

NEW HOME MAINTENANCE MANUAL

Provided to you for:

**11893 227th Street,
Maple Ridge, BC. V2X 6H9**



Strata EPS 4630



MAINTENANCE MANUAL

TABLE OF CONTENTS

- A. WELCOME LETTER**
- B. INTRODUCTION**
- C. SERVICE PROCEDURES**
- D. OWNER'S DUTY TO MITIGATE AND MAINTAIN**
- E. EMERGENCY SITUATIONS**
- F. STRATA INFORMATION**
- G. MAINTENANCE ITEMS**
- H. NEW HOME MAINTENANCE SCHEDULE**
- I. INTERIOR SPECIFICATION LISTING**
- J. APPLIANCES**
- K. ELECTRICAL – LIGHT FIXTURES**
- L. PLUMBING**
- N. SUB-TRADE AND SUPPLIER LIST**

APPENDICES

- A. WARRANTY COVERAGE**
- B. WARRANTY EXCLUSIONS**

A. WELCOME LETTER



Dear Homeowner,

Congratulations on your purchase at **BRICKWATER**! We know you will love living here in the downtown core of Maple Ridge.

At Falcon Homes we strive for customer satisfaction that lasts far beyond move-in day.

To ensure this, we provide a home orientation walk through to familiarize you with your new home and answer any questions you may have. Further to that, you receive this New Home Maintenance Manual that is a suggested guide for you to follow so you can enjoy many trouble-free years in your new home.

Our customer service, dedication and commitment to building exceptional homes are why we succeed. At **BRICKWATER** we want your new home buying experience to be as easy and carefree as possible.

Welcome to your new home!

Yours truly,

Falcon Village Joint Venture



B. INTRODUCTION

Welcome to your new home. **BRICKWATER** is pleased to provide this manual as a summary of the more important maintenance issues you can expect to encounter 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 questions arise, please contact us directly or the specific product supplier or manufacturer.

Undertaking maintenance is not for everyone. If you are uncomfortable undertaking any specific maintenance task, please hire a professional.

While we do not imply that this manual is a definitive guide to maintenance, we believe that if you follow these suggestions as a minimum, you will enjoy many trouble-free years in your home.

As a guideline to warranty standards please refer to the Residential Construction Performance Guide for clarification on what is covered on warranty. As a registered builder, Falcon Homes is required to follow this as a guide to our follow up service.

<https://www.bchousing.org/licensing-consumer-services/publications>

C. SERVICE PROCEDURES

If you feel that a defect exists which is covered under the warranty, please visit www.falconhomes.com/customer-care and please fill out the Service Request Form *prior to May 1st 2020*. Upon receipt of the Service Request, a Customer Care representative will contact you within 1-2 weeks to set up an appropriate time to review your concerns so that they may be dealt with efficiently.

If you need to speak to our Customer Care representative further about your service request or have a more urgent matter please email warranty@falconhomes.com or call our office at 604-477-5500 ext. 104

Service Appointments are booked Monday-Friday between the hours of 8:00AM-4:00PM

We will ONLY accept Service Request Forms that are sent in through our online form

Throughout the first year, your home 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. It is a good idea to deal with these items 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 warranty documentation closely so that you are aware of all deadlines.*

D. OWNER'S DUTY TO MITIGATE AND MAINTAIN

As per Section G of your Travelers 2-5-10 home warranty certificate, you are required to maintain your new home and mitigate any damage to your new home, including damage caused by defects or water penetration.

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

For defects covered by Travelers warranty, the duty to mitigate is met through timely notice in writing to **your builder, Falcon Village Joint Venture**, and Travelers.

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.

