HOMEOWNERS MANUAL

Congratulations on your new Vesta home!

We have created this manual to help you get acquainted with your new home. Inside you will find helpful information on the different components and systems plus tips and recommendations on how to best use and maintain them.

This homeowner's manual is intended to provide a basic understanding of maintenance requirements, however, should any questions arise please contact our Customer Care Team at 604-888-7869 Ext. 227 or via email at service@vestaproperties.com.

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INTRODUCTION

Welcome to your new home. Vesta Properties Ltd. is pleased to provide this manual as a summary of important community information, service procedures and maintenance information with regard to caring for your new home.

No home is maintenance free. Proper and timely maintenance can extend the life of many of the components and systems incorporated in your new home and help you to protect your investment.

These maintenance recommendations are intended to provide you with a basic understanding of the maintenance requirements of your home, however, should any specific questions arise, please contact your builder directly or the specific product supplier or manufacturer.

This manual is not intended to deal with all common property maintenance issues related to a strata titled residential project. Common property maintenance is the responsibility of the Strata Corporation and additional training and information is required.

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COMMUNITY INFORMATION

Township of Langley
20338 - 65 Avenue Langley, BC V2Y 3J1
604.534.3211
info@tol.ca

For Langley community information, services and a complete listing of schools, please visit www.tol.ca

Langley School District
4875 222 Street
Langley BC V3A 3Z7
(604) 534-7891

Langley Memorial Hospital
22051 Fraser Hwy
Langley BC V3A 4H4

George Preston Recreation Centre
20699 42 Ave
Langley, BC V3A 3B1
(604) 530-1323

Brookswood Library
20045 40 Ave
Langley, BC V3A 2W2
(604) 534-7055

Willowbrook Shopping Centre
19705 Fraser Highway
Langley, BC V3A 7E9
(604) 530 - 4492

Public Transit
Translink
www.translink.bc.ca
(604) 953-3333

Langley RCMP Willowbrook
20338 65 Ave
Langley City, BC V2Y 2X3

Douglas Recreation Centre
20550 Douglas Crescent
Langley BC V3A 4B3
(604) 514-2865

Cineplex Cinemas Langley
20090 91A Ave
Langley BC V1M 3Y9
(604) 513-8747

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For all services, hook-up arrangements should be made directly with the company concerned.

Cable and Telephone

Your cablevision and telephone outlets are already installed and ready for hook-up.

Shaw Cable	604-629-8888
Telus	1-888-811-2323

BC Hydro

Account Information	604-224-9376
Emergency Service	1-888-769-3766

FortisBC

Account Information	1-888-224-2710
Emergency Service	1-800-663-9911

Mail

Canada Post	www.canadapost.ca 1-866-607-6301

Please contact Canada Post to re-direct mail and obtain assigned community mailbox.

City Services

Garbage, Recycling & Organics	www.tol.ca/Services-Contact/Garbage-and-Recycling

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EMERGENCY PROCEDURE

EMERGENCY NUMBERS

POLICE (non-emergency: 604.599.0502)	**911**
AMBULANCE (non-emergency: 604.872.5151)	**911**
FIRE (non-emergency: 604.543.6700)	**911**
BC Hydro (i.e. power failure)	**1.888.769.3766**
FORTISBC	**1.800.663.9911**
POISON CONTROL CENTRE	**604.682.5050**

For additional emergency numbers, please refer to the front pages of your telephone directory. There you will also find important information on emergency services, first aid and social agencies.

Emergency service is generally considered that which affects electrical, heating, or water supply and requires immediate attention. The following is a list of a few emergency situations and what actions should be taken prior to contacting the service department or supplier. If you have followed the outlined emergency procedures and still require immediate assistance, please call our emergency line at 604.830.7712.

PLUMBING

Water Line Burst

A water line can burst due to a number of reasons, such as a loose joint, freezing, etc. and should be dealt with immediately. If the burst occurs between a fixture and a shut-off valve, close the shut-off immediately. If no shut-off exists, locate the main water shut-off (usually located where the water line enters your new home in the basement or crawl space), and turn it off until the problem can be repaired. It is also advisable to turn off your hot water tank to prevent overheating while the water supply is shut off.

Plugged Fixture or Sewer Line

This generally occurs because of inappropriate materials being flushed down a toilet or drain by users of the facility. Do not continue use of toilets or sinks once a major blockage has occurred. Attempt to unclog the line using a plunger. If a larger blockage occurs, the services of a plumber may be required. If the blockage is due to a proven builder defect then the builder will take full responsibility for the problem.

Minor Plumbing Leak in the Line or Hot Water Tank

Put a container under the leak and contact your builder. If major leakage occurs at the hot water tank, immediately shut off the water supply as well as the gas valve or electrical breaker.

Frozen Water Line

If garden hoses are left attached to hose bibs during the winter, freezing of the water line can occur. This is problematic once the pipes thaw as they may leak. If a major leak occurs, follow the steps described above regarding “Water Line Burst”. If accessible, heating the pipe with a hair dryer may thaw it out. If the frozen pipe is due to a proven builder defect, the builder will take full responsibility for the repair.

GAS

If, at any time, you smell gas contact your gas utility supplier immediately. They will check your system and advise you of any problems.

ELECTRICAL

Circuit Overload (Breaker Tripping)

If this occurs, ensure that the circuit is not overloaded with too many appliances, or that the appliance itself is not faulty. Appliances such as hair dryers, toasters and kettles that generate heat tend to draw a lot of electrical current. More than one of these types of appliances in use at the same time on the same circuit can cause circuit overload. Should circuit overload occur, unplug one or more of the appliances and reset the breaker. If tripping reoccurs, contact your builder.

Ground fault circuit interrupters (G.F.C.I.s) protect your exterior plugs and those in your bathrooms. This device will either be located in the actual plug itself or be a dedicated breaker in your electrical panel. It is sensitive and designed to trip when grounding occurs due to damp conditions, or when extension cords are excessively long and/or in poor condition, or if appliances are faulty/old. Ensure that no unsafe situations exist, and that appliances and extension cords are unplugged, then reset the G.F.C.I.

Plugs and Outlets

If a plug or outlet sparks excessively, immediately turn off the breaker and contact your builder. A small spark when an appliance is unplugged is not uncommon.

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All Power to your New Home is Out

If, for any reason, all the power in your home goes out, check to see if there is a power blackout in your neighborhood. If not, check your main breaker (in the electrical panel) and reset it after checking for a current overload.

HEATING

If your furnace does not appear to be operating, ensure that the breaker has not tripped and refer to your furnace manual to check lighting procedures. Also, check the thermostat setting to ensure it has not been turned down.

ROOF LEAKS

If a roof leak occurs, check for the following:

a) plugged gutters or downspouts;
b) debris on the roof;
c) ice damage; or
d) missing roof shingles.

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SERVICE PROCEDURE

The construction of your home was carefully supervised. However, some service work may be required within the first year.

To facilitate your warranty coverage, Vesta's service program consists of two service visits – one following three months from your possession date of your home and one at one year from your possession date of your home. The purpose of the three month visit is to address issues which affect quality of living, are covered under warranty, and can not wait for the one year service.

Both visits are at the option of the homeowner and if required, must be initiated by the online request form for either the 90 days or one year service. Please note that all service requests must be initiated in this manner. Service requests initiated in any other way will not be processed. We thank you for your understanding on this matter.

In the interest of efficiency, and to minimize your inconvenience, we ask that you please send in your service request in a complete manner, including all items needing attention as opposed to sending items in on an individual basis. This will ensure orderly execution of service issues.
*We also ask that you submit your one year service request 2 to 3 weeks prior to you anniversary date. This will ensure there is enough time to schedule the necessary appointments with Vesta representatives and our trades.

To obtain service for your Vesta home, please follow these procedures:

1. **Unless service is of an emergency nature, all service requests must be in writing.** Please see Emergency Procedures section of this homeowner manual for emergency contacts. Emergency service is generally considered that which affects electrical, heating, or water supply and requires immediate attention.

2. Complete either the 90 days or one year Request for Service form and send to our Service Department. The service request can be accepted:
   - By the online form at https://www.vestaproperties.com/customer-care/service-inquiry/

   Please use only this method to send your Request for Service form. **Unfortunately, we cannot accept service requests by telephone.**

3. Upon receiving your Service Request Form, our office will acknowledge receipt and a Vesta service representative will contact you to schedule a service visit. Please note that only work covered under the warranty will be performed by our service department.

4. Do not give your service request to your sales representatives or construction personnel. These requests may go astray. We will be able to serve you better if all service requests go through our service department.

5. Inquiries and questions can be directed to our Service Department via email or telephone:
   - Service@vestaproperties.com
   - BC T. 604-888-7869 ext 227

Throughout the first year, your house will generally experience some settlement/shrinkage of the building components (particularly the wood framing materials) which will result in some minor cracking of drywall, tiles or other cosmetic flaws. Floor squeaks may also occur. We recommend that these items are dealt with towards the end of your first year of occupancy to allow for the majority of the settlement to occur. **Please ensure that you review all of your warranty documentation closely so that you are aware of all deadlines and complaint procedures**.

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SUB-TRADE AND SUPPLIER LIST

The following sub-trade contractors and product manufacturers or suppliers were used in the construction of your new home. These companies or individuals generally provide a one-year warranty for defects in material and labour. These contact numbers are provided for reference purposes and emergency purposes only.

Please fill out a Service Request Form as outlined in the service procedures and contact Vesta Properties by online form for all service requests.

TRADE/SUPPLIER:	COMPANY NAME:	CONTACT:	TELEPHONE:
SIDING AND SOFFITS	EAGLESIDE	GARTH	604-575-5275
GUTTERS AND DOWNSPOUTS	WEATHERGUARD EXTERIORS	BOB	604-574-1985
WINDOWS	PLY GEM BUILDING PRODUCTS LTD	CALVIN	604-270-1488
INTERIOR DOORS & MOULDINGS	KINGSWOOD INTERIORS	SERVICE	604-381-0808
EXTERIOR DOORS	PLY GEM BUILDING PRODUCTS LTD	CALVIN	604-270-1488
GARAGE DOORS	CREATIVE DOOR SERVICES	MICHELLE	604-524-8444
ROOFING	ALL SEASON ROOFING	RON	604-502-8683
INSULATION	FORT INSULATION	TONY	604-888-9857
LAMINATE FLOORING	WOOD EXPRESSIONS	RUDY	604-290-4824
CARPET	RAMCO CARPETS	JASON	604-530-5345
CABINETS	KINGSWOOD CABINETS	SERVICE	604-381-0808
HARDWOOD FLOORING	WOOD EXPRESSIONS	RUDY	604-290-4824
COUNTERTOPS	COASTAL GRANITE	STEVE	778-898-9617
TILE	SUBURBIA TILE	JOHN	604-533-2081
INTERIOR FINISHING (WOOD WORK)	KINGSWOOD INTERIORS	SERVICE	604-381-0808
PLUMBING	PENNO PLUMBING	MIKE	604-542-9889
ELECTRICAL	ELEVATION ENERGY	DAVID	604-753-7229
ELECTRICAL FIXTURES	DESIGN LIGHTING	KANDY	604-576-8733
ALARM SYSTEM & ROUGHIN	ELEVATION ENERGY	DAVID	604-753-7229
HEATING	CJ HEATING	CHUCK	604-539-7244
FIREPLACES	DELCO	STEVE	604-690-0780

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TRADE/SUPPLIER:	COMPANY NAME:	CONTACT:	TELEPHONE:
WINDOW BLINDS	BRITE BLINDS	VIOLET	604-420-8820
APPLIANCES	THE BRICK	COMCARE	1-877-353-2850
MIRRORS/ SHELVING	GLASSWORLD	JULIA	778-769-2660
INTERIOR RAILINGS	SPANISH WOOD	DANIEL	604-942-4297
EXTERIOR RAILINGS	IGN	MAX	604-820-0110
MASONRY	CRONUS	RORY	604-339-4901
PAINTING	FIRST CHOICE	SHAMSHER	604-825-3864
WARRANTY	TRAVELERS		1-800-661-5522

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WARRANTY INFORMATION

This section contains important information regarding your new home warranty. Your home has been built in accordance with and to the standards prescribed by the adopted BC Building Code and the building standards required by municipal authorities.

As an owner, you are required to maintain your new home and mitigate any damage to your new home, including damage caused by defects or water penetration, as set out in the warranty certificate.

You must take all reasonable steps to restrict damage to your new home if the defect requires immediate attention.

For defects covered by Travelers Guarantee's warranty, the duty to mitigate is met through timely notice in writing to your builder and Travelers Guarantee.

An owner's duty to mitigate survives even if;

a) The new home is unoccupied,
b) The new home is occupied by someone else other than the homeowner,
c) Water penetration does not appear to be causing damage, or
d) The owner advises the strata corporation about the defect.

Unfortunately, if a defect occurs or is made worse due to an owner's failure to follow the maintenance procedures provided, or to mitigate any damage, it will be excluded from warranty coverage.

WARRANTY COVERAGES

1) MATERIALS & LABOUR WARRANTY

(a) In the first **12 months** of the Warranty, for **detached dwelling units** or **dwelling units** in a **multi-family building**, coverage for any Defect in Materials and Labour.
(b) In the first **15 months** of the Warranty, for the **Common Property**, common facilities and other assets of a Strata Corporation, coverage for any defect in Materials and Labour.
(c) In the first **24 months** of the Warranty,
    i. Coverage for any Defect in Materials and Labour supplied for the gas, electrical, plumbing, heating, ventilation, and air conditioning Delivery and Distribution Systems,
    ii. Coverage for any Defect in Materials and Labour supplied for the exterior cladding, caulking, windows, and doors that may lead to detachment or material damage to the new home or Common Property,
    iii. Coverage for any Defect in Materials and Labour which renders the new home unfit to live in, and;

iv. Non-compliance with, or a violation of the Building Code if the non-compliance or violation:
    1) Constitutes an unreasonable health or safety risk, or
    2) Has resulted in, or is likely to result in, Material Damage to the new home.

2) <u>BUILDING ENVELOPE WARRANTY - FIVE (5) YEARS</u>

Coverage for the Building Envelope for up to five years for Defects in the Building Envelope of a new home, including a Defect which permits unintended water penetration such that it causes, or is likely to cause, Material Damage to the new home.

