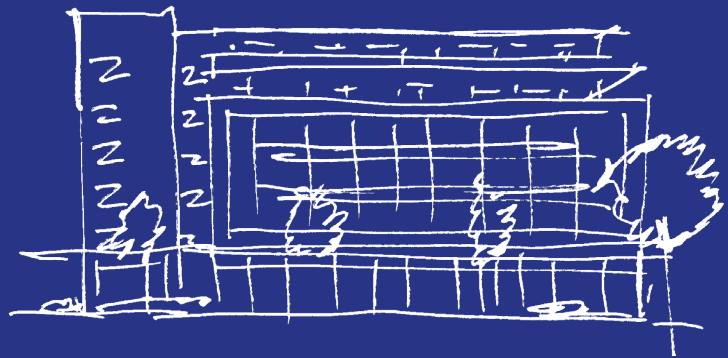




Troubleshooting Guide



wesgroup

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1.0 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.

2.0 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.

2.1 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, VRF, and bathroom fan.

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.

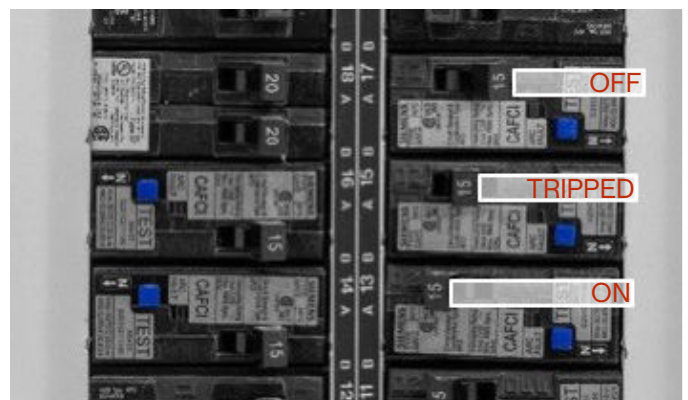
If the outlet in question is a GFCI outlet (wet locations) check to make sure that it has not tripped locally. If it has, push the “Reset” button firmly. This should restore power to the outlet and any downstream outlets or devices. If the GFCI trips again immediately or shortly after resetting, it may 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



2.2 Blank Plates in the Home

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

After you enter your home, there is one on the nearby hallway wall. It is pre-wired together so that a homeowner who has different mobility needs can install an automatic door opener.

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

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



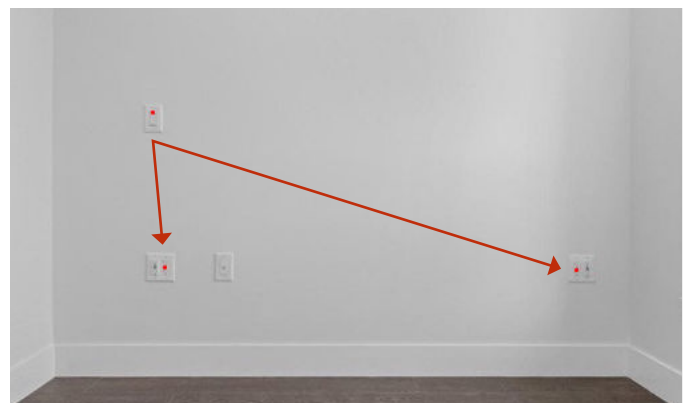
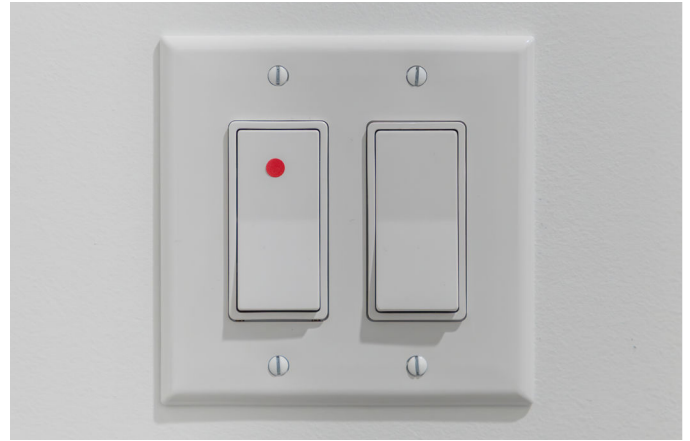
Blank plate near your entry

2.3 Red Dots on Switches and Outlets

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

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. There is also one in the living/dining room.

