



# HOMEOWNER'S MANUAL

## DIRECTORY OF IMPORTANT CONTACT NUMBERS

### ***EMERGENCY DIAL 911***

<b>TRADE</b>	<b>NAME</b>	<b>CONTACT NUMBER</b>
Hydro	InnPower	1-705-431-4321
Hot Water Tank	Enercare	1-800-266-3939
Heating	Georgian Home Comfort	1-705-720-2665
Plumbing	Bayfield Plumbing	1-705-728-4409
Natural Gas	Enbridge Gas	1-866-763-5427

**NEAREST HOSPITAL BARRIE: ROYAL VICTORIA HOSPITAL**  
**201 Georgian Drive**  
**Barrie, ON**  
**L4M 6M2 Phone: 1-705-728-9802**



## **CLOSING AND MOVING INTO YOUR NEW HOME**

Closings typically take place in the later part of the day once the bank transfers are complete and title has been transferred at the provincial registry office. Your lawyer will contact you when the transfer is complete. The lawyer for Deer Creek will contact us and after that point we may release the keys to your home. Take the timing of your closing into account when you are scheduling movers. If you are able to move the day following the closing, it will better facilitate your move.

### **DELIVERIES**

Note that no deliveries into the house or garage will be permitted until the Closing has occurred and you have taken possession. Any appliances, furniture, air conditioners etc will have to be scheduled after you have taken possession.

### **UTILITIES**

You will need to advise the utility companies to transfer the billing information to your account. When you schedule this ahead, they will typically take a meter reading on the day of closing to close your existing bill and start a new one. As a reminder, please contact *Powerstream/Hydro, Bell, Rogers and Enbridge Gas*.

### **CANADA POST**

With regards to your mail and mailbox, you will need to contact *Canada Post Distribution* in Barrie to make arrangements for your new mailbox location as well as keys. They are located at 73 Morrow Road here in Barrie and can be reached at 705-728-3592. Keep in mind that they are only available until 3pm.

## **AFTER POSSESSION**

At Deer Creek, we count it a privilege to have been entrusted with the construction of your new home. Since 1994, we have worked towards building home that stand above the typical standard for house building and we trust that your experience with each department has met your expectations.

You probably have moved into your home without final grade/sod and with a stone driveway. Typically, we work towards final grade and sod in either the fall or early summer and try to complete the homes on your street at one time. Leaving some time for settling is particularly important for the driveway and so we attend to driveway paving after it has gone through one winter freeze/thaw cycle. Doing so is beneficial to all of us. Towards the end of this document, you will find some helpful notes from our Grading Contractor that will guide you both prior to sod as well as after it has been laid.

We understand your excitement to get outside and complete your yard projects but we remind you that as per your Agreement of Purchase and Sale, items like gardens, decks, sheds and fences cannot be worked on until we have received our Grading/Final Inspection report. A member of our staff will contact you to inform you when your Grading/Final Inspection has been completed so in the meantime, we appreciate your patience.

After you have moved in, new deficiencies may be found and need to be addressed. Some deficiencies may need immediate attention, while others may be *best* serviced at the *end* of the warranty period. Since so many of the materials used in the construction of your new home are subject to moisture and temperature change and therefore shrinkage, it is not uncommon to find deficiencies that were simply not present during the PDI. These items are best left for review at the *end of the first year of your warranty* in order to ensure that all settling and shrinkage has taken place. Such examples may include:

- 1) Drywall nail pops
- 2) Drywall cracks in various places
- 3) Doors rubbing
- 4) Counter-tops that pull away from walls
- 5) Floor squeaks
- 6) Gaps in trim work

Most of these deficiencies are normal and even expected for a new home and should not be blamed on poor workmanship or materials. Please note that Tarion does not warranty drywall repairs unless they are related to underlying structural issues. These issues are out of the control of Deer Creek but we do ask that you address these on your *One Year Inspection Form* (see below) as provided in the back of TARION'S *Homeowner Information Package (HIP)*. By noting these issues and forwarding a copy to both Deer Creek's Office as well as Tarion's Office, all parties are kept informed regardless of the seriousness of the issues.

Please note that with the exception of matters listed on the Pre-Delivery Inspection, we will not accept any claims for damages to items such as ceramic, trim, glass, screens, cabinets, counter tops, electrical and plumbing fixtures, vinyl floor, carpet, doors or mirrors. We cannot be responsible for any damages that could have been caused after taking possession. In cases where defects to ceramic or vinyl tiles, carpeting etc. are warranted, we will make every attempt to service the situation with the same product as initially installed. There may however, be slight variations in colour due to manufacturers' dye lots over which Deer Creek has no control and cannot be held responsible. Should the original product be unavailable at the time of service, we reserve the right to make substitutions with a product of equal or greater value.

Moisture within the home is an issue that requires special attention. Mould is an increasingly important issue that usually has its root in lifestyle. The use of the furnace fan, bathroom fans, hood fan as well as dehumidifiers is critical especially in the summer months. By using humidifiers and air conditioners in the winter months, as well as an HRV year-round should be a serious consideration should you wish to maintain a healthy home. **For those with hardwood floors, we wish to make it clear that it is the homeowner's sole responsibility to keep the moisture content of the house constant as per the manufacturer's recommendations, usually around 40%. Any damage or cupping of hardwood floors is NOT warranted and will not be replaced.** We encourage you to purchase a humidistat for each floor of your home. This humidistat reads

the Relative Humidity of your home and can be purchased from any local hardware store. Monitor your new home on a daily basis, making adjustments as needed.

Any service issues should be forwarded to our Main Office either through mail. Our contact information is as follows:

5-190 Minet's Point Road.  
Barrie, Ontario  
L4N 8J8  
*Email:* service@dcfhomes.com

## **TARION WARRANTY PROGRAM**

We are pleased to offer you peace of mind by using quality materials and employing the quality trades we have become known for. For your protection and peace of mind, your new home is also warranted by a third party program called Tarion. On your pre-delivery forms as well as on your Certificate of Completion and Possession (CCP), Tarion has assigned an enrolment number that corresponds with your new home. You can utilize this number to reference anything pertaining to your home.

We urge you to refer to Tarion's Homeowner Information Package (HIP) provided to you prior or during your PDI. This HIP will outline for you in depth the details of the warranty, inclusions, exclusions, a recommended maintenance schedule and other useful tips. You can find the HIP at this link:

<https://www.tarion.com/hip/homeowner-information-package/homeowner-information-package-freehold-homes>

In general, your home is warranted from the date of closing for the following items...

- One Year:** against defects in materials and workmanship
- Two Years:** Heating, plumbing, electrical, water and air infiltration for 2 years from the date of closing
- Seven Years:** major structural defects

## **GENERAL EXCLUSIONS OF TARION WARRANTY**

Prior to or during your PDI you would have received a booklet or emailed link from Tarion entitled the Homeowner Information Package (HIP). This link will outline the coverage of your warranty as well as it's exclusions. While this list is incomplete, in general, the warranty does not cover items such as the following...

- Any defects caused by the homeowner neglect or improper maintenance
- Normal shrinkage not reported in writing within the warranty period
- Any defects not reported within the warranty period
- Secondary damage that results from defects covered in the warranty. The warranty covers the defects themselves but not any resulting damage to personal property.
- Normal wear and tear including damage by the owners, tenants and guests.

- Vandalism
- Acts of God (high wind, flood, etc...)
- Civil commotions, riots, insurrection or war
- Damage in materials, design and workmanship in anything supplied and/or installed by the homeowners or a anyone hired by the homeowner.
- Damage caused by dampness, condensation due to the homeowner not maintaining adequate ventilation in the home. It is the homeowner's responsibility to ensure that the proper Relative Humidity is maintained through all seasons by using bathroom fans, the HRV, kitchen hood fan, dehumidifier, humidifier etc...
- Damage caused by insects or rodents or an unknown cause.
- Damage caused by anyone not under the supervision of Deer Creek Fine Homes Inc. (municipal services, utility companies, delivery companies, movers...)

While Deer Creek makes every effort to protect the finishes in your home during construction, minor damages can occur. It is important that these damages are identified during your PDI orientation and noted on your PDI form.

### **THE PRE-DELIVERY INSPECTION**

The **Pre-Delivery Inspection (PDI)** is your first opportunity to address any deficiencies that you may encounter. Typically, this walk thru inspection takes place in the first week *before* your closing date with the following three objectives:

1. *Identify* any incomplete items, such as final grade and sod, as well as any deficiencies to be serviced;
2. *Educate and Orientate* you about the operation and maintenance of your new home;
3. *Review* warranty procedures as specified by the Tarion Warranty Corporation;

After the walk thru, any missing items (i.e. final grade and sod) and deficiencies are noted and you will be asked to sign a copy of this inspection. A copy of this inspection will be yours for you own records. You will also be asked to sign a copy of the *Certificate of Completion and Possession (CCP)*, as issued by Tarion. A copy of the PDI and CCP are then forwarded to Tarion. These deficiencies are officially on record with Tarion and arrangements for any work are immediately made after your PDI. Deer Creek's goal is to have all deficiencies carried out prior to the closing of your home, but in the rare case, arrangements may need to be made, at your convenience, after you have moved in. At this time, you will also receive ownership manuals passed onto you regarding cabinets, windows, garage doors, garage door openers, furnace, and any other appropriate manuals. Some of these items are can also be found below. **Deer Creek Fine Homes Inc has, in doing so, passed on liability and responsibility for these items as per the manuals and the Homeowner assumes all responsibility for any problem arising from these. By signing the PDI form, the Homeowner acknowledges they did receive these items.**

### **SCHEDULED SERVICE PROGRAM**

In order for us to ensure that any items you are concerned about are properly addressed, we ask that you send any requests *using the standard forms* available from the Warranty

Program and submit them when necessary to both the Deer Creek office as well as the Taron Corporation office by mail. We understand that it may be tempting to simply mention an item to one of our on-site staff but without documentation, we cannot ensure that your concerns will be addressed in the proper manner.

