



ARRIS

RESIDENCES

530 3RD STREET SE

HOMEOWNER'S  
MANUAL



BOSA

DEVELOPMENT

THIS MANUAL CONTAINS IMPORTANT  
INFORMATION ON THE CARE AND  
MAINTENANCE OF YOUR SUITE.

Welcome to your new home at Arris. We have prepared this homeowner's manual to address a wide range of questions you may have, and to provide information to help you enjoy and care for your living environment.

Careful thought and consultation have gone into the construction of Arris from the design stage through completion. Every effort has been made to ensure the quality and durability of your new home.

Each suite is the sum of numerous components and systems that combine to provide a strong, attractive physical structure and a safe, comfortable living environment. We encourage you to take the time to review the contents of this manual to familiarize yourself with the operation and maintenance of your new home.

The Alberta New Home Buyer Protection Act warranties on your home are conditional on you maintaining your suite. This manual will assist you in carrying out the proper maintenance to help keep your home in optimal condition and your warranty in good stead.



**BOSA**  
DEVELOPMENT

BOSA DEVELOPMENT  
2920 - 320 Granville Street  
Vancouver, B.C. Canada V6C 1S9

T: 604.294.0666  
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## NEW HOMEOWNER'S PROCEDURE AND MAINTENANCE GUIDE

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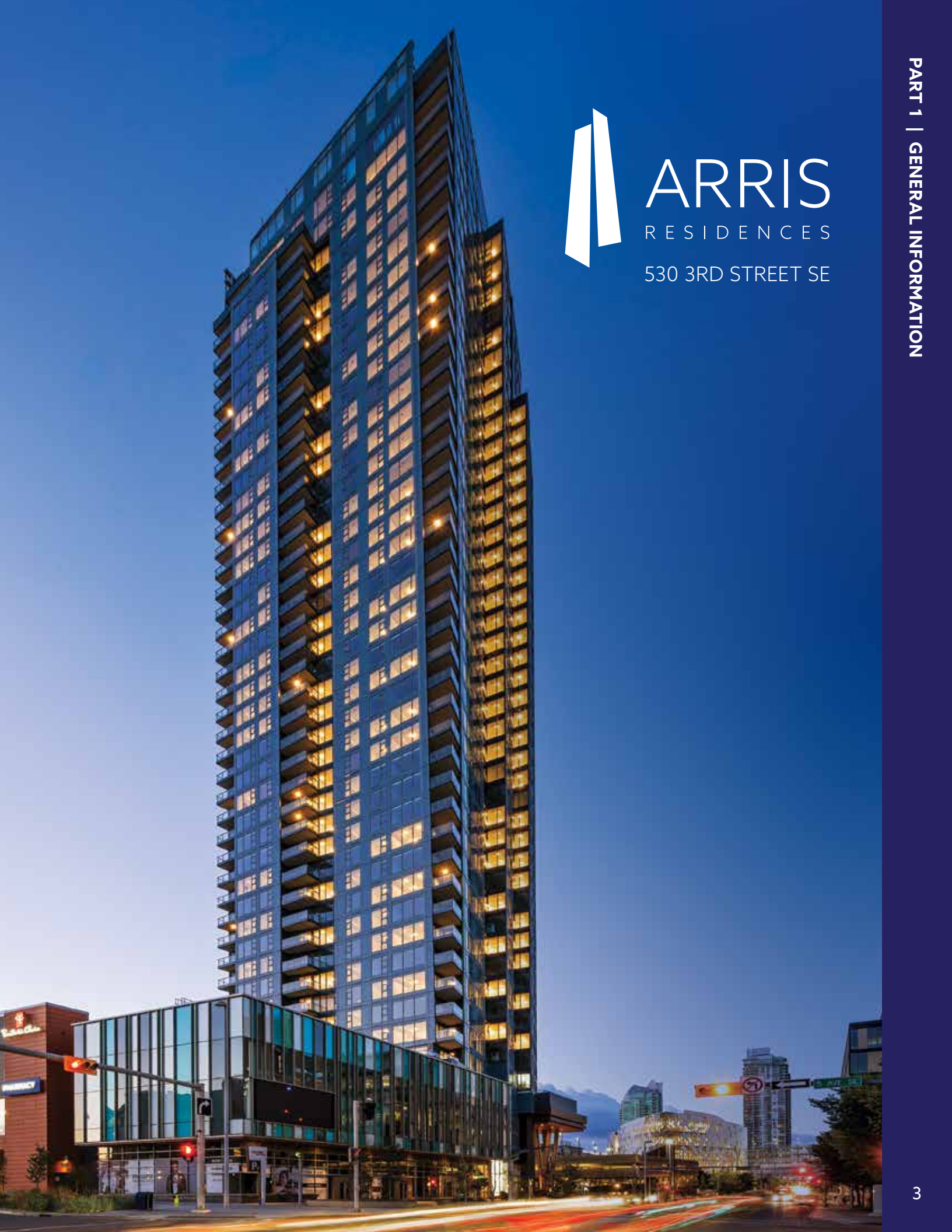
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## PROPERTY MANAGEMENT / CONDOMINIUM CORPORATION

Your Condo Corporation is professionally managed by:

**Equium Group**

639 5th Ave SW, Suite 850  
Calgary, AB T2P 0M9  
403.265 4431  
www.equium.ca

Your Property Manager is:

**Cassandra Nowak**

403.265.4431  
cnowak@equium.ca

Collectively, your ownership, along with those of your neighbours, comprise a multimillion dollar corporation. A professional property management company is retained to administer the finances, (day to day) operation, maintenance and management of the building as well as to obtain Condominium Property Insurance.

The Property Manager advises the elected Board of Directors and thereafter carries out the instructions of the Condominium Corporation.

If you have any concerns that involve the common property, you are advised to contact your property management company. This could include:

- Condominium fees
- Common area deficiencies
- Limited use common area
- Condominium insurance
- Flood damage
- Fire damage
- Fire alarm
- Sewer
- Condominium bylaws
- Building policies and procedures
- Move-ins/move-outs
- Elevator bookings
- Use of building amenities
- Key fob access
- Key fob purchase
- Building enterphone programming
- Parkade overhead gates
- Visitors parking passes
- Parking violations
- Parking reassignments
- Security
- Alterations to your suite
- Bylaw Infractions
- Storage Space

## EMERGENCY CONTACTS

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<b>PROPERTY MANAGEMENT</b>	<b>EQUIUM GROUP</b> After hours emergency 403.265.4431 followed by 9-1-1 to reach a live agent	<b>NON-EMERGENCY</b> 403.265.4431
<b>FIRE</b>	<b>EMERGENCY</b> 9-1-1	<b>NON-EMERGENCY</b> 403.268.2489
<b>POLICE</b>	<b>EMERGENCY</b> 9-1-1	<b>NON-EMERGENCY</b> 403.266.1234
<b>AMBULANCE</b>	<b>EMERGENCY</b> 9-1-1	<b>NON-EMERGENCY</b> 403.261.4000
<b>ENVIRONMENTAL EMERGENCIES</b>	<b>EMERGENCY</b> 9-1-1	<b>NON-EMERGENCY</b> 403.264.1022
<b>GAS LEAK</b>	<b>EMERGENCY</b> 9-1-1	<b>NON-EMERGENCY</b> 403.245.7888
<b>KIDS HELP PHONE</b>	1.800.668.6868	
<b>HEALTH LINK</b>	8-1-1	

Please contact 3-1-1 for all other non-emergency issues and questions.

For additional local emergency numbers and information, refer to the Emergency Contact list on the City of Calgary website at [www.calgary.ca](http://www.calgary.ca)

Information regarding Emergency Management Agency in Alberta (e.g. storm watch, flooding, wildfires, landslides, etc.) can be found at [www.alberta.ca/alberta-emergency-management-agency.aspx](http://www.alberta.ca/alberta-emergency-management-agency.aspx)

## SECURITY

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When entering or leaving the building, DO NOT allow strangers to enter through the open doors.

When driving through the parkade gate, stop and confirm that the gate closes behind you before proceeding. DO NOT allow entry to unknown visitors.

## KEYS, FOBS & CAMERAS

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Access to designated common areas is gained through the use of the remote fob that is included with your key package. To unlock, simply pass your fob in front of the fob readers, allowing access to common areas. The buttons on your fob control an infra-red scanner which will unlock the parkade gates.

All remote fobs have been assigned a unique identification number that has been entered into the access and surveillance computer. Owners are granted access to common areas and their floor only (to be arranged by Property Management). **If a fob is lost or stolen, contact the Property Management Company immediately. The fob I.D. number can be deleted from the system, rendering the lost or stolen fob inoperable.**

The cameras and fob readers are connected to a central computer, which can be accessed by your residential Property Management Company. For surveillance purposes, a digital video camera will keep a visual record of signals from all cameras 24 hours a day, seven days a week. Surveillance cameras are located in various public locations throughout the building, including the parkade, common areas, and lobby.

To purchase additional fobs, contact your Property Management Company. Cost is determined by the Condominium Corporation.

## RESIDENT & VISITOR PARKING

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The entrance to the parkade is accessible off 6th Avenue SE. Residents must click the button on their remote fob to activate the access gate. Secured residential parking is located on level P2. Parking stalls for homeowners are pre-assigned and cannot be changed.

Your welcome package contains a visitor parking pass. Visitor parking is located on parking level P2, with indicated Visitor Parking stalls. Visitors who wish to park in Visitor Parking stalls must request entry at the enterphone call box located on P2 in front of the Visitor parking gate and must display a valid Parking Pass on their vehicle.

A limited number of parking stalls for persons with disabilities are available on P2.

## ENTERPHONE SYSTEM FEATURES

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The enterphone system at Arris has been designed to provide both security and ease of operation. **You are required to have an active telephone account to operate the enterphone (either a land line or cellular telephone will work).**

**Visitors must request entry to the residential tower** via the enterphone at the lobby entrance.

Visitors wishing to park their vehicle must request entry to the Parkade via the enterphone at the parkade driveway entrance located off of 6th Avenue SE at the Visitor gate on P2. Visitor parking stalls are available on P2, with indicated stalls.

Enterphone Operating Procedures:

1. On the enterphone panel, visitors key-in the enterphone code listed in the directory
2. You will hear 2 short rings on your telephone when there is a call on the intercom
3. Pick up your receiver to talk to the visitor
  - **Press 9 to allow entry; or**
  - **Hang up to deny entry**

**If you are on the phone** at the time a visitor is calling from the enterphone, you will hear a muted double-overtone on your line indicating that you have a visitor (if you have call-waiting feature).

- Put your conversation on hold
- Talk to your visitor
- Press 9 and allow entry; or
- Depress & release the hang-up button to refuse entry
- You will then be returned to your outside call

**Please be sure to verify your visitors. Do not allow access to visitors unknown to you.**

## STORAGE LOCKERS

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Storage lockers are situated on parking levels: P2, P3, and P4. Storage lockers are pre-assigned to individual suites and cannot be changed. Homeowners are required to supply their own locks.

**Do not store valuables, firearms or flammables in your storage locker.**



## GARBAGE & RECYCLING

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Garbage and recycling bins are located on the ground floor. Please Note: if you are disposing of boxes, please flatten them before disposal. Garbage and recycling disposal is a contracted service paid for through your condominium maintenance fees.

## AMENITIES

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Arris offers several amenities for homeowners located within the building:

1. Level 3: Fully-equipped fitness facility with top-of-the-line equipment, dedicated yoga and spin studio
2. Level 3: Steam room, sauna, pool and spa with change rooms
3. Level 3: Multiple, spacious social lounges for gatherings with kitchenettes, TV, and ample seating
4. Level 3: Serene outdoor garden area with built-in kitchen dual BBQ, custom fire feature, and seating
5. Level 3: Private dining areas with kitchens
6. Level 3: Multiple private study rooms

Contact the concierge to reserve amenity spaces for private use. Please note that the East Tower Property Management will determine and regulate the hours of operation for all amenity rooms.

