

Warranty And Home Care Manual



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INTERIOR

Basement/Foundation

Concrete Floor

It is common to find cracks in concrete basement floors due to shrinkage and minor settlement. This does not indicate faulty materials or faulty workmanship. We will repair cracks exceeding six millimeters in width for a period of one year following occupancy. Minor cracks can also be repaired using a non-shrink grout.

A white powdery substance (efflorescence) might be present on some areas of the basement floor. They are deposits left behind during the curing process of the concrete; as moisture evaporates, the salt in the concrete are brought to the surface. These deposits can be easily scrubbed off using a stiff brush.

When the basement floor has fully cured (at least two years), it can be treated with a concrete sealer to make an unpainted concrete floor easier to clean and reduce the accumulation of dust on the concrete surface.

For cleaning unpainted concrete floors, use a washing soda solution (4 to 6 tablespoons of washing soda to a gallon of hot water). If necessary, scouring powder can be used with the washing soda solution. For painted concrete floors, use plain water or a mild soap solution. All solution must then be rinsed off with clean water.

Foundation Walls - Basement walls are subject to many stresses and strains. The top portion of the base wall, which extends above ground, is exposed to extreme temperature changes causing the concrete and other masonry to expand and contract. The concrete walls also tend to contract as it cures after construction. It may take up to two years for the concrete walls to fully cure. These create stresses for the foundation walls and may result in the development of minor cracks that do not affect the structural performance of the wall. The settling of the soil around the house may shift the foundation and can further contribute to the strains foundation walls are subjected to.

It is not necessary to repair cracks unless they leak - surface cracks can be repaired using waterproof, non-shrinking grout. However, the installation of drainage membranes make foundation leaks a rare occurrence.

Your basement has been designed to prevent exterior moisture from entering the house, however, during humid weather, some dampness may occur. This condition will stop occurring as the soil in the backfill areas becomes more dense and compact over the years. Maintaining proper drainage can also help alleviate this condition.

Walls, Windows & Doors

Drywall - Drywall is used on the interior walls and ceilings in your house. Minor cracks and "nail pops" may develop due to the shrinkage of the supporting wood frame behind the drywall.

As part of the 11-month service list, we will repair nail pops and shrinkage-related defects in the drywall once during the first year of occupancy.

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Nail pops can be filled in using drywall compound or filler paste. When decorating or repainting, let the filler dry completely and then sand lightly with a fine-grain sand paper before painting. Cracks can be repaired using spackle or caulk.

Repairs should not be done until the drying out process is almost complete.

Trim & Moulding - Shrinkage of trims and mouldings will occur during the first few years due to changes in temperature and humidity. This can cause trims and mouldings to separate from the floor, the wall, and at the joints or corners. This separation is also due to the natural settling process in your home. Small separations can sometimes be brought back together after further settling, or can be easily remedied. Therefore, it is recommended that repairs be done after the first heating season.

Separations at joints and corners can be corrected with caulk or wood filler, and touch up paint.

Trims and mouldings that have separated from the floor or wall can be loosened then renailed in its proper position. Drive the new nail close to the existing nail hole. You can fix the old nail hole with putty and touch up paint.

Interior Doors & Frames - As the house settles and goes through the drying out process, the interior doors may go out of alignment, bind, not latch or close properly. This is also a natural response to the changes in temperature and humidity that the doors are exposed to. It may be more difficult to operate the doors during colder months due to warping. Extra care should be taken to keep the warp doors closed as much as possible, in order to help retain its proper shape, structure, and alignment. Avoid slamming the door, which can damage the door and jamb, and cause cracks in the walls to form. Once the weather warms up, the door will go back to its original form and will be easier to operate.

We will repair or replace interior doors that have warped or gone out of plane in excess of six millimeters (one-quarter-inch) to ensure acceptable operation. These repairs will be made once, at the end of the first year of occupancy.

Windows - Clean glass surfaces using vinegar and water, or a commercial glass cleaner. Aluminum metal surfaces can be cleaned with warm water only. Apply a silicone lubricant after each cleaning. Similarly, if sticking should occur on a sliding window, apply a silicone lubricant to remedy the problem.

While caulking can last for many years, weather and time will shrink and dry caulking making the seal ineffective. Annually inspect the caulking around windows for any cracks or gaps and re-caulk where it is needed.

When re-caulking is necessary, consult with a hardware store or check the label to ensure that the correct caulking material is being purchased for the intended purpose.

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Prior to re-caulking, remove old caulking materials that have deteriorated, clean the surfaces, and read the manufacturer's instructions carefully to take necessary safety precautions.

During the colder months, the differences in temperature between a cold window and a warm room can create a convection current, which is caused by vertical air movements (warm air rising and cold air dropping) occurring close to the window. This mimics the feeling of a draft around windows, which might be mistaken as a leak from the outside air into the interiors.

Condensation that forms on the interior surfaces of a window is a result of high humidity in the home and cold external temperatures. Adjust the humidity level of your home in conjunction with the changes in season to avoid this problem. However, if the condensation forms between the two glass panes, this indicates seal failure. Seal failures in insulated glass units are covered by the two-year warranty and will be replaced.

Floors

Hardwood Flooring - As a natural wood product, hardwood floors will expand and contract due to variations in temperature and humidity. Hardwood floors sometimes have the tendency to squeak or make snapping sounds when expanding and contracting. This is normal and is no cause for alarm. However, maintaining proper humidity levels can greatly reduce their occurrence.

Low humidity level in the winter can cause wood to shrink and separate. When this occurs, hairline cracks may appear between the boards. This is a normal response to the moisture level. The cracks will close up once the humidity level increases.

High humidity levels can cause expansion and lead to cupping and crowning. Cupping is caused by a moisture imbalance; the wood is wetter on the bottom of the board than on the top. Aside from high humidity, liquid spills can also cause cupping. Clean up spills immediately to avoid having it absorbed by the wood. Wipe dry and then spray some wood cleaner on a cloth or sponge to wipe the spot clean.

Cleaners should never be applied directly to the floor. Use a warm water and vinegar solution to help soften and clean tough food spills. Floors should not be out of level more than six millimeters (one-quarter inch) within an 80 centimetres (thirty-two inch) radius. We will make corrections, one time only, to meet this standard for a period of one year following occupancy.

Regularly sweep or vacuum the floor to prevent dirt and dust from accumulating and scratching the finish. Do not use a wet mop on hardwood floors as this can cause the wood to expand and damage the floor.

Wax, oil based detergents, and household cleaners should be avoided as they can dull and damage the finish.

Protect areas of the floor that may be exposed to direct sunlight. Direct sun can cause damage and discoloration to the hardwood floor.

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Note that high traffic areas will dull the finish on the hardwood floor over time. Do not walk on hardwood floor with high-heeled shoes as they will make marks and damage the floor.

Felt covers should be installed underneath furniture legs. This will prevent scuffing from furniture placed on hardwood floors.

Ceramic & Marble - Marble is a soft material that scratches easily, and should be treated like fine wood. It is particularly sensitive to acidic substances such as citrus, vinegars, or oil, which causes surface damage. Marble is porous and vulnerable to stains requiring a more frequent reapplication of a sealer to protect the material.