Note that all service work will be attended to Monday to Friday between the hours of 8am and 4pm. No service work will be performed during evenings or weekends. If you have submitted a request for service in writing, someone will be in touch with you to schedule a time to visit.

As well, we have included below a copy of our Drywall Contractor's "Year End" form. When your home is approximately 11 months old, please complete this form and our contractor will contact you to arrange a time Monday to Friday 9-5 to address your concerns. Remember that sanding or painting of these repairs is not completed by this contractor nor by Deer Creek Fine Homes...you will need to complete this work yourself.

Some items in your new home require minor maintenance at regular intervals to keep working properly and stay in top condition. Some of these items are listed below. The suggested intervals may vary with your personal use and the characteristics of your home.

## **SEASONAL MAINTENANCE CHECKLISTS**

### **SPRING EXTERIOR**

- Remove accumulated debris from eaves troughs. Clean leaf strainers at the mouth of downspouts. Check for clogged elbows and downspouts. Check for loose joints and leaks.
- Inspect roof. Apply roof tar cement to loose shingles. Replace missing or damaged shingled. Check roofline for separation and loose flashing
- Lubricate hinges and hardware on the garage door
- Check driveways and walks for cracks, etc
- Plan landscaping and check lawn preparation
- Check exterior finishes
- Check exterior caulking and grouting. Remove crumbling caulking, clean and apply new caulking where doors and windows meet siding or brick.
- Check foundation flashing
- Check exterior ventilation grills and vents for blockage and proper ventilation
- Check windows and screens
- Turn on exterior water taps

- Check clothes dryer vent for blockages

### **SPRING INTERIOR**

- Arrange for annual inspection of air conditioner system
- Drain and clean humidifier
- Clean/replace range hood filter
- Check pressure relief valve on water heater.
- Check attic for adequate ventilation and evidence of roof leaks
- Check smoke detectors

### **SUMMER EXTERIOR**

- Check attic louvers to ensure they are open for ventilation but screened to keep out insects. Remove leaves and check caulking.
- Check for carpenter ants and wasps nests. Check mortar between bricks: re-point if necessary
- Check that the downspout is set in the proper position, away from the foundation
- Inspect the driveway. Chip out and fill cracks, or seal if blacktop. Add gravel if needed and align curbing.
- Inspect windows. Remove loose putty and apply new putty and paint. Lubricate casements if required.
- Inspect doors. Tighten loose hinges. Re-hang doors if necessary. Check condition of weather-stripping
- Inspect locks. Apply graphite lubrication to the lock if required.
- Oil moving parts of the garage door. Tighten screws on garage door.

### **SUMMER INTERIOR**

- Oil motor of air conditioning system.
- Clean range hood filter
- Clean water heater
- Check pressure relief valves on water heater.
- Check smoke detectors

### **FALL EXTERIOR**

- Remove accumulated debris from eaves trough. Clean leaf strainers at the mouth of downspouts. Check for clogged elbows and down spouts. Check for loose joints and leaks.
- Check exterior caulking and grouting. Remove crumbling caulking. Clean

and apply new caulking where doors and windows meet siding or brick.

- Check windows
- Check exterior ventilation grills and vents for blockage and proper ventilation
- Check weather-stripping around doors
- Shut off the water to outside taps and drain, and store the garden hose for the winter.
- Oil moving parts of garage doors.
- Winterize the landscaping

### **FALL INTERIOR**

- Clean range hood filter
- Check pressure relief valve on water heater
- Arrange for annual inspection and cleaning of heating system
- Check for any leaking valves in the heating system. Bleed off air in the hot water system.
- Check bathtub and shower caulking and replace if necessary
- Check attic ventilation
- Inspect floor drains

### **WINTER EXTERIOR**

- Remove any ice build-up in the eaves trough to prevent ice backing up on the roof and rainwater overflowing the troughs.
- Check snow on the roof
- Oil moving parts of garage door

### **WINTER INTERIOR**

- Balance heating system, if necessary. Adjust the airflow in unused rooms as required. However, do not entirely close off the registers or the air control flap in the ductwork itself.
- Oil furnace motor
- Inspect venting of furnace
- Vacuum inside registers to prevent any blockage of air
- Clean smoke detectors
- Check pressure relief valve on water heater
- Clean humidifier
- Clean exhaust fans



## **MONTHLY MAINTENANCE**

- Check smoke detectors
- Test ground fault circuit interrupter
- Prevent grease clogs in kitchen sink by running hot water 5-10 minutes
- Replenish water in floor drain trap
- Clean or replace furnace filter
- Ensure furnace filter is clean and change as required.

## **VACATION CHECKLIST**

It is advisable to take the following precautions when leaving your home for an extended time:

- Turn off the water at the main shut-off
- Stop mail and newspapers
- Lower the thermostat to moderate temperature
- Put lights on timers
- Ensure all appliances are turned off
- Turn down the temperature on the water heater
- Leave a set of keys with a neighbor in case of an emergency

## **DRIVEWAYS**

When you move into your new home, you may find that your driveway is not yet completed. The driveway will have a bed of gravel on it, which will settle at first and leave ruts. We will repair the driveway as required, during the first year or until driveway paving is completed. The driveway may need regrading or more gravel added to maintain a reasonably smooth surface. Some minor settlement and puddles may be apparent during rain and is considered to be normal. Spring thaws may result in driveways becoming impassible for a short period of time. Please take precaution during that period so that your vehicle does not sustain damage.

When the driveway is paved please ensure to stay off of it for a minimum of 3-4 days and note that hotter weather will prolong the curing time of the asphalt. As you begin to use it, DO NOT park your vehicle any closer to the edge than 1ft (12 inches) and ensure that you do not leave any structures in one spot on the newly asphalted driveway for any length of time.

## **OUTSIDE HOSE BIBS**

Exterior hose bib connections should be shut off and drained in the fall, prior to the onset of freezing temperatures. A special tap with a drainage nut is provided on the water line inside the house whenever a water pipe penetrates an exterior wall for a hose connection. In the fall ensure that all hoses and fittings are disconnected from all exterior taps.

## **EXTERIOR PROJECTS**

The grading on each lot is designed to provide surface drainage away from the building and into the storm sewer system. Homeowners cannot change the grading as this may cause a drainage problem for adjacent houses.

The overall grading design is to ensure water is directed away from your foundation. After heavy or prolonged rains the soil may become saturated. This might cause large puddles or “ponding” on your lawn, in particular the swale area’s between your home and the home next door. If this happens do not alter the grading of your lot as this will typically disappear in a short period of time.

Each and every lot will receive a grading certificate after the sodding has been completed. Prior to construction of any fencing, decking, trees, plantings, tool sheds etc, ensure that your lot has been certified. You **may not** proceed with any of this work until the certification has been completed as it may be necessary to enter the property to adjust or repair grading to ensure proper surface drainage. Damage to fencing, decking planting etc installed by the homeowner will not be our responsibility.

Deer Creek will repair drainage problems on any lots due to faulty or incomplete grading. However, if altered grading is found to be the problem, the homeowner will be responsible. Our consulting engineer checks the grade both before and after the sod is placed. Deer Creek Fine Homes will not be responsible for lot grading after the final inspection and approval by the engineer.

If it is your intention to install a swimming pool or deck, please contact the municipality for requirements relating to the installation. Permits for decks, pools and garden sheds **cannot** be applied for until a grading certificate has been issued! Before installing a fence, it is important to check with the municipality regarding fencing regulations. As well, the utility companies should always be contacted to stake out any underground services prior to digging.

If there is a rear yard catch-basin installed in your property, it is the homeowner’s responsibility to maintain the approved grading to the catch basin. In the spring and fall, leaves and debris should be removed to allow the proper flow of water.

You must also ensure that the grass is maintained in all surface drainage swales to allow free flow of water.

## **SURVEY PROPERTY BARS**

It is the homeowner's full responsibility to contact the local municipality for information related to zoning and obtain any necessary approvals and permits. The grading certificate confirms that all grades are consistent with the subdivision grading scheme. It is advisable to contract a surveyor to reinstate the corner bars before installing fences or pools. Even though a survey is supplied at the time of closing, the property pins may not be accurate or in the proper place, due to construction and development works. Often they are not present at all. You may want to consult with your neighbours in order to obtain discount pricing on several lots at the same time.

## **FINAL GRADE AND SOD**

Please refer to the information provided below by our Grading Contractor in regards to preparing for sod as well as maintaining your new lawn. A new lawn requires immediate maintenance. It is the homeowner's responsibility to water and maintain all sod and plants after the closing date. The following steps should be taken:

1. Water the lawn frequently. Do not water in hot sun; wait until evening or early morning. It is the homeowner's responsibility to water sod as required.
2. Do not walk on freshly laid sod. The topsoil underneath is soft from watering and uneven surfaces and ruts will result.
3. As new sod has already been fertilized at the sod farm, it is best to wait until the following year to add fertilizer.

In the early spring, when the snow begins to melt, care should be taken to not let any snow or ice remain in one area, as this will cause a "winter-killing of sod". If you notice this condition forming, you should spread the snow or ice to allow it to melt.

It should be noted, that having a skating rink on your lawn may suffocate the grass, and Deer Creek Fine Homes cannot accept any responsibility for lawn damaged by skating rinks, ice build-up, footprints, etc.

If your new home has not been sodded due to the fall and winter conditions, please be patient. Your builder is well aware that your new home requires sod. To

expedite the installation of sod, a trim bulldozer will be dispatched to level settlement areas and ensure drainage to alleviate ponding as soon as the weather and ground conditions permit. Sod is not generally cut in mass quantities until mid May. Some developments require the installation of curbs and sidewalks prior to sod installation to guarantee an accurate drainage run-off. Generally, sod installation can be completed within a week or two of commencement, depending on weather conditions.