## INSURANCE

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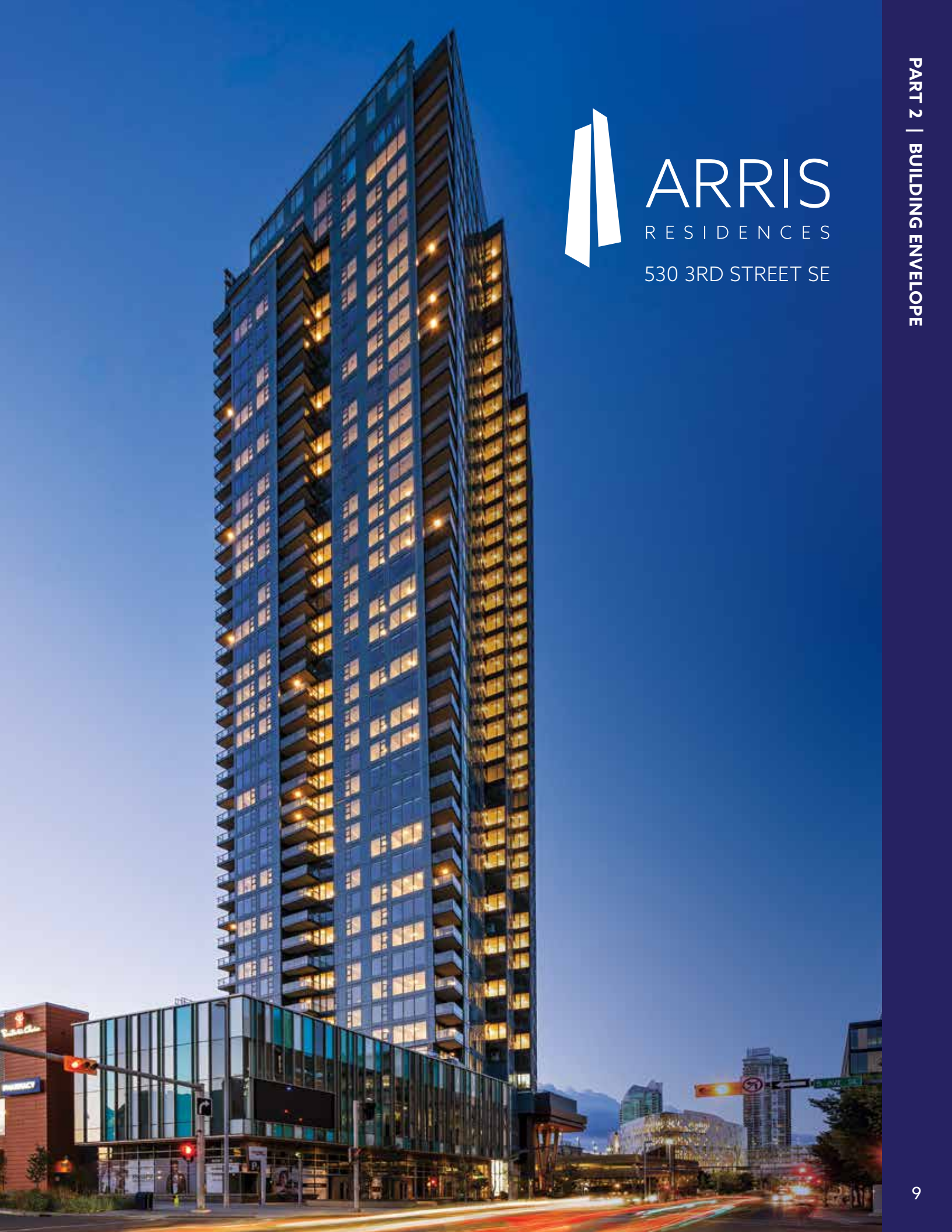
The building insurance is paid for by the Condominium Corporation. The Condominium Corporation must obtain and maintain property insurance on:

1. Common property
2. Common assets
3. Buildings shown on the condominium plan
4. Fixtures built or installed on a condominium lot, if the fixtures are built or installed by the developer as part of the original construction of the condominium lot

**Owners are encouraged to obtain their own homeowner's insurance to cover personal furnishing and contents. Owners can be held liable for damages to neighbouring suites resulting from events occurring within their suite (ie. flood, fire).**

Damage resulting from deficiencies (ie. water leak) must be claimed on the owner's insurance or that of the Condominium Corporation. Once responsibility for the deficiency has been determined, the insurance will assume responsibility or subrogate against either the liability insurance held by the sub-contractor responsible or that of the developer.

**If your suite is under a rental agreement, ensure your Tenant obtains the appropriate Tenants Insurance.**



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## OVERVIEW

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One of the most critical systems in your building is that of the building envelope – the parts of the building that separate the inside conditioned space from the outside unconditioned space. Included in this are windows, doors, walls and roofs.

### DID YOU KNOW THAT...

- **One of the most critical systems** in your building is that of the Building Envelope. It is only through rigorous, continual inspection and maintenance that costly problems can be prevented.
- **Building Envelope Maintenance** is required to commence at the completion of construction, as the aging process has already started.
- **All buildings will deteriorate over time.** Regular maintenance, repair and replacement of expired components can prolong the building's life considerably.
- Contrary to the concept of a static object, **the building is constantly going through changes.** Dynamic forces, such as shrinkage, thermal movement, seismic activity and environmental conditions will have an effect on the building envelope.
- **Implementing a building-specific maintenance program** will allow building materials to function as they were designed and formulated to provide the maximum service life possible. Failure to maintain the building exterior envelope can result in damage to other envelope components and assemblies, including the interior finish which can reduce the structural capabilities of the envelope assembly.
- **A building envelope professional** is familiar with the building and is responsible for setting up an inspection and maintenance schedule tailored to suit the structure's particular requirements. The building envelope professional may also detect deficiencies within the applicable warranty periods.

## ENVELOPE MAINTENANCE CONTRACTOR

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### 1. BUILDING ENVELOPE MAINTENANCE REVIEW

Maintenance reviews are intended to report on areas of material degradation, aging, damage, signs of improper performance, or potential problem areas. Reports include descriptions of problem areas as well as notes on areas reviewed (incl. photographs, where applicable). An annual full review of roofs, walls, sealants, flashings, windows, decks, drains and other exterior components will be carried out. These reviews are non-invasive and do not involve cutting or boring through exterior components.

### 2. BUILDING ENVELOPE MAINTENANCE MANUAL

A building-specific maintenance manual will be provided to your Condominium Corporation and Property Management Company, which includes the following details:

- Method of Construction
- Benefits of a Maintenance Program
- Exterior Materials List
- Product Information
- Professional Inspection List
- Homeowner Inspection List
- Inspection Timetable
- Material Lifespan and Reserve Funding

### 3. BUILDING ENVELOPE MAINTENANCE WORK

This involves the prioritizing and conducting of the building envelope maintenance work that has been established through the review process, such as:

- Roof and drain cleaning and servicing
- General cleaning (dirt, mildew, stain removal, organic growth, etc.)
- Vent cleaning and maintenance
- Caulking, crack repair and sealant work
- Miscellaneous repairs

## HOMEOWNER DUE DILIGENCE

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As an individual suite owner, **your participation is critical**. From the cleaning and maintenance of your balcony, to the management of water vapor and air circulation inside your home, to the timely reporting of any deficiencies in relation to water ingress, your diligence will prevent costly repairs from becoming necessary. **Your involvement will help catch minor problems before they escalate into major repairs and will prevent “loss of warranty” due to improper maintenance by the homeowner.**

### IN-SUITE DUE DILIGENCE

1. The **corridor ventilation** must be allowed to enter your suite through the gap at the bottom of your suite entry door. Do not install a door sweep, extra threshold, or block this gap with an entrance mat – **this passage must not be restricted**. This air flow acts as pressurization and equalizes the negative pressure in the suite created by the use of the suite exhaust fans. Without positive pressure from the corridor, moisture from the exterior will tend to be drawn inward.
2. The use of **exhaust fans** in the kitchen and bathrooms is **essential**. Turn on the vent above your range when cooking, and/or boiling your kettle, showering, and bathing.
3. When drying multiple loads in your dryer, ensure the secondary **lint trap** on top of your dryer is emptied after each load and that the **filter screen** inside the dryer is cleaned off regularly. In addition, the dryer should be run empty after each load for several minutes when running multiple loads back to back to help keep the duct dry.
4. Your **dryer booster fan** is amp activated; it will shut off shortly after your dryer suite finishes a cycle. This is a normal condition and will serve to remove moisture from the in-slab dryer duct. Please periodically check that the booster fan is working by briefly turning your dryer on and off. This will activate the fan and verify that it is operating correctly.
5. To enable proper air circulation, ensure that **curtains and blinds** are left open for the greater part of the day. Do not keep interior doors closed for extended periods of time. In the winter months, it is good practice to open a window to allow moist warm air to escape and cold dry air to take its place. **However, please ensure the windows are not left open and unmonitored for extended periods of time. For example, during vacations, etc.**
6. Be sure to maintain consistency with the heating and cooling **throughout** your suite.

## HOMEOWNER DUE DILIGENCE (continued)

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### EXTERIOR DUE DILIGENCE:

1. **All plants are to be on raised supports and have pot trays** to ensure that water does not accumulate under plant pots and sit or pool directly on the balcony membrane. Plants and foliage must be pulled away from the cladding of the building to ensure proper ventilation of the wall. Clean any soil that has splashed against wall or deck surfaces. **Avoid creeping types of plants** such as ivy, which tend to find their way under flashings and membranes.
2. **Balcony decks** should be cleaned frequently to ensure long-term performance and to minimize the buildup of dirt and other contaminants that may ultimately stain and/or deteriorate the membrane. **Report areas of pooling water or of water sitting against a wall.** Clean the deck surface using a solution of Tri-Sodium Phosphate (T.S.P.). Roof decks or patios that are finished with paving stones should be kept free of weed growth. The roots from the weeds can force their way through membranes. **It is NOT recommended** to have articles such as **door mats or artificial carpeting** on your balcony, as this will hold moisture and fungal growth against the membranes and prevent detection of damage or deficiencies in the membranes.
3. **Deck drains** on paver stone patios must be free of blockage and/or debris, and must be monitored regularly to ensure free movement of water.
4. **Dryer vents** must be cleaned at least once a year by a qualified duct cleaning contractor or maintenance company. A clogged dryer may introduce moisture into the building envelope. In order to avoid lint build up, be sure to clean the dryer's lint trap as well as the secondary lint trap on top of your dryer after each individual load.

**Remember, the responsible practice of Due Diligence is a key component that directly affects the longevity of one's investment.**

## HUMIDITY MANAGEMENT

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### MANAGING INTERIOR HUMIDITY

During the cold months, the average home may have a relative humidity as low as 13%. Amazingly, this is about ½ the relative humidity in the Sahara Desert! What should indoor relative humidity be, then? That depends on outside temperatures, as indicated below:

WHEN THE OUTDOOR TEMPERATURE IS:	THE RELATIVE HUMIDITY SHOULD BE MAINTAINED AT:
+40 Celsius	45%
+30 Celsius	40%
+20 Celsius	35%
+10 Celsius	30%
0 Celsius	25%
-10 Celsius	23%
-20 Celsius	15%

## HUMIDITY MANAGEMENT (continued)

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Water vapour management is essential to the long term health of the building.

With cooking, bathing, laundry, houseplants, and breathing, the normal daily activities of a family of four can add 18 gallons of water vapour into the air inside their home in one week. Failure to control indoor humidity will be detrimental to the materials and the wellbeing of the occupants. Signs of excessive water vapour includes water forming on window glass and window frames, water staining, and mold growth on window sills, ceilings and walls.

