

# Andrin Homes Care Guide & Warranty Manual



*City Centre*<sup>TM</sup>  
CONDOMINIUMS



## Welcome To City Centre Condominiums

Your new home includes a comprehensive New Home Warranty, the details of which are outlined in this Home Care Guide and Warranty Manual. This information is designed to acquaint you with the operational items and surfaces of your home and allow you to care for your new home and protect your investment.

This Manual also includes an overview of Tarion's warranty provisions and outlines the roles of Customer Care and Property Management with respect to the various warranties provided.

We trust you will enjoy living at City Centre Condominiums and that this Manual gives you peace of mind knowing the answers to your questions are right at your fingertips.

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## CONTACT LIST

### **ANDRIN Homes**

#### **Head Office**

Andrin City Centre One Limited  
26 Lesmill Road, Unit 3, Toronto, ON M3B 2T5

#### **Customer Care**

416.733.3128, ext. 3326  
[customercare@andrinhomes.com](mailto:customercare@andrinhomes.com)

### **FirstService Residential**

#### **Head Office**

89 Skyway Avenue, Suite 200, Toronto, ON M9W 6R4  
Fax – 416.293.5904  
24/7 Resident Care Line – 1.855.244.8854  
Website – [www.fsresidential.com](http://www.fsresidential.com)

### **City Centre Condominiums Condominium**

#### **Concierge & Board of Directors**

There is a concierge service in the building, 24 hours a day, 7 days a week (night service via virtual concierge).

The Concierge can be reached at [519] 743-5840 or via email at [CityCentreConcierge@gmail.com](mailto:CityCentreConcierge@gmail.com).

Elevator bookings are scheduled through [citycentrebookings85@gmail.com](mailto:citycentrebookings85@gmail.com)

To contact the Board of Directors, please send all communication via the Property Manager.

#### **Mailing Address**

#### **Condominium Building**

85 Duke St, W,  
Suite# \_\_\_\_\_  
Kitchener, ON  
N2H 0B7

## **Emergencies, Utilities, Transit & Other**

### **Ambulance, Fire & Police**

911

### **Ontario Poison Centre**

Tel: 416.813.5900

Website: [www.ontariopoisoncentre.com](http://www.ontariopoisoncentre.com)

### **Kitchener Wilmot Hydro**

Tel: 519.745.4771

Website: [www.kwhydro.ca](http://www.kwhydro.ca)

### **Enbridge Gas**

Tel: 1.877.362.7434

Website: [www.enbridgegas.com](http://www.enbridgegas.com)

### **Bell Canada**

Tel: 416.310.2355

Website: [www.bell.ca](http://www.bell.ca)

### **Rogers**

Tel: 1.888.764.3771

Website: [www.rogers.com](http://www.rogers.com)

### **Grand River Transit**

Tel: 519.585.7555

Website: [www.grt.ca](http://www.grt.ca)

### **Metrolinx**

Tel: 416.874.5900

Website: [www.metrolinx.com](http://www.metrolinx.com)

### **GO Transit**

Tel: 416.869.3200

Website: [www.gotransit.com](http://www.gotransit.com)

### **Canada Post**

Website: [www.canadapost.ca](http://www.canadapost.ca)

## ROLES & RESPONSIBILITIES

To better understand how our team works to serve you, we have included a brief summary of the team members and their roles and responsibilities.

### ANDRIN Homes

#### The Declarant

The Declarant is the person or entity that creates the original Declaration that governs the Condominium Corporation. For City Centre Condominiums, the Declarant is Andrin City Centre One Limited, the Developer of the project. The Declarant is comprised of ANDRIN and the Brown Group of Companies.

#### Customer Service

ANDRIN's Customer Service Team is responsible to liaise with the construction team to monitor the progress of your suite's completion, communicate with you regarding the Interim and Final Closing processes, schedule the Pre-Delivery Inspection (PDI), confirm when your keys are ready for pick up and administrate ANDRIN's New Home Warranty for in-suite items per the terms of the Tarion Warranty Corporation's requirements after closing.

#### Warranty Team

As our Construction Management Team and Contractors will be focused on completing the construction of the remaining suites in the building, together with the common areas and building exterior, we have a separate team dedicated to completing warrantable service items.

ANDRIN's Warranty Team is the "behind the scenes" team responsible for the completion of any in-suite deficiencies noted on the PDI, 30 day and Year End Service Requests confirmed as warrantable per the terms of the Warranty as detailed in this Manual. In accordance with the provisions of the Agreement of Purchase and Sale, members of ANDRIN's Warranty Team may enter your unit to complete requested warrantable work and escort tradesmen to complete deficiencies as noted on your PDI, 30 day and Year End Service Requests.

If you prefer to be present during the completion of warrantable repairs, please complete a Service Appointment Agreement to confirm your preference for service by way of scheduled appointment only. Please note that service is provided Monday through Friday during regular business hours. ANDRIN will use its best efforts to schedule as many appointments for the same day. In the case of multiple repairs, we cannot guarantee that this will be the case.

All concerns regarding the maintenance and repair of the common elements (areas outside your suite) should be reported to the Property Manager.

### Property Management

The role of Property Management is to deal with the day-to-day operations and condominium related concerns of the residents. Property Management is accountable to, and takes direction from the Condominium Corporation's Board of Directors and is directly responsible for the maintenance, appearance and upkeep of all the common elements.

For more detailed information on management services, moving and deliveries, visitors and parking, building access, mail boxes, garbage and recycling etc., please consult the Welcome Package provided by Property Management.

### Concierge

A uniformed Concierge will work from the concierge desk located by the front entrance. The Concierge staff will be on duty 24 hours a day, 7 days a week (night service provided by Virtual Concierge).

If you have a concern regarding the common elements and the Property Manager is not on site, please advise the Concierge so it can be brought to the attention of the Property Manager. The Concierge should be immediately notified of any accidents or emergencies within the common elements.

Please do not report suite deficiencies to the Concierge. These must be forwarded in writing by the unit owner to ANDRIN's Customer Service Team.

### **The Condominium Corporation Board of Directors**

The Board of Directors is responsible for looking after the affairs of the Corporation and enforcing the governing documents of the Corporation – the Declaration, By-laws and Rules - along with the Condominium Act. You received a draft copy of these documents at the time of Purchase. A final copy will be provided following the registration of the condominium.

On registration of the condominium, ANDRIN CITY CENTRE ONE LIMITED will form a Declarant Board. This Board will be replaced by a Board of Directors elected by the unit owners at the Turnover Meeting and then annually thereafter based on terms of each position for various terms. The Board will consist of three members.



## INTERIM OCCUPANCY

### Commonly Asked Questions

#### What is interim occupancy?

Interim occupancy begins from the date that the Purchaser is entitled to receive the keys. The interim closing period ends once the requirements of registration are satisfied and a deed or transfer of ownership of the unit is delivered to the purchaser.

#### What is an occupancy fee and how is it calculated during interim occupancy?

The interim occupancy fee is a payment made by the Purchaser to the Declarant during the interim closing period; that is from the date of interim occupancy until final closing, at which time the full amount of the purchase price is paid and title is transferred. The occupancy fee is based upon the total of the following amounts:

- Interest: interest on the unpaid balance of the purchase price (irrespective of whether or not you will ultimately be paying cash on the final closing). The interest rate used is the equivalent of the 1 year posted rate on the first of the month in which you take occupancy;
- Taxes: an amount reasonably estimated by the Vendor for municipal taxes on a monthly basis attributable by the Vendor to the Real Property; and
- Maintenance Fees: the projected monthly Common Element expenses for maintenance and utilities as described in the Budget portion of your Documents (suite, locker and parking unit/s).