3) <u>STRUCTURAL DEFECTS WARRANTY - TEN (10) YEARS</u>

Coverage for Structural Defects for up to ten years for:

(a) Any Defect in Materials and Labour that results in the failure of a Load Bearing part of the new home, and;

(b) Any Defect which causes Structural Damage that materially and adversely affects the use of the new home for residential occupancy.

<u>WARRANTY EXCLUSIONS</u>

The Warranty does not cover the following:

1) Weathering, normal wear and tear, deterioration or deflection consistent with normal industry standards;
2) Normal shrinkage of materials caused by drying after construction;
3) Any loss or damage which arises while the new home is being used primarily or substantially for non-residential purposes;
4) Materials, labour, or design supplied by an owner;
5) Any damage to the extent that it is caused or made worse by an owner or Third Party, including:
    (i) Negligent or improper maintenance or improper operation by anyone other than the builder or its employees, agents, or sub-contractors,
    (ii) Failure of anyone, other than the builder or its employees, agents, or sub-contractors, to comply with the Warranty requirements of the manufacturers of appliances, equipment, or fixtures,
    (iii) Alterations to the new home, including the conversion of the non-living space into living space or the conversion of the new home into two (2) or more units, by anyone other than the builder or its employees, agents, or sub-contractors while undertaking their obligations under the sales contract, and,
    (iv) Changes to the grading of the ground by anyone other than the builder or its employees, agents, or sub-contractors;
6) Failure of an owner to take timely action to prevent or minimize loss or damage, including the failure to give prompt notice to Travelers Guarantee of a Defect or discovered loss or a potential Defect or loss;
7) Any damage caused by insects or rodents and other animals, unless the damage results from non-compliance with the Building Code by the builder or its employees, agents, or sub-contractors;

8) Accidental loss or damage from acts of nature including, but not limited to, fire, explosion, smoke, water escape, glass breakage, windstorm, hail, lightning, falling trees, aircraft, vehicles, flood, earthquake, avalanche, landslide, and changes in the level in the underground water table which are not reasonably foreseeable by the builder;
9) Bodily injury or damage to personal property or real property which is not part of the new home;
10) Any Defect in, or caused by, materials or work supplied by anyone other than the builder or its employees, agents, or sub-contractors;
11) Changes, alterations, or additions made to the new home by anyone after initial occupancy, except those performed by the builder or its employees, agents, or sub-contractors under the construction contract or sales agreement, or as required by *Travelers Guarantee*;
12) Contaminated soil;
13) Subsidence of the land around the new home or along utility lines, other than subsidence beneath footings of the new home or under Driveways or Walkways;
14) Diminution in the value of the new home;
15) Landscaping, both hard and soft, including plants, fencing, detached patios, gazebos and similar structures;
16) Non-residential detached structures including sheds, garages, carports or outbuildings, or any structure or construction not attached to or forming an integral part of a multi-unit building or the new home;
17) Any commercial use area and any construction associated with a commercial use area;
18) Roads, curbs, and lanes;
19) Site grading and surface drainage, except as required by the Building Code;
20) The operation of municipal services, including sanitary and storm sewer;
21) Septic tanks or septic fields;
22) The quality or quantity of water, either from a piped municipal water supply or from a well;
23) A water well, but excluding equipment installed for the operation of a water well used exclusively for the new home, which equipment is considered to be part of the plumbing system for the new home;
24) Damage caused or made worse by the failure of an owner to take reasonable steps to mitigate any damage.

Note: Drywall repairs shall be filled and sanded smooth and made ready for painting, the painting of the drywall repairs is not within Warranty coverage.

For complete Warranty Coverage information, refer to your Travelers Guarantee Home Warranty Certificate.

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EXTERIOR AND INTERIOR CARE AND MAINTENANCE

EXTERIOR

DRIVEWAYS, SIDEWALKS AND PATIOS

Concrete

Driveways and sidewalks are generally made of concrete. Concrete is a strong material that wears well and will perform for many years.

Following installation, concrete will shrink as it cures. This shrinkage causes stress in the concrete, which often results in surface cracks as this stress is released. This cracking can be controlled by the installation of control joints in the concrete. These deliberate joints in the concrete are more susceptible to cracking than the remainder of the slab, thereby preventing cracks from occurring in the slab surface itself. Unfortunately, these control measures are not always effective and surface cracks can appear despite the builder's best efforts. These cracks are generally cosmetic and do not require repair unless they constitute a tripping hazard that exceeds acceptable standards as set out by your warranty provider.

Seasonal variations in temperature may also cause cracks in concrete slabs. Soil movement beneath the concrete due to frost penetration can crack and/or raise sections of the concrete. This change in height may change the direction of surface drainage causing water to pool against the foundation wall of your new home. Should this occur, repairs should be undertaken to prevent water from pooling as it may then seep through the foundation wall and into the home.

Both of the instances above are natural occurrences that are beyond the builder's control.

Another potential cause of damage to concrete surfaces is road salt and other chemical contaminants. Road salt or other de-icing products used for ice control in the winter may adversely affect the surface of the concrete. As a result, road slush, which contains road salt, should not be allowed to melt on the concrete. A good alternative to de-icers, is sand or cat litter for increased traction on icy sections of the driveway or sidewalk.

Common lawn fertilizer, contaminated surface water and run-off from stored materials can cause staining of the concrete surface that cannot be removed. Concrete sealers that are commercially available may reduce damage due to chemical contaminants. Care should be taken in the handling and storage of potential contaminants on or near any concrete surface.

Concrete Pavers

Manufactured concrete products such as paving stones are also susceptible to surface damage and staining. The precautions pertaining to concrete surfaces listed above also apply to these products.

Concrete pavers are installed on a bed of course sand or fine gravel. Some localized settlement may occur due to compaction of these materials. Should some areas settle excessively, lift out the pavers in the low area and add sand to level the area out. Suitable material for this repair can be purchased in bag form from most home supply centers.

Asphalt

Asphalt surfaces are seldom smooth and often have indentations. Tire impressions and checking or cracking at the edges due to expansion and contraction are other common characteristics. Damage to the surface may also occur in hot weather as the surface softens due to the heat. Sharp or pointed objects such as motorcycle kickstands or trailer hitches can penetrate the surface under such conditions.

Gasoline and solvents will dissolve asphalt quickly. Any spills or fluid leakage from automobiles should be removed immediately. Periodic sealing of the asphalt surface (every two to five years) with an acrylic-based sealant is recommended. These products are readily available at most home supply centers.

Gravel

Gravel driveways require raking periodically to fill in depressions to maintain an even surface. Crowning the driveway to the center or sloping it to one side is a good method of controlling surface water.

SITE DRAINAGE AND GRADING

The intent of site drainage patterns is to prevent surface water from pooling near or against the perimeter foundation wall of your new home. This is accomplished adjacent to the house by sloping the soil away from the residence on all sides.

Window wells are a means of providing a window for a basement below grade. Window wells must be kept free of ice, snow, leaves and other debris which may block the drainage system provided and flood your new home.

Depressions due to soil compaction following construction may occur adjacent to the foundation walls. These depressions should be filled and graded to direct surface water away from the walls for a distance of at least two meters (6’). At no time should water be allowed to pool against the foundation walls.

In addition to the drainage considerations adjacent to your new home, overall property drainage systems may include surface depressions (swales), drain tile curtain drains and catch basins. Ice, snow, leaves and other debris can block the flow of drainage and must be seasonally maintained by the owner. Care must be taken not to permanently alter the drainage flow so as to cause an ongoing drainage problem.

During periods of excessive rainfall, standing water may occur due to soil saturation. Such conditions are beyond the control of the owner or builder.

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DRAIN TILE AND SUMP

In most jurisdictions, there is a requirement for a perimeter drain tile system to be located below the level of the basement or crawlspace floor. This system is generally comprised of perforated pipes that are covered with gravel to allow water to seep into them. This drain tile carries the water away from the perimeter of the house to prevent it from accumulating against the foundation wall or footing. The drain tile then carries the water to a sump or catch basin. The sump allows any sediment in the water to settle to the bottom of the sump. The clear water is then drained off by another pipe to the municipal storm sewer, ditch or a rock pit located in the yard. Access pipes or cleanouts are installed to allow the perimeter drain tile to be inspected and cleaned. The location of these cleanouts should be identified for future reference.

Sumps and catch basins should be cleaned every two years, as a minimum, to remove any excessive sediment, leaves or other debris. Exterior stairwells are often equipped with a drain and sump at the bottom of the stairwell to prevent flooding of the basement. These drains must be kept clear of debris.

Deep-rooted plants or trees should be avoided next to the foundation walls as deep roots can clog a drain tile system.

The requirement for a perimeter drain tile system may be waived by the authority having jurisdiction in arid regions, regions with free draining soils, or some rocky lots. In areas of blasted rock, it is virtually impossible to stop the movement of water through the rock. Exposed areas of rock in a crawlspace may seep water in wet conditions. Care must be taken to ensure that any visible water is drained away and that the area is adequately ventilated.

LANDSCAPING

Frequent watering of the grass is essential during the first few weeks after an area has been sodded or seeded. Once the grass is established, weekly watering is adequate. This will promote a deep root system that will result in a healthier, more drought resistant lawn. Frequent light watering results in a shallow root system that causes the lawn to dry out and die in drought conditions. For the same reason, grass should not be cut shorter than two inches in height.

Fertilizing twice a year and controlling weeds will promote a healthy lawn. Consult your local home garden centre for suitable products.

During the spring thaw, do not allow snow or ice to accumulate in shaded areas as this will damage the grass. Any accumulations of snow should be distributed evenly over a large area so that it melts evenly.

Some minor settlement will occur over some areas of new lawns or landscaping. These areas should be filled and re-seeded to maintain a level surface.

When installing flowerbeds, be careful not to interfere with the drainage system. Ensure that flowerbeds are graded away from the foundation wall and that a minimum clearance of eight inches is maintained between the ground level and the bottom of the exterior wall cladding.

Never allow soil or gravel to come in contact with untreated wood materials or your exterior finish.
Trees and shrubs should be kept clear of the house. Deep rooted plants or trees could interfere with the performance of the perimeter drainage system of the house.

Newly planted trees or shrubs require a shallow depression around their base. The depression should be worked periodically to loosen the soil to allow air and water to penetrate to the root system. Once the plant is established (approximately two years), the depression can be filled in; however, never raise the soil above the level of the base of the trunk as this will kill the tree.

In some arid locations, the installation of lawns, planters, trees or shrubs directly adjacent to your new home is not recommended. The water required to sustain the health of the lawn or plants causes the soil to expand or collapse depending on the composition of the soil. This will adversely affect the load-bearing ability of the soil and may cause structural damage to the residence.

VINYL, METAL OR COMPOSITE SIDING

Generally, vinyl, metal or composite siding materials will not require refinishing. Metal and composite siding materials can be re-painted, vinyl siding cannot. Due to their smooth surface, these materials can be kept clean by washing with a garden hose and mild detergent and some light scrubbing. Never use a pressure washer to clean the exterior cladding. Excessive water pressure can cause damage to the surface of the cladding and/or force water into the wall cavity.

Vinyl and metal siding materials are installed loosely to allow for expansion and contraction due to the variations in the outside temperature. Damaged or very loose siding should be replaced/refastened to prevent further damage to the siding and to prevent the entry of water into the wall cavity.

WOOD SIDING

Wood siding and shingles can be cleaned with a mild detergent and a garden hose. Do not use a pressure washer to clean wood siding as this will damage the surface and force water into the pores of the wood.

Painted wood siding or shingles will generally require re-painting or staining within five years. This will vary depending on the type and quality of the product used, the initial coverage, and the exposure to the elements. The siding will require re-painting or staining whenever the surface begins to fade, discolour or peel.

Moisture in wood siding causes most exterior paint failures. This moisture may be from garden sprinklers, damp shrubbery close to the wall, small cracks in the siding or around door and window details. Spot repair of affected areas can sometimes extend the life of the remaining surfaces. Please note that if spot touch ups of the painted/stained surfaces are undertaken, the new paint/stain colour will likely not match that of the existing surface due to fading and weathering. This cannot be avoided.

Siding installed on the south and west elevations, especially dark and bright colours which fade more rapidly, may require more frequent repainting or staining to maintain their original appearance and also to provide adequate protection for the siding. For best results, follow the manufacturer's recommendations for surface preparation.
Decks, handrails and window-sills may require cleaning and "touching up" more frequently than other components of the house due to their horizontal orientation.

STUCCO

Stucco consists of a mixture of sand, lime, water and Portland cement. Conventional stucco applications, including those with an acrylic top finish coat, are not waterproof. The protection from water penetration comes from the building paper and flashing installed prior to the application of the first coat of stucco. The stucco does help in shedding water, but will become saturated after a prolonged period of rain.

Control joints are installed at each floor to compensate for the movement of the building frame caused by the wood components which shrink in size as they dry. Hairline cracks may appear in the finish coat after the drying and shrinking process is complete. These cracks should be expected and it is suggested that they be left until near the end of the first year, or until all shrinkage has taken place and then, if desired, they can be repaired. Please note that the repair of the crack is often more unsightly than the original crack. Cracks less than 3mm (1/8") in width do not require repair. Larger cracks should be sealed to prevent the entry of bulk amounts of water into the wall assembly.

Most surface dirt on stucco can be cleaned with a garden hose. A pressure washer should never be used to clean stucco surfaces as considerable damage and excessive water penetration can occur.

Over time, mildew and moss can grow on any shaded surface on any type of cladding. A mild solution of bleach and water may remove this growth.

MASONRY

Neither the mortar joints in the brickwork nor the bricks themselves are entirely waterproof. Periodically, the mortar joints should be checked for cracks. Hairline cracks are not problematic; however, if these cracks are excessive, they should be repointed to reduce the potential for moisture related problems. Repointing involves cleaning out loose mortar to a depth of at least ½" and filling the space with new mortar which is available at your local building supply store.

The bottom course of brick contains intentional openings (weep holes) which allow for the drainage of moisture from the cavity located behind the brick. These openings must remain unobstructed and must be a consideration when landscaping.

