

# **TRAVELERS HOME WARRANTY MAINTENANCE MANUAL**



# NEW HOME MAINTENANCE MANUAL

**Provided by:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**Date:** \_\_\_\_\_

# NEW HOME MAINTENANCE MANUAL

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## 1. INTRODUCTION

The proper care and maintenance of your home is important. Besides protection of your investment, with regular inspection and care, unnecessary problems can be prevented, costly repairs reduced, or wear and tear can be limited. Further, maintenance is an important owner requirement of the Warranty coverage.

All Warranty documentation should be carefully reviewed so that you are aware of the Warranty coverage, notice requirements, claim procedure, exceptions, and Warranty expiry date. A regular review of the Maintenance Manual is encouraged in order to remain familiar with the home care required. If you do not receive the Warranty Policy, contact TradeEr Canada promptly so a Home Warranty Insurance Policy can be issued to you.

**Warranty coverage varies by province, refer to the Appendices in Section 11 at the end of this guide for information specific to your area.**

**The Warranty does not cover contractual issues, incomplete work, financial disputes, or substitutions of products or materials.**

Prior to moving, spend the time to properly inspect the inside and the exterior of the home with the Builder. Loose floorboards, loose or cracked windows, chipped stucco, or marked siding should be noted, reviewed these concerns with the Builder. For those items agreed to be repaired, record in writing with the Builder and ensure it is dated and signed by both parties.

Summarized at the back of this manual are the following:

- New Home Maintenance Schedule
- Trade and Supplier List
- Maintenance Manual

Keeping an accurate record of the maintenance completed is recommended. Retain copies of all maintenance invoices. This information helps to establish a maintenance schedule and may be required for a Warranty claim.

If the information contained herein differs from documents or instructions provided by manufacturer, architect, designer, engineer, or contractor, contact the Builder or Association. In addition, the terms and conditions noted in TradeEr Canada's Home Warranty Insurance Policy shall apply when considering a claim and take precedence over this Maintenance Manual.

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## 2. SERVICE PROCEDURES

Upon receipt of the Home Warranty Insurance Policy, the document should be reviewed and with special attention be directed to:

- Warranty period
- Notice requirement
- Claim procedure
- Exclusions

**If you do not receive the Home Warranty Insurance Policy within a reasonable time after possession, contact Travelers Canada promptly so a Home Warranty Insurance Policy can be issued to you.** It is recommended that the Home Warranty Insurance Policy be kept in a safe location.

It is recommended that a defect report which is covered by the Warranty, **written correspondence** to the Builder should be sent. Upon receipt, your Builder should contact you to arrange an appropriate time to review your concern and respond to said claim. Remember to always submit written claim notification to Travelers Canada within the required warranty period. Refer to the Notice of Claim section in your Home Warranty Insurance Policy.

Please note that claim items must be reported in writing and your letter should note:

- The date
- The Home Warranty Insurance Policy number
- The dwelling unit address
- A description of each claim item
- The location of each item
- Any new contact information, if applicable.

Maintain a copy of all claim correspondence for your records. Phone calls, receipts to site personnel or contacting a trade, do not constitute proper notice. Also, failure or over-reliance on a professional do not constitute adequate notice.

Over time, the home may experience some settlement or shrinkage of the building component. Some minor cracking or draught ties, or other cosmetic flaws are not uncommon. Some leaks may also occur. This movement and shrinkage is normal.

**A preferred practice is to address shrinkage and settlement items towards the end of the first year of occupancy. This is often allows for the majority of the settlement or shrinkage to occur in the New Home.**

In accordance with the Warranty coverage, an owner shall allow entry during normal working hours for repairs to be completed. Further, an owner is responsible to take a reasonable precaution to safeguard, move or protect a structure and personal belongings in or about the home to eliminate the possibility of damage before and during repairs. Depending on the situation, an exact color or texture match for a repair cannot be guaranteed.

At Warranty expiration date, ensure that the proper written notice is sent within the appropriate time period or further clarification, refer to the Home Warranty Insurance Policy.



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## 3. OWNER'S DUTY TO MITIGATE AND MAINTAIN

An owner is required to maintain the home.

An owner is responsible to mitigate or reduce an immediate damage to the home. When a situation merits prompt action, an owner has a duty to lessen the potential damage. This requirement includes damage caused by water penetration.

Further, an owner must take a reasonable action to restrict or minimize damage to the home in a situation event, that if left unattended will result in immediate damage. For example

### **Pipe Leak**

If a water supply pipe leaks, turn off the water supply valve where possible and place a bucket under the leak in order to reduce resultant damage.

### **Roof Leak**

If water is dripping from the ceiling, place a bucket under the leak to minimize and resultant damage.

### **Heat**

Maintain adequate heat in the home during the year in order to prevent frozen pipes and another resultant damage.

### **Moisture/Humidity**

Maintain adequate moisture/humidity content in the home during the year in order to prevent damage to finishes.

Besides an owner taking reasonable and timely action to limit damage, written notice should be promptly sent to the Builder and TradeR Canada. Submitting written notice will occur after the occurrence or after the work is completed may preclude the claim review process or affect the certification or claim.

Some situations may merit that pictures be taken of the problem prior to undertaking emergency repairs. This information can assist in establishing the issue or warranty purpose.

An Owner's duty to mitigate survives even if

- The home is occupied
- The home is occupied by someone else other than the owner
- The home is for sale
- Water penetration does not appear to be causing damage.

Unfortunately, if a problem occurs or is made worse due to an Owner's failure to undertake the proper home maintenance or to mitigate damage, the problem and resultant damage may be excluded from Warranty coverage.

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## **4. EMERGENCY SITUATIONS**

In emergency situations, contact your Builder immediately. If your Builder cannot be reached, contact Tracer Canada for information on the appropriate actions to be taken. Phone calls should always be promptly followed up with written notice.

The following is a non-predictable few emergency situations and what actions should be taken in addition to contacting your Builder or Tracer Canada.

### **4.1 Plumbing**

Under the Warrant, plumbing system defects (Drain and Distribution systems) are covered for two (2) years.

Plumbing fixtures are covered by the Warrant for 1 (one) month.

#### **4.1.1 Burst Water Line**

A water line can burst due to a number of reasons, such as a more tight or freezing and should be dealt with immediately. In the burst occurs between a fixture and a shut-off valve, close the shut-off valve immediately. In a shut-off valve does not exist, locate the main water shut-off valve (usually located where the water line enters the home in the basement or crawlspace) and turn it (opposite the problem) can be repaired. It is also advisable to turn off your hot water tank to prevent overheating while the water supply is shut-off.

#### **4.1.2 Frozen Water Line**

Outdoor hoses are left attached to hose bibs during the winter, freezing of the water line can occur. This is problematic once the pipe thaws, leaks can occur. In a major leak occurs, follow the steps described above regarding "Burst Water Line". If accessible, heating the pipe with a hair dryer may thaw ice blockage.

Outdoor exterior taps are shut-off and drained for the winter.

If the frozen pipe is due to a warrantable construction defect, the Builder is responsible for the repair. If the frozen pipe is due to a lack of maintenance or winter care, such as not draining the tap or leaving a hose attached, the problem is an owner matter.

#### **4.1.3 Leaking Plumbing Line or Hot Water Tank**

For minor leaks, place a container under the leak and contact your Builder. In a major leakage occurs at the hot water tank, immediately shut off the water supply and weath the cause or electrical breaker for the water tank.

#### **4.1.4 Plugged Plumbing Fixture or Sewer Line**

This generally occurs because inappropriate material being pushed down a toilet or drain. Do not continue use toilet or sink once a major blockage has occurred. Attempt to unclog the line using a plunger. In a larger blockage exists, the service of a Plumber may be required.

If the blockage is due to a warrantable construction defect, then the Builder is responsible for the repair.

In emergency plumbing situations, contact your Builder immediately. The Plumber at the home may also provide a reference refer to the Appendix "C", Subtrade and Supplier List.

### **4.2 Electrical**

Under the Warrant, electrical system defects (Drain and Distribution systems) are covered for two (2) years.

Light fixtures are covered by the Warrant for 1 (one) month.

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## 4.2.1 Overloaded Circuit (Breaker Tripping)

In this section, ensure that the electrical circuit is not overloaded with too many appliances, or that the appliance it feeds is not faulty. Appliances such as hair dryer, toaster, and kettle that generate heat tend to draw a lot of electrical current. Do not use more than one of these types of appliances at the same time on the same circuit as this can cause an overload.

When a circuit overload occurs, unplug the appliance and reset the breaker. Be sure to turn off the electrical breaker before resetting the circuit. If a circuit tripping reoccurs, contact your Builder.

Ground fault circuit interrupter (G.F.C.I.) protect your exterior pipes and those in your bathroom. This device will either be located in the attic space or be a dedicated breaker in your electrical panel. Often one G.F.C.I. will provide protection for a number of bathrooms or exterior pipes. It is sensitive and designed to trip when grounding occurs due to damp conditions, or when extension cords are used in an unsafe manner or in poor condition, or if appliances are faulty. Ensure that no unsafe situations exist, and that appliances and extension cords are unplugged, then reset the G.F.C.I.

## 4.2.2 Sparking Outlets

If an electrical outlet sparks or overheats, immediately turn off the electrical breaker, have the cause investigated, and immediately contact your Builder. A small spark when an appliance is being unplugged is not uncommon.

## 4.2.3 Power Outage

If the power in your home goes out, check if there is a power blackout in your neighborhood. If not, check your main breaker in the electrical panel and reset it after checking for a current overload.

In emergency electrical situations, contact your Builder promptly. The electrician or the home manufacturer provide a contact reference to the Appendix "C", Trade and Supplier List.

## 4.3 Heating

Under the Warranty, heating system defects (Furnace and Distribution System) are covered for two years.

### 4.3.1 Faulty Furnace

If the furnace does not appear to be operating, ensure that the electrical breaker has not tripped and refer to your furnace manufacturer check lighting procedure. Check the thermostat setting to ensure it has not been turned down.

### 4.3.2 Gas

At any time you are away, contact the gas utility supplier, 911, or Fire Department immediately. Use an outside phone, not a phone within the house. They will check your system and advise you of any problems. Also, the following steps should be considered:

- ✓ Open windows for ventilation
- ✓ Check pilot light on appliance
- ✓ Turn the gas off at the main meter
- ✓ Locate the house in the situation merit sheet
  
- ✗ Do not operate electrical equipment (this includes turning light switches on or off)
- ✗ Do not smoke or light matches
- ✗ Do not use the phone or telephone inside the house.

In emergency heating situations, contact your Builder promptly. The gas fitter or the home manufacturer provide a contact reference to Appendix "C", Trade and Supplier List.

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## **4.4 Roof**

Under the Warranty, roof leaks are covered for up to five (5) years in Manitoba. The cause of the water leakage must be from an exterior source (rain or snow).

### **4.4.1 Leaking Roof**

If a roof leak occurs, check for the following:

- Pooled roof drain
- Pooled gutter or downspout
- Debris on the roof
- Missing roof shingle
- Ice damming at the eave

Until the leak is repaired, place a container under the leak to protect your home. Contact your Builder if a construction defect appears to be the cause.

In emergency situations, contact your Builder promptly. The Builder or the home maker may provide assistance refer to Appendix "C", Trade and Supplier List.

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## 5. SITE

### 5.1 Driveways, Sidewalks, and Patios (Concrete)

Driveways and sidewalks are generally made of concrete. Concrete is a strong material that wears well and can perform for many years. However, similar to other building materials, care and maintenance is required.

When windows in a room are installed, concrete will shrink as it cures. Shrinkage occurs in the concrete and results in cracks. Cracking may be minimized by the installation of control joints in the concrete. These deliberate joints in the concrete are designed to be more susceptible to cracking than the remainder of the slab, thereby controlling where cracks occur. Unfortunately, these control measures are not always effective and cracks can appear despite best efforts.

Seasonal variations in temperature may cause expansion and contraction beneath the concrete due to root penetration. Cracks or raised sections of the concrete can result. Change in height may affect the drainage of surface drainage and water may pool against the foundation wall of the home. Since pooling water may then seep through the foundation wall and into the home, repairs should be undertaken promptly.

Concrete cracks are generally cosmetic and do not require repair unless a tripping hazard exists or the crack exceeds an acceptable standard.

Both of the instances above are natural occurrences that are beyond the Builder's control.

Another potential cause of damage to concrete surfaces is road salt and other chemical contaminants. Salt or other deicing products used on ice or snow can contribute to the deterioration of concrete. Deicers that contain Ammonium Nitrate, Ammonium Phosphate and Magnesium Chloride are especially damaging to concrete. An alternative to deicers is sand or increased traction on icy sections of the driveway or sidewalk. Road salt, which can contain salt, should not be allowed to melt on the concrete.

Lawn or plant fertilizer, contaminated surface water and runoff from stored materials can permanently stain concrete surfaces. Care should be taken in the handling and storage of potential contaminants on or near any concrete surface.

There are a variety of concrete sealers that have been applied to driveway placement and an additional sealant will help to protect and maintain the concrete. The Builder may or may not have applied a concrete sealer. When re-sealer is applied to a concrete surface, the protective coating will limit absorption. Sealers can be purchased at hardware stores and are available in different finishes. Always follow the Manufacturer's instructions when applying a sealer.

With a little care and attention as noted below, concrete can provide years of service.

#### **Maintenance Action Items** (General)

- ✓ Remove leaves and other debris from concrete
- ✓ Keep runoff and excessive hose water away from concrete as the ice below or beside the driveway can become destabilized
- ✓ Re-seal or apply a quality concrete sealer
- ✗ Do not drive or park on new concrete for at least seven days
- ✗ Do not park or drive heavy or commercial vehicles on residential driveway that is in newly-laid concrete
- ✗ Do not use acid to clean concrete
- ✗ Do not use excessive pressure from a pressure washer to clean. Damage to concrete surfaces can occur from a stiff-brush and concrete cleaner may be preferable.

#### **Maintenance Action Items** (Winter)

- ✓ Promptly remove snow or ice from concrete
- ✓ Keep fertilizer away from and off concrete

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- ✓ Broth aware remove road ice and snow, that could contain deicing chemicals, from driveways especially around the road apron and where vehicle park
- \* Do not use deicing chemicals or salt on concrete.

**DAMAGE FROM SALTS, DE-ICERS, OR FERTILIZERS INCLUDING MELT-OFF SLUSH FROM VEHICLES IS NOT COVERED BY THE WARRANTY.**

## **5.2 Concrete Pavers**

Manufactured concrete products such as paving stones are a more susceptible to surface damage and staining. Concrete pavers are often installed on a later concrete band or fine grade some required settlement may occur due to compaction of these materials. Should some areas settle excessively, lift out the paver in the low area and add sand as required to level the area. Suitable materials for this repair can be purchased from most home improvement centers.

### **Maintenance Action Item**

- ✓ The precautions for concrete surface listed above apply to these products.

## **5.3 Asphalt**

Asphalt surfaces are seldom smooth and often have indentations. Tire impressions or cracking at the edges due to expansion and contraction are other common characteristics.

Surface damage may occur in hot weather as the asphalt softens due to the heat. Sharp or pointed objects such as motor vehicle kickstands or trailer hitches can penetrate the surface during warmer conditions.

Clean the asphalt surface every two to three years with an asphalt based sealer is recommended. These products are readily available at most home improvement centers.

### **Maintenance Action Items**

- ✓ Remove gasoline, oil, and coolant spills immediately with petroleum products with diethylene glycol ether asphalt
- ✓ Reapply asphalt sealant
- ✓ Keep runoff and excessive hose water away from asphalt as the sidewalk or beside the driveway can become destabilized
- ✓ Using a titanium and concrete cleaner may be preferable
- \* Do not drive or park on new asphalt for at least seven days
- \* Do not park or drive heavy or commercial vehicles on residential driveways this includes large motor vehicles
- \* Do not use excessive pressure from a pressure washer to clean damaged asphalt surface can occur.

**SURFACE DAMAGE CAUSED BY HEAT OR CHEMICALS IS NOT COVERED BY THE WARRANTY.**

## **5.4 Gravel**

Gravel driveways require raking periodically to limit depression and to maintain an even surface. Crown the driveway to the center or slope it to one side is a good method of controlling surface water.

As this type of driveway tends to settle and wear due to use, adding additional stone may be required. This is not considered to be a Warranty matter.

### **Maintenance Action Items**

- ✓ Inspect the driveway at least yearly
- ✓ Clean depression in the driveway as required
- ✓ Restore the slope and drainage if conditions require as required.

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## 5.5 Site Drainage and Grading

The proper site drainage pattern is to prevent surface water from pooling near or against the home. The adjacent to the house should always slope away from the residence on all sides.

