



HOMEOWNER'S MAINTENANCE MANUAL

For 13678 Grosvenor Road, Surrey, BC V3R 5E2



T I E N S H E R

H O M E S

www.tiensher.com

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Introduction

Thank You for buying a Tien Sher Home!

We are proud to introduce you to your new home at Balance. From the planning stage through to the final cleaning, your home has been carefully crafted to bring you comfort, safety and beauty for many years to come. Each home has been analyzed and inspected through every step of construction to ensure it meets performance standards and to assure quality.

Tien Sher has prepared this Homeowner's Maintenance Manual to serve as your guidebook to maintain your home. Becoming familiar with the information in this manual will help you maintain your home's built-in quality, while helping to prevent costly future repairs. Please read it carefully. These maintenance recommendations are intended to provide you with a basic understanding of the maintenance requirements of your home.

Please keep this manual so it is easily accessible and ensure all family members become familiar with their roles in keeping your new home looking great for years to come.

Note: *This manual is not intended to deal with all common property maintenance issues related to a strata titled residential project. Common property maintenance is the responsibility of the Strata Corporation and additional training and information is required.*

Your Property Management Company

Bower Property Management Inc.
223 – 11121 Horseshoe way
Richmond, BC V7A5G7



c/o Richard Ertner, Strata Manager
Email: Richard@bowerpmi.com
Website: www.bowerpmi.com

Dear Owner

I would like to introduce Bower Property Management as the managers of your new strata corporation. The property manager assigned to your complex will be Richard Ertner, Richard can be reached at 604-271-0220 or emailed at Richard@bowerpmi.com. Bower Property Management's business hours are Monday-Friday 8am to 4:30pm.

For any strata or building emergency please call our office, if there is no answer you will be prompted to press "0" to be transferred to an emergency services line. This service is available 24 hours/day 365 day a year.

Payment of your monthly maintenance is required by the first of each month. If you wish to participate in the pre-authorized debit system, please complete our PAD form and return it to our office with a specimen cheque marked "VOID".

Should you have any questions regarding the Strata Corporation, please feel free to contact our office.

Yours truly,
BOWER PROPERTY MANAGEMENT INC.

Richard Ertner
Strata Manager

Below are a few website with useful strata information.

www.CHOA.com

www.gov.bc.ca/strata

Setting Up Your Home

BC Hydro

www.bchydro.com

Existing BC Hydro Customer

If you have an existing account with BC Hydro you can log in to "MyHydro" and change it online or call customer service. You will need your last bill to reference your account number

New BC Hydro Customer

Call Customer Service

604.224.9376

Business hours

Monday to Friday 7:00am – 8:00pm

Saturday: 9:00 am – 5:00 pm

Note:

BC Hydro charges \$12.40 + tax for new accounts and moves. The charge will show up on your first bill

FortisBC

www.fortisbc.com

Existing FortisBC customer

You will keep the same account number they will simply forward to your new address. Please make sure you call at least two working days in advance.

New Fortis BC Customer

Call customer service at 1.888.224.2710

Note:

To start a new service, there is a \$25 application fee when transferring or opening a new account.

***** Please note that you are responsible for all applicable utilities/services from the date of completion *****

Telus

www.telus.com

604.310.2255

Business Hours:

Monday to Friday: 7:30 am – 8:00 pm

Saturday & Sunday: 9:00 am – 5:00 pm

Shaw Cable

To set up with Shaw cable go to: www.shaw.ca

Phone: 1.888.472.2222

Canada Post Delivery

www.canadapost.ca

You can forward your mail for 4 months to 12 months. This can be done on the Canada Post website just click on the "forward my mail" tab on the home page. Or you can contact customer service at 1.866.607.6301.