White dust or staining on the masonry surface is referred to as efflorescence. It is the result of salts within the masonry or mortar that migrate to the surface of the brick with time. It can usually be controlled with water and a light scrubbing. More persistent occurrences can be washed off with muriatic acid or baking soda. Should efflorescence continually reoccur in a localized area, it may be due to a specific water source such as a leaking gutter. If so, the problem should be identified and corrected.

CAULKING

Flexible sealing compounds are generally referred to as caulking. Numerous varieties exist and have many specialized uses. Caulking is generally used to seal gaps between dissimilar materials on the exterior of the building and to seal gaps or joints in exterior finishes. As the building moves due to the shrinkage of the building framing members and/or the finishing materials themselves, considerable stress is placed on the caulking materials. While a caulking joint should never be the only means of preventing water from entering a building, it is one of the initial means of keeping water out. Therefore, caulking requires examination annually before the wet weather arrives. Any cracked or damaged caulking should be removed and replaced.

When caulking, use a high quality material formulated for your specific purpose. Some caulkings are for interior use or cannot be painted. Consult with your builder or local home supply centre for an appropriate product.

WINDOWS

Window glazing is typically made of glass with the exception of some skylights that may use an acrylic glazing. Current building standards require the use of double glazed sealed units mounted in thermally broken frames. There is a wide assortment of frame types and the material used can vary widely. Windows may open in different fashions: they may slide horizontally or vertically, open outwards like a door or tilt open in the fashion of an awning. Typical windows require minimal maintenance. Window hardware should be cleaned and lubricated annually. Any accumulated grime or debris should be removed from between the window and the frame.

Most window designs incorporate a drainage track at the bottom of the window to collect any condensation that runs off of the glazing. These tracks will have weep holes to the outside to drain this moisture. These holes must be kept clean and can be maintained with a short piece of wire or a cotton swab.

If high relative humidity levels occur inside your new home during periods of very cold weather, condensation and frost on the inside face of the windows will occur. This is a ventilation issue and is not a fault with the window. Condensation can result in the growth of mold on the window frame that can be controlled with a mild solution of bleach and water.

Condensation between the layers of glass within the window frame indicates that the sealed unit has failed. The glazing unit will require replacement as there is no method of repairing sealed units. If failure of the sealed unit occurs after the expiry of the first year of warranty coverage, contact your window supplier as the cost of this repair may be partially borne by the manufacturer.

Acrylic skylight glazing does allow the migration of moisture through it, therefore, condensation between the double-glazing can be expected. This form of skylight usually has a vent that can be opened to allow for additional airflow between the acrylic glazing units. Check with your skylight manufacturer for further information in this regard.

VESTA PROPERTIES

DOORS

Exterior swing doors are generally made of solid wood, metal, wood over a foam core or fiberglass. Sliding patio doors are usually constructed with metal or vinyl frames and are supplied by the window manufacturer. Interior doors are usually a wood veneer over a hollow core. The man door between the garage and the house will be provided with an automatic door closer and seal (weather-stripping) to ensure that the door automatically closes to prevent the entry of exhaust gases from the garage into your new home.

Exterior doors are exposed to detrimental weather conditions and extreme temperature variations from the inside to the outside which can harm the surface of the door. Variations in the relative humidity from the interior to the exterior can also affect the door. Collectively or separately, these conditions can cause doors to warp or change in dimension. Seasonal variations can occur up to ¼" in any direction. It is prudent to refrain from trimming a binding exterior door as the problem may rectify itself with a change in climatic conditions.

Some exterior doors have restrictions imposed by the manufacturer as to the colour the door may be painted. The heat absorbed by darker colours can cause failure of the sealing compounds in the glazing and/or cause excessive warping of the door. The wrong paint colour may void the manufacturer's warranty, therefore, any such restrictions should be reviewed prior to the door being painted.

Interior doors are generally sized to allow a gap up to 18mm (¾") at the bottom of the door between the door and the floor covering. This gap is provided to allow for the circulation of air beneath the door.

WEATHER-STRIPPING

Weather-stripping is installed around doors and windows to reduce air infiltration. Check the weather-stripping annually to ensure that the seal is adequate. Some weather-stripping is adjustable and the door should be slightly difficult to latch or lock. Petroleum jelly can be used to lubricate rubber or vinyl products to maintain their flexibility.

STORM DOORS

It is recommended that storm doors be installed where conventional swing doors are unsuitable for the weather conditions. Unfortunately, this may not often be determined until the first winter season. The need for a storm door is not a builder responsibility.

FINISH HARDWARE

The factory finish on exterior locks and door handles will wear with normal use. This is especially evident with brass finishes in marine environments. To restore this finish, remove the factory lacquer finish with a scouring powder, then polish the hardware. Once a uniform appearance is obtained, the surface can be sealed with a coat of clear lacquer.

Interior door hardware can be wiped clean with a damp cloth and polished with a soft dry cloth. It should be noted that natural body oils and many hand lotions are detrimental to brass finishes and will cause tarnishing.

Door hardware and locks can be lubricated with powdered graphite or light oil.

DECKING AND HAND RAILS

Sundecks, balconies and handrails are exposed to rain, snow and sun. Cracking, warping and splitting of wooden deck materials is normal and cannot be prevented. Painted surfaces will chip and peel and should be touched up annually before the onset of poor wet weather. Open seams in wood trim should be sealed with a suitable caulking to prevent the entry of water.

Care must be taken not to damage any deck membranes and any damage must be repaired immediately. Usually, cleaning with mild soap and water is adequate.

ROOF AND GUTTERS

Roof

If the roof of your new home is sloped, it will typically be surfaced with asphalt or fiberglass shingles, cedar shingles or shakes (which may or may not be treated with a preservative), clay or concrete tile, metal or a composite manufactured product. Flat or slightly sloped roofs may be surfaced in either built-up tar and gravel or torched on rolled sheet goods. The typical life expectancy of these various roof materials ranges from 10 - 25 years.

The life expectancy of the roof will depend on the product used and the care and maintenance provided. Loose, broken or missing shingles following heavy windstorms should be repaired or replaced. It should be noted that most manufacturer's warranties for shingles do not cover wind damage in conditions exceeding 80 kph (50 mph) unless otherwise specified. Storm related damage is not the builder's responsibility; therefore, maintenance repairs should be made as soon as possible after such occurrences to prevent leakage. Leakage can cause serious damage to the interior of your new home or further damage to the remainder of the roof.

Asphalt shingles and some roll roofing have granules on the surface to protect the product from damage due to ultra-violet radiation from sunlight. If bare areas of the underlying roof material are present, they should be protected with additional granules. This material is available at most roofing material supply stores. In addition, these types of roofs will become soft in hot weather and the top surface can become damaged from people walking over it.

Deflection of the roof sheathing or the lifting of the shingles due to expansion can cause variations in the roof surface.

Cedar roofing should be washed annually with a garden hose and any accumulated debris such as needles or moss should be removed from between the shingles or shakes. The shingles should not be pressure washed as the high-pressure water causes irreparable damage to the composition of the shingle. Wood roofs become very slippery when wet and extreme caution must be undertaken when working on a wet roof.

Wood shingles will crack and split with time. This weathering is generally not a concern unless it causes a roof leak. If such a leak occurs, it should be repaired immediately by installing a piece of sheet metal beneath the cracked shingle. Older wooden roofs are very brittle and traffic on the roof can cause extensive damage to the shingles.

Flat roofs should be inspected by a professional every two years and all recommended maintenance should be carried out.

All forms of roofing are intended to shed water and prevent its entry into the residence. Obstructions that prevent the free flow of water off of the roof surface or to a drain can cause leakage and/or premature failure of the roofing material. The roof and ancillary flashings must be kept free of debris and build-up of ice or snow. While cleaning the roof is recommended annually, the roof surface should also be checked for excess debris after every heavy windstorm. This is especially true if trees surround the home. Please note that coniferous trees will also deposit debris in sufficient quantities to impede the free flow of water.

Regardless of the type of roof material used, the area beneath the roof surface will be vented to the outdoors. Sloped roofs generally have an attic which is vented at the perimeter (eaves), gables or at the ridge of the roof. Flat roofs are also vented. This unobstructed ventilation is crucial to the longevity of the roof and roofing material. At no time should you allow this venting to become blocked.

All penetrations through the roof, such as skylights, pluming stacks, vents etc., need to be checked annually and re-sealed as necessary.

Ice Dams

Snow melting on the roof and freezing as it runs off at the un-insulated overhang or eave of the roof can cause ice damming. Ice dams can cause water to back up under the shingles which will result in a leak inside. This is a natural occurrence and generally is not due to a builder defect. When ice dams occur, the snow and ice should be removed off of the roof at the eaves and valleys.

Gutters and Downspouts

Although gutters are not required by building regulations, they are often installed at the perimeter of the roof to control the runoff of rainwater from the roof. They also serve to prevent the rainwater from being deposited alongside the foundation wall where it could eventually seep into the basement or splash water and mud up onto the surface of the wall. If the gutters or the down pipes become clogged with debris or ice, water damage can occur.

Keep gutters, roof drains and downspouts free of obstructions such as leaves, tree needles and moss. Washed down by rain, particles from asphalt shingles can settle in the gutters and reduce their efficiency. As with the roof, the gutters should be checked for obstructions at least twice a year, and after every heavy windstorm or after prolonged periods of freezing and thawing. When cleaning out the gutters, do not allow the leaves and debris to clog the down pipes of your new home.

VESTA PROPERTIES

STRUCTURE

FOUNDATION

The most common material used in foundation construction is poured in place concrete. Alternative methods of construction include masonry block walls and wood walls constructed of pressure treated preserved wood.

If constructed of concrete, it is important to understand that concrete shrinks as it cures. As with concrete flat work, such as driveways, the concrete of the vertical wall may crack as the stresses caused in the concrete due to shrinkage are released. Minor shrinkage cracking cannot be avoided in conventional concrete foundations and floors. These cracks have little effect on the structural integrity of the building.

The exterior of foundation walls are generally coated with a bituminous damp-proofing material below grade. This material is often exposed for several inches above grade as well. Damp-proofing is installed to prevent moisture from seeping into the concrete. It is not waterproof, therefore, excessive amounts of ground water must be controlled by other means such as site grading or drainage.

As previously referenced, hairline cracks in the foundation wall may allow the entry of water. These can be repaired from the outside with an asphalt-based sealant. If exterior access is not possible, numerous concrete patching compounds are available commercially, which can be installed to the inside surface of the concrete wall.

BASEMENT FLOOR SLABS AND CRAWL SPACE GROUND SEALS

The floors of basement style homes will be cast-in-place concrete. This surface may not be perfectly smooth and is generally not intended as a finished floor surface. As concrete shrinks while curing, stress cracks are common. Cracks will generally form at corners and across doorways and at the perimeter of the floor where it abuts the foundation walls. As the floor is not a structural component, there is generally no reason to repair cracks in a concrete floor unless they are larger than 3mm (1/8”) in width. These can usually be filled with concrete grout.

Concrete floor slabs can be painted. The product used should be alkali resistant and allow continued curing of the concrete. Painted concrete floors often flake or peel and require continual touch-up.

Efflorescence may appear on areas of the concrete floors and walls. Efflorescence is a white powder on the surface of the concrete which is caused by salts in the concrete mix that are brought to the surface by the water in the concrete mix. It is cosmetic only and can be removed with a brush. Once the concrete has cured, it will likely stop appearing although an alternative water source could cause efflorescence to continue indefinitely. If this is the case, the alternate source of water should be identified and remedied.

A polyethylene vapour barrier is generally installed beneath the concrete floor to stop the migration of ground water through the concrete. Despite this vapour barrier, some moisture may still transmit through the concrete. Storage items should be raised up off of the floor and kept away from the walls. This allows for the flow of air around the stored items and helps to prevent the growth of mold or mildew.

Crawl space floors are required to be sealed with a vapour retarder as well. This can be a polyethylene barrier weighted down with rocks or gravel or a concrete skim coat. Although it is common for both to be used together, either method is acceptable.

If a concrete skim coat is used, it will generally be a lower strength concrete and will measure approximately 50mm (2") thick. It may be very roughly finished and is not intended as a finished floor. It will likely crack extensively due to its weak strength and the manner in which it was installed. This is normal and no repair is necessary unless the cracks exceed 10mm (3/8") in width.

WOOD FRAME

The most common means of building the structure of a new home is a method called western platform framing. This method incorporates a vertical frame of 2"x4" or 2"x6" studs with continuous plates of the same width at the top and bottom of the wall. The wall studs are generally on a 16" or 24" spacing. Plywood, lumber or oriented strand board (OSB) sheathing is used on the exterior of the frame.

The floor "platforms" are constructed using 2"x8", 2"x10", 2"x12" floor joists of solid lumber or manufactured floor joists with plywood or OSB sheathing screwed or nailed to the top surface. To help eliminate squeaks and to provide additional structural rigidity, glue is often applied to the top of the floor joist prior to the installation of the floor sheathing. The interior and exterior walls of the structure and/or the perimeter foundation wall generally support the floor joists.

For space considerations, beams constructed of several joists nailed together, or engineered wood products, may be used to support the joists in lieu of a wall. For larger loads or longer spans, a specialized manufactured beam may be used for added strength. Posts at intermediate locations may support these beams.

Most roofs are constructed using prefabricated wood roof trusses spaced 600mm (24") apart. Detailed roof structures may be framed by hand using roof rafters and ceiling joists. Trusses are capable of spanning large distances while carrying considerable weight; therefore, it is likely that the interior walls on the top floor of your home carry no roof loads and the load is supported by the exterior walls only. As the design and installation of the truss is engineered, this can be confirmed by your builder or by the supplier of the trusses.

Following installation, the wood used to construct your new home will shrink as it dries out. This shrinkage will cause minor changes in the size and the shape of the wood members. These changes do not effect the structural integrity of the wood frame, but may cause changes in the finishes used throughout your new home. The most common changes are cracks or nail pops in the finished surfaces of the drywall on the walls and ceilings. The movement that results from the shrinkage of the structure may also affect other finishes such as flooring and wood trims. Minor floor squeaks may appear and doors may begin to bind. Any necessary repairs in this regard should be postponed until towards the end of the first year to allow the majority of the wood shrinkage to occur. The Vesta service department will then fill and sand the deficient drywall making them paint ready. All subsequent painting is the responsibility of the home owner.