Depression or soil compaction may occur adjacent to the foundation system. These hollows should be filled or graded to direct surface water away from the building for a distance of at least three meters (10') where possible. Water should not be allowed to pool against the foundation walls.

In addition to the grading requirements directed around the home, the sewer/property drainage and site topography may include swales, defined surface hollows, certain drains, or catch basins. Ice, snow, leaves, and other debris can block the flow of drainage and must be seasonally maintained by the owner. Care must be taken not to alter the drainage pattern and flow. Redirecting water toward the house can cause a drainage problem, water leakage, or settlement issues.

The Warrant pertains to the home grading in the yard and landscaping in accordance with the sewerage.

During periods of excessive rainfall, standing water may occur on the site due to saturation. Such conditions are beyond the control of the Builder and not covered by Warrant.

### **Maintenance Action Items**

- ✓ Ensure debris and obstructions are kept away from drainage areas
- ✓ Check for settlement around the foundation and immediate drainage as required
- ✓ Inspect sump and catch basins at least twice per year for blockage
  
- ✗ Do not change the grading of the lot
- ✗ Do not remove splash pads or drain pipes
- ✗ Do not place items against the walls/adding

## 5.6 Sloped Sites

A key component of a building is the foundation. Generally a sloped site is affected by slope geometry, soil type, or soil water content. If the soil strength decreases or the soil strength increases, slope issues can occur. As a minimum, if affected by a slope, the stability of a hillside can be improved by:

- Controlling limiting ground water
- Decreasing the slope
- Preventing soil loss or erosion at the top of the hill

The moisture content of the soil is an important factor for a slope. When the soil and space between soil particles absorb water, the soil weight increases resulting in the greater loading of the hillside. Fine grain soils such as silt and clay have lower water permeability and are more susceptible to erosion than coarse grain soils.

How surface and subsurface water is managed and disposed is important. Proper drainage limits the overloading of the soil and slope. Controlling groundwater may be required to allow water to empty out of the hillside may result in erosion and added weight. A separate and contained drain system may be necessary to channel water away from the site. Also, over watering irrigation can affect slopes. Retaining vegetation may be an important control strategy to prevent soil loss or erosion. The root system of trees, plants, and other vegetation can provide a firm reinforcement as well as control ground water.

If changes or alterations are being considered for the site, a skilled geotechnical engineer that is knowledgeable of the local conditions should be consulted with first. A few precautions can minimize potential future problems.

Even with the best construction effort, problems can occur if the grades or slopes are altered after construction. Maintain positive drainage away from the house and effective surface drainage for the site.

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is approved and certified by a professional engineer.

## Important

- ✗ Do not place soil at the top of the slope.
- ✗ Do not increase the slope of the hillside.
- ✗ Do not excavate at the toe of the hillside.
- ✗ Do not alter the grading.
- ✗ Do not change or block drainage.
- ✗ Do not over water or irrigate.
- ✗ Do not remove vegetation from the hillside.

## 5.7 Window Wells

Window wells are a means of providing natural light for basement windows that are below grade. Also, window wells can provide a means of egress for basement bedrooms.

Window wells must be kept free of ice, snow, leaves, and other debris which may block the drainage system and flood your home.

### Maintenance Action Items

- ✓ Inspect and clean window wells at least twice a year.
- ✓ Ensure the drainage in a window well is working.
- ✗ Do not block window wells.
- ✗ Do not allow snow to accumulate in window wells.
- ✗ Do not grow plants or shrubs in window wells.

## 5.8 Drain Tile

In most jurisdictions, a perimeter drain tile system is required to be located below the level of the basement or crawlspace floor. The drainage system generally comprises perforated pipes that are covered with gravel. Water seeps into the drain tile and the water is then carried away from the perimeter of the home to prevent it from accumulating at the foundation and enter the home.

The requirement for a perimeter drain tile system may be waived by the Building Authority in arid regions, free draining soil areas, or some rock sites.

Open areas or rock in a crawlspace may keep water in wet conditions. Ensure that any surface water is drained away from the home.

### Maintenance Action Items

- ✓ In dirt or sand soil, regular cleaning of the drain tile may be required.
- ✗ Do not plant deep-rooted plants, shrubs, or trees near the foundation as roots can block drain tile.
- ✗ Do not wash debris from the gutter into the drain tile.
- ✗ Do not leave tap or hose runnin near the foundation.

## 5.9 Sumps

The drain tile often empties into a sump, catch basin, or rock pit. A sump allows sediment in the water to settle to the bottom of the sump. Clearer water is then drained through another pipe to a storm sewer, ditch, or a rock pit located in the yard.

Access pipes or cleanouts are installed to allow the perimeter drain tile to be inspected and cleaned. The location of these cleanouts should be identified for future reference.

Sumps and catch basins should be cleaned at least every year. Remove any excessive sediment, leaves, sand, or other debris. Also, some sumps use electric pumps, debris or sand can cause damage to the pump. Review the operation of the electric pump at least yearly. Ensure that the water intake is clean and the float controls are working properly.



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Exterior stairways are often equipped with a drain or sump at the bottom landing to prevent flooding of the basement. The drain must be kept clear of debris.

## **Maintenance Action Items**

- ✓ Know the location of sump and catch basin
- ✓ Inspect sump and catch basin at least twice a year for debris or blockage
- ✓ Clean sediment from sump and catch basin at least yearly
- ✓ If a sump pump is used, ensure proper maintenance of motor and electrical components in operation
  
- ✗ Do not cover sump or catch basin with landscaping or other obstruction

## **5.10 Landscaping**

Proper watering of the grass is essential during the first few weeks after an area has been seeded or seeded. Once the grass is established, weekly watering is adequate. This will promote a deep root system that will result in a healthier, more drought resistant lawn. Frequent light watering results in a shallow root system that causes the lawn to droop and die in drought conditions. For the same reason, grass should not be cut shorter than two inches in height.

Fertilizing twice a year and controlling weeds will promote a healthy lawn. Consult your local home garden centre for suitable products.

During the spring thaw, do not allow snow or ice to accumulate in shaded areas as this will damage the grass. An accumulation of snow should be distributed evenly over a large area so that it melts evenly.

Some minor settlement may occur over some areas of new lawn or landscaping. These areas should be filled and reseeded as required to maintain the original graded surface.

When installing mulch, be care not to interfere with the drainage system. Ensure that mulch is graded away from the foundation wall and that a minimum clearance of eight inches is maintained between the ground level and the bottom of the exterior wall addition.

Trees and shrubs should be kept clear of the house. Deep rooted plants or trees should not interfere with the performance of the perimeter drainage system of the house.

Newly planted trees or shrubs require a shallow depression around their base. The depression should be worked periodically to loosen the soil to allow air and water to penetrate to the root system. Once the plant is established (approximately two years), the depression can be filled in however, never raise the grade above the level of the base of the trunk as this will kill the tree.

In some arid locations, the installation of lawn, planter, tree or shrub directly adjacent to your home is not recommended. The water required to maintain the health of the lawn or plants causes the soil to expand or contract depending on the composition of the soil. This could adhere to or affect the load bearing ability of the soil and may cause structural damage to the residence.

If in-ground sprinklers are provided, make sure the lines and connections are properly drained prior to the onset of freezing temperatures.

**LANDSCAPING AND YARD SPRINKLER SYSTEMS ARE NOT COVERED BY THE WARRANTY.**

**DO NOT DIRECT SPRINKLERS AGAINST THE BUILDING.**

**NEVER ALLOW SOIL OR GRAVEL TO COME IN CONTACT WITH UNTREATED WOOD MATERIALS OR THE EXTERIOR FINISH.**

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## 6. HOUSE EXTERIOR

### 6.1 Exterior Cladding

One of the main purposes of the exterior cladding on a home is to protect the building from water leakage. A variety of different cladding systems are used in residential construction.

For high weather exposure areas, a rain screen wall system is often required. A rain screen wall is a type of double wall system that is intended to provide a greater level of protection against water leakage. Generally, the system consists of an outside cladding layer, then a vented air space between the framed wall. One of the main purposes of this wall system is to separate and keep dry the main wall system. The air space allows for drying and drainage.

### 6.2 Vinyl or Composite Siding

Vinyl and composite siding materials are installed so as to allow for expansion and contraction due to outside temperature variations. Generally, vinyl and metal siding materials will not require refinishing. Composite siding may require repainting periodically.

Due to the smooth surface of the siding, these materials can be kept clean by washing with a garden hose, a mild detergent, and some light scrubbing. Never use a pressure washer to clean the exterior cladding. Excessive water pressure can cause damage to the cladding or force water into the wall cavity.

Siding installed on an exposed elevation, especially dark and bright colors, fade more rapidly. Excessive temperatures from intense sunlight exposure or reflected heat from windows may warp or cause fading and discoloration. Screening, lattice, or decorative placed shrubs can help to reduce damage from the sun.

Damaged or deteriorated siding should be repaired or replaced to prevent damage to the siding and to prevent the entry of water into the wall cavity.

#### **Maintenance Action Items**

- ✓ Inspect siding at least annually for water tightness and surface law
- ✓ Inspect caulking at least annually for failure; repair or replace as required
- ✓ Repair cracks or holes in the siding or around doors and windows
- ✓ Direct garden sprinkler away from the building
- ✓ Keep tree branches, shrubs, and plants away from the siding
  
- ✗ Do not place air conditioning units against the siding
- ✗ Do not pressure wash the siding
- ✗ Do not place hot barbecue or outside cookers near siding
- ✗ Do not pile snow against the house
- ✗ Do not allow snow to build up at doors and low windows

### 6.3 Wood Siding/Shingles

Painted wood siding or shingles will generally require repainting or staining within the 5-year. This type of siding will require repainting or staining whenever the surface begins to fade, discolor or is peeling. This will vary depending on the type and quality of the product used, initial condition, and the exposure to the elements. High weather exposure locations can have severe weather conditions that will require much greater care and maintenance of the siding.

Mold in wood siding causes most exterior paint failure. This mold may be from garden sprinklers, damp shrubs, or moisture to the wall. Cracks in the siding or around doors and window details. Spot repair damaged areas can sometimes extend the life of the remaining surface. If spot touch-ups of the painted/stained surface are undertaken, the new paint/stain color will likely not match that of the existing surface due to fading and weathering. This cannot be avoided.

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Paint is affected by the amount and weight of water, especially dark and bright colors, fade more rapidly. Frequent repainting or staining of the siding to maintain the original appearance and to provide adequate protection may be required. For best results, follow the manufacturer's recommendations for surface preparation.

Wood siding and trim can be cleaned with a mild detergent and a garden hose. Do not use a pressure washer on siding as this can damage the surface and force water into the wall.

## **Maintenance Action Items**

- ✓ Inspect siding at least annually for water tightness and surface law.
  - ✓ Inspect caulking at least annually for failure.
  - ✓ Repair caulk cracks around doors and windows.
  - ✓ Direct garden sprinkler away from the building siding.
  - ✓ Keep tree branches, shrubs, and plants away from siding.
  - ✓ Keep lower bed we away from the bottom of the siding.
  - ✓ Siding or trim that is exposed to severe weather conditions require greater care and maintenance. Annual re-finishing may be required.
- 
- ✗ Do not place air conditioning units near the siding.
  - ✗ Do not pressure wash wood siding.
  - ✗ Do not place hot barbecue or outside cookers near siding.
  - ✗ Do not pile snow against the house.

***SIDING OR TRIM EXPOSED TO SEVERE WEATHER CONDITIONS REQUIRES GREATER CARE AND MAINTENANCE.***

## **6.4 Stucco**

Stucco consists of a mixture of sand, lime, water and Portland Cement. Conventional application, including those with an acrylic top finish coat, are not waterproof. The main protection from water penetration comes from the building paper and flashing installed prior to the application of the stucco. The stucco does help in shedding water, but will become saturated after a prolonged period of rain.

Control joints may be installed at each floor level to compensate for the movement of the building frame caused by the wood components which shrink in size as they dry. Hairline cracks may appear in the finish coat after the drying and shrinking process is complete. These cracks should be expected and it is expected that they will be self-healing near the end of the first year, or until natural shrinkage has taken place and then, if desired, they can be repaired. Please note that the repair of the crack is often more noticeable than the original crack. Stucco cracks less than 2 mm (1/16") in width do not require repair. Larger cracks should be sealed to prevent the entry of water into the wall assembly.

Mold and dirt on stucco can be cleaned with a garden hose. Over time, mildew and mold can grow on an unshaded surface. A mild solution of bleach and water may remove this growth. A pressure washer should never be used to clean stucco surfaces as considerable damage to the surface and excessive water penetration can occur.

## **Maintenance Action Items**

- ✓ Inspect the stucco at least twice a year for water tightness and surface law.
- ✓ Inspect the flashing at least twice a year for water tightness.
- ✓ Inspect caulking at least annually for failure or repair as required.
- ✓ Repair mortar cracks in the stucco around doors and windows.
- ✓ Direct garden sprinkler away from the stucco building.
- ✓ Keep lower bed we away from the bottom of the stucco.
- ✓ Keep tree branches, shrubs, and plants away from stucco.

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- ✗ Do not place any power bed or a/c unit
- ✗ Do not pressure wash
- ✗ Do not place hot barbecue or outside cooker near
- ✗ Do not pile snow against the

## 6.5 Masonry

Mortar joints in the brickwork are not entirely waterproof. Periodically, the mortar joints should be inspected for cracks or deterioration. Hairline cracks are not problematic however, if these cracks are extensive, they should be repointed to reduce the potential for moisture related problems. Repointing involves cleaning out loose mortar to a depth of at least 1/2" and filling the space with new mortar which is available at your local building supply store.

The bottom course of brick contains intentional openings (weep holes) which allow for the drainage of moisture from the cavity located behind the brick. These openings must remain unobstructed and must not be blocked by sand or silt.

White dust or staining on the masonry surface is referred to as efflorescence. It is the result of salts within the masonry or mortar that migrate to the surface of the brick with time. It can usually be controlled with water and a light scrubbing. More persistent efflorescence may be washed away with a water and muriatic acid solution, or baking soda. Caution should be used with respect to protecting nearby materials. Should efflorescence continue to reoccur in a localized area, it may be due to a specific water source such as a leaking gutter. In this case, the problem should be identified and corrected.

### Maintenance Action Items

- ✓ Check for masonry at least annually for spalling or deterioration
- ✓ Ensure all weep holes are clear
- ✓ Check for cracks in brick and mortar annually
- ✓ Check for missing or deteriorated caulk annually
- ✓ Direct garden sprinkler away from the masonry
- ✓ Keep power beds away from the bottom of the masonry
- ✓ Keep tree branches, shrubs, and plants away from masonry

- ✗ Do not place any power bed against brick
- ✗ Do not pile snow against the house
- ✗ Do not block weep holes

## 6.6 Caulking

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

In order to conceal the caulking or appearance reasons, some builders may "back caulk" joints and gaps. During construction, caulking is applied at the building system is installed.

As buildings shift due to settlement or shrinkage, the building framing members or the finishing materials can cause stress to the caulk. While a caulk joint should never be the first means of preventing water from entering a building, it is one of the initial means of keeping water out.

When applying caulk, use a high quality material formulated for the specific purpose. Some caulking is for interior use only. Some caulking cannot be painted. Consult with your Builder or local home supply centre for an appropriate product.

### Maintenance Action Items

- ✓ Examine caulk annually before the wet and/or cold weather arrives
- ✓ Any cracked or damaged caulk should be removed and replaced
- ✓ Always use a quality caulk designed for the specific application.

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## **6.7 Windows**

Both single and double glazed sealed units mounted in thermal broken window frames. There is a wide assortment of frame types and the materials used can vary. Windows may open in different fashion - some may slide horizontally or vertically, open outward like a door or tilt open in the fashion of an awning.

High relative humidity levels occur inside the home during periods of cold weather, condensation and frost on the inside face of the window may occur. This is a ventilation matter and is not a window fault. Condensation can result in the growth of mildew on the window frame that can be controlled with a mildew solution, bleach and water or an over the counter mildew cleaning product.

Windows with wood frames will require greater maintenance. Severe weather or sea/ta conditions will require much greater care and maintenance of the wood window.

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

Condensation between the glass panes within the window frame indicates that the sealed unit has failed. The sash unit will require replacement as there is no method of repairing a failed unit. It is rare for the sealed unit to fail after the expiry of the first year of Warranty coverage, contact your Window Supplier as the cost of this repair may be partially borne by the manufacturer.

