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# CYPRESS

AT PINNACLE ETOBICOKE

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**Cypress at Pinnacle Etobicoke  
Home Owner Manual**

# Welcome to Cypress

Dear New Homeowner,

On behalf of the entire Pinnacle International Team, we would like to welcome you to your new home at Cypress located 5415 Dundas St. West, Etobicoke M9B 0C5

The Pinnacle International Team has invested much care and pride in the development and construction of a Toronto landmark condominium community. Although the highest quality of workmanship has gone into the construction of your new home there may be a few minor repairs or adjustments needed.

We have designed this manual to provide you with the information you need to become acquainted with your new home. It will address any needs that may arise for warranty service and to maintain your new home, and investment, well into the future.

Open lines of communication are very important in a productive homebuilder/homebuyer relationship. If you have any questions regarding any of the information contained in this manual, please don't hesitate to contact us via email or telephone.

We are sure that you will have many years of happiness and comfort in your new home. Thank you for choosing Cypress.

Sincerely,

A handwritten signature in black ink, appearing to read 'Hyges Levanaj', with a horizontal line extending to the right from the end of the signature.

**Hyges Levanaj**  
Customer Service Team

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# Chapter 1 - Condominium Ownership

While the word “condominium” is often used by people to describe a type of housing, especially apartments, it is actually a form of housing tenure or ownership which can apply to apartments, townhouses and even single-family homes. This chapter will introduce you to the basics about condominium ownership and what it means for you.

## Condominium Structure

In condominium ownership, your ownership rights consist of two parts, the unit, which is individually owned and the common elements, which are shared and jointly owned by all of the individual owners as condominium corporation members.

The unit consists of the premises in which the homeowner actually lives. The boundaries of the unit are described in detail in Schedule C of the Declaration contained in your Condominium Documents. The unit is the exclusive property of the owner and he/she is responsible for the maintenance, repair and replacement of all of the components within the boundaries of the unit. The common elements are the parts of the condominium outside of the individual units. For example, these include the surface and underground roadways, exterior lighting, underground services, the building exterior, elevators, mechanical and electrical equipment, interior corridors and all of the interior and exterior amenity spaces and the community landscaping. The maintenance, repair and replacement of the common elements is an expense of the condominium corporation and is paid by the homeowner through their monthly condominium maintenance fees.

Some areas, such as balconies and terraces, are known as exclusive use common elements, which mean that the individual unit owner is the only one with the right to access these areas. For a more detailed description of the common elements, please consult the Declaration, which is contained in the condominium documents.

It is important that you become familiar with the Declaration provided to you when you purchased your condominium as the distinctions in the definitions of the unit, common elements and exclusive use common elements are important to understand when it comes to the care and maintenance of your home.

## Condominium Ownership

The ownership rights of condominium owners are slightly different from that of freehold owners to protect the quality of life for all of the condominium members and to protect the value of the community as a whole.

A condominium owner must abide by all of the provisions of the Corporation's Declaration **By-Laws** and Rules. Again, all of this information is detailed in the Declaration.

In a newly constructed condominium development, representatives of the builder make up the Board of Directors until the condominium is registered and title is transferred to the individual unit owners. During this initial period, Pinnacle International will not review or approve any changes or alterations a homeowner may wish to make. This will be reserved for the consideration of the elected Condominium Board, which will take place at the Turnover Meeting.

The condominium is responsible to ensure the common elements and certain parts of the unit as defined in the Condominium Documents as the "Standard Unit". Ensure that you review this definition in the Condominium Documents as Standard Unit definitions are not uniform from one condominium to another. The unit owner is responsible to ensure all the components of the unit over and above what is defined as the standard unit, in addition to all of your personal contents. Liability insurance is an important component of the individual unit owner's insurance as you can be held responsible for damage caused to the home and/or other homes or parts of the common elements in the condominium, as well as personal injuries of other people. The Corporation's policy is structured such that the individual homeowner is responsible for the Corporation's deductible. If a claim is below the deductible amount the owner is responsible for the entire cost. There is a contingency policy available which covers the Corporation's deductible. Please consult your insurance specialist for more information regarding your insurance needs.

## **Title Closing Date**

The title closing takes place shortly after the Registration of the Condominium. The title closing date is also the date upon which the closing adjustments, as set out in your Agreement of Purchase and Sale, become due and payable. Your solicitor will be notified directly by the Builder's solicitor of this date. It is your responsibility to advise your financial institution to ensure that the mortgage documents are prepared in a timely fashion.

## **Condominium Turnover Meeting**

Following the transfer of title from the Builder to the individual unit owners, you will be notified through the Property Manager of the date for the Condominium Turnover Meeting. During the course of this meeting, the unit owners will elect a new Board of Directors from within the Cypress community. This is an important meeting that you should make an effort to attend.

The Board of Directors is responsible for the operation of the project and makes all of the policy decisions regarding the management of the condominium. The Board of Directors is not alone in this responsibility. There are a number of professionals also involved to provide advice and support to the Board, particularly the Property Manager.

During the meeting, any unit owner wishing to be elected to the Board of Directors will be given an opportunity to speak and provide information about themselves and their experience which they feel will aid them in their responsibilities as a Director. Following these presentations, a vote will be held for the positions of the Board.

Once the Board of Directors has been elected, Pinnacle will turn over all of the documents related to the construction and operation of the condominium such as the drawings, copies of all contracts that have been put in place, operation manuals, equipment warranties etc.

## Condominiums and TARION

Condominium owners have two sets of warranties; one set for the unit owner covering the individual unit and another set for the condominium corporation that covers the common elements. The common elements are covered from the date the condominium corporation is registered. The common elements include all areas beyond each individual suite such as hallways, lobby, elevators, recreational facilities and the like. Common elements also include all pipes, wires, cables, chutes, ducts, facilities for the passage of water, sewage, drainage, gas, oil, electricity, heating/cooling systems and other services contained within a floor, wall or ceiling of a building, where the center of the floor, wall or ceiling forms the common boundary between two suites or between a suite and common element. Condominium owners who experience a problem with any of the common elements including those within their individual suite but outside the definition of the unit, for example windows, should notify their Condominium Corporation in writing, through the Property Manager. For more information regarding specific warranty provisions, please consult Chapter 4.

## Alphabetical Glossary of Terms

**BY-LAWS** – The by-laws specify the way in which the condominium is organized and generally address the manner in which the Board of Directors will govern the Condominium. Any amendments to existing by-laws or the creation of new by-laws requires the consent of the owners that often takes place at the Annual General Meeting. Amendments or new by-laws only take effect once they have been registered with the local land registry office.

**DECLARATION** – The Declaration governs the basic aspects of the Corporation and identifies the division of ownership within the Corporation by detailing the common elements, the units, the percentage ownership each owner has in the common elements, the proportion of common expenses on a unit-by-unit basis. Generally, the consent of a proportion of the individual owners is required in order to make changes to the Declaration.

**MAINTENANCE FEES** – Maintenance fees are the fees charged by the Corporation to all members and are often based on the square footage of the individual owner's unit. The maintenance fees cover the costs of the operation, maintenance and repair/replacement of the common elements. Also included is the management, administration and insurance for the common element areas. In some cases, a portion of the utilities consumed by the individual unit owners may also be part of the common elements and therefore paid through the maintenance fees. The Budget Statement itemizes the annual budgeted amount for each of the items included in the Maintenance Fees and identifies the percentage for which each unit owner is responsible.

