

THE ANDRIN GUIDE TO

homecare

FOR CONDOMINIUMS



ANDRIN HOMECARE GUIDE

This Guide is designed to provide you with the information you need to care for your new home, even though Andrin Homes provides you with a comprehensive New Home Warranty regulated by Tarion.

Tarion's *Construction Performance Guidelines* form the basis of assessment in evaluating your Warranty Claims.

Our guide includes information we have gathered from the Tarion Warranty Corporation, our trade partners and manufacturers who have built and installed their products in your home.

We want you to properly care for your home so you can enjoy it for years to come.

WELCOME TO YOUR NEW ANDRIN HOME!

This is the culmination of an exciting journey that began with a dream. Now it's time to enjoy the experience. However it also comes with a responsibility. This useful guide is designed to help you understand your role in making your home and community safe and enjoyable for everyone.

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Introduction to Your New Home

Condominiums are becoming an increasingly popular choice for homeowners, both for their modern style as well as for carefree living. Your Andrin condominium has been designed and built to the highest quality standards and will be a source of pride and joy for your family for years to come. By following the simple directions in this guide, you can not only protect your investment, but also enjoy the most that your Andrin condominium has to offer.



YOUR CONDOMINIUM MANAGEMENT TEAM

Management

Wilson Blanchard Management manages your new home. The property management office is located on the first floor and the hours of operation are 9:00 am to 4:30 pm. Monday to Friday, on call for after hours emergencies.

The Concierge

The Concierge is part of the front desk team and responsible for granting access to residents and their guests.

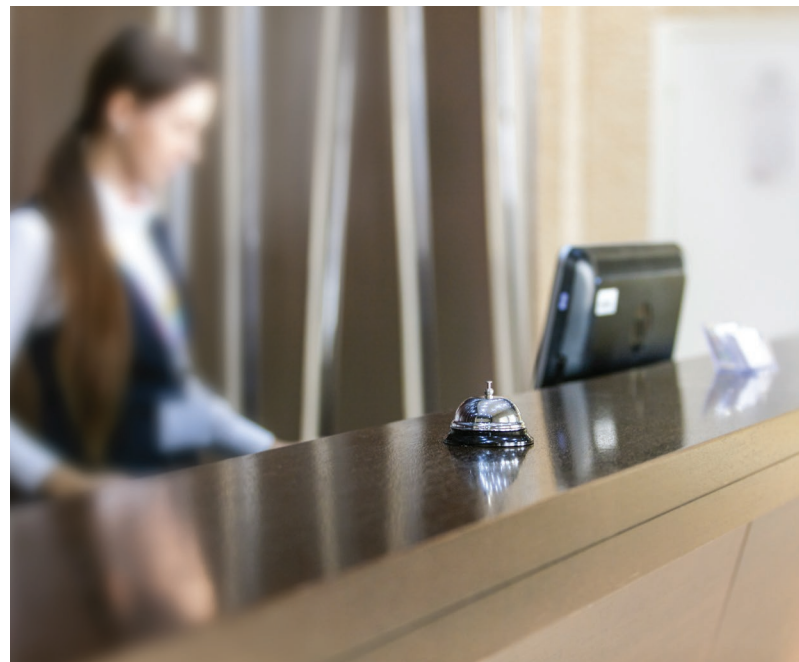
Customer Care

For all in-suite service requests, please contact Andrin Customer Care during the warranty period. After the warranty period, in-suite maintenance and repairs are the homeowner's responsibility. Please contact Andrin Customer Care if you have any questions or concerns.

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MOVES & DELIVERIES

Elevator Booking

Please contact Property Management well in advance of your move-in date to avoid any conflict and also minimize confusion, as there are generally several move-ins scheduled each day. When your moving company arrives, the Concierge will direct them to the loading dock area and the elevator will be made available for them.

MOVING HOURS

Monday to Saturday: 9 am to 4 pm

Sunday & Holidays: No move-in's allowed

Parcel Pick Up

Your Andrin condominium has assigned the ground floor parcel room as the place to receive and pick up parcels.



UTILITIES

Cable, Telephone & Internet

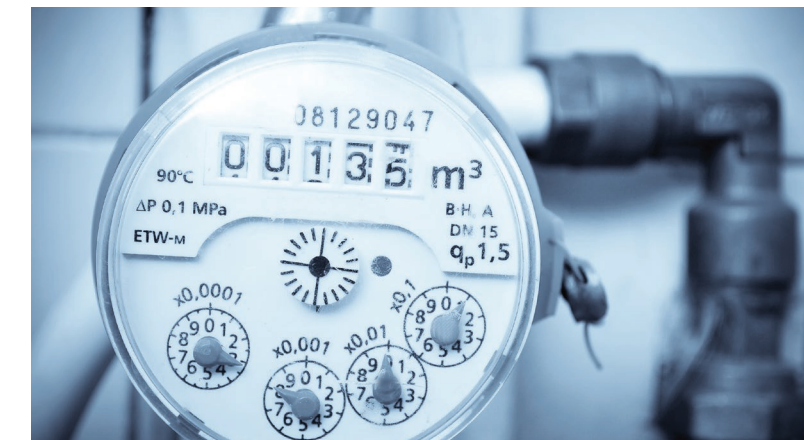
Your Andrin suite comes pre-wired for telecom services. However, it is your responsibility to set up accounts with service providers and arrange for hookups.

Hydro and Water

Hydro and water use in your suite are separately metered and will be billed to you by the metering company.

A typical suite will have 3 meters; an electrical meter (located within an electrical closet), a hot water meter and a cold water meter. You will receive a bill from Provident Energy Company that will have 3 different charges. The meters are read from an offsite electronic metering system and do not require access to your home. Access to your home will only be required if there is a problem with any of the meters and needs repairs.

1. **Electrical Meter** – This meter is located in the electrical closet in the common area corridor. This is a smart meter that time stamps the electricity so that the resident will be charged based on time of use rates. You will be charged for your actual hydro consumption.
2. **Hot and Cold Water Meters** – These are located within the suite behind the access door where the main water shut off valves are located. These meters read the amount of water that is consumed in the suite for the billing period. The charges for hot water will include the cost of the water plus the cost of the natural gas used to heat the water.



FIRE DETECTION SYSTEM (IN-SUITE)

Smoke Alarm & Sprinkler System

Each suite has a smoke alarm (larger suites may have 2 or more smoke alarms) located on the ceiling. The smoke alarm is activated by the presence of smoke such as burning toast etc. The alarm will only be heard within your suite and can be deactivated by clearing the air around the device.

Maintenance:

The in-suite smoke alarm must be checked regularly (once a month) to ensure the smoke alarm is working properly. Simply press the test button on the smoke alarm until it sounds. If it does not sound within a second or two, notify the property manager.

Speaker:

Your suite has a fire alarm speaker (larger suites may have 2 or more speakers) located on the ceiling, as required by the fire code. The building fire alarm will be heard in each suite through the speaker. When this alarm sounds, the Concierge or fire department will make an announcement stating the nature of the alarm. Please heed the announcement and follow the directions.

Sprinklers:

These are required by building code in all new highrise condominiums in Ontario, as part of the fire safety systems. They are activated when temperatures rise above a set level.

NOTE: It is prohibited for any resident to disconnect the fire alarm speakers or to tamper with the sprinkler system within your suite. Charges can be brought against offenders.



Bathroom Accessories and Fixtures

Your bathrooms include wall mounted mirrors, toilets, bathtubs, shower doors, sinks, faucets and showerheads and their fittings, which all require regular homeowner care. The Andrin Warranty on these features is 1 Year from your possession date on any material defects or workmanship; however, your care of these features is required to safeguard your warranty.



CARING FOR YOUR BATHROOM ACCESSORIES, FIXTURES AND WALL MIRRORS

Wall mirrors provide both an aesthetic and functional feature in your bathrooms. Care for your mirrors as follows:

- Simply and safely clean with fresh warm water and a paper towel or soft cloth.
- Frequent dusting of mirrors will help prior to using warm water to cleanse.
- Keep your mirrors dry especially after a hot shower / tub soak. Use your bathroom fans to help dry off exhaust moisture in your bathrooms.
- Do not use dirty or gritty cloths, emery cloths or scrapers, which can scratch the mirror's surface.
- Avoid using heavy-duty cleaning solutions that may contain abrasives and/or alkali. Also, stay away from cleaners that contain ammonia, chlorine bleach, or any strong chemicals.
- If you want to use a cleaner, do not spray or apply it directly to the mirror. Most cleaners will run down the glass and go through the seams and edges – damaging the mirror backing. Either spray the cleaning agent to a clean cloth or dilute it first with some water before applying it to the mirror's surface.

SHOWER GLASS DOORS & PANELS

Andrin installs both framed and frameless glass shower doors as an aesthetic and functional feature in your bathrooms. To maintain these doors, please follow these guidelines:

- Use a squeegee to swipe away water and residue from the door and then wipe it down with a dry cloth or microfiber cloth each time.
- Complete your routine with a quick spray of daily cleaner and keep doors open and run the fan to promote air circulation and remove moisture from the bathroom.
- If soap scum and hard-water stains accumulate, consider these tips:
- Ingredients in most varieties of bar soap promote the build-up of soap scum. Switching to a liquid body wash can reduce the amount of hazy film.

TOILETS, BATHTUBS, SINKS, FAUCETS AND SHOWERHEADS

These bathroom features and fixtures are all installed by Andrin primarily for their functionality. As toilets, tubs, sinks, faucets and showerheads come in many styles, colours, manufacturing material, we can only guide you on the general care guidelines for all the features and fixtures.

Each suite is equipped with water saving toilet(s), faucets and shower heads. When flushing these toilets it may be necessary to hold down the flush lever to ensure a complete flush.