## **EXTERIOR WALLS**

Joints and openings in exterior wall surfaces, such as the areas around window frames are caulked to prevent water entry. Once a year check the exterior caulking around the house and apply new caulking as necessary. Generally, a high quality product is preferred as they are superior and last longer.

Siding and shake details are extremely durable and virtually maintenance-free. If you have any prefinished wood siding/shake details, you may find a notice from the manufacturer below to guide you with the required maintenance. The warranty provided by the manufacturer can be found at [www.maibec.com](http://www.maibec.com)

Your home is built in part with an exterior of brick veneer made from high quality clay bricks. Occasionally, slight surface chipping of the bricks may occur during installation or bricks may exhibit some small hairline cracks. None of this has any affect on the overall integrity of the home's brickwork. You may notice openings where the brick meets the top of the foundation walls. Usually the vertical mortar joints are left open every few brick spacings. Sometimes you will notice these openings above windows and doors. These are weep holes and should not be covered over or filled in, since they allow any moisture penetrating the bricks to escape to the exterior through the wall face over the base flashing. To clean brickwork and remove stains, we recommend a mild solution of muriatic acid and water, available from your hardware store. Follow the manufacturer's instructions to avoid personal injury or damage to surrounding materials.

## **BASEMENTS**

During the first year, indications of minor dampness may occur in the basement of your home. This results from humidity created by the drying out of concrete basement walls, concrete floors and wood used in construction. Condensation is evident in the coolest part of your house – the basement. Therefore, we recommend that you defer finishing your basement until after this initial drying out period. Although Deer Creek Fine Homes will honour its warranty obligation with respect to basement leakage, we will not be held responsible for any

secondary damage to contents resulting from water leakage. If the basement is used as a storage area, it is advisable to keep possessions away from the walls and elevated off of the floor.

If the basement area of your home has been finished by Deer Creek Fine Homes, all standard warranties apply as per any finished areas of your home.

Homes constructed during the winter may produce excess moisture, usually around the perimeter basement walls due to ice, snow and frost trapped and insulated by the backfill material. A release of condensation occurs as the owner moves in and introduces fresh, warm air to the home. Please leave basement windows open for a few weeks and install a dehumidifier or a box fan to remove this damp air. It is also recommended to leave the furnace fan running on the continuous setting. Operating the hood fan above your stove and the exhaust fans in the bathrooms will also help eliminate excess moisture.

Due to the nature of the concrete, it is impossible to prevent basement floors and foundation walls from cracking due to shrinkage and minor settlement. This is normal and should not be cause for alarm unless water penetration occurs.

Deer Creek Fine Homes has installed Control Joints in the garage concrete floor surface. This is to create an expansion joint in the floor surface. This will help eliminate additional cracking due to normal curing conditions

Basement and foundation walls are subject to many stresses. The base of the wall in the ground maintains a fairly constant temperature, whereas the top portion extending out of the ground is subject to extreme temperature changes from summer heat to winter cold. These temperature extremes cause concrete and masonry to expand and contract. The curing process of the concrete may last for several months. As well, the soil on which the foundation is placed may settle slightly creating additional stresses. These stresses may cause tiny cracks to appear, which do not affect the strength of the wall in any way. It is not necessary to repair such cracks unless they leak. If the cracks should leak during the warranty period, Deer Creek Fine Homes will repair them. Basement leaks are covered under the Tarion Warranty Program for a period of two years from the closing date. Your foundation has also been protected from water and frost by a drainage membrane installed below grade. This ensures our customers a warm and dry basement. Please keep in mind that concrete will break down under a bombardment of salt or de-icing chemicals. ***Never use these chemicals near your foundation walls and especially on your concrete porches.***

A small white plastic hose, known as a primer tube, has been installed under your

laundry tub. Every time you use your laundry taps, a small amount of water will pass through this hose and into the floor drain water trap. If you do not use your laundry taps regularly, make sure you at least run the taps once a month or manually add water to the basement floor drain. This will prevent any sewer smell from entering through the floor drain.

### **Bathtubs, Showers and Sinks**

The manufacturer recommends that abrasive cleaners should **not** be used to clean tubs, sinks or showers as they may cause scratching, discoloration or dullness to the surface of the fixture. Mild multi-purpose spray or liquid cleaners are recommended. Chips, scratches, cracks and surface damage are not accepted as warrantable deficiencies unless noted at the PDI (walk-thru)

To clean glass shower enclosures, an ordinary dishwashing detergent (not soap) will do a good job unless hard water minerals have built up. If such a buildup has occurred, use a commercial glass cleaner and follow the manufacturer's instructions.

Sink and bathtub "pop up" plugs, if installed, should be removed and cleaned at regular intervals to ensure proper drainage.

## **A WORD ABOUT CONDENSATION**

All homes will experience some level of condensation, especially newly constructed homes.

This condition will usually occur when the outside temperature is cooler than the inside temperature and there is not sufficient exhausting of the humid air in the home causing water to form on windows. The regular use of exhaust fans, opening window blinds or the introduction of fresh air through an open window will aid in the control of condensation. Lifestyles, cooking habits, pets and plant life are also contributing factors to the humidity level and condensation in the home. Fans must be activated when cooking or showering to extract excess moisture. Excessive humidity levels in the home may cause water to run down windows and cause mold to appear. Regular wiping down of windows and window frames will help this situation. Storage boxes or items in the home must be kept one or two inches away from walls so that the air can circulate. If moisture occurs between boxes or items, mold and/or mildew occurs. If mold and mildew do appear, using a mixture of one part bleach and four parts water, let stand for ten to fifteen minutes, rinsing and drying will also be helpful. Remember – if moisture is evident on the lower portion of your windows, it simply indicates that the humidity level in your home must be lowered! In extreme cold weather, ice may even form on the windows.

This is not unusual.

## **HEAT RECOVERY VENTILATOR (HRV)**

With the change in the energy efficiency and building practices your new home includes a Heat Recovery Ventilator (HRV). Homes today are becoming more seamless and air tight, the purpose of the HRV unit is to provide the indoors with conditioned outside fresh air. In this process humidity levels are affected depending on the season.

Because our Canadian climate and individual lifestyle is so varied, your HRV settings will require adjustment on a regular basis. The use of a Hygrometer will allow you to better monitor your humidity levels which should range between 35-55%.

If you find that the humidity levels in your home are high, an indication of this would be condensation accumulating on the windows, you will likely need to adjust the settings on your HRV. Factors contributing to high humidity levels are the number of people in the home, cooking, showering and plants to name a few.

Low humidity levels can cause drywall cracking, warping of doors, separation in hardwood flooring etc. If you notice that your humidity levels are low and you are experiencing any of these concerns, do not hesitate to turn the HRV off until humidity levels return to the recommended ranges.

It is the responsibility of the homeowner to monitor and maintain the humidity levels in the home. Further information on use of the HRV can be found in the user's manual which is generally placed on top of the HRV. If you are unable to locate yours, please contact me for an additional copy.

## **DOORS**

Exterior doors are steel clad insulated doors. During periods of extreme cold, weather-stripping around doors may lose flexibility causing the door to be slightly more difficult to lock and unlock. Oiling the hinges regularly with a lubricant such as WD-40 will facilitate smooth operation of the door. If the doors are extremely difficult to operate, an adjustment can be made to the striker of the door for correction.

Interior doors are composed of a wood frame and skin that are prone to warping if the relative humidity within the home is not consistently maintained. Seasonal swings in humidity can affect how doors close from one time of year to another. To minimize these effects, do your best to keep the humidity constant in your home by using a dehumidifier in summer (or your AC unit) and a humidifier

during the winter months.

Sliding Patio Doors – Grit and dirt on the door tracks will make it difficult to operate sliding doors, so keep the tracks clean. Occasionally apply silicon spray or lubricating oil such as WD40 to the wheels on the bottom of the door. The doors will slide more easily and you will get many years of service from them.

## **DRYWALL**

The natural shrinkage of lumber, and the settlement of the house can cause nail pops, hairline plaster cracks and other superficial defects. Although the Tarion Warranty Program does not cover these items, they will be repaired at the end of the first year with a coat of drywall taping compound only; **no sanding or painting will be done at this time.** The homeowners will be responsible for finishing beyond this stage. No repairs to wallpapered areas will be performed. Please do not submit deficiencies of this nature until year-end, as Deer Creek Fine Homes will only return once for repairs due to settlement and shrinkage.

## **FLOORING**

It doesn't take long for new floors to show signs of wear and tear, especially if you have a large family or pets. However, there are a few things you can do to help preserve the finish of your floors. Placing floor protectors on the legs of furniture will help prevent scratches and indentations. Asking people to remove their shoes at the door, and cleaning the floors frequently will keep dirt and grit to a minimum and result in less scratching of the floor. Finally, never use abrasive cleaners on your floors.

## **ENGINEERED HARDWOOD FLOORS**

A hardwood floor often has streaks, spots and small knots. From strip to strip, there will be variations in wood shading and graining. Because each strip of wood accepts stain differently, the surface of the floor will naturally show colour variations. Homeowners choose to have wood flooring because they prefer its unique character, as opposed to the uniformity of a manufactured material.

During the dry months, wood flooring will release moisture and contract or shrink. During the humid summer, the floor will absorb moisture and expand or swell. This seasonal movement is a normal characteristic of wood flooring, and it never stops, regardless of the age of the wood. This may result in uneven surfaces on your floors, also called "cupping and crowning." To minimize the effects, do your best to keep the humidity constant in your home. Use a dehumidifier in summer and a humidifier during the winter months.



You may notice that your hardwood floors develop thin cracks between floorboards, especially in winter. These are not a cause for concern. When summer comes, the wood will regain moisture and the cracks will likely close up.

Water is the enemy of wood. Therefore, use water sparingly when cleaning your hardwood floors. For daily care, simply dust mop or vacuum. Never allow water or other liquids to stand on your floor, as it will seep between the floorboards. This could stain the floor and lead to warping.