E. EMERGENCY SITUATIONS

EMERGENCY AND COMMUNITY CONTACTS:

FIRE	EMERGENCY	911
	NON-EMERGENCY	604-463-5880 Maple Ridge Fire Department
POLICE	EMERGENCY	911
	NON-EMERGENCY	604-463-6251 Maple Ridge Police Department
AMBULANCE	EMERGENCY	911
RIDGE MEADOWS HOSPITAL		604-463-4111
CITY HALL – CITY OF MAPLE RIDGE		604-463-5221
ELECTRICAL SERVICES – BC HYDRO		1-800-224-9376 www.bchydro.com
GAS SERVICES – FORTIS BC		1-800-663-9911 www.fortisbc.com
CABLE & INTERNET SERVICES – SHAW		1-888-472-2222 www.shaw.ca

In other emergency situations, please contact **Falcon Village Joint Venture** directly at 604-477-5500. If we cannot be reached, contact your warranty provider, Travelers, for information on the appropriate actions to be taken.

The following is a synopsis of a few emergency situations and what actions should be taken prior to contacting your builder or warranty provider.

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 (location shown & labeled at your orientation walk thru) and turn it off until the problem can be repaired.

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 **Falcon Village Joint Venture** will take full responsibility for the problem.

Minor Plumbing Leak in the Line

Put a container under the leak to prevent further damage in the surrounding area and contact the builder. If major leakage occurs immediately shut off the water supply.

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 interruptors (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

TRR (Tamper Resistant Receptacles) are installed in your new home as per the newest Electrical Building Code. To insert a plug into these receptacles you need to use comparable force to each receptacle (prong). The first few uses may be challenging and could require significant effort and patience. All outlets have been tested prior to your move in and are in proper working order. A difficult plug is not a warranty item.

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.

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 you decide to run your baseboard heater for heat: If your baseboard heaters do not appear to be operating, ensure that the breaker has not tripped. Also, check the thermostat setting to ensure it has not been turned down or off. When turning the dial of the thermostat you will hear a “click” that will indicate the baseboard has turned on. If you do not hear a click the temperature in the room may be at or higher than where the dial has been turned to. Note the thermostat location could register a different temperature than at the physical baseboard location.

Please see section **G: Maintenance items** **HEATING AND VENTILATION** for information on the Ductless Split.

GAS

A gas shut off is located behind your range and should be used for any maintenance. The range needs to be pulled out for access of this shut off.

If, at any time, you smell gas contact your gas supplier, Fortis BC, immediately. They will check your system and advise you of any problems or steps that need to be followed.

F. STRATA INFORMATION

Your new home at **BRICKWATER at The Village** forms part of **Strata Plan EPS 4630**. Here is a general overview of the terms related to strata living as well as a description of how a strata functions.

PROPERTY DESIGNATION

Common Property

The Strata Property Act, defines Common Property as,

- 1) that part of the land and buildings shown on a strata plan that is not part of the strata lot, and
- 2) pipes, wires, cables, chutes, ducts and other facilities for the passage or provision of water, sewage, drainage, gas, oil, electricity, telephone, radio, garbage, heating and cooling systems, or other similar services if they are located:
 - a) within a floor, wall or ceiling that forms a boundary,
 - i. between a strata lot and another strata lot,
 - ii. between a strata lot and the common property, or
 - iii. between a strata lot or common property and another parcel of land, or
 - b) wholly or partially within a strata lot, if they are capable of being and intended to be used in connection with the enjoyment of another strata lot or the common property.

The Strata Corporation must inform all owners in the Strata project about the distinction between the individual unit and those areas specified as Common Property. In addition, it must be made clear to the owners that it is the duty of the Strata Corporation to address issues related to the Common Property and not the individual owner's responsibility. The owners should notify the Strata Corporation of any deficiencies or maintenance concerns and then the Strata Corporation may address the matter as they determine under their overall building maintenance program.

Limited Common Property

Limited Common Property (LCP) as defined in the Strata Property Act means common property designated for the exclusive use of the owners of one or more strata lots. The balcony or patio of each strata lot is designated as LCP. These areas are designated on the strata plan as shown in the disclosure statement. Although LCP is designated for the exclusive use of the homeowner, it is subject to the rights for ingress and egress for members, employees and agents of the Strata Corporation in cases of emergency or where it provides access to other common areas.