TOILETS

While toilets do not require a significant amount of maintenance, some regular care and cleaning is needed to keep them in good working condition. Additionally, if you notice leaks, problems flushing, or other issues with your toilet, please contact Andrin Customer Care if this is observed within your **first year** of ownership.

Cleaning Products that Can Damage Your Toilet: Avoid using "drop in the tank" cleaners, as these can damage the rubber flaps and other mechanisms inside the tank.

Instead, keep your toilet clean by applying an in-bowl solution periodically. Use a porcelain-safe household cleaner to clean off the tank, seat, and handle to disinfect them and prevent stains.



HOW TO ADJUST A RUNNING TOILET

A running toilet occurs when the flapper valve that controls water flow from the tank to the bowl is dislodged or damaged, causing continual water transfer inside your toilet. Running toilets can waste as much as two gallons of water per minute, increasing your water bill very quickly.

You can replace your toilet's flapper valve with a kit from your local hardware store or contact Andrin Customer Care for assistance, if within the **first year of ownership**.

CLOGGED TOILETS

The signs of a clogged toilet:

- Toilet clogs and overflows
- A constantly running toilet that may spontaneously refill.
- Poor flushing or no flush at all
- Leaks around your toilet.
- A hissing sound or water trickling inside the toilet tank.

HOW TO UNCLOG A TOILET DRAIN

Your toilet's drain may look large, but it is quite small. Toilets are designed only to handle human waste and toilet paper, so avoid tossing anything else into the bowl. If you do experience a clogged toilet, complete the following steps:

- Turn off the water using the emergency shutoff valve mounted on your wall behind and beneath the tank to prevent overflowing.
- Use a plunger to try to break up or dislodge the clog so that it can be flushed through your plumbing pipes.
- Never pour a chemical drain cleaner down your toilet; harsh chemicals can irritate your skin and eyes or cause damage to your plumbing pipes.
- If you cannot repair a clogged toilet on your own, contact Andrin Customer Care for assistance within the first year of ownership.

CLOGGED DRAINS

The signs of a clogged drain are as follows:

- Water backs up out of a sink drain.

- Water pools around a shower drain, then drains out slowly.
- Slow draining of water from your bathtub, sink or another fixture can indicate a clog, even if there's been no backup yet.
- Gurgling sounds from drains

HOW TO UNCLOG A SHOWER/TUB DRAIN

First: wear rubber gloves and eye-protection when removing clog by any of the following methods:

BOILED WATER METHOD

- Pour a kettle-full of boiling water down the drain, a little at a time. After the boiling water goes down the drain, run some water in the shower to see if the clog is cleared.
- If the drain is still clogged, the problem may be a soapy clump of tangled hair that you can pull out of the drain with your fingers. You can pull it out even if water is standing in the shower, if the water is not too hot to touch.
- If the clog is too far down to reach with your fingers, unscrew or pry up the drain cover. Then straighten out a wire coat hanger and make a small hook at the end. Put it into the drain and fish out any debris. Use a flashlight, if needed, to help you see into the drain.
- Once you have gotten out as much debris as you can, carefully pour another kettle-full of boiling water down the drain, a little at a time. Replace the drain cover and run the water in the shower to see if the clog has been cleared.

PLUNGER METHOD

- Remove the drain cover and put the rubber cup of the plunger over the drain opening.
- Then run enough water in the shower stall to cover the lip of the cup.
- Move the plunger handle up and down rapidly to force out the clog.
- Run water in the shower to be sure the clog is gone before you replace the drain cover.

Please contact a professional plumber if the previous methods fail or Andrin Customer Care within the first year of ownership.

BATHTUBS

The bathtubs that Andrin has installed in your home are acrylic reinforced with fiberglass, making them more durable. Overall, acrylic is a durable material that tends to hold up well for years. Plus, when a tub does scratch, it's fairly easy to repair the scratch. Looking after your tubs is very easy. Below is useful information and some FAQ's on these types of tubs.

How to clean and maintain an acrylic tub?

1. Just use mild, nonabrasive cleaning agents and materials (to avoid scratching) on a regular basis.
2. Try filling the tub with warm water and a few squirts of dish soap, allowing it to sit, and then wipe with a soft cloth or sponge and rinse.
3. Use dish soap or all-purpose cleaner to clean the tub's exterior.

Will acetone damage an acrylic tub?

1. Acetone, and cleaners containing acetone, are not recommended for use on acrylic tubs.
2. Avoid using any solvents on your tub to prevent damage.
3. If a spill occurs, rinse it out immediately.

Will baking soda scratch an acrylic tub?

1. No, it will not; in fact, it is a good mild scrubber for more stubborn stains.
2. Sprinkle the wet interior of your tub with baking soda, spray it with water, allow it to sit for a few minutes, and gently scrub with a nonabrasive cloth or sponge.
3. Do not use the rough side of the sponge to clean an acrylic tub.

How to repair an acrylic tub?

Please contact a tub repair specialist.

BATHROOM SINKS

It is important to keep to a regular cleaning routine to ensure that the sink will always look clean and fresh. Here are some guidelines and maintenance tips:

- Light stains can be easily removed with warm water and soap.

- Regularly clean your sinks with a sponge or soft cloth to prevent the build-up of soap-scum or formation of rings with a multipurpose detergent.
- Use non-abrasive liquids to maintain spotless appearances.
- Do not use bleach or acidic chemicals directly to clean as it can lead to permanent damage or even corrosion of the sink.
- Never use a metal or wire scrubber to clean any type of wash basins as they will leave permanent scratches on the surface.
- Avoid using any harsh chemicals or acids to clean the taps or faucets as they can permanently damage the parts being cleaned.

BATHROOM FAUCETS, SHOWERHEADS AND FITTINGS

The finish on the faucets, showerheads and fittings is best cleaned with a soft cotton cloth (slightly damp only if necessary):

- By gently wiping away, you will already remove most of the dirt without damaging the material.
- Limescale residues are typically deposited in corners and at joints. For this, use a mild, citric acid-based cleanser. Please do not spray the concentrate directly onto the faucet, showerhead or fitting but onto a cloth instead.
- The aerator on a faucet or showerhead is easy to remove for cleaning. If you place it in warm water with a little cleaning agent, the deposits will dissolve after about ten minutes of exposure.
- Thoroughly rinse the faucets, showerheads and fittings with clear water.
- Repeat the first step again to remove any cleaning agent residues and give the surfaces a radiant finish.

Choose a cleaning agent that is citric acid based, rather than cleansers based on vinegar, acetic acid, formic acid, sodium hydroxide alkalis and chlorine bleach alkalis, phosphoric acid, or even hydrochloric acid. Some of these substances are highly corrosive. Frequent use will damage the metal, no matter how high-quality the finish.



Cabinets and Hardware

Your Andrin Home includes cabinetry and door hardware in your kitchen, bathrooms and laundry room. Learning to care for your cabinetry will ensure that these features in your home continue to enhance your investment over a great span of time.

Your Andrin Warranty on cabinets and hardware is for 1 Year from your date of possession for material defects and workmanship.



CARING FOR YOUR CABINETS AND HARDWARE

- Wipe the cabinets clean with a soft, damp cloth and dry immediately with another clean, soft cloth.
- Do not allow water or other liquid/moisture to sit on wood or laminate cabinet surface.
- Grease and grime buildup can damage cabinets and destroy the look and feel of a new kitchen. To remove buildup, wipe down cabinets using a soft cloth dampened with warm water. Do so at least once every two weeks or more often depending on the amount of activity that takes place in the kitchen.
- If water alone does not clean cabinets completely, mix a little mild dishwasher soap with the water.
- Wipe down wooden cabinets in the direction of the grain. Use a soft cloth to remove any residual moisture that may be left on the cabinets.

DO NOT USE THE FOLLOWING PRODUCTS OR INGREDIENTS. THEY CAN DAMAGE YOUR CABINETS, SO AVOID USING THEM OR ANY PRODUCT THAT CONTAINS THEM:

- Petroleum-based products
- Solvents
- Bleach
- Strong detergents and soaps
- Nail polish remover / acetone
- Paint thinners
- Plastic brushes
- Steel wool
- Scoring Pad
- Ammonia

WIPE SPILLS PROMPTLY

Many substances become difficult to remove and may stain or cause other damage upon prolonged contact. If a spill occurs, wipe it promptly with a damp cloth or sponge and dry the surface immediately. Use a blotting action rather than a wiping action to remove the substance.

AVOID EXCESSIVE MOISTURE

This is one of the worst enemies of any finish. Cabinetry near the sink and dishwasher and kick plates are most susceptible. Dry off any areas immediately where water has spilled. Avoid draping dish towels or other wet items over doors or placing coffee makers where steam vents directly onto cabinet surfaces.

AVOID TEMPERATURE AND HUMIDITY EXTREMES

Extremes in temperature and humidity can cause wood and MDF to expand and contract, swell or warp, and dry out—possibly damaging the finish of your cabinetry. It is important to control the temperature and humidity in your home all year long.

AVOID LIGHT DAMAGE

Direct exposure to sunlight can have a damaging effect on your cabinets, especially those made from natural wood. Painted wood cabinets and laminated or Thermofoil surfaces also are susceptible to fading from prolonged exposure to direct sunlight. Use window coverings to help reduce or eliminate damage caused by exposure to direct sunlight.

AVOID EXPOSURE TO HARSH CLEANERS

Harsh cleaners can damage the finish of your cabinetry. Avoid cleaners containing ammonia, bleach, citric acid (including orange and lemon oil) and organic solvents.

AVOID EXPOSURE TO WAXES

Most common self-polishing waxes can damage your finish. Take care to use only high-quality cream furniture polishes available from high-end furniture or paint stores.



AVOID AGGRESSIVE ACIDS

Avoid products containing aggressive acids or abrasives as they may cause damage to laminate finishes (Lime-Away, Soft Scrub, Tilex, etc.).

