
Flamingo
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WELCOME TO YOUR NEW HOME –

On behalf of my entire team at Tien Sher and our valued general contractor, ITC Construction Group, we are thrilled to welcome you to your new home at ***FLAMINGO ONE.***

We have been building in this area since 2007 and welcoming the first 35-storey tower to this community continues to add a vibrant new chapter to the Whalley District. We sincerely believe you will enjoy everything your new community has to offer and especially your home and its amenities in Flamingo One.

To help you settle in, you will soon receive your **HOMEOWNER MANUAL,** which includes:

- Important building and suite information
- Maintenance tips and schedules
- Warranty details and coverage
- Emergency contact numbers and,
- Instructions for accessing your **HOMEOWNER CENTRAL PORTAL**

The ITC Group has also created a **HOMEOWNER CENTRAL PORTAL,** which is your "go-to" resource for submitting service requests, reviewing manuals and accessing warranty information. Should you have any questions or need assistance during your move-in or afterward, do not hesitate to contact their ***Warranty & Customer Service Team*** at: servicecorp@itc-group.com

Sincerely,



Charan Sethi, President & CVO
Tien Sher Group

TIEN SHER GEORGE LP
#185 – 4631 SHELL ROAD
RICHMOND, BC
V6X 3M4



Flamingo

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IMPORTANT NUMBERS & CONTACT INFORMATION

Development Information and Mailing Address:

Your Mailing Address:

Flamingo One

13675 107A Avenue,

Surrey, BC V3T 0X2

Change of Address

As a reminder, we have included a list of several organizations you should notify of your address change. This will ensure proper continuation of the services that you may subscribe to:

- Canada Post
- BC Hydro
- Driver's License
- Car Ownership
- Home Phone
- Cell Phone
- Cable TV
- Internet
- BC Medical Service Plan
- Extended Health Care
- Canada Revenue Agency
- Car, Home & Life Insurance
- Doctor
- Dentist
- Banks
- Veterinarian
- Lawyer/Notary
- Employer
- Schools
- Clubs
- Magazines/Newspaper

Strata Corporation Contact Info :

Strata Plan: EPS 11527

Strata Management :

AWM-Alliance Real Estate Group Ltd.

401—958 West 8th Avenue,

Vancouver, BC V5Z 1E5

Phone: 604-685-3227 (24 hours)

Email: info@awmalliance.com

(Please include your suite number and phone number when emailing correspondence)

Office Hours

Monday - Friday

9am - 5pm

Strata Management Team:

Strata Agent - Ricky Tse

Phone: 778-945-2096

Email: **ricky@awmalliance.com**

Strata Agent's Assistant - Kim McLellan

Phone: 604-685-3227 Ext. 117

Email: **kim@awmalliance.com**

Utility Information

Electricity

BC Hydro 604-224-9376 www.bchydro.com

Internet, Cable

Telus: 1-888-811-2323 / www.telus.com

Rogers: 1-888-764-3771 / www.rogers.com

Emergency Numbers

FOR EMERGENCIES PLEASE DIAL 911

Non-Emergency 604-599-0502

BC Hydro 604-224-9376 www.bchydro.com

Poison Control Centre 604-682-5050 www.dpic.org

Water Leaks Notification

Email Property Management Company - ricky@awmalliance.com and

ITC - servicecorp@itc-group.com

For major water leaks after hours, call AWM at 604-685-3227

Please also Text: Bibi van Koeveringe - 778-834-0864 / Alan Kuo - 604-240-8703

Third-Party Warranty Provider

Travelers Warranty

Vancouver

650 West Georgia Street, Suite 2500

PO Box 11542,

Vancouver, BC V6B 4N7

Phone: 604-684-6574

Toll Free: 1-800-555-9431

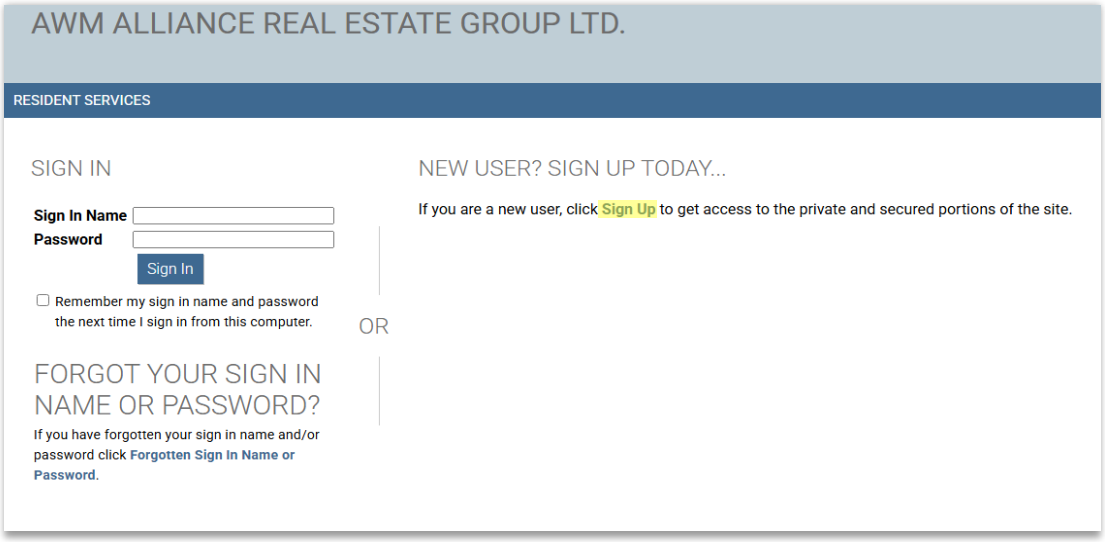
Website: www.travelerscanada.ca

PROPERTY MANAGEMENT PORTAL

(This Portal is not for your in-suite warranty items)

To sign up and access your online community services please follow these simple steps:

1. Visit www.awmalliance.com
2. Click the **Login** button at the top right-hand corner of the webpage
3. Click on the **Sign Up** button underneath the New User section



- To schedule a move in date - Please log into your AWM portal to request reservation prior your move in. (Refer to AWM Welcoming Package)

- Please be aware that the AWM Community Website is separate from your Homeowner Central, that you would use for deficiency reporting and in suite warranty inquiries.

GENERAL INFORMATION

The following section details brief useful information for your reference as a resident of Flamingo One.

Certain sections are referred to in more detail within the Homeowner Manual.

Please note that information is subject to change and will be made aware through your Homeowner Portal.

Amenities

- Level M – 2 car share vehicles by Modo
- Level 2 – bicycle repair room
- Provision for EV charging in underground parking

Level 3

- The Flamingo Pavilion
- Hobby Room
- Children's Play Area
- Outdoor Lounge Area
- Theatre
- Fully equipped gym
- Guest Suite
- Dog Play Park

Level 4

- Community Gardens
- Outdoor Lounge Area
- Co-working Space

Garbage and Recycling

All garbage and recycling facilities are located on L1, inside the parkade on the North side. They are accessible by the elevator in your building or through the parking gates. Please be respectful of the building community by maintaining a level of cleanliness and following these guidelines:

- Follow local recycling guidelines for accepted items
- Sort and separate recyclables from non-recyclables
- Clean and rinse all dirty containers
- Flatten cardboard boxes
- Do not bag recyclables
- Use the recycling bin ONLY for recyclable items

Parking

Parking stalls are for the exclusive use of residents of the Flamingo One residential tower, commercial retail units and offices and have been allocated to each strata lot in accordance with the Disclosure Statement.

Visitor parking is *not* for residents.

Please do not use any other parking stalls except the one that has been assigned to your strata lot.

Building Emergency

AWM has a 24-hour answering Service for all tenant concerns and issues:

Strata: 604-685-3227

In case of fire or life threatening risks, call 911 immediately and then notify your Strata Agent.

HOMEOWNER CENTRAL PORTAL

Submit Service Request

Homeowners will have access to **Homeowner Central**, your online homeowner portal through **HomeInformationPackages.com**

- Review scheduled and recommended maintenance
- Submit service requests for deficiencies or concerns
- Access warranties, manuals, and instructional videos
- View important project announcements and updates

Registration & Access:

- You'll receive a registration link by email on your possession date.
- If you haven't received this link, email **servicecorp@itc-group.com** with:
  - ◊ **Your name**
  - ◊ **Suite number**
  - ◊ **Email address**
  - ◊ **Phone number**

Please note: Only individuals involved in the purchase process can create an account.

BUILDING ACCESS & SECURITY

Your safety and the security of the building are a shared responsibility. Please follow these guidelines to help keep your home and community safe.

Security Tips

These precautions will help keep you and your home safe:

Report incidents immediately:

If you notice any break-ins, vandalism, or suspicious persons, call 911 first and then notify your property management company.

Lost FOBs:

Report lost or stolen FOBs promptly so they can be deactivated and unauthorized access prevented.

Parkade safety:

- Always wait for the parkade gate to fully close behind you when entering or exiting.
- If anyone unfamiliar attempts to enter before the gate closes, do not approach them. Instead, contact the property manager or concierge.

Entry doors

- Never prop open entry doors and ensure they are fully closed behind you.
- **Visitors and strangers**:
  - ◊ Do not allow anyone into the building unless they are accompanying you.
  - ◊ If they claim to be visiting someone, ask them to use their own access transmitter or contact the homeowner directly. Do not allow them entry.

Vehicle security:

- Always lock your vehicle and remove valuables.
- If items must remain in your vehicle, make sure they are stored out of sight.

EMERGENCY PROCEDURES

Fire Planning & Prevention

When moving into your new home at Flamingo One, it is crucial to familiarize yourself and your family with the escape route and fire extinguisher procedures.

Know how to deal with different types of fires and have a predetermined plan of action.

Fires may occur at any time. Do not take fire safety for granted. Knowing the risks and being prepared will not only reduce damage to your home but save the lives of you and your family.

The best way to fight fires is to prevent them. Here are a few suggestions to prevent fires:

- The Flamingo is a non-smoking building.
- Never leave a candle unattended.
- Keep your oven area clean.
- Use approved appliances to avoid overheating. Approved appliances should have a Canadian Standards Association (CSA) or Underwriters Laboratories (UL or ULC) label affixed to it.
- Discontinue using appliances with frayed electrical power cords.
- Do not exceed the wattage restrictions on your light fixtures.
- Never leave e-scooter or e-bike batteries unattended while they are charging.
- Keep electrical cords visible and install appliances close to their power source.
- When using in suite storage areas, don’t place items within 2 feet of sprinkler heads.
- Ensure that exit doors close fully after use. Notify your property manager if a door does not close properly.

Fire Protection Equipment

Smoke Detectors

Detectors are installed throughout the building and inside all units.

You should annually perform a maintenance check on your detector to ensure it is active.

Some models will have a small light on when power is being supplied to the alarm. Other models will have a test button. If your smoke detector sounds a beep periodically then the batteries may need changing.

Fire Extinguishers

It is recommended that you keep a portable fire extinguisher in your home. They are effective in fighting small, contained fires (i.e. on the stove top, or in a waste-paper bin). Use an extinguisher only if the fire is in its early stages as they are not designed to fight large or quick-spreading fires.

This type of fire extinguisher can be purchased at your local hardware store. Your extinguisher should be checked yearly and recharged as required.

Keep your extinguisher in an accessible place and avoid placing it over an area like the stove.