When cleaning the marble or ceramic tiles, vacuum the floor first to make sure dirt has been removed, then use a damp sponge mop with warm water. You may use vinegar with the warm water on ceramic tiles. The use of abrasive cleaners will gradually remove the glossy coating on the tile surface and dull the finish. Use a specialty cleaner if a more thorough cleaning is required. The joints or grout between tiles can be cleaned using a fiber brush, water, and a mild cleanser. A sealer can also be applied to the grout to prevent staining.

Moving heavy objects across a tile floor should be avoided as this can cause the tiles to crack. Make sure that the movers use a dolly or place plywood down on the floor when moving in heavy furniture or appliances.

We will repair cracked, loose, or chipped tiles once during the first year of occupancy. Cracks in the grout between tiles or at junction with bathtub will also be repaired.

Carpet - Carpets can be easily maintained with weekly vacuuming. In high-traffic areas, a light daily vacuuming might be necessary. Spills should be cleaned up immediately. Blot or dab spills and avoid rubbing, which could damage the fiber.

Stain removers can be used, however a spot check on a discrete area of the carpet should be done prior to use. Furniture can also crush a carpet pile fibers. Regular vacuuming under heavy pieces of furniture can help prevent this.

Visible seams are normal and are alleviated with time, use and vacuuming. Carpets with low, tight naps usually show more visible seams in comparison to other carpet styles.

High humidity can cause rippling to occur. If the carpet remains rippled after the humidity has left, contact a professional to have the carpet restretched.

We will correct loose or buckling carpet for one year following the date of occupancy.



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Cabinets & Vanities

Cabinetry - Cabinets with painted wood, metal, laminated plastic or wood-grain vinyl surfaces can be cleaned with a cloth or sponge that has been dampened with warm water. Make sure to dry the surface with a cloth to prevent streaking. Avoid the use of abrasive cleaners or other commercial cleaning products as they may cause the finish to stain or fade.

Lemon oil and naphtha spray waxes should be avoided, as they will damage the lustre of the finish and damage the cabinets.

Cabinet doors should be checked frequently for loose screws on the hinges. This is a natural occurrence and will require tightening. A screwdriver can be used for the adjustments, however make sure not to tighten the screws too tight as they can strip the wood.

Problems with squeaky or hard to operate hinges can be easily remedied with the application of a silicone lubricant. Be careful not to get any of the lubricant onto the wood surface.

Extra care should be taken when using heating appliances that are directly below cabinets in order to avoid damaging the cabinets from excessive moisture and heat. Portable kitchen appliances such as a kettle or a toaster, which emits moisture, should be directed away from cabinets to prevent damage to the cabinet surface.

Avoid placing wet cloths or towels over cabinets to prevent water damage such as stain chipping or swelling from occurring.

Cabinet doors and their hardware are warranted against defects in material or workmanship for one year from the date of occupancy.

Wooden cabinets are made from a natural material that carries variations in grain and colour. Likewise, colour and grain of replacement parts may vary from the original installation.

Granite & Other Natural Stone Countertops - Granite is extremely durable and resistant to abrasions, heat and water, making it easy to clean and use. Although hot pots and pans can be placed directly on the surface without damaging it, it is not advised since granite is a poor conductor, meaning the surface will remain hot for some time. For granite and other countertops, trivets or hot pads should be used. Natural stone countertops are porous and spills must be cleaned immediately using mild soap and hot water. The periodic reapplication of a sealer is also required to help prevent stains.

Frequently rinse countertops using a solution composed of mild dishwasher detergent or soap and water. Avoid exposing the countertops to oils since they can easily penetrate natural stone materials and be difficult to remove.



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Natural stone countertops will display natural variations and pattern and shade variances. This is common and not a defect in the material. Fissures and pits may also be present in crystalline structures such as granite. This is part of the natural structure of the stone and does not compromise its durability.

Seams are visible to the sight and touch, although the level of visibility will depend on the granularity, colour and pattern of the stone.

Laminate Countertops - Clean the countertop surface using a cloth dampened with a mild dishwashing detergent and water solution. Avoid the use of abrasive cleaners or steel wool since they can damage the lustre of the surface.

Always use a cutting board when chopping, and protective insulating pads for hot pots and pans to protect the counter.

Wipe spills immediately and do not leave counters wet from standing water or wet cloths. This will prevent water damage, which can lead to the swelling of the subsurface of the countertop. Laminated countertops will have one or more discernible seams.

Natural shrinkage may cause separation of countertops from walls, backsplash and around sinks. Re-caulk where necessary to maintain a good seal and prevent warping.

We will repair the delamination of laminate caused by a defect in material or workmanship for one year following the date of occupancy.

Plumbing System & Fixtures

The plumbing fixtures in your home, including faucets, shower heads, basins, toilets and tubs, are warranted against defects in material and workmanship for the first year of occupancy. Water pipes and drains are protected against defects in material and workmanship in the two-year warranty.

Shut-Offs - The main shut-off valve is located near your meter. This is used during major water emergencies such as a water line break, when a sprinkler system is being installed, or when an addition to your home is being built.

The shut-off valves for toilets are located under the toilet tank. The shut-offs for sinks are on the water lines underneath each sink.

There is also a city-owned water shut-off valve located in the driveway or front lawn. Inspect the standpipe once a year to make sure the cap has not risen above the grade level. If it has risen too high, it should be lowered to avoid damage. Contact the city or municipality to inform them if damage should occur.

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Clogged Drains - Clogged drains are built up progressively. Preventative maintenance measures can go a long way in preventing serious drain blockage. Some of the basics are to avoid pouring grease or coffee grounds down the drain, and to use a plunger at the first sign of a low drain. It is also recommended to pour boiling water down the drain once a week to prevent clogging. The drains can also be cleaned frequently by pouring ½ cup of baking soda followed by ½ cup of vinegar down the drain. Complete the process by rinsing the drain thoroughly with hot water.

If you have a plunger drain stopper in your bathroom sink, clean this regularly by loosening the nut under the sink and pulling out the rod attached to the plunger. Lift the stopper, clean and reinstall.

Use strainers for floor drains in showers and tubs, and clean them regularly by clearing out any debris by hand.

The most common causes of blocked drains in toilets are feminine hygiene products; toys and other objects placed in the toilet by small children, paper towels and Q-tips. Avoid flushing tampons or other feminine hygiene products and paper towels down the toilet, as they are highly absorbent materials that expand and do not disintegrate like bathroom toilet paper.

Toilets - Low-flush toilets are required by the Ontario Building Code and are designed to use less water. As such, you may experience an incomplete flush, but this does not mean the fixture is defective.

Avoid the use of chemical toilet cleaners that require installation in the water tank. The blue chlorine “puck” is an example of the type of chemicals that are highly corrosive and can severely damage the components of the tank. It could corrode the rubber flap in the toilet tank, and cause permanent damage to the rubber gaskets and seals. This will lead to a running toilet, and water leaks from the tank to the washroom floor.

Retain a water level in the toilet tank that is ½ to 1 inch below the top of the overflow valve. If the water level is too low, incomplete flushing could occur; and if the water level is too high, the water in the tank will constantly leak into the toilet bowl. Adjust the float arm to adjust the water level.

If you notice that the ball is half submerged in the water, causing the water level to be too high, it may be punctured and in need of replacement. Make sure to check the chain in the flush handle and make sure it is not too tight or it could prevent the rubber stopper from sealing and also result in a leak.