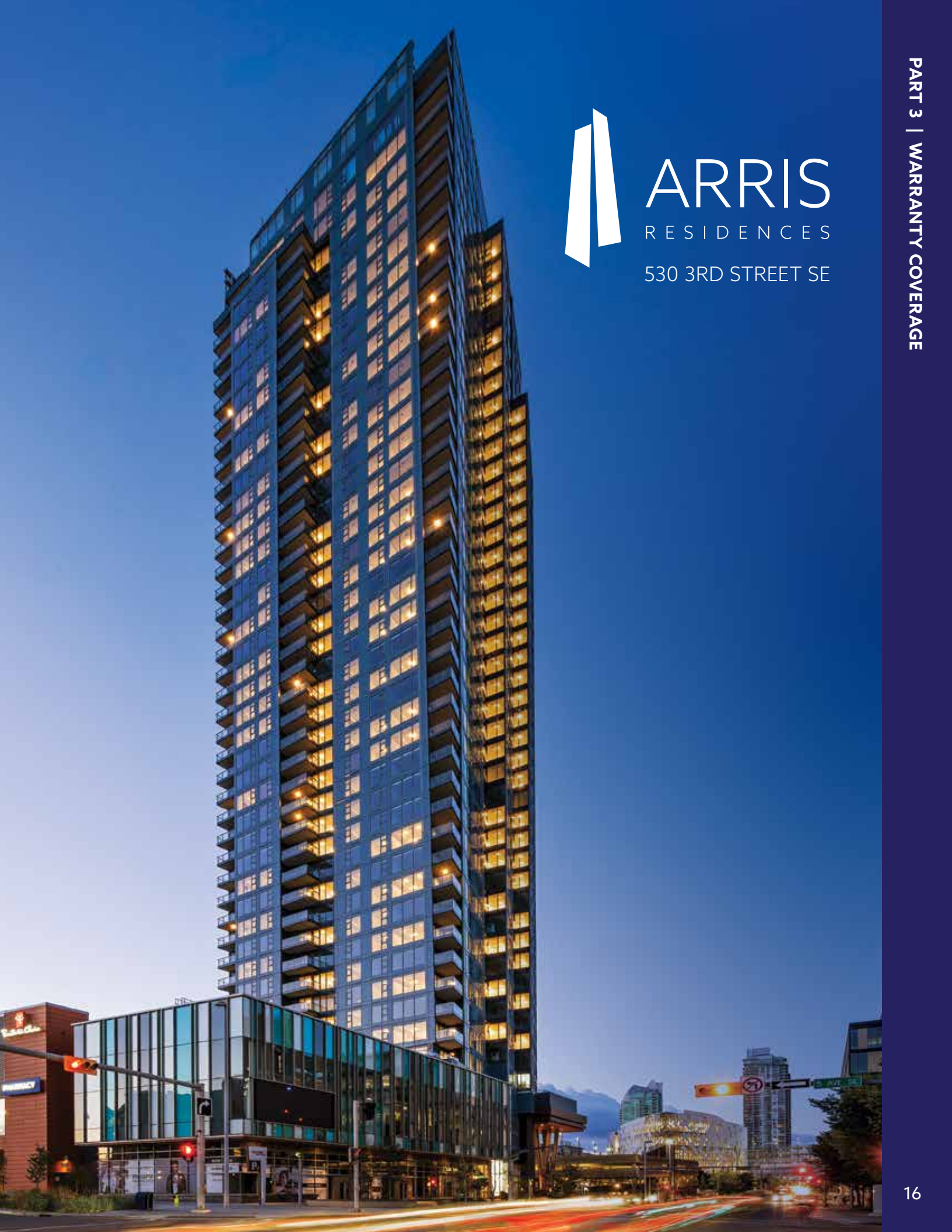
### Where does water vapour come from?

- One shower = ¼ litre of vapour
- Cooking and dishwashing for one meal = ½ litre of vapour
- One person breathing = 1 ½ litres of vapour per day
- One house plant = ½ litre of vapour

The use of exhaust fans in the kitchen and bathrooms is essential.

Always run your bathroom fan during and after showering and/or bathing. Please refer to "In-Suite Due Diligence" on page 12.





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## OVERVIEW

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The inspection program carried out by your builder does not replace the need for the Condominium Corporation to perform its own inspections. As a condition of warranty the management company on behalf of the Condominium Corporation must perform the semi-annual inspections beginning at the end of the first year, and submit the inspection report form. In addition, the Condominium Corporation must provide confirmation of any required maintenance work (e.g. cleaning) performed by a qualified contractor.

## WBI HOME WARRANTY

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Your new home is protected by the following warranties provided by WBI Home Warranty:

### 1 YEAR WARRANTY

All warrantable items must be submitted prior to your one-year anniversary in your new home. You will be responsible for noting any minor warranty items in your suite so these may be addressed at the end of the first year. All warranty items must be submitted to Bosa Development's online service portal prior to your 1 year warranty expiration. Please refer to page 22 for more information.

On your service request, you must list any shrinkage, settlement, workmanship or material related warrantable items that exist in your suite. Once your list of warrantable items has been received, a representative will contact you to arrange for a service appointment. Our Warranty Services Team works during the hours of **7:00am to 3:00pm from Monday to Friday, except Statutory Holidays**. Due to the nature of the repairs required, it may be necessary to arrange for more than one visit. These details can be discussed with our representative.

Any **urgent** matter that constitutes an IMMEDIATE safety risk to the occupants or the building OR impedes reasonable use of the home. (e.g.: an entry door unable to close/lock or a water leak) will be dealt with as soon as possible. **If occurring during regular work hours**, please report these directly to our Head Office's Warranty Services Department at 604.294.0666. If occurring **after-hours or during holidays**, please report these directly to your Property Management Company at 403.265.4431 followed by 9-1-1 – this will connect you to a live agent.

Although nail pops and minor cracks in the drywall are neither workmanship nor material deficiencies, we will repair these at the end of the first year.

Please note that appliances and windows are warranted by the manufacturer and items should be reported directly to the appropriate servicing company. See page 46 for details. Please report these items as they occur and do not wait until year-end to address with the noted service companies.

It is advisable to wait beyond the warranty period before applying any custom finishing to the walls as only the original finish will be restored. Please take note of any minor warranty items so that these may be addressed at the end of the first year.

## WBI HOME WARRANTY (continued)

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### THE FOLLOWING ARE NOT COVERED UNDER WARRANTY

The following defects as defined by WBI, costs or conditions are excluded from warranty coverage:

- Weathering, normal wear and tear, deterioration or deflection consistent with normal industry standards;
- Any loss or damage which arises while a new home is being used primarily for non-residential purposes;
- Materials, labour or design supplied by an owner;
- Any damage to the extent that it is caused or made worse by an owner or third party (other than the Builder or its employees, agents or subcontractors), including:
  - Negligent or improper maintenance or improper operation, (i.e. failure to control humidity levels resulting in damage from dampness and condensation)
  - Failure to comply with or report the warranty requirements of the manufacturers of the appliances, equipment or fixtures
  - Alterations to the new home, including the conversion of a non-living space into a living space or the conversion of dwelling suite into two or more suites, unless the alterations were undertaken by the Builder under the sales contract, and any resultant damage
  - Changes to the grading or the ground
- Any damage to the extent that it is caused by the failure of an owner to take timely action to prevent or minimize loss or damage, including the failure to give prompt notice to the Program (WBI) and the Developer of a defect or discovered loss or a potential defect as defined by WBI or loss;
- Any damage caused by insects or rodents or other animals, unless the damage results from non-compliance of the Building Code by the Builder or its employees, agents or subcontractors;
- Accidental loss or damage from acts of nature including, but not limited to: fire, explosion, smoke, water escape, glass breakage, windstorm, hail, lightning, falling trees, aircraft, vehicles, flood, earthquake, avalanche, landslide, and changes in the underground water table which are not reasonably foreseeable by the Builder;
- Any defect as defined by WBI in, or caused by, materials or work supplied by anyone other than the Builder or its employees, agents or subcontractors;

## WBI HOME WARRANTY (continued)

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### THE FOLLOWING ARE NOT COVERED UNDER WARRANTY (CONTINUED)

- Changes, alterations or additions made to a new home by anyone after initial occupancy, except those performed by the Builder or its employees, agents or subcontractors as required under Warranty or under the construction contract or sales agreement for the new home and any resultant damage;
- Contaminated soil;
- Subsidence of the land around a new home or along utility lines, other than subsidence beneath the footings of a new home or under driveways and walkways;
- Diminution in the value of the new home;
- Bodily injury or damage to personal property caused by the presence or growth of mould;
- The cost of removing personal property and pets from the home in order to affect repairs resulting from defects to the home or to the Common Property;
- Bosa Development shall not be responsible for any loss or damage to the Purchaser's personal property caused by the failure of, or defects in, any component, equipment or part of the home. Individual homeowners should purchase personal property insurance for this type of loss or damage;
- All repairs made under this warranty are warranted against defects in materials and labour until the later of:
  - The first anniversary of the date of completion of the repair or replacement; and
  - The expiry date of the applicable home warranty insurance coverage.
- The building is designed to meet or exceed building code requirements for sound transmission. It should be noted that some sound from neighbouring suites and mechanical equipment may be noticeable. Normal sounds can be expected and if they do not represent a malfunction of equipment are not considered a deficiency as defined by WBI.
  - Normal sound transmission from pipes, mechanical equipment or adjacent suites;

## WBI HOME WARRANTY (continued)

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### **2 YEAR MATERIAL AND LABOUR WARRANTY**

The coverage for the 2-year materials and labour warranty is as follows:

1. In the first 12 months, for other than the common property, common facilities and other assets of a condominium corporation:
  - (a) coverage for any defect as defined by WBI in materials and labour within your suite; and
  - (b) subject to subsection 4 (of this heading) below, coverage for a violation of the building code
2. In the first 15 months, for the common property, common facilities and other assets of a Condominium Corporation:
  - (a) coverage for any defect as defined by WBI in materials and labour; and
  - (b) subject to subsection 4 (of this heading) below, coverage for a violation of the building code
3. In the first 24 months:
  - (a) coverage for any defect as defined by WBI in materials and labour supplied for the electrical, plumbing, heating, ventilation and air conditioning delivery and distribution systems
  - (b) coverage for any defect as defined by WBI 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
  - (c) coverage for any defect as defined by WBI in materials and labour which renders the new home unfit to live in; and
  - (d) subject to subsection 4 (of this heading) below, coverage for a violation of the building code
4. Non-compliance with the building code is considered a defect covered by home warranty insurance if the non-compliance:
  - (a) constitutes an unreasonable health or safety risk; or
  - (b) has resulted in, or is likely to result in, material damage to the new home

## WBI HOME WARRANTY (continued)

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### **5 YEAR BUILDING ENVELOPE WARRANTY**

The coverage for the building envelope warranty is 5 years for defects as defined by WBI in the building envelope of a new home including a defect, which permits unintended water penetration from the exterior such that it causes, or is likely to cause, material damage to the new home.

### **10 YEAR STRUCTURAL DEFECTS WARRANTY**

The coverage for the structural defects as defined by WBI warranty is 10 years for:

1. any defect in materials and labour that results in the failure of a load bearing part of the new home, and
2. any defect which causes structural damage that materially and adversely affects the use of the new home for residential occupancy

To preserve your warranty coverage, you are required to properly maintain your home. This guide highlights some of the maintenance requirements of your home. If a defect is noted that may cause damage to your home you are required to take the necessary steps, within reason, to mitigate any further damage to the home until the builder can be summoned.

## REQUEST FOR SERVICE

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To obtain service for your Bosa Development home, please follow these procedures:

**(Please be reminded that service work is generally done on a one-time basis at the end of your 1-Year warranty period. Please see page 17 for details).**

1. **All non-urgent requests for general warranty service should be submitted through the homeowner portal** and will be acted upon within a reasonable amount of time. Access to your home will be required during normal business hours. Please refer to the subsequent page on accessing the online **Homeowner Portal**.

NOTE: **Appliance and window servicing** must be called in directly to the appropriate servicing company. Please refer to page 46 for details.

2. **Emergency requests** within the warranty period and **during regular work hours** may be called in directly to the Bosa Development office at 604.294.0666.

**Emergency requests beyond the warranty period or after regular work hours or during holidays may be called in directly to the after-hours service line for Equium Group at 403.287.7250. While on the line with Equium, their message center will ask you to enter 9-1-1 - this will connect you with a live agent.**

3. We will be able to serve you better if written service requests are directed **ONLY** to our Warranty Service Department. Please do not communicate service requests to sales representatives or construction personnel, as these requests may go astray.
4. Please be advised that general, non-emergency service requests will **NOT** be accepted from Tenants without the owner's written permission.

