

eQ Homes Homeowner's Guide

SINGLES & TOWNS





Welcome to your new eQ home!

Congratulations on purchasing your new home from eQ Homes! This is an exciting time, and as your builder, we are committed to making this home buying experience uncomplicated and enjoyable.

This Homeowner Guide will assist you during and after the purchase of your home. It will answer many of your questions and help prepare you for each step of the new home experience.

In addition to providing you information on your new home and community, this package includes very important maintenance information. We recommend that you take time to review this material thoroughly.

If you need clarification or additional details, please give us a call.

We are delighted to welcome you to the eQ Homes family. Thank you for choosing us. Let's get started on your new home!

Sincerely,

A handwritten signature in black ink, appearing to read "Josh Kardish".

Josh Kardish
Vice-President eQ Homes

Introduction

- *eQ Homes*
- *The Regional Group Of Companies, Inc.*
- *Tree Canada*

Customer Satisfaction Is Our #1 Goal

- *Surveys - Why Your Participation Is So Important*
- *Avid® Ratings - Who Are They?*
- *Have Questions? Who Do You Call?*

Chapters

1 The Home Buying Purchase

- *The eQ Home Buyer's Journey*
- *Purchasing Your Home*
- *Making Your Selections*
- *Your eQ Homeowner Portal*

2 Now For The Fun Part

- *The eQ Design Studio Experience*
- *The eQ Design Studio Checklist*

3 Get Digging

- *Construction Of Your New Home*

4 Homeowner Orientation

- *Your Home Owner Orientation Tour*
 - *Your TARION Pre-Delivery Checklist (PDI)*

5 Closing On Your New Home

- *Closing And Taking Occupancy*

6 eQ Homes Quality Assurance Program And Your New Warranty

- *The eQ Homes Quality Assurance Program*
- *Your New Home Warranty*



7 Caring For Your New Home

- *How To Take Care Of Your eQ Home*
- *Exterior Maintenance*
- *Interior Finishes*
- *Hardwood Care Tips*

8 Glossary Of Terms

VISION

To be the builder of choice in the National Capital Region.

PURPOSE

To enrich lives by creating great places to live, work and play!

VALUES

Doing the right thing.

Quality; build well for lasting value.

Creativity; challenge status quo and encourage innovation.

Fun; enjoy what we do and share that joy with others.

Respect; for each other, our communities and the planet.

People; find the best and empower them to become great.



eQ Homes

Building your home is more than a job. It's a responsibility. Because within every eQ Home lives a family's dream. Over the years, we've had the pleasure of building award-winning communities and crafting dream homes for those who live within them. In each, we've delivered on a promise, one backed by our parent company, Regional Group's, six decades of expertise. A dedication to excellence and commitment means we're dedicated to doing the right thing in every aspect of our work; employing the best people; respecting our community and our planet; cultivating creativity by challenging the status quo; and listening to and respecting our customers. We put quality into every detail of your new home, and build smart communities designed to enrich lives today and endure far into the future. Our Legacy. Your Future.



The Regional Group of Companies, Inc.

With a 65 year track record of success, Regional Group has focused on building master planned communities and shaping real estate using innovation, expertise, and enduring relationships. Regional Group owns hundreds of acres of commercial and residential land at various stages of development. Regional Group works with other land owners or developers to create value through resale or development with our partners, eQ Homes, and others. The company has been family owned for three generations and its extensive relationships, visionary leadership, integrity, excellence, and collaborative style are hallmarks of the business. Regional Group prides itself on team work. By combining our staff's diverse talents, we work diligently to meet our clients' and customers' needs and goals. The Company has the broadest offering of related services in the National Capital Region of Ottawa.

Tree Canada

As part of our efforts to reduce our environmental impact, eQ Homes sponsors reforestation through Tree Canada's National Greening Program. The organization will plant new seedlings to replace trees used to build our new homes.

In addition to the restoration of forests and wildlife habitat, trees planted through the program will contribute to cleaner air, cleaner soil, and cleaner waterways.

For every home we build, Tree Canada will bring new life to Canadian forests.

Visit Tree Canada's website for more information about how they are growing better places to live: treecanada.ca



Customer Satisfaction is our #1 Goal

Surveys – and why your participation is so important!

Our goal is to deliver you with the best customer experience in the business. We at eQ Homes want to bring you on a home buying experience journey that is unparalleled.

By participating in surveys such as AVID® Ratings, Tarion and others, you help us continue creating communities we can all be proud of!

The information you provide helps us constantly improve the home buying experience. We value your feedback and take it to heart.

AVID® Ratings – Who are they?

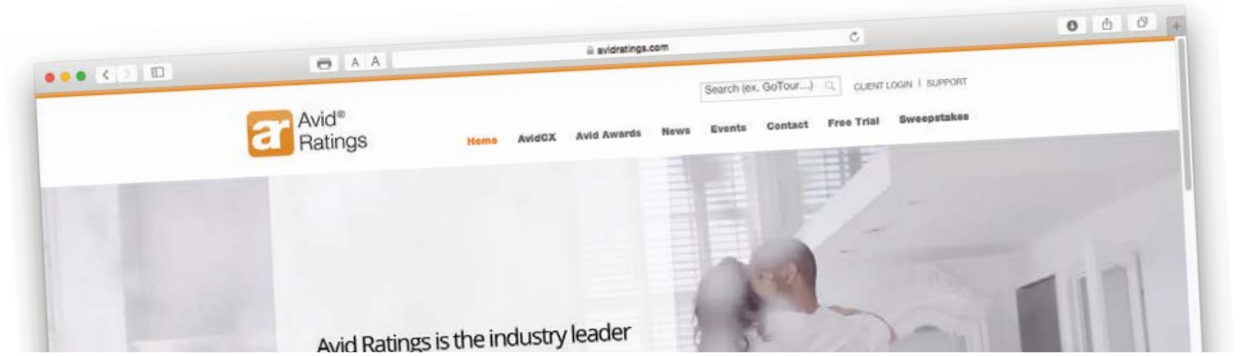
During your first year of ownership, you will receive a series of Surveys from AVID® Ratings. These are designed to gauge your satisfaction with all aspects of your customer experience with eQ Homes. From your initial sales experience to the quality and the performance of your home through the quality of the after-care Customer Service.

AVID® Ratings Canada has partnered with Canadian Home Builders' Association (CHBA) to produce the CHBA Home Buyer Preference Survey.



AVID® Ratings is a full-service customer engagement and loyalty management firm specializing in the home building industry. As a leading provider of enterprise-level surveys, organizational strategies, employee training, and interactive media marketing solutions, AVID® works with more than 2,800 publicly and privately held home building companies throughout the United States and Canada.

AVID® and eQ Homes will keep your information confidential, and will never use or distribute your information for purposes other than to improve our customer experience.



Sample Survey

Questions about this survey? Call 1.800.851.5823 or e-mail info@avidratings.com. Please choose only one answer per question, and leave blank any questions that do not apply.

16. How did you initially become aware of #SAMPLEHomes?
 referral by friends or family customer reviews builder signs radio
 internet newspaper television realtor
 direct mail real estate guide condo guide other

17. How long were you in the market to buy a new home?
 less than a month 1 - 3 months 4 - 6 months
 7 - 12 months 1 - 2 years more than 2 years

18. How many homes have you purchased before buying this home?
 first-time buyer 1 2
 3 4 5 or more

19. Of your previous home purchases, how many were new construction?
 0 1 2
 3 4 5 or more

20. Please indicate which of the following best describes you:
 owner, primary residence owner, secondary residence owner, not residing
 renter purchased from previous owner (not from builder)

21. Please indicate the level of caring your builder had toward building a quality home and providing a positive experience:
 5 = Very Caring 4 3 2 1 = Did Not Care

22. Would you recommend #SAMPLEHomes to family or friends?
 definitely yes most likely unlikely definitely not

23. Since purchasing your home, how many recommendations of #SAMPLEHomes have you made?
 0 1 - 2 3 - 5 6 or more

24. Since purchasing your home, how many reviews/recommendations of your builder have you provided?
 0 1 2 - 4 reviews 5 - 7 reviews more than 7 reviews

25. Where did you provide the review(s)/recommendation(s), if any? (e. which specific websites or social media sites)

26. To what degree did #SAMPLEHomes pressure you to provide a positive response on this survey?
 never mentioned the survey mentioned the survey, but felt no pressure felt a little pressure
 felt moderate pressure felt a lot of pressure was completely offended

27. What would you change about the home and/or service provided by #SAMPLEHomes?

28. What do you like most about the home and/or service provided by #SAMPLEHomes?

* Please feel free to attach any additional comments on a separate sheet. *
 Thank you for your time. We look forward to reviewing your feedback!
 * Fill in the circle below to withhold your comments from being shared anonymously with other consumers via websites, social channels, and other marketing materials. Please leave blank if you are willing to anonymously share your comments with others.
 9224590517 I would like to withhold my comments from being shared with other consumers

Move In Survey

Sample Homes Logo

Questions marked with a ">" indicate they are part of the Total Homebuyer Experience Score.

www.GoSurvey.com
 Enter Access Code:
 * Access Code *

Dear Homeowner,

Congratulations on the purchase of your new #SAMPLEHomes home. This is an important economic and emotional investment, and we'd like to know exactly what you think about your home buying experience.

As part of our ongoing commitment to provide the highest level of service, we ask you to participate in our Move In Survey. This survey will take less than ten minutes to complete and your feedback is crucial for improving the quality of homes and services we provide. The results are collected and tabulated by an independent research firm, Avid Ratings, and will help us maintain the highest level of service to you.

As a token of our appreciation, cash prizes of \$500, \$400, \$300, \$200, and \$100 are given away every six months by Avid Ratings to randomly selected homeowners who respond to this brief survey.

Thank you for your time. We look forward to receiving your feedback.

Warm regards,

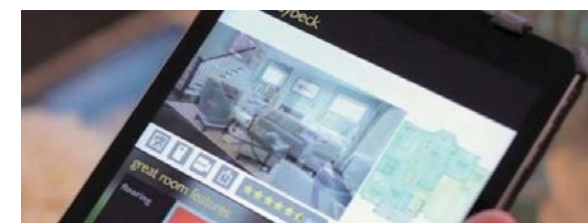
#NAME
 #TITLE
 #SAMPLEHomes

Please choose only one answer per question, and leave blank any questions that do not apply.

1. The Sales Associate of #SAMPLEHomes:
 > a. explained the buying process clearly 5 4 3 2 1
 > b. responded quickly to calls and questions 5 4 3 2 1
 > c. provided accurate answers to questions 5 4 3 2 1
 > d. was knowledgeable about the home building process 5 4 3 2 1
 > e. was available when you needed him/her 5 4 3 2 1
 > f. made the buying process a pleasant experience 5 4 3 2 1

2. During your options, upgrades, and colours process: (if applicable)
 > a. your representative was knowledgeable 5 4 3 2 1
 > b. your representative was responsive to your needs and budget 5 4 3 2 1
 > c. you were presented with a wide selection 5 4 3 2 1
 > d. the value of options for the price paid was reasonable 5 4 3 2 1
 > e. the purchased options/upgrades met your expectations 5 4 3 2 1
 > f. your representative made the process a pleasant experience 5 4 3 2 1

By participating in this survey, you consent to the anonymous usage of your survey scores to be used along with other respondents' ratings for general public review/reporting purposes.



Have Questions? Who do you call?

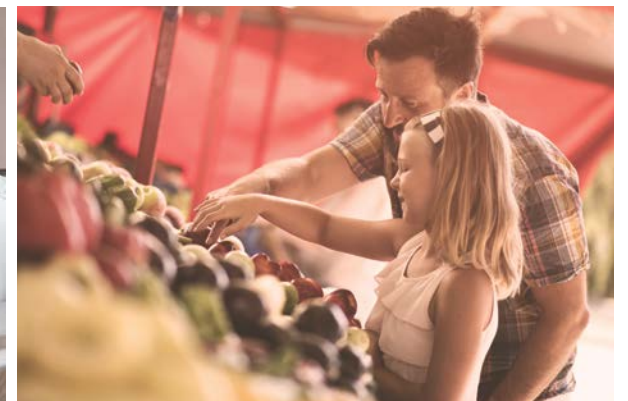
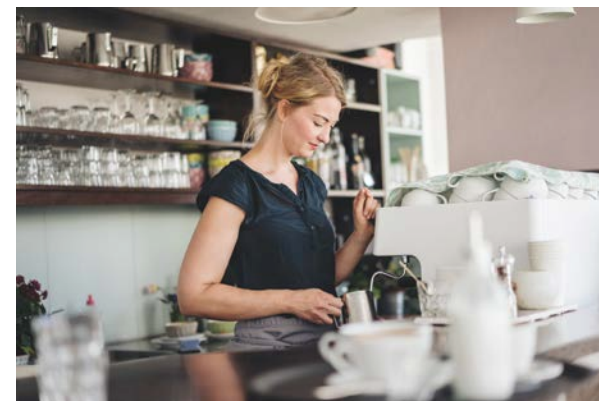
Two-way communication is vital to a successful partnership. We believe that it is essential that you can always reach the right person to address your question or concern.

We strive to respond to your message within one business day. If your question requires input from experts outside our company (such as a trade contractor or supplier) we will let you know the expected time frame for a final answer. Our goal is to respond quickly, even if it is to say we need more time.

This package includes information about how to reach us when you need assistance including how to access your eQ Homeowner Portal, which will keep you connected with our team.

If you have not received an answer or at least an acknowledgment from the staff member you contacted within one business day, please alert either your Sales Representative or Customer Care Representative to this situation.

In order to help us reach you as quickly as possible, please be sure that we have your current contact information on file.



1

The Home Buying Process



Here's How We Bring You Home

Congratulations On Selecting Your New eQ Home!