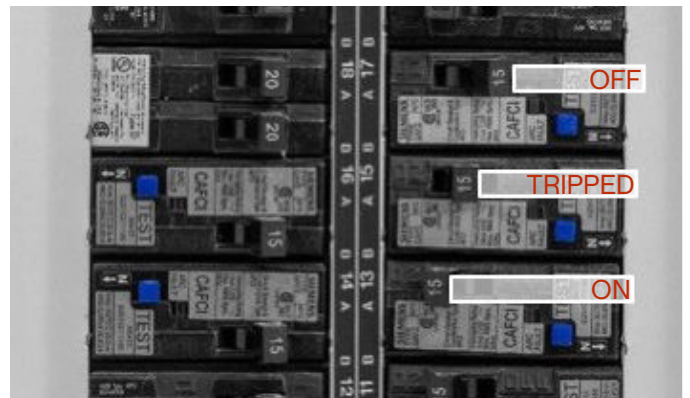
Please note that you should not plug in alarm clocks or phone chargers into these outlets as they can be accidentally turned off if the switch is pressed.



2.4 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.

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.



2.5 Outlets Are Stiff/Blocked By Plastic

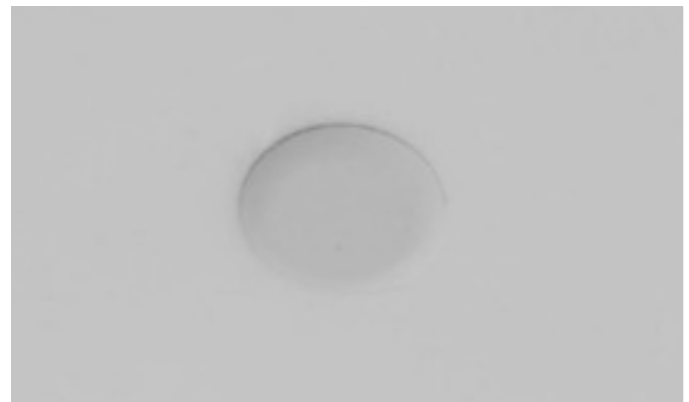
The outlets in your new home are “tamper resistant” and are designed to prevent accidental entry of foreign objects. As a result, they may be stiffer than outlets in older homes, and will look like they have plastic stuck inside them. This plastic is the blocker which prevents unintentional entry.

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 below.) 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.



2.6 Dining Light Installation

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



Enlist the help of a certified electrician to help you install the dining light fixture and ensure that the fixture is designed to work with a dining light switch.

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

3.0 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 17-24°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.



3.1 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.



To turn on the light, press the I on the right hand switch.



To turn on the hood fan, pull it out and set the fan speed using the left hand switch. I is low and II is high.

3.2 Filter Cleaning

Your hood fan uses washable metal filters to prevent grease and other airborne particles from blocking the fan. If these filters get dirty, the hood fan must work harder to get the air through them. Check your filters once every couple of months to ensure that you are not putting excess strain on your hood fan.



To remove the filter, push the plastic handle on its face. Be careful to hold the filter with one hand as you push the button with the other.



Wipe it with a household cleaner, or degreaser and have a soft clean cloth or wash it using a dish soap, non-abrasive sponge and warm water.

Ensure that the filter is completely dry prior to re-installation and use. Please note that even though the filter may be dishwasher safe, it is not recommended using your dishwasher to clean them as excess oil can clog or damage the dishwasher.

To reinstall, slide the non-button side of the hood fan filter in its slots, and press in and hold the button until the button side is in place. Release the button to affix in place.

3.3 Bathroom Vent

There is a set fan timer in the main or only bathroom and each home has an ERV unit located on the ceiling which brings in fresh air and removes stale air.