**REGISTRATION** – The declaration and description shall be registered in the land registry office within the boundaries of which division the land described in the description is situated. Upon registration of a declaration and description, **(a)** this Act governs the land and the interests appurtenant to the land, as the land and the interests are described in the description; **(b)** the land described in the description is divided into units and common elements in accordance with the description; and **(c)** a condominium corporation is created

**RESERVE FUND** – This is a fund set up by the condominium corporation in a special account to cover the costs of major repairs and replacement of the common elements over time. It represents a minimum of 10% of the Corporation's total operating expenses. On-going contributions are subject to adjustments based on the results of the Reserve Fund Studies that are undertaken by the Corporation every 3 years.

**RULES** – Rules typically address issues regarding the common elements and the units and are passed by the Board of Directors. Owners must be formally notified of any new rules or changes to existing rules. As per the Condo Act the rule becomes valid and enforceable if 50% + 1 of the owners that are present at the meeting approve it.

**STANDARD UNIT** – The Condominium Documents will set out what constitutes a standard unit for each class of unit for the purpose of determining the responsibility for repairing improvements after damage and insuring them, as required pursuant to Section **43 (5)(h)** of the Condominium Act. Insurance that is specifically designed for Condominiums is required from interim occupancy to cover contents, liability and upgrades and betterments to your unit. The Condominium's insurance covers the Standard Unit and common elements.

## Chapter 2 – “Just the Facts” Quick Reference

The information contained in this Chapter provides an overview of information provided to you by your Property Management Staff. Please consult the “Important Phone Numbers” section later in this Chapter for contact information. The information contained in this Chapter has been placed in alphabetical order for ease of reference.

### Access

All residents have been provided one (1) FOB and one (1) garage remote. Your garage remote also acts as a FOB. The FOB provides access to the building, the elevators and the common area amenities. Please be advised that all FOBS issued to residents have been programmed to control access within the residential parking facility. Defective FOBS will be replaced at no charge within one year of your possession date.

### Bicycles

Bicycles may be stored in the Bicycle Room, which is a common element room. Bike racks will be provided in this room. Please contact Property Management regarding use of this room for bicycle storage.

### Common Areas

For a comprehensive list of common areas, hours of operation, booking requirements, fees (if any), visitor access etc., please consult Property Management. Your Disclosure Statement provided to you at the time of Purchase will outline the amenities provided in your building.

### Concierge

The concierge is staffed 24 hours a day, seven days a week. The primary function of the concierge is to control the flow of vehicular and pedestrian traffic into the building, monitor the cameras located sporadically throughout the parking areas and indoor and outdoor amenity areas, attend to emergencies and respond to resident requests for information and assistance. There are restrictions to what the concierge is permitted to do in terms of deliveries and access. Please consult your Resident's Guide provided to you by Property Management.

### Elevator Booking

Moves and deliveries must be booked with Property Management/Concierge in advance and are conducted on a first come, first serve basis. The initial occupancy period is always a very busy time and we strongly suggest that you make your arrangements with the Concierge first, and well in advance, to ensure that you do not have to reschedule your movers or deliveries. Upon arrival, please contact the concierge as the elevators must be placed on service and must be protected at all times during your move/deliveries.

## Entry phone System

The lobby entry phone system is located in the front entrance vestibule. In order to connect to the system, you must have a telephone number. The camera in each of the entry vestibules is connected to your television through a CCTV system for confirmation prior to unlocking the door. The lobby directory panel lists the resident's names alphabetically. The suite numbers are not included in the directory so please ensure that your guest is aware of your suite number.

## Emergencies / Fire Safety

### Instructions to occupants on Fire Procedures

The building is equipped with a two-stage fire alarm system. There are two alarm sounds you will hear through the speakers:

1. An evacuation alarm on a continuous signal; and
2. An alert alarm on an intermittent signal.

The following instructions will assist you in the event of an emergency. Take the time to read them and familiarize yourself with the location of the exit stairwells and pull stations.

If you discover fire:

1. Alert occupants, leave the fire area and take your suite key if readily available.
2. Close all doors behind you.
3. Activate the fire alarm by using the pull stations.
4. Phone Toronto Fire and Emergency Services from a safe place by dialing 911. Do not assume that this has already been done. Know the correct address and location of the fire within the building.
5. Use the exit stairwells and leave the building immediately.
6. Do NOT use the elevators.
7. Do NOT return to your suite until it is declared safe to do so by a Fire Department Official.

If you hear the Alarm Tone:

1. Standby and prepare to leave the building.
2. Listen for instructions or information that may be given by authorized personnel over the voice communication system.

If you hear the Evacuate Fire Alarm Tone:

1. Before opening the door, feel the doorknob for heat. If it is not hot, brace yourself against the door and open slightly. If you feel pressure or a hot draft, close the door quickly.
2. If you do not find fire or smoke in the corridor, close the door behind you, taking your suite key and leave by the nearest exit.
3. Do NOT use the elevators.
4. If you encounter smoke in the corridor or stairwell, close the door, consider taking an alternative exit where it may be clear or return to your suite.
5. Listen for instructions or information that may be given by authorized personnel over the voice communication system.

6. If instructions indicate or the situation warrants that an evacuation is necessary, then take your suite key, close the door behind you and leave by the nearest exit. If you encounter smoke in the corridor or stairwell, consider taking an alternate exit or return to your suite and protect yourself from smoke.

Once inside the stairwell:

1. If you encounter smoke on your way down the stairs, do NOT continue.
2. Leave the stairwell at the closest available floor areas and proceed to an alternate stairwell. Open the door carefully and if there is no smoke, continue down the stairwell and leave the building.
3. If you cannot use any stairway to exit the building, return to your suite, if possible, or enter an available floor area and bang on suite doors until you are able to take shelter.
4. Never go to the roof – smoke rises. Doors to the roof are locked and you could become trapped.
5. Remember, stay low to the ground if you are in a smoke-filled environment. The air is cleaner near the floor level.

If you cannot leave your suite or have returned to it because of fire or nearby smoke, remain in your suite and:

1. Close the door.
2. Unlock the door for possible entry of fire fighters.
3. Dial 911 and tell the Toronto Fire and Emergency Services where you are, then signal to the fire fighters by waving a sheet from your window.
4. Seal all cracks where smoke may get in by using wet towels or sheets or masking tape.
5. Crouch low to the floor if smoke comes into the room.
6. Move to the most protected room and partially open a window for air – close the window if smoke comes in.
7. Remain calm and wait for first responders.
8. Listen for instructions or information that may be given by authorized personnel over the voice communication system.

## **Fire Extinguishment, Control or Confinement**

This is primarily the responsibility of the Fire Services. The production of toxic fumes in buildings makes firefighting potentially dangerous, particularly if a large amount of smoke is being generated.

Only after ensuring that the alarm has been raised and the Fire Services has been notified, should an experienced person familiar with extinguisher operation attempt to extinguish a small fire. This must be a voluntary act. If the fire cannot be easily extinguished with the use of a portable fire extinguisher, leave the area and confine the fire by closing the door.