BEAMS AND TELEPOSTS

As previously referenced, the main floor of the residence may be constructed with one or more beams installed beneath the floor structure to support the floor joists above. In turn, posts may support these beams at specific intervals. Clay or other soils subject to shrinking or swelling may be common in some geographical regions. In these regions, adjustable posts may be used. These posts are threaded and commonly referred to as teleposts. The beam should be checked for straightness at least twice a year and the posts adjusted as needed. A hairline crack between the wall and the ceiling over a main beam may be an indication that adjustments are required.

If the basement is renovated, or if further development is undertaken, the new walls must not come in contact with the underside of the beam as this will not allow adjustments to be made to the posts.

INTERIOR FINISHES

HARDWOOD

Kiln dried material is used for the construction of hardwood floors. However, these materials are susceptible to movement caused by variations in humidity levels in the living space. Low humidity levels will cause the wood to separate slightly at the seams of the flooring. High humidity levels will cause the wood to expand. If excessive, this expansion may lead to cupping or swelling in the center of the board. These movements vary seasonally and can be somewhat controlled by monitoring the indoor moisture levels. The movement of the flooring may also create noises as it expands and contracts.

The appearance of hardwood flooring is easy to maintain and a damp mop is all that is required for cleaning. The need for wax on hardwood floors is rare and many types of flooring are now factory finished and have specific maintenance requirements. Refer to your builder or flooring supplier for specific instructions.

RESILIENT FLOORING

Whether it is a tile or sheet product, resilient flooring is susceptible to damage from indentations or scratches, particularly those caused by furniture. The floor should be protected from such damage by using furniture pads beneath heavy furniture legs. The ability of a given flooring product to withstand abuse varies greatly from product to product and related damage is not a warranty issue.

Resilient flooring should be cleaned with lukewarm water and vinegar. Harsh cleaners can cause fading or affect the composition of the flooring material making it hard and brittle. Consult with the supplier of the specific flooring product for their recommendations, as specialty products are available for different floorings to both clean and restore the sheen. Detergents often cause adjoining carpeted areas to mat down as the soaps are carried onto the carpet from the resilient floor areas.

Once construction is complete, movement of the floor structure due to shrinkage can also affect the floor. While flooring installers apply filler at the seams of the wood underlay materials, it is not always possible to achieve and retain a perfectly level subfloor. This can result in minor ridges becoming visible beneath the flooring under certain light. Generally, these are only cosmetic and do not require any action.

CARPET

Carpeting care basically consists of avoiding spills, cleaning high traffic areas regularly to remove surface dirt and vacuuming the entire carpeted area weekly to remove dirt. Consult your flooring supplier for the specific cleaning and maintenance requirements of the flooring products used in your home.

Carpets and rugs should be professionally cleaned every year or two depending on the use and appearance.

Less expensive carpeting is more susceptible to matting. This is primarily noticeable in high traffic areas and cannot be prevented other than by the use of carpet runners. Warranties from the carpet manufacturer generally pertain to fiber loss only and do not cover “appearance retention”.

CERAMIC TILE

Ceramic tile is very durable. For routine cleaning use a mild detergent; do not use waxes or sealers. As the grout is porous and will absorb water which will lead to staining, annual sealing of the grout joints with a clear liquid silicone sealer should be carried out.

MARBLE

Although strong and attractive, spills can permanently stain natural marble. All spills should be cleaned up immediately. Cleaning of marble should be done with a clean, soft cloth and warm water. Also, care should be taken to prevent scratching of the surface.

COUNTERTOPS AND CABINETS

PLASTIC LAMINATES

Laminated countertops will burn or de-laminate if hot pots or pans are placed directly on the surface. Protective potholders should be used if the hot items are to be placed on the countertop. Electrical appliances may also require protection when in use. The damage caused by hot items is generally not repairable so it is best to err on the side of caution.

Abrasive cleaners or steel wool should not be used, as the surface of the laminate will scratch. The ability to withstand scratching does vary with the laminate material used. If allowed to remain on the surface, household bleach or solvents can stain or discolour the laminate.

Water must not be allowed to remain on joints in the countertop as this will result in the substrate of the countertop swelling due to the excess moisture. This damage is irreversible.

Clean the surface of plastic laminates with a damp, soapy cloth or sponge. For stubborn stains, use a mild household cleaner and rinse thoroughly with clear water. Be aware that some liquid cleaners contain abrasives and/or solidify at the mouth of the container. These hard solid pieces can scratch the surface if they inadvertently get on the cleaning cloth or sponge used to clean the laminate surface.

GRANITE COUNTERTOPS

Care must be taken to maintain kitchen countertops made of natural granite. Ensure that all spills are blotted up immediately with a damp soft cloth. These stone surfaces are naturally porous and staining can occur. Be advised that these surfaces are stain resistant, not stain proof. Extra care is required with spills that occur with acidic juices, alcohol, coffee and cooking oils. Generally these tops can be cared for in a manner similar to plastic laminates and abrasive cleansers should not be used. These surfaces are also heat sensitive and can crack under intense heat (i.e. hot cooking pots and pans). The manufacturer also recommends that the owner apply a surface sealer to the countertop every year to help protect the surface.

CABINETS

Vinyl surfaced cabinets are very susceptible to heat damage. If the kitchen is equipped with a self-cleaning oven, the cabinet drawers and cabinet doors adjoining the range should be kept open when the range is in self-clean mode to allow excess heat to dissipate. If heat is allowed to build up, the surface may delaminate. This precaution should also be taken when the oven is used for a prolonged period at a high temperature.

Most cabinet surfaces can be cleaned using a damp cloth and a mild detergent. Abrasive cleaners should not be used. Grease splattered on the surfaces should be removed immediately as it becomes more difficult to remove as it solidifies.

PAINT

The majority of the interior drywall surfaces of your new home will be finished with either a latex (water-based) or alkyd (oil-based) paint. Maintenance can quite easily be carried out by gently washing the painted surfaces with a mild soap or detergent solution. Abrasive solutions or over scrubbing should be avoided as this will remove the paint.

PLUMBING

GENERAL

The plumbing in your new home will likely consist of plastic or copper piping for the supply of potable water throughout the home and PVC plastic piping for the waste disposal. Other products are available but are less common.

A main water supply shut off has been provided to shut off the water supply to your new home. This can be used in the event of an emergency and should be located upon occupancy for future reference. Additional shutoffs may also have been provided to the sink supply lines and toilets to allow for routine maintenance.

The waste lines have been provided with clean outs throughout the residence. These may be located within cabinets, inside closets or clearly visible on a wall surface. These clean outs must remain accessible as they are the means of access to the piping should a blockage occur.

P-traps are present at the outflow of all waste piping. These traps are designed to provide a barrier of water which prevents the entry of sewer gases into the home. Sinks or drains which are used infrequently may lose this water barrier due to evaporation. If sewer gases are detected, running water down the waste pipe will re-prime the trap and likely stop the odour.

Any waste materials, including grease, fat and petroleum products, should not be disposed of down the plumbing system. These materials will accumulate in the piping, especially in the P-traps, and can significantly reduce the flow of water through the waste system. These substances are also very detrimental to the municipal sewage treatment systems and private septic systems.

FIXTURES

The surfaces of the plumbing fixtures are susceptible to damage from abrasive cleaners. Use of abrasive products and steel wool pads should be avoided as these products will cause the finish of the fixture to become dull and porous. Refer to the manufacturer's recommended maintenance procedures for specific information relating to your products.

Plumbing fixtures are intended for normal household use only. Caustic products should not be disposed of in the household fixtures.

HOT WATER TANK

The water temperature of the hot water tank can be adjusted on the thermostat located on the tank. This may require the use of a screwdriver. An average setting for the water temperature is 140°F which is adequate for dishwashers. This temperature is hot enough for most uses but will not cause scalding or burns. If hotter water is needed for a special purpose, the thermostat on the tank can be set to a higher temperature; however, the thermostat must be reset to a normal setting when finished. If the house is to remain unoccupied for a substantial period of time, the water temperature should be turned down or switched off at the tank or breaker panel. Some hot water tanks have a “vacation” setting on the thermostat for this purpose.

Hot water tanks are equipped with a pressure relief valve at the top of the tank. This is a safety feature that will open and relieve water pressure if the tank exceeds its rated working pressure. If water or water stains are evident at the discharge pipe leading from the relief valve, contact a plumber as this is an indication that the normal operating pressure of the tank has been exceeded.

A typical hot water tank has a life expectancy of 8 to 12 years. Periodic draining of the tank will remove sediment from the base of the tank and prolong its life. The sediment has an insulating effect, especially with immersion type elements, which causes the heating elements to operate longer than necessary with a consequent increase in cost and energy consumption.

Prior to draining water from the tank, the power supply or fuel source must be turned off. Do not restore power to the tank until it has been refilled as it may explode due to excessive pressure caused by the heating of air instead of water.

The tank can be drained by attaching a garden hose to the outflow drain at the base of the tank and routing the hose to a nearby floor drain. Draining can only be accomplished by gravity feed; therefore, the outflow of the drain used must be lower than the base of the tank. Alternatively, the hose can be run outside as long as the outflow is lower than the tank.

HOSE BIBS

Hose bibs (garden hose connections) often have a valve inside the house that can be shut off to allow the hose connection to be drained from the inside before winter to prevent freezing and possible bursting of the exterior section of the piping. These shut-off valves should be identified and shut-off in the winter months. Once the water supply has been shut off, the exterior valve should be opened to allow the exterior portion of the piping to drain. This process is reversed in the spring once the threat of freezing is gone.

Some hose bibs are "frost free" which means that the valve is connected to a long stem that allows the water to be shut off inside the wall in the warm environment. The outer portion of the piping then drains freely.

Garden hoses should not be left connected to the hose bib during freezing weather as neither can drain. Ice forming in the hose due to undrained water can break the hose, or the hose bib and cause the supply pipe to freeze.

TOILETS

Toilets generally refill as follows: a flush causes water in the tank to rise, which in turn lifts a ball float to a preset water level. Once the ball float reaches this level, the water flow valve is shut off. If set too high, the water level will rise in the tank and run down the overflow pipe into the toilet bowl without shutting off the water. To rectify this, simply adjust the height of the ball float so that the water is shut off before it reaches the height of the overflow outlet.

If water continuously runs into the toilet bowl from the tank, there may be a poor seal at the flapper valve at the base of the tank. This seal can be cleaned with a stiff brush or steel wool. A worn flapper valve would require replacement.

Water dripping from the base of the toilet tank is likely due to condensation on the tank versus a leak of any connections. High interior humidity levels will result in condensation on the cold surface of the toilet tank as the tank is refilled with cold water.

Some toilets and some basins are made of glazed and kiln-fired vitreous china, while some basins and bathtubs are made of enameled steel. Both are very durable and attractive. To clean these fixtures, use mild powdered or liquid cleaners. Avoid abrasive cleansers or pads as they will damage the finish.

VESTA PROPERTIES

FAUCET REPAIRS

Noisy or leaking faucets are frequently due to loose or damaged washers. Turning the fixture off with too much force can damage washers. Faucet handles should be turned no further than the point at which they stop the flow of water.

Faucets can generally be easily repaired by either replacing the damaged washer or the faucet cartridge itself. Basic home repair books describe how to repair typical faucets; however, due to variations in the methods of manufacture, specific instructions may be required. Prior to beginning the repair, the water supply must be shut off at the shut off valves provided. If such valves are not present, the entire water supply system will need to be shut off at the main shut off valve.

Contact a plumber if you are uncomfortable attempting this repair.

Green staining of fixtures is usually a water related issue due to the chemical compositions in the water, and is not a builder defect.

PLUGGED TOILETS AND DRAINS

Toilets are very susceptible to blockage. New toilet designs use very little water per flush. This results in a lower volume of water carrying away the waste. Repeated flushing may be required in some instances to remove solid waste. Dense tissue paper and some thick toilet papers are unsuitable for these toilets. Never dispose of hair, grease, lint, diapers, sanitary products, “Q-tips” or plastic in the toilet.

Hair, grease, large food particles or other solid forms of waste can plug drains. Should they become plugged, try removing the debris from the trap beneath the fixture. Alternatively, a plunger can be used. Once partially cleared, very hot water may complete the job. A more severe blockage may require a plumber. As commercial drain cleaners are very corrosive they are not recommended.

TUB AND SHOWER ENCLOSURES

A shower curtain will prevent water from running onto the bathroom floor while the shower is in use. To prevent damage to the flooring or walls, any spills or puddles of water should be cleaned up immediately.

Caulking is used to seal seams and prevent water from entering behind the enclosure. If a separation occurs around your bathtub between the tub and the wall tiles or between the wall and the enclosure itself, it should be filled immediately with a tub sealer or caulking compound available at any home supply centre. Leaving the gap unsealed may cause serious water damage to adjacent materials.

You should apply a clear liquid silicone sealer to the grout joints of tub or shower enclosures that are finished with ceramic tile. This should be done every six months. This sealer is used to prevent the porous grout from allowing water to seep through to the substrate material behind the tile. This sealing cannot be done until the grout has cured for approximately six to eight weeks. Please note, this is a liquid product and should not be confused with silicon based caulking. Follow the manufacturer’s recommendations for application.

Some tub enclosures have specific cleaning requirements. Generally, abrasive cleaners are not recommended and harsh chemical cleaners should be avoided entirely. Follow the manufacturer's recommendations for maintenance. Also, you should never step into a bathtub with shoes on as trapped grit and dirt can damage the tub surface.

FLOOR DRAINS

Many municipalities require a floor drain primer which automatically provides water for the P-trap located below the floor surface. This P-trap is similar to those used under sinks and when full of water, it will form a seal against gases entering from the sewer system. As this water will evaporate with time, the seal must be maintained by pouring a litre of water down the drain every two to three months if an automatic primer is not present.

ELECTRICAL SYSTEM

GENERAL

The electrical system in your home has been installed in accordance with the requirements of the provincial electrical code. The power supply is fed to the home via underground or overhead cable. With underground service cables, piping, gas lines, etc., care should be taken when digging on your property. For information on these underground services, contact your hydro or gas provider, Telus, your cable supplier or your local building department.

The small glass enclosed meter mounted on the side of your new home is your hydrometer. This is the property of your utility provider and it measures your household electrical consumption. The voltage at the point of entry is generally 120/240 volts and 60 cycles per second. This may vary in multi-family developments.