Fire Safety - General Information

- Remain calm and call **911** and follow directions provided.
- Stay as close to the ground as possible to avoid inhaling smoke.
- Activate the nearest fire alarm.
- If possible, notify nearby residents of fire.
- Never attempt to extinguish a fire when flames are higher than desk height.
- ONLY use the staircase to exit the building. NEVER use the elevator.
- DO NOT enter a stairwell that is full of smoke.
- DO NOT re-enter the building for any reason.

Fire Preparedness

It is essential to keep in mind that a fire can happen at any time. Knowing the risks and being prepared may not only reduce damage to property but may save lives. Some precautions to consider:

- Always have a pre-determined plan of action in case of fire and communicate this with the other people in your suite.
- Plan and practice an escape route for you and your family/friends.
- Establish a meeting place with your family for after you leave the building.
- Know the location of the fire extinguishers, fire alarms, and fire exits.
- Look out for children and others requiring assistance. They may panic or become disoriented during a fire.

The information contained herein is provided for the benefit of the homeowner. It is believed to be correct as of 09/2025. Please note that information is subject to change without notice.

Heat Loss

If you are experiencing insufficient heating in your home, follow these steps:

- Ensure that the thermostat is not set to OFF.
- Confirm there is a minimum of 2.4°C set between the heating and cooling modes.
- Check the circuit breaker panel to make sure the heating system's breaker has not tripped.
- If the issue persists, contact the property management company and log in the problem to the Homeowner portal for assistance.

No Electricity

If you lose power or notice certain outlets are not working, take the following steps:

Check the Circuit Breaker Panel

- Locate your main circuit breaker panel and familiarize yourself with the labeling of each circuit.

If a Breaker Has Tripped

- Switch the breaker fully to the OFF position until it clicks.
- Then, switch it fully back to the ON position until it clicks.

If Power Loss Affects the Entire Home

- First, check if the main breaker to your home has tripped.
- If the breaker is fine, check whether neighboring homes are also without power.
- Turn off all lights, appliances, and electronics to prevent damage from power surges when power is restored.

Important Safety Note

- A tripped breaker may indicate:
  - An overloaded circuit
  - A faulty device
  - Or damaged wiring
- If the cause is not obvious, please log in the request into the Homeowner Portal .
- Do not ignore recurring breaker trips, as faulty circuits may pose a fire hazard or health risk.

Burst Pipes or Water Flooding

Step 1 — Shut Off the Water Supply—Please familiarize yourself where all the water shut off valves in your suite.

- Locate and turn off the water supply valve for your suite right away.
- The valve is typically located behind a plastic panel labeled: "EMERGENCY HOT & COLD WATER SHUT OFF."
- Remove the panel carefully to access the shut-off valves.
- If you cannot locate or operate the valve, contact your property manager immediately for assistance.

Step 2— Contact Property Management

- Call AWM Alliance at 604-685-3227 (24-hour emergency line).
- If possible, take pictures of the source of the leak
- If after hours, the property manager can be paged directly through the main office number.
- The property manager will contact a plumber or the appropriate contractor to handle the situation.

Step 3— Allow Professionals to Act

- Once on site, the property manager or contractor will:
  1. Shut off the water supply to prevent further damage.
  2. Assess the situation and determine next steps.
  3. If necessary, call a restoration company to manage clean-up and repairs.

Step 4— If the Fire Sprinkler System Is Involved

- Call 911 and request the Fire and Rescue Department immediately.
- The fire sprinkler system is monitored, and if activated, both AWM and Fire & Rescue will be automatically notified.

Important Reminder

- If you notice water coming from under a door or backing up in the garage, do not assume someone has already handled it.
- A simple phone call to property management could prevent thousands of dollars in damage.

Elevator Procedures

If an Elevator Is Not Working Properly

- Contact the Building Manager or Property Manager immediately. There will be an emergency communication device in the elevator.

If Someone Is Stuck in an Elevator

1. Call the Building Manager or Property Manager right away. There will be an emergency communication device in the elevator.
2. They will page a repair technician immediately.
3. Go back to the floor where the person is stuck and reassure them that help is on the way.
4. Do not attempt to open elevator doors yourself — wait for the professionals.

Elevators are now equipped with monitoring phones that connect directly to elevator service personnel for emergencies.

Break-Ins, Vandalism & Thefts

If you experience or observe a break-in, vandalism, or theft involving a vehicle, suite, or common area, follow these steps:

Immediate Actions

- If a crime is in progress or you feel unsafe, call 911 immediately.
- For non-emergencies, report the incident to the police first and obtain a police file number.
- After contacting the police, notify AWM Alliance at 604-685-3227 (24-hour emergency line).

If the Affected Suite Owner May Be Away

- If you see a vandalized suite door and believe the owner is not home, contact AWM immediately so they can secure the door until it is properly repaired.

Why Reporting to AWM Is Important

- AWM can inspect entry points (e.g., doors, gates) to determine if they were tampered with during the incident.
- If necessary, AWM can notify other residents to take precautions if similar incidents may occur again.

YOUR RESPONSIBILITY AS A HOMEOWNER

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

1. Read all operation manuals that were supplied with your home. While it is not mandatory, it is highly recommended that you complete and submit any warranty cards provided with your appliances.
2. It is suggested that you do not redecorate your walls with products such as wall coverings until the end of the first year. This allows time to identify potential issues, such as shrinkage cracks in drywall, and gives Flamingo the opportunity to make any necessary repairs. Of course, you are free to paint and decorate your home as you wish.
3. Use and maintain all equipment properly as recommended in their respective manuals. This is particularly important for humidity control, kitchen fans, and other moisture control devices in your home. Please refer to the "Homecare and Maintenance" section of this manual for additional details.
4. Stay informed about the work of your Strata Council, especially regarding warranties for common areas. Remember that the common area warranty begins with the first possession or occupancy within the building. Therefore, the expiry for the common area warranty may differ from the expiry for individual residential units.
5. If you wish to have an item covered under your warranty and repaired by the developer, please do not attempt to perform the repairs yourself or hire another contractor to do the work. This ensures your warranty remains valid. Please note that very minor paint or drywall flaws not covered under the warranty may be corrected by you at any time.

To the extent that damage to a new home is caused or made worse by failure of an owner to take reasonable steps to mitigate as described above, such damage may be exclude from home warranty insurance coverage.

OWNER'S DUTY TO MITIGATE AND MAINTAIN

Home Warranty Insurance in British Columbia requires you, as the homeowner, to maintain your new home and mitigate any damages to it. This includes damage caused by defects or water penetration, as set out in the Warranty Certificate. You must take all reasonable steps to restrict damage to your home if the defect requires immediate attention.

If you notice a problem that could cause damage, report it immediately.

Contact **servicecorp@itc-group.com** or log into your Homeowner Portal at www.homeinformationpackages.com. Afterward, follow up with a written notice to Flamingo Customer Care Team and Travelers Home Warranty to ensure your concern is properly documented.

The owner's duty to mitigate survives even if

1. The new home is unoccupied
2. The new home is occupied by someone other than the homeowner
3. Water penetration does not appear to be causing damage, or
4. The homeowner advises the strata corporation about the defect.

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.

Please refer to BC Housing Residential Construction Performance Guide

NEW HOME WARRANTY

The First Year in Your New Home

Pre-Occupancy Orientation

A Customer Care representative from ITC will walk you through your new home before you move in. Any issues found during this walkthrough will be recorded in the Pre-Occupancy Inspection Report, which both you and the representative will sign. Repairs or adjustments will be made based on this report.

Six-Month Service Request

Over the first six months of living in your home, we recommend keeping track of any concerns you notice. Around the six-month mark, submit your service requests to your homeowner central portal. A Customer Care representative will contact you to schedule a review during regular business hours. Any necessary repairs will be completed in accordance with the **BC Housing Residential Construction Performance Guide** and your **Home Warranty Insurance**.

Year-End Service Request

As you approach the end of your first year of occupancy, you should again document any issues and submit them to the homeowner central portal. A representative will arrange a time to review your concerns and carry out any required repairs under the same warranty guidelines.

If you're not satisfied with the repairs or the standards applied, you can reach out to **Travelers Home Warranty** for further assistance.

Home Warranty Coverage

(https://www.travelerscanada.ca/home-warranty/buyers-homeowners)

We are pleased to inform you that your home is protected by Travelers Canada New Home Warranty and your coverage includes:

1-2 Year Material & Labour Warranty

First 12 months - Coverage for any defect in materials and labour within the home.

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 Envelope Warranty

Coverage for structural defects:

- 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

Commencement Dates:

Commencement dates on home warranty insurance for strata homes are:

- Strata unit: Earliest of date of first occupancy or date of transfer of legal title to first owner.
- Common property: Earliest of date of first-unit occupancy in strata building or date of transfer of legal title to first owner in building.

Home Warranty Insurance Exclusions

Please be aware that while it is comprehensive, your home warranty doesn't cover everything.

For your convenience, here are some important limitations and exclusions:

- Normal shrinkage of material caused by drying after construction;
- Materials, labour, or design supplied by an owner/occupant. This includes changes, alterations, or additions made to the new home by anyone after initial occupancy, except those performed by the builder or its employees, agents, or sub-contractors under the construction contract or sales agreement;
- Accidental loss or damage from acts of nature including, but not limited to, fire explosion, smoke, water escape, glass breakage, windstorm, hail, lighting, failing trees, aircrafts, vehicles, floor, earthquake, avalanche, landslide, and changes in the level in the underground water table which are not reasonably foreseeable by the Builder;
- Failure of an owner to take timely action to prevent or minimize loss or damage, including the failure to give prompt notice to Travelers Canada of a defect or discovered loss or a potential defect or loss;
- Any damage caused by insects or rodents and other animals, unless the damage results from non-compliance with the Building Code by the builder or its employees, agents, or sub-contractors;
- Any defect in, or caused by, materials or work supplied by anyone other than the builder or its employees, agents, or sub-contractors;
- Changes, alterations, or additions made to the new home by anyone after initial occupancy, except those performed by the builder or its employees, agents, or sub-contractors under the construction contract or sales agreement, or as required by the Home Warranty Insurance in British Columbia;
- Reduction in value of the new home;
- Subsidence of the land around the new home or along utility lines, other than subsidence beneath footings of the new home or under driveways or walkways;
- Landscaping, both hard and soft, including plants, fencing, detached patios, gazebos and similar structures;
- Roads, curbs, and lanes;
- Contaminated soil;

Home Warranty Insurance Exclusions - Cont'd

- Non-residential structures including sheds, garages, carports or outbuildings, or any structure or construction not attached to or forming an integral part of a multi-unit building or the new home;
- Any commercial use area and any construction associated with a commercial use area;
- Site grading and surface drainage, except as required by the Building Code;
- The operation of municipal services, including sanitary and storm sewer;
- The quality or quantity of water, either piped municipal water supply or from a well;
- Damage caused or made worse by the failure of an owner to take reasonable steps to mitigate any damage.

For complete warranty information on coverage, exclusions, terms, etc., please refer to Travelers Home Warranty 2-5-10 Home Warranty Certificate.