In the bathroom, the exhaust fan is designed to operate at a low speed at all times. When the fan timer is turned on, the fan will move to a high speed after a 5-10 second delay. When the fan timer is turned off, the fan will move to the lower speed after a 5 minute delay.



3.4 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, if needed.

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.



3.4 Dryer Vent (continued)

Cleaning the Secondary Lint Trap

1. Locate the secondary lint trap.
2. Pull out the metal mesh filter and clean any lint or debris from it.
3. Reinsert the lint trap.



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.

4.0 Thermostats

The LG thermostat mounted on the wall in your entry, living room is connected to your Variable Refrigerant Flow systems (VRF) and controls the ambient temperature of the space.

4.1 LG Thermostat

This wired remote controller for the HVAC system (VRF) offers features for managing temperature, scheduling, and energy monitoring.

This thermostat can be programmed to have a schedule, when away on vacation, and set to one's preferences.



Black Screen on Thermostat

If your thermostat is showing a black screen and appears to be non-functional, please ensure that your VRF is switched on. Please ensure the thermostat has been turned on.

Changing from Heating to Cooling, or Vice Versa

In the main screen, press < (left) or > (right) arrow to select the operation mode desired. Then, press the (up arrow) or (down arrow) to select the desired temperature.



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 24°C for extended periods of time.

More information on your LG Thermostat is available on [LG Thermostat Manual](#).

4.2 Cozy Floor (In-Floor Heating)

The Cozy Floor heat thermostat is the in-floor heating system located in the ensuite or only bathroom of your home. This programmable thermostat sets the floor temperature by selecting the up or down arrows. In addition, you can set the temperature at predetermined times on different days. For each day of the week, an individual temperature can be set for 4 periods called events.



Setting the Temperature

To change the current temperature, use the up or down arrow to select the desired temperature and then select OK

For more information on the Cozy Floor, please refer to [the manual](#).

5.0 Variant Refrigerant Flow (VRF) and Energy Recovery Ventilator (ERV)

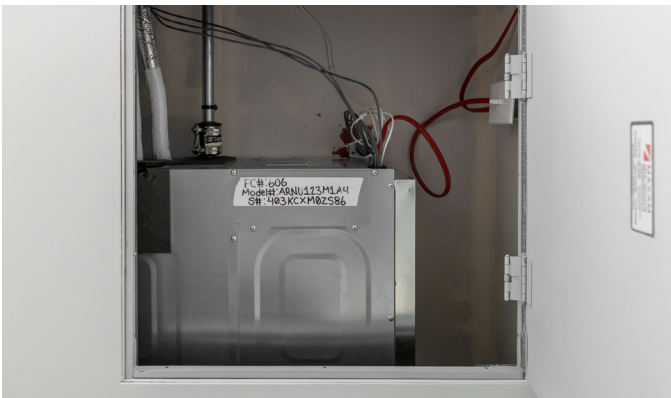
In every home at ACE, a variant refrigerant flow (VRF) is installed and it is a complex mechanical device. Do not attempt to diagnose or repair issues outside of this guide without the assistance of a certified technician.



VRF mounted in the ceiling with panel closed.



VRF with panel opened.



5.1 VRF Not Getting Cold/Hot Enough

Please note that a VRF 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 VRF is the only electricity that is used.

Your VRF can achieve an average of 3°C above or below normal room temperature (21°C). Setting your VRF beyond these parameters (i.e., below 17°C in the summer or above 24°C in the winter) would cause the VRF to run continuously as it cannot meet the demand. This can lead to higher maintenance costs and needing to replace your VRF filter more frequently.

5.2 VRF is Malfunctioning

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

Turn Off the Breaker for the VRF:

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

Please submit a Service Request during your 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 VRF's filters 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 VRF and may void your warranty.

First, turn off the VRF from your breaker panel. Locate the filter placement by opening up the ceiling hatch. The filter will be held with two metal brackets against the side of the unit. To remove the filter, please pull out the filter from the brackets. 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 VRF Maintenance video [here](#).

