



NATURE'S  
WALK



# Homeowner Manual

Caring for your New Home at Nature's Walk



200-1010 Seymour Street  
Vancouver, BC V6B 3M6  
[WWW.ONNI.COM](http://WWW.ONNI.COM)

# WELCOME HOME

Congratulations on the purchase of your new home at Nature's Walk! We would like to take this opportunity to welcome you to your new home and the neighbourhood!

The Onni Group prides itself in constructing homes of the highest quality and in providing our homeowners with a first-class experience.

Please note that this manual is not intended to deal with all issues related to your new home, however; it will better acquaint you with the neighbourhood and provide you with a summary of the more important maintenance issues you can expect to encounter with regards 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 either Onni Group, or the specific product supplier or manufacturer. Undertaking maintenance is not for everyone. If you are uncomfortable undertaking any specific maintenance task, hire a professional. Please note that maintenance is the responsibility of the homeowner, regular and ongoing maintenance is not covered under warranty.



<b>General Information</b>		<b>Warranty Exclusions</b>	pg. 15-16
Community Information	pg. 4/5	<b>Owners Duty to Mitigate &amp; Maintain</b>	pg. 17
Utility Information	pg. 6	<b>Emergency Situations</b>	pg. 17
Important Names/Numbers	pg. 6	<b>Classification of Problems</b>	
Mail Delivery Information	pg. 7	Building or in suite Emergencies	pg. 18-19
<b>Strata Living</b>		Items requiring attention	pg. 19
Property Designation	pg. 8	How to submit a Service Request	pg. 20
Common Property	pg. 8	Items for year-end review	pg. 21
Limited Common Property	pg. 8	Year-end service call	pg. 21
Strata Lot	pg. 8		
<b>Strata Corporation</b>		<b>Care and Maintenance of Interior Finishes</b>	
Organization	pg. 9	Flooring	pg. 22-24
Maintenance Fees	pg. 9	Drapes and Blinds	pg. 24
Bylaws	pg. 9	Interior Doors	pg. 24
House/Condominium Insurance	pg. 10	Paint	pg. 24
Third Party Warranty Provider	pg. 10	Counter tops and Cabinets	pg. 25-26
<b>The First Year in Your New Home</b>	pg. 11	Plumbing	pg. 27-29
Construction Inspections	pg. 12	Electrical Systems	pg. 30
Pre-Delivery Inspection	pg. 12	Heating and Ventilation	pg. 31-33
Year-end Service Request	pg. 12	Appliances	pg. 34
<b>Your Role as a Homeowner</b>	pg. 13	<b>Care and Maintenance of Exterior Building Components</b>	
<b>Warranty Information</b>		Winterizing Hose Bibs	pg. 35
12 Months	pg. 14	Caulking	pg. 35
15 Months	pg. 14	Decking and Handrails	pg. 35
24 Months	pg. 14	Weather Stripping	pg. 35
5 Year	pg. 14	Windows	pg. 35
10 Year	pg. 14	Doors	pg. 36
Definitions	pg. 15	<b>Trades List</b>	pg. 37
		<b>General Q&amp;A</b>	pg. 38
		<b>General Home Maintenance Tips</b>	pg. 39-40

# GENERAL INFORMATION

## IMPORTANT CONTACTS:

### SAFETY & EMERGENCIES

Ambulance, Police, Fire & Rescue (Emergency only)	911
Fire (Non-Emergency)	(604) 465-2401
Police Pitt Meadows RCMP (Non-Emergency)	(604) 463-6251
Poison Control	1-800-567-8911
Ride Meadows Hospital	(604) 463-4111
Children's Hospital	(604) 875-2345
B.C. Hydro	1-800-244-9376

### CITY SERVICES

City of Pitt Meadows (City Hall)	(604) 465-5454
City of Pitt Meadows Parks & Recreation	(604) 465-2452
Translink	(604) 953-3333
Alouette Taxi	(604) 466-5555
Canada Post	1-866-607-6301

### COMMUNITY INFORMATION

We have only highlighted some of the great facilities and services and invite you to visit the following website as a source of additional information.

- Outdoor Adventures: Fishing, hiking, boating, camping, bird watching, etc.
- Sporting Activities: Golfing, swimming, biking, running, and many more
- Arts and Culture Experiences: Theatre, dance, art, music, history, festivals, etc.
- Shopping and Dining: A wide variety of destination shopping centres and stores.

Visit City of Pitt Meadows' website for more details: <https://www.pittmeadows.ca/>

## SCHOOLS

### **KinderHeart Montessori**

10957 Barston View Road, Pitt Meadows, BC V3Y 0B8

### **Pitt Meadows Elementary School (École Pitt Meadows Elementary)**

11941 Harris Road, Pitt Meadows, BC V3Y 2B5  
(604) 465-5828

### **Edith McDermott Elementary School**

12178 Bonson Road, Pitt Meadows, BC V3Y 2L5  
(604) 460-9993

### **Pitt Meadows Secondary School (École Secondaire Pitt Meadows)**

19438 116B Avenue, Pitt Meadows, BC V3Y 1G1  
(604) 465-7141

## PARKS, RECREATION, CULTURE & ENTERTAINMENT

### **Pitt Meadows Family Recreation Centre**

12027 Harris Road, Pitt Meadows, BC V3Y 1Z1  
(604) 465-2452

### **South Bonson Community Centre**

12007 Harris Road, Pitt Meadows, BC V3Y 2B5  
(604) 465-5454

### **Pitt Meadows Public Library**

12099 Harris Road, Pitt Meadows, BC V3Y 0E5  
(604) 465-4113

## UTILITY INFORMATION

Telephone, Cablevision, Hydro, Gas and Internet connection arrangements should be made directly with the companies concerned. **You will be responsible for all hook-up and monthly costs.**

Shaw Cable & Internet	1-888-472-2222
TELUS	1-888-811-2323
TELUS Repair	611

## IMPORTANT INFORMATION & ADDRESSES

### Ascent Real Estate Management Corporation

P: (604) 431-1800  
2176 Willingdon Avenue  
Burnaby, British Columbia  
V5C 5Z9  
[www.ascentpm.com](http://www.ascentpm.com)

### National Home Warranty

P: (604) 608-6678  
F: (604) 408-1001  
100-1125 Howe Street  
Vancouver, British Columbia  
V6Z 1B1  
[www.nationalhomewarranty.com](http://www.nationalhomewarranty.com)

### Onni Customer Care

P: (604) 602-7711  
F: (604) 688-7907  
[customercare@onni.com](mailto:customercare@onni.com)

### During Business Hours

Onni Group  
200-1010 Seymour Street  
Vancouver, British Columbia  
V6B 3M6  
P: (604) 602-7711  
F: (604) 688-7907  
Attention: Customer Care  
(Monday - Friday: 8:00 AM - 5:00 PM, Holidays Excluded)  
[customercare@onni.com](mailto:customercare@onni.com)  
[www.onni.com/customer-care/service-request](http://www.onni.com/customer-care/service-request)

### After Business Hours

**Ascent Real Estate Management Corporation**  
P: (604) 293-2759  
2176 Willingdon Avenue  
Burnaby, British Columbia  
V5C 5Z9  
[www.ascentpm.com](http://www.ascentpm.com)

**For a Building Emergency or In-Suite Emergency, please call the appropriate number listed above.** Please note, unless service is an emergency, all service requests should be sent by email at [customercare@onni.com](mailto:customercare@onni.com) or via online at [www.onni.com/customer-care/service-request](http://www.onni.com/customer-care/service-request). The business address is noted on the service request form. This will enable us to respond to your requests in a fair equitable manner. **Please refrain from giving your service request to your sales representative or our construction personnel.**

## DEVELOPMENT INFORMATION

### Mail Delivery

The Civic Address for Nature's Walk is your unit + 19451 Sutton Avenue, Pitt Meadows, BC V3Y 0G6.

