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1.0 YOUR NEW HOME AT THE ARC

1.1 BUILDING OVERVIEW

Designed by Francl Architecture, The ARC features two contemporary towers, which are connected by a bridge and designed with curved forms to resemble a waving flag. The ARC has a combined total of 560 residential homes sitting atop commercial ground floor units. The following is a brief orientation to help you locate the various facilities in your complex.

Main Floor

The Building lobbies and your Mailboxes are located on the main level of North Tower. The Concierge Desk is also located in the lobby of North tower, 89 Nelson Street.

2nd Floor - Shared Amenities

Cappuccino lounge with outdoor garden and BBQ area

20th Floor – Shared Amenities

Grand lounge with catering kitchen
Outdoor patio deck
Gym
Indoor swimming pool with glass bottom
Indoor hot tub
Sauna
Steam room with aromatic therapy
Tepidarium with heated lounge chairs

Parkade – Shared Amenities

Automatic touchless car wash
Bicycle Repair Station

One Pacific - Shared Amenities:

Outdoor pool
Outdoor hot tub
Sauna
Steam room
Kitchen/Lounge
Billboards and games area

Parkade

P1: Visitor parking, *residential parking, storage locker rooms, bike storage, bicycle repair station, automatic touchless carwash.

P2: Storage locker rooms, garbage/recycling room, *residential parking

P3-P5: Storage locker rooms, *residential parking

*All residential parking has EV parking capability. For activation please contact the concierge or your property manager.

2.0 EMERGENCIES

2.1 VANCOUVER EMERGENCY TELEPHONE NUMBERS

Ambulance	For a medical emergency Non-emergency 604-872-5151	Call 911
Police	For a security emergency Non-emergency 604-717-3321	Call 911
Fire Department	For an emergency Non-emergency 604-665-6000	Call 911
Power Outages & Electrical Emergencies (BC Hydro)		1-888-769-3766
Poison Control Centre		604-682-2344
Gas Leaks & Gas Odor Emergencies (Fortis BC)		1-800-663-9911
Earthquake, Flood, Dangerous Goods Spills		1-800-663-3456
Concierge Desk		604-336-9071

2.2 BUILDING EMERGENCY TELEPHONE NUMBERS

Please report all **common area and in-suite emergencies** to the concierge and property management team at the time that it is occurring. This will get the quickest response in the building to mitigate any possible damage. If it is between 9:00 am and 5:00 pm (Monday – Friday), please also call your Customer Care Centre (refer to Section 4.0) to advise us of any in-suite emergency situations.

Building Emergencies - 24 hours - Rancho - 604-684-4508

Note: We ask for your cooperation in calling after hours & weekends ONLY in an emergency situation. Emergency service is generally considered that which affects electrical, heating, or water supply and requires immediate attention.

3.0 ADDRESSING YOUR CONCERNS

3.1 REPORTING IN-SUITE DEFICIENCIES

All requests for service on warranty items in your home must be made **in writing** to the Customer Care Centre unless it is an emergency.

Please send your written request for service to prab.grewal@concordpacific.com or by completing the Customer Service Request web form found online at www.concordpacific.com/customer-care/ (select the "Homeowner" tab > click on The ARC)

Please note that rental tenants cannot submit requests for service, all forms need to be sent in by the owner of the home.

3.2 REPORTING COMMON AREA DEFICIENCIES

Problems in the common areas of The ARC, such as lobbies, elevators, landscaping elements, recreational areas or parkades, are the responsibility of your property management company. Please follow the reporting procedures set by the property management company.

3.3 ENTERPHONES, PROXIMITY READERS AND KEY FOBS

If you have a problem with the operation of any of your key fobs, or if one is lost or stolen, please report this immediately to your property management company. In addition, problems with the proximity readers and Enterphones in your building fall under the responsibility of your property management company, which can be reached 24 hours at 604-684-4508 or by contacting the Concierge.

3.4 APPLIANCES

All appliances carry a minimum of one-year warranty directly with Trail Appliances. If you encounter problems with your appliances, please first refer to the appliance manual and if necessary, contact the supplier's service department directly. Please be aware if a service call is initiated for a non-warranty matter, fees may apply for service.

NOTE: For a complete list of appliances, model numbers and service contacts, please refer to section 9.1 of this manual.

4.0 CUSTOMER CARE CENTRE

4.1 ROLES AND RESPONSIBILITIES

Your new home has been designed to provide you with many years of gracious living and our Customer Care Centre is here to help ease the transition into your new home. Our staff are available to answer questions about your new home at The ARC and within the Concord Pacific Community. They are also available to help resolve your in-suite warranty concerns.

During office hours 9:00 am to 5:00 p.m., Monday to Friday at:

Customer Care Centre

At the Concord Pacific Presentation Centre

Located at:

88 Pacific Boulevard
Vancouver, B.C.

Tel: (604) 899-8800

Fax: (604) 899-9183

Address: The ARC

89 Nelson Street, Vancouver, BC V6Z 0E7

&

87 Nelson Street, Vancouver, BC V6Z 0E8

Questions or Concerns

Customer Care Officer

prab.grewal@concordpacific.com

604-899-7232

5.0 THE WARRANTY PROGRAM

From the very outset, expert planning, design resources and high quality construction go into building each new home at The ARC.