Faucets - Faucets can be cleaned using a spray cleaner, baking soda or a mild detergent. When removing dry water spots, wipe with a soft damp cloth using warm water. Avoid using abrasive cleaners that will damage the finish.

Periodically clean the aerators for your bathroom and kitchen faucets to prevent dirt and scale buildup. There is no need to shut off the water supply when cleaning or replacing an aerator. Make sure to close the faucet and put the drain plug in the sink before starting. Unscrew the aerator from the faucet, along with the washer and screen. Worn out pieces should be replaced. Soak the screen in vinegar for a few minutes, then scrub

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with a light brush and rinse all the parts. Reassemble the aerator and make sure not to over tighten. Showerheads can be changed in the same way.

The most common problem for both washer and washerless faucets is leaks. This is caused by forcing faucets to close tightly, which can cause cuts to the washer. Leaks that occur from under the handle in compression faucets are most likely caused by a worn out "O"-ring.

Replacement parts can be obtained in hardware stores. Follow the manufacturer's instructions carefully. Before starting the repair, make sure to turn off the water supply for that particular faucet.

Bathtubs, Sinks & Showers - Place a strainer in your bathtub, shower and sink to prevent obstructions from going down drain openings.

Clean bathtubs, showers and sinks using mild household cleaners and non-abrasive cleaners. Strong abrasive cleaners can dull and stain your fixtures. Each fixture has been built using different materials, such as stainless steel, acrylic or porcelain enamel. The cleaning method, maintenance, and the chemicals that can be used for each one will vary. When purchasing a cleaner, read the label to make sure it is the appropriate product.

Glass shower enclosures or stalls can be cleaned using dishwashing detergent. Use a commercial glass cleaner for hard water mineral build-ups. Regularly clean the aerator and filters in taps and showerheads as well.

Avoid wearing shoes in bathtubs as they contain gritty particles that will scratch the surface. Food particles should never be left on the sink for prolonged periods of time.

If a sink or tub accidentally gets chipped, touch it up immediately using matching touch-up enamel that can be obtained at a hardware store or plumbing supplier.

HVAC (or Interior Climate Control)

The delivery and distribution systems, including all wires, conduits, pipes, junctions, switches, receptacles and seals associated with your furnace system are warranted against defects in materials and workmanship under the two-year warranty.

We warrant HVAC appliances installed by us for one year following possession.

Furnace - The heating system should be capable of producing an inside temperature of 22°C. The furnace and its components including the fan motor, heat exchanger and electronic components are warranted for two years. It is recommended that you document all maintenance and service.

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Regularly check, clean or replace furnace filters every month. This will extend the life expectancy of your furnace and allow efficient fuel consumption.

If the furnace is not working, check the thermostat and verify what temperature it is set for. Confirm that the furnace switch in the basement is also turned on. Make sure that nothing is blocking the exhaust of the furnace vent pipe, which is located at the exterior of your home. Ensure that the circuit breaker in the electrical panel for the furnace is in the ON position.

The thermostat is connected to the surface by a low-voltage wire line. Its main circulation fan has two settings: ON and AUTO. This should be left in the ON position for the first eight months to help in the drying of your home.

Avoid overheating your new home as it can cause excessive shrinkage of framing lumber and damage the home.

It is normal to hear some ductwork noise and is no cause for alarm. There may be some odour emission when it is first turned on, or when it has not been used for an extended period of time. The odour is caused by dust that has settled in the ducts and should diminish shortly. If you smell gas, immediately call the gas company.

Air Conditioning - The air conditioning system installed by us is covered by warranty for 1 year.

The air conditioning system is a closed system, meaning the interior air is continually recycled. Warm outside air and the heat emitted from the sun are enough to disrupt the cooling effect of the air conditioning unit. For best results, keep the windows closed and the drapes shut.

Set your thermostat appropriately for the time of day depending on your needs. Set the thermostat at a moderate temperature when you are not home. It is advised that the air conditioning at the breaker panel be switched off before the winter season as to avoid an accidental start-up that can damage the unit.

Humidity & Ventilation - Power humidifiers require monthly inspections and periodic cleanings by the owner as required. Before the summer, it is important to close the baffle to prevent moisture from entering the ducts, which could lead to an increase load on the air conditioner and cause corrosion to parts of the furnace.

Humidity levels over the first year of occupancy may be excessive due to moisture contained within building materials. It may be necessary to run a de-humidifier to alleviate this condition.



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Relative Humidity Table						
Outside Temperature (Degrees Celsius)	Inside Temperature – Maximum Relative Humidity					
	20°C		22°C		24°C	
	Single Glass	Double Glass	Single Glass	Double Glass	Single Glass	Double Glass
-35	3	18	3	18	3	18
-29	5	23	5	22	5	21
-23	8	27	7	26	6	25
-18	12	33	11	31	10	29
-12	17	39	16	37	15	35
-7	24	46	23	44	22	42
-7	24	46	23	44	22	42
-1	34	55	32	52	30	49

Humidity must be kept constant to avoid excessive moisture that can lead to damages in the home. Condensation on the windows is usually indications of high humidity level. Use a dehumidifier if necessary to protect your investment. It is not advisable to use a humidifier within the first two years of occupancy since there is a great degree of moisture being emitted as the house is drying out.

The ventilation system should be frequently inspected to ensure safe operation. Make sure the hoods over intake and exhaust openings outside the house are not broken or obstructed. Regularly clean all grills and filters using a mild detergent and warm water. Replace or clean all in-duct filters. If your ventilation includes a heat recovery ventilator (HRV), the filters will need to be cleaned or replaced. Make sure to disconnect the power before cleaning and oiling the exhaust fans. Follow the manufacturer's instructions carefully on required maintenance.

Gas Fireplaces - We warrant the operation of the gas fireplace(s) installed by us for one year following the date of occupancy.

Clean the fireplace glass using a soft cloth with clear water. Glass cleaners and any ammonia-based products should be avoided. These products leave a thin film that will bake a brown crusty layer on the glass. Specialty fireplace glass cleaners can be purchased in hardware stores.

Familiarize yourself with the control panel and the manufacturer's directions. Inspect the fireplace yearly. It is advised that the pilot light be extinguished for the summer.

After switching the fireplace on, there should be a short delay before the flames start to ignite gently and silently. If it does not proceed in this manner and you smell gas, immediately switch off the fireplace and report it to the gas company. If the pilot flame is noisy, turn the adjuster screw clockwise to decrease the flame size.

When your fireplace is initially lit, ensure that the room where the fireplace is located is adequately ventilated since it will be emitting a noticeable odour caused by the curing of metal parts. This will go away after 8 hours of burning time.

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Condensation may also appear on the interior surface of the fireplace glass. This is normal and will evaporate shortly. It is caused by the temperature difference between the air in the fireplace and the glass surface. Be careful around the fireplace as the glass surface temperature can become very high.

Electrical System & Fixtures

Loss of Power - In the event of complete power failure, check to see if your neighbour is also experiencing a loss of power. If they are, call the power company and inform them of the problem.

If the power failure is only at your home, check to see whether the master switch and circuit breakers are tripped. If this is the case, switch the breaker to an OFF position and then an ON position. This step is needed since the breaker does not always move to the OFF position when tripped.