Business Hours

Monday to Friday: 7:00 am – 9:00 pm or Saturday: 10:00 am – 6:00 pm

**Please note that some of the above information may change without notice.*

Emergency & Important Contact Phone Numbers

Richard Ertner, Strata Manager
0224

604-271-

Email: Richard@bowerpmi.com

Website: www.bowerpmi.com

Surrey Memorial Hospital

For a medical emergency: Call 911

13750 96 Avenue, Surrey, BC V3V1Z2

Police or Fire Emergency: Call 911

RCMP: District 1 Whalley/ City Centre Detachment (non-emergency number)

10720 King George Boulevard, Surrey, BC V3T2X3

604.502.6390

citycentre@rcmp-grc.gc.ca

BC Hydro

Power Outages & Electrical Emergencies:

1.888.769.3766

1. Check whether the power failure is limited to your home or business. If your neighbour's power is still on, check your circuit breaker panel or fuse box.
2. Call BC Hydro at 1 888 POWERON (1 888 769 3766), *HYDRO (*49376) on your cell phone or report online. Tell us about the outage so we can send the right crews and equipment to the right location.
3. Tune into your local radio station or check this website for storm and power outage updates.
4. Turn off all appliances, including computers and peripherals, especially those that generate heat. This helps prevent hazards or damage when service is restored.
5. Turn off all lights except one inside your home/business and one outside. The inside light lets you know and the outside light lets BC Hydro crews know when the power is back on.

Gas Leaks & Gas Odor Emergencies (FortisBC):

1.800.663.9911

If you smell rotten eggs, go outside first then call FortisBC.

Emergency & Important Phone Numbers Continued ...

City of Surrey General Inquiries

Location & Mailing Address

13450 - 104 Avenue
Surrey, BC, Canada V3T 1V8

Hours of Operation

Monday to Friday: 8:30am to 4:30pm

Phone Numbers

General Phone:	604-591-4011
Emergency issues (missing stop signs and broken water mains):	604-591-4152
Broken traffic signal or streetlight:	604-591-4338
Waste Collection Hotline:	604-590-7289
By-law & Animal Control Complaints: 4370	604-591-4370
Street Parking Complaints:	604-591-4352

- See more at: <http://www.surrey.ca/contact-sfiis.aspx#sthash.FVy8cDeb.dpuf>

By-Laws complaint line	604.591.4370 bylawcomplaint@surrey.ca
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Graffiti Hotline	604.591.4291
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Block watch Program 604.502.6287	
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Crime Stoppers	1.800.222.8477
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Please note that some of the above information may change without notice

Tien Sher Homes Customer Service and Procedures

Emergencies

An emergency is defined as a situation that seriously threatens your home, its occupants, or both, such as listed below.

Gas Leak

- Smell rotten eggs or if you hear the sound of escaping gas, it could be natural gas. Stop what you are doing. Do not use your cell phone or landline, don't smoke, light matches or operate electrical switches or create any other source of ignition
- Go outside and leave the door open.
- **Call 1.800.663.9911**

Water Leak

- Defined from a source that cannot be identified and contained.
- Plumbing leaks in the walls, floors and ceilings
- Complete sewage back-up (all toilets)

Water Line Burst

A water line can burst due to a number of reasons, such as minor settlement of the structure over time, a defective component, freezing, etc. and should be dealt with immediately. Due to the design of the building there are shut offs in each individual fixture within your home to facilitate minor repairs and or maintenance. The main water distribution system and shut off valves are located within the hallways ceiling structure, at different level depending on the design of the building. This shut off valves are not to be tamper with at any time, except in case of an emergency and only by the caretaker or someone qualified to do so as this shut off will also affect other homes within the building.

Electrical Problem

1. If all the power to your new home is out.
 - Check to see if there is a power blackout in your neighbourhood. (see emergency numbers)
 - If not, check your main breaker (in the electrical panel) and reset it after checking for a current overload.
2. Plugs & Outlets
 - If a plug or outlet sparks excessively, immediately turn off the breaker. A small spark when an appliance is unplugged is not uncommon.

Note:

If an Tien Sher Home emergency call is made and a service call is dispatched and it is determined a non-emergency a service charge of \$250 may be applied and an invoice will be issued to the homeowner.

Non-Emergency

The following may be covered under warranty but are considered a non-emergency however, it still needs prompt attention. They could pose a safety hazard or which left unattended until the end of the warranty period, will do greater harm to your home. These will be addressed as quickly as possible during ***normal business hours Monday – Friday, 8:00 am – 3:30 pm.***

Some examples covered under warranty are:

1. Loose railings
2. Leak at drain under sink or toilet
3. Telephone or television cable jacks not working
4. Water seepage of any kind such as slow leaking under a sink, new stains or visible dampness
5. Baseboard heater not working
6. Window cracks
7. Exterior door/windows that no longer fit or function properly
8. Cracked or broken tiles

Not Responsibility of the Developer

Developer is not responsible for appliance repairs after the initial sale closing date. Tien Sher Homes has partnered with the appliance supplier and they have provided a 12 month manufacturer's warranty. Please contact the supplier with your serial and model number for service request.