Hardwood floors are prone to scratching. To prevent wear and tear in high-traffic areas, you can protect the floor with mats or area rugs. Small scratches can be treated with a quality paste wax, and buffed.

## **CERAMIC TILE FLOORS**

A ceramic tile floor is very durable and needs little maintenance. You may notice colour or shade variations in the tiles, and these are inherent in all fired clay products. Small cracks in the grouting between ceramic tiles are also nothing to worry about. They occur due to normal shrinkage. To keep your ceramic tile floors looking clean and new, wipe them with a damp cloth and a solution of vinegar and water, or do an occasional cleaning with a wet mop. If it is necessary to do a more thorough cleaning, use a detergent or ceramic tile cleaner to remove grime. Use a fibre brush to clean the grout. Never use abrasive cleaners to clean tile surfaces as you could scratch the tiles. Staining agents should be mopped up promptly, because they could stain the grout, even though they rarely affect ceramic tile.

To protect the grout from staining, you can apply a coat of sealer to the entire floor. Sealer is available from most flooring dealers.

Ceramic floors are durable, but not indestructible – they can crack under the assault of heavy objects. Before moving a refrigerator or stove across the floor, ensure that movers use a dolly and put down plywood to protect the floor.

## **CARPET**

All carpet comes from the manufacturer is standard 12'foot widths and is professionally installed. When installing your carpet, every effort was made to minimize the number of seams and to locate them as unobtrusively as possible. However, some seams will be visible and this is unavoidable. Some grades or styles of carpet may show seams more readily than others but this does not detract from the quality of the carpet.

After the initial installation of new carpet, you will notice that excess fibers or

fluff will appear on the carpet surface. This is normal and the fibers will disappear with repeated vacuuming.

Occasionally, homeowners experience minor problems, such as squeaky floors, raised staple heads on carpet, or seam separating. Movement of the floor joists due to normal shrinkage causes these. The problem might correct itself when the season changes. Deer Creek Fine Homes attempts to minimize this problem by screwing and gluing the sub floor to the joists during the original construction.

During periods of high humidity, new carpet can sometimes take up moisture and develop rolls. Again the problem may correct itself when humidity levels return to normal.

The carpet in your home should be vacuumed at least once a week, and more often in high-traffic areas such as hallways and doorways. Pay particular attention to the area where the carpet meets the baseboard.

Treat stains as soon as possible, because the longer a stain is left untreated the more difficult it is to remove. Pour a small amount of dry cleaning fluid on a damp cloth then dab it on the carpet to remove the stain. If this method is not effective, call a professional carpet cleaner for advice. Some stains require specific chemicals and procedures best handled by experts.

Please note: If you have pets in your home Berber carpet is not recommended. Deer Creek Fine Homes will not be responsible for thread pulls caused by animal claws. If you own a Dyson vacuum the beater bar should not be used on Berber carpet as it can catch and cause pulls.

## **CONCRETE FLAT SURFACES**

Spilled oil or gas should be washed down as soon as noticed. Kitty litter is an effective absorbent of oil and grease.

Ice and salt can damage concrete, fade interlocking brick and kill shrubs. It is recommended that you seal your garage floor one year after closing.

Salt from roads can cause minor pitting of the garage floor. Garage floors should be maintained to prevent the buildup of salt, and subsequent damage to garage floors. Please note that it is a normal occurrence for hairline cracks to appear in the concrete floor and these cracks are not covered under warranty.

We install expansion joints in the garage concrete floor to help minimize any

cracking.

## **NATURAL GAS FIRED FIREPLACE**

Your home may be equipped with a direct vent natural gas fireplace. This is a sealed unit, meaning that air is drawn from the exterior for combustion and exhausted directly to the outside. It is normal for the glass to fog up during the first few times you use the fireplace. It is also usual for there to be a slight metallic odour when the unit is operated for the first time.

*Do not remove the glass from the fireplace except to clean it.  
Follow the manufacturer's directions for cleaning.*

## **CABINETS**

Cabinets are either constructed from some type of polymer or wood laminate, or solid wood, depending upon your specific selection. On wood cabinets, you may notice some variations in shading and patterns in the wood grain. These characteristics are normal and natural in wood.

Hardware on cabinets and vanities will loosen with repeated use. You should periodically tighten all hardware as needed.

Clean wood cabinets with a damp cloth and use water sparingly. For laminated cabinets, use a mild detergent and water. Never use harsh abrasive cleaners on cabinets and vanities as this could scratch the surface and make it dull.

## **COUNTERTOPS**

The standard countertops provided are factory finished plastic laminate and they are easy to maintain. They should be cleaned with mild detergent and water. Never use harsh abrasive cleaners on counter tops as this could scratch the surface and make it dull. If you have any stains, you can use diluted bleach to clean them, but rinse with water right away and do not allow bleach to stand on countertops.

Always be sure to wipe away any standing water from countertops, especially at the joints. Standing water can seep into the joint in the countertop, and cause delamination of the particleboard beneath the surface.

Countertops are generally heat resistant; however you should never place hot pans or baking dishes taken directly from the stove onto your countertop. Use trivets or hot pads to protect the countertops.

Scratches and chips found in or on countertops other than noted on the PDI inspection will not be covered under the warranty.

If you have a solid surface countertop, you can refer to the care and maintenance handout below from the manufacturer.

## **DOOR HARDWARE**

Although polishing is not necessary, surface wear and oxidation due to contact with perspiration and body salts can cause discoloration on all hardware, interior or exterior. Tarion does not consider this discoloration warrantable.

It is advisable to lubricate both exterior and interior locks every six months. For keyed exterior locks, a small amount of powdered graphite dry lubricant blown into the key way and in the latch bolt, will ensure smooth operation. For interior passage sets, a drop or two 3-in-1 sewing machine oil placed on the latch bolt will suffice.

## **CENTRAL VACUUM OUTLETS**

If your home is roughed in with central vac outlets, the end is brought to 2 or 3 areas in the unfinished area of a basement so it can be extended to required location of the homeowner or sub-trade. It is the responsibility of the homeowner to connect the central vac drops to one desired area.

## **HEATING SYSTEM**

Please refer to the information supplied by the manufacturer regarding maintenance. This information can typically be found in top of the return air on your furnace for easy reference.

Although all heating systems are balanced prior to occupancy, it is the homeowner's responsibility to adjust the heating system to suit individual preferences. To balance heat, you should adjust the dampers in the registers. This will regulate heat flow to individual rooms. If you require advice on balancing your system, contact Georgian Home Comfort at the number provided above for further information.

All outlets have been vacuumed prior to occupancy; however, if a household member may have allergy symptoms, a reputable duct cleaning company should be contracted to further remove any minute particles. The homeowners will pay costs incurred.

The following is a list of things to check for if your furnace stops working

- 1) Make sure that the furnace switch is turned on. This is found either on a high

wall or at the ceiling height between the furnace and the stairs.

- 2) Turn the furnace switch off for 15 seconds and then turn it on again (to reset the computer board in the furnace)
- 3) Ensure that the breaker in the electrical panel is in the on position
- 4) Check the thermostat to ensure that it is set at a normal temperature
- 5) Check the exterior exhaust pipe and intake are clear from any snow, ice or any other blockage. Keep all debris and flammables away from the furnace and all gas appliances. Do not block or cover any supply or return air vents.
- 6) Remember that the thermostat for your furnace also has a fan switch that can operate the furnace fan either continually (“ON” position) or only when there is a call for heat (“AUTO” position).

If all the above are ok, please call Innisfil Air Conditioning at 705-739-9541.

## **RENTAL WATER HEATER**

Your hot water tank is rented from ENERCARE. For hot water tank lighting and for any future service requirements relating to the operation of the tank, please call ENERCARE. A copy of the rental agreement can be found below. For your convenience, the contact information can be found directly on the water heater.

## **WATER METER**

It is required by the municipality that a water meter be installed in your new home even though they may not read them at the present time. The wires that are joined to the water meter in the basement and the read out on the outside of the house at the hydro meter are light gauge (small) and can therefore be damaged when refinishing your basement. If the wires are damaged and service is required, there will be a charge to the homeowner.

## **SETTLEMENT TO YOUR NEW HOME**

The following characteristics are the result of natural movement and shrinkage of lumber framing and are common to wood frame houses:

1. Minor cracks that appear in wood surfaces and grout.
2. Minor joints that open in door and window trim and at interior caulking.

3. Fireplace mantels that shrink slightly from the wall or at joints.
4. Hardwood flooring that opens between boards or settles away from moldings at walls or under doorjamb.
5. Minor squeaks under all floor coverings.
6. Minor gaps between stair or stair moldings and walls.
7. Minor gap between wall and counter top backsplash.
8. Hairline cracks in basement walls, garage and basement concrete floors.
9. Minor shrinkage of drywall corners, butt joints and screw holes.

These characteristics are to be expected and are not covered under warranty. However, if any of the above seem extreme to you, they will be checked by Deer Creek Fine Homes and repaired, at our discretion. Regular checking and the application of a latex filler caulking are considered homeowner maintenance. Repairs of this nature will only be performed once, so we recommend that you wait until your first year anniversary date.

Please keep in mind that seams on kitchen and/or bathroom counters should be kept dry. Water will penetrate through the seam, get under surface and cause the surface to bubble or lift. This is not considered a warrantable deficiency or defect and will not be considered for warranty.

## **TRIPPED BREAKERS**

If a certain circuit should not work, it usually means that the circuit breaker has been “tripped” as a result of an overloading of the circuit. If this occurs, check the circuit panel.

If the breaker is in the “ON” position, contact the Service Department to further investigate the nature of the problem. If the breaker has been tripped and is in the “OFF” position, check to ensure that the circuit is not being over loaded by the use of too many appliances, lamps, etc. Then, switch the breaker back to the “ON” position. If the problem persists, contact the Service Department.