AVOID CHIPS AND SCRATCHES

Avoid abrasive cleansers and cleaning tools. Some "stiff" paper towels may leave tiny scratches that dull the surface.

CABINET INTERIORS

- 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.
- Water or other liquids allowed to sit on the surface of a shelf for a prolonged period may cause staining and/or bubbling.

CABINET DOOR HANDLES AND KNOBS

- Periodically check hinge screws and tighten if required. A screwdriver can be used for the adjustment; however, make sure not to over tighten the screws as this can strip the wood substrate.
- 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 Homeowner Care.



DOOR AND DRAWER ADJUSTMENTS

ADJUSTMENTS FOR DOORS

Three-dimensional adjustment

<p>Side adjustment</p> <p>Rotate front screw to increase or decrease door overlay +/- 2 mm</p>	<p>Height adjustment</p> <p>Rotate cam screw on mounting plate to adjust door position (+/- 2 mm). On non-cam mounting plates, loosen screws, adjust door and retighten screws.</p>	<p>Depth adjustment</p> <p>Rotate rear Spiral Tech cam screw to adjust door position (+3 mm, -2 mm). For CLIP hinges, loosen rear screws, adjust door and retighten screws.</p>
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KITCHEN FAUCETS AND DRAINS

We refer you to the home care guidelines provided in the section titled: Bathroom Faucets, Showerheads and Fittings and Clogged Drains for your kitchen faucet and drain care.

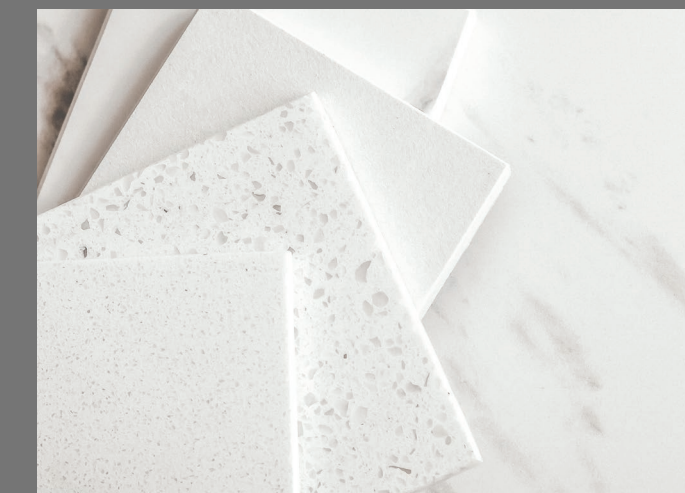
ADJUSTMENTS FOR DRAWERS

<p>Side Adjustment</p>	<p>Height Adjustment</p>	<p>Tilt Adjustment</p>
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Countertops

Andrin's warranty on kitchen and bathroom countertops is 1 Year from your Possession Date against defects in material and workmanship. Any deficiencies found on surfaces of the countertops must be reported at the Pre-Delivery Orientation Inspection for Andrin's Customer Care team to be able to manage the repair of any such defects.



CARING FOR YOUR COUNTERTOPS NATURAL STONE COUNTERTOPS

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 defect in material. 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 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.

Chemical cleansers, abrasive soaps or vinegar are not recommended to clean your stone top. These products will break down the sealer, leave streaks and/or scratch the surface of your countertop. The periodic re-application of a high quality sealer is also recommended to help prevent stains.

MANUFACTURED STONE MATERIAL

Manufactured stones such as quartz, silestone, etc. are products comprised of natural material and resins to mimic the look of stone. It is extremely durable and offers a multitude of colours and variations. Different colours and sizes of mined quartz are blended with advanced polymer resins and small amounts of colour. These are placed in a mold and compressed under pressure which eliminates any voids, creating a nonporous surface that is then milled and polished into slabs.

- Clean manufactured stone tops with a clean rag, water, and a small amount of neutral cleanser, such as mild dish soap or a stone soap (available at most hardware and building centres). Rinsing thoroughly is a good practice to avoid soap scum build-up. Dry the surface after cleansing.
- For oily spills that may occur, simply wash with a mild cleanser (such as liquid dish soap) wipe with water, dry.

- Rule-of-thumb: wipe up spills as soon as they occur. Prevention is the best policy and preventing spills from sitting on the surface for any great length of time helps to avoid staining.
- Some Precautions: Do not use any commercial detergents or ammonia-based cleansers. This includes products such as VIM, Mr. Clean, S.O.S. Pads, Windex and other similar cleansers.
- Coasters are an excellent and easy way to protect your surface from harsh acids contained in most alcoholic beverages and citrus juices.
- Avoid exposing a natural stone surface to strong acidic products common in the kitchen like lemons, limes, and mustards by using a cutting board during food preparation.
- Use trivets and hot pads to guard against hot items damaging the surface of the stone.
- Avoid ammonia-based cleansers as they will dull the sheen and surface of the stone. Use non-acidic scum removers in the event of soap scum.
- Always use a cutting board when using knives or other cutting utensils.

RE-SEALING YOUR NATURAL STONE COUNTERTOPS

Natural stone countertops are sealed with a layer of silicone impregnator. Sealing natural stone surfaces is important to prevent staining when accidents occur.

We recommend re-sealing a countertop at a minimum of once every 5 years. Re-sealing is a preventative measure, especially for highly used countertops, to achieve maximum protection and maintain the original appearance for years to come.

CARE AND MAINTENANCE FOR MANUFACTURED STONE

- The natural manufactured stone makes it one of the toughest interior surfaces available as it resists scratching, staining, and scorching better than other natural stone or solid surfaces.
- Avoid excessive force or pressure because that may mar or chip the surface, however, manufactured stone does not get stained by coffee, wine, lemon juice, olive oil, vinegar, makeup, and many other common household products. Avoid harsh chemicals and use trivets when placing any hot items to avoid thermal shock.
- Regular Cleaning: For manufactured stone with a polished finish, we recommend you use a mild household cleaner, such as 409, Fantastik, Lysol, or Windex.
- In case of stubborn spills or stains, soak the area for up to 10 minutes with one of the above cleaners and vigorously wipe away with a non-scratch Scotch Brite pad.
- Some Precautions: The following will harm engineered quartz: Drano, Liquid Plumr, oven cleaners and floor strippers. Do NOT use these or any other harsh chemicals on your manufactured stone surface.
- Do NOT use crock pots or electric skillets while in direct contact with your manufactured stone surfaces. Always place them on a trivet or cutting board to protect your countertop. (Review your electric appliance manual as a reference.).



CARING FOR YOUR LAMINATE COUNTERTOPS

To assure the long-lasting beauty of your countertops, the following precautions are recommended:

- Avoid any concentration of water. Excessive water standing in the seam may cause glue failure and the swelling/expansion of the substrate. Damage caused by excessive water in the seam area is not warranted by the manufacturer. Please note that even wet cloths should not be left to sit on the countertop.
- Avoid placing hot items directly on surfaces. Hot pans or activated electrical appliances should not be placed on laminated surfaces.
- Do not use abrasive materials on the countertop. The surface will be damaged if used as a replacement for a cutting board. All cutting should be done on a cutting board or other protective surface.
- Clean with a damp soapy cloth. Never use abrasive cleaners or steel wool to clean your countertops as you will damage the surface.
- Natural shrinkage may cause separation of the countertop from walls, backsplash and around sinks. Re-caulk as necessary to maintain a good seal and prevent warping as part of your regular maintenance.





Electrical

Electrical fixtures are warranted against defects in material and workmanship for 1 Year from the date of your possession of the home. Electrical supply and distribution systems are warranted against defects in material and workmanship for 2 Years from the date of your possession of the home.



CARING FOR YOUR ELECTRICAL FIXTURES AND SYSTEMS

BREAKER PANEL

Circuit breakers protect electrical wiring from overloading. There is an independent breaker panel inside each home. The panel provides power to your home and is made up of several breakers. Frequent tripping of circuit breakers could result from faulty appliances and should be investigated. Some appliances have special power requirements. Care should be taken not to overload or bypass electrical circuits. Personal injury or fire can result. Typical household wiring is installed to accommodate residential electrical loads.

Each breaker provides power to a specific part of the home or a particular item in the home (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”. 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 will 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 (GFCI)

The Electrical Safety code requires GFCI outlets be installed in all residential bathrooms in new homes.

In homes with more than one bathroom, one bathroom will have the GFCI and will be wired to protect all bathrooms.

The GFCI is designed to protect against accidental electrical shock.

In the event of an electrical shortage, the GFCI will stop flow of electrical current through the circuit within fractions of a second to prevent further injury.

Test the GFCI regularly to ensure that it is working properly:

- 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 or Andrin Customer Care in the first two years of ownership.
- To restore power after a test – Push RESET button firmly into device until an audible click is heard.

NOTE: If the GFCI trips when an appliance is used, the appliance may be defective and should be repaired or replaced.

PROGRAMMABLE THERMOSTAT

Once programmed, these smart devices allow you to fine-tune the temperature in your home for every hour of every day. You can enjoy the optimal level of comfort when you are at home and active; plus, your thermostat will save you money by automatically adjusting the temperatures when you are away or asleep. If you are having any temperature setting issues, please consult your owners manual to adjust any pre-programmed settings.

SWITCHED OUTLET

It is common today not to have fixed ceiling outlets in living rooms, family rooms, great rooms or dens. Accordingly, these rooms may have a switched outlet that controls one of the duplex outlets. 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.