Circuit protection will be via circuit breakers located in the electrical panel(s). The main power shut-off will be located inside the electrical panel or immediately adjacent to it. This panel and the location of the main breaker should be located upon moving in, before an emergency occurs.

Should the circuit breaker "trip", it is likely due to overloading of a specific circuit or a short circuit in an appliance cord. The start-up load of electric motors can also temporarily overload a circuit. To correct tripped breakers, isolate the cause of the overload or short and disconnect it. The circuit breaker can then be reset by turning it to the "off" position and then to the "on" position. If the breaker continually trips, contact an electrician.

G.F.C.I. CIRCUITS

A ground fault circuit interrupter (G.F.C.I.) is an additional electrical safety device installed in the electrical system. This device is a breaker that can be located in the main electrical panel or within specialty outlet receptacles and is designed to provide protection from ground faults. The G.F.C.I. is extremely sensitive and will trip if grounding of the electrical current is detected. Ground faults usually occur in older appliances and electrical equipment or inexpensive extension cords. A poorly insulated extension cord lying on wet ground will often cause a ground fault. Because water and electricity are a poor combination, protection is installed to the outlets in the bathroom and outdoors. If this breaker trips, unplug the source of the ground fault and reset the breaker either at the panel or at the outlet itself.

G.F.C.I. outlets should be tested monthly to ensure their proper operation.

SMOKE AND FIRE DETECTORS

Smoke detectors have been installed in accordance with the requirements of the Building Code. They should be tested monthly to ensure their proper operation, and should be cleaned twice a year with a vacuum.

Please note that these devices are connected directly to the electrical system of the home and do not require batteries. However, they will not operate in a power outage unless the unit has a backup battery.

HEATING AND VENTILATION

HEATING

Regardless of type, the heating system is designed to maintain a minimum temperature of 21°C at the outside design temperature. The indoor temperature is measured in the center of the room. This calculation is a health and safety issue defined by the Building Code/Bylaw and is not directly related to comfort. Temperature variations from room to room can be expected. The heating system may temporarily not be able to meet comfortable temperatures in specific regions where the temperatures falls below the outdoor design temperature.

There are numerous types of thermostatic controls for any given heating system. The accuracy of these controls can vary due to internal heat gains caused by a continued demand for heat. At times, it may be necessary to ignore the numerical temperature settings and set the thermostat for a temperature that is comfortable. Adjusting a thermostat to a setting higher than the temperature desired will not speed the rise in temperature.

The various heating systems available all have specific requirements for maintenance in order to operate at maximum efficiency. The operation of your specific system is best determined by reviewing the instructions provided by your builder or the manufacturer. It is recommended that the homeowner have all interior heating vents and furnace cleaned at possession, to clear drywall dust.

Heating systems can be noisy at times due to the expansion and contraction of the pipes and other metal components of the distribution system. These noises are particularly noticeable when starting up or cooling down, or at night (when it is quieter) and do not affect the performance of the system.

Systems that rely on burning fuel to generate heat require makeup air for combustion. This air supply must not be blocked as dangerous back drafting conditions can occur.

Heating systems will not operate unless the thermostat setting is higher than the room temperature. Solar heat gains can warm a room or area to the extent that the thermostat is warm enough not to be calling for more heat. The heating system will then remain turned off and other rooms not positively affected by the heat of the sun can become cool.

With forced air systems, the heat outlets and cold air returns must be kept free of any furniture or floor coverings which could block the free flow of air. In addition, the filters must be cleaned

or replaced at least twice a year to allow the unobstructed flow of air through the furnace. The quality of the replacement filter used dramatically affects the air quality within the home.

VENTILATION, CONDENSATION AND RELATIVE HUMIDITY

The optimum year round humidity level to be maintained within the residence is approximately 50%. Due to seasonal variations of the relative humidity outdoors, this level of humidity can be impossible to maintain without the use of specialized mechanical equipment. Mechanical means of maintaining a constant humidity within the home are available.

Furnace humidifiers which add moisture to the indoor environment are available, but they must be checked frequently when in use to ensure that the proper water level is maintained within the unit.

Due to Building Code/Bylaw requirements pertaining to energy conservation, current standards for house construction require that the exterior envelope of the building be sealed against incidental air leakage. This sealing of the exterior walls prohibits the leakage of warm air to the outdoors from within the residence.

Warm air has the ability to hold more moisture than cold air; therefore, daily activities within your new home such as showering, boiling water, and even respiration create moisture in the form of water vapour. Surprisingly, this can total 7 - 9 litres (1½ to 2 gallons) of moisture per day with four occupants. The warm air holds this water in suspension and as this moisture-laden air comes in contact with cold surfaces it will condense and water will form. Condensation will fuel the creation of mold and mildew.

The failure of an owner to properly ventilate and maintain proper heating levels can seriously affect a new home and the health of the occupants. Any resultant damage due to an owner's actions would not be covered under the warranty.

The key to controlling humidity levels within the home and avoiding condensation is adequate ventilation. Ventilation allows the warm moist air to be exhausted from the home and replaced with dry cool air from the outdoors. This will marginally increase the cost of heating as this cold air is brought up to room temperature; however, this added cost is necessary to offset the harm the high humidity levels will cause.

As the outdoor temperature drops, the surface temperature of the exterior walls will also drop. The air inside the house will not be able to sustain as high a level of relative humidity. This will cause condensation to occur on cold surfaces.

The chart below provides a rough guideline as to the relative humidity levels that can be sustained within the house as the temperature drops.

Celsius	Outside air temperature Fahrenheit	Desirable maximum inside relative humidity (%)at an indoor temperature of 21°C (70°F)
-29	-20	20%

-24	-10	25%
-18	0	30%
-12	10	35%
- 7	20	40%

Windows or the toilet tank of the toilet used most frequently, can be used as a guide to determine whether or not the proper relative humidity is being maintained. As soon as condensation occurs on inside window surfaces or on the tank of the toilet, steps should be taken to reduce the relative humidity by controlling the moisture sources and/or by increasing ventilation.

As previously stated, ventilation is often the only effective means for removing moisture. Dehumidifiers are only practical in limited areas. If vented outdoors, exhaust fans in the kitchen and bathroom will remove moisture created from cooking and bathing before the vapour can circulate through the house. These fans should not exhaust into the attic space as this will only exhaust the moisture into the attic potentially causing problems. These fans need to be run often enough to remove the air borne moisture. The length of time required will depend on the number of occupants, the activities undertaken and outdoor climatic conditions. Many new homes are now provided with intermittent timer controls that regulate the operation of these fans which should never be tampered with or turned off.

Windows are an effective means of ventilation and depending on weather conditions, thoroughly airing out the home for 15 minutes a day may suffice. In addition, opening a window near the source of moisture while the exhaust fan is in operation will allow for cross ventilation and more effective moisture and odour removal.

RANGE HOODS AND EXHAUST FANS

Range hoods and exhaust fans are provided to reduce or eliminate cooking odours and excess moisture. Not all range hoods vent directly outdoors. For efficient operation and to reduce potential fire hazards created by grease accumulation, filters should be washed in mild detergent. They can also be run through a dishwasher.

Range hoods that do not vent outdoors are usually provided with a charcoal filter that helps remove grease and odours. These filters should be replaced in accordance with the manufacturer's recommendations.

HEAT RECOVERY VENTILATORS

Some homes will be equipped with a heat recovery ventilator (HRV) for ventilation purposes. This mechanical unit continually exhausts stale warm air from within the rooms of a new home (usually, the kitchen, bathroom and laundry areas), and supplies fresh air to the remaining main living areas. The heat recovery aspect of this unit consists of a heat exchanger inside the unit that warms the fresh outside supply air with the latent heat of the stale warm air that is being exhausted. This is done via a series of plastic baffles which allows the heat transfer without mixing the two air sources.

HRVs run continuously and are a superior means of controlling humidity and air quality within the home. They are not required by the Building Code/Bylaw and at an additional cost are generally only installed if requested.

Freezing weather can affect the operation of the HRV due to ice build up within the unit. Precautions should be taken in severe weather to prevent this from occurring. Refer to the manufacturer's recommendations in this regard.

APPLIANCES

Any appliances included with the purchase of your new home, which have been installed by the builder or their agents, will have been checked to ensure their proper operation. Appliances all come with instructions, which detail the operating procedures for the specific appliance. These instructions must be followed in order to maintain the manufacturer's warranty. **Any warranty cards provided with the equipment should be completed and sent to the manufacturer to ensure your warranty obligations are met.**

With dryers, check and clean the exterior vents on a monthly basis as they commonly become plugged with lint which reduces the efficiency of the dryer and can be a fire hazard.

VESTA PROPERTIES

NEW HOME MAINTENANCE GUIDELINE

ITEM	ONCE A MONTH	SPRING	SUMMER	FALL	WINTER
EXTERIOR					
Check and clean sump.		✔			
Check grades around house and fill in low areas.		✔			
Check exterior caulking and recaulk if necessary.		✔		✔	
Check weather-stripping and adjust if necessary.				✔	
Clean exterior cladding.			✔		
Clean gutters and down spouts.		✔		✔	
Check roof for defects.		✔		✔	
Check foundation and concrete slabs for signs of leakage or damage.			✔		✔
INTERIOR FINISHES					
Recaulk showers and countertops if necessary.		✔			
Seal grout.			✔		
Lubricate door hinges.		✔			
Wash range hood filter.			✔		
PLUMBING					
Disconnect hoses and drain hose bibs.				✔	
Blow out sprinkler lines.				✔	
Drain and refill hot water tank.			✔		
ELECTRICAL					
Check GFI circuits	✔				
Check smoke/carbon monoxide detectors	✔				
HEATING					
Clean fireplace, furnace and filters.			✔		✔
Service heating system.			✔		✔

Care & Maintenance

https://www.caesarstone.ca/customer-service/care-maintenance/

Caesarstone quartz surfaces blend modern sophistication and timeless luxury with unbeatable strength and durability. The ever-lasting finish requires only simple and routine care to maintain its good looks.

Taking Care of Your Quartz Surface

Caesarstone quartz surfaces blend modern sophistication and timeless luxury with unbeatable strength and durability. The ever-lasting finish requires only simple and routine care to maintain its good looks. To clean Caesarstone, we recommend using warm water and a mild detergent or quality spray and wipe type cleaner in order to enjoy enduring beauty and unmatched performance for years to come.

Minimal Maintenance

Virtually maintenance-free, Caesarstone’s hard, non-porous surfaces require no sealing to renew its luster and are simple to clean. In most cases, soap and water or a mild detergent is enough to keep your Caesarstone surfaces looking like new. If necessary, use a non-abrasive soft soap along with a non-scratch or delicate scrub pad. Afterwards, thoroughly rinse with clean water to remove residue.

Stubborn Stains or Dried Spills

If needed, apply a non-abrasive household cleaner (a non-abrasive cleaner will not dull the surface shine) and rinse to remove residue. To remove adhered material such as food, gum, nail polish or even dried paint, first scrape away excess material with a plastic putty knife and then use a damp cloth to remove any marks or residual dirt. For extra-stubborn stains, a no-scratch Scotch-Brite® pad is recommended along with the non-abrasive cleaner such as Method Daily Granite.

Heat Tolerance

Caesarstone is more heat resistant than other stone surfaces including most granite, marble and limestone; and is not affected by temperatures lower than 150°C (300°F). However, like all stone material, Caesarstone can be damaged by sudden and rapid temperature changes. Therefore, we suggest that hot pots and pans never be directly placed on the surface. We also recommend a hot pad or trivet be placed on the surface under cooking units such as electric frying pans, crock pots, or roaster ovens.

Scratch Resistant

Caesarstone is a highly scratch resistant surface; however avoid abuse of the surface by refraining from using sharp objects such as sharp knives or screw drivers directly onto the surface.

Cleaning Agents to Avoid

It’s important to be aware that like any other surface, Caesarstone can be permanently damaged if exposed to strong chemicals and solvents that can damage its physical properties. Never clean your Caesarstone surface with products that contain Trichlorethane or Methylene chloride, such as paint removers or strippers. Avoid the use of highly aggressive cleaning agents such as oven/grill cleaners and dishwasher polishing agents that have high alkaline/pH levels (pH 8.5 or higher). Products containing oils or powders may leave a residue and should be rinsed off thoroughly. Should your surface accidentally be exposed to any of these damaging products, rinse immediately with clean water to neutralize the effect.

DOWNLOAD THE CARE & MAINTENANCE MANUAL HERE

https://www.caesarstone.ca/media/45096/cs-cm-eng-2017.pdf

The Caesarstone Finish

Care and Maintenance Manual

5031 Statuario Maximus

Let it Shine

Caesarstone's hard, nonporous surface makes it a breeze to clean, so you can always maintain the Caesarstone shine. In most cases, a little soap and water or a touch of mild detergent is all you need. For tougher blemishes a non-abrasive cleaner such as Method Daily Granite or a mild degreaser can go a long way. Stuck-on materials like food, gum, or nail polish can be scraped away with a plastic putty knife, and any marks left by the blade can be easily removed with Method Daily Granite. Rinse with cold water to wash away the residue, and your surface is as good as new.


5100 Vanilla Noir

Common household spills

Includes stains such as: food colouring, herbs and spices, red wine, mustard, coffee/tea, fruits, ink, markers, permanent markers, paint, print from supermarket bags

Cleaning product:	Instructions:
• Caesarstone Surface Cleaning Wipes • Method Daily Granite • Alcohol • Household bleach (for light colours only)	Clean the surface with either Method Daily Granite or alcohol, using a cloth or paper towel. Household alcohol wipes would also work. If the colour persists, place a paper towel on top of the area to be cleaned and pour enough household bleach on the paper towel to saturate the sheet. Let it sit for approximately 10 minutes before lifting the paper towel. If any colour remains underneath, continue the process. Once the spill has been completely absorbed and no colour remains, rinse the surface with a clean wet cloth or paper towel. (For permanent marker stains, you may need to let the cleaning product sit for up to 30 minutes.)

Oil (synthetic or natural)

Includes stains such as: olive oil, canola oil, machine oils etc

Cleaning product:	**Instructions:**
• Method Daily Granite *or,* • Mild alcohol-based degreaser such as, Vim. Mix with 1 part Vim and 1 part water.	Apply a delicate cleaning product on the surface if necessary (soap and water often suffices) and allow it to sit for five minutes. Wipe clean with a damp cloth or paper towel and material disintegrates with ease.