Year End Attention (Inside Your Home)

Throughout the first year, your home will generally experience some settlement/shrinkage of the building components (particularly the wood framing materials) which will result in some minor cracking of drywall, tiles or other cosmetic flaws. It is a good idea to deal with these items towards the end of your first year of occupancy to allow for the majority of the settlement to occur.

One full year less one day following the initial commencement date the homeowner has a second opportunity to report construction defects. Request must be received in writing before the one year anniversary date. They will be repaired only once during the warranty period. It is recommended that you wait until near the end of your warranty period before requesting repairs.

Note: All drywall repairs are sanded and ready for painting. Please note we ***do not*** repaint.

The developer will only repair warrantable items once during the term of the warranty. The homeowner will be responsible for remedying subsequent, at the homeowner's cost.

Service Request Procedures

Request for Service

Please mail, fax or email your written request using the attached form directly to:

Mail:

Tien Sher Homes
Attention: Customer Service Department
#185-4631 Shell Road, Richmond, BC V6X 3M4

Phone: 604.424.8488

Fax: 604-273-0685

Email: service@tiensher.com

Online: www.tiensher.com under the tab "Homeowner care" and click on your home project "Balance"

Please make sure you include the following information when sending the "Service Request"

- **Include Unit number, name of the project, telephone numbers, home, work and/or cellular.**
- As much information describing the problem as this will assist our team to assess the situation and quickly expedite the service request.

Example:

John Smith
Unit #111 13678 Grosvenor Road, Surrey BC V3R 5E2
Ph: 778.555.5555
Email: myemail@hotmail.com

Master bath: cracked floor tile
Main floor: baseboard heater not working.

Upon receipt of your request, the Customer Service Department will call to schedule an appointment for service in your home during normal business service hours (8am-3:30pm, Monday-Friday). It is the homeowner's responsibility to be available and allow us access to their homes during weekday hours in order to do any service work.

We will make every effort to complete repairs as quickly as possible. However, due to the types of repairs encountered and the fact that we may have to involve sub-trades, some delay is possible. We ask your patience as we will address it as quickly as possible.

All requests for service are processed in the order received, except requests of an emergency nature. For questions regarding the status of service repairs, please call, or email our Customer Service Department.

Please ensure that you review all of your warranty documentation closely so that you are aware of all deadlines and complaint procedures.



Service Request Form

Unit #: _____ - **13678 Grosvenor Road, Surrey, BC V3R 5E2**

Name:

Home Ph: _____ Work _____ Ph: _____
Cell Ph: _____

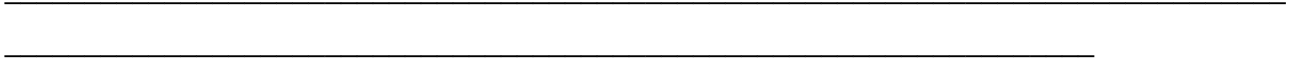
Email _____ Address: _____

Date _____ of _____ request: _____

Please forward your requests by mail, fax or email to:

Tien Sher Homes
#185-4631 Shell Road
Richmond, BC V6X 3M4
Phone: 604.424.8488
Fax: 604-273-0685
Email: service@tiensher.com

Service Request:



Warranty Coverage

In accordance with the Homeowner's Protection Act, Tien Sher Homes provides mandatory 2/5/10 year warranty coverage through Travelers Guarantee Company of Canada. When you take possession of your new home, you will sign and be given a copy of the Warranty Commencement Certificate number. Your warranty becomes effective on the date of closing. Travelers will provide you with detailed information on warranty coverage shortly after you move in.

First 12 months of Coverage

Your home has been constructed in accordance within the applicable building codes. Many materials such as wood and concrete have certain inherent qualities which may require some servicing.