## **TRIPPED BREAKER IN KITCHEN, BATHROOMS OR AT EXTERIOR OUTLETS**

All bathrooms are protected with an interconnected Ground Fault Interrupter (GFI) for safety. Check and push the reset button located on the electrical outlets in one of the bathrooms, on the exterior receptacle, or on the garage wall receptacle.

NOTE: In all instances, when checking the circuit breaker, the breaker switch should be turned off and on to ensure the proper connection is being made. Circuit breaker switches do not always fully move to the OFF position when the circuit is tripped. Circuit breakers should be tested in this manner at least once a year.

## **PLUGGED TOILETS**

If the toilet backs up during the first two weeks of occupancy, the Service Department should be notified. A plumber will check the system and, if the blockage is caused by misuse, the homeowner will be charged with the service call. If the toilet backs up after two weeks of occupancy, call a plumber of your choice directly, to clear the blockage.

We realize that this is a delicate subject, please forgive us, but we must advise that with water saving toilets, further precautions are necessary. If it should appear that one flush is not adequate – wait until the flushing cycle is complete before flushing for a second time. If a second flush is implemented before the first flush has completed – **THE TOILET MAY OVERFLOW!!!**

Ensure that the water has returned to normal level before flushing. If a toilet appears to be clogged – do not perform a second flush if the water level is above its normal level in the bowl – use a plunger to dislodge obstruction – when obstruction has cleared and the water level has returned to its normal level in the bowl or less, then a second flush may be performed.

## **WINDOWS**

Caulking has been applied to your home around windows, as well as doors, vents, hydro supply, air conditioning line, gas piping, and where the siding meets the brick. All caulking must be inspected annually because it could shrink, crack or come loose. It's inevitable that caulking will deteriorate over time. At that point, you will have to scrape out the old caulking and use a caulking gun to apply a new bead of caulking. Lubricate all moving parts on the window with a silicone lubricant two to four times per year or as required. Weather-stripping and the tracks on windows and doors should be lubricated twice yearly, using a lubricant such as silicone spray, or a bar of soap. Although windows and doors are weather-stripped, they cannot be 100% leak proof in extreme conditions, such as rain driven by high winds.

### **SAFETY FIRST!**

- Use extra caution on ladders and wear protective eyewear and clothing.
- Use of razor blades or knives is not recommended on any coated glass such as Low E. However, if residue cannot be removed, a new 1" razor blade may be used on small areas only! Never scrape in back and forth motion as it will permanently damage the glass.
- Use razor blade against the window at a 45° angle to protect the surface of the glass.

- When working with primers, paints, stains or cleaning solutions, always follow the safety precautions as recommended by the manufacturer.

### **EXTERIOR OF WINDOWS**

- Inspect the caulking on the exterior perimeter of your windows and patio doors at least once per year. This helps to create a watertight seal between the window and door frames and your house siding.
- If the caulking is cracked, broken or missing, completely remove and replace with all new caulking to prevent from further damage.
- To remove any deposits on vinyl surfaces, such as grease, oil or stains, use a cleaner such as Fantastik® and gently rinse thoroughly afterwards.
- Note: Power washers should not be used when cleaning windows or doors as it may damage the products, therefore voiding warranty.
- Inspect wood surfaces on your windows carefully. You should paint or stain them as soon as possible after installation.
- Be sure to use gentle, non-abrasive cleaning products.

### **UPKEEP OF MOVING PARTS**

- The regular maintenance and lubrication of your windows' moving parts will help prolong their lives. All moving contact parts should be lubricated in the spring and fall.
- Check that all hardware operates smoothly (locks, opening mechanisms, etc.).
- Vacuum out any debris and clean the tracks with warm, soapy water. Dry thoroughly.
- Use a silicone spray on window tracks and hardware to help them operate smoothly
- Do not paint metal parts or weatherstripping as this could affect the operation of your windows and make them less effective.

### **INTERIOR MAINTENANCE**

- Dust above all window and door frames.
- Open windows and clean the frame under the sash. Also, wipe the outside edge of the sashes to make sure there is nothing obstructing their operation.

### **GLASS**

- For best results, do not clean glass when it is exposed to direct sunlight.
- Clean glass from top to bottom. Soak glass surface with soapy water to loosen dirt and debris.
- Use water of similar temperature to weather conditions, vinegar and paper towel for a streak free finish.
- Repeat on both the interior and exterior glass.

### **SCREENS**

- When cleaning your screen, it is always easiest to remove the screen and lay it down on a flat surface. Always use caution when removing or handling screens.
- Interior mounted screens can be vacuumed with a soft brush attachment or wiped with a soap and water solution.

### **CONDENSATION**

- Ventilation is the most effective means to remove moisture from your home. By exchanging some of the drier outdoor winter air for warm humid interior air, the moisture level inside the house will be reduced.



- Be sure to run your kitchen fan while cooking.
- Drapes and blinds should be left open during daytime. At night, raise blinds at least 4” up to allow air to flow against the glass.
- Run the exhaust fan in your bathroom when showering to remove excess humidity.

## **VARIOUS MANUALS**

With your new home, there are several manuals and information packages that are provided for your review. Typically, these are left in a kitchen drawer. Furnace and hot water manuals are left within reach of these appliances for easy reference. Please pay careful attention to these and the warnings outlined in these packages. Examples of packages provided include the furnace, hot water heater, garage doors, any applicable appliances, window/door supplier and other similar items. If you have any questions or concerns about any of these items, please contact our Service department or any of the numbers associated with the manuals. By signing your CCP, you acknowledge that you have received these manuals and will adhere to the warnings found within.

You can find attached below the following information...

- MSR Quartz Countertop Care and Maintenance
- Hot Water Tank Agreement
- Sod Letter with information regarding preparing for sod and care for it once it is laid
- Garage Door maintenance letter
- Year End form for any drywall touch ups at the One Year anniversary



This is notice to inform you that the final grade crew is beginning the process of topsoil placement in preparation for the installment of your sod. To help our crew be as efficient as possible we ask your cooperation with the following:

#1 Please remove all objects from your lot to inside your garage, as the crew requires 100% of your yard space, including your driveway, to complete their task properly.

#2 Please insure the safety and whereabouts of your children and pets as heavy trucks and machinery make frequent trips to both the front and back yards.

#3 Please don't stop the trucks, dozers, bobcats or employees to answer your questions about topsoil, sod, rocks etc. Please contact your builder to obtain information or place requests.

#4 Your lot will be graded and leveled to approved blueprint specifications. We regret that a flat yard in a subdivision does not exist. Some yards appear level but are not. No two lots are identical.

Once the topsoil is placed swales will be defined on surveyed property lines. Your yard will then be hand raked and inspected. We then have a crew install your lawn with #1 Nursery sod consisting of a mixture of Kentucky Bluegrasses.



**TO ESTABLISH THIS SOD AND TO MAINTAIN GOOD GROWTH, IT IS VERY IMPORTANT THAT YOU FOLLOW THESE GUIDELINES:**

**WATER IMMEDIATELY**---Please ensure that your outside hose bibs are operational. Ensure that you have 2 hoses approx. 30-50ft long and sprinklers ready to apply the first watering. Having 2 hoses and sprinklers lessens the traffic on your new lawn. The watering is the responsibility of you the homeowner. Homeowners may not see the need for water management because their fresh, vigorous new lawn looks great. Without water major turf damage can occur within 24 hours.

**WATER DEEPLY**---To maximize results, the ground must be kept moist. Check to see if water has penetrated the sod by lifting it and checking the ground underneath.

**TRAFFIC CAUTION**---Use your new lawn sparingly until good root establishment has taken place (2-3 weeks). Avoid walking through the center of the swales. Avoid concentrated play activities, dog traffic or similar rough usage until 4 weeks have passed.

**MOWING TIP**---Your new living carpet generally needs mowing 6-7 days after installation. The basic mowing rule is to never remove more than 1/3 of the leaf blade during a single mowing. Set your mower at a cutting height of approximately 2 1/4". For best appearance be sure to keep your mower blades sharp.

Now that you have established your lawn grown by a qualified nursery sod grower, you must decide how good a lawn you want. To continue to keep a healthy lawn requires maintenance. We have attached some additional information that can help you do just that.

Sincerely,

Roy Poirier  
Barrie Bobcat



To arrange appointment for any deficiencies in drywall, please fax or scan and email this certificate to:

Newport Interior Wall Systems Ltd.

Upon receipt of this certificate, a Service Coordinator from Newport Interior Wall Systems Ltd. will contact you to arrange an appointment

**Do not send this certificate if you have no deficiencies to report.**

Via Fax or Email to:

FAX: 705-737-9625/EMAIL: [newportamanda@bellnet.ca](mailto:newportamanda@bellnet.ca)

This certificate is valid for a one time Year End visit and expires one year from date of occupancy. The Year End visit provides repairs covered by Tarion Home Warranty.

NOTE: Repairs covered under the programme do NOT include sanding or painting of repairs.

**Complete all of the following information before sending to Newport:**

Homeowner Name/s: \_\_\_\_\_

Lot#: \_\_\_\_\_ (as designated by Deer Creek Fine Homes)

Municipal Street Address: \_\_\_\_\_

Contact Phone Number(s): \_\_\_\_\_

Excluded repairs include (but are not limited to) damaged caused by homeowner. Tarion recommends that damages to drywall be identified on PDI Form. Damaged areas not included on the PDI Form are excluded from the statutory warranty. Any questions regarding this certificate may be directed to Newport Interior Wall Systems Ltd. at 705-737-3111



## Care & Use

Congratulations on the purchase of your Q Premium Natural Quartz™ countertop. Q is a beautiful, durable and resilient countertop surface that will provide you with many years of trouble free performance. Maintaining your Q quartz is simple and easy.