5141 Frosty Carrina

5111 Statuario Nuvo

Cosmetics

Includes stains such as: hair shampoo, medical creams, make-up

Cleaning product:	Instructions:
• Caesarstone Surface Cleaning Wipes • Method Daily Granite • Alcohol	Apply the cleaning product to a damp cloth or directly to the surface. After 3-5 minutes, wipe with a clean cloth.

Metal

Includes marks such as: metal kitchen tools such as knives, metal pots, metal belt buckles

Cleaning product:	Instructions:
• White latex eraser • Method Daily Granite	Use a white latex eraser on the metal mark, as you would a pencil mark and simply wipe clean with a damp cloth. If necessary, use Method Daily Granite on site of the stain. **Note:** Metal stains may resemble scratches but are actually residue from metal rubbing against the surface, and can easily be removed.


4004 Raw Concrete

4033 Rugged Concrete

Metal rust

Cleaning product:	Instructions:
• Oxalic Acid (such as, Bar Keepers Friend) – may be in cream or powder form	Apply a cream or powdered cleaning product to rust. (If using powder, leave a wet cloth or paper towel on top to keep the powder moist.) Let it sit for 10 minutes and then gently wipe with a wet cloth or paper towel. Rinse all product from surface and wipe with a clean cloth.

Silicone

Cleaning product:

- DAP® Silicone Sealant Remover
- Alcohol

Instructions:

Apply the DAP® Silicone Sealant Remover to the spot and allow it to sit for five minutes. Wipe clean with alcohol on a damp cloth or paper towel.

Note: Silicone will appear to be a shiny spot on a dark surface. On a light surface, silicone will appear to be a dirty spot, likely brown or grey in colour.

David Small Designs
4350 Lagos Blue

5000 London Grey

Other

Includes stains such as: blood, candle wax, glue from adhesive tape, soap stains, hard water deposits

 **Cleaning product:**	 **Instructions:**
• Caesarstone Surface Cleaning Wipes • Method Daily Granite • Alcohol • Mild, alcohol-based degreaser • Vinegar	Method Daily Granite should remove most dirt and spills, however for tougher spills or dried-on stains, apply alcohol or an alcohol-based degreaser on the surface, let sit for a few minutes and then wipe clean with a damp cloth or paper towel. To remove hard water deposits, treat the surface with vinegar or a household scale remover before wiping.

Residential Lifetime Warranty

Because your peace of mind is a top priority, we provide a lifetime warranty for every Caesarstone surface we supply. This means that we completely support our product, and that we are always at your service to answer queries, solve problems and ensure you derive maximum satisfaction from your Caesarstone surface.

Register your warranty online at www.caesarstone.ca/en/Pages/Warranty.aspx

5143 White Attica

ALL SEASONS ROOFING

13281 Comber Way
Surrey, BC V3W 5V8 **TEL: 604-502-8683**

RECOMMENDED MAINTENANCE PROCEDURES

Following items require maintenance on a regular basis:

1. GUTTERS: Debris must be cleaned from gutters, down pipes and strainers to permit proper water flow.

2. DOWNPIPES: Ensure proper connection to, and operation with, site drainage system.

3. ROOF DRAINS: Debris must be cleared from deck drains to permit water flow properly.

4. DAMAGE: Roof materials and systems must be repaired after damage by natual causes such as wind storms, earthquake, lightening.

5. INSPECTION: Roof should be inspected every year for any loose or broken tiles or shingles (whatever applies to your roof) and should be fixed immediately.

Faux Wood Blinds

BRITE BLINDS Care & Maintenance Guide

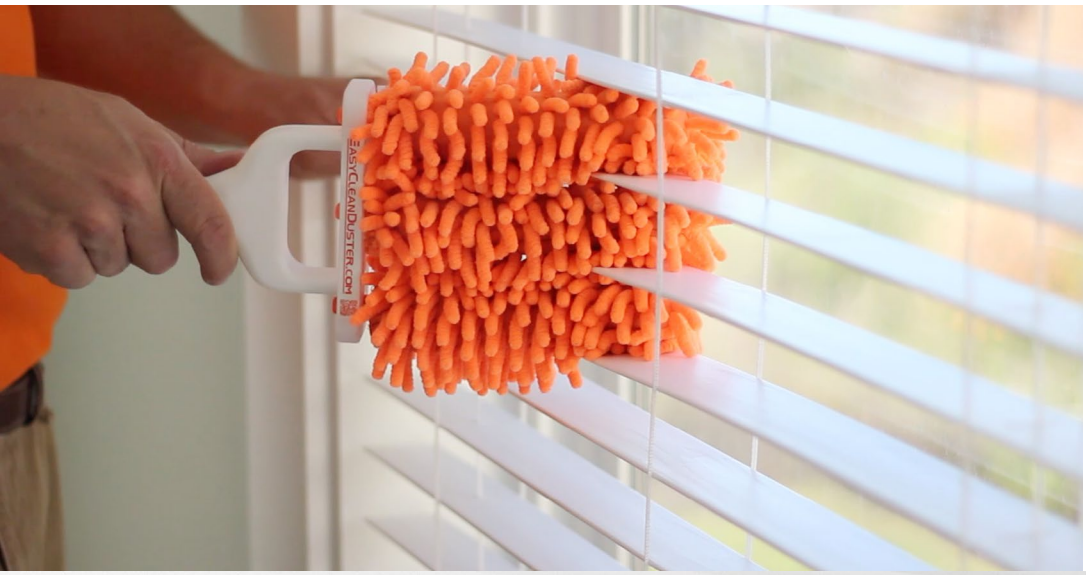
Cleaning Your Faux Wood Blinds

With a little preventive care, faux wood blinds can beautify your windows for years without needing to be replaced. A few cleaning strategies will ensure your blinds remain in top shape with little effort on your part.

Faux wood blinds are made from a PVC or a plastic composite, giving them some advantages over wood blinds. While wood blinds can be damaged by moisture or heat, faux wood blinds are resist moisture, and less likely to warp, peel or crack in high temperatures. This makes faux wood ideal for extreme environments like kitchens and bathrooms. Faux wood blinds can be safely cleaned with soap and water while wood blinds require an oil-based furniture polish.

Cleaning Supplies

A dusting tool is essential for maintenance and light cleaning. Opt for microfiber dusters or cloths as they will attract dust rather than scatter it all over. A vacuum cleaner with a brush attachment will capture dust effectively. For more in-depth cleaning, use a sponge or soft dust cloth and a mild detergent mixed with warm water. Non-abrasive household cleaners can be substituted, but avoid any products that contain bleach, CFC's or petroleum. Folex is a gentle, non-toxic and odor-free option that can also be used on carpets, walls and upholstery. Another alternative is to make your own cleanser. Fill a spray pump bottle with a mixture of 2 cups of warm water, 1/2 tsp. dish detergent, and 1/4 cup white distilled vinegar. Add some lemon juice for a clean, fresh scent.



Maintenance

Dusting is a valuable preventive measure that will save you time and effort in the long run by removing debris that can build up over time and make cleaning a chore. Sweep a microfiber duster or a vacuum brush through your faux wood blinds at least once a week to keep them at their best. You can also try gently rubbing your blinds with a fabric softener dryer sheet to repel dust and reduce static electricity.

briteblinds.ca

Brite Blinds
604.620.8820
blinds@briteblinds.ca
4275 Phillips Avenue, Burnaby, BC, V5A 2X4

A Thorough Cleaning

When your faux wood blinds need a more thorough cleaning, take a few measures to ensure they are not harmed in the process. Submerging your blinds in water may damage the hardware and cause the cords to deteriorate over time. Abrasive cleansers or scouring pads can scratch up the surface. Instead, use a sponge or soft cloth lightly moistened with a mild cleaner, or the solution described under Cleaning Supplies'.

Fully close the blinds, then run your cloth up and down the entire length of the blinds on one side, and then switch to the other side. Clean individual slats as needed. Warm (not hot) water with a little soap will usually take care of stubborn spots and stains. Avoid over saturating the blinds with moisture. Dry with a soft, clean cloth.

Professional Cleaning at Brite Blinds

Even blinds that are cleaned regularly will one day need a 'deep cleaning. Even if your slats seem fairly clean, dirt will have built up in hard to get places where even a thorough cleaning cannot reach. The complex mechanisms that control your blinds are easily damaged, and should be left to professionals if dirt and dust has accumulated sufficiently to impede their smooth operation.

We recommend that homeowners or those managing a commercial building consider using the services of a professional blinds cleaning company. Brite Blinds offer this service at a very reasonable charge, and our experienced team can remove your blinds, clean them at our dedicated cleaning facility, then reinstall your blinds for you. Please call us at 604.420.8820 for an estimate, or to arrange for pick up and drop off.

Brite Blinds
604.620.8820
blinds@briteblinds.ca
4275 Phillips Avenue, Burnaby, BC, V5A 2X4

Kingswood Cabinets Warranty

One Year Limited Warranty

Kingswood Cabinets warranties our manufactured product to be free from defects in materials and workmanship for a period of one year. For products purchased through a new home builder, this warranty period will commence the date the home is first occupied or when transfer of title is complete. For products purchased directly from Kingswood Cabinets, the warranty period will commence when installation is complete. Some hardware and accessory manufactures may provide warranties beyond one year. Please check with Kingswood Cabinets or the hardware manufacture for details. All warranties are subject to the limitations below.

General Limitations of Our Warranty

Our warranty only applies in the case of normal use of our cabinets in non-commercial residences. Our warranty is not applicable if there is evidence of abuse, misuse, improper storage of items or failure to properly care for your cabinets. Please refer to our General Care & Maintenance Guide for proper use and care of your cabinets.

This warranty does not apply to any product:

- Used for purposes for which it is not intended or designed for;
- Which has been improperly installed, cleaned, or maintained;
- Which has been subjected to improper temperature, moisture &/or humidity;
- Damaged by fire, flood or other external causes beyond our control;
- That is unfinished or “raw”;
- Exhibiting normal wear and tear.

Color changes in wood due to sunlight, household cleaners and other environmental conditions all have an expected natural effect on wood. In addition, wood will continue to expand and contract with seasonal changes, therefore hairline cracks at door joints and movement of wood panels is expected. These are considered normal characteristics and are not eligible for warranty.

The maximum door width covered under warranty is 24”. Doors over 42” in height must include a mid-rail to be covered under warranty. Allowable tolerance for warping or bowing on doors is 1/8” (corner to corner).

If products are replaced, Kingswood Cabinets cannot guarantee an exact match due to discontinued products, color adjustments and/or the natural aging process of materials.

This warranty will become void if cabinets are modified in any way.

Improper installation or alteration of supply only cabinets will not be covered by warranty.

How We Remedy Warranty Claims

Should defects in material or workmanship exist during the warranty period, Kingswood Cabinets will elect at its discretion to either repair or replace the defective material. The warranty does not cover the costs of any other products or labour used in conjunction with the warranty repair such as plumbing fixtures, countertops, appliances, paint or ceiling touch-ups, etc.

How Do You Obtain Warranty Service?

To obtain more information regarding the product or to make a claim under this warranty, contact our service department to arrange for an inspection. For products purchased through a new home builder, please direct all claims through your builder if you are still within the builder’s post-possession warranty period. All claims must be initiated during the warranty period.

General Care & Maintenance Guide

The cabinets in your home have been constructed using quality materials, hardware, construction and finishing techniques. Proper use, care and maintenance of your cabinets is essential to maintain their beauty and function. It is the homeowner's responsibility to care for and maintain the cabinets. Failure to perform reasonable care and maintenance may void the warranty.

Recommended Care & Maintenance Tips

- Cabinet interiors & doors can be wiped with a soft damp cloth and dried immediately;
- Never use strong soap, hard detergents, ammonia solutions, lacquer thinners, abrasives, scouring pads or self-polishing waxes to clean any part of your cabinets. These can damage cabinets as well as cause discoloration of the finished surfaces;
- Clean your hardware with a solution of warm water and a small amount of mild soap. Do not use brass or silver cleaners on your handles as they may contain harsh chemicals that can damage the finish on your hardware;
- Ultra violet light rays will affect the appearance of your cabinets. Kingswood Cabinets applies a UV protective coating as part of the finishing process to certain materials, but color change should still be expected depending on the finish, wood species and amount of exposure. Drapes or blinds are recommended in areas where cabinets may be exposed to direct sunlight;
- Ideal humidity levels of 30-50% and temperatures ranging from 17-24^{o}C should be maintained throughout the year to minimize expansion and contraction or other damage to the products.

Wood, MDF & Pre-finished Doors

- Only use a mild soap and water solution to wipe down any wood, MDF or pre-finished doors, making sure that no excess water remains;
- Do not use citrus cleaners, petroleum solvents or any silicone-based cleaners or polishes;
- Do not wax doors as a buildup on the surface can occur over time, causing a hazy, streaky or yellowed appearance;
- Minor scratches to wood can be repaired with one of our touch-up markers. Touch-up markers will not produce an exact match to the factory finish on the cabinets. Touch-up markers are not available for painted or pre-finished materials.

Glass Doors

- If you have glass inserts on your cabinet doors, use an everyday glass, window or mirror cleaner;
- Always spray the cleaner onto a clean, dry cloth. Never spray window cleaner directly on the door as over-spray may damage the finished surface;
- If you get some of the cleaner on the wood surface, wipe immediately with a slightly dampened cloth and dry with a clean cloth.

Wood & Laminate Countertops

- Countertop surfaces can be cleaned with a mild soap and water solution;
- Never let moisture, wet rags or cloths remain on countertop seams as separation of joints can occur;
- Liquid spills should be cleaned immediately from your wood countertop as the wood is porous and will soak up water causing damage to the finished surface;
- Antibacterial cleaners or wipes can be used on laminate countertops to disinfect them. Tougher stains can be cleaned with a mild household cleaner;
- Never place hot items directly on your countertops;
- Wood & laminate surfaces are not scratch resistant. Always use a cutting board and avoid sliding hard &/or heavy items across your countertops.

