HOMEOWNER'S MANUAL

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I. NEW HOME MAINTENANCE SCHEDULE

A. INTRODUCTION

This manual is not intended to deal with all issues related to your new home; rather, to provide you with 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 either Onni Group Of Companies, 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.

B. COMMUNITY DIRECTORY

SAFETY & EMERGENCY

Ambulance-Police-Fire-Rescue (EMERGENCY CALLS ONLY)____911

Fire (Non-Emergency)_____604-469-7795

Police / RCMP (Non-Emergency)_____604-461-3456.

BC Gas Emergency Calls_____1-800-663-9911

Poison Control_____604 - 682-5050

Hospital _____604 -461-2022

Power Outages and Emergencies_____604- 224-9376

CITY SERVICES

City of Port Moody (General Enquiries)_____604- 469-4500

Public Works (General and Trouble Calls)_____604-469-4574

BC Transit _____604- 953-3333

BC Ferries_____1-888-223-3779

COMMUNITY LIVING

There are so many things to see and do in Port Moody that we simply cannot list them all. We invite you to visit the following websites as a source of additional information.

www.mytelus.com
http://www.cityofportmoody.com

UTILITY INFORMATION

Utilities

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 ongoing monthly costs.

- **BC Hydro 604- 224-9376**
- **Shaw Cablevision & Internet 604- 629-8888**
- **TELUS 1-888-811-2323**
- **TELUS Repair 611**

MISCELLANEOUS NUMBERS

Baywest Management Corp. 604- 591-6060
Website www.baywest.ca

Cindy Street, Vice President
cstreet@baywest-mgt.com 604- 714-1521

National Home Warranty 604-608-6678
Fax 604- 408-1001

Onni Customer Service 604-602-7711
Fax 604-688-7907
Email www.customer service@onni.com

C. DEVELOPMENT INFORMATION

MAIL DELIVERY

The civic address for Room is as follows:

121 Brew Street, Port Moody, BC V6X 0E2

Individual mailboxes have been installed in the Lobby.

Be sure to let Canada Post know that you are moving. See your local post office for details on their relocation services.

AMENITY ROOMS

The amenity facilities will be released with the last building of this phased development.

GARBAGE AND RCEYCLING

The garbage and recycling room is located on P1 on the west side of the elevator corridor.

D. SERVICE PROCEDURES

Your home has been constructed in accordance with the criterion prescribed by the National Building Code of Canada, the B.C. Building Code and Municipal Bylaws and Amendments. As an assurance of our commitment to the integrity of our product, warranties are provided to the homeowners of Room (Appendix A & B). The Onni Groups customer service process is set up to facilitate warranted items in the most efficient manner, with minimal inconvenience to the owner. The Onni Groups determination of warrantable items is backed by National Home Warranty and is based on the guidelines set out in the British Columbia's Industry Standards.

Your cooperation and effort to understand our policies and procedures will ensure your satisfaction. Please note the following important points.

*** FOR EMERGENCY SITUATIONS PLEASE SEE SECTION F ***

1. Read your Homeowner Manual to understand your responsibilities.

2. Review your warranty documentation as well as your National Home Warranty Certificate.

3. Take note of your Warranty Commencement date. It is the date you take possession of your home.

4. Onni provides a one (1) year materials and labour warranty which includes drywall repairs. Throughout the one year period you may want to compile a list. (Drywall repairs are sanded and ready to paint only, Onni does not repaint any drywall repairs)

5. **All service requests must be submitted to Onni in writing by fax, mail, or email at customerservice@onni.com**

6. **Service requests must be sent prior to the expiration date of your warranty. Any request received after the expiration of your warranty will not be processed.**

7. For service requests regarding urgent matters; those that adversely affect the enjoyment of the home, i.e. a door that will not close or a dripping faucet; please notify Onni **IN WRITING** by fax, mail, or via email at customerservice@onni.com

8. **Do not** give service requests to sales representatives, construction personnel or customer service personnel working in the building. These requests may go astray. We will be able to serve you better if all service requests are directed in writing to the Customer Service Department.

9. For your convenience a customer service request form is enclosed. If you prefer, you may also submit your request via email at customerservice@onni.com

10. After receiving your service request, the Onni Group will reply in writing stating either:

    a) the warrantable items will be remedied or,

    b) the items will *not* be remedied pursuant to the warranty and the rational for such a decision or

c) the items require further investigation to determine if they are warrantable or
d) to contact the sub-trade to have the item repaired

11. To complete the scope of work, access to your home will likely be required. Please keep in mind that the re-scheduling of your time may be necessary. It is Onni's policy that the homeowner must be home while work is being conducted.