## REQUEST FOR SERVICE (continued)

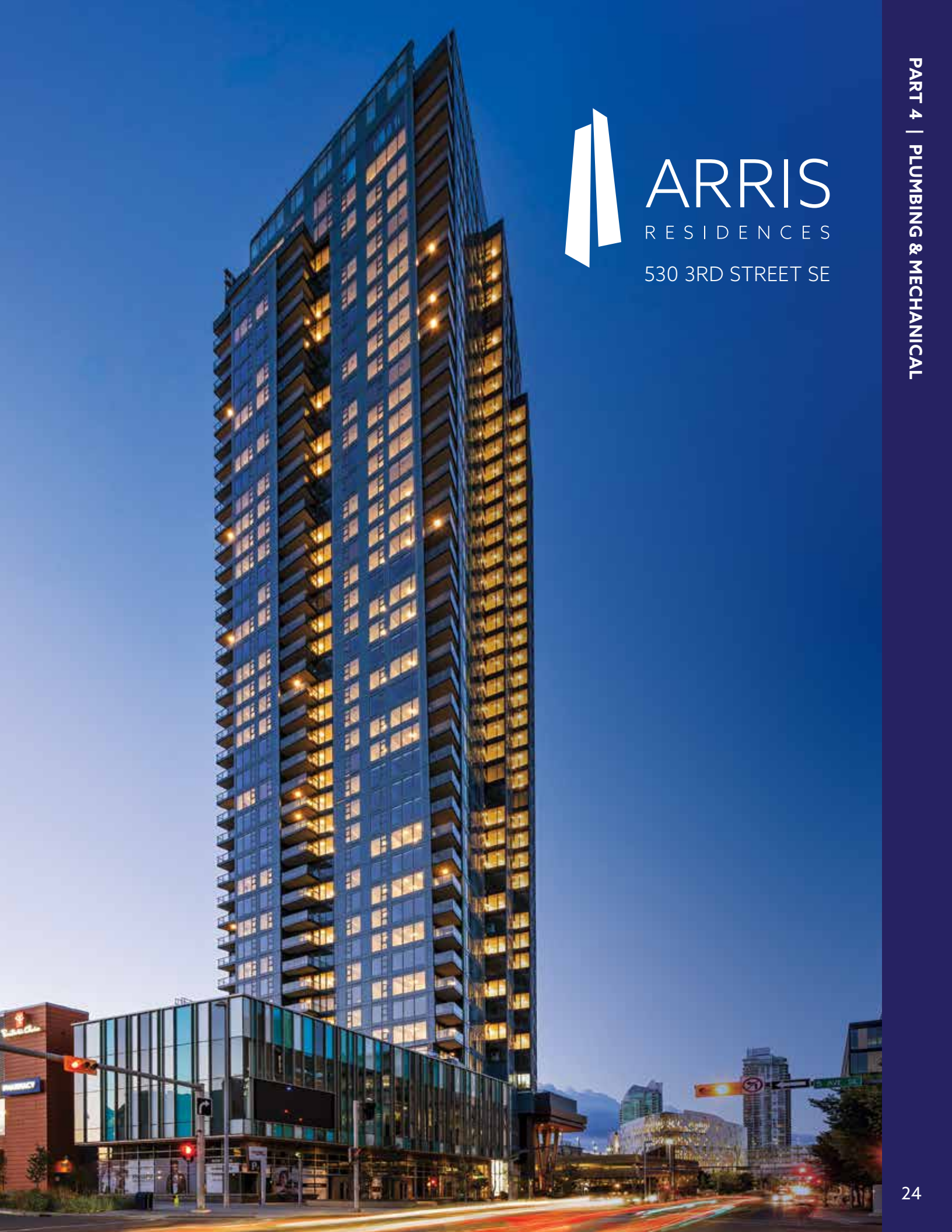
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### SUBMIT AND MANAGE YOUR REQUEST ONLINE

By accessing the **Homeowner Portal** link on our corporate website, homeowners will have the ability to customize requests using the simple drop-down options and also view the status of existing service work in their suite.

1. **Create a Login ID and Password:** Please contact our Warranty Service Department (at 604.294.0666 or email [warrantycanada@bosadevelopment.com](mailto:warrantycanada@bosadevelopment.com)) to provide us with your email address if you have not already filled out a form at your Key Pick-up appointment. Your email address will be set up as your Login ID. Your Password and setup confirmation will be emailed to you subsequently. **You must set this up first in order to have access to the online request system.**
2. **Access your file:** Visit [www.bosadevelopment.com](http://www.bosadevelopment.com) and click on contact; Click on "Residential Service Request" to select your region. This will direct you to the Homeowner Portal Login page (or go to: <http://bosadevcanada.punchlistmanager.net>).
3. **Submit a request:** Click on "Submit Request" and follow directions to report warrantable deficiencies in your suite. This information will be instantly submitted to Warranty Service.
4. **Update your contact information:** You can view and edit your details (including login credentials) from the Homeowner Portal via the "Edit Contact Information", tab found within the "Dashboard".
5. **View your documents:** For an electronic version of your homeowners manual, appliance manuals, and other important documents pertaining to your suite, view your "documents" tab.





# ARRIS

RESIDENCES

530 3RD STREET SE

## OVERVIEW

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**Defects in material and/or workmanship on supply and distribution are covered under the 2-Year Warranty. However, any incorrect plumbing modifications in your suite that were not installed by Bosa Development will NOT be covered under warranty.**

The plumbing system in your home consists of:

- Plumbing fixtures (toilets, sinks, bathtubs, etc.)
- The water supply system (which brings the water to each fixture)
- The drainage system (which removes waste water and sewage from the plumbing fixtures)

The main water shut-off valves for your entire suite are located behind an access panel in either the entry closet or a bedroom closet. All plumbing fixtures are also equipped with an individual set of shut off valves with the exception of bathtubs and showers.

To interrupt the water supply directly to the **washing machine**, hot and cold shut-off valves are located in the laundry closet on the wall adjacent to your laundry suite. Shut-off valves should be turned OFF when away from your home for extended periods of time.

**Note:** the main shut-off valve will NOT shut down the fire sprinkler system. If there is an accidental discharge, contact your Property Manager immediately.

If your balcony deck is equipped with a hose bib (tap/faucet), do not keep your hose attached during the winter. Internal freezing may occur, resulting in a burst pipe. **Damage due to hoses attached during the winter will not be covered by Warranty.**

## LEAK DETECTION SYSTEM

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Your suite is equipped with a water leak detection system. There is a sensor under the dishwasher and laundry washing machine (also under refrigerators in Penthouses and sub-penthouses). In the event water is detected, the sensor will send a signal to the monitoring device causing it to automatically shut the water off to the suite and sound an alarm. If you discover the cause that sent it into alarm, you can simply reset the system by pressing the reset on the monitoring device. The monitoring device is located next to the main water shut-off valves in the entry closet.

## TOILETS

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**Only normal human waste should be flushed.** The toilet must NOT be used as a garbage can. Certain products such as cotton swabs, condoms, dental floss, rice, kitty litter and sanitary pads must **NEVER** be flushed.

Inappropriate materials can cause sewage from higher suites to back up into the suites above a blockage resulting in catastrophic damage not covered under warranty.

## BATHTUB

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The soaker tub surface is a hard, nonporous surface, which effectively prevents dirt from accumulating and resists stains better than other materials. With normal use, your soaker tub surface is durable and it will retain its beauty with only minimum care. To maintain the high gloss, just follow these simple steps.

Easy care for your soaker bathtub surface:

1. Use common household, non-abrasive cleaners for most cleaning jobs. Follow manufacturers' directions and precautions. Rinse well and dry with a clean cloth.
2. Never use abrasive cleaners. These products could cause damage to the finish.
3. Do not allow the surface to come into contact with products such as acetone (nail polish remover), nail polish, dry cleaning solution, lacquer thinners, gasoline, pine oil, etc.
4. Remove dust and dirt with a soft, damp cloth.
5. If a rubber mat is used, it must be removed immediately after each use. Non-conformity with this recommendation will cause damage.

## BATHROOM SINK

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Bathroom sinks and fixtures: Do Not use harsh abrasive cleaners. Wiping regularly with a soft cloth and a non-abrasive cleaner will keep your sink looking new.

## KITCHEN SINK

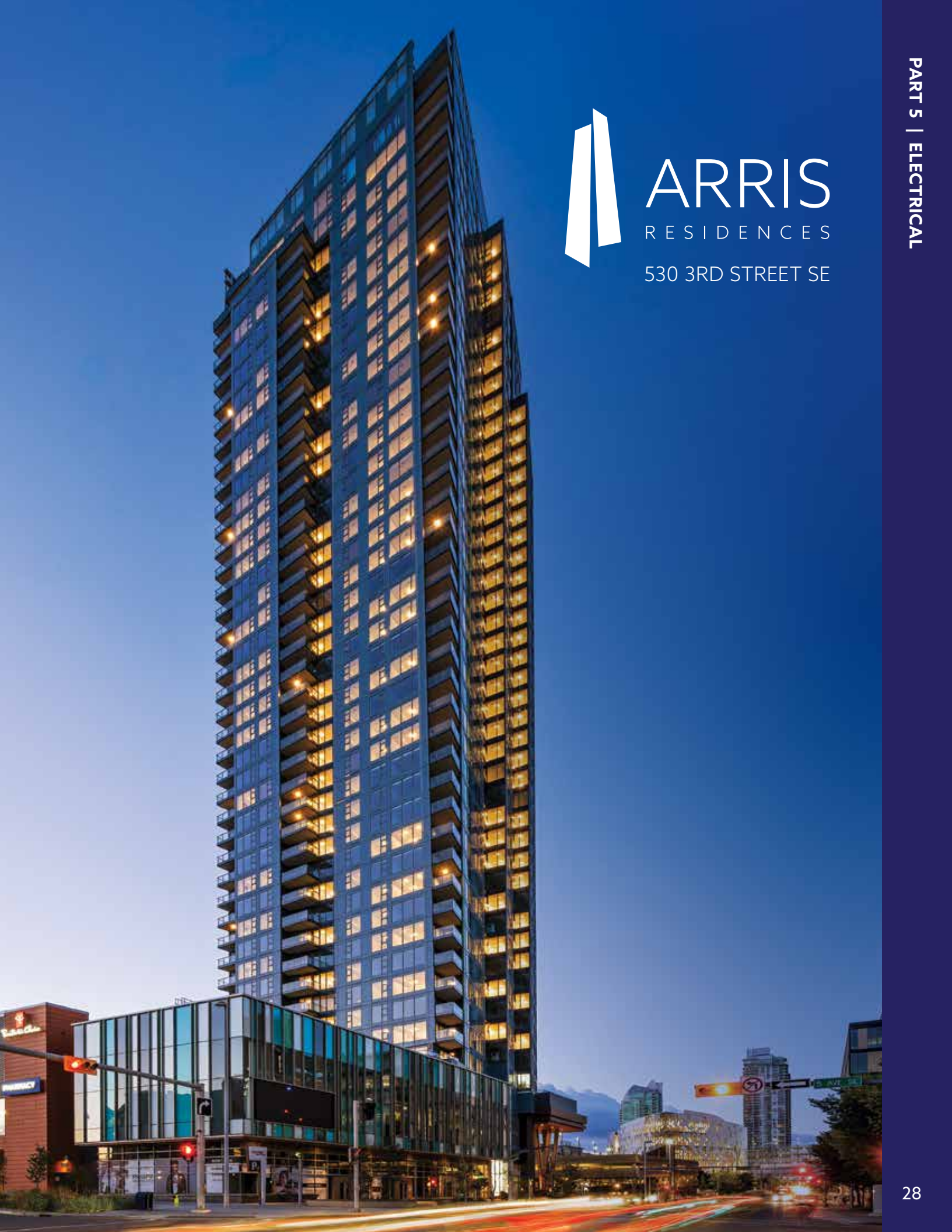
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### **CLEANING**

Rinse the sink thoroughly after every use, and wipe it dry with a clean, soft cloth or sponge. Clean by wiping with a moist, soft cloth or sponge. Do not use cleaners containing abrasives.

DO NOT use steel wool pads to clean your sink as they will leave a residue of small iron particles. They may not be readily visible, but they will lead to rusting and corrosion of the sink. (Scotch Brite scouring pads are available, and should be used where vigorous scrubbing is required.)

Use of a protective mat, protective rack, or dishpan while doing dishes is recommended. Any such items should be removed when not in use. Use a cutting board and/or protective sink accessory when using knives or other sharp objects in the sink. Do not leave coffee grounds or tea bags in the sink for long periods of time.



# ARRIS

RESIDENCES

530 3RD STREET SE

## OVERVIEW

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**Defects in material and/or workmanship on electrical supply and distribution are covered under the 2-Year Warranty. However, any incorrect electrical re-wiring/modifications in your suite that were not done by Bosa Development will NOT be covered under warranty.**

The electrical supply is delivered to your suite through the building's wiring system. A meter measures your use of electricity. Familiarize yourself with the location of the **electrical panel** in your suite (typically located on the wall behind a bedroom door or in a closet). This panel contains **circuit breakers**, which are labeled to indicate which circuits they protect.

An electrical circuit is a closed loop linking the power source to an electrical "load" (e.g. lighting fixture, electrical appliance or other piece of equipment). Current flows through the circuit to and from the electrical panel. A "hot" wire carries current through an insulated electrical cable to the load, and a neutral wire carries it back again to the panel. A single circuit may connect quite a few small loads, such as lights or small appliances. Major appliances, such as refrigerators, ovens, stoves, dryers and dishwashers have their own circuits.

