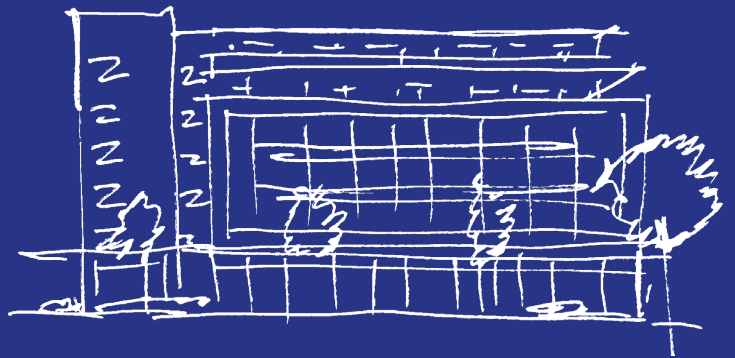




Homeowner Manual



wesgroup

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1.0 Introduction

Welcome to your new home at ACE, a new spin on colourful modern living strategically located at the corner of 12th and Commercial Drive.

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.

1.1 Disclaimer

The information provided in this manual is known to be accurate as of February 2026 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.

1.2 Building Overview

ACE is a brand-new, mixed-use development offering an original collection of 1, 2, and 3 Bedroom homes along with retail space on the ground level. A six storey wood frame building with a concrete perimeter at the ground level, and an expansive amenity space opening up to an outdoor courtyard.

Main Building Address

1680 East 12th Avenue
Vancouver, BC
V5N 0K9

1.3 Wayfinding

Some important locations to familiarize yourself with at ACE are listed below:

Mail Area

Your mailbox is located in the entrance, up the stairs before the elevators. Your home's mailbox is labelled 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/Recycling Room

The garbage/recycling room is on Level 1 loading bay. The commercial and residential rooms are separate. 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 P1 (next to the accessible parking stalls), across from the residential parking gate; storage lockers are located from P2 (accessible at the southwest corner) beneath the bike lockers.



1.4 Amenity Spaces

ACE offers an extensive collection of amenities for the discerning homeowners. These spaces are available for your enjoyment, but please note that your Strata is responsible for their maintenance and coordination.

Dog Wash

Located on Level 1 loading bay on the east side.

Bike Repair Station

Located on P1 on Level 1 loading bay at the back of building.

Ground Floor Work Hub

Located on the ground level by the lobby door and facing the landscaped entrance.

Open Concept Amenity Space

Located on the second floor

- 1,100 square foot
- Harvest social table
- Gathering tables with seating for 20
- Amenity kitchen
- Multimedia room
- Bar table
- Work stations
- TV lounge
- Leads out to the Courtyard/Children's Play Area

Landscaped Courtyard/Outdoor Children's Play Area

Located on the second level opening from the Open Concept Amenity Space:

- 2 BBQs, sink
- Private secure entry only through ACE
- Landscaped patio space
- Outdoor dining
- Garden plots
- Multi-surface, modern kids play area



2.0 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.



2.1 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.

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 ACE shown on a strata plan that is not part of a strata lot, and 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
 - within a floor, wall or ceiling that forms a boundary
 - between a strata lot and another strata lot
 - between a strata lot and the common property, or
 - 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 ACE. 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 1-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.

2.2 Strata Management Company

AWM Alliance Real Estate Group

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 West 8th Avenue
Vancouver, BC V5Z 1E5
604.685.3227 | awmalliance.com

2.3 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

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

Limited Common Property (LCP)

Common property that has been designated on the strata plan, this is for the exclusive use of one or more Strata Lots:

- Balcony
- Patio
- Some landscaping on patios or balconies

2.4 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.

2.5 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

24hr Emergency Line – 604.685.3227

Wesgroup Customer Care

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 can be [found here](#).

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.

2.5 Who to Contact (continued)

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 off, first ensure that your main water shut-off valves are fully open—they should be aligned parallel to the pipe. If the valves are open, contact your Strata Manager to confirm whether there is a scheduled water interruption in the building or surrounding area. If no maintenance is scheduled, please call 3-1-1 for assistance from 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.



