

660 & 680 QUAYSIDE DRIVE **HOMEOWNER'S MANUAL**

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

Welcome to your new home at Pier West. 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 Pier West from the design stage through to completion. Every effort has been made to ensure the quality and durability of your new home.

Each unit 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 Homeowner Protection Act warranties on your home are conditional on you maintaining your unit. 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.



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DEVELOPMENT

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NEW HOMEOWNER'S PROCEDURE AND MAINTENANCE GUIDE

3 PART 1 | GENERAL INFORMATION

- 4 Property Management/Strata Corporation
- 5 Emergency Contacts
- 6 Keys, Fobs & Cameras
- 6 Resident & Visitor Parking
- 6 Storage Lockers
- 7 Garbage & Recycling
- 7 Amenities
- 7 Insurance

8 PART 2 | BUILDING ENVELOPE

- 9 Homeowner Due Diligence
- 11 Humidity Management

13 PART 3 | WARRANTY COVERAGE

- 14 Overview
- 14 WBI Home Warranty
- 15 1 Year Deficiencies Warranty
- 16 Not Covered Under Warranty
- 18 Request For Service

19 PART 4 | PLUMBING & MECHANICAL

- 20 Overview
- 20 Toilets
- 21 Bathtub
- 21 Bathroom Sink
- 21 Kitchen Sink
- 22 Heating, Cooling, Ventilation & Thermostats

23 PART 5 | ELECTRICAL OPERATION

- 24 Electrical Overview
- 24 Electrical Safety
- 25 Electrical Outlets
- 27 Caution
- 27 Cable & Television

28 PART 6 | EMERGENCY SAFETY PROCEDURES

- 29 Smoke Detector / Carbon Monoxide Alarm
- 29 Sprinkler System
- 30 Fire Alarm / One Way Speaker Intercom
- 30 Emergency Evacuation Procedures

32 PART 7 | CARE & MAINTENANCE

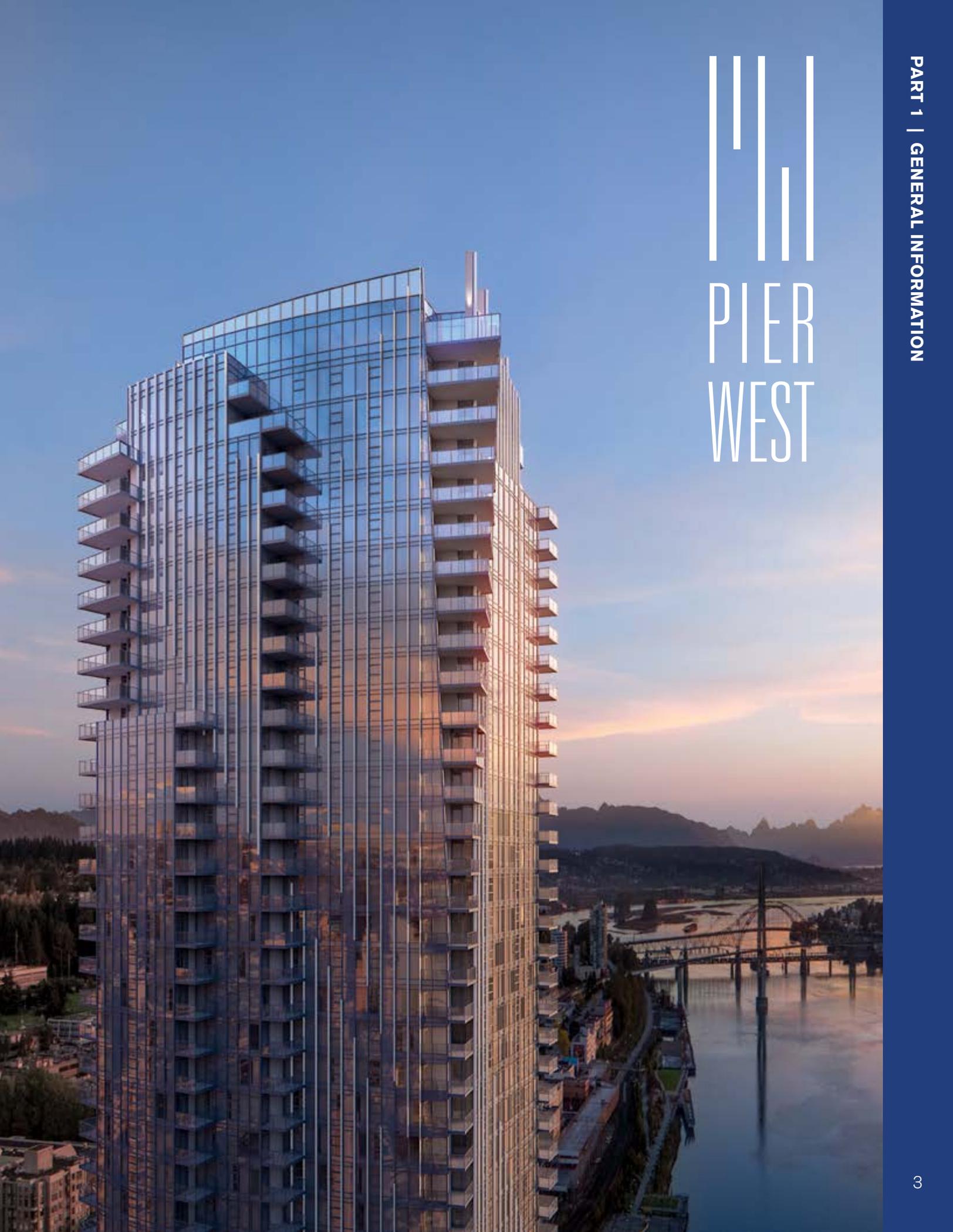
- 33 Cooktop & Oven
- 33 Refrigerator
- 34 Dishwasher
- 34 Laundry Machine
- 35 Countertops & Backsplash
- 36 Wall Paint
- 36 Balcony / Patio Sliding Door
- 37 Roller Blinds
- 37 Bathroom Floor & Wall Tiles
- 38 Flooring
- 39 Recommended Home Maintenance Schedule