Classification of Problems

Classification	Description	Handling
Emergency	An emergency can be defined as a problem that will affect the well-being of the resident(s) and requires immediate skilled attention to the defect. Examples include: • Water line bursts; • Circuit board overload/total loss of electricity; • Total loss of heat (check thermostat and electrical breaker before calling for service)	- For emergency repairs, please contact: AWM 604-685-3227 • Log all service requests to the home-owner portal **www.homeinformationpackages.com**
Immediate/ Non-Emergency	These defects could pose a safety hazard or could cause greater harm to your home. Examples include: • Loose railings; • Malfunctioning plumbing; • Water seepage visible as damp areas on surfaces such as exterior stucco; • Window seal failure (the space inside the sealed glass becomes foggy); • Window cracks not due to accidents; • Exterior or entry doors and windows that no longer fit or function properly; • Cracked or broken tile in the shower not due to accidents.	- These issues should be reported shortly after discovery to prevent further damage and/or reduce the safety hazard. • Log all service requests to the home-owner portal www.homeinformationpackages.com
Low	These items do not require immediate attention. Examples include drywall cracks or nail pops.	These items should be submitted before the end of the one-year warranty period.
Appliances	You require a warranty service to one of your household appliances (one year from your possession date).	Contact the manufacturer or Midland Appliances directly. builderservice@midlandappliance.com

Shrinkage Cracks

Shrinkage cracks are a non-structural issue. The warranty applies to shrinkage cracks and nail pops in dry-wall and concrete ceilings.

It is normal to see cracks in the ceiling and wall paint during the first year of a new building due to settlement. It is important to log in all your shrinkage cracks service request to the homeowner portal. It is our intention to rectify all defects that you might find and it will take up to 3 days for the repair.

According to BC Housing's Residential Construction Performance Guide, cracks resulting from normal shrinkage are acceptable; cracks in excess of 3 mm (1/8") in width are not acceptable.

We are required to repair them only **ONCE** during the warranty period. The shrinkage cracks will be repaired based on the BC Housing Residential Construction Performance Guide.

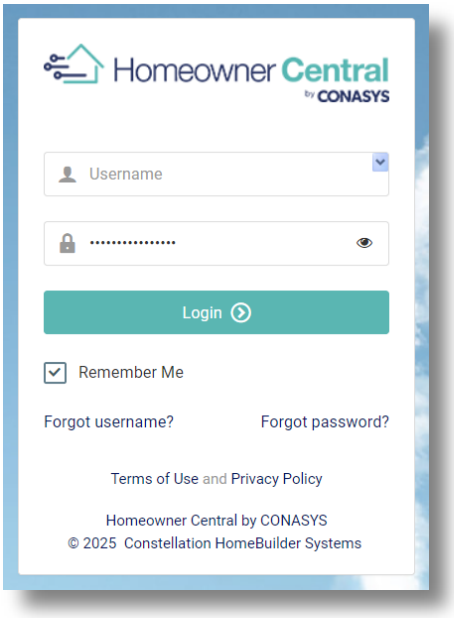
WARRANTY & CUSTOMER SERVICE REQUESTS

All service requests for your home must be submitted through your personal Homeowner Portal, which has been specifically set up for Flamingo One homeowners. Submitting requests through the portal ensures accurate tracking and helps protect both the homeowner and the warranty team from any potential miscommunications.

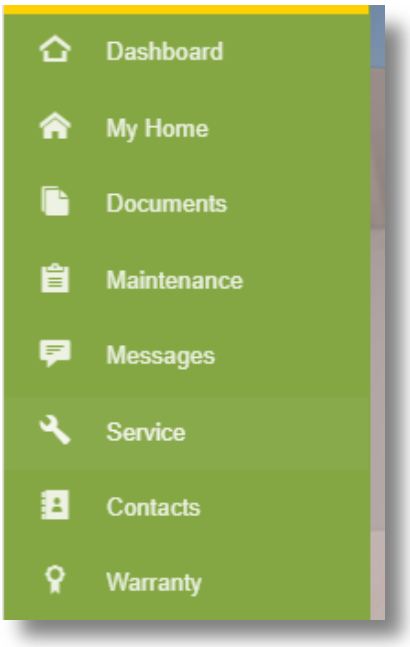
If you have any questions regarding what is covered under warranty, the BC Housing Residential Construction Performance Guide may be able to help you.

www.bchousing.org/publications/Residential-Construction-Performance-Guide.pdf

- On your possession date of your new home, you will receive an invitation email from (HOMEINFORMATIONPACKAGES.com) to create an account for your homeowner portal.



- Once logged into your personal Home Owner Portal, **click ‘SERVICE”** from the menu on the left hand side.
- You will be guided through the simple steps to submit your service request.



For future access to the site, please visit:
Homeinformationpackages.com (use your User name and Password to log in)

Email servicecorp@itc-group.com if you need help navigating the portal.

GENERAL MAINTENANCE & LIMITED WARRANTIES

General Care for Interior

It is your duty as a homeowner to maintain your home and mitigate any damage which may arise. Should a situation be made worse for failure to prevent further damage (like in the case of having a major leak but failing to shut the water off) expect that warranties will be voided.

The following images below are to help familiarize you with some of the items discussed in this section of the Home Owners Guide and help approximate their location.



Ceiling Fan Coil Filter

Fan coil filter needs to be replaced every 3 – 4 months.



Vertical Fan Coil Filter

Fan coil filter needs to be replaced every 3 – 4 months.



GFCI

There will be a red light when the GFCI is tripped. Press the RESET button (RED Arrow) to reset.



Kitchen Faucet

Check kitchen faucet every month to make sure the head is tight-ened.



Breaker Panel

Reset breaker when the switch is tripped. Turn off and wait for few sec and turn back on.

Refer to videos in Home-owner Portal for instruc-tion.

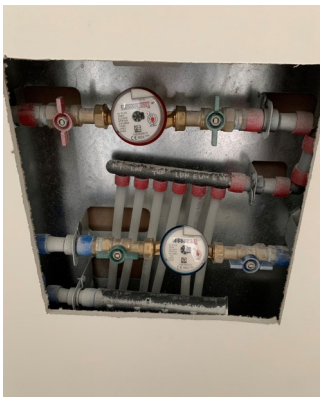


Sprinkler

Located through out unit.

DO NOT hang anything on it.

General Maintenance - Cont'd



Emergency Hot & Cold Water Shut Off

Located inside closet with label on the access panel.



Secondary Lint Trap

Clean both lint traps after each load.



ERV Filter

Located in the ceiling for some units.

Clean filter every month.

Refer to video instructions in Homeowner Portal.



Smoke Alarm

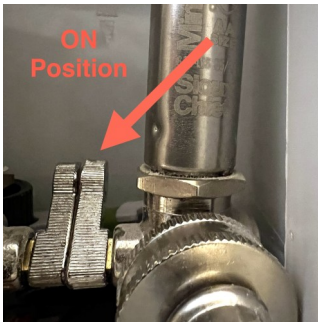
A chirping sound means the battery needs to be replaced. Change all smoke detectors batteries at the same time. (2 x AA batteries)

Refer to video instructions in Homeowner Portal.



Hood Fan

Start hood fan several minutes before cooking to develop proper airflow. Allow the unit to operate for several minutes after cooking is complete to clean all smoke and odors from the kitchen.



Laundry Shut Off Valves

Valves pointing toward wall is "ON".

Valves pointing outward is "OFF".

Appliances

What is covered under the warranty will be outlined in the use and care guides or on the manufacturer's website. All appliances come with a warranty provided directly by the manufacturers. The Midland Appliance Service Team will work with you and the manufacturers to resolve any appliance-related issues.

All dishwashers and washing machines should be monitored very closely for leaking during the first few operations. If a leak is spotted, stop operation of the appliance, turn off the water supply, and contact your property manager for further instructions.

PLEASE NOTE

- Before booking a service call always refer to the use and care guides for possible troubleshooting as user error is not covered under warranty
- While most of the appliances in your unit carry a 1-year Manufacturer's warranty, refer to your appliances' manuals or reach out to Midland Appliances for more information on the warranty coverage.
- What you need when requesting service:
    1. Copy of Possession Certificate
    2. Brand name, model number
    3. Picture of serial number
    4. Contact info - Name, Address, Phone, Email

Midland
APPLIANCE

Dear Homeowner,

Congratulations on the purchase of your new home! As you get acquainted with your new appliances, please reference the appliance use and care guides for product information, use and care and troubleshooting.

What is covered under the warranty will be outlined in the use and care guides or on the Manufacturer's website. While all warranties are held by the Manufacturer, Our Midland Appliance Service Team will work with the Manufacturers on your behalf should service be required.

Before booking a service call always refer to the use and care guides for possible troubleshooting as user error is not covered under warranty.

You can request service through Midland Appliance using any of the following channels:

Phone: (604) 278-6131
Email: builderservice@midlandappliance.com
Online: https://www.midlandappliance.com/request-service

PLEASE NOTE

- All the appliances in your unit carry a 1-year Manufacturer's warranty, if you have any questions or concerns please reach out to us for more information on the warranty coverage

- When requesting service, a copy of your Possession Date Papers will be required, also be sure to have the brand, model and serial number available as these details will be required for Midland to process your request; this information can be found on the appliance serial tag, which is commonly located inside the door of the appliance.

If you're interested in extending the Warranty of any of the appliances in your Home, please contact Angela Neale: aneale@midlandappliance.com within 30 days of your possession date for further details and costs.

Please contact us directly should you have any further questions.

Sincerely, Your Midland Appliance Account Manager

Mark Crocker

Blinds

With a little preventive care and cleaning, roller shades can beautify your windows for many years.

Roller shades come in a wide range of fabrics that are kept looking their best with your vacuum's soft brush tool, and a little spot cleaning with a damp cloth where needed. It's very important to never use a vacuum without the brush attachment – the bare hose can permanently deform and damage your shades.

Supplies Needed:



SOFT CLOTH



WARM WATER



DISH SOAP



VACUUM WITH SOFT BRUSH

Regular Dusting

A dusting tool is essential for maintenance and light cleaning. Use microfiber dusters or cloths as they attract dust rather than scatter it, or a vacuum with a brush attachment, which captures dust most effectively. Gently slide your clean microfiber cloth, duster, or vacuum with brush attachment back and forth across your blinds, working from the top down.

Spot Cleaning

For small spots, use a sponge or soft dust cloth and a mild dish soap mixed with warm water – avoid products that contain bleach, CFCs, or petroleum. You can also make your own cleanser: fill a spray bottle with a mixture of 2 cups of warm water, 1/2 tsp. mild dish soap, and 1/4 cup white distilled vinegar. Dampen your cloth, blot and very gently scrub the area, then blot with a dry cloth. Ensure the wet area of fabric is dry before raising your blinds.

Professional Cleaning

When blinds become deeply soiled, a professional cleaning service is best. While Brite Blinds does not offer this service, a simple Google search will bring up many companies in town that do. We recommend Ultra Wave Blinds in Burnaby, who can be reached at 604.421.1121.

The information contained herein is provided for the benefit of the homeowner. It is believed to be correct as of 09/2025. Please note that information is subject to change without notice.



5-Year Warranty

BRITE BLINDS

Flamingo | 13675 107A Ave, Surrey BC | ITC Construction

Date of Substantial Completion – 2025

Brite Blinds Limited guarantees all our products against manufacturing defects in material or workmanship for **a period of 5 years from the date of substantial completion,** provided all products are installed by a professional authorized installer/dealer. This warranty does not cover damage caused by or resulting from misuse or abuse, alterations, humidity, exposure to salty air, fire, or corrosive materials. This warranty only applies to the original purchaser, and proof of purchase is required.