12. If a reasonable amount of time (two weeks) has passed and you have not been notified regarding the necessary service work, contact our Customer Service Department **IN WRITING**, and we will follow up.

13. Service Representatives are only authorized to complete scheduled work. They will not perform additional tasks.

14. Please keep a record of all correspondence, dates and times of communication as we may ask for this information at a later date.

Onni Project Management Services Ltd.
#300-550 Robson Street
Vancouver, BC V6B 2B7

Attention: Customer Service Department

Tel: (604) 602-7711
Fax: (604) 688-7907

Email: customerservice@onni.com

E. OWNER'S DUTY TO MITIGATE 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 (ex) 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;
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.**

F. EMERGENCY SITUATIONS

EMERGENCY REQUESTS

AN EMERGENCY IS A SITUATION REQUIRING IMMEDIATE ATTENTION –
A SITUATION THAT CANNOT WAIT UNTIL THE NEXT DAY.

*** PLEASE READ "OWNER'S DUTY TO MITIGATE AND MAINTAIN" ***
(Section E)

Emergency request(s) should be made by faxing or emailing the Onni Group 604-688-7907 or customerservice@onni.com respectively **and** contacting the Property Manager, Baywest Management Corporation (or applicable Property Management Company).

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 of the tenant is responsible to turn the water off 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.

BAYWEST MANAGEMENT CORPORATION
Joanna Alexander (Property Manager)
Ph. (604) (604) 592 3545
Fax (604) 592 6110
jalexander@baywest.ca

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, 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 the builder will take full responsibility for the problem.

Minor Plumbing Leak in the Line

Put a container under the leak and contact your builder.

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

Plugs and Outlets

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

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.
If, at any time, you smell gas, contact your gas utility supplier, Terasen Gas immediately. 24 Hr. Emergency Line **1-800-663-9911**. They will check your system and advise you of any problems.

G. MAINTENANCE ITEMS

EXTERIOR BUILDING COMPONENTS

Masonry

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

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

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

Caulking

Flexible sealing compounds are generally referred to as caulking. Numerous varieties exist and have many specialized uses. Caulking is generally used to seal gaps between dissimilar materials on the exterior of the building and to seal gaps or joints in exterior finishes.

As the building moves due to the shrinkage of the building framing members and/or the finishing materials themselves, considerable stress is placed on the caulking materials. While a caulking joint should never be the only means of preventing water from entering a building, it is one of the initial means of keeping water out. Therefore, caulking requires examination annually before the wet weather arrives. Any cracked or damaged caulking should be removed and replaced.

Windows

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

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

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

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

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 vRoomtions from the inside to the outside which can harm the surface of the door. VRoomtions 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 vRoomtions can occur up to ¼" in any direction. It is prudent to refrain from trimming a binding exterior door as the problem may rectify itself with a change in climatic conditions.

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

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. This is especially evident with brass finishes in marine environments. To restore this finish, remove the factory lacquer finish with a scouring powder, then polish the hardware. Once a uniform appearance is obtained, the surface can be sealed with a coat of clear lacquer.

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

Decking and Handrails

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. The use of a mild cleaning detergent and a brush should be adequate.

INTERIOR FINISHES

Hardwood

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

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

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.

Ceramic Tile

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

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.

PAINT

Interior Paint Codes

Scheme A - Soho

Colour Scheme

Colour #	Name	Painted Area
CW-051 Latex Eggshell	**Solo White**	**Gypsum Walls**
General Paint	**White**	**Trim and Doors**

Scheme B – Tribeca

Colour Scheme

Colour #	Name	Painted Area
CW-002W Latex Eggshell	**Rain Shimmer**	**Gypsum Walls**
General Paint	**White**	**Trim and Doors**

CARE & MAINTENANCE OF LATEX Interior 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.

You could avoid this problem if you take the time to properly clean latex painted walls.

1. Do not attempt to wash walls prior to latex paint curing (30 days after application)

2. Always use a mild liquid detergent (dish soap) with no abrasives

3. Apply liquid detergent onto a soft sponge - not cloth, as they act like an abrasive

4. Gently massage the detergent into the soiled area, allowing the detergent to attack the soiled area

5. Once soiled area is clean, rinse sponge out and wipe area gently with clean moist sponge. If you use this style of cleaning you will reduce burnishing by 90 to 95%.

COUNTERTOPS AND CABINETS

Plastic Laminates

Laminated countertops will burn or de-laminate if hot pots or pans are placed directly on the surface. Protective potholders should be used if the hot items are to be placed on the countertop.

Electrical appliances may also require protection when in use. Damage caused by hot items is generally not repairable so it is best to err on the side of caution.

