

Homeowner *handbook*







uniform

uniformdevelopments.com

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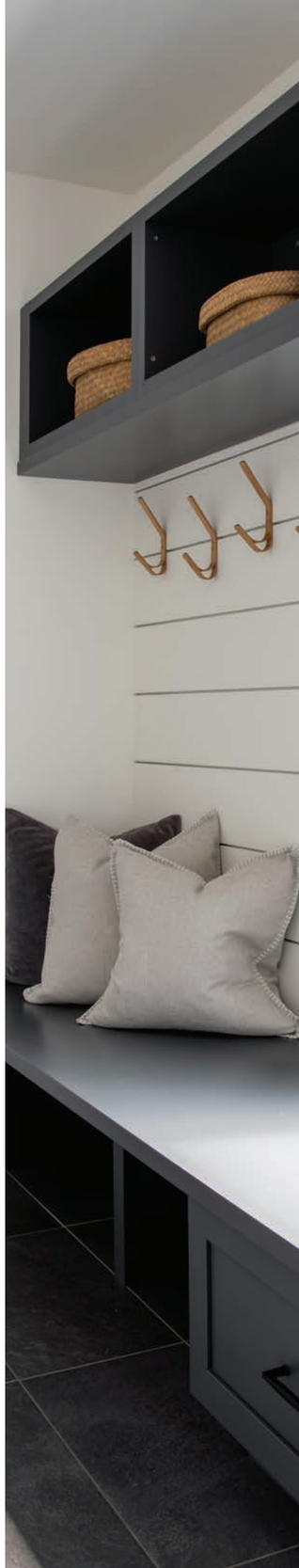
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Introduction

Uniform Developments has developed this Homeowner Handbook as a helpful resource for our homeowners to consult. We encourage you to read this manual and refer to it often, as it contains important information to assist you with the maintenance and performance of your home and its components.

Your Uniform home is built to provide you with long-term comfort and enjoyment. We wish you all the best as you settle into your new home and fantastic new community.

Introduction

Your Homeowner Handbook outlines our After Sales Service procedures. If you have a concern or an issue with your home after you have moved in, we explain:

- Who to contact
- What to do if you notice a deficiency vs. what to do in case of an emergency
- When and where to report deficiencies that are not emergencies
- Why it is important to follow procedures
- How we require your cooperation (access to your home) and patience as we work to resolve any warranty issues

While most of the features and finishes that make up your home and its surroundings are low maintenance, a strong understanding of what they are, how they work and how to maintain them will prolong their life and keep your home and its systems operating at their greatest efficiency. Although you live in a brand new home, it is important to note that it still requires seasonal maintenance and general upkeep.

Please note: this Handbook does not replace the operation and maintenance manuals that come with specific equipment such as your furnace. Those are additional resources for you to review and consult. Uniform has consolidated all of the homeowner manuals that come with your home and neatly housed them in a file container near the electrical panel in your basement. This manual storage location will be identified to you during your Uniform Inspection. It is an organized and accessible way to keep important manufacturers information handy at all times.

Should a manual be missing, please contact our Service Department to ensure a copy is sent to you.

LIVING IN A NEW COMMUNITY

As part of this introduction, it is important to note that you are living in a new and transforming neighbourhood.

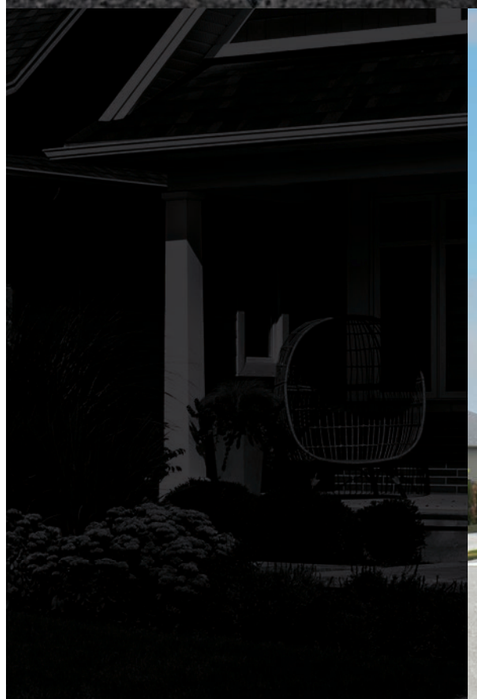
We want you to enjoy your home and its surroundings as quickly as possible. As our staff and building partners continue to work to complete your community, please be prepared for the following:

- Ongoing home construction around you beginning at 7am
- Road closures
- Equipment and machines that could create noise
- Dusty conditions at times
- Ongoing visits by street sweepers and water trucks to maintain roadway cleanliness
- Parks and community landscaping to be incomplete
- Curbs and sidewalks to be incomplete
- Rough pavement

These conditions are temporary, and homeowner cooperation and patience is greatly appreciated. We too want to see your community complete and looking its best, and it is just a matter of time!

Notes







How to Contact our *Service Department*

How to Contact our Service Department

IMPORTANT: Uniform strives to deliver a stunning and well executed home. However, we realize warranty issues may arise after you have moved in. We encourage our homeowners to follow our deficiency reporting procedures and report warranty issues at the designated times and on the appropriate forms. Our experience has shown that reporting and resolving deficiency issues in accordance with the procedures outlined in this document assists in resolving items efficiently and with the least disruption to you.

We are available at all times to support our homeowners through the process and encourage homeowners to get in touch should they consider an issue with their home to be an emergency.

For all inquiries related to your home, the status of a work order or any other questions, please contact our Service Department:

For general inquiries please contact:

Service Department

Daytime phone:
613.225.0770 ext. 248

service@uniformdevelopments.com

WHAT IS AN EMERGENCY?

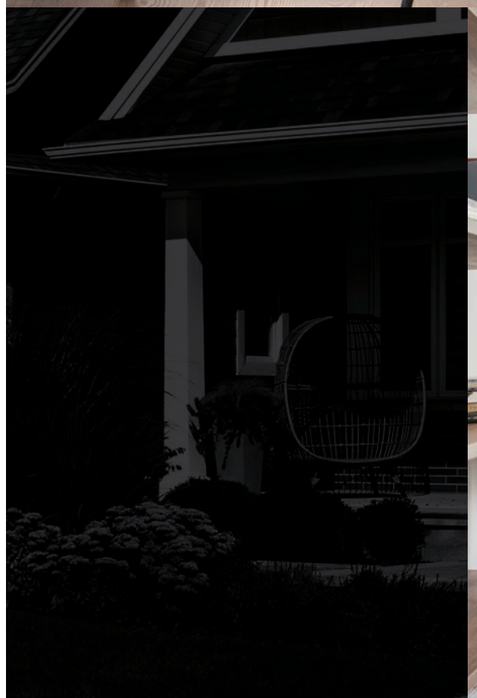
An emergency is a situation involving a warrantied item that requires immediate attention to avoid substantial damage to your home, or risk to your health and safety.

An emergency includes, but is not limited to:

- For loss of heating or cooling, call Ambassador HVAC at 613.741.9595
  - Complete loss of heat between Sept 15th and May 15th
  - Complete loss of air conditioning between May 15th and Sept 15th
- A gas leak. If you suspect a gas leak, call Enbridge at 1.866.763.5427
- In the event of an after hours emergency, please call 613.225.0770 and press “5” to connect with our on-call staff.
- Complete loss of electricity
- Complete loss of water
- A supply line plumbing leak
- Basement and roof leaks

Notes







Taking Possession, Reporting Deficiencies and *Warranty Coverage*

Taking Possession, Reporting Deficiencies & Warranty Coverage

MYHOME ACCOUNT

It is important for you to register for a MyHome Account in order to submit and manage your warranty time through Tarion's online portal. Their system will also remind you of all the important dates outlined below. Register here: https://myhome.tarion.com/s/login

UNIFORM INSPECTION

This is your first opportunity to walk through your new and completed home. You will be guided through all features and customizations in your home including how to operate the HVAC system and winterizing recommendations.

PRE-DELIVERY INSPECTION

The objective of this inspection is to record all items that are incomplete, damaged, missing or not operating properly, and noting them on the PDI Form to record that these conditions existed prior to occupancy. Any other deficiencies of workmanship or material should be reported on your Initial Form submission through MyHome.

WARRANTY COVERAGE

Your home's Statutory Warranty coverage has three separate periods. The 1, 2 and 7 year. More information here: https://www.tarion.com/post-possession-coverage

Items reported will be assessed based on industry standards, the Ontario Building Code and the Construction Performance Guidelines. For more information about warranty coverage, please visit Tarion's Home Explorer Tool here: https://home-explorer.tarion.com/

1-YEAR WARRANTY

During the first year of possession, you can submit three separate warranty forms. These Forms are called the Initial Form, the Mid-Year Form and the Year-End Form. Each submission will have its own repair period and deadline to resolve the items together. We will require access to your home to meet with you, understand your submission and determine next steps.