Strata Lot

Your strata lot is the area shown as such on the strata plan filed with the Land Titles Office. The boundary of this area with another strata lot or with common property is the centre of the floor, wall or ceiling as the case may be. Each homeowner is individually responsible for everything inside these boundaries. Exterior doors and windows, however, may be the exception and remain the responsibility of the strata.

STRATA CORPORATION

Creation of the Strata Corporation

A strata corporation is created to divide a building(s) and/or a parcel of land into separate components individually owned and common components owned by all of the owners.

The strata plan will show the separately and commonly owned components of the building(s) and/or land:

- separately owned components are referred to as “strata lots”; and
- commonly owned components are referred to as “common property”.

A strata corporation is a legal entity created by the deposit of a strata plan in the Land Titles Office. The Land Titles Office assigns a number to the strata corporation. This will become the legal identity of the strata corporation.

The name of the strata corporation is Strata Plan EPS 4630.

Strata Corporations are created under the Strata Property Act meaning there is no incorporation certificate for a strata corporation.

What is A Strata Corporation?

The strata corporation is a legal entity with all of the powers of a natural person who has full capacity. This means it can enter into contracts with others and hire employees.

What Does A Strata Corporation Do?

The strata corporation is responsible for maintaining the common property and assets of the strata development for the benefit of all of its owners. The specific obligations of the strata corporation are usually performed by the strata council, or agents or employees whom it hires.

Strata councils will also perform its own obligations which are imposed by the Act and Regulations on the strata council, and will benefit the strata corporation. The specific obligations of the strata corporations which are set out in the Act and Regulations are:

- preparing, retaining and making accessible various records
- holding general meetings
- giving notices of general meetings
- preparing Form B, Form F and certificates of payment
- maintaining and repairing common property, except any limited common property that the owners may have to maintain under bylaws
- complying with all work orders that pertain to the common property
- maintaining a contingency reserve fund which is accounted for separately from the operating fund
- paying common expenses
- determining the amount of contributions which owners must make to the operating fund and the contingency reserve fund
- preparing annual budgets
- informing owners of any changes to the strata fees and
- obtaining adequate insurance coverage

Strata Council

The Strata Corporation will elect a small “executive” from its members to form a Strata Council. The council carries out the mandate of the strata corporation and carries the responsibility of organizing and operating the **BRICKWATER** building and properties.

The strata council’s role is to:

- act as the managing body for the strata corporation
- make daily decisions that enable the strata corporation to operate smoothly
- operates within any restrictions created by the Strata Act, bylaws or a majority vote of the owners
- enforce bylaws and rules formed

The developer has hired Fraser Property Management to perform some or most of the functions of the strata council. Even though the developer has delegated its powers to the management company, the Strata Council is still ultimately responsible for ensuring that its obligations under the Act are fulfilled.

The Obligations of the Strata Lot Owners

Strata lot owners must do the following:

- pay regular strata fees in proportion to their unit entitlement
- maintain and repair all parts of their strata lot and limited common property
- use the property in a respectable manner including not causing a nuisance to others, no making unreasonable noise, not using their strata lot for illegal purposes, and leash and secure pets in common areas
- **NO Smoking** in common and limited common property locations. This includes hallways, the parkade, courtyard and your deck or balcony.
- pay special levies to the strata corporation if approved by the necessary vote
- comply with work orders from a local authority to do work to his or her strata lot

Strata/Maintenance Fees

Living in a strata requires the payment of maintenance fees. These fees are based on unit entitlement. They are assessed on the basis of the square footage of your unit as it relates to the total square footage of all the units. They are usually payable on the 1st day of each month, in advance, to the Strata Corporation so that they can in turn pay all the bills relating to **BRICKWATER**. The fees are usually paid by post-dated cheques or by a pre-authorized payment plan. When submitting payment ensure your Strata Plan number, unit number and the strata lot number are clearly identified so that it may be credited to the correct account.

Bylaws

The bylaws are the rules and regulations of a Strata Corporation which determine the rules of conduct which each homeowner must abide by. After the first annual general meeting, the owners may enact new or vary existing bylaws, provided they satisfy the requirement of the Condominium Act in doing so.

