

DUNBAR

AT 39TH

TROUBLESHOOTING GUIDE



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INTRODUCTION

This troubleshooting guide is intended to provide you guidance with issues that can be resolved without outside help. However, if you do not feel confident in your abilities to carry out the processes laid out, please do not attempt it on your own. Seek a qualified technician or handyman for their assistance.

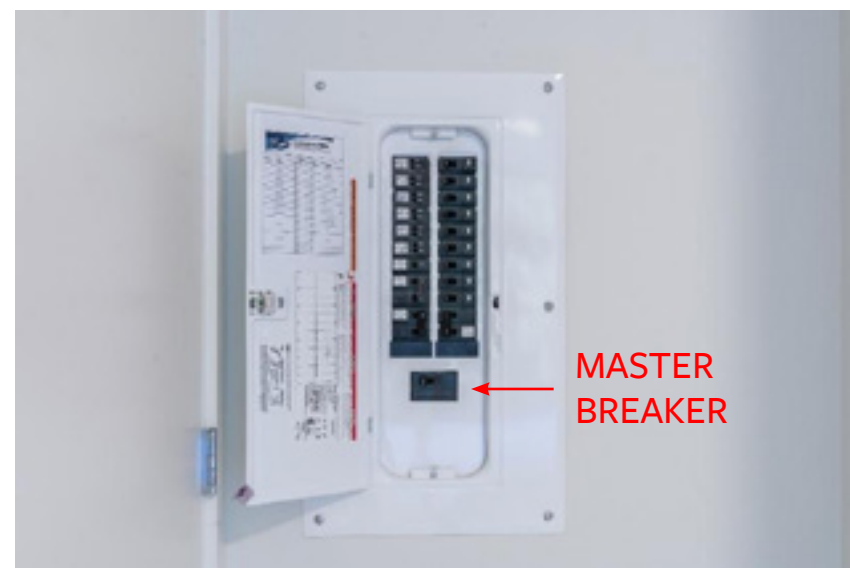
Items in this guide are not considered warrantable items, and while we are happy to answer any clarification questions, we will be unable to assist with carrying out the following tasks.

ELECTRICAL

Below are some basic troubleshooting tips for electrical components in your home. Please do not attempt to diagnose or correct electrical issues outside of those listed below on your own as you will void the 2-year electrical warranty on your home by doing so. A certified electrician is the only person who should open, modify, or adjust your switches, outlets, or breaker panel.

BREAKER PANEL

Your breaker panel, or “fuse box,” is the central location and source for all the electricity that flows into your home. The list on the inside of the door denotes which outlets or light sources are connected to each operable switch, referred to as a “breaker.”



In case of emergencies, such as electric shock or natural disasters, switch off the master breaker on the bottom right side of the panel by pushing it out from the center.

If you would like to shut off power to your home during a vacation, or an extended period away, please shut off individual breakers except for the breakers powering your fridge, heat pump, and bathroom fan.

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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.

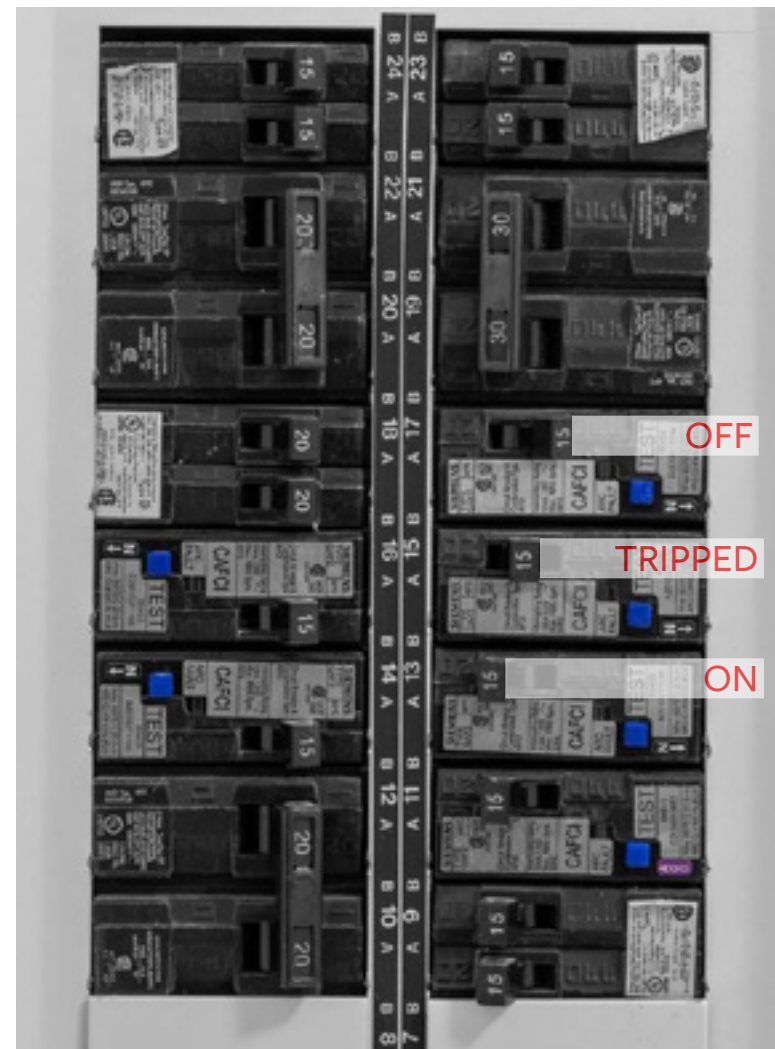
An Outlet or Several are not Working

If an outlet is overloaded, the breaker for it will automatically shut off to prevent an electrical fire or electric shock. This is referred to as “tripping” the breaker.

If you find that an outlet or light is not coming on, check to ensure that the breaker connected to that location hasn’t tripped. If it has, turn it completely off by pushing it away from the center of the panel, and reset it to the on position. If the breaker continues to trip, there may be a loose wire, damaged cord, or faulty appliance plugged into it. Please contact us in this scenario and do not attempt to resolve it yourself.

If the outlet in question is a GFCI outlet (wet locations) check to make sure that it has not tripped locally. If it has, push the “Reset” button firmly. This should restore power to the outlet and any downstream outlets or devices. If the GFCI trips again immediately or shortly after resetting, it may be indicating a ground fault. Unplug any devices from the outlet and check for any signs of damage or water exposure. If a certain item keeps tripping the breaker, discontinue using that item as it may have faulty or damaged wiring inside and is not safe for use.