3.0 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 ACE has been built in accordance with the standards set forth by The BC Building Code and 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.

3.1 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
700 West Georgia Street, Suite 2301
Vancouver, BC V7Y 1K8
T: 604.684.6574
TF: 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-Month | 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.

3.1 New Home Warranty (continued)

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.

3.2 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 performed 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.
- Any aesthetic or cosmetic concerns, such as marks, stains, dents, chips, or missing parts, reported after the key pickup date.

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.

4.0 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 ACE. We are also happy to answer any questions you may have about your home.

4.1 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.

4.2 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 Homeowner Care 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 Travelers Home Warranty to seek advice or further information.

4.3 Wesgroup Customer Care FAQs

We are always here to answer your questions. 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 Homeowner Care Portal.

What is the Wesgroup Homeowner Care Portal?

The Wesgroup Homeowner Care 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 Homeowner Care Portal?

Your Wesgroup Homeowner Care Portal account has been created using the primary purchaser's email address as the username. 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?

In-suite service requests can be submitted online via our Wesgroup Homeowner Care Portal at homeownercare.wesgroup.ca. Once you have created an account and log in, you will be presented with an option to "Submit a New Service Request".

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
Leak at sink.

An informative Service Request:
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.

4.3 Wesgroup Customer Care FAQs (continued)

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 Homeowner Care 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 were not readily available (scratched faucets & fixtures that may be discontinued, etc).

What is the process for requesting additional keys and fobs?

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.

Who can submit service requests for my home?

Service requests will only be accepted by the Homeowner or designated Property Manager for your home. Please fill out the Homeowner Authorization Form located on the Wesgroup Homeowner Care Portal if you are using the service of a Property Manager.

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.

Who do I contact about an issue with an appliance?

Your new home's appliance warranty is provided through Trail Appliances. For more information on warranty periods for your appliances, refer to the [Appliances section](#) of this manual.

Trail Appliances

Contact Number: 1.888.416.2990

E-mail: homeownercare@trailappliances.com

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. 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.

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.

5.0 Your Role As A Homeowner

Homeownership 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.

5.1 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.

5.2 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 ACE 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 VRF motor burns out due to its filter not being changed regularly, it will not be a warrantable item.

5.3 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.

5.4 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.



5.5 1-Year (12-month) Warranty - Materials and Labour

Most of the components in your home are protected by a 1-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 Homeowner Care Portal.

The warranty on all appliances is offered through our supplier Trail Appliances and comes with a one 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 ACE 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.



5.5 1-Year (12-month) Warranty - Materials and Labour (continued)

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.

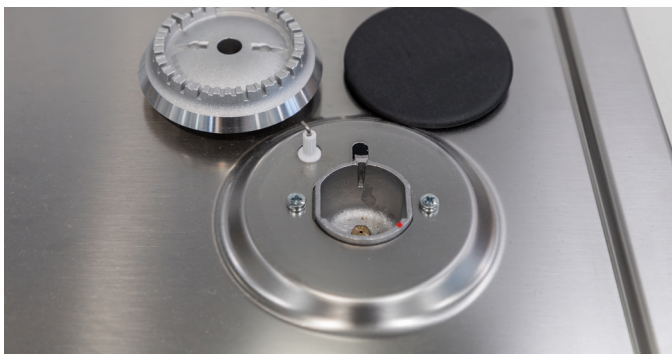
For cooktops with knobs along the front, remove the larger grille first, then the one on the left side. From there, you can remove each element in two parts. Use a soft, clean cloth to avoid scratching the surface. A mild soap or stainless steel cleaner can be used as well. Be mindful to not get soap 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 larger 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.

5.5 1-Year (12-month) Warranty - Materials and Labour (continued)

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.

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 located on top of the dryer that should be checked every time and cleaned every 4-5 times.

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.

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.



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 (in select homes):

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.

5.5 1-Year (12-month) Warranty - Materials and Labour (continued)

Roller Blinds (Window Coverings)

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.