Headrail / Manual & Motorized Components / Brackets

All moving parts in both manually operated and motorized blinds and shades are covered by the 5-year warranty as detailed above.

Fabric & Materials

Rollers, Verticals, Zebras, Venetians, and Faux Wood are all covered against cracking, peeling, twisting, warping, excessive fading, excessive discolouration and extreme loss of colour intensity. This warranty does not cover variations in texture, colour grain, soiling nor does it cover products installed in areas of high humidity.

Resolution of Warranty

In the event of a defect under this warranty, the purchaser must notify Brite Blinds Ltd. immediately upon detection of the defect's first appearance. Brite Blinds Ltd. will determine upon receipt of defective product if the defective product is covered, and once determined the product will either be repaired or replaced. If not covered, Brite Blinds Ltd. will advise options to address the defect.

CONSUMER CHOICE AWARD 2014-2025 VANCOUVER 12 YEAR WINNER

BBB A+ ACCREDITED BUSINESS

These awards reflect a proud tradition of customer care and support.

Brite Blinds
604.420.8820
support@briteblinds.ca
4275 Phillips Avenue, Burnaby, BC, V5A 2X4

briteblinds.ca

LIVART FURNITURE CO. LTD
#100-7360 RIVER ROAD RICHMOND BC V6X1X6

User Manual & Warranty Limitations

LIVART FURNITURE CANADA CO LTD. would like to thank you for choosing our cabinets. We take pride in building our cabinets, and now you can take pride in owning these quality hand crafted cabinets. Our craftsmen have taken considerable care in the building of your cabinets and hope you have a lifetime of enjoyment from them. If you have any problem, we are here to help.

LIVART FURNITURE CANADA CO LTD. warrants to the purchaser that the cabinets will be free from defects in workmanship and materials for as long as a customer owns them. The following is not covered: (1) Damage, deterioration, or malfunction resulting from: (a) Accident, negligence, misuse, abuse, or improper use or failure to follow instructions. (b) Repair or attempted repair by anyone other than an authorized LIVART FURNITURE CANADA CO LTD. representative. (2) Normal wear (3) Scratches, nicks, or normal wear of the finish. (4) Any cabinets used for commercial or industrial purposes.

We will not be liable for damages based upon inconvenience, loss of use, damage to any other equipment or other items, or any other damages whether incidental or consequential or otherwise. This warranty gives you specific legal rights, and you may have other rights which vary from state to state.

Should you have any questions, comments or problems please give us a call so we can continue to give the best quality and service possible.

User Manual

1) Since our cabinet is basically made of eco-friendly wood, shrinkage expansion, deformation, and discoloration may occur over time due to the nature of the material. Please note the following before use.

2) Use a soft towel with a neutral cleaning agent, when cleaning.
(Excessive use of water or use of unrecommended agent may damage the product)

USE:

- Methyl Hydrate – Recommended
- Soap (non-abrasive) and water
- Denatured alcohol and water

DO NOT USE:

- Lacquer thinners or any other product containing acetone
- Any abrasive rubbing material or cleaner
- Use of any cleaning agent other than those outlined above under “USE” will void the warranty.

3) Before storage in a cabinet, it is necessary to remove water from dishes.
4) Shelves and all storage are designed based on the load of normal kitchen and bathroom appliances.
(It is not supposed to use for non-kitchen or bathroom goods or for commercial purposes.
5) The height of the shelf can be adjusted by the user depending on the items to be stored. When adjusting the height, please secure that four dowels are inserted without any abnormality.
6) Always take care that any goods or the shelf don’t fall when you are taking out the object.

7) Door hinge has fine adjustment function. You can adjust the spacing using the door hinges, since the product will settle slightly as time passes. If you do not familiar with adjusting the hinge, you will need to ask the expert to make adjustments.

(Door hinge uses CLIP-ON system for easy maintenance. If any hinge found loose, you should stop using it and secure it before using it.)

8) When opening or closing the door, please be mindful with surroundings
9) Built-in electronic appliances (refrigerators, ovens, microwave ovens, dishwashers, etc.) that generate heat require proper ventilation. Deformation due to heat may occur during prolonged use.
10) When cleaning the oven with self-cleaning function, it is recommended to open the doors of the adjacent cabinets and ventilate.
11) The inside of the dishwasher must be dried after use.

Warranty Limitations

- The warranty is limited to a product of LIVART supplied for the project AND the addresses below.

  Flamingo
  13675 -107A Avenue, Surrey, BC

- Cabinets and sliding closet doors are warranted for (1) year from Substantial Completion unless otherwise stated in the contract.
- Our warranty is limited to defects in cabinet product located in kitchens, bathrooms, and bedrooms. (excluding installation, counter-top, lightings or appliances)
- Users deformations and deficiency during moving
- The defects caused by using solvents and equipment that are not recommended by the manufacturer
- Accidents caused by falling objects during door opening/closing
- Deficiency caused by using non-household items of using for commercial purpose
- For large doors (3 feet or more), banding can occur and the hinge can be adjusted to ensure its operation. It's not considered as a deficiency which needs replacement.
- Grain, knots and joints of natural veneer products cannot be considered defective.
- We are not responsible for defects resulting from the construction of electricity, gas or roof adjacent to the kitchen.
- We are not responsible for any defect caused by moving, negligent management, arbitrary change, or mismanagement.
- No one can make random changes to the content.

Warranty Disclaimers

- This warranty is not transferable.
- Color variations in cabinets are a natural occurrence due to species, age, a character of cabinets, and exposure to UV light and sunlight. For these reasons, new and/or replacement cabinets may not match previously installed cabinet. Such variations and changes are not considered defects.

Warranty Performance

If a manufacturing defect does occur within the terms and conditions of this warranty such defective part will be repaired or replaced by LIVART FURNITURE CANADA CO LTD. at its sole option. LIVART FURNITURE CANADA CO LTD. will not provide or pay for the cost of removal of defective product, transportation of defective, repaired or replaced product or installation of repaired or replaced product.

Caulking

Caulking is commonly used to seal gaps between drywall and woodwork, as well as joints around bathtubs and plumbing fixtures. Over time, caulk may shrink, which is a normal occurrence and not considered a defect. Homeowners are responsible for regular maintenance, which includes inspecting caulked areas and making repairs as needed.

Proper upkeep of caulking around toilets, tubs, sinks, and shower seams is essential to prevent water damage to underlying surfaces. You may consider hiring a professional to reapply caulk annually or whenever necessary.

Caulking products and caulking guns are available at most hardware stores. For areas exposed to moisture—such as the base of bathtubs or around sink, silicone caulk is recommended. Please note that silicone caulk cannot be painted. For filling seams between drywall and woodwork, latex caulk is typically used and can be painted to match surrounding surfaces.

Limited Warranty

Any shrinkage or cracking will be re-caulked where necessary once only during the first 12 months of warranty. The repaired will be based on the BC Housing Residential Construction Performance Guide.

Please refer to the above guide for details.

Ceilings

Do not drill into the ceiling, as the post-tensioned slabs contain electrical conduit, in-slab water lines, and in-slab ductwork. Doing so may adversely affect the structural integrity and building systems.

Any settlement cracks in the ceilings will be repaired once only. Please report this to the Homeowner Portal and they will be reviewed at the year end mark.

Countertop

Engineering Quartz Countertop

Engineering Quartz is a man made material consisting of +/- 93% natural quartz stone aggregates and +/- 7% resin, created to have many beautiful and modern looking designs. The advantages of engineering quartz are strength, durability, stain and scratch resistant, as well as easy clean-up. Although the engineering quartz materials are generally resistant to stain, scratch and heat, they ARE NOT stain-proof, scratch-proof, or heat-proof and as such they are not immune to damage. Proper care must be taken to maintain the beauty of your new countertop. The good news is only simple routine care is required to keep your countertop looking great for years to come.

Daily Routine Care & Maintenance

- Clean your countertop using a PH neutral (5-9) mild soap and warm water on a regular basis, followed by rinsing and wiping dry using a clean soft cloth or paper towel. Do this clean after each use.
- Clean spills as soon as possible to avoid stains to penetrate into the countertop surface.
- For more intensive cleaning, you may consider using some of the methods below, always start with the gentlest methods, and try on a small area first.

1. Stubborn Soils: use a non-abrasive household cleaner such as Method Cleaner for Granite, or Soft Scrub Liquid Gel. Apply sparingly on a damp soft cloth or sponge and wipe the surface. Do not apply directly onto the surface. Repeat the steps until desired results are achieved. Always make sure to complete the cleaning step by rinsing the surface with a damp clean soft cloth or towel paper to prevent surface built up from the cleaning products.
2. Grease Spots: moisten a clean soft cloth or paper towel with isopropyl (rubbing) alcohol and wipe the spot. Repeat these steps until desired results are achieved. Followed by rinsing the surface clean with soft clean dry towel.
3. Glue, Tape, Stickers, Gum: Apply Goo Gone or a similar d-Limonene based cleaner to a soft clean cloth or paper towel and apply to the affected area. Use a dull plastic putty knife to gently scrape the residual if necessary. Then clean with a mild soap or mild detergent, and follow with rinsing off thoroughly using a damp soft clean cloth or paper towel.

- To disinfect the surface: In addition to the regular cleaning methods above, if you wish to take additional step to disinfect the surface, use an ethanol/alcohol-based cleaner for this purpose. The ethanol/alcohol-based cleaner (ie. rubbing alcohol with concentration of at least 70%) must remain wet on the surface for 5 minutes. Then allow to air dry, or wipe dry after 5 minutes. DO NOT use products or solutions containing bleach, ammonia or quaternary ammonium to clean or disinfect the quartz surface, as these can degrade and dull the surface overtime.

Countertop - Cont'd

Remember: Always follow with cleaning using mild soap or detergent as outlined above, then thoroughly rinse the surface with cool water and immediately dry with a clean soft cloth or paper towel. Never leave any cleaning solutions on the surface over an extended length of time as the solutions might dull the surface.

Protection from Heat and Extreme Temperature Changes

- Always use a trivet to avoid damage caused by extreme heat transfer from cooking pots and pans to the countertop.
- Avoid unloading large quantity of frozen foods directly onto the countertop – lay the frozen foods onto a cutting board to minimize the direct temperature change.
- Avoid exposure to direct heat source – torch, candles, open flames can scorch and cause damage to the countertop

Do's

- Use a cutting board to cut foods to avoid chipping and/or scratches from developing
- Use a trivet to avoid damage caused by extreme heat transfer from cooking pots and pans
- Clean and dry after each use
- Use a waterproof dish under all plant pots to avoid water marks

Don't:

- Don't drop or drag heavy objects on the surface (e.g. hot cooking pots)
- Don't cut or chop directly on the countertop surface
- Don't drop or drag sharp objects on the surface
- Don't sit, climb, stand on or jump on top of the countertop surface
- Don't use any strong chemicals or solvents such as paint remover, paint thinner, harsh and abrasive cleaning products, e.g. scouring powders such as Comet, Ajax, baking soda, bleach, acetone, inks, furniture cleaners, oil soaps, oven & grill, easy-off cleaners, undiluted extreme acidic or alkaline cleaners, concentrated detergents such as dishwasher/laundry detergents, etc…
- Don't use cleaning products that contain oil, powders or abrasives
- Don't use abrasive scrubbing pads, steel wools, steel brush
- Don't use industrial solvents or fuels of any kind
- Don't use glass cleaners, Hydrogen Peroxide, metal polish of any kind, toothpaste, stainless steel cleaners, or products containing waxes or silicones…
- Don't use any kind of sealer. Engineering quartz surfaces are highly non-porous and do not ever need any sealer. Using these products might damage the finish of the quartz surfaces and void the warranty.