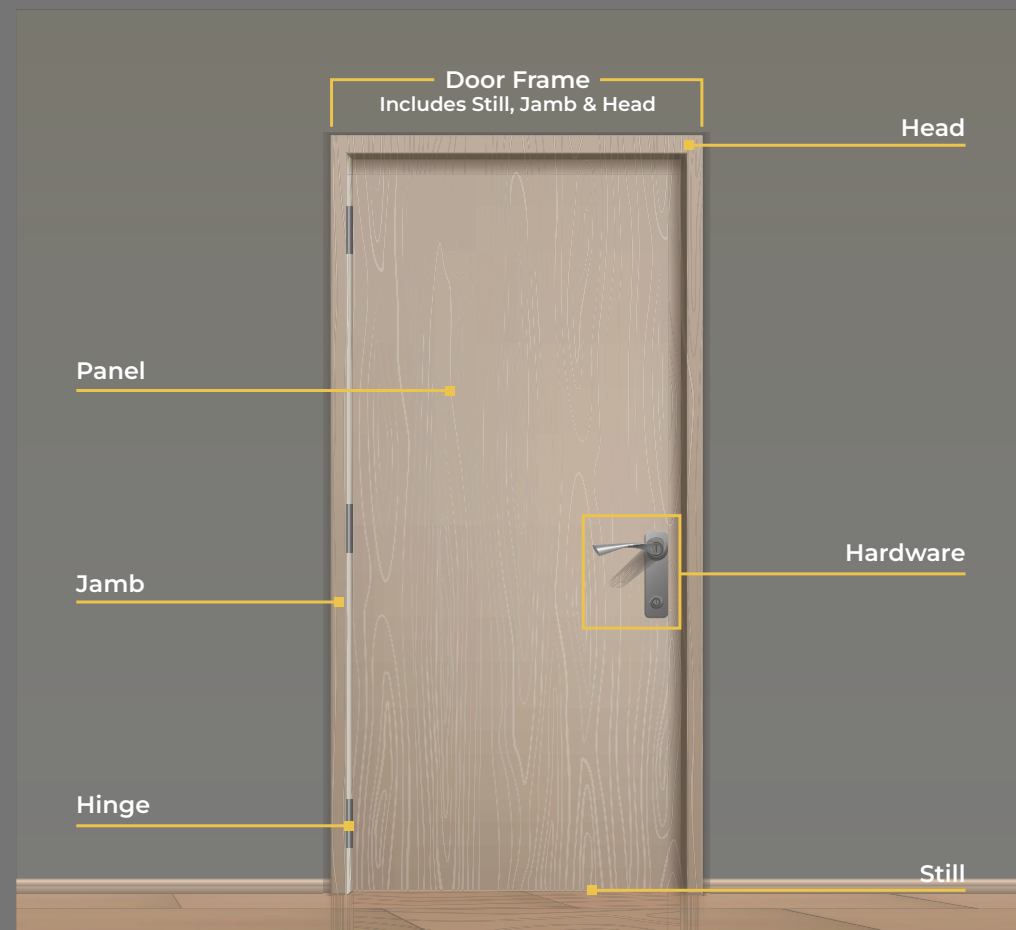
SMOKE AND CARBON MONOXIDE DETECTORS

Your home contains a combination smoke and carbon monoxide detector which is hard wired into your home’s electrical system and therefore does not require batteries. A visual LED (green) power-on indicator confirms the unit is receiving A/C 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.



Exterior Doors and Windows

The Andrin warranty on your exterior doors and windows is 1 Year Warranty for materials and workmanship and 2 Years for air and water penetration, from the date of your possession of the home.



EXTERIOR DOOR/SUITE ENTRY DOOR COMPONENTS

Your front door has many parts. We have provided a graphic (see opposite page) to label all the parts for your ease of reference whenever you are looking for assistance in the maintenance of these parts and in caring for your doors in general.

DOOR FRAME

The door frame is the entire framework supporting the door, including the sill, jamb and head. This is also known as a door sash.

SILL

The door sill is the very bottom part of the door frame that rests on the floor.

JAMB/DOOR JAM

The two door jambs are the sides of the door frame that run vertically.

HEAD

The head is the top piece of the door frame, running horizontally.

PANEL

The panel is the term for the door itself. This is the part that swings open and closed.

THRESHOLD

A threshold is the transition from the door sill to the floor of the room. A threshold is a decorative element that can be simple or elaborate, depending on your style.

STRIKE PLATE

The strike plate is placed on the door jamb where the hole for the bolt of the door and the bolt meet. It is a small metal plate that is screwed to the door jamb.

DOORKNOBS/LEVER AND HARDWARE

KNOB

The doorknob/lever is the mechanism used to open and close the door.

HINGE

The hinge is the jointed device that pivots the door panel.

KEY LOCK

There are an incredible number of choices when it comes to entry door locks. Two types are the cylinder lock, which moves the bolt by rotating a cylinder, and the multi-point lock, which has several locking points but only one handle.

SLIDING DOORS AND THEIR SCREENS

Normal home maintenance for sliding doors and screens involves adjusting from time to time, the tracks, and hardware by cleaning and lubricating.

WEATHERSTRIPPING MAINTENANCE

Weatherstripping becomes worn with use and should be inspected and replaced by you on a regular basis. Interior air movement caused by convection currents should not be confused with actual air leakage through the window and doors.

DOOR SWEEPS

- Made with aluminum or stainless-steel frames and plastic, vinyl, sponge or felt bristles.
- Used on the bottom of an exterior door.

SLIDING DOORS COME OFF TRACKS.

Sliding doors are designed to operate freely and remain on their tracks during normal operation. These sliding doors require adjustment from time to time to maintain alignment and hardware may need to be cleaned and lubricated as part of your normal home maintenance.

- Vacuum the tracks out to remove hair, insects, stones or anything else that may impede the trackways.
- An old toothbrush works well for breaking up clumps of dirt before vacuuming.
- Check and adjust the rollers if applicable. If the door goes “bump, bump, bump” as it is being opened or closed, one of the lower roller wheels may be broken.
- If the door grinds on the lower track when it is being moved, the roller needs to be adjusted lower so that it pushes the door upward.
- To do this, turn the adjusting screw at the bottom of the door between the track rails. Turning the screw clockwise lowers the wheel and raises the door. Turning the screw counterclockwise raises the wheel and lowers the door. Backing the screw out completely allows you to remove the wheel entirely for replacement.



CARING FOR YOUR WINDOWS

CONVECTION CURRENTS

During the colder months, convection currents are often created on the interior side of windows due to the differences in temperature between a cold window glass surface and a warm room air. 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 home.

Condensation that forms on the home 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 Customer Care immediately if this is the case within the **first year** of ownership and notify the Property Manager after the warranty period.

OPERABLE WINDOWS

As part of your homeowner yearly maintenance, you must ensure that all operable windows are properly closed with the opening/closing mechanism on the window, that weatherstripping and caulking is present and that drain ports are not blocked. To clean the windows, use mild soap and water and ensure that the windows are sealed prior to spraying water.

In accordance to the Ontario Building Code, all operable windows in your Suite will only open four inches. This is a safety feature to prevent large items from falling from windows.



CONDENSATION

Condensation occurs when water vapour in indoor air meets cool surfaces such as window glass. Condensation on interior window surfaces is common during cold seasons. When outdoor temperatures are well below freezing, ice may form at the bottom of windows. **Condensation is not water penetration.**

- **It is important for you to maintain proper humidity levels within the home.**
- Condensation forming on windows is a common condition even when humidity levels are properly maintained.
- Damage caused by dampness or condensation due to failure to maintain adequate ventilation can be extensive on window frames, sills, flooring, drywall, and any window treatment.
- Interior air moving over the windows can help control condensation. Heavy draperies or window coverings that cover windows, **and blocked heat diffusers**, can prevent this from happening.
- Running the ventilation fan or your heat recovery (HRV) or energy recovery ventilator (ERV) and HVAC system fan continuously during winter months in conjunction with the principal exhaust fan (or running the HRV/ERV continuously where the HRV/ERV replaces the principal fan) can also help reduce condensation on windows.

NOTE: The outside surface of doors and windows in a standard condominium are part of the common elements and the care, maintenance and repair of these is the responsibility of the condominium corporation.





Drywall, Interior Doors and Trimwork

Walls, doors and trimwork are warranted by Andrin for a 1 Year period from your possession date for defects in material and workmanship. The home's settlement can result in wall cracks and nail pops which are not covered by the 1 Year Warranty.



CARING FOR YOUR WALLS, TRIMWORK AND DOORS 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 home. Separations at joints and corners can be repaired by you with caulking material or wood filler and touch up paint.

CAULKING

Temperature and time will eventually shrink and dry out caulking, making the seal ineffective. Annually check the caulking around the interior of the windows for cracks and gaps and re-caulk as needed. This is also recommended in your bathrooms around tubs, sinks and all wall joints with countertops and backsplashes.

This guide shows how to caulk around a bathroom sink, including how to remove old caulk, how to apply caulk and how to use a caulking gun.

To remove and reinstall caulking:

1. **Clean the surface area of your location to be caulked.**
2. **Take the time to remove any existing caulk to help ensure a good seal.**
 - Cut old caulk out with a utility knife, putty knife or scraper.
 - Remove all paint, dirt, dust, grease and debris. If you're removing silicone caulk, make sure all residue is completely removed.
 - Use a rag to wipe the joint surface with rubbing alcohol or an over-the-counter disinfecting spray.
 - Rinse thoroughly with water and dry.
 - If the gap you are caulking is greater than 1/2 inch, press foam tape into the space.

3. **Tape the Area.**

- Caulking with tape along the surface will help produce an attractive finish. Apply painter's tape to mask off areas around the joint where the caulk should not appear. This will give you a straight line of caulk and will improve the overall appearance.

4. **Cut the Nozzle.**

- Caulk is available in hand-held squeezable tubes or rigid plastic cylinders that require a caulking gun to push out the material. A squeeze tube is recommended for small projects, such as sealing a bathroom sink. See Step 6 for caulking tips when using a caulk gun for larger projects.
- Some squeeze tubes may have a seal under the nozzle cap that will need to be removed or punctured before use. Follow the instructions on the tube and carefully cut the nozzle using scissors or a utility knife with a sharp blade.
- A line of caulk is called a "bead" and the width of the bead is determined by where the nozzle is cut. To create a narrow bead, cut the nozzle close to its tip. For a wide bead, trim off more of the nozzle.
- No matter how wide your caulk bead needs to be, cut the nozzle at a 45-degree angle. You will be applying the caulk with the tube at an angle, so cutting the nozzle on a slant will help get a smooth bead.