At completion, you or your appointed representative will be invited to collect your keys, the day AFTER your official completion date. At this time, a Warranty Commencement Certificate will be available for the owner. The Developer will forward the completed Warranty Commencement Certificate for each strata lot to Travelers Canada. Travelers will then issue their Warranty Certificate directly to each owner at the address recorded on the Certificate of Possession at the time of key pickup. The Warranty Certificate will include some additional information relating to the home warranty coverage and instructions on how to contact Travelers Canada if there are any questions or concerns.

The warranty insurance is required by the Strata Property Act.

Your warranty covers defects in workmanship and repair or replacement of defective materials but it does not include maintenance of your suite. Proper maintenance is your responsibility and failure to carry out proper maintenance could void your warranty.

For a complete description of these warranties, please refer to Section 5, Sub-section 5.2 in your Disclosure Statement.

5.1 CUSTOMER SERVICE

Your satisfaction, protection and peace-of-mind are the main priorities of service offered by Concord Pacific's Customer Care Centre.

To obtain prompt service for your home, please direct all requests in writing to our Customer Care Centre.

5.2 TRANSFER OF WARRANTY

The warranties provided by the Travelers Warranty Program are transferable, so if you are selling your suite, please have the **Transfer of Warranty form** completed and forwarded to our office. This form enables us to keep an accurate record of the ownership of the suite and to provide the same level of customer service any new owners.

NOTE: This form can be found in the CUSTOMER CARE section on the Concord Pacific Web Site at concordpacific.com

6.0 LIVING AT THE ARC

6.1 STRATA COUNCIL: ROLES AND RESPONSIBILITIES

The Strata Council is responsible for the maintenance and administration of the common property and the democratic enforcement of the Strata Corporation Bylaws, Rules and Regulations. Members of the Strata Council are elected from, and by, the registered Owners at the Annual General Meeting that is held each year. Following their election, the Strata Council members meet to discuss the operation and management of the building.

6.2 PROPERTY MANAGEMENT: ROLES AND RESPONSIBILITIES

A property management company is hired by the Strata Council to oversee all common property of the building. The primary concern of the Strata Manager is to ensure the protection of the interests of the owners including insurance, building maintenance, and good communication within the development.

<p>Rancho Management Services (B.C.) Ltd.</p> <p>8th Floor - 1125 Howe Street Vancouver, B.C. V6Z 2K8</p> <p>604-684-4508 (office) 604-684-1956 (fax) ranchovan.com</p>	<p>Strata Agent</p> <p>Joseph Tsang josephsang@ranchogroup.com 604-331-4253 (direct line) 604-684-1956 (fax)</p>
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Rancho Management Services (B.C.) Ltd. has provided you with a **Welcome Package** containing information on strata living and the responsibilities of the strata council and property management. For building procedures and use of the facilities in the building, please refer to the printed package provided to you at your walk-through or to the PDF version found on the **myRanchoStrata** page at www.ranchovan.com.

Concierge Phone Number: **604-786-3842**

Concierge Email Address: **TheArc@ranchogroup.com**

6.3 COMMON PROPERTY

The common property includes all areas beyond each owner’s strata lot (i.e. hallways, foyers, parking areas, bike storage, elevators, gardens, recreational facilities, meeting rooms, etc.). Common property also includes all pipes, wires, cables, chutes, ducts, facilities for the passage of water, sewage, drainage, gas, oil, electricity, heating and cooling systems, and other services contained within a floor, wall or ceiling of a building, where the Centre of the floor, wall or ceiling forms the common boundary between two strata lots or between a strata lot and common property.

Common property may also be designated for “exclusive use” which is termed limited common property. Balcony patios are an example of this designation.

6.4 STRATA FEES

Strata Fees are paid to the Property Management Company and are due on the first day of each month. (No invoices will be issued by the Property Management Company) If you would like to do this using a monthly pre-authorized payment plan, you may do so by filling out the **PRE-AUTHORIZED PAYMENT PLAN FOR STRATA FEES** form and submitting it along with a void cheque to your Property Management Company.

6.5 INSURANCE

The building insurance arranged by your strata corporation is through:

BFL Canada Insurance Services
Phone: 604-669-9600 Fax: 604-683-9316

In addition to this, **you must have your own homeowner’s insurance policy**. Please ensure that this includes adequate insurance coverage for your personal contents, personal liability and any betterments made to your strata lot. It is extremely important that you have coverage for condo deductible/assessment chargeback under your homeowners insurance policy.

6.6 RESTRICTIONS TO EXTERIOR APPEARANCES

To retain a neat and uniform appearance, bylaws have been established which clearly outline what is permissible and what is not in regards to the external appearance of the building. Please familiarize yourself with these policies provided by your Property Manager to avoid problems at a later date. The most common restrictions prohibit “For Sale or Rent” signs in windows or on the common property, drapes that are not of a neutral colour, aluminum foil in the windows, and the alteration of landscaped areas.

6.7 RENOVATIONS TO YOUR SUITE

Please contact the property management company before undertaking any renovation/upgrade work in your suite. You may require Strata Council's approval and will need to follow building by-laws/ BC building code requirements.

6.8 BIKE STORAGE

Bike Storage has been provided for you in the Parkade of The ARC. Arrangements for the use of these common rooms can be made through your Property Management Company or Concierge.

6.9 GARBAGE/RECYCLING ROOM

The Garbage/Recycling room is located in the Parkade on the P2 level of your building. To access the Garbage/Recycling area, simply swipe your FOB against the reader.