If you cannot find the problem, call an electrician.

If an appliance does not work, check its mechanism in addition to the circuit breaker. If a reset breaker trips repeatedly, there is a chance that it is the appliance that is defective.

One of the bathrooms will contain a ground fault interrupt (GFI) on the receptacle. Some contain two buttons for testing purposes. It also serves the purpose of protecting the receptacles in all the bathrooms in the home.

Smoke Detectors - Smoke and carbon monoxide detectors have been installed in each level of your home near the stairs and sleeping areas. They are on a common electrical circuit and therefore do not require batteries. However, you may need to regularly change the batteries of any additional units you have installed yourself.

The smoke and carbon monoxide detectors we have installed are warranted for one year following your possession date.

It is advised that additional detectors be installed inside the bedrooms of any residents that are hearing impaired. There are also smoke detectors also available on the market that are wired to high-intensity strobes that flash.

Regularly test your smoke and carbon monoxide detectors to ensure they are functioning properly. The steps for the test can be found in the owner's manual. Smoke and carbon monoxide detectors that are more than 10 years old should be replaced.

The external vents should be cleaned monthly using the soft brush attachment of a vacuum cleaner or a damp cloth. This will help remove any accumulated dirt or excess dust, which can trigger a false alarm. Do not remove their external casings and attempt to clean inside either detector directly.



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If a false alarm occurs, open the windows to clear away any smoke or excess moisture lingering near the detector. In cases where repairs are necessary, call a technician to fix and reinstall the detector as soon as possible.

Hot Water Tank - The main causes for damaged tank lining are hard water and overheating. A water heater contains a dial that governs the water temperature. Hot water tanks have a balance (mixing) valve installed to prevent burns, Remember that it may take the hot water longer to arrive at sinks, tubs, and showers that are further away from the water heater. The installation of a water softener can also help reduce scale build-up.

If you discover that the unit is not functioning and you have no hot water, check the pilot light, temperature setting and water supply valve before calling for service. Sometimes the pilot light may be out due to the dirt or scale in the main gas lines. To light the water heater pilot, follow the instructions located on the unit. All calls for service should be directed to the number on your unit label.

Condensation will sometimes form on the tank surface. This is normal and does not indicate a leak.

As a safety precaution, vacuum the area around a gas-fired water heater to prevent dust from interfering with proper flame combustion. You should also avoid storing anything close to the heater as this will obstruct the flow of air for the heater and creates a fire hazard. Using the top of the heater as a storage shelf should also be avoided.

Attic - Access to the attic has been provided for maintenance and inspection purposes only. Using the attic for storage should be avoided as it may overload ceiling joists and lead to damages such as ceiling cracks and the disturbance of ceiling insulation.

The attic insulation was blown in during construction. However, blown insulation becomes ineffective if it is uneven. After services are done in your attic, always confirm that the insulation has remained smooth and even.

Extreme wind conditions can cause the blown insulation to dislodge and leave exposed ceiling. Occasionally inspect the attic, especially after storms, to make sure the insulation has not been dislodged and to re-fluff insulation that has been compressed.

Heavy insulation in the attic creates a condition called "truss uplift." Truss uplift occurs in the winter due to the variations in moisture and temperature between the bottom and top chords of the trusses. The top chords expand due to humidity, and the bottom chords shrink due to dryness. This results in the trusses being lifted off the interior walls, causing cracks in the ceilings to form. This condition corrects itself in the summer when the trusses drop back down and close most of the cracks. This condition is common and does not indicate a structural problem with the house.

Your attic is ventilated to provide good airflow. The vents are located in the roof and under the eaves. They should be clear of obstacles to ensure proper ventilation.

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After heavy snowstorms, it is advisable to check the attic and make sure snow was not blown in through the soffit vents. If snow is present in the attic, remove before melting occurs.

Regularly check the roof vents during winter to make sure they have not been blocked by snow or ice. This will ensure that the attic remains properly ventilated, and prevent moisture damage and the growth of moulds and mildew in your home.

NOTE: When you are conducting necessary maintenance in your attic, be careful not to step off the wood members onto the drywall. This can lead to personal injury and ceiling damage.

EXTERIOR

Foundation Walls/Concrete - The top portion of the base wall, which extends above ground, is exposed to extreme temperature changes causing the concrete and other masonry to expand and contract. The concrete walls also tend to contract as it cures for many months after construction. These changes create stresses on the foundation walls and may result in the development of minor cracks that do not affect the structural performance of the wall. The settling of the soil around the house may shift the foundation and can further contribute to strains on the foundation walls are subjected to.

The installation of drainage membranes makes foundation leaks a rare occurrence. It is not necessary to repair cracks unless they leak. Surface cracks can be repaired using waterproof, non-shrinking grout.

Once the grading is complete on your property, attach the downspout extensions to your spout and direct it away from the soil where the foundation has been placed. This helps prevent water from penetrating the foundation wall.

Garage Floors - The garage floor slab has been installed to slope slightly towards the front of the garage, allowing excess water to drain out. If the garage floor settles more than 10 centimetres (four inches) thus preventing water from flowing towards the front of the garage, we will make corrections under the two-year warranty.

It is common to find cracks in concrete garage floors due to shrinkage and minor settlement. This does not indicate faulty materials or faulty workmanship. We will repair cracks exceeding six millimeters in width for a period of one year following occupancy. Minor cracks can also be repaired using a non-shrink grout.

A white powdery substance (efflorescence) might be present on some areas of the garage floor. They are deposits left behind during the curing process of the concrete; as moisture evaporates, the salt in the concrete is brought to the surface. These deposits can be easily scrubbed off using a stiff brush and vinegar. When the garage floor has cured, it can be treated with a concrete sealer to prevent salt damage from cars. A reliable hardware store can recommend the right product.



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To further prevent salt damage, especially during the winter season, it is recommended that ice buildup be removed from behind tires prior to parking in the garage. Slush and excess water should also be removed from the garage floor regularly and off the garage floor thoroughly to remove the winter salt deposited by your vehicles. Use plain water or a mild soap solution for painted concrete floors, and a washing soda solution (4 tablespoons of washing soda to a gallon of hot water) for unpainted concrete floors.

If necessary, scouring powder can be used with the washing soda solution. All solutions must then be rinsed off with clean water.

Please note that it is not advisable to hose the garage floor frequently since it allows water to penetrate existing cracks, increasing soil movement. It is suggested to use sweeping as the primary method of cleaning the garage floor. If your vehicle has an oil leak, place a flattened cardboard box underneath the leak to protect your garage floor from oil stains.

Porches & Stairs - It is common to find minor cracks in concrete due to shrinkage and minor settlement. Precast concrete stoops and steps should not settle in excess of three centimeters (one inch) in relation to the house structure. If the condition of the steps poses as a safety hazard within the first year we will promptly make the necessary repairs. Cracks that are larger than six millimeters in width will also be repaired within the one-year period following occupancy.

Refrain from using salt or other de-icing products, which can damage the concrete. Sweeping is the safest and most recommended mode of keeping the concrete slabs clean. If washing is necessary, ensure that the external temperatures are moderate and avoid washing the slabs when temperatures are high; the sudden change in temperature can damage the surface bond of the concrete.