Doors (Entry & Interior)

Interior Doors – Care & Maintenance

The doors in your home may shift or change slightly over time due to the natural properties of wood. This is normal and may require occasional adjustments—there's no need for concern.

Hardware Maintenance

- Lubrication: Apply lubricant to moving parts of the door hardware, then wipe away any excess with a cloth.
- Loose Handles: If a door handle becomes loose, use the correct screwdriver to tighten it. Hold the handle firmly with one hand while tightening the screw with the other.

Hinges

- For squeaky hinges, apply a drop of lubricant to the top of each hinge and swing the door open and closed to distribute it.
- Wipe off any excess lubricant.
- Clean hinges with mild soap and water, then dry thoroughly.

Preventing Damage

- Avoid slamming doors, as this can damage the door, frame, and even nearby walls.
- Opening doors with excessive force can stress adjacent surfaces.
- Do not hang heavy items on doorknobs or apply pressure, as this can loosen hardware and cause the door to lean.
- Prolonged exposure to sunlight, heat, or humidity may cause warping or other changes.

Warping

- If a door becomes slightly warped, keeping it latched as often as possible may help it return to its original shape over time.

Limited Warranty Coverage

- Cracks & Splits: Wood doors may expand or contract with temperature and humidity changes. Cracks and splits will be repaired within the first 12 months of the warranty.
- Door Closers: Any failure of the door closer will be addressed within the first year.
- Hardware: Cosmetic damage noted during the orientation will be repaired. Locks may be stiff initially - this is normal. Loose hardware over time is considered routine homeowner maintenance.
- Surface Damage: Chips or other damage noted during the orientation inspection will be repaired. Cosmetic damage discovered after possession is not covered.
- Warping & Sticking: These issues are typically caused by humidity-related expansion. Doors that are warped, sticking, or inoperable within the first 12 months will be repaired or replaced as needed. In some cases, repairs may be postponed until after the first heating season. Please note: excessive indoor humidity caused by the homeowner may void warranty coverage.

Drywall

Cracks and nail pops will be addressed by the Developer at the one year end mark, following the below guidelines.

Most minor cracks are a result of normal shrinkage of materials and are generally not covered under warranty.

*Please refer to **BC Housing Residential Construction Performance Guide***

However, drywall cracks are considered to be a defect when they are:

- greater than 2 mm (1/16”) in width
- more than 300 mm (12”) long and greater than 1 mm (1/32”) in width
- tape separation is greater than 2 mm (1/16”) from the surface, or
- where bead separation is greater than 2 mm (1/16”) from the surface.

Hanging Pictures

When hanging pictures, be careful of how you attach them to the wall. Sticky tape may pull off paint with it when removed. Do not hang pictures on fire-rated walls (see this section below: ‘Fire-Rated Walls’).

Cleaning

If you are cleaning your walls, do not use abrasives, chemical cleaners, scouring pads, or brushes.

Fire-Rated Walls

These are the walls that separate suites from each other, and suites from corridors. The integrity of fire-walls must be maintained therefore, do not alter.

Repairing

After the warranty period, most drywall repairs can be easily made. It’s recommended that you hire a professional. To correct a nail or screw pop reset the fastener with a hammer or screwdriver and cover it with drywall compound filler. When dry, sand the surface with fine grain sandpaper before painting. Indentations caused by sharp objects can be filled in the same manner. Hairline cracks can be repaired with a coat of paint; slightly larger cracks can be repairs with drywall compound filler.

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Drywall - Cont'd

Drywall & Settlement Repairs

Repairs related to drywall and natural settlement will be completed once only during the first year of your warranty. To ensure all issues are addressed at once, we recommend submitting these requests around the 11th month of your warranty period.

If drywall repairs are needed, please note that the homeowner is responsible for any wallpaper or paint finishes applied after possession. Paint touch-ups are not guaranteed to match surrounding areas.

Touch-ups required due to move-ins, move-outs, or general wear and tear are **not covered** under the 12-month warranty.

Lighting Conditions

Repairs will not be made for imperfections that are only visible under specific lighting conditions. The general guideline is: a flaw is considered a defect only if visible under normal lighting from a distance of 3 feet, viewed directly perpendicular to the surface.

Nail/Screw Pops & Cracks

These are caused by the natural shrinkage of gypsum around fasteners and are common in new homes. While not considered defects, we will repair these once only during the first year of warranty.

Surface Flaws

Only surface imperfections such as scratches, dents, or nicks that were documented during the orientation **i**nspection will be repaired. Any damage identified after possession becomes the homeowner's responsibility.

Deck Membranes

Inspect regularly for any signs of damage, such as cuts or tears, and report issues immediately.
Do not cover the surface with materials like carpet, as this can trap moisture and promote mold growth.
Clean using a mild soap and water solution.

Deck Scuppers

Some decks have scuppers to help water flow away. It's important that each resident keeps these clear of debris.
If the drain gets blocked, water can build up and leak into the building, which can cause serious damage.
Please take a moment to check your deck regularly. Damage from blocked drains isn’t covered by the 5-year building envelope warranty, so a little care now can prevent big problems later.

Care and Maintenance of Electrical Systems

The electrical system in your home has been designed and installed in compliance with the provincial electrical code to ensure safety and reliability. Your home is equipped with a dedicated electrical service panel containing circuit breakers, which control power to different areas, outlets, and appliances. Circuit breakers serve the same purpose as fuses in older homes but are safer and easier to reset. They are designed to **protect your home** from overheating and potential fire hazards caused by overloaded circuits or short circuits.

Circuit Overload (Breaker Tripping)

- If a breaker trips, first check whether the circuit is overloaded by too many high-power appliances. Items like space heaters, hair dryers, toasters, and kettles draw significant power and can cause an overload if used together on the same circuit.
- If this occurs, unplug one of the appliances and reset the breaker.
  If the breaker continues to trip, log a request through your homeowner portal for assistance. Persistent breaker issues should always be inspected by a certified electrician to ensure your home's electrical system remains safe.



Important Safety Reminder

Always turn off the appropriate breaker before attempting any wiring, hookups, or electrical work in your home.

Resetting Breakers

If a breaker trips, follow these steps to reset it safely:

1. Move the switch fully to the "off" position
2. Wait at least 30 seconds before switching it back on. This cooling period ensures the breaker resets properly if it tripped due to an overload.
3. Switch it back to "ON" position
4. Identify the cause of the problem first. Disconnect any appliances that may have caused the overload or short circuit.

If the breaker continues to trip after being reset, log a request through your homeowner portal.

Electrical System Features - Cont'd

Arc Fault Interrupters (AFI)

Your home includes Arc Fault Interrupter (AFI) breakers, installed in your main electrical panel. AFIs monitor the flow of electricity and detect dangerous arcs — small sparks that could otherwise lead to electrical fires.

- If an arc is detected, the AFI will automatically shut off power to the affected circuit.
- To restore power, switch the breaker fully to the **"OFF"** position, wait a few seconds, and then switch it back to **"ON"**.

AFI breakers in your home typically control bedroom circuits for added safety.

Ground Fault Circuit Interrupters (GFCI)

GFCI outlets are installed in areas where water and electricity could come into contact, such as bathrooms, kitchens, and laundry areas. These outlets are designed to prevent electrical shock by cutting off power instantly when a fault is detected.



How to Test Your GFCI (Monthly):

1. Plug in a small appliance, like a hair dryer, and turn it on.
2. Press the TEST button — the appliance should turn off.
3. Press the RESET button to restore power.

⚠ If the outlet fails this test or does not reset properly, do not use it. Turn off the breaker and contact ITC at servicecorp@itc-group.com and log a request in your homeowner portal.

Smoke Detectors

Your home is equipped with hardwired smoke detectors for your safety. Test them monthly to ensure they are functioning properly:

- Press the TEST button on the detector — a loud alarm should sound.
- Some models also include a power indicator light to confirm they are active.
- To maintain performance, vacuum around the smoke detector grille periodically to remove dust.



⚠ False Alarms:
If your smoke detector sounds unnecessarily, open windows to ventilate the area and temporarily switch off the corresponding breaker.

Electrical System Features - Cont'd

Plugs and Outlets

Your home's electrical plugs are tamper-resistant, making them safer for children, but sometimes a little harder to use. If inserting a plug feels difficult, apply gentle, steady pressure — this is normal.
If you notice a plug or outlet sparking excessively, turn off the breaker immediately and contact ServiceCorp at servicecorp@itc-group.com or log the issue in your homeowner portal.
A small spark when unplugging appliances is normal, but frequent or large sparks require attention.

Switch-Activated Outlets

Some wall switches in your home control ceiling or wall-mounted lighting, while others are designed to control half of an electrical outlet. This feature allows you to plug in a lamp or other device and turn it on or off directly from the wall switch.

Kitchen Counter Outlets

Your kitchen counter outlets are split receptacles, meaning the top and bottom halves are on separate circuits. This allows you to safely use two high-power appliances — such as a toaster and a kettle — on the same outlet without tripping the breaker.

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Care and Maintenance of Mechanical Systems

Vertical Fan Coils & Integrated ERV

Maintenance

Always isolate the unit electrically before removing the front access panel. Do this by opening the circuit breaker (or other switching device) in the distribution panel in the suite. Do not use the fan switch as a means of isolation. There is a high risk of electrocution if the unit is improperly isolated. If in doubt, have a qualified electrician perform the service work.

Ensure that the fan has stopped rotating before proceeding to work within the unit. If the unit is equipped with a fuse or circuit breaker, do not change out either of these devices with ones of a higher Amp rating. The purpose of a fuse or circuit breaker is to protect the wiring to the unit.

Take care when working inside the unit. Sheet metal components may have sharp edges.

Every 3 Months

- *Check / Replace the Return Air Filter*

  The filter can be one of two types: a 1” thick cardboard framed type or a metal frame with filter media attached.

  To access the filter, grasp the bottom of the hinged door and pull sharply forwards, and lift the door to the horizontal position, or open the perimeter panel door. The filter is now accessible and is removed by sliding upwards out of the channels attached to the inside of the grille on Return Air flanges.

Part	300/400	600/800	1000/1200
TL/TM Unit	14”x25”x1” (355x635x25)	14”x25”x1” (355x635x25)	16”x25”x1” (405x635x25)
TF Unit	14”x25”x1” (355x635x25)	16”x25”x1” (405x635x25)	16”x25”x1” (405x635x25)
TR Unit	14”x25”x1” (355x635x25)	14”x25”x1” (355x635x25)	18”x25”x1” (455x635x25)

Vertical Fan Coils & Integrated ERV - Cont'd

Check/ clean the H/ERV filters

The H/ERV filters are an electrostatic washable filter to protect the core from any debris.

To access these filters follow the instructions below. Please note a step stool may be required for proper access.

1. Remove the upper cover panel by removing the two screws (1/4" hex head) and pulling the panel towards you and down.
2. Remove the lower motor panel by removing the four screws (1/4" hex head) and pulling the panel towards you and up.
3. Turn off the disconnect switch below the electrical enclosure.

(**Warning**: Do not reach into the unit until disconnect is switched off.)