Due to the new safety regulations, the protection guard is placed on the rolling mechanism. To use the rolling mechanism, slide the guide to the right and then move the mechanism up and down to roll the blinds up. To close the blinds, move the mechanism to the left, move the mechanism and the blinds will roll down.

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 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 damages 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 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 1-Year warranty.

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.

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 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.

5.5 1-Year (12-month) Warranty - Materials and Labour (continued)

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 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.



5.5 1-Year (12-month) Warranty - Materials and Labour (continued)

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 service requests with photos of these cracks using the Wesgroup Homeowner Care Portal during your first 12 months in your new home, and they will be reviewed 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 the homeowner's 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.

Hardwood Flooring – Laminate or Engineered

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 24°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.
- Do not use an overly wet mop or pour water/cleaner directly onto the laminate floor.
- Laminate floors must never be waxed or polished.
- Keep pet nails trimmed and their paws clean and free of dirt.
- 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 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.

5.5 1-Year (12-month) Warranty - Materials and Labour (continued)

Light Fixtures

All the lights in your home are long-lasting LEDs. The pot lights used in the bathroom and kitchen can have their bulbs replaced if they happen to burn out. Each cabinet comes with its own LED strip light and with its own extension cord. If an LED strip light burns out the whole strip must be replaced.

An option to add a dining light, which has been provided by a pre-wired location is available. 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 the 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 under cabinet LED strip lights fail within the first year, their replacement will be covered under the 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 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.



5.5 1-Year (12-month) Warranty - Materials and Labour (continued)

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 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

This is a regular 110V, grounded outlet with room for two plugs. Please note that the upper insert of duplex outlets with a blue dot are controlled by a wall switch with 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.

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 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.

Bathroom Fan Timer

In the bathroom(s), the bathroom fan operates continuously to mitigate potential damage due to condensation. There is an on/off switch. When the switch is off, the fan spins slower and when switched on, it speeds up.

Blank Switch Plate

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. Blank cover plates are also located in the bathrooms and some bedroom walls.

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.



Duplex Outlet



GFCI Outlet



Regular Switch

5.5 1-Year (12-month) Warranty - Materials and Labour (continued)

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 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.

5.5 1-Year (12-month) Warranty - Materials and Labour (continued)

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 the homeowner's responsibility and does not constitute a warrantable item.

Plumbing fixtures in the home are covered under the 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 1-Year Materials and Labour Warranty. Any tampering, modifications, or changes to the smoke detectors will void the applicable warranty.

Thermostats

The LG thermostat is responsible for communicating with your home's VRF and maintaining optimal ambient temperatures in the home. For further information on your LG thermostats, please refer to our Troubleshooting Guide or instruction manual.

The thermostat in your home is covered under the 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.

This wired remote controller for the HVAC system (VRF) offers features for managing temperature, scheduling, and energy monitoring. Please refer to the instruction manual provided with the thermostat.



Please note that your interior home temperature should stay between 17°C – 24°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 in the location it is mounted.

The thermostat in your home is covered under the 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.

5.5 1-Year (12-month) Warranty - Materials and Labour (continued)

Tiles

The porcelain tiles in your home 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 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's 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

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 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 5-Year Building Envelope Warranty period, please contact us for assistance.

5.6 2-Year (24-Month) Warranty - Mechanical, Plumbing and Electrical

Your 2-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 1-Year Materials and Labour Warranty. An easy way to distinguish between the two warranties is that the 1-Year warranty covers everything facing out of the wall or cabinet with which you directly interact, while the 2-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 2-Year Mechanical, Plumbing, and Electrical Warranty. It covers defects in materials or installations for pipes, drains, 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 VRF (Variable Refrigerant Flow) and your fridge will also shut off. Your VRF 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-drain 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 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 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.



5.6 2-Year (24-Month) Warranty - Mechanical, Plumbing and Electrical (continued)

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 or flex space/den 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. To activate TELUS QuickConnect and claim your ACE exclusive rate when ordering your home services, please refer [here](#) for full instructions.
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.
4. 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)



5.6 2-Year (24-Month) Warranty - Mechanical, Plumbing and Electrical (continued)

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 electrical switch 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.