The GFCI outlet can also trip locally if it has gotten wet, or there is excess humidity in its vicinity. If this is the case, it will not be able to be reset until it has dried. Do not attempt to stick anything in the outlet to dry it out. Allow the water to evaporate and speed up the process by running your bathroom or kitchen ventilation fan.



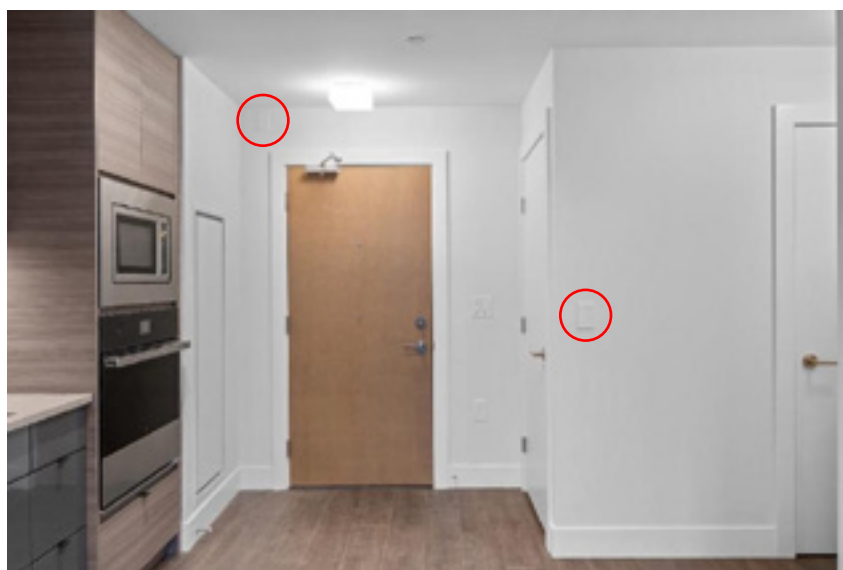
GFCI Outlet

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BLANK PLATES IN THE HOME

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.



Blank switch plates at your entry



Blank plate beside dryer

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

The blank plate in your data cabinet is a junction point for wires that service the data panel.

The blank plate positioned next to the towel bar in the bathroom is designed to accommodate the installation of a towel warmer as it houses the necessary wires for this available optional feature.

Do not attempt to permanently hide or drywall over these blank plates as they are required to be accessible by BC Building Code.

RED DOTS ON SWITCHES AND OUTLETS

There are a few switches and outlets in your home that have been marked with a red dot. These are referred to as "lamp outlets." The red-dotted switch will control the top portion of the outlet with a red dot on it.



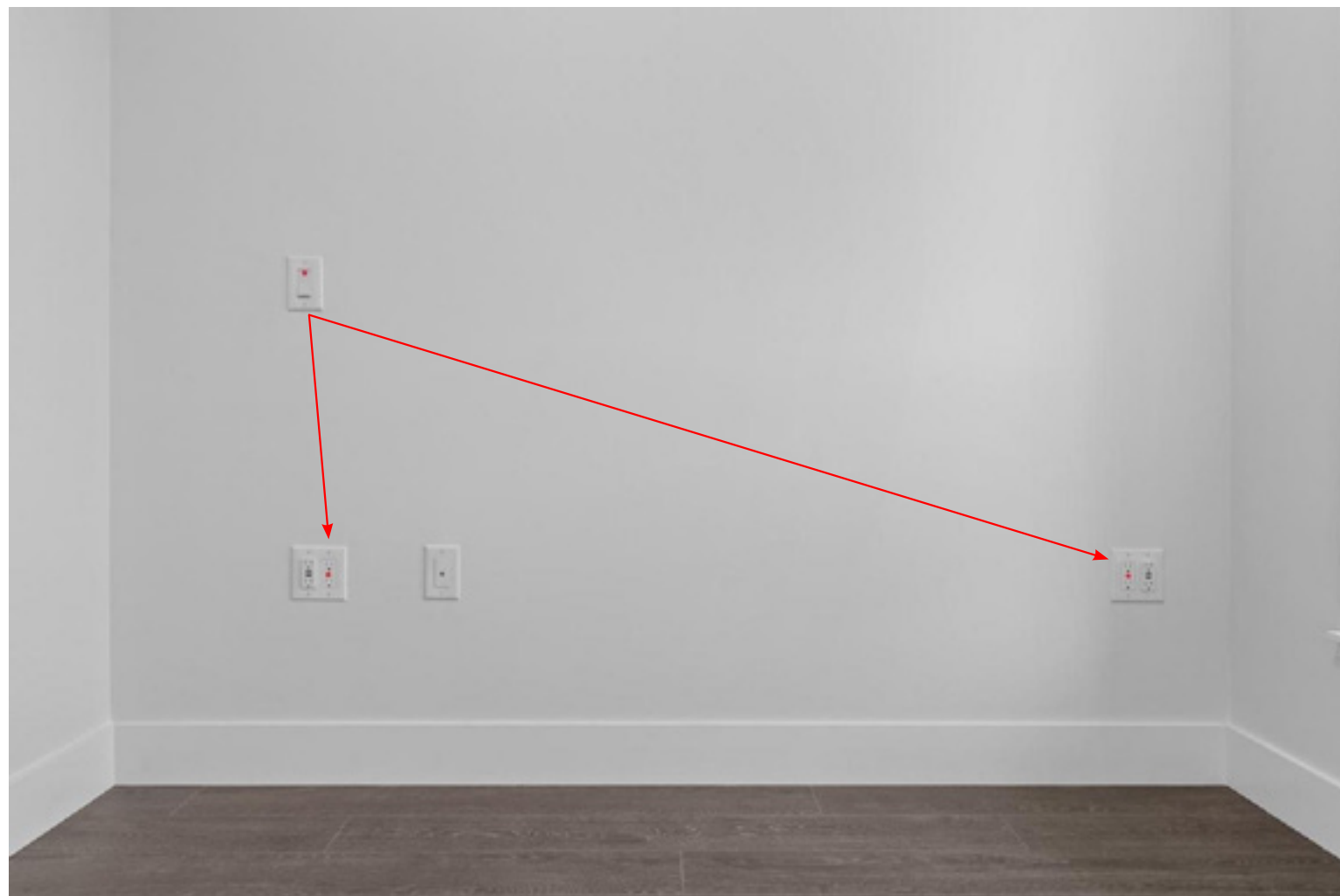
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In your master bedroom, there are two switches and two outlets. Both of these switches work in tandem to operate both top portions of the outlets at the same time.