Each electrical component is listed on the circuit breaker panel log and is identified with a number that corresponds to the circuit breaker number. When a circuit is overloaded or shorted out, the breaker trips to the 'tripped' position (to reset the breaker, switch the breaker completely off then back to the ON position). This protects against overheating the cable in an electrical circuit and, ultimately, against fire. For example, a short circuit can occur when the insulation around a hot wire wears thin and the wire comes into contact with another wire to create a power surge. A hot wire coming into contact with water, which is an excellent conductor, can also cause a short. Identify and correct the cause of the problem. This may require the services of a qualified electrician. **Should the problem occur during the warranty period, notify Warranty Service by submitting an online request through the Home Owner Portal.**

## ELECTRICAL SAFETY

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- **If there is any water around, be careful of any source of electricity.** If you are standing in water or are in contact with it, or if the wiring is wet, you must not touch the main switch or any part of the electrical system nor operate an electrical appliance. Before opening the door of your electrical panel, make sure your hands are dry as well as the floor beneath your feet.
- **Do not repeatedly reset a breaker that trips.** If you cannot find and correct the cause of the short circuit, call an electrician.
- **When using an extension cord, unroll the entire length.** Leaving wire rolled up can cause overheating or even fire.
- **Do not pull plugs by the wire from electrical outlets.** Grip the plug head itself.
- **Protect small children by covering any unused electrical outlets** with covers made especially for this purpose. Keep appliance and lamp cords out of the way of infants and remove cords that may be a tripping hazard.
- For greater safety and certainty, make sure that any electrical appliance you buy is **approved (and labeled) by the Canadian Standards Association (CSA) or Underwriters Laboratories of Canada (ULC).**

## ELECTRICAL OUTLETS

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**Electrical outlets** typically have plug-ins for two three-pronged plugs. The two parallel prongs, one of which – the neutral prong – may be wider than the other, carry the electrical power. The third prong, a round one, connects to the ground wire, which protects against short circuits. The ground wire is “grounded” (connects) to the metal water supply pipe next to the water shut-off valve or to the ground rods in the earth.

### SWITCHABLE OUTLETS

A switchable outlet is located in the living room/dining, and is tagged for you with a coloured dot sticker. This allows the wall light switch to operate **either the bottom or top plug** of the outlet (one or the other as designated). For example, a floor lamp can be switched on by using the wall switch as opposed to the switch button on the lamp. Keep in mind not to plug your clock radio into the switchable outlet.

## ELECTRICAL OUTLETS (continued)

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### GFCI - GROUND FAULT CIRCUIT INTERRUPTER OUTLET

Ground fault circuit interrupters (GFCI) are special electrical outlets installed in bathrooms, kitchens, balconies and patios where the presence of water represents a high risk of shock. All bathroom outlets come with a ground fault circuit interrupter; therefore, if the GFCI usage is interrupted, the circuit will shutdown the bathrooms' outlets and lights. If there is too much of a draw, the power is automatically interrupted and a red light signal will appear on the outlet. This same red light appears when you press down on the **TEST** button on the outlet.

To reset, simply press the **RESET** button on the outlet; the red light signal will disappear.

To make sure that the breaker is operating properly, be sure to test your GFCI at least once a month, using the TEST button on the outlet. **Note: These circuits are sensitive and may occasionally cause the circuit interrupter to go off during a shower. Simply press the RESET button after this occurs.**

### AFCI - ARC FAULT CIRCUIT INTERRUPTER OUTLET

The electrical outlets in your suite are designed to detect and protect against unintended arc faults, overloads and short circuits. The purpose is to prevent fires caused by brittle or cracked power cords from household appliances, such as lamps, clock radios or vacuums.

An AFCI detects arcs in electrical equipment or wiring and opens (shuts off) the circuit in a fraction of a second. In the event you "trip" your breaker, you will have to **reset the appropriate breaker switch** by flipping it OFF and then ON again. Since the AFCI is very sensitive, it is susceptible to nuisance tripping. Nuisance tripping can be caused by motors, light ballasts and other electronic equipment causing electronic spikes in the power draw. This is typical of items that have not been approved (and labeled) by the Canadian Standards Association (CSA) or Underwriters Laboratories of Canada (ULC).

- **Do not connect carbon monoxide detectors and smoke alarms to a branch circuit that is protected by an AFCI.**

### TAMPER-RESISTANT OUTLETS

Electrical outlets throughout all suites are tamper-resistant, which means they have spring-loaded shutters that close off the contact openings – or slots – of the outlet. This is a safety measure designed to protect children, who may insert objects into electrical outlets, resulting in great harm.

Tamper-resistant outlets may seem blocked, or difficult to plug into due to the safety mechanisms.



## LIGHTING

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**CAUTION: When replacing light bulbs, ensure the wall switch is off and that the light bulb is cool before handling.**

### **Installation of a Ceiling Fixture in the Dining Room:**

We strongly recommend that a certified electrician carry out this installation. Failure to follow safe procedures can lead to bodily injury. To minimize the possibility of nuisance tripping, we recommend only installing light fixtures approved and labeled by the Canadian Standards Association (CSA) or Underwriters Laboratories of Canada (ULC).

**Please note that any incorrect electrical re-wiring/modifications in your suite that were not installed by Bosa Development will NOT be covered under warranty.**

- BEFORE COMMENCING, SWITCH OFF THE BREAKER. There are a number of breakers labeled “Lights” in the service panel. Using a voltmeter, turn each off and on until voltage is interrupted to the ceiling fixture.
- CAUTION: Attempting to connect your fixture with the power on is NOT safe.

## HEATING AND COOLING SYSTEM & THERMOSTATS

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Each home is equipped with an industry-leading International Environmental Corp high-efficiency fan-coil system controls for heating and cooling. The Condominium Corporation will manage and maintain the building’s central boiler system which will be paid through your condominium fees.

The full Instruction Manual can be found on the Homeowner Portal. Please visit [www.bosadevelopment.com/contact](http://www.bosadevelopment.com/contact) and click on the “Residential Service Request” button, log in and select your “Documents” tab.

## VENTILATION

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Fresh air is supplied to your suite from positive ventilation in the hallway via the space below your entry door. This air is then exhausted to the outside by means of exhaust fans in the kitchen and bathroom(s).

Any interruption of this ventilation may result in excess humidity which, over time, will cause structural damage to the building. Be sure to use fans in the kitchen and the bathroom(s) to expel humidity and odours.

**Note: It is very important that you do not block or obstruct this fresh airflow from entering your suite and circulating freshly throughout your entire living space.** Excessive storage of unused items that impede airflow can cause moisture problems and lead to mould growth and damage to the home. **Do not install a sweep at the bottom of the entry door.**

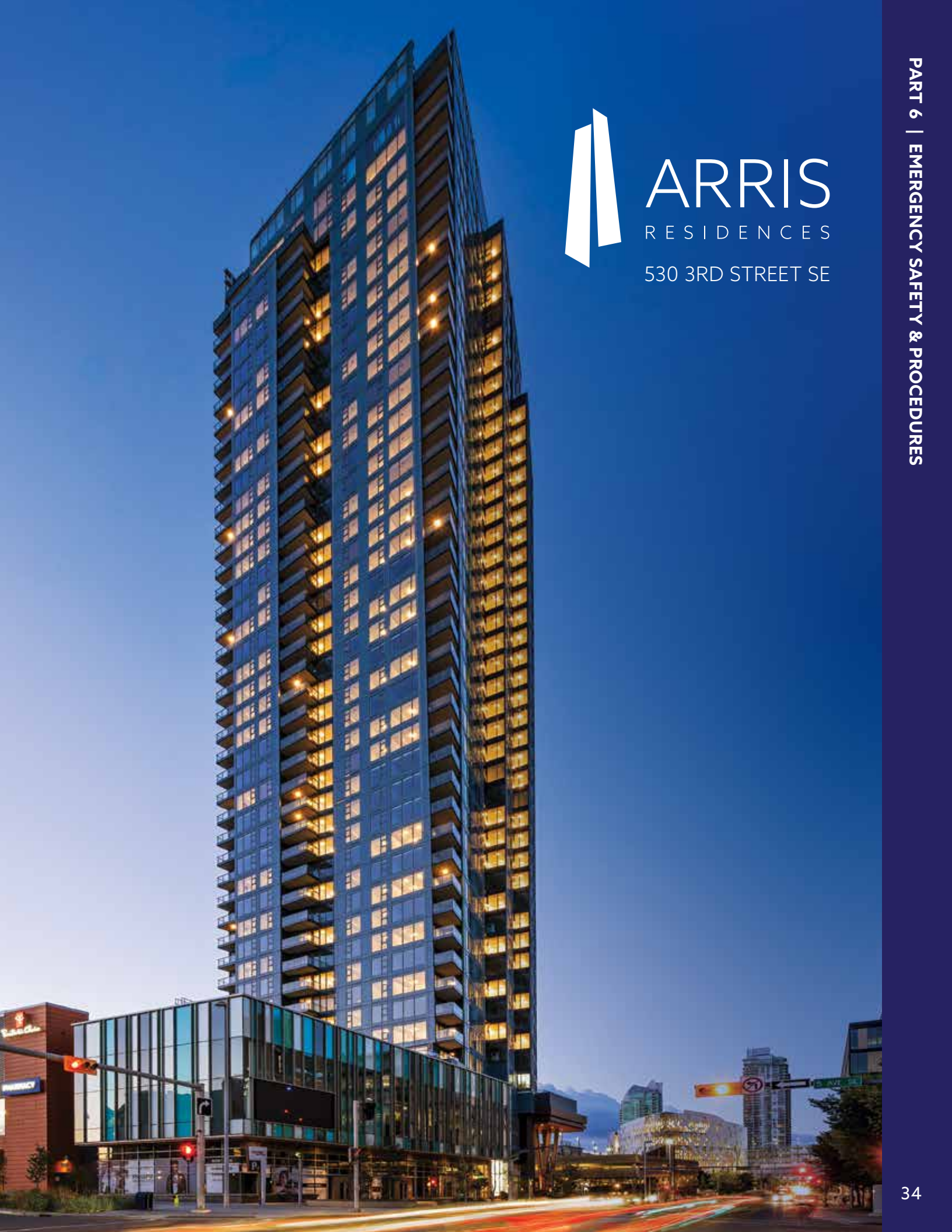
## CABLE & TELEVISIONS

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Your suite is prepared to be connected with one of these cable television providers: Shaw, or Telus.

Your suite has been pre-wired to carry cable signals to your television and computer with one of the providers. The main cable box is typically located behind a panel in your front entry closet.

Cable hookups have been installed in the living room and all bedrooms.



# ARRIS

RESIDENCES

530 3RD STREET SE

## SMOKE DETECTORS & CARBON MONOXIDE

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Full User Guide to your Photoelectric Smoke Detectors can be found on the Homeowner Portal.

Please visit [www.bosadevelopment.com](http://www.bosadevelopment.com), click on, Contact; Residential Service Request. See page 22 for further details.

## SPRINKLER SYSTEM

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The building is equipped with a fire control sprinkler system which is sensitive to extreme heat and impact from striking. Be careful not to accidentally strike the sprinkler head or puncture the sprinkler line (through mounting items on the wall), as this may cause flooding of your suite. **DO NOT HANG ANY ITEMS ON THE SPRINKLER HEADS!**

**Note: The in-suite plumbing shut-offs will not shut down the fire sprinkler system within your suite.** Should a non-fire related discharge occur, contact your Property Manager immediately.

## FIRE ALARM / ONE WAY SPEAKER INTERCOM

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Your suite has Fire Alarm/One-Way Speaker Intercoms installed on your ceilings. These serve two purposes:

1. Fire Alarm: Warning of potential fire.
2. One-Way Speaker Intercom: The Fire Marshall has one-way communication to your suite in the event the fire alarm sounds.

The intercom can be isolated to a specific suite or specific floor in order to provide you with suite-specific directions in the event of a fire (i.e.: via the Intercom, The Fire Marshal can direct you on whether to stay in your suite or leave through a designated exit, or whether the alarm was a false alarm). Each suite is equipped with an alarm speaker. In the case of a false alarm or if testing is taking place, the suite owner may choose to silence the alarm. This can be done by depressing the button at the "TOUCH TO SILENCE" area on the alarm signal device.

## EMERGENCY EVACUATION PROCEDURES

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### A. IF YOU DISCOVER A FIRE

1. Immediately sound the fire alarm by activating the fire alarm pull station in the corridor.
2. Dial 9-1-1, state your name, give the address where the fire is and, if possible the nearest intersection, information about the fire i.e., what floor, how fast is the fire spreading, are people trapped, etc.
3. At your discretion, attempt to control the fire with the available fire equipment. Keep in mind smoke from the fire can be more dangerous than the fire itself.
4. If you cannot control the fire, leave the building by the nearest exit and, if possible, isolate the fire by CLOSING DOORS.
5. Meet the Fire Department at the entrance to the building to give updated information and assistance.