Walkways - Walkways are exposed to fluctuations in temperature and precipitation. This may cause cracks to develop in the concrete and minor settlement and upheaval to occur in response to climate change. Excessive settlement of walkway slabs (more than three centimeters or one-inch) in relation to the house structure will be repaired. Within the first year, if the condition of the walkway constitutes an immediate safety hazard, repairs will be made as soon as possible.

Grass or other seedlings growing between or underneath the slabs can also cause unevenness of the walkway. Unwanted growth can be treated with your method of preference.

Sweeping is the safest and most recommended mode of keeping the concrete slabs clean. If washing is necessary, ensure that the external temperatures are moderate and avoid washing the slabs when temperatures are high; the sudden change in temperature can damage the surface bond of the concrete.

During the winter months, refrain from using salt or other de-icing products, which can damage the concrete. *when possible avoid the use of salt to remove ice as it can be corrosive to the concrete. Sand or calcium is preferred.



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Exterior Wall Brick Finishing - Bricks and mortar joints are water-resistant but not waterproof. Gardens should not be built up against the foundation wall or cover any of the brickwork since it can damage your home by allowing water to penetrate the masonry. Sprinklers used against the foundation or brick siding can also cause water to leak into the basement. It is therefore advised that sprinklers be directed away from the home.

The lower row of bricks has occasional gaps called “weep” holes that allow excess moisture to escape from behind the bricks. These should be kept clear and unobstructed at all times to allow air movement and prevent condensation.

As the mortar joints cure and the building settles, it is common for minor cracks to form in the joints. Cracks larger than three millimeters are considered excessive and will be repaired under the two-year warranty. It is recommended that initial repairs be made after the first year of occupancy to allow for normal settlement. The mortar joints may need to be repainted after many years and only if they have significantly deteriorated.

A white powdery substance (efflorescence) might be present on some brick surfaces. They are deposits left behind during the curing process; as moisture evaporates, the salt in the concrete is brought to the surface. These deposits can be easily scrubbed off using a stiff brush and vinegar.

Vinyl Siding - The vinyl siding is not nailed tight to the framework of the house in order to give allowance for the siding to expand and contract in response to climate variations. This can also create slight gaps in the joints. Joints in siding should be reasonably tight and joints in excess of one-quarter inch will be repaired under the two-year warranty.

The fluctuations in temperature can also cause “oil canning” to occur. “Oil canning” is a slight wave that develops across the flat areas of sheet metal panels between fasteners. This is a fairly common occurrence and is not a structural defect. If the oil canning is so severe as to cause detachment or allow water penetration into the building envelope, repairs will be made under the two-year warranty.

Vinyl siding is water-resistant but not waterproof. Direct sprinkler heads away from the home and do not use power spray washers, which could force water behind the siding, damaging the exterior wall sheeting. Vinyl siding does not require painting and can be cleaned using water and a mild detergent.

Stucco - Stucco expands and contracts as a natural response to climate variations. It has been installed to give allowances for such changes. It is common for minor hairline cracks to develop on the outer layer of stucco. This is not a structural defect and does not compromise the function of the stucco.

Stucco is a porous material. Therefore, to avoid possible leaks, direct sprinklers away from stucco surfaces. Also, in order to ensure proper drainage, stucco screed (mesh underneath final coat of stucco) should be kept at least 6 inches above the soil surface and concrete flatwork.



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A white powdery substance (efflorescence) might be present on some surface areas. They are deposits left behind during the curing process; as moisture evaporates, the salt in the concrete is brought to the surface. These deposits can be easily scrubbed off using a stiff brush and vinegar.

Wood - Exterior wood trims are subject to drying and shrinkage due to fluctuations in temperature and humidity. It is especially vulnerable to shrinkage during summer months. Wood shrinkage can sometimes cause column bases and caps to split. This will be repaired, along with exterior trim columns that have developed cracks in excess of three millimeters, once within the first year of occupancy.

Should the exterior stain and paint adhesion fail during the first year, we will repair the affected areas once within the first year of occupancy. It is recommended that the owner repaint or stain the areas with the wood trim after the first year of occupancy.

Wood trim that splits slightly along the grain can be corrected with caulking and touch-up painting.

Caulking - It is advisable to check the caulking around windows, doors, and other fixed joints such as vents where caulking has been applied. We will repair or replace exterior caulking that has cracked or become detached under the two-year warranty.

While caulking can last for many years, weather and time will shrink and dry caulking, making the seal ineffective. Check for any cracks or gaps and re-caulk where it is needed. Normal shrinkage that occurs in various exterior sidings can also create gaps that must be filled.

When re-caulking is necessary, consult with a hardware store or check the label to ensure that the correct caulking material is being purchased for the intended purpose. The caulking material used should be compatible with the siding material. Remember that not all caulks can be painted.

Prior to re-caulking, remove old caulking materials that have deteriorated, clean the surfaces, and read the manufacturer's instructions carefully to take necessary safety precautions.

Exterior Entry Doors - Insulated exterior doors are constantly exposed to fluctuations in temperature and humidity. This can cause misalignment due to shrinkage, expansion, or warping as the door adjusts to climate changes.

It may be observed that during colder months, the weather stripping can become rigid, causing difficulty in closing and opening the door. This can happen in combination with misalignment caused by the warping of the wood panels of the door. Extra care should be taken to keep the warped doors closed as much as possible in order to help retain its proper shape, structure, and alignment. Avoid slamming the door, which can damage the door and jamb, and cause cracks in the walls to form. Once the weather warms up, the door will go back to its original form and will be easier to operate.

Apply a wood preserver on wooden doors every three months to prevent the door from drying and cracking.

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Door Hardware & Locks - Use graphite or other waterproof lubricants to lubricate both exterior and interior locks every six months to help ensure smooth operation. To fix a squeaky door hinge, remove the hinge pin and apply a silicone or graphite lubricant. Please note that the graphite lubricant can cause gray smudges if applied excessively. Avoid using oil for either the lock or hinge, as it tends to gum up and attract dirt.

Doors are subject to minor settling because of their exposure to extreme changes in temperature. Consequently, a door may not latch because of minor settling. This can be remedied by making a new opening in the jamb for a latch plate and then aligning the plate accordingly.

To clean the lock trim, use a mild non-abrasive soap and lightly buff using a soft cloth.

During the winter months, if you have problems inserting the key into the lock and turning it, it is most likely due to frozen moisture and not from a broken lock. Do not force the key or this will cause the lock to break. Instead, use a lock deicer similar to what you would use for your car or vehicle. If you do not have a lock deicer, an alternative method would be to cup your hand around the keyhole and blow into the lock; make sure your skin is not in direct contact with the cold metal. Although it will raise the moisture level, it will temporarily help to raise the temperature enough to allow the key to work.

As a safety precaution, keep a duplicate privacy lock key somewhere accessible but out of children's reach in the event a child accidentally locks themselves in a room.

When installing additional locks, make sure the screws and bolts used for the attachment go all the way through the door and frame. The lock or chain is most secure if it cannot be dismantled from the outside. New locks being installed on doors may require the service of a professional locksmith.

It is not advisable to install locks that require a key on the inside to operate since they are potentially more dangerous should an emergency occur.

Sliding Patio Doors - To ensure smoother operation and extend the longevity of your patio door, occasionally clean the tracks, and aluminum and vinyl surfaces with warm water.