5. **Apply the Caulk.**

- Using a caulking gun is the easiest way to apply caulk.
- Insert the cartridge into the gun frame and make sure it's snug and secure.
- Press the release at the back of the caulking gun and adjust the rod so the plunger is fully extended.
- Place the nozzle at a 45-degree angle where the sink and countertop meet.
- Grasp the tube and squeeze with enough pressure to force the caulk into the joint.
- At the same time, steadily draw the nozzle along the joint.
- Apply steady pressure to the trigger or tube and fill the gap with an even bead of caulk.

6. Smooth the Caulk Bead

- For a neat and professional-looking finish, “tool” or smooth the bead of caulk after sealing the joint. Lightly drag a caulk finishing tool over the bead to smooth it. Alternatively, you can simply use your finger. Moisten your fingertip in warm soapy water and drag it with light pressure along the length of the bead.
- Whichever method you use, the overall goal is to smooth the bead and not to remove excess caulk.
- If caulking with tape to mask the area around silicone caulking, remove the tape before the caulk starts to set. To remove the masking tape, lift the end and pull up at a 45-degree angle, away from surface.
- Wipe away excess caulk with water and a damp cloth before it dries. Regular caulk fully dries or cures in about 24 hours. Quick-curing products are also available. To remove excess dried caulk, use a putty knife to cut or scrape it away.

CAULKING TIPS

- When learning how to caulk a tub or another large project, use a dripless caulk gun for better results. This type of caulk gun releases pressure on the cartridge when you stop squeezing the trigger, giving you more control of the flow.
- The key to learning how to use a caulk gun is to start on one end of your project and try to work in a continuous direction.
- Squeeze the trigger slowly to get caulk from the cartridge.
- Use enough pressure to force caulk into the joint.
- Steadily draw the gun along the workspace as you squeeze the trigger.
- Release the trigger when it reaches the handle. It will spring back, and you can then continue making a steady bead.



**DRYWALL
CRACKS**

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. Cracks are not unusual in drywall compound at joints, particularly at corners. Most cracks are a result of normal shrinkage and are generally not warranted. The repair of normal shrinkage cracks is at Andrin’s discretion and sanding and repainting is not required. Andrin’s specific policies with respect to drywall repair will vary. These repairs are best left until the framing has settled. We will assess the problem and determine whether it’s due to normal environmental conditions or any other reason, and take any action if deemed necessary at our sole discretion.

**UNFILLED GAPS BETWEEN BASEBOARDS
AND WALL**

Any gaps between your walls and baseboards are normal as your home is settling and shrinkage of materials is occurring. If the gaps are in excess of 2 mm and are exposed to normal view, contact Andrin Customer Care within the first year of ownership. To repair gaps, use a filler of compatible material.





Floor Finishes

Laminated wood flooring, solid and engineered wood flooring, porcelain tile flooring and carpet are warranted by Andrin against defects in material and workmanship for 1 Year from your possession date. Any deficiencies in material and workmanship need to be documented during your Pre-Delivery Orientation.



CARING FOR YOUR FLOORING LAMINATE FLOORING

If your home includes laminate flooring, they are a beautiful addition to your home and have been created to ensure that looking after them is easy. Laminate floors are made with the Uniclic® joint technology and are easy to care for. The following steps will ensure that your laminate floors 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.
- 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 entryway (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.
- Use a humidifier or dehumidifier to regulate humidity (30% to 60%) and minimize expansion and contraction. This is required to preserve your floor.

GAPS DEVELOPING AT ENDS OR ALONG STRIPS OF LAMINATE FLOORING.

Gaps will result in your flooring joints either by normal wear and tear or improper maintenance of adequate ventilation.

As laminate flooring is made up of individual layers (wood particles/paste) pressed and bonded together, with an image on the surface of the substrate or underlying core layer, it is a normal occurrence, that, if the environmental conditions are too dry, the laminate flooring layers may contract, leaving permanent gaps between the strips or at the perimeter of the room or the area. You need to maintain indoor humidity levels through humidification, ventilation, air conditioning or dehumidification to prevent permanent, irreversible damage. A hygrometer can be used to monitor indoor humidity levels. Areas around heat registers and those exposed to concentrated sunlight may be more susceptible.

ENGINEERED & SOLID HARDWOOD FLOORING

Here are the basics for maintaining your engineered wood flooring, to keep it beautiful and to make it last:

- Never clean your engineered wood floor with a steam mop, water or use a cleaner that is mixed with water. Do not use vinegar or bleach on your flooring.
- Keep floor mats at all entryways to keep dirt and moisture from being tracked on your floor. Place walkoff mats at all exterior entrances. This will capture much of the harmful dirt before it ever reaches the hardwood floor. Shake out, wash and vacuum mats and rugs frequently.
- Avoid water marks, never let spills of any type remain on the surface of the floor. Wipe up spills immediately.
- Rotate area rugs occasionally to minimize discoloration from sunlight.
- Use soft protectors under all furniture.
- Vacuum and sweep your floor as often as required to eliminate dust and debris from your floor. This may have to be done on a daily basis, depending on the amount of traffic in your home.
- When moving heavy furniture or appliances, put a large heavy blanket underneath them to avoid scratches and dents.
- Do not wear high heels on your hardwood floor. Spiked shoes exert approximately 1000 pounds per square inch. floor.
- Try to maintain an average humidity level of 45% in order to minimize the expansion and contraction in your floor.
- Use a recommended hardwood floor cleaner.

If the environmental conditions are too humid, the laminate flooring may expand causing all edges (side and ends of boards) to press against each other and curl upwards.

Cupping of laminate strip flooring results from excessive moisture when the humidity below the finished flooring material is substantially higher than above.

FLOOR SQUEAKS IN WOOD FLOORING

Extended low-humidity indoor environments can cause excessive shrinkage in the wood resulting in loose floor connections.

Excessive high-humidity indoor environment can cause expansion in the wood resulting in pressure-related floor squeaks. **You must maintain indoor humidity levels to prevent excessive drying or expansion of materials. A permanent squeak-free floor may not be attainable.**

CERAMIC & PORCELAIN TILE (Wall and Floor)

The list of maintenance instructions below will help you in keeping your flooring (and wall tile) clean and without mishap.

- Wipe up any spills on tile immediately and clean the area using a damp cloth or sponge.
- Sweep and/or vacuum floors regularly to remove any gritty particles, dust or debris as this can be abrasive to the tile surface.
- Use a damp mop or sponge with an all-purpose household cleaner that is not oil-based and has low VOC to clean glazed floor tiles on a regular basis.
- Wipe glazed floor tiles (and wall tiles) periodically using a dampened cloth or sponge and a non oil-based household cleaner.
- Use a mild, soapless detergent with neutral pH for cleaning unglazed tiles.
- Ensure the cleaning product selected is compatible with cleaning the grout joints.
- Thoroughly read & follow all manufacture warnings and instructions for all cleaning products before use and test all cleaning solutions and materials in a small inconspicuous area before full application.
- After using cleaning solutions, wipe down entire area with a clean cloth or mop and clear water to remove any residue that may have been left behind.
- Do not use cleaning wax, oil-based cleaners, ammonia,

sealants or products containing acid or bleach as part of routine maintenance.

- Avoid abrasive cleaning products such as scouring pads or steel wool pads.
- Regularly inspect tiles for any surface damage after any heavy loads fall onto the tiles.
- Use felt or rubber protective pads under furniture to prevent scratching tile surfaces.
- Place good quality floor mats in high traffic locations and areas that are susceptible to moisture (i.e., near entrance/exit ways).

CLEANING GROUT

- Routine grout cleaning can be done with an all-purpose household cleaner that is non-oil-based and has low VOC depending on the application.
- For periodic deep cleaning of grout, use a concentrated tile & grout cleaner.
- Look for a cleaner that has non-polluting chemicals and low VOC levels.
- The cleaner should be capable of removing grease, soap scum, mildew and body oils.
- Always read and follow the instructions on the product label.
- Rinse area with clear water and pat dry with a clean towel or sponge to remove any residue.
- Do not use acidic solutions / cleaners as part of a regular maintenance routine.