- For every day cleaning use a soft sponge or dishcloth with warm water.
- For stubborn or greasy clean-ups use a gentle liquid cleaner like Mr. Clean, 409, Simple Green, Fantastic etc. or ordinary dish washing detergent e.g. Palmolive with warm water and a "White Scotch Brite"
- Never use red or green Scotch Brites on Q as they contain aluminum oxide (the same abrasive in sand paper) and may dull Q's finish.
- Do not use abrasive cleaning agents such as regular Comet and Ajax. If needed, Bon Ami and Bar keepers friend are both approved non abrasive cleaning powders that will clean without effecting Q's finish.
- Though most common household cleaners have no effect of Q, never allow your Q™ countertop to come in contact with drain cleaners, paint strippers or products containing Hydrofluoric acid, Methylene chloride, Trichloroethylene or any product with a very high or very low PH. These types of chemicals may etch or discolor the surface of Q.
- There is no need to seal your Q countertop. Sealers cannot penetrate Q™ and remain on the surface. Eventually the sealer will start to wear off unevenly in high use areas causing the polish to appear inconsistent.
- Q™ is scorch resistant and under normal conditions is not affected. Always use a trivet or hot pad between Q and any heat generating device including but not limited to crock pots, deep fryers, hot pots and pans or electric skillets. Sudden or rapid change of temperature or sustained heating, especially near edges and cut outs, may create enough thermal expansion energy to cause your countertop to crack. Damage caused by thermal expansion is not covered under the Q warranty.

Follow these simple care and use guidelines and your Q™ countertop will provide you with many years of trouble free use.

Contact Q Premium Natural Quartz surfaces for further information by calling 1-800-490-0060 or by visiting our website at [www.QfromMSI.com](http://www.QfromMSI.com)

### **North-Wood Garage Doors Maintenance Recommendations**

The surface of your new steel door should be cleaned to remove salt and dirt residue twice a year. Rinse off the exterior of the door using a garden hose to remove small particles to prevent scratching the surface of the door. Apply liquid car Wash`n Wax with a good quality car wash mitt as you would on your car then rinse thoroughly until the metal squeaks under your finger. Be sure to always read the instruction on the bottle of any products before using that product and stay away from harsh or abrasive cleaners. If the vinyl weather stripping also needs to be cleaned use an all- purpose vinyl cleaner and to lessen the friction of the weather strip rubbing on the surface of the door apply silicon-based lubricant on the inside edge of the weather seal.

All moving parts on the door should be lubricated twice a year to prevent wear and tear and lessen the need of service calls and replacement parts. The spray lubricants are ok but evaporate into the air way too fast. In my opinion use motor oil but be careful how much you apply. The last thing you want is oil on your car. When I put oil on my springs I run a little bead along the top with a clean cloth under the spring, than use the cloth, working from the top, around the spring until the oil seems to disappear. By opening and closing the door the springs expand and contracts working the oil between the spring coils almost doubling the life of the springs.

If you have a garage door operator make sure you have read the instructions and not just added it to the pile where all the other appliance manuals are. You should disconnect the door from the operator twice a year and open and close the door by hand. Pay strict attention to the weight and ease of operation and for any rubbing or other noise. As the door opens and closes you should also see if the lifting cables are frayed and if anyone of these things seem to be strange to you do not attempt to adjust the door yourself.

Please contact your builder for warranty service or call a professional to maintain your door. The spring assembly is under extreme tension and should only be adjusted by a professional door service technician!

Albert Wood Vice President North-Wood Garage Doors Ltd



**RESIDENTIAL WATER HEATER  
RENTAL AGREEMENT**

Water Heater Model: <b>GSW-ENV5076</b>	Current Calendar Year Rental Rate: <b>\$42.99/month-2019</b>
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**1. Commitment.** "Our", "us" "we" or "Enercare" means Enercare Home and Commercial Services Limited Partnership. Our commitment to you, our rental customer, ("you", "your" or "customer"), is to provide you with a reliable, trouble-free water heater in accordance with this Residential Water Heater Rental Agreement (the "Agreement"). The water heater ("Water Heater") you rent from us, as set out above, is backed by Enercare to the extent provided in this Agreement.

**2. Term.** The term of this Agreement commences on the date you agreed to this Agreement (which is the same as the date of your agreement of purchase and sale for the home). The term of the Water Heater rental ends if this Agreement is terminated by you or us in accordance with its terms (which, for greater certainty, includes you exercising your buyout option in accordance with the terms of this Agreement) or when the useful life of the Water Heater has ended. The useful life of the Water Heater ends when Enercare or its authorized service provider determines, having regard to the relevant factors, including without limitation, the age of the Water Heater and the cost of any repairs to be made to the Water Heater, that it is no longer commercially reasonable to repair the Water Heater. For greater certainty, you do not have any right to subsequently request a different water heater than the one you rent from us under this Agreement.

**3. Our Obligation to You.** Our obligation to you is to service and repair the Water Heater with no service charges or parts replacement charges **except** in the following circumstances:

- a) if you (or a third party not authorized by us) alter, modify, adjust, damage, service, repair, move or disconnect, the Water Heater;
- b) if service or repairs to the Water Heater are necessary because the Water Heater was used for an unintended or unauthorized purpose, including non-residential purposes;
- c) unless you are paying our hard water rental rate, if the Water Heater requires de-liming, flushing or other repair due to water conditions or the quality of the environment in which the Water Heater is situated. For greater certainty, Enercare determines hard water conditions. In such situations, we cover only diagnostic work;
- d) where venting, piping, wiring, plumbing, ducting and/or electric services requires cleaning, repair, replacement or installation, including to meet applicable laws or installation requirements;
- e) where re-setting is required due to FVIR "lock-out" as described below under "Customer Advisory";
- f) if you fail to maintain the Water Heater in accordance with the requirements set out below under "Customer Obligations - Safety";
- g) for service charges or parts replacement related to the use of load control devices, peak savings, load timers and all other energy saving devices; or
- h) if you fail to notify us as described below under "Customer Obligations - Duty to Maintain".

Should you require assistance, our 24-hour per day, 7 days per week emergency phone number is **1-800-266-3939**. Should we update this phone number, the updated number can be found on the Enercare website at [www.enercare.ca](http://www.enercare.ca).

**4. Customer Obligations.** In return for fulfilling our obligations to you, you agree that:

- a) **Rental Charges** – The rate on the date of this Agreement for your monthly rental charge is indicated above. You will be responsible for paying rental charges from the date the Water Heater is installed or, if you purchased the premises after the Water Heater was installed, from the closing date of the purchase. We may increase our rental rates on January 1 of each calendar year by a percentage up to the percentage increase to CPI plus 2%. For the purposes of this Agreement, "CPI" means the All-Items Consumer Price Index (not seasonally adjusted) for Ontario or the equivalent thereof, or any comparable successor index thereof, published by Statistics Canada in October in respect of the immediately preceding September to September period, or by any other equivalent or duly authorized department of the Government of Canada (for clarity, the Consumer Price Index in Canada is expressed in terms of 2002 = 100). We will notify you of any such rental rate increases in advance in bill inserts, by letter or by any method permitted by law.
- b) **Payment of Charges** – You will pay your charges billed under this Agreement when due. You agree to pay HST and any other taxes payable in connection with this Agreement. Your charges may be included on your utility bill, or we may choose to bill you separately or through our service provider. Acceptable methods of payment, which currently include pre-authorized payment, payment by cheque, by telephone or in person, or online banking, will be set out on the bill you receive. Should any payment be returned for non-sufficient funds ("NSF"), you agree to pay a NSF charge of \$25. A late payment charge will apply to all overdue amounts on your bill, including applicable federal and provincial taxes. The rate for late payment charges is 1.5% per month or 18% per year (for an effective rate of 19.56% per year). Your bill is due on the date indicated on the bill.

**Late Payment Charges on your Enbridge Gas Distribution ("EGD") Bill** (applicable only if your charges are included on your EGD bill) – A late payment charge will apply to all overdue amounts on your EGD bill, including applicable federal and provincial taxes. The late payment charge will be calculated and applied as approved by the Ontario Energy Board ("OEB"). The current OEB-approved late payment rate is 1.5% per month or 18% per year (for an effective rate of 19.56% per year). Your EGD bill is due when you receive it, which is considered to be three days after the bill date. If you do not pay your bill in full by the late payment effective date on the first page of your EGD bill, a late payment charge equal to the late payment rate multiplied by a total of all unpaid charges will be added to your EGD bill.

**c) Access** – You will provide us with timely access to the Water Heater whenever required by us to perform our obligations or exercise our rights under this Agreement.

**d) Safety** – You will use the Water Heater safely and responsibly. In particular, you will:

- i) maintain effective operation of any plumbing and pumping systems supplying water to the Water Heater;
- ii) ensure that no combustible, hazardous or flammable materials are used or stored in the same room as, or near, the Water Heater;
- iii) ensure that the Water Heater is not confined in a location where it is difficult to service or remove or where there is inadequate ventilation;
- iv) provide us with access to the Water Heater whenever reasonably required for purposes of inspection, repair, maintenance or removal;
- v) inspect the area around the Water Heater on a regular basis for any sign of water leakage;
- vi) contact us for service if you see any sign of carbon or rust on the bottom or sides of the Water Heater or any signs of water leakage;
- vii) ensure that the Water Heater is located in an area with sufficient drainage in the vicinity, and that the drainage is open, unrestricted and effective;
- viii) if the Water Heater is gas-fired, ensure that the vents and openings for combustion air are kept clear and clean and otherwise well-maintained and there is adequate ventilation; and
- ix) not permit anyone who has not been authorized by us to service, repair, modify, alter, adjust, move or disconnect the Water Heater.

**e) Duty to Maintain** – If the Water Heater is gas-fired, you are required, as the user of the Water Heater, under law to ensure that it is maintained in a safe operating condition [Ontario regulation 212/01 Section 15]. In the event that a service or repair is required please call **1-800-266-3939**.