If the workmanship and materials do not perform to the standards set by the warranty provider within the first 12 months we will make repairs as necessary. During the first year, please report any items, in writing, to our Customer Service Department. Please explain the concern giving the location and as much detail as possible. Tien Sher Homes retains the right to refuse warranty service for items that, upon inspection, have been caused by abuse, neglect or lack of maintenance.

Items **not** considered defects in workmanship or materials include, but are not limited to:

1. Normal shrinkage or warping as per the guidelines outlined in the warranty provider Materials and Labour Standards Guide.
2. Purchaser supplied material or appliances, and design and defects in other workmanship or materials related to purchaser supplied materials or workmanship.
3. Damage caused by/or resulting from the failure of the purchaser to maintain adequate ventilation and/or heat to the new home.
4. Damages resulting from move-ins.
5. Normal wear and tear.
6. Maintenance repairs, such as plugged toilets, burnt out light bulbs, etc.

Drywall cracking and nail pops are normal occurrences in the first year of occupancy. These types of occurrences should wait until the end of your first year to be repaired. Drywall repairs shall be filled and sanded smooth and made ready for painting, the painting of drywall repairs is not within Warranty coverage. We recommend that you do not apply wall coverings or custom paint in the first year. Should you elect to do either of these, we cannot accept responsibility for damage to your walls caused by drywall cracks. Tien Sher Homes is under no obligation to re-decorate wall areas affected by drywall repairs. Owners should consider the effect of any repair in areas of custom wall paint or wallpaper.

Travelers Canada Warranty

Following is a summary of the 2/5/10 year warranty from Travelers Guarantee Company of Canada's website. For complete warranty coverage information of your home, refer to your Travelers Guarantee Company of Canada 2/5/10 Year Home Warranty Certificate.

Protecting your investment in your new home

A new home is likely the largest investment of your lifetime. If you have purchased a new home built and sold by a Travelers Canada approved builder, you are eligible to protect your investment from defects from the trusted leader in new home warranties in British Columbia.

B.C.'s Homeowner Protection Act and Regulations, which has been in effect since 1999, outline specific details about the mandatory home warranty coverage. We believe that BC's program, commonly referred to as 2-5-10 Year Home Warranty, is the most comprehensive home warranty available in North America. Travelers Canada's comprehensive 2-5-10 Year Home Warranty Certificate provides new homeowners with important home protection and coverage both before and after buying a new home.

2 Year Material & Labour Warranty

- First 12 months – Coverage for any defect in materials and labour
- First 15 months – Coverage for any defects in materials and labour in the common property of a multi-unit building
- First 24 months – Coverage for any defect in materials and labour supplied for the electrical, plumbing, heating, ventilation and air-conditioning delivery and distribution systems. In addition, coverage for any defect in materials and labour supplied for the exterior cladding, caulking, windows and doors that may lead to detachment or material damage to the new home

5 Year Building Envelope Warranty

Coverage for the building envelope for up to five years for defects in the building envelope of a new home, including a defect which permits unintended water penetration such that it causes, or is likely to cause, material damage to the new home.

10 Year Structural Defects Warranty

Coverage for structural defects for up to 10 years for:

- Any defect in materials and labour that results in the failure of a load-bearing part of the new home
- A defect that causes structural damage that materially and adversely affects the use of the new home for residential occupancy



Protecting Your Investment

As per Section G of your Travelers Guarantee home warranty certificate, you are required to maintain your new home and mitigate any damage to your new home, including damage caused by defects or water penetration.

You must take all reasonable steps to restrict damage to your home if the defect requires immediate attention.

For defects covered by Travelers Guarantee warranty, the duty to mitigate is met through timely notice in writing to Tien Sher Homes and Travelers Guarantee.

An owner's duty to mitigate survives even if:

1. the new home is unoccupied;
2. the new home is occupied by someone else other than the homeowner;
3. water penetration does not appear to be causing damage; and/or
4. the owner advises the strata corporation about the defect.

Unfortunately, if a defect occurs or is made worse due to an owner's failure to follow the maintenance procedures provided, or to mitigate any damage, it will be excluded from warranty coverage.

Your Role as a Homeowner

Your role during the first year is very important. There are several things you should keep in mind to make certain your warranty serves you well.