The temporary location for mailbox assignments for units 1-48 will be on Sutton Avenue at the West End, with the remainder of the mailbox assignments being installed in November. You will be responsible to pick up your mailbox keys from the local post office located at 20800 Lougheed Highway, Burnaby, BC.

### Change of Address

As a reminder, we have included a list of several organizations you should notify of your address change. This will ensure proper continuation of the services you subscribe to:

- Canada Post
- ICBC, Driver's License
- Car Ownership
- BC Medicare
- Extended Health care
- Doctor
- Dentist
- Veterinarian
- Lawyer/Notary
- Electrical Utility, Gas
- Telephone
- Cellphone
- Cable TV
- Car, Home & Life Insurance
- Warranty Providers
- Banks
- Credit Cards
- Clubs

## STRATA LIVING

The comments below reference general observations. Reference should be made to the applicable provisions of the Condominium Act.

### Property Designation

#### Common Property

The Strata Property Act defines the Common Property as,

1. That part of the lands and buildings of Nature's Walk shown on a strata plan that is not part of a strata lot, and
  - a. Pipes, wires, cables, ducts, and other facilities for the passage or provision of water, sewage, drainage, gas, oil, electricity, telephone, radio, television, garbage, heating and cooling systems, or other similar services if they are located
    - i. Within a floor, wall, or ceiling that forms a boundary
    - ii. Between a strata lot and another strata lot
    - iii. Between a strata lot and the common property, or
    - iv. Between a strata lot or common property and another parcel of land, or wholly or partially within a strata lot, if they are capable of being and intended to be used in connection with the enjoyment of another strata lot or the common property.

#### Limited Common Property

Limited Common Property (LCP) is the common property that is designated on the strata plans as being for the exclusive use of one or more homeowners. At Nature's Walk, the balcony or patio of each strata lot is designated as LCP. These areas are sketched and dimensioned on the strata plan filed in the Land Title Office. Although LCP is designated for the exclusive use of the homeowner, it is subject to the right of 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 in the Land Title Office. The boundary of this area with another strata lot or with common property is the center 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 homeowner.**

## Strata Corporation

### Organization

The Strata Corporation is the body made up of all the owners at Nature's Walk. The Strata Corporation will elect a small "Executive: from its members referred to as the Strata Council. The Strata Council carries out the mandate of the Strata Corporation and is charged with the responsibility of organizing and operating Nature's Walk with the assistance of professional property managers. They will usually enforce the bylaws, award maintenance contracts, and assure payment of corporation bills. As the developer, Onni has appointed **Ascent Real Estate Management Corporation** as the property manager. The property manager will call the first meeting of the Strata Corporation, being the first annual general meeting (AGM), sometime in the coming months when one of two conditions is met. Either the building is 50% in possession of homeowners or nine (9) months has elapsed from substantial completion of the building. Until that time, Onni will act as the Strata council with the assistance of Ascent Real Estate Management Corporation.

### Maintenance Fee

As you are aware, part of living in a strata corporation requires the payment of maintenance fees. These fees are based on unit entitlement - that is, they are assessed pro-rata 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 1<sup>st</sup> day of each and every month, in advance, to the Strata Corporation so that they in turn can pay all the bills relating to the operation of Nature's Walk. The fees are usually paid by post-dated cheque or pre-authorized chequing plan and are made payable to **Ascent Real Estate Management Corporation** in care of your Property Manager. When submitting any payment ensure that your strata plan number, unit number, and the strata lot number are clearly identified on the back of your cheque so that it may be credited to the correct amount.

### Bylaws

The bylaws are the rules and regulations of a Strata Corporation that determine the rules of conduct by which each owner in Nature's Walk must abide by. After the first annual general meeting the owners may enact new, or vary the existing bylaws, provided that they satisfy the requirements 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 the Disclosure Statement for the applicable bylaws for Nature's Walk.

## House Insurance

### Condominium (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 / developer. This will include such items as the building and its components, carpets, or a dishwasher.

### Household or Contents Insurance

We strongly recommend that you obtain insurance coverage for your personal possessions and possibly any upgrades to your strata lot above and beyond the building standards. These are not covered under the Strata Corporations policy.

\*Note: Please contact your agent or the Strata's agent to clarify any questions about insurance and the coverage provided.

## Condominium Insurance

To inquire about the insurance coverage required under the Condominium Act, for the common property of your condominium, please contact your local insurance broker.

\*Note: your own personal contents are **not** covered by the Strata Corporation's insurance. Some suite upgrades may not be covered. Speak to your own Insurance Agent about these matters.

### Third Party Warranty Provider:

National Home Warranty  
P: (604) 608-6678  
F: (604) 408-1001  
100-1125 Howe Street  
Vancouver, British Columbia  
V6Z 1B1  
[www.nationalhomewarranty.com](http://www.nationalhomewarranty.com)



Home Owner Protection Office  
Suite #2270 - 1055 West Georgia Street  
Vancouver, British Columbia  
V6E 3P3  
P: (604) 646-7050  
F: (604) 646-7051  
[www.hpo.bc.ca](http://www.hpo.bc.ca)

## THE FIRST YEAR IN YOUR NEW HOME

Your new home at Nature's Walk is complete and ready for occupancy. However, during the first year there may be some minor adjustments that will need to be taken care of.

For the first year, your new home is covered by our comprehensive warranty. This is regulated by The Homeowner Protection Act and is supported by National Home Warranty, your third-party warranty provider.

During construction and right through to the end of the first year, Onni will make every effort to warrant the quality and satisfaction of our product.



### **Construction Inspections**

In addition to our own quality assurance inspections, architects, city inspectors, and other consults, we inspect the building throughout the construction process to ensure all work is being completed with care and according to the building and Municipal Codes and our specifications.

### **Pre-Delivery Inspections**

A representative of Onni will guide you through a home orientation. At this time, all items needing attention will be identified and listed on the Pre-Delivery Inspection Report and signed by both parties

### **Service Request**

All homeowner service requests that require scheduled appointments are to be made during business hours of 8:00AM - 4:30PM Monday to Friday (weekdays, excluding statutory holidays)

### **Year-End Service Request**

Towards the end of the first year of your one-year Workmanship and Materials Warranty, we again recommend that any concerns you have be documented and forwarded to our office. Onni will be sending out a Year End reminder letter prior to your expiration date. Please use the service request form provided or the form located on our website at [www.onni.com](http://www.onni.com). Alternatively, you may simply email your list to [customercare@onni.com](mailto:customercare@onni.com). A representative of Onni will contact you to arrange a review of your concerns during regular business hours. Our representative will make repairs or adjustments as required under the terms and conditions of the Home.

Warranty Materials and Labour Standards Guide is provided by National Home Warranty. If you are not in agreement with the corrective measures taken or the standards, National Home Warranty or the Homeowner Protection Office can assist you with your concerns.

## YOUR ROLE AS A HOMEOWNER

Your role during the first year is very important. There are five things you should keep in mind to make certain your warranty serves you well.