40 PART 8 | ITEMS IN YOUR HOME

- 41 Appliances
- 42 Lighting
- 42 Exterior
- 43 Interior
- 51 Plumbing
- 54 Heating, Cooling, Ventilation & Thermostats

55 PART 9 | TRADE CONTACTS

- 56 Trade Contacts
- 57 Coast Appliances Warranty Information



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PROPERTY MANAGEMENT / STRATA CORPORATION

Your Strata Corporation is professionally managed by:

Rancho Management Services (B.C.) Ltd.

8th Floor 1125 Howe Street
Vancouver, B.C. V6Z 2K8

Your Property Manager is:

Joseph Tsang

Senior Strata Agent
josephsang@ranchogroup.com
604.331.4253
www.ranchovan.com

Collectively, your ownership, along with those of your neighbours, comprise a multimillion dollar Strata Corporation. The Property Manager ensures that the Strata Corporation is adequately insured and well maintained; that the required meetings are held under the Strata Property Act and minutes recorded; that proper books of account are maintained; and that good communication and harmony is created within the development.

The Property Manager advises the elected Strata Council and thereafter carries out the instructions of the Strata Corporation. If you have any concerns that involve the common property, you are advised to contact your property management company. This could include:

- Strata fees
- Common area deficiencies
- Limited use common area
- Strata insurance
- Flood damage
- Fire damage
- Fire alarm
- Sewer
- Strata 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
- Visitor parking passes
- Parking violations
- Parking reassignments
- Alterations to your unit
- Bylaw infractions
- Storage space
- Surveillance

EMERGENCY CONTACTS

PROPERTY MANAGEMENT	RANCHO MANAGEMENT SERVICES LTD. 24-Hour Service 604.684.4508	
FIRE	EMERGENCY 9-1-1	NON-EMERGENCY 604.519.1000
POLICE	EMERGENCY 9-1-1	NON-EMERGENCY 604.525.5411
AMBULANCE	EMERGENCY 9-1-1	NON-EMERGENCY 604.872.5151
ENVIRONMENTAL EMERGENCIES	EMERGENCY 9-1-1	NON-EMERGENCY 800.663.3456
GAS LEAK	EMERGENCY 9-1-1	NON-EMERGENCY 888.224.2710
KIDS HELP PHONE	1.800.668.6868	
HEALTH LINK	8-1-1	

KEYS, FOBS & CAMERAS

Access to designated common areas is gained by using the remote fob that is included with your key package. To unlock, simply pass your key fob to the front of the fob reader, which will allow you access to common areas. The buttons on your remote fob have 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 monitoring computer. Owners are only granted access to common areas and their own floor (to be arranged by Property Management). If a remote fob is lost or stolen, contact the Property Manager immediately. The fob I.D. number will be deleted from the system, rendering the lost or stolen fob inoperable. To purchase additional fobs, contact your Property Manager. Cost is determined by the Strata Corporation. In addition to your 2 remote fobs, you will also be receiving 2 unit keys and 2 mailbox keys.