Please note that you should not plug in alarm clocks or phone chargers into these outlets as they can be accidentally turned off if the switch is pressed



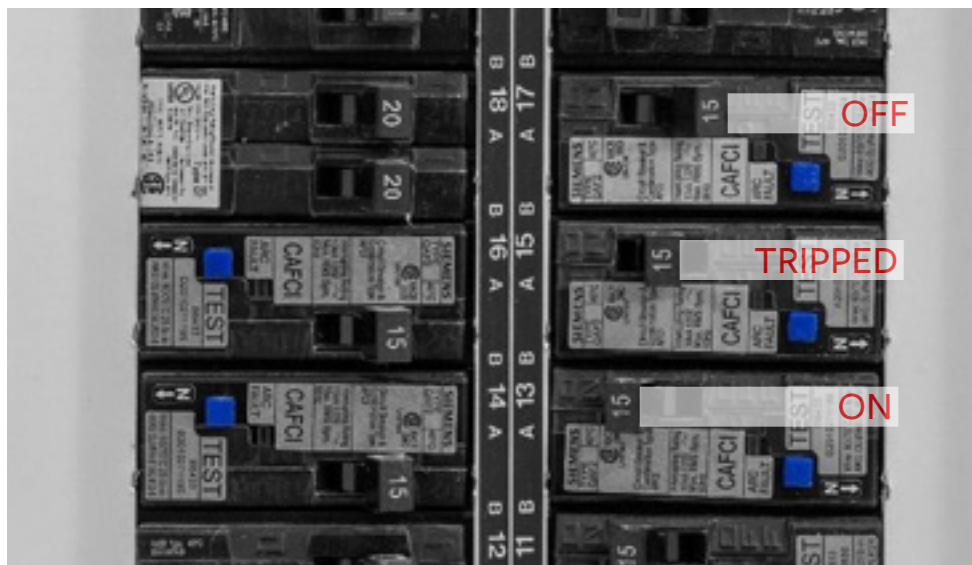
LIGHTS NOT TURNING ON IN SOME ROOMS

If there are lights not turning on in your rooms, please check to ensure that the master light switch at the entry of your home has been switched on.



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If the lights are still not turning on, check your breaker panel to see if the breaker has been tripped. Turn the breaker off, and back on to ensure it is reset completely.



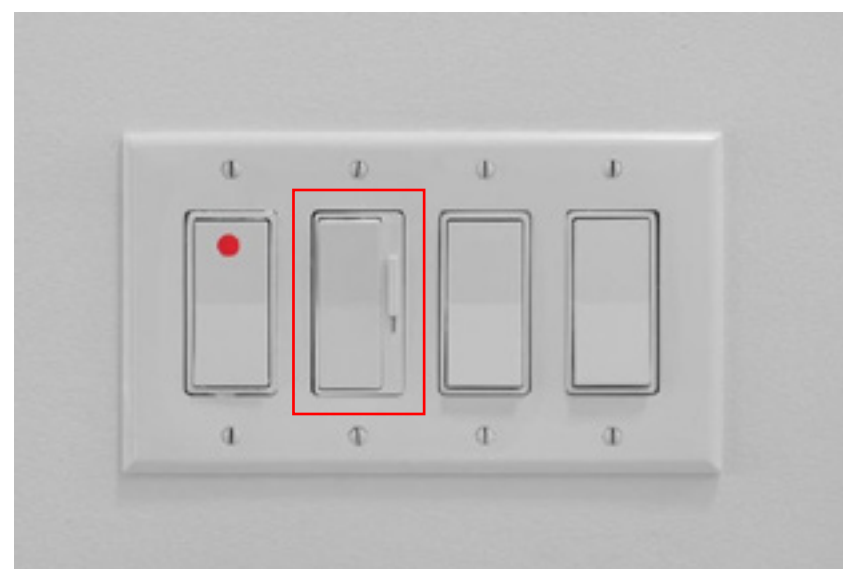
OUTLETS ARE STIFF/BLOCKED BY PLASTIC

The outlets in your new home are “tamper resistant” and are designed to prevent accidental entry of foreign objects. As a result, they may be stiffer than outlets in older homes, and will look like they have plastic stuck inside them. This plastic is the blocker which prevents unintentional entry.

If you are having trouble plugging in an appliance, try to insert the plug at a 45° angle to the outlet from the left or right (as shown above.) This will allow you to get past the tamper resistant plastic one at a time so that there is less pressure needed to insert the plug.

DINING LIGHT INSTALLATION

There is a dining light location provided for you with a prewired corresponding dimmer switch.



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Enlist the help of a certified electrician to help you install the dining light and ensure that the fixture is designed to work with a dimmer switch. If the light fixture is not able to be dimmed, have your electrician replace the switch to a regular switch to avoid causing damage to the fixture.

Please note that if you attempt to install the light yourself or have an uncertified person do the installation, any damage that occurs will risk voiding the electrical warranty on that circuit.

CONDENSATION AND VENTILATION

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:

- Always maintain a reasonable temperature between 18-22°C, even when you are not home.
- 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).
- 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.

Proper ventilation is essential to maintaining your home's interior finishes and ensuring your warranty stays applicable. There are multiple ventilation devices provided for you in your new home.

HOOD FAN OPERATION

Your hood fan is designed with more power than the 100CFM (fan rotation speed) requirement as set out by the BC Building Code and the Vancouver By-laws.

Operation Instructions

It is recommended that you use the hood fan every time you are cooking as a gas cooktop uses oxygen to burn and can emit chemicals from the burning process. It will also help control your home's humidity levels as cooking releases excess humidity.

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BATHROOM VENT

In homes where there is a fan timer in the main or only bathroom, that home has an ERV unit operating to bring in fresh air and remove stale air.

In homes without a fan timer, the main (or only) bathroom exhaust fan is designed to operate at a low speed at all times. When the fan switch is turned on, the fan will move to a high speed after a 5-10 second delay. Again, on turning off the switch, the fan will go back down to low speed after a longer delay.

In your ensuite (bathroom with a standing shower only) the fan will be operational only when activated by the switch.



DRYER VENT

Your dryer utilizes a booster fan to clear out excess warm air and humidity from the vents. It is important to clean your dryer's internal lint trap every time you run the machine and clean the secondary lint trap (above your dryer) every 4-5 times that you operate the dryer.

Clothes are Still Damp from the Dryer

Removing lint from the filters makes it easier for your dryer to extract the moisture from your clothes. If you notice that your clothing is not drying as well as it used to, please check both your interior lint trap and the secondary lint trap and clean them out.

