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## 1.0 YOUR NEW HOME AT AVENUE ONE

### 1.1 BUILDING OVERVIEW

Designed by GBL Architects & The IBI Group, Avenue One redefines living in Vancouver's most sought after neighborhood with a total of 248 homes spanning 18-storesys. The following is a brief orientation to help you locate the various facilities in your building.

#### 1.1.1 Ground Level

The main lobby, concierge desk and mailboxes are all located on the ground floor, accessible from 1768 Cook Street. Free WIFI access is available in all common areas.

#### 1.1.2 Ground Level Amenities

- Grand lobby
- Indoor & outdoor party lounge with barbeque area
- Game & card room
- State-of-the-art fitness facility
- Water feature garden with seating areas

#### 1.1.3 Podium Level Amenities (Level 3)

- Sand play area
- Children's play area
- Indoor seating lounge
- Off-leash dog area

#### 1.1.4 Parkade

P1: Visitor parking, \*residential parking, storage locker rooms, garbage & recycling room.

P2: Storage locker rooms, \*residential parking, automatic touchless carwash, pet grooming room.

P3: 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

<b>Ambulance</b>	<b>For a medical emergency</b> Non-emergency 604-872-5151	<b>Call 911</b>
<b>Police</b>	<b>For a security emergency</b> Non-emergency 604-717-3321	<b>Call 911</b>
<b>Fire Department</b>	<b>For an emergency</b> Non-emergency 604-665-6000	<b>Call 911</b>
<b>Power Outages &amp; Electrical Emergencies (BC Hydro)</b>		<b>1-888-769-3766</b>
<b>Poison Control Centre</b>		<b>604-682-2344</b>
<b>Gas Leaks &amp; Gas Odor Emergencies (Fortis BC)</b>		<b>1-800-663-9911</b>
<b>Earthquake, Flood, Dangerous Goods Spills</b>		<b>1-800-663-3456</b>
<b>Concierge Desk</b>	<b>604-328-1237 / AvenueOne@RService.ca</b>	

### 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 us your written request for warranty service along with any photos using our online Customer Service Request web form found online at [www.ConcordPacific.com](http://www.ConcordPacific.com) and navigating to the Customer Care tab > select your project > Forms

For your convenience you may also scan the following QR code to submit a request for warranty service:



Please note that rental tenants cannot submit requests for service, all submissions need to be made by the owner or agent acting on behalf of the owner.

#### 3.2 REPORTING COMMON AREA DEFICIENCIES

Problems in the common areas of Avenue One, such as lobbies, elevators, landscaping elements, recreational areas or parkade, 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 your Concierge at 604-328-1237 or [avenueone@rservice.ca](mailto:avenueone@rservice.ca)

### 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.

To **extend** your appliance warranties you **must** get in touch with Miele prior to the 1-year expiry of your warranties by contacting them at 1-800-565-6435 or by visiting Miele.ca

**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 Avenue One 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:**

**Tel: (604) 899-8800**

**Fax: (604) 899-9183**

**Address: Avenue One**

**1768 Cook Street  
Vancouver, BC  
V5Y 0N3**

**Questions or Concerns**

**Avenue One, Customer Care  
CustomerCare.AOne@concordpacific.com  
604-899-7202**

**Requests for Warranty Service**



## 5.0 THE WARRANTY PROGRAM

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

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 submit your inquiry using our online webform found by going to [www.ConcordPacific.com](http://www.ConcordPacific.com) > selecting the Customer Care tab > Avenue One > Forms > Submit New Request or by scanning the following QR code:



## 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 new owners.

**NOTE:** This form can be found in the CUSTOMER CARE section on the Concord Pacific website

## 6.0 LIVING AT AVENUE ONE

### 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><b>Rancho Management Services (B.C.) Ltd.</b></p> <p>8<sup>th</sup> Floor - 1125 Howe Street Vancouver, B.C. V6Z 2K8</p> <p>604-684-4508 (office) 604-684-1956 (fax) ranchovan.com</p>	<p><b>Strata Agent</b></p> <p><b>Joseph Tsang</b> 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](http://www.ranchovan.com).

