use a clean, damp microfiber cloth and mild soap if necessary. Ensure you wipe the cabinet surface dry with a soft, clean cloth.

Do not let water or moisture sit on any surface in your cabinets and pay special attention to the areas near the sink and dishwasher as they are more likely to encounter moisture. Water damage caused by improper care will not be considered a warrantable item.

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 allow oven cleaners to come in contact with your cabinet surfaces.

Please note that placing items that emit steam (rice/steam cookers, electric kettles) on your countertop directly below the cabinet doors may cause them to warp or swell overtime, which would not be covered under your warranty.

Cabinets in the home are covered under the one (1) year Materials and Labour Warranty. Any damage not documented during your Homeowner Orientation or Key Pick-up Appointment will be considered unwarrantable. Any modifications or changes to the cabinets will void the one (1) year warranty.

Carpet

To prolong the life of your carpets, follow these maintenance tips:

- Vacuum carpets weekly. They must be kept free of dirt and grime which can accumulate over time and become harder to remove.
- Do not use a vacuum with a high-intensity agitator, as it may pull fibers out and void your warranty. This includes the "max" function on most Dyson vacuums.
- Clean spills immediately as they can leave permanent stains.
- Have your carpets professionally cleaned every 12-18 months to increase their lifespan.

- Avoid using soaps on your carpets—if not removed properly they may leave residue that can stain your carpet, especially if there is direct sunlight on it as it dries.
- Use furniture slides to prevent permanent indents in your carpets.

Over time, it is natural that your carpets may show signs of wear, and some fibres may come loose, especially when using a vacuum with an agitator on it. If this occurs, trim the fibre without pulling on it. Pulled/loose fibres are not considered a warrantable item.

Your carpets are covered under the one (1) year Materials and Labour Warranty. Any damage not documented during your Homeowner Orientation or Key Pick-up Appointment will be considered unwarrantable. Failure to abide by the care and maintenance recommendations of the manufacturer, or the above items, will void the warranty on your carpets.

Caulking and Silicone

Over time, caulking and silicone around your home may dry out and shrink, no longer providing a good seal between materials. The two materials have different functions around your home.

Caulking is an aesthetic addition that is used to hide connection seams between materials, like from baseboards or millwork to walls.

Silicone or silicone caulk, however, is an important factor in maintaining waterproofing and is used in wet areas in your home. Check around your sinks, bathtubs, and countertops monthly to ensure that this protective seal is not compromised and reapply silicone if necessary.

The maintenance of caulking and silicone is the responsibility of the homeowner and is not covered by your New Home Warranty.

Closet Organizers

Your new home has built in, wall-mounted closet organizers. These items are secured into the walls and are only designed to hold the weight of clothing. Please do not place heavy objects on the shelves or overload the closet rods with multiple heavy articles on one rod. Do not allow children to hang off the rods or climb shelves, as this may pull the organizers off the wall, leading to serious injury.

The shelves in your closet are designed to hold a maximum of 20lbs per 30" shelf. Care should be taken not to place full luggage, toolboxes, or other heavy objects on the shelves as excessive weight may collapse or crack them.

Closet organizers in the home are covered under one (1) year Materials and Labour Warranty. Any chips or damages not documented during your Homeowner Orientation or Key Pick-up Appointment will be considered unwarrantable. Any modifications or changes to the closet organizers will void the warranty. Any damage caused to your closets due to overloading them will not be covered under warranty.

Countertops

Engineered stone (quartz) countertops have a hard, non-porous surface, which makes them durable and easy to maintain. However, to best care for your engineered stone countertops follow these instructions:

- Do not sit, stand, or place excessively heavy objects on countertops.
- Do not place hot items directly on the stone surface.
- Wipe up spills immediately to prevent staining.
- Always use a cutting board. Do not cut any items directly on the countertop.
- Clean the countertops with a soft, clean cloth, mild soap and water or use a product specifically formulated for use on these types of materials.

- Do not use abrasive cleaners, scouring pads, and similar materials as they may damage the surface or alter the sheen.

Care should be taken to choose a cleaning product that will not damage the engineered stone's polished finish. Acidic or high alkaline cleaners, such as vinegar, baking soda, Windex or toilet bowl cleaners will dull the shine. Use only products specifically designed for use on engineered stone.

Countertops are covered under the one (1) year Materials and Labour Warranty. Any chips, scratches or damage not documented during your Homeowner Orientation or Key Pick-up Appointment will be considered unwarrantable. Any modifications or changes will void the warranty.

Drywall and Ceilings

During the first few years of a new building, the materials used will experience varying levels of expansion and contraction before acclimatizing. This is due to exposure to changing temperatures and humidity levels inside and outside the home.

As a result, you may notice cracks on your ceilings or walls, or small round bulges on the wall where the drywall screws have shifted. These types of naturally occurring cracks are referred to as "shrinkage" and will be considered warranty items. Please submit photos of these cracks using the Wesgroup Community Portal during your first 12 months in your new home, and they will be repaired at your Year End appointment.

We will use the original paint colour to touch up the affected area, so it is a good idea to hold off on painting your walls custom colours until after the warranty repair. As paint sheens and colours can be affected by sunlight, the repaired patch may be visible when initially completed. This is not a defect and not eligible for repainting as it will even out over time.

Please note that this is a one-time repair; there is a chance that cracks may reappear in the same location after its completion, and it will be homeowner responsibility to re-patch them as needed.

Any scratches or dents caused by impact to the walls will not be covered by your warranty and are the responsibility of the homeowner to address.