Care must always be used when cleaning windows and, dirt, or grit can easily damage glass. Exterior surface scratches on glazed surfaces, unless reported at or prior to possession, are not considered as a Warranty defect.

### **Maintenance Action Items**

- ✓ Clean and lubricate window hardware annually
- ✓ Remove any accumulated grime, mildew, or debris from windows
- ✓ Ensure windows close tightly
- ✓ Inspect tracks and lubricate as required
- ✓ Keep a weep hole clean
- ✓ Wipe moisture from windows and frames
- ✓ Wood windows will require greater maintenance re: finishing of the exterior surface as required
- ✗ Do not use a dirt cloth to clean glass
- ✗ Do not use abrasive cleaner or chemicals on the window frame
- ✗ Do not use a metal scraper or razor on glass

**CONTROLLING HUMIDITY LEVELS WITHIN THE HOME IS IMPORTANT IN ORDER TO AVOID CONDENSATION PROBLEMS; OPEN WINDOWS TO VENTILATE AND USE EXHAUST FANS.**

**CONDENSATION AND RESULTANT MILDEW DUE TO LIVING ACTIVITIES OR AN OWNER NOT PROPERLY VENTILATING THE HOME ARE NOT WARRANTABLE DEFECTS.**

## **6.8 Skylights**

Any skylight sash does allow the migration of moisture through it therefore, condensation between the double glazing can be expected. This form of skylight may have a vent that can be opened to allow for additional airflow between the sash and unit. Check with the Skylight Manufacturer for further information in this regard.

### **Maintenance Action Items**

- ✓ Inspect skylight at least annually for water tightness
- ✓ Inspect skylight sash at least annually for water tightness
- ✓ Ensure skylight close tightly

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- ✓ Doors should be correctly attached to the frame
- ✗ Do not use a dirt cloth to clean doors
- ✗ Do not use abrasive cleaners or chemicals on doors
- ✗ Do not use a metal scraper or razor on glass or acrylic panels

**CONDENSATION AND RESULTANT MILDEW DUE TO LIVING ACTIVITIES OR AN OWNER NOT PROPERLY VENTILATING THE HOME ARE NOT WARRANTABLE DEFECTS.**

## **6.9 Exterior Doors**

Interior windows are generally made of solid wood, metal, metal over a wood frame with a foam core, or fiberglass. These doors are exposed to detrimental weather conditions and extreme temperature variations from the inside to the outside which can harm the surface of the door. Variations in humidity from the interior to the exterior can also affect a door. Combined or separate, these conditions can cause doors to warp or change in dimension. Seasonal variations can occur up to 1/4" in any direction.

It is prudent to refrain from trimming a binding exterior door as the problem may rectify itself with a change in climatic conditions.

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

Doors located that have severe weather conditions, greater care and maintenance of wood doors will be required.

The entry door between the garage and the house will include an automatic door opener or remote control hinge and a weatherstripping. The door is intended to automatically close to prevent the entry of exhaust fumes from the garage into your home.

Wood thresholds require extra maintenance and care, due to exposure to outdoor elements. It is recommended that a protective sealer or paint be used, at least once a year, to help prevent wood deterioration and rotting over time.

### **Maintenance Action Items**

- ✓ Doors and exterior doors should be tight to the door frame
- ✓ Replace worn or damaged weatherstripping as required
- ✓ Inspect outside door finish for deterioration at least annually
- ✓ Check for missing or deteriorated caulking annually
- ✓ Lubricate hardware as required
- ✓ Wood doors exposed to severe weather or moisture conditions may require annual maintenance
- ✗ Do not allow snow to accumulate at or around doors

**WOOD DOORS OR TRIM EXPOSED TO SEVERE WEATHER CONDITIONS REQUIRES GREATER CARE AND MAINTENANCE.**

**THE SEASONAL MOVEMENT OF DOORS IS NOT UNCOMMON.**

## **6.10 Sliding Patio Doors**

Sliding patio doors are typically constructed with metal or fiberglass and are operated by a Window Manufacturer. Adjustment of the door is required at times to ensure a tight fit, smooth operation, and to avoid damage to the door. The adjustment rollers at the base of the door can often be adjusted by the use of a screw driver.

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## Maintenance Action Items

- ✓ Ensure a door is properly sealed to the door frame
- ✓ Replace a worn or damaged weatherstripping as required
- ✓ Check for missing or deteriorated caulk/annular
- ✓ Lubricate hardware as required
- ✓ Keep door tracks clean of dirt and debris
- ✓ Use care when cleaning the door
  
- ✗ Do not allow snow to accumulate at or around door
- ✗ Do not use a dirt cloth to clean door
- ✗ Do not use abrasive cleaner or chemicals on the door frame
- ✗ Do not use a metal scraper on door

**CONDENSATION AND RESULTANT MILDEW DUE TO LIVING ACTIVITIES OR AN OWNER NOT PROPERLY VENTILATING THE NEW HOME ARE NOT WARRANTABLE DEFECTS.**

## 6.11 Storm Doors

It is recommended that storm doors be installed where conventional hinged doors are not capable of limiting weather exposure. Installation, timing and location should be determined in the winter season.

Unless specified by the Builder, the installation of a storm door is not considered to be a Warranty matter.

## 6.12 Overhead Garage Doors

Overhead garage doors are available in a number of widths and finishes. These doors consist of panels and operate on tracks some cap around the door edge and the frame material and are not insulated. Further, some entrance wind, cold, dust, or snow should be expected.

Inspect garage doors for operation regularly. Door rollers and tracks need lubrication annually. Depending on the door, some minor caulking may be required.

## Maintenance Action Items

- ✓ Ensure door is properly sealed
- ✓ Replace a worn or damaged weatherstripping
- ✓ Inspect outside door finish for deterioration annually
- ✓ Check for missing or deteriorated caulk/annular
- ✓ Lubricate garage door hardware and rollers annually
- ✓ Wood doors exposed to severe weather conditions may require annual maintenance
- ✓ Use extreme care if the door spring is to be adjusted
  
- ✗ Do not allow snow to accumulate at or around garage door

**WOOD GARAGE DOORS OR TRIM EXPOSED TO SEVERE WEATHER CONDITIONS REQUIRE GREATER CARE AND MAINTENANCE.**

## 6.13 Weatherstripping

Weatherstripping is installed around doors and windows to reduce air infiltration and provide weather protection. Some weatherstripping materials are fabric, such as felt, plastic foam, rubber, or vinyl. Other types are rigid strip, edged with foam, felt or plastic. As a building settles, some movement may occur, requiring some basic adjustment and maintenance.

Some weatherstripping is adjustable and an entrance door should have firm contact with the weatherstripping. If the threshold is too tight and binding against the bottom of the door, the use of a screwdriver may be needed for adjustment.

## Maintenance Action Items

- ✓ Check the weatherstripping at least annually to ensure that the seal is tight

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- ✓ Repair odd or warm weather tripping as required
- ✓ Re-seal weather tripping
- ✗ Do not allow snow to accumulate at or around doors
- ✗ Do not allow paint on weather tripping

## **6.14 Finish Hardware and Locks**

The factory finish on door handles will wear with use and exposure to environmental conditions. This is a typical condition with brass finishes in a typical environment.

To restore this finish, remove the factory primer finish with a scuffing powder, then polish the hardware. Once a uniform appearance is obtained, the surface can be sealed with a flat clear sealer.

Interior door hardware can be wiped clean with a damp cloth and then polished with a soft dry cloth. Abrasive pads and manual cleaning are detrimental to brass finishes and will cause tarnishing.

### **Maintenance Action Item**

- ✓ Lubricate door hardware and lock with powdered graphite or light oil as required.

**THE FINISH ON LOCKS, DOOR HANDLES, AND HARDWARE WILL WEAR WITH USE AND ENVIRONMENTAL EXPOSURE; THIS IS NOT A WARRANTY DEFECT.**

## **6.15 Decking**

Decking and balustrade are exposed to rain, snow, and sun. Care must always be taken not to damage an deck surface and membrane especially during snow removal.

Wood decking and trim will crack, warp, and split over time. This is normal and cannot be prevented. Painted surfaces will chip or peel and should be touched up annually before the next spring weather. Open seams in wood trim should be sealed with a suitable caulk to prevent the entry of water.

Decks, handrails and windowsills may require cleaning and "touching up" more frequently than other components due to their horizontal orientation and weathering. Do not use a pressure washer on the decking and trim as this can damage the surface.

### **Maintenance Action Items**

- ✓ Inspect deck membrane regularly for tear, rot, or other damage and repair promptly
- ✓ Inspect the joint in the deck membrane for delamination
- ✓ Inspect a railing post to ensure a proper seal at the deck and at attachment
- ✓ Check a drain and gutter for blockage especially in the winter
- ✓ Ensure a drain and gutter are sealed to the deck membrane
- ✓ Regularly clean deck with a mild soap and water
- ✗ Do not allow snow or ice to block drain and gutter
- ✗ Do not allow snow to accumulate at or around deck doors

**WOOD DECKS EXPOSED TO SEVERE WEATHER CONDITIONS REQUIRE GREATER CARE AND MAINTENANCE.**

## **6.16 Handrails**

Handrails are exposed to rain, snow and sun. Cracking, warping, and splitting of wooden handrails and trim is normal and cannot be prevented. Painted surfaces can chip and peel and should be touched up annually before the next spring weather. Open seams in wood trim should be sealed with a suitable caulk to prevent the entry of water.

Metal handrails may become chipped over time. Inspect metal railing at least annually and touch up paint chip and other finish flaws as required.



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## Maintenance Action Items

- ✓ Inspect handrails regularly for visible deterioration and repair promptly.
- ✓ Inspect the finish in rain and trim for separation and reattachment required.
- ✓ Inspect railing posts to ensure a proper seal at the deck.
- ✓ Inspect railing posts for proper support.

## **HANDRAILS EXPOSED TO SEVERE WEATHER CONDITIONS REQUIRE GREATER CARE AND MAINTENANCE.**

### 6.17 Roof

If the roof on your home is reroofed, it will typically be covered with asphalt or fiber glass shingles, cedar shingles or shakes which may or may not be treated with a preservative, slate or concrete tile, metal or a composite manufactured product. A flat or slight pitched roof may be covered in bitump tar and gravel membrane, or tarred on roof sheet metal.

Roofing is intended to shed water and prevent water entry into the residence. Obstructions that prevent the free flow of water from the roof or blocked drains can cause leakage or premature failure of the roofing material. The roof and associated machinery must be kept free of debris and buildup of ice or snow. Cleaning the roof is recommended annually. Also, the roof surface should also be checked for excessive debris after every heavy wind storm. This is especially important if trees surround the home. Consider trees can also deposit debris in sufficient quantities to impede the free flow of water.

The life expectancy of the roof will depend on the product used and the care and maintenance provided. The typical life expectancy for most roofing materials range from 10 to 25 years.

Roofs, broken or missing shingles or window heads wind storm should be repaired or replaced. It should be noted that most manufacturer's warranties for shingles do not cover wind damage in conditions exceeding 50 mph unless otherwise specified. Storm related damage is not the Builder's responsibility therefore, maintenance repairs should be made as soon as possible after each occurrence to prevent leakage. Leakage can cause serious damage to the interior of your home or further damage to the remainder of the roof.

Asphalt shingles and some roofing have surface granules to protect the product from damage due to ultraviolet radiation from sunlight. If areas of the underlayment or roofing material are exposed, protect with additional granules. In addition, roofs can become soft in hot weather and foot traffic can damage the top surface.

Dilation of the roof sheathing or the finish shingles due to expansion can cause variations in the roof surface.

Wood shingles will crack and split with time. This weathering is generally not a concern unless it causes a roof leak. If such a leak occurs, it should be repaired immediately by installing a piece of sheet metal beneath the cracked shingle. Older wooden roofs are very brittle and traffic on the roof can cause extensive damage to the shingles. Wood roofs become very slippery when wet and extreme caution must be undertaken when working on a wet roof.

Some concrete or masonry roofs can be brittle. A warning sign of action when walking on a roof is damage is not allowed to walk on tiles that are not supported.

The area beneath the roof surface is often vented to the outdoors. Unobstructed ventilation is crucial to the health of the roof and roofing material.

## Maintenance Action Items

- ✓ Inspect for penetration through the roof, skylight, plumbing stack, and vent annually and reattach as necessary.
- ✓ Flat roofs should be inspected by a professional every two years and a recommended maintenance should be completed.
- ✓ Cedar roofing should be washed annually with a garden hose and an attached debris brush a needle or moss should be removed from between the shingles or shakes.

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- ✓ Check attic space for any obstructions at least yearly
- ✓ Trim overhanging branches away from the roof
- ✓ Clean gutter regularly
- ✗ Do not pressure wash and roof which pressure water can cause damage
- ✗ Do not back roof continually check annual

**ROOF DAMAGE CAUSED BY EXCESSIVE WIND OR STORM CONDITIONS (EXCEEDING THE MANUFACTURERS' OR THE BUILDING CODE REQUIREMENTS) IS NOT COVERED BY THE WARRANTY.**

**CARE MUST ALWAYS BE USED WHEN WALKING ON A ROOF SO DAMAGE IS NOT CAUSED.**

## **6.18 Ice Dams**

Snow melting on the roof and refreezing at the eaves causes the overhanging eaves of the roof to cause ice dams. Ice dams can cause water to back up under the shingles which may result in an interior leak. This is a natural occurrence and generally is not due to a Builder defect.

### **Maintenance Action Items**

- ✓ If ice dam occurs, remove the snow and ice from the roof at the eaves and gables
- ✓ Check roof and plumbing stacks for water tightness

**ROOF DAMAGE FROM NOT REMOVING ICE DAMS IS NOT COVERED BY THE WARRANTY.**

## **6.19 Gutters and Downspouts**

Gutters are not required by Building Regulations, however, they are often installed at the perimeter of a roof to control and carry away rainwater. Gutters allow water to limit rainwater from being deposited around the foundation where it could eventually seep into the basement or cause water damage to the exterior wall surface.

Keep gutters, roof drains, and downspouts free of obstructions such as leaves, tree needles, ice, or moss. Blockages can reduce snow efficiency, cause damage, and result in leakage into the building. Loose ice buildup can detach gutters from the eaves.

### **Maintenance Action Items**

- ✓ Ensure that the runoff water is directed away from the house
- ✓ If the down pipe empties onto a porch pad at grade, do not remove
- ✓ Check gutters for obstructions at least twice a year and after every heavy wind storm or after prolonged periods of freezing and thawing
- ✓ When cleaning gutters, roof drains, and downspouts, remove all leaves and debris
- ✓ Ensure drain basket exists at the drain
- ✓ Check joints in gutters for water tightness prior to winter
- ✓ Keep overhanging branches trimmed away from gutters
- ✗ Do not wash debris into down pipes and the drain system of the home
- ✗ Do not lean ladders against gutters as this may cause damage
- ✗ Do not remove porch pads or downspouts

**DAMAGED GUTTERS CAUSED BY LADDERS IS NOT A WARRANTABLE DEFECT.**

**GUTTER DAMAGE FROM NOT REMOVING ICE DAMS IS NOT COVERED BY THE WARRANTY.**

## **6.20 Fireplaces and Chimney**

Fireplaces will burn natural gas, propane, or wood. It is important that any debris be removed regularly from fireplace vents. At the beginning of a chimney's service should be inspected and cleaned.

Wood burning fireplaces require extra care and maintenance. Always open the damper prior to lighting a

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Fire. Smoke damage caused by a closed damper is not a construction defect, nor a Warranty defect. In some situations, preheating the fire may be required in order to start a draft. After each fire, ash should be swept into the ash pit, often beneath the grate. If an ash pit is not provided, remove the ash.

Never leave fire unattended. When not in use, the fireplace keep the damper closed so that warm air will not escape in winter and cold air will not escape in summer.

Wood burning produces creosote deposits which build up over time. If not maintained or removed, this may cause a chimney fire. Chimney flues and the pipe should be inspected and cleaned at least annually by a professional. Always, ensure no blockage exists.

## **Maintenance Action Items**

- ✓ Ensure chimney flues are cleaned annually
- ✓ Depending on use, clean ash pit regularly
- ✓ Keep flammable materials away from fireplace
- ✓ Inspect exterior chimney flashing at least yearly, reflash if necessary
- ✗ Do not burn wood, paper, or other debris in a fireplace
- ✗ Do not obstruct air supply ducts

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## 7. STRUCTURE

### 7.1 Foundation

The most common material used for foundation construction is cast-in-place concrete. Alternative methods of construction include masonry block, insulated concrete forms ("ICF"), or pressure treated precast wood.