2-YEAR WARRANTY

You can submit a Second-Year Form anytime between your first and secondary anniversary of possession. The coverage is more limited than the 1-Year, please review coverage here: https://www.tarion.com/homeowners/coverage-freehold-contract-condo-units-condo-conversions

7-YEAR MAJOR STRUCTURAL WARRANTY

A Major Structural defect is a defect that:

- Results in failure of a structural load-bearing element of the building
- Materially and adversely affects the ability of a structural load-bearing element of the building to carry, bear and resist applicable structural loads for the usual and ordinary service life of the element of the building.
- Materially and adversely affects the use of a significant portion of the building for usual and ordinary purposes of a residential dwelling.

RADON – SEVEN-YEAR WARRANTY

As noted in your Uniform Inspection, we have installed a rough-in for a Radon mitigation system.

Should you be interested in testing your homes' radon levels, it is important to do so in accordance with industry and Tarion recommended standards.

We recommend you hire a Canadian National Radon Profiency Program (CNRPP) certified professional to conduct a test. You can install and process the test yourself but don't forget:

- The Radon measurement device must be sent to a certified lab for evaluation
- Should the evaluation present results above 200Bq/m3 please report to Uniform's Service Department and we will work with you to ensure action is taken to reduce the radon levels within your home at no cost in the first 7 years.
- We will provide additional testing after remediation to confirm Radon concentration has dropped to a safe level

SEASONAL ITEMS

The exterior of your home may be incomplete upon closing. The details that are incomplete will have been noted during your Uniform Inspection and PDI. Depending on the season and weather conditions, sometimes it is best to hold off on work until suitable weather conditions permit. Things like exterior paint, curb work, driveway paving and overall landscaping are "seasonal" items. Although we attempt to schedule seasonal work in order of home closings, there are times when it makes more sense for an entire street or row of homes to be completed at once. This in fact causes less disruption to you and less damage to already completed work.

WHAT IS NOT COVERED?

The following matters are **not** covered by the statutory warranties:

Normal Wear and Tear

- Normal shrinkage of materials that dry out after construction such as nail "pops" or minor concrete cracking
- Settling of soil around the house or along utility lines (other than subsidence beneath the footings of the home)
- Scuffs and scratches to floor or wall surfaces caused by moving, decorating or day-to-day use of the home by the homeowner

Damage Caused by Improper Maintenance

- Dampness or condensation caused by failure to maintain proper ventilation
- Damage resulting from improper maintenance

Damage Caused by a Third Party

- Damage caused by municipal services or utilities
- Damage caused by floods, "acts of God", acts of civil or military authorities or acts of war, riot, insurrection, civil commotion or vandalism
- Damage caused by insects or rodents, unless it is the result of construction that does not meet the Ontario Building Code

Secondary Damage Caused by Defects that are Under Warranty

- Personal or property damage, such as personal injury, loss of income and other secondary loss associated with warrantied defects or repairs

Deficiencies Caused by Homeowner Actions

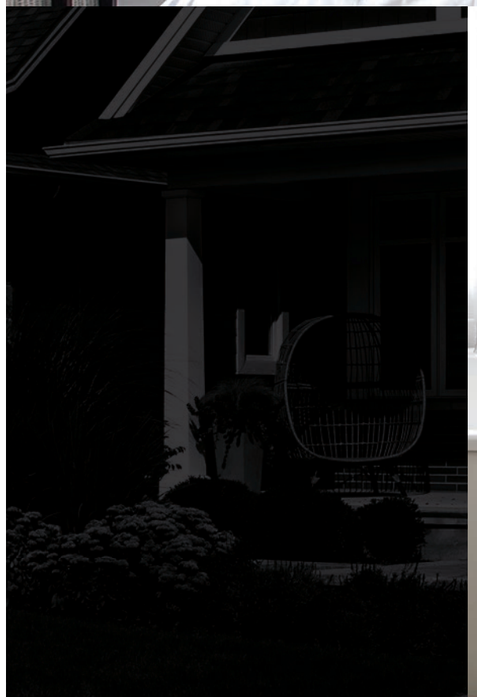
- Alterations, deletions or additions to the home that were made by the homeowner
- Changes by the homeowner to the direction of the grading or the slope of the ground
- Defects in materials, design or work that was supplied or installed by the homeowner

Specific Defects Accepted in Writing

- Ascertained defects in work or material accepted in writing by the homeowner



Repairing *Deficiencies*





Repairing Deficiencies

Uniform is committed to delivering a well-built home to our clients. We are also committed to ensuring that your after sales service experience is a great one. The process of buying a home does not end the moment you get your keys. This means there is a commitment by Uniform to correct deficiencies and there is a commitment on your end to facilitate entry into your home.

SCHEDULING REPAIR APPOINTMENTS

Uniform schedules all inspections and all repair work from Monday-Friday between the hours of 8am and 4pm. We realize that our homeowners have other obligations and for that reason we attempt to schedule as many service personnel and trades within your home at one time. Please remember that certain warrantable items may require multiple repair dates to complete the work. Your cooperation and patience is critical – we too want repair work done as quickly and efficiently as possible.

FURNITURE AND PERSONAL ITEMS

In order for Uniform to undertake repair work, we have to be certain there is no risk of damaging your furniture or personal items. It is the responsibility of the homeowner to ensure items such as these are safely moved out of the way or covered.

OUR TRADES

In some instances a Uniform sub-trade will call you directly to schedule a repair date. Having a trade call you directly can simplify the booking process. Please also note that sub-trades may perform work on the exterior of your home without booking a specific appointment with you.

SETTLEMENT AND SHRINKAGE

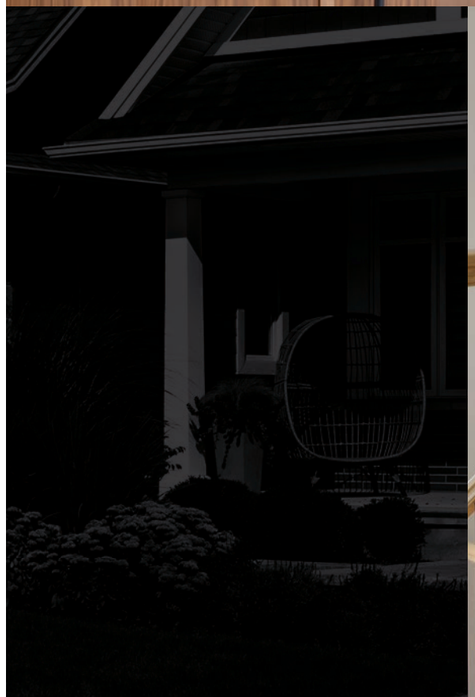
During the first year of occupancy, your home will experience minor settlement and shrinkage. This is a result of many factors including interior climate, and the natural expansion and contraction of the building materials used to construct your home. As a result of these processes you may observe minor nail pops, cracked drywall, or caulking. This natural material behaviour is not covered under your Tarion Warranty. Uniform does provide a one time courtesy repair of caulking and nail pops or cracked drywall, and these courtesy repairs are conducted solely in reasonably accessible areas. Please report these items at your Year-End Warranty review meeting with your Service Coordinator. Please note this courtesy repair includes patching and caulking but does not include sanding and painting the impacted area.

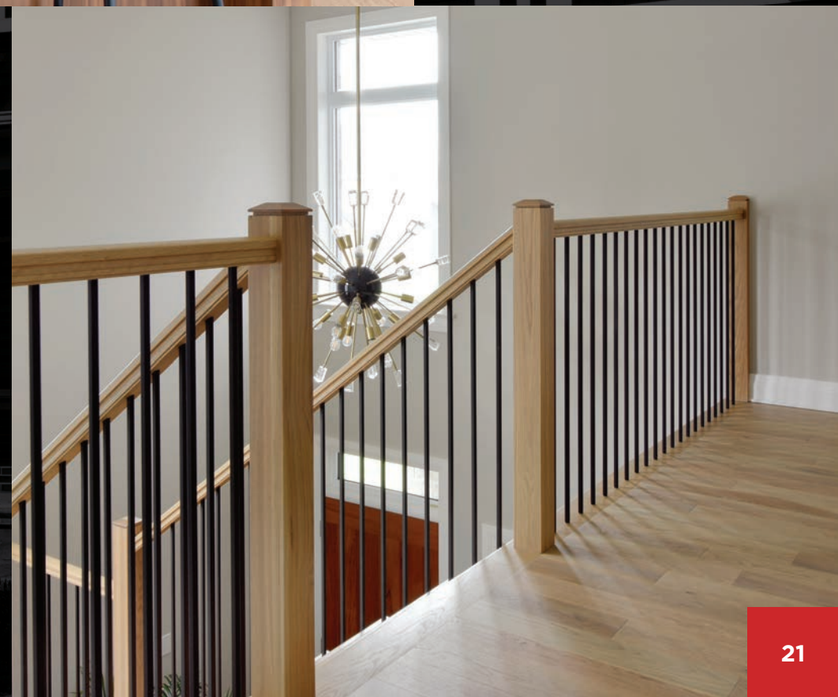
COMPLETION OF WARRANTABLE ITEMS

We strive to complete all items from your warranty submission as quickly as possible. We will make every effort to complete any warrantable items in advance of the Builder Repair Period deadline.. Please note this does not apply to any seasonal items that are, due to circumstances beyond our control, delayed. To assist in keeping your home's repair status up-to-date, our service staff and/or trades will request your signature as work is completed. They will have you review and approve repairs and then provide paperwork to acknowledge completion and your satisfaction with a signature. This signature will indicate the particular warranty item is 100% complete. The status of your items will also be updated in Tarion's HomeHub. Please contact our service department if you have trouble accessing that portal through MyHome.