Melissa Gauthier, Director, Sales & Design

1

Sign Agreement of Purchase & Sale with your eQ Sales Representative.
Provide deposit cheques or complete EFT form (if applicable).

2

Provide Mortgage Approval from your lender.

3

5-day conditional period starts. Review Agreement of Purchase & Sale with your Solicitor.

4

Congratulations! Your new home purchase is now official and 5-day conditional period ends.

5

Receive access to your homeowner portal.

Design Selection Process



Shannon Granger, Design Studio Manager

1

Design Studio will contact you by phone. See Sales Representative for details.

2

Stage 1 virtual appointment booked. You will receive a confirmation email and link to eQ Wish List.

3

Stage 2 in-person appointment booked once Stage 1 documents are complete.

4

Finalize your Stage 2 selections via DocuSign to complete your eQ Design Studio process.

Your New Home Construction Starts



Peter Jury, VP Of Construction

1

Lot Walk. Meet the builder.**

2

Receive a progress photo from Customer Care.

3

Roof is on and shingled. Customer Care to send progress photo.

4

Frame Walk with Customer Care and Construction Representative.**

5

Walk-Through for blinds and window coverings measurements.**

6

Homeowner Orientation (PDI).** Customer Care will walk you through your new home.

7

Register online for MyHome at Tarion.com.

8

Submit AVID Construction Survey.

Welcome Home!



Francesca Jacobs, Customer Care Manager

1

Submit 30-day Tarion Warranty if necessary.***

2

Submit AVID Customer Satisfaction Survey (30 days after closing).

3

Submit 1-year Tarion Warranty if necessary.***

4

Submit 2-year Tarion Warranty if necessary.***

5

3 to 7-year Tarion Warranty starts.***

This event may be in-person or virtual. If you have opted in to attend this appointment, an eQ Homes representative will contact you to confirm the details. *See your Tarion Warranty for details.

Purchasing Your eQ Home

Buying a new home is a big commitment and requires exceptional attention to detail. During the purchase process, you will sign a lot of paperwork, including the Agreement of Purchase and Sale. Your eQ Homes Sales Consultant is here to help you and walk you through each step of your eQ homebuying path.

Agreement of Purchase and Sale

The Agreement of Purchase and Sale is a legally binding document that represents your decision to purchase a home. It describes your home, including legal description, street address, model type, selected sales options, financing information, homeowner association information, if applicable, and additional legal provisions. We recommend that you read it carefully and provide a copy to your lawyer.

New To Canada?

If you are new to Canada, welcome! eQ Homes understands that you may be unfamiliar with Canadian business procedures and traditions and will be happy to discuss any questions you may have.



Making Your Selections

Personalize your home with some luxury options. Our Design Team have expertly selected and pre-priced a wide range of extra features and premium finishes for you to select to create your dream home.







Your eQ Homeowner Portal **Virtuo**



Moving into your new home is an exciting time, but there's a lot to consider. At eQ Homes we want to make the experience easier, and that's why we've partnered with Virtuo to offer you one convenient place to find everything you need.

You will have access to Virtuo from any device at any time, offering you:

-  Digital copies of all your important home documents in one convenient place
-  A library of essential resources and information about your home, community news, and more
-  Updates on construction milestones
-  A virtual concierge who can help you find services you need like movers, cleaners, window washers, etc. and can even help you move your utilities to your new address.

Before you move into your new home, a Virtuo representative will reach out to you to start your account and begin the process.

2

Now
for the
Fun Part

The eQ Design Studio Experience

Congratulations on the purchase of your new home! It is now time to begin the fun part of personalizing the features, finishes and colours that will make it uniquely yours. eQ Homes wants to make this process as easy and fun as it should be. Here are a few tips and some answers to Frequently Asked Questions to ensure we help you create a space you'll be proud to show off.

The Selection Process

During your appointments, your Design Consultant will guide you through our wide range of finishes and luxury options available for your home. Our Design Studio Team will contact and guide you through the next steps in our process. It's important that you dedicate the required time for the most important purchase of your lives.

The Selection process consists of two stages to allow the time needed to cover all details required. During the scheduling process we will book your appointments, provide the information required for you to be prepared for the appointments and provide you with the timeline in which your Design process must be completed.

Stage 1 – You will meet with your Designer by digital appointment to discuss and finalize the options that you can select that are required at the time of framing your new home. This includes items such as electrical, plumbing and cabinetry layout. Appointments with our Cabinetry partners will be required for our single homes. This process will take approximately 6 weeks from the point of scheduling.

Stage 2 – You will meet your Designer in the eQ Design Studio to select and finalize all remaining finishes and features for your home and finalize your design file. Your Stage 2 appointments will be scheduled after your Stage 1 appointments are complete.

The Design Studio is open by appointment only. Our appointments are scheduled Monday to Friday from 10-12 and 2-4.

How To Prepare Yourself For Design Studio Appointments

Take some time to go through your Design Studio Checklist, found in this section of this eQ Homes Homeowner's Guide. This will help familiarize you with all the options you may wish to incorporate into your new home.

Start by creating your own inspiration folder with photos and ideas that feature the colours and details you like. It's a good idea to peruse various decorating websites and/or magazines and visit our model homes to see the latest options and trends. Our Design Studio Team will be able to help you select the finishes that most closely resemble these ideas.

eQ Homes takes great pride in our selections at the Design Studio. We provide many great included options as well as plenty of amazing options of tiles, cabinets, counters, flooring and so much more that we hope you will be happy to select from to further enhance and personalize your home.

Most importantly – outline a budget for your options before your Design Studio Appointments and decide which items in your home are the most important to you. Our talented Designers will be happy to guide you within your pre-determined budget while helping you achieve your vision and have the most important options included.

Features & Finishes

We have created this guide to help you prepare for your Design Studio Appointments and be informed of all the options that will be discussed. Bring this list along with your inspiration folder, including any notes, questions and pictures you may have, with you to your appointments. If there is a option that is important to you that is not included on our checklist, don't forget to ask your Designer about it!

Kitchen & Bath Design Appointments

Your kitchen and bath design may require you to meet with one of our expert Kitchen Designers for a consultation to review layout, options and changes you would like. If you are required to meet with our Cabinetry partners, the process will require 2 appointments over a 3 week timeline prior to completing your Stage 1.



Items of discussion *(but not limited to):*

- Layout Changes (includes re-location of any major plumbing or electrical)
- Kitchen & Bathroom Door Styles and Colours
- Countertop Material and Colour
- Built-in Changes Appliances or Specialty Appliance Accommodation (wine fridges, wall ovens, cook tops)
- Hood Fan Styles (chimney, cabinet insert, OTR/Micro hood fan, under cabinet)
- Under Cabinet Lighting and Valences
- Additional Bank of drawers or Pots and Pan Drawers
- Bar/Prep Sink
- Soft Close Doors and/or Drawers
- Lazy Susan
- Wine Cabinets
- Glass Cabinet Doors
- Flip Up Cabinets (horizontal cabinets requires)
- Cabinetry Hardware
- Recycling Compartments
- Additional Cabinetry, Pantries, Built-ins or Desks
- Waterfall Ends on the Island (can only be done with stone counter tops)

Kitchen Design Notes

In order to efficiently complete the kitchen design process we ask that you come prepared with the dimensions or specifications of your existing or new appliances. We cannot accommodate any changes without these.

As per the Ontario Building code, we are unable to install personal appliances or hood fans provided by you, and no home will pass inspection without a hood fan installed. Please be prepared to choose from one of our included or optional hood fans.

Electrical

When modifying your electrical plan, here are some options to think about:

- Pot Lights and Dimmer Switches
- Capped Ceiling Outlets or Wall Sconce Accommodation
- Kitchen Under Cabinet Lighting
- Pendant Lighting
- Additional Outlets and Switches (note: we cannot re-locate outlets and switches, we can only add)
- 200 amp service electric vehicle outlet

Fireplace

A fireplace can be an important focal point of any room. The style of your fireplace is something to think about when selecting finishes. Your home may come equipped with a gas fireplace. You will have the opportunity to choose options and selections as part of the finishing.

Flooring

Floor Tiles

Think about colours, size and textures that you are comfortable with that would best suit each space. Think about tile patterns and how your flooring will transition to the flooring in the next room. Tiles are natural stone products and can vary in color, shades and pattern. Variegated tiles tend to have more veining and random pattern than a clear, non-patterned tile. Glazed or glossy tiles are not recommended for bathroom finishes.

Wood Flooring

Wood flooring in your home is a very good investment, it's a favorable trend and its durability adds a long lasting warmth to your home. Wood is a natural product and can vary in color, texture, species, hardness and pattern. No two boards will ever be alike so there are options to consider when selecting your wood floors, such as stain color, width, smooth, hand scraped, solid or engineered as well as matte or glossy finishes.

Carpet

Our carpet selections come in a multitude of colors and styles. Carpet can add a soft luxurious feel and provide a comfortable warm spot for any member of your family. We offer piled carpet as well as Berber selections both in nylon and polyester to prolong the life of your carpet. We also offer a selection of underpad to prolong the life of your carpet.

Design Studio Checklist

STAGE 1 CHECKLIST (TOWNHOMES)

Structural

- Interior Doors - swinging vs sliding closet doors (door style to be selected in stage 2)
- Half Walls - changing ½ wall to railings & spindles (railing style selected in stage 2)
- Bathroom framing - shower niches, shower benches

Exterior items & Mechanical

- Insulated Garage Doors
- Fully insulated garage
- Gas lines - BBQ and/or Gas Stove

Electrical

- Interior pot lights, shower pot lights, dimmer switches
- Additional plugs, switches, capped light outlets, data plugs, network wiring, conduit
- Appliance accommodation (specs must be provided to accommodate appliances other than the standard provisions)
- Ceiling fan wiring
- Under cabinet lighting
- Hood Fans

Plumbing

- Changing a bathtub to shower
- Tiled shower floors
- Fridge waterline
- Free standing tub in lieu of drop in bath tub
- Double vanity sink - where applicable

Kitchen & Bathroom

- Kitchen & Bathroom layout
- Door style & colour (hardware)
- Custom built-ins (benches, closet systems, desks etc....)

STAGE 2 CHECKLIST (TOWNHOMES)

Plumbing

- Faucets & finishes
- Sinks
- Toilet upgrades
- Bathroom Accessories (towel bars, paper holders, hooks)
- Shower Doors (to fit within existing opening)

Flooring

- Vinyl Plank Floor
- Hardwood
- Ceramic flooring & grout (Entry, mudroom, all bathrooms, laundry room etc...)
- Ceramic Wall tiles & grout (bathroom wall tile, kitchen backsplash etc...)
- Carpet & under pad

Railings and Stairs

- Railing package & stain selection
- Hardwood stairs in lieu of carpet

Kitchen & Bathroom

- Countertop selections

Interior Finishes

- Interior Paint
- Interior Trim package
- Interior door style
- Interior levers
- Fireplace finishing & mantles

STAGE 1 CHECKLIST (SINGLE HOMES)

Structural

- Interior Doors (pocket door locations, swinging doors vs sliding doors, door style selected during stage 2)
- Half Walls - changing ½ wall to railings & spindles (railing style selected in stage 2)
- Fireplace - insert, height, support backing (finishes do not need to be selected until stage 2)
- Bathroom framing - shower niches, shower benches

Exterior items & Mechanical

- Insulated Garage Doors & Garage Door Openers (& accessories)
- Fully insulated garage
- Gas lines - BBQ, stove and/or dryer
- Air Conditioner
- Humidifier

Electrical

- Exterior electrical (additional lights, soffit pot lights, plugs connected to a switch, additional GFI plugs)
- Interior pot lights, shower pot lights, dimmer switches
- Additional plugs, switches, capped light outlets, data plugs, network wiring, conduit
- Appliance accommodation (specs must be provided to accommodate appliances other than the standard provisions)
- Ceiling fan wiring
- Under cabinet lighting
- Hood Fans
- Electric Vehicle Rough In - 200 amp service

Plumbing

- Changing bathtub to shower
- Tiled shower floors (tile does not need selected until stage 2)
- Fridge waterline
- Free standing tub in lieu of drop in tub
- Double Vanity Sink - where applicable

Kitchen & Bathroom

- All Cabinetry layouts
- Door style & colour (hardware)
- Custom built-ins (desk, benches, laundry uppers) must be done in stage 1 to coordinate for electrical if required - layout & finishes

There will be NO layout or electrical changes in stage 2

STAGE 2 CHECKLIST (SINGLE HOMES)

Plumbing

- Faucets & finishes
- Sinks
- Toilet upgrades
- Bathroom Accessories (towel bars, paper holders, hooks)
- Shower Doors (to fit within existing opening)

Flooring

- Hardwood
- Ceramic flooring & grout (Entry, mudroom, all bathrooms, laundry room etc...)
- Ceramic Wall tiles & grout (bathroom wall tile, kitchen backsplash etc...)
- Carpet & under pad

Railings & Stairs

- Railing package & stain selection
- Hardwood stairs in lieu of carpet

Kitchen & Bathroom

- Countertop selections

Interior Finishes

- Interior Paint
- Interior Trim package
- Interior door style
- Interior levers
- Fireplace finishing & mantles

3

Get Digging

Construction of your New Home

Scheduled Tours

With the beginning of your home's construction, the ideas you put on paper will start to become a reality. This is an exciting time and we'll schedule several on-site tours to keep you updated on the construction process.

We understand that you may want to visit frequently; however, eQ Homes requests that you adhere to the site tour schedule.