### B. IF YOU HEAR A FIRE ALARM

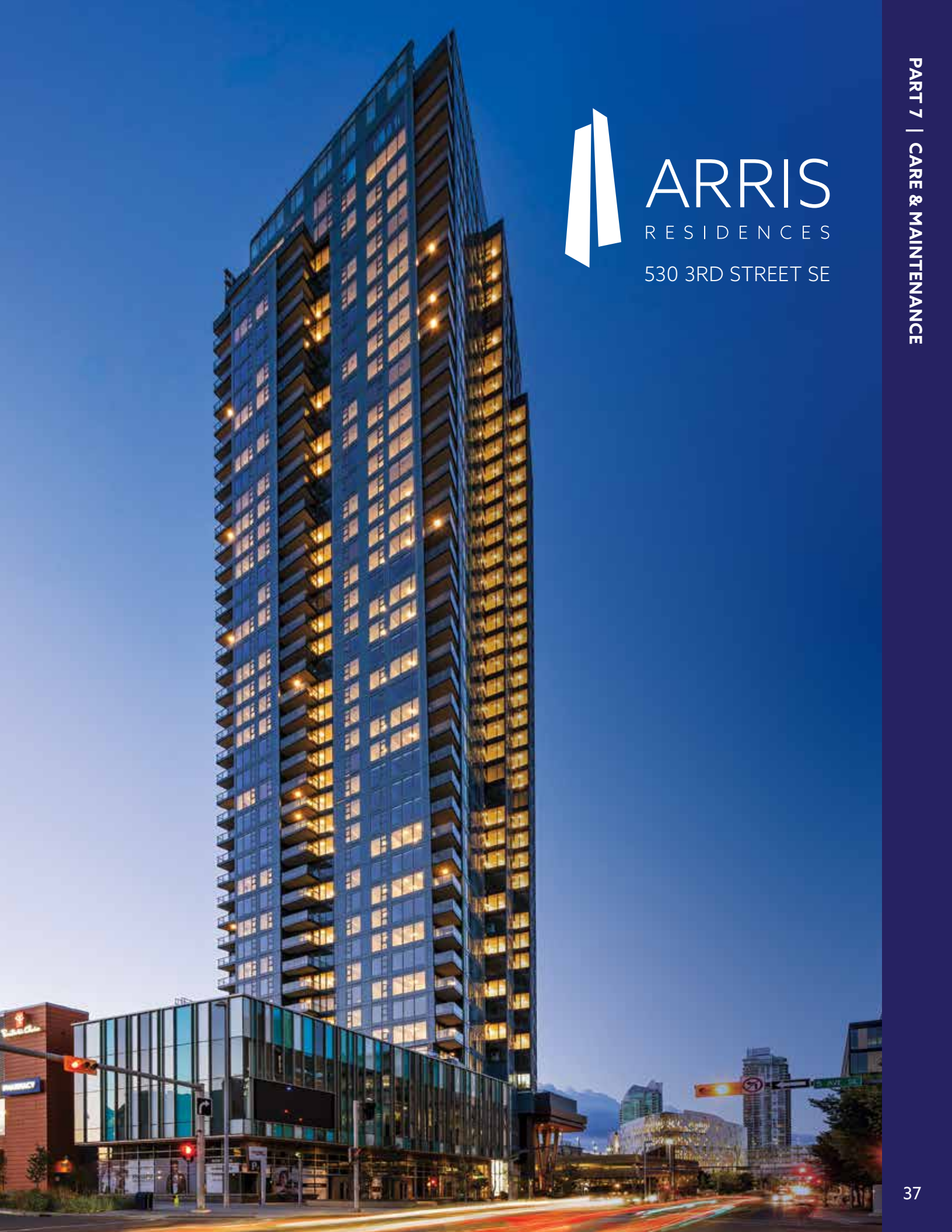
1. Leave the building immediately via the nearest exit.
2. Call the Fire Department 9-1-1, state your name, give address, location of fire, and the nearest intersection if possible. Give further information about the fire such as: floor number, how fast the fire is spreading, if people are trapped, etc.

### IN THE EVENT OF (A) OR (B)

**\*Do not use the elevator. Walk. Do not run.** Close all doors behind you and proceed along the corridors and down the stairways in a quiet, orderly manner. When you leave the building, move away from the door to allow others behind you to emerge from the exit. Do not re-enter the building for any reason until you have been advised to do so by the Fire Department.

### C. IN THE EVENT OF A GAS LEAK

1. EVACUATE the building
2. IMMEDIATELY notify Atco Gas at 403-245-7222
3. PREVENT the operation of electrical switches
4. PREVENT smoking or open flame



# ARRIS

RESIDENCES

530 3RD STREET SE

## COOK TOPS & OVENS

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The gas cook top does not have a constant pilot light/flame. Instead, each surface burner has a spark igniter. If the igniter fails to light or if the flame should go off during a cooking operation, turn the burner to **OFF**. Then, hold a lighted match to the desired burner and hold it in position before turning the burner knob to Light. If a strong gas odour is detected, open a window and wait 5 minutes before re-lighting the burner.

The self-cleaning feature on your oven works by heating the oven to extreme temperatures for several hours. This burns all food particles to a fine ash that can be easily wiped out with a damp cloth after cooling. During this operation the oven door cannot be opened until the temperature has dropped to protect against scalding. **Do not use foaming oven cleaners.**

Remember to switch on the exhaust fan above the cook top when cooking. This will vent steam and/or cooking odours to the outside, and will help minimize water vapour in your suite.

## REFRIGERATOR

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If you have a long vacation planned, empty the refrigerator and turn it off. Wipe excess moisture from the inside and leave the doors open to keep odour and mould from developing.

In addition, you should turn off the water supply to the ice maker (penthouse suites). There is a valve located behind the drawer or cupboard closest to the refrigerator.

If the rubber door seals are dirty, the doors may not close properly and the refrigerator will not operate efficiently. Keep the door seals free of grime by cleaning the doors with a mild detergent and damp cloth. Wipe dry with a clean, soft cloth.

## DISHWASHER

---

Your dishwasher is designed to use a rinse aid for good drying performance. Without rinse aid, your dishes and dishwasher interior will have excessive moisture. The heat dry option will not perform as well without rinse aid.

Make sure nothing keeps spray arm(s) from spinning freely. It is important for the water spray to reach all soiled surfaces.

Normal sounds you will hear:

1. Short pauses during operation of dishwasher.
2. Water entering the dishwasher as it fills.
3. Water being pumped out of the dishwasher as it drains.
4. Timer clicking as dishwasher cycles advance.

## LAUNDRY MACHINES

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The water supply shut-off valves are located next to your laundry machine. There are separate valves for hot and cold water supply.

**Note: Using excessive laundry detergent** (especially condensed detergent) in your washing machine **may cause soap suds to back-up** the lines, either in your suite and/or in the suites below. **Please use minimal amounts of high-efficiency washing detergent.** If you experience a back-up of soap suds, please contact your Property Management Company. This is not a warranty issue.

Your washer door should be left ajar in between loads to allow for sufficient ventilation.

The dryer booster fan is operated by an amp sensor, which will shut off a few minutes after the drying cycle is complete. This will help to remove moisture from the dryer duct.

The dryer exhaust is vented to the exterior of the building. On cooler days it may produce condensation; this is normal and does NOT indicate a problem. When drying multiple loads, run the empty dryer for 10 minutes between loads and after the final load to expel moisture from the dryer duct.

Your laundry suite is equipped with a **secondary lint trap**, which is installed on the top of the dryer. This device is designed to work in conjunction with your dryer's built-in lint trap to prevent lint from entering the ductwork that runs above your ceiling. Regular cleaning of **both** lint traps will ensure efficient, safe operation of your dryer and will maximize the service life of the appliances.



## QUARTZ COUNTERTOPS

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Virtually maintenance-free, hard, non-porous quartz surfaces require no sealing to renew its luster and are simple to clean. In most cases, soap and warm water or a mild detergent is enough to keep your quartz surfaces looking like new. If necessary, use a mild-abrasive cleaner (e.g. Bar Keepers Friend) along with a non-scratch or delicate scrub pad. Afterwards, thoroughly rinse with clean water to remove residue.

To remove adhered material such as food, gum, nail polish or even dried paint, first scrape away excess material with a plastic putty knife and then use a damp cloth to remove any marks or residual dirt. For extra-stubborn stains, a no-scratch Scotch-Brite® pad is recommended along with a non-abrasive cleaner.

Quartz is more heat resistant than other stone surfaces including most granite, marble and limestone, and is not affected by temperatures lower than 150°C (300°F). However, like all stone material, quartz can be damaged by sudden and rapid temperature changes. Therefore, we suggest that **hot pots and pans never be directly placed on the surface**. We also recommend a hot pad or trivet be placed on the surface under cooking suites such as electric frying pans, crock pots, or toaster ovens.

Quartz is a highly durable surface; however avoid abuse of the surface by refraining from using sharp objects such as sharp knives or screw drivers directly onto the surface, it will scratch and chip.

It is important to be aware that like any other surface, quartz can be permanently damaged if exposed to strong chemicals and solvents that can damage its physical properties. Never clean your quartz surface with products that contain Trichlorethane or Methylene chloride, such as paint removers or strippers. Avoid the use of highly aggressive cleaning agents such as oven/grill cleaners and dishwasher polishing agents that have high alkaline/pH levels (pH 8.5 or higher). Products containing oils or powders may leave a residue and should be rinsed off thoroughly. Should your surface accidentally be exposed to any of these damaging products, rinse immediately with clean water to neutralize the effect.

## WALL PAINT

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The walls have been painted with a latex paint that is water-soluble. Use a mild detergent and sponge when washing wall surfaces. Do not use a rag, as it may leave marks. This paint is used for its compatibility with other paints such as oil base, or wallpaper as less preparation is required by the homeowner to apply new finishes.

For your convenience, you can find the color and type of paint used in Part 7 pages 50 and 52.

## BALCONY / PATIO SLIDING DOOR

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Your balcony door tracks and/or hinges should be thoroughly cleaned as necessary. All accumulations in the track should first be removed using a soft, clean cloth or brush, followed by a damp cloth. After cleaning, a light coating of WD-40 oil should be applied to the track or hinge to maintain the smooth gliding /swinging movement of your door.

**Note:** Such cleaning and lubricating products may stain your wall paint and flooring. Be sure to restrict the product to only your sliding door track or hinges..

## WINDOWS

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All windows are double-paned. The aluminum frame is thermally sealed, which helps minimize the possibility of condensation from occurring on the inside of the windows and is also an energy-saving feature.

Some movement of the roller blinds may be observed during cold temperatures. This is a function of convection, where warm air contacts cold air near the glass surface and drops to the floor while it is replaced by warm air from above. This is not from air leakage through the window.

Clean dust, minor marks and deposits (e.g. fingerprint smudges) with a weak solution of vinegar and cold water. Remove grease and film deposits with a mild soap detergent diluted in lukewarm water, followed by a clean rinse with cold water. A soft cloth is recommended instead of paper towels, as they are more abrasive and leave particles behind.

Window scratches that were not noted during the pre-occupancy walkthrough inspection are not covered under warranty.

## ROLLER BLINDS

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The fabric louvers on your blinds should not be scrubbed. Instead, wipe gently with a cloth, using a mild soap and water solution. Excessive water on this material will cause permanent damage and is not covered by warranty. Having your blinds commercially cleaned is also not covered by warranty.

## BATHROOM FLOOR AND WALL TILES

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The tiles in your bathroom should be wiped down occasionally to help prevent mildew. A solution of vinegar and warm water is recommended. To further prevent mildew, apply a 5% silicone sealer (available at any building supply store) once or twice a year; this will help prevent any permanent staining of the grout lines. Do not use detergent as it can make the surface slippery. **Since grout is porous by nature, stains can be absorbed easily and therefore sealant is recommended.**

### HOW TO CLEAN GLAZED WALL TILES WITH WHITE GROUT

- Use a liquid or cream based cleanser and a soft sponge, applying light pressure as you scrub. Rinse with clean water.
- For heavily stained or mildewed areas, use a plastic bristle brush or toothbrush to agitate the stubborn areas.
- If some areas are still not fully cleaned after rinsing, use bleach by direct application to regain the whitest color and kill any remaining mildew. With a toothbrush, agitate and rinse, or soak a paper towel and leave on the stain for an extended period of time (up to overnight or until towel is dry). Rinse away any residue and let dry thoroughly.
- Many cleaners can be used instead of bleach; acid based cleaners are the best substitute for this type of harsh cleaning requirements.
- Sealing or re-sealing of the grout is recommended after tile and grout are cleaned thoroughly.

### HOW TO CLEAN GLAZED TILES WITH COLOURED GROUTS (FLOOR OR WALL TILE)

The products and the methods used are more critical when cleaning colored grouts; always follow manufacturers' directions closely.

- Use a neutral PH cleaner in a diluted formula for everyday cleaning. For tough cleaning jobs, use a more concentrated mixture as per the manufacturer's recommendation. Stubborn build-up in grout and tile may require some agitation with a plastic bristle brush during the cleaning process in order to release all of the unwanted grime.
- Once you have thoroughly cleaned and rinsed the tile, it is recommended to seal or re-seal the grout.