4. Remove the two screws on the module access panel (#2 Phillips or #2 "red" Robertson) and the two bars, if present, by pushing up out of the bottom bracket and then pulling out and down of the top bracket.
5. Remove the closed cell insert on top of the core. Pull out the top part that is wedged between the block-off and the top of the core. Tape may have been applied during installation to avoid movement while installing.

Horizontal Fan Coil - Cont'd

Maintenance

Normal maintenance on all units is generally limited to filter changes and cleaning the condensate drain pans . Units are provided with permanently lubricated motors and require no oiling .

Record performance measurements of volts, amps, and water temperature differences (both heating and cooling). A comparison of logged data with start-up and other annual data is useful as an indicator of general equipment condition .

Filter Changes

Filter changes are required at regular intervals . The time period between changes will depend upon the project requirements . Some applications, such as motels, produce a lot of lint from carpeting and linen changes, and will require more frequent filter changes. Units equipped with a MicroTech III board may have Change Filter indicator lights set to be activated at certain time intervals (60, 90 or 120 days) . For units which were not provided with MicroTech board check filters at 60-day intervals for the first year until experience is acquired. If light cannot be seen through the filter when held up to sunlight or a bright light, it should be changed . A more critical standard may be desirable .

Filters can be removed without removing any panels . See Figure 21 or Figure 22 . Cabinet units are equipped with large bottom access doors allowing easy access to the filter media from any direction .

A. To remove the filter

<u>Bottom return:</u>

1 . Turn the tabs on the side of the filter frame.

2 . Slide your fingers along the bottom of the filter until they reach the rear paperboard edge .

3 . Pull the filter out of the unit.

Filter Removal for Units with Bottom Returns



Fan Coil - Cont'd

Maintenance

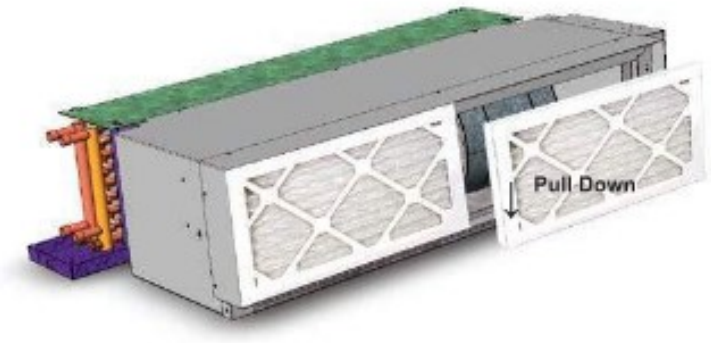
Back return:

1. Turn the tabs on the bottom of the filter frame. Open the frame .
2. Feel for the paperboard edge of the filter. Slide the filter down and remove it .

B. To install a new filter

1. Bottom: Slide the filter in. Turn the tabs into place.
2. Back: Push the filter up until it clears the front lip on the filter housing, then turn the tabs into place.
3. Close the tabs of the filter frame.

Filter Removal for Units with Rear Returns



Coils

Units provided with the proper type of air filters, even when replaced regularly, may require periodic coil cleaning . Coils may be cleaned in-place by removing the motor/blower assemblies and brushing the entering air face with a soft brush in a parallel motion with the fins. Do not brush perpendicular to the fin orientation, damage may occur . Brushing should be followed by blowing air through the fins with a vacuum cleaner from the leaving air side then removing all debris with the vacuum .

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Fan Coil

Energy Recovery Ventilator (ERV)

CAUTION

⇒ Electric shock may result. Disconnect power by switching off main switch first, then unplug the power plug before working on unit when it is in default mode.

⇒ Electric shock may result. Disconnect power by switching off wall switch first, then main switch and unplug the power plug before working on unit when replacing the jumper cable with wall switch.

⇒ Routine maintenance must be performed every 2 or 3 months, logged filters may cause condensation on the unit due to air flow reduction.

⇒ Please wear gloves to avoid pinching fingers during maintenance.

⇒ Please pay attention to dust, condensation water or parts that may drop down when the frame cover is opened.

⊗ Never use petrol, benzene, thinner or any other such chemicals to clean the ERV.

⊗ Do not allow water to enter ERV.

⊗ Do not immerse resin parts in water over 60 °C.

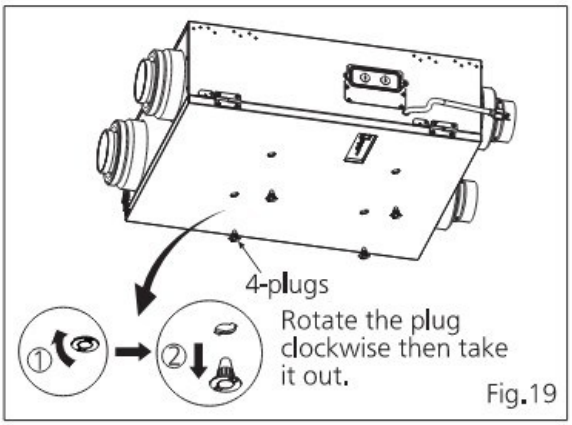


Fig.19

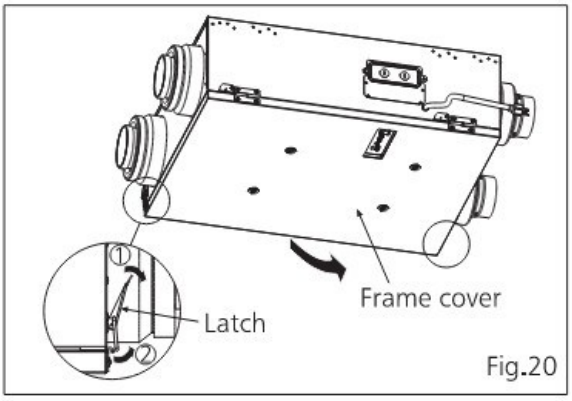


Fig.20

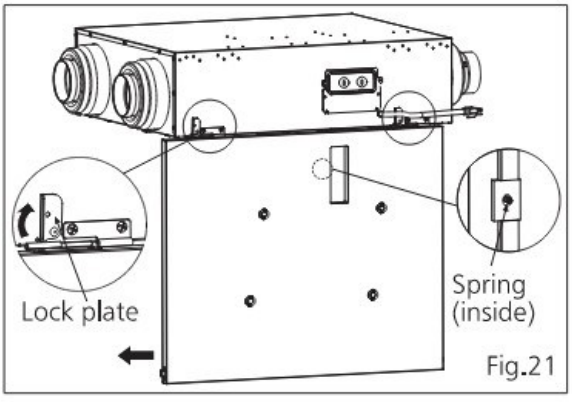


Fig.21

Note

There may be moisture in ERV after running long time in cold climate, please remove the 4 plugs on frame cover to discharge condensation before open the frame cover. (Fig.19)

1. Open the frame cover by unlocking the latches. (Fig.20)

Note

- If not convenient for maintenance, you also can turn the lock plate 90° and remove the frame cover. (Fig.21)
- There is a spring on the inside of frame cover, please do not damage or deform it, otherwise, the ERV may not operate. (Fig.21)

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Fan Coil

Energy Recovery Ventilator (ERV)

2. Remove OA filter and RA filter to clean with vacuum cleaner. (Fig.22)

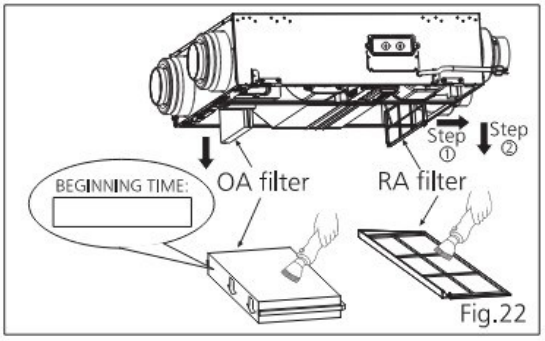


Fig.22

It is suggested to replace the OA filter every 6 months. Please fill in beginning time on new OA filter before replacing.

Note:

Please replace OA filter by Panasonic Model FV-FL0810VE1 or FV-FL1310VE1.

3. Clean energy recovery core with vacuum cleaner. (Fig.23)

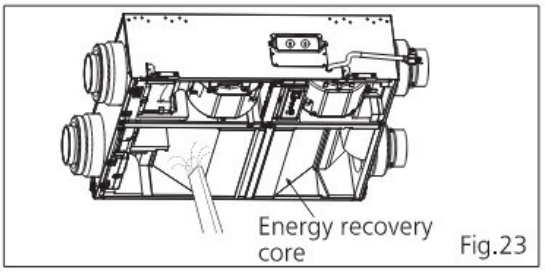


Fig.23

4. Replace the OA and RA filters.

   Make sure the RA filter adapts to the convex and the direction of the arrow on the OA filter is in the same direction as the air flow displayed on the nearby label. (Fig.24)

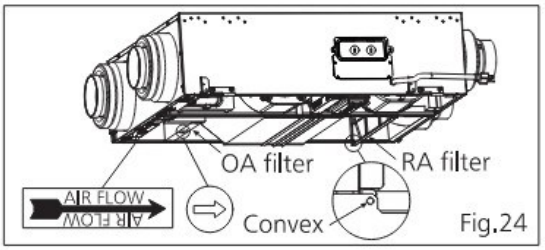


Fig.24

5. Reinstall and close frame cover by locking the latches, then reset the lock plate. (Fig.25)

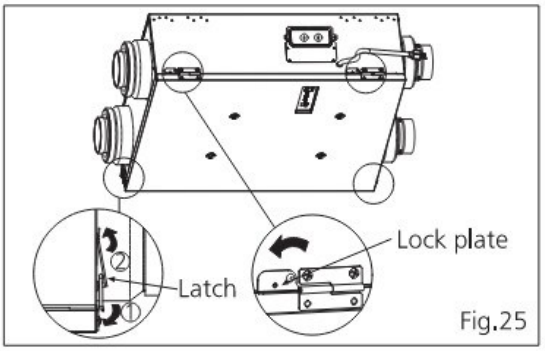


Fig.25

6. Connect power, press filter reset button with sound of “Pi”, then filter indicator and buzzer sound will be off. (Fig. 26)

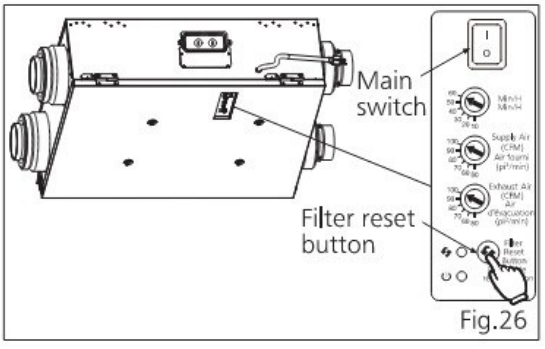


Fig.26

Fan Coil - ERV - Cont'd

Troubleshooting

If a problem is encountered, please investigate it by going through the following items.

If the problem still persists, please disconnect the power and submit a service request.