You will have five scheduled tours throughout the construction process:

- 1. Lot Walk** - This is your chance to "Meet the Builder" and visit the site where we'll build your new home.
- 2. Frame Walk** - With framing, your home is starting to take shape. Tour the rooms and sign your name on one of the studs!
- 3. Blinds and Window Coverings** - This is your chance to take measurements for window coverings. Don't forget your tape measure.
- 4. Homeowner Orientation** - This is your opportunity to note any deficiencies and learn how to operate your home's systems. You'll receive important documents. More on this in the Homeowner Orientation section.
- 5. Close Walk** - Your meeting on closing day to review the items noted during your Orientation.

Customer Care Team will also send you progress photos at key construction milestones, e.g. roof shingled, exterior finishings, etc. through your eQ Homeowner Portal.



Your Safety is our #1 Priority!

eQ Homes is a zero-tolerance builder and maintains strict compliance with OHSA (Ontario Health and Safety Act) regulations.

Due to hazardous conditions and potential dangers on the construction site, you may not enter onto our construction sites without the written permission of eQ Homes.

At four key phases of the building process, our Customer Care Team will invite you to tour the site and see how construction of your home is progressing.

All visitors must wear the applicable safety apparel (including hard hat and safety boots) which will be provided at the Sales Office. The Purchaser releases the Vendor, its agents from liabilities for personal injury or property damage arising from any visit at the construction site.

Your safety is of prime importance to us. Please observe common sense safety procedures at all times when visiting:

- Do not enter any home unless you are accompanied by an eQ Homes Representative.
- Please do not bring children to the site.
- Do not walk backward, even one step. Look in the direction you are moving at all times.
- Watch for boards, cords, tools, nails, or construction materials that might cause tripping, puncture wounds, or other injury.
- Do not enter any level of a home that is not equipped with stairs and rails.
- Stay a minimum of six feet from all excavations.
- Give large, noisy grading equipment or delivery vehicles plenty of room. Assume that the driver can neither see nor hear you.

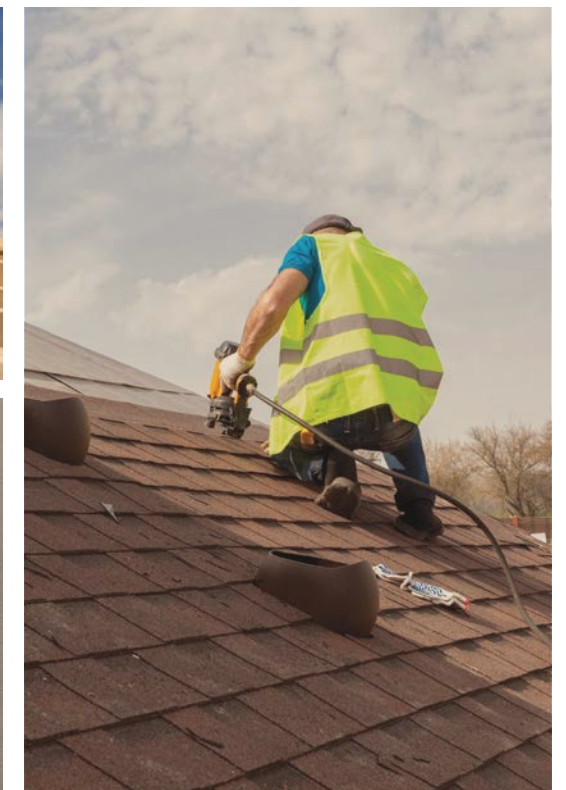
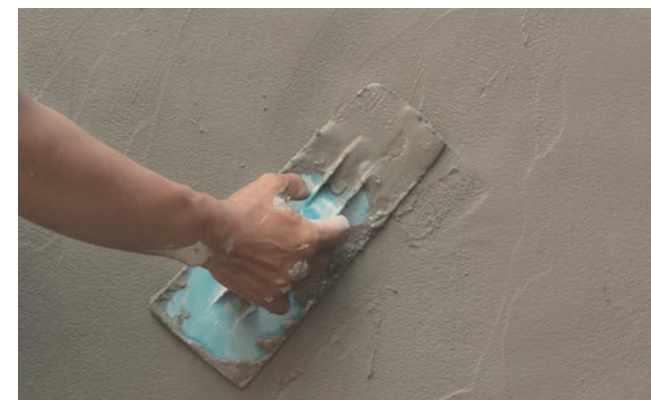
Whether you are on site for a scheduled meeting or a casual visit, we ask that you keep the previous points in mind.

Construction Sequence

Although the specific sequence of construction steps varies and overlaps, generally eQ Homes builds your home in the following order:

Building Enclosure

- **Service and Foundation Excavation** – City and Soil Engineer Inspections
- **Forming and Pouring Footings** – City Inspection
- **Forming and Pouring Foundation Walls**
- **Foundation Drainage Layer (weeping tile and stone) and Damp Proofing** – City Inspection
- **Roof Trusses and Roof Sheathing**
- **Roofing Valley, Flashing, Shingles**
- **Window and Exterior Air Barrier Installation**





Exterior

- **Exterior Finishes** – stone/brick, siding and exterior trims
- **Exterior Painting or Staining**
- **Fine Grading and Landscaping** (if applicable)

Interior

- **Plumbing Rough-In**
- **Rough-In of mechanical systems HVAC**
(heating, ventilating, and air conditioning)
- **Electrical - Bell, Cable and Central Vacuum**
(extra outlets need to be installed at this point)
- **City required Framing, Plumbing and Mechanical Inspections**
- **Electrical ESA Inspection**
- **Insulation Installation and Vapor Barrier Installation and City Inspection**
- **Drywall** (wall board) Installation, Tape and Texture
- **Drywall Prime Painted and Quality Inspected to ensure Adherence to Standards**
- **Interior Trim, Doors, Baseboards, Casings and Other Details**
- **Paint and Stain**
- **Finish Work Cabinets, Countertops, Tile, Floor Coverings**
- **Hardware, Screens, Light and Plumbing Fixtures**
- **Construction Cleaning, Final Builder's Inspection with the City, Certificate of Occupancy, Homeowner Orientation and Fine Tuning**

“Nothing’s Happening”

Expect several days during construction of your home when it appears that nothing is happening. This can occur for a number of reasons. Each trade is scheduled days or weeks in advance of the actual work. This period is referred to as “lead time.” Time is allotted for completion of each trade’s work on your home. Sometimes, one trade completes its work a bit ahead of schedule. The next trade already has an assigned time slot, which usually cannot be changed on short notice.

Progress pauses while the home awaits building department inspections. This is also part of the normal sequence of the construction schedule and occurs at several points in every home. If you have questions about the pace of work, please contact our office.



4

Homeowner Orientation

Homeowner Orientation Tour

Approximately 1-2 weeks prior to closing, you (or your designate) and your eQ Homes Warranty Advisor will conduct your Homeowner Orientation. We will provide you with information about your home, supply warranties and operating instructions not already included in the Homeowner Manual. In some cases, such as with your furnace, the information is attached to the appropriate appliance. Store this material in a safe location for future reference.

You will also receive an Orientation Package. Among other things, the package contains important documents including your Certificate of Completion and Possession (CCP) and the Tarion Homeowner Information Package. The Certificate contains information regarding the enrollment number of the home, the address of the home, the homeowner's name, and the date of possession/occupancy.



Tarion PDI (Pre-Delivery Inspection) Checklist

To help you prepare for your Orientation Tour, we have provided a copy of the Tarion PDI. Although some items may not be relevant to your specific home, it can serve as a good guide.



**PRE-DELIVERY INSPECTION CHECKLIST
KITCHENS, BATHROOMS, & LAUNDRY**

KITCHEN

- Test lights to ensure they work properly.
- Test the GFCI outlet (near the sink) to ensure it works properly
- Check that all options and upgrades have been installed and are complete
- Check the floor for scratches, dents, loose tiles, etc. (See Floors, Walls and Other Interior Items)

COUNTERTOPS

- Check the countertop for scratches, chips, or other damage

***TARION TIP:** Keep in mind that if you selected a natural stone for your counter tops, such as granite or marble, you can expect to find natural imperfections like surface pits, fissures or veins.*

- Check the backsplash for scratches, chips, or other damage
- If you have a fixed island, make sure that it is secure to the floor

CABINETS AND DRAWERS

- Check the cabinets to make sure they are properly aligned
- Check cabinets and drawers for damages or imperfections

***TARION TIP:** Keep in mind that if you have a natural wood finish, it is normal to find variations in the wood grain and the stain finish.*

- Check that cabinet doors and drawers open and close properly

SINK

- Test the faucet / Test the hot water

***TARION TIP:** Note that hot water may not be instantaneous.*

- Fill the sink with water and check that it drains properly
- Look under the sink for evidence of leaking, such as water stains
- Check under the sink to make sure that the dishwasher is connected

APPLIANCES

- Check major built-in appliances for surface damage such as scratches and dents
- Test the range hood fan and light
- Ask your builder for any user guides and warranty information

BATHROOM

- Test the lights, including the GFCI outlet near the sink

***TARION TIP:** A ground fault interrupter (or GFCI) circuit near water sources protect you from electrical shock.*

- Turn on the bathroom fan to make sure it works
- Check the floor for missing or damaged tiles
- Check mirrors for scratches, chips, or other damage
- Check that cabinet doors and drawers open and close properly

TOILET

- Check the toilet for scratches, chips, or other damage
- Make sure the toilet bowl is secure to the floor
- Make sure the toilet flushes properly

- Check the floor around the toilet for water leaks

SINK

- Check the sink for scratches, chips or other damage
- Check caulking at the countertop backsplash
- Test the faucet | Test hot water

***TARION TIP:** Note that hot water may not be instantaneous*

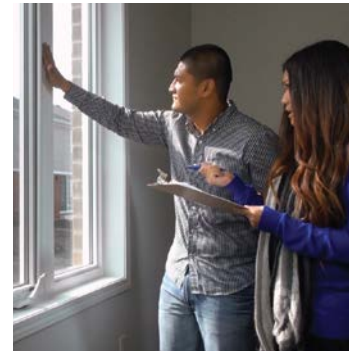
- Test the stopper. Fill the sink with water and check that it drains properly
- Look under the sink for evidence of leaking such as water stains

SHOWER/TUB

- Examine the caulking around the tub and shower enclosures
- Test the shower head and drain
- Check tub for scratches, chips or other damage
- If you have a shower door, check that it opens and closes properly
- Check tiles for damages

LAUNDRY ROOM

- Make sure that the dryer is venting outside
- Ensure that water hook ups are connected to the correct hot and cold inlet
- Check visible flooring for damage
- Test the lights and the GFCI outlet near the sink
- Check appliances for surface damage such as scratches and dents
- Ask your builder for any user guides and warranty information.



**PRE-DELIVERY INSPECTION CHECKLIST
FLOORS, WALLS AND OTHER INTERIOR ITEMS**

FLOORS

GENERAL

- Inspect all flooring for damage

HARDWOOD

- Walk across all floors. You should only hear a minimum squeaking and notice a minimum amount of spring when walking on the floor.

***TARION TIP:** Given the nature of wood, a wood floor system will have some unevenness.*

- Check for scratches, gouges or other damage

***TARION TIP:** Natural wood may contain variations in the grain or colour.*

CARPET

- Examine seams in carpets (and vinyl) to ensure they are tight and there are no gaps.

***TARION TIP:** Depending on the type of carpet selected, seams may be tight and secure, but still be visible.*

- Examine carpeting for stains or shade variations

CERAMIC

- Inspect ceramic tile surfaces for cracks, chips or gouges
- Check joints between ceramic tiles for alignment and proper grouting

WALLS

- Inspect the wall and trim finishes for uneven paint coverage

***TARION TIP:** Wall finishes may appear different depending on lighting conditions. Finish should be inspected under normal lighting and viewing conditions.*

- Make sure finished drywall is free from dents and gouges
- Make sure that trim (including baseboards and door and window casings) is properly aligned, secure, painted/stained, and free from surface defects

DOORS

- See that doors are well-fitted and open and close properly
- Check that doors latch firmly and lock properly
- Check that the exterior doors have been sealed with weather-stripping
- If applicable, check that the exterior door leading to the garage is equipped with an automatic closer. This door should close and seal on its own. Check seal around door to ensure it is tight.
- Make sure that closet doors are secure and that they open and close easily

- Make sure door finishing is free from damage, such as scratches, dents, or cracks
- Check the gaps between the door, floor, and surrounding frame

***TARION TIP:** Ensure that there is a visible gap between the bottom of the door and the floor covering.*

WINDOWS

- Check windows to ensure they open, close and lock properly
- Check that window panes are free from scratches, cracks, or other damage
- Check that there is no moisture between window panes
- Make sure that all appropriate screens are properly fitted in place and inspect them for tears or holes

STAIRS

- Check handrails on stairs to ensure they are securely fastened and are free from rough edges, chips, or other damage
- Check stair finishing

***TARION TIP:** Keep in mind that if you have hardwood flooring, there may be a difference in look between the stairs and the floor.*

CLOSETS

- If your builder is providing shelves and/or rods in your closets, check that they have been installed



PRE-DELIVERY INSPECTION CHECKLIST
EXTERIOR

The completion of your new home includes final grading, and the installation of driveways, patios and walkways.

Tarion Tip: *If you are unable to inspect your home's exterior due to weather conditions, make note of it on the Pre-Delivery Inspection Form.*

EXTERIOR CLADDING

BRICK

- Check for cracked or damaged bricks
- Check that weep holes are clear

TARION TIP: *Weep holes are small openings that allow water to drain from behind the brick. They are generally located at the bottom of the brick and above windows and doors.*

STUCCO

- Check that stucco is free from cracks or other damage

**VINYL/ALUMINUM/
WOOD SIDING**

- Check that siding appears secure
- Check that siding is not bowed or wavy

EXTERIOR TRIM

- Check that exterior trim has been completed, properly painted (if required), and free from damage

CAULKING

- Make sure all caulking has been completed around all windows, doors, and exterior openings

GRADING

- Check that the grading slopes away from the house

TARION TIP: *Some lots require shallow run-off trenches called swales to help collect and divert surface water.*

TARION TIP: *The grading is approved by the municipality and cannot be altered by the homeowner.*

- If applicable, check that basement windows below grade have window wells

SOD

TARION TIP: *Once you have taken ownership of your new home, it is your responsibility to maintain the sod. Make sure you understand how to care for it.*



PRE-DELIVERY INSPECTION CHECKLIST
OPERATING SYSTEMS

Your home includes heating, ventilation, electrical and plumbing systems. Your builder should provide you with any operating manuals that relate to your home's systems. Learning from your builder how these systems operate is one of the key benefits of the Pre-Delivery Inspection. The information that follows will assist you in talking to your builder about these systems.