- Read all operation manuals that were supplied with your home.
- We suggest that you do not wallpaper in the first year. This will enable you to find shrinkage cracks in the drywall and allow us to do the repairs. Of course you should feel free to paint and decorate your home as you choose.
- Be sure to read your New Home Maintenance Manual. It is important to make sure you use all equipment properly, especially in regard to humidity control, kitchen fans and other moisture control devices within your home.
- Keep informed of your Strata Council – especially in regard to the common area warranty. This common area warranty begins with the first possession or occupancy of the first home in the building and therefore, the expiry for the common area may be different than the expiry on your own home.

Care and Maintenance Guide

Appliances

The appliances supplied for your new home are covered by a one-year manufacturer's warranty. It is the responsibility of the homeowner to contact the supplier directly for any service needs:

Contact: Coast Wholesale Appliance Service Department at 604.301.3421.

Clothes Dryer: Dryer lint trap must be cleaned after every use. If you have a secondary lint trap this will need to be cleaned every 2 weeks or 4 weeks depending on volume of laundry. Failure to do so may void the warranty.

Please refer to the manuals supplied by the manufacturer for more information on operation. When you are using your dishwasher or washing machine for the first time, please do not leave it unattended in case any leaks occur. When using the self-cleaning feature on your range, please open the cabinet drawers and doors on either side of the oven to avoid damage from the high heat until the cleaning is completed. The heat can affect the cabinet finish.

BBQ Hazard

When using your barbeque on your deck area, please keep it away from the siding as the heat may damage the vinyl. This damage will not be warranted.

Cabinets

When cleaning cabinet doors, use only warm soapy water and a soft cloth or a damp cloth. Never use an abrasive powder or liquid cleaner or an abrasive pad on any cabinet surface. Do not use any solvents, thinners, or mineral spirits on cabinet surfaces. Ensure that water and other liquids are not left in contact with cabinet surfaces. Please note that warranty will be null and void in cases where damage is due to standing water.

Engineered Stone Countertops

Daily maintenance should involve no more than wiping with a damp cloth and drying with a towel to prevent water spots. If you wish to use something other than water, there are cleaning products specifically designed for stone. Stone countertops are resistant to staining, but not impervious to grease and oil. Wipe immediately to avoid dark spotting. Keep counters dry whenever possible to prevent water from penetrating the countertop seam. Please note that warranty will be null and void in cases where damage is due to standing water.

Flooring

Carpets: To keep carpets looking new, we recommend these simple rules: avoid soil accumulation and use walk-in mats at all entrances. In areas of heavy traffic, it is recommended that carpet be vacuumed at least two times per week. Make sure you have adjusted the attachments to the proper height for your carpet. Have your carpets professionally cleaned at least once a year. This keeps your carpet looking beautiful longer.

Care and Maintenance Guide Continued ...

Flooring

Ceramic Tiles: For routine cleaning use a mild detergent; do not use waxes or sealers. As the grout is porous and will absorb water which will lead to staining, annual sealing of the grout joints with a clear liquid silicone sealer should be carried out. It is the homeowner's responsibility to maintain and seal grout joints.

Hardwood Laminate Flooring: Immediately blot up spills or spots with a lightly damp cloth. Frequently vacuum or dust your floor to prevent dirt and grit from scratching or dulling its finish. Use mats/area rugs to trap grit which otherwise can damage the surface. Use good quality felt protectors on all furniture legs. Avoid use of spiked heel shoes as these can leave indentations or scratches which are not covered under warranty. Do not use soap or detergents to "damp mop" the floor and never pour water directly onto the floor. Do not wax the floor or use ammoniated cleaners, steel wool or abrasive pads on your floor. Lacquer thinners or acetone should not be used to remove spots.

Electrical

Ground Fault Interrupter (GFI) Circuit Breakers and Plugs: Make sure all breaker switches are on. These breakers measure the current passing through the circuit. If there is excessive draw, such as running two high wattage hair dryers at the same time, the power is interrupted. Bathrooms are on dedicated circuits. If there is more than one bathroom, one of them will have the GFI and this one will reset all bathroom plugs in the home. These should be tested once a month to ensure they are working properly. Simply press the test button while operating an appliance and this will create a short. To reset, push the reset button on the outlet as designated.