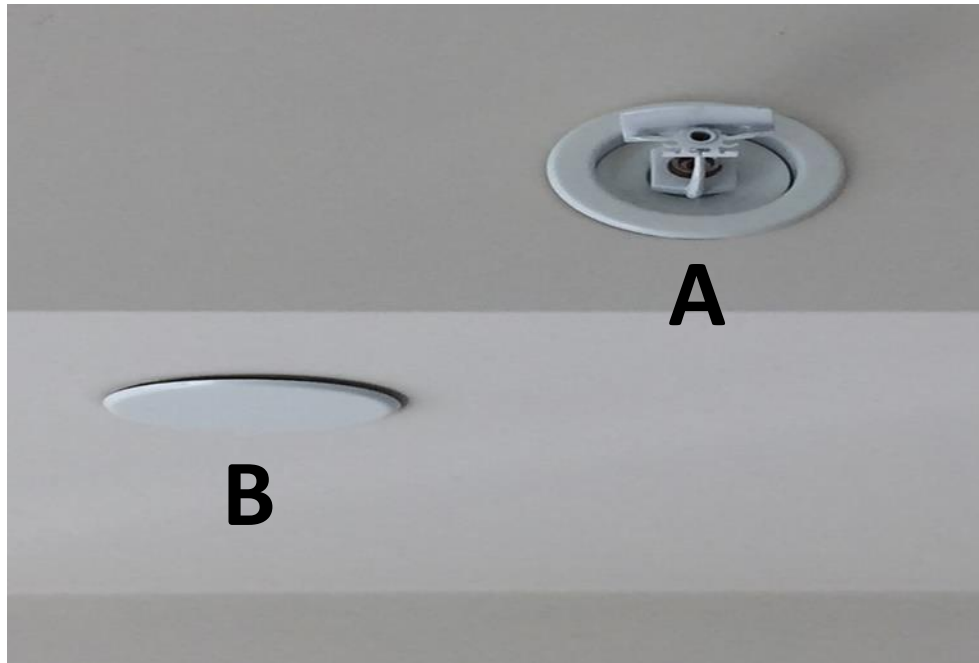
## Sprinklers

Please note that there maybe two types of Sprinkler Heads in your Suite. One is an exterior head **(A)** and the other is an interior head cover by a trim piece **(B)**. Both function in a similar function and both have been approved by the Ontario Building Code and all Fire Regulations. The sprinklers have been designed and tested to the up most stringent specifications and have an extremely low failure rate.

We ask that you DO NOT do any of the following to the sprinklers:

- Don't touch them.
- Don't hang anything on them.
- Don't tie anything on them.
- Don't clean them or use cleaners near the Sprinklers.
- Keep open flames away from them.
- Do not allow any objects to impact or hit the Sprinklers.

If you should have any concerns regarding the Sprinkler Heads kindly contact your Property Management Team.



## Emergency Procedures

The actions to be taken by occupants in emergency situations are posted on each floor at Pull Station, Elevator Lobby or Exit Locations. This information is also repeated in its entirety in your Resident's Guide provided to you by Property Management.

**IN CASE OF FIRE**

**UPON DISCOVERY OF FIRE**

LEAVE FIRE AREA IMMEDIATELY  
AND CLOSE DOORS.  
SOUND FIRE ALARM.

CALL FIRE DEPARTMENT  
DIAL: **9 1 1**

LEAVE BUILDING VIA NEAREST EXIT.

**DO NOT USE ELEVATORS**

**UPON HEARING FIRE ALARM**

IF CONTINUOUS SIGNAL - LEAVE BUILDING VIA  
NEAREST EXIT. CLOSE DOORS BEHIND YOU.

IF INTERMITTENT SIGNAL - STAND BY  
AND PREPARE TO LEAVE BUILDING.

**CAUTION**

IF SMOKE IS HEAVY IN THE CORRIDOR, IT  
MAY BE SAFER TO STAY IN YOUR AREA.  
CLOSE DOOR AND PLACE WET TOWEL  
AT BASE OF DOOR.

IF YOU ENCOUNTER SMOKE IN STAIRWAY,  
USE ALTERNATE EXIT.

**REMAIN CALM**

OPM-763 - LOG BOOKS UNLIMITED - 1-877-LOG-BOOK

## Garbage & Recycling

Resident garbage must be disposed of in the garbage collection rooms located on each floor near the elevators. A sorter system has been installed for recycling.

## Keys

As per the requirements of the Declaration, all suite entry door locks are on a master key to facilitate access in case of emergency fire or flood. You will be provided with two (2) copies of a key that has been keyed for your suite only at the time of possession. The builder does not retain copies of your individual keys.

## Lockers

Please ensure that all items are kept elevated from the floor and are placed under a plastic cover to protect in the event of water penetration into the locker rooms. The builder is not responsible for any items that may be damaged due to water leakage.

**IMPORTANT! Storage of gasoline, propane or other combustible materials is strictly prohibited.**

## Mailbox Keys, Delivery & Address

Two keys are provided to you and copies are not kept by either the Builder or the Property Manager. Until Canada Post commences on-site delivery, you will pick up your mail at 5230 Dundas St. Six Points Plaza PO, Etobicoke M9B 1L0. Please contact Property Management for updates on Canada Post's on-site mail delivery.

### **Your mailing address is:**

5415 Dundas St. West, Etobicoke, M9B 0C5

## Resident Parking

All units are assigned one parking spot.

## Visitors & Visitor Parking

Visitors can access the main lobby at Cypress's Entrance. When your guests arrive, they can be admitted by the Concierge or through the entry phone system.

Visitor Parking is located on P1 level. Please direct your visitors arriving by car to the Concierge located at the Cypress's front desk so that they can obtain a parking permit. Please inform your guests that all vehicles parked in unauthorized parking spaces, fire routes, delivery or moving areas at the garage will be tagged and/or towed.

## **Roles & Responsibilities**

The following is an outline of the responsibilities of each of the groups within our team to ensure that you understand where to go with your questions, concerns and comments.

### **The Pinnacle International Sales Team**

Your involvement with the sales team is concentrated in the stages prior to and during the sales and colour selection processes. It is the responsibility of the sales team to provide you with information regarding the suites, the finishes, the general nature of the project etc. and to answer your questions related to making purchase and colour selection decisions. Just as importantly, one of the roles of the sales team is to establish a strong relationship based on open communication which becomes the foundation upon which the service and property management teams will build upon, once you take possession of your new home.

### **The Pinnacle International Construction Team**

During the construction of high-rise condominiums, it is often the case that a number of homeowners will have taken possession of their units and moved in while other units are still under construction. Consequently, on occasion you may come across our construction personnel in the building as they continue to work towards completing the homes of your future neighbors. To ensure that they are able to dedicate the same attention to those remaining units as was paid to yours, we regret that the Construction Team cannot respond to any verbal requests for work to be done in your unit, arrange for the construction of any additional upgrades in your unit, or deal with your warranty service requests.

### **The Pinnacle International Service Team**

The primary function of the Customer Service Team is to ensure that your suite is completed to Pinnacle's exacting standards for customer satisfaction. The Customer Service Team is responsible for ensuring that our finished construction meets all warrantable coverage and addresses any deficiencies as noted on the various Tarion Warranty forms. They are also there to provide the customer with general information regarding suite maintenance, appliance operation and Tarion Warranty coverage.