#### How long can I expect to pay the interim occupancy fee and how soon after taking occupancy will registration take place?

Registration usually takes place within six to nine months of the condominium units being occupied.

#### Does the building have to be fully occupied before registration can occur?

No, however construction of the building has to be substantially complete.

#### May I lease my unit, parking stall or locker during interim occupancy?

Owners may only lease their unit, parking stall and/or locker after they have taken "title" to their unit(s). This is after the project registers as a condominium corporation, and you have done your final closing. Please note that leasing a parking stall or locker to anyone who does not own a residential unit in the condominium is prohibited.

#### What are the Common Elements?

Common elements consist of various components, which are jointly shared and owned by all of the unit owners who purchased in the condominium project. Typical common elements include: mechanical, electrical and plumbing distribution systems; elevators, corridors and stairwells; roof assembly; building exterior and landscaping; ramp to the underground garage and drive aisles; balconies and terraces; and the building amenities.

A number of the common elements may not be available during a portion of the interim occupancy however they will be completed as quickly as possible following the majority of the suite occupancies. The Property Management will keep you informed as to the availability of the amenities as they are completed.

## ANDRIN CUSTOMER CARE PROCEDURES

General enquiries regarding the scheduling of service work, confirmation of appointments or questions regarding ANDRIN's warranty coverage can be directed to Andrin at 416-733-3128, ext. 3326 or via email at [customercare@andrinhomes.com](mailto:customercare@andrinhomes.com). Specific requests for service must be reported in writing per the timeframes as mandated by TARION and set out below.

You may also wish to register with [www.MyHome.Tarion.com](http://www.MyHome.Tarion.com). You will need to provide your home's enrolment number and occupancy date (which is the warranty start date). This information is on Tarion's Certificate of Completion and Possession (CCP), provided by ANDRIN at the conclusion of the PDI.

### PDI Deficiencies

The completion of deficiencies as noted on the Pre-Delivery Inspection will be done as soon as possible. Any PDI deficiencies which are outstanding by the end of the first month of occupancy should be included on the 30-Day Form. ANDRIN accepts warranty service requests in accordance with TARION. In your first year of possession you have two opportunities to file a statutory warranty claim.

#### 30-Day

To be submitted during the first 30 days of possession. It should list any unresolved warranty items from the Pre-Delivery Inspection and any new items that have come up since you obtained possession of your home. Please note that Tarion will only accept the first 30-Day Form that is submitted.

Deficiencies listed on your Pre-Delivery Inspection and/or 30 Day Form will be repaired in a timely fashion and as each service person completes his/her task they will leave you a hand-written notice acknowledging what was done and/or the purpose of the visit to your suite. Once all Pre-Delivery Inspection and 30-Day Form deficiencies have been completed, ANDRIN will send you confirmation of the completion of all deficiencies.

#### Year End

To be submitted during the last 30 days of the first year of possession. It should list any items that are still unresolved and any new items that have come up. Please note that Tarion will only accept the first Year-End Form that is submitted.

#### Second Year

In your second year of possession you may submit a Second-Year Form any time for items covered under the Two-Year or Major Structural Defect Warranty. More than one Second-Year Form may be submitted.

### Secondary Damage

Secondary damage is not covered under the provisions of the Tarion Warranty Corporation. Therefore it is important that you have insurance coverage during interim occupancy as well as after final closing. Generally, the insurance should cover contents, liability, and upgrades and improvements. Specific insurance requirements are contained within the Condominium Declaration and should be forwarded to your Insurance provider.

Subsequent damages resulting from a common area may be covered by the Condominium Corporation's Insurance coverage. The Property Manager will be able to assist you in determining which Insurance coverage would be appropriate to your specific circumstances.

Tarion has issued Construction Performance Guidelines to assist in determining whether or not an item is warrantable. The Construction Performance Guidelines can be found at:  
<http://www.tarion.com/Warranty-Protection/Pages/Construction-Performance-Guidelines.aspx>

## TARION's STATUTORY WARRANTY COVERAGE

When you take occupancy of your unit, your One, Two and Seven year warranties begin. Together, they provide coverage for a wide range of issues ensuring your unit is constructed in a workman-like manner and free from defects in materials. The warranties also protect against defects to the electrical, heating and plumbing systems owned by your unit, issues with water penetration, violations of the Ontario Building Code and major structural defects. The one, two and seven year warranties provide different levels of coverage.

### The One Year Warranty

Your home's statutory One Year warranty coverage begins on the date you take possession of the home and ends on the day before the first anniversary of this date. Your home's occupancy date will be specified in your Certificate of Completion and Possession and in some cases may not be the same as your Closing Date.

The one year warranty requires that the home be:

- Constructed in a workmanlike manner and free from defects in material.
- Fit for habitation.
- Constructed in accordance with the Ontario Building Code.
- Free of major structural defects.
- The statutory warranties remain in effect even if the home is sold.

Terms such as "workmanlike" and "free from defects in material" are not intended to mean perfection. Reasonable tolerances should be expected. Tarion's decisions about warranty coverage are based on industry accepted standards, many of which are gathered for ease of reference in the Construction Performance Guidelines at [www.Tarion.com/Warranty-Protection/Pages/Construction-Performance-Guidelines.aspx](http://www.Tarion.com/Warranty-Protection/Pages/Construction-Performance-Guidelines.aspx).

### The Two Year Warranty

Your home's statutory Two Year warranty coverage begins on the date you take possession of the home and ends on the day before the second anniversary of this date. The two year warranty covers:

- Water penetration through the basement or foundation walls.
- Defects in materials, including windows, doors and caulking, or defects in work that result in water penetration into the building envelope.
- Defects in work and materials in the electrical, plumbing and heating delivery and distribution systems.
- Defects in work or materials which result in the detachment, displacement or deterioration of exterior cladding (such as brickwork, aluminum or vinyl siding).
- Violations of the Ontario Building Code affecting health and safety (including, but not limited to, violations relating to fire safety and the structural adequacy of the home).
- Major structural defects.

### Warranty Exclusions

The following conditions and/or items are not covered by the statutory warranty:

#### General Provisions

- The statutory warranty applies to new homes built by a builder. If you as homeowner exercise significant control over construction (e.g., entering into contracts directly with subtrades) or contribute one or more essential elements (e.g., footings/foundation, framing, exterior cladding, building envelope, and heating, electrical and plumbing distribution systems), then the home itself may not qualify for the statutory warranty.

- Damage resulting from improper maintenance such as dampness or condensation caused by the homeowner's failure to maintain proper ventilation levels or improper operation of a humidifier, hot tub or other moisture-producing device.
- Alterations, deletions or additions made by the homeowner (such as changes to the direction of the grading or the slope of the ground away from the house).
- Defects in materials, design and work supplied or installed by the homeowner.
- Damage caused by the homeowner or visitors.

#### Normal Wear and Tear

- Normal wear and tear, such as scuffs and scratches to floor and wall surfaces caused by homeowners moving, decorating and/or day-to-day use of the home.
- Normal shrinkage of materials that dry out after construction (such as nail "pops" or minor concrete cracking).
- Settling soil around the house or along utility lines.

#### Third Party Damage

- Damage arising from municipal services and utilities.
- Damage from floods, "acts of God," wars, riots or vandalism.
- Damage from insects or rodents, unless it is the result of construction that does not meet the Ontario Building Code.