The cameras and fob readers are connected to a central computer, which can be accessed by your residential Property Manager. For surveillance purposes, a digital video camera will be keeping 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 the lobbies.

When entering or leaving the building do not allow strangers to enter through the open doors.

When driving through the parkade gate stop to confirm that the gate closes behind you before proceeding. Do not allow entry to unknown visitors.

RESIDENT & VISITOR PARKING

Your welcome package contains a visitor parking pass. Visitor parking is located on P2. Parking stalls for homeowners are pre-assigned and cannot be changed.

STORAGE LOCKERS

Storage lockers are situated on levels P3, P2 and P1. Lockers are pre-assigned and cannot be changed. Homeowners are required to supply their own locks. Do not store valuables, flammables or firearms in your locker.

GARBAGE & RECYCLING

Garbage and recycling bins are located on P1. Please note: If you are disposing of boxes, please flatten the boxes. The disposal of garbage and recycling is a contracted service paid for through your strata fees.

AMENITIES

Pier West offers several amenities for homeowners located throughout the development.

Outdoor Public Park and Waterfront Promenade.

Level 3:

- Double height fitness facility with waterfront views and upper mezzanine area
- Co-ed steam room and sauna with his/hers change rooms and lockers
- Spacious social lounge for gatherings with private bar and sliding doors with access to outdoor lounge with firepit
- Private dining area with chef-inspired kitchen and fireplace that includes ample indoor seating and access to the private exterior entertainment lounge with built-in BBQ station.