All concrete creeps, cracks may occur due to the hydration process and shrinkage stresses. Minor shrinkage cracking cannot be avoided and these cracks have no effect on the structural integrity of a building.

Minor cracks in the foundation wall may allow the entry of water and can be repaired from the outside with an asphalt based sealant. Interior access is not possible, numerous concrete patching compounds are available and can be installed to the inside surface of the concrete wall.

The exterior foundation walls are generally coated with a bituminous damp proofing material below grade. This material is often exposed or deteriorated above grade as well. Damp proofing is installed to prevent moisture from seeping into the concrete. Damp proofing is not waterproof, therefore excessive amounts of ground water must be controlled by other means such as site grading or drainage.

Efflorescence may appear on the surface of the foundation wall. Efflorescence is a white powder which is caused by salts in the concrete mix that are brought to the surface by water or moisture. It is cosmetic in nature and can be removed with a brush. Once the concrete has dried, it will likely stop appearing. However, an alternative water source could cause efflorescence to continue indefinitely. If this is the case, the alternate source of water should be identified and remedied.

#### **Maintenance Action Items**

- ✓ Inspect the foundation for signs of leakage at least annually
- ✓ Ensure the grade around the foundation is kept away from the building
- ✗ Do not plant trees or shrubs next to foundation as roots can cause damage
- ✗ Do not change the grading around the foundation
- ✗ Do not over water around foundation

***FOR SOME AREAS IN THE PROVINCE, SENSITIVE SOIL CONDITIONS (CLAYS OR SILTS) EXIST. OVER WATERING OF THE SOIL CAN NEGATIVELY AFFECT THE FOUNDATION SYSTEM.***

### 7.2 Basement

The entire basement floor home will be cast-in-place concrete. The surface may not be perfectly smooth or level.

All concrete shrinks while curing, stress cracks can occur and are common. Cracks will generally form at corners and around doors and at the perimeter of the floor where it adjoins the foundation wall. A majority of cracks within a house are not a structural component, there is generally no reason to repair cracks in a concrete floor unless they are larger than 3mm (1/8") in width extending across and across. If required, these cracks can usually be fixed with concrete patch.

Concrete floor slab can be painted. The product used should be alkali resistant and allow continued curing of the concrete. Painted concrete floor may flake or peel and require regular touch up.

Efflorescence may appear on the surface of the concrete floor. Efflorescence is a white powder which is caused by salts in the concrete mix that are brought to the surface by water or moisture. It is cosmetic in nature and can be removed with a brush. Once the concrete has dried, it will likely stop appearing. However, an alternative water source could cause efflorescence to continue indefinitely. If this is the case, the alternate source of water should be identified and remedied.

Maintaining the proper heat level in the basement is important in order to reduce moisture buildup. The minimum indoor temperature of 1°C should be maintained in this space at all times. Decreasing or deactivating the heat may result in cold floors, condensation, or mildew.

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## Maintenance Action Items

- ✓ Inspect concrete slab for signs of cracking at least annually.
- ✓ Maintain proper heat in the basement.

**AN EXACT COLOUR OR TEXTURE MATCH OF A CONCRETE REPAIR CANNOT BE GUARANTEED.**

**RESULTANT DAMAGE FROM NOT MAINTAINING A PROPER TEMPERATURE IN THE BASEMENT IS NOT A WARRANTY DEFECT.**

**CONTROLLING THE PROPER HUMIDITY LEVELS WITHIN THE HOME IS IMPORTANT AND AN OWNER RESPONSIBILITY.**

**CONDENSATION IS NOT A WARRANTY ISSUE UNLESS A CONSTRUCTION DEFECT EXISTS.**

## 7.3 Wood Frame

The most common construction method for the structure of a home is wood framing.

Walls are constructed using 2x4", 2x6", or 2x8" solid lumber over studs or manufactured wood studs. Plywood or oriented strand board ("OSB") sheathing is then screwed or nailed to the top of the joists. To help reduce air leakage and to provide additional structural rigidity, glue is often applied to the top of the studs prior to the installation of the sheathing system.

The wall consists of a vertical frame 2x4" or 2x6" studs with horizontal plates of the same width at the top and bottom of the wall. The walls are often on a 100mm stud or 100mm stud spacing. Plywood, lumber, or OSB sheathing is attached to the exterior frame.

For openings, the support studs, or the support of a roof beam may be used instead of walls. Beams can consist of several studs nailed together. For larger loads or under spans, a specialized manufactured beam may be used for added strength. Posts at intermediate locations may support the beam.

Most roofs are constructed using prefabricated wood roof trusses spaced 600mm (24") apart. Detailed roof structures may be framed by hand using rafters and ceiling studs. Trusses are capable of spanning large distances while carrying considerable weight. At the design and installation of the roof truss is engineered, this can be confirmed by either Builder or by the Truss Supplier.

The wood used to construct your home will shrink as it dries out. Minor changes in the size and the shape of the wood members can occur with drying. These changes do not affect the structural integrity of the wood frame, but may cause gaps in the finishes used throughout the home. The most common changes are popcorn board cracks or nail popping in walls and ceilings. The movement that results from the shrinkage of the structure may also affect other finishes such as flooring and wood trim. Minor air leakage may appear and doors may be difficult to bind.

Any necessary repairs in this regard should be postponed until toward the end of the first year to allow the majority of the wood shrinkage to occur.

## 7.4 Beams and Teleposts

The floor of the residence may be constructed with beams and provide support for the studs or the roof above. In turn, posts at specific intervals may support the beams.

Clay or other soil can be subject to shrinking or swelling. Settlement can be more common and pronounced in specific geographical regions. Where shrinking or swelling is expected, adjustable metal posts may be necessary and are commonly referred to as teleposts. Beams supported by teleposts should be checked for straightness at least twice a year and the posts should be adjusted as needed. Minor cracking between the wall and the ceiling over a main beam may be an indication that adjustments are required.

If the basement is renovated or if further finishing is undertaken, the new walls and finishes should not come in contact with the underside of the beams as this will not allow adjustments to be made to the teleposts.

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In some situations, wood posts are used. Along with a wood, some cracking and twisting is not uncommon. As the dimension of the post increases, so can the size of cracking.

## Maintenance Action Items

- ✓ Inspect beams at least yearly for alignment and adjust supports as required
- ✗ Do not encase supports in renovation finishes

## 7.5 Attics

The space between the ceiling and the roof is referred to as the attic. Attics are intended as storage areas and are not intended as storage space. A warning is given when walking in attics as there is no floor support and damage to ceiling can easily occur.

The ventilation of an attic space to the exterior is important. Proper roof ventilation reduces moisture buildup and helps to keep the attic space cooler in the summer. Storing belongings in an attic is not recommended. Stored items limit the air flow, this practice can promote moisture buildup and the growth of mildew. Also, compressing the insulation can reduce the thermal value of the insulation.

Inspect attics and vents from the exterior each year and ensure that they are not blocked by plants or debris. Accumulated green should be brushed clean. Repair or replace any broken or missing green as required. This helps prevent animals and insects from obtaining access into the building. Inspect attics at least annually for water leaks and other moisture. Also, piping for exhaust fans should be directed out of the attic space.

Ensure the interior humidity in the home is at a proper level for further information regarding indoor humidity, refer to **Subsection 10.16, Ventilation, Condensation, and Relative Humidity**. High humidity levels can cause damage if the moist air escapes into the attic space.

## Maintenance Action Items

- ✓ Inspect the attic for signs of water leakage and moisture at least annually
- ✓ Inspect attics and vents each year for blockage
- ✓ Inspect exhaust fans, ducts, and vents for leakage
- ✓ Ensure the attic hatch is properly sealed
- ✓ Monitor and control the indoor moisture level in the home
- ✗ Do not store personal belongings in attic space
- ✗ Do not block vents

**EVEN WHEN ATTIC VENTILATION COMPLIES WITH BUILDING CODE REQUIREMENTS, MOISTURE PROBLEMS MAY RESULT; IN THIS SITUATION, ATTIC DAMAGE CAUSED BY EXTERNAL HUMIDITY CONDITIONS IS NOT COVERED BY THE WARRANTY.**

**TAKE CARE NOT TO CAUSE CEILING DAMAGE WHEN IN THE ATTIC SPACE.**

## 7.6 Crawl Spaces

The space below the main floor is referred to as a crawl space and is intended as a storage area. Storing belongings in a crawl space is not recommended since ventilation and air circulation can be restricted. If belongings are placed in a crawl space, the items should be raised off the floor and kept away from the walls. This practice will allow for the flow of air around the stored items and help to prevent the growth of mildew.

If the crawl space is heated, maintaining the proper heat level in a crawl space is important in order to reduce moisture buildup. The minimum indoor temperature of 15°C should be maintained in this space. Dehydration or deaerating the heat makes it in cold floors and mildew.

Crawl space floors are required to be sealed with a vapor retarder. This barrier can be polyethylene weighted down with rocks or gravel or a concrete skim coat. Although it is not uncommon for a

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polyethylene vapor barrier to be installed beneath a concrete slab, either method is acceptable. Despite the system used, some moisture may still transmit through the barrier.

If a concrete skim coat is used, it will generally be a lower strength concrete and will be approximately 50mm (2") thick. It may have a coarse surface appearance, may not be perfectly smooth or level and is not required to be a finished floor. Concrete cracking may be more common due to its weaker strength and the manner in which it was installed. This cracking is normal and repairs are required, often a suitable crackin can be used.

If the crawlspace is vented to the exterior, inspect a minimum in the spring and fall and ensure that the air flow is not blocked by plants or debris. A minimum screen should be brushed clean. Repair or replace any broken or missing screens as required. This helps prevent animals and insects from obtaining access into the building.

Inspect the crawlspace at least annually for water leaks and condensation.

## **Maintenance Action Items**

- ✓ Inspect the crawlspace for condensation water leakage and moisture at least annually
- ✓ Inspect a minimum vent, if provided, each spring and fall for blockage
- ✓ Inspect a pipe, duct, and vent for leakage
- ✓ Ensure the crawlspace hatch is securely sealed
- ✓ Maintain proper heat in the crawlspace
- ✓ Monitor and control the indoor moisture level in the home
  
- ✗ Do not store personal belongings in the crawlspace
- ✗ Do not block vent, if provided.

**RESULTANT DAMAGE FROM NOT MAINTAINING A PROPER TEMPERATURE IN THE CRAWL SPACE IS NOT A WARRANTY DEFECT.**

**CONTROLLING THE PROPER HUMIDITY LEVELS WITHIN THE HOME IS IMPORTANT AND AN OWNER RESPONSIBILITY.**

**CONDENSATION IS NOT A WARRANTY ISSUE UNLESS A CONSTRUCTION DEFECT EXISTS.**

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## 8. INTERIOR FINISHES

### 8.1 Hardwood Floors

Although kiln dried materials used, hardwood floors are susceptible to movement caused by variations in humidity levels. Low humidity levels can cause the wood to separate at the joint seams. High humidity levels will cause the wood to expand. Therefore, this expansion may lead to cracking, cupping, or crowning of the board. A movement can vary seasonally, the monitoring and controlling the indoor moisture level is important. For further information regarding indoor humidity, refer to **Subsection 10.16, Ventilation, Condensation, and Relative Humidity.**

The movement of the flooring may also create noise as it expands and contracts. A squeak or creak phenomenon cannot be guaranteed.

The appearance of hardwood flooring is easiest to maintain and mopping with a proper wood cleaner is all that is required for cleaning. The need for wax on hardwood floors is rare and many types of flooring are now factory finished and have specific maintenance requirements. Refer to your Builder or flooring supplier for specific instructions.

Wood is a natural material and color, texture, and grain patterns can vary. Also, wood is available in different grades, appearance variations and it inconsistencies can exist. Some finishes should not be compared to laminate finishes.

Over time wood floors will show marking, scratches, and imperfections. High heels and pet claws can damage some floors. Wear is not considered a Warrantable defect.

#### **Maintenance Action Items**

- ✓ Place mats at both the inside and exterior entrances
- ✓ Place mats at sink, dishwasher, and work station
- ✓ Acid free rubber or other dense backed mats on surface disfiguration can be caused
- ✓ Sweep or vacuum mats on surface disfiguration reoccur
- ✓ Use floor protector pads under furniture
- ✓ Use protective covers under appliances
- ✓ Protect the floor when moving furniture or appliances
- ✓ Protect against pet damage such as claws
- ✓ Keep the home at a proper temperature and humidity
  
- ✗ Do not use water to wash the floors use a proper wood cleaner
- ✗ Do not use steam cleaner on the floor
- ✗ Do not leave wood exposed to direct sunlight or fading may occur
- ✗ Do not allow spills to remain, clean up immediately

**FLOOR DAMAGE FROM NOT MAINTAINING THE PROPER INDOOR HUMIDITY OR TEMPERATURE IS NOT COVERED BY THE WARRANTY.**

### 8.2 Laminate Wood Floors

Laminate flooring typically consists of a decorative finish layer over a tread layer and bottom fiberboard core. Unlike solid hardwood or engineered hardwood, laminate flooring is rarely comprised of wood.

Laminate floors are designed to resemble a variety of materials, such as hardwood, stone, or tile. High quality photographic paper on the top surface of the floor board is used to imitate wood, stone, or tile. There are a few hybrid products that replace the photographic paper with a very thin tile or ceramic veneer. Thicker laminate veneers indicate a more durable floor. Laminate flooring veneers do not wear or fade from sunlight.

Over time laminate wood floors will show marking, scratches, and imperfections. High heels and pet claws can damage some floors. The repair of surface damage scratches and chips may not be possible. Wear is not considered a Warrantable defect.



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## Maintenance Action Items

- ✓ Place mat at both the inside and exterior entrance
- ✓ Place mat at sink, dishwasher, and work station
- ✓ Sweep or vacuum mat area regularly
- ✓ Use floor protector pad under furniture
- ✓ Use protective slider under appliance
- ✓ Protect the floor when moving furniture or appliance
- ✓ Protect against pet damage with a law
- ✓ Keep the home at a proper temperature and humidity
  
- ✗ Do not use water on the floor use a proper laminate cleaner
- ✗ Do not use steam cleaner on the floor
- ✗ Do not allow liquid to remain, clean up immediately

**FLOOR DAMAGE FROM NOT MAINTAINING THE PROPER INDOOR HUMIDITY OR TEMPERATURE IS NOT COVERED BY THE WARRANTY.**

## 8.3 Resilient/Vinyl Floors

Whether a tile or a sheet product, resilient flooring is susceptible to damage from indentation or scratches, particularly those caused by furniture. Flooring should be protected from such damage by using floor pads beneath heavy furniture etc. The ability of a given flooring product to withstand abuse varies greatly from product to product and related damage is not a Warranty defect.

Resilient flooring should be cleaned with mild cleaner that is approved for use with the specific flooring product. Harsh cleaners can cause fading or affect the composition of the flooring material making it hard and brittle. Consult with the supplier of the specific flooring product for their recommendations. Special products are available for flooring to both clean and restore the sheen. Detergent often cause adhesion of carpeted areas to mat down as the mats are carried onto the carpet from the resilient floor area.

Once construction is complete, movement of the floor structure due to shrinkage can also affect floor. While flooring installers apply filler at the seams of the wood underlayment material, it is not always possible to achieve and retain a perfect seal. This can result in minor ridges becoming visible beneath the flooring under certain light. Generally, these concerns are only cosmetic and do not require any action.

Some resilient flooring products can become permanently stained by rubber backed floor mats. Also, floor will fade over time when exposed to direct sunlight.

## Maintenance Action Items

- ✓ Remove dirt regularly daily or weekly as required
- ✓ Clean up spills immediately
- ✓ Place mat at both the inside and exterior entrance
- ✓ Place mat at exterior entrance at sink, dishwasher, and work station
- ✓ Avoid using rubber or other dense backed mat
- ✓ Use floor protector pad under furniture
- ✓ Protect the floor when moving furniture or appliance
- ✓ Use protective slider under appliance

## 8.4 Carpet

Carpet care begins with consistent vacuuming. Clean high traffic areas regularly to remove surface dirt and vacuum the entire carpeted area at least weekly to remove dirt. Consult your flooring supplier for the specific cleaning and maintenance requirements of the carpet used in your home.

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Berber or loop carpeting is susceptible to damage imposed on. Tension on one loop can cause the carpet to unravel, leaving a bare section. For a carpet loop or tuft popped or unraveled, trim accordingly.

Loop pile carpeting can be more susceptible to matting. This is primarily noticeable in high traffic areas and cannot be prevented other than by the use of carpet runner. Warranties from the Carpet Manufacturer generally pertain to fiber loss only and do not cover "appearance retention".