HEATING

- Check the condition of the furnace and hot water heater. Ensure both are functioning
- Find the furnace filters and ask about how to care for them
- Review the operation of your heating and cooling system, and how the programmable thermostat functions
- Locate the emergency shut off switch for the furnace
- Learn about the location of shut off valves for fuel supplies and understand how to operate them
- Be sure to understand the maintenance schedule needed to keep this equipment in top performance

AIR CONDITIONING

- If your builder is providing a central air conditioner, check that it has been installed and is functioning.

TARION TIP: *Air conditioning systems cannot be operated when outside temperatures are below a certain level. Your builder should be able to provide you with this information.*

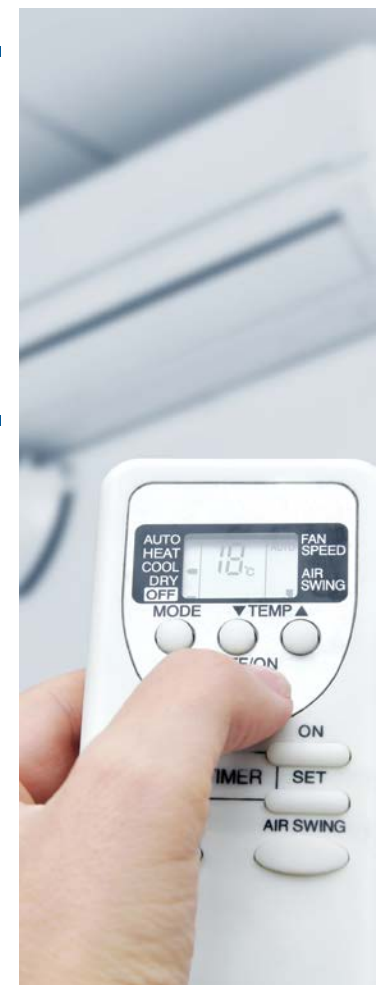
MECHANICAL VENTILATION

- Make sure that you understand how to achieve proper ventilation in order to avoid condensation problems

TARION TIP: *Condensation problems that result from improper maintenance are not covered by the new home warranty.*

- If applicable, locate the principal fan switch and ensure that it functions
- If your home is equipped with a Heat Recovery Ventilator (HRV), have your builder instruct you on its proper use and maintenance

TARION TIP: *A hydrometer is a device that measures the humidity levels in your home. Ask your builder to recommend the humidity levels so you can ensure your house stays at a level to protect your investment.*



5

Closing on your New Home

Closing and Taking Occupancy

The week before closing, your lawyer will contact you to arrange a time to sign the appropriate legal documents and secure mortgage and home insurance details. Your lawyer will also arrange for the transfer of funds to eQ Homes' lawyer. Once the transfer of funds is complete and the necessary registration has taken place, you are ready to pick up your keys at the Sales Office. We reserve the morning hours for any remaining City Inspections and final cleaning. We want your home to be spotless for your arrival.

PLEASE NOTE: *Timing is in the hands of the lawyers. Please do not make arrangements for moving vans or delivery of appliances early in the day. It is routine not to receive the keys until late in the day.*

Preparation For Your Move

The process of moving can be exciting and also challenging. There are so many things we take for granted in our day-to-day lives that have to be changed, or updated. New services started, mailing addresses changed, etc.

That's why we offer Virtuo's concierge service as part of your home purchase. Your Virtuo concierge will help take care of the little details like setting up your utilities, getting your mailbox key, and even hiring movers.

Your Virtuo representative will reach out to set up your account in advance of your move-in date and help you get started.

The best part is, Virtuo can help connect you with services after you move in as well. Do you need your home or windows cleaned? Do you need a repair that isn't covered by your Tarion warranty? Virtuo is here to help you.



Closing Delays

We build your home as part of a community plan and construction schedule, allowing for the most logical and efficient flow of activity. While we are committed to meeting all of our targeted closings, circumstances beyond our control can sometimes cause delays. These could include weather conditions, material shortages, delays with utilities, City or Municipal planning delays, etc. We understand delays are an inconvenience, and will do everything within our power to meet our targets. In the case of an unavoidable delay, eQ Homes will adhere to the Tarion guidelines as outlined in your Tarion addendum. Of course, if you have any questions about your closing date, please contact us.

6

The eQ Homes Quality Assurance Program & Your New Home Warranty



The eQ Homes Quality Assurance Program

Our goal at eQ Homes is to deliver your new home as close to deficiency free as possible. There may be cases where materials or products are on order and were not available in time for installation before your occupancy date. Rest assured, your Customer Concierge will identify these items with you during your Close Walk.

Before you take possession, your eQ Home is quality checked by our Team. You can expect that:

- All your appliances have been inspected and found to be in working order
- All light bulbs have been checked
- Your mechanical room is labeled with hang tags to identify rough-ins - if applicable.

Your New Home Warranty

Under the Ontario New Home Warranties Plan Act, your new home is covered with specific warranty coverage provided by eQ Homes and backed by Tarion. Under this warranty there are some very specific milestones, each with their own specific coverages. These are fully outlined in your Tarion Homeowner's Information Package. Please read it carefully and make sure that you submit the forms below within the specified time.

- **30-Day**
- **1 Year**
- **2 Years**
- **3 - 7 Years**

During the Warranty period, it is important for you to clearly understand the roles of the various parties: you (the homeowner), eQ Homes, and Tarion.

The Homeowner's Role

In order to maintain your home's statutory warranty you must:

- Attend the Homeowner Orientation.
- Complete all appropriate Statutory Warranty Forms (listed above) and submit them to Tarion within the specified time limits.
- Send copies of all forms to eQ Homes. If there are any issues that require attention, you must allow eQ Homes and our tradespeople access to remediate during regular business hours.
- Properly maintain your home, as poor regular maintenance can adversely affect your home's warranty eligibility. To assist you in this, we have provided Seasonal Checklists, and Care Guidelines.
- Fully read and understand the terms of your warranty. It is a contract between you and eQ Homes and should be treated as such.

eQ Homes' Role

It is our responsibility to:

- Provide you with a copy of the Homeowner's Information Package during your Homeowner's Orientation and emergency contact information .
- Conduct a thorough Homeowner's Orientation, during which you will have the opportunity to note any deficiencies. We will answer any questions about your new home and it's features.
- Provide you with a completed CCP, which includes the date of possession (the date when the right of occupancy is transferred to you). This is the date from which your warranty period begins.
- Provide warranty service per the regulatory periods outlined in the Tarion Homeowner's Information Package. Please note that time periods and repair methods are subject to weather conditions.
- Complete required repairs within a reasonable time frame. Please note that your home is part of a master-planned development, meaning there are special considerations involved in any warranty repair. For example, not all installations may be complete due to the weather cycle (asphalt, sod, etc.) Please refer to the "Seasonal and Special Warranty Items" section in your Tarion Homeowner Information Package.
- If a Statutory Warranty Form has been submitted, and eQ Homes has been notified, we have a specific time frame to rectify the situation. These are further outlined in your Warranty Booklet.

Tarion's Role

Tarion is responsible for:

- Acting as a source of education about your new home, its maintenance and the warranty process. Please visit the Tarion website, **Tarion.com**, for a library of informative booklets, checklists and videos.
- Acting as the guarantor of your warranty. They maintain a guarantee fund to close any gaps left by insolvent builders, should the occasion arise. The Tarion warranty does not, however, extend to any supplemental warranties that you may hold.
- Acting as the Regulator of Ontario's home building industry. They hold the final authority over the licensing process.

7

Caring for Your New Home

How to Take Care of Your eQ Home

Many of your responsibilities as an owner and eQ Homes' responsibilities under the terms of warranty are discussed in this section. Begin now to become familiar with the home maintenance you should provide and the warranty service commitment to you. You will also receive monthly maintenance reminders through your eQ Homeowner Portal.

Exterior Maintenance

Final Grading

Your lot's grading plan was provided to you at the time of purchase. The grading of your lot was designed as part of the overall stormwater plan for your community and should not be altered drastically. Any identified drainage swales serve an important function for the overall stormwater management system of your community and they should remain clear and unobstructed. They are designed to hold stormwater in the event of a large rainfall, which will release slowly after a large rain event.

Parking Garage/Driveway

Parking surfaces are normally paved to standard widths as illustrated on the site plan. The granular base may be greater in width than the finished asphalt surface.

Where heaving or settlement results in depressions exceeding 150mm (6") in depth, they will be repaired by patching or padding. Where necessary, such repair will be performed one time during the first year period after paving is completed subject to seasonal conditions.

Damage resulting from movement of municipal services or other utilities is not warrantable.

Driveway cracks exceeding 6mm (1/4") will be repaired as above, one time. Note that minor cracks are common in residential asphalt driveways, particularly near surface edges.

Indentations and uneven surfaces are common and considered to be normal. In some conditions, ground frost penetration may move asphalt areas and alter surface drainage patterns. This may result in depressions, which may be permanent or temporary, reverting to original grades in warm weather periods.

Other characteristics of residential asphalt may include tire marks, surface stone flaking, checking and cracking at edges caused by expansion / contraction periods. Such conditions are not warrantable.

With reasonable care, residential grade asphalt should last several years. Although sometimes granular in appearance, the asphalt is specifically design-mixed to achieve the smoothest possible finish. The smooth finish sometimes results in softer surfaces than in commercial and industrial applications.

Asphalt will require periodic maintenance and care to prolong performance and appearance. Although not normally necessary, re-sealing may help protect the finish. It should be noted that chemical residue common to some sealant materials may react unfavourably with floor finishes and may result in discolouration after exposure to such residue.

The most common sources of asphalt damage are from bicycle kickstands and spillage of petroleum-based products. During warm weather, asphalt is more likely to sustain damage from pointed pressure sources.

Pathways/Patios

Many homes include concrete paver walks, and some may include concrete paver patios.

Variations in temperature and precipitation may result in the appearance of cracks in concrete material. Ground frost penetration may result in movement and alteration to surface drainage patterns. Sometimes blocks may return to their original positions in warmer weather. Often the movements can cause depressions and uneven surfaces. These conditions are not warrantable and should be corrected by the homeowner to reduce the risk of damage resulting from altered drainage patterns.

Avoid using chemical de-icing compounds or cooking salt, which can damage the surface of concrete paving units.



Concrete Foundations

Concrete used in foundation walls may show minor surface cracking. Cracks may appear at the concrete curing stage where moisture evaporates and the loss of volume results in material shrinkage cracks. Minor surface cracking may also occur from expansion/contraction of material caused by extreme temperature variance. Generally, this type of cracking is considered normal and should have no detrimental affect on performance of the foundation.

Where cracks result in water leakage into the building within the first 2 years of the warranty period, the builder will repair them.

Exterior grading adjacent to the building should promote surface water drainage away from the building. Where grades have been altered and contribute to moisture penetration into the building, repair costs shall be the homeowner's responsibility.

Masonry Brickwork

Mortar joints between bricks are designed to shed water away (out of the joints). The mortar joints are not waterproof.

Usually, the bottom joint below the lowest course of brickwork includes small openings in the mortar. These openings are commonly referred to as "Weep Holes", and are designed to allow moisture, which may have become trapped in the space behind the brick to drain away. Weep holes should be kept clear and free to promote unobstructed drainage of the brickwork cavity. When adding planting beds or other features adjacent to the building, ensure they are well below the level of masonry and that grading slopes are maintained to promote drainage away from the building.

Structural Steel

Steel posts and beams (sometimes wood) are essential structural components designed to help support specified loads for the building structure. They should not be altered, adjusted, removed or cut in any way without consulting with a professional structural engineer. Alteration may affect performance and safety of structural assemblies.

Steel angles, which support brickwork over window and door openings, are also be structural components.

Roofing

Depending on lighting conditions, variation or puckering may be observed at the roof level when viewed from certain angles. Usually this appearance may be the result of roof sheathing and/or fastenings experiencing temperature or humidity variation.

Variation in colour of roof shingle material is not uncommon and not considered to be a defect.

Annual inspection of caulking at and around vent assemblies, skylights, flashings and connections should be done to confirm caulking remains continuous, impermeable and free of cracks. Damaged caulking areas should be resealed.

Ice Damming

Ice damming conditions usually develop as follows:

- In winter periods, snow may accumulate on areas of the roof and depending on snowfall, wind and temperature, accumulation may reach significant depths.
- Accumulated snow may melt from exposure to sunlight.
- When temperatures fall below freezing, moisture from melted snow will freeze, first over colder soffit areas.
- Frozen moisture may then develop into ice ridges at these locations.
- When the melting cycle begins again, runoff moisture may be prevented from draining off the roof by the ice ridge (ice dam).
- When this occurs and no other outlet is available, moisture will accumulate and begin travel backwards up the roof slope and under the edge of roof shingles.
- Under excessive conditions, moisture may travel far enough to enter past the roofing shingles and seep through the substrate into the attic space.
- Moisture may eventually soak insulation, pond onto the vapour barrier, travel laterally to a lower level and enter interior spaces through fastening perforations or lighting fixtures. At this point, insulation and gypsum board systems may have already sustained significant damage.