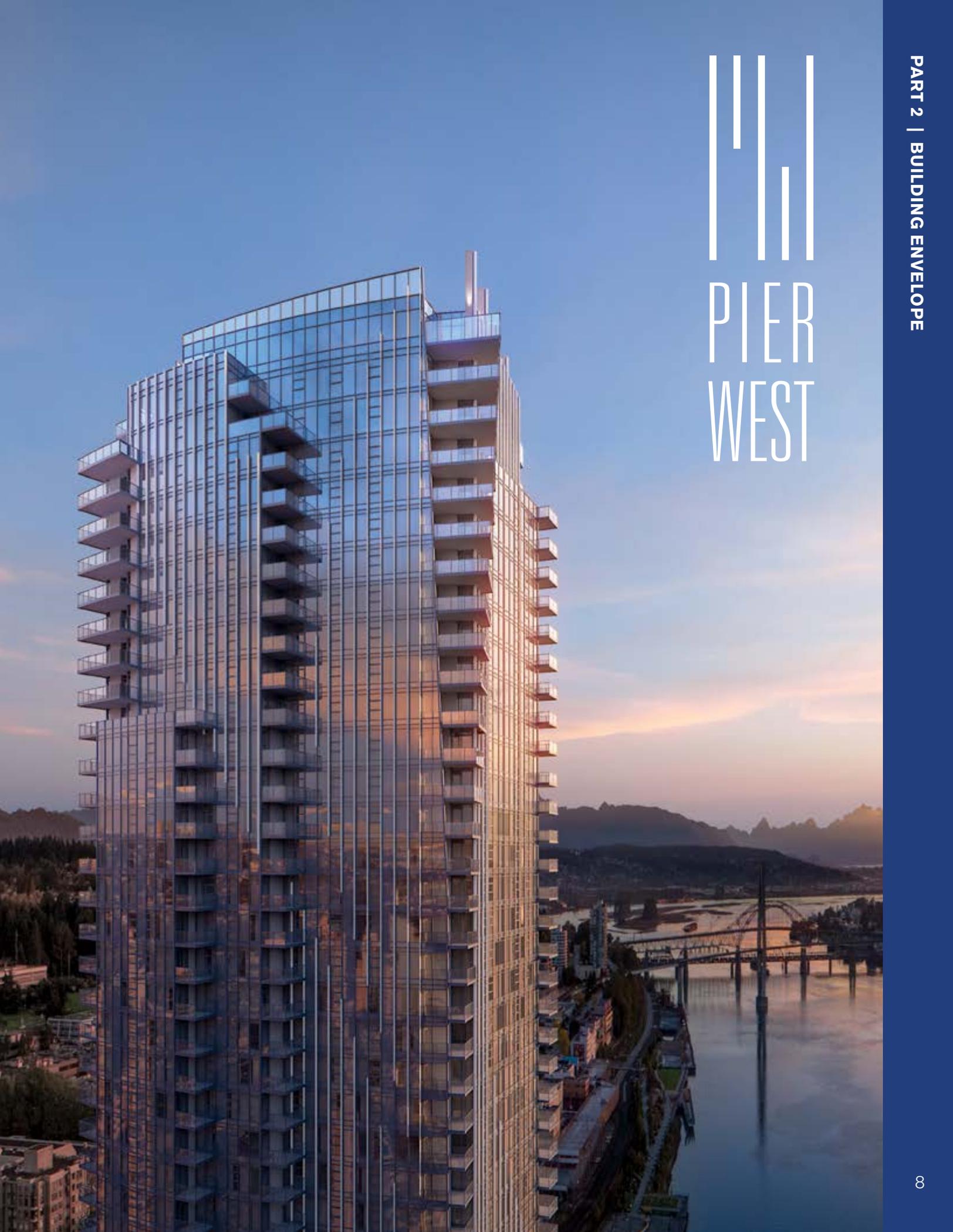
INSURANCE

The building's structural insurance is paid for by the Strata Corporation. The Strata Corporation must obtain and maintain property insurance on:

1. Common property
2. Common assets
3. Buildings shown on the strata plan
4. Fixtures built or installed on a strata lot (if the fixtures were built or installed by the owner/developer as part of the original construction of the strata lot)

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

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



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HOMEOWNER DUE DILIGENCE – INTERIOR

As an individual unit owner, your participation is critical. From the cleaning and maintenance of your balcony, to the management of water vapour 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-UNIT DUE DILIGENCE:

1. The corridor ventilation must be allowed to enter your unit through the gap at the bottom of your unit entry door. Do not install a lower 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 unit created by the use of the unit exhaust fans. Without positive pressure from the corridor, moisture from the exterior tends 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.
3. When drying multiple loads in your dryer, ensure the lint trap in the dryer is emptied after each load including the secondary lint trap on top of the dryer. In addition, the dryer booster fan will run after each load for several minutes after completing loads to help keep the duct dry.
4. Your dryer booster fan is automatically activated; it will shut off roughly 10 minutes after your dryer unit finishes a cycle. This is a normal condition and will serve to remove moisture from the in-slab dryer duct.
5. To enable proper air circulation, ensure that curtains and blinds are left open for the greater part of the day and 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 unit.

HOMEOWNER DUE DILIGENCE – EXTERIOR

1. All plants are to be on raised supports and pot trays to ensure that water does not accumulate under plant pots and sit or pool directly on the patio or balcony membrane finished surface. 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 surfaces. Avoid creeping types of plants such as ivy, which tend to find their way under flashings and membranes.
2. Patios and 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 the surfaces and/or deteriorate the finished surface membrane. Report areas of pooling water or of water sitting against a wall. 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 or patio, 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 (Property Management will oversee this). 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 and secondary lint trap on top of your dryer after each individual load.

Please note that existing planters are part of the common area and will be maintained by the strata. These planters are not for homeowner use.

HUMIDITY MANAGEMENT

MANAGING INTERIOR HUMIDITY:

During the heating season, the average home may have a relative humidity as low as 25%. Amazingly, this is about 1/2 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)