Over time, carpet can fade. Direct and continued exposure to sunlight can increase the rate of fading.

## **Maintenance Action Items**

- ✓ Place mats at both the inside and exterior entrances
- ✓ Remove stains and spills immediately
- ✓ Carpet should be vacuumed at least weekly depending on the use and appearance
- ✓ For high traffic areas, vacuum daily
- ✓ Carpet should be professionally cleaned every year or two depending on use and appearance
- ✓ Limit exposure to direct or prolonged sunlight where possible.

## **8.5 Ceramic Tile**

Ceramic tile is a very durable flooring material. For routine cleaning use a mild detergent, do not use wax or sealer. At the joint between the tile is porous and will absorb water which can lead to staining, and cleaning of the joint with a clear liquid grout sealer should be undertaken.

Ceramic tiles are available in different grades and color and texture variations can exist. Also, depending on the tile used, some tile installations can exist. Tiles should not be compared to granite finishes.

The gaps between the tiles are filled with a grout. Some minor cracking of the grout is not uncommon.

## **Maintenance Action Items**

- ✓ Place mats at both the inside and exterior entrances
- ✓ Take care not to drop heavy objects on ceramic tile as tile can crack or chip
- ✓ Inspect tiles at least annually and re-grout as required
- ✓ Protect the floor when moving furniture or appliances
- ✗ Do not allow spills to remain, clean up immediately
- ✗ Do not use a vacuum cleaner with a beater bar
- ✗ Do not use floor wax or other abrasive to clean ceramic tile.

## **SEAL CERAMIC TILE FLOORS AND GROUT AT LEAST YEARLY.**

## **8.6 Marble, Granite, and Natural Stone**

Although strong and attractive, spills can permanently stain natural marble, granite, and natural stone. Spills should be cleaned up immediately. Cleaning of marble should be done with a clean, soft cloth and warm water. Also, care should be taken to prevent scratching the surface. Annual cleaning of the surface should be undertaken with an appropriate sealer.

Marble, granite, and other stone products are a natural material and are available in different grades, appearance variations in the color, texture, and grain patterns can exist. Since some tile installations can exist, tiles should not be compared to granite finishes.

## **Maintenance Action Items**

- ✓ Place mats at both the inside and exterior entrances
- ✓ Take care not to drop heavy objects on marble as tile can crack or chip
- ✓ Protect the floor when moving furniture or appliances
- ✓ Seal surface annually

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- ✘ Do not allow water to remain, clean up immediately
- ✘ Do not use abrasive cleaner

**SINCE MARBLE AND GRANITE ARE NATURAL MATERIALS, SURFACE IMPERFECTIONS ARE NOT UNCOMMON AND ARE NOT CONSIDERED TO BE A WARRANTABLE DEFECT.**

**SINCE MARBLE AND GRANITE SURFACES ARE SUSCEPTIBLE TO STAINING, CLEAN UP SPILLS IMMEDIATELY.**

**SINCE MARBLE AND GRANITE SURFACES ARE PERMEABLE, SEAL FLOORS AT LEAST YEARLY.**

## **8.7 Countertops**

All countertops require some care and attention over the lifetime.

### **8.7.1 Plastic Laminate**

Laminated countertops will burn or delaminate if hot pots or pans are placed directly on the surface. Protective padholders should be used if hot items are to be placed on the countertop. Electrical appliances may also require protection when in use. The damage caused by hot items is generally not repairable so it is best to err on the side of caution.

The ability to withstand scratching depends on the laminate material used. Abrasive cleaners or steel wool should not be used on the surface of the laminate with a scratch. Allowed to remain on the surface, household bleach or detergent can stain or discolor the laminate.

Water must not be allowed to remain on countertop until a thin white residue in the counter substrate develops due to the excessive moisture. This damage is irreparable.

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

### **Maintenance Action Items**

- ✓ Ensure the joint between the countertop and the wall is properly sealed
- ✘ Do not allow water to remain on countertop joint
- ✘ Do not use abrasive cleaners or steel wool on a countertop
- ✘ Do not bleach surface
- ✘ Do not allow liquid to remain, clean up immediately
- ✘ Do not climb on, sit on, or place heavy load on a countertop
- ✘ Do not pond water on a countertop
- ✘ Do not use a countertop as a cutting board
- ✘ Do not place hot objects on a countertop
- ✘ Do not use a countertop as an ironing board.

### **8.7.2 Marble, Granite, or Stone**

Countertops made of marble, granite, stone, or other man-made compounds often have specific cleaning requirements. The manufacturer of the product should be contacted for these instructions.

Generally, the type of countertop can be cared for in a manner similar to plastic laminate—abrasive cleaners should not be used. Counter surfaces can also be heat sensitive.

All marble, granite, and other stone products are a natural material and are available in different grades, appearance variations in the color, texture, and grain pattern can exist.

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## Maintenance Action Items

- ✓ Clean the joint between the countertop and the wall properly sealed
- ✓ Seal the marble surface at least yearly
- ✗ Do not use abrasive cleaner or steel wool on a countertop
- ✗ Do not bleach surface
- ✗ Do not allow liquid to remain, clean up immediately
- ✗ Do not climb on, sit on, or place heavy load on a countertop
- ✗ Do not pond water on a countertop
- ✗ Do not place hot object on a countertop
- ✗ Do not use a countertop as an ironing board.

**SINCE MARBLE AND GRANITE ARE NATURAL MATERIALS, SURFACE IMPERFECTIONS ARE NOT UNCOMMON AND ARE NOT CONSIDERED TO BE A WARRANTABLE DEFECT.**

**SINCE MARBLE AND GRANITE SURFACES ARE SUSCEPTIBLE TO STAINING, CLEAN UP SPILLS IMMEDIATELY.**

**SINCE MARBLE AND GRANITE SURFACES ARE PERMEABLE, SEAL COUNTERS AT LEAST YEARLY.**

**DO NOT OVERLOAD COUNTER SURFACES AS DAMAGE CAN OCCUR.**

## 8.8 Cabinets

Uncoated cabinets are very susceptible to heat damage. In the kitchen is equipped with a ceiling fan, the cabinet drawers and cabinet doors adjacent to the range hood should be kept open when the range is in the exhaust mode to allow excess heat to dissipate. If heat is allowed to build up, the surface may delaminate. This precaution should also be applied when the oven is used for a prolonged period at a high temperature.

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

## Maintenance Action Items

- ✓ Treat cabinets like furniture with care
- ✓ Remove grease or splatter immediately from cabinet surfaces
- ✓ Loose or hardware are loose, tighten immediately
- ✓ Take care not to impact or drag cabinet against cabinet
- ✗ Do not use abrasive cleaner on cabinets
- ✗ Do not place excessive strain, weight, or force on the doors or drawers
- ✗ Do not climb on, sit on, or place heavy load on cabinets
- ✗ Do not allow liquid to remain, clean up immediately
- ✗ Do not overload cabinet shelves or drawers

## 8.9 Walls and Ceilings

The majority of interior walls and ceilings in your home will be made of "drywall". The wood used to construct your home will shrink as it dries out. Minor changes in the size and the shape of the wood members can occur with drying. These changes do not affect the structural integrity of the home, but may cause a crack in the finish applied throughout the home. The most common changes are drawing cracks or nail pops in the walls or ceilings.

Wall cracks are warranted for one year. If excessive cracks or nail pops occur, it is recommended that the item be repaired at year end. Bigger often times and nail pops but may not paint. The Warranted does not require painting of the topical drawing problem.

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**SOME CRACKING OR NAIL POPS ARE NOT UNCOMMON.**

**SINCE NORMAL SHRINKAGE AND SETTLEMENT OF A HOUSE WILL OCCUR, A PREFERRED PRACTICE IS TO ADDRESS SHRINKAGE AND SETTLEMENT ITEMS TOWARDS THE END OF THE FIRST YEAR OF OCCUPANCY.**

## **8.10 Paint**

The majority of interior drawings are in your home will likely be finished with either a latex water based or a lead based paint. Over time with wear and tear, walls can become cracked, dented, or dirt. This is normal and is not a warrantable defect.

Cleaning can easily be carried out by gently washing the painted surface with a mild soap or detergent solution. Abrasive cleaning or other scrubbing should be avoided as this will remove the paint. Walls should not be cleaned for at least three months after completion.

### **Maintenance Action Items**

- ✓ Treat walls with care
- ✓ Remove grease or splatters immediately from walls
- ✓ Take care not to impact or drag objects against walls
  
- ✗ Do not clean walls for at least three months
- ✗ Do not use abrasive cleaners on walls

## **8.11 Interior Doors**

Interior doors are made of wood veneer over a hollow core.

Interior doors are generally sized to allow a gap up to 18mm (¾") at the bottom of the door and the floor covering. This gap is provided to allow for air circulation beneath the door.

Biased doors, at times, require alignment and adjustment.

### **Maintenance Action Items**

- ✓ Inspect door operation regularly
- ✓ Lubricate hardware as required
- ✓ Ensure door is properly aligned
  
- ✗ Do not block or restrict the gap at the base of doors
- ✗ Do not force a door closed
- ✗ Do not hang heavy objects from a door.

**SOME WARPAGE AND SEASONAL MOVEMENT OF DOORS IS NOT UNCOMMON (LESS THAN ¼").**

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## **9. Appliances**

### **9.1 Appliances**

Appliances included with the purchase of your home which have been installed by the Builder General come with written instructions. Appliance manuals should detail the operating procedure and care requirements for the specific appliance. These instructions must be followed in order to maintain the Manufacturer's Warranty.

A warranty registration card provided with the equipment should be promptly completed and returned to the Manufacturer to ensure your warranty obligations are met.

Prior to using an appliance, consult instruction booklet and manuals thoroughly, and always keep them in a safe place. Do not use harsh or abrasive cleaners on appliances or cook tops. Care and attention should be observed, as excessive impact can damage or cause injury.

Before using a maintenance company, ensure that the appliance has been properly plugged into the electrical outlet and that the breaker switch is in the "On" position.

Drum require the exterior vent to be cleaned at least on a monthly basis. If the vent becomes plugged with lint, the efficiency of the dryer is reduced and a fire hazard may occur.

Appliances are heavy and the movement can damage your surface. Moving mats should be used when moving an appliance.

#### **Maintenance Action Items**

- ✓ Clear drain in dishwasher as required
- ✓ Clean exterior dryer vent at least monthly
- ✓ Clean dryer filter screens as required
- ✓ Use care when moving appliances as warping or damage can occur
- ✓ Take care not to impact or drag cabinet against appliances
  
- ✗ Do not use harsh or abrasive cleaners on appliances
- ✗ Do not place excessive strain, weight, or force on appliance doors
- ✗ Do not climb on, sit on, or place heavy load on appliances
- ✗ Do not allow pipes to remain, clean up immediately

**USE CARE WHEN MOVING APPLIANCES.**

**FLOOR DAMAGE FROM AN OWNER MOVING APPLIANCES IS NOT COVERED BY THE WARRANTY.**

**TAKE CARE NOT TO DROP HEAVY OBJECTS ON APPLIANCES.**

**AS PER THE HOME WARRANTY INSURANCE POLICY, APPLIANCES ARE NOT COVERED. CONTACT THE SUPPLIER DIRECTLY IF YOU HAVE ANY ISSUES.**

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## 10. MECHANICAL SYSTEMS

### 10.1 Plumbing - General

The plumbing in your home will include non-ferrous copper piping for the supply of water throughout the home. ABS or PVC piping is often used for the waste disposal. Other products are available but are less common.

A main water shut-off valve has been provided to turn off the water supply to the home. This valve can be used in the event of an emergency and should be located upon completion for future reference. Shut-off valves, if provided, for the sink and toilet, allow for routine maintenance.

Waste line clean-out may be provided throughout the residence. These clean-out may be located within cabinet, inside closet, or double on a wall. Clean-outs should remain accessible and they are the means of clearing a blockage in a waste pipe.

Drain traps ("p" traps) are present at the bottom of waste piping. These traps provide a barrier of water which prevents the entry of sewer gases into the home. Sink or drain which are closed in recent may lose this water barrier due to evaporation. Sewer gases are detected, by pouring water down the drain the trap is re-primed and the odor is stopped.

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

**ALWAYS MAINTAIN ADEQUATE HEAT IN THE HOME SO WATER LINES AND PIPES DO NOT FREEZE.**

### 10.2 Fixtures

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

#### **Maintenance Action Items**

- ✓ Plumbing fixtures are intended for normal household use only
- ✓ Treat fixtures with care
- ✓ Take care not to drop heavy objects on fixtures
- ✗ Do not dispose of caustic products in household fixtures
- ✗ Do not force faucet handles shut, damage can occur.

**PLUMBING FIXTURES AND FAUCETS ARE COVERED BY THE WARRANTY FOR A PERIOD OF ONE (1) YEAR.**

### 10.3 Hot Water Tank

The water temperature of the hot water tank can be adjusted on the thermostat located on the tank. This may require the use of a screwdriver. Generally, an average setting for the water temperature is 100° to 110°. Comfort setting is generally adequate for a dishwasher. This temperature is hot enough for most uses and should not cause scalding or burn. If hotter water is needed for a special purpose, the thermostat on the tank can be set to a higher temperature, however the thermostat should be reset to a normal setting when finished.

If your home is to remain unoccupied for a substantial period of time, the water temperature should be turned down or switched off at the tank or breaker panel. Some hot water tanks have a "vacation" setting on the thermostat for this purpose.

Hot water tanks are equipped with a pressure relief valve at the top of the tank. This is a safety feature that will open and relieve water pressure in the tank when exceeded the rated working pressure. Water or

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water stains are evident at the discharge pipe leading from the relief valve, contact a Plumber as this is an indication that the normal operating pressure of the tank has been exceeded.

A typical hot water tank has a life expectancy of 5 to 10 years. Periodic draining of the tank will remove sediment from the base of the tank and prolong its life. The sediment has an insulating effect, especially with immersion type elements, which cause the heating elements to operate longer than necessary. Consequently, increased energy consumption can occur.

The hot water tank can be drained by attaching a garden hose to the bottom drain at the base of the tank and routing the hose to a nearby floor drain. Draining can only be accomplished if the drain level there is lower than the base of the tank. Alternatively, the hose can be run outside and into a drain if lower than the tank.

Prior to draining water from the tank, the electrical power supply or the service **must be turned off**. Do not restore power to the tank until it has been refilled as it may explode due to excessive pressure caused by the heating coil instead of water.

## **Maintenance Action Items**

- ✓ Drain water from the tank annually refer to the previous instructions
- ✓ Ensure the overflow pipe is directed to a drain or within the drain pan in place at least yearly
- ✓ Test the pressure relief valve on the hot water tank at least yearly
- ✓ Keep the area around a hot water tank clean, dry, free, and obstruction free in order not to interfere with air supply and combustion.

**DO NOT DRAIN THE HOT WATER TANK WITHOUT TURNING OFF THE POWER SUPPLY.**

## **10.4 Exterior Taps**

Exterior taps often have shut-off valves inside the house that can be closed to allow the hose connection to be drained. This is an important precaution before the winter in order to prevent freezing pipes and water leakage. Once the water supply has been shut off and the air inlet valve on the tap opened, the exterior valve should be opened to allow any trapped water to drain. This process is recorded in the print on the threat of freezing is done.

Some exterior taps are "frost free" which means that the valve is connected to a main stem that allows the water to be shut off inside the warm environment. The outer portion of the piping then drains free. Insulations are undertaken, ensure the frost free is on the warm side of the installation.

If garden hoses are left attached to exterior taps during the winter, freezing of the water line can occur. This is problematic as once the pipes thaw, leakage may occur.

## **Maintenance Action Items**

- ✓ Inspect exterior taps at least annually for leaks at the valve tap
  - ✓ Disconnect garden hoses from a exterior tap prior to freezing weather
  - ✓ Shut off and drain exterior tap prior to freezing weather
  - ✓ If a garage or unheated utility room has tap, shut off and drain the exterior tap prior to freezing weather
- ✗ Do not allow water to remain in exterior tap and attached hose during the winter
- ✗ Do not hang hoses or other items on exterior tap

**EXTERIOR TAPS ARE COVERED BY THE WARRANTY FOR A PERIOD OF ONE (1) YEAR.**

## **10.5 Toilets**

Upon flushing a toilet, water from the tank flows into the bowl. When the tank is empty, the tankapper valve reseals and stops water to the tank refill. As the water in the tank rises, a ball float is lifted to a preset water level. Once the ball float reaches the height, the water flow valve is shut off. If the float is high, the water level will rise in the tank and run down the overflow pipe into the toilet bowl with the shut-off of the "running" water. To reset this, simply adjust the height of the ball float so that the water is shut off before it reaches the height of the overflow outlet.