Cleaning the Dryer Lint Trap



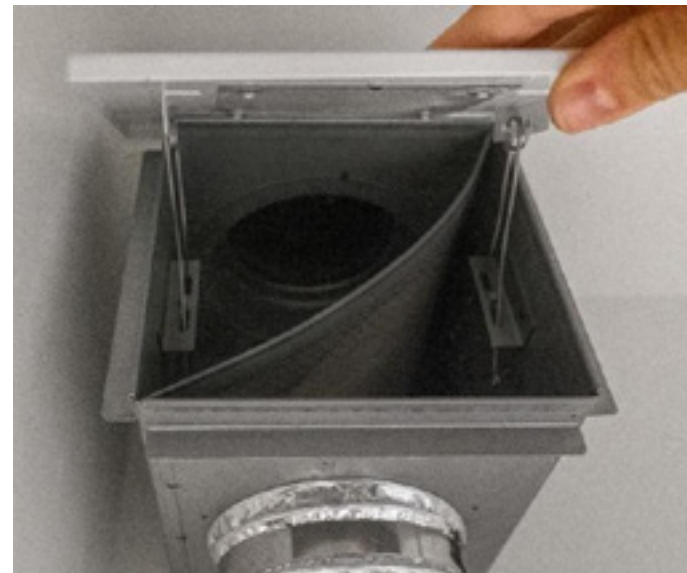
1. Find your dryer's lint trap on the bottom of the front face as you open its door.
2. Remove the filter and clean any lint or debris from it.
3. Reinsert the lint trap by pushing it back into the cavity. Do not operate the dryer without the lint trap.

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Cleaning the Secondary Lint Trap



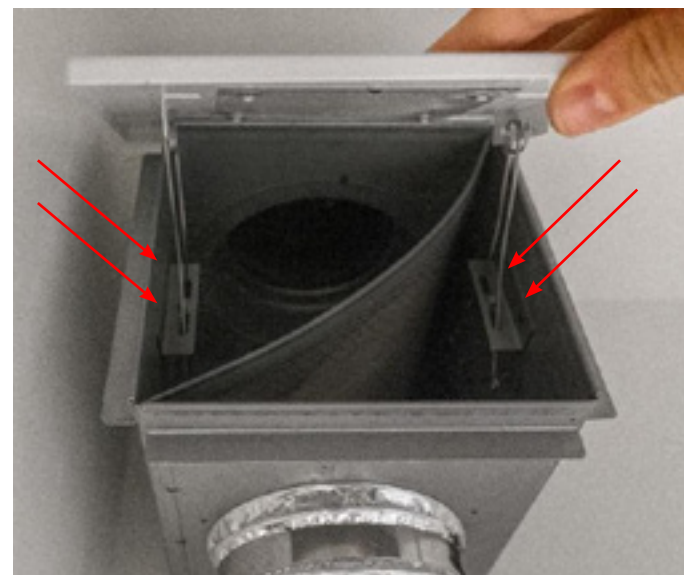
1. Locate the secondary lint trap.



2. Lift or remove the front panel to expose the metal mesh filter. The springs are very strong and can suddenly snap out of place, so be careful when manipulating this door.



3. You can remove the filter by sliding it out or clean it in place using your hands or a vacuum. It is not necessary to use water or a cleaning solution. If you do use water, ensure it is fully dry before putting it back in place.



4. Place the door back in place. If you have removed the door completely, ensure the springs are re-inserted into both slots on both sides.

If both lint traps are clean and you are still not getting the drying levels that you had been before, double check to see if your booster fan is coming on automatically when you turn on your dryer.

To test this, turn on your dryer and let it run for about a minute. Then, press the “pause” button. You should hear a fan noise coming from above your dryer. If you do not hear a noise, please submit a Service Request to have the booster fan reviewed by a member of our team during your 2-year Mechanical Warranty period. If outside of the warranty period, please contact a certified HVAC technician to assist you with any diagnostics or repairs on the booster fan. Do not attempt to repair the booster fan on your own.

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THERMOSTATS

There are two different types of thermostats in your home. The Nest thermostat mounted on the wall is connected to your heat pump and controls the ambient temperature of the space. The NuHeat thermostat in your ensuite, or only bathroom, is responsible for controlling the temperature of your heated floors. Both are programmable, but only the Nest is Wi-Fi enabled.

NEST

This smart thermostat is Wi-Fi enabled and can be operated using a downloadable app. Even without the app, you can program and set your preferences.

Changing from Heating to Cooling, or Vice Versa

The symbol displaying at the top of the screen will indicate the temperature setting.

Turn the ring to Mode  and press select for HEAT.


Your system will only heat your home, it won't start cooling unless your safety temperatures are reached.


Turn the ring to Mode  and press select to COOL.

Your system will only cool your home, it won't start heating unless your safety temperatures are reached.

Turn the ring to Mode  and press select for HEAT/COOL.

Your system will either heat or cool to try to keep your home within the temperature range you've manually set.

When your thermostat is set to OFF  it will only heat or cool to try to maintain your safety temperatures. All other heating, cooling, and fan control are disabled.

When your thermostat is set to ECO  your system will either heat or cool to try to keep your home within the Eco Temperatures range.

It is not recommended to turn off heating and cooling to your home as the warranty on your interior finishes can be voided if the temperature drops below 17°C or stays above 23°C for extended periods of time.

Black Screen on Thermostat

If your Nest Thermostat shows a black screen, check if the thermostat display is properly attached to the base. If it is and the issue persists, the batteries could have drained or there could be a power issue. If there's a power issue, your thermostat's battery will drain and it'll turn off Wi-Fi, the display, and other features to preserve battery life.



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Blinking Red Light on Thermostat

A blinking red light at the top of your thermostat's display means that the battery charge is very low but it's being charged. Wait until the battery is charged before you use it to control your heating or cooling.

Blinking Green Light on Thermostat

A blinking green light near the top of your Nest thermostat's display means that it's updating the software, starting up, or restarting. Typically, this will only last a minute or two. Once your thermostat has finished starting up, it'll turn on so you can use it.

You can find more information on setting up your Nest in the Thermostat Tutorials video [here](#).

For further troubleshooting of your Google Nest Thermostat, please visit the manufacturer's website:

<http://support.google.com>.

NUHEAT

In your ensuite, or only bathroom, you will have a NuHeat programmable thermostat that sets the floor temperature in that room. It uses a touch screen, and two physical buttons. One is on the lower right-hand side that is used to reset it or turn it off. The other is on top and allows you to test the GFCI function (explained below).

Changing the Set Temperature

To change the current temperature, use the up or down arrow. The system will prioritize the schedule, but you can make temporary changes using these buttons.

To hold the set temperature beyond the thermostat's suggested time, use the "Hold Options" button once you have changed the temperature to set the desired length of time to hold it. You can also choose to hold that temperature indefinitely by pressing "Permanent Hold."