More serious damage may occur to building components, finishes and furnishings where the ice damming condition remains.

The homeowner is responsible for care and maintenance issues including prevention and correction of ice damming conditions.

The most effective method of avoiding ice damming is to visually check roof snow accumulation at and after snowfall and wind-driven snow periods. Wind-driven snow can result in deep drifting near the eaves.

Make arrangements to remove snow accumulation from the roof.

Where ice dams have already formed, make arrangements to have them carefully removed and restore normal drainage patterns.

CAUTION:

Climbing onto sloped ice-covered roofs is extremely hazardous and not recommended.

Removing ice from asphalt shingles should be done with care to ensure they remain undamaged. Cold roof shingles become brittle and easily damaged.

Roofing manufacturers do not recommend ice removal using heat applications.

It may be best to consult with a qualified roof clearing specialist for removing roof snow or ice dams. Damage resulting from ice damming is not a warrantable item.

Additional information is in the publication called What Every Home Buyer Should Know from Tarion. A copy of the publication is provided by Tarion to all new home purchasers.

Attic Ventilation

Attic ventilation is designed to move air through attic spaces to the exterior in order to avoid extreme temperature variation between attic and outdoor air and to help control moisture levels.

The attic ventilation system uses a combination of soffit perforations and roof or gable vents to promote air circulation. Soffit and vent openings should remain free of obstructions to function properly.

During winter in severe storm conditions, wind may force snow to blow through vent openings into the attic space. Accumulated snow should be carefully removed before it melts and causes moisture damage. Damage resulting from melting snow is not a warrantable item.

Hardware mechanisms on operable window sashes are usually designed to promote positive locking of the sash to the frame in the closed position.

The insulation system is usually composed of glass fibre or composite material specifically designed for application to wall, floor and ceiling cavities of the building envelope to promote temperature control within habitable spaces of the building. In some buildings, forming systems with insulation may be used to control acoustics between adjacent dwellings within a building. Air and vapour barriers and sealants are also considered part of the insulation system.

Unless somehow damaged, e.g., water damage, most insulation should retain its thermal resistance qualities for many years.

Often, attic/ceiling insulation is applied in loose form, blown into spaces mechanically. Sometimes batt insulation is also used depending on ceiling slope conditions.

Where loose material is used, it should be checked periodically to confirm the layer remains uniform and continuous in thickness. Check after windy periods. In some wind conditions loose insulation can be blown and result in spaces with reduced thickness causing greater heat loss in those areas. If this occurs, the material should be carefully redistributed to uniform thickness.

Air leakage into the building may occur under certain wind and pressure conditions. Where this appears excessive, report it to the builder in writing during the first year of the warranty period.

CAUTION:

Climbing to and through attic spaces is extremely hazardous. The spaces in the attic between structural members are not designed to support the weight of a person. Applying pressure to these spaces may result in serious damage or injury.

Where redistributing attic insulation, ensure the material remains loose and uncompressed. Compressed insulation results in greatly diminished thermal resistance. Consider consulting with a qualified insulation specialist where attic space work is required.

**Eavestroughing and Downspouts
(Owner Installed)**

Where eavestrough systems are installed on the building, water discharge locations should be checked periodically to ensure surface grade drainage patterns have not been altered by water erosion. Water discharge should be directed away from the building and onto a hard surface. Sometimes placement of erosion control pads at discharge locations may help reduce the risk of erosion and grade settlement.

Eavestroughing systems should be kept free of debris, leaves and other material, which may result in reduced water flow. During winter, ensure water does not become trapped and freeze. This could contribute to ice damming.

Siding

Siding systems, whether made of metal, vinyl, wood or composite materials, may be affected from the drying and shrinkage period. Where this occurs, gaps or bulges may be observed at joints and connections.

Expansion and contraction of siding material may also contribute to gaps and bulges. Where separations and bulges become excessive, the builder will repair them when reported in writing during the first 2 years of the warranty period.

Vinyl and metal siding require minimum care other than periodic washing with mild nonabrasive detergent. Colour will fade in time from exposure to elements. Discolouration may occur where exposed to sprinkler or garden watering.

Although durable, metal siding may become permanently dented from impacts of small objects. Vinyl siding resists denting but may become brittle in extreme cold and may be shattered by impacts.

Vinyl siding can be distorted with extreme heat. Keep barbecues away from vinyl siding. Keep barbecues well away from buildings and porches to reduce the risk of fire.

Locations should be checked periodically to ensure surface grade drainage patterns have not been altered by water erosion. Water discharge should be directed away from the building and onto a hard surface. Sometimes placement of erosion control pads at discharge locations may help reduce the risk of erosion and grade settlement.

Exterior Caulking

Exterior caulking forms part of the building envelope that helps reduce air and moisture leakage into the building.

Depending on building design and material specifications, caulking is generally applied to seal intersections between exterior finish materials, around windows, doors, and mechanical and electrical projections.

Note that certain types of manufactured window frames are designed to interlock with siding material in a way that seals the connection and may not require additional sealant.

Caulking should remain firm but reasonably pliable to accommodate minor movement of the building structure. Where caulking material dries out, develops cracks or separates from surfaces, it should be removed and replaced with good quality sealant. Most builders use a multicomponent type sealant, which should remain effective for several years under normal conditions.

Windows

Most builders use one or more of the following window types In new residential construction.

1. Wood frames and sashes
2. Wood frames and sashes, clad with vinyl, metal or coatings
3. Extruded PVC frames and sashes
4. Extruded frames with wood and/or clad sashes

Maintenance

The exteriors of windows with exposed wood or coatings require periodic painting to protect the material. Clad or extruded components require minimum maintenance other than regular cleaning.

Sealed Glazing

Most recent window products are resistant to air and moisture penetration when properly adjusted. Most window sashes are glazed with insulating sealed glazing systems and are normally warranted by the manufacturer against failure for at least 4 years. After the first year, labour is not usually covered. Seal failure is often indicated by condensation between sealed glazing units.

Drafts

Although window systems are weather resistant, they may at times allow air leakage during extreme cold and wind conditions resulting in drafts. Drafts may occur even when there is no wind where extreme cold temperatures cause convection currents within the building with warm air rising and cooler air descending.

Condensation

Where condensation and frost is observed on window glazing, adjust the interior humidity levels as necessary and keep drapes open to promote airflow over glazing.

Hardware

Hardware mechanisms on operable window sashes are usually designed to promote positive locking of the sash to the frame in the closed position.

Landscaping

Caring For Your New Lawn

The exterior landscaping of your house is seasonal and can only begin when the weather allows. If you move into your home in the late fall or winter, we will endeavor to begin topsoil and sod placement, as the weather allows, by June of the following year. The best “cuts” of sod come in late spring so we ask for your patience - we may wait a few weeks to ensure the best product for your new lawn.

eQ Homes lays down high-quality sod (i.e. grass) on your lot, but that is only the first step. After that, it is up to you to establish a luxurious green lawn on your property. Regular care and maintenance are essential, especially during the first 4 to 6 weeks after planting when watering during dry days is a must.



To give your new lawn its best chance just follow these tips:

Watering Tips:

- To gauge watering, simply place an empty can about 6’ away from sprinkler. When there is an inch of water in the can, it is time to move the sprinkler to the next area.
- Reflected heat along buildings dries sod quickly; be sure to water accordingly.
- Avoid watering in hot sun – it is better to wait until the early evening or early morning.
- If daytime temperatures are above 25°C, the sod should be watered every day.
- Check wind pattern to be sure desired area is, in fact, being watered.

Mowing Tips:

- Your new sod generally needs mowing 2-3 weeks after installation. Take care not to cut it too short, as that increases the risk of your lawn burning.
- The basic mowing rule is never remove more than 1/3 of the leaf blade during a single mowing.
- Set your mower at a cutting height of approximately 3 1/2”
- For best appearance be sure to keep your mower blades sharp.

Traffic Caution:

- Use your new sodded lawn sparingly until good root establishment has taken place, approximately 2-3 weeks.
- Avoid concentrated play activities, dog traffic or similar rough usage until 4 weeks have passed.
- After one growing season, we recommend that you have your lawn “rolled” to even out any lumpy sections that may have developed.

Sod Watering Calendar

	DAY 1	DAY 2	DAY 3	DAY 4	DAY 5	DAY 6	DAY 7
WEEK 1	☔	☔	☔	☔	☔	☔	☔
WEEK 2	☔		☔		☔		☔
WEEK 3		☔			☔		🛒

Trees and Shrubs

When planted in Spring, trees are warranted for a period of 90 days. When planted in Autumn, they are warranted to the start of the next growth season. Plant material shall not be warranted where maintenance has been neglected.

Trees planted by the builder are good quality nursery material, which require protection, care and maintenance to promote healthy growth.

Ensure tree planting pits are thoroughly watered at least weekly during Spring and Summer to provide sufficient moisture and nutrients to root systems.

Tree planting pits are dish-shaped soil areas located at the tree base. Ensure these areas remain cultivated and free of weeds. To promote air transfer to root systems, cultivate the pit at a radius of 3' to 4' to a depth of 4" to 6". Maintain the dish shape of the pit for at least the first 2 years to act as a watering reservoir. Avoid raising soil levels to tree trunk levels, which could result in damage to the tree.

Provide regular applications of fertilizer. Where necessary, apply insect control. Check with a local Garden Centre for information about insect control products and application.

Interior Finishes

Carpentry

Floor System Squeaks

Although the floor system was constructed with either kiln-dried lumber and/or an engineered system, floor squeaks may appear at times throughout the adjustment period and sometimes beyond. The humidity level at which you maintain your home can have an effect on floor squeaking.

Even kiln-dried lumber retains a certain percentage of moisture when the building is constructed. As moisture content is reduced through the drying period, some shrinkage occurs and may result in squeaks to some areas of the floor assembly. Floor squeaks are relatively common to all forms of wood frame construction in this climate region and are not considered to be a defect.

The builder will repair excessive floor squeaking one time where reported prior to the one year inspection where located below a carpeted area.

Floor squeaks under hard surface floor finishes will not be repaired by the builder unless the area is easily accessible from an unfinished basement ceiling.

The squeaks may appear and subside on their own over time. Squeak-free floor systems are not possible to guarantee with conventional wood frame residential construction.

Uneven Floors

In addition to floor squeaking, uneven floors may develop as a result of the drying period. Floor system humps (crowning) or depressions from twisting joists are not unusual. A slope of 1/4" in 8' is considered acceptable. Where slopes substantially exceed this range, report the condition in writing to the builder within the first year of the warranty period.

Interior Doors

Door assemblies usually contain wood or composite wood material and may be affected by temperature and moisture variation resulting in tight or loose fitting doors within the frames.

Avoid attempts at adjusting doors during the adjustment (drying) period. Do not plane door edges. This may void manufacturers' warranty provisions.

Often, doors tend to realign themselves after the initial adjustment period. However, if the condition is excessive and persists, report it to the builder in writing within the first year of the warranty period.

Hardware

Many hardware products are finished with a plating process. Over time and use, the plating will eventually become worn. Wearing should appear minimal with normal use during the first year.

Lubrication of door lock and handle mechanisms should be done at 6 month intervals using a powdered graphite type lubricant. Avoid using oil-based lubricants. With normal use and maintenance, hardware should last several years.

Cabinetry Care & Cleaning Procedures

Wood & MDF Cabinetry

Wood doors are designed for interior residential use in a climate controlled environment. Colour, grain characteristics, density and porosity variations occur in all genuine hardwood products.

Cabinet Exteriors

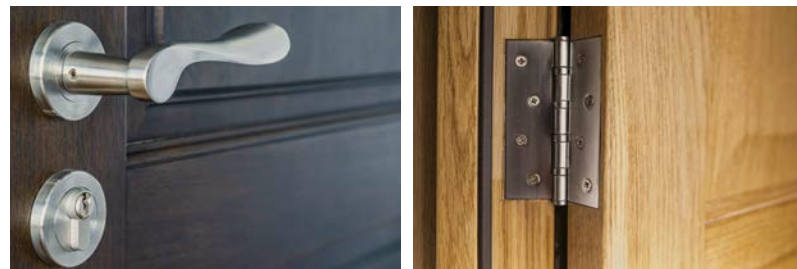
Regular cleaning of wood doors should be done with a clean, damp cloth and dried immediately with a soft cloth. A mildly damp microfiber cloth works best for cleaning your cabinetry.

Soaps & Detergents

- Do not use detergents, strong soaps, abrasives, or self-polishing waxes on your cabinets. Avoid using soaps and detergents 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.



Humidity

- Indoor relative humidity should be between 30% and 50%. As with any wood product, when humidity is too low, cracking and splitting may occur.

Cabinet Interiors

Regular cleaning of cabinet interiors should be done with a clean, damp cloth and dried immediately with a dry, soft cloth.

Thermo-Foil Cabinets

Regular cleaning of thermo foil doors should be done with a mild soap and water solution and dried immediately with a dry, soft cloth.

Heat

- Exposure of thermo foil 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 customer.

Small Appliances

- Kettles, toasters and toaster ovens cannot be placed under cabinetry. Prolonged exposure will cause de-lamination of the thermo foil 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 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 customer.

Countertop Care & Cleaning Procedures

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 seams 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 core substrate to swell and this damage is not warranted by the DCC.

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.

Stone Countertops

Although a highly durable product, granite may be damaged if misused. The following instructions will help maintain and prevent damage to your countertop. Preserving the beauty of your granite is simple and will allow you to enjoy the luxury of its presence for years to come.



There is not a warranty on the stone itself, it is a natural product and sometimes will contain fissures and small cracks that do not affect the integrity of the stone. Defects in workmanship are covered for a period of 1 year.

