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1.0 YOUR NEW HOME AT THE CONCORD

1.1 BUILDING OVERVIEW

Your home at The Concord has been designed by world famous Arthur Erickson in collaboration with Nick Milkovich and Hapa Collaborative, combining unique suite layouts with advanced technology and premium finishes to provide the ultimate home experience. The following is a brief orientation to help you locate the various facilities in your complex.

Main Floor

The building lobby, concierge desk, mailboxes and most building amenities are located on the ground floor level at The Concord:

- ❖ Social Lounge
- ❖ Dining Room with Kitchenette
- ❖ Gym
- ❖ Outdoor BBQ
- ❖ Two Outdoor Fire Pits
- ❖ Summertime Water Feature
- ❖ Wintertime Skating Rink with Zamboni

Parkade

- P1:** Visitor parking, residential parking, residential garages, garbage/recycling room, hand carwash and touchless carwash.
- P2:** Residential parking, residential garages, garbage/recycling room storage rooms and bike storage room.
- P3:** Residential parking, garbage/recycling and storage rooms.
- P4:** Residential parking, residential garages and storage rooms.

2.0 EMERGENCIES

2.1 CALGARY EMERGENCY TELEPHONE NUMBERS

Ambulance	For a medical emergency Non-emergency 403-261-9000	Call 911
Police	For a security emergency Non-emergency 403-266-1234	Call 911
Fire Department	For an emergency Non-emergency 403-268-2489	Call 911
Power Outages & Electrical Emergencies		403-514-6100
Poison Control Centre		1-800-332-1414
Gas Leaks & Gas Odor Emergencies		1-800-511-3447
Earthquake, Flood, Dangerous Goods Spills		1-800-222-6514
Concierge Desk		403-305-5286

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 8:30 am and 4:30 pm (Monday – Friday), please also call the Customer Care Centre (**refer to Section 4.0**) to advise us of any in-suite emergency situations.

Building Emergencies - 24 hours - Rancho – 403-253-7642

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.

To report a natural gas emergency call the **24-hour ATCO Natural Gas emergency line at 1-800-511-3447**. An emergency is generally considered to be a gas leak that requires immediate attention.

3.0 ADDRESSING YOUR CONCERNS

3.1 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 (ATTN: Margie Kwan) to customercare.Cap1@concordpacific.com via fax to 403-262-8338 or by completing and returning the Customer Service Request Form found online at www.concordpacific.com/customer-care/ (select the "Homeowner" tab > click on The Concord)

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 COMMON AREA DEFICIENCIES

Problems in the common areas of The Concord, 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 Concierge (403) 305-5286 or Property Management Company, which can be reached 24 hours at (403) 253-7642.

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 at **403-252-8939**. 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

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

During office hours 8:30 am to 4:30 p.m., Monday to Friday at:

738 – 1st Avenue SW Calgary, AB

Tel: (587) 392-6484

Fax: (403) 262-8338

Address: The Concord

738 – 1st Avenue SW, Calgary AB T2P 5G8

Questions or Concerns

Email: CustomerCare.Cap1@concordpacific.com

Phone: (587) 392-6484

5.0 THE WARRANTY PROGRAM

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

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

The warranty insurance is required by the Condominium 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 7.27 Vendor's Warranty and Third Party Warranties 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 to the 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 CONCORD

6.1 CONDO BOARD: ROLES AND RESPONSIBILITIES

The Condo Board is responsible for the maintenance and administration of the common property and the democratic enforcement of the Condo Corporation Bylaws, Rules and Regulations.

6.2 PROPERTY MANAGEMENT: ROLES AND RESPONSIBILITIES

A property management company is hired by the Condo Board to oversee all common property of the building. The primary concern of the Property 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 Ltd. Suite 1, 5528 – 1st Street SE Calgary, AB T2H 2W9</p> <p>403-253-7642 (office) 403-253-8207 (fax) RanchoCalgary.com</p>	<p>Property Manager</p> <p>Janan Tahir jtahir@ranchogroup.com 403-640-9381 (direct line) 403-253-8207 (fax)</p>
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Rancho Realty (1975) Ltd. has provided you with a **Welcome Package** containing information on condo living and the responsibilities of the Condo Board and the 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 www.ranchocalgary.com. Owners are encouraged to register by visiting www.ranchocalgary.com. Once Registered and approved, owners will receive an email from Rancho with your login information.