CLICK TO
RESET,
HOLD TO
TURN OFF

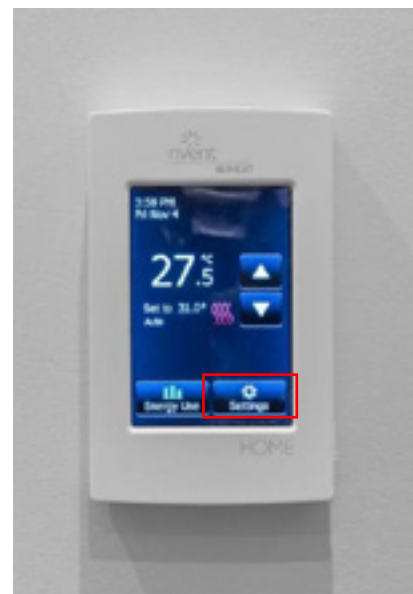


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Setting a Schedule

First, click on the “Settings” button on the bottom right-hand of the touch screen. Then, click Program/Schedule. Once inside that menu, you can click on each different type of mode to give it a start time and a set temperature.

You can find more information on setting up your NuHeat thermostat in the Thermostat Tutorials video [here](#).



Error Message Has Appeared

If you receive an error message on your thermostat, press the button on the lower right side of the thermostat to reset its sensor. If the message comes back, go through the Settings menu, and conduct a “Factory Reset.” Please note that a factory reset will erase all your programmed schedules and preferences, including pre-set options such as floor type that will need to be adjusted to ensure the heated floor operates correctly.

If these two resets do not resolve the issue, please submit a Service Request to review the thermostat during the 1-year Materials and Labour Warranty period or enlist the help of a certified electrician after that.

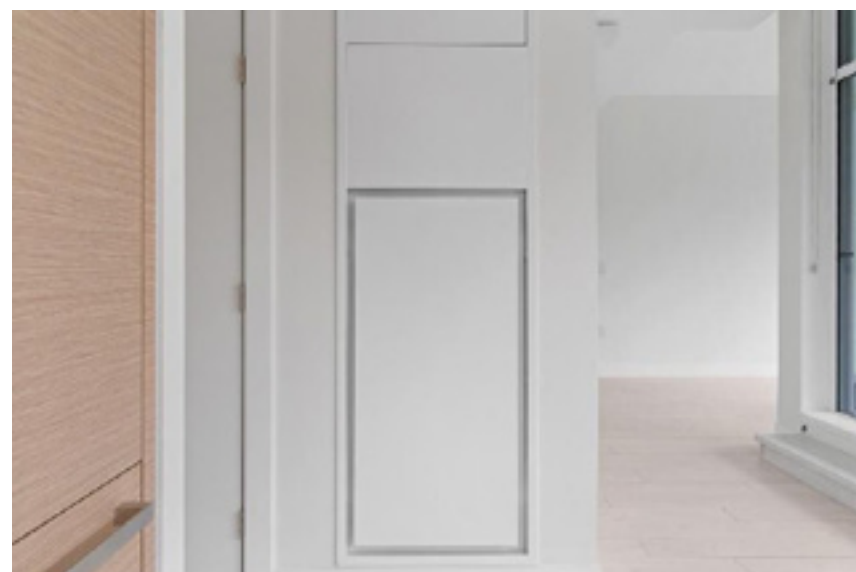
HEAT PUMP AND ERV

In every home at Dunbar at 39th, heat pump and ERV are installed. These two units are complex mechanical devices. Do not attempt to diagnose or repair issues outside of this guide without the assistance of a certified technician.

There are two different locations for the ERV (Energy Recovery Ventilation) unit. Please refer to the information below to identify the ERV location in your home. Please note that the specific ERV location in your home may vary depending on its design and layout.



Ceiling-mounted ERV access



The ERV is located on the top of the heat pump

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1. ERV attached to heat pump typically located on top of the heat pump.
2. Ceiling mounted ERV has the unit installed on the ceiling area.

HEAT PUMP NOT GETTING COLD/HOT ENOUGH

Please note that a heat pump system is designed to keep you and your home at a comfortable temperature using the most energy efficient strategies, but it comes with certain limits. This ensures that your heating and cooling costs are minimal as the fan inside the heat pump is the only electricity that is used.

Your heat pump can achieve an average of 3°C above or below normal room temperature (21°C.) Setting your heat pump beyond these parameters (i.e., below 18°C in the summer or above 22°C in the winter) would cause the heat pump to run continuously as it cannot meet the demand. This can lead to higher maintenance costs and needing to replace your heat pump filter more frequently.

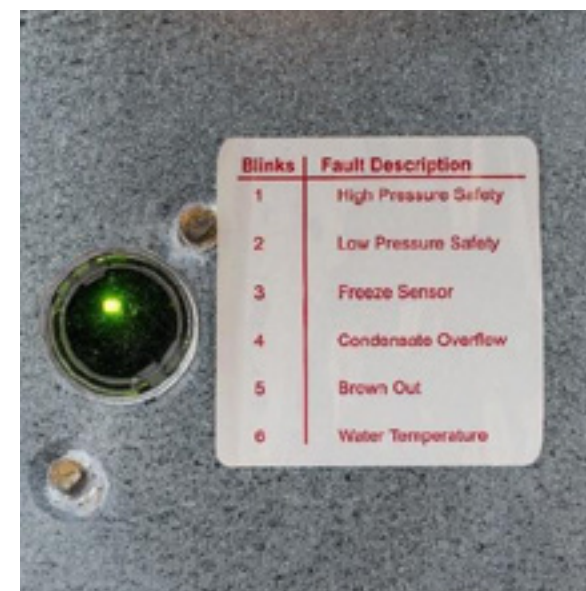
HEAT PUMP IS MALFUNCTIONING

Most issues with heat pumps can be solved via a “hard reset,” so we ask that if you are experiencing issues with your heat pump, try these steps prior to submitting a Service Request:

Turn Off the Breaker for the Heat Pump:

1. In the electrical breaker panel, turn off the labeled heat pump breaker.
2. Leave the breaker off for 30 seconds, then turn it back on.
3. Wait 5-10 minutes for the heat pump to restart itself.

If you are still having issues with your heat pump after attempting this reset, check if the green light has changed to red and has started blinking. Count the number of times it blinks to identify the corresponding error code. Then please submit a Service Request during your two (2) year Mechanical Warranty. If outside of your warranty period, contact a certified HVAC technician for their assistance.



Change the Filter:

You are required to replace your heat pump’s filter frequently. Its frequency depends on many lifestyle aspects: how many persons or pets in the home, and how often your home is swept or vacuumed. The more people or pets, the more often the filter should get changed. Check the filter once every two months to develop a schedule based on your findings. A filter that is excessively dirty is going to put strain on your heat pump and may void your warranty.