**Concierge Phone Number:**                      **604-328-1237**

**Concierge Email Address:**                      **[AvenueOne@RService.ca](mailto:AvenueOne@RService.ca)**

### 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 with:

**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**. In order to ensure that you are covered, ask your insurance provider the following sample questions:

1. AM I covered if the Strata Corporation charges my Strata Lot an amount below the insurance deductible? (i.e. water deductible is \$50,000.00)
2. I have made upgrades to my suite. What additional coverage do I need? (Betterment coverage)
3. I have tenants living in my suite. What coverage do I need? (Loss of rent & liability).

#### 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 bylaws/BC building code requirements.

## 6.8 GARBAGE/RECYCLING ROOM

The Garbage/Recycling room is located in the Parkade on the P1 level of your building. To access the Garbage/Recycling area, simply swipe your FOB against the reader.

## 6.9 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.

## 6.10 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 or agent acting on behalf of the owner 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.

## 6.11 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 odour, 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
- 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.

## 6.12 Ventilation & Condensation

The management of interior humidity is the responsibility of the owner. Maintaining acceptable moisture levels within your home prevents condensation which can cause damage to components within the home.

Condensation occurs when the indoor air moisture contacts cold surfaces, such as window glass, water supply pipes and toilets. It appears as water droplets. Condensation on interior window surfaces is common during the cold season & is usually the result of humid conditions created within the home combined with exterior climatic conditions. Condensation is not considered to be a warranty issue. If you see condensation, it is advisable to immediately wipe it up.

We create moisture in our homes from cooking, laundry, bathing etc. The indoor humidity level is controlled by the occupant. It is crucial that the occupant regulate proper humidity levels within the home to prevent damage to other components, such as window sills. This can be achieved by ventilation & air circulation.

### **Ventilate to remove excess moisture in the air:**

Kitchen Hood Fan should always be used when cooking, especially when boiling or steaming foods.

Bathroom Fan should be on during bathing or showering & remain on for at least 20 minutes afterwards.

The bathroom fan as it is now installed is designed to run at low speed 24/7.

### **Increase Air Circulation**

The corridor air coming into your suite via the gap around your suite entry door is a source of fresh air & helps maintain the air circulation in your suite. It also serves as a safety feature. If a fire occurs in the building the corridor fresh air units are immediately disabled so that the smoke does not enter into the suite. We recommend that you do not install any type of weather stripping or attempt in any way to block this air movement.

To allow for even air circulation throughout the suite, open the window coverings daily, keep window sills clear, open room doors &, when suitable, open windows.

## **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 a landline or mobile phone.

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 them 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 and amenity levels. 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 and common area use floors 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 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:

- 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 Avenue One.

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](http://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](http://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 may be disconnected resulting 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](http://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](http://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.

Extended appliance warranty beyond 1-year can be purchased directly through Miele but must be purchased prior to 1-year warranty expiry.

Appliance	MODEL #	SERVICE
24" Miele Fridge	KFN37232iD	<p style="text-align: center;"><b>Trail Appliances</b> <b>1-888-416-2990</b> <a href="mailto:homeownercare@trailappliances.com">homeownercare@trailappliances.com</a></p>
30" Miele Fridge	KFN9855iDELi / KFN9855iDERe	
36" Miele French door fridge	KFN9955iDE	
24" Miele Wine Fridge	KWT2601Vi / KWT2602Vi	
24" Miele Gas Cooktop	KM360GSS	
30" Miele Gas Cooktop	KM2032GSS	
24" Miele Oven	H2265B	
30" Miele Convection Oven	H6180BPSS	
24" Miele Speed Oven	H6100BMSS	
24" Miele Dishwasher	G4998SCVi	
30" Miele Hood Fan	PUR88W	
36" Miele Hood Fan	PUR98D	
Panasonic Microwave	NNST775S	
Miele Clothes Washer	WWB020	
Miele Clothes Dryer	TWB120WP	

## 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 Natural Gas (2-bed balconies)

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 60Amps. 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.