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

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

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

Granite Surfaces

Although strong and attractive, spills can permanently stain natural marble or granite. All spills should be cleaned up immediately. Cleaning should be done with a clean, soft cloth and warm water. **DO NOT** use abrasive cleaners, such cleaners can harm the finish and scratch the surface of the countertop.

Protect you granite countertop from heat by using trivets under hot pots and pans or appliances that generate heat. Extreme heat can result in discolouration or cracking.

Cabinets

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

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

PLUMBING

General

The plumbing in your new home consists of plastic 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. This can be used in the event of an emergency and should be located upon occupancy for future reference. Additional shutoffs may also have been provided to the sink supply lines and toilets to allow for routine maintenance.

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

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

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

Fixtures

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

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

Toilets

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

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

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

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

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 vRoomtions in the methods of manufacture, specific instructions may be required. Prior to beginning the repair, the water supply must be shut off at the shut off valves provided. If such valves are not present, the entire water supply system will need to be shut off at the main shut off valve.

Contact a plumber if you are uncomfortable attempting this repair.

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

Plugged toilets and Drains

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

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

Tub and Shower Enclosures

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

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

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

recommendations for application.

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

Floor Drains

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

ELECTRICAL SYSTEM

General

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

Smoke and Fire Detectors

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

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

HEATING AND VENTILATION

Baseboard Heaters

Baseboard heaters should be cleaned periodically with a damp cloth to remove any dust that has accumulated over time. If baseboard heaters have not been cleaned, you may notice a burning smell caused by the burning of surface dust when the heater is initially turned on after an extended period of time.

In addition, please note that the area directly around baseboard heaters should be kept clear to prevent any potential fire hazards.

VENTILATION, CONDENSATION AND RELATIVE HUMIDITY

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

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

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

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

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

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

Ventilation, condensation, and relative humidity continued…

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

Celsius	Outside air temperature Fahrenheit	Desirable maximum inside relative humidity (%)at an indoor temperature of 21°C (70°F)
-29	-20	20%
-24	-10	25%
-18	0	30%
-12	10	35%
- 7	20	40%

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

As previously stated, ventilation is often the only effective means for removing moisture. Dehumidifiers are only practical in limited areas. 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 air borne moisture. ***Your home is equipped with a fan timer that controls the fan in your main bathroom. It is recommended that this fan is programmed to operate for four hours twice a day everyday.***

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. For efficient operation and to reduce potential fire hazards created by grease accumulation, filters should be washed frequently.

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 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.

***** Remember to turn on the booster fan when operating the clothes dryer. It is also recommended that this fan is to operate 20 minutes after the dry cycle in an attempt to remove the majority of the moist air in the dryer duct. Both the booster fan and your clothes dryer are equipped with lint traps. These lint traps are to be cleaned after each dry cycle. If the lint traps are not cleaned on a regular basis they can become plugged with lint which reduces the efficiency of the dryer and can be a fire hazard.***

*****Failure to clean this lint trap as recommended may also result in condensation build up in the dryer duct and trap moisture in the ceiling or walls of your home.***

Refer to your appliance manuals or contact Whirlpool directly, at 1-800-807-6777, if you have any questions in regards to any of the appliances in your suite.

H. ONNI SERVICE REQUEST FORM
"Room" 121 Brew Street, Port Moody

NAME: _____

ADDRESS: _____

_____

TELEPHONE: Residence: _____ Business: _____

Cell:_____ Fax: _____Email:_____

DATE OF REQUEST: _____

A copy of your request form will be given to and reviewed by an Onni Customer Service Representative. Your request and any follow up that may be required will be co-ordinated by one of our Customer Service Representatives to ensure that your concerns are addressed.

Service Request:

1. _____

   _____

2. _____

   _____

3. _____

   _____

4. _____

   _____

Note: All cosmetic items such as drywall cracks, nail pops, tile cracks, etc, will only be investigated at the expiration of your National one (1) year warranty. Please add these items to your year end service request.

Mail/ Fax:
300-550 Robson STREET, VANCOUVER, B.C. V6B 2B7
FAX: (604) 688-7907

I. NEW HOME MAINTENANCE SCHEDULE

ITEM	ONCE A MONTH	SPRING	SUMMER	FALL	WINTER
WINDOWS/DOORS					
Check & clean weather-stripping at windows & doors and adjust if necessary.				✔	
INTERIOR FINISHES					
Re-caulk showers and countertops if necessary.		✔			
Seal grout.			✔		
Lubricate door hinges.		✔			
Wash range hood filter.			✔		
ELECTRICAL					
Check GFI circuits	✔				
Check smoke/carbon monoxide detectors	✔				
HEATING					
Clean fireplace, furnace and filters.			✔		✔
Service heating system.			✔		✔