Exterior Railings (Limited Common Property)

Your exterior balcony railings are an important safety feature that have been built according to numerous safety codes and regulations. They are covered by the 15-month Limited Common Property portion of the New Home Warranty.

Check the bolts, fasteners, rubber glass gaskets and welded areas periodically to ensure the safety of the railings. Any issues should be reported to your Strata Management Company immediately even if you are outside the 15-month warranty period, as loose bolts or glass could result in serious injury to yourself or others.

Clean the painted aluminum railings as needed with a damp cloth and mild soap to prevent dirt and algae build up and use glass cleaner on the inside facing portions of glass. **Do not attempt to clean the side of glass facing out from the balcony.** They will be cleaned along with exterior windows during your Strata's scheduled inaccessible window cleaning and it is an incredibly dangerous task to attempt.

Hardwood Flooring – Laminate or Engineered

While Laminate and Engineered flooring are made to be resilient, they must be protected from dirt and water to prevent damage to the boards.

It is imperative to maintain normal interior humidity and temperature levels to prolong the life of your flooring. The temperature of your home should never stay below 17°C or above 27°C for an extended period as your flooring will contract in the cold and expand in the heat causing gaps or swelling. Maintain a relative humidity between 35-

55% and if necessary, use a humidifier or dehumidifier to achieve this. Not maintaining an ideal environment for your flooring will void your warranty.

Take the following additional steps to prevent damage to your floors:

- Never use a steam mop as the steam will penetrate the wood fibers, causing irreversible water damage to your laminate or hardwood flooring.
- Clean spills and water from floors immediately as they may penetrate the spaces between the boards and cause swelling.
- Use entry mats at all entrances to the home. Please note that rubber, foam back or plastic mats may discolour some flooring materials. Regularly check and clean under the flooring mat to prevent damage to the flooring.
- Sweep, vacuum, or dust regularly.
- Mop periodically with a damp but not wet mop regularly, and do not use hot water.
- Do not use an overly wet mop or pour water/cleaner directly onto the laminate floor.
- If more cleaning power is needed, clean the floor with PH neutral cleaning products made specifically for laminate or hardwood floors.
- Use a plastic putty knife for stuck-on grime or sticky messes. Never use metal, powdered scouring products, steel wool, or other abrasive materials.
- Laminate floors must never be waxed or polished.
- Use casters or felt pad protectors under the legs of furniture to prevent scuffing and scratching. Periodically check the pads for dirt and change them accordingly.
- Keep pet nails trimmed and their paws clean and free of dirt.
- When moving a heavy piece of furniture, it is best to pick it up completely or use a dolly with soft, unmarking wheels, as sliding it could leave dents and scratches on your flooring.
- Remove shoes with thin, spiked, or damaged heels before walking on the floor.
- Normal exposure to sunlight will cause color changes in hardwood floors. The use of window coverings to shade the floor will minimize changes due to sunlight. Any damage caused by the sun or UV rays is not covered under your warranty.

Do not use 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. These products may leave a residue which could make the floor slippery or sticky and will cause your flooring to appear dull. The use of bleach or ammonia products could damage the flooring, leave a discoloring residue, cause swelling and warping and will void the warranty.

Flooring is covered under the one (1) year Materials and Labour Warranty. Any scratches or damage not documented during your Homeowner Orientation or Key Pick-up Appointment will be considered unwarrantable. Negligence to carry out proper maintenance will result in voiding the warranty.

Light Fixtures

All the lights in your home are long-lasting LEDs. The puck lights used in the bathroom and kitchen can have their bulbs replaced if they happen to burn out, but the bedroom and hallway light boxes function with an LED strip inside that is non-changeable.

In some homes (2 bed or larger) the option to add a dining light has been provided by a pre-wired location and dimmer switch. Look for the white plastic cover plate on the ceiling of your dining room and hire a certified electrician to help you install your dining light.

Please note that replacing burnt out light bulbs are homeowner's responsibility. These can be purchased from any local hardware store. Before requesting warranty service for a non-functioning light, please ensure that you have tried replacing the bulb in your fixture.

If the non-changeable LED ceiling or wall lights fail within the first year, their replacement will be covered under the one (1) year Materials and Labour Warranty. Any changes to the lights will void your warranty coverage.

Mirrors

To clean the mirrors in your home, use a soft cloth with a suitable cleaning solution such as Windex. A foam-based cleaning solution is preferred, but you may use a non-alkaline and ammonia free cleaning solution if necessary. Never use scouring pads or other abrasive materials on mirrors as they may scratch the surface. Do not let cleaning products sit on the cabinets behind the mirrors as they can stain or damage the laminate.

Your home's mirrors are covered under the one (1) year Materials and Labour Warranty. Any scratches or chips not documented during your Homeowner Orientation or Key Pick-up Appointment will be considered unwarrantable.

Outlets and Switches

There are several different styles of outlets and switches in your new home. Understanding the differences between their functions will allow you to use them appropriately.

The outlets in your kitchen are wired in such a way 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.

Keep in mind the installed outlets are "tamper-resistant" which prevents accidental entry of objects. This also means that they may be stiffer than outlets in older homes. If you are having trouble plugging into a particular outlet, try to insert the plug on a 45° angle as shown in the image.



The outlets and switches in your home are covered under the one (1) year Materials and Labour Warranty. Any scratches or chips not documented during your Homeowner Orientation or Key Pick-up Appointment will be considered unwarrantable.



Duplex Outlet



USB Duplex Outlet, GFCI Outlet



Dimmer Switch



Regular Switch, Motion Sensor Switch, Fan Timer Switch

Duplex Outlet

This is a regular 110V, grounded outlet with room for two plugs. Please note that the upper insert of duplex outlets with a red dot are controlled by a wall switch with a red dot. These outlets are meant as "lamp outlets" and can be found in the living room and master bedroom. Please be mindful not to plug in alarm clocks or phone chargers into the upper plug-in as they can be turned off with the switch.