If there are bylaw violations, fines can be levied against the individual strata lots by the Strata Council. *Please refer to your Disclosure Statement for initial bylaws.*

The Strata Owners Responsibility

In order for a strata council to function effectively, strata lot owners should be willing to:

- participate in managing the strata council by sitting on the council
- attend general meetings to participate in important decisions
- understand and observe the bylaws and rules of the strata
- compromise individual interest for the good of the strata as a whole
- take responsibility for resolving disputes between owners through discussion, mediation or arbitration as there is no government body that can become in strata affairs.

INSURANCE

Condo (Strata) Insurance

Generally the insurance coverage provided by the insurer for the Strata Corporation will replace or repair items that are damaged and were included in the original specifications by the builder. This will include such items as the building and its components, original carpets and appliances.

Household or Contents Insurance

Your condominium corporation's policy only covers items that are part of the building. You need your own insurance (improvements and betterments) to protect the upgrades (if any) you have made inside your unit such as a fireplace or additional built in wall units/cupboards.

You also need insurance for your furniture, artwork and other personal belongings. Finally, and perhaps most important of all, you need to protect yourself against personal liability for injuries to visitors to your home or for damage you accidentally cause to a neighbour's property.

Check with your insurance agent to confirm you have the correct and adequate coverage.

G. MAINTENANCE ITEMS

Many items fall within the common property of your building and are covered in the **Strata Corporation Multi-Family Project Maintenance Manual** – confirm with the Strata council of your building.

As a new homeowner you are responsible for your specific strata lot. Below is a listing of common maintenance areas for a condo unit.

Windows

Window glazing is typically made of glass. Current building standards require the use of double glazed sealed units mounted in thermally broken frames. Windows open by either sliding horizontally or vertically. 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 please contact Falcon House by phone or email as soon as possible.

Doors

Exterior swing doors are made of solid wood, metal, wood over a foam core or fiberglass. Sliding patio doors are constructed vinyl frames and are supplied by the window manufacturer. Interior doors are usually a wood veneer over a hollow core. The entry door between the hallway and your unit will be provided with an automatic door closer and seal (weather-stripping) to ensure that the door automatically closes for fire safety and security.

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.

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.

Finish Hardware

The factory finish on exterior locks and door handles will wear with normal use.

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 could cause marks or tarnishing.

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

DECKS

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. Pressure washing is not suggested as it may damage the membrane.

Be mindful of neighbours below when sweeping, washing the deck or watering plants. Please do not allow debris to fall over the deck edge.

INTERIOR FINISHES

FLOORING

Laminate or Hardwood

Laminate floors, like other furnishings in your home, require proper care to keep them looking their best. When you follow some easy cleaning and maintenance instructions, you'll find taking care of your laminate floor a snap! Seasonal fluctuations in temperature and humidity can cause temporary squeaks to appear throughout your floors. These squeaks will generally work themselves out as temperatures change and are not covered under warranty.

Regular Maintenance

- Cleaning your laminate (or hardwood) floor is simple. Dirt and dust are easily removed with a dry dust mop. Vacuum with the hard floor attachment of your vacuum cleaner or wipe occasionally with a lightly dampened cloth mop.
- For more difficult to remove soil, use a cloth moistened very slightly with water and wipe the surface afterwards with a clean dry cloth. **Under no circumstance should the floor be wet mopped.**
- Do not use harsh or abrasive cleaners, soap or detergent based cleansers, wax-based products or any type of polish on laminate floors. This will cause your floor to look dull and it also leaves a filmy residue.
- Only use cleaners specifically formulated for use with pre-finished laminate floors.
- A vinegar solution may be used to clean tough spots. Dilute one cup of white distilled vinegar for every gallon of water, and wipe area with dampened cloth. Immediately wipe area dry. Leaving any moisture on your floor can cause damage.

Maintenance Tip

Laminate flooring is made up of individual layers (wood particles/paste) pressed and bonded together, with an image on the surface of the substrate or underlying core layer. Changes in humidity levels in the home can cause dimensional changes (shrinking and swelling). A hygrometer can be used to monitor indoor humidity levels. Laminate floors are installed as floating floors where pieces or sections are fastened to each other rather than the subfloor. Heavy objects or anything that interferes with the floating nature of laminate floors can cause gaps and/or squeaking which is not covered under the scope of the warranty.