Notes







General Home *Maintenance Checklist*

General Home Maintenance Checklist

Before detailing specific care and maintenance on particular components of your home, we would like to touch upon the general upkeep and maintenance of a home. Below are seasonal checklists to assist you.

These lists consolidate our recommendations, as well as, the recommendations of Tarion and the Canadian Mortgage and Housing Corporation. Use these lists to assist with a seasonal home review.

SPRING

- Clean or replace filters in furnace, heat recovery ventilator (HRV) and range hood
- Service furnace
- Fertilize sod and trees
- Check roof for missing/loose/broken shingles or flashing, remove residual snow and ice if buildup exists into the spring
- Clean and shut down furnace humidifier
- Clean air conditioner – vacuum exterior of unit and remove any build up of debris or vegetation around the unit
- Check and reset ground fault circuit interrupter (GFCI)
- Inspect basement perimeter walls inside and out for signs of moisture
- Clear all swales, catch basins and natural points of drainage on your yard of any debris or ice build up
- Check water heater for leaks
- Turn on exterior water supply
- Plan landscaping to avoid soil settlement and water ponding and repair any soil settlement around foundation walls – ground should gradually slope away from walls
- Check exterior caulking for deterioration
- Check exterior finishes and ensure windows and screens are operating properly
- Test smoke alarms and carbon monoxide detectors

SUMMER

- Clean or replace filters in furnace and HRV
- Water sod as needed
- Check water heater for leaks
- Check and reset ground fault circuit interrupter (GFCI)
- Run dehumidifier/check basement for dampness – avoid relative humidity levels in your basement above 60%
- If you have a plumbing fixture that is rarely used (basement laundry tub) run water briefly to maintain water in trap
- Maintain appropriate relative humidity levels (our recommendation is to not exceed a relative humidity level of 45% during this season; the best dehumidification during this season comes from running your air conditioner. Please use this as a tool should your humidity levels be in excess of the recommendation)
- Inspect driveways and walkways
- Clean and inspect exterior exhaust vents and intake vents – disconnect duct connected to dryer and vacuum lint from duct
- Inspect/clean basement windows/window frames
- Test smoke alarms and carbon monoxide detectors



FALL

- Clean or replace filters in furnace, heat recovery ventilator (HRV) and range hood
- Fertilize sod and trees
- Check garage door tracks and lubricate bearings
- Drain and store outdoor hoses and drain/shut off exterior water supply
- Check roof for missing/loose/broken shingles or flashing
- Ensure basement window wells are free of debris or dirt build up
- Check weather stripping around exterior doors
- Cover air conditioning unit – avoid wrapping the unit entirely, your unit is protected best by covering only the top
- Winterize landscaping
- Check and reset ground fault circuit interrupter (GFCI)
- Test smoke alarms and carbon monoxide detectors

WINTER

- Clean or replace filters in furnace and HRV
- Check attic space for snow blowing in after snow storms
- Check roof vents and maintain proper attic ventilation
- Monitor excess snow or ice build up on roof
- Remove snow/ice from window wells
- Remove snow/ice from exterior vents
- Check exhaust fans
- Clean humidifier
- Remove snow and ice from roof overhang/vents
- Check and reset ground fault circuit interrupter (GFCI)
- Test smoke alarms and carbon monoxide detectors

Notes

Home Features and *Maintenance - Exterior*

Home Features and Maintenance – Exterior

The exterior of your Uniform home is designed to be both architecturally pleasing as well as durable and protective. Although our homes are built with high quality, long-lasting materials that are low maintenance, the exterior of your home still requires regular review and minor upkeep to ensure potential problems are quickly identified and addressed. This ongoing review and maintenance will serve to extend the life of all aspects of your home, and ensure it is looking and performing well.

YOUR LOT

A copy of your lot survey was included as part of the legal documents you received upon closing.

If you are planning to install a fence or boundary feature after year one of occupancy, we suggest that you check with a qualified surveyor to locate lot lines and follow your specific lot plan. This will ensure you are building on your property. Survey pins can move or be removed during ongoing construction and landscaping and should not be relied upon as accurate indicators of property lines.

As mentioned in your Agreement of Purchase and Sale, fences and other significant landscape and backyard features should not be installed until after the one-year mark in your home. This allows for settlement to occur and ensures if we need access to your property during this first year time frame – we are not removing or damaging property enhancements.

EASEMENTS

Some lots within your community have easements. These easements are in place to allow access to utility lines that have been installed to service the community. It is imperative that you call for locates on the services that may run within your lot should you wish to dig for planting or construction/landscape purposes. Visit www.on1call.com to learn more.

For townhomes, easements also exist to allow for internal unit owners to access their rear yards. It is imperative that these easements are left clear and operational.

WATER STANDPIPE

Every lot has a City of Ottawa water shut-off valve. It is located in the front yard and can be either in the driveway or in your front lawn. Every spring please check the standpipe to ensure it has not heaved and risen as a result of frost. If it has risen above the natural grade line, it should be lowered for protection. It is your responsibility to contact the City should this be the case and they will follow up.

LOT DRAINAGE

The grading of your lot is designed to direct water away from your home and into water management systems. You have agreed legally within your Agreement of Purchase and Sale not to change the existing grading. It is important to follow this rule to protect your property and adjacent properties.

It is normal for the settling of soil around the house or along utility lines to occur, it is the homeowners responsibility to tough-up and maintain the soil that might have settled in an effort to uphold overall grading.

Please also note that gardens, plantings or fence installations have the potential to alter grading and drainage patterns. It is your responsibility to ensure no drainage problems arise as a result of landscaping work completed by you.

Lot drainage features such as swales and catch basins are also in place to direct water away from homes. Should these features exist on your property it is your responsibility to maintain them and remove leaves, debris, dirt, snow/ice to ensure drainage is not compromised.

It is important to note that your lot grading is designed to manage “typical rainfall”, heavy and long-term rains can result in some short-term ponding when soil is saturated – this is normal up to 48 – 72 hours.

LAWN

Your sod is watered once after installation by our contractor. It is important that you begin a lawn maintenance program immediately, to ensure the health and survival of the new sod.

Dead sod is not warranted unless there is a demonstrated defect in the sod on the day of installation.

Keeping a healthy lawn requires a diligent maintenance routine and this can vary based on the season and conditions of your lot. This includes the frequency of watering, fertilizing, cutting and aerating.

TREES

The tree species selected for your lot is pre-determined and dictated by a City of Ottawa approved landscape plan. The species on your lot cannot be changed.

These trees also come with a one-year warranty. Should a tree not survive this timeframe, our contractor will replace the same species of tree.

It is your responsibility to maintain and water the tree on your property as needed. Keep the dished area around the tree in tact, as the outer ridge and depressed area close to the trunk captures water. Also refrain from planting flowers and other vegetation for the first few years around the base of the tree, as they can divert water and nutrients away from the tree.

It is recommended that a tree be fertilized once a year (either spring or fall).

INTERLOCK

Some settlement may occur in interlock areas during your first year of occupancy.

PAVED DRIVEWAY

Your asphalt driveway has warranty coverage for one year from date of possession or installation. Minor settlement, tire markings and some stone flaking are normal. Your driveway was intended for light use and typical passenger vehicles. Heavy trucks and trailers can cause damage and sink into the driveway – warm weather makes asphalt even more susceptible to such damage. You must take precautions to keep your driveway in good condition; which may include applying a sealer. Avoid gas and oil spills, avoid turning vehicle tires while stationary, avoid sharp/heavy objects penetrating the asphalt during extreme warm weather.

CONCRETE PORCH

Poured concrete floors and porches often develop small cracks as a result of natural curing, shrinkage and settlement. Small cracks are typical and not cause for concern. Should you consider a crack to be significant (greater than 6mm), please note it on the appropriate deficiency list to be reviewed by our Service Staff.

Salt and chemical ice melting products can damage porches and garage floors. They can contribute to pitting and flaking issues. Chipping and scraping ice build up on porches, stairs, etc. can also damage the concrete below. Take caution when managing snow and ice in these areas. Uniform recommends sand. It causes little to no damage to concrete and is gentler on the environment and plantings in close proximity to pathways and porches. We also recommend that when using an ice-melt or sand product, that you spread the product, allow it to melt the ice and then sweep/clear it away. Allowing these products to sit for long periods on concrete can contribute to deterioration. Damage caused by use of salt or ice melt is not covered under warranty. Concrete is more susceptible to damage in its first year.