6.10 MOVING IN AND OUT

Prior to moving in or out of the building, you **MUST** contact your property management company to schedule a day and time. They will reserve an elevator for your use and hang protective padding in the elevator cab. It is essential that you make prior arrangements with the concierge/strata manager to use the elevator for moving, in order to avoid conflicts with other move-ins and any scheduled repairs to the elevator.

6.11 RENTING OUT YOUR SUITE

As an owner, you may choose to rent out your suite. However, you must ensure that your tenants are knowledgeable about in-suite features and building procedures. Please familiarize them with the "I am a Tenant" information located in the Customer Care Tab on the Concord Pacific web site.

NOTE: Please remember that the Customer Care Centre cannot accept service requests from your tenants to repair items in your suite.

The owner of the suite must report warranty items directly to the Customer Care Centre.

Some owners may wish to hire a property management company to handle the rental of their suite. Prompton Real Estate Services Inc. is the recommended

agent and they offer full Rental Management Service. Please contact them at 604-899-2333 for further details of their services.

Holiday Home Package: For those owners who do not plan to occupy their suite full time or intend to rent it out to a tenant, Prompton Real Estate Services Inc. offers a Holiday Home Management Service. Prompton will provide regular visits to your suite while you are absent from Vancouver. For full details of this service, please contact them at 604-899-2333.

6.12 PREPARING YOUR HOME FOR LONG ABSENCES

Your home should not be left unattended for any period longer than two weeks. We recommend that for your safety and the protection of your warranty that the following procedures be implemented while you are away:

- Set your thermostat at a minimum of 17 degrees Celsius / 62 degrees Fahrenheit so that interior finishes are not damaged
- Flush your toilets and run the water at your shower/tub/sinks to prevent the occurrence of sewer gas. Not only does this gas create an unpleasant odor, it can also be dangerous
- Turn on your hot and cold water in the suite for at least 15 minutes every two weeks
- Test the smoke alarm to ensure it is functioning properly
- Turn off your hot water, cold water and washing machine taps while you are away to prevent pressure on hoses and valves and to minimize leakage if a hose or valve breaks or ruptures
- Ensure that the fan timer in your laundry closet is set to "auto" and programmed to run for a minimum 8-hours per day
- Close all blinds and turn off all lights

For those owners who do not plan to occupy their suite full-time or intend to rent it out to a tenant, Prompton Real Estate Services Inc. offers a Holiday Home Management Service. Prompton will provide regular inspections of your suite in between your visits to Vancouver to ensure your home is looked after while you are absent. For full details of this service please contact them at 604-899-2333.

7.0 BUILDING ENTRY SECURITY

7.1 VISITOR & ACCESS CONTROL SYSTEM OPERATIONS

7.1.1 Visitor Access to your Suite

The building is equipped with an Enterphone visitor entry system that allows you to control access to the building from within your suite by use of your telephone and television.

The Enterphone system utilizes a “phone-line” system that enables visitors to connect to your phone whether you are using standard phone service, Voice Over IP (VOIP) Cellular, or digital phone systems as your main telephone device.

When a visitor calls you from the Enterphone visitor entry panel, pressing “6” on your telephone keypad will release the door for your visitor to enter the building and issue a credit to allow him time to enter the elevator and press your floor number.

Once you have pressed “6” you will hear the confirmation tones from the Enterphone panel letting you know that the operation was successful.

To deny access, simply hang up.

For security reasons, the elevator time credit issued is only for a short period of time and only for the floor on which you live.

7.1.2 Visitor Call Waiting

If you subscribe to Call Waiting with your phone service provider, then you can use this feature for calls from the entry system while you are on an outside call. Typically, you will hear the “call waiting” tones on the telephone, which indicate that you have a visitor. You can then put the outside call on hold and you will now be connected to your visitor at the entry panel. You can then grant access to the visitor by pressing the number “6” on your telephone. To deny access to the visitor, press the “*” key on the telephone.

7.1.3 Key Fob Access Control

To operate the key fob, simply present it at the proximity reader located at the door, gate or elevator you are entering. Your key fob will unlock the door or gate for only a few seconds to allow you to enter. Your key fob also activates the elevator to stop only at the floor you live on. When you enter the elevator,

first present your key fob to the proximity reader and then press the elevator button for your floor.

Each key fob has a unique number. The number on your key fob has been assigned to your suite and programmed for access to your floor only. If you own more than one suite, you cannot interchange the key fobs. **If any of your key fobs are lost or stolen, please notify your Concierge or Property Management Company immediately.**

Additional key fobs can be purchased from your Concierge or Property Management Company.

NOTE: It is important that you carry your key fob with you when you leave your suite, even if you do not intend to leave the building. You will need it to return to your floor.

7.1.4 Keys

Homeowners receive three suite and three mailbox keys. You may have additional keys cut by any locksmith.

7.2 BUILDING SECURITY

Some of the security features in your building include:

- secure parking for residents in the underground Parkade
- lobby & Parkade vestibule security cameras
- an enhanced Enterphone system
- key fobs replacing keys for entry to the building, common areas and parkade. These fobs can be deactivated if lost or stolen; please report lost or stolen fobs to the Concierge or Property Management immediately to be deactivated.
- restrictive elevator access on each floor allowing residents on every floor to have the maximum in security and exclusivity. Your key fob activates the elevator to stop only at the floor you live on and your visitors are given a credit time to enter the elevator and press your floor only. When you enter the elevator, first present your key fob to the proximity reader and then press the elevator button for your floor.