1. Read all operation manuals that were supplied with your home. It is recommended although not essential that you fill out any warranty cards that were provided with the appliances. For more information on your appliance warranty and extended warranty options, contact Trail Appliances directly at (604) 777 3300 EXT #2.
2. It is suggested that you do not redecorate your walls with products such as wall coverings until the end of the first year. This will enable you to identify problems such as shrinkage cracks in the drywall and allow us to make repairs. Of course, you should feel free to paint and otherwise decorate your home as you wish.
3. Use and maintain all equipment properly as recommended in their respective manuals. This is especially true in regard to your hydronic furnace heating system, humidity control, kitchen fans, and other moisture control devices within your home. Please read the "Care and Maintenance" chapter of this manual for more details.
4. Keep informed of the work of your Strata Council, especially in regard to the warranty for common areas. Remember that the common area warranty starts with the first possession or occupancy of the first home. Thus, the expiry for the common area warranty will be different than the expiry for residential homes.
5. If you wish an item to be covered by warranty and correct by Onni, please do not attempt the repairs yourself, or contract anyone else to do the work (i.e. plumber or electrician). Please note this does not apply to very minor paint or drywall flaws that are not covered by your warranty. You can correct these at any time.



## WARRANTY INFORMATION

The Homeowner Protection Act regulates the residential construction industry. Builder licensing and mandatory home warranty coverage came into effect July 1, 1999. The standard for home warranty coverage has been established by the act and is common referred to as a **2-5-10 warranty**.

Home warranty is an insurance product. Only an insurance company that has been approved by the Financial Institutions Commission can provide the warranty coverage. Home warranty is a regulated insurance product designed for the benefit of new homeowners.

### **First 12 months - Materials & Labour Warranty**

- Coverage for any defect in materials and labour within the home. The drywall warranty applies to shrinkage cracks and nail pops. We will repair them only once during the warranty period. It is recommended that homeowners wait until the 1 year mark, before requesting drywall repairs.

### **First 15 months - Common Property Materials & Labour Warranty**

- Coverage for any defect in materials and labour in the common property of a multi-unit building

### **First 24 months - Mechanical**

- Coverage for any defect in materials and labour supplied for the electrical, plumbing, heating, ventilation, and air conditioning delivery and distribution systems.
- 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

### **5 year - Building Envelope**

- Covers building envelope for defects that cause unintended water penetration from the exterior of the building through the windows, walls or roof.

### **10 year - Structural Defect Warranty**

- Any Defect in Materials and labour that results in the failure of a Load Bearing part of the New Home, and
- Any defect which causes Structural Damage that materially and adversely affects the use of the New Home for residential occupancy

## DEFINITIONS

**Building Envelope:** Means the assemblies, components and materials of a New Home which are intended to separate and protect the interior space of the New Home from the adverse effects of exterior climatic conditions. Interior space of the New Home includes all material not directly exposed to the exterior climatic conditions. Exterior climatic conditions mean the direct effect of weather on the above-grade portion of the New Home.

**Defect:** Means any design or construction that is contrary to the Building Code or that requires repair or replacement due to negligence of a Builder or person for whom the Builder is responsible at law.

**Delivery and Distribution Systems:** Means the mechanical and electrical systems for delivery and distribution of gas, electricity, water, waste, heat and air within and throughout a New Home, but excludes plumbing and electrical fixtures and appliances.

**Material and Labour:** Means only the Materials and Labour supplied by the Builder for construction of the New Home.

## WARRANTY EXCLUSIONS

The warranty does not cover the following:

1. Regular and/or ongoing maintenance;
2. Weathering, normal wear and tear, deterioration consistent with normal industry standards;
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 it is caused or made worse by an Owner or Third Party;
6. Failure of an Owner to take timely action to prevent or minimize loss or damage, including the failure to give Onni prompt notice of a Defect or discovered loss or a potential Defect or loss;
  - I) Any damage caused by insects or rodents and other animals, unless the damage results from
  - II) non- compliance with the Building Code by the Builder or its employees, agents, or sub-contractors;
7. 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;
8. Bodily injury or damage to personal property or real property which is not part of the New Home;
9. Any defect in, or caused by, materials or work supplied by anyone other than the Builder or its employees, agents, or sub-contractors;

10. Changes, alterations, deletions 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 National Home Warranty.
11. Contaminated soil;
12. 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;
13. Diminution in value of the New Home;
14. Landscaping, both hard and soft, including plants, fencing, detached patios, gazebos and similar structures;
15. Non-residential 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;
16. Commercial use area and any construction associated with a commercial use area;
17. Roads, curbs, and lanes;
18. Site grading and surface drainage, except as required by the Building Code;
19. The operation of municipal services, including sanitary and storm sewer;
20. The quality or quantity of water, either piped municipal water supply or from a well;
21. Damage caused or made worse by the failure of an Owner to take reasonable steps to mitigate any damage.

**For complete warranty information on coverage, exclusions, terms, etc., please refer National Home Warranty 2-5-10 Home Warranty Certificate.**

## OWNERS' DUTY TO MITIGATE DAMAGE AND MAINTAIN

As per your National Home Warranty 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 i.e. turn off water system in the event of a burst pipe.

For defects covered by the National Home Warranty, the duty to mitigate is met through timely notice in writing to your builder and National Home Warranty.

An owner's duty to mitigate survives even if;

- the new home is unoccupied,
- the new home is occupied by someone else other than the homeowner,
- water penetration does not appear to be causing damage, or
- 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.

## EMERGENCY SITUATIONS

An emergency is a situation that requires immediate attention - a situation that cannot wait until the following day.

**Emergency request(s)** should be made by emailing [customercare@onni.com](mailto:customercare@onni.com), calling Onni at (604)-602-7711 (during business hours) **and** contacting the property manager, **Ascent Real Estate Management Corporation** (604)293-2442.

**Situations that require emergency service may include:**

- Fire
- Flood
- Total stoppage of plumbing drains where all sinks, toilets or tubs will not drain
- Heating system failure during cold weather
- Gas leak
- Water leakage (Note: the homeowner/tenant is responsible to turn off the water in the suite at the first sign of a water leak)
- No water Service
- Major damage to the building
- Other serious incidences that require immediate attention.

## CLASSIFICATION OF PROBLEMS

What to Look For, What to Report, When and Who to Report to...

Your home has been built to meet or exceed the standards of quality in materials and workmanship set out by the Building Code and the Homeowner Protection Act. In addition, Onni takes great pride in the quality of its homes and the satisfaction of our customers.

Over the course of the first year of any new building, a certain amount of shrinkage of building materials is expected. There may be some cracking of drywall due to building material shrinkage or components adjusting and responding to their new environment. As well, there may be other items that you may notice, but do not constitute a hazard or, in any way interfere with the enjoyment of your home.

For your own piece of mind and convenience it is important to report problems at the appropriate time. Some items should be considered emergencies that should be dealt with immediately. Others may require prompt attention but can wait until normal working hours. Lastly, there are those items to be noted for the year-end review. Below are examples of each type of problem and the appropriate response.

### BUILDING OR IN-SUITE EMERGENCIES:

An emergency is a problem that will affect the wellbeing of the resident(s) and requires immediate skilled attention to the defect. Examples might include:

- **GAS SMELL**
  - If at any time you smell gas contact your gas utility supplier immediately. They will check your system and advise you of any problems. Note that your gas shut off valve is located in your mechanical room.
  
- **WATER LEAK**
  - If the leak occurs between a fixture and a shut-off valve, close the shut-off valve immediately. If no shut-off exists locate the main water shut-off (**located in your mechanical room**) and turn it off until the problem can be rectified.
  
- **PLUGGED SEWER LINE OR FAILURE**
  - A plugged fixture or sewer line generally occurs because users of the facility are flushing inappropriate materials down a toilet or drain. **DO NOT** continue to use the facility once a blockage has occurred. Attempt to unclog the line by using a plunger. Blocked drains caused by occupants are not covered under warranty.
  