### **The Property Management Team**

The Property Manager works for you, the owners of the condominium. They take direction from and are accountable to the Board of Directors. The primary function of the Property Management Team is for the maintenance, appearance and upkeep of all of the common elements or more specifically:

- Homeowner Relations
- Concierge Services
- Booking of Amenities
- Housekeeping
- Budgeting and Financial Reporting
- Expenditure and Revenue Controls
- Collection of Maintenance Fees
- General Day to Day Operations
- Contact Administration
- Preventative Maintenance

## Important Numbers

<b>Ambulance, Fire, Police</b>	911
<b>Police Department (Non-Emergency)</b>	416-808-2200
<b>Property Management Office</b>	416-231-3506
<b>Concierge</b>	416-237-1836
<b>Pinnacle International Customer Service</b>	905-755-0188
<b>Tarion Warranty Corporation</b>	1-877-9tarion
<b>Rogers Cable</b>	1-855-381-7834 <b>1-877-319-4320</b>
<b>Bell Canada</b>	1-866-380-8001
<b>Bell Canada (Repairs)</b>	611
<b>Post Office</b>	+1(800)-267-1177
<b>Toronto Transit</b>	416-494-4636
<b>Go Transit</b>	416-869-3200
<b>Toronto Property Tax Department Municipal Property Assessment Corporation</b>	416-392-2489 Or 3-1-1 1-866-296-6722
<b>Provident Energy Management Inc. (Individual Metering for Hydro (And Gas in Some Cases))</b>	416-736-0630

**IMPORTANT NOTE:** GAS & WATER are provided on a bulk basis, and will be billed directly to the Condominium Corporation. The costs of these utilities are paid through your condominium maintenance fees. If you experience any problems with any of these utilities, please contact the Property Manager.

# Chapter 3 – Climate Control

One of the biggest challenges faced by the majority of new homeowners is adequate maintenance of the indoor humidity as outlined in the Tarion Construction Performance Guidelines.

Unfortunately, most excessive humidity problems result from lifestyle issues due to the considerable amounts of moisture that are produced during the course of normal household activities such as cooking, bathing, laundry and the existence of many plants. These lifestyle issues combined with today's stringent construction standards result in better built buildings which reduces the air flow from the exterior and resulting in higher indoor humidity levels. Left unchecked, excessive condensation can lead to peeling paint, mildew, odors and damage to carpet and hardwood flooring which are not covered under Tarion warranty. For more information please go to the Tarion website and view the available videos.

## Condensation

Condensation of moisture on windows is a common occurrence in most new homes, primarily in the winter. Condensation occurs when air, at a given temperature, contains all of the moisture that it can hold – at this stage, it is said to have a relative humidity of 100%. Cold air is able to hold less water than warm air. The air adjacent to the window is always cooler than the air further away from the windows. When the warmer air from the interior of your home reaches the window, it cools and falls which is why condensation is most visible at the bottom of the windows. If outdoor temperatures are well below the freezing mark, the condensation may even turn to ice.

Condensation is not only a source of annoyance, if corrective measures are not taken at an early stage, serious damage from staining, rotting and mold can result. While the problem is more acute during the first winter when the home is “drying out” (many materials in construction contain moisture that must be dissipated). Normal living habits are additional and continuing contributors to high humidity levels in many instances. According to TARION, the materials used in the construction of new homes can take from 6 months to a year to dry out. In addition, as much as 6 to 9 liters of moisture per day may be introduced into a home with four occupants under normal living conditions and this can rise to as much as 18 to 22 liters per day on washdays.

Humidity levels should be controlled so that little or no condensation appears on the interior side of the glass windows. As soon as objectionable condensation occurs on the interior side, steps should be taken to reduce the humidity level by controlling the moisture sources or increasing the ventilation.

It is frequently assumed that window condensation is due to a problem with the construction of the windows. In situations where the condensation occurs between the panes of the sealed window units, it is quite possible that there may be a manufacturing defect in the window. In such cases, you should immediately report this to your Property Manager who has the responsibility to deal with common element deficiencies. It is important that you understand that the “operating” portion of the window is not a sealed unit and if you notice condensation on this part of the window it is likely a result of improper latching of the window. Simply open the window, wipe away the condensation and close the window, ensuring it is properly latched.

## Controlling Moisture & Condensation

The following suggestions will help you to maintain a comfortable climate within your home, reducing the level of indoor humidity and the amount of condensation on your windows.

- Switch on your bathroom exhaust fan when showering or bathing and your kitchen fan when cooking.
- Exhaust fans should continue to run for at least 2 hours after bathing or cooking.
- Interior doors should be kept open to provide adequate air circulation.
- Do not over water household plants.
- Windows should be opened briefly on a daily basis, regardless of the season.
- Leave window coverings open as much as possible to help the air circulate over the windows.
- Leave the fan running on the fan coil unit to help air circulation.
- Do not install weather stripping to the suite entry door jamb. Suite entry doors are designed to provide controlled air circulation.
- Avoid placing furniture against a window frame.
- Avoid keeping the temperature too low in the suite.
- Be cautious when using humidifiers, since they are the major cause excessive moisture in the air.
- Avoid hanging wet clothes to dry.
- Ensure the dryer vent is securely fastened and that the exhaust fan is operating during the use of the dryer.

## Indoor Humidity Levels

The recommended indoor humidity levels for specific outdoor temperature ranges are outlined below. As stipulated in Chapter 5, damage caused by condensation resulting from a failure to maintain adequate humidity levels are excluded from warranty. If you experience persistent condensation problems, we suggest purchasing a hygrometer to help monitor your suite humidity levels. This will aid you in making adjustments to the suite environment so that it is within the recommended guidelines. Tarion does not warranty concerns resulting from condensation.

## Exhaust Fans

In addition to removing odors from your home, the exhaust fans located in the bathrooms and kitchen of your home play an important role in maintaining appropriate humidity levels. These fans should be used any time you are cooking, bathing or experiencing excessive levels of humidity. Tarion does not warranty concerns resulting from condensation.

## Vertical Fan Coil System

The heating and cooling system installed in your suite is a vertical fan coil system. Depending upon the size of your suite you may have one or two fan coil units that are controlled individually. Outflow grills that supply air to the suite are located in the larger rooms. The air intake or return air grills which may be adjusted are located above the large service panel. Avoid blocking air grills with furniture so they can function properly. The panel lifts out so that the filter can be changed. If you are experiencing any problems with the fan coil, please contact the Property Manager for assistance. Under no circumstances should you attempt to correct any problems yourself. In this system, heat and cool air is generated through the circulation of hot and cold water in the piping loop contained within the fan coil unit. The fan coil motor blows air across this piping loop to either warm or cool the air. The vertical fan coil system is designed to provide either heating or cooling at any one time and consequently, cooling is not available during the heating system and heat is not available during the cooling season.

## **Fan Coil Settings**

You will obtain the greatest heating and cooling efficiency from your heating/cooling system by operating the fan on the lowest fan speed setting. By doing so, slower moving air will pick up more heat/cooling from the supply coil in the unit and maintain a more even temperature throughout the suite for longer periods of time. Additionally, the fan noise level will be reduced and there will be fewer on/off cycles.

When you need to adjust the temperature in a room quickly, use the high-speed setting only long enough to achieve the desired temperature and then reset the fan to its lowest setting.

Should you be away for extended periods of time, please adjust your thermostat to 15 degrees in the winter and 25 degrees in the summer and leave the fan on low.

## **Digital Fan Coil Thermostats**

Each vertical fan coil unit is equipped with a digital thermostat to regulate the temperature. Should you experience any problems setting your thermostat, please consult the operating manual which was included with the TARION Homeowner Information Package provided to you at the Pre-Delivery Inspection or contact us at [servicem@pinnacleinternational.ca](mailto:servicem@pinnacleinternational.ca).