First, turn off the heat pump using the switch on the upper left-hand side of the machine. To remove the filter, push it up and pull out from the bottom first before taking out the top. The size of the filter will be written somewhere along its edges.

Replacement filters, referred to as “furnace filters” are available at most hardware stores, or online.

For a tutorial on how to replace the filters, please find the Heat Pump & ERV Filter Maintenance video [here](#).

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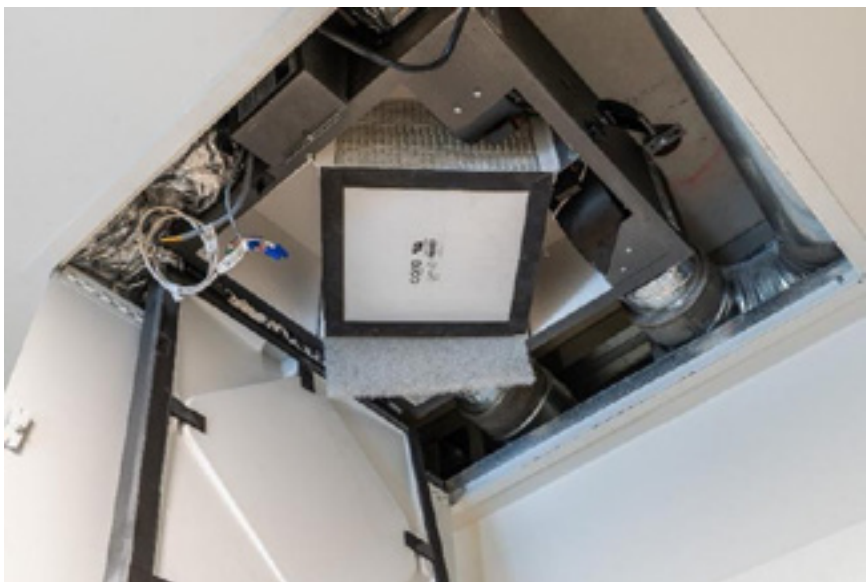
Cleaning the ERV Core Filters

As part of routine maintenance, you are required to clean the ERV core filters. As the process is a bit more involved, we have created a video for your review.

For a tutorial on how to clean the ERV core filter, please find the Heat Pump & ERV Filter Maintenance video [here](#).

Cleaning the Filters of The Ceiling Mounted ERV

The tutorial for cleaning your ceiling mounted ERV will apply similarly to the ERV combo with a heat pump. Filters may vary, with some being mesh filters and others taking different forms.



Where the filter can be slid out for the ceiling mounted ERV



Washable filters

REGULAR MAINTENANCE

1. Turn the unit off and disconnect the power supply.
2. Unlatch the door and lift the door panel towards you, hold it firmly and slide it to the left.
3. Clean the inside of the door and drain pan with a damp pan with a damp cloth to remove the dirt and debris that may be present.
4. Clean the filters.
 - i. Remove the filters.
 - ii. Vacuum to remove most of the dust.
 - iii. Wash with a mixture of warm water and mild soap. Rinse thoroughly and shake filters to remove water and let dry.
5. Check the exterior fresh air supply hood:
 - i. Make sure there are no leaves, twigs, grass, ice, or snow that could be drawn into the vent. Partial blocking of this air vent could cause the unit to malfunction.
6. Reassemble the components, filters, and door (the door is secured when you hear a click).
7. Reconnect the power and turn on the unit.

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WATER SHUT OFFS

It is important to familiarize yourself with the locations of your water shut off prior to an emergency to be in line with your Duty to Mitigate Damage, as explained in the Homeowner Manual.

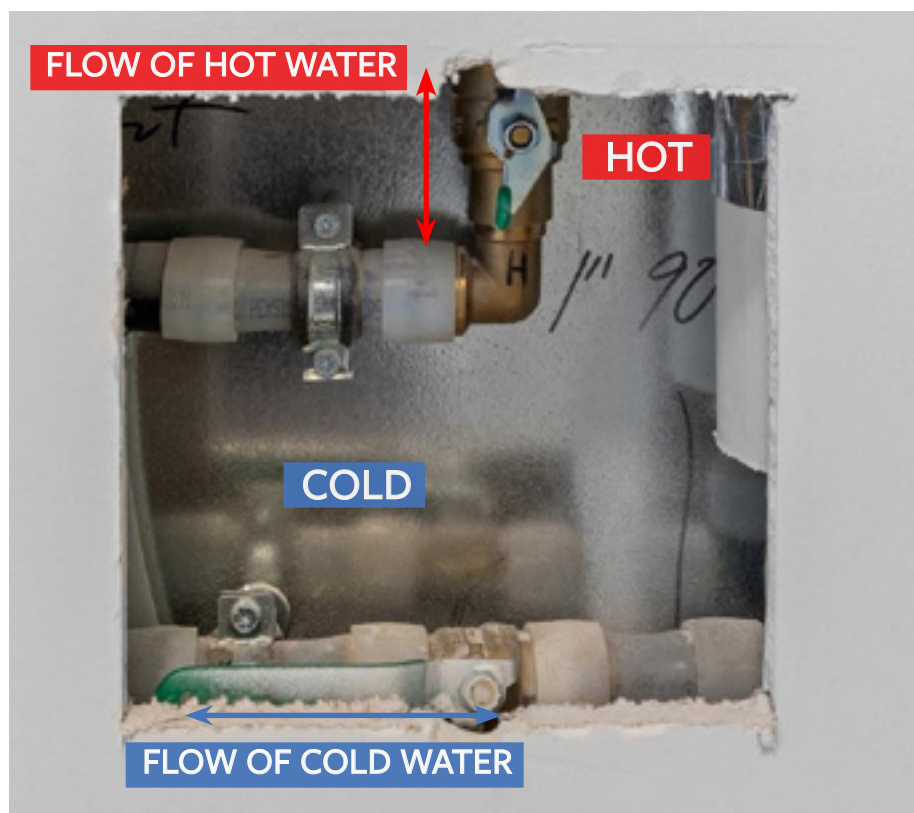
INTERIOR WATER SHUT OFF

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. Maintain clear access to the water shut off at all times. 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.