- **ELECTRICAL**
  - Sparking - If a plug or outlet sparks excessively, immediately turn off the breaker and contact ONNI, or if passed the 2 year warranty contact the electrical contractor listed in your Trades List or Onni. A small spark when an appliance is unplugged is not uncommon.
  
- **CIRCUIT TRIPPING**
  - Appliances plugged into the same circuit that is tripping should be unplugged one at a time until an overload is alleviated. This will stop the breaker from tripping.

- **POWER OUTAGE**
  - If all power is out to your home, check to see if there is power to your neighbour's home. If there is power, check the main breaker on your electrical panel and reset it after checking for an overload. This may require the assistance of the property manager to open the electrical room closet.
- **NO HEAT**
  - If the heating system does not appear to be operational ensure the thermostat has not been turned down:
    - Check to ensure that the breaker is in the on position by turning it off and resetting it.
    - Check that the heat generator is functioning properly
    - Check for plugged air filter or plugged air coil - refer to HVAC maintenance manual attached in your USB for filter care and coil cleaning.

## ITEMS REQUIRING ATTENTION

Items falling into this category are those that could pose a safety hazard or which, if left unattended until the year-end review, can do greater harm to your home or the building. In our experience, these items are rare, but might include such things as:

- **Water Leaks**
  - Water seepage visible as damp areas on interior surfaces
- **Winterizing Hose Bibs**
  - If garden hoses are left attached to hose bibs during the winter, freezing of the water line can occur. This becomes a problem once the water thaws, as a leak will occur. If accessible, heating the pipe with a hair dryer may thaw it out. If the frozen pipe is the result of a proven builder defect, then Onni will take responsibility for the repair.
  - In addition to disconnecting your hose from the hose bib, in your mechanical room you will find shut off valves for the hose bibs. These can also be turned off during cold weather.

**Please note that any damage resulting from lack of proper winterization will not be covered under warranty.**

- Loose railings and other safety concerns
- Malfunctioning plumbing
- Electrical problems, including inadequate heat or environmental control
- Window seal failure (the space inside the sealed glass becomes foggy)
- Exterior or entry doors and windows that no longer fit or function properly
- Cracked or broken tile in the shower not due to accidents.

## SHUT OFF LOCATIONS:

- **Mechanical room shut offs**
  - Inside this room you will be able to locate all main shut off valves for water, gas and the fire sprinkler system
  - All valves will be identified with a label should any need to be turned off for servicing or in case of an emergency
- **Hose Bibs**
  - Note already included in homeowner manual
- **Appliance - fridge water shut off valve**
  - Shut off is located inside adjacent cabinet should this be needed for servicing the appliance
- **Appliance - gas shut off valve**
  - Shut off is typically located inside adjacent cabinet should this be needed for servicing the appliance
  - Depending on layout, shut off may also be directly behind range requiring the appliance to be pulled out

## HOW TO SUBMIT A SERVICE REQUEST?

### SERVICE PROCEDURES

If you feel a defect exists, please provide written correspondence to Onni and your warranty provider. Upon receipt, a representative of Onni will contact you to arrange an appropriate time to review your concerns so that they may be dealt with effectively.

### ONLINE

Please visit <https://www.onni.com/customer-care/service-request/> to submit a Service Request or to obtain building specific information.

### EMAIL

#### For In-Suite concerns:

- Send an email to [customercare@onni.com](mailto:customercare@onni.com)
- Include your full name, address, and contact number
- Include a brief description of the issue with the location and a photo if possible

#### For Common Property Concerns:

- Send an email to your Property Manager, Ellie Beaulieu at [ebeaulieu@ascentpm.com](mailto:ebeaulieu@ascentpm.com)
- Include your strata plan number, full name, address, contact number
- Include a brief description of the issue with the location and a photo if possible

### APPLIANCE SERVICE REQUESTS

All appliances are covered under a 1-year warranty by the manufacturer beginning on your completion date. Please contact Trail Appliances at 604-777-3300 EXT #2 and provide the following:

1. Name, address, postal code and all relevant contact numbers
2. Identify type of appliance and brand, model and serial number (found on sticker located inside appliance)
3. Describe issue
4. Provide a copy of your Certificate of Completion from National Home Warranty 3-6 weeks following the purchase of your new home. Should you not have your COP please do not hesitate to contact Onni Customer Care for a copy.

### Onni Group

200-1010 Seymour Street

Vancouver, BC V6B 3M6

Phone: 604-602-7711

Fax: 604-688-7907 [customercare@onni.com](mailto:customercare@onni.com)

**Please ensure that you review all your warranty documentation closely so that you are aware of all the deadlines and complaint procedures.**

### Items for Year End Review

For the purpose of recording these items, Onni has provided service request forms for your convenience. By using this form, you will be able to note each item for review, giving appropriate details and date. Having a written record is important. We would appreciate your forwarding your service requests to us at approximately ELEVEN (11) MONTHS after your closing date. Some examples of items that should be repaired/ replaced at the end of the year might include:

- drywall cracks
- cracked caulking
- nail pops
- cracked floor tile

It is our intention to rectify all of the warrantable defects that you may find in your home by the end of the year. If you are not in agreement with the proposed corrective measures or the standards for repair, National Home Warranty or the Homeowner Protection Office will assist you with your concerns.

### Year-End Service Call

During this final visit your customer care representative will address any items that will require repair or adjustment to as per the warranty guidelines/ standards for your home.

Although this is your final regular service call our personnel are still available to advise you with concerns about your home.

**Onni would like to thank you for allowing us to be of service.**

# CARING FOR YOUR HOME

## CARE & MAINTENANCE OF INTERIOR FINISHES

Purchasing a new home is one of the largest investments you can make and much like cars they require regular maintenance. Proper care for your home will save you a great deal of expense and prolong the life of your home. The following advice is meant as a guide for the care and maintenance of the various finishes that may have been included in your home.

Generally, we do not recommend the use of abrasive cleansers nor solvents for cleaning any item in your home.

### FLOORING

#### Laminate Flooring

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 of 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.

#### Recommended Maintenance

- Spills must be wiped as soon as they occur. Excessive water or liquid can cause irreversible damage to laminate flooring
- Place mats to protect high traffic areas and access points to the outdoors
- Refrain from excessive wet or damp mopping of the floor
- Never allow liquids to stand on the floor
- Regularly sweep, dust or vacuum the floor with hardwood floor attachment
- Planted pots should be isolated from the floor surface
- Protect floors from pet damage (such as claws)
- Keep the home at a proper temperature and humidity
- Avoid high heels or stiletto shoes
- The use of felt pads or a similar product should be placed under table and chair legs

#### Carpet

#### Recommended Maintenance

- Avoid spills on carpeted areas
- Cleaning high traffic areas regularly to remove surface dirt and vacuuming the entire carpeted area weekly to remove dirt.
- Carpets and rugs should be professionally cleaned every year depending on the use and appearance.
- Vacuum your carpet regularly.
- Steam clean the carpet - avoiding the use of soaps.
- Avoid using soaps on carpets—the soaps if not removed properly can leave a residue that changes the P.H. balance of the carpet and cause the carpet to change color i.e. yellow.
- Avoid walking on the carpet in your bare or sock feet we recommend slippers with soles or soft soled shoes. The oil from the body will cause the carpet fibers in traffic areas to mat or stick together this is called pooling.