USB Duplex Outlet

Similar to the above, these outlets also include a USB plug-in for your electronic devices. Please note that the USB outlets on the kitchen backsplash may be connected to a GFCI outlet and will trip locally along with that outlet.

GFCI Outlet

These outlets are a safety requirement and placed in areas where the outlet may accidentally get wet, such as your kitchen, bathroom, and patio. If the outlet detects water or has too much power drawn from it at once, it will shut itself off locally without tripping the breaker. As mentioned above, a USB or duplex outlet can be connected to the GFCI outlets on your backsplash and will shut power off along with the GFCI outlet.

To reset, push the reset button in the center of the outlet until an audible "click" is heard. It is recommended that you test the GFCI outlet monthly by pressing the "test" button and ensuring that the outlet turns off when the amber light comes on. If pressing the test button does not shut off power to the outlet, please contact us during your 1-year Materials and Labour Warranty period or contact a qualified electrician to have it replaced beyond that time frame.

Regular Switch

The most common type of wall switch in your home is a simple on-off switch. Take care to keep switches free of excess debris, and only clean with a clean, damp cloth as needed.

Dimmer Switch

In your home, you will have a dimmer switch installed, either for the pot-lights in the kitchen or the dining light insert. You can control the brightness of the lights by sliding the bar on the right side of the switch up or down or turn the light on and off by using the switch on the left side.

Fan Timer Switch

In homes with an ERV system, a fan timer has been provided in the main bathroom. Press the button at the bottom of the switch to scroll through time options shown, and a blue light will mark the chosen option.

Motion Sensor Switch

In your washrooms, you will notice a switch that is flat on the top portion and has an extended semi-circle on the bottom part. This semi-circle houses a motion sensor that controls the lights beneath your medicine cabinet. You can switch the lights on and off manually with the top button or leave them to turn off automatically when the sensor no longer detects movement.

Blank Switch Plate

There are a few locations in your home where you will notice blank switch plates.

At your entry, there is one above your door and another on a nearby wall. These are pre-wired together so that a homeowner who has different mobility needs can install an automatic door opener.

There is also a double width blank switch plate in your laundry room which houses the AC sensor for your dryer's booster fan.

The blank plate in your entry closet near your data cabinet is a junction point for wires.

Do not attempt to open or drywall over these blank plates as they are required to be accessible by BC Building Code. Tampering with these wires may result in electric shock and can void your 2-year Electrical Warranty.

Paint

The interior walls, trim, and doors in your home are painted using lead-free, water-based latex paint. Water based paints provide a safer alternative to synthetic or oil-based paints. Proper care and maintenance are recommended to extend the life of your painted surfaces.

Avoid using abrasive cleaners, scouring pads, or scrub brushes on any painted surface as these will cause damage. If cleaning with mild soap and water is not successful, a more powerful cleaner may be required followed by a touch-up of the paint.

Touching up interior paints are the responsibility of the homeowner. When doing paint touch-ups use a small brush, applying paint only to the damaged spot. For very small repairs, dab the wall with the tip of the paintbrush instead of using long strokes.

For a list of interior paint codes, please refer to the [Paint Codes](#) section of this manual.

The painted surfaces in your home are covered against peeling, cracking, or crumbling that occur without damage to the surface under the one (1) year Materials and Labour Warranty. Damage or other paint deficiencies not documented during your Homeowner Orientation or Key Pick-up Appointment will be considered unwarrantable.

Exterior paint is the maintenance responsibility of the Strata. Any issues should be reported to your Strata Manager.

Plumbing Fixtures

Your home's plumbing fixtures were chosen with the environment in mind and use water-saving technologies. As such, you may notice that the pressure is not as intense as some older homes. This is not a warrantable issue as the fixtures are functioning as intended. However, a sharp decline in normal pressure would be something to investigate.

Showerhead

Your showerhead is designed to have sufficient water pressure while using a restricted volume of water. Clean water marks and soap stains from the chrome finish using a soft, damp cloth. For tougher stains, refer to the cleaning product label to ensure it can be used on chrome finishes.

Toilets

Please flush only human waste and toilet tissue down the toilet. "Flushable" wipes, Kleenex, paper towels, feminine hygiene products, and diapers cannot break down effectively, or at all, and will cause a blockage if flushed. Pet waste contains certain germs and parasites that municipal water systems are unable to properly filter. "Flushable" pet litters can also cause blockages if flushed as they do not break down and can clump together in the pipes.

Do not use toilet 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 your home's warranty.

Bathroom Faucets

Your chrome faucets and fixtures are very durable and still require regular cleaning and maintenance. Do not use abrasive cleaners or chemical sprays as they may cause de-plating of the finishes or damage to any plastic components. It is recommended to remove any grime build-up by buffing with a dry, soft, clean cloth.

Please note that the faucet has a small opening for the sink stopper lever on its back side. You may notice small amounts of water in the cabinet below if you are operating the faucet levers with very wet hands. This is not considered a leak, or a warrantable item.

Bathroom Sinks and Tubs

To clean the surface, it is recommended that you use common household cleaners specified for use on acrylic surfaces. After washing the sink, rinse thoroughly and dry with a soft, clean cloth to avoid staining. Never use abrasive cleaning solutions or abrasive materials to clean as they will result in scratches.

Stainless Steel Sinks

Clean the sink with a soft cloth, mild detergent, and water. To restore the original luster, use a liquid or paste metal polish.