**f) Ownership, Credit and Security Interest.** You agree that:

- i) if more than one customer is named on the account, each of you is individually liable, and all of you are collectively liable, for all obligations imposed on you by this Agreement;
- ii) during the term of this Agreement, the Water Heater remains our property, does not become a fixture, and you will not tamper with any tag(s) or sticker(s) identifying the Water Heater as rented equipment or that it is owned by us;
- iii) we may inquire about your credit history and, if necessary, use the personal information you have provided to us to do so. For greater certainty, you authorize any credit reporting agency to give us credit or other personal information about you from time to time during the term of this Agreement. You can withdraw this authorization at any time. If you do or we are not satisfied with the results of any credit check, we may end this Agreement and the provisions of "Termination - Termination by Us" will apply;
- iv) you will promptly inform us of any change in your: (i) mailing address at least 30 days in advance of such change; and/or (ii) if previously provided, bank account or credit card information promptly after such change is made;
- v) this Agreement is binding upon and will enure to your heirs, personal representatives, successors and permitted assigns; and
- vi) we may register, at your expense, our interest in the Water Heater against you and/or against title to the premises. To the extent permitted by law, you agree to waive any right to receive a copy of such registration and appoint us as your lawful attorney for the purpose of doing any such registrations. You agree that the Water Heater will remain personal property even though it may become affixed to the premises. You agree to keep the Water Heater free of all liens, security interests, mortgages and other claims.

**5. Sale of your Home** – If you sell or otherwise transfer the premises, you are required to inform the transferee, at or before the effective date of the sale or transfer, of the existence of this Agreement and the rental Water Heater installed in the premises. We will permit the transferee to assume your rights and obligations under this Agreement, effective from the date of sale or transfer; provided that:

- a) you or your representative notify the transferee in the sale or transfer agreement that the Water Heater is rented and is subject to this Agreement;
- b) you or your representative advise us in advance of the transferee's name and the intended date of sale or transfer;

- c) you or your representative advise us in advance of the address and telephone number where you can be contacted after the date of sale or transfer;
- d) the transferee agrees in writing or by conduct to assume your obligations under this Agreement; and
- e) you have paid us all amounts owing under this Agreement.

Unless and until these conditions are satisfied, or unless Enercare otherwise waives any or all of these conditions, which we are under no obligation to do, you will remain responsible for the Water Heater rental and your obligations under this Agreement, including making all rental payments. You hereby authorize us to respond to information requests relating to your account made by or on behalf of the transferee.

**6. Customer Advisory.** The Water Heater may be equipped with flammable vapour ignition resistant ("FVIR") technology. Enercare encourages you to read the Water Heater Use & Care Manual provided to you upon or after installation of the Water Heater. Certain activities such as, without limitation, painting or using solvents could cause the FVIR technology to "lockout" the Water Heater causing it to no longer function until reset by a qualified service technician. Resetting the Water Heater caused by FVIR "lockout" is not covered by Enercare under this Agreement and, if applicable, you will be charged for both parts and labour at our then current rates.

**7. Warranties and Liability.**

a) **Warranties** – We make no representations, warranties or conditions as to the performance of the Water Heater except for those which are given by statute and which you cannot waive and except any express warranties provided by the manufacturer of the Water Heater, except as provided below. Subject to you carrying-out your obligations under this Agreement (including those under "Customer Obligations") and subject to the limitations set out under "Liability", we hereby warrant that the Water Heater will work and provide hot water, and will not leak or rupture, for the term of this Agreement, reasonable wear and tear excepted. We are not the manufacturer of the Water Heater and we are not making any warranty or guarantee in respect of it, the supplier or the manufacturer of the Water Heater, including whether the Water Heater is suitable for you, except as provided above. Any warranties or guarantees provided under applicable legislation are hereby excluded to the extent permitted by law.

b) **Liability** – Except as otherwise expressly provided in this Agreement, we will not be liable for any loss, damage or injury of any type (including as a result of water leakage or any electrical or natural gas related events) arising out of or related to this Agreement or caused or contributed to in any way by the supply, installation, use and/or operation of the Water Heater. We shall not be responsible for any indirect, incidental, special or consequential damages, even if reasonably foreseeable. If we are unable to perform any of our obligations under this Agreement because of circumstances or events beyond our control, we shall be excused from the performance of such obligations for the duration of such circumstances or events and we shall not be liable to you for such failure to perform.

c) **Indemnity** – You will indemnify us from all claims, losses and costs that we may suffer or pay or may be required to pay, including legal expenses, in connection with this Agreement, including its termination or enforcement, or the supply, use and/or operation of the Water Heater including any claims against us for any injury or death to individuals or damage to property, including from your negligence or misuse of the Water Heater. This obligation survives the termination of this Agreement for any reason.

d) **Insurance** – During the term of this Agreement, you are responsible for any loss or damage to the Water Heater from any cause, whether or not insured, until all of your obligations under this Agreement have been fulfilled.

**8. Personal Information About You.** You authorize us to collect and use personal information about you. You authorize us to collect the personal information provided by you and to review information about your Enercare bill payments or, if you are billed by your gas utility, you authorize your gas utility (including EGD) to provide us with any charges and payment information. Other than to our authorized service providers and parties that will provide us with credit information, we will not knowingly share this information with third parties without your permission, other than a party to whom we transfer, assign, encumber or otherwise dispose of this Agreement or the Water Heater.

Your privacy is important to us. As a current customer, we are committed to offering you more value in the future. Every once in a while we, an affiliate or an authorized service provider, may mail or call you about our other products and services that may be of interest to you. If you do not want us, an affiliate or an authorized service provider, to contact you about such products and services or if you would simply like more information about how we use personal information, please contact us using the information set out in the section "How to Contact Us" located at the end of this Agreement. Our privacy policy can be found on our website.

**9. Termination**

**Termination by Us** – If you fail to meet any of your obligations (including payment obligations) set out in this Agreement, you agree that we may terminate this Agreement and bill you for the applicable buyout price and on the other terms set out below under "Termination – Termination by You". You agree to pay the buyout price when invoiced by us.

**Termination by You – Your sole method of terminating this Agreement prior to the end of the useful life of the Water Heater is to purchase the Water Heater.** You may purchase the Water Heater at any time for a buyout price that reflects, among other things, the unpaid cost of the Water Heater and related installation, finance and servicing costs, which buyout price can be found on our website. You can also confirm the buyout price by calling an Enercare Rental Specialist at **1-877-334-1846**. You may exercise your buyout option by notifying us in writing or by calling an Enercare Rental Specialist at **1-877-334-1846**.

When you exercise your buyout option, you accept the Water Heater in an "as-is" condition, subject to the balance of any transferable manufacturer's warranty, and you assume full responsibility for the Water Heater and its repair and maintenance. You also agree to pay the buyout price when invoiced by us.

Once payment has been received for the buyout price, and no other amounts are outstanding pursuant to this Agreement, this Agreement will end for the Water Heater and, as set out more particularly below in the section called "End of this Agreement", you will have no further obligation to pay rent and we will have no further obligation to you.

**10. End of this Agreement.** At the end of this Agreement (for whatever reason):

a) **Rent** – you are not obligated to rent and we are not obligated to supply replacement equipment (including a water heater), unless we mutually agree at the time and enter into a new water heater rental agreement.

b) **Replacement** – Enercare is not responsible for replacing the Water Heater or re-connecting any ancillary or other equipment including without limitation venting, piping, plumbing, wiring, ducting, and/or electrical services.

c) **Removal and Disposal** – if the Water Heater has reached the end of its useful life and we are not installing a replacement Water Heater, you shall at such time own the Water Heater, and if you wish for us to disconnect and/or dispose of the Water Heater, you must contact us by calling 1-877-334-1846 to make such arrangements. We will charge you in accordance with our then current fee schedules for removals or disposals.

d) **No Further Obligations** – you will have no further obligation to pay rent (other than rent owing prior to the end of this Agreement) and, subject to any statutorily mandated requirements, we will have no further obligations of any kind or manner to you.

**11. Assignments.** We may transfer, assign, encumber or otherwise dispose of all or any part of our interest in this Agreement and/or the Water Heater to another party at any time without notice to you and without your permission. To the extent permitted by law, you will not assert against any transferee any claims, defences, set-offs, deductions or counter-claims which you may now or in the future be entitled to assert against us. Except as otherwise provided in this Agreement, you may not transfer, assign or encumber all or part of your interest in this Agreement or the Water Heater without our prior written consent (see the section called "Sale of your Home").

**12. Invalidity of Provision.** If any provision of this Agreement or the application thereof to any person or circumstance is held to be invalid or unenforceable, such provision shall be severed and the remainder of this Agreement shall continue to remain in full force and effect subject to such modifications as may be necessary to carry out the provisions and intent of this Agreement.

**13. Governing Law.** This Agreement will be governed by and construed in accordance with the laws of the Province of Ontario and federal laws of Canada applicable therein.

**14. Entire Agreement and Amendments.** You understand that this Agreement is the entire agreement between you and us and supercedes all prior agreements, understandings or discussions, whether oral or written, and there are no warranties, representations or other agreements except as specifically set out in this Agreement. This Agreement may be amended from time to time by us by notice in bill inserts, by letter or by any method permitted by law in which case you will have the option to not accept such amendment and retain this Agreement unchanged.

**15. How to Contact Us.** You may contact us as follows:

Enercare Home Services  
80 Allstate Parkway  
Markham, Ontario L3R 6H3  
Attention: "Rental Group"  
1-800-266-3939

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# Maintenance Guide

## Maibec Genuine Wood Siding

Maibec products require regular and adequate maintenance; failure to carry out the necessary maintenance may void the warranty.

As with all exterior products, siding can be prone to have accumulation of different organic or inorganic substances on its surface. It is therefore important to monitor this on a periodical basis to ensure the longevity of the siding. Maibec strongly recommends that you visually inspect your siding once a year.