## Carpet Drafting

In some cases, a black line may be identified running along the wall. In most cases it will be an exterior wall or stairwell. This is called Carpet Drafting. The cause is from air pollutants such as diesel exhaust. The air enters the home, without being filtered, through open windows etc. The natural convection in the home causes hot air to rise and cold air to fall. Cold air will fall on exterior walls. The carpet will act as a filter and remove the pollutants. These pollutants will form a dark line along the wall. This cannot be prevented but regular cleaning may help. It will occur more rapidly in areas where there are heavy trucks or machinery operating on a regular basis. This phenomenon is becoming more apparent as our homes become more energy efficient and airtight.

**PLEASE NOTE: Your warranty will be void if a Dyson vacuum is used. These vacuums cause excessive fluffing in wool and woven carpets.**

Consult your flooring supplier Nufloors at [info@nufloorslangely.ca](mailto:info@nufloorslangely.ca) or (604) 533-4231 for the specific cleaning and maintenance requirements of the flooring products used in your home.

## Ceramic Shower Tiles

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 is recommended. Sealing of the grout is your decision and responsibility, it is however recommended. Applying a grout sealer will help to prevent water from penetrating through the grout and into the sub surface wall area. It is suggested that the tile surface be wiped down after each shower. An alternative that is gaining in popularity is the use of a squeegee. Some separation in the grout lines may occur. Cracks can be filled using a premixed grout purchased from a tile or hardware shop.

### Recommended Maintenance

- Use a broom to sweep the tile or a damp mop to wash the surface,
- Household detergents can leave a film on the surface and strong degreasers may actually damage the grout.
- Remove any wet spillage immediately with a damp mop.
- The surface may become very slippery
- Padding may be used to help avoid chipping the tile when moving a heavy object across the surface.

**It is recommended that you seal the grout between tiles in your home i.e. bathroom floor and wall tiles. This is your decision and responsibility.**

## Marble Tiles

Marble is non-foliated metamorphic rock that forms when limestone and carbonate minerals recrystallize. It has the durability to withstand different temperatures and comes in many varieties of colours. Marble is more sensitive to acidic substances than granite and improper use of cleaning products can stain or etch the surfaces finish.

Cleaning Marble: clean with a dust mop and neutral cleaner to remove most dirt. It is recommended to use a penetrating sealer to prevent staining. All stones are porous and excessive water and acidic substances may cause reactions such as oxidant (rust), etching etc. Marble can be cleaned with warm water, a soft cloth or sponge and specially formulated stone sealers/cleaners. Spills should be blotted immediately. Do not clean any natural stone with acidic cleaners, including (but not limited to) vinegar or cleaners with "lime" or "lemon" on the label. These products will abrade the polish from the stone.

### Recommended Maintenance

- Use a broom to sweep the tile or a damp mop to wash the surface
- Household detergents can leave a film on the surface and strong degreasers may damage the grout.
- Remove any wet spillage immediately with a damp mop
- The surface may become very slippery
- Padding may be used to help avoid chipping the tile when moving a heavy object across the surface.

General: Sealers DO NOT protect polished surfaces from these types of cleaners. **Please note as a result of being a natural stone it may stain in everyday use which is not covered under warranty. Chipping or staining caused by regular use/wear-and-tear is also not covered under warranty.**

### BLINDS

The easiest method to clean your venetian blinds is to lightly dust with a feather or fluffy duster. For a more effective clean you can physically wipe each individual slat by wiping with a dry cloth. Should you wish to clean them with a vacuum cleaner, please ensure the suction is not too strong as the vacuum may draw the slats down the nozzle which will fold and damage them and this is not covered under warranty.

### INTERIOR DOORS

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.

**Regularly inspect the operation of your doors, and clean/lubricate the hardware and hinges as necessary.**

### PAINT

#### Latex Paint

##### Recommended Maintenance of Interior Latex Paint

Latex paints in a lower sheen level like eggshell, satin and flat have created problems for homeowners for cleaning or washing walls. Lower sheen products have pigment close to the surface and when cleaned improperly may burnish or become shiny. This is non-repairable other than repainting.

##### Tips to properly clean latex painted walls.

- Do not attempt to wash walls prior to latex paint curing (30 days after application)
- Always use a mild liquid detergent with no abrasives, (i.e.) dish soap
- Apply liquid detergent onto a soft sponge - not cloth, as they act like an abrasive
- Gently massage the detergent into the soiled area, allowing the detergent to attack the soiled area
- Once soiled area is clean, rinse sponge out and wipe area gently with clean moist sponge

**By using this style of cleaning you will reduce burnishing by 90 to 95%.**

### PAINT CODES

Suite walls, bathroom walls, suite ceiling, trim, casing and door paint provided by **Cloverdale Paint**.

Schemes and Location	Colour	Product & Product Number	Finish
All Suite Walls	8436 White Delight	03250 Master Painter	Eggshell
All Suite Trim	White - Untinted	03923 High Performance	Semi-Gloss
All Suite Ceilings	White - Untinted	03760 Master Painter	Flat

## COUNTERTOPS AND CABINETS

### **Engineered Stone**

Engineered stone countertops only require a simple cleaning routine to maintain their attractive look. Regular cleaning should consist of using a damp cloth and a mild soap detergent and you should simply blot spills immediately should they occur. Avoid using very strong chemicals (such as acid, alkaline material and acetone etc.) and other solutions with unidentified ingredients to clean your engineered stone countertop.

Although engineered stone countertops can briefly tolerate moderate temperatures for a short time, it can be damaged by high heat and prolonged exposure to heat. So it is advisable to use a dish towel or a trivet before you place a hot pan on your countertop. Do not place hot plates directly on the surface because prolonged exposure to high heat can damage your engineered stone countertop. Since there is more exposed surface area, metal marks, fingerprints and other signs of daily living will show on this material. Most of these marks can be easily removed with little effort and cleaning products such as Soft Scrub™. For tough stains, work the area with a Scotch Brite™ pad.

**Sealing Engineered Stones:** Engineered stones are made of nonporous material; however, it is recommended that with engineered stone countertops that the user periodically seals them for protection and the longevity of you countertops. Engineered stone countertops are also hygienic because they do not affect the taste of food or compromise its safety when it is prepared on their surface.

### **Caesarstone**

Caesarstone countertops consist of premium quartz and have hard, nonporous surfaces making them durable and great surfaces that are easy to maintain. 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.

### **Recommended Maintenance for Caesarstone:**

- As the surface is non-porous, no sealer or wax is needed
- For general cleaning - use a non-abrasive cleanser with bleach and thoroughly rinse off with water after use.
- For extra-stubborn stains, a no-scratch Scotch-Brite® pad it is recommended to use Method Daily Granite cleaner or a non-abrasive and go through the following steps: Clean with product, rinse with damp paper towel, cloth, or sponge, dry with paper towel.
- For tough stains such as pen marks, wine marks, or metal marks use with care a cleanser with oxalic acid.
- Please note that Caesarstone finishes other than Polished may require increased daily maintenance due to their distinctive appearance.
- To avoid metal marks - use cutting board
- Always be cautious of stains - prolonged exposure to product outside the pH level 5-11 can discolor the surface. Always rinse off product thoroughly with water after exposure.
- Avoid excessive force and pressure from objects
- Do blot up spills immediately.
- Do protect countertop surfaces with coasters, trivets or placemats
- Don't place hot items directly on the stone surface.

For additional information on how to care for your countertop of any material, please contact the stone contractor, Valley Countertops, (604) 852-8125.

## Cabinets

Wood, PVC & vinyl surfaced cabinets are very susceptible to heat damage. Your 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 the heat builds up, the surface may delaminate. This precaution should also be taken when the oven is used for a prolonged period at a high temperature. Delamination caused by heat is not covered under warranty.