5.3 Cleaning the ERV Filters

You will find your ERV unit in one of your bathroom ceilings, just behind the ceiling panel. Filters should be cleaned every 3 months (seasonally).

1. Turn off power at the breaker and ensure the unit is fully off.
2. Open the ceiling hatch and access the ERV unit.
3. Remove the filters and core (release pins and screws as needed).
4. Vacuum dust and debris from filters and interior components.
5. Wash filters in warm water in the sink, rinse thoroughly, and allow to fully air dry.
6. Check parts of the system for lint/dust accumulation twice a month. If necessary, clean the sensors with a lint free cloth.
7. Check the exterior fresh air supply hood (dampers).
8. Inspect the vent area to ensure it's clear of debris such as leaves, twigs, grass, ice, or snow. Partial blocking of this air vent could cause the unit to malfunction.
9. Reassemble the components, secure the door, and reconnect the power from the breaker panel to turn on the unit.

For a tutorial on how to clean the filters, please find the ERV Filter Cleaning video [here](#).

6.0 Water Shut Offs

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

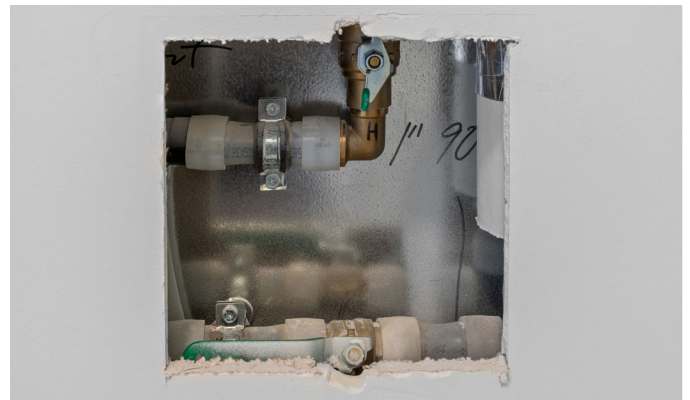
6.1 Interior Water Shut Off

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.

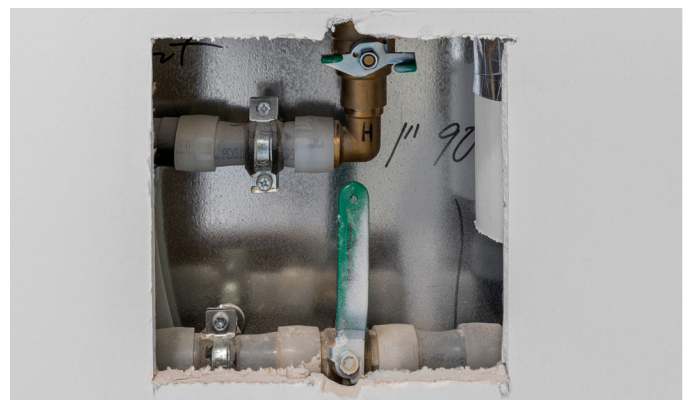
Turning Water Off or On

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.

6.1 Interior Water Shut Off (continued)

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.

7.0 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.



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.

7.1 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.



8.0 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.

8.1 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 location for the cooktop is behind the cabinet drawer.



Remove the cabinet drawer by pulling out and lifting up.

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 valve



To shut off the gas, turn the valve to the off position

9.0 TV Mounting

In your living room, you will find a raised outlet and data plug in. This space is provided for your TV.

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 flatstock 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 flatstock 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 flatstock backing is shown below:



10.0 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.

10.1 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 nearby to help. A slightly damp towel can also help you wave away smoke from the detector.



10.2 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.



11.0 Strata Management Company

Your building is managed by your Strata Management Company. They are a valuable resource for any questions or concerns related to your common properties and your community. Please find their contact information below:

AWM Alliance

604.685.3227
info@awmalliance.com
AWM Portal: awmalliance.ca
AWM Website: awmalliance.com

Building Manager
672.533.3184
ace.manager@awmstrata.com



Customer Care

604.648.1800

Email: customercare@wesgroup.ca

Wesgroup Homeowner Portal: homeownercare.wesgroup.ca