## **Corridor Fresh Air Units**

You have likely noticed a small gap around all four sides of your suite entry door. This is intentional, as it serves a constant source of fresh air to your home and aids in the circulation of air, helping to control condensation. In addition, the gap around your suite entry door is a safety feature in the event of a fire. If there is a fire in the building, the corridor fresh air units are immediately disabled to prevent smoke from entering your home. This is not a deficiency and sealing the gap around your door constitutes a violation of the fire code.

# Chapter 4 – New Home Warranty Provisions

The Pinnacle Warranty guarantees the quality of the materials and workmanship and is backed by the TARION Warranty Corporation to ensure that you are completely satisfied with the purchase of your new Pinnacle home. Please read this section carefully to ensure that you fully understand the provisions of this warranty. If you have any questions regarding the information contained in this section, please contact Pinnacle International's Customer Service Team at [servicem@pinnacleinternational.ca](mailto:servicem@pinnacleinternational.ca) or consult the TARION website at [www.tarion.com/HOME/Warranty+Protection](http://www.tarion.com/HOME/Warranty+Protection).

## Warranty Requests

As our Customer Service staff spend a great deal of their time on the phone responding to general enquiries and coordinating service repairs, you may at times have difficulty reaching them in person and need to leave a message in the voice mail system. Please ensure that you include your Name, Suite#, Phone Number and a brief description of the reason for your call. Additionally, please ensure to update us every time your contact information changes.

All service requests during the course of the warranty period must be forwarded in writing or email to the Pinnacle Customer Service Team by the owner of the unit, in order to ensure the accuracy and completeness of the request. It is also the responsibility of the Home Owner to complete the appropriate Tarion documentation throughout the warranty period. All requests for warranty service will be reviewed in order to ensure compliance with the warranty coverage provisions as detailed in this Chapter.

The contact information for the Customer Service Team is as follows:

**Phone:**

**Email:** [mycypress@pinnacleinternational.ca](mailto:mycypress@pinnacleinternational.ca)

Please ensure that you include your address, Suite # and contact information on all correspondence so that we may contact you, in a timely manner.

It is our commitment to you that we will do our utmost to conduct service in your home in a timely fashion and with as little inconvenience to you and your family as possible. Every effort will be made, where possible, to schedule convenient times for service should you wish to be in attendance. However, precise time frames are difficult to gauge and we would appreciate your understanding and co-operation in this regard.

It is important that you are aware that there are some trades who are reluctant to enter private homes without prior written consent, so we ask that you sign the Access Agreement for Service form which was provided to you with your Possession Closing Documents. It is also important that if you have a security system installed in your home that you notify us as well as Property Management in writing. In the case of security systems, special arrangements for access to perform service work will have to be made including deactivating the unit.

As confirmation, a completed work of service delivery slip will be left in your home after each service call advising you as to who was in your home and of the service work performed. If you have any questions or concerns regarding service work or you find that the work performed was unsatisfactory or incomplete, please notify us in writing within 3 business days, otherwise the service call will be deemed satisfactory and the work order will be closed.

**In the event of an emergency (i.e. major plumbing leak) outside of normal business hours, please contact your Concierge and Property Management for further instructions.** As a general guide, emergency situations are those that interfere with the homeowner's health or wellbeing. Calls regarding items such as air-conditioning are not considered emergencies and will be dealt with during normal business hours.

## **Statutory Warranty Submission Periods & Forms**

Homeowners will be responsible for notifying the builder and TARION in writing of any defects during the appropriate reporting periods. Following the Pre-Delivery Inspection, you will have an opportunity to submit deficiency lists at specific times should the need arise. Additional copies of these forms are also included in the Homeowner Information Package provided to you at P.D.I. or on the Tarion website link at [MyHome.Tarion.com](http://MyHome.Tarion.com)

## **Pre-Delivery Inspection**

Every effort will be made to attend to the deficiencies as noted on your PDI LIST completed during the Pre-Delivery Inspection prior to your occupancy date. Should any of the deficiencies remain incomplete as of the date of the 30-Day Submission as outlined below, please include those items on this list.

## **Common Elements**

It is the responsibility of the Condominium Board to conduct a Performance Audit of the common elements. Therefore, it is not necessary to include any common elements on service requests for your individual suite. This includes the outside of the entry door as well as windows and the balcony area. Common element items cannot be listed on the Tarion in suite forms.

## **Provisions of the One-Year Warranty**

The basic provisions of the one-year warranty ensure that your home is constructed in a workmanlike manner and is free from defects in material; it is fit for habitation; it is constructed in accordance with the Ontario Building Code and is free of major structural defects.

The warranty for the components contained within the individual unit is covered from the date the homeowner takes possession, regardless of the date the homeowner may choose to move-in or pick up keys. When a unit changes owner it continues to be covered until the end of the original warranty period. The seller should transfer the Warranty Certificate, along with any other related documents to the new owner.

## 30 Day Form

Within 30 days after taking possession of your new home you may submit a 30-Day Form, clearly identifying any deficiencies within your suite. The more detail that you provide, the faster we can resolve your concerns. As noted above, you should also identify any outstanding PDI items on this same list. This form must be submitted on time or it will lapse into the Year-End Form. For your convenience, we have included the following link to the Tarion "My Home" section.

**[www.tarion.com/HomeownerInformationPackage](http://www.tarion.com/HomeownerInformationPackage).**

PLEASE NOTE that chips, scratches, surface damages or missing items not identified and noted during the pre-delivery inspection will not be accepted as warrantable items. Deficiencies of this nature must be identified prior to you taking occupancy of your home. Also, nail pops, corner bead separations and wall cracks are a normal occurrence and result from the drying out process your home goes through in the first year. These items are not covered under TARION.

## Year-End Form

In order to address various issues that could arise in your home during the first year of occupancy as a result of unavoidable settlement, TARION also provides a Year-End Warranty Form. In the event that there are any outstanding items from the 30-Day Form, these items must also be included on the Year-End Form. The Year-End Form must be submitted within 30 days of the one-year anniversary of your "Date of Possession".

All year-end service requests will be reviewed and if needed, our customer service representative may contact you to arrange an inspection of the items in question.

## Provisions of the Second-Year Warranty

The two-year warranty ensures that the home is protected from:

- Water penetration through the basement or foundation walls,
- Defects in materials, including windows, doors and caulking, or defects in work that result in water penetration into the building envelope,
- Defects in workmanship or materials in the electrical, plumbing and heating delivery and distribution system,
- Defects in work or materials which result in the detachment, displacement or deterioration of exterior cladding (such as brickwork, aluminum or vinyl siding)
- Violations of the Ontario Building Code affecting health and safety (including, but not limited to, violations relating to fire safety and the structural adequacy of the home)
- Major structural defects.

The Second Year Warranty Form may be submitted any time during the second year of possession but no later than one day before your two-year anniversary of the "Date of Possession". Again, we encourage you to refer to your HIP for additional details. All common element items should be reported to the Property Manager and/or Board of Directors.

## Provisions of the Major Structural Defect Warranty

Major structural deficiencies noted during the third through seventh year should be reported directly to the Property Manager and/or the Condominium Corporation's Board of Directors.