MOVING IN / OUT

To book a designated time and date for moving in or out, please speak with your Concierge.

Concierge Phone Number: **403-305-5286**

Concierge Email Address: **concierge738concord@telus.net**

6.3 COMMON PROPERTY



The common property includes all areas beyond each owner's unit (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 center of the floor, wall or ceiling forms the common boundary between two units or between a unit and common property.

Common property may also be designated for "exclusive use" which is termed limited common property. Patios, balconies and parking spaces are examples of this designation.

6.4 CONDO FEES

Condo 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 CONDO 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: 1-888 451-4132 Fax: 403 313-3365

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 Condo Board approval and will need to follow building by-laws/ Alberta building code requirements.

6.8 BIKE STORAGE

Bike storage is provided in the designated room located on level 2 of the Parkade

6.9 GARBAGE/RECYCLING ROOM

The designated Garbage/Recycling room is located in the Parkade on the P1, P2, P3.

6.10 MOVING IN AND OUT

Prior to move in or out of the building, please contact property management to schedule a date 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 property management to use the elevator 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 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. We appreciate your cooperation in this matter.

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

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.

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 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, notify the Concierge or your property management company immediately.**

Additional key fobs can be purchased from your 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 two 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:

- Lobby & parkade vestibule security cameras
- secure parking for residents in the underground Parkade
- an enhanced Enterphone system
- key fobs replacing keys for entry to the building and common areas. These fobs can be deactivated if lost or stolen. Please report to the Concierge or your property management company immediately.
- 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 Concord resident.

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 CABLE

Cable TV services are available from either Telus or Shaw. Cable outlets are already supplied and ready for hook-up. To begin your service, please contact the customer service representatives at:

Telus

Phone: 1-888-811-2323

Website: www.telus.com

SHAW

Phone: 1-888-472-2222

Website: www.shaw.ca

8.2 HYDRO

Please be advised that the electricity for each suite is individually metered by ENMAX. It is important that you make an immediate **new account application** to ENMAX. This can be done through the **ENMAX automated service line at 403-310-2010 or on-line at www.enmax.com**

NOTE: You are responsible for your in-suite meter utility effective on the legal possession date. You should use your closing date 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 ENMAX 403-310-2010.**

8.3 TELEPHONE / INTERNET

Telus 1-888-811-2323

SHAW 1-888-472-2222



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 Customer Care and our officers will do their best to provide 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 website or 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
Dishwasher	Miele	G4998SCVI	<p>Trail Appliances 403-252-8939</p> <p>Email: cgycustomer@trail-appliances.com</p> <p>Online Request: https://www.trailappliances.com/forms/service-request-form/</p>
Speed Oven	Miele	H6200BM	
Wall Oven	Miele	H6280BP	
Fridge	Miele	KF1803VI(RH hinge) / KF1813VI(LH)	
Gas Cooktop	Miele	KM2030	
Short Wine Fridge	Miele	KWT6312UGS	
Island Hoodfan	Miele	PUR98D	
Wallmount Hoodfan	Miele	PUR88W	
Dryer	Samsung	DV45K6500EV	
Washer	Samsung	WF45K6500AV	
ESTATE PENTHOUSES			
Island Hoodfan	Miele	DA6296D	
Warmer Drawer	Miele	ESW6780	
Dishwasher	Miele	G4993SCVI	
Speed Oven	Miele	H6600BM	
Wall Oven	Miele	H6680BP	
Tall Wine Fridge	Miele	KWT1603VI(RH) / KWT1613VI(LH)	
Fridge	Miele	KF1903VI(RH) / KF1913VI(LH)	
36" Gas Cooktop	Miele	KM2050	
Coffee Machine	Miele	CVA6800	
UPGRADES			
Steam Oven	Miele	DG6600	
Steam / Speed Oven	Miele	DGC6800	
Steam / Speed Oven	Miele	DGC6700	
30" Electric induction cooktop	Miele	KM6344	
36" Electric induction cooktop	Miele	KM6386	
Double 30" Wall Oven	Miele	H6780BP2	
48" Island Hoodfan	Miele	DA4246V	
48" Range	Miele	HR1956G	

9.2 BATHROOM

9.2.1 SINKS & TUBS (Acrylic)

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

- 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.