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

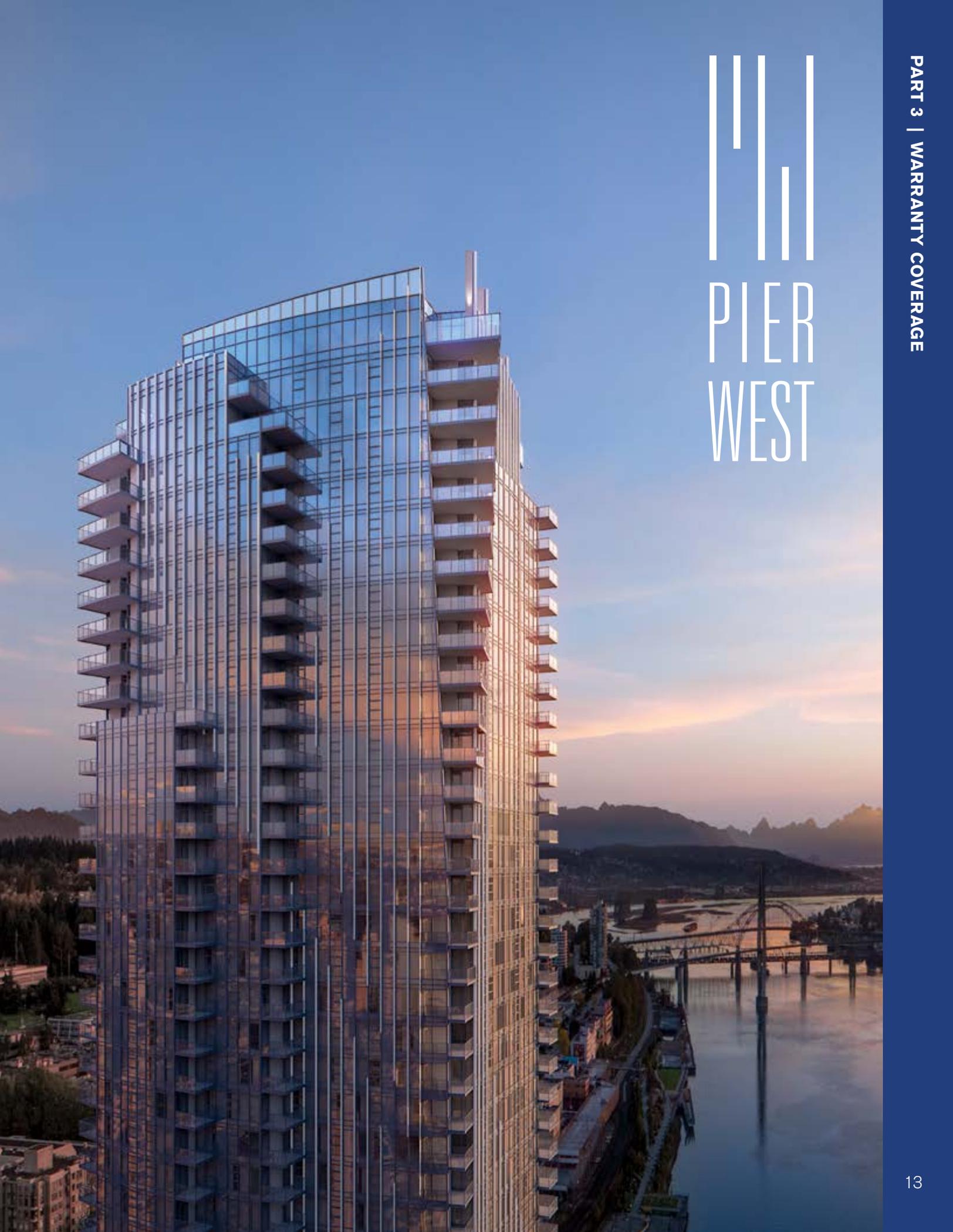
With cooking, bathing, laundry, houseplants and breathing, the normal daily activities of a family of four can add litres of water vapour into the air inside your home in one week. Failure to control indoor humidity will be detrimental to the building materials and the wellbeing of the occupants. Signs of excessive water vapour includes water forming on window glass, window frames, water staining on window sills, and mold growth on the 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 keep your bathroom fan device timer set to the boosted level on extended run times during bathing and do not impede the movement of air inside the home. Please refer to “In-Unit Due Diligence” on [page 9](#).



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OVERVIEW

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

WBI HOME WARRANTY

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

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 Condo Corporation:
 - (a) coverage for any defect in materials and labour within your unit; 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 Condo Corporation:
 - (a) coverage for any defect 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 in materials and labour supplied for the electrical, plumbing, heating, ventilation and air conditioning delivery and distribution systems
 - (b) 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
 - (c) coverage for any defect in materials and labour which renders the new home unfit to live in; and
 - (d) subject to sub-section 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)

5 YEAR BUILDING ENVELOPE WARRANTY:

The coverage for the building envelope warranty is 5 years for defects 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 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 deficiency 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.

1 YEAR DEFICIENCIES WARRANTY

You will be responsible for noting any minor deficiencies in your unit and to submit a service request online through the Warranty Services Portal prior to your 1 year anniversary.

On your service request, you must list any shrinkage, settlement, workmanship or material related deficiencies that exist in your unit. Once your list of deficiencies has been received through our online portal, 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 deficiencies impeding on the physical enjoyment and functionality of your 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 Bosa Development Warranty Services Department at 604.294.0666. If occurring after-hours or during holidays, please report these directly to your Property Management Company at 604.684.4508.