NOTE: Please ensure that the parkade gate is fully closed every time you enter or exit the Parkade. Building security is the responsibility of every resident at The ARC.

From time-to-time the property management company & strata council may introduce specific rules and regulations, please follow them accordingly.

8.0 OPENING YOUR UTILITY ACCOUNTS

8.1 TELEVISION

Novus

Cable TV services are available from Novus. To begin service, please contact Novus customer service representatives at: **604-642-6688**

Telus

Phone: 1-888-811-2323
Website: www.telus.com

8.2 HYDRO

Please be advised that the electricity for each suite is individually metered by BC Hydro. It is important that you make an immediate **new account application** to BC Hydro. This can be done through the **B.C. Hydro automated service line at 604-224-9376 or on-line at bchydro.com/moving**

NOTE: You are responsible for your in-suite meter utility effective on the legal possession date (i.e. the next day after the closing date). You should use this possession day after your suite closes as the date for commencement of your Hydro service.

If an account application is not made quickly, your power supply will be disconnected and will result in additional re-connection charges. We strongly recommend you take immediate action. **Direct all your calls regarding residential account inquiries and new accounts to the BC Hydro automated service line at 604-224-9376.**

8.3 TELEPHONE

Novus

To obtain Novus' Home Phone service, please call Novus at **604-642-6688**

Telus

Phone: 1-888-811-2323
Website: www.telus.com

8.4 FIBRE OPTIC INTERNET

Your home is equipped with fibre optic internet access by Novus. To begin your service, please contact Novus customer service at: **604-642-6688**

9.0 CARE AND MAINTENANCE OF YOUR HOME

Remember that nothing is maintenance free. Proper care and cleaning is required to preserve the quality of your home. This section is designed to assist you with this. If you have questions regarding the care and maintenance of your suite, please contact your Customer Care Representative who will do their best to provide you with answers to your questions.

9.1 APPLIANCES

NOTE: For complete instructions on the operation and care of your appliances, please refer to the appliance manuals located under the Appliance Manuals tab in the Customer Care section of the concordpacific.com web site.

You may also refer to the printed manuals which were left in your kitchen drawer and shown to you during your Walkthrough Inspection Appointment.

It is important to read through all manuals before using the appliances.

APPLIANCE	BRAND	MODEL #	SERVICE
Fridge – 1 BED	Miele (24")	KFN37232iD	<p style="text-align: center;">Trail Appliances 604-777-3300 customercare@trailappliances.com</p> <p style="text-align: center;">Online Request: https://www.trailappliances.com/forms/service-request-form/</p>
Cook Top	Miele (24")	KM360GSS	
Oven	Miele (24")	H2265B	
Dishwasher	Miele	G4998SCVi	
Hood Fan	Miele	DA398-7	
Microwave	Panasonic	NNST775S	
Washer	Miele	WWF060	
Dryer	Miele	TWF160	
Fridge – 2 BED	Miele (30")	KFN9855iDERE <i>or</i> KFN9855iDELI	
Cook Top	Miele (30")	KM2030GSS	
Oven	Miele (30")	H6180BPSS	
Coffee Machine (2817, 2818, 2819)	Miele	CVA6800SS	
Wine Cooler (2817)	Miele	KWT1603V	

9.2 BATHROOM SINKS & TUBS (Acrylic)

With proper care and maintenance, your Acrylic bathtubs & sinks will give you many years of enjoyment.

Cleaning and Maintenance Instructions:

- 1- To clean the surface it is recommended that you use common household cleaners (for example: Lysol Basin, Tub & Tile Cleaner, Glass Plus, Simple Green, Mr. Clean, or a mild dishwashing detergent such as Ivory Liquid. Rinse well and dry with a clean cloth.
- 2- Never use abrasive cleaners
- 3- DO NOT allow your sink or tub to come in contact with products such as acetone (nail polish remover), nail polish, dry cleaning solution, lacquer thinners, gasoline, pine oil, wintergreen, etc.
- 4- Remove dust and dirt with a soft, damp cloth.

9.3 BBQ BOXES (Gas) (some suites)

Inside the BBQ box cover on your balcony or patio there is an adaptor for the connection of gas appliances, initial connection should only be done by a licensed gas fitter.

NOTE: You cannot attach a Propane BBQ to the gas line.

9.4 CABINETRY

Veneer Cabinets

Dust veneer cabinets frequently with a soft, lint-free cloth. You may dampen the cloth slightly with water.

Clean up spills, splatters and water spots as they occur. Pay special attention to the areas near the sink and dishwasher as they are more likely to come in contact with moisture. To clean cabinets, use a clean, microfiber cloth and mild soap diluted in water if necessary. Ensure you wipe the cabinet surface dry with a soft, clean cloth.

Do not use abrasive cleaners, scouring pads, steel wool or powdered cleaners.

Do not use aerosol sprays containing silicones or paste waxes, ammonia or ammonia based cleaners. Do not leave wet cloths on or near cabinets. Do not allow oven cleaners or other caustic cleaners to contact the cabinets.

9.5 CHROME & NICKEL FITTINGS AND FAUCETS

Finishes are very durable, however special care must be given in order to maintain many years of service and quality appearance. Do not use abrasive cleaners (Comet, Ajax, etc.) or chemical sprays (Windex, Formula 409, Fantastic, etc.) as they may cause de-plating of the finishes or damage to the plastics. Do use warm water and chamois to remove any soiling. Buff with a soft clean cloth.