The secondary lint trap is located above the dryer. 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 handle on the white door above your dryer. Then, wipe clean or vacuum the filter, and push the door back. For more information on this process, please refer to the Troubleshooting Guide on the Wesgroup Homeowner Care Portal.

Your booster fan is covered under the 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.



Secondary lint trap



Please keep the booster fan switch on at all times.

5.6 2-Year (24-Month) Warranty - Mechanical, Plumbing and Electrical (continued)

Heating and Cooling (VRF)

Your home is installed with a VRF (Variable Refrigerant Flow) system, an advanced HVAC technology that uses refrigerant to provide simultaneous heating and cooling to different zones. The VRF is behind the white aluminum panel on the ceiling of your home. Please do not block this panel as it is the air intake for the VRF.

Your home has one VRF containing two filters that will require changing periodically. Please ensure you check the size of the filters 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 VRF which can void your applicable warranty.

VRFs are intelligently engineered to strike the perfect balance between energy efficiency and optimal comfort in the home. The systems are designed to provide just the right amount of heating and cooling without excessive fluctuations.

On very hot or very cold days, it is recommended that you leave windows and doors tightly latched so that the VRF 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 VRF.

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 – 24°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 VRF is covered under the 2-Year Mechanical, Plumbing, and Electrical Warranty. Any tampering, modifications, or changes to the function or wiring of the VRF will void the applicable warranty.

Cleaning the ERV Filters

The Energy Recovery Ventilator (ERV) is applicable in every unit. Your ERV unit will be situated in the bathroom ceiling with access through the ceiling panel cover.

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 filters and clean as needed, in addition to changing the VRF 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.



Bathroom ceiling-mounted ERV access

Part of your maintenance duties for the ERV includes cleaning its core and washing the two filters every three months. For a how-to guide, please find the VRF & ERV Maintenance video [here](#).

Please note that we will be unable to assist you with this maintenance requirement 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 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 cleaning the filters as needed, will result in voiding the warranty.

5.7 5-Year Warranty - 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.

5.8 10-Year Warranty - 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.

6.0 Interior Paint Codes

The colours selected for your home are listed below.

Area	Brand	Product Description	Colour Code				
Interior Walls	Sherwin Williams	QUALI-KOTE, Interior Latex, Low Sheen Extra White	SP1 OC-65 Chantilly Lace				
Trims, Doors & Bathroom Ceiling	Sherwin Williams	Solo, Interior Acrylic, Satin Extra White	SP-3 CC30 Oxford White				
			CCE*Colorant	OZ	32	64	128
			N1-Raw Umber	-	2	1	-
			Y3-Deep Gold	-	2	1	-
Flat Ceilings Throughout	Sherwin Williams	ProMar 400 Zero, Interior Latex, Extra White	SP-3 CC30 Oxford White				
			CCE*Colorant	OZ	32	64	128
			Y3-Deep Gold	-	1	-	1

7.0 Appliance Warranty

Appliances are covered under a 1-Year warranty through the developer with Trail Appliances so it is recommended that you register your appliances with Trail to make the most use of your appliance warranty.

Product Protection Plan

Should you wish to purchase an extended Product Protection Plan, please contact:

Simon Adshead
sadshead@trailappliances.com

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. Check the sticker on your appliance that shows its model and serial number prior to contacting Trail Appliances.



8.0 Emergency Contacts

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

Emergency	
Ambulance	9-1-1
Police	9-1-1
Fire Department	9-1-1
BC Hydro Power Outrages & Electrical	1.888.224.9376
Fortis BC Natural Gas	1.800.663.9911
Poison Control	1.800.567.8911
Drug & Alcohol Support	1.800.663.1441 (24 hours)
Crisis Intervention & Suicide Prevention	1.800.SUICIDE (1.800.784.2433)
Kids Help Phone	1.800.668.6868
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	8.11 (7.11 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.	1.866.267.1177

9.0 Strata Agent & Building Manager

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