## LUXURY VINYL PLANK FLOORS

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- For everyday cleaning purposes, it is sufficient to vacuum the floor or sweep it with a soft broom.
- Foot marks and clinging dirt can be readily cleaned off with a damp cloth, however, only use a well wrung-out cloth. **Never apply a wet cloth to the flooring or immerse it in water.**
- We recommend using a wood/laminate floor cleaner.
- More serious contamination and stubborn stains can be easily removed with alcohol-containing solvents.
- **We suggest that you fit the feet of furniture items with felt gliders. Rolling furniture should be fitted with soft rubber chair casters.**
- In order to avoid severe drying out of your flooring during the winter season, you should maintain the room temperature of 18-23 degrees Celsius to avoid excessive expansion and contraction, and to help minimize gapping. As a general rule during the winter season the relative humidity should be constantly maintained around 30-55% in order to prevent all interior surfaces from drying out. In the interest of maintaining this ideal climate, we recommend the use of an electric air humidifier during the winter season. The formation of gaps in the flooring must be expected in the event of failure to maintain the recommended temperature and relative humidity level (particularly during the winter season). During extremely sunny days, it is recommended to keep your blinds down to minimize UV sun exposure and thermal expansion.
- Minor damage such as cracks or impressions can be readily repaired with repair filler in a coordinating shade. The task of repairing more serious damage should be left to a qualified tradesman.

## RECOMMENDED HOME MAINTENANCE SCHEDULE

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### DAILY (ONGOING)

- Control the humidity and ventilation in your suite.
- Keep up with general cleaning of appliances and finishes.
- Remove standing water from surfaces.
- Clean the dryer lint trap in your clothes dryer after each load.
- When doing multiple dryer loads, run the dryer empty for 10-15 minutes between loads.

### WEEKLY

- Check and clean troughs at the base of windows.
- Wipe mirror and window surfaces.
- Clean tile surfaces (grout sealer is recommended).

### MONTHLY

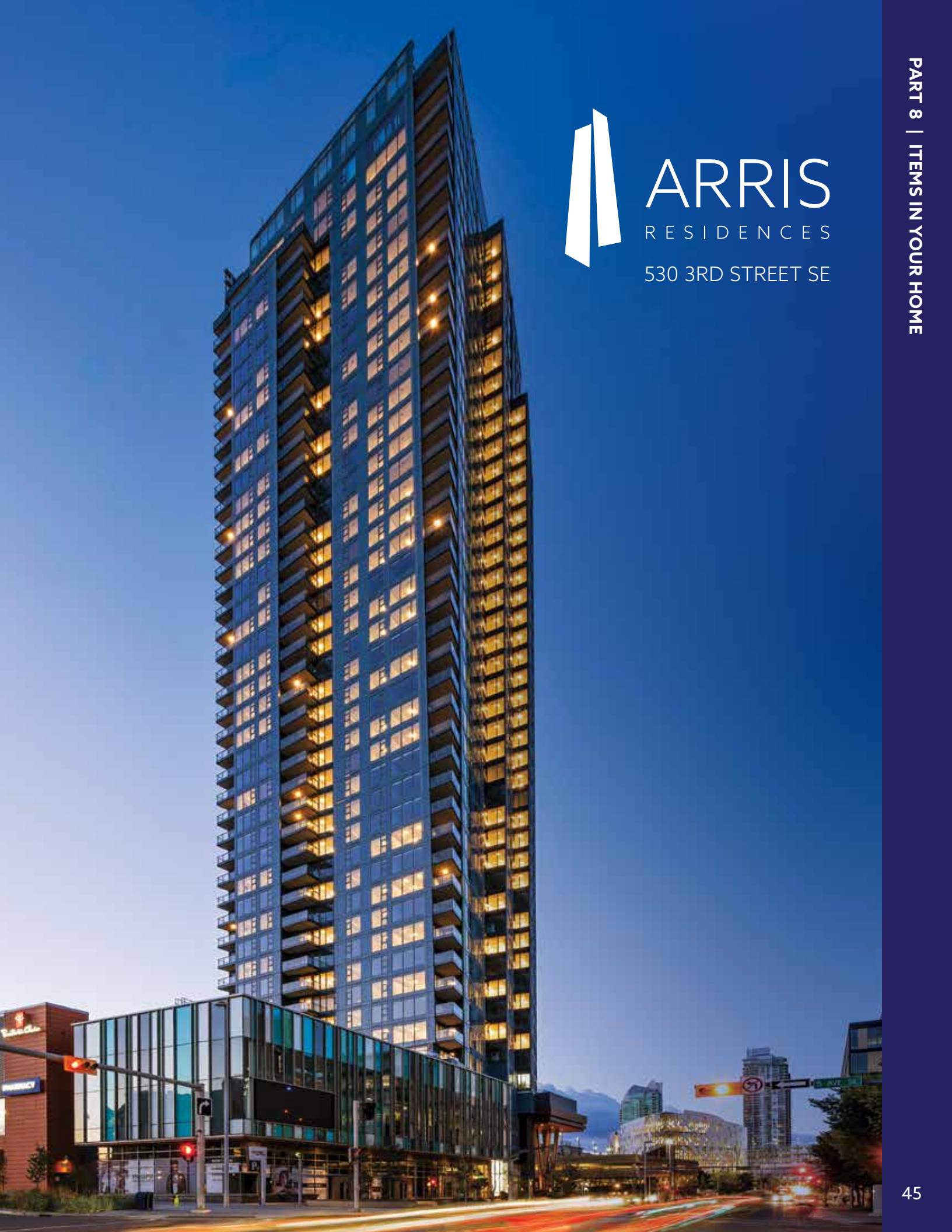
- Test and clean all smoke/carbon monoxide detectors.
- Clean or replace hood fan filter and make sure it exhausts properly.
- Test the GFCI on the electrical outlet in your bathroom and kitchen.
- Test the electrical breaker panel.
- Check the dryer vent screen on your balcony to ensure it is not clogged.
- Wash your balcony deck.
- Clean your oven (as required).
- Run water in seldom used drains.

### BI-ANNUALLY

- Clean and seal grout.
- Re-seal granite surfaces every 6-12 months.
- Clean tracks of sliding glass doors before applying silicone spray lubricant. Clean and lubricate balcony door hinges if applicable.
- Replace HVAC fan coil filter

### ANNUALLY

- Check and adjust cabinet hardware.
- Check and lubricate door and window hardware.
- Check window and door gaskets.
- Inspect interior and exterior caulking; replace as required.



# ARRIS

RESIDENCES

530 3RD STREET SE

## APPLIANCES

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The following instruction manuals for your appliances are can be found on Home Owner Portal:

- Gas cooktop
- Microwave
- Oven
- Dishwasher
- Cooktop exhaust hood
- Refrigerator
- Smoke detector
- Thermostats (heating/cool)
- Washer/Dryer

Go to the **Homeowner Portal** link on our corporate website. Login to the dashboard with your username and passcode. Appliance manuals can be found under the tab "Documents".

These manuals contain further detailed information than what is mentioned in this "Care & Maintenance" section of the Homeowner's Manual. **Please read ALL manufacturer instructions and maintenance information prior to operating your appliances.**

**Warranty Coverage:** The warranty carrier for all your appliances is Coast Wholesale Appliances - NOT Bosa Development. Appliance servicing must be called in directly to the appropriate servicing company within one year from your closing date to ensure warranty coverage. Please refer to page 55 for appliance warranty contact information.

Supplied by Coast Wholesale Appliances; Warranty (Directed to Coast) One Year

### Refrigerator

Manufacturer: Blomberg  
Model: BRFD2230SS (36")  
BRFB1812SSN (30")

### Gas Cooktop

Manufacturer: Fulgor  
Model: F4GK30S1

### Wall Oven

Manufacturer: Fulgor  
Model: F1SP30S3

### Dishwasher

Manufacturer: Blomberg  
Model: DWT51600SS

### Cooktop Hood Fan

Manufacturer: Faber  
Model: Cristal SS

### Over-the-Range Microwave

Manufacturer: Blomberg  
Model: BOTR30102SS

Alternate:

Manufacturer: LG  
Model: MVEL2033F

### Built-In Microwave

Manufacturer: Panasonic  
Model: NNST785S

### Washer Penthouses

Manufacturer: Samsung  
Model: WF45T6000AW

### Electric Dryer Penthouses

Manufacturer: Samsung  
Model: DVE45T6005W

### Washer/Dryer

#### Non-penthouse:

Manufacturer: Whirlpool  
Washer Model: WS45T6000EW  
Dryer Model: DVE45T6005W

### Wine

Manufacturer: Whirlpool  
Model: WUW55X24HS01

## LIGHTING

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### Ceiling recessed mount

Location: Halls/Kitchens/ Bedrooms  
 Supplier: Galaxy Lighting  
 Model: RS2000-GAT-LED

### Undercounter

Location: Kitchen  
 Supplier: L & S Lighting  
 Model: Nube58

### Ceiling recessed mount

Location: Shower  
 Supplier: Galaxy Lighting  
 Model: RS2000-GAT-LED  
 401WH trim/416WH shower

### Ceiling recessed mount

Location: Living room  
 Supplier: Galaxy Lighting  
 Model: RL-RP209WH

### Ceiling surface mount

Location: Bedroom/Dining/Den  
 Supplier: Galaxy Lighting  
 Model: 612314BN-LED

### Ceiling surface mount

Location: Balcony  
 Supplier: Galaxy Lighting  
 Model: L648130WH

## EXTERIOR

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### Deck membrane

Exterior: Deck membrane  
 Supplied and installed by United Roofing  
 Warranty: One year

### Balcony door

Supplied and installed by Siber Facade  
 Warranty: (Directed to Siber Facade) One year

### Balcony railings

Supplied and installed by Precision Aluminum  
 Warranty: One year

### Windows

Supplied and installed by Siber Facade  
 Warranty: (Directed to Siber Facade) One y

## WINDOW BLINDS

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### Roller Blinds

Product: SolarVeil  
 Color: White (SV2901 and SV2301)  
 Manufacturer: Fraser Shading Systems  
 Supplied and installed by Calgary  
 Window Fashions



## PLUMBING

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All Plumbing items listed below are warrantable for One Year. Supplied and installed by Centurion Mechanical

### Sink

Location: Kitchen  
 Manufacturer: Kohler  
 Model: K-5284

### Sink

Location: Lavatory  
 Manufacturer: Grohe  
 Model: PU-07W

### Faucet

Location: Kitchen  
 Manufacturer: Grohe  
 Model: 32 665 003  
 Series: Concetto

### Faucet

Location: Bathrooms  
 Manufacturer: Grohe  
 Series: Plus  
 Finish: Starlight Chrome

### Bathtub

Location: Bathrooms  
 Manufacturer: Hytec  
 Model: Langley AC3077L or AC3077R  
 (penthouse ACL20143 L/R)  
 Color code: White

### Shower Base

Location: Ensuite Bathroom  
 Manufacturer: Acritec  
 Model: LH 60164A or RH 60165A  
 Color code: White

### Bath & Shower Faucet System

Location: Main Bathroom  
 Manufacturer: Grohe  
 Series: Tempesta Cosmopolitan 100  
 Model: Trim #19 881 000 and Spout  
 #13 272 000

### Bath & Shower Faucet System

Location: Ensuite bathroom  
 Manufacturer: Grohe  
 Series: Retro-Fit System 260 & Europlus Trim  
 Model: 27 867 001, 19 880 000 & 35026000  
 (penthouse tub-29 100 001, 13 274 001,  
 35 065 001)  
 Finish: Starlight Chrome

### Toilet

Location: Bathrooms  
 Manufacturer: Toto  
 Model: Aquia IV Close Coupled Toilet  
 Model Code: CST446CEMG with a soft close  
 seat SS124  
 Color" #01 Cotton

## INTERIOR

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### COLOR SCHEME: LIGHT

All items listed below are warrantable for One Year

#### **Kitchen, Bath and Ensuite Cabinet Doors**

Manufacturer: Stosa Cucine

Series: Metropolis (Evolution System)

Door Style: Standard Slab Door Profile

Supplier: Inform Projects

Contractor: Inform Projects

Location: Kitchen base cabinets, island and wall cabinets

Door Color: Bianco Assoluto Opaco

Material: Melamine

Handle: Line M2AT Slim (chrome) and Continuous Gola Channel (wall cabinets)