Problem	Display		Action
	Running indicator (Green)	Filter indicator (Red)	
1.The ERV doesn't work.	Off	Off	■ Check the power cord is connected. ■ Check the frame cover is closed. ■ Check the main switch in product body is on. ■ Check if the spring on the inside of frame cover is damaged or deformed.
	On	Off	■ ERV running interval according to the ASHRAE time setting. ■ When outdoor temperature is low (FV-10VEC2: ≤-22 °F (-30 °C), FV-10VE2: ≤14 °F (-10 °C)), ERV stops operating automatically. ■ Damper may be frozen shut, please wait for maximum 24 hours for defrosting.
2.The HVAC/AHU doesn't work when ERV works.	On	Off	■ Please disconnect the power and contact the dealer to check the HVAC/AHU wiring connect.
3.Buzzer sound (10 sec in a hour) and ERV works.	On	On	■ The RA filter and OA filter need to be maintained. If you do not want the buzzer notification, please long press the filter reset button for 3 sec to cancel it.
4.Buzzer sound (30 sec in a hour) and ERV doesn't work.	Blink* (0.5 s)	Off	■ SA motor error, please disconnect the power and contact the dealer for repair.
	Blink* (2 s)	Off	■ EA motor error, please disconnect the power and contact the dealer for repair.
	Off	Blink* (0.5 s)	■ OA damper error, please disconnect the power and contact the dealer for repair.
	Off	Blink* (2 s)	■ EA damper error, please disconnect the power and contact the dealer for repair.
	Off	Blink* (4 s)	■ Center damper error, please disconnect the power and contact the dealer for repair.
	Blink* (0.5 s)	On	■ Temperature sensor error, please disconnect the power and contact the dealer for repair.
	On	Blink* (0.5 s)	■ PCB board error, please disconnect the power and contact the dealer for repair.
5.ERV doesn't work base on the setting air volume.	On	Off	■ When product runs in circulation mode for defrosting, the air volume will be more than setting and sound will be slightly louder than normal operation. (FV-10VEC2 only) ■ When outdoor temperature is less than 14 °F (-10 °C), the product will restrict air volume automatically to protect energy recovery core.

*The time under "Blink" means the frequency of blink.

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Flooring

Porcelain Tile

Porcelain stoneware is a technologically advanced material; porcelain tiles are composed of ultra-purified, highly ground clays with silica and feldspar additives. Porcelain tile is heated to extremely high temperatures, during which vitrification occurs, resulting in a surface of greater hardness than marble or granite. Porcelain stoneware's' deep abrasion resistance, shock resistance, frost proof characteristics and exhibits the lowest water absorption rates and the greatest resistance to staining of any hard surface material.

Regular Maintenance

- Sweep or vacuum the floor free of debris. If sweeping, use a soft natural bristle broom.
- Use the recommended amount of general-purpose neutralizing cleaner to clean the surface.
- Rinse with clean water or a mild solution of neutral cleaner, suspend and remove all soft residues.
- Remove excess water.

Maintenance for Extremely Dirty Areas

- Sweep or vacuum the floor free of debris
- Scrub with a high PH or alkaline cleaning compound and floor machine equipment with an abrasive pad or natural bristle brush.
- Pick up soiled cleaning solution with a wet vacuum.
- Rinse floor area twice with clean water.
- Remove excess with a wet vacuum.
- If the dirt is not organic, it's better to use a bit of PH 3 cleaner, after that rinse and neutralize it with PH 12.

Maintenance for Textured Surfaces

NOTE: Textured surfaces, although it offers excellent safety features (e.g.: increased co-efficient of friction) require additional maintenance. Due to the crevices on the tile surface, it will be necessary to reach the soil that rests in the low points. Standard wet mopping will not be completely effective in maintaining these surfaces.

- Sweep and vacuum floor debris ensuring that all soil is removed completely.
- Use a scrubbing machine or mop with a mild cleaning solution, using cross action to ensure that all dirt is removed.
- Rinse several times with clean water.
- Proper cleaning enhances the aesthetic characteristics of any floor.

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Flooring

Laminate Floor

Sweeping, hoovering and wiping laminate floors

It's easy to remove coarse debris or dirt such as sawdust from installing the floor using a soft broom or a hoover fitted with a suitable tool for hard floors. However, as sweeping tends to stir up dust, we recommend hoovering. To clean off residues and dirt that adhere to the floor, as well as marks left by rubber-soled shoes and furniture, wipe with a damp cloth.

It's important that the cloth isn't too wet; it should only be slightly moist so that the floor will quickly dry again afterwards. Too much water isn't good for laminate. If anything ever spills on the floor, clean it up right away! Try to wipe lengthwise along the panels. There is no need for any additional treatment.

Suitable cleaning products for laminate flooring

Clear water is enough in most cases. If you want to use a cleaning agent, however, use one that is as mild and gentle as possible. Aggressive products will damage the laminate. Special laminate cleaners are suitable. Avoid products that contain wax or soap, as they leave unattractive streaks.

Ideal ambient conditions for laminate flooring

The best ambient conditions for laminate are a temperature of 20° to 22°C and relative humidity of 50-60%. A bit more or less than this isn't a problem – these values naturally fluctuate in any case. But if the relative humidity persists at a significantly higher or lower level, we recommend purchasing a dehumidifier or humidifier as the case may be. Besides being good for the laminate, it also creates a healthier, more pleasant indoor climate.

Summary of how to care for laminate flooring:

- Remove loose dirt and debris with a soft broom or hoover.
- Use a moist cloth to clean off sticking residues.
- Wipe parallel to the panels' long sides.
- Use a special-purpose laminate cleaner to get rid of stubborn dirt.
- Place felt glides under furniture legs.
- Use soft rubber chair casters.
- Lay dirt trapper mats or runners at the front door and in hallways.
- In commercial establishments, use barrier mats, runners etc. to create walk-off zones.

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Hood Fan

To maintain a rangehood fan, regularly clean the filters by removing them, soaking them in hot soapy water, and scrubbing with a non-abrasive brush; for stubborn grease, consider a degreaser; replace charcoal filters as needed based on manufacturer instructions; also, periodically clean the fan blades by detaching them, soaking in soapy water, and scrubbing with a soft cloth to remove grease buildup; always check your manufacturer's guide for specific cleaning procedures.

Humidity

Humidity level is a measure of the amount of water vapor in the air. As a general rule, warmer air has a higher capacity to hold water vapor than colder air. Humidity is what you see condensing on bathroom mirrors after a shower.

The first sign of high humidity is condensation: water or frost on the inside surface of a window.

In the bathroom, moisture usually builds up on the toilet tank, mirrors, and walls.

Condensation is caused by some of the following:

- The drying out of new construction materials.
- Showering
- A sharp drop or rise in temperature
- Cooking
- Defrosting of a refrigerator
- Houseplants
- Even perspiration & respiration
- Humidifiers

Millwork

Shrinkage will affect the interior wood trim and you may notice that some of the joints at the corners of the windows, doors, and baseboards will open slightly. This is normal and can be remedied with wood putty, plastic wood, coloured putty sticks or similar products.

Paint Codes & Paint Maintenance

Location	COLOUR	FINISH
Typical Wall Throughout	SW: 255-C1 SW7005 Pure White	Eggshell
All Ceiling Except Bathroom	SW: 255-C1 SW7005 Pure White	Flat
All Bathroom Wall & Ceiling, Doors, Woodworks	SW: 255-C1 SW7005 Pure White	Semi Gloss

Paint Maintenance

Your new home has been painted with quality products. The utmost care and considerations were used in specifying these products for your new home and will last many years when cared for properly. Here are a few tips to help you maintain and enhance the painted areas of your home:

- While latex paints dry rapidly, they are not totally cured for a period of ten to fourteen days. When they reach full cure they have achieved their highest degree of wash-ability. Walls should not be scrubbed for ten full days in order to ensure that the paint has fully cured. Harsh scrubbing during this initial period may cause damage to the paint finish.
- When washing normal soil from the painted surface always use a soft cloth or sponge with mild household detergent.
- Always select a non-abrasive cleaner to avoid damage to the surface.
- Wipe gently to remove loose material.
- Stains can be removed with the use of a solution one part bleach to ten parts water. However, frequent stain removal can cause colours to fade.
- Wipe area clean with a clean, soft, dry cloth to ensure the removal of the cleaner.

Paint Maintenance - Cont'd

Repainting

Here are a few tips if you decide to repaint an area in your home:

- Always select a high quality paint that is suitable for your application.
- Prepare the surface to receive new paint – clean, dry and dull is the rule.
- When changing colours use a minimum of two coats of paint.

Limited Warranty

Compliance to meeting the criteria of a properly painted surface shall be determined when viewed without magnification, at a distance of 3' under normal lighting conditions, and from a normal viewing position.

Fading

Sunlight may fade paint slightly and is not a warranty defect.

Surface Flaws

Only those surface flaws as noted on the orientation inspection list will be corrected. Any subsequent repairs are the responsibility of the homeowner.

Touch-ups

Paint touch-ups may not match surrounding areas and are sometimes visible under certain lighting conditions. This is not a defect.

Plumbing & Fixtures

Faucets and Taps - Cleaning

Use water and a soft cloth to clean faucets and taps. Avoid abrasive cleaners, detergents, acids, or harsh chemicals, as these can damage the finish. Blue or green stains may appear due to minerals and copper in the municipal water supply—regular cleaning helps prevent buildup.

Exposure to sunlight, atmospheric conditions, caustic substances (like paint or harsh cleaners), or contact with sharp objects may cause discoloration or spotting. These issues are not covered under warranty, so handle fixtures with care during cleaning.

Toilet Care

- Prevent damage by avoiding impact from heavy or sharp objects.
- Do not apply pressure to the tank or stand on the seat cover, as this may cause cracking or scratching.
- Occasional condensation on the tank is normal and not a sign of malfunction.

Water Level & Flush Performance

Toilets are designed to meet building code standards, which may result in lower water levels or reduced flush strength. This is expected and not considered a defect.

Toilet Clogs

Common clogging items include:

- Wet wipes (including baby wipes)
- Cotton balls, swabs, pads
- Chewing gum
- Medications
- Chemicals (e.g., paint, solvents, fertilizers)
- Hazardous waste (e.g., automotive fluids)
- Sanitary products (e.g., tampons, diapers)
- Hair, cigarette butts, condoms, pet waste, plastic items

Grease & Oils

Dispose of fats, oils, and grease in the garbage. These substances may flow down drains when warm but solidify as they cool, causing stubborn clogs.

Wall-Hung Toilets

Water shut-off valves are located under the removable tank cover. Homeowners are responsible for any costs related to toilet overflows.

Plumbing & Fixtures - Cont'd

Stainless Steel Sinks

Clean with a stainless steel cleaner to maintain shine. Avoid abrasive products or steel wool, which can scratch the surface.

Bathtubs

Use only approved cleaners. Harsh chemicals and acids can damage the acrylic finish.

Limited Warranty Coverage

Cosmetic Defects

Only surface damage noted during the orientation inspection will be repaired. Any chips, scratches, or finish damage discovered afterward are the homeowner's responsibility. Fixture finish damage is not covered—follow cleaning product instructions carefully.

Drains

Drains and sewer lines should function properly. Blockages caused by construction debris will be addressed within the first 30 days after closing. After that, maintenance is the responsibility of the homeowner or strata (if applicable).

Dripping Faucets

Adjustments will be made within the first 12 months.

Leaks

Plumbing leaks will be repaired within the first two years, unless caused by improper maintenance or negligence. Secondary damage (e.g., to wallpaper, drapes, or personal items) is not covered—homeowner insurance should be used for such claims. Flooding due to homeowner negligence is not covered.