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 such as automotive polishing compound, or baking soda. If you experience any deep scratches or chips, please contact our local distributor for professional assistance.

Direct Heat

- Granite will withstand heat well but certain stones may be susceptible to thermal shock and cracking if high heat is suddenly applied to an area. It is important to note that granite 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 granite surface as it can scratch. It is always advisable to use a cutting board.

PLEASE NOTE: *Applying extra weight to your granite top is not recommended. Standing on the surface in order to reach higher placed objects, or leaning on areas that have been cut out for sinks, cooktops etc., may result in cracking.*

Quartz Countertops

Although a highly-durable manufactured product, quartz may be damaged if misused. The following instructions will help maintain and prevent damage to your countertop. Preserving the beauty of your quartz top is simple and will allow you to enjoy the luxury of its presence for years to come.

Quartz is a manufactured product typically made up of 93% quartz and 7% resin. Defects in workmanship are covered for a period of 1 year.

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 such as automotive polishing compound, or baking soda. If you experience any deep scratches or chips, please contact our local distributor for professional assistance.

Direct Heat Direct HeatHeat

- Granite will withstand heat well but certain stones may be susceptible to thermal shock and cracking if high heat is suddenly applied to an area. It is important to note that granite 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 granite surface as it can scratch. It is always advisable to use a cutting board.

PLEASE NOTE: Applying extra weight to your granite top is not recommended. Standing on the surface in order to reach higher placed objects, or leaning on areas that have been cut out for sinks, cooktops, etc., may result in cracking. If any deep scratches or chips are spotted, please contact our local distributor for professional assistance.

Corian Countertops

Soapy water or ammonia-base cleaners will remove most dirt and grime. Avoid exposing Corian surface to strong chemicals such as paint remover and oven cleaner. If contact of such chemicals occurs, rinse away quickly with water.

Scratches & Stains

- Most marks and scratches including scorches and burns are easily buffed out. Please contact your local Corian distributor or visit them at corian.com for more information.

Direct Heat Heat

- A protective pad is always recommended for exposure to hot items.

Cutting

- Do not cut directly on Corian countertop as it will scratch.

Butcher Block

To ensure functional use and longevity of your solid wood butcher block, the following care should be taken.

- Wash with lukewarm water and immediately wipe dry
- Apply a fresh coat of mineral oil, or Beeswax meant for butcher block tops monthly, or as needed
- Do not place hot items on surface
- Do not allow water spills to rest on surface for a period of time
- Cutting on the top will mark the surface.

Painting

Interior walls, ceilings, trim and doors are usually coated with site-applied paints and finishes to normal residential standards.

Unless painted, railings, mantles, hardwood flooring and other wood elements are coated with site and/or shop applied natural wood finishes to enhance natural characteristics of wood products.

Except for recorded deficiencies observed at the time of possession, most builders will not provide further painting or coating.

After the building has been occupied, re-painting and touch-up work may not match original work in colour, texture or sheen.

Many homes are constructed with low maintenance exteriors including factory-finished window exteriors. Depending on building design, other exterior building components may still require periodic repainting to avoid material damage.

Carpet Maintenance & Cleaning

Where carpeting is specified, the builder normally provides a carpeting system consisting of a prepared subfloor, under-pad, fastening and carpet finish. Seams may be observed in most new carpet installations, but should become less obvious over time with normal use and cleaning.

Under certain conditions, carpet may tend to buckle or lift in areas. This is considered normal and may be the result of traffic patterns or variation in humidity levels.

Some of the following information was obtained from printed material and publications distributed by the Canadian Carpet Institute.

Carpet Characteristics

According to most manufacturers, characteristics of newly installed carpet may include some or all of the following:

- **SHEDDING** occurs when loose fibres are removed by vacuuming. This is considered normal and subsides over time.
- **SPROUTING** is an industry term to describe when small tufts of cut pile carpet extend beyond the surface. It can easily be removed by clipping the extended yarns with scissors. Avoid pulling the yarns.
- **PULLED YARN** may occur occasionally along walls or at seams.
- **DEPRESSIONS** may be formed by heavy objects pressing down on the face fibre and may be removed by gently rubbing the affected area with the edge of a coin or lifting upwards on the tufts while using a steam iron. Avoid touching or close contact between the iron and the carpet.
- **PILE CRUSHING OR MATTING** may be caused by heavy traffic or excessive soiling and can be reduced by using the beater bar vacuum attachment. Use of small rugs and rearranging furniture regularly can help reduce this condition.

- **PILE REVERSAL** (shading, watermarking or pooling) sometimes occurs in dense cut pile carpets such as velvets and plushes. This visual effect is caused by the tips of the tufts reflecting light differently than the sides of the tufts. It is considered an aesthetic design quality and is not regarded as a defect.

Vacuuming

Carpet may be subjected to more abuse than most home furnishings, and different carpet qualities will perform differently. The way it is vacuumed and the vacuum cleaner condition can also affect performance.

To prolong appearance and performance, carpet requires regular frequent vacuuming with a good quality vacuum cleaner equipped with an efficient dust retaining system.

In heavy traffic areas, it is recommended to vacuum 3 to 4 times weekly.

Dealing With Spills

Many carpet products are treated with stain-resistant finishes, and many food and beverage spills can be cleaned without leaving permanent stains. However, note that stain-resistant does not mean stain-proof. The longer stains or spills remain on carpet, the more difficult it may be to remove.

Permanent stains or colour loss may occur as a result of contact with certain household products. Some products, such as beverages, food and medicine may contain dyes similar to those used in carpet. Some may alter carpet colour gradually, such as some acne medicines, while others may dye carpet fibres quickly, such as bleaches, strippers and hair products.

Permanent stains may occur as a result of contact with insect control products, pesticides, disinfectants, iodine, mustard, oven cleaner and plant food products. Because these stains cannot be removed, avoid contacting carpet with these products.

Emergency Stain Removal

Flooring industry publications often recommend the following for emergency stain removal: Never scrub. Always blot. Don't rub vigorously.

Act quickly when anything is dropped or spilled. Remove spots before they dry.

Pretest any spot removal agent in an inconspicuous area to confirm it will not damage carpet or its dyes.

Blot liquids with a clean, white absorbent cloth or paper towel. For semisolids, scoop up with a rounded spoon. For solids, break up and vacuum out as much as possible.

Apply a small amount of the appropriate cleaning solution to the cloth. Work it gently. Do not scrub. Work from the edges of the spot to the centre. Blot thoroughly. Repeat until spot is removed.

Follow the steps on the Carpet Spot Removal Chart (after this section). After each application, absorb as much as possible before proceeding with the next step.

Repeat with clean water, and blot again to remove any remaining cleaner residue. To ensure the cleaned area has been neutralized of cleaning residue, dampen with white vinegar.

Absorb remaining moisture with layers of white paper towels, weighted down with a nonstaining glass or ceramic object.

When dry, vacuum or brush the pile to restore the texture.

Contact a carpet cleaning specialist if the spot is not completely removed.



Following is a carpet spot removal KEY which suggests cleaning methods to be used in conjunction with the CHART on the following page.

Carpet Spot Removal Key Chart

- | | |
|----------|--|
| 1 | Dry Cleaning Fluid: a nonflammable spot removal liquid available in many grocery and hardware stores. |
| 2 | Nail Polish Remover: Amyl Acetate often has a banana fragrance. Do not use if it contains acetone. |
| 3 | Detergent Solution: Mix 2 cups cold water and 1/8 teaspoon with mild liquid detergent (no lanolin, non-bleach). |
| 4 | Warm Water: Lukewarm tap water. |
| 5 | Vinegar Solution: One part WHITE vinegar to one part water. |
| 6 | Ammonia Solution: One tablespoon household ammonia to one cup water. |
| 7 | Spot Removal Kit: Available from retail carpet stores or carpet cleaning specialists. |
| 8 | Call a Carpet Specialist: For additional suggestions, special cleaning chemicals, or the ability to patch the area. |

Use the above **Carpet Spot Removal Chart** with the KEY on the opposite page. Find the spot source on the left side and the suggested method on the right side. Try the first method suggested, then the second, and third, etc., until the spot is successfully removed.

* **PLEASE NOTE:** Some spills may contain chemicals that can discolour or even damage carpet fibre or dye. If there is doubt about what caused a spill or how to remove it, contact a carpet cleaning specialist.

SPOT	METHOD/KEY
Acid	6, 4, 8
Acne Medication	1, 3, 6, 5, 4, 8
Alcohol Beverage	3, 6, 5, 4
Ammonia	5, 4
Bleach	3, 4, 8
Blood	3, 6, 4, 7
Candle Wax	1, 6
Cement/Glue	2, 1, 3, 6, 5, 7
Chalk	3, 4
Charcoal	3, 4
Chewing Gum	1
Coffee	3, 5, 4, 7, 8
Cosmetics	2, 1, 3, 6, 5, 4, 7, 8
Crayon	1, 3, 4
Drain / Toilet Cleaner	4, 3, 5
Dye	1, 3, 6, 5, 7, 8
Food	3, 6, 5, 4, 7, 8
Fungicide, Insecticide, Pesticide	1, 3, 6, 5, 4, 8
Furniture polish from water base	3, 6, 5, 4, 7, 8
Furniture Polish from solvent base	2, 1, 3, 6, 5, 4, 7
Furniture Stain	2, 1, 3, 6, 5, 4, 7, 8
Graphite	3, 4
Grease	1, 3, 4, 7, 8
Ink	2, 1, 3, 6, 5, 4, 7, 8
Iodine	1, 3, 5, 4, 7, 8
Lipstick	2, 1, 3, 6, 5, 4, 7, 8
Medicine	2, 1, 3, 6, 5, 4, 7, 8
Merthiolate	3, 6, 5, 4, 7, 8
Nail Polish	2, 1, 3, 7, 8
Oil	1, 3, 6, 4, 8
Paint	2, 1, 3, 7, 8
Plant Food	3, 6, 5, 4, 7, 8
Rust	5, 3, 4, 7, 8
Shoe Polish	2, 1, 3, 6, 4, 7, 8
Soft Drinks	3, 6, 5, 4, 7, 8
Soot	1, 3, 4, 8
Tar	1, 7, 8
Toothpaste	3
Urine	3, 5, 7, 8
Vomit	3, 6, 5, 4, 7, 8

Carpet Long Term Care

While regular vacuuming is essential, consider deep cleaning carpet at 12 to 18 month intervals by a carpet cleaning specialist. If the choice is to personally clean the carpet, review the manufacturer's recommendations so that the method used does not invalidate the warranty.

Wet Method

(Either A Shampoo Cleaning Or Hot Water Extraction Method)

It is very important to avoid over wetting the carpet. Under-cushion should remain dry. Over wetting can result in wicking of staining materials from the backing and even promote growth of mould and mildew on the backing or cushion.

It is necessary to remove furniture or place plastic or aluminum foil under and around furniture legs to reduce the risk of rust or stains.

When carpet is rinsed, the rinse water should contain a good quality all-fibre rinse neutralizing agent.

For hot water extraction, room temperature should be maintained at normal levels. Increasing temperature can increase humidity and prolong the drying period.

Allow carpet to dry thoroughly before walking on it. The use of fans, ventilation and open windows should help speed the drying period. Carpet should be dried within 12 to 24 hours to reduce the risk of mould and mildew growth.

Shampoo cleaning should be either rinsed with hot water extraction or thoroughly vacuumed to remove residue.

Dry Method

(Either Absorbent Compound, Absorbent Pad Or Dry Foam Method)

These methods are minimum moisture systems that may be applicable for certain types of floor covering, and where high humidity makes it difficult to remove a wet cleaning solution.

Professional Cleaning (To Help Save Time And Energy)

Inquire at a carpet retailer if they can recommend a cleaning specialist or a certified professional cleaner with references. If necessary, contact the Institute of Cleaning and Restoration Certification at 1-800-835-4624 to obtain names of member firms in your area.

IMPORTANT: *Ensure rooms are well ventilated with fresh air during and after the cleaning process. With all methods, it is essential to fully extract soil, moisture and cleaning agents from carpet after each deep cleaning procedure.*

Indoor Air Quality Consumer Information

Since many in this region spend much time indoors in energy-efficient buildings, sufficient fresh air ventilation is necessary to help maintain indoor air quality.

Various materials, finishes, furnishings, renovating and cleaning agents may affect indoor air quality.

New carpet contains chemicals that may give off a mild scent. These chemicals normally dissipate rapidly.

Ventilation

Ventilation for 48 to 72 hours is suggested when carpets and other interior renovating materials are installed, cleaned or removed.

Installation Guidelines

- Vacuum old carpet before removal.
- Vacuum floor after carpet and pad has been removed.
- Always ventilate with fresh air during all phases of installation and for 72 hours after.
- Where adhesives are used, request those which have low chemical emissions.
- Follow the manufacturers' detailed installation guidelines.

Sensitive Individuals

Those who are allergy-prone or sensitive to odours or chemicals should consider avoiding the area or leaving the premises when these materials are being installed or removed.

For further information about indoor air quality, contact a carpet retailer.

Ceramic Tile

Ceramic tile in wall or floor applications are relatively easy to clean. They can be wiped with a damp cloth or washed with soapy water and rinsed. Avoid applying excessive water to grout joints since they can break down and become loose.

Ceramics are brittle and can be easily broken or cracked by impact from hard objects. Record any damaged tile at the pre-occupancy inspection.

Where ceramics require replacement, only those tiles which are damaged will be replaced with the understanding that colour matching to existing tiles may not be possible. Your builder will not remove and replace entire areas due to colour variation.

Avoid cleaning ceramics with harsh or abrasive cleaning products.

Where sealants (caulking) separate or require replacement, first remove the old material, clean and dry the surfaces, then apply new sealant continuously to ensure against moisture penetration.