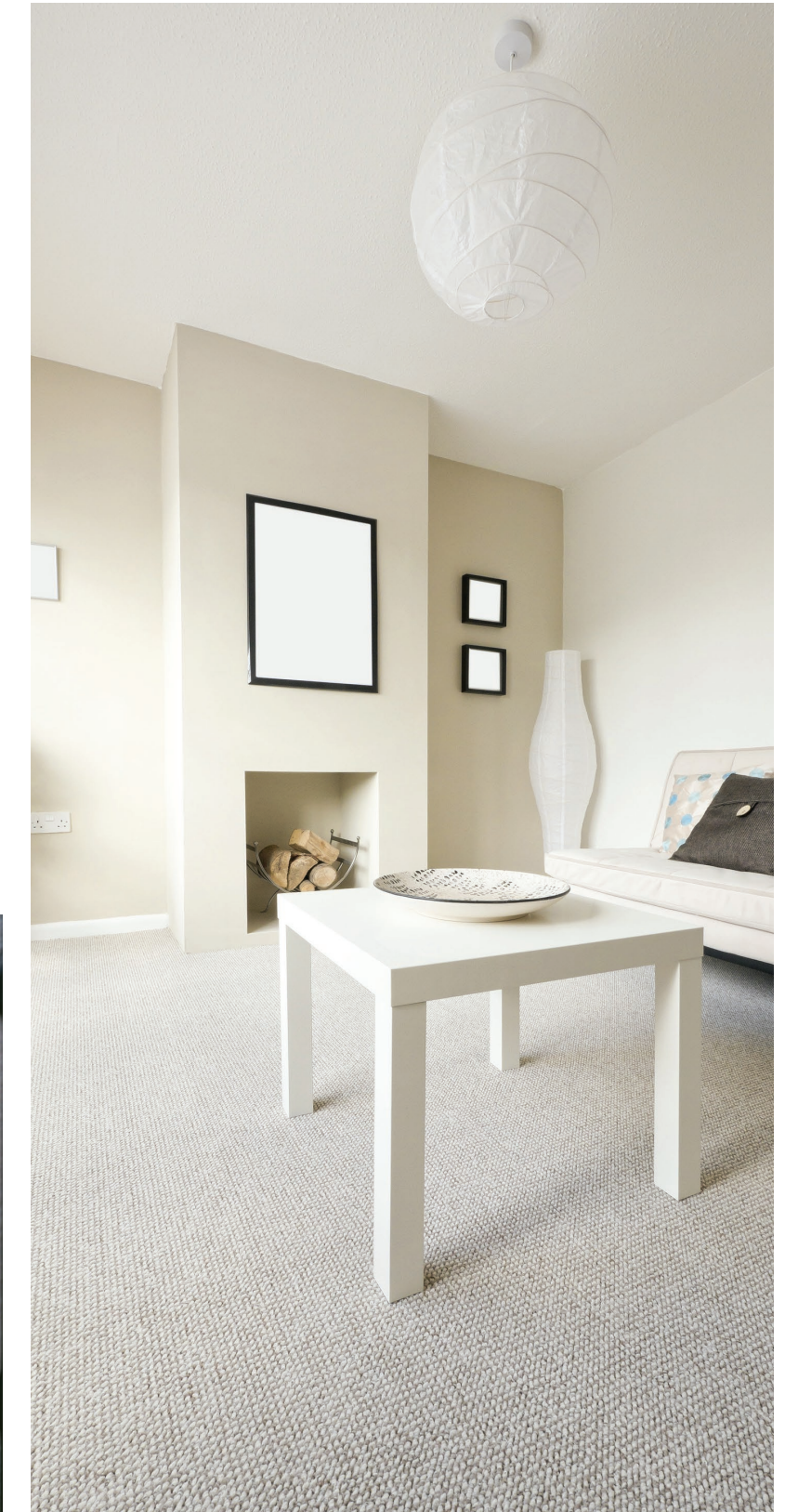
CARPET

From the time your carpet is installed, the frequent use of an upright vacuum cleaner is recommended to clean your carpet. Make sure it is equipped with beater bars or a tank/canister type of disposal for dirt and dust. High traffic areas should be brushed with a pile groomer on a regular basis.

Carpeting is relatively easy to care for and a simple regular care plan will go far in maintaining the original appearance for many years. To maintain the optimum appearance, the following procedures are recommended:

- Instant removal of spills to prevent spots and stains.
- Daily maintenance of heavy traffic areas to pick up surface dirt and lint.
- A thorough weekly vacuuming.
- For those who want the best appearance and longest performance from carpets or rugs, professional cleaning is recommended every year or two, depending on the appearance.

Please note that the use of professional carpet cleaners to address any type of spills is recommended for best results and the long-term preservation of carpet materials. Some stains need special chemicals and procedures best handled by experts.





Heating, Ventilation and Air-Cooling (HVAC) Systems

The heating and cooling systems in your home are warranted against defects in materials and workmanship for delivery and distribution for a 2 Year period from the date of your possession of the home.



CARING FOR YOUR HVAC SYSTEMS HEAT PUMP

Your brand-new heat pump will include an Owner's Manual which will not only provide you with details on how to power up and power down your heat pump but will also give you detailed information on its maintenance.

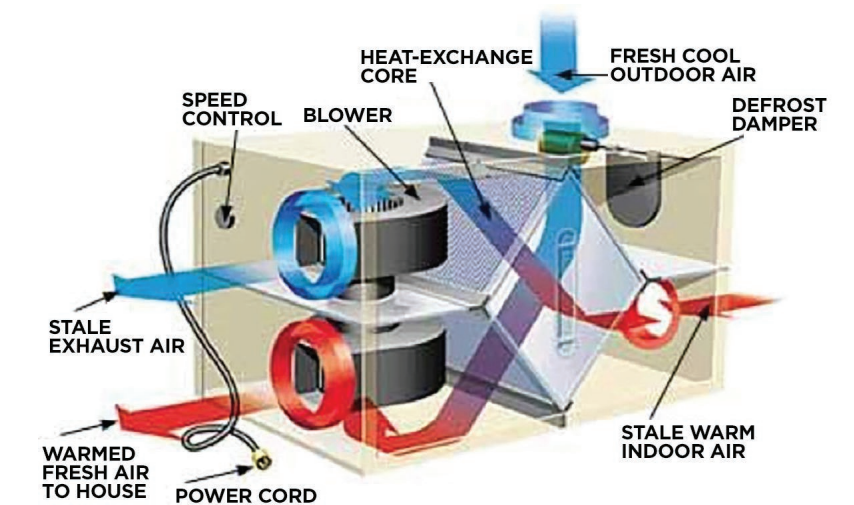
CHANGING THE AIR FILTER:

- The air filter for the heat pump may be in an external filter cabinet attached to the side or bottom of the heat pump casing.
- Turn off electrical supply to the heat pump.
- Remove air filter from the filter cabinet.
- Slide air filter out. Keep dirty side up (if dirty) to avoid spilling dirt.
- Inspect the filter. If torn or dirty replace it.
- Turn on electrical supply to the fancoil.

FURTHER NOTES AND GUIDELINES

- Visually inspect the combustion area and vent system before each heating season (Refer to your Owner's Manual for specific steps in completing this inspection)
- Winterization of your HVAC system at the end of each heating season (Refer to your Owner's Manual for specific steps in completing this inspection)
- The expansion of metal duct work as it heats and contraction when it cools may result in a sharp sound. This is normal and will not affect the performance of your heating system.
- Heat registers and cold air returns must be kept free from obstructions such as carpets, furniture, and wall hangings. Obstructions could impair the air flow and efficiency of your home's heating/cooling system.
- HVAC system filters should be cleaned or changed, depending on the type, at least every two months during the heating season. Failure to clean or replace filters may interfere with the quality and quantity of air flow within the home.
- For your safety, please do not store any combustible materials within two feet of your HVAC system.
- If your HVAC system fails to operate, to avoid the inconvenience and perhaps the cost of a service call, check the following items first:

- Ensure that the home's thermostat is properly operating and, if applicable, programmed properly
- Ensure that exterior intake and exhaust vents are free of obstruction.
- Ensure that the HVAC system emergency on/off isolating switch located in the furnace/heat pump area is in the 'on' position.
- Ensure that the circuit breaker in the electrical panel dedicated for the furnace/heat pump is in the 'on' position.
- Review the operating procedures in your HVAC system manual.
- During the Andrin 2 Year Warranty period, if the problem continues to exist after checking all of the above, Andrin Customer Care should be contacted to set up a Service Appointment.



HEAT RECOVERY VENTILATOR (HRV) / ENERGY RECOVERY VENTILATION (ERV)

If your home includes an HRV/ERV, you will see the unit in your bathroom ceiling. Andrin will provide you with the Owner's Manual for your model HRV, as part of your possession documents. All HRV's work essentially the same in exchanging air so that you need not open your windows in your home:

The HRV is a balanced ventilation system, except it uses the heat in the outgoing stale air to warm up the fresh air. A typical unit features two fans—one to take out household air and the other to bring in fresh air. What makes an HRV unique is the heat-exchange core. The core transfers heat from the outgoing stream

to the incoming stream in the same way that the radiator in your car transfers heat from the engine's coolant to the outside air. It is composed of a series of narrow alternating passages through which incoming and outgoing airstreams flow. As the streams move through, heat is transferred from the warm side of each passage to the cold, while the airstreams never mix.

HRV's contain filters that keep particulates such as pollen or dust from entering the house.

Although an HRV can be effective in the summer months, when it will take heat from incoming fresh air and transfer it to stale air-conditioned exhaust air, it is most popular in colder climates during the winter. If the temperature falls below zero, however, frost can build up inside the exchange core. To handle this, a damper closes off the cold airstream and routes warm air through the core. After several minutes, a timer opens the fresh-air port and ventilation continues.

A typical HRV for residential use might move as much as 200 cfm of air, but the fan speed can be set to suit the air quality in the home. For example, a slow to medium fan speed may be adequate for normal living, while a house full of guests might require the highest setting. Controls are available for intermittent and remote operation.

Although windows can be opened at any time of the year, they will not necessarily enhance indoor air quality and in many cases will lead to increased heating and cooling costs.

The HRV is intended to operate (at least at low speed) on a continuous basis to remove moisture and pollutants generated by normal human activities and to maintain good indoor air quality.

Shutting off the HRV for prolonged periods can lead to a buildup of indoor air pollutants and humidity and can also potentially void warranties on the system and damage suite finishes.

As your HRV is interconnected with the HVAC system, the HVAC fan should be set to operate continuously as well. Filters should be cleaned twice a year.

MODES OF OPERATION (Basic Modes - Your Manual will provide additional Modes of Operation)

- Manual Operation requires that you turn the ventilation system on and off. High speed operation may also be initiated by manual controls.

- Automatic Operation uses controls such as timers, humidistats, and occupancy sensors to operate the ventilation system or to operate it temporarily at higher speeds as needed. You need to understand which sensor or timer is activating the system.
- Continuous Operation ensures that the house is always ventilated but may result in over or under-ventilation at times.

All ventilation systems must include manual controls, even if you install automatic controls or plan to operate the ventilation system continuously.