Do not use abrasive or 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.

Damage caused to the sink or its finish due to improper care is not covered under warranty.

Re-application of peeling/cracked silicone around the tub and sinks in the home is homeowner responsibility and does not constitute a warrantable item.

Plumbing fixtures in the home are covered under the one (1) year Materials and Labour Warranty. Any scratches or damages not documented during your Homeowner Orientation or Key Pick-up appointment will be considered unwarrantable. Any modifications or changes to these items will void their applicable warranty.

Smoke Detectors

Smoke detectors in your home are a vital part of your home, and building's, fire safety. **Do not tamper with, remove, or deactivate your home's smoke detectors.**

They are designed to detect excess smoke, heat, or carbon monoxide in your home. If the alarm is set off by mistake, use the "silence" button on its face to reset the alarm. If it continues to detect smoke or heat, it will resume its alarm 10 minutes after it has been "silenced." Open windows to clear any smoke and run ventilation fans nearby to help. A slightly damp towel can also help you wave away smoke from the detector.

Your smoke detector will begin to "chirp" every few minutes if its battery is low. As the battery gets lower, it will chirp more often. It is recommended to replace your smoke alarm batteries once a year, even if they still work. The battery compartment is accessed from the side of the smoke detector by releasing a lever. You will need a 9V battery for the replacement.

Your home's smoke detectors are covered under the one (1) year Materials and Labour Warranty. Any tampering, modifications, or changes to the smoke detectors will void the applicable warranty.

Thermostats (Ecobee & NuHeat)

Your home comes equipped with two types of thermostats. Your Ecobee thermostat is responsible for communicating with your home's heat pump and maintaining optimal ambient temperatures in the home year-round. In your ensuite, or only bathroom, you will have a NuHeat programmable thermostat which is used to set the floor temperature in that room.

For further information on either the Ecobee or NuHeat thermostats, please refer to our Troubleshooting Guide or the Thermostat Tutorials video here: <https://vimeo.com/wesgroup/mode-thermostat-tutorials>

The thermostats in your home are covered under the one (1) year Materials and Labour Warranty. Any tampering, modifications, or changes to the thermostats will void the applicable warranty. The wiring to the thermostats, however, is included in the 2-year Mechanical Warranty.

Ecobee

This smart thermostat is Wi-Fi enabled and can be operated using a downloadable app. Even without the app, you can program a schedule, vacations, and set your preferred fan speed. Please refer to the instruction manual provided with the thermostat or to our Troubleshooting Guide to better understand these functions. If your Ecobee is showing a black screen and appears to be non-functional, please ensure that your heat pump is switched on.

Please note that your interior home temperature should stay between 17°C – 27°C, and a humidity level of 35-55% must be maintained to not void the warranty on your interior finishes. You can check your home's humidity level on your Ecobee display, but keep in mind that it is limited to sensing humidity in the location it is mounted.

NuHeat

Your NuHeat thermostat can have a schedule programmed using the on-screen menu options. You can also switch between Fahrenheit and Celsius or view the in-floor heating energy usage to better manage your energy consumption. If an error code displays on the screen, use the reset button on the right-hand side of the thermostat, or conduct a factory reset using the settings menu. To turn off the thermostat completely, hold the reset button on the right-hand side until the screen turns off.

Tiles

The porcelain tiles in your home's washroom and laundry area are chosen to provide water resistance in water-prone areas. Care should be taken to prevent impact from heavy or sharp objects as tiles can chip and crack. Damage resulting from impact is not covered by your home's warranty.

Do not allow water to sit on your floor tile as it can pose a safety risk or cause excess wear to the grout in between the tiles. Always use a bathmat to catch excess water so that it does not reach your baseboards as this can cause them to swell. Swollen baseboards will not be covered under warranty.

To clean your floor tiles, sweep or vacuum loose dirt and dust from the floor to prevent damage to the finish of the tiles. Use an untreated, dry dust mop instead of a stiff-bristled broom. Mop the floor with a mild cleaning solution. Dry carefully to prevent water spots.

Wall tiles in your shower should be wiped down after every shower or bath to help prevent mould and mildew growth.

Please note that sealing the grout in your home is a homeowner responsibility because it is not a necessary leak prevention strategy. Applying a sealant is recommended to extend the life of your grout and prevent discolouration from day-to-day wear. This should be done on an annual basis to maintain the benefits. You can purchase a grout sealer from your local home improvement store, and the instructions for each different type of sealer will be displayed on the bottle.

Windows (LCP)

Your home is built using double-glazed windows that utilize a thermal break to help keep the cold and heat out. The glass can be cleaned using household glass cleaners, and the frames should be cleaned with any acrylic-safe cleaners. Do not use abrasive scouring pads or cleaners as they can scratch or damage the windows or frames.

Operable windows have tracks and hinges on both sides (or top and bottom depending on the orientation of the windows) that should be lubricated with silicone-based lubricant every three or so months to ensure smooth functionality. These windows also have rubber seals that maintain a water-tight fit against the window frame. Keep tracks, hinges, and rubber seals clear of dirt or grime. Damaged seals because of dirt or debris accumulation will not be covered under warranty.

Use caution to prevent impacts to glass windows and patio doors. Keep BBQs and other heat devices at least 18" away from glass windows and doors as extreme or fast temperature changes can cause glass to crack or shatter. Ensure windows are closed tightly during rainy weather to prevent water damage on your windowsills.

In accordance with building code safety requirements for windows, operable windows are restricted to a 4" opening. Tampering with these restrictors will void your warranty and may create an unsafe situation for children or pets in the home.