#### Secondary Damage

- Secondary damage caused by defects under warranty. While the defects themselves are covered, the personal or property damage they cause is not. However, your homeowner insurance may cover such secondary or consequential damage.
- Personal injury and loss of income associated with defects or repairs.

#### Supplementary Warranties/Agreements

- Warranties or agreements provided by your builder over and above the statutory warranty. Such matters are between you and your builder and are not enforced by Tarion.

## INDIVIDUAL OWNER MAINTENANCE RESPONSIBILITIES

Familiarizing yourself with the components of your home, inspecting them on regular basis and following good maintenance practices is the best way to protect your investment. In condominiums, it is also important that you understand what belongs to you, the Owner and what you are responsible to repair and maintain and what belongs to the condominium. Your Condominium Documents contain this information so it is always a good idea to keep a copy with your warranty information.

Generally, all in-suite maintenance is the Owner's responsibility. This includes all pipes, wires, ducts, and mechanical apparatus, heating and cooling that solely serves your suite. If you require maintenance work, please contact an experienced, licensed and insured contractor of your choice. The Property Manager can provide you with names and telephone numbers of trade people with whom they have had experience should you require references.

### Quick Reference Maintenance Schedule

Additional maintenance tips are located with the relevant Warranty Section of this Manual.

#### Weekly

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##### **Dryer Lint Traps**

Your home is equipped with a secondary lint trap, located in the ceiling of your laundry area. These lint traps should be cleaned out each time you finish doing laundry. Blockages can increase drying time and humidity levels within your home.

#### Monthly

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##### **Heat Pumps**

Visually inspect your unit at least once a month. Special attention should be paid to hose assemblies. Note any signs of hose deterioration or cracking and attend to any indication of minor leakage immediately.

#### Quarterly

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##### **Heat Pump Filters**

Inspect the condensate drain pan for algae growth and mineral build-up. Excessive algae or mineral deposits in the drain pan or drain line can result in condensate overflow and unpleasant mildew odors.

##### **Check your Windows**

Many people crank their awning windows open or closed too hard and they become "stripped," just like a bolt. Usually, the arm (the metal piece that holds the window to the handle and looks like scissors) will come loose as a result. If you over crank your window, you will be able to open your windows but you won't be able to close them again.

#### Annually

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##### **Heat Pumps**

- Inspect air-to-refrigerant heat exchanger surface at least once a year. A dirty or partially clogged coil can significantly reduce operating capacity, and can result in serious equipment problems. If the coils appear dirty, they can be cleaned using mild detergent or a commercial coil-cleaning agent.
- Check fan motor and blower assembly. All units employ permanently lubricated fan motors. DO NOT OIL FAN MOTORS. Vacuum any accumulation of dirt from motor ventilation slots and the blower.
- Check the contactors and relays within the control panel annually. Inspect for any visible signs of overheated contacts or temperature damage to wiring. Check terminals for tightness.
- Conduct an amperage check annually on the compressor and fan motor.

## Spring

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### **Clean Balcony Tracks**

Along the edge of your balcony, there is a finishing strip of metal that should be checked each spring. Cleaning out any debris that may have become lodged between your balcony door and the metal threshold will prevent water from entering your suite and ensure it drains away from your home.

### **Heat Pumps**

The filter in the unit should be changed every six months, each spring and fall. This maintenance is up to the Owner/Resident. Periodically, the Board of Directors for a building may post a notice informing all residents that a Professional will be in the building on a certain date if you do not wish to handle this maintenance yourself.

### **ERV**

The filter in the unit should be cleaned every six months, each spring and fall.

## Summer

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### **Popup Drains**

At least twice each year, the popup drain in your bathtub and/or sinks should be unscrewed and the buildup of hair be removed.

### **Energy Recovery Ventilator (ERV)**

ERV's form an integral part of the ventilation design. Without regular cleaning the filters and core can become clogged, limiting airflow throughout your home. The Core should be cleaned annually, and the filter every six months for optimal performance.

## Fall

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### **Heat Pumps**

The filter in the unit should be changed every six months, each spring and fall. This maintenance is up to the owner/resident. Periodically, the Board of Directors for a building will post a notice informing all residents that a Professional will be in the building on a certain date if you do not wish to handle this maintenance yourself.

### **ERV**

The filter in the unit should be cleaned every six months, each spring and fall.

## Winter

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### **Popup Drains**

At least twice each year, the popup drain in your bathtub and/or sinks should be unscrewed and the buildup of hair be removed.

### **Energy Recovery Ventilator (ERV)**

ERV's form an integral part of the ventilation design. Without regular cleaning the filters and core can become clogged, limiting airflow throughout your home. The Core should be cleaned annually, and the filter every six months for optimal performance.

## **Controlling Indoor Air Quality**

Today's homes can be so tightly sealed to prevent air leakage, decrease drafts and conserve energy that ventilation to the exterior can be reduced resulting in higher humidity levels and condensation. A significant part of the maintenance of your new home is ensuring that you maintain appropriate moisture levels within your home. It is also important to understand the effects of too much and too little humidity. Extremes can cause potential damage to finishes, furniture and even artwork.

Considerable amounts of moisture are produced as a result of normal household activities such as

cooking and bathing. With less cold, dry air flowing through the suite from the outside, this moisture tends to build up indoors and raise humidity levels. Because of this, it is possible that a new home can be severely damaged by lack of ventilation or by excess moisture.

### **Avoiding Moisture Damage**

Bathroom fans, kitchen range hoods and packaged ventilators such as energy recovery ventilators are specifically installed in your home to help you control moisture and contaminants. Regular use of your home ventilation system will exhaust excess airborne moisture caused by bathing, showering, doing laundry and cooking. It is important to remember that moisture damage caused by improper or inadequate use of your ventilation system is not covered by your new home warranty.

### **Tips to Control Moisture**

- In the winter, keep the relative humidity in your home in the range of 30-45%. Lower humidity levels may affect your health and cause things made of wood to shrink. Excess humidity can cause condensation on windows and damage the surrounding wall. When using a humidifier, follow the manufacturer's instructions.
- Repair leaky pipes and fixtures immediately. Clean and completely dry any areas that are dampened or wet within 48 hours.
- Store organic materials such as newspapers and clothes away from cool, damp areas. Keep storage areas tidy so that air circulates freely.
- The next time you're at the hardware store, pick up a hygrometer. This inexpensive tool measures the humidity level of your home, helping you keep your interior climate at optimal humidity levels.
- If you have a large collection of plants, consider the amount of moisture they will add to your indoor air and ventilate accordingly.
- Never vent your clothes dryer inside your home.
- Investigate and identify any musty smells and odours. They are often an indicator that there is a hidden moisture problem.

### **Tips for increasing the ventilation in your home:**

- Use your kitchen and bathroom exhaust fans regularly.
- Clean your dryer and laundry lint traps regularly.
- Leave the fan setting on the thermostat in the "ON" position the air circulation throughout the home.
- Avoid hanging wet clothes inside the home.
- Keep drapes or blinds open as much as possible so the air can circulate freely over the windows.
- If necessary, open your windows to reduce localized condensation.



## MANUFACTURER's WARRANTIES

### Appliances

WARRANTY - APPLIANCES ARE COVERED BY A LIMITED ONE-YEAR WARRANTY PROVIDED DIRECTLY BY THE MANUFACTURER.

Enclosed within each appliance is a warranty package providing you with instructions on operating, care and maintenance for your appliances. Also enclosed in the package is the warranty registration that should be sent to the manufacturer to initiate the warranty coverage. We recommend that you read the instructions carefully so that you may take full advantage of their capabilities and avoid doing yourself or the appliance harm. All appliances are the Owner's responsibility.