Apply a silicone lubricant after each cleaning. Avoid using petroleum based lubricants or powdered cleaners. Difficulty opening or closing sliding windows can also be remedied by applying a silicone lubricant.

The glass on the patio doors can be cleaned using vinegar and water, or a commercial glass cleaner. Excess water can sometimes accumulate in the bottom channel of window frames due to heavy rainfall. Bottom window channels and weep holes should be kept clean and free of obstruction in order to allow the accumulated water to properly drain to the outside.



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If you are removing and storing the screens on your patio door for winter, make sure to handle the screens gently to avoid perforating the screen or bending the frame. Label each screen as it is being removed to make the re-installation process simpler.

Garage Overhead Doors - Although the garage door has been designed for low maintenance, it requires periodic upkeep to ensure continued ease of operation. Rollers and tracks can be cleaned by wiping with a clean cloth, and then lubricated by spraying the rod with a petroleum-based lubricant. It is recommended that a small quantity of 10-weight to 30-weight automobile oil, or a similar lubricant be applied to all moving parts semiannually.

Similarly, all hardware should be checked every six months to tighten any loose bolts and ensure its proper operation (no binding or scraping).

Garage overhead doors are not fully weather-stripped and have been designed to allow air circulation to help minimize condensation, and carbon monoxide buildup from exhaust. As a safety precaution, never leave your car engine running in the garage. If for some reason, the car has been left running in the garage, leave the overhead door open for a sufficient period of time to allow the exhaust fumes to disperse.

For safety purposes, follow the manufacturer's instructions for safe and reliable operation. Avoid the use of excessive force when operating the garage doors, which can cause the latch to break, the panels to leave the tracks and fall, or personal injury. Garage doors and automatic garage door opener(s) installed by us are warranted against defects in material or workmanship for one year following your occupancy date. *Read Manor on door opening as they may need adjustments periodically.

Roofs & Skylights - As a safety precaution, never walk on your roof when the shingles are wet and slippery. Asphalt shingles are also more susceptible to damage during warm temperatures; walking on them can damage the protective granules of the shingles.

Significant weight or movement on your roof can loosen and break the roofing material, resulting in leakage. In the event of a leak, try to isolate where the leak is originating. This will help locate the area that requires repair when the roof is dry.

Following severe storms, it is advisable to do a visual inspection of the roof for damages; check for loose, broken or missing shingles. Immediately repair any damages to prevent leaks and damage to the house interior.

Exposure to extremes in temperature may cause slight variations in the roof's level. The roof structure itself is made of wood, and may experience puckering of plywood, or settlement issues caused by the raising of shingles between nails from expansion.



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Any roof shingle, valley, flashing or skylight leaks due to defects in materials or workmanship within the first two years of occupancy are covered by the two-year warranty. Damage caused by “Acts of God” are not covered under warranty and should be covered by insurance.

Eavestrough & Downspouts - The eavestroughs helps remove the roof water, which then drains into the downspouts and extensions. The eavestroughs and downspouts should be maintained properly and kept free of debris (leaves, twigs, etc.), excess ice and snow, or other restrictive obstructions in order to ensure a proper flow of water and prevent damage.

The flow of water can easily erode the ground around the drainage area and cause settlement. Periodically check the location of the drainage and make sure that the downspouts are directing the water away from the foundation, which may otherwise cause leaks into the basement.

We will repair defects that cause improper drainage or leaking of eavestrough and downspouts under the two-year warranty.

Exterior Faucets - All exterior faucets (hose bibs) including those that are freeze-proof or located in the garage must be shut off and drained (winterized) during fall, or before frost occurs to prevent damage to the pipe. Similarly, all hoses must be removed from the faucets. A hose left attached to the outside faucet can contain water which may freeze and expand back into the pipe, causing a burst or crack from the expansion.

1. Turn off the main water service shut-off valve located within your home and close the shut off valves for the exterior hose bibs. Keep the shut off valves for the exterior hose bibs in the closed position for the winter months.
2. Remove hoses from the exterior faucets and store for the winter then open the exterior faucets. Very little water pressure should be present as you will have closed the main and individual shut off valves. Keep the exterior hose bibs in the open position throughout the winter months.
3. On each hose bibs interior shut-off valve there, is a small cap screw. Remove the cap screw and allow the water to drain. Have a cup handy to catch the water draining from the line. Securely replace the cap screw once the water has drained to avoid misplacing it.
4. Open the main water service shut-off valve to confirm that water is no longer being supplied to the exterior faucets.
5. In the spring, close the exterior hose bibs and open the interior hose bib shut off valves. Open the exterior hose bibs gradually and confirm that the water pressure has returned.

Grading & Landscaping - Proper grading directs surface drainage away from the house and into the storm sewer system. It is designed to slope away from the house in order to protect the foundation of your home and prevent structural damage.



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Ponding - The grade on your lot has been designed for normal rainfall. Heavy or prolonged rainfall may cause “ponding” or create a large puddle in the swales of your lawn if the soil is saturated. This is natural and does not indicate a problem with the grading. The standing water will clear after a sufficient period of time.

Backfill - After the construction of your foundation walls and the installation of utility lines, the surrounding area is then backfilled. The soil in the backfill area is not as dense and will continue to settle for several years.

Regularly check the perimeter of your home for signs of settling and fill settled areas to maintain proper drainage. Make sure that the downspout extension is directed away from the foundation area of your home and that the area around the catch basin is free of debris to ensure proper drainage. Proper maintenance can prevent damage to the foundation, and avoid severe problems such as wet basements and cracks in foundation walls from forming.

Landscaping - The grading on your lot may not necessarily be complete at the time of closing. It is extremely important that you confirm the completion of the grading on your lot prior to any alterations on your property. Landscaping, the installation of a hedge, fence or pool may affect the drainage pattern on your lot. Alterations on the grading may also cause drainage problems for adjacent homes. Similarly, if a neighbour from an adjacent lot makes alterations, or changes their grading, this could affect the flow of water from your lot. If such a problem arises, speak with your neighbour directly or through a solicitor to ensure they correct their alterations and make the proper adjustments to correct the drainage pattern on your property.

It is recommended that you begin your basic landscaping (weather permitting) soon after closing, and after confirming the completion of your grading. Planned and installed properly, your landscape can prevent soil erosion and protect the foundation of your home. Take precautions to avoid altering the drainage pattern on your lot.

Planting beds should be laid out to slope away from the foundation walls to retain the same drainage pattern. If planted against the wall, remember that 6" of foundation parging needs to remain exposed in order to aid in the drainage around the home. Therefore, the soil level should not be built up to cover the top of the concrete wall, thus preventing damage to the brick and siding.

Shrubs and trees should not be planted close to the walls since their root system can weaken the foundation walls. As trees continue to grow, their branches and leaves can also cause damage to the eavestroughs and roof of the home.

Sodding - Sod is placed after the phase of the development is completed. We will ensure that the freshly laid sod is healthy and in good condition. Freshly laid sod should not be walked on as this can create footprints and cause other damages to the lawn. When sod is installed, it is laid on top of a layer of topsoil and will require immediate care and maintenance in order for the roots to “take” (grow and bond with the topsoil).