9.2.2 DEHUMIDISTATS FOR STEAM SHOWERS (OPTIONAL)



Automatic Humidity Control Mode – The sensor will automatically turn the fan ON upon detecting excess humidity. The sensor will continue to monitor the ambient air and automatically turn the fan OFF when the humidity level has dropped. **Manual Operation** – For immediate ventilation needs, the user can manually switch the fan ON or OFF by pressing the fan icon. The fan will run for 10 minutes and automatically turn OFF (time out period can be adjusted). If humidity levels change, the sensor will shift into automatic mode and time out accordingly. **Air Cycle Mode** – The Air Cycle mode automatically turns ON a ventilation fan for a set period of time and repeats the cycle hourly. (eg. 20 minutes ON/40 minutes OFF each hour). This feature may be used in areas requiring periodic ventilation on a continuous basis such as basements, spas or public restrooms.

9.3 BBQ BOXES (Gas)

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

Dust veneer / laminate 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 SHELVES

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 collapse the shelving.

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 is equipped with electric vehicle (EV) parking stalls. EV charger is not included with the parking stall. If you have purchased one of these stalls, please consult your Property Manager 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 3-WAY ELECTRICAL 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 coloured 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 coloured dot) and the other is “live” and operates in the same manner as a regular outlet.

9.12 EXHAUST FANS

Please run your bathroom fan to remove excess moisture buildup when using your tub or shower.



A fan timer which controls this bathroom fan can be found on the wall in your laundry closet. You can program the preferred times to automatically run your exhaust fan in order to circulate air throughout the home.



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 Flooring:

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

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 a grout sealer from most home improvement stores.

9.13.2 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 floor care.
- 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 gapping. (Proper humidity levels should be maintained by using your exhaust fan, which has a timer switch on the wall in the 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

9.13.3 Hardwood Flooring:

It is recommended to never clean your floor with excess water. Do not use any wax or cleaner that must be mixed with water such as Murphy's oil soap, as this may result in a loss of warranty. Water can dull the finish and permanently damage the floor. Sweep or vacuum your floor as often as required to remove loose dirt or grit before it can scratch the surface of the floor. Wipe up spills as soon as possible, before they get sticky or dry. Proper humidity levels should be maintained by using your exhaust fan.

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) should also be used on the feet of furniture to avoid scratches.*

9.13.4 Multiple Programming Electronic Thermostat For Heated Floors

Stelpro 360 Comfort

The STCP electronic thermostat can be used to control heating floors with electrical current – with a resistive load – ranging from 0 A to 16 A at 120/208/240 VAC. It has an easy user interface and can manage up to four programming periods a day. It keeps the temperature of a room (mode) and a floor (mode) at a requested set point with a high degree of accuracy.

Floor Mode (factory setting): this control method is ideal in areas where you want a hot floor at any time and when the temperature of the ambient air can be high without causing discomfort. For example, in a bathroom.

Ambient Mode (you only have to press down the A/F button to switch from one mode to the other): this control method is ideal when you want a stable ambient air

temperature (without fluctuation). Usually, this mode is used in large and often occupied rooms where temperature variations can be uncomfortable



9.14 GFCI (GROUND-FAULT CIRCUIT INTERRUPTER)

All 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 **and** on the main electrical breaker panel. 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.

Kitchens with the Carrera Design upgrade package have the GFCI located in the cabinet underneath the sink.

9.15 HEATING/COOLING

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

HEATING/COOLING - Your heating and cooling is provided by an in-suite "water source" fancoil unit. The fancoil pushes air across a hot water (Heating) or chilled water coil (Cooling). 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 close.

The fancoil unit is generally in the ceiling of the Flex space or Closet of your suite. There is an access panel with a single panel door, 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 condensed 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, damaging finishes.

Twice yearly service, with filter changes, cleaning of the fancoil drain pans and testing of the heating and cooling valves is 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 fancoil filter maintenance is the responsibility of the Homeowner. Filters need to be changed twice a year (Spring & Fall).