Although the operable windows in your home are typically covered by the 15-month Limited Common Property warranty, Wesgroup will consider them as part of your one (1) year Materials and Labour Warranty if you are beyond the 15-month period. Issues caused by damage or lack of maintenance will not be considered warrantable.

If you notice condensation between the two windowpanes, it indicates that the window seal has failed, and the window assembly must be replaced. If this occurs within your five (5) year Building Envelope Warranty period, please contact us for assistance.

Two-Year (24-month) Warranty – Mechanical, Plumbing, and Electrical

Your two-year Mechanical, Plumbing, and Electrical coverage includes defects in materials, and labour supplied for the electrical, plumbing, ventilation and heating/cooling delivery and distribution systems throughout the building and each Strata Lot.

Please note that this warranty does not include plumbing fixtures, thermostats, or switches/outlets. These are covered under the one-year Materials and Labour Warranty. An easy way to distinguish between the two warranties is that the one-year warranty covers everything facing out of the wall or cabinet with which you directly interact, while the two-year warranty covers the elements attached to it but inside the walls.

Plumbing

The pipes that service your home have been thoroughly tested to ensure working operation. However, leaks can still occur in new buildings because of sudden increased use of the system, unexpected strain on the system, or mis-fitted pipes. Proper care and maintenance of your drains can help cut down on these unexpected incidents. Ensuring that every resident knows your home's water shut off locations, and how to use them is an integral step in preventing excess damage during a leak event.

Please note that a clogged drain is not a warrantable item, unless it can be proven that it was construction debris blocking the pipe.

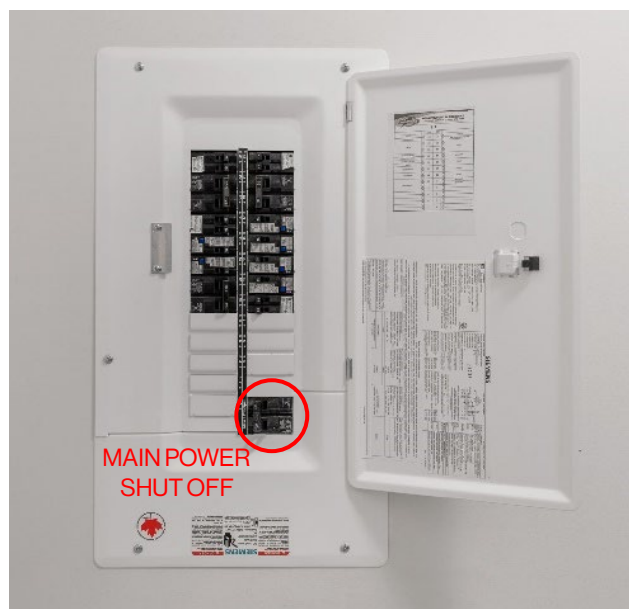
Plumbing is covered under the two (2) year Mechanical, Plumbing, and Electrical Warranty. It covers defects in materials or installations for pipes, drains, joins, and shut-off valves. Negligence to carry out proper maintenance will result in voiding the warranty. Proper maintenance of all drains for plumbing as well as water drainage on balconies and terraces is a maintenance issue and is the homeowner's responsibility.

Breaker Panel and Electrical Wiring

The breaker panel in your home is the central location for all the wiring to your home's electrical components. Please do not block or limit access to this panel. It is usually located in your flex room or in one of the bedrooms, depending on your home's layout. Please ensure all residents in the home are familiar with the breaker panel's location, and its function.

Your breaker panel includes a main power shut off for the entire home, which is helpful in an emergency such as a natural disaster, or electric shocks. **Do not use the main power shut off for vacations, or extended stays away from the home** as your heat pump and your fridge will also shut off. Your heat pump is required to be always on to ensure proper temperatures and humidity levels are maintained in the home. Your fridge must stay cold to ensure that no mould occurs. If mould grows inside the fridge, it will be impossible to remove as fridges use circulation fans that can spread the mould spores.

The individual breakers on the panel control each separate circuit in the home and are labeled on the inside of the door. When a circuit is overloaded, the connected breaker inside the panel will "trip," cutting power to the outlet or appliance. To reactivate the breaker, turn the switch to the off position (away from the center) before turning it back on (towards the center.)



If a breaker is tripping consistently, check to ensure that the cord plugged into the outlet is not damaged, and that the circuit is not overloaded with too many high-draw appliances. If a breaker controlling a major installed appliance keeps tripping, please book a service appointment with Trail Appliances, or contact us to review the issue during your two (2) year Electrical Warranty period.

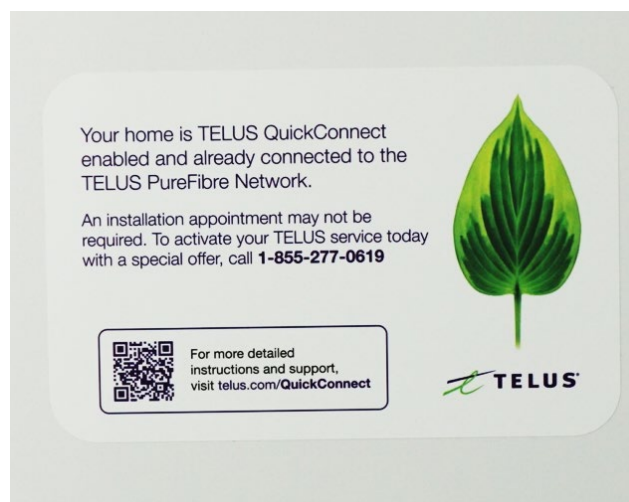
As a reminder, GFCI outlets in wet locations will trip locally and not at the breaker panel. For more information, review the [Outlets and Switches](#) section of this manual.