### 9.13 Town home Bathroom Fan Operation

Avenue One Townhomes are equipped with a Thermal Recovery fan circulation system. The exhaust fans run on a constant low-speed and can be turned up into high-speed for 20-minutes at a time.

### 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 (Bathrooms):

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.

#### 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" fan coil unit. The fan coil 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 fan coil'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 fan coil's chilled water coil, and cool your suite. When your suite temperature meets the thermostat setting, the coil valve will automatically close.

The fan coil unit is generally located in the ceiling of the den or hallway of your suite. There is an access panel that will allow access for easier servicing including filter changes and checking your drain pan. Forced air is distributed throughout your suite by ductwork located throughout ceiling bulkheads.

Fan coils 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 fan coil 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.

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 Property Manager for further maintenance information and to purchase replacement filters.

Twice yearly service, with filter changes, cleaning of the fan coil 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.

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



## 9.15 HEATING/COOLING (Continued)

### Ecobee3 Thermostat

(Please refer to your Ecobee3 manual for full and detailed instructions.)

#### Basic Functions

The bright, easy-to-read touch screen on your ecobee3 thermostat makes it simple to review and adjust settings any time you want.

#### Home Screen

Your ecobee3 will automatically display the home screen when you approach it.

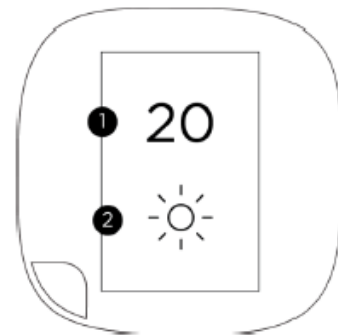


- 1 Current system mode and any equipment currently running
- 2 Current relative humidity
- 3 Current indoor temperature
- 4 Messages indicating any special operating mode or state (e.g. resume, temperature hold, etc)
- 5 Main menu. If a dot appears on the icon, you have important message(s) to read.
- 6 Weather forecast

- 7 Quick Change menu
- 8 Adjustable heat and cool set points. If the System Mode is set Auto, both are displayed; otherwise only heat or cool is displayed.

#### Standby Screen

The standby screen activates whenever the thermostat is not in use. It shows the current indoor temperature and outdoor weather conditions.



- 1 Current indoor temperature
- 2 Current outdoor weather conditions

The standby screen is configurable. You can adjust:

- Standby screen activation time (page 21)
- Standby screen brightness (page 21)

#### Adjusting the Temperature

You can override the scheduled temperature by moving the bubble on the temperature slider up or down. The blue number









represents the cool set point; the orange number represents the heat set point.

The new desired temperature will be the set point used for the Hold. The duration of the Hold is the last configured value (the default value is Until I change it, meaning it keeps the value indefinitely, until you choose to revert to the schedule or change it). You can adjust the default Hold time in the Preferences menu (page 21).

To cancel the current Hold, touch the Hold message box displayed on the Home screen. You can touch the box anywhere and not just the X displayed on the box.

### Main Menu

To show the main menu, touch the screen and touch ☰.

-  **Registration** Registers your ecobee3. This menu item disappears after you have registered.
-  **System** Selects mode of operation: heat/cool/auto, fan on/off, and any accessory (page 11)
-  **Sensors** Manages sensors and lets you adjust Smart Home/Away and Follow Me settings (page 13)
-  **Schedule** Manages temperature according to time and day (page 15)
-  **Comfort Settings** Manages temperature for different climate states (Away, Home, Sleep) (page 14)
-  **Vacation** Manages thermostat settings for a vacation period (page 16)
-  **Reminders & Alerts** Displays any reminder or alert messages (page 18)
-  **Settings** Manages display preferences (°F/°C, date, brightness), Wi-Fi, and equipment operating parameters (thresholds,

sensors, etc) (page 20)



About

Displays technical information about your thermostat (page 17).

### Quick Changes

The Quick Changes screen lets you quickly adjust the operation of the ecobee3 and your equipment.