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Watering - Water your new sod immediately after it has been installed. Water fresh sod two to three times a week to encourage rooting. If the sod turns a reddish brown colour, increase your watering frequency. Test for root development in two weeks time by checking whether the sod resists being lifted. When root development occurs and the grass is more firmly established, reduce the watering frequency but increase the amount of water being applied in each watering session. This will allow the water to penetrate the soil deeper.

The best times to water are early in the morning or in the evening. This reduces the amount of water that would evaporate due to the hot sun, and avoids the risk of burning the grass.

Adjust the watering frequency based on weather conditions. Drier months require the lawn to be watered two to three times a week. Wet months may require less frequency.

You do not need to water your lawn after a rainfall that produces at least one inch of rain.

Mowing - Mow your lawn frequently with a sharp lawn mower, removing no more than one third of the length of grass each time. Set the mower blade height to five centimeters in the spring and fall, and seven to eight centimeters in the summer. The blades of grass need adjustments in height during the hotter months to help with drought tolerance.

Fertilization - Fresh sod has been fertilized at the sod farm and does not require fertilization after being planted. It is best to fertilize your sod during spring and fall to encourage rooting. If the sod was planted during spring or early summer, wait until fall to fertilize. If the sod was planted during fall, wait until spring to fertilize.

Avoid fertilizers with heavy nitrogen content. While it causes your lawn to grow quicker, it also creates an environment that can lead to thatch buildup and diseases.

The application of a chemical fertilizer should be done on dry sod. Thoroughly water the sod after fertilizing to allow maximum absorption of the fertilizer.

Weed Control - Check applicable municipal guidelines as pesticides usage may be prohibited. Wait for at least one year before initializing a treatment for weed control. Herbicides are best used in the spring and fall seasons. You may also need to extract the weeds by hand.

For problems with dandelion and other broadleaf weeds, use a broadleaf herbicide application. This should be applied during the fall, in late October.

Problems with annual weeds are most effectively dealt with in the next spring season with a preemergence herbicide treatment.

Read the herbicide's label and follow the instructions carefully to ensure its effectiveness.

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Lime & Grub Treatments - Maintain a pH level of 6.0 – 7.0 to maximize soil fertility. Acidity in the soil can rise mainly due to rainfall. The soil pH affects the roots ability to absorb the nutrients in the soil so it is advisable to occasionally test the pH level of the soil. If the soil is found to be too acidic, acidity can be reduced with the application of limestone powder. This will also help improve oxygen levels in the soil.

If the presence of root-feeding insect larvae such as grubs is discovered, prompt action is required to prevent an infestation from killing the lawn. Consult a nursery or a lawn care professional for the proper product and action needed.

Aerification - Newly laid sod should not be aerified until it is firmly rooted into the soil. Regular aerification reduces soil compaction, allowing the roots of the grass to better penetrate the soil. This should be done during spring and fall when the temperatures are moderate.

Professional lawn care companies provide aerification services. An alternate method is to rent an aerifier (it is recommended that only the largest diameter tine-size be used).

Ice & Snow Buildup - In the beginning of spring, as the snow and ice from winter are thawing out and beginning to melt, remove any large amounts that remain in one area. Break apart the ice or snow buildup and distribute it more evenly across the lawn. This will prevent “winter kill” from occurring, which is when the grass underneath the ice and snow buildup suffocates.

Similarly, refrain from making a skating rink on your lawn as this will result in the suffocation of the grass underneath the ice. This occurs when the carbon dioxide produced from the grass cannot escape and causes the grass to suffocate.

During spring, after the snow and ice have melted, wait for the ground to dry and then rake your lawn to remove the dead grass. This will promote new growth on your lawn.

Ponding & Settling - After the first or second growing season, the sub-base in your area will correct itself. Prior to that, puddles may form on your lawn after watering or rainstorms. This does not necessarily indicate a drainage problem.

We will repair areas that have excessive settling or are ponding by lifting the existing sod, filling the settled areas, and then replacing the sod. This work is generally carried out one time only, over the summer months following your occupancy date.

Trees - We will warrant all trees we plant on your lot for one year against disease, death or damage due to excessive settlement. Regular maintenance and care is extremely important in maintaining the health of your trees, and to promote its growth and development.



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Maintaining the Base of the Tree - The soil area at the base has been cultivated in a dish shape to create a reservoir for capturing and holding water. This also allows the roots to gain better access to oxygen, allowing the tree to breathe. Maintain the dish shape and make sure the soil level does not rise above the base of the tree or around the trunk as this could suffocate the tree.

Keep the area weed-free and avoid planting flowers at the base of the tree. The presence of flowers and weeds at the base can limit the tree's access to nutrients and moisture.

Watering - The tree should be watered to keep the soil moist but not soaked. Soil that is soaked impairs the tree's ability to absorb oxygen through the soil. This can lead to a condition called "root rot." Oxygen absorption through the roots is necessary for the tree to process food. When "root rot" occurs, it causes the roots to suffocate and stop processing oxygen, causing the tree to die.

During the summer months (June, July, and August), water the tree once a week. Fill the dish area at the base of the tree with water. Once the water has fully penetrated into the soil, repeat the process. The process should be repeated until the water starts to take a little longer to be absorbed into the soil – usually after the third or fourth watering.

Trees can also be watered using a deep-root feeder.

Fertilization - The fertilization of each tree should be done during the spring season. It is advisable to use a water-soluble tree fertilizer for the first two years after planting. Consult a nursery to choose the appropriate fertilizer. For safety purposes, follow the manufacturer's instructions carefully.

Protection Against Pests & Diseases - Regularly inspect each tree every few weeks and after storms for signs of damage. Damaged trees that are left undiagnosed and untreated for a prolonged period of time may deteriorate and die. Some common symptoms are:

1. Brown roots indicate dry soil conditions or the presence of toxic chemicals.
2. Black roots indicate root-rot from over watering or the presence of root-rotting organisms.
3. Various factors, including the weather, lawn mowers or rodents, can cause wounds on the trunk of the tree. Use plastic tree guards to help protect the tree against rodent damage in winter.
4. Curled or browning leaves may indicate a problem with caterpillars, insects, viral infection or toxic chemical exposure.
5. Dead leaves at the top of the tree indicate a problem with root stress.

It is recommended that you consult a professional about the nature of the problem and to discuss suitable treatment options.



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Driveways - In most cases, the asphalt driveway (if applicable) would not have been laid before you took possession. In order to allow for the normal settling of the ground beneath your driveway, paving is usually delayed until the year following your occupancy date or until the ground has settled sufficiently.

Your driveway was designed and constructed for the use of passenger cars or light utility vehicles, not heavy vehicles. Point loads, trailers or even cars left in the same spot for long periods can create depressions or punctures in asphalt, especially in hot weather.

Exposure to outdoor elements such as seasonal temperature and precipitation changes can cause fading, cracks of a minor nature and increased visibility of surface gravel material. This is a normal condition and not a material or structural problem. Indentations, uneven areas or settlements in asphalt surfaces are also common. However, should the driveway settle in excess of 10 centimeters (four inches), or develop cracks in excess of six millimetres - causing the displacement of the asphalt – we will repair the driveway by patching in the year following paving.

Avoid using chemical de-icers, which can damage the asphalt surfaces. Since asphalt is a petroleum product, gasoline, oil, turpentine, and other solvent or petroleum products can rapidly dissolve asphalt or damage the surface. Immediately wash such spills with soap and water, and then rinse them thoroughly with plain water.