Your breaker panel and electrical wiring is covered under the two (2) year Mechanical, Plumbing, and Electrical Warranty. Any tampering, modifications, or changes to the wiring in your home without the use of a certified electrician will void the applicable warranty.

Data Panel

Your data panel is where a telecommunications company can connect and deliver high-speed internet or TV channels to your home. It is located inside your entry closet and is pre-set up with Telus QuickConnect hardware in place. If you are activating a plan with Telus, scan the QR code on the door of your data panel to be directed to their set up guide.

If you are setting up your service with another provider, please note that they will have to disconnect the Telus modem and connect one that works with their system. It is not required to give Telus back the modem they have pre-installed in your home, but it should stay in your home for the next homeowner to use if they wish to do so.



Since your home is QuickConnect enabled, follow these steps to activate your TELUS services:

1. Call 1-855-277-0619 to activate TELUS QuickConnect and to also claim your **MODE** exclusive rate when you order your home services.
2. Your internet will be activated within minutes. Your initial Wi-Fi connection information is written on a card inside the box.
3. Once your Wireless Digital Boxes are delivered, you can activate your Optik TV.

You can activate your TELUS QuickConnect services 7 days a week within the following hours:

- Monday to Friday: 8 a.m. to 7 p.m. (PT)
- Saturday and Sunday: 9 a.m. to 5 p.m. (PT)

Booster Fan

The booster fan in your home works in conjunction with your clothes dryer and helps to clear out warm, moist air from the vents. It will come on automatically with the dryer and stay on for 10 minutes after the dryer has finished. This automatic function is controlled by an AC current sensor built into the blank electrical plate in your laundry area. The booster fan itself is behind the ceiling access panel above your dryer.

If your booster fan does not come on with your dryer or turns off immediately after the dryer has finished its cycle, please contact us to rectify it during the 2-year Mechanical Warranty period. If a booster fan does not function, it can lead to condensation in and around your dryer vents, leading to a potential condensation leak or mould issue. A certified HVAC technician should be notified after your warranty period.

In the vent leading to your booster fan, there is a secondary lint trap installed. As lint is very flammable, it is important to check the filter every time you use the dryer. It is recommended that the filter be cleaned every 5 or so loads of drying.

To access the filter, pull the tab on the white door on the side of the box installed on the wall above your dryer. Then, wipe clean or vacuum the filter, and place the door back on securely ensuring the spring loops are fitted into the slots. For more information on this process, please refer to the Troubleshooting Guide on the Wesgroup Community Portal.

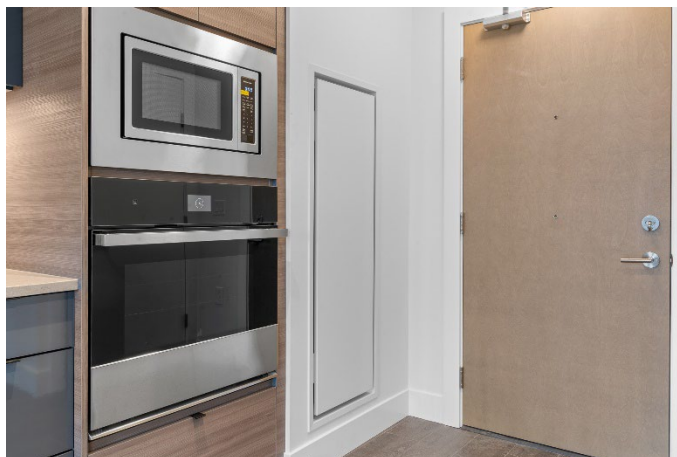
Your booster fan is covered under the two (2) year Mechanical, Plumbing, and Electrical Warranty. Any tampering, modifications, or changes to the function or wiring of the booster fan will void the applicable warranty. If your booster fan is not operational and you have failed to notify us in an appropriate timeframe, you may be responsible for the cost of the leak remediation.



Heating and Cooling (Heat Pump)

The heating and cooling in your home is achieved through a Heat Pump—an energy efficient method of using water and forced air to heat and cool your home. The heat pump lives behind the white aluminum panel in your home. Please do not block this panel as it is the air intake for the heat pump.

Your home may have one or two heat pumps, depending on its size, and both will have filters that will require changing periodically. These filters are often not the same size, so please ensure you check the size of the filter before purchasing them. They can be found at some hardware stores or through online retailers by searching for "furnace filters."



How often a filter should get changed depends on multiple factors inside the home such as the number of residents, number of pets, and how often the home is swept or vacuumed. We recommend checking your filter every two months to ensure that it is clean. A dirty filter will compromise your air quality, cause leaks, as well as cause excess strain or damage to your heat pump which can void your applicable warranty.

Please note that a heat pump is not the same as an Air Conditioner. A heat pump uses water which has a freezing point of 0°C to achieve its heat transfer, while AC will use refrigerant that can reach much colder temperatures (-40 to -100°C.) Your heat pump is designed to keep you comfortable but will not match the extreme cooling power of an Air Conditioner.

On very hot or very cold days, it is recommended that you leave windows and doors tightly latched so that the heat pump is not competing with the inflow of exterior temperatures. It is also recommended to close your blinds during the hottest parts of the day during the summer months (typically 11am-4pm) to prevent excess strain on the heat pump.

As a reminder, to maintain your one-year Materials and Labour warranty on your floors and interior finishes, you must always maintain a temperature between 17°C – 27°C. Colder interior temperatures will cause materials to shrink, and excess heat and humidity will cause them to expand leading to various issues around the home.