# NEW HOME MAINTENANCE MANUAL

If water continues to run into the toilet bowl from the tank, there may be a poor flapper valve seat at the base of the tank. This seat can be cleaned with a stiff brush or tee-wax. A worn flapper valve requires replacement.

High interior humidity levels will result in condensation on the surface of the toilet tank and the tank is filled with cold water. Water dripping from the base of the toilet tank is likely due to condensation on the tank and not a pipe or bucket leak.

Some toilets and sinks are made glazed and fired fireproof china. Other sinks and bathtubs are enameled steel. Both products are durable and attractive. To clean the fixtures, use mild powdered or liquid cleaners. The surface combinations are susceptible to damage from abrasive cleaners or tee-wax pads. Refer to the manufacturer's recommended maintenance procedures or specifications information relating to your product.

Toilet can be susceptible to blockage. Some new toilets use little water per flush. This results in a lower volume of water carrying away the waste. Repeated flushing may be required in some instances to remove waste. Dense tissue paper and some thick toilet paper are unsuitable for these toilets. Other dispose chair, crease, lint, diaper, sanitary product, cotton swab, dental floss, or plastic in the toilet.

## **Maintenance Action Items**

- ✓ Inspect shut-off valve at least annually for leak at the tap
- ✓ Treat fixtures with care
- ✓ Take care not to drop heavy objects on toilet
  
- ✗ Do not use commercial drain cleaner because they are corrosive
- ✗ Do not use abrasive cleaner or pad as they will damage the finish.

***PLUGGED OR BLOCKED TOILETS ARE NOT A WARRANTABLE DEFECT UNLESS A CONSTRUCTION FAULT EXISTS.***

***PLUMBING FIXTURES ARE COVERED BY THE WARRANTY FOR A PERIOD OF ONE (1) YEAR.***

## **10.6 Faucets**

Leaks or dripping faucets are responsible due to loose or damaged washer. Turning the fixture off with too much force can damage washer. Faucet handle should be turned no further than the point at which the stop the flow of water.

Generally, faucet can be repaired by either replacing the damaged washer or the faucet cartridge. Basic home repair books describe how to replace washers or cartridge however, due to variations in the methods of manufacture, specific instructions may be required. Prior to beginning the repair, close the water supply line shut-off valve for the faucet. If such valves are not present, the entire water supply system or the house will need to be shut off at the main water valve.

## **Maintenance Action Items**

- ✓ Inspect the shut-off valve at least annually for leak at each tap
- ✓ Contact a Plumber if you are uncomfortable attempting maintenance
- ✓ Clean aerator screen on faucet regularly

***GREEN STAINING ON FIXTURES IS USUALLY DUE TO MINERAL COMPOSITIONS IN THE WATER AND IS NOT A BUILDER DEFECT.***

***PLUMBING FIXTURES AND FAUCETS ARE COVERED BY THE WARRANTY FOR A PERIOD OF ONE (1) YEAR.***

## **10.7 Bathtub and Shower Enclosures**

A shower curtain or door will help to prevent water from leaking onto the bathroom floor while the shower is in use. To prevent damage to the flooring or walls, an anti-slip or padded mat should be cleaned up immediately.

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Caalkin is used to seal seams and prevent water from entering behind the enclosure. In a separation occurs around your bathtub and the wall tie or between the wall and the enclosure it should be fixed immediately with a tub sealer or caulk compound available at an home supply centre. Sealing the cap sealed materials prevent water damage to adjacent materials.

The deterioration occurs between the tile over time is common and will require maintenance. This is normal and should apply a clear acrylic silicone sealer to the grout joints in tub or shower enclosures that are finished with ceramic tile. This should be done at least every six months. A sealer is used to prevent the porous grout from absorbing water to keep through to the substrate material behind the tile. Sealing cannot be done until the grout has cured for approximately 60 to eight weeks. A good sealer product should not be combined with silicone caulk. Always follow the Manufacturer's recommendations for application.

Some tub enclosures have specific cleaning requirements. Generally, abrasive cleaners are not recommended and harsh chemical cleaners should be avoided entirely. Follow the Manufacturer's recommendations for maintenance.

## **Maintenance Action Items**

- ✓ Inspect tub and shower enclosures monthly for signs of leakage
- ✓ Apply caulk at tub and shower enclosures joints or seams, as required
- ✓ Apply a clear acrylic silicone sealer to the grout joints in tub or shower enclosures at least every six months
- ✓ Take care not to drop heavy objects on bathtub or shower
- ✗ Do not use abrasive cleaners on bathtub and shower enclosures
- ✗ Do not step into a bathtub or shower compartment with shoes on, as trapped grit and dirt can damage the surface.

***DAMAGE CAUSED BY THE LACK OF MAINTENANCE IS NOT COVERED BY THE WARRANTY.***

***DAMAGE OR SCRATCHES TO BATHTUBS OR SHOWERS AFTER POSSESSION IS NOT COVERED BY THE WARRANTY.***

***PLUMBING FIXTURES ARE COVERED BY THE WARRANTY FOR A PERIOD OF ONE (1) YEAR.***

## **10.8 Drains**

Hair, grease, food particles, or other solid forms of waste can plug drains and pipes. In a blockage occurs, try removing the debris from the trap beneath the fixture. Alternatively, a plunger can be used. Once the drain is partially cleared, flushing with hot water may complete the job. A more severe blockage may require a plumber.

Another common cause of blockage at some sinks is a buildup of debris on the drain plug control arm. Disconnect the drain apparatus that is often located under the sink, is required in order to remove blockage. In the blockage is minor, sometime the debris can be removed with a plunger or a hooked wire.

## **Maintenance Action Item**

- ✗ Do not use commercial drain cleaner as some products can be corrosive.

***PLUGGED OR BLOCKED DRAINS OR PIPES ARE NOT A DEFECT UNLESS A CONSTRUCTION FAULT EXISTS.***

## **10.9 Floor Drains**

Some municipalities require a floor drain primer which automatically provides water for the "p" trap located below the floor surface. The drain trap is similar to those used under sinks, and when wastewater enters a drain a seal is formed by water entering the trap. As water evaporates with time, maintain the level of primer water down the drain every two to three months if an automatic primer is not present.

# NEW HOME MAINTENANCE MANUAL

## Maintenance Action Item

- ✓ Check water level in the drain sewer two months

## 10.10 Fire Sprinkler System

Residential fire sprinkler systems are complete automatic and respond to a fire almost instant. Sprinkler heads have heat sensors that will respond if needed. Once the sprinkler head senses the fire will be activated.

Residential owners and the contractor are in the open position. The sprinkler placed throughout the home should be inspected to determine if sprinkler heads are

- obstructed make sure there is no furniture item placed too close to the sprinkler, which would limit the spray in the event of a fire
- Painted
- Damaged.

If a sprinkler head has been obstructed, painted or damaged, remediate immediately

The system is equipped with an audible alarm that will sound upon sprinkler activation. When you hear the alarm, leave the building immediately in a fire event and call the fire department.

Should a sprinkler head discharge malfunction with a fire, once the shut-off valve and call a Professional Fire Person immediately

## Maintenance Action Items

- ✓ Know the location of the main shut-off valve for the sprinkler system
- ✓ Take care when moving furniture or furniture around sprinkler heads
- ✓ Have the sprinkler system inspected by a professional regularly
- ✗ Do not paint sprinkler heads
- ✗ Do not hang items on sprinkler heads
- ✗ Do not block sprinkler heads with furniture.

**USE CARE AROUND SPRINKLER HEADS AS IMPACT CAN CAUSE ACTIVATION.**

**IN A FIRE SITUATION, WATER DAMAGE CAUSED BY THE DISCHARGE OF A SPRINKLER IS NOT COVERED BY THE WARRANTY.**

**DO NOT DEACTIVATE THE FIRE SPRINKLER SYSTEM.**

**KNOW THE LOCATION OF THE MAIN SHUT-OFF VALVE FOR THE SPRINKLER SYSTEM.**

## 10.11 Electrical - General

The electrical system in your home has been installed in accordance with the requirements of the National Electrical Code. The electrical supplied to the home by an underground or overhead cable.

With underground service cables, piping, gas lines, etc., care should be taken when digging on your property for information on the underground service, contact your Hydro or Gas Provider, Telephone Provider, Cable Provider, and the local Building Department.

The main enclosed meter mounted on your home is the gas cutoff meter. This meter is the property of the utility Provider and it measures the household electricity consumption. The surface at the point of entry is generally 1 inch and 1/2 inch per second.

Circuit protection for overhead is provided by circuit breakers located in the electrical panel. The main power shut-off is located inside the electrical panel immediately adjacent to it. Know the location of the panel and main breaker upon possession. Test the circuit breaker at least yearly by turning each electrical breaker on then resetting it to the "on" position.

# **NEW HOME MAINTENANCE MANUAL**

Should a circuit breaker “trip”, it is likely due to overloading of the specific circuit or a short circuit in an appliance cord. The start-up load of electric motors can also temporarily overload a circuit. To correct tripped breaker, locate the cause of the overload or short and disconnect it. The circuit breaker can then be reset by turning it to the “off” position and then to the “on” position. If the breaker continues to trip, contact an electrician.

Away from the recommended light bulb for the light fixture. Exceeding the maximum wattage rating can result in bulb burnout or rapid and circuit breaker tripping. Some pot lights can be especially sensitive to this and may contain high temperature circuit breaker that will turn off the light. In this case, check the bulb wattage and reset the light fixture breaker. If the problem continues, have the problem indicated immediately.

## **Maintenance Action Items**

- ✓ Know the location of the electrical panel
- ✓ Know how to turn circuit breaker “off” and “on”
- ✓ Test a circuit breaker at least once a year
- ✓ Do not exceed the specified wattage for lights or not exceed specifications

***DAMAGE CAUSED BY POWER SURGES IS NOT COVERED BY THE WARRANTY.***

***BURNED OUT LIGHT BULBS ARE NOT COVERED BY THE WARRANTY.***

***DO NOT EXCEED THE RECOMMENDED LIGHT BULB WATTAGE IN A FIXTURE.***

***THE LOCATION OF LIGHTS IS NOT COVERED BY THE WARRANTY.***

***LIGHT FIXTURES ARE COVERED BY THE WARRANTY FOR A PERIOD OF ONE (1) YEAR.***

## **10.12 G.F.C.I. Circuits**

A ground fault circuit interrupter (“G.F.C.I.”) is a safety device installed in the electrical system that is designed to prevent electrical shock. This device is a breaker that shuts down when current leakage occurs. Because water and electricity are a poor combination, G.F.C.I. protection is installed for the outlets in bathrooms and the outdoor G.F.C.I. can be located in the main electrical panel or within separate outlet receptacles and is designed to provide protection from ground faults. Multiple bathroom may have their receptacles wired in series to one G.F.C.I. receptacle.

The G.F.C.I. is extremely sensitive and will trip according to the electrical current is detected.

Ground faults occur in older appliances and electrical equipment or independent extension cords. A poorly insulated extension cord run on wet ground will often cause a ground fault. If the breaker trips, unplug the source of the ground fault and reset the breaker either at the panel or at the outlet itself.

## **Maintenance Action Item**

- ✓ Test G.F.C.I. outlet monthly to ensure proper operation.

## **10.13 Smoke and Fire Detectors**

Smoke detectors have been installed in accordance with the Building Code. These devices are connected directly to the electrical system. They will not operate in a power outage unless the unit has a backup battery.

## **Maintenance Action Items**

- ✓ Test smoke detector monthly to ensure proper operation
- ✓ Clean smoke detector at least twice a year with a vacuum
- ✓ Replace batteries if required.

***DO NOT DISCONNECT SMOKE DETECTORS.***

# NEW HOME MAINTENANCE MANUAL

## **10.14 Heating - General**

Regarding the type of heating, the system is designed to maintain a minimum indoor temperature of 18°C in finished living spaces. The indoor temperature is measured in the center of the room. This calculation is defined in the Building Code and may not necessarily correspond with everyone's expectations.

The heating system may temporarily not be able to meet the above temperature requirement when the outside temperature is below the outdoor winter design temperature. Based on historical weather records, the outdoor winter design temperature is a statistically determined low temperature for a specific geographic area. During extreme winters, actual outdoor temperatures may exceed the outdoor winter design temperature. In these climatic situations, the heating system may not perform as expected.

There are numerous types of thermostat controls for an open heating system. The accuracy of the controls can vary due to internal heat gain caused by a continued demand for heat. At times, it may be necessary to increase the thermostat setting and set the thermostat for a temperature that is uncomfortable. Adjusting a thermostat to a setting higher than the temperature desired will not speed the rise in temperature.

Temperature variations from room to room are not uncommon. As hot air rises it is normal for the ceiling to be warmer and the ceiling temperature higher. Also, rooms over unheated spaces may tend to be warmer or take longer to heat. This is normal. In order to balance the heat in various rooms, adjustment of the heat register or damper in the duct may be necessary.

The various heating systems available adhere to specific requirements for maintenance. The operation of your system is best determined by reviewing the instructions provided by the Builder or the Heating System Manufacturer.

Heating systems can be noisy at times due to the expansion and contraction of the pipes and other metal components. These noises can be particularly noticeable when starting up or shutting down, or at night when it is quieter and do not affect the performance of the system.

Systems that rely on burning fuel to generate heat require makeup air for combustion. This air supply must not be blocked as dangerous backdrafting conditions can occur.

Heating systems will not operate unless the thermostat setting is higher than the room temperature. Poor heat gain or other heat sources such as a fireplace can warm a room or area to the extent that the thermostat will not activate. The heating system remains off and the other rooms not protected as a result of the heat on the fan can become warmer.

Air circulation is required to prevent mold spores from accumulating on exterior walls. Keep furniture away from exterior walls and ensure that the outside corners of windows are free of obstructions.

Failure to maintain proper indoor temperatures, at least 1°C, can result in:

- Broken pipes
- Foundation movement
- Damage to finishes
- A damp interior environment.

Dampness can lead to the formation of mildew and can adhere to affect finish materials within the home including hardwood floors.

### **Maintenance Action Items**

- ✓ Keep heat outlets free of furniture or other obstructions which can reduce air flow
- ✓ Keep cold air returns free of furniture or other obstructions which can reduce air flow
- ✓ Clean or replace furnace filters at least twice a year to allow the unobstructed flow of air through the furnace
- ✓ Have the furnace heating system serviced by a professional at least every two years
- ✓ Ensure air intake and exhaust vents are clear of obstructions in snow conditions

# **NEW HOME MAINTENANCE MANUAL**

- ✓  Maximum heating ducts, registers, and air return registers
- ✓ Maintain a minimum air temperature 1°C even in a room or the house is vacant
- ✗ Do not block or disconnect the make-up air supply

**THE QUALITY OF THE REPLACEMENT FILTER USED DRAMATICALLY AFFECTS THE AIR QUALITY WITHIN THE HOME.**

**THE ENERGY EFFICIENCY OF A HEATING OR COOLING SYSTEM IS NOT A WARRANTY ISSUE.**

**RESULTANT DAMAGE FROM NOT MAINTAINING A PROPER TEMPERATURE IN THE HOUSE IS NOT A WARRANTY DEFECT.**

## **10.15 Heat Pumps**

Heat pumps are a mechanical device used to extract heat from air, water, or the ground. A heat pump may be incapable of providing all the heating required for comfort, a supplemental heat source (electric heater or a furnace) may be required. The care and maintenance of the heat pump equipment should be reviewed with the Manufacturer.

Heat pumps are capable of cooling but should not be confused with air conditioning. Many heat pumps are designed to operate 5 degrees. In the cooling mode, some heat pumps may dehumidify the indoor air and cause low indoor humidity levels. In the indoor humidity is too low, damage to interior trim, wood doors, and wood floors can occur. Any resultant damage from low humidity is not a Warranty defect.

### **Maintenance Action Items**

- ✓ Check air flow at pump keep debris away from vent grill
- ✓ Check service line at entry point to the house to ensure a proper seal at each annular
- ✓ Check refrigerant charge for refrigerant leak annually
- ✓ Lubricate the motor annually
- ✓ Ensure all belts are in a good condition and have the correct tension annually
- ✓ Ensure the thermostat function perfectly

**RESULTANT DAMAGE FROM LOW HUMIDITY IS NOT A WARRANTY DEFECT.**

**HAVE THE HEAT PUMP SERVICED AS SPECIFIED BY THE MANUFACTURER.**

**THE ENERGY EFFICIENCY OF A HEATING OR COOLING SYSTEM IS NOT A WARRANTY ISSUE.**

## **10.16 Ventilation, Condensation, and Relative Humidity**

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

Moisture humidifiers that add moisture to the indoor environment are available, but they must be checked frequently when in use to ensure that the proper water level is maintained within the unit.