Moisture

Damage from moisture can have many different symptoms such as deterioration of the finish, blotching in the top coat, black stains in the wood, or swelling of any cabinet components. Any damage to cabinetry that is the result of exposure to moisture is not covered under Kingswood Cabinets One Year Warranty. Moisture damage can be easily minimized or eliminated by being aware of certain items:

- Liquid spills should be cleaned up as they occur. Prolonged exposure to moisture can cause permanent damage to your cabinets;
- Wipe away all water that splashes over the front of sink cabinets;
- Small appliances such as kettles, coffee makers and pressure cookers produce excessive steam and should be pulled out beyond upper cabinetry so that steam does not touch the cabinets;
- Ensure your bathrooms are properly vented and use exhaust fans to maintain appropriate humidity levels and minimize condensation on cabinetry.

Heat Releasing Appliances

Appliances that discharge excess heat can damage your cabinetry. The following precautions should be followed:

- Self-cleaning appliances generate a large amount of heat; therefore it is recommended you pull your oven out approximately eight inches while the self-cleaning feature is in use;
- Ensure side vented dishwashers are installed as per manufactures guidelines to allow for proper venting;
- Heavy deep-frying below the wall cabinets can cause oil to penetrate the door and cabinet, and harm the finish and/or change the color;
- Small appliances such as toaster ovens should have space around all sides and they should be pulled forward of the cabinets above.

Weight Limitations

- Recommended maximum loading for shelves is 15 pounds per square foot. Weight should be evenly distributed on shelves and you should avoid placing heavy items in the middle of a shelf;
- The structure of our drawer boxes and slides are designed to be suitable for the storage of items normally found in kitchen and bathroom cabinet drawers. Excessive weight from heavy items may cause the drawers or roll-out shelves to malfunction;
- Our standard undermount drawer slide has a weight capacity rating of 85 pounds, evenly distributed. Door mounted pullout accessories and alternative drawer slides have different weight capacity ratings. Please check with Kingswood Cabinets for details.
- Overloading of any shelf, drawer slide or drawer can cause the hardware to fail and may cause damage to the cabinet boxes;
- Avoid door mounted storage accessories unless the cabinet has been specifically designed for this feature;
- Hinges may loosen over time causing doors to go out of adjustment. If a door is not closing property or if it is binding on another door, adjustment will be necessary to avoid damage to your doors and/or cabinets.

ICI Paints Canada – Technical Services
68 Dakin Crescent
Cambridge, ON
N!S 3X2

Technical Service Department - BULLETIN

RECOMMENDATIONS FOR WASHING PAINTED SURFACES

There are varying degrees of washability of painted surfaces. As a general rule, it is very difficult to wash a flat paint without causing burnishing of the surface. Burnishing is commonly associated with the appearance of shiny patches or spots on flat and low sheen finishes after washing or being rubbed. It is actually the polishing of unprotected pigment on the paint finish. Once the surface has been burnished, it has been permanently marred and must be repainted or touched-up to be repaired. The higher the gloss of the paint, the more resistant to burnishing it becomes.

THINGS TO AVOID WITH LATEX PAINTS

Latex paints have poor solvent resistance. Commercial cleaners that contain solvents can attack a latex finish. Therefore, avoid the use of most off the shelf bottled cleaners and any powder or cream abrasive cleaners. Latex paints can be water sensitive up to 30 days after application and should not be washed during this period.

THINGS TO AVOID WITH ALKYD PAINTS

When washing alkyd paints, cleaners containing ammonia must be avoided because they will cause yellowing of the paint finish. Strong solutions of cleaners containing phosphates can cause a loss of gloss in alkyds. Never use abrasive powder or cream cleaners.

WASHING PROCEDURES

As a general recommendation, we suggest the use of a soft cellulose sponge for any cleaning on painted surfaces. Wash cloths and rags used for washing can actually be too coarse for some paint finishes (especially flat and low-gloss latexes). The coarseness of the wash cloth or rag can actually cause a sanding action of the surface and actually remove some of the paint. Never wash in a circular motion, this causes undue pressure exacted at one particular spot and will definitely cause burnishing on flat and low-gloss finishes. We suggest a steady even pressure, side to side or up and down motion. Always use some form of soap. The soap not only helps to remove dirt from the surface but the soap acts as a lubricant. This helps to protect the paint from being burnished. The use of water only, on flat and low gloss paints can actually increase the chance of burnishing.

FLAT PAINTS (Alkyd or Latex)
Spot clean only. Use a mild detergent (such as dish liquid soap), with a damp sponge. Lubricate the stain with the soap and water. Wipe gently – DO NOT RUB!!! Rinse the area gently with clean water and a sponge.

LOW-GLOSS LATEX (Eggshell, Low-Lustre, Satin)
This surface is washable and marks can be easily removed; however, it can be easily burnished if care is not taken. Use a mild detergent (such as dish liquid soap), with a damp sponge. Lubricate the stain with the soap and water. Use a side to side or up and down cleaning motion with mild even pressure, making sure that the area being washed remains wet and does not dry out. Rinse the area gently with clean water and a sponge.

ALKYD EGGSHELL
Will have similar washability features as a Semi-Gloss finish.

Semi-Gloss (Alkyd or Latex)
Very washable, will withstand heavy washing and is not easily burnished. Use similar washing procedures as others but less care needs to be used when washing.

Care & operation of horizontal sliding windows

Opening and Closing the Window

Your vinyl sliding window system is designed with integral pull rails for easy operation of the moving sashes. These pull rails are small edges that extend to the inside of the house and spans the entire height of the sashes. Use these to horizontally slide the operating sash. Avoid pushing or pulling on the other sides of the sashes.

Locking the Window

Be sure the operating sashes are in their fully closed position. Otherwise, the lock and latch locations will not align properly and the window may be difficult to lock. Locate the locking location on the meeting rail of the window. With your finger, move the knife latch vertically until it points in the opposite direction. Never force the latch, as this may cause damage to the window or the locking mechanism. If the locking mechanism does not move freely, your window may not be fully closed. Open the sash, close it tightly and try again. To unlock the window, merely move the latch to its original position.

Ventilator Stop

Concealed in the sill track is a spring-loaded stop for the convenience of restricting the sash from opening fully (allows for roughly 2" (50mm) of ventilation). To activate this feature, apply down and sideways pressure to the face of the mechanism and the stop will pop up. To disengage, press down and sideways.

Cleaning Glass

Your sliding window system is designed so the operating sash can be removed from the frame for easy cleaning. Begin by disengaging the lock and slide the sash to the center of the window so that it bypasses the anti-lift stop located in the head of the frame. Grasp the sash in the center on both sides and lift up into the frame. Carefully swing the bottom of the sash away from the frame. Remember, on large units, this sash can be heavy. Take the precaution to have a surface ready to lay it on, or seek help from a second person. The sash can now be removed. If your sliding window has only one operating panel, Ply Gem does not recommend cleaning exterior glass surface from inside the home. Use a hose and a squeegee with a telescoping handle to clean the exterior glass especially for windows located above the ground floor.

While the sashes are removed, clean the sill tracks upon which the window rolls with a vacuum. Tracks should be cleaned with soap and water using a small stiff nylon brush. Never use abrasive materials, scouring pads, steel wool, solvents, thinners or paint removers.

Replace the sashes by inserting the top of the sash into the upper groove of the window frame. Then, while pushing upward, slide the lower part of the sash over the track until it is firmly seated in place. Be sure to return the sashes to their original orientation. This means that the pull-rails should be located toward the interior of the home and the lock should be located on the side of the sash that is closest to the center of the window.

Lubrication and Cleaning

The operating sash in your sliding window moves horizontally in its tracks. These tracks are exposed to outside elements and can collect dust, dirt and debris. A semi annual cleaning is recommended to prevent this material from disturbing the proper operation of the window system. It is recommended to lubricate the top and bottom tracks to enhance operation of the window. A spray silicone or car wax suitable for plastics works well. Do not use petroleum-based lubricants as they attract dirt and will hinder operation. The roller mechanisms are self-lubricating and additional lubricant is not required. However, in areas of heavy pollution or weathering, a light coat of spray silicone may be applied to the rollers to ensure easy operation.

Care & operation of sliding patio doors

Opening Closing and Locking the Doors

Your sliding patio door system is designed with a locking handle for easy operation and security. The handle should be used at all time to properly open and close the operating door panel. The finger-operated toggle switch located on the handle is used to prevent the door from opening. By moving the panel to its fully closed position and moving the toggle button to its opposite position, the latching mechanism will engage the jamb and secure the operating panel.

Some doors may come with the optional trailing spring-loaded lock located on the center rail at either the sill or head position of the door. This is a simple trigger-operating device that offers additional security. Be careful to disengage and engage when the sliding panel is in a stationary position otherwise you could do damage to the keeper or throw bolt if prematurely activated.

Cleaning the Door

Because most patio doors are accompanied by exterior decks or patio areas no special operation is required to clean both interior and exterior glass surfaces. Please refer to the sections that detail the care and cleaning of vinyl, aluminum and glass surfaces.

Lubrication and Cleaning

The operating panels of your patio door are equipped with rollers that move horizontally along a sill track. These tracks are exposed to outside elements and can collect dust, dirt and debris. A semi annual cleaning is recommended to prevent this material from disturbing the proper operation of the patio door system. The roller mechanisms are self-lubricating and additional lubrication is not required. However, in areas of heavy pollution or weathering, a light coat of spray silicone may be applied to the rollers to ensure easy operation.

It is sometimes helpful to apply a light coating of spray silicone to the interior vinyl leaf weather-strip. This will help reduce the friction between the panel and the weather-strip. Note: make sure the silicone is for wood and plastics and is compatible with finish applied to your door.

Your patio door is equipped with adjustable rollers to ensure proper installation and operation. If your patio door becomes difficult to operate even after you have completed all of the above care and cleaning guidelines, do not attempt to adjust the rollers yourself. You should contact your contractor or installer.

Care & operation of vinyl single-hung windows

Opening and Closing the Window

Your vinyl single-hung window system is designed with an integral lifting rail for easy operating of the moving sash. This lift rail is a small edge that extends to the inside of the house and spans the entire width of the sash. Use this to raise and lower the sash. Avoid pushing or pulling on the other sides of the sash. Use both hands to apply pressure at the ends, not in the center of the lift rail. This will maximize the ease of operation and ensure the longevity of the operating mechanisms.

Locking the Window

Be sure the operating sash is in its fully closed position. If not, the lock and latch location will not align properly and the window may be difficult to lock. Locate the locking position on the meeting rail of the window. With your finger, move the knife latch horizontally until it points in the opposite direction. If the locking mechanism does not move freely, your window may not be fully closed. Lift the lower sash, close the window tightly and try again. To unlock the window, merely move the knife latch to its original position.

Sash Removal and Balance Replacement

Locate take-out clips in the sash channel just above sash. Pop up each take-out clip. If take-out clip does not easily pop up use a flat head screw driver. Unlock and raise sash until balances engage take-out clips. Visually confirm balances are engaged behind the take-out clips on both sides before proceeding. Firmly grasp sash, lift up until sash clears bottom balance guide. Use CAUTION as sash may be heavy. Push sash to one side of the window until sash clears frame at opposite side and remove. Reference balance number for replacement. Example reference number would be 20-3. Grasp balance at top and bottom. Firmly press balance down until balance disengages take-out clip. Slowly raise balance until all spring tension is relieved. Remove balance. Install balance by inserting balance hook into square punch in window frame, as shown. Ensure take-out clips are engaged. Grasp balance at top and bottom. Firmly press down on balance, insert the top guide under the take-out clip. Use CAUTION as balance is spring loaded. Re-install sash as it was removed. Grasp sash firmly and insert into one side of the window frame to allow clearance for the remaining side to go in. When inserting sash ensure the bottom of the sash is higher than the bottom guide. Center sash in window frame and lower onto balances. Slowly close sash while moving side to side to ensure sash is centered and aligned correctly. Close sash and lock. Push in take-out clips. Unlock sash, raise and lower through full range of motion to ensure proper operation. Lock sash.

Cleaning the Exterior of the Fixed Lite

Ply Gem does not recommend cleaning the exterior surface of the fixed lite panel from the inside of your home. This panel should be cleaned from the exterior of the home with a hose and squeegee. For windows located out of reach or on the second floor, use a squeegee with a telescoping handle extension.

Lubrication

The operating sash of your vinyl single-hung window moves vertically in the track. This track is exposed to outside elements and can collect dust, dirt and debris. A semi annual cleaning with a vacuum is recommended to prevent this material from disturbing the proper operation of the window system. Normal lubrication is not required on the sash balance mechanism located inside the jamb on either side of the window. If necessary, a light coat of spray silicone or household bar soap may be applied to the coil balance shoe track to ensure easy operation.

Screen Removal

- Raise the bottom sash fully
- Gently pull the plastic tabs by applying force on each tab away from the window frame until the screen clears the window frame
- Bring the screen into the room by tilting it through the window opening
- To replace the screen, reverse this procedure

Note: Screens are for insect protection only and are not meant to provide safety protection for children

Condensation

Condensation is the word used to describe what occurs when water vapour in the air is changed into liquid water on a cool surface. Air can hold only a certain amount of water vapour at any given temperature. If the temperature of the air is lowered by a surface which is cooler than the air's maximum water-vapour holding capacity, condensation will occur.

When condensation appears on your windows, the immediate thought is that the window performance is inadequate. In reality the culprit is not improperly installed or leaky windows. Your windows are warning you of a possible excess of humidity in your home. If this problem is ignored, it can become far worse that the condensation, and possibly form ice on your windows.

Interior surface condensation can appear on many different cool surfaces in your home, such as toilet tanks, cold water pipes, door hinges, windows and poorly insulated walls. The lower the level of humidity in your home the more likely you will be able to reduce costly damage.

Table 1 shows the maximum recommended relative humidities for different outside temperatures. The chart shows that as the outside air temperature drops, the relative humidity must also drop to minimize condensation. Improved ventilation will also assist in reducing the amount of condensation, by increasing the temperature of the cold surface.

Table 1:

Outside Air Temperature (in °C)	Relative Humidity w/ inside air temp @ 20°C
-30 or below	Not over 15%
-30 to -24	Not over 20%
-18 to -12	Not over 25%
-12 to -6	Not over 30%
-6 to 0	Not over 40%

Sources of Moisture

The principle sources of moisture in a typical home are the household activities which vary with the living habits of the family. Some idea of the quantities of moisture released by these activities in a family of four is given in table 2.