## TARION Warranty Exclusions

The following list identifies various items that fall outside the TARION Warranty provisions and are therefore not warranted:

- Damage resulting from improper maintenance, such as dampness or condensation caused by the homeowner's failure to maintain proper ventilation levels or improper operation of a humidifier, hot tub or any other moisture-producing device.
- Defects in materials, design and work supplied or installed by the homeowner/purchaser.
- Secondary damage caused by defects under warranty. While the defects themselves are covered, the personal or property damage they cause is not. However, your homeowner insurance may cover secondary damage.
- Normal shrinkage of materials that dry out after construction, (such as nail "pops" or minor concrete cracking).
- Normal wear and tear and weathering of exterior finishes.
- Damage to parking spaces due to lack of cleanliness or misuse.
- Surface cracks, pitting, marbleizing, efflorescence in concrete walls, floors, balconies and patios.
- Exact colour match of any replacement material.
- Surface of plumbing fixtures and replacement of faucets washers & "o" rings, if applicable.
- Damage from floods, "acts of God", wars, riots, or vandalism.
- Damage from insects or rodents, unless it is the result of construction that does not meet the Ontario Building Code.
- Damage caused by municipal services or other utilities,
- Surface defects in work and materials noted and accepted in writing by the homeowner, at the time of possession.
- Damage caused by the homeowner or visitors.

## **Conditions Deemed Normal & Non-Warranted**

### **Concrete**

There are certain inherent characteristics of exposed concrete due to normal expansion and contraction. Minor cracks, spalling and other imperfections occur as a result of this normal expansion and contraction and are not considered deficiencies. If you have any concerns regarding the concrete cracks, please consult TARION's Construction Performance Guidelines available at [www.tarion.com](http://www.tarion.com).

### **Caulking**

Caulking in bathtubs, shower stalls and around countertops will shrink and crack as your home goes through the drying out process. Accordingly, this is to be incorporated into the homeowner's maintenance schedule. Damage caused by unattended caulking will be the responsibility of the Homeowner

### **Laminate Flooring**

Laminate flooring will react to moisture when it is outside its accepted range. The ideal Relative Humidity range is 50%. Laminate flooring is susceptible to liquid spillage if allowed to seep into its joints, so all spills must be wiped up as quickly as possible. Damage from liquid spillage could result in a swelling of the joint edge. Laminate flooring is very durable; however, heavy or sharp objects should never be dragged across the flooring. Dragging could cause 'depressions' or cuts in the laminate surface. It is the Resident's responsibility to maintain the flooring. Only surface damage reported at PDI will be warranted.

### **Ceramic & Natural Stone Flooring**

Pinnacle will only be responsible for repairing or replacing cracked, chipped or scratched tiles documented on the PDI. In the event that a repair is required, we cannot guarantee a perfect match with the repair tile. Slight variations in tile colour and shading should be expected; therefore, Pinnacle International will not replace entire floors due to dye lot differences. Should the original product be unavailable at the time of repair, we reserve the right to make substitutions with a product of equal or greater value.

### **Carpet (where applicable)**

Carpet seams may be visible and are to be expected. Visible seams are not an indication of a defective product or workmanship. Most carpets are produced in 12-foot widths. Rooms larger than 12 feet will have at least one seam.

### **Plumbing**

In order to comply with water saving regulations as mandated by the Ontario Building Code, low flow fixtures have been installed in your home. This may mean that the stream of water in your tub/shower is lighter than what you are accustomed to, particularly if you were previously living in an older home, and toilets may occasionally require a second flush in order to completely empty.

## **Windows**

During very windy conditions, a draft may be felt due to vertical air movement over the face of the window. Interior air movement caused by convection should not be confused with actual air leakage through the window and doors and does not represent a window deficiency.

## **Drywall**

Drywall cracks or nail pops resulting from normal shrinkage of materials caused by drying after construction are excluded from the statutory warranty.

## **Construction Performance Guidelines**

Should there be any doubt as to whether an item is considered deficient under the provisions of the warranty, we suggest you consult the Construction Performance Guidelines published by TARION at [www.tarion.com](http://www.tarion.com). The Guidelines describe many of the most commonly reported warranty service requests and indicate which are covered by the warranty and which are not.

# Chapter 5 – Maintaining Your New Home

The following section will provide you with general information, recommended maintenance and other suggestions to enhance the life of many of the materials and components installed in your home.

## Appliances

Each of the appliances in your home comes with a one-year Manufacturer's Warranty. Service/warranty requests for your appliances must be forwarded directly to the manufacturer. All of the required warranty documentation is contained in the packages found in your appliances and must be completed and returned to the manufacturer. It is your responsibility to send these completed documents to the manufacturer to initiate the warranty. Ensure that you make a copy of the warranty cards prior to mailing so that you have the model numbers and serial numbers handy when requesting a service call.

Also included with your appliances are information packages that will provide you with the operating instructions, the care and maintenance instructions. We recommend that you read and follow the manufacturer's instructions in order to protect your warranty coverage.

### Dishwasher

The shut off valve for the water line to your dishwasher is located in the cabinet below the kitchen sink. If you are experiencing problems with the wash cycle in the dishwasher, please ensure that this valve is completely open. The dishwasher is on a separate circuit so you should check the electrical panel for a tripped circuit if you lose power to the dishwasher.

### Clothes Washer

When you are not using your washing machine for an extended period of time, we recommend that you shut off the water supply to the machine. This will help relieve pressure on the water hoses and valves. It would also minimize any damage due to flooding should a hose or valve rupture. We recommend that the washer hoses be periodically inspected for loose connections and wear and tear. Hoses that burst can cause substantial water damage not only to your suite but also the suites below. Do not overload the washer or load the drum unevenly as this could damage your washer by making it vibrate excessively.

Check your appliance owner's manual for the required PSI working and burst pressures prior to purchasing replacement hoses.

### Clothes Dryer

The dryer lint screen is a very important mechanism and should be cleaned after every use. If the lint screen is not cleared it will begin to adversely affect the operation of the dryer. With a blocked lint screen, clothes will take longer to dry properly, cause excessive humidity, and/or potentially damage the dryer motor. Excessive humidity in the laundry room can also cause mildew build-up.

The lint trap is connected to the laundry room exhaust fan. When the dryer is being used, the air being expelled by the dryer is vented through the lint trap and the fan. The lint trap catches any debris or lint in the exhaust air that was not caught by the dryer lint screen. A blocked lint trap might cause a fire in the transition duct. The transition duct is the duct that extends from the back of the dryer to the ceiling or wall outlet. The transition duct should be cleaned twice a year.

The exhaust lint trap should be cleaned after each use. It is also recommended that you periodically inspect the inside of the dryer for lint build up. You should not leave the suite unattended while the washer or dryer is operating. A potential leak or electrical short may cause a flood or fire.

### **Gas Stove (Where applicable)**

It is important that you turn off the gas stove when not in use. Should the need arise to stop the gas supply, turn the main gas shut off valve to the OFF position. The main gas shut-off valve is usually located behind the stove; you must pull out the stove in order to gain access to the valve.

If you smell gas or suspect a gas leak, follow these instructions:

- Remain calm
- Extinguish all open flames or sources of ignition
- Get everyone out of your home
- Shut off the main gas valve
- Open all doors and windows to get fresh air into the unit
- Notify the Concierge and/or Property Management immediately

### **Microwave/Exhaust Fan**

Use your exhaust fan while cooking and for approximately 2 hours afterwards to avoid cooking odors being released into the corridor and to reduce humidity levels within your suite. For preventative maintenance, the filter should be cleaned every month depending on your cooking habits. The microwave must not be used to dry garments or fabrics as fire may result.