9.6 CLOSET SHELVING

The shelves of your closet system are designed to support light items such as clothing. Care should be taken not to place luggage and other heavy objects on the shelves. Excessive weight may cause damage.

9.7 COUNTERTOPS

Engineered Stone:

- *Do not sit, stand or place heavy objects on countertops.
- *Do not place hot items directly on the stone surface.
- *Always wipe up spills immediately to prevent staining.
- *Always use a cutting board; DO NOT cut any items directly on the countertop.

Do not use abrasive cleaners, scouring pads, and similar materials as they may damage the surface. Clean with a soft, clean cloth, mild detergent and water or use a product specifically formulated for use on these materials.

Care should be taken in choosing a detergent additive that will not damage the luster of the polish of the engineered stone. High acidic or high alkaline content will remove the shine. Only products specifically designed for use on engineered stone should be used.

Products which are an acid or alkali such as perfume, shampoo, toilet bowl cleaners, Windex, juices, vinegar, soda, etc. will damage these surfaces.

9.8 DRAINS

Maintenance of all drains for plumbing as well as water drainage on balconies and terraces is a maintenance issue and is the responsibility of the owner. Clearing clogged drains is not a warranty issue. To reduce the risk of clogged drains, please refrain from flushing paper towels, rags, or feminine hygiene products down the water closets. Do not dispose of food waste down drains unless your suite is equipped with a garburator, and then only down the designated garburator drain. Shower drains should be kept free of hair or soap buildups and be cleaned on a regular basis.

9.9 ELECTRIC CAR PLUG-INS

The Parkade has been equipped with 100% EV plug-in stalls with a receptacle rated for 40Amps with a lockable cover. If a homeowner wishes to install an EVCC in their stall that is not a plug-in, they would need to have a qualified electrician do the installation. Please consult with your Strata Manager or Concierge for further details on use and billing procedures.

9.10 ELECTRICAL BREAKERS

The electrical breakers, located in the breaker panel box, measure the current passing through a circuit. If there is an excessive draw, the power is interrupted. To reset, open the door of the breaker panel box. All breakers are labeled. Locate the tripped breaker and flip it "Off", then back to the "On" position. If the problem persists, unplug or turn off electrical devices before resetting the tripped breaker.

NOTE: Breakers usually trip because of overloads caused by plugging too many appliances into the circuit, a worn or defective appliance, or operating an appliance with too high voltage or wattage requirement for the circuit. The sudden starting of an electric motor can also trip a breaker. If a breaker trips repeatedly check for any of the above causes before contacting Customer Care.

9.11 ELECTRICAL OUTLETS

9.11.1 Kitchen Counter Electrical Outlets:

Each electrical outlet is split in two so that the top and bottom receptacles are on separate circuits. This allows you to plug in two high draw appliances in the same outlet without tripping a breaker.

9.11.2 Switched Outlets:

One half of one of the electrical outlets in those rooms which have no overhead light fixture (e.g. living room, bedroom, etc.) is "switched" and is operated by the light switch (marked by a blue dot). A lamp plugged into this receptacle can then be operated by the turning on the light switch. One of the receptacles is "switched" (indicated by a blue dot) and the other is "live" and operates in the same manner as a regular outlet.

9.12 FAN TIMER SWITCH

The fan timer allows for the pre-programmed operation of the main bathroom exhaust fan. The fan timer can be found in the laundry closet and is currently set to automatically run twice per day in 4-hour intervals.

PROGRAMMING THE TIMER

Please follow the programming instructions found in your Timer’s Manual. The Timer should always be left on the “TIMER” (Auto) setting.

NOTE: City Code states that you must run your fan for a MINIMUM of two, 4-hour operating periods per day. This will remove excess moisture from the air and aid in maintaining a healthy home.

Please follow the Timer Manual for detailed programming instructions.



Fan Timer



Typical Bathroom Fan

9.13 FLOORING

The highest quality flooring materials have been installed in your home, and their life will be prolonged with regular cleaning. For preventative maintenance, an entrance mat is the most basic requirement. Please note that rubber, foam back or plastic mats may discolour some flooring materials.

9.13.1 Marble Tile Flooring:

Wash with water and a pH neutral cleaner; rinse with warm water and allow to dry. Always wipe up spills immediately to prevent staining of the grout.

It is every homeowner's responsibility to re-seal the grout with a certified grout sealant annually. You can purchase grout sealer from any local home improvement store.

9.13.2 Laminate and Engineered Hardwood Flooring:

A few moments of care and a little common sense can go a long way in keeping your new floor looking its best.

Routine Maintenance:

- 1) Use a damp cloth to blot up spills as soon as they happen as excess water can damage the surface and seep into the seams of the flooring.
- 2) Sweep, dust or vacuum the floor regularly (once or twice a week). Use a broom with soft bristles and/or a vacuum with the hardwood attachment only.
- 3) Periodically clean the floor with cleaning products made specifically for the type of floor in your home.
- 4) DO NOT wash or wet mop the floor with soap, water, oil-soap, detergent, or any other liquid cleaning material. This could cause swelling, warping, delamination, and joint-line separation, and void the warranty.
- 5) Do not use steel wool, abrasive cleaners, or strong ammoniated or chlorinated type cleaners.
- 6) Do not use any type of buffing or polishing machine.