Protect the Floor

While laminate is remarkably durable, there is no such thing as an indestructible flooring material. There are a few simple protective measures that are important to keep your floor looking new. To protect your laminate floor from surface scratches, place walk-off area rugs or mats inside any exterior doorway to collect small bits of gravel that may track in on shoes. Use felt floor protectors on the legs of chairs, sofas, TV stands, tables and other easily movable furniture. Replace plastic casters on chairs with rubber wheels and lift rather than slide heavy objects across the floor. High heels and pet claws can damage some floors. Minor damage to a laminate plank or tile can be easily repaired with laminate finishing putty.

Following these tips will help maintain your floor for you to enjoy for years.

Repair

Damage resulting from normal wear and tear is not covered under warranty. If damage is reported only damaged flooring strips are to be rectified. Where localized repairs are made, an exact match of colour, finish, grain, sheen or texture may not be possible. This is acceptable under warranty.

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. This may extend the life of the carpets.

Matting can occur and 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 can lead to staining, annual sealing of the grout joints with a clear liquid silicone sealer can be carried out.

Repair

Damage resulting from proper maintenance not conducted by the owner is not covered under warranty. If damage is reported only damaged pieces are to be rectified. Where localized repairs are made, an exact match of colour, finish, grain, sheen or texture may not be possible. This is acceptable under warranty.

COUNTERTOPS AND CABINETS

Quartz

Although strong and attractive, spills can permanently stain quartz. All spills should be cleaned up immediately. Cleaning of quartz should be done with a clean, soft cloth and warm water. Also, care should be taken to prevent scratching of the surface. Please review for the document under “Supplier Specific Care” to ensure proper care and/or contact a quartz supplier for additional information on cleaners and maintenance tips.

Cabinets

Vinyl wrap & maple cabinet surfaces can be cleaned using a damp cloth and a mild detergent. Abrasive cleaners/magic sponges 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.

A properly painted surface (has consistent colour, appearance and cover) shall be provided on every exposed surface where a painted finish is specified. A properly painted surface shall be assessed by viewing, without magnification, from a minimum perpendicular distance of 1.8m (6'-0”) under normal lighting conditions and from a normal viewing position.

Lighting conditions may change the appearance of painted surfaces. Brush marks are acceptable in cut-in areas and on trim and may vary in appearance with paint type.

Interior Trim shall not have visible splits when viewed in normal lighting from a distance of 1.8m (6'). Damage caused by normal shrinkage of materials due to drying after construction is not covered under warranty. Filler or caulking may be used on repairs provided the appearance is not compromised when viewed in normal lighting from a normal viewing position at a distance of 1.8m (6'). Where repairs are required, colour, finish, grain, sheen or texture may not have an exact match. This is acceptable under warranty.

Repainted areas shall match the original finished surface for colour, sheen and texture as closely as possible since an exact match may not be possible.

*Drywall concerns (including nail pops) must be sent in on the online Service Request form (see Section C). The repairs will be filled, sanded smooth and made ready for painting **by the homeowner**. The painting of drywall repairs is not within Warranty coverages. A Paint Kit has been left in your unit. Please do not throw this away.

PLUMBING

GENERAL

The plumbing in your new home consists of plastic piping for the supply of potable water throughout the home and PVC plastic piping for the waste disposal.

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.

Note: In BRICKWATER water shut-offs are at different locations in your suite. Shut-offs will be at labeled access panels as shown to you during you New Home Orientation Walk Thru.

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 that prevents the entry of sewer gases into the home. Sinks or drains that 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.

Undermount sinks are strapped and caulked into place on quartz tops. Dropping heavy items into a sink could cause damage to the sink or the sink to separate from the quartz. Please use caution with heavy items (eg: frozen turkey).

HOT WATER TANK

There are not individual water tanks at BRICKWATER. All hot water is on a boiler system and will be maintained by the strata.