The contact information for warranty service can be found in the owner's manual for the appliance. Please ensure that you have the brand name of the appliance, model and serial number ready when you call.

As the appliances are equipped with a manufacturer's warranty, ANDRIN's Customer Service Team is not able to assist you in arranging for warranty service for your appliances and our staff is not available to provide access to your suite in your absence for any repair work.

With the exception of the refrigerator, it is recommended that you do not leave your unit unattended while appliances are operational in the unlikely event the appliance may cause a fire or water overflow. The following tips are included for your information only.

### Laundry

The water shut off valve is located in the laundry closet and should be turned off after each use to prevent leakage, flooding or other water damage. Push the lever to the "on" position before using the washing machine. To shut the water off, push the lever to the "off" position. In cases where the suite will remain vacant for extended periods of time, turn the valve on and off at least three times annually to avoid seizing of the valve.



It is recommended that you periodically inspect the washer hoses for signs of wear and tear and possible loose connections. Hoses that break can cause substantial damage not only to your suite, but also to suites below. Replacement hoses require 250 PSI working pressure and 1,000 PSI burst pressure. Do not overload the washer. Make sure to distribute the items evenly in the washer to avoid excessive vibration. Water lines should be turned off/on as required to minimize damages in case of a hose leak.

The dryer lint screen should be cleaned after each use for optimal functionality. The area around the drum should also be checked for lint periodically. Also located on the ceiling directly above the dryer is a lint trap. The lint trap collects excess lint and should be cleaned frequently. To clean, pull down the lint trap, remove the lint and replace the trap.



Any damage to property, personal and secondary items due to the use of the appliances is the responsibility of the Owner or Tenant. When away from your suite for an extended period of time, you should turn OFF the shutoff valves to avoid possible flooding.





### **Dishwasher**

Only use detergent recommended specifically for dishwashers. Alternatives can cause leakage and excessive bubbles. In order to prolong the life of your dishwasher we urge you to ensure that any plastic items used in your dishwasher are dishwasher safe, and ensure that food is rinsed off tableware before placing it in the dishwasher. Failure to rinse dishes may result in food particles blocking the main drain and unnecessary repairs.

The shut off valve for the dishwasher is located below the kitchen sink on the copper water line feeding the dishwasher. The valve is in the open position when it is in line with the copper pipe and in the closed position when it is perpendicular to the copper pipe.

### **Microwave / Exhaust Fan**

Do not use metal, metal trimmed glass/pots or metal foil in the microwave. The microwave must never be used to dry garments or any fabric as a fire may result.

Use your exhaust fan whenever cooking and for approximately a half hour afterwards to avoid cooking odours from being released into the corridor, to lessen grease build-up on kitchen surfaces and to reduce humidity within your suite. The exhaust fan is also a great tool in filtering air to the exterior. For preventative maintenance, the filter and fan should be removed and cleaned every three to six months depending on your cooking habits.

### **Refrigerator**

Your refrigerator may have one or two controls that let you regulate the temperature in the freezer and refrigerator compartments. The refrigerator control is a thermostat, which measures the temperature and regulates the running time of the compressor.

### **Stove**

Allowing a build-up of spilled food on the surface or in the oven may damage the stove. Do not leave cooking unattended, use the oven for drying garments for heating your suite.

## YOUR NEW HOME WARRANTY

For ease of reference, the relevant warranty has been summarized for each component on a section by section basis below. For more detailed warranty information, please review TARION's Homeowner Information Package emailed to you with your PDI Appointment and included on the USB provided to you by ANDRIN at the time of Occupancy. Additionally, you can visit TARION's website at <http://www.tarion.com/Resources/CE-HIP/Pages/default.aspx>.

### Windows

**WARRANTY – WINDOWS ARE WARRANTED AGAINST DEFECTS IN MATERIAL, WORKMANSHIP AND WATER PENETRATION FOR TWO YEARS FROM THE DATE OF OCCUPANCY.**

Generally, the interior side of the frames and glass are the Owner's responsibility. This means that scratches or other damage on the suite side are your responsibility to repair. Glass surfaces can be cleaned using vinegar and water or a commercial glass cleaner. Window frames can be cleaned with warm water only.

### Caulking

While caulking can last for many years, temperature and time will eventually shrink and dry out the caulking, making the seal ineffective. Annually check the caulking around the interior of the windows for cracks and gaps and re-caulk as needed.

### Convection Currents

During the colder months, convection currents can be created on the interior side of windows due to the difference in temperature between a cold window and warm room. These currents are vertical air movements due to the warm air rising and the cooler air falling close to the window, mimicking a draft. This is normal and should not be confused with a leak of outside air into the suite.

Condensation that forms on the suite side of the window is due to high humidity in the home and colder outdoor temperatures. It is very important that you control the indoor humidity levels within your home as excessive condensation can lead to peeling paint, floor buckling, the deterioration of insulation and mold and mildew.

Condensation appearing between the panes of glass in the window may indicate a seal failure. Please notify Property Management immediately if this is the case.

### Screens

Once the safety catch has been released, adjust the clips so that they are in line with the frame of the screen and then pull the screen in. Screens can then be cleaned by removing them from the frame and using mild soap and water.

### Window Cleaning

The interior side of the windows is the homeowner's responsibility. The cleaning of the outside of the inaccessible windows is a common area responsibility of the Corporation and will be arranged by the Property Manager.

### Walls & Doors

**WARRANTY – Walls and doors are warranted against defects in material and workmanship for one year from the date of occupancy.**

### Interior Doors and Frames

As the components used in new construction go through the drying out process and settling occurs, interior doors may go out of alignment or not latch properly. This is also a typical response to changes in

temperature and humidity.

Shrinkage of trim and moldings is also typical during the drying out process and in response to humidity levels within your suite. Separations at joints and corners can be repaired with caulk or wood filler and touch up paint.

### **Drywall**

Minor drywall cracks and “nail pops” may also develop due to shrinkage from the drying out process and in response to the humidity level of your home. You can request the complimentary repair of these minor cracks and nail pops one time during the first year, however sanding and painting are the responsibility of the Owner.

### **Cabinetry**

**WARRANTY – CABINETRY, FINISH AND HARDWARE ARE WARRANTED AGAINST DEFECTS IN MATERIAL AND WORKMANSHIP FOR ONE YEAR FROM THE DATE OF OCCUPANCY.**

Both cabinet exteriors and interiors should be cleaned with a mild soap solution using a clean dampened cloth, and then wiped with a damp water cloth. After cleaning, surfaces should be immediately buffed dry with a clean cloth.

Cabinets should not be cleaned with abrasive cleansers or strong detergents. Do not use steel wool or other abrasive items for cleaning purposes. These will scratch the topcoat layers of the finishing materials used on cabinet surfaces. Do not allow water to contact cabinet surfaces for more than a few minutes. Make sure that steam from cooking pots is redirected away from cabinet door surfaces.

Periodically check hinge screws and tighten if required. This is considered Owner maintenance. A screwdriver can be used for the adjustment however make sure not to over tighten the screws as this can strip the wood.

Although shelves are treated with a water-resistant topcoat, water or other liquids allowed to sit on the surface for a prolonged period of time may cause staining and/or bubbling.

Joints between cabinets and the wall as well as the adjustments on doors and drawers may need to be resealed or adjusted over time as part of your regular maintenance.