Environmental Protection:

- 1) Entry mats will help collect the dirt, sand, grit and other substances that might otherwise be tracked onto your floor.
- 2) To prevent slippage of area rugs, use an approved vinyl rug underlayment.
- 3) Use floor protectors and wide-load bearing leg bases/rollers to minimize the chance of indentations and scratches from heavy objects.
- 4) Remember, preferable temperature should be approximately 17-23°C (62-73°F with a relative humidity of 54-60%. Humidity should never be allowed to drop below 30% as this may cause floor gapping. (Proper humidity levels should be maintained by using your exhaust fan, which has a timer switch on the wall in the laundry closet.)

- 5) Avoid excess exposure to water during periods of inclement weather.
- 6) Keep your pet's nails trimmed to prevent them from scratching your floor

Caution Note: Flooring surfaces can be damaged by high-heeled shoes due to the extremely high compression force they generate. Such footwear can produce dynamic loads in excess of 1000 pounds per square inch, even when worn by someone of slight or average build. Floor protectors (felts) need to be used on the feet of furniture to avoid scratches.

9.14 GROUND FAULT CIRCUIT INTERRUPTER (GFCI)

All the outlets in the bathrooms and kitchen are connected to a GFCI. If there is ground fault, the power is interrupted. To reset, simply push the designated reset button on the outlet. Test the GFCI outlet once a month to ensure it is working properly. To test, simply press the test button while operating an appliance (e.g. razor). Pressing this button creates a short and power should be terminated. To reset, press the designated reset button on the outlet. Your microwave is on a separate GFCI plug that is located directly behind the microwave. In order to access you will need to remove the metal trim and carefully remove the microwave.

9.15 HEATING/COOLING

A setting of at least 17 degrees Celsius/62 degrees Fahrenheit is required to maintain the interior finishes in your suite.

Heating and cooling in your home is provided by an in-suite "water source" fancoil unit. The fancoil pushes air across a hot or cold water coil. When your thermostat calls for heating, a control valve will open and hot water will flow through the fancoil's heating coil, the fan will force air across the coil and heat your suite. When the thermostat calls for cooling, a control valve will open and chilled water will flow through the fancoil's chilled water coil, and cool your suite. When your suite temperature meets the thermostat setting, the coil valve will automatically close.

The fancoil unit is generally located in the ceiling of the den, hallway or closet of your suite. There is an access panel with either a single or double panel door, (depending on the suite size) that will allow access for servicing. Air is distributed throughout your suite in ductwork located near the ceiling.

Fancoils have heating and chilled water lines connected to the building's water source supply lines. The units also have a condensate drain line which collects water during the summer months when you operate in cooling mode. Condensate collects in a pan located at the end of the unit then drains into a building drain riser.

NOTE: It is very important to regularly service your fancoil unit. Condensate pans and drain lines can become plugged with dust and debris during regular operation. If not serviced, drain lines can become blocked and result in water backing up and spilling into your suite causing damage.

Twice yearly service, with filter changes, cleaning of the fancoil drain pans and testing of the heating and cooling valves are required to maintain units and ensure proper operation. *Please contact a professional HVAC Service Company to clean the drain pans and test the heating and cooling valves regularly.

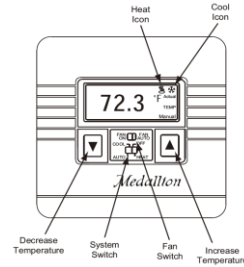
Regular ongoing fan coil filter maintenance is also the responsibility of the Homeowner. Filters need to be changed twice a year (Spring & Fall). Please check with the strata manager for further maintenance information.

Failure to maintain the fan coil on a regular basis will void the warranty.

9.15 HEATING/COOLING (Continued)

Primary Thermostat

**Medallion
Series
TDAP24-AH22-
CB**



Testing Basic Functions:

Check the basic functions in the manual mode. Turn the program selection dial, located under the flip down cover, to "MANUAL."

OFF:

1. With system switch in the "OFF" position, the thermostat turns off the heating and cooling systems.
2. Setpoints cannot be changed in the "OFF" position.
3. Actual room temperature will continue to be displayed.

Fan:

1. With system switch in the "OFF" position, put the fan switch to the "AUTO" position. The fan should be off.
2. With the system switch in the "OFF" position, put the fan switch to the "ON" position. The fan should run continuously.

Heat:

1. Set the system to "HEAT."
2. The display will alternate between setpoint and actual room temperature.
3. Press either "up" or "down" arrow twice to enter the "SET" mode. Raise the setpoint by pressing the "up" button. To test, raise the setpoint above room temperature. Heat should turn on within 3 minutes.
4. Press the "down" button to lower setpoint to 5 degrees Fahrenheit below room temperature. Heat should turn off in less than 1 minute.

Cool:

1. Set the system switch to "COOL."
2. The display will alternate between setpoint and actual room temperature.
3. Press either "up" or "down" arrow twice to enter the "SET" mode. Lower the setpoint by pressing the "down" button. To test, lower the setpoint below room temperature. Compressor should turn on within 3 minutes.
4. Press the "up" button to raise the setpoint to 5 degrees Fahrenheit above room temperature. Compressor should turn off in less than 1 minute.

Auto:

1. Set the system switch to "AUTO."
2. The automatic changeover function is now engaged. The change over band (deadband) is automatically adjusted so that heating and cooling setpoints are never closer that 4 degrees Fahrenheit.