Switched (Duplex) Outlets: Some outlets in the home have one half of an outlet controlled by a switch. For example, a lamp can be switched at the entrance to a room by using the wall switch (as opposed to at the lamp) if the lamp is plugged into the upper (or lower) outlet. Also, please be aware that if you choose to plug a cordless telephone into this outlet and then use the wall switch, it may cause your phone to shut down.

Kitchen Plugs: Plugs are split in two so that the top and bottom halves are on separate circuits. This allows you to plug in two high draw appliances in the same outlet without tripping a breaker.

Smoke Detectors: Smoke from cooking, baking, or even moisture from showers can set off a smoke detector. Fan the area of smoke or steam to turn off the alarm or open a window to ventilate quickly. Always use the range hood fan in the kitchen while cooking.

Smoke detectors have been installed in accordance with the requirements of the building code. They should be tested monthly to ensure their proper operation, and should be cleaned twice a year with a vacuum.

PLUMBING

Fixtures

In all cases, cleaning with a damp cloth is recommended. No abrasive cleansers or other household cleaners should be used. Taps and faucets should be cleaned with clear water and dried with a soft cloth. Do not use chemical cleaners or abrasive pads as these products may cause damage to the finishes. Steel wool pads will cause the finishes to become dull and porous. Green staining of fixtures is usually a water related issue due to the chemical compositions in the water and is not a builder defect.

Toilets

Toilets generally refill as follows: a flush causes water in the tank to rise, which in turn lifts a ball float to a present water level. Once the ball float reaches this level, the water flow valve is shut off. If set too high, the water level will rise in the tank and run down the overflow pipe into the toilet bowl without shutting off the water. To rectify this, simply adjust the height of the ball float so that the water is shut off before it reaches the height of the overflow outlet.

If water continuously runs into the toilet bowl from the tank, there may be a poor seal at the flapper valve at the base of the tank. This seal can be cleaned with a stiff brush or steel wool. A worn flapper valve would require replacement.

Water dripping from the base of the toilet tank is likely due to condensation on the tank versus a leak of any connections. High interior humidity levels will result in condensation on the cold surface of the toilet tank as the tank is refilled with cold water.

Some toilets and some basins are made of glazed and kiln-fired vitreous china, while some basins and bathtubs are made of enamel steel. Both are very durable and attractive. To clean these fixtures, use mild powdered or liquid cleaners. Avoid abrasive cleansers or pads as they will damage the finish.

Plugged Toilets and Drains

Toilets are very susceptible to blockage. New toilet designs use very little water per flush. This results in a lower volume of water carrying away the waste. Repeated flushing may be required in some instances to remove solid waste. Dense tissue paper and some thick toilet papers are unsuitable for these toilets. Never dispose of hair, grease, lint, diapers, sanitary products, "Q-tips" or plastic in the toilet.

Hair, grease, large food particles or other solid forms of waste can plug drains. Should they become plugged, try removing the debris from the trap beneath the fixture. Alternatively, a plunger can be used. Once partially cleared, very hot water may complete the job. A more severe blockage may require a plumber. Since commercial drain cleaners are very corrosive they are not recommended.

Tub and Shower Enclosures

A shower curtain will prevent water from running onto the bathroom floor while the shower is in use. To prevent damage to the flooring or walls, any spills or puddles of water should be cleaned up immediately.

Caulking is used to seal seams and prevent water from entering behind the enclosure. If a separation occurs around your bathtub between the tub and the wall tiles or between the wall and the enclosure itself, it should be filled immediately with a tub sealer or caulking compound available at any home supply centre. Leaving the gap unsealed may cause serious water damage to adjacent materials.

You should apply a clear liquid silicone sealer to the grout joints of tub or shower enclosures that are finished with ceramic tile. This should be done every six months. This sealer is used to prevent the porous grout from allowing water to seep through to the substrate material behind the tile. This sealing cannot be done until the grout has cured for approximately six to eight weeks. Please note, this is a liquid product and should not be confused with silicone based caulking. Follow the manufacturer's recommendations for application.