### **Countertops**

**WARRANTY – COUNTERTOPS ARE WARRANTED AGAINST DEFECTS IN MATERIAL AND WORKMANSHIP FOR ONE YEAR FROM THE DATE OF OCCUPANCY.**

### **Granite**

Granite is an extremely durable material resistant to abrasions, heat, and water which makes it easy to clean and to use. As granite is a natural material, it will display natural variations, patterns and shades. This is a feature of stone and is not a deficiency. Fissures and pits may also be present in crystalline structures such as granite. These are part of the natural structure of stone and do not affect its durability. Seams are visible to the sight and touch although the degree will depend upon the granularity, colour and pattern of the stone.

We recommend that when you clean the granite top, do so with warm water. Most stains will wipe away if cleaned within a reasonable amount of time. Avoid using natural or manufactured oils and dyes. Stains left for an extended amount of time become much more difficult to clean.

Chemicals such as vinegar, abrasive soap etc. are not recommended to clean your stone top. These

chemicals will break down the sealer, leave streaks and/or scratch the surface of your countertop. The periodic re-application of a sealer is also recommended to help prevent stains.

### **Manufactured Marble Counters**

Integrated marble sinks/counters are a “man-made” molded product, generally consisting of a specified blend of cast polymer resins, catalysts, fillers, and pigments which are thoroughly mixed and placed into open molds. This process formulates a tough, durable, transparent surface resistant to in-service wear. The shape of the part and texture of the surface is determined by the mold, with color and pattern varying with every single application.

Integrated sinks should be cleaned with a soft sponge or cloth using an aerosol foam or spray cleaner. The silicone adhesive should also be cleaned to help prevent decay and separation of the water sealant. Mild abrasives, such as automobile polishing compound, Gel-gloss, or baking soda and water will remove simple scratches and stains. Never use a metal scrubber, scouring powder, or harsh chemicals on the cultured product. For example, nail polish remover can cause permanent damage to the gel coat, and can discolor the resin material itself. For added protection and increased shine, apply two coats of automotive paste wax each year. Prolonged direct surface contact with intense heat sources (e.g. personal appliances such as curling irons, etc.) can cause gel coat damage and should be avoided.

### **Natural Marble Counters**

Marble is a limestone that has crystallized naturally over time. Natural marble products have veining and fissures that may appear as cracks or chips however these are part of the natural characteristic of marble and are not a defect. Additionally, the natural veining in marble is variable and therefore will differ, sometimes significantly, from one piece to another. Marble is very sensitive to acids and alkalis and can be stained if spills or splashes are not wiped up immediately. Even standing water can stain marble if left long enough.

## Flooring

WARRANTY – LAMINATE AND ENGINEERED WOOD FLOORING, CERAMIC AND PORCELAIN TILE AND CARPET ARE WARRANTED AGAINST DEFECTS IN MATERIAL AND WORKMANSHIP FOR ONE YEAR FROM THE DATE OF OCCUPANCY.

### Laminate & Engineered Flooring

TORLYS Smart Floors are a beautiful addition to your home and have been created to ensure that looking after them is easy. All TORLYS Smart Floors are made with the Uniclic® joint technology and are easy to care for. The following steps will ensure that your TORLYS Smart Floor will look beautiful for years.

- Dust mop (with a non-treated, clean mop) or vacuum regularly to remove loose soil.
- Wipe up spills quickly with cloth or sponge.
- Clean as required with TORLYS Natural Glow Eco-Friendly Cleaning Kit.
- Only use TORLYS maintenance products. Never use wet mops, highly acidic or alkaline cleaners, non-recommended commercial cleaners or polishes, or a treated mop that has been used to clean other floors or furniture.
- Use floor-protector pads on furniture feet. Protect your floor from hard castors on moveable furniture.
- Use caution when wearing high heels and keep pets' nails trimmed.
- Use entry-way (non-skid, cotton) mats to capture tracked-in dirt and soil, and clean them regularly. Rubber or fiber-backed mats may stain or scratch floor finish.
- Your TORLYS Floor is a natural product. Use a humidifier or dehumidifier to regulate humidity (30% to 60%) and minimize expansion and contraction. This is required to preserve your floor.

### Ceramic & Porcelain Tile

Damp-mop your ceramic floor a minimum of once each week, more frequently for heavy traffic areas. Wait at least 72 hours after initial installation before mopping or cleaning to so new tile and grout can dry adequately. This will decrease wear and abrasion from grit and soil.

High-quality floor mats at entrances and exits are key to reducing tile wear. They collect and trap all the corrosive substances that can be tracked in from outdoors, including dirt, sand, grit, oil, asphalt, and even driveway sealer. Also, use mats in areas of constant pressure, such as in front of vanities, kitchen sinks and stoves.

Special cleaning may be needed for ceramic tile in bathrooms if there is a build-up of soap scum, a rough white coating, or mildew. Remove soap scum by sponging with a mixture of ½ cup packaged water softener and 1 cup hot water or use a solution of 1 –2 tablespoons tri sodium phosphate in 1 gallon hot water, then rinse.

Remove mildew by cleaning with a dilute solution of chlorine bleach in water, following label directions on bleach, then rinse. Alternatively, a mildew retardant household spray can also be used. The rough white coating is a build-up of mineral from hard water (like you get in a tea kettle). Dissolve it with a commercial tile cleaner and wipe off.

Occasionally, a dark varnish-like stain may build up in a tile shower that has not been cleaned regularly. It is a build-up of body oils and soap scum and very hard to remove. Cover the spot with full-strength liquid laundry detergent and let stand for a couple of hours, and then sponge with water. If it still doesn't come off, leave detergent on longer and scrub with a brush.

## Electrical

WARRANTY – ELECTRICAL FIXTURES ARE WARRANTED AGAINST DEFECTS IN MATERIAL AND WORKMANSHIP FOR ONE YEAR FROM THE DATE OF OCCUPANCY. ELECTRICAL SUPPLY AND DISTRIBUTION IS WARRANTED AGAINST DEFECTS IN MATERIAL AND WORKMANSHIP FOR TWO YEARS FROM THE DATE OF OCCUPANCY.

### Breaker Panel



There is an independent breaker panel inside each suite. The panel provides power to your suite and is made up of several breakers.

Each breaker provides power to a specific part of the suite or a particular item in the suite (i.e. one breaker will provide power for all the outlets and switches in a room, or one breaker will provide power for the stove etc. – all breakers will be clearly identified.)

If you overload one of the outlets, the breaker will “trip”. However, unlike a fuse, you do not have to replace a breaker. If it “trips”, just follow this simple procedure to restore power:

Unplug everything that was plugged into the outlets serviced by that breaker. Locate the breaker that has tripped on the breaker panel. You’ll see that the breakers are a series of switches with “ON” and “OFF” positions. The tripped breaker will be set in the middle position between ON and OFF. First turn the breaker to the OFF position and then turn it back ON. This will reset it and power should be restored to the outlets).

### Ground Fault Circuit Interrupter (G.F.C.I.)

The Electrical Safety code require G.F.C.I. outlets be installed in all residential bathrooms in new homes. In suites with more than one bathroom, one bathroom will have the G.F.C.I. and will be wired to protect all bathrooms. The G.F.C.I. is designed to protect against accidental electrical shock. In the event of an electrical shortage, the G.F.C.I. will stop flow of electrical current through the circuit within fractions of a second to prevent further injury. You should test the G.F.C.I. regularly to ensure that it is working properly.