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.

Special care should be taken when using bathroom and kitchen sinks, as wood cabinetry beneath could swell and maintain damage due to excess water. For extra precaution, make sure that you are wiping down your counters after use so that water does not potentially damage the cabinets. Keep in mind that humidity levels within your home may also affect wood cabinet drawers and doors.

**General tip: avoid the use of abrasive cleaners.**

Our cabinet suppliers have advised us that when using the self-clean cycle of the oven it is recommended that the doors and drawers adjacent to the oven be opened. The temperatures inside the stove in the self-clean cycle are very high. **The heat can affect the laminate finishes.**

For additional information on how to care for your cabinets, please contact the cabinet supplier, Euro-Rite Cabinets, (604) 464-5060.

## PLUMBING

### General

The plumbing in your new home consists of Pex and 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 located in your mechanical room. This can be used in the event of an emergency and should be located upon occupancy for future reference. Additional shutoffs have also 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 or emergency 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 odor.

**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. From paint stripper to nail polish remover, household solvents are all too common throughout every home. A solvent is a substance that dissolves another substance forming a solution. Solvents that contain carbon are known as organic solvents and can contain chemicals considered hazardous—they can be flammable and toxic. Some household maintenance and cleaning products contain organic solvents such as petroleum distillates. These are sometimes used to dissolve difficult stains or greases on certain materials that may be damaged by water-based cleaners.

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

### Toilets

A dual-flush toilet is a variation of the flush toilet that uses two buttons to flush different levels of water. It has been proven to save up to 67% of water usage in most homes.

Toilets generally refill as follows: flushing 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.

Newer energy efficient (low-volume or dual flush) toilets use less water to flush than older models. The operation of some new toilets is more sensitive to the effects of the:

- Amount of waste
- Amount and type of papers
- Volume of water in the tank.

### 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. **Please note toilet/drain blockage is not covered under warranty.** 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. **Clogged toilets and drains are not covered under warranty.**

**As commercial drain cleaners are very corrosive, they are not recommended.**

### 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.

Please note that your units’ fixtures are only covered under the 12-month warranty (commences from the date of completion) and you should contact Onni Customer Care should you have any issues. If you are past the warranty period and are uncomfortable with attempting a repair yourself, please contact a plumber. Green staining of fixtures is usually a water related issue due to the chemical compositions in the water and is not a builder defect. A solution of baking soda and white table vinegar will generally remove these stains. Thoroughly rinse with water after cleaning.

Taps should be cleaned with clear water and dried with a soft cloth. Do not use chemical cleaners or abrasive pads. These products may cause de-plating of the finishes.

Plumbing fixtures are susceptible to damage from abrasive cleansers. Use of abrasive products and steel wool pads should be avoided, as these products will cause the finish to become dull and porous.

Stainless Steel Sinks can be cleaned with a mild abrasive such as Vim. Avoid steel wool as they will leave small bits of metal lodged in the sink and will cause rust spots to show. The sink does not rust. Caution: Use of anti-bacterial soaps may cause discoloration of the surface if the sink is not rinsed thoroughly after use.

### **Garburators**

Waste disposers should have cold water run through it before, during the emulsification and after. The water before and after will help to flush the main sewer lines. Avoid greases as they may build up in the trap in your drain and cause a blockage. Fibrous foods such as celery will jam under the pivots and cause them to stick. To help clean the appliance place 2–4 ice cubes in the Disposer, every 1 - 2 months, and turn it on. If the disposer fails to come on check to make sure that the thermal protector on the motor has not tripped. There is a small reset button located on the side or bottom of the unit - push it in. Confirm that there are no foreign objects in the unit before resetting. **Note: Garburator blockages are not covered under warranty.**

### **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 100% silicone caulking available at any home supply center. Leaving the gap unsealed may cause serious water damage to adjacent materials. It is recommended that homeowners should review and service it as required every six months.

It is recommended that a liquid grout sealer is applied to the grout joints of tub or shower enclosures that are finished with ceramic tile. This should be reviewed every 6 months and done as required. 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 silicone-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.

**It is recommended that you seal the grout between tiles in your home i.e. bathroom floor and wall tiles. This is your decision and responsibility.**

## **ELECTRICAL SYSTEMS**

### **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, gas provider, TELUS, or your cable supplier or your local building department.

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 into your new home. 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. Please note that two outlets can be located on the same G.F.C.I. receptacle as they are connected on the same circuit.

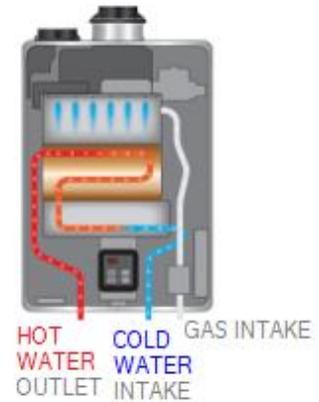
### **Smoke and Fire Detectors**

Smoke detectors have been installed in accordance with the requirements of the Building Code. They should be tested annually to ensure their proper operation and should be cleaned twice a year with a vacuum. Please note that the smoke and fire detectors will not operate in a power outage unless the unit has a backup battery. It is recommended for homeowners to purchase backup batteries as these are not provided under warranty.

## HEATING & VENTILATION

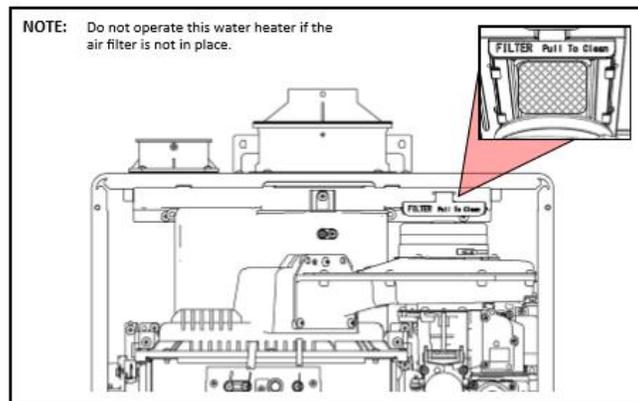
### Tankless Water Heater

Tankless water heater is energy efficient hot water source that supplies hot water to your unit. When activating hot water in your unit, cold water flows into the Rinnai Tankless Water Heater from the inlet pipe at the bottom of the heater. The flame is ignited and heats the two heat exchangers. Water is preheated as it passes through a stainless steel heat exchanger, capturing any extra heat (or latent heat) before it escapes into the vent system. Water continues to be heated as it passes through the heat exchanger, and exits from the hot water outlet pipe to travel through the pipes of the home to the water fixture where hot water is needed. The tankless water heater will adjust flame output as needed to ensure the temperature set point is maintained. As the hot water fixture shuts off, cold water stops flowing into the tankless water heater and the flame extinguishes. The tankless water heater is now off until the next time hot water is needed.



### Air Filter

An Air filter is located in your tankless water heater located in the mechanical room of your home. Please note that Air filters require periodic inspections and cleaning. Maintenance is required and under the homeowner's responsibility.



### Maintenance:

The water heater must be inspected annually by a licensed professional. Repairs and maintenance shall be performed by a licensed professional. The licensed professional must verify proper operation after servicing. **Refer to the maintenance manual in your USB for more information on cleaning and inspecting the Air Filter.**

## Air Conditioning

Your unit is equipped with a split system air conditioner that requires regular maintenance.