MAINTENANCE ROUTINE

1. INSPECT EXTERIOR HOODS AT LEAST ONCE A MONTH

Make sure exhaust and fresh air supply hoods are not blocked or restricted by leaves, grass, or snow. In winter, it is especially important to make sure snow is not blocking the hoods or that frost has not built up on the wire mesh (bird screen).

2. CLEAN AIR FILTERS (Clean Four times a Year)

The standard filter equipped with your HRV are removable and washable.

- Open access door and slide core out.
- Remove filter clips if present.
- Once clips are removed, filters can be taken off the core to be rinsed with water or a combination of mild soap and water. Do not clean in the dishwasher.
- To re-assemble, place clean filter(s) (wet or dry) back into their positions against the core and return clips to their original positions.
- Slide core back into its original position.

3. CLEAN CORE TWICE A YEAR

- Open access door.
- Carefully grip ends of core and pull evenly outward. Core may be snug but will slide out of the cabinet.
- Once removed from the cabinet, remove filters.
- Install the clean filters.
- Install clean core in the cabinet.
- Note: Core installation label on the outer end of the core.

TO INSTALL THE CLEAN CORE:

- To reinstall the core first position the bottom of the core on the bottom support in the cabinet.
- Carefully align the core with the other 3 supports and fully insert the core.
- Push on sides of core, do not push on the center.
- Note: Core may appear to stick out from the cabinet approximately 1/8 in (3 mm). This is designed this way so that the access door will fit tight against the core.
- Do not use cleaning solutions for the HRV core.
- Soak and rinse the HRV core in warm soapy water.
- Do not use bleach or chlorine.
- Do not use a pressure washer on the HRV core.
- Do not place the HRV core in a dishwasher.

WARNING:

- Electric shock hazard: Can cause injury or death. Before attempting to perform any service or maintenance, turn the electrical power unit off at disconnect switch(es). Unit may have multiple power supplies.
- Blockage of hoods may cause an imbalance.

4. MOTORS – MAINTENANCE FREE

5. DRAIN (CONDENSATE) LINE (Clean Once a Year)

- Inspect drain line, drain spout and “P” trap for blockage, mold or kinks. Flush with warm soapy water and replace if worn, bent or unable to clean.

6. CLEAN DUCT WORK IF REQUIRED.

- The duct work running to and from the HRV may accumulate dirt. Wipe and vacuum the duct once every year. You may wish to contact a heating/ventilation company to do this.

7. GENERAL MAINTENANCE (Twice a Year)

- Wipe down the inside of the cabinet with a damp cloth to remove dirt, bugs and debris that may be present.

VENTILATION FAN SWITCH

The ventilation fan switch is located beside the thermostat and it will control the HRV.

AIR DISTRIBUTION (Balancing)

Your home has been balanced in accordance with manufacturer's specifications prior to occupancy. Once you have lived in your home, you may find that the heating system is not balanced to your individual requirements with some rooms too warm, others too cold. Since balancing is a matter of individual preference, homeowners must determine their needs and balance the heating system accordingly.

A common problem is that the upstairs rooms are too cold, although the ground floor is fine. As the thermostat is located on the ground floor, it is the temperature on that level that determines when the furnace starts and how long it operates. Many homeowners find that the ground floor quickly reaches the temperature set on the thermostat, and the furnace shuts off before the upstairs rooms are adequately heated.

The solution is to regulate the grills (registers) and dampers on the warm air ducts for the ground floor, so that the furnaces output of heated air is directed to alternate locations.

TO BALANCE YOUR SYSTEM:

- Redirect some of the ground floor warm air by closing a few of the sliding adjustable openings in the air registers.
- Additional control of air entering a room can be achieved by removing the warm air register, reaching just inside the duct, and adjusting the damper. Beware of sharp points and edges when adjusting dampers.
- Central air-conditioning may require readjustments to the air distribution or balancing.

COLD AIR RETURNS

The purpose of cold air returns is to return the air to the furnace heating/cooling circulating system in your home. The cold air return grills may be in the floor or on walls throughout your home. Return air grills must not be blocked with furniture or other items.

The water lines that supply heated & cooled water/glycol to the heat pumps/fan coil units is part of the Common Elements maintained by the property manager/condo corporation.



Kitchen and Laundry Appliances

Appliances are delivered and installed before you take possession of your home.

After your possession date, the manufacturer will provide a limited 1-Year Warranty.

Enclosed within each appliance is a warranty package providing you with instructions on operating, care and maintenance for your appliances, as well as registering the product with them for Warranty Coverage.

The contact information for warranty service can be found in the owner's manual for each appliance.

Please ensure that you have the brand name of the appliance, model and serial number ready when you call.



KITCHEN OR BATH FAN ALLOWS COLD AIR INSIDE OR DRAFTS.

Kitchen and bath exhaust fans are installed with back draft dampers as per manufacturer's specifications. Because they are connected to the exterior by a duct, these ventilation fans are indirectly open to outside air. Even though these types of fans come equipped with dampers, they are not completely effective at eliminating cold air infiltration. Sometimes they can become obstructed and not close fully. As part of your regular home maintenance, vent terminations on exterior walls should be inspected periodically to ensure the openings are not obstructed (e.g., by birds or other animals).





Paint

The Andrin Warranty on painted surfaces (defects in materials and workmanship) is for 1 Year warranty from your possession date. Only painted surfaces that are regularly touched during your ownership are to be uniformly smooth and are to be warranted for defects and workmanship under the 1 Year Warranty. All other painted surfaces are part of your homeowner care.

KEEP IN MIND THE FOLLOWING:

- Surfaces not touched during your normal home use shall appear smooth when viewed, without magnification, from a minimum distance of 5 feet under normal lighting conditions and from a normal viewing position.
- The open grain in some wood surfaces tends to show a rough appearance yet feel smooth; this is a natural property of wood and is acceptable.
- Andrin uses low volatile organic compound (VOC) paints, sealants and adhesives in the finishing of your wall surfaces and wooden stairs and/or railings.

CARING FOR YOUR PAINTED SURFACES

Woodwork and other surfaces are painted with products particularly suited to the surfaces to which they are applied, and the use expected.

All surfaces that have been painted will eventually require repainting. The frequency of repainting depends upon several factors, which are unique to each home and its occupants.

Other than areas that may have been missed at the time of your pre-delivery orientation, no further painting will be done by Andrin. If you have decorated and Andrin is required to carry out a repair, we will not restore any decorating finishes. We recommend that you wait for one year before repainting and wallpapering your walls.



Plumbing and Water Distribution Systems

The Andrin Warranty for plumbing fixtures is for a 1 year period for material defects and workmanship from the date of possession of your home.



PLUMBING LEAKS

In the event of a plumbing leak, be sure to close the main water shut-off valve immediately. The location of the shut-off valve will have been shown to you during your Pre-Delivery Orientation.

Minimize the disposal of grease, fat and similar wastes, especially petroleum products, through the plumbing system. Such materials tend to accumulate in the piping, reducing its efficiency. In addition, continuous or large-scale usage of this kind can affect municipal or private sewage treatment systems.

Condensation on piping should not be mistaken for a leaking pipe. Condensation on cold-water supply pipes is not covered by the statutory warranty. High indoor humidity is the main cause of condensation on pipes.

FAUCET OR FIXTURE IS LEAKING

Faucets or plumbing fixtures shall not leak, drip or run when fully closed or shut off. The typical causes for a leaky faucet include corrosion, mineral deposit on the internal parts, or defective gaskets, o-rings, or washers.

REPAIRING A LEAK:

- Shut off water.
- Twist the valve under your sink to turn off the water supply valve or valves. If there aren't individual shutoff valves under the sink, shut off the water supply for the suite.

TIP: Insert a sink stopper or cover the sink opening with a towel to prevent any tools from falling down the drain as you make your repairs.

- Remove the set screw and handle.
- How you remove the handle depends on your faucet type:
- If there is a set screw behind the handle, insert a hex key or Allen wrench into the screw and turn it to remove.
- If the handle has a top screw cover, pry it off with a flat screwdriver and set aside.
- Then, use a Phillips head screwdriver to loosen the screw underneath the cover.
- Pull the handle free.
- Remove the Cartridge or Existing Packing

- Using a crescent wrench, loosen the packing nut in the handle assembly, then remove and set aside.
- Gently pull the cartridge straight up and out of the assembly.
- On some models of faucet, you may have to remove the cartridge with a specialized tool, which will be indicated on manufacturer's instructions.
- Install New Cartridge
- Clean the handle area before installing a new cartridge.
- Clean and dry the area around the handle and all the parts with a cloth.
- Inspect the O-rings around the housing. Replace any that look damaged or worn.
- Cartridges come in many shapes and sizes, and the easiest way to find the right replacement part is to know the name of the faucet's manufacturer and the faucet's model number. If you're not sure, take the old cartridge you're replacing to the store so you can use a reference guide to match it to the exact cartridge you need.
- Insert a new cartridge, making sure it is aligned correctly.
- Reattach the packing nut and handle cap.
- Reattach the packing nut and tighten with a crescent wrench; be careful not to overtighten.
- Reattach the handle with the set screw. Replace the screw cover, if required.
- Turn your water line back on, remove any debris or towels from your sink, and test out your faucet.
- Run both hot and cold water through your faucet for a few minutes to ensure your aerator isn't clogged.

If you find that your faucet is still leaking, contact Andrin Customer Care, within your first 2 years of home ownership.

TIP: The aerator is the piece that screws onto the end of the faucet spout. It can be easily removed and cleaned if buildup is hindering continuous water flow.

PLUMBING PIPES ARE FROZEN AND/OR BURST

- You must keep your home's temperature to 22°C to prevent freezing at all times. If this is not possible, proper precautions should be taken to prevent freezing such as shutting off and draining the water supply system.
- For exterior hose bibs, shut off any associated interior valves and leave the exterior valve open as part of a regular seasonal maintenance program. Garden hoses must also be disconnected from the exterior hose bib.
- If a burst pipe is detected in a water supply pipe, the main water supply valve should be turned off immediately until Andrin Customer Care can assess the condition.