### Preparation

- Make sure power is available as the circuit breaker must be ON in order to conduct the test. The RESET button should always be pushed in.
- Testing – To test the function of the RESET button, push the TEST button and immediately the RESET button should pop up. If the RESET button does not pop up, do not use the outlet and call an electrician to investigate further.
- To restore power after a test – Push RESET button firmly into device until an audible click is heard.
- NOTE: If the G.F.C.I. trips when an appliance is used, the appliance may be defective and should be repaired or replaced.

### Switched Outlet

It is common today not to have fixed ceiling outlets in living rooms or dens. Accordingly, your living room and den will have a switched outlet that controls one of the duplex outlets in each room. Simply plug your table lamp into the switched portion of the outlet, turn the lamp to the “ON” position and leave it on. The switch will now control turning the lamp on and off. The other outlet of this duplex outlet will operate as a normal outlet.

### Smoke and Carbon Monoxide Detectors

Your suite contains a combination smoke and carbon monoxide detector which is hard wired into your suite’s electrical system and therefore does not require batteries. A visual LED (green) power-on indicator confirms the unit is receiving AC power. There is a red LED to indicate when in smoke alarm and another red LED to indicate when in CO alarm. There is also a test/silence button to check all alarm functions and to silence any nuisance alarms.

## **Plumbing**

WARRANTY - THE PLUMBING FIXTURES IN YOUR HOME; FAUCETS, SINKS, TOILETS AND TUBS ARE WARRANTED AGAINST DEFECTS IN MATERIAL AND WORKMANSHIP FOR ONE YEAR FROM THE DATE OF OCCUPANCY. WATER PIPES AND DRAINS ARE WARRANTED AGAINST DEFECTS IN MATERIAL AND WORKMANSHIP FOR TWO YEARS FROM THE DATE OF OCCUPANCY.

## **Showers**

To avoid water damage to suites below, do not shower without ensuring the shower curtain or door is tightly closed at all shower edges. Ensure that any water that escapes to the floor is wiped up promptly. Ensure the bathroom fan is turned on whenever showering. Bathrooms and the kitchen do not share the same exhaust fan.

By turning on your exhaust fan, the humid and moist air will be filtered to the exterior and will eliminate the buildup of mildew. We suggest the bathroom door be kept closed while showering as the moist air may interfere with the operation of the smoke detector.

Should you ever see any cracking, water dripping or sagging of ceilings or walls in the bathroom area, report the problem immediately to Management staff. We suggest as a preventative measure that the caulking be periodically removed and replaced and the tiles be inspected for lack of grout. This will help prevent possible leakage into the suite below.

## **Stainless Steel Kitchen Sinks**

- Clean stainless steel at least once a week.
- Always apply stainless steel cleaner/polish with a nonabrasive cloth or sponge, working with, not across, the grain.
- Do not use steel wool, wire brushes or abrasive sponge pads.
- Cleaners containing chloride are not recommended. If used, rinse the surface immediately to prevent corrosion.
- Most stainless steel products will scratch from everyday use. However, these scratches will blend over time to create a unique finish.
- Allowing water to evaporate on metal will form water deposits. To avoid this, it is important to use a dabbing action to dry metal, not an abrasive or rubbing action. Cleaning with a damp sponge and buff drying should keep your product looking beautiful.

## **Integrated Marble Bathroom Sinks/Counters**

Integrated marble sinks are a “man-made” molded product, generally consisting of a specified blend of cast polymer resins, catalysts, fillers, and pigments which are thoroughly mixed and placed into open molds. This process formulates a tough, durable, transparent surface resistant to in-service wear. The shape of the part and texture of the surface is determined by the mold, with color and pattern varying with every single application.

Integrated sinks should be cleaned with a soft sponge or cloth using an aerosol foam or spray cleaner. The silicone adhesive should also be cleaned to help prevent decay and separation of the water sealant. Mild abrasives, such as automobile polishing compound, Gel-gloss, or baking soda and water will remove simple scratches and stains. Never use a metal scrubber, scouring powder, or harsh chemicals on the cultured product. For example, nail polish remover can cause permanent damage to the gel coat, and can discolor the resin material itself. For added protection and increased shine, apply two coats of automotive paste wax each year. Prolonged direct surface contact with intense heat sources (e.g. personal appliances such as curling irons, etc.) can cause gel coat damage and should be avoided.



### **Vitreous China Bathroom Sinks**

Use a mild cleaner to maintain the glossy finish. If you have hard water, clean the surface more often to maintain the glossy finish. Do not use abrasive cleaners or solvents.

### **Bathtubs**

Rubber bath mats must be removed after every use to avoid damage to the surface of the bath. Do not apply adhesive backed slip-resistant decals as they may damage the surface of the bath.

### **Acrylic Bathtubs**

The acrylic sheet, which forms the surface of your bathtub, provides one of the most durable surfaces found in modern bathrooms. Keep it bright and smooth with mild liquid household detergent, soap and water, or foaming cleansers. NEVER USE aromatic solvents, abrasive cleaners, scouring compounds or pads, strong liquid cleansers, or other material that could damage or dull the surface of the bath.

The manufacturer recommends the use of Mirogloss Acrylic and Fiberglass Polish before use and then periodically to preserve the appearance of your bath. Mirogloss is available from your Mirolin dealer.

**Restoring Surface Gloss** - Restore surface gloss by applying a very fine rubbing compound and polishing the surface by hand or with a power buffer. Finish with an application of Mirogloss or a good quality automotive wax.

**Minor Surface Repairs** - Remove minor scratches and scuffs as follows. First, wet sand the area with 600 grit wet sandpaper until the surface is smooth, and then restore the gloss as described under Restoring Surface Gloss.

### **Whirlpool Tubs**

It is important to thoroughly read all instructions before activating your whirlpool tub. Failure to follow the appropriate safety and maintenance procedures can result in the malfunction of the tub causing serious bodily injury and/or property damage.

Never operate electrical appliances inside or within five feet of the bath. Always shut off electrical power to whirlpool pump before servicing.

### **Cleaning Whirlpools**

- Whirlpool bath systems should be cleaned at least twice a month.
- Adjust the jets so there is no air induction.
- Fill the tub with hot water to a level above the highest jets. (Caution: Don't start the whirlpool without making sure there is water above the highest jets. Running a whirlpool without water will damage the pump seals causing the pump to fail or leak.)
- Add to the water two teaspoons of low-foaming dishwasher detergent such as Calgonite or Cascade, and four ounces of household bleach, such as Clorox.
- Run the unit for 10 – 15 minutes, and then drain the tub.
- Next, fill the tub with cold water to 2-3" above the highest jets, run the unit another 5-10 minutes, then drain.
- Wipe dry with a soft cloth.
- Do not use oil-based additives in your whirlpool. It is not recommended to use bath oils, bath salts or bubble bath as they may accumulate inside the system and cause blockages which may lead to failure in the working motor and parts.
- Should any part of the circulating system require servicing, access can be gained via the apron.



### **Water Shut Off Valve Locations**

The main water shut off valve for the suite as a whole is located behind a panel inside the vanity in the bathroom.

The shut off valve for the vanity sink is located inside the cabinet, below the sink.

The shut off valve for the toilet is located under the toilet tank.

As noted in the Appliance section, the water shut off valve for the washing machine is located in the laundry closet.

The shut off valve (one for the cold water and one for the hot water) for the kitchen sink is located inside the cabinet, below the sink.



As noted in the Appliance section, the shut off valve for the dishwasher is also located below the sink on the copper line feeding the dishwasher.

In case of a plumbing emergency, every member of the household should know the location of these valves.

You are responsible for any damage to the contents of your suite resulting from a water leak as secondary damage is not covered by the new home warranty. It is each homeowner's responsibility to obtain home insurance for their contents.