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.

Toilets are made of glazed and kiln-fired vitreous china. To clean these fixtures, use mild powdered or liquid cleaners. Avoid abrasive cleansers or pads, as they could damage the finish.

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

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.

Either replacing the damaged washer or the faucet cartridge itself can generally easily repair faucets. 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.

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 BASES

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 center. 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.

Tub and shower bases should be cleaned using gentle cleaner. 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.

ELECTRICAL SYSTEM

GENERAL

The electrical system in your home has been installed in accordance with the requirements of the provincial electrical code and is intended for normal residential use. Should you want to make changes to your electrical system please consult a licensed electrician.

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. Turning it to the "off" position and then to the "on" position can then reset the circuit breaker. 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. 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.

SECURITY

Your home has been pre-wired for a security system. To complete or finish your security alarm system contact Coast Pacific (604-461-1866 ext. 104) or a company of your choice.

SMOKE AND FIRE DETECTORS

One or more smoke &/or carbon monoxide detectors have been installed in your home. The type of detector, the location and the installation are in accordance with the requirements of the Building Code.

Do not move or disable the smoke or carbon monoxide detectors.

Your smoke detectors are hard wired to your condominium's power supply and also require batteries for back up power. You should test your smoke detector at least once by pressing and holding the "test" button. If your detector beeps you likely require a new battery. Please replace with a quality 9V battery. Be sure to clean your smoke detectors at least twice per year using the brush attachment on your vacuum.

HEATING AND VENTILATION

DUCTLESS-SPLIT AIR CONDITIONING/HEATING

Your unit is equipped with a Ductless Split Heating and Air conditioning unit for its primary source of heating and cooling as well as electric baseboard heaters. The electric baseboard heaters are required by Building Code as backup and should never be running at the same time as the Ductless Split system when it is cooling.

The Ductless Split unit will require homeowner maintenance to ensure it runs efficiently.

ALWAYS TURN OFF YOUR AIR CONDITIONER SYSTEM AND DISCONNECT ITS POWER SUPPLY BEFORE CLEANING OR MAINTENANCE.

Only use a soft, dry cloth to wipe the interior wall mounted unit clean. If the unit is especially dirty, you can use a cloth soaked in warm water to wipe it clean.

*After **240 hours** of use, the filter for the Ductless Split unit will require cleaning.

* After **2,880 hours** of use, the air filter will require replacement

(please refer to Ecoair Manual for detailed instructions on these procedures)

If ANY of the following conditions occurs, turn off your unit immediately!

- The power cord is damaged or abnormally warm
- You smell a burning odor
- The unit emits loud or abnormal sounds
- A power fuse blows or the circuit breaker frequently trips
- Water or other objects fall into or out of the unit

DO NOT ATTEMPT TO FIX THESE YOURSELF CONTACT AUTHORIZED SERVICE PROVIDER IMMEDIATELY.

Any maintenance and cleaning of the outdoor unit should be performed by an authorized dealer or licensed service provider.

Please see the Supplier Specific Care section of your manual for the Manufacturer's Care and Maintenance guide

HEATING: Baseboard Heaters

The heating system is designed to maintain a minimum set temperature as 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 fall 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.

Baseboard heating systems can be noisy at times due to the expansion and contraction of the metal. 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.

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.

The baseboard heaters should never be running at the same time as the Ductless Split when it is cooling.

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.

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. 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.

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 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. One fan in your home (generally the main bathroom) is set as a continuous run fan that is on 24 hours a day to regulate the humidity within your home. This is a requirement of the BC Building Code and operation of these fans should never be tampered with or turned off. There is a remote turn off switch for the fan to use only when cleaning or servicing the fan.

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.

APPLIANCES (refer to Section J for further information)

Any appliances included with the purchase of your new home, which have been installed by the builder or his agents, will have been checked to ensure their proper operation. Appliances generally 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.**

All issues with appliances must be directed to The Brick. Due to manufacturers warranties Falcon Homes is not able to service appliances.

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.

Refer to the Appliance section in the Appendix for additional information regarding appliances.