You may choose to apply a concrete sealer to help protect these areas from ongoing salt damage.

ROOF

Shingles: The roof on your Uniform home has 30-year self-sealing asphalt shingles and eave protection. This roof will provide many years of protection to your home.

We ask that you take precaution if you have to walk on your shingles. It is important to note that they are most susceptible to damage during extreme hot and cold periods when shingles are either soft or brittle.

It is also important to check for loose, broken or missing shingles after a significant weather event. Repairs should be made quickly should damage have occurred. Please note that damage caused from extreme weather conditions is not covered under warranty. It is the homeowner's responsibility to promptly have the repairs completed in such a situation. We recommend regular inspections by a qualified roofer, especially after significant weather events as not all issues may be visible from the ground level.

Roof Vents: Roof vents are in place to provide ventilation to the attic space. Vents must be clear at all times of the year to ensure airflow is occurring. Homeowners should inspect roof vents, especially during the winter months, to ensure snow and ice is not blocking the vents. Proper ventilation of the attic space helps to ensure the attic temperature is close to the outside temperature – which is optimal.

If vents are covered and airflow and temperature is impacted, issues inside and outside of the home can occur. A build up of condensation can occur within the attic space. This can freeze and thaw and cause moisture damage or mildew. Ice damming can also occur.

IMPORTANT: Should you choose to install eavestroughs, please ensure:

- Water does not dump from a high to low roof. Water should be directed to the eavestrough or ground. This could cause premature deterioration of the lower roof finishes
- Downspouts should be aimed away from the home and drain water away from the foundation

WINDOWS AND EXTERIOR DOORS

Your home is equipped with PVC double-glazed factory-sealed Low-E, argon gas filled casement windows (sliders in basement locations), complete with non-conductive spacers and interior screens on operable windows. Low-E coating and argon gas decrease heat loss through glazing, and the spacers decrease heat loss at the edge of the glass. Please note that in certain locations, window restrictors have been installed. These opening control devices only allow windows to open to a maximum of 4"; this is done as a safety precaution.

Your home also has insulated steel terrace doors to rear yards complete with a full height double-glazed sealed window and sliding screen where possible, as well as an insulated steel weather stripped door from house to garage.

A general breakdown of your warranty can be summarized as such:

- Stress cracks – 2 year warranty on both parts and labour
- Hardware (mechanisms, latches, etc.) – 20 year warranty on parts, 2 year warranty on labour if there is a defect. Normal wear and tear is not covered.
- Seal failure, 10 year warranty on parts and 2 year warranty on labour

These components of your home are meant to be low maintenance. We, along with our manufacturer, suggest the following basic maintenance for your windows and doors:

- Each spring conduct a visual inspection of your windows and doors to check for any issues (report things like moisture between glass as this is an indication of a broken seal, which is covered under warranty)
- Wash the PVC window profiles and doorframes with a mild soap (not abrasive) to prevent discoloration or dullness
- Check sealed window joints and the joints between door and window frames and the siding of your home for notable deterioration

During extreme cold, it may seem as though windows are drafty despite the fact they are fitted and weather-stripped/sealed. This is the result of convection - when warm air rises and cool air drops across the face of the window. It is a normal occurence.

Also during cold weather, and depending on the relative humidity within your home, condensation may appear at the inside bottom of your windows. This does not mean your window is defective. To help reduce the condensation, which becomes ice when it is very cold, ensure that the heat registers near windows are not blocked. Ensure that the furnace fan is in the ON position and that curtains, blinds or shutters are not blocking the windows from needed air circulation. Lowering the humidity levels in your home will also reduce the amount of condensation. You can do this by turning down the humidifier level as well as turning on the HRV. It is unlikely that all condensation will be eliminated even when carefully following the recommendations. It is normal for there to be a certain amount of moisture in the indoor air.

With time, you will manage this issue through climate control and likely see it dissipate. It is best practice to wipe this area dry to prevent damage to the finishes beneath the window.

EXTERIOR CLADDING

Cladding is a term for the finishing materials used to protect and finish the outside walls of your Uniform home. On our homes (depending on the design) cladding includes: masonry (brick and stone), fibre cement siding, fibre cement shingles, and fibre cement boards and trim. Our experience has lead us to select some of the best materials available in terms of aesthetics and endurance.

Masonry: Brick and stone finishes on your home are intended to last the lifetime of the home. Mortar between the bricks has a lifespan but can last for many decades. Masonry and mortar joints are water resistant but not waterproof. These materials are porous and absorb moisture. It is important not to build gardens up against the brickwork as this can allow water to penetrate the masonry. Sprinklers should also be directed away from your home when possible.

Please note the lower course of bricks on your home has occasional gaps in the mortar. These “weep holes” are intentional and are in place to allow moisture to escape from behind the brick. Please keep these holes clear at all times.

Hairline cracks in mortar resulting from normal shrinkage are acceptable; a crack width in excess of 2mm should be reported within the first year of occupancy so it may be addressed.

Fibre Cement Siding: The composite siding on your home is low maintenance and long lasting. The material we have chosen for this application performs well in climates with freezing temperatures, extreme seasonal temperature variations, and snow and ice. Its surface has been engineered giving it superior paint adhesion and moisture resistance.

The required cleaning and maintenance of the fibre cement siding on your home will depend on the exposure of your home to sun, wind, dust, etc. As a guide, it is recommended that normal care and maintenance tasks shall include but not be limited to:

- Washing down the exterior surfaces every 6 to 12 months with a garden hose or low-pressure water spray to remove dirt and debris. For stubborn dirt or stains, a mild detergent and a soft brush may be used. In addition, clean eavestrough/down spouts, etc. to prevent any constant water flow or back up onto the material. Though this material is durable, it is important to avoid potential for damage to be done to the surface. Chipping and scratching can occur, take precaution when using garden tools, ladders, etc. against this surface. Refrain from using high-pressure sprayers to clean
- Re-apply caulking when it has begun to show signs of wear. This can help keep moisture from getting into the wall cavity
- It is a good practice to keep vegetation such as shrubs, bushes, and small trees trimmed back and away from the home and siding. This will also help to ensure that sprinkler systems do not saturate areas near the building
- Ensure required external ground clearances and drainage slopes are maintained. Do not in fill landscaping up to the siding

CAULKING

Caulking is an important component to the exterior integrity of your home. We use a long lasting 30-year silicone caulking that performs optimally for a very long time. Regardless, it is important to keep an eye on the sealed/caulked areas of your home to ensure they are in good shape. Caulking is used to seal around penetrations through walls and the roof, and also where two types of exterior cladding meet (example: window trims and siding). Caulking can dry out and crack over time and will require you to remove and replace it when it becomes weathered as your home ages beyond warranty.

During the first year as your home settles it can also be disturbed slightly. Keep an eye on the caulking used on your home and report any stressed or cracked areas. They will be repaired at the two-year service date for your home.

INSULATED STEEL OVERHEAD GARAGE DOOR

Your garage door comes with a manufacturer's warranty. Please note that if you choose to install a garage door opener, non-qualified installers may void this warranty. Uniform will not warrant modifications that have been made to the original installation. It is important to not use excessive uneven force when operating the door. Keep rollers and tracks clean and free from objects or debris that could interfere with operation. Yearly lubrication of the moving parts will assist with overall performance.

Please note that garage doors are insulated and have weather stripping but are not completely airtight. Depending on weather conditions you may see some precipitation enter into the garage – this is normal.

FOUNDATION WALLS

The foundation walls of your home are exposed to major temperature fluctuations. The portion of the wall below grade experiences fairly constant temperatures while the portion above is subject to the extreme hot and colds of our climate. Temperature changes as well as the long term curing of the concrete will cause the concrete to expand and contract.

This typical material behaviour, along with the normal settlement of your home, may cause cracks to appear in your foundation. It is important to note that these cracks do not impact the integrity and strength of your home's foundation. Cracks resulting from normal shrinkage/ settlement are acceptable. In addition, in the unlikely event that a crack should result in water penetration, it will be repaired within the two-year warranty period of your home.

Please also note that minor cracks in the finish coat on the exterior exposed portions of your foundation (parged surfaces) are normal and do not require patching. Should parging appear loose or has detached, please note it on your Year-End Form.

GARAGE FLOORS

As is the case with all concrete, these floors will shrink and could crack as they experience temperature changes and release moisture in the curing process. Minor cracks are typical. Homeowners can seal their garage floor from time to time to minimize damage from winter salt on vehicles.

Salt and chemical ice melting products can damage garage floors. They can contribute to pitting and flaking issues. Chipping and scraping ice build-up can also damage the concrete below. Take caution when managing snow and ice in this area.

Wear and tear most often occurs in the area of the garage floor that is outside the garage. This is a normal result of freeze-thaw cycles, salt usage and traffic pattern. Some surface flaking is not a defect.

BASEMENT FLOORS

Your basement concrete floor is not part of your homes foundation, but rather a durable hard flat finish that can serve as a surface for storage or for future floor finishes. It is not a structural element to your home and is not meant to have a perfectly smooth surface. This floor will have a slight slope to it in the area of the floor drain.