### **Clogged Drains**

Clogged drains are built up progressively and repairs are the responsibility of the Owner.

Preventative maintenance measures can go a long way in preventing serious drain blockage. For proper functioning, it is important to avoid pouring grease or coffee grounds down the drain and to use a plunger at the first sight of a slow drain.

It is also recommended that pouring boiling water down the drain once a week can prevent clogs. Drains can also be cleaned by pouring a solution of ½ cup of baking soda followed by ½ cup of vinegar down the drain. Follow with a thorough rinse with hot water.

Plunger drain stoppers in bathroom sinks should be cleaned frequently to avoid buildup. Strainers are recommended for floor drains in showers.

### **Water Leaks**

In order to avoid possible water damage to the floor below, spills should be mopped up immediately and leaks repaired promptly. Should your taps be leaking, we urge you to repair them immediately as wasted water will increase our utility consumption and cost extra money. Should you experience a toilet overflow or leak of any kind, or if you see water entering your suite, we ask that you contact the Property Manager or the Concierge to advise them in case the water is leaking into another suite.

### **Bathroom Fixture Care**

Your new bathroom and kitchen faucets are constructed with a chrome finish. This material has been selected to ensure years of trouble-free performance. The surface of the fixture, while extremely durable, does require proper care:

- Do not clean the fixture with abrasive type household cleaners, abrasive-scouring pads, acidic-based cleansers or any cleaning agent not recommended for the specific purpose of cleaning the fixture in question.
- Drain cleaners may damage the fixtures. If a drain cleaner must be used, rinse the surrounding surface with water immediately after use. Do not use drain cleaners in toilet bowls at any time.
- Personal cleansers and shampoos with high alkaline or acidic content may damage the surface of the fixture. Rinse the fixture immediately after use.
- Avoid sharp blows or dropping heavy objects on the fixture as they can damage the fixtures.

## Heating & Cooling System

WARRANTY – THE HEATING AND COOLING SYSTEM IS WARRANTED AGAINST DEFECTS IN MATERIAL AND WORKMANSHIP FOR DELIVERY AND DISTRIBUTION FOR TWO YEARS FROM THE DATE OF OCCUPANCY.

### Heat Pump Systems

The building is designed with a Heat Pump System, which has a number of benefits over other HVAC systems. Heat Pump units are smaller and take up less space in the suite than other systems. They are quieter in operation and more efficient in energy use. They allow total control over the heating or cooling of the individual suite. Certain maintenance procedures are required to keep your Heat Pump functioning properly.

The heat pump system requires a central boiler and cooler to “power” the system which is located in the Common Element areas of the building. There is a continuous loop of liquid (usually glycol) that circulates throughout the system. This loop connects all the individual heat pumps to the central boiler and cooling tower. When all units are calling for heat, heat is added to the system by the central boiler. When all units are calling for cooling, heat is extracted from the loop by the cooling tower.

**The central system is part of the Common Elements of the building and therefore the maintenance is covered by the condo fees.**

Each individual heat pump can either heat or cool and is controlled by a thermostat. When a unit is cooling, it is taking heat out of the air and putting it into the loop. When a unit is heating, it is taking heat out of the loop. On a sunny winter day for example, units on the south side of the building would be in cooling mode and the heat energy they are extracting is being transferred to units on the north side of the building. Thus, heating and cooling are accomplished without using the central boiler or cooling tower. This system is energy efficient and can make use of solar heat gain.

**The individual heat pumps are owned by the suite owners and their maintenance is your individual responsibility.**

### Heat Pump Inspection and Maintenance

Have a qualified professional do any work involving removal of the inlet grille. The exposure to live electrical and rotating parts is highly dangerous.

### Maintenance

The Heat Pump unit has been designed to be as low maintenance as possible. However, it is recommended that a regular maintenance check be performed.

- Visually inspect unit at least once a month. Special attention should be paid to hose assemblies. Note any signs of hose deterioration or cracking; please attend to any indication of minor leakage immediately.
- Filter maintenance must be performed to ensure proper operation of the equipment. Inspect filters at least every three months and replace when visible dirt build-up is evident. The filter in the unit should be changed every six months, each spring and fall. This maintenance is the responsibility of Owner/Resident. Sometimes the Board of Directors for a building will post a notice informing all residents that a Professional will be in the building on a certain date if you do not wish to handle this maintenance yourself.
- Inspect condensate drain pan for algae growth and mineral build-up every three months. Excessive algae or mineral deposits in the drain pan or drain line can result in condensate overflow and unpleasant mildew odors.
- Check fan motor and blower assembly annually. All units employ permanently lubricated fan motors. DO NOT OIL FAN MOTORS. Vacuum any accumulation of dirt from motor ventilation slots

and the blower wheel.

- Check the contactors and relays within the control panel annually. Inspect for any visible signs of overheated contacts or temperature damage to wiring. Check terminals for tightness.
- Conduct an amperage check annually on the compressor and fan motor.
- Inspect the air-to-refrigerant heat exchanger surface at least once a year. A dirty or partially clogged coil can significantly reduce operating capacity, and can result in serious equipment problems. If the coils appear dirty, clean them using mild detergent or a commercial coil-cleaning agent.

**Note: To avoid fouled machinery and extensive unit clean up, DO NOT operate units without filters in place.**

### Safety Control Reset

Your heat pump is furnished with a high pressure protection switch, a low-pressure control switch, low water temperature protection switch and condensate overflow switch to prevent compressor operation during abnormal conditions.

If either of these safety devices is activated, a lockout relay circuit is engaged which interrupts heating and cooling operation even though the control contacts may have automatically re-closed.

This microprocessor driven lockout circuit must be manually reset. Resetting is accomplished by moving the thermostat control (system) switch to the OFF position momentarily, then back to the HEAT, or COOL (or AUTO) position.

The lockout circuit may also be reset by opening and closing the unit mounted disconnect switch.

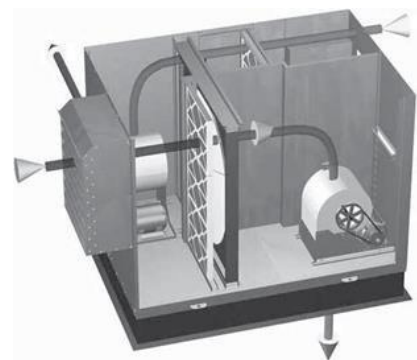
**Note: If the unit must be reset more than twice on consecutive operating cycles, check the unit for a dirty filter, abnormal entering water temperature, inadequate or excessive water flow, or refrigerant circuit malfunction. If the unit continues to cutout, contact a trained service technician.**

### Energy Recovery Ventilators (ERVs)

The ERV brings in fresh outdoor air and removes stale exhaust air. Prior to discharging the exhaust air, the energy recovery wheel efficiently transfers energy from the exhaust air to the outdoor air. Essentially, the unit pre-conditions the outdoor air for heating and cooling.

### Key Benefits

- Provides an energy efficient means to exhaust indoor air pollutants and improve indoor air quality.
- Maintain a continuous supply of fresh, filtered and tempered outdoor air throughout the home.
- Control excess humidity when outdoor humidity levels are lower.
- Recover heat from the exhaust air in winter and save energy.
- Cool incoming air in the summer when the home is air-conditioned.
- Since ERVs have the ability to transfer heat and moisture, in the summer they cool and reduce humidity from incoming fresh air to save cooling costs.