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

Primary Thermostat – Zone Thermostat And FCU Thermostat VT7300 Series



VT7305C50xx
FCU Thermostat

VT7300 Series Fan Coil Unit (FCU) thermostats are digital display, heating / cooling, with outputs for two-position, floating, or proportional control. In addition, they include multispeed fan relays for high, medium, and low fan speed control.

Upgraded Thermostat (Home Automation Option)

The Nest Learning Thermostat™ is a WiFi-enabled thermostat that analyzes your daily schedule and habits. Within a short period of time, the thermostat programs itself to manage the climate of your home accordingly. For example, the Nest Thermostat automatically turns down the air conditioning when no one is at home and when you and your family retire for the night. The thermostat turns up the air conditioning when you are scheduled to return home and when you are about to wake up in the morning. The Nest Thermostat features the Nest Leaf which appears on the thermostat display to guide you in making better choices, to save energy and lower costs.



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 drying. Always wipe up spills/splashes immediately to prevent staining of the grout.

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 a grout sealer from your local home improvement store.

9.17 LIGHT FIXTURES – LED Lights

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: Please note that light bulbs 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 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. On the mirrors frosted frame, please use a clean cloth which has been lightly dampened with water, no harsh cleaners or ammonia should be used on the frame.

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*) (Available at Cloverdale Paint and Sherwin Williams)

Walls & Columns	Colour - BM: CC-30 Oxford White	Paint Code – 94900, 20051
Bathroom Walls & Ceilings	Colour - BM: CC-30 Oxford White	Paint Code – 59211, 59113
Drop Ceilings & Bulkheads	Colour - BM: CC-30 Oxford White	Paint Code – Promar 400

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 & CARBON MONOXIDE 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 monthly. Use a soft brush or wand attachment, and vacuum all slots in the cover and sides.

Provides protection from two hazards – fire and carbon monoxide – in one unit.

FIRE: The alarm/voice pattern is three long alarm beeps followed by the verbal warning message "FIRE!" This pattern is repeated until the smoke is eliminated. The red LED light will flash while in alarm/voice mode.

CARBON MONOXIDE: The alarm/voice pattern is four short alarm beeps followed by the verbal warning message "WARNING! CARBON MONOXIDE!". This continues until the unit is reset or the CO is eliminated. While powered by battery only, after four minutes the alarm/voice pattern will sound once every minute. The red Light Emitting Diode (LED) light will flash while in alarm/voice mode.

LOW BATTERY: When the batteries are low and need replacing the red LED light will flash and the unit will "chirp" one time, followed by the warning message "LOW BATTERY." This cycle will occur once every minute and will continue for at least seven days. Under battery power, the "LOW BATTERY" voice only occurs once every 15 minutes



Model: KN-COSM-IIBACA (900-0119)

Caution 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.

Do not use metal scouring pads, as they will scratch and cause rust stains in the sink. If using a rubber sink mat, be sure to remove it when not washing dishes. Organic particles may decay under the mat, causing the sink to stain.

9.23 Suite Alarm Systems

All units have been equipped with an in-suite security alarm system. Each system includes a keypad, door/window sensors, motion detector, and an audible alarm. Apartment suites are pre-wired for motion sensors in the living room areas only.

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



Model: DSC PK5500 Alarm 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 of finishes.

9.25 WATER / GAS SHUT OFF VALVES

Water - The domestic suite water shut off valves are located behind an access panel in the bedroom closet, hallway closet, foyer closet and in some hallways. It is important to familiarize yourself with the shutoff locations and to maintain clear access at all times. Some Estate Penthouse homes have two water shutoff locations.

Gas – The stovetop gas shutoff valve is located directly beneath the lower drawer beneath the stovetop. There is a magnetized cabinet kick that first needs to be removed to access the yellow gas shutoff valve.

9.26 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 a grout sealer from your local home improvement store.

9.27 WINDOW BLINDS (Roller)

Roller blinds offer privacy and elegance in your new home. To lower or raise the blinds use the attached chains. 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. To avoid potential damage, it is recommended to leave each blind rolled down a minimum of 30cm.

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.

9.28 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 Concord project for general reference and convenience of the owners in The Concord. The information in this manual was compiled in 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.