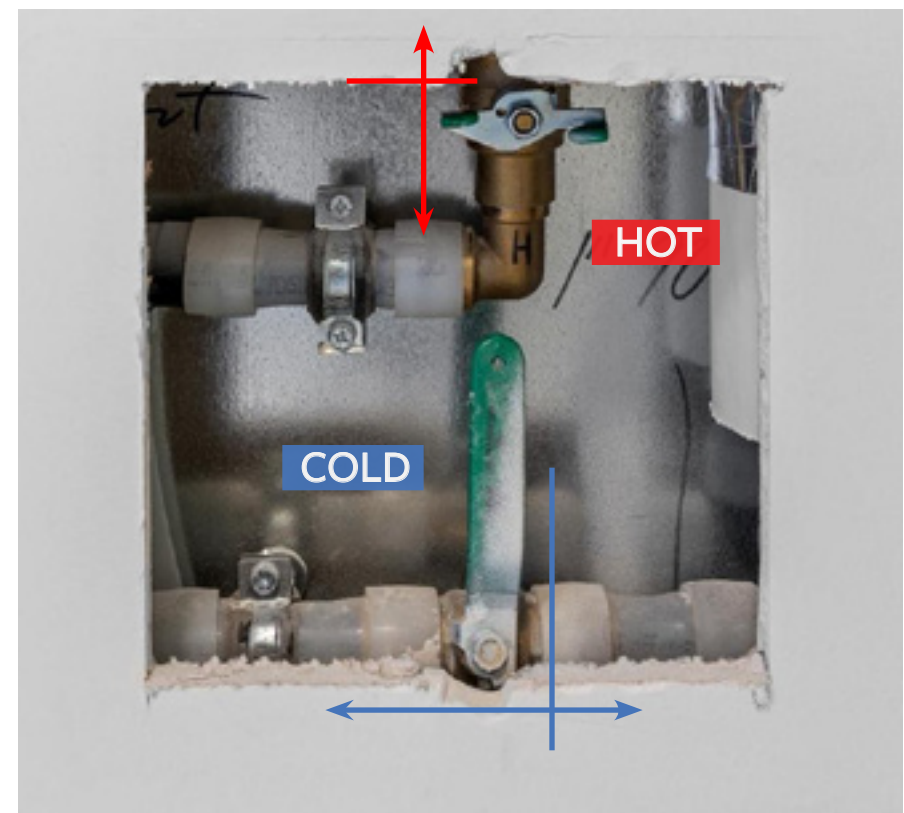
Turning Water Off or On

To turn off the water to your home, turn the two valves behind the water shut off access panel to be perpendicular to the pipes. To turn the water back on, turn the two valves parallel to the pipes.

Be mindful that the cold and hot water valves look different, and often point in different directions when they are both on or both off. Their relationship to the pipe is what is most important.



Main water shut off valves both in the “on” position



Main water shut off valves both in the “off” position

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Vacant Home or Going on Vacation

If your home will be vacant for an extended period, please ensure that you have turned off the main water shut off to your home. This may also be a requirement of your Home Insurance. If an emergency leak occurs when you are away, the Strata Manager is authorized to force access to shut off the water in your home to stop the leak, and you may incur the costs of repairing or replacing damaged door hardware.

Water Pressure in the Home is Less than Before

If you are experiencing a decrease in water pressure, and you have recently turned your water on or off, double check to make sure that the valves are perfectly parallel to the pipe so that they are fully on. If they are slightly askew, it will restrict your water pressure.

If you are still having issues throughout the home, please contact your Strata Management Company to investigate the issue as it may be a building-wide issue.

I Can Only See One of My Water Shut Offs

Sometimes, the hot and cold valves are spaced just far enough apart that the standard size of the access panel will not be able to show both at once. If you can reach the water shut off valves by reaching behind the drywall, this does not constitute a deficiency. If you are having difficulty reaching the valve, or turning it once you have it grasped, please submit a Service Request so that we can explore possible options before an emergency situation occurs.

My Washing Machine or Dishwasher is not Filling up with Water

Ensure that the local water shut off for each appliance is fully on. The valve should be pointing in the direction of water traveling through the pipe or hose. See below for the locations of local water shut offs.

LOCAL WATER SHUT OFFS

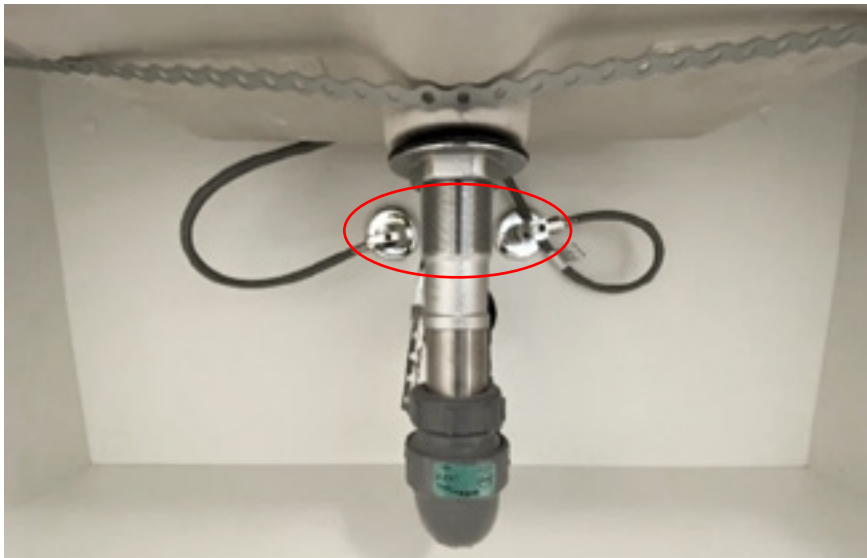
All the faucets, toilets, and water-using appliances in your home have their own individual water shut offs. In case of a localized leak for which you can clearly see the source, use the local water shut off to avoid having to shut off water to your whole home.

Typically, you will find the hot water shut off on the left side, and the cold on the right. If there is only one valve (toilet, dishwasher) it will be for cold water.

If the valve is pointing in the direction of water traveling through the pipe, then the water is on. To turn the water off, turn it so that it is perpendicular to the pipe, like a cross.

See below for examples of their locations. These photos only show the valves in the “on” position.

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Bathroom faucet shut offs below bathroom sink.



Toilet shut off behind the toilet.



Faucet shut offs below kitchen sink.



Be mindful that your dishwasher water shut off may be behind the rolling waste bins.



Washer water shut off valves. One valve will always be facing away from you within the cavity, so be mindful to switch both off in case of a leak.