1 YEAR DEFICIENCIES WARRANTY (continued)

Please note that appliances & windows are warranted by the manufacturer and items should be reported directly to the appropriate servicing company. See [page 15](#) for details. Please report these items as they occur and do not wait until year-end to address with the noted service companies. Be sure to complete your appliance warranty cards as soon as possible using your closing date as your purchase date.

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. 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 deficiencies so that these may be addressed at the end of the first year.

NOT COVERED UNDER WARRANTY

The following defects, 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:
 - a. Negligent or improper maintenance or improper operation, (i.e. failure to control humidity levels resulting in damage from dampness and condensation)
 - b. Failure to comply with or report the warranty requirements of the manufacturers of the appliances, equipment or fixtures
 - c. Alterations to the new home, including the conversion of a non-living space into a living space or the conversion of a dwelling unit into two or more units, unless the alterations were undertaken by the Builder under the sales contract
 - d. 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 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;

NOT COVERED UNDER WARRANTY (continued)

- 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 in, or caused by, materials or work supplied by anyone other than the Builder or its employees, agents or subcontractors;
- 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 are required to 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;
- Sound Transmission: The building is designed to meet or exceed building code requirements for sound transmission. It should be noted that some sound from neighbouring units 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;
- Maintenance of common area plants;
- Replacing light bulbs;
- Mechanical air/vent system re-locations

REQUEST FOR SERVICE

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

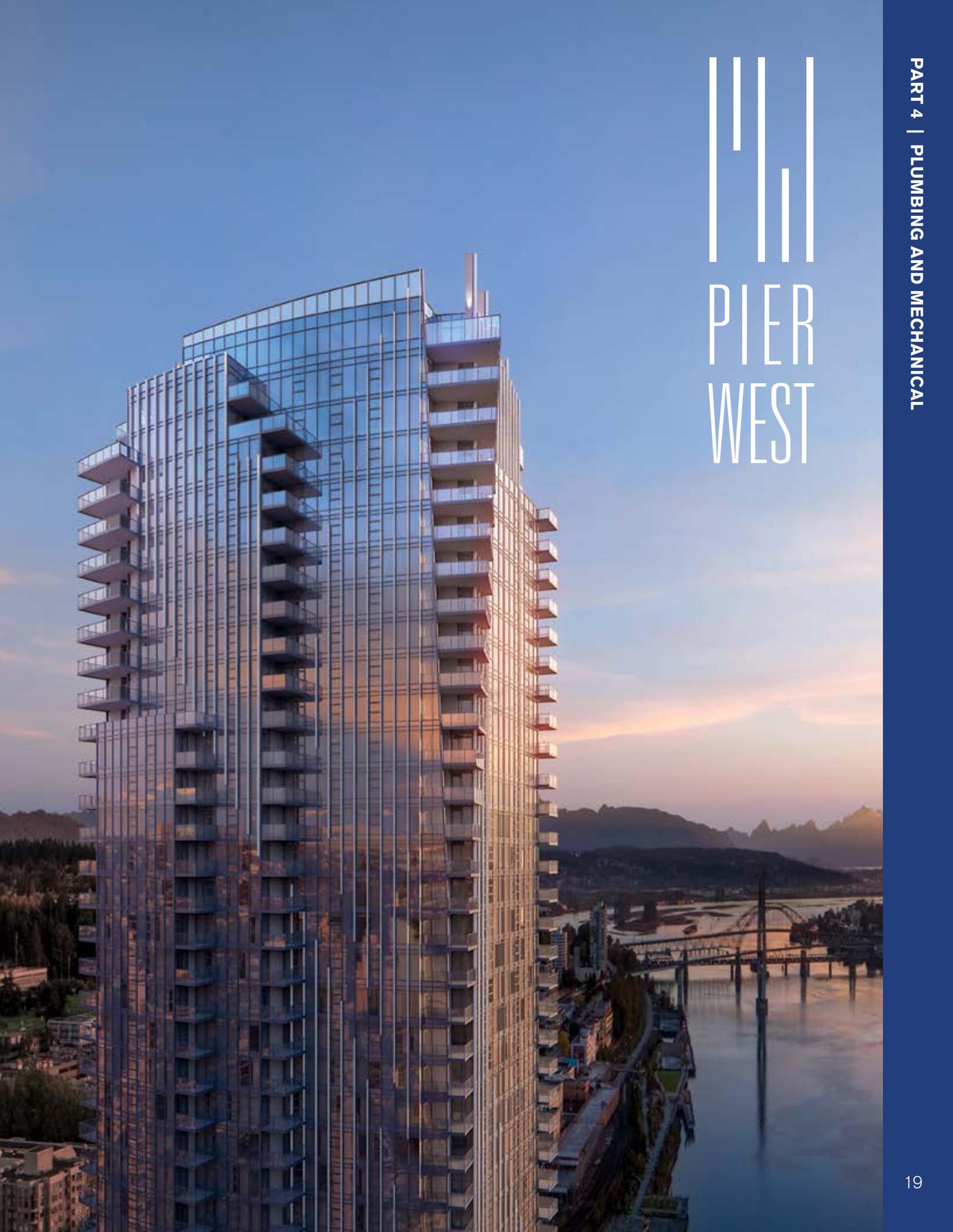
1. **All non-urgent Warranty service requests** are to be submitted through the online Warranty Services Portal. Access to your home will be required during normal business hours. Please see below “Submit and Manage your Request Online” accessing the online Warranty Services Portal.
NOTE: Appliance and window servicing must be called in directly to the appropriate servicing company. Please refer to “Part 9 Trade Contacts” for more information.
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 Rancho Management’s 24-hour service line at 604.684.4508.
3. We will be able to serve you better if written service requests are directed ONLY to our Warranty Services 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 owners written permission.