### WARNING!

- **DO NOT USE** harsh or abrasive detergents.
- **DO NOT USE** pressure washers to clean the siding.
- **DO NOT USE** products containing acids, ammonia, bleach, etc.
- When using a brush to clean the siding, use a soft bristle brush **ONLY** (such as a car brush).

### 1. Dirt

Dirt is found naturally in most environments. It can cling to the surface of the siding, from occurrences such as back splash from flower beds in the vicinity. Sill areas discolourations, while appearing to be mould or mildew, may simply be accumulating dirt from moisture runoff coming down the wall. One should:

- a. Clean the dirt off of the siding using a gentle water spray from a household low-pressure garden hose (under 100 psi). It must be noted that cleaning must only be done if an area is in need of it, and only on that area.
- b. In rare instances where the dirt is not removed with a simple spray of water, you can gently scrub the surface using a soft brush and a non-abrasive laundry detergent, or a dishwasher detergent diluted as follows: 1/3 cup detergent for 3 litres of water. Because they produce suds, dish detergents are not recommended.

Gently rinse the surface with a low-pressure hose (under 100 psi).

If the above does not remove the dirt, it may be of a chemical nature (such as from a roofing product, pollution, etc.). In such instances, a specific cleaning product may be required.

- c. Ensure that nearby dirt sources are properly managed and beyond mandated 8" (20 cm) clearance from the siding. Regularly clear away any vegetation that may come in contact with the siding.

- d. Install gutters, and ensure that they are free of clogs that can cause overspill and possible backsplash.

When done properly and on a regular basis, cleaning the siding will not damage the finish.

### 2. Mould and Mildew

Mould and mildew are naturally occurring phenomena that develop on exterior surfaces exposed to humidity and inclement weather. These spores or colonies are typically seen as « dots » of blackish colour. They will typically be seen on specific areas of a wall. Mould needs moisture and a food source to grow. This natural occurrence must be removed\*.

In the case of mould, a soft brush (such as a car brush) may be used to clean the surface. If the mould persists, contact Maibec.

\* For Bleaching oil, Weathering oil and H2BO water-based bleaching stain, please contact Maibec for proper maintenance.

### 3. Scrapes, Chips, Bumps

Wood siding is extremely resistant to shock. It remains, however, that the coating can scratch or chip when it receives a contact of excessive force (ex: stone projected to the siding from a snowblower, or bbq wheel rubbing against the base of the siding on a deck). These areas need to be monitored and maintained.

For all areas displaying bare wood, use a Maibec-recommended stain, applying it with precision. The list of recommended products is available on our website at [maibec.com](http://maibec.com) under the SUPPORT tab. **THE STAIN MUST BE APPLIED ONLY TO THE SECTION OF BARE WOOD;** otherwise there may be visible differences in tone with the rest of the siding. Bear in mind that the colour of the siding may have faded over the years.

### 4. Rot

When using Maibec pre-finished wood sidings, and it is installed according to the manufacturer's requirements, rot is a very rare occurrence. While rot is covered under warranty, it must be alerted to Maibec on the first sign of occurrence. Should the installation be according to specifications, Maibec will provide the labour and/or material depending on the year of installation as per the written warranty.

## Maintenance Guide (cont'd)

When installing, it's important to ensure that siding will not come into direct and continuous contact with areas prone to having accumulated water, as this will void the warranty. Among others, pay particular attention to the following areas:

- Siding on a dormer or chimney along a pitched roof
- Vertical mouldings resting on the top of a window frame
- Siding in direct contact with a horizontal structure such as a deck
- Siding in direct contact with the ground
- Joints do not allow for proper water drainage and evacuation.

Consult the installation guide for your siding for the required clearances.

To ensure excess humidity does not penetrate the wood and lead to rot, the siding must be properly sealed and protected with stain in good condition.

### 5. Stain erosion and fading

Stain erosion and fading are considered normal and are not unique to Maibec products.

Maibec's factory-applied solid stains are guaranteed against cracking, peeling, and blistering due to normal weathering for 15 years. The amount of fading will vary based on the colour chosen as well as the product's exposure to wind and sun. As fading is not covered by the warranty, it must be factored into your maintenance schedule.

When the finish shows signs of erosion or has lost enough pigmentation to undergo a visible colour change, it must be re-stained using an appropriate Maibec-approved product. Consult the "**Staining Guide**" under the SUPPORT tab at maibec.com. Do not wait until the siding deteriorates to restain it, as overly damaged coating may become permanently damaged.

The stain warranties for Natural tones siding and semi-transparent "Spice" series shingles cover a shorter time period. As a result, these products require re-staining before similar products in a solid stain. We recommend that Natural tones siding be re-stained (two coats) every 6 to 8 years to maintain its original beauty. "Spice" series shingles should be re-stained every 3 years.

A new finish will restore the siding's original luster and protect the wood against premature ageing (cracking, swelling, etc.).

### 6. Minor Defects Related to a Solid Wood Product (solid wood siding only)

When purchasing a true, solid wood siding product, one must expect that a minor percentage of boards may experience the following:

- a. Knot lift
- b. Knot shrinkage
- c. Centre Heart Lift

Although such defects are rare, they may nevertheless appear. This is due to wood's inherent nature, which prevents any manufacturer from fully guaranteeing the stability of the material. Should such a defect occur, be sure to use a Maibec-recommended stain to protect any section of bare wood. The list of recommended products is available on our website at maibec.com under the SUPPORT tab.

### 7. Sap Bleed (solid wood siding only)

While the precise drying schedules utilized on Maibec spruce and fir boards neutralize the majority of the sap veins in the wood, it may be possible that some sap surface on a few boards during the warmer months of the year. One can leave it dry, and choose to remove it with a soft bristle brush.

### 8. Tannin Bleed (cedar shingles only)

Tannin is the natural oil found in cedar that gives it outstanding resistance to fungal decay. It is rare in white cedar to ever see it appear, as it typically remains in the wood. It is a water soluble substance. However, tannin can appear in rare cases following intense periods of heavy rains and intense sun. Tannin in white cedar will not stain the surface, and will usually weather away within 8-12 weeks.

# CARE AND MAINTENANCE GUIDE FOR WINDOWS AND DOORS



## Proper Care and Maintenance for your Pollard Windows and Doors

Regular maintenance will help keep your Pollard windows and doors looking like new! We recommend that you inspect your windows and patio doors annually to prolong the life of your product and ensure maximum warranty coverage. Follow these simple steps for your annual maintenance:

### Exterior Maintenance

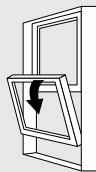
- Inspect the caulking on the exterior perimeter of your windows and patio doors at least once per year. This helps to create a watertight seal between the window and door frames and your house siding.
- If the caulking is cracked, broken or missing, completely remove and replace with all new caulking to prevent further damage.
- To remove any deposits on vinyl surfaces, such as grease, oil or stains, use a cleaner such as Fantastik® and gently rinse thoroughly afterwards.
- Note: Power washers should not be used when cleaning windows or doors as it may damage the products, therefore voiding warranty.
- Inspect wood surfaces on your windows carefully. You should paint or stain them as soon as possible after installation.
- Be sure to use gentle, non-abrasive cleaning products.

### Interior Maintenance

- Dust above all window and door frames.
- Open windows and clean the frame under the sash. Also, wipe the outside edge of the sashes to make sure there is nothing obstructing their operation.

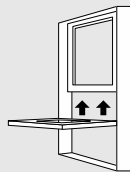


### Attention Homeowners



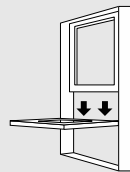
#### TO TILT SASH

Open window 6". Locate tilt latches along top rail of sash. Press latches toward centre of window until they release from jambliner. Tilt sash inward.



#### TO REMOVE SASH

Tilt sash so that it is parallel with floor. Holding sash near pivot pins, lift right side upward until pin disengages from locking shoe in frame. Repeat procedure with left side. **Caution failure to tilt to a 90° before removing will damage mechanism.**



#### TO REPLACE SASH

Holding sash parallel to the floor, insert right pivot pin into locking shoe, then insert left pin. Firmly tap the face of the sash near pivot pins to ensure that pins are fully seated. Tilt sash upward until latches engage jambliner.

#### Upkeep of Moving Parts

- The regular maintenance and lubrication of your windows' moving parts will help prolong their lives. All moving contact parts should be lubricated in the spring and fall.
- Check that all hardware operates smoothly (locks, opening mechanisms, etc.).
- Vacuum out any debris and clean the tracks with warm, soapy water. Dry thoroughly.
- Use a silicone spray on window tracks and hardware to help them operate smoothly.
- Do not paint metal parts or weatherstripping as this could affect the operation of your windows and make them less effective.

#### Glass

- For best results, do not clean glass when it is exposed to direct sunlight.
- Clean glass from top to bottom. Soak glass surface with soapy water to loosen dirt and debris.
- Use water of similar temperature to weather conditions, vinegar and paper towel for a streak free finish.
- Repeat on both the interior and exterior glass.

#### Screens

- When cleaning your screen, it is always easiest to remove the screen and lay it down on a flat surface. Always use caution when removing or handling screens.
- Interior mounted screens can be vacuumed with a soft brush attachment or wiped with a soap and water solution.

#### Condensation

- Ventilation is the most effective means to remove moisture from your home. By exchanging some of the drier outdoor winter air for warm humid interior air, the moisture level inside the house will be reduced.
- Be sure to run your kitchen fan while cooking.
- Drapes and blinds should be left open during daytime. At night, raise blinds at least 4" up to allow air to flow against the glass.
- Run the exhaust fan in your bathroom when showering to remove excess humidity.

#### Safety First!

- Use extra caution on ladders and wear protective eyewear and clothing.
- Use of razor blades or knives is not recommended on any coated glass such as Low E.
- When working with primers, paints, stains or cleaning solutions, always follow the safety precautions as recommended by the manufacturer.