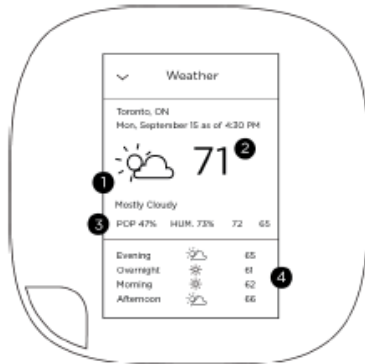
- 1 Current time and date display
- 2 Home and Away buttons. Touch these buttons to override your programmed schedule. To cancel this action, touch the message box on the Home screen.
- 3 Toggle fan between Auto and On. Touch On to run the fan continuously. Touch Auto to run the fan according to the Minimum Runtime per Hour setting (page 24).
- 4 If you have a ventilator, ERV or HRV installed, touch On to run the device for 20 minutes (page 26)
- 5 Icons indicate if heat, cool, fan, and any accessories are actively running (see page 11)

- for icon descriptions)
- Internet connection and ecobee server connection status. If this icon is red, you can contact our technical support team for help (page 4).

*Hint: You can also apply quick changes from the web portal by clicking on the Fan or Quick Changes tiles.*

## Weather

Touch the Weather icon to display a local weather forecast for the week as well as a detailed daily forecast.



- Current weather conditions
- Current outdoor temperature
- Probability of precipitation (POP), relative humidity, and daily high/low temperature
- 24-hour weather forecast

*Note: To receive the local weather forecast, you must first register your thermostat (page 22). For a complete list of weather icons, see page 33.*

## System Icons

The icons on the Home screen and Quick Changes menu show information about the status of your HVAC system.

- Heat An orange heat icon indicates that your thermostat is calling for heat. A white heat icon indicates that your system is in heat or auto mode but is not currently calling for heat.
- Cool A blue cool icon indicates that your thermostat is calling for cool. A white cool icon indicates that your system is in cool or auto mode but is not currently calling for cool.
- Fan A fan icon indicates that your thermostat is calling for the fan to run.
- Auto If both heat and cool icons are shown, your system is in Auto mode, meaning your ecobee3 will call for heat or cool as required.

## Selecting System Operation Mode

The System menu controls the basic operation of the different components in your HVAC system, including the heat/cool mode, fan operation, and the operation of accessories like humidifiers, dehumidifiers, and ventilators.

### HVAC System

The HVAC System settings depend on the type of system you have. Depending on your system, one or more the following options are shown:

- Cool:** Turn on the air conditioner when the current temperature rises above the set temperature.
- Heat:** Turn on the heat when the current temperature drops below the set temperature.
- Auto:** Activate the heating or cooling system as required to keep your home within the configured range of set temperatures.

## 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 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 in your fixture.

## 9.18 MIRRORS

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)

Area	Product	Code	Color
All Walls Throughout  Exposed Concrete Columns in Suite Level 16 and Level 17	Benjamin Moore	K356	CC-30 Oxford White
Primer - All Walls Throughout	Benjamin Moore	K354	CC-30 Oxford White
Bathroom Walls and Ceilings Throughout  All woodwork Throughout	Benjamin Moore	K539	CC-30 Oxford White
Primer - Bathroom Walls and Ceiling  All Woodwork	Benjamin Moore	K534	CC-30 Oxford White
Dropped GWB Ceilings	Sherwin Williams	Promar 400	CC-30 Oxford White
Primer - Dropped GWB Ceiling	Benjamin Moore	K354	CC-30 Oxford White

## 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.

All townhome suites 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 "Hot/Cold Water Shut Off" labels affixed. 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 and staining 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").

### 9.30 Balcony Sun Shades (2-bedroom balconies)

Your balcony is equipped with motorized sun shades. They can be operated by the switch located on your interior wall, adjacent to your balcony door. During high winds your solar shades will automatically retract to prevent damage.

### 9.31 Infrared Patio Heaters (2-bedroom balconies)

Some balconies are equipped with a ceiling mounted electric heater for cool weather use of the balcony. The heater is programmed to run for 30-minutes prior to turning off.

## 10.0 LEGAL DISCLAIMER

This manual has been prepared on behalf of the Developers of Avenue One project for general reference and convenience of the owners at Avenue One. The information in this manual was compiled on or after September 2021 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.