Due to Building Code requirements pertaining to energy conservation, current standards for home construction require that the exterior envelope of the building be sealed against incidental air leakage. This sealing of the exterior wall reduces the leakage of warm indoor air to the outdoors.

Warm air has the ability to hold more moisture than cold air. Daily activities within your home such as showering, boiling water, and even respiration create moisture in the form of water vapor. This can translate to a significant amount of moisture per day from your occupants. The warm air holds this water in suspension and as this moisture laden air comes in contact with cold surfaces it will condense and water will form. Condensation can create the creation of mildew.

# NEW HOME MAINTENANCE MANUAL

Theaire can owner not to maintain proper heating and moisture level ventilation within the home can deteriorate the home. An resultant damage due to an owner action would not be covered under the Warranty.

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

As the outdoor temperature drops, the outside temperature of the exterior wall will also decrease. The air inside the home will not be able to contain as high a level of relative humidity. This will cause condensation to occur on cold surfaces.

The chart below provides a rough guideline for the relative humidity level that can be obtained within the home as the outdoor temperature drops.

Outside Air Temperature		Desirable maximum inside relative humidity (%) at an indoor temperature of 21°C (70°F)
Celsius	Fahrenheit	
30	86	50
20	68	55
10	50	60
0	32	65
-10	14	70
-20 and below	0 and below	75

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

Ventilation is often the most effective means for removing moisture. Dehumidifiers are only practical in limited areas. Located outdoors, exhaust fans in the kitchen and bathroom will remove moisture created from cooking and bathing before the vapor can circulate through the home. These fans should not exhaust into the attic space as this will move the moisture into the attic potential causing problems.

Fans need to be run often enough to remove the air borne moisture. The length of time required will depend on the number of occupants, the activities undertaken, and outdoor climatic conditions. New homes are now provided with intermittent timer controls for fans or a continuous running fan for moisture removal. Adjustment and monitoring is required to provide proper ventilation for the specific occupant load and moisture condition within the home.

Windows are an effective means of ventilation and depending on weather conditions, thorough airing out the home for at least 15 minutes a day may suffice. In addition, opening a window near the source of moisture while the exhaust fan is in operation will allow for cross ventilation and more effective moisture and odor removal.

For homes that do not have a dedicated fresh air inlet, failing to open windows or doors can prevent the proper ventilation of the home.

**CONTROLLING THE PROPER HUMIDITY LEVELS WITHIN THE HOME IS IMPORTANT AND AN OWNER RESPONSIBILITY.**

**CONDENSATION IS NOT A WARRANTY ISSUE UNLESS A CONSTRUCTION DEFECT EXISTS.**

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

Range hoods and exhaust fans are provided to reduce or eliminate odors and excessive moisture within the home. Set a range hood vent directly to the outdoors.

# **NEW HOME MAINTENANCE MANUAL**

For efficient operation and to reduce potential fire hazard created by grease accumulation, filter should be washed in mild detergent. Some filter can be run through a dishwasher. Range hood that do not vent outdoors are equipped with a charcoal filter that help to remove grease and odors.

## **Maintenance Action Items**

- ✓ Replace or clean filter in accordance with the Manufacturer's recommendations
- ✓ Vacuum bathroom fan grill

***CONTROLLING HUMIDITY LEVELS WITHIN THE HOME IS IMPORTANT IN ORDER TO AVOIDING CONDENSATION PROBLEMS; USE EXHAUST FANS TO VENTILATE.***

## **10.18 Dryer Vents**

The dryer should be connected to a duct that discharge warm moist air to the exterior of the building. Through time, dryer lint and exterior exhaust duct hood can become clogged with lint. Periodic cleaning is required to ensure the proper operation of the dryer and to control moisture. Lint will need to be removed from the appliance after a while.

## **Maintenance Action Items**

- ✓ Ensure the exterior discharge or a dryer vent is not obstructed
- ✓ Clean remove lint from dryer vent discharge regularly depending on use, monthly cleaning may be required

***THE REMOVAL OF LINT FROM A DRYER VENT OR PIPE IS NOT A WARRANTABLE DEFECT.***

***IF THE MOIST AIR FROM THE DRYER IS ALLOWED TO DISCHARGE IN TO THE HOUSE, MOISTURE PROBLEMS CAN OCCUR IN THE BUILDING.***

***ALWAYS ENSURE THE DRYER IS VENTED TO THE EXTERIOR.***

## **10.19 Heat Recovery Ventilators**

Some homes will be equipped with a Heat Recovery Ventilator "HRV". This mechanical unit continually exhaust stale warm air from within the rooms of a home (bathroom, the kitchen, bedroom and laundry area), and supplies fresh air to the remaining main living area. The heat recovery aspect of this unit functions as a heat exchanger inside the unit that warms the fresh outside supply air with the latent heat of the stale warm air that is being exhausted. This is done via a series of baffles which allow the heat transfer without mixing the two air streams.

HRVs run continually and are a superior means of controlling humidity and air quality within the home. They are not required by the Building Code and at an additional cost are generally installed. Freezing weather can affect the operation of the HRV due to ice buildup within the unit. Precautions should be taken in severe weather to prevent this from occurring. Refer to the Manufacturer's recommendation in this regard.

***HAVE THE HRV SERVICED AS SPECIFIED BY THE MANUFACTURER.***

***THE ENERGY EFFICIENCY OF A HRV IS NOT A WARRANTY ISSUE.***

***MOST MANUFACTURERS REQUIRE ANNUAL SERVICING***



# NEW HOME MAINTENANCE MANUAL

## APPENDIX "A"

### BRITISH COLUMBIA WARRANTY COVERAGES

#### WARRANTY COVERAGES

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##### 1.0 MATERIALS and LABOUR WARRANTY – 2 Years

- 1.1 This Warranty provides coverage for Material and Labour for up to two (2) years or a set out below:
- a) in the first 12 months of the Warranty for other than the Common Property, Common Facilities and other assets of a Strata Corporation, coverage for an Defect in Material and Labour.
  - b) in the first 15 months of the Warranty for the Common Property, Common Facilities and other assets of a Strata Corporation, coverage for an Defect in Material and Labour.
  - c) in the first 24 months of the Warranty:
    - i) coverage for an Defect in Material and Labour applied for the gas, electrical, plumbing, heating, ventilation, and air conditioning Deliver and Distribution system;
    - ii) coverage for an Defect in Material and Labour applied for the exterior cladding, roofing, windows, and doors that may lead to detachment or material damage to the home or Common Property;
    - iii) coverage for an Defect in Material and Labour which render the home unfit to live in, and
    - iv) subject to subsection A.1.0, coverage for non-compliance or a violation of the Building Code.
- 1.2 Non-compliance with, or a violation of the Building Code is considered a Defect covered by *Travelers Insurance Company of Canada* in the non-compliance or violation:
- a) constitute an unreasonable health or safety risk, or
  - b) have resulted in, or is likely to result in, Material Damage to the home.

##### 2.0 BUILDING ENVELOPE WARRANTY - 5 YEARS

- 2.1 The Warranty provides coverage for the Building Envelope for up to five (5) years or Defect in the Building Envelope of a New Home, including a Defect which permit unintended water penetration such that it causes, or is likely to cause, Material Damage to the home.

##### 3.0 STRUCTURAL DEFECTS WARRANTY - 10 YEARS

- 3.1 The Warranty provides coverage for Structural Defects for up to ten (10) years or:
- a) an Defect in Material and Labour that results in the failure of a load bearing part of the New Home, and
  - b) an Defect which causes structural Damage that materially and adversely affects the use of the New Home or residential occupancy.

#### **Notes**

For the complete Warranty document, refer to your Home Warranty Insurance Policy.

If you do not receive the Warranty policy, contact Travelers Canada promptly so a Home Warranty Insurance Policy can be issued to you.

# NEW HOME MAINTENANCE MANUAL

## APPENDIX "B"

### BRITISH COLUMBIA WARRANTY EXCLUSIONS

#### WARRANTY EXCLUSIONS

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##### 1.1 This Warranty does not cover the following:

- a) weathering, normal wear and tear, deterioration or depletion consistent with normal industry standard
- b) normal shrinkage of materials caused by drying after construction
- c) any loss or damage which arises while the home is being used primarily or substantially for non-residential purposes
- d) materials, labor, or design supplied by an owner
- e) any damage to the extent that it is caused or made worse by an owner or Third Party, in addition to:
  - i) negligent or improper maintenance or improper operation by anyone other than the Builder or its employee, agent, or subcontractor,
  - ii) failure of anyone, other than the Builder or its employee, agent, or subcontractor, to comply with the Warranty requirements of the Manufacturer or applicable equipment, or literature,
  - iii) alterations to the home, in addition to the conversion of the non-condition space into condition space or the conversion of the home into two or more units, by anyone other than the Builder or its employee, agent, or subcontractor while undertaking their obligations under the sales contract, and,
  - iv) change to the grading of the ground by anyone other than the Builder or its employee, agent, or subcontractor
- f) failure of an owner to take timely action to prevent or minimize loss or damage, in addition to the failure to give prompt notice to Traveler Canada of a defect or discovered loss or a potential defect or loss
- g) any damage caused by insects or rodents and other animals, unless the damage results from non-compliance with the Building Code by the Builder or its employee, agent, or subcontractor
- h) accidental loss or damage from acts of nature in addition, but not limited to, fire, explosion, smoke, water escape, glass breakage, wind storm, hail, lightning, falling tree, aircraft, vehicle, flood, earthquake, avalanche, landslide, and change in the level in the under-ground water table which are not reasonably foreseeable by the Builder
- i) bodily injury or damage to personal property or real property which is not part of the home
- j) any defect in, or caused by, materials or work supplied by anyone other than the Builder or its employee, agent, or subcontractor
- k) change, alteration, or addition made to the home by anyone after initial occupancy, except those performed by the Builder or its employee, agent, or subcontractor under the construction contract, sales agreement, or as required by *Travelers Insurance Company of Canada*
- l) contaminated soil
- m) subsidence of the land around the home or adjacent utility lines, other than subsidence beneath within the home or under driveway or walkway
- n) diminution in the value of the home
- o) landscaping, both hard and soft, in addition to plants, fencing, detached patio, gazebo and similar structures
- p) non-residential detached structures in addition to shed, garage, carport or outbuilding, or any structure or construction not attached to or forming an integral part of the home
- q) any Commercial Area and any construction associated with a Commercial Area
- r) road, curb, and lane
- s) site grading and surface drainage, except as required by the Building Code
- t) the operation of machinery or equipment, in addition to sanitary and storm sewer
- u) septic tank or septic field
- v) the soil or contaminant water, either from a piped municipal water supply or from a well
- w) a water well but excluding equipment installed for the operation of a water well or equipment on the home, which equipment is considered to be part of the plumbing system of the home
- x) damage caused or made worse by the failure of an owner to take reasonable steps to mitigate any damage.

# NEW HOME MAINTENANCE MANUAL

## APPENDIX "C"

### ALBERTA WARRANTY COVERAGES

#### WARRANTY COVERAGES

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##### **1.0 MATERIALS and LABOUR WARRANTY – 1 YEARS**

1.1 This Home Warranty Insurance Policy provides coverage for an Defect in Material and Labour covered in the home for a period one (1) year from and including the Commencement Date.

##### **2.0 MATERIALS AND LABOUR WARRANTY (Delivery and Distribution Systems) – 2 YEARS**

2.1 This Home Warranty Insurance Policy provides coverage for an Defect in Material and Labour relating to the Delivery and Distribution System of the New Home for a period two (2) years from and including the Commencement Date.

##### **3.0 BUILDING ENVELOPE WARRANTY - 5 YEARS**

3.1 This Home Warranty Insurance Policy provides coverage for an Defect in the Building Envelope of the home that results in the failure of the Building Envelope to perform its intended function for a period five (5) years from and including the Commencement Date.

3.2 This Home Warranty Insurance Policy may provide optional coverage for an Defect in the Building Envelope of the home that results in the failure of the Building Envelope to perform its intended function for an additional two (2) years to that home warranty insurance coverage provided under subsection A.3.1.

##### **4.0 STRUCTURAL DEFECTS WARRANTY - 10 YEARS**

4.1 This Home Warranty Insurance Policy provides coverage for structural Defect in the New Home for a period ten (10) years from and including the Commencement Date.

#### **Notes**

For the complete Warranty document, refer to your Home Warranty Insurance Policy.

If you do not receive the Warranty policy, contact Travelers Canada promptly so a Home Warranty Insurance Policy can be issued to you.

# NEW HOME MAINTENANCE MANUAL

## APPENDIX "D"

### ALBERTA WARRANTY EXCLUSIONS

#### WARRANTY EXCLUSIONS

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##### 1.0 COVERAGE EXCLUSIONS

1.1 The following are excluded from the Home Warranty Insurance Coverage:

- a) an non-residential area and an construction or reconstruction associated with a non-residential area
- b) site grading and surface drainage except as required by the Building Code, and not including subsidence beneath within a home or under driveway or walkways
- c) utility service
- d) septic tank and septic or absorption field, unless constructed or otherwise provided by the residential builder or owner builder
- e) home appliances, including but not limited to refrigerator, stove, oven, carbide disposal unit, dishwasher, microwave, washing machine, clothes dryer and freezer
- f) water well, except equipment installed for the operation of the water well where the equipment is part of a delivery and distribution system
- g) the catch or quantity of water from a municipal water supply, a water well or another source
- h) an component of a Registered Historic Residence or Provincial Historic Residence that is being converted from commercial residential, where that component has been exempted from the application of an provision contained in an Building Code pursuant to section 51 of the *Historical Resources Act*, and
- i) design, material or labor supplied by anyone other than the residential builder or the employee, agent or subcontractor of a residential builder, but not including an design, material or labor retained by the residential builder or by an owner builder in a reconstruction.

##### 2.0 LOSS OR DAMAGE EXCLUSIONS

2.1 An amount of damage resulting from the following is excluded from the Home Warranty Insurance Coverage:

- a) weathering, normal wear and tear, deterioration or depreciation consistent with normal industry standard
- b) normal shrinkage of material caused by drying after construction
- c) substantial damage to the residence or non-residential purpose
- d) neglect or improper maintenance or improper operation of the home or anything in the home by anyone other than the residential builder or its employee, agent or subcontractor
- e) alteration to the home by anyone other than the residential builder or its employee, agent or subcontractor
- f) change to the grading of the ground by anyone other than the residential builder, or its employee, agent or subcontractor
- g) insect, rodent or other animal, unless the damage results from non-compliance with a Building Code by the residential builder or its employee, agent or subcontractor, or the owner builder
- h) act of nature
- i) bodily injury, disease, illness or death resulting from an cause
- j) damage to personal property or real property that is not part of a new home
- k) contaminated site except where applied by or through the residential builder and the residential builder knew or ought to have known that the site was contaminated
- l) subsidence of the land around a new home or a utility line, not including subsidence beneath within a home or under driveway or walkways
- m) diminished value of a new home or an component of a home
- n) deficiencies that have been agreed to between a residential builder and the insured prior to or at the time of purchase

# NEW HOME MAINTENANCE MANUAL

- defect that have been caused or substantially contributed to by a change that is material to the risk and is within the control and knowledge of the insured
- p□ fire, explosion, smoke, flooding or sewer backup
- income or opportunity
- r□ investment, use or benefit of the home
- inconvenience or distress to the owner and
- t□ an expense incurred, including legal, continuing or medical costs

# NEW HOME MAINTENANCE MANUAL

## APPENDIX "E"

### MANITOBA WARRANTY COVERAGES

#### WARRANTY COVERAGES

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##### 1.0 MATERIALS and LABOUR WARRANTY 1-2 Years

1.1 This Warranty provides coverage for Material and Labour for up to two (2) years or a set term below:

- in the first 12 months of the Warranty for other than the Common Property, Common Facilities and other assets of a Strata Corporation, coverage for an Defect in Material and Labour.

- in the first 15 months of the Warranty for the Common Property, Common Facilities and other assets of a Strata Corporation, coverage for an defect in Material and Labour.

- in the first 24 months of the Warranty,

- coverage for an Defect in Material and Labour applied for the gas, electrical, plumbing, heating, ventilation, and air conditioning Deliveries and Distribution System;

- coverage for an Defect in Material and Labour applied for the exterior cladding, siding, window, and doors that may lead to detachment or material damage to the New Home or Common Property;

- coverage for an Defect in Material and Labour which render the New Home unfit to live in, and

- subject to subsection A.1.0, coverage for non-compliance or a violation of the Building Code.