Natural Stone and Quartz

Marble is natural stone polished to a high lustre. It is normal to observe veins, small cracks and colour variations as characteristics of natural products. Agglomerated marble is a similar material which has been manufactured from natural stone and which tends to display a reduced amount of veins, cracking and colour variation.

As with ceramics, marble is very brittle and may be easily damaged by impact from hard objects.

Marble products can be cleaned as ceramics. The polished surface of marble is easily damaged. Never use cleaning compounds or products which contain acid such as lemon or vinegar. Scratches can be masked with the use of glass wax or liquid car polish.

Marble can appear cold to touch even at warm air temperatures and is a normal characteristic of stone and ceramic products. When used as floor finishes, marble can be extremely slippery when wet.

Hardwood Flooring

Hardwood flooring is usually made from kiln-dried hardwood species trees. The flooring can be either site finished or factory finished.

As with all wood products, hardwood may be affected by humidity levels. Where drying occurs such as near heating grilles, wood may shrink and expose gaps between the boards. Extended exposure to direct sunlight will result in fading, discolouration and early drying of the wood.

Regular cleaning of hardwood floors is recommended. Sweep daily with a soft broom or mop to prevent accumulation of grit which can scratch and dull the surface finish.

Please refer to the manufacturer's care and maintenance brochure provided to you at the Homeowner's Orientation.

Mechanical

Plumbing

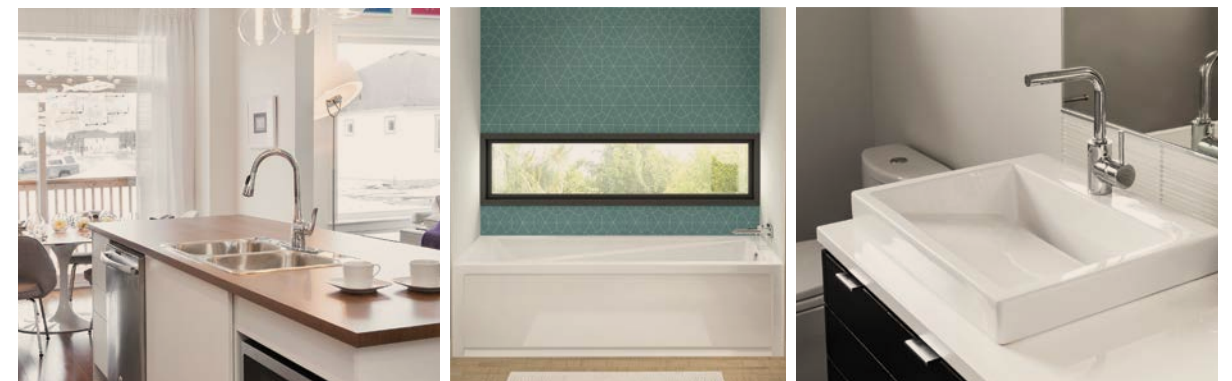
Plumbing systems require care and maintenance to ensure they continue to function properly for long periods. In serviced subdivisions, plumbing systems generally consist of the following:

- Pressurized water delivery and distribution in the form of copper or composite material piping from the water meter to the plumbing controls and fixtures.
- Sanitary drainage and venting system to drain waste water from fixtures and exhaust odours. This is usually in the form of composite plastic piping.
- Water heating system to provide domestic hot water to specified fixtures such as sinks, baths, showers and washing appliances through part of the pressurized water distribution system. Water heating usually includes a hot water storage tank with a heat source.
- Controls in the form of faucets and valves to control water flow, temperature mix and standing levels at the fixtures. They may also include specialty connection equipment for specified appliances.
- Fixtures such as sinks, basins, bathtubs, toilets and other equipment as may be specified.

Main Shutoff Valve

The main shutoff valve for pressurized water service to distribution system is usually located next to the hot water tank.

It is recommended to become familiar with the location and operation of this valve in the event of a pressurized water leak. If a leak occurs, close the shutoff valve and arrange for emergency plumbing service without delay to avoid serious damage.



Toilet Backup

During the first 2 week period of occupancy, if a toilet should become blocked, contact the builder's service department for inspection and clearing where necessary. Where inspection or clearing reveals an obstruction other than construction debris, the service call costs will be charged to the homeowner.

Water Heater

The water heater is fuelled by natural gas and rented from the local natural gas authority. Contact the appropriate authority (Energy Ottawa) directly for service issues. Maintain normal heat settings for domestic use.

Plumbing Vents (Vent Stacks)

Plumbing vents provide ventilation to the plumbing drainage system to help exhaust sewage-type gas odours. They normally outlet through the roof with composite plastic piping. Where sewage odours are observed, it may be the result of blockage in the vent. Blockage could occur in winter from excessive snow, ice and drifting. Blockages should be removed to restore ventilation. Refer to Ice Damming elsewhere in this manual.

Plumbing Fixtures

Plumbing fixture surfaces should be cleaned regularly with mild non-abrasive cleaners using generous amounts of water. Abrasive cleaners and soap pads may scratch and dull the finishes and cause them to become porous. Steel pads and harsh cleaners may cause permanent damage. Avoid scraping with hard or metal objects. Even stainless steel sinks can be scratched and damaged. Avoid impacts from hard objects which can result in scratches, dents and chips to the finish. Avoid stepping into a bath or shower with footwear which might have grit particles that will scratch surfaces.



Avoid using fixtures as reservoirs to mix harsh chemical compounds. Photographic and developing solutions may cause permanent staining. Avoid disposal of grease, fat or petroleum-based products into fixtures or into the drainage system which might result in blockage or damage.

Periodically clean out the water filled traps attached to most plumbing fixtures to ensure they remain free of accumulations and obstructions.

Controls (Faucets)

Faucets are usually finished in a high lustre chrome material which can be wiped as necessary with a soft damp cloth. Use only warm water to remove dry water spots. Avoid using cleaners which are abrasive or harsh chemicals that can damage the finish. Avoid using alcohol-based or other organic-based solvents. Wax polish may be applied to surfaces periodically to facilitate regular cleaning.

Basins and bathtubs are often equipped with pop-up type drain stoppers which should be removed regularly to clear accumulations and obstructions. The clearing will promote free flow of drainage and effective operation of the stopper mechanism.

Aerators and filters in faucets and shower heads require regular removal, inspection and cleaning to clear particle accumulations which might restrict proper water flow.

Water connections, controls and drainage systems for optional and after- market equipment such as ice makers or humidifiers should also be inspected and maintained in accordance with the manufacturers' instructions.

Heating and Ventilation

Natural Gas System

Heating and ventilation systems require care and maintenance to ensure they function safely and dependably for long periods.

For areas serviced by natural gas, heating and ventilation systems generally consist of the following components:

- Natural gas piping to deliver fuel from the gas provider's metering system to the furnace and other appliances where applicable.
- Furnace appliance to provide warm air to the distribution system.



- Ductwork to provide distribution of warm air to specified locations in the building. There is also a secondary distribution system to return cool air to the furnace for circulation purposes.
- Grilles and diffusers to assist in control of direction and flow of air at the outlets.
- Controls in the form of thermostats, switches, etc. to help control temperatures and humidity levels.
- Gas venting to exhaust products of combustion to outside the building.
- Air intake to provide fresh outside air to the furnace for combustion purposes.
- HRV (Heat Recovery Ventilator): this is optional with some systems and helps to control indoor air quality and humidity.
- Air exhaust: ventilation to exhaust air to outside the building to help control odours and humidity levels from kitchens and bathrooms.
- Air conditioning: This is usually optional equipment designed to help provide cooled dry air to the building during a hot summer, using the heat distribution system and controls.

Generally, heating and ventilation systems are designed to rated capacities specific to the home plan layout.

It is important to become familiar with the systems' controls and maintenance to promote operation at the highest efficiency and comfort levels.

The systems require adjustments after occupancy and to account for changes in weather conditions and life style. All filtration systems require cleaning and replacement frequently where air handling fans are used for heating, ventilation or cooling.

Heat

All heating systems require balancing of the air distribution system throughout the building spaces. Balancing should be done by the building occupant to suit individual requirements and conditions for rooms and spaces. For example: In 2-storey homes, the most common heating complaint is that spaces on the second floor do not appear to reach specified temperatures by the time the furnace has completed its cycle. The thermostat is usually located at the ground floor. Ground floor spaces may reach specified temperatures sooner than second floor spaces where the distribution system is not properly balanced for air flow. Also, normal ground floor activities such as cooking or operating a fireplace can result in earlier heating of these spaces.

Since the thermostat is at the ground floor, it will register that specified temperature has been reached and shut off the furnace even though the second floor may be much cooler.

To help reduce temperature variation between the first and second floor, the ductwork dampers and diffusers require adjustment. In this case the objective is to restrict air flow to the warmer first floor spaces so that more time passes prior to reaching the specified temperature and to increase air flow to the cooler second floor spaces to help reach the specified temperature prior to the end of the cycle.

To adjust the damper, first remove the floor grille. Carefully reach in to locate the small handle which controls the damper (usually called the "key"). Turn the key to adjust as necessary. When the key is resting in line with the ductwork, it is in the fully open position. When it is turned 90 degrees, it is in the fully closed position. Fully closed should restrict air flow. Most floor grilles also have some degree of flow control which can be adjusted in conjunction with the damper key adjustment.

The balancing procedure applies to any space which may require adjustment. Where cooling systems are used, balancing will likely be required for hot weather periods. Ensure grilles and diffusers remain free of obstructions such as furnishings and window coverings which might affect air flow and performance.

Humidity Control

Depending on lifestyle, individual preferences or other conditions, it may be necessary to implement humidity control measures to help adjust air moisture levels within the building spaces.

Condensation on window glazing during winter is not uncommon. However excessive condensation that results in moisture accumulation can cause damage to finishes and building assemblies. To avoid damage, humidity levels should be reduced.

Newly constructed homes may continue to have higher humidity levels during the first year where the drying period of new materials contributes moisture to the indoor air. New homes are equipped with some form of ventilation system to help protect the building from moisture damage. It is recommended to become familiar with the ventilation system controls and maintenance requirements.

Where applicable, switches for the main ventilation and circulation fans are normally located near the thermostat control. Most new homes also include fans in bathrooms and kitchens to help control humidity and odours. It is recommended to run the fans during and sometime after moisture producing activities.

Check exhaust and intake assemblies at the building exterior to ensure they remain unobstructed. Clean grilles and filtration systems. Where applicable, clean or replace duct-mounted filters. Where the system includes an HRV, clean and replace the filters as required by the manufacturer's instructions.

Some exhaust fans may require cleaning and lubrication. Check the fan's instructions and safely disconnect the fan's power source prior to starting maintenance.

Regularly scrub kitchen exhaust grease filters with hot soapy water.

Humidity Control Suggestions

The following is a list of suggestions from various heating and ventilation industry sources to help control indoor humidity levels.

1. The purchase and proper use of a hygrometer (an instrument capable of measuring relative air humidity) may be useful to help determine air moisture levels.
2. In Winter, maintain indoor relative humidity between 30% and 50% measured inside the most used bedroom at an exterior wall. In Summer, maintain between 30% and 70% measured in basement spaces.
3. To avoid window condensation, maintain humidity levels lower than those specified above.
4. Keep fabrics, window coverings, clothes in closets and stored materials away from exterior walls.
5. In basement spaces where reduction of moisture levels is more difficult, consider using a good quality dehumidifier during heavier moisture periods.
6. During hot muggy summer periods, consider using air conditioning to help reduce moisture levels.
7. Maintain coils for humidifiers, dehumidifiers and air conditioners cleanly scrubbed and use safe fungicides such as baking soda.

8. Avoid venting clothes dryers into interior building spaces. Dryers exhaust excessive moisture, chemicals and minute dust particles too small to be handled by common filtration systems.

9. Remove spills and dry floors quickly to avoid additional moisture load to ventilation systems.

10. During hot muggy Summer weather, regulate the amount of hot humid outside air introduced to basement spaces.

11. Where necessary, operate kitchen and bathroom fans to exhaust humid air.

12. Keep interior surfaces clean and dry.

13. Where surfaces or materials develop mold, remove mold and mildew quickly with washing soda and vinegar for mild conditions or with chlorine bleach for severe conditions.

14. Avoid reducing ventilation to reduce energy consumption.

Venting Systems

Chimneys and venting systems are designed to exhaust products of combustion to the outside of the building. Exhaust gases are considered hazardous. Chimneys and vents must be kept free of obstructions.

Where high-efficiency furnaces are specified, some design applications locate exhaust vents at exterior walls of the building. Check Winter snow accumulations to ensure chimneys and vents remain clear.

Air Conditioning / Cooling System

Air conditioning systems are usually optional equipment and utilize the same air distribution system and controls as the heating system.

The cooling mode may require balancing and adjustments to the distribution of air flow to help reduce temperature variations between spaces in the building. Refer to BALANCING under the heating section of this manual.

During hot muggy Summer weather, use window coverings to help block direct sunlight from entering the room spaces. This should help the system cool and balance temperatures. Reduce heat and humidity producing activities such as cooking, showers and laundry. Review the manufacturer's operation and maintenance manual.

Fireplace

Natural Gas Fireplace

The natural gas fireplace is considered a gas appliance. Consult the manufacturer's operation and maintenance manual for safe and efficient operation of the fireplace

Electrical

Electrical System Circuit Breaker

The circuit breaker panel is usually located on a basement wall. It contains circuit breakers with switches for electrical circuits throughout the building.

It is recommended that the legend printed on the panel be filled in to identify which outlets are protected by which circuit numbers. Circuit breakers are intended to be left in the ON position for normal working circuits. Under certain conditions breakers disengage to the OFF position which discontinues power to that circuit. To restore power to the circuit, return the breaker to the ON position.