### Recommended Maintenance

- Review filter on a monthly basis, clean and/or replace as required
- The AC system should be regularly inspected by a qualified service tech at least once per year
- Should the system not be working ensure that the correct thermostat settings are used/selected
- Confirm that the filter is not dirty or plugged
- Do not block any of the vents
- Check the electrical breaker switch and re set if required
- Inspect the exterior unit and ensure that there is no debris blocking the grills/fins. Clean away any obstructions - grass clippings, leaves, dirt, dust or lint.

**For complete details on care and maintenance for your Air Conditioner, please refer to the Air Conditioning Manual in the USB.**

## Ecosmart Hydronic Furnace

The ecosmart hydronic furnace is designed to maximize performance and comfort in residential applications.

Smart control systems within the ecosmart allow extraction of maximum heat by allowing condensing high efficiency heat sources to work at their maximum efficiency while providing ultimate comfort with unmatched performance.

Simple, independent heat/cool and system parameters can easily be set by the installer to adjust for a wide variety of installations. Various parameters are automatically monitored and fan and pump speeds vary simultaneously. The ecosmart has a built-in variable speed pump controller that can vary the speed of a standard single speed AC pump.

### Recommended maintenance:

Inspect the filter monthly and replace, remove and vacuum or rinse as required. A clogged or inadequate filter may void product warranty. Replacement filter size is 16 x 20 x 1.

## Ventilation

Ventilation is often the only effective means for removing moisture. Exhaust fans in the kitchen and bathroom will remove moisture created from cooking and bathing before the vapor can circulate through the house. These fans need to be run often enough to remove the moisture.

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 odor removal.

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 can 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 surfactant such as Lysol or Clorox anti-bacterial disinfectants.

### Tips to Reduce the Condensation in Your Home.

- Use exhaust fans while cooking
- When doing laundry, please be sure to open a window and run the booster fan (if included in your laundry center).
- Close the bathroom door and open a window after baths and showers
- Use bathroom exhaust fans while having a bath or shower
- Ventilate the home at least once a day by opening a window or door

- Open the blinds and drapes throughout the day to allow for air circulation on windows
- Move furniture roughly 12-16 inches from windows and heaters
- Do not block the gap under the main entry door

### **Range Hoods and Exhaust Fans**

Range hoods and exhaust fans are provided to reduce or eliminate cooking odors and excess moisture and should be used regularly when cooking. For efficient operation and to reduce potential fire hazards created by grease accumulation, filters should be washed frequently.

### **Bathroom Switch**

There is a switch in the second bedroom closet that can override the main bathroom fan switch inside the bathroom. When the bedroom closet switch is on, the bathroom fan will run continuously on an automatic setting. When the bedroom fan switch is in off mode - the bathroom fan switch shifts to manual mode where you can turn the fan on and off. **Please note that it is recommended to leave the bedroom fan switch on to keep the bathroom fan running in automatic mode.**

## APPLIANCES

The appliances included with the purchase of your new home have been checked to ensure that they are operating properly.

All of the appliances in your new home come with a manual, which detail the operating procedures for the specific appliance. These instructions must be followed in order to maintain the manufacturer's warranty. We recommend that the appliance manuals are reviewed thoroughly prior to operating the appliances. As well we recommend that all homeowners inspect the appliances prior to first time use to ensure that all packaging materials or warranty cards have been removed from the appliance themselves.

Any warranty cards provided with the equipment should be completed and sent to the manufacturer to ensure your warranty obligations are met.

**Dryer lint trap** - each dryer comes equipped with a lint trap inside, and it is required that you clean the lint trap after each use

**Kitchen fan and filter** - requires cleaning. The frequency of cleaning required will depend on how often the range is used and what type of cooking is done. The filter is made of a steel mesh that performs best when clean. It is easily removed and cleaned by soaking in warm water with regular detergent. It is also recommended to clean the fan and housing as well.

**Bathroom fan(s)** - installed in your home are intended to be an integral part of your home's ventilation system. A manual switch will control one fan. The fan(s) should be cleaned seasonally by removing the dust and dirt that has built up on the fan blades and grille.

**Smoke alarm(s)** - are installed for your safety and protection. Please note that smoke alarms need to be test annually and require battery replacements as part of the homeowner's responsibility.

## **CARE & MAINTENANCE OF EXTERIOR BUILDING COMPONENTS**

### **Winterizing Hose Bibs**

If garden hoses are left attached to hose bibs during the winter, freezing of the water line may occur. This is a result of the water that is standing in the hose and hose bib freezing and causing the metal in the hose bib to expand and crack. The resultant crack will create a water leak. This hose bib will need to be replaced. In addition to disconnecting your hose from the hose bib, in your mechanical room you will find shut off valves for the hose bibs. These can also be turned off during cold weather.

**Any damages resulting from this leak will not be covered under warranty. To prevent this from happening ensure that you remove all hoses from your hose bibs whenever freezing temperatures occur.**

### **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.

### **Vinyl Decking and Handrails**

A well cared for and maintained waterproof vinyl decking surface will protect the underlying structure and living space for years to come. To avoid the cost and time normally associated with annual deck maintenance as vinyl membrane surfaces take only minutes to inspect and clean. 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. Care must be taken not to damage any deck membranes and any damage must be repaired immediately. Should damage or defects occur, it is important to report it to the strata management immediately to ensure any potential warranty coverage is not voided. The use of a mild cleaning detergent and a soft-bristled brush should be adequate.

### **Recommended Maintenance:**

Use a soft-bristled push broom or leaf blower to remove any loose dirt or debris from the surface. Wet the entire deck surface using a garden hose or bucket and allow the water to sit for a few minutes. Use a mild dish soap solution in warm water, and scrub the surface with a bristle brush or broom to loosen dirty areas. Rinse off with a garden hose as required. Follow a simple routine of performing annual inspections and seasonal cleanings.

**For complete details on care and maintenance for your Vinyl Decking, please refer to the Vinyl Deck Manual in the USB.**

### **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

### **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 every 3 months. 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.

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.

### **Recommended Maintenance**

- Use plenty of clean water for washing and rinsing.
- The use of harsh detergents is not recommended.
- Do not use abrasive cleaners.
- Remove stubborn stains with alcohol or a slightly acidic solvent. Clean with clear water immediately.
- Avoid solvents on frames. Should some solvent residue be on the frame, rinse immediately with clear water.
- Do not use sharp objects such as scrapers. These will scratch the glass.

**Window seal failure** - Condensation between the layers of glass within the window frame indicates that the air seal of the glass has failed. The sealed unit will need to be replaced. If a failure occurs, please contact both the window supplier/manufacturer and Onni. The cost of the replacement may be partially borne by the manufacturer.

### **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.

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 color the door may be painted. The heat absorbed by darker colors can cause failure of the sealing compounds in the glazing and/or cause excessive warping of the door. The wrong paint color may void the manufacturer's warranty; therefore, any such restrictions should be reviewed prior to the door being painted.

For maintenance on sliding doors or interior roller doors, keep the tracks cleaned by vacuuming and keep them running smoothly by applying a silicone spray lubricant like Jig-a-loo every six months or as required.

## TRADES LIST

Please contact trade directly with questions regarding their product.