### **Cabinetry/Countertops**

Kitchen and washroom cabinets should never be cleaned with harsh abrasive cleaning products and laminated products should only be cleaned with mild soap and water. You should ensure that steam from cooking and/or a kettle is redirected away from cabinet door surfaces. Although shelves are treated with a water-resistant topcoat, staining and/or bubbling will occur if water or other liquids are left on the surface for a prolonged period of time.

Regular cabinet maintenance should include using a silicone spray lubricant on drawers and hinges to improve operation and reduce squeaking. Cabinet doors may also require adjustment depending on use, and wear and tear. A screwdriver can be used to make these minor adjustments.

Granite and Caesarstone counter tops are generally resistant to heat, staining and scratches under normal care. Hot pots and pans should never be taken directly from the oven or stove element and placed directly onto the countertop. Always use a trivet.

Granite is composed of several different minerals, including biotite, which appear as black specks on the granite slab. All polished granites have some degree of pitting, this is not a defect nor does it make the product inferior. In fact, it is this natural characteristic that gives natural stone its appeal.

Quartz, is one of nature's hardest minerals. The surface is composed of 93% quartz along with various polymers and pigments. The result is a durable and beautiful surface made to last a life time if maintained properly.

Avoid the use of abrasive materials on the countertop because they could scratch or scuff the polished surface. Do not use harsh cleaners or paint removers as they may remove the surface polish and cause a "blotching" stain. All spills should be wiped immediately with a clean cloth and warm water. Warm water with a splash of mild detergent is all that's required to keep your countertops clean. Wet glassware left on a countertop could cause "water ring" stains.

## **Flooring**

### **Ceramic Tiles**

Ceramic tile requires very little maintenance and generally a soap-less detergent with water will remove any dirt, spills or stains. It is recommended that you do not use soap to clean ceramic tile, as it forms a film that can dull colours as well as encourage bacterial and mildew growth. The use of phosphate detergents in areas such as tub and shower enclosures where moisture is typically present may also encourage the growth of mildew and mold.

Steel wool or any metal product should never be used to clean tiles as they scratch or damage the ceramic tiles surface. In the event of hard water deposits, a mixture of white vinegar and water may be useful to remove the formation. Commercial tile cleaners will also remove hard water deposits.

### **Grout**

Grout is the material used to fill in the joints between tiles on floors and walls. Grout is susceptible to shrinkage, cracking and discoloration over time. As a part of your maintenance routine, you should periodically check the grout during regular cleaning. Any cavities should be filled. Grout cleaners are available at your local builder's depot. Please note that slight variations in grout colour are to be expected when making repairs.

### **Natural Stone Tiles**

It is common to see pitting, veins, fissures or any number of features in natural stone. These features should not be taken as defects or the sign of an inferior product; they give natural stone its uniqueness and character. Natural stone tiles should be swept or vacuumed on a regular basis to eliminate grit and fine dirt particles that can scratch or dull the finish. Natural stone tiles can also be damp mopped with clear water to pick up dust for general cleaning.

### **Carpet (where applicable)**

The best way to maintain your carpet is through regular vacuuming, as over time dust will be transformed into gritty particles that will wear away your carpet fibers. Please be aware that newly installed carpets will shed and this is not a defect. Always check for loose threads and trim. Do not "pull" away any loose threads, instead cut them with scissors. When vacuuming with a rotary head, be careful at the carpet seam, so as not to pull up any threads and cause the carpet to unravel. Carpets may buckle as a result of normal stretching by the product material or as a result of high humidity. Buckling is not a defect in workmanship. The carpet should return to its normal state once it has settled. However, buckled carpet can be re-stretched. Please advise our Customer Service Team of any buckling on your Year-End Form.

There may also be slight variations in carpet dye lots. Some perceived colour variations are a result of the carpet being installed with the grain running in different directions, which is acceptable in areas abutting a doorway.

## **Laminate Flooring**

It is easy to maintain your beautiful floor and help keep its original shine. Just follow these easy maintenance tips and you will spend years enjoying your flooring.

### **Easy Care Maintenance Tips:**

- Dust – mop (with a non-treated, clean mop) or vacuum regularly to remove loose soil and fine dust particles that can starch the finished flooring.
- Wipe up spills quickly with a cloth or sponge and clean as required with floor cleaner
- Use only manufacturer's recommended maintenance products on your flooring.
- Never use wet mops, highly acidic or alkaline cleaners, non-recommended commercial cleaners or polishes, or a treated mop that been used to clean other floors or furniture.
- Place felt floor pads on your furniture feet and protect your floor from hard castors on moveable furniture.
- Use caution when wearing high heels and keep pet's nails trimmed. High heels and pet nails can cause permanent indentations on your flooring.
- 70% to 80% of dirt on the flooring in your home is tracked in from the outside. A one square yard mat (3 ft x 3ft) can capture 1 pound of soil/dirt provided they are regularly cleaned.
- NOTE: Some rubber or fiber mats may stain or scratch the laminate flooring.

To help minimize expansion and contraction of your laminate flooring, use a humidifier or dehumidifier to maintain a balanced level of humidity. The recommended humidity level for all Torly's Flooring is 50% Relative Humidity. Please reference the "Controlling Moisture & Condensation "section.

## **Plumbing**

In order to comply with water saving regulations as mandated by the Ontario Building Code, low flow fixtures have been installed in your home. This may mean that the stream of water in your tub/shower is lighter than what you are accustomed to, particularly if you were previously living in an older home and toilets may occasionally require a second flush in order to completely empty.

Each of the plumbing fixtures within your home contains a drain trap that is designed to provide a water barrier to prevent airborne bacteria and sewer gas odors. To ensure that this water barrier does not evaporate, infrequently used fixtures (such as those in a secondary bathroom) should be used periodically. Additionally, the rubber gaskets that seal the toilet and the drain can also dry out and become brittle if not used regularly, potentially leading to a leak. For these reasons assure that you have someone come into your suite in order to flush the toilets and run the water faucets if you plan on being away for more than two weeks.

Temperature variations and changes in water flow rates generally result in some degree of noise in the pipes that can often be heard within the suite. This is a normal. Should you experience persistent loud noises within the pipes that interferes with normal living, please advise Property Management.

## **Water Shut-Off Valves**

It is important that every member of your household be aware of the location of the water shut-off valves in the event of a plumbing emergency. There is a dishwasher water shut-off valve under the kitchen sink. There are also shut off valves at the back of each toilet and in the laundry room. It is highly recommended that you shut off the water to the laundry machine as a precautionary measure if you are going to be away from your home for an extended period of time. A suite shut off valve is located under the washroom vanity, however, this valve should only be accessed and used by Property Management Staff.

## **Bathtubs, Sinks and Showers**

The bathroom and kitchen fixtures installed in your home are extremely durable but do require proper care. Do not clean any of the fixtures with abrasive cleaners as these will wear at the surface. Drain cleaners may also damage the fixtures. If a drain cleaner must be used, rinse the surrounding surface thoroughly with water after use. Do not use drain cleaners in toilet bowls at any time.