Location: Kitchen Island Exposed Sides

Color: Larice Brown

Material: Vertical Grain Melamine

Handle: 160mm Line M2AT Slim

Location: Ensuite and Bath Vanity

Color: Grau Opaco

Material: Matte Melamine

Handle: Line M2AT Slim Chrome Finish

#### **Kitchen Countertop and Backsplash**

Product: Quartz

Manufacturer: Vicostone

Color/Code: Venatino BQ8660

Finish: Polished

Supplier: Vicostone

Contractor: Euro-Can Marble & Granite

#### **Ensuite and Bathroom Countertop and backsplash**

Material: Quartz

Color/Code: Quasar Light BQ100

Manufacturer: Vicostone

Supplier: Vicostone

Contractor: Euro-Can Marble & Granite

#### **Bath Floor Tile**

Product: Porcelain Tile

Series: Denmark Series

Color: Medium Grey

Code: DMMG1224H

Grout: Laticrete #18 Sauterne

Finish: Honed

Supplier: Ames Tile and Stone

Contractor: Tanti Interiors

#### **Bath Wall Tile**

Product: Ceramic Tile

Series: White Series

Color: White

Code: PWM1224

Grout: Laticrete #18 Sauterne

Finish: Matte

Supplier: Ames Tile and Stone

Contractor: Tanti Interiors

#### **Ensuite Floor and Wall Tile**

Product: Glazed Porcelain Tile

Series: Verona Series

Color: Carrara White

Code: DSCW1224P (Walls) DSCW1224M (Floor)

Grout: Laticrete #18 Sauterne

Finish: Polished (Walls) Matte (Floor)

Contractor: Tanti Interiors

#### **Laundry Floor Vinyl Composite Flooring**

Manufacturer: Fuzion Flooring

Product: Luxury Vinyl Plank

Collection: Dynamix Hardcore

Colour: Venus DY180VE06

Supplier: Fuzion Flooring

Contractor: Tanti Interiors

## INTERIOR

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### COLOR SCHEME: LIGHT (CONTINUED)

All items listed below are warrantable for One Year

#### Vinyl Composite Flooring

Manufacturer: Fuzion Flooring  
 Product: Luxury Vinyl Plank  
 Collection: Dynamix Hardcore  
 Color: Venus DY180VE06  
 Supplier: Fuzion Flooring  
 Contractor: Tanti Interiors

#### Roller Blinds

Manufacturer: Fraser Shading Systems  
 Product: SolarVeil  
 Style: Dense Basket Weave-White (SV2901 and SV2301)  
 Bedrooms: 2900 series  
 (1% Opacity - 100% blackout)  
 Living Areas: 2300 series (3% Opacity)

### INTERIOR PAINT

#### Walls

Supplier: Cloverdale Paint  
 Colour: Nebulous white  
 Product : Master Painter – Eggshell  
 Colour code: 0325001 – 061C9770  
 Formula: B-5, CX-2, D-0.5, L-8

#### Ceilings

Supplier: Cloverdale Paint  
 Colour: Extra white  
 Product : Master Painter – Flat  
 Colour code: 0376001 – 061C9768  
 Formula: B-1, CX-2

#### Interior Doors and Trim

Supplier: Cloverdale Paint  
 Colour: Extra white  
 Product : Master Painter – Semi Gloss  
 Colour code: 4405101 – 061C9769  
 Formula: B-1, CX-2

## INTERIOR

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### COLOR SCHEME: DARK

All items listed below are warrantable for One Year

#### **Kitchen, Bath and Ensuite Cabinet Doors**

Manufacturer: Stosa Cucine  
 Series: Metropolis (Evolution System)  
 Door Style: Standard Slab Profile  
 Supplier: Inform Projects  
 Contractor: Inform Projects  
 Location: Kitchen base cabinets, island and wall cabinets  
 Door Color: Larice Sabbia  
 Material: Vertical Grain Melamine  
 Handle: Line M2AT Slim (chrome) and Continuous Gola Channel (wall cabinet)  
 Location: Ensuite and Bath Vanity  
 Color: Grau Opaco  
 Material: Matte Melamine  
 Handle: 160mm-Line M2AT

#### **Kitchen Countertop and Backsplash**

Product: Quartz  
 Manufacturer: Vicostone  
 Color/Code: Misterio BQ8815  
 Finish: Polished  
 Supplier: Vicostone  
 Contractor: Euro-Can Marble & Granite

#### **Ensuite and Bathroom Countertop and backsplash**

Material: Quartz  
 Color/Code: Quasar Light BQ100  
 Manufacturer: Vicostone  
 Supplier: Vicostone  
 Contractor: Euro-Can Marble & Granite

#### **Bath Floor Tile**

Product: Porcelain Tile  
 Series: Denmark Series  
 Color: Medium Grey  
 Code: DMMG1224H  
 Grout: Laticrete #18 Sauterne  
 Finish: Honed  
 Supplier: Ames Tile and Stone  
 Contractor: Tanti Interiors

#### **Bath Wall Tile**

Product: Ceramic Tile  
 Series: White Series  
 Color: White  
 Code: PWM1224  
 Grout: Laticrete #18 Sauterne  
 Finish: Matte  
 Supplier: Ames Tile and Stone  
 Contractor: Tanti Interiors

#### **Ensuite Floor and Wall Tile**

Product: Glazed Porcelain Tile  
 Series: Verona Series  
 Color: Carrara White  
 Code: DSCW1224P (Walls) DSCW1224M (Floor)  
 Grout: Laticrete #18 Sauterne  
 Finish: Polished (Walls) Matte (Floor)  
 Supplier: Ames Tile and Stone  
 Contractor: Tanti Interiors

#### **Laundry Floor Vinyl Composite Flooring**

Manufacturer: Fuzion Flooring  
 Product: Luxury Vinyl Plank  
 Collection: Dynamix Hardcore  
 Colour: Venus DY180VE06  
 Supplier: Fuzion Flooring  
 Contractor: Tanti Interiors

## INTERIOR

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### COLOR SCHEME: DARK (CONTINUED)

All items listed below are warrantable for One Year

#### **Vinyl Composite Flooring**

Manufacturer: Fuzion Flooring  
Product: Luxury Vinyl Plank  
Collection: Dynamix Hardcore  
Color: Venus DY180VE06  
Supplier: Fusion Flooring  
Contractor: Tanti Interiors

#### **Roller Blinds**

Manufacturer: Fraser Shading Systems  
Product: SolarVeil  
Style: Dense Basket Weave-White (SV2901 and SV2301)  
Bedrooms: 2900 series  
(1% Opacity - 100% blackout)  
Living Areas: 2300 series (3% Opacity)

### INTERIOR PAINT

#### **Walls**

Supplier: Cloverdale Paint.  
Colour: First Star  
Product : Master Painter – Eggshell  
Colour code: 0325001 – 061C9771  
Formula: AXN-4, B-6, I-1.5, L-28

#### **Ceilings**

Colour: Extra white  
Product : Master Painter – Flat  
Colour code: 0376001 – 061C9768  
Formula: B-1, CX-2

#### **Interior Doors and Trim**

Supplier: Cloverdale Paint.  
Colour: Extra white  
Product : Master Painter – Semi Gloss  
Colour code: 4405101 – 061C9769  
Formula: B-1, CX-2

## INTERIOR

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### HEATING AND VENTILATION

All heating and ventilation items listed below are warrantable for One Year Supplied and Installed by Centurion Mechanical.

#### **Air Conditioning/Heating VRF**

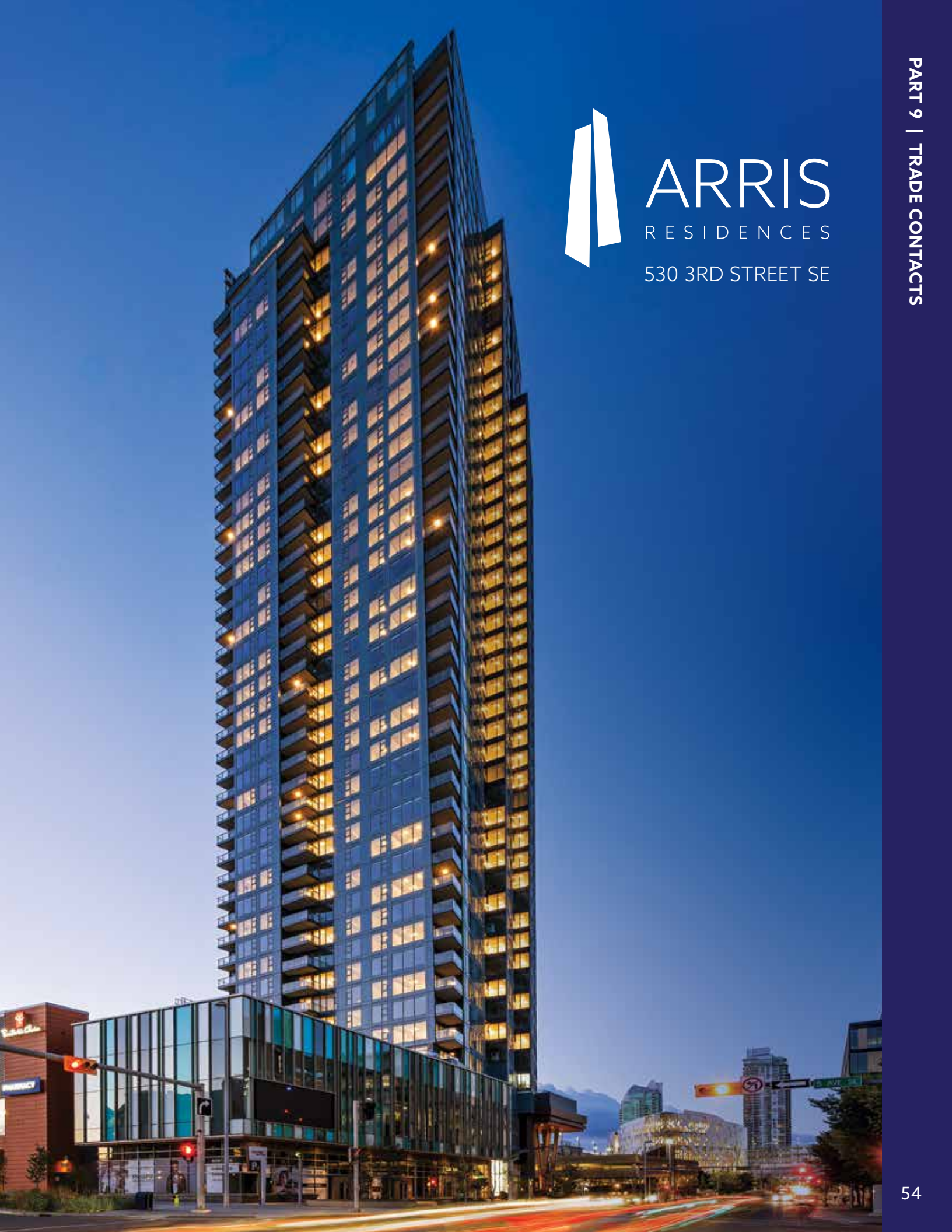
Manufacturer: International Environmental Corporation  
Models: HPY series

#### **Thermostat**

Manufacturer: Honeywell  
Models: TB7100A1000 MultiPro

#### **In-Floor Heating (tile floor)**

Manufacturer: Nuheat  
Model: Varies by suite-F1509, F2509, custom  
Thermostat: nVent  
Model: Home



# ARRIS

RESIDENCES

530 3RD STREET SE

## SUMMARY

<b>APPLIANCES</b>	Coast Appliances	1.866.262.7820 coastappliances.ca
<b>CABINETS</b>	Inform Projects	604.215.1000 informprojects.com
<b>VINYL AND HARDWOOD FLOORING</b>	Tanti Interiors Ltd.	604.291.9430 tantiinteriors.com
<b>COUNTERTOPS</b>	Euro-Can Marble	604.474.3433 eurocanmarble.com
<b>DOORS &amp; HARDWARE</b>	CP Distributors	403.253.2006 cpdist.ca
<b>ELECTRICAL</b>	Grandwest Electric	403.291.2688 grandwestelectric.com
<b>MECHANICAL/PLUMBING</b>	Centurion Mechanical	403.452.6761 centurionmechanical.com
<b>HEATING/AIR CONDITIONING/ERV</b>	Centurion Mechanical	403.452.6761 centurionmechanical.com
<b>PAINTING</b>	CalPol General Painting	403.333.0202
<b>TILE</b>	Tanti Interiors Ltd.	604.291.9430 tantiinteriors.com
<b>ROLLER BLINDS</b>	Calgary Window Fashions	403.252.4170 calgarywindowfashions.net
<b>WINDOWS</b>	Siber Façade Group	778.379.1408 siberfacadegroup.com
<b>DRYWALL</b>	Panorama	403.287.7250 panoramabuildingsystems.ca
<b>SHOWER DOORS</b>	Pacific Shower Doors	604.205.9444 pacificshowerdoors.com
<b>MIRRORS</b>	Pacific Shower Doors	604.205.944 pacificshowerdoors.com
<b>FINISH CARPENTRY</b>	L and P Construction	604.841.0418 lp_construction@me.com





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