Water Noise

Some noise from water flow is normal and may not be fully eliminated. This is not considered a defect.

Water Temperature

Water temperature is preset according to building code and mechanical engineer recommendations. Shower fixtures include built-in temperature limits.

Plumbing & Fixtures - Cont'd

Running Toilets

Toilets that continuously run will be repaired within the first 12 months.

Water Pressure

Fixtures include flow restrictors as required by City code. Variations in pressure due to municipal supply are normal and not considered a defect.

Plumbing & Fixtures - Cont'd

Sprinkler System – Safety & Maintenance

Your home is equipped with a high-pressure sprinkler system designed to activate in the event of a fire. This system operates independently from the building's regular water supply.

Important Safety Guidelines

- Do not hang items from or cover any sprinkler heads, as physical damage can trigger accidental activation.
- If a sprinkler is accidentally activated, shut off the water supply using the valve located above the red supply box in the stairwell on each floor.
- Closets of a certain size are required by bylaw to have sprinklers—ensure these areas remain unobstructed.

Maintenance & Reporting

Sprinklers are considered part of the common property. If you notice any leaks or malfunctions, report them immediately to your property manager.

Secondary Lint Trap

The Lint Trap must be installed in an accessible location for the dryer user.

It is recommended the lint trap is inspected and accumulated lint is removed prior to each dryer operation.



Vents

The dryer vent duct should be cleaned once a year, or as required where lint accumulation increases due to high dryer use. Please contact you Property Management Company as they may have arrangements in place for vent cleaning.

Windows and Balcony Doors

Windows & Ventilation – Care and Considerations

Drafts

During colder weather, you may notice a draft near windows—even if they are properly glazed, sealed, and weather-stripped. This is often caused by vertical air movement across the window surface or by the sensation of body heat radiating toward the colder glass. These effects are normal and not typically a sign of a defect.

Condensation & Frost

Condensation or frost on windows, including triple-glazed units, can occur when indoor humidity levels are too high during cold weather. This is especially common in the first winter as the home continues to "dry out." If not addressed, excess moisture can lead to staining, mold, or wood damage.

Managing Humidity:

- Ventilation is the most effective way to reduce indoor humidity.
- Use exhaust fans in kitchens and bathrooms while cooking or bathing.
- Open windows regularly, especially near moisture sources.
- Dehumidifiers may help in small or enclosed areas but are not a full solution.

Window Maintenance

- Apply silicone spray lubricant or petroleum jelly to weather stripping and window tracks to keep them operating smoothly.
- Do not paint or alter any part of the window glass, metal frame, railings, or weather stripping. Doing so may compromise the building envelope and void warranties.

Cleaning Guidelines

- Clean metal surfaces monthly using warm water and mild detergent. Dry with a soft cloth.
- Clean glass with a non-abrasive glass cleaner and a soft cloth or paper towel.
- Avoid abrasive, acidic, or harsh cleaners on both metal and glass.
- Do not use scrapers or razors on glass, as they can cause permanent scratches.
- Do not attempt to clean the exterior of balcony railings—this is the responsibility of the strata corporation, as are non-accessible windows.

Preventing Damage

- Avoid leaning heavy objects against windows or patio doors, and do not apply excessive force to any glass surface.
- Tempered glass can be permanently damaged if struck by ceramic or porcelain items.
- Always ensure windows and sliding doors are **fully closed and locked during rainy weather** to maintain a proper seal and prevent sudden humidity changes inside your home.

Door Tracks

Keep patio door tracks clean to ensure smooth operation and prevent damage to the frame.

Safety Limit Locks

Do not tamper with or remove safety limit locks. These are installed to comply with building codes and are designed to restrict how far windows can open.

Condensation Between Panes

If condensation appears between the sealed glass panes, this indicates a failure in the window unit. This issue is covered under warranty for the first five years. Notify your property manager in writing immediately.

Cracks, Chips & Scratches

Glass damage will only be repaired if it was documented on the **orientation inspection list**.

Sticking Windows

If a window sticks or requires excessive force to open or close, it will be repaired within the first 12 months of the warranty.

Limited Warranty

If a window or component fails within the first five years and compromises the building envelope, it will be repaired or replaced—unless the damage is due to negligence or natural events. After the warranty period, please contact your property manager for assistance.

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IN-SUITE FINISHES

Appliances

Gas Cooktop	All Units	24” - F3RK24S2
	Manufacturer	FULGOR MILANO
	Supplier:	Midland
	Contact:	604-897-0505

Hood Fan	All Units	24” - PERFEKTGLIDE24-1
	Manufacturer	AEG
	Supplier:	Midland
	Contact:	604-897-0505

Fridge/ Freezer	Studio & 1 Bedroom	22” – FM4BM22FBI
	2 Bedrooms	30” – FM4BM30FBI
	Manufacturer	FULGOR MILANO
	Supplier:	Midland
	Contact:	604-897-0505

Wall Oven	All Units	24” – F1SM24S3
	Manufacturer	FULGOR MILANO
	Supplier:	Midland
	Contact:	604-897-0505

Microwave	All Units	NN-ST663SC
	Manufacturer	Panasonic
	Supplier:	Midland
	Contact:	604-897-0505

Dishwasher	All Units	24” – F4DWT24FI1
	Manufacturer	FULGOR MILANO
	Supplier:	Midland
	Contact:	604-897-0505

Washer	All Units	WM72200W
	Manufacturer	BLOMBERG
	Supplier:	Midland
	Contact:	604-897-0505

Dryer	All Units	DV17600W
	Manufacturer	BLOMBERG
	Supplier:	Midland
	Contact:	604-897-0505

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Cabinet

Kitchen Cabinet	Light Scheme:	Collection: THE LUJO Product #: 8212K-28 Color: 8212 Phantom ECRU Finish: 28 Gloss Line
	Manufacturer:	Wilsonart
	Contact:	604-369-6092

Kitchen Cabinet	Dark Scheme:	Collection: Habitat Queue Product #: Q009-SM Color: Style White Finish: SM Matte
	Manufacturer:	Pentco
	Contact:	604-888-5080

Vanity Cabinet	Light Scheme:	Collection: Habitat Queue Product #: Q009-SM Color: Style White Finish: SM Matte
	Manufacturer:	Pentco
	Contact:	604-888-5080

Vanity Cabinet	Dark Scheme:	Collection: THE LUJO Product #: 88229K-79212K-28 Color: 8229 Friston Ash Finish: 79 Ridgewood
	Manufacturer:	Wilsonart
	Contact:	604-369-6092

Countertop

Kitchen Countertop & Backsplash	Light Scheme:	Name: A3093
	Dark Scheme:	Name: A3013
	Finish:	Polished
	Thickness:	3CM
	Distributor:	FIR Stone
	Contact:	604-303-8807

Bathroom Countertop & Backsplash	Light Scheme:	Name: Y9028 Finish: Satin
	Dark Scheme:	Name: A3093 Finish: Polished
	Thickness:	3CM
	Distributor:	FIR Stone
	Contact:	604-303-8807

Door Hardware

Leverset	All Units Interior Doors Through-out	Model: CROSS FLOW Series: PROFFESIONAL SERIES Passage Code: 33-D009034PC Privacy Code: 33-D009024PC Dummy Code: 33-904PC
	Manufacturer:	TAYMORE
	Supplier:	
	Contact:	

Bifold Closet Pull	All Units Closet Doors Through-out	Model: CROFTON MODERN PULL (9450) Series: 9450-25-PC Finish: POLISHED CHROME
	Manufacturer:	MARATHON
	Supplier:	
	Contact:	

Flooring

Laminate Flooring	Light Scheme:	Collection: ATOMIC Color: NITROGEN 8016
	Dark Scheme:	Collection: ATOMIC Color: CHROMIUM 8011
	Manufacturer:	Beaulieu
	Contact:	604-875-6484

Lighting Fixtures

Kitchen	All Units	Product: JSF 5”, Slimform LED Surface Mount Downlight Model #: JSF-5IN07LM-30-90CRI
	Manufacturer:	Juno Lighting
	Supplier:	Design Lighting
	Contact:	604-576-8733

Shower	All Units	Product: 4” AC LED Baffle Trim Downlight Model #: RL-R202WH
	Manufacturer:	Galaxy
	Supplier:	Design Lighting
	Contact:	604-576-8733

Bedroom & Living Room	All Units	Product: 12” 2 Light Flush Mount Model #: MX 3425 Lamping: 2 x 40W Medium A19
	Manufacturer:	Galaxy
	Supplier:	Design Lighting
	Contact:	604-576-8733

Plumbing Fixtures

Kitchen Faucet	TYP. Kitchen	Kitchen Faucet with Spray
	Model:	30300000 - Chrome
	Manufacturer:	Grohe
	Supplier:	Andrew Sheret
	Contact:	604-576-4403

Lavatory Faucet	All Bathrooms Throughout	LINEARE SINGLE HOLE BATHROOM FAUCET
	Model:	3090815 - Chrome
	Manufacturer:	Grohe
	Supplier:	Andrew Sheret
	Contact:	604-576-4403

Tub Spout	Main Bath	LINEARE TUB SPOUT #13381001
	Model:	NSR – Polisted Chrome
	Manufacturer:	Grohe
	Supplier:	Andrew Sheret
	Contact:	604-576-4403

2 way Tub Trim	Main Bath	LINEARE PRESSURE BALANCE VALVE TRIM W/ INTEGRATED DIVERTER
	Model:	7081285 – Polished Chrome
	Manufacturer:	Grohe
	Supplier:	Andrew Sheret
	Contact:	604-576-4403

Shower Head	Ensuite and Main Bath	: 8" TEMPESTA 210 SHOWER HEAD 1.75 GPM LOW FLOR
	Model:	26409000 – Polished Chrome
	Manufacturer:	Grohe
	Supplier:	Andrew Sheret
	Contact:	604-576-4403

Shower Trim	Ensuite	LINEARE PRESSURE BALANCE VALVE TRIM
	Model:	3094681 – Polished Chrome
	Manufacturer:	Grohe
	Supplier:	Andrew Sheret
	Contact:	604-576-4403

Tile

Laundry, Main Bath & Ensuite Floor Tile	Light Scheme:	Series: Regal Product Code: NY.RG.SLW.1224.MT Color: Shell white Grout: Mapei – 93+ Warm Gray
	Dark Scheme:	Series: Unicolor Product Code: OV.Un.LGr.1224.MT Color Light Grey Grout: Mapei – 02 Pewter
	Finish:	Matte
	Size:	12” x 24”
	Distributor:	Olympia
	Contact:	604-294-2244

Ensuite Wall Tile	Light Scheme:	Series: Regal Product Code: NY.RG.SLW.1224.MT Color: Shell white Finish: Polished Size: 12” x 24” Grout: Mapei – 93+ Warm Gray
	Supplier:	Olympia
	Contact:	604-294-2244

Ensuite Wall Tile	Dark Scheme:	Series: Whitehall Product Code: WHBL1224P Color: Blanco Finish: Polished Size: 12” x 24” Grout: Mapei – 93+ Warm Gray
	Supplier:	Centura
	Contact:	604-298-8453

Main Bath Wall Tiles	2 Bathroom Units	Series: Color & Dimension Product Code: QR.CD.ARW.1224.MT Color: Arctic White Finish: Matte Size: 12” x 24” Grout: Mapei – 77 Frost
	Supplier:	Olympia
	Contact:	604-294-2244