Where breakers have been disengaged automatically, they are commonly referred to as tripped breakers. Tripped breakers may simply be a sign of an appliance overload. However, breakers which are tripped repeatedly may be the result of a more serious condition or defective appliance which might cause damage or fire. Have the problem checked by a qualified electrical specialist.

Where an appliance or outlet does not appear to have power, confirm the applicable breaker is ON. Electric kitchen ranges and some other appliances often contain their own electrical fuses which should be checked to ensure they are operational. Check the appliance manufacturer's operation manual for further information.

Ground Fault Circuit Interrupter (GFCI) or (GFI)

Specific circuits may be equipped with GFI to reduce the risk of electrical shock caused by a ground fault in electrical tools and appliances. The GFI receptacle is intended to protect exterior and bathroom outlets. The exterior GFI receptacle is usually located either at the circuit panel or at one of the exterior outlets. Normally the GFI receptacle has 2 buttons at the centre of the outlet. One is black and the other is red. Black is for TEST and red is for RESET. GFIs should be tested monthly to confirm they are working properly.

Electrical Safety

Avoid handling electrical equipment or cords with wet hands or around moisture. Repair or replace damaged fixtures, fittings or cords.

When planning changes, alteration or expansion to the electrical system, use the services of a qualified electrical specialist to ensure the work is completed for safe efficient operation.

Lighting

Light bulb replacement for all lighting fixtures is the homeowner's responsibility. For enclosed lighting fixtures, avoid using light bulbs greater than 60 watts capacity.

Most lighting fixtures have a notice indicating the type and capacity of bulb the fixture is designed to accept. Replace bulbs with the types specified.

Some exterior fixtures are designed to switch on automatically by a light-sensitive photo electric switch. The sensor is in a receptacle located somewhere on the building exterior. For lawn lamps, the sensor may be located on the fixture or the support post.

Sometimes photo electric switching is a municipal requirement of the sub- division agreement.

Smoke & Carbon Monoxide Detection Alarms

Smoke detectors require very little maintenance. They should be tested regularly in accordance with the manufacturer's instructions. Smoke alarms should be cleaned regularly with a vacuum to ensure intake openings remain free of dust or other obstructions.

Smoke alarms are hardwired to the building's electrical power system with battery backup. You should replace the batteries within the first 6 months of moving into your home.

How To Change Smoke Detector and CO2 Detector Batteries

Changing Smoke Detector Batteries:

1. Remove the smoke detector from the ceiling.
2. Disconnect the clip from the back of the smoke detector.
3. Open up the battery clip and replace the batteries. Leave the clip open.
4. Press the TEST button.
5. Insert the battery clip - the smoke detector should beep once. If it fails to beep, open the battery clip and repeat steps 1-5.
6. If there is still no beep, check that the batteries are installed correctly with the + and - symbols on the correct side. Check that the metal tabs that hold the battery are not bent or damaged.
7. Once the smoke detector beeps, reinsert the clip into the back of the unit and reinstall it onto the ceiling.
8. The LED light should glow a constant green and should not be flashing.

Changing CO2 Detector Batteries:

1. Remove the CO2 detector from the ceiling.
2. Disconnect the clip from the back of the CO2 detector.
3. Remove the 9V battery and replace it with a new one. Leave the clip open.
4. Press the TEST button.
5. Insert the battery clip.
6. Reinsert the clip into the back of the unit and reinstall it onto the ceiling.
7. The LED light should glow a constant green and should not be flashing.

For more information on fire safety, please visit the City of Ottawa's website: <https://ottawa.ca/en/residents/emergency-services/ottawa-fire-services/fire-safety-information>

Appliances

Where the builder provides domestic appliances, the homeowner assumes responsibility for connections to mechanical and electrical systems. Consult the manufacturers' installation, operation and maintenance instructions prior to installing and operating appliances. Record warranty registration with the applicable manufacturers. Where appliance service is required, contact the manufacturers' local service agents.

Central Vacuum System Rough-In

Where the building includes central vacuum rough-in, it means that a number of inlets has been provided to certain finished spaces. The number of inlets varies with the type and size of floorplan. The inlets are normally connected to a partial distribution system which is terminated in an unfinished base-ment space for future connection and completion of the system.

Hardwood Care Tips

Installation Recommendations & Warranty

Please read this guide in detail and follow installation instructions provided. It is important to understand that the recommended care and maintenance procedures must be followed or your warranty can be void.

Care and Cleaning

Your pre-finished Appalachian Flooring Ltd. Hardwood Floor is easy to clean and maintain. We recommend that you regularly sweep, dry-mop and vacuum your floor with a soft brush attachment to avoid the accumulation of grit and dust on the surface.

Humidity

As wood is a natural fibre, changes in the level of humidity of the room, in which you have installed your hardwood floor, will cause it to shrink or expand. The humidity level must be kept at a normalized level (between 30% and 50%). This can be easily accomplished through the use of an appropriate ventilation and humidification system or dehumidification system. Most regions of Canada will need a humidifier in the winter months.

Sunlight

The colour of your hardwood floor will mature with time and exposure to sunlight. This will cause it to change colour. Any area rug, which blocks out light, should therefore be shifted on a regular basis to keep the colour of your floor more uniform.

Liquids And Spills

All liquids and spills should be wiped off as soon as possible in order to prevent any possible damage. Ensure that a dry paper towel or terrycloth is used after clean up to ensure no liquid remains. You may consider using area rugs to protect susceptible areas (around kitchen sink, at exterior entrances etc.). If a spill occurs please remember to check under the mat to ensure that no water is trapped and that there is no moisture touching the floor. Do not wet mop your floor. Standing water can harm or warp your floor.

Protection

Abrasive dirt such as sand, street dirt and cat litter can damage any hardwood floor regardless of the strength of the finish. Regularly sweep and vacuum with a soft brush attachment do not use a vacuum with a beater bar as found in most upright models.

In addition, you can help protect your floor by using entrance mats and area rugs in high-risk areas such as entrances and doorways. When cleaning, remember to clean under the edges of rugs as it is a common place for trapped debris. Shake mats regularly to ensure there is no trapped debris. For rug pads choose 100% non-solvent based rubber, an untreated natural fibre such as wool or jute, or 1/4" chopped urethane. Do not use sticky or tacky backers. The plasticizers they use can attack and discolour finish. These same plasticizers may also be present in the backers of some rugs. In kitchens, use area rugs in high spill locations and at work stations. Cotton is generally the best fabric since it easily washed, do not use rug backers in a kitchen area.

Check all items that come in contact with the floor. Not only should felt pads be placed under the legs of the furniture standing on your floor but the felt pads should be cleaned regularly and checked for wear every 6 months in order to reduce the risk of damaging your floor. Wearing high heels should be avoided on your hardwood floor. The tremendous pressure exerted by the tip can dent and scratch the surface. Moving furniture across a floor can scratch and damage the flooring. If you must move heavy pieces of furniture (refrigerator, piano, love seat, etc.) never slide them directly on the flooring. Instead, place a piece of carpet face down between the furniture legs and the flooring and pull on the carpet to move the furniture. By doing so, you will prevent damage to your flooring.

Chairs with rollers should have wide rollers installed and a protective pad placed beneath large enough to cover the area on which it will be used. The area covered by the pad must be cleaned on a regular basis. Children's toys should be checked as a source for dents and scratches. Pets with sharp nails can certainly cause scratches as well as a source of water spots on floors. Please keep their nails trimmed.

Choice of Cleaners and Applicators

Although many hardwood flooring cleaners are advertised as suitable for pre-finished flooring the results can be extremely damaging to the finish or leave your flooring looking hazy. An easy way to test you cleaner is to try it on a mirror or glass to see if a residue is left.

Issues With Some Cleaners

Ammonia	Is too harsh and can discolour wood
Vinegar	Is an acid than can etch the finish and create dulling
Liquid Polishes	Have a wax type material which shines and leaves a contaminating film on the floor
Household Dust Treatment	Have strong detergents and may harm the finish and leave a residue or contaminating film behind
Household Cleaners	Have strong detergents and may harm the finish and leave a residue or contaminating film behind
Any product that instructions say mop and bucket	Introduce water to the flooring which can be catastrophic to the flooring
Steam Cleaners	This is currently the most damaging product on the market to clean your flooring with. The introduction of heat and steam can not only crack flooring but the introduction of water is very damaging to the finish
A product with a combination reservoir spray and mop	Introduces liquid directly to the flooring and can remain in the microbevel and cause damage if the spray is not fine enough

The recommended method of cleaning is a combination of Sweeping & Vacuuming and the use of the Appalachian Flooring multi-surface floor cleaner sprayed on a microfiber dry mop.

8

Glossary of Terms

Glossary

A

ASPHALT

Asphalt concrete mixture for paving roads and driveways.

ATTIC

The unfinished unheated spaces located within the roof assembly above the ceiling and below the roof sheathing.

B

BUILDING ENVELOPE

Exterior assemblies of a building separating interior spaces from the exterior elements.

C

CAST-IN-PLACE CONCRETE

Concrete work which has been erected and placed in its fluid state into site constructed from work to be shaped and cured.

CMHC

Canada Mortgage and Housing Corporation

COMPOSITE PLASTIC

Processed plastic-based products designed for special purposes such as piping, conduits, etc.

CREOSOTE

Tar-like substance that may accumulate as residue on the inside surfaces of chimneys.

D

DRAINAGE PATTERNS

Sloped surfaces designed to shed or channel rain water to specified locations for drainage.

F

FASCIA

Flat exterior trim component at the outside end of the roof between the roof finish on top and the soffit below and often clad with aluminum flat stock.

FINISH CARPENTRY

Interior finishing carpentry including doors, baseboard, casing, wood coves, trims, shelving, capping, etc.

FLASHING

Metal or composite material to help shed rain water from roofs at valleys or intersections. Also used with other assemblies such as masonry or siding.

FLOOR SYSTEM

Structural elements of a floor assembly using conventional or engineered joists to span spaces between beams or other supports and covered with subfloor sheathing.

FOOTINGS

Cast-in-place concrete perimeter base supporting foundation walls and the building structure and spreading loads to the subgrade.

FORMWORK

Temporary forms usually made of wood and constructed at the work site to hold and shape concrete for footings, foundations and other elements. When concrete cures sufficiently, forms are stripped away for re-use or discarded.

FOUNDATION

Cast-in-place concrete perimeter walls supported by the footings and supporting the frame structure.

G

GFI

Ground fault circuit interrupter for specific electrical circuits to reduce the risk of electrical shock faulty tools and equipment.

GRADING

Sloping ground surfaces designed to maintain rain water drainage patterns and channels away from buildings and into storm drainage systems.

GROUND FROST

Frost and frost action which occurs below ground surface during winter.

HOSE BIB

Also called lawn service, water hydrant and wall hydrant. Exterior water service faucets with common garden hose connection.

H

HRV

Heating, Ventilation and Air conditioning systems.

ICE DAMS

Ice ridges that form on roof assemblies from the freeze-thaw cycle of snow accumulation preventing free drainage of moisture.

I

I

INSULATION BAFFLE

Device installed in attic space between roof trusses and soffit ventilation to maintain adequate ventilation space between ceiling insulation and roof sheathing.

J

JOISTS

Heavy lumber or engineered system forming floor structure under subfloor sheathing.

K

KILN DRIED

Lumber artificially dried to reduce moisture content to specified levels.

L

LINTEL

Structural component, to carry structural load across window, door or archway openings in framework.

M

MATERIAL SHRINKAGE

Shrinkage which occurs in materials such as wood or concrete from moisture loss during the drying period.

MECHANICAL

Plumbing, drainage, heating, ventilation and air conditioning systems in buildings.

MILLWORK

Specialty wood work such as cabinets, fabricated columns, railings and mantles.

O

OBC

Ontario Building Code

OCHBA

Ottawa Carleton Home Builders' Association

ONHWP

Ontario New Home Warranty Program

P

PDI

Pre-delivery inspection or Home Owner Orientation

PINS

Survey markers to establish field dimensions and layouts.

PRECAST CONCRETE

Concrete which has been cast, shaped and cured at the factory to be later shipped to and erected at the work site.

R

REBAR

Reinforcing steel rods (bars) cast into concrete work to increase strength for specific purposes.

ROOF VENTS

Venting systems erected through roof assemblies to promote air circulation within attic spaces.

S

SASH

Part of the window assembly which holds glazing and is sometimes also the operable part of the window panel.

SIDING

Exterior wall cladding materials such as aluminum, vinyl and wood finishes.

SITWORK

Ground or site related works such as excavation, grading and landscaping.

SOFFITS

The underside portion of a roof assembly which over hangs or projects beyond the exterior wall and is often clad with perforated aluminum.

SONO TUBES

Cylindrical forms placed on pads and filled with concrete to form posts or piers.

STUDS

Wood or metal vertical wall framing components forming part of the frame wall assembly and normally made of 2"x4" or 2"x6" softwood species lumber.

SUB FLOOR

Interior floor sheathing material fastened directly to the top side of floor systems.

SUBGRADE

Soils and ground conditions beneath ground surface and below the bearing point of footings.

T

TELEPOST

Round steel posts with telescopic type adjustment commonly observed in basement spaces supporting steel beams.

T

THERMOPANE

Common window industry term used to describe window glazing units which are vacuum sealed between glass to reduce conductivity properties.

TRUSSES

Wood roof structural components which are often pre-engineered and fabricated in a factory for incorporation into the roof assembly at the work site.

U

UNIT PAVERS

Usually made of precast concrete and used as patio slabs or interlocking brick units for patios and walkways.

V

VCT

Vinyl Composite Tile

WEEP HOLES

Small openings at the bottom course of brickwork to promote moisture drainage from the cavity behind the brickwork.

W

WINDOW WELL

Earth retaining system to permit window installations partially below grade such as in basements.



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