To prolong the life of bathtubs and sinks do not let food waste stand in the sink and avoid stepping in a tub with shoes on for any reason, as the gritty particles on the soles will scratch the surface. Stainless steel sinks are generally stain resistant and require only occasional cleaning.

## **Faucets**

Faucets require minimal care provided they are used correctly. Do not force or strip the faucet by over tightening. Periodically remove and clean the aerator on your faucet. The aerator is the little filter at the mouth of the faucet that unscrews. The aerator adds air to the water as it leaves the faucet to eliminate splashing. Do not use powders or abrasive cleaners on the faucets as they could scratch or dull the metal finish.

## **Toilet Bowls**

Each suite is equipped with water saving toilets as specified in the Ontario Building Code. Flushing twice is occasionally required to completely empty the toilet bowl. The low flow toilets can also result in a higher incidence of clogging if domestic items such as sanitary supplies, Q-tips, dental floss and excessive amounts of toilet paper are disposed of in the toilet. Refrain from disposing of these items in your toilet. Blockages are considered normal and do not constitute a deficiency. In the event of an overflow, shut the water off by turning the valve to the water supply pipe that is located behind the toilet. Do not over tighten the water supply valve. Toilet blockages are a homeowner responsibility which must be addressed by them.

To stop a running toilet, check the height of the shut-off float in the tank as it is likely set too high which prevents the valve from shutting off completely. To set the tank float at the right level, adjust the chain at the flush handle. It is also important that the chain on the flush handle is not too tight or it will prevent the rubber stopper from sealing and also cause the water to run.

## **Hose Bibs (where applicable)**

Some suites with a terrace may have been equipped with an exterior hose bib. There is a shut off valve located just inside the unit near the hose bib. The water supply must be shut off before freezing temperatures occur. Failure to do so will cause the pipe to burst and can lead to flooding. Please ensure that you check whether or not your terrace is equipped with a hose bib.

## Caulking

Caulking is a sealant that is applied to plumbing fixtures and tiled areas that may be exposed to water. Although caulking is flexible, it can shrink, dry out, crack or get damaged. It is the responsibility of the homeowner to ensure that the caulking around bathtubs, shower stalls and tile work is maintained. Periodic inspections of the caulking in your home can be done during regular cleaning of these areas.

Mildew resistant silicone caulking is recommended for bathrooms. Prior to installing new caulking, you should remove the old caulking, wash and dry the area and then wipe with rubbing alcohol and wipe again with a clean cloth. Ensure a consistent bead of caulking is applied and that there are no gaps or air bubbles. Caulking should cure for at least 6 to 8 hours and should be kept dry for a minimum of 24 hours.

## Electrical

The main breaker that supplies power to your in-suite breaker panel is located in the corridor electrical room and can only be accessed by Property Management Staff. If this breaker were to trip, your suite would be completely without power. Should this happen immediately contact your Concierge. The in-suite breaker panel is a single electrical panel that services your suite and is located on the wall, often in one of the bedrooms. The panel provides power to your suite with several circuit breakers. Each breaker provides power to a specific area or item in the suite and is labeled accordingly.

If you overload one of the electrical outlets, the breaker will trip causing a loss of power to the area it controls. To restore power, you will need to reset the breaker. To do this, follow the procedures below.

- Locate the breaker which has tripped – it is the breaker which is in the middle position and no longer aligned with the other breakers.
- Unplug any items that are plugged into the outlet served by the breaker. This should be done in order to avoid a power surge overload to an appliance once power resumes.
- Switch the break to the “off” position and then switch it back to the “on” position to restore power.

### Ground Fault Circuit Interrupter (G.F.C.I)

The Ground Fault Circuit Interrupter is a safety feature that is required under the Electrical Safety Code. Its function is to interrupt the electrical power in the event of exposure to water and to protect against accidental electrical shock. You will find a G.F.C.I in one of your bathrooms that will control the electrical power in both bathrooms. G.F.C.I.s are also located in the kitchen area.

To test the G.F.C.I. follow this procedure.

**PREPARATION** - Ensure that power is available as the circuit breaker must be on to conduct the test. The RESET button should always be pushed in.

**TESTING** - To test the function of the RESET button, push in the TEST button and immediately the RESET button should pop up. If the RESET button does not pop up when the TEST button is depressed, do not use the G.F.C.I. outlet and immediately advise Pinnacle's Customer Service Team of this test failure during the warranty period.

**RESTORING POWER** - Push the RESET button firmly into the device until a click is heard. If the shock finder G.F.C.I. trips when an appliance is used, the appliance may be defective and should be looked at.

## **Cable & Phone Jacks**

The cable and phone jacks have been installed in your suite based on a standardized layout. Any relocation of these outlets is the responsibility of the homeowner to arrange directly with the utility provider.

## **Switched Outlets**

In the living room a switched wall outlet has been provided in lieu of an overhead ceiling fixture. The switched wall outlet is tied into a switch that will control either the top or bottom of the outlet. The other portion of the outlet will operate as a normal switch.

## **Doors, Frames, Trim and Baseboards**

Due to the nature of the wood products installed in your suite there may be minor expansion and contraction resulting in cracking and warping. This is normal and may correct itself as conditions change. Allow your home to go through a least one dry and one damp season before any permanent changes are made. In the event you request a door to be planed and it later settles back into its original position, the door cannot be restored to its original condition nor will it be replaced.

To clean painted interior doors and trim use warm water and a soft cloth or sponge. Dry the surface thoroughly once finished since excessive water and water penetration could adversely affect wood products.

Sliding doors, hinges and door locks should all be lubricated from time to time to prevent squeaks. Additionally, sliding closet doors can be adjusted back into line by using a screwdriver to turn the track mechanism located on the inside top of the door clockwise or counterclockwise, depending upon the direction of misalignment.

As per the requirements of the fire code, your suite entry door is equipped with a door closer that automatically closes the door. The exterior side of the suite entry door is common element and as such, requires the permission of the Board of Directors to install a doorknocker or decorations of any kind. The maintenance of the exterior side of your suite entry door is the responsibility of the Condominium. Please report any concerns promptly to Property Management.

## **Windows & Exterior Sliding Doors**

In accordance with the Ontario Building Code, all of the windows in your suite will only open four inches. This safety feature helps to prevent the possibility of large items from falling out of the window.

The manufacturer guarantees the thermal panes against defects. Seal failures, which is often indicated by condensation between the panes of glass and pressure cracks are the only conditions under which the glass will be warranted following the PDI. Additionally, improper installation of drapery or blinds on the window frame by the owner or their agent will also void the statutory warranty of the window.

It is essential to follow the steps below to care for your new windows:

- Lubricate all operable parts approximately 2 – 4 times per year or as required. Use of a silicone lubricant or petroleum jelly is recommended for weather stripping and tracks of windows.
- Caulking should be inspected occasionally. Particular attention should be paid to any signs of loss of adhesion. Any faults or cracks should be caulked immediately.
- Clean glass as needed with vinegar and water or a commercial glass cleaner. It is the homeowner's responsibility to clean the exterior surfaces of all windows, doors and door tracks serving the dwelling unit accessible by patio, terrace or balcony (including railing) on regular basis.

You are responsible for cleaning the screens. Adjust the clips so that they are in line with the frame to remove the screen. Please use mild soap and water and ensure the screen is level so that you do not bend the frame. Once the excess water has been shaken from the screen, it can be reinstalled.

**From all of us at Pinnacle Customer Service Team,**

**Welcome Home!**