### Regular Maintenance

- Turn the unit off and disconnect the power supply.
- Unlatch the door and lift the door panel towards you, hold it firmly and slide it to the left.

- Clean the inside of the door and drain pan with a damp cloth to remove dirt and debris that may be present.
- Clean the filters: (twice a year). Remove the filters. Vacuum to remove most of the dust. Wash with a mixture of warm water and mild soap. Rinse thoroughly and shake filters to remove water and let dry.
- Check the exterior fresh air supply hood. Make sure there are no leaves, twigs, grass, ice or snow that could be drawn into the vent. Partial blocking of this air vent could cause the unit to malfunction.
- Reassemble the components, filters and door (The door is secured when you hear a click.)
- Reconnect the power and turn on the unit.

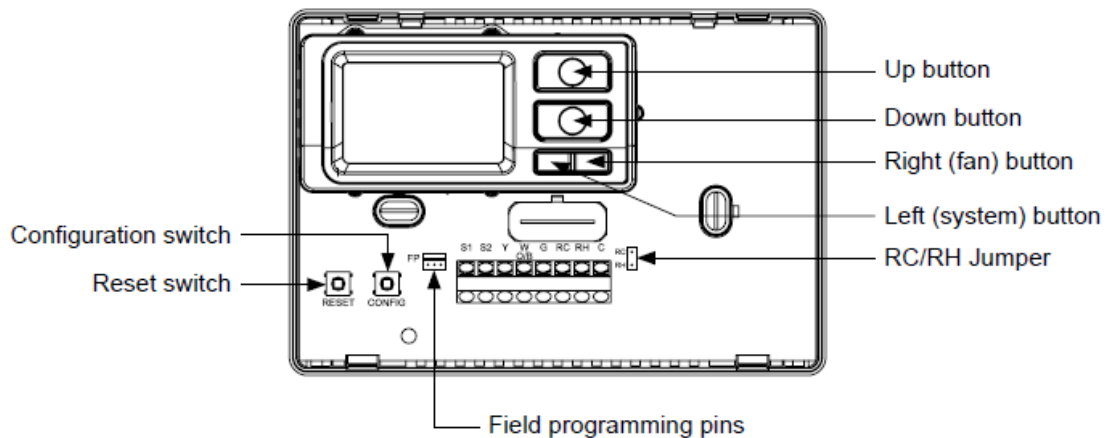
### Thermostats

Most people are unaware that they can damage their heat pump systems by improperly using their thermostats. The first rule of thermostat use is never adjust the temperature on the thermostat up or down, unless the systems switch on the thermostat is in the OFF position. To adjust your thermostat,

- Switch the system to the OFF position.
- Make the necessary temperature adjustment.
- Wait at least 2 minutes.
- Set the switch to the Heat or Cool or Auto position.

Failure to follow this procedure can short cycle the compressor. Short cycling can blow fuses, trip circuit breakers and if done often enough, can (and eventually will) destroy the compressor.

### Parts Diagram



### Icon Descriptions



## FIRE SAFETY

### Suites

**Please do not paint over the sprinkler head caps, combination smoke/carbon dioxide detectors and speakers as this may prevent the equipment from functioning properly.**



CAUTION: Tampering with the life and safety equipment in your suite or in any part of the building can endanger yourself and other residents of the building. Anyone found tampering with the life and safety equipment could be formally charged and/or fined. Additionally, the cost of any repairs due to tampering will be borne by the Owner.

In order to avoid hazards in the building, occupants are advised:

- Do not store propane, gasoline or any other combustible material in your locker/suite or on your balcony.
- Do not put burning materials, such as cigarettes and ashes into garbage chutes.
- Do not dispose of flammable liquids in the garbage chutes.
- Never force cartons, coat hangers, and bundles of paper into chute because it may become blocked.
- Avoid unsafe cooking practices, (deep fat frying, too much heat, unattended stoves, loosely hanging sleeves).
- Do not use unsafe electrical appliances, frayed extension cords, over-loaded outlets or lamp wire for permanent wiring.
- Avoid careless smoking, use ashtrays, and never smoke in bed.
- Not leave articles, such as shoes, rubbers, mats, etc., in the building halls.
- Disposal of hot items in the garbage may result in fire. Please ensure when depositing items in your garbage pail that they are properly cooled.

### IN THE EVENT OF A FIRE

#### IF YOU DISCOVER A FIRE

- Leave the fire area and take your keys.
- **DO NOT USE THE ELEVATOR**
- Close all doors behind you.
- Activate the fire alarm by using the pull stations.
- Telephone 911 and ask for the Fire Department. Never assume that this has been done. Know and give the correct address and location of the fire in the building.
- Use exit stairwells to leave the building immediately.

- Do not return until it is declared safe to do so by a fire official.

#### **IF YOU ARE IN A SUITE AND FIRE ALARM IS HEARD**

- Before opening door, feel the door and handle for heat. If not hot, brace yourself against door and open slightly.
- If you feel air pressure or hot draft, close the door quickly.
- If you find no fire or smoke in the corridor, take your suite keys, close the door behind you and leave by the nearest stairwell.
- If you encounter smoke in the corridor or stairwell, consider taking the corridor on other side of building, where the stairwell may be clear of smoke, or return to your suite.

#### **IF YOU CANNOT LEAVE YOUR SUITE BECAUSE OF FIRE OR HEAVY SMOKE, REMAIN IN YOUR UNIT:**

- Close the door.
- Unlock door for possible entry of fire fighters.
- Dial 911 and ask for the Fire Department. Tell them where you are, and then signal to Fire Fighters by waving a sheet out the window.
- Seal all cracks where smoke can get in by using wet towels or sheets.
- Crouch low to the floor if smoke enters the room.
- Move to the most protected room and partially open the window for air. Close the window if smoke comes in.
- Wait to be rescued. Remain calm.
- Listen for instruction or information, which may be given by authorized personnel over the loudspeaker.

#### **FIRE EXTINGUISHER, CONTROL AND CONFINEMENT**

In the event that a small fire cannot be extinguished with the use of a portable fire extinguisher or the smoke presents a hazard to the operator, then the door to the area should be closed to confine and contain the fire. Leave the fire area, ensure the Fire Department has been notified and wait for the Fire Department. Once the pull station has been activated the nature and location of the alarm is automatically indicated on a fire alarm/enunciator panel, located in the main entrance foyer.

To operate a Fire Extinguisher – remember the word “PASS”

- |          |   |   |
|----------|---|---|
| <b>P</b> | - | Pull the safety pin out;  |
| <b>A</b> | - | Aim the fire extinguisher nozzle at the base of the fire;           |
| <b>S</b> | - | Squeeze the trigger;  |
| <b>S</b> | - | Sweep back and forth at the base of the fire until the fire is out. |

#### **FIRE HOSE CABINETS AND EXTINGUISHERS**

Fire hose cabinets are strategically located on each floor and in the underground garage. Additional fire extinguishers may be found in the mechanical areas.

#### **ELEVATORS**

The elevators have a backup system in case of a power failure. The elevators will return to the ground floor automatically. There are telephones in the elevators that are connected to the fire control room in your building. If you require assistance the elevator phone is there for your assistance.

#### **EVACUATION PROCEDURES FOR HANDICAPPED PERSONS**

If you are handicapped please ensure that you fill in the Handicap Information Form available from Property Management and drop it off at the Management Office.

## Disclaimer

**PROJECT:** City Centre Condominiums  
**BUILDER:** Andrin City Centre One Limited  
**EFFECTIVE DATE:** November 12, 2015.  
**REVISION 1:** April 17, 2017.

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