It is important to note that basement floors may experience shrinkage and minor settlement. This is normal and cannot be prevented and does not indicate a structural problem in your home.

Should a crack in excess of 4mm occur within your statutory warranty period, please report it on the appropriate list and it can be filled with a non-shrink grout material.

EXTERIOR HOSE BIBS

Exterior faucets must be winterized to avoid bursting or cracking in extreme cold weather conditions. This winter prep homeowner maintenance is indicated in your Fall “General Maintenance Checklist”. The locations for the main shut-off valve and shut-off valves for your exterior water supplies will have been shown to you during your Uniform Inspection.

Procedure:

- Turn the basement shut-off valve to closed position and leave closed all winter
- Disconnect garden hoses, turn outside valve to open position and leave open all winter
- Loosen bleeder cap and allow all water to drain out
- Reverse for Spring

IMPORTANT: Ask your Service Coordinator to walk you through this process should you require a quick demonstration. Your 30-day and 1-Year review meetings are a perfect time to review this important homeowner maintenance activity.

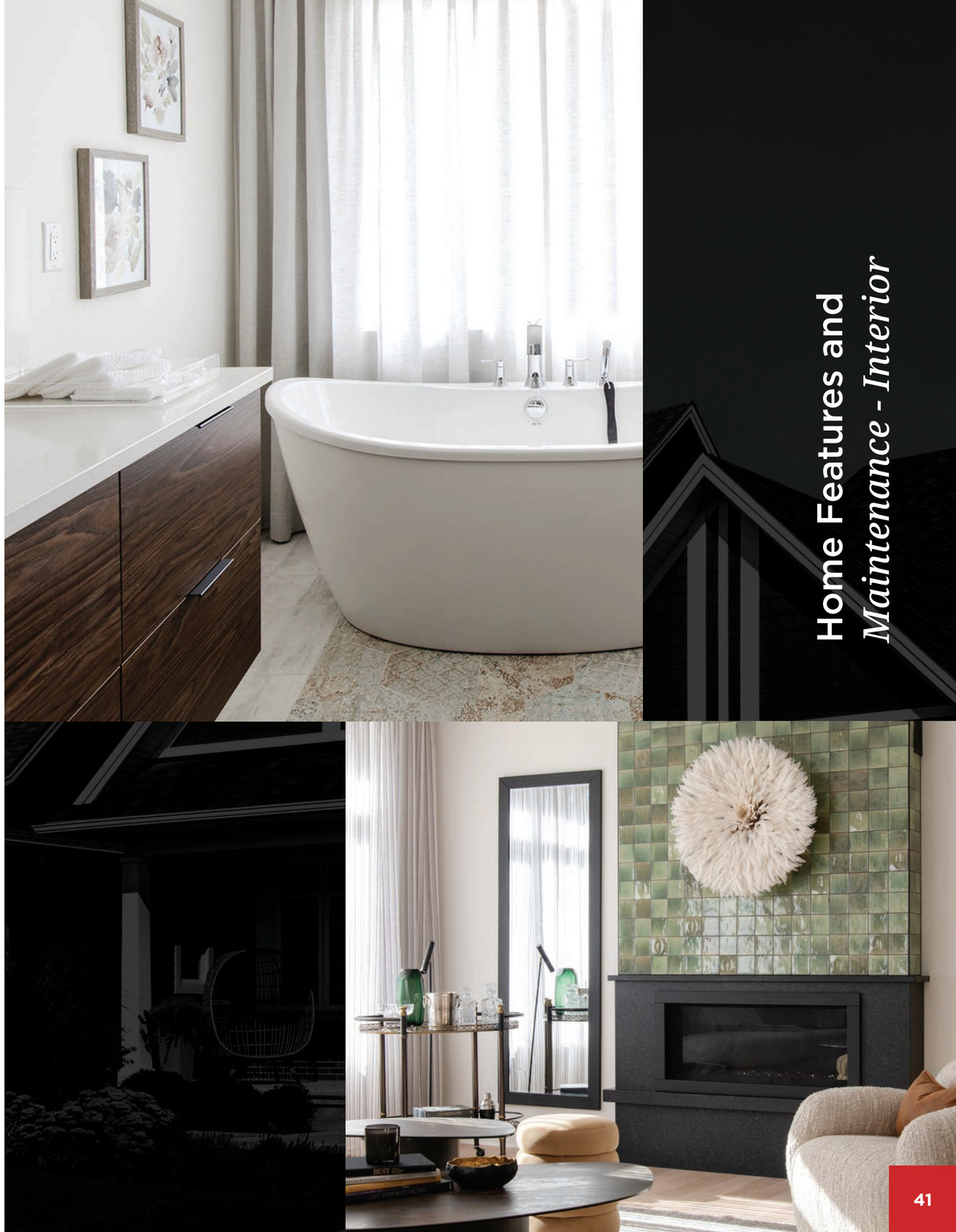
AIR INTAKE AND EXHAUST VENTS

On the exterior of your home (rear or side face), air intake and exhaust pipes have been installed. These pipes vent the mechanical systems within your home and will be identified to you during your Uniform Inspection.

Check these pipe locations throughout the winter months to ensure they are not obstructed by snow.



Notes



Home Features and Maintenance – Interior

CLIMATE CONTROL

Maintaining an optimal climate in your home, both in terms of temperature and relative humidity, is extremely important. Many of the components and materials that make up your home rely heavily on their climate to maintain their integrity.

IMPORTANT: We offer all homeowners (*excludes Horizon Town owners due to rental HVAC equipment) a free post move-in orientation session with a representative from our HVAC contractor. Your home's heating/cooling and climate control systems are detailed in your Uniform inspection; however, it is often useful to revisit these systems after move-in as your Uniform inspection covers a great deal of information and items.

This time can be used to review basic maintenance, seasonal settings, any questions or concerns that may have arisen since you have moved in, etc. **We highly recommend this orientation session as it further clarifies how to properly own and maintain some very significant systems within your home. We consider this session one of the most important things you can do as a new homeowner.** Please contact the HVAC contractor whose information is detailed in the "Contacts" appendix at the end of this document.

Our HVAC contractor will honour this orientation session up to 6 months after occupancy.

BASIC SEASONAL SETTINGS FOR FURNACE, HUMIDIFIER AND HRV

To begin, as a new homeowner it is important to know the appropriate relative humidity levels (RHL) for your home during certain seasons. Our recommendations are the following:

- In the heating season (fall-winter) – the proper relatively humidity levels or "comfort zone" falls within 35-40%
- In the cooling season (spring-summer) – the proper relative humidity levels or "comfort zone" falls within 40-50%

As a homeowner you need to use the systems within your home to achieve a RHL in these ranges. It is important to understand the optimal setting for each system during each season, and also to understand how the systems work in conjunction with one another to achieve a proper household climate.

HEATING/COOLING

Your home is equipped with a highly efficient heating system. Your furnace is a two-stage, direct vent gas furnace complete with variable speed DC fan motor. A two-stage burner ensures the heat output closely matches the heating requirements of the house and saves you energy costs, while the fan motor in your furnace uses significantly less electrical energy to run.

The main supply air ductwork in your home is sealed to reduce leakage. The metal ductwork in your home will expand and contract as it heats and cools and this could result in the odd sharp banging or ticking sound. This is normal and does not impact the performance of your system. Your furnace draws in air for combustion and exhausts combustion gases through plastic piping in the side or rear foundation of your home (model dependent). As is the case with all other exhaust piping, keep them clear of plantings, debris, etc. Change/clean your furnace filter every two to three months for maximum performance/efficiency.

The air-conditioning unit servicing your home has been sized appropriately. We recommend you securely cover your air-conditioning unit throughout the winter months and clean it of any debris in the spring. As previously mentioned, only cover the top portion of the air conditioning unit in the winter, do not wrap the entire unit.



TROUBLESHOOTING

If your heating or cooling system is not operating properly:

- Review the specific maintenance manuals for both your furnace and air-conditioning for additional support. These will be located in the homeowner manual file container near the electrical panel in your basement. This manual storage location will have been identified to you during your Uniform Inspection
- Check your thermostat to ensure it is working and programmed accurately
- Check the intake and exhaust pipes at the exterior of your home to ensure they are unimpeded
- Check the heating/cooling system emergency ON/OFF switch located in basement to ensure it is ON. Location is labeled and will be identified to homeowners during PDI
- Check the circuit breaker dedicated to the heating/cooling system to ensure that it is ON

AIR DISTRIBUTION

Once you have lived in your home, you may find the heating/cooling system is not balanced to suit your requirements. Some rooms might seem too warm while others are too cold. During periods of extreme weather (hot or cold) it is not uncommon to have temperature variation between different areas within the home.

The thermostat for your home senses the temperature at the location where it is installed on your main floor. Many homeowners find that the ground floor will quickly reach its optimal temperature and the furnace or air conditioner will shut off before the upstairs of the home reaches an adequate temperature as well.