SUBMIT AND MANAGE YOUR REQUEST ONLINE:

By accessing the Warranty Services Portal link (<https://warrantyservices.bosadevelopment.com/auth/sign-in>), homeowners will have the ability to customize requests using the simple drop-down options and also view the status of existing service work in your unit.

1. **Create a Login ID and Password:** Please contact our Warranty Services Department (at 604.294.0666 or email warrantycanada@bosadevelopment.com) to provide us with your email address if you have not already filled out a form on your Possession Day. You must set this up first in order to have access to the online request system. Should you own multiple units, please note that each home will require a unique email address.
2. **Access your file:** Visit <https://warrantyservices.bosadevelopment.com/auth/sign-in> to log-in to your warranty services profile.
3. **Submit a request:** Click on “Submit Request” and follow directions to report warrantable deficiencies in your unit. This information will be instantly submitted to Warranty Services.
4. **Update your contact information:** You can view and edit your details (including login credentials) from the Warranty Services Portal via the “Edit Contact Information”, tab found within the “Dashboard”.
5. **View your documents:** For an electronic version of your Homeowners Manual as well as other important documents pertaining to your unit, view your “documents” tab.



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PLUMBING OVERVIEW

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

Defects related to supply and distribution are covered under the 2-Year Warranty. Plumbing fixtures & faucets are covered under 1-Year Warranty. However, any incorrect plumbing modifications in your unit 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 unit are typically 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 except showers and bathtubs.

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 unit. 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 this will not be covered by Warranty.

TOILETS

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 units to back up into the units above, a blockage resulting in catastrophic damage which is not covered under warranty.

BATHTUB

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 and not be covered under warranty.

BATHROOM SINK

Porcelain sinks and bathroom 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

Cleaning: Rinse the sink thoroughly after every use, and wipe it dry with a clean, 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.