Your heat pump is covered under the two (2) year Mechanical, Plumbing, and Electrical Warranty. Any tampering, modifications, or changes to the function or wiring of the heat pump will void the applicable warranty.

ERV

The Energy Recovery Ventilator is applicable in some units only. If you have additional access panels above your main heat pump access door, then your home has an ERV unit.

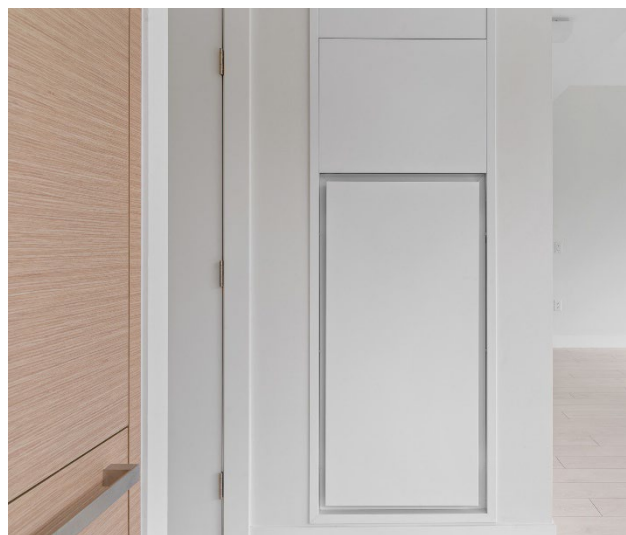
An ERV manages the humidity levels in your home, brings in fresh outdoor air as needed, and cleans your indoor air. To ensure that the ERV can effectively function, it is important to check the filter and clean as needed, in addition to changing the external heat pump filter. The dirtier a filter is, the harder the ERV must work to pull air through it. This excess strain can cause your unit to malfunction, and it will not be considered a warrantable service due to improper maintenance.

Part of your maintenance duties for the ERV includes vacuuming its core once a year. For a how-to guide, please find the Heat Pump & ERV Maintenance video here: <https://vimeo.com/wesgroup/mode-heatpump-ervfilter>.

Please note that we will be unable to assist you with the maintenance requirements of your home and recommend scheduling maintenance with a certified HVAC Technician for assistance if required.

The interior workings of the ERV are permanently lubricated and do not need additional lubrication. Do not attempt to repair or disassemble a faulty unit as there are moving parts inside that could cause serious injury.

Your ERV system is covered under the two (2) year Mechanical, Plumbing, and Electrical Warranty. Any tampering, modifications, or changes to the ERV will void the applicable warranty. Negligence to carry out proper maintenance, including changing the filters as needed, will result in voiding the warranty.



5-Year – Building Envelope

Your new home's 5-year Building Envelope warranty covers instances of water ingress into the interior of the home or building that is likely to cause material damage. This can include a building defect that leads to rainwater getting past the cladding and other preventative elements that make up your building envelope.

Any suspected water ingress issues should be reported immediately to your Strata Manager and Wesgroup so that they can be investigated and resolved as soon as possible.

Any unauthorized changes, additions, or damage to the exterior elements of your home that lead to water ingress will not be covered by your warranty. This includes potential heat damage from BBQs or points of impact that damage waterproofing elements. This warranty also does not apply to damage caused by extreme weather events or natural disasters.

10-Year – Structural

The 10-year warranty covers any structural defects in materials or labour that results in a failure of a load-bearing part of the building, or any defect that causes structural damage which affects the use of the building. This warranty is typically monitored by your Strata Management Company, so please report any issues you may find to your Strata Manager.

Please note that concrete cracks are common in the parkade and foundations, and strict guidelines are used to determine acceptable widths, lengths, and depths before a structural investigation will be carried out.

This warranty does not cover damage caused by natural disasters or extreme weather events.

Interior Paint Codes

The colours selected for your home are listed below. Please note that the original colour is matched from the Benjamin Moore collection at the retailer listed under "brand."

Area	Brand	Product Description	Colour Code and Formula				
Interior Walls	Sherwin Williams	ProMar 200 Zero VOC Low Gloss Eggshell	OC-21 Winter White				
			5 Gallon Formula:				
			CCE*Colorant	OZ	32	64	128
			B1-Black	-	5	-	-
Y3-Deep Gold	-	11	-	1			
Ceilings	Sherwin Williams	ProMar 400 Flat	CC-30 Oxford White				
			5 Gallon Formula:				
			CCE*Colorant	OZ	32	64	128
			N1-Raw Umber	-	2	1	-
Y1- Yellow	-	1	-	1			
Washroom Walls	Dulux	94800 Ultra Interior Latex Semi-Gloss	OC-21 Winter White				
			1 Gallon Formula:				
			Colorants				
			BX	2			
CX	4 ½						
Washroom Ceilings, Doors, Trim, and Baseboards	Sherwin Williams	Solo Semi-Gloss	CC-30 Oxford White				
			5 Gallon Formula:				
			CCE*Colorant	OZ	32	64	128
			Y3 – Deep Gold	-	3	1	1

Appliance Specifications

Appliances are covered under a 1-year warranty with Trail Appliances. Jennair and AEG brand appliances carry a 2-year warranty through their respective manufacturers, so it is recommended that you register your appliances with Trail to make the most use of your appliance warranty.

Should you wish to purchase an extended Product Protection Plan, please contact Tina Rokni at trokni@trailappliances.com and provide your address, completion date, and the model and serial numbers of the appliances for which you wish to purchase an extended plan.

Service requests regarding your appliances will need to be submitted through email to homeownercare@trailappliances.com or by phone 1-888-416-2990.