In a situation such as this you can regulate the grills/registers for the main floor. This will promote more of the heated or cooled output air to travel to the second floor. Homeowners should not adjust the dampers within the ductwork as they have been set to ensure the proper amount of air circulation/pressure exists so that your entire system feeds the home appropriately. This is why we simply recommend homeowners control airflow by opening and closing certain registers.

When each of our homes is completed and ready for occupancy, the airflow has been tested and certified as adequate. We encourage homeowners to ensure no furniture or window coverings are obstructing important airflow out of registers.

VENTILATION AND HUMIDITY

Homes built today are extremely airtight to ensure energy efficiency, but our homes need consistent changes of air as a result. Baths and showers, doing the dishes, and even our families breathing produce significant amounts of moisture inside our homes. Opening doors and windows is the obvious way to bring in fresh air, but we cannot do that in the winter months. As a result, an HRV (heat recovery ventilator) is installed to continuously bring a small controlled amount of fresh air into your home (intermittent setting) and remove stale humid air. The optimal way to use your HRV in concurrence with your other heating/cooling and climate control systems within your home is detailed in the following section and will be reviewed during your homeowner orientation session.

Book your orientation session and review the specific maintenance manuals for both your HRV and humidifier for additional support.

GARAGE MAINTENANCE DURING WINTER

Ottawa climate means cold snowy icy winters. During this time we recommend increased maintenance and management activities in the garage to ensure open sources of water in the garage are removed promptly and that wet vehicles and concrete surfaces are dried promptly to prevent prolonged periods of elevated relative humidity and subsequent condensation forming on cool uninsulated building material surfaces.

This may be achieved by increasing removal of physical snow, ice and water from the floor slab via shoveling, sweeping and increasing passive outdoor air exchange by more frequently opening the overhead door.



STEP-BY-STEP GUIDELINE TO INTERIOR CLIMATE CONTROL

Heating season

1. Set the furnace thermostat to the desired temperature on the HOLD position (ground floor hall)
2. Furnace fan should be set to the ON position (ground floor hall)
3. Set humidifier damper to the WINTER position (basement)
4. Ensure that the humidifier water line is on (basement)
5. Set humidifier controller to 40% (basement). Humidifier will only turn on when furnace is in a heat cycle and humidifier controller senses humidity levels lower than the set humidity of 40%
6. Run the HRV at the “intermittent setting”, this will typically lower the relative humidity and introduce fresh air into your home (ground floor hall). The HRV will lower the relative humidity level below the desired 40% in the heating season, but with your humidifier set in the proper position, the two systems will work together to balance the need for periodic fresh air into the home and optimal humidity levels. You will adjust and work with the two systems to eventually reach a desired/optimal “comfort zone”

Cooling season

1. Set the furnace thermostat to the desired temperature on the HOLD position (ground floor hall). The system is to be set to “cool”.
2. Ensure the breaker for the air conditioner is in the ON position
3. Furnace fan should be set to the ON position (ground floor hall)
4. Set humidifier damper to the SUMMER position (basement)
5. Ensure that the humidifier water line is off (basement)
6. Set humidifier controller to the OFF position (basement)
7. Run the HRV at the “intermittent” setting. This will typically increase the relative humidity and introduce fresh air into your home. The HRV may increase relative humidity above the desired 40% in the cooling season, but with your air conditioner running, the two systems work to balance the need for periodic fresh air into the home and optimal humidity levels. You will adjust and work with the two systems to eventually reach a desired/optimal “comfort zone”. When the HRV is set to the OFF position, relative humidity % will typically decrease.
8. Your HRV should be set at “intermittent” all the time unless you experience relative humidity levels above 40%, at which point you can shut off the system temporarily until the humidity levels restore themselves to the appropriate range. If you require additional dehumidification depending on weather and lifestyle factors, you will need a stand alone dehumidifier.

ELECTRICAL

The electrical panel in the basement of your home contains circuit breakers. Each of the breakers controls multiple plugs or lights within a particular area of your home. These areas will be identified on the panel. Should you overload a particular breaker, it will trip. It is important to note that sometimes things like vacuums, hair dryers, power tools, etc. can overload a breaker when used. To reset a breaker, you have to flip the tripped switch (you will notice it is no longer in the 'on' position like the other breakers) all the way to the 'off' position until you hear a click. Then proceed to push it back to the 'on' position. When resetting, ensure the tripped breaker has no load; turn off the appliances that tripped the breaker and/or any lights associated with it. If you continuously experience a breaker tripping, it is likely an indication you have too many electrical appliances on that circuit and you should redistribute the load.

Your home features Arc Fault Circuit Interrupters (AFCI). They are a type of receptacle or circuit breaker that breaks the circuit when it detects a dangerous electrical arc. An AFCI distinguishes between a harmless arc and an undesirable arc that can occur if for instance your lamp cord has a broken conductor within it.

It is important to note that the receptacles in your bathrooms, some of the kitchen receptacles and the exterior receptacles in your home are Ground Fault Interrupter protected (GFI). These types of receptacles are designed to prevent shocks in areas where moisture can exist. There is a GFI reset on each circuit. If you lose power on these circuits, look for the outlet that has a RESET and a TEST button. Press the RESET button to restore connection. Your Service Coordinator can help identify these for you.

Your home's smoke/carbon monoxide detectors are interconnected which means they are directly wired. They do have battery back up, should a power outage occur. The battery backup is sealed within the unit and when it is nearing the end of its expected life, the unit itself will need replacement. The battery backup is expected to last approx. 10 years. We recommend you regularly check each detector to ensure they are working. The covers should be cleaned periodically to eliminate any potential dust/debris/insects etc. to prevent false positives or nuisance alarms. Always test your alarms after you have cleaned them.

SMOKE DETECTOR MAINTENANCE

Your alarm should be cleaned at least once a year. You can clean the interior of your alarm (sensing chamber) by using compressed air or a vacuum cleaner hose and blowing or vacuuming through the openings around the perimeter of the alarm. The outside of the alarm can be wiped with a damp cloth. Use only water to dampen the cloth, use of detergents or cleaners could damage the alarm.

If the alarm is in Fault mode and the amber LED is blinking a fault code of 10 flashes, the alarm may be in need of cleaning. After cleaning, press the Test/Hush butlon (dome). If the fault does not clear, the alarm needs to be replaced.

- Never use detergent or other solvents to clean the unit.
- Avoid spraying air freshener, hair spray, or other aerosols near the alarm.
- Do not paint the unit. Paint will seal the vents and interfere with the sensor's ability to detect smoke.
- Never attempt to disassemble the unit or clean inside. This action will void your warranty.

WARNING: Reinstall the Strobe/Smoke Alarm as soon as possible to assure continuous protection.

*If the alarm indicates a defect after having been cleaned, contact Kidde's customer service: 1-800-880-6788

ALARM VISUAL AND AUDIBLE INDICATORS			
OPERATIONAL MODE	VISUAL INDICATIONS	AUDIBLE INDICATIONS	NOTE
Initiating Alarm (Multiple alarms in an Interconnected system)	Green LED blinks once per second indicating that this is the unit initiating the alarm in an interconnected, multiple alarm, system. Red LED blink in time with alarm pattern. Strobe will flash 1 time per second if AC power is applied.	3 long beeps, voice message “Fire! Feu!”, 3 long beeps, repeating.	Green LED operation of non-initiating alarms: AC power applied: On continuously. DC Only power applied: Flash once every minute. All P4010ACLEDSCA and P4010ACLEDSCOCA strobes in an interconnected system will flash in synchronization.
Smoke Alarm Memory	Red LED blinks once every 16 seconds.	None	Pressing the Test/Hush button (dome) clears alarm memory.
Low Battery	Amber LED blink 2 times per second – AC Power applied Red LED blink in time with unit chirp every 60s. Battery backup (DC only).	AC Power applied – Unit will chirp once a minute followed by the voice message “Low Battery. Pile Faible” Battery Backup – Unit will chirp once a minute, the voice message “Low Battery. Pile Faible” will occur once every 15 minutes.	Ambient Light Sensor Feature – Inhibits Low Battery chirps during the night. The alarm should be replaced within 7 days of low battery. See Discharging/Kill The Battery section before disposing of alarm.
Fault Mode	Red LED will blink in time with unit chirp every 30 seconds. Separate from the fault blink, the amber LED will also flash a fault code every 30 seconds. The fault code can be 2 to 14 flashes depending on the fault type.	Unit will chirp every 30 seconds.	See Maintenance section
End of Unit Life	Red LED blinks in time with unit chirp, 2 times every 30 seconds.	Unit will chirp 2 times every 30 seconds	Ambient Light Sensor - Inhibits End of Unit Life chirps at night for the first 30 days of the End of Unit Life period. Remove, discharge, and replace alarm as soon as possible.
End of Unit Life, Hush Mode	Red LED blinks once every 2 seconds.	None, End of Unit Life chirps silenced.	Pressing the Test/Hush button (dome) will silence the chirps for 3 days at a time for a maximum of 30 days. After 30 days, End of Unit Life chirps cannot be silenced. Remove, discharge, and replace alarm as soon as possible.
End of Unit Life, (30 days after End of Life chirps begin)	Red LED will blink in time with unit chirp 2 times every 30 seconds. Amber LED will flash a fault code every 30 seconds (9 blinks).	Unit will chirp 2 times every 30 seconds.	Remove, discharge, and replace alarm as soon as possible.