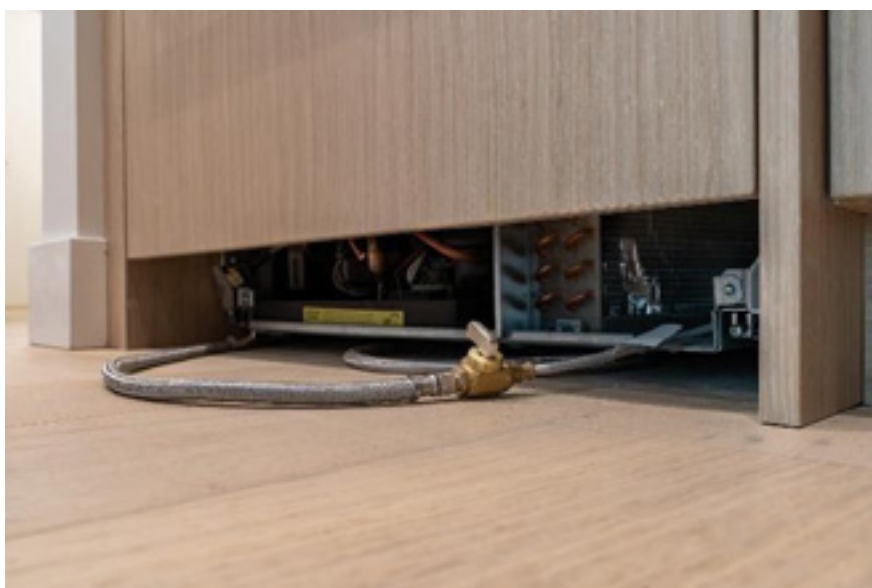
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SUB-ZERO BRAND REFRIGERATOR

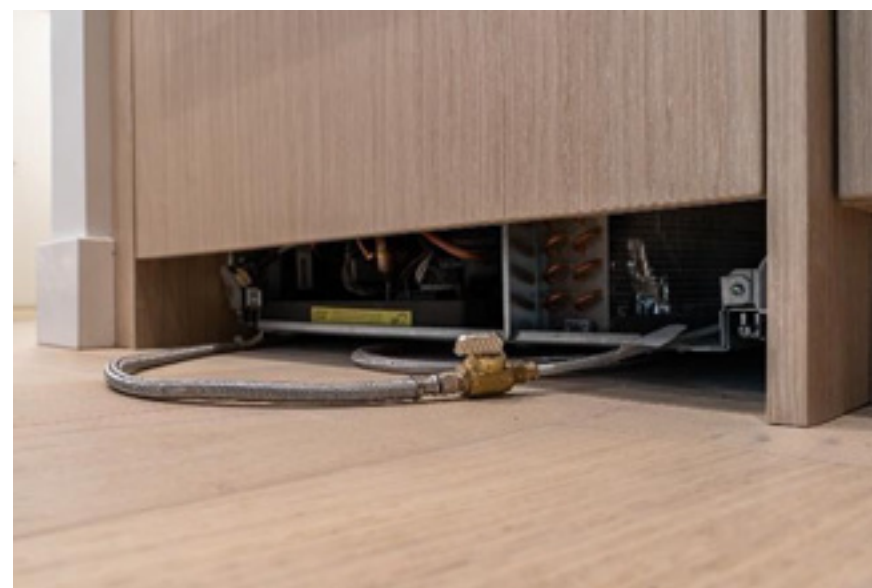
The water shut-off valve for Sub-Zero refrigerators can be found in the cabinet in front of the appliance, where the toe kick is installed. In case of a water leak or when moving the refrigerator, locate and turn off this valve to prevent water damages..



Remove the toe kick panel.



Water shut off valve in the “off” position.



To turn the water back on, turn the valve parallel to the pipes.

MIELE BRAND REFRIGERATOR

Unlike some other refrigerator brands, Miele refrigerators do not have a water shut-off valve. If you encounter a water leak or need to disconnect the water supply for any reason, the water shut-off should be performed at the main water supply source rather than within the refrigerator.

TROUBLESHOOTING GUIDE

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 know frost free hose bibs do not have an individual shut off valve. Should service be required at this location, please turn off the cold-water valve at the main water shut off.



GAS SHUT OFFS

It is important to familiarize yourself with the locations of your gas shut offs prior to an emergency to be in line with your Duty to Mitigate Damage, as explained in the Homeowner Manual.

INTERIOR GAS SHUT OFF

The gas line servicing your cooktop has a yellow shut off lever below it. If the lever is pointing in the same direction as the pipe, the gas line is open. If it is fully perpendicular to the pipe, the gas has been shut off.



Gas shut off in the “on” position.



Gas shut off in the “off” position.

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.

TROUBLESHOOTING GUIDE

EXTERIOR GAS SHUT OFF

In some units with a large patio with paving stones, a natural gas line will be provided for BBQ hook ups. Be mindful to always turn off the gas at the shut off when you are done cooking. This will ensure that a leak does not occur without your knowledge and is overall a safer way to use natural gas.

If you smell natural gas (rotten eggs smell) at any point, evacuate the home and call 9.1.1 and your Strata Manager.



LINEAR DRAIN IN SHOWER STALL

To avoid clogs, make it a routine to clean the drain and its cover regularly. Remove any debris, hair, or soap scum that may accumulate over time. If you notice water draining slowly, address the issue promptly before it leads to a clog.



TROUBLESHOOTING GUIDE

TV MOUNTING

In your living room, you will find a raised outlet and data plug in. This space is provided for your TV. Behind the drywall, an approximately 45" W x 24" H section of plywood has been installed in the approximate center of the wall to provide a backing for installing a TV mounting bracket. Please note that there is no backing installed for the bedroom data outlets.

Always use a stud finder to locate the plywood panel accurately or enlist a professional installation team to ensure that you do not cause damage to your vertical drywall supports.

The approximate size and location of the plywood backing is shown below:



TROUBLESHOOTING GUIDE

SMOKE DETECTOR

Smoke detectors in your home are a vital part of your home, and building's, fire safety. Do not tamper, remove, or deactivate your home's smoke detectors as this can nullify any insurance coverage for your home in case of fire.

HOW TO SILENCE SMOKE DETECTOR

When excess smoke, heat, or carbon monoxide is detected in your home, your smoke detector will begin to beep loudly and urgently.

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 in a few minutes even if 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.



SMOKE DETECTOR BEEPING WHEN NO SMOKE 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 release lever is visible on the side of the smoke detector. Press the lever to unlock the battery compartment and replace the 9V battery inside.



DUNBAR

AT 39TH

STRATA CONTACT

We would like to introduce you to your Strata Manager and Concierge. They are a valuable resource for any questions or concerns related to your common properties and your community. Please find their contact information below

Trevor Bashnick

Strata Manager
236-521-9177
trevor@awmalliance.com

Michael Boyling

Strata Manager
778-945-7074
m.boyling@awmalliance.com

Concierge/Building Manager's Contact

dunbar39thconcierge@gmail.com