Secondary Thermostat (some homes)



Two and three-bedroom suites may be equipped with a Young Regulator Co. Controller Thermostat, located in one or more bedrooms. This unit is for controlling airflow into the bedroom in which the thermostat is located, but does not override the primary thermostat function.

In suite heating/cooling/ventilation is provided by a water based fan coil unit. When the suite is occupied, the fan coil should be turned on. The fan coil will automatically run at a low speed and turn to high speed when there is a call for heating or cooling. '06 & '08 suites are equipped with a subzone thermalfuser along with the wall adjuster for additional comfort control.

Note: The thermalfuser can only be operated when the associated fan coil is turned on and can only be operated on the same heating/cooling mode.

Note: This secondary thermostat has been factory programmed and functions as a temperature gauge in the room it is located. Do not attempt to manually adjust the temperature settings.

IRP Controls model number TDAP24-AH22-CB auto heat/cool programmable thermostat

This is a Multistage Auto/Heat/Cool Residential Programmable Room Thermostat.
The thermostat controls the Suite 4 pipe fan coil to provide heating and cooling to the suite.

Program Selection Dial Operation tips:

The home owner needs to make sure the program selection dial is set to “Manual” or “Run Prog” dial setting. If it is left in any other position the thermostat does not operate the fan coil.

Normally you would want to operate the thermostat in the **Run Program** mode.

This saves energy with setback of heating set point & setback of cooling set point in LEAVE & SLEEP periods. The set point & times for WAKE, LEAVE, RETURN & SLEEP periods is very simple, turn the dial and selecting time or temperature

MANUAL operation selection bypasses the scheduled times in the Program Mode.

If you switch to **MANUAL**, you bypass programming modes and the fan coil runs based on set point selected.

Fan ON/Fan Auto switch:

Fan shall run continuously on low speed and switch to high speed on call for heat or cooling when fan switch is in **AUTO** position.

When the thermostat fan AUTO/ON Switch is in the **ON** position, fan shall run continuously in high speed.

If fan runs in cooling mode but does not run when heating is on, it is possible that someone did not set the Fan jumper for the thermostat correctly. To access this jumper the thermostat has to be opened up to access the jumpers. There are three jumpers. The one in the middle is the fan jumper. This should be set to the left “E” so that the thermostat automatically turned the fan on when there is a call for heating.

Heat/Auto/Off/Cool Selector Switch position

Make sure it is set to Auto, Heat or Cool and **not off**
Suggest Auto be the normal position

Heat & Cool Test:

Cooling Operation: If you select “Cool” Mode and lower the set point to 2.5C (5F) below the **displayed room temperature** the fan coil should open the cooling coil valve and supply fan shall switch to high speed.

Heating Operation: If you select “Heat” Mode and increase the set point to 2.5C (5F) above the displayed room temperature the fan coil hot water heating coil control valve should open and supply fan should switch to high speed.

The attached IRP Medallion Thermostat Programming Instruction Sheet should be all that you need in the suite owner’s manual. The above info could be useful for home owner.

9.16 KITCHEN BACKSPLASH

Marble Tile: Regular maintenance of your tile backsplash will keep it looking as good as it did when it was installed.

Wash with water and a pH neutral cleaner; rinse with warm water and allow to dry. Always wipe up spills/splashes immediately to prevent staining of the grout.

NOTE: It is every homeowner's responsibility to re-seal the grout with a certified grout sealant annually. You can purchase grout sealer from any local home improvement store.

9.17 LIGHT FIXTURES

The ceiling above your Dining room has been wired for a ceiling fixture. A temporary fixture has been provided for inspection purposes. Please use a licensed electrician when installing your decorative fixture in order to not void warranty.

NOTE: Light bulbs and tubes are a maintenance item. These can be purchased from an electrical supply store. Before requesting warranty service, ensure that you have tried replacing the bulb or tube in your fixture.

9.18 MIRRORS AND MIRROR FRAMES

To clean the mirror, use a soft cloth with just water first. Foam base cleaning solution is preferred, but you may use a non-alkaline base and ammonia free cleaning solution if necessary. Never use abrasive material on mirrors which can "attack" the surface of the glass or which can cause scratches. Put the cleaning solution directly on the cloth instead of spraying directly on mirrors and do not leave the cleaning solution on the mirror after cleaning.

9.19 PAINTED SURFACES

The colours of the walls and wood trim paint have been chosen by an interior designer to coordinate with your in-suite colour scheme. Your in-suite paint schedule is shown below.

PAINT SCHEDULE (ALL SUITES) PAINT is from Cloverdale Paint

Location	Colour	Product Description	Product No.	Formula (Per 3.78L)
Walls & Ceilings	Colour - BM: CC-30 Oxford White	Master Painter Hi-Hide Eggshell	03250	B-1, CX-1.5
Suite Trim / Woodwork	Colour - BM: CC-30 Oxford White	Premium Classic HP Semi-Gloss	03923	CX-2, E-0.5, L-8

The closest Cloverdale Paint Stores are located at:

751 Terminal Ave, Vancouver B.C. V6A 2M2 (604-689-4414)

And

1852 W Broadway, Vancouver B.C. V6J 1Y9 (604-731-5858)

9.20 PLUMBING FIXTURES

Plumbing Pipes: Care should be taken not to bump plumbing pipes while moving objects around in the cabinet under the sinks. You could dislodge the pipes and cause leaking.