NATURAL GAS FIREPLACE

The fireplace within your home is a directly vented sealed combustion unit. It draws air from the outside of your home and exhausts through a vent located on one of your homes exterior walls. While operating, this exterior vent can get very hot — take care and be aware of this. For model specific information, it is important to consult the instruction manual for the fireplace within your home. It will be located in the homeowner manual file container near the electrical panel in your basement. This manual storage location will have been identified to you during your Uniform Inspection.

When you first occupy your home there may be some residues remaining on/in the fireplace from the manufacturing process. Ensure the room is well ventilated (open windows, etc.) as this burning off process will produce an odour and may produce minor smoke that could set off your smoke alarms. It should not take long for this to subside and your fireplace will operate normally and not require the room to be ventilated.

When a gas fireplace is ignited, often times some condensation may build up on the interior glass face. This is normal and results from the difference in temperature on either side of the glass; this build-up will clear. It is advised to operate the fireplace regularly to reduce the risk of condensation build-up.

There is an anti-condensation switch (ACS) installed on your fireplace which we recommend you use in the winter. This will keep the pilot light ignited, protecting the parts within the fireplace from condensation and rust. The switch will have been shown to you during your PDI tour of your home.

INTERIOR DOORS AND TRIM

Factors such as your homes interior temperature, humidity level changes and the normal drying out process of these materials can lead to some tightness or slack with your doors/frames. The trim in your home could also experience some warping or gapping between it and the drywall. Often these side effects will re-adjust themselves

as your home experiences a year of seasonal changes and as you properly manage the climate within your home.

Should warping or gapping or baseboards coming away from the wall still exist at your one-year statutory warranty period, please report it so that it may be reviewed and repaired if necessary.

DRYWALL (WALL AND CEILING FINISHES)

The drywall joints in your home are completed in a multi-step process. Multiple coats of plaster are applied followed by a sanding. They are primed and painted and then reviewed in a drywall check conducted by Uniform staff.

Uniform has implemented a drywall installation process and review procedure that aims to deliver a high quality wall finish. Minor imperfections including small bumps or waves are sometimes visible. These types of imperfections are considered normal and are very unlikely to be noticed under normal viewing conditions (as defined by Tarion). It is important to note that certain extreme lighting conditions or direct sunlight from large expansive windows could amplify a minor imperfection. Window coverings assist in diffusing direct natural light and can minimize visible yet normal drywall imperfections.

As your home settles and its framing materials dry out, nail pops and minor cracks can occur. Cracks and pops are more likely to appear above windows or where walls meet ceilings. Again, these types of minor imperfections will occur in every home and are very typical. Maintaining proper humidity levels within your home will minimize these conditions.

At the time of your year-end service review, Uniform will repair cracks and nail pops. Sanding and painting of the repaired surface is the responsibility of the homeowner. We urge homeowners to consider this normal drywall behavior in a home for the first year when contemplating painting and/or wallpapering. It can be beneficial to wait approximately one year before investing time and money in these types of further customizations in a new home.

RAILINGS, MANTLES AND CAPS

These elements of your home are either completed in a wood species (dependent on homeowner selections) or a painted MDF finish.

The material type used in trim, cabinets, stairs and mantles will accept paint and stain according to their grain and unique characteristics. As a result, please be aware that it is normal for these surfaces to have varying degrees of stain colour variation/or smoothness. These components to your home require basic upkeep, periodic dusting and cleaning with a mild surface appropriate cleaner.

At the time of your year-end service review, any small cracks in these components resulting from house settlement and drying out will be reviewed and addressed.

MIRRORS

Our supplier recommends that no harsh chemicals be used when cleaning your mirrors. The use of harsh chemicals or excess and frequent moisture on the edge/back of the mirror can lead to deterioration.

CABINETRY[1]

The cabinets within your home could be stained wood, painted MDF or a laminated product (homeowner selection dependent). Wood and MDF cabinetry doors are designed for interior residential use in a climate-controlled environment. Please note that the colour and grain characteristics in all genuine hardwood products will vary.

Regular cleaning of wood doors should be done with a clean, damp cloth and dried immediately with a soft cloth. A mildly damp microfiber cloth works best for cleaning your cabinetry.

Soaps & Detergents: Do not use detergents, strong soaps, abrasives, or self-polishing waxes on your cabinets. Avoid using cloths, which may contain remnants of these cleaners as they may leave streaks and shiny spots in the finish.

Moisture: Excess moisture is the worst enemy of any finish. Dry off any water immediately with a dry, soft, cloth. Avoid exposure of doors and drawers to high heat. Avoid water splashing against and settling against the bottom of toe kicks, panels and gables, as it will cause the particle core material to swell. This is not covered by warranty.

1 Deslaurier Custom Cabinets; “Useful Resources: Caring for your Cabinets” http://deslaurier.ca/wp-content/uploads/2014/02/Deslaurier_Caring_for_Cabinets_web.pdf

Humidity: Indoor relative humidity should be between 35% and 55%. As with any wood product, when humidity is too low or fluctuates, cracking and splitting may occur.

Regular cleaning of cabinet interiors should be done with a clean, damp cloth and dried immediately with a dry, soft cloth. Regular cleaning of laminate or thermofoil doors should be done with a mild soap and water solution and dried immediately with a dry, soft cloth.

Heat: Exposure of thermofoil doors to heat will result in de-lamination or peeling of the foil. Damage caused by exposure to heat in excess of 80°C (185°F) is not covered under warranty and replacement of the doors or drawer fronts will be at the expense of the homeowner.

Small Appliances: Kettles, toasters and toaster ovens cannot be placed under cabinetry. Prolonged exposure will cause de-lamination of the thermofoil doors.

Dishwashers: Allow dishwasher to dry the dishes using the dry cycle. The common practice of opening the dishwasher to allow steam to escape forces the steam onto neighboring doors and drawer fronts. Damage caused in this fashion is not covered under warranty and replacement of the doors and drawer fronts will be at the expense of the homeowner. From time to time your cabinet doors might require adjustment due to loosening hinges resulting from prolonged use. A screwdriver can be used to easily adjust and tighten your cabinets.

COUNTERTOPS

The countertops in your home are meant to be durable and long-lasting. No matter what the material (homeowner selection dependent), general care and maintenance will contribute to their long lasting function and overall appearance. Below are helpful hints for caring for your specific countertops.

Laminate Countertops: For daily cleaning of laminate countertops simply wipe with a slightly damp soapy cloth and immediately wipe off any remaining residue. For stubborn stains cautiously use a non-abrasive liquid cleaner.

Seams & Joints: Avoid any moisture on countertop seems and joints. At installation, the exposed particle core at the mitres and joints will be siliconed to protect it. However water in seams and joints will cause the particle core substrate to swell and this damage is not warrantied.

Direct Heat: Do not place heated cooking ware directly on laminate surfaces. Protective pads are always recommended.

Cutting: Always use a cutting board for food preparation. Never cut directly on surface of countertop.

Quartz Countertops: Although a highly durable manufactured product, quartz may be damaged if misused. To remove watermarks, simply wipe with a liquid soap and damp cloth. Do not use any abrasive cleaners or harsh chemicals for day-to-day care.

Scratches & Stains: Minor scratches and stains are easily removed with a mild abrasive. If you experience any deep scratches or chips, please contact our Service Department to be put in touch with our supplier for professional assistance.

Direct Heat: Quartz will withstand heat well but may be susceptible to thermal shock and cracking if high heat is suddenly applied to an area. It's important to note that quartz is a poor conductor of heat. This means that an area introduced to heat will hold its temperature long after removal of heated cookware creating a potential for burns. Protective pads are recommended.

Cutting: We recommend you do not cut on your quartz surface as it can scratch. It is always advisable to use a cutting board.

IMPORTANT: Please note that applying extra weight to your quartz top is not recommended. Standing on the surface in order to reach higher placed objects, or leaning on areas that have been cutout for sinks, cooktops, etc., may result in cracking.

APPLIANCES

Your appliances are supplied with manufacturer warranties. To help maintain warranty coverage and prevent avoidable damage, homeowners should follow the manufacturer's operating and maintenance instructions.

Important Reminders:

- Register each appliance with the manufacturer after possession.
- Keep appliance manuals, warranty documents, receipts, and model and serial numbers.
- Use only approved cleaners, detergents, filters, and replacement parts.
- Do not overload appliances or block required ventilation.
- Complete all cleaning and maintenance at the intervals recommended by the manufacturer.
- Inspect appliance hoses, water lines, drains, and connections regularly for signs of leakage or damage.
- Clean dishwasher filters, range hood filters, washer components, dryer lint screens, and dryer venting regularly.
- Do not alter, relocate, disconnect, or modify appliances or their connections without qualified assistance.
- Report unusual noises, leaks, error codes, or performance concerns promptly to the manufacturer or an authorized service provider.
- Do not continue operating an appliance where doing so may cause further damage.