Some tub enclosures have specific cleaning requirements. Generally, abrasive cleaners are not recommended and harsh chemical cleaners should be avoided entirely. Follow the manufacturer's recommendations for maintenance. Also, you should never step into a bathtub with shoes on as trapped grit and dirt can damage the tub surface.

Insinkerator: Run cold water through it before, during and after emulsification. Avoid greases as they may cause blockage and fibrous foods that can jam the pivots. Run a few ice cubes through every 4-6 months for maintenance. Make sure the thermal protector has not tripped if the Insinkerator fails to come on.

Windows and Ventilation

Windows have small drainage holes located in the track area of the frame. Owners should periodically clean these holes, removing any dirt or bug residue to ensure a clear flow passage. If you experience condensation on the surface of any inside window, it's due to too much moisture in the air. Please use the fans in the bathrooms after a bath or shower to prevent excess moisture in the air. A wall mounted timer has been installed to control your main washroom ceiling fan, as per BC Building Codes. This timer is set to run your fan twice a day for 4hrs. During this time you'll not be able to control the fan manually till the 4hrs running cycle is completed. You may if you wish change the running times to suit your life style, instruction are included in your manual. Disabling this device will result in excess moisture build up in your home which will result in voiding your home warranty. The Building is also equipped with a Hallway Pressurization System. The main purpose of this system is to keep your hallways at a comfortable temperature, and to create a pressure differential to the inside of you home. This will help to keep odors contain within each home and also prevent the hallways from filling with smoke in case of a fire. **This is accomplished via a gap under your main entry door. This gap must be kept an obstructed at all times.**

Range Hoods and Exhaust Fans

Range hoods and exhaust fans are provided to reduce or eliminate cooking odours and excess moisture. For efficient operation and to reduce potential fire hazards created by grease accumulation, filters should be washed in mild detergent. They can also be run through a dishwasher.

Property: 13678 Grosvenor Road, Surrey, BC V3R 5E2

Builder: Tien Sher Hilton Properties Inc.

Date: April 2015

Disclaimer

Although reasonable efforts have been made to ensure that the information provided in this manual is accurate and current as of March 2015, such information is subject to change and at any time and will not

be updated by Tien Sher Hilton Properties Inc. Tien Sher Hilton Properties Inc. will not be responsible or liable for any direct, indirect incidental, special or consequential damages arising out of or relating to any inaccurate information, or any change in the information, contained in the package.

Paint Codes

Item No.	Description	P#	Color	Paint Code
1	General walls	P1	Benjamin Moore Baby's Breath Eggshell	OC-62
2	Door, Trim, Baseboards	P2	Benjamin Moore Baby's Breath Semi-gloss	OC-62
3	Ceilings	P3	General Paint Baby's Breath Flat	OC-62

* Please note: Due to possible sunlight or other environmental exposure, we cannot guarantee an exact match with the paint kits supplied.



COAST Wholesale
APPLIANCES

"Innovative Products for Builders, Designers & Home Owners"

8488 Main Street, Vancouver, BC V5X 4W8

Tel: 321-6644 Fax 321-6782

WARRANTIES FOR APPLIANCES - COMMENCING DATE OF POSSESSION

Insert page here

BALANCE STRATA MAINTENANCE MANUAL SIGN-OFF

As a requirement of the Homeowner Protection Act, Tien Sher Hilton Properties Inc. is required to provide Strata council with maintenance requirements for your home and its components.

Listed below are the specific component (if applicable) manuals that may have been provided to you for your new home in addition to this maintenance manual.

1. In-sink disposal
2. Smoke Detector
3. Microwave Hood Fan
4. Dishwasher
5. Stove/range
6. Refrigerator
7. Washer/dryer
8. Bathroom Fans

I/We, _____, on this date _____ confirm that I/we have received the above-noted manuals for my/our new home located at:

_____ - 13678 Grosvenor Road, Surrey, BC V3R5E2 from my/our builder, Tien Sher Hilton Properties Inc.

I/We also acknowledge it is my/our responsibility to familiarize myself/ourselves with the contents of these manuals and undertake any maintenance requirements explained therein.

Owner(s) signature

Tien Sher (signature)

A copy of this page is to be retained by your builder. Tien Sher must forward a completed copy to Travelers Guarantee along with the completed Warranty Commencement Date Certificate, Schedule D.