Trade	Company	Phone Number	Email
<b>Appliances</b>	Trail Appliances	(604) 777 3300 Ext #2	<a href="mailto:vancouver@trailappliances.com">vancouver@trailappliances.com</a>
<b>Aluminum Railings</b>	IGN Systems	(604) 820 0110	<a href="mailto:info@ignenterprises.com">info@ignenterprises.com</a>
<b>Blinds</b>	Brite Blinds	(604) 420 8820	<a href="mailto:blinds@briteblinds.ca">blinds@briteblinds.ca</a>
<b>Cabinets</b>	Euro-Rite Cabinets LTD.	(604) 464 5060	N/A
<b>Countertops</b>	Valley Countertops Industries LTD.	(604) 852 8125	<a href="mailto:info@valleycountertops.com">info@valleycountertops.com</a>
<b>Doors</b>	Crown Door	(604) 504 1658	<a href="mailto:info@crowndoor.ca">info@crowndoor.ca</a>
<b>Electrical</b>	Busy Boys	(604) 597 8711	<a href="mailto:info@busyboys.ca">info@busyboys.ca</a>
<b>Flooring / Carpet</b>	NuFloors	(604) 533 4231	<a href="mailto:info@nufloorslangley.ca">info@nufloorslangley.ca</a>
<b>Garage Doors</b>	Sams Garage Doors	(604) 554 0145	N/A
<b>Landscaping</b>	Actual Landscaping	(604) 462 0237	<a href="mailto:info@actuallandscaping.com">info@actuallandscaping.com</a>
<b>Lighting</b>	Brite Lite	(604) 525 5549	N/A
<b>Painting</b>	Altitude Pro Painters	(778) 228 8080	<a href="mailto:info@altitudepro.ca">info@altitudepro.ca</a>
<b>Gas/HVAC/Plumbing</b>	Westridge Mechanical	(604) 820 0001	<a href="mailto:info@westridgemech.ca">info@westridgemech.ca</a>
<b>Roof</b>	All Season Roofing	(604) 508 8683	<a href="mailto:seasonsroofing@hotmail.com">seasonsroofing@hotmail.com</a>
<b>Shower Doors, Mirrors, Closet Organizers</b>	Glassworld	(604) 854 5757	<a href="mailto:info@glassworld.ca">info@glassworld.ca</a>
<b>Sprinklers</b>	Active Fire	(604) 590 0149	<a href="mailto:info@activefire.ca">info@activefire.ca</a>
<b>Tile</b>	Modena Tiling	(604) 779 5710	<a href="mailto:office@modenatiling.com">office@modenatiling.com</a>
<b>Windows</b>	Morrison Windows	(604) 539 1315	<a href="mailto:info@morrisonwindows.ca">info@morrisonwindows.ca</a>

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## GENERAL - Q&A

### Home Warranty, Deficiencies and Service Requests

#### When does my home warranty expire?

All homeowners are provided with a 12-month warranty for their unit. The expiration date of your warranty is 1 year following your completion date. For all major distribution warranties, plumbing, electrical etc. you are provided with a 2-year warranty.

#### What does my home warranty cover?

Your home warranty will cover you for defects in labour and materials. You can submit any urgent deficiencies via a service request by going to [www.onni.com](http://www.onni.com) and submitting a service request form or contacting [customer@onni.com](mailto:customer@onni.com). All cosmetic deficiencies will be addressed upon your year-end appointment.

#### What are considered cosmetic deficiencies and when is my year end appointment?

Cosmetic deficiencies are anything from drywall cracks, nail pops, cracked tiles etc., anything cosmetic that is not an urgent deficiency or anything that, if untreated, will cause further damage. Your year-end appointment is completed 1 year following your completion date on your unit.

#### What is considered an Urgent Deficiency?

Any Urgent deficiency is anything that will cause ongoing damage or will cause damage to another unit. Examples of these are leaks, electrical problems, heating not working, ventilation fans not working or plumbing issues.

#### What is my (homeowners) responsibility?

The homeowner is responsible for items such as changing light bulbs, sealing of tile/grout, shower/tile silicone, normal wear and tear items and any damage you have caused to your unit.

#### Is there anything not under warranty I should be aware of?

Yes, the following will not be covered under your warranty:

- Your garbage disposal will not be covered under warranty for blockages due to the large number of homeowner depositing the wrong foods through the disposal. The garbage disposal is for soft foods ONLY, no bones. Please follow steps to clean blockages, under General Home Maintenance before contacting Onni.
- Any damage caused by the homeowner themselves.
- Any plumbing issues that result in drain blockage cause by homeowner. If a plumber is called out to attend under a service request and the homeowner is found at fault, this cost will be on charged to the homeowner.
- Damage to window sills caused by condensation. Please read all window condensation information and what to do to mitigate damage especially during the winter months.

#### How long is my warranty period on Appliances?

Your warranty period from Trail is one year following the completion date of your unit.

#### Can I get an extended warranty on my appliances?

Extended warranties can be purchased through Trail, the price depending on length of extended warranty and which appliance is being covered. Appliance warranties are a minimum of one year. Some products will have a 2-year warranty, and various parts of appliances (e.g. the sealed system on a fridge, or the stainless tub on a dishwasher) will often be warranted for even longer. To find out what coverage is available to you, contact Trail directly at (604) 777 3300 EXT #2.

## GENERAL HOME MAINTENANCE

### Garbage Disposal

If your garbage disposal stops working, please follow these steps.

- Turn breaker off or unplug
- Remove any all containments from inside
- rotate the bottom turbine ½" by using a wooden spoon
- hit the reset button on the bottom
- plug back in or turn breaker back on
- Repeat steps until it works again

**Please remember, your garbage disposal is for soft foods ONLY. Do not put any hard food wastes down the disposal unit such as bones, fruit pips/stones etc.**

### Dryer - Lint Trap

Please make sure to clean your lint trap regularly, failure to do so may result in longer drying time of clothes and/or excess condensation in your unit. If it is not maintained properly it may result in condensation build up in the dryer duct and trap moisture in the ceiling or walls of your home and this is not covered under warranty.

### Noise Transmission

Structure-borne noise is inevitable within multifamily living, the noise from one unit, walking etc., creates a vibration that is transmitted through the building structure. During construction Onni endeavors to help reduce this noise by way of installing soft close catches on all cabinetry and installing foam underlay under all carpet and hardwood flooring.

**Please be mindful of other units and your noise between 10pm - 8am.**

### Window Condensation

Many of you may experience condensation on your windows. Newly constructed homes may temporarily exhibit a higher potential for condensation as moisture in plaster, cement and other building materials escape into the air during the first heating season. New homes are also built to be more energy efficient; the tighter seal allows for less air flow thus creating more condensation.

The first step of preventing condensation is controlling humidity. Although excessive humidity shows up as condensation on the cold surface of a window, the window is probably not the source of the condensation problem.

Condensation occurs in your home when moist air encounters a surface which is at a lower temperature. Moist air contains water vapor, commonly referred to as humidity. Indoors, we can increase humidity through our activities and lifestyle. If a surface in your home is cold enough, the air in the immediate vicinity of the surface will be cooled sometimes causing the moisture in the air to condense or change into a liquid on the surface. We add to humidity levels in our home through our activities and lifestyle. Water vapor is added to the air in large quantities by our breathing and perspiration, cooking, bathing, cleaning and other daily activities.

**Recommendations to reduce the condensation in your unit:**

- Use exhaust fans while cooking
- When doing laundry, please be sure to open a window and run the booster fan (if included in your laundry center).
- Close the bathroom door and open a window after baths and showers
- Use bathroom exhaust fans while and after having a bath or shower
- Ventilate the home at least once a day by opening a window or door
- Open the blinds and drapes throughout the day to allow for air circulation on windows
- Move furniture roughly 12-16 inches from windows and heaters
- Turn heaters on, between 18-22 degrees

**If window condensation is not controlled, it may create mold in your window frames. If this occurs, please clean with a surfactant such as Lysol or Clorox anti-bacterial disinfectants. If your home is affected by condensation, please try the above tips and take all necessary steps to mitigate any damage.**