The builder does not manufacture or service appliances. Appliance warranty claims should be directed to the appliance manufacturer or authorized service provider. Damage resulting from improper use, lack of maintenance, unauthorized modifications, or failure to follow the manufacturer's instructions may not be covered by warranty.



FLOORING

Variations in thickness of the types of flooring in your home might require a bevelled transition. Throughout your home there could be various types of flooring which are all susceptible to damage or deterioration if not properly cared for. Below are details on specific flooring materials within you home, as well as, helpful hints for caring for each:

Hardwood Floors: Like many other finishes in your home, hardwood floors are a wood product impacted by your homes temperature and humidity levels.

Through the changing seasons humidity within a home can fluctuate. Humidity is lower in the winter months and it is not possible to keep it at summer levels due to the potential for condensation on windows during the winter cold. As a result of the lower humidity in your home during the winter you may observe some gapping between the hardwood planks. These spaces are normal and will disappear again in the summer.

As a homeowner you can minimize changes in your wood floor by maintaining the relative humidity levels in your home between 35% and 45% (season dependent) in order to preserve the internal humidity of the wood and its dimensional stability.

Prefinished and site finished hardwood (homeowner selection dependent), require very minimal maintenance. Regular cleaning with a soft bristle broom or dust mop are important. This will remove dirt/grit that can scratch the floors. Do not use water to clean the wood floors as it can dull the surface over time and may damage the wood if not used very cautiously. Uniform recommends to occasionally use a cleaning product specific to hardwood floors to restore lustre – use according to the manufacturer's recommendations. Never use wax, household detergent, or oil-based soap on the floor. These products may discolor and damage the finish and leave a greasy film, making the floor slippery and difficult to maintain afterwards. The greasy film may also make it impossible to apply a restorer coat. Mixtures of water and vinegar are not recommended for cleaning prefinished flooring, since vinegar has an oxidizing effect on the finish.

Avoid rolling chairs with casters on the finished surface. Put them on rugs or Plexiglas chair mats. Place floor protectors under narrow casters, or replace them with wide rubber or flexible polyurethane casters. Regularly trim your pets' claws to prevent scratches and indentations.

Do not drag furniture or heavy objects across the finished surface. Lift any furniture to be moved or place it on a piece of plywood (to distribute the load) laid on a blanket in order to slide it along the floor.

Wipe up spilled water, liquids, or detergents before they are absorbed by the wood fibers. Place floor mats at each doorway and in front of the sink, dishwasher, and work areas in the kitchen. Place leak-proof saucers under your plants to avoid accidental spills. Choose pots with a waterproof glaze rather than porous clay pots that may let water through.

Common sense, basic cleaning/maintenance and a proper household climate will keep your hardwood floors in the best overall condition.

Luxury Vinyl Tile (LVT): Luxury Vinyl Tile (LVT) flooring is designed to provide long-lasting beauty with minimal maintenance. To protect your floors, remove dust, dirt, and grit regularly using a soft broom, microfiber dust mop, or vacuum with the hard-floor setting (beater bars turned off). Wipe up spills immediately and clean the floor as needed using a slightly damp microfiber mop or cloth together with a pH-neutral cleaner. Do not use excessive water, abrasive cleaners, waxes, oil soaps, ammonia, highly acidic or alkaline cleaners, or polishes, as these products may damage the finish or leave residue. Steam mops are not recommended for certain laminates and should only be used when specifically approved by the manufacturer's instructions (check your specific brand and LVT product line for certainty).

Protect the floor by placing felt pads under furniture legs, using chair mats beneath rolling office chairs, and avoiding dragging heavy furniture or appliances across the surface. Install non-staining entrance mats at

exterior doors to reduce dirt and moisture and avoid rubber- or latex-backed mats that may discolor the flooring. Keep pet nails trimmed and avoid walking on the floor with damaged or high-heeled shoes that can dent or scratch the surface. For optimal performance, maintain normal indoor living conditions and protect the flooring from prolonged direct sunlight by using blinds or window coverings where appropriate. Following these manufacturer-recommended cleaning and maintenance procedures will help preserve the appearance of your LVT flooring and maintain applicable warranty coverage.

Carpeting: The carpets within your home should be vacuumed weekly to maintain their appearance. The aim is to not allow dirt to settle in the base of the carpet as this leads to its deterioration. You may have higher traffic areas within your home that require more frequent vacuuming.

Remove spills immediately; do not rub the stain but rather blot it with a white towel or white paper towels. Professional carpet cleanings every year to two years based on traffic will assist in prolonging the life of your carpet. You may notice your carpet shedding some loose fibers/fuzz, this is normal for new carpet and will subside within a year and with frequent vacuuming.

Wall and Floor Tile: The ceramic tiles installed within your home are extremely durable. These surfaces, although strong, are not indestructible. Use mild cleaners, or cleaners that are specific to these surfaces. Anything abrasive can dull and deteriorate the surface of the tile. Grout runs between your tile and small hairline cracks within the grout are normal. Should more significant cracking occur, Uniform's Service Department will review and repair where necessary.

PLUMBING

In the event of a plumbing leak, close the main water shut-off valve immediately. This will be located in the basement at the front of the home and will have been shown to you during your Uniform Inspection. There are also shut off valves specific to each faucet in your home. These too can be used in the event you discover a leak and need to quickly stop the water feed. This will also allow you to perform work in a particular area of your home without shutting down the water completely, if needed.

It is important to report plumbing leaks to Uniform during the applicable warranty period should they be a result of construction/installation. Should the issue be associated to improper use, you will be responsible for repairs.

Do not dispose of grease/fat down your kitchen drain, as these materials will accumulate in your plumbing system and reduce its efficiency.

FIXTURES

The smooth/glossy/metal finish surfaces of your plumbing fixtures/faucets are strong but still susceptible to damage. Harsh abrasive cleaners can wear the surface. Use appropriate cleaners specific to these areas and use them with water. Avoid the use of steel pads. A soft microfiber cloth is very effective for cleaning plumbing fixtures.

Your tub, toilets and shower bases can chip/crack or dent from an impact. They too require specific cleaners for fiberglass or acrylic fixtures, and you should avoid using anything abrasive (powders) to scrub these surfaces. Your stainless steel sink is very durable but it too can scratch and dull from scraping or banging kitchen utensils against it.

TOILETS

The toilets installed within your home are ‘low flush’ in an effort to reduce the volume of water consumed in each use. In some instances, the amount/nature of waste to be flushed might require a second flush.

Should you experience a toilet back up in the first 8 weeks of occupancy and it cannot be cleared via the use of a plunger, please notify our Service Department for follow up. Any blockage resulting from construction debris and/or improper installation is our responsibility; blockage cause by homeowner misuse or lack of maintenance is the homeowner’s responsibility. Following these 8 weeks, should a problem arise, please contact a plumber of your choice.

Please refrain from using chemical additives or pucks in your toilet tanks. They can cause damage to components within your plumbing system.

HOT WATER HEATER

Your new home has either a tankless ‘on demand’ hot water heater or a tank unit (model and homeowner selection dependent).

Tankless: The system uses a gas-fired heat exchanger to heat water on demand. Unlike traditional hot water tanks that heat and reheat the same water 24 hours a day, an on-demand water-heater is significantly more efficient by only heating water when demanded. When a hot water source in the home is opened, the heater senses the demand and starts delivering continuous water. The delay you experience when turning on a hot water tap is from the cold water being pushed out of the water lines. The water inside the unit is heated within seconds. This travel delay is normal. An electronic ignition system eliminates the need for a pilot light in the unit. This system exhausts its combustion gases through plastic pipes that exit your home through an exterior wall or through the roof – it is important to ensure these pipes are kept clear of snow, vegetation and debris.

Tank Unit: If you have a tank unit, it is a power vent water heater. It draws combustion air from the space around the heater and uses a small fan to expel exhaust gases. It vents directly through the roof or an exterior wall.

The hot water heater in your home is a rental from Enercare. You do have the option to purchase the unit from Enercare after you have closed on your home. As a rental unit, all maintenance is the responsibility of Enercare.

Should there be an issue, Enercare can be contacted for Repair and Maintenance at the following number **1.855.255.5458**.

Appendix 1: Contacts

Uniform Developments Service Department
Daytime phone: 613.225.0770 ext. 248
service@uniformdevelopments.com

Uniform Developments Head Office
117 Centrepointe Drive, Suite 300
Ottawa, ON K2G 5X3
Phone: 613.225.0770
Fax: 613.723.1675
info@uniformdevelopments.com

To Book your Homeowner Orientation Session please contact:

Ambassador HVAC Inc.
service@ambassadorHVAC.com

Phone: 613.741.9595

Other

Horizon Towns:
Vista Services
Emergency line: 1.877.318.4782
vistaservices.ca/form/homeowners/service

Elite Windows and Doors Inc.
service@fenetreselite.com

Uniform Developments

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