H. NEW HOME MAINTENANCE SCHEDULE

Quarterly Maintenance

Plumbing

- Faucets and Shower heads - Check for leaks, clean aerators, replace washers if necessary.
- Drains - Clean with baking soda.
- Pipes - Inspect visible pipes for leaks.
- Kitchen and Bathroom - Check under sinks in cabinets for leaks.
- Toilets - Check for stability and leaks.

Interior

- Interior doors - Lubricate hinges.
- Window and doors - Clean tracks from dust and dirt. Check to see if weep holes are open.
- Tile - Check and clean grout

Electrical and Appliances

- Kitchen Exhaust Fan - Remove and clean the filter. Clean accumulated grease from the fan.
- Refrigerator - Clean dust from top. Clean refrigerator drain pan. Clean and defrost freezer if necessary.
- Dishwasher - Check for leaks.
- Clothes Dryer - Fully clean dryer vents.
- Smoke Detector - Test for proper operation.
- GFCI Outlets - Test for proper operation.

Spring & Fall Maintenance

Interior

- Countertops - Inspect for separations at sinks and backsplash. Re-caulk where required.
- Tile - Inspect for loose or missing grout or caulking. Replace as necessary.
- Shower Doors - Inspect for proper fit. Adjust if necessary.
- Tubs/showers - Inspect for loose or missing caulking. Re-caulk as necessary.
- Refrigerator - Clean coils as necessary.

I. FALCON HOUSE **- INTERIOR FINISHES SPECIFICATIONS**

Please refer to the manual given to you at your homeowner orientation.

J. APPLIANCES

Appliances – Supplied by The Brick.
Ph: 604-539-3927

See attached sheet for unit specific appliance listing.

For warranty information on kitchen & laundry appliances please visit the Samsung website.

www.samsung.com/ca/support/warranty

K. ELECTRICAL – LIGHT FIXTURES

For specific electrical specs please refer to the manual given to you at your homeowner orientation.

Fixtures – supplied by Maple Ridge Lighting 604-463-8682
Contact: Patti Wilson Email: patti@mapleridgelighting.com

L. PLUMBING FIXTURES

For specific plumbing specs please refer to the manual given to you at your homeowner orientation.

Fixtures – BA Robinson Plumbing
Ph: 604-909-4601

APPENDIX "A"

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) BUILDING ENVELOPE WARRANTY - FIVE (5) YEARS

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

3) STRUCTURAL DEFECTS WARRANTY - TEN (10) YEARS

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 that causes Structural Damage that materially and adversely affects the use of the new home for residential occupancy.

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

APPENDIX "B"

WARRANTY EXCLUSIONS

The Warranty does not cover the following:

- a) weathering, normal wear and tear, deterioration or deflection consistent with normal industry standards;
- b) normal shrinkage of materials caused by drying after construction;
- c) any loss or damage which arises while the new home is being used primarily or substantially for non-residential purposes;
- d) materials, labour, or design supplied by an owner;
- e) 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;
- f) failure of an owner to take timely action to prevent or minimize loss or damage, including the failure to give prompt notice to Travelers of a Defect or discovered loss or a potential Defect or loss;
- g) 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;
- h) 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;
- i) bodily injury or damage to personal property or real property which is not part of the new home;
- j) any Defect in, or caused by, materials or work supplied by anyone other than the builder or its employees, agents, or sub-contractors;
- k) 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*;
- l) contaminated soil;
- m) 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;
- n) diminution in the value of the new home;

- o) landscaping, both hard and soft, including plants, fencing, detached patios, gazebos and similar structures;
- p) 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;
- q) any commercial use area and any construction associated with a commercial use area;
- r) roads, curbs, and lanes;
- s) site grading and surface drainage, except as required by the Building Code;
- t) the operation of municipal services, including sanitary and storm sewer;
- u) septic tanks or septic fields;
- v) the quality or quantity of water, either from a piped municipal water supply or from a well;
- w) 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;
- x) damage caused or made worse by the failure of an owner to take reasonable steps to mitigate any damage.