BATHTUB OR SHOWER LEAKS

- Caulking and seals around bathtubs and shower enclosures and entry door seals require regular homeowner inspection and maintenance to prevent leaks.
- If a leak is detected in a water supply pipe, the main water supply valve should be turned off immediately until Andrin Customer Care can assess the condition.

WATER HAMMER

To reset your air chambers, turn off your main water shut-off valve, and then open all your faucets and valves. Do not forget to open the lowest faucet you have, which could be on an outdoor hose bib or a basement sink. Opening these will drain any water suspended by pressure and allow the air chambers to clear. Turn all the faucets back off. Turn your water back on, and the water hammer should be resolved.





What is a Condominium

A condominium is a residential unit in a larger development—a building or complex—in which you own the title to your individual unit and share common spaces with other owners. Apartment buildings and townhouse complexes can both be structured as condominiums.



GLOSSARY

A condominium is a residential unit that is surrounded by commonly-owned areas. Although a condominium owner has legal ownership over their individual unit, the space surrounding their unit is jointly owned. Shared spaces and amenities such as hallways, fitness facilities and security systems are maintained by the condominium corporation which is managed by the Board of Directors.

Board of Directors

The Board of Directors consists of a minimum of three people and can be increased to five or seven depending on what is allowed for in the by-laws. Boards of Directors manage the condominium on behalf of the owners. They are responsible for making decisions regarding the maintenance of building, grounds, finances, and must uphold and enforce the Condominium Act, the Declaration, By-laws, and rules.

Condominium Act

The Condominium Act governs condominium ownership. The act takes precedence over the condominium documents and over all agreements in case of any conflicts in the condominium.

Condominium Declaration

A Condominium Declaration is a statutory document that provides essential information regarding each suite's boundaries as well as its share of common expenses. It explains which common elements are "exclusive use," that is, are used only by each unit, such as a terrace, balcony, parking spot, locker, etc. It is based on the Condominium Act and each owner receives a copy upon buying a unit in a condominium. For resale condominiums, it also comes with the status certificate.

Condominium By-Laws

By-laws are legally binding rules that are discussed, debated and approved by the Board of Directors and voted for by owners at the Annual General Meeting or a meeting specifically called for this purpose. The By-laws' purpose is to complement what is missing or not specific enough in the Condominium Declaration.

Condominium Rules

Rules generally cover issues of responsibility for the maintenance and behaviour in the common elements, noise, pets, etc. so that everyone respects each other's space and comfort. The Board of Directors passes rules, which become effective thirty days after notice of the rule has been given to each owner. Rules are helpful as they guide the behaviour of residents. People then know what to expect.

Common Expenses

Common expenses are an individual suite owner's share of the total cost of running the condominium. These costs mainly include the maintenance of common elements such as corridors, garbage rooms, lobbies, locker areas, garages, pool, gym, party room, etc. The Board of Directors is responsible to prepare an estimated operating budget for the fiscal year of the Corporation. Once completed based on the proportionate share of the common elements found in schedule "D" of the Declaration, the common expenses are calculated.

COMMONLY ASKED QUESTIONS

Questions and answers to the most commonly asked questions.

1. What is a common element?

Common elements include such things as building amenities (gym, sauna, party rooms etc.) and the hallways, elevators and the like - anything that will be shared by other unit owners for common use.

2. What do my maintenance fees cover?

Each condo building is different in terms of what your maintenance fees cover. In most condo buildings, common elements and building insurance are covered; some condos cover parking, locker, and/or many utilities like heat, hydro and central air.

3. If something breaks in my condo, who fixes it – me or the condo corporation?

Your unit is considered to be your property. Any repairs within the unit are your responsibility. Repairs outside the unit and regular maintenance like cleaning of hallways etc. are covered in your monthly maintenance fees.

4. What is a Condominium Reserve Fund?

The Condominium Reserve Fund is the pool of money that has been set aside (required by law) for repairs and replacements to the common elements of the building. It is built up through the payment of monthly maintenance fees and can be depleted when major repairs are needed.

5. What is a special assessment??

A special assessment is a charge that may be levied on all unit owners to pay for repairs that the condominium corporation can't cover from its reserve fund - for instance, a major overhaul of the garage. The board of directors will usually call a meeting of all unit owners to discuss the levy of special assessments, and it requires a majority approval.

6. What is a Status Certificate?

The Status Certificate is a document available through the building property manager's office. It is frequently updated and contains information on the building's reserve fund, fees, condo board and structure. This document must be thoroughly examined by a lawyer whenever purchasing a resale condominium unit.

7. How do I find out about the rules and regulations in my condominium?

You can request a copy of your condominium's by-laws from the property manager. Also, attending your condominium board's meetings is a great way to find out what the building is planning, including reserve fund information, planned or proposed increases to maintenance fees and the like..

8. What insurance, if any, do I need to buy?

As a unit owner, you are responsible for insuring your personal property contents within your unit such as appliances, furniture, finishes, cabinets, jewellery, and items stored in lockers. You should also insure for personal liability for any damage to the building or other units that may originate from your unit - such as a leaking bathtub.

9. How do I know if my condominium is in sound financial health?

The financial well being of the condominium corporation is an important consideration. Buying into a condominium corporation that is insufficiently funded to operate and maintain common elements is a risky proposition. There are ways to check the financial status of the condominium based on the

documentation that the condominium corporation is obliged to keep, such as the annual operating budgets and end-of-year financial statements. For resale condominiums, check the estoppel or status certificate.

10. What are restricted-use common elements?

They are the parts of the building occupied by staff, such as the concierge desk and various offices, as well as electrical and technical rooms where only staff and contractors are allowed for obvious safety and security reasons. These belong to owners but are not their concern.

11. Who is responsible for replacing windows and balcony doors?

The responsible party is outlined in the Condominium Declaration.

12. Can I park in a visitor parking spot?

Visitors' parking is reserved for guests only. Residents are not allowed to park in this area unless there is an exceptional circumstance requiring permission from the Board of Directors.

13. How do I pay monthly common element fees?

You can pay by pre-authorized debit from your bank or by cheques made out to The Condominium Corporation. The Property Manager can provide you with the details..

14. When does a condominium corporation elect a board of directors?

The Condominium Act stipulates that a meeting of the owners of the condominium to elect a new board of directors must be held within six months of the date on which the developer ceases to own a majority of the units.

Do's and don'ts of happy condo living

Living in a condominium is all about sharing and caring about your neighbours well-being as much as your own. It's about being mindful, thoughtful and considerate to everyone else living and working in the condominium building. Here's a brief list of Do's and Don'ts for condominium owners that will go a long way in fostering a happy and respectful living environment for all.

DO Greet and Interact with Staff

All condos have workers and staff who maintain the building and provide cleaning services as well as fix any issues reported to the administration. While homeowners might think that they are being paid for these jobs, it is still humane to be courteous and respectful to these workers.

Many of them start as early as seven in the morning, sweeping the hallways, the roads and parking lots to ensure that they're clean enough before all other homeowners get up and start their day. A little bit of kindness goes a long way!

DO Your Share of Keeping Common Areas Clean

It is true that the hallways and common areas are the responsibility of the staff but it would help if you could spare some time cleaning the area right outside your door. If every owner in the condominium did this, our hallways would be spotlessly clean!

DO Sort Your Trash

This habit may be challenging at first but with repeated action, this is definitely doable. Have individual trash bins inside your condo and separate biodegradables and non-biodegradables. Start it in your little ways, and soon this simple act will make a huge difference in our lives as well as to our environment.

DO Join Community Groups

Part of living in a condominium community is the opportunity to interact with our neighbors. Yes we are all busy, but try and make time to socialize with other residents. Join a hobby group. If there isn't a hobby group, then start one! Plan events for holidays and weekends that bring the residents together. You'll be surprised how much fun it turns out to be!

DO Report Anything Suspicious

It is a responsibility of each homeowner to be conscious about what is happening in his or her environment. Weird and unusual noises, some unknown person roaming around or anyone or anything suspicious should be reported to the concierge or the security for them to check further. Remember, if you see something, say something.

DO Keep Noise Levels Down

In a condo, the walls are thin and noise travels. So please take the trouble to keep noise levels down. If you have guests, please instruct them as well. Playing music too loudly, wild parties, moving large furniture during late hours - these are just some of the things you should consider avoiding. Let's all do our part in keeping our community quiet and peaceful.

THE DON'TS

DON'T Throw Anything From the Balcony

This is not only uncivil, crude and ill-mannered, but also downright dangerous. Cigarette butts thrown from the balcony have been known to start fires. Other large items thrown can seriously injure people. Please learn to be respectful of your neighbours.

DON'T Flush Large Tissues

Flushing of large tissues and feminine hygiene products can end up clogging the drainage system of the entire building. It really doesn't take a lot of effort to throw those tissues into the trash bins instead of the toilet bowl. Plus, it takes a lot of water to drain that so it's also a waste of water resource.

DON'T Use Common Areas as Your Personal Space

Hallways are common areas and should not be used for keeping small furniture or footwear. Please be respectful of both yourself and your neighbours as well as the workers who are trying hard to keep the premises clean.

DON'T Leave Pets Unattended

A major difference between an apartment and a house is the amount of traffic within your living space that can trigger your pet. Without the comfort and safety of their human home with them, pets are eagerly waiting for them to come home. Remember, our animals get depressed as well, so their well-being needs to be a priority for us as owners.

DON'T Use Your Parking Spot as a Storage Space

Your parking spot is for your motor vehicle only. Please do not store any large items such as suitcases, bicycles or similar items in your vehicle parking spot.



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