Your home will have different appliances based on its size and in some cases, availability of selected appliances. Reference the table below and check the sticker on your appliance that shows its model and serial number to confirm that the information is correct prior to contacting Trail Appliances.

Appliances in 1-3 Bedroom Homes:

Appliance Type		Brand	Model #
Cooktop		JennAir	JGC3530GS (Knobs along the front)
			JGC7530BS (Knobs along the side)
Hood Fan		AEG	PERFEKTGLIDE-30-1
Refrigerator	One Bed Homes	JennAir	JBBFX24NHX
	Two+ Bed Homes	Blomberg	BRFB1900FBI
Dishwasher		JennAir	JDPSS245LX (Sloped top rack)
			JDTSS245GX (Flat top rack)
Wall Oven		JennAir	JJW2430IM
Microwave		KitchenAid	YKMCS1016GS
Dryer		Whirlpool	YWED5620HW
Washer		Whirlpool	WFW560CHW
Stove (Lock Off Units)		KitchenAid	KSGG700ESS3

Appliances in Penthouse Homes

Appliance	Brand	Model #
Cooktop	JennAir	JGC7530BS
Wine Fridge	Marvel	MLWC324-SG01A
Hood Fan	JennAir	JXU9130HP
Refrigerator	JennAir	JF36NXFXDE
Dishwasher	JennAir	JDPSS245LX
Wall Oven	JennAir	JJW2430IM
Microwave	KitchenAid	YKMCS1016GS
Dryer	Whirlpool	YWED5620HW
Washer	Whirlpool	WFW560CHW
Outdoor Fridge	DCS	RF24RE3
Outdoor BBQ	DCS	BBQ-BH1-36R-N

Maintenance Schedule

Maintenance Item	DAILY	MONTHLY	ANNUALLY	SPRING	SUMMER	FALL	WINTER
Filters & Vents							
Check secondary lint trap for lint build up and clean filter.	X						
Clean dishwasher filter. Increase/decrease frequency of cleaning as needed.		X					
Clean/wash hood fan filters. Increase/decrease frequency of cleaning as needed.		X					
Replace heat pump filters.				X	X	X	X
Clean ERV filters, if applicable.				X		X	
Clean/vacuum washroom vent grilles.			X				
Replace fridge air filter. Refer to appliance manual for information.			X				
Clean washing machine filter. Refer to appliance manual for information.				X		X	
Clean wine fridge grille, if applicable. Refer to appliance manual for instructions.				X		X	
Plumbing							
If not using a faucet or shower frequently, run water briefly to keep water in the P-trap.		X					
Check all faucets, hose bibs, and valves for signs of drips or leaks.		X					
Clean drains of hair and debris in sinks, bathtubs, and shower stalls.		X					
Test shut off valves in the home to ensure they are working effectively.		X					
Check for signs of leaks around toilets, under sinks, and around water-supplied appliances.		X					
Electrical							
Test GFCI outlets to ensure they are working as required.		X					
Check outlets and plugs for signs of damage.		X					
Clean and test smoke detectors by pressing the "test" button.		X					
Replace smoke detector batteries.			X				
Check electrical panel breakers for any sign of damage or wear (warm, or smells burnt.)		X					
Miscellaneous Interior							
Lubricate door and window hinges with a silicone-based lubricant.				X		X	
Monitor your home for excessive moisture levels.		X				X	X
Check your booster fan functionality.	X						
Operate unused or rarely used blinds to ensure their fabric doesn't stiffen.		X					
Clean your washing machine interior and check for mildew build up. Refer to appliance manual for instructions.		X					
Wet Locations							
Re-caulk showers and countertops as needed.			X				
Seal tile grout if desired.			X				
Exterior							
Check exterior railings for signs of wear – check bolts, glass gaskets, and welds.				X		X	
Winterize your exterior hose bib, if applicable.						X	
Check exterior drains for signs of clogging and clear as necessary.				X		X	X
Check exterior vents to ensure they are not blocked.		X					
Inspect exterior caulking for signs of wear and report to your Strata as necessary.				X		X	
Clean debris and dirt from sliding door track.				X	X	X	
Lubricate patio sliding door track or hinges with a silicone-based lubricant.				X	X	X	

Emergency Contacts

Ambulance	9-1-1
Police	9-1-1
Fire Department	9-1-1
BC Hydro- Power Outages & Electrical	1888 224 9376
Fortis BC, Natural Gas	1800 663 9911
Poison Control	1800 567 8911
Drug & Alcohol Support	1-800-663-1441 (24 hours)
Crisis Intervention & Suicide Prevention	1800 SUICIDE (1800 784 2433)
Kids Help Phone	1800 668 6868
AWM Alliance Real Estate Group LTD. (After 5 pm & weekends)	604-685-3227 (24 hours)

Non-Emergency

The following numbers are provided in case of non-emergency situations where you may need assistance.

Ambulance – Patient transfers or ambulance needs that aren't an emergency.	604 872 5151
HealthLink BC – Speak to a Registered Nurse.	8-1-1 (7-1-1 for TTY)
Vancouver Police Department – For reporting incidents after they have occurred, i.e., theft, vandalism, or property damage.	604 717 3321
Vancouver Fire Department – Fire safety and permit questions.	3-1-1
City of Vancouver – Reporting municipal issues such as sewer back ups, permits, and city-regulated parking questions.	3-1-1
Canada Post – Report a lost or stolen mailbox key, or inquiries about mail delivery.	1866 267 1177

These phone numbers are accurate as of the date of initial production of this homeowner manual (December 2022.)

The most up to date information can be found online or by asking your Strata Manager.