Wooden Decks - Decks are a common outdoor extension of a home that must be designed and constructed to safely support imposed loads. If you decide to build a deck, check with the regional building department regarding the current requirements and whether a building permit is needed.

Before constructing the deck, it is advisable to utilize a free service provided by the utility companies called "Call Before You Dig." They will send someone to locate and mark underground utility services in order to avoid damages to buried facilities such as cable wires, hydro and gas pipes.

Decks are constantly exposed to sunlight and other weather conditions and require regular maintenance. It is recommended that a wood sealer or weather resistant product be used to protect and extend the life of your deck.

Fences - When considering the installation of a fence or another boundary marker, check with the city to ensure that the fence you have in mind is in compliance with regulations governing fencing. It is also advisable that you consult with a qualified surveyor in order to locate the lot lines. This will ensure that your fence is accurately placed within your property line.

To prevent damages to buried facilities such as gas pipes and hydro, it is recommended that you make use of a free service provided by the utility companies called "Call Before You Dig," where they send someone to your home to locate and mark underground utility services.

Due to possible ground settlement, fences and other boundary structures should be installed at least one year after the closing date, and not until the lot has been sodded.

Tarion Warranty

Monarch Service Policy

Congratulations on the purchase of your new Monarch Home. At Monarch we understand that the purchase of a new home is one of the most important decisions that you will make and we are honoured that you have selected Monarch as your home builder.

Monarch's Focus on Quality

During the construction process our Monarch Team will perform periodic inspections throughout the construction process. In addition to the Monarch team the municipal officials, appropriate utility authorities and others will carry out their required inspections. Prior to your Pre-Delivery Inspection (PDI) Monarch will also perform a Quality Control Inspection (QCI) in which an inspector designated by Monarch performs a 150+ point inspection of your home.

Pre – Delivery Inspection

Your Pre-Delivery Inspection (PDI) will be scheduled approximately 4 business days prior to closing. Your Personal Care Consultant will contact you to schedule this inspection. We ask that you do your best to accommodate the appointment and your PCC will also do their best to take into account your schedule.

Your PDI can last anywhere from ½ hour to 2 hours. This inspection is your chance to note any construction deficiencies prior to closing. In addition Monarch will take this time to briefly explain certain aspect of your home and the operation of the different items within your home. During your PDI a Monarch representative will schedule a construction follow-up visit to review any PDI items to ensure that they were completed to your satisfaction.

Since this inspection is an important step in the process of you closing on your new home, Monarch asks that only those that are necessary attend this appointment.

After Closing Service

Following your Pre-Delivery Inspection and subsequent closing Monarch will continue to put our focus on you and your home through our after sales service program. In the province of Ontario the After Sales Service and Warranty program is governed by the Tarion Home Warranty Corporation. Although Monarch will do it's best to surpass this warranty, Monarch will also depend on the Tarion Construction Performance Guidelines to resolve any disputes if they do arise. Go to www.tarion.com for more information or refer to your Purchase and Sales Agreement.

30 Day List

Within 30 days of your closing you will submit your 30-Day Form. This form will be included in this binder, and it is also available on the Tarion website (address above). This form will need to be both delivered to Monarch and faxed to Tarion. If you do not submit your form before the end of the 30th day following your closing, the items will not be covered by Tarion although Monarch will still complete all reasonable items on your list. Monarch will do it's best to complete these items in their first service appointment although if there are items that need to be addressed by a trade, the work will be done on the 2nd appointment.

If you have any questions as to what items can be listed on your 30-Day Form, please refer to the Tarion website.

The Monarch team takes pride in not only delivering the best quality in the industry but also providing exemplary service to our homeowners throughout the construction and after sales process. Please be sure to contact your PCC if you feel that you are not receiving the service that you deserve.



Tarion Warranty

Year End List

Prior to the 1 year anniversary of the closing of your home you will submit your Year-End Form. This form will also be included in this binder, and it is also available on the Tarion website (address above). This form will need to be both delivered to Monarch and faxed to Tarion. If you do not submit your form before the 1 year anniversary of your closing, the items will not be covered by Tarion although Monarch will still complete all reasonable items on your list.

Monarch will do it's best to complete these items in their first service appointment although if there are items that need to be addressed by a trade, the work will be done on the 2nd appointment.

If you have any questions as to what items can be listed on your Year-End Form, please refer to the Tarion website.

After Your First Year

The warranty coverage for the most critical components of your home continues beyond the end of your first year. These items, which are covered for either two or seven years are described in your Agreement of Purchase and Sale, and can be found in greater detail on the Tarion website (address above).

You can also refer to your Personal Care Consultant if you have any questions as to warranty coverage. Monarch's PCC's should be able to provide you with the information you require.

Monarch Surveys

Monarch takes customer satisfaction very seriously and the best way to gauge customer satisfaction is through an in-depth survey. You should be receiving your survey approximately 45 days after your closing.

The survey contains questions on your satisfaction with: the interior and exterior finishes of your home, Monarch's service throughout sales, design studio, construction and service of your home. It is Monarch's goal to achieve 6's across the board on all of the survey questions, so if you feel that we don't deserve a 6 we would like to know how we could improve. This information can be communicated through your PCC or through our Monarch Website <http://www.monarchgroup.net/ContactUs/GeneralRequest.aspx>

In building a better process your feedback is very valuable to Monarch.

24-Hour Emergency Response

Monarch provides emergency response on warranted items 24 hours a day, 7 days a week. Should you experience an emergency during the warranty period please contact our After-Sales Service Department at 1-866-553-5572 during regular business hours. Or, for your convince and peace of mind, take advantage of our 24-hour emergency response program by calling 1-800-895-8584 on weekends or after the close of regular business hours.

We define emergencies as any situation involving a warranted item that, in the opinion of Tarion, requires immediate attention in order to avoid substantial damage to your home, or substantial risk to the health and safety of you and your family. An emergency includes, but is not limited to, the following situations should they occur during the warranty period:

- Complete loss of heat between September 15 and May 15
- A gas leak
- Complete loss of electricity
- Complete loss of water
- A plumbing leak that requires the water supply to your home to be shut off

Note: A leak that can be isolated by the shut-off valves under the cabinet or plumbing fixture is not considered an emergency



Tarion Warranty

- Complete stoppage of sewage disposal
- Major collapse of any part of the home's exterior or interior structure
- Major water penetration of the interior walls or ceiling
- Any situation where, in the opinion of Tarion, the home is uninhabitable for health or safety reasons

Note: Loss of air conditioning is not considered an emergency. Damage caused by forces beyond our control, such as municipal or utility service failure, or 'acts of God', is not covered under the Act, and therefore is not an emergency warranty situation.

If we fail to respond within 24 hours please call your local utilities or contractor depending on the nature of the situation. Retain all receipts and forward us in writing a request for reimbursement. Please include the nature of the repair with receipt (photos before and after would be beneficial). Upon notice, Monarch will assess the deficiency and method of repair.

If deemed warrantable, we will reimburse you for the full amount.

Monarch Construction Limited

2550 Victoria Park Avenue, Suite 200, Toronto, Ontario M2J 5A9 Canada

Tel: (416) 491-7440

Fax: (416) 491-7216