Shower: The shower fixture is made to conserve water. The showerhead ensures normal pressure while a restricted volume of water is used.

Toilets: Please flush only normal waste and toilet tissue down the toilet. Kleenex and paper towels, diapers will not break down sufficiently and may cause blockage if flushed.

Note: DO NOT use tank cleaners that have chlorine or bleach as they may damage the flapper valve and other components in the toilet tank. Any damage resulting from these products is not covered by the warranty.

9.21 SMOKE ALARM

If the alarm is set off by mistake, open windows to clear any smoke in the area of the detector. To keep your unit in good working order, it should be vacuumed every six months. Use a soft brush or wand attachment, and vacuum all slots in the cover and sides.

Note: Check the smoke alarm regularly by pressing the test button and holding until the smoke alarm sounds, then release. A loud pulsating sound will indicate it is functioning properly. A continuous green light located behind the slotted case indicates that the smoke alarm is receiving AC power. **DO NOT** disconnect your smoke alarm for any reason.

9.22 STAINLESS STEEL SINKS

Clean with a soft cloth, mild detergent and water. To restore the original deep lustre, use a liquid or paste metal polish such as *Vim*. Do not use abrasives or scouring pads - they will take away the special finish.

9.23 Suite Alarm Systems

All 2nd floor North tower suites and penthouses have been equipped with an in-suite security alarm system. Each system includes a keypad, door/window sensors, motion detector, and an audible alarm.

For detailed instructions on how to operate your alarm system, please refer to your operations manual.

The default master code for your system is 1 2 3 4. You may change your master or access codes; however, it is your responsibility to retain these new numbers if you or your tenant changes the master code.

NOTE: Restoring your security codes is not a warranty issue.



Model: DSC PC1616 control panels with the DSC RFK5501 keypad

9.24 TAPS

Clean faucets with clear water and dry with a clean soft cloth. Do not use soaps, acids, polish, abrasives, harsh cleansers or a cloth with a coarse surface. They may cause de-plating or damage to the finishes.

9.25 WATER PRESSURE

Your building has been designed to Vancouver energy bylaws, which require lower water consumption; therefore, you may notice lower pressure and flows in the plumbing fixtures than you have experienced in other cities or past residences.

9.26 WATER & GAS SHUTOFF VALVES

Water Shutoff: The domestic suite water shutoff valves are located behind the access panel with the “Water Shut Off” label affixed to it. Some suites may have 2 shutoff locations. It is important to familiarize yourself with these locations and to maintain clear access at all times.

Gas Shutoff: The stovetop gas shutoff valve is located directly below the stovetop, accessible at the rear of the drawer beneath. In the event of any gas smell with the stovetop turned off, reach beneath and to the back of the drawer to turn the valve off.

9.27 WALL TILES

Tiles should be wiped down after every shower or bath to help prevent mildew.

A liquid silicone sealer should be applied to wall tiles and grout areas every year to prevent water from penetrating the grout and from seeping into the drywall behind.

NOTE: It is the homeowner’s responsibility to re-seal the grout with a certified grout sealant. This should be done on an annual basis. You can purchase grout sealer from your local home improvement store.

9.28 WINDOW BLINDS (Roller)

Roller blinds offer privacy and elegance in your new home. To lower or raise the blinds use the attached chains. It is important to pull the blind chain in a vertical up/down motion when raising/lowering the blind. Pulling the blind chain at an angle or yanking/jerking of the chain can and will result in the chain breaking.

Note that there is a larger portion of chain that acts as a “roller stop”. Do not pull the blind past this “roller stop” as it will damage the mechanism.

Regular dusting with a feather duster, a blind duster or vacuuming will extend the life and beauty of this product.

DO NOT use steam, hot water, bleach or any abrasive or solvent-based cleaners. To ensure proper drying, provide adequate ventilation for shades.

9.29 WINDOW & RAILING GLASS

Insulated windows have been installed throughout your home. Rainwater should drain out the weep holes. If water starts to accumulate, check that the holes are not blocked. Ensure windows are closed tightly during rainy weather.

To clean the glass, start by cleaning dust, mirror marks and deposits (i.e. finger marks) with clean, cold or lukewarm water. It is permissible to add a half cup of vinegar to each gallon of water. Remove grease and film deposits with a mild soap detergent (one part detergent to 2000 parts water) followed by a clean rinsing with cold or lukewarm water. After cleaning, the glass should be dried with a clean squeegee, airflow or clean soft cloth.

Use alcohol solutions with extreme care to remove soluble materials. Solvents should not be allowed to run to the edge of the glass as they will damage weather stripping, sealing, glazing and caulking compounds, thereby voiding warranty.

NOTE: DO NOT REMOVE or adjust the window restrictors.

In accordance with building code safety requirements for window heights, operable windows less than 1070 mm (3'6") above the floor are required to have a restraining device to prevent the window from opening more than 100 mm (4").

10.0 LEGAL DISCLAIMER

This manual has been prepared on behalf of the Developers of The ARC project for general reference and convenience of the owners at The ARC. The information in this manual was compiled September 2019 and is generally believed to be accurate at the time of completion. The Developers are not liable for any incorrect information or misrepresentation contained in this manual. Should there be any conflict between the information contained in this manual and provisions of the applicable Purchase Agreement and/or the Disclosure Statement (collectively the "Legal Documents"), the provisions of the Legal Documents govern.