These figures show that approximately 7 to 9 liters of moisture per day may be introduced into a house with four occupants under

Table 2:

MOISTURE PRODUCED BY VARIOUS HOUSEHOLD ACTIVITIES FOR A FAMILY OF 4	
Activity	Moisture Produced (L)
Cooking (3 meals per day)	0.9
Dishwashing (3 meals per day)	0.5
Bathing in Shower	0.2
Bathing in Tub	0.1
Clothes washing (per week)	1.8
Clothes drying (per week) indoors	8.6
Clothes drying (per week) indoors with unvented dryer	11.8
Floor Mopping (per 10m sq.)	1.4
Occupants (family of 4 per day)	5.5

normal living conditions. This level can increase to as much as 18 to 23 liters per day on wash days. This may also be increased considerably by an efficient humidifier. Moreover, when gas from a kitchen range is burning or a dishwasher is in use, moisture will be added to the air. Note: watering a large number of plants can also create a lot of moisture in the air.

When high relative humidity is a problem, steps should be taken to control the moisture sources. Although there is usually little that a householder can do to alter the normal cooking and bathing habits of the family, weekly laundry should be dried outside or in a well ventilated space inside the house. Automatic driers and gas ranges should be provided with an exhaust vent to the outside, and humidifiers should be disconnected.

Condensation (continued)

Several cases of condensation have occurred in buildings constructed over an improperly drained or unprotected crawl space. As much as 45 liters of water per day may be evaporated from exposed soil beneath the building when the ground is wet and the surface is not covered with a water resistant membrane.

In new homes, considerable quantities of moisture averaging 2,200 liters may be released from various construction materials. This will add considerably to the total moisture load during the initial 18-24 months of occupancy.

How to Control and Improve Ventilation

1. Leave blinds and/or drapes open as wide as possible at night and open all window coverings during the day. This will increase the warm air circulation over the cool surface and increase the temperature of the glass.
2. Check the furnace filter and replace if dirty. A dirty furnace filter will reduce the output of the furnace fan. A clean filter will ensure maximum flow.
3. Turn your humidifier off during the winter and anytime the temperature falls below 0 degrees C.
4. Always turn on the bathroom fan when bathing or showering. The best results are achieved when the fan is ducted directly to the outside. Humidistat controlled fans which automatically turn on when the humidity exceeds the setting on the switch is also available. Running the fan will also reduce the fogging of bathroom mirrors.
5. Always turn on the range fan when cooking. For best results, make certain the fan is ducted directly to the outside.
6. Ensure your clothes drier is properly ducted to the outside, no air leakage is present in the duct, and the duct is free of all blockages. Avoid hanging clothes indoors to dry.
7. Ensure fresh air intake for the furnace is free of all blockages. If your house has no fresh air intake to the furnace, have one installed.
8. Ensure all hot and cold air registers are clear of any obstruction as this could affect maximum air circulation. Avoid the use of air deflectors. Air deflectors directed towards a window can result in thermal cracks in the glass.
9. Install ceiling fans in locations where heat registers are not located close to the windows. The increase in air flow will definitely help reduce condensation on these windows. Ceiling fans should be run continuously in houses where the relative humidity is above recommended levels.
10. Floors wet from mopping can add large amounts of moisture. Run exhaust fans while floors are wet and avoid washing floors on cold days.
11. Wipe up any excess snow or moisture tracked into the house. The evaporation of the moisture will result in an increase in the relative humidity level.
12. Run your furnace fan continuously. Most furnaces are equipped with a switch which allows the furnace fan to operate even when the furnace is not producing heat. If your furnace is not equipped with this type of switch, have one installed.
13. Open doors and windows periodically to allow the dry air outside to replace the moist air inside.
14. Ensure there are no leaks in the water pipes or drains.
15. Ensure window and door frames are caulked where they meet the exterior finish of the house. This reduces the possibility of cold air infiltration which may lower the inside temperature of the window or door.
16. Remove interior screens in the winter to allow for better ventilation over the window surface. Screens will hamper the flow of air over the interior surface.
17. Patios, decks, and landings: Do not stack patio furniture or other articles near or against windows that directly cause shading or “cold spots” on your windows and doors. This reduces the effectiveness and performance of the glass. This can also lead to glass cracking (see glass cracking section).

Condensation can be an early visible warning that the relative humidity in your house is too high. Following the above steps should ensure that the humidity level is balanced to provide comfort for the occupants, as well as reducing the risk of moisture damage to the house, and condensation on the windows.

Glass cracking

Causes

Window Glass can crack when a mechanical force is applied to it. Cracking can also occur by a thermal force which is caused by a large difference in temperature between one part of the window and another.

Mechanical forces may be wind, flexing of the window frame due to house settling or excessive construction/hammering close to the window. Glass by its nature is not a homogenous product as such. It is not stable under stress from temperature changes.

Thermal stress created by a temperature difference between the center of the glass and the edge. Normally, a temperature difference of 30 C is needed to cause cracking. Many environmental factors can cause such a temperature variation, for example: a cold night followed by a bright sunny morning will heat up the center of the glass very quickly;

shadows on the glass created by roof overhangs, landscaping or other buildings; internally applied film or coating on the window; reflective or light colored venetian blinds closed during the hottest point of the day.

The above types of cracks are extremely hard to predict and the cause is practically impossible to determine. As such, the glass industry and therefore the window industry do not provide a warranty to cover this type of window cracking.

Indoor Shading

Venetian blinds, draperies or other shading fixtures must be hung to provide space on the sides and bottom, or top and bottom to allow air movement by natural convection. Failure to do so will result in excessive thermal stress, which can cause cracking, which is not covered under warranty.

The following are recommended to avoid this situation:

- a minimum of 40mm (1 1/2") clearance should be left on the top and bottom of the shading fixture, or on the sides and bottom.
- a minimum 50 mm (2") clearance should be left between the glass surface and the shading fixture; any heating or air conditioning outlets should be located on the room side of the shading fixture; vertical blinds are preferred over drapes or horizontal blinds; open weave draperies are preferred over tightly knit material.

To offset the lack of adequate ventilation, tempered glass may be needed. Application of a solar control film on the glass inside the home will cause thermal stress, which is not covered under warranty.

Care & Maintenance

Cleaning procedures

Cleaning Vinyl Surfaces

The vinyl surfaces of your window and door systems can be cleaned with a mild solution of soap and water. Use a soft rag, cloth or sponge and merely wipe away any accumulated dirt or debris. For heavier deposits, the soap and water solution may be substituted with any commercially available non-abrasive cleanser. Do not use solvents or paint removers as they may chemically react with the vinyl material and cause deterioration or decay of the window components. Do not use abrasive particles, steel wool, or abrasive pads and brushes. They may scratch and mark the surface leaving a dull textured finish.

Cleaning Glass Surfaces

Glass can be cleaned with regular or ammonia based cleaning agents. Try to avoid cleansers that leave a film or residue on the glass after cleaning. Your casement, awning and double-hung windows are designed with specific operations that allow you to clean both the interior and exterior glass surfaces from inside your home. Avoid dripping any cleaner on the hardware, wood or vinyl. Use mild detergents or approved glass cleaners that do not attack caulking seals.

Removing Tape and Adhesives

Your window may still have the original packaging and performance labels glued to the glass surface. Any adhesive residue on the window may be removed with various alcohol-based cleaners. Other household products like vinegar or peanut butter are helpful in dissolving the sticky remains. Be sure to thoroughly rinse the surfaces with water after the operation. Avoid dripping any cleaner on the hardware, wood or vinyl.

DO NOT use sharp instruments to clean your glass, they can score glass which will lead to cracking

Cleaning Exterior Aluminum Cladding

Occasional cleaning of the exterior aluminum surfaces will help maintain the luster of the original finish. Use a mild soap with water to clean the aluminum surfaces. Stubborn stains and deposits may be removed using mineral spirits. Using tools or abrasive materials on any stains are NOT recommended as they may damage the surface. If such damage does occur, contact your Ply Gem dealer to obtain a colour-matched touch-up paint. An application of automotive paste was will restore the luster to the aluminum cladding.

Thermal Bow Occurrences

During severe cold weather conditions, your windows and even more so your doors, can take on a thermal bow. This is caused by the cold exterior surface of the product contracting while the warm interior surface remains stable. Restrict the use of your windows during this period and make sure both locking mechanisms are latched. Do not force a lock, If you have windows open for an extended period of time and they are difficult to lock, wait for a warmer period to lock them. With respect to doors you may wish to adjust your strikers particularly the dead bolt striker to find an acceptable location to handle seasonal changes.

Regular Minimum Maintenance Chart

During a period of construction in your area or a lack of landscaping, be aware that frequent cleaning may be necessary for the care and function of the products in your home.

	6 Months	12 Months	36 - 60 Months
Cleaning Window Tracks	•		
Cleaning Glass Surfaces	•		
Hardware Lubrication		•	
Cleaning Exterior Vinyl Frames & Screens		•	
Cleaning Exterior Aluminum Cladding		•	
Check Caulking		•	
Cleaning Patio Door Tracks			•
Re-painting/Staining Wood			•
Re-painting Steel Doors			•
Recaulking Windows			•

Maintenance Document

Ceramic Tile Care and Maintenance

Routine Ceramic Tile Care

Wipe glazed wall tiles periodically using a cloth or sponge dampened with a non oil-based household cleaner. Vacuum glazed floor tiles regularly to remove dirt and other gritty particles, then damp mop or sponge with an all-purpose, non oil-based cleaner. Remember not to use ammonia, as it will discolor grout. Clean unglazed wall and floor tiles in a similar manner using a solution of water and soap less detergent instead of an all-purpose cleaner.

Grout Care

Once the tile has been cleaned and dried (shortly after installation), grout joints should be treated with a sealer. Grout, the material used to fill the spaces between tiles, is porous, and sealing it at this time will simplify maintenance in the future (Epoxy grouts do not require a sealer). We recommend you apply a sealer at least twice a year for maximum stain protection.

Heavy Duty Cleaning

Neglected or heavily trafficked tile may require more intensive cleaning. Clean glazed wall tiles with a scouring powder or all-purpose cleaner applied to a non-metallic pad. Rinse and wipe dry. For glazed floor tiles, use a commercial tile cleaner, or apply a strong solution of an all-purpose, non oil-based cleaner or scouring powder paste. Let stand for five minutes, brush and scrub. Then rinse with clean water and wipe dry.

For heavy-duty cleaning of unglazed wall tiles, make a paste of scouring powder. Apply to surface and let stand for five minutes. Scour with brush, rinse and wipe dry. Unglazed floor tiles can be cleaned in the same manner. Though a small brush is suitable for most floors, you may want to use a scrubbing machine for large areas.

To clean badly soiled countertops, apply a solution of scouring powder and very hot water. Let stand for five minutes, scrub with a stiff brush and rinse. Soap scum, mildew stains and hard-water deposits may be removed from ceramic tile using cleaning products that are commonly available at your local supermarket or home improvement store. With soft water, use an all-purpose, non oil-based cleaner. Allow to stand for five minutes before lightly scrubbing with a sponge. Rinse well.

Travertine

Should be cleaned and sealed every couple of years depending on the amount of traffic or how aggressive the cleaning solutions used are.

Do's and Don’ts

☒**Do not** use cleansers containing acid or bleach for routine maintenance.

☒**Do not** use wax cleaners, oil-based detergents or sealants to maintain your tile (sealants may be used on grout joints and natural stone).

☒**Do not** use ammonia (it will discolor grout).

☒**Do not** use harsh cleaning aids like steel wool pads or scouring pads containing metal.

☒**Do not** use a cleaning agent that contains color on unglazed ceramic tile or natural stone.

☒**Do not** mix bleach and ammonia; this combination creates a toxic and lethal gas

☒**Do** test scouring powders on a small area first (not recommended for natural stone).

☒**Do** use a sealer on grout joints.

☒**Do** have any damaged or broken tiles removed and replaced only by a qualified contractor.

Home Warranty
Tel: 604.682.3095
Toll Free: 800.555.9431
Fax: 604.682.3096

Travelers Insurance Company of Canada
650 West Georgia Street, Suite 2500
P.O. Box 11542
Vancouver, British Columbia V6B 4N7
www.travelerscanada.ca

CONCRETE DRIVEWAY CARE

When properly installed and maintained, concrete is a durable building material that can last for years. Concrete is a strong material that wears well, however, similar to other building materials care must be taken with its use and maintenance is required.

With a little care and attention concrete can provide years of service. In addition to the materials provided to you by your builder, the following basic care and maintenance steps should be taken by a home owner with a concrete driveway or patio.

General

- **Do not drive or park on new concrete for at least seven (7) days.**

- **Do not park or drive heavy or commercial vehicles, including large moving trucks, on residential driveways.**

- **Keep rain and snow run-off and excessive hose water away from concrete as the soil below or beside the driveway can become destabilized.**

- **Remove leaves promptly as some foliage can stain concrete.**

- **Do not use acids to remove stains or clean concrete.**

- **Excessive pressure from pressure washers can damage concrete surfaces. Using a stiff broom and concrete cleaner may be preferable.**

- **Keep fertilizers away from and off driveways.**

Winter Time

- **Promptly remove snow or ice from driveways.**

- **Do not allow snow or ice to accumulate on driveways.**

- **Do not use de-icing chemicals or salt on driveways. De-icers are used to melt snow or ice, however, these chemicals can cause deterioration of the concrete. Using sand, although it will not melt the snow, is an alternative.**

- **De-icers that contain Salt, Calcium Chloride, *Ammonium Nitrate*, *Ammonium Sulphates and Magnesium Chloride* are especially damaging to concrete.**

- **Brush away / remove road ice and slush, that could contain de-icing chemicals, from driveways especially around the road apron and where vehicles park.**

Ensure a quality concrete sealer has been applied following driveway placement and annually as it will help to protect and maintain the concrete. Your builder may or may not have applied a concrete sealer. When regularly applied to a concrete surface, these protective coatings limit absorption. Sealers can be purchased at hardware stores and are available in different finishes. Always follow the manufacturer's instructions when applying a sealer.

****DAMAGE FROM SALTS, DE-ICERS, OR FERTILIZERS INCLUDING MELT-OFF SLUSH FROM VEHICLES IS NOT COVERED BY WARRANTY****