1.0 Non-compliance with, or a violation of the Building Code is considered a Defect covered by *Travelers Insurance Company of Canada* only if the non-compliance or violation

- constitutes an unreasonable health or safety risk, or

- has resulted in, or is likely to result in, Material Damage to the home.

##### 2.0 BUILDING ENVELOPE WARRANTY - 2 YEARS

2.1 The Warranty provides coverage for the Building Envelope for up to two (2) years or Defect in the Building Envelope of a New Home, including a Defect which permits unintended water penetration such that it causes, or is likely to cause, Material Damage to the home.

##### 3.0 STRUCTURAL DEFECTS WARRANTY - 7 YEARS

3.1 The Warranty provides coverage for Structural Defects for up to seven (7) years or

- an Defect in Material and Labour that results in the failure of a Load Bearing part of the home, and

- an Defect which causes Structural Damage that materially and adversely affects the use of the home or residential occupancy.

#### **Notes**

For the complete Warranty document, refer to your Home Warranty Insurance Policy.

If you do not receive the Warranty policy, contact Travelers Canada promptly so a Home Warranty Insurance Policy can be issued to you.

# NEW HOME MAINTENANCE MANUAL

## APPENDIX "F"

### MANITOBA WARRANTY EXCLUSIONS

#### WARRANTY EXCLUSIONS

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1.1 This Warranty does not cover the following:

- a) weathering, normal wear and tear, deterioration or deterioration consistent with normal industry standard
- b) normal shrinkage of materials caused by drying after construction
- c) any items or damage which arise while the home is being used primarily or substantially for non-residential purposes
- d) materials, labor, or design supplied by an owner
- e) any damage to the extent that it is caused or made worse by an owner or Third Party, in addition:
  - i) negligent or improper maintenance or improper operation by anyone other than the Builder or its employees, agent, or subcontractor;
  - ii) failure of anyone, other than the Builder or its employees, agent, or subcontractor, to comply with the Warranty requirements of the Manufacturer's appliances, equipment, or fixtures;
  - iii) alterations to the home, in addition the conversion of the non-condition space into condition space or the conversion of the home into two or more units, by anyone other than the Builder or its employees, agent, or subcontractor while undertaking their obligation under the sale contract, and;
  - iv) change to the grading of the ground by anyone other than the Builder or its employees, agent, or subcontractor
- f) failure of an owner to take timely action to prevent or minimize loss or damage, in addition the failure to give prompt notice to Travelers Canada of a Defect or discovered loss or a potential Defect or loss
- g) any damage caused by insects or rodents and other animals, unless the damage results from non-compliance with the Building Code by the Builder or its employees, agent, or subcontractor
- h) accidental loss or damage from acts of nature in addition, but not limited to, fire, explosion, smoke, water escape, glass breakage, wind storm, hail, lightning, falling trees, aircraft, debris, flood, earthquake, avalanche, landslide, and changes in the level of the ground water table which are not reasonably foreseeable by the Builder
- i) bodily injury or damage to personal property or real property which is not part of the home:
  - 1) any defect in, or caused by, materials or work supplied by anyone other than the Builder or its employees, agent, or subcontractor
- k) changes, alterations, or additions made to the home by anyone after initial occupancy, except those performed by the Builder or its employees, agent, or subcontractor under the construction contract, sale agreement, or as required by *Travelers Insurance Company of Canada*
  - 1) contaminated soil
- m) encroachment of the land around the home or a utility line, other than encroachment beneath the home or under driveway or walkway
- n) diminution in the value of the home:
  - 1) landscaping, both hard and soft, in addition plants, fencing, detached patios, decks and similar structures
- p) non-residential detached structures in addition sheds, carports, carports or outbuildings, or any structure or construction not attached to or forming an integral part of the home:
  - 1) any Commercial Area and any construction associated with a Commercial Area
- r) roads, curbs, and lanes:
  - 1) site grading and surface drainage, except as required by the Building Code
- t) the operation of municipal sewerage, in addition sanitary and storm sewer:
  - 1) septic tanks or septic fields
  - 2) the supply or quantity of water, either from a piped municipal water supply or from a well
- w) a water well but excluding equipment installed for the operation of a water well located on the home, which equipment is considered to be part of the plumbing system for the home:
  - 1) damage caused or made worse by the failure of an owner to take reasonable steps to mitigate any damage.
  - 2) fire, explosion, smoke

# NEW HOME MAINTENANCE MANUAL

aa condition or sewer back

backflow preventer and related equipment, that are included in the New Home

home appliance, including refrigerator, stove, oven, garbage disposal, dishwasher,  
microwave oven, washer, dryer, and freezer

and a defect that the owner and Builder agree in writing what the Open Defect is to be excluded from  
coverage under the Home Warranty prior to the commencement date



# NEW HOME MAINTENANCE MANUAL

## APPENDIX "G"

### SASKATCHEWAN WARRANTY COVERAGES

#### WARRANTY COVERAGES

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##### 1.0 MATERIALS and LABOUR WARRANTY – 1 YEAR

1.1 This Home Warranty Insurance Policy provides coverage for an Defect in Material and Labour covered in the home for a period of one (1) year from and including the Commencement Date.

##### 2.0 MATERIALS AND LABOUR WARRANTY (Delivery and Distribution Systems) – 2 YEARS

2.1 This Home Warranty Insurance Policy provides coverage for an Defect in Material and Labour relating to the Delivery and Distribution systems of the home for a period of two (2) years from and including the Commencement Date.

##### 3.0 BUILDING ENVELOPE WARRANTY - 5 YEARS

3.1 This Home Warranty Insurance Policy provides coverage for an Defect in the Building Envelope of the home that results in the failure of the Building Envelope to perform its intended function for a period of five (5) years from and including the Commencement Date.

3.2 This Home Warranty Insurance Policy may provide optional coverage for an Defect in the Building Envelope of the home that results in the failure of the Building Envelope to perform its intended function for an additional two (2) years to that Home Warranty Insurance Coverage provided under subsection A.3.1.

##### 4.0 STRUCTURAL DEFECTS WARRANTY - 10 YEARS

4.1 This Home Warranty Insurance Policy provides coverage for structural Defect in the home for a period of ten (10) years from and including the Commencement Date.

#### Notes

For the complete Warranty document, refer to your Home Warranty Insurance Policy.

If you do not receive the Warranty policy, contact Travelers Canada promptly so a Home Warranty Insurance Policy can be issued to you.

# NEW HOME MAINTENANCE MANUAL

## APPENDIX "H"

### SASKATCHEWAN WARRANTY EXCLUSIONS

#### WARRANTY EXCLUSIONS

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##### 1.0 COVERAGE EXCLUSIONS

- 1.1 The windows are excluded from the Home Warranty Insurance Coverage
- a) an non-residential area and an construction or reconstruction associated with a non-residential area
  - b) site grading and surface drainage except as required by a Building Code, and not including subsidence beneath within a home or under driveway or walkway
    - o utility service
  - d) septic tank and septic or absorption field, unless constructed or otherwise provided by the residential builder or owner builder
  - e) home appliances, including but not limited to refrigerator, stove, oven, carcase disposal unit, dishwasher, microwave, washing machine, clothes dryer and freezer
    - o water weep, except equipment installed for the operation of the water weep where the equipment is part of a delivery and distribution system
    - o the supply or quantity of water from a municipal water supply, a water weep or another source
  - h) an component of a Registered Historic Resource or Provincial Historic Resource that is being converted from commercial residential, where that component has been exempted from the application of an provision contained in a Building Code pursuant to section 51 of the *Historical Resources Act*, and
  - i) design, material or labor supplied by anyone other than the residential builder or the employee, agent or contractor of a residential builder, but not including an design, material or labor retained by the residential builder or by an owner builder in a reconstruction.

##### 2.0 LOSS OR DAMAGE EXCLUSIONS

- 2.1 An amount of damage resulting from the windows is excluded from the Home Warranty Insurance Coverage
- a) weathering, normal wear and tear, deterioration or depletion consistent with normal industry standard
  - b) normal shrinkage of material caused by drying after construction
    - o substantial of the residence for non-residential purpose
  - d) neglect or improper maintenance or improper operation of the home or anything in the home by anyone other than the residential builder or its employee, agent or contractor
  - e) alteration to the home by anyone other than the residential builder or its employee, agent or contractor
    - o change to the grading of the ground by anyone other than the residential builder, or its employee, agent or contractor
    - o insect, rodent or other animal, unless the damage results from non-compliance with a Building Code by the residential builder or its employee, agent or contractor, or the owner builder
  - h) act of nature
  - i) bodily injury, disease, illness or death resulting from an cause
    - o damage to personal property or real property that is not part of a home
  - k) contaminated site except where applied by or through the residential builder and the residential builder knew or ought to have known that the site was contaminated
    - o subsidence of the land around a new home or a utility line, not including subsidence beneath within a home or under driveway or walkway
  - m) diminished value of a new home or an component of a home
  - n) deficiencies that have been agreed to between a residential builder and the insured prior to or at the time of purchase

# NEW HOME MAINTENANCE MANUAL

- defects that have been caused or substantially contributed to by a change that is material to the risk and is within the control and knowledge of the insured
- fire, explosion, smoke, flooding or sewer backup
- loss of income or opportunity
- loss of enjoyment, use or benefit of the home
- inconvenience or distress to the owner and
- an appropriate allowance, including legal, continuing or medical costs

# NEW HOME MAINTENANCE MANUAL

## APPENDIX "I" NEW HOME MAINTENANCE SCHEDULE

OWNER MAINTENANCE ITEMS	Sec.	MONTHLY	SPRING	SUMMER	FALL	WINTER
<b>EXTERIOR</b>						
Check and clean compo	5.0		✓		✓	
Check house eavest to grade	5.5		✓			
Check grade for slope in low area	5.5		✓			
Check and clean window well	5.0		✓		✓	
Check exterior caulk in re-caulk in the eavest	0.0		✓		✓	
Check weatherstripping and caulk in the eavest	0.10				✓	
Inspect clean exterior siding	0.1			✓		
Clean gutter and down spout	0.10		✓		✓	
Clean window	0.0		✓		✓	
Check roof for defect	0.10		✓		✓	
Check foundation for leakage or damage	0.1			✓		✓
Check concrete slab for leakage or damage	0.0			✓		
Apply sealer to driveway exterior concrete	5.1				✓	
Inspect and clean chimney	0.00				✓	
Remove ice dam at roof	0.10					✓
Check clean deck drain	0.15				✓	✓
Check refinish wood door or window	0.0			✓		
Remove snow at door	0.0					✓
Clean dryer vent	1.0.10	✓				
<b>INTERIOR</b>						
Re-caulk shower and bathtub in the eavest	1.0.0		✓			
Clean shower and bathtub tile	1.0.0		✓			✓
Clean tile grout	0.5			✓		
Re-caulk countertop in the eavest	0.0		✓			
Clean the marble countertop	0.0			✓		
Polish door hinge	0.11		✓			
Wash range hood filter	1.0.10			✓		
Clean mirror	0	Area				
Inspect attic	0.5			✓		
Inspect crawl space	0.0				✓	
Identify holes	1.0.10	Area				
<b>PLUMBING</b>						
Disconnect garden hose	1.0.0				✓	
Drain exterior tap	1.0.0				✓	
Blow out irrigation sprinkler line	5.10				✓	
Drain and refill hot water tank	1.0.0			✓		
<b>ELECTRICAL</b>						
Check G.C.I. circuit	1.0.10	✓				
Check smoke/carbon monoxide detector	1.0.10	✓				
Check electrical breaker	1.0.11				✓	
<b>HEATING</b>						
Clean fireplace and flue	1.0.10				✓	
Clean change flame filter	1.0.10			✓		✓
Service heating system	1.0.10				✓	
Clean flue	0.00				✓	

# NEW HOME MAINTENANCE MANUAL

## APPENDIX "J" TRADE AND SUPPLIER LIST

New Home Address: \_\_\_\_\_

Warranty Certificate Number: \_\_\_\_\_

The following trade, contractor, manufacturer, and supplier were used in the construction of your New Home. These companies or individuals generally provide a one year warranty. Should you require service, contact your Builder directly as we will assist you in contacting the appropriate trade, contractor, manufacturer, or supplier as well. Please document all contacts.

TRADE/SUPPLIER	COMPANY NAME	CONTACT	TELEPHONE
Aluminum Siding			
Concrete Block			
Concrete Finish			
Drain Tile			
Handicap			
Insulation			
Painting			
Plumbing			
Roofing			
Windows			
Block			
Door			
Garage Door			
Deck Finish			
Deck Railing			
Roofing			
Attic and Downspout			
Drain			
Hardware			
Resilient Flooring			
Carpet			
Tile			
Marble			
Counter Top			
Cabinet			
Ceramic Tile			
Insulation			
Driveway			
Painting Interior			
Painting Exterior			
Interior Finish Wood Work			
Mirror			
Porch			
Porch Structure			
Septic System			
Electrical			
Electrical Structure			
Heating			
Repairs			
Appliance			
Alarm System			
Central Air			

Regarding Warranty claim information and requirements refer to Home Warranty Insurance Policy.

# NEW HOME MAINTENANCE MANUAL

## MAINTENANCE MANUAL SIGN-OFF

New Home Address: \_\_\_\_\_

Warranty Certificate Number: \_\_\_\_\_

In addition to the New Home Maintenance Manual, the separate Component Manual or information and referenced below checked boxes have been provided for your home.

### PRODUCT SPECIFIC MAINTENANCE/OPERATING MANUALS

<input type="checkbox"/>			<input type="checkbox"/>	Sink	
1.	Concrete		<input type="checkbox"/>	Garage	
<input type="checkbox"/>	Foundation Type		<input type="checkbox"/>	Basement	
<input type="checkbox"/>	Windows		<input type="checkbox"/>	Staircase	
<input type="checkbox"/>	Roofs		<input type="checkbox"/>	Heat Pump	
5.	Roofing Type		<input type="checkbox"/>	Air Conditioning	
<input type="checkbox"/>	Attic Downspout		<input type="checkbox"/>	Hot Water Tank	
<input type="checkbox"/>	Doors		<input type="checkbox"/>	Pressure Reducing Valve	
<input type="checkbox"/>	Foundation Cracks		<input type="checkbox"/>	Septic Pump	
<input type="checkbox"/>	Door Hardware		<input type="checkbox"/>	Chimney	
1	Garage Door Opener		<input type="checkbox"/>	Electric Breaker Panel	
11.	Garage Door		<input type="checkbox"/>	Electric Outlets	
1	Deck Membrane Type		<input type="checkbox"/>	Ceiling Fan	
1	Interior Railings		<input type="checkbox"/>	Alarm System	
1	Porcelain		<input type="checkbox"/>	Smoke Detector	
15.	▪ Hardwood		<input type="checkbox"/>	Range Hood	
1	▪ Tile		<input type="checkbox"/>	Laundry	
1	▪ Resilient Flooring		<input type="checkbox"/>	Built-in Vacuum System	
1	▪ Marble		<input type="checkbox"/>	5. Dishwasher	
1	▪ Carpet		<input type="checkbox"/>	Stove	
<input type="checkbox"/>	Counter Tops		<input type="checkbox"/>	Washer	
1.	Cabinets		<input type="checkbox"/>	Dryer	
<input type="checkbox"/>	Mirrors		<input type="checkbox"/>	Refrigerator	
<input type="checkbox"/>	Drape/Window Coverings		<input type="checkbox"/>	Microwave Oven	
<input type="checkbox"/>	Pantries		5.	Washer	
5.	Balcony		51.	Dryer	
<input type="checkbox"/>	Tub/Shower Enclosure		5.	Septic System	

I/We, the Owner, confirm that the above listed manuals for my home address listed above have been received from the Builder. We acknowledge it is my responsibility to familiarize myself with the content of the New Home Maintenance Manual and the Manual and undertake any maintenance requirements explained therein.

\_\_\_\_\_  
Owner (signature)

\_\_\_\_\_  
Builder (signature)

\_\_\_\_\_  
Owner's Name (print)

\_\_\_\_\_  
Builder's Name (print)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date

- 1) Builder to complete the "Warranty Commencement Date Certificate", Schedule "D" with Owner
- 2) Builder to complete the Maintenance Manual Sign-off form with the Owner
- 3) Builder to return the completed Warranty Commencement Date Certificate and Maintenance Manual Sign-off form to Travelers Canada in order for the Home Warranty Insurance Policy to be issued.
- 4) Builder to retain copies of the completed Warranty Commencement Date Certificate and Maintenance Manual Sign-off form.