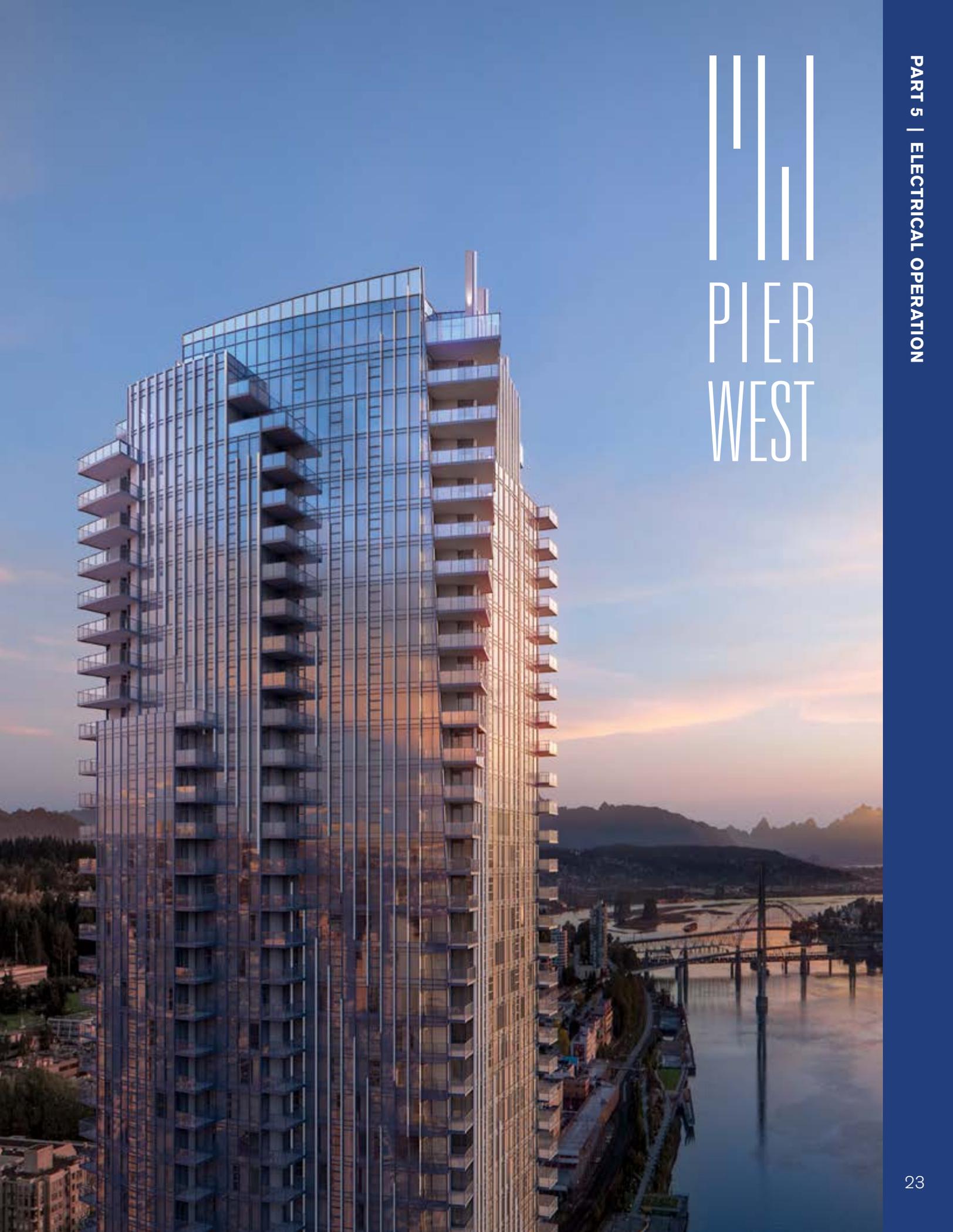
Use of a protective mat, protective rack, or dishpan while doing dishes is recommended. Any such items should be removed when not in use. Use a cutting board and/or protective sink accessory when using knives or other sharp objects in the sink. Do not leave coffee grounds or tea bags in the sink for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

HEATING, COOLING, VENTILATION & THERMOSTATS

Each home is equipped with an industry-leading high-efficiency fan-coil system. Each home is also equipped with a Reversomatic Energy Recovery Ventilator (ERV) tempering the outdoor fresh air circulation and provide humidity controls. The ERV system continuously operates, providing the fresh air for your home 24 hours a day. It is also designed to remove moist air from bathing. Timer exhaust switches in the bathrooms will cause the ERV fan to increase in speed. It is recommended to manually use the wall switch to increase the moist air removal and provide extended run time after leaving the bathroom.

The full Instruction Manual for thermostats can be found on your Warranty Services Portal.

Regular filter maintenance of the fan-coil and ERV systems is recommended. Filters should be checked and cleaned/replaced at least twice a year. The ERV filters can be washed in the kitchen sink. The fan coil filters are disposable and should be replaced. Filters are available through National Hydronics (see trades section for contact information) or any qualified HVAC mechanical contractor.



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ELECTRICAL OVERVIEW

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

The electrical supply is delivered to your unit through the building's wiring system. A meter measures your use of electricity. Familiarize yourself with the location of the electrical panel in your unit (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, stoves, dryers and dishwashers have their own circuits.

ELECTRICAL SAFETY

Each electrical component is identified in the electrical panel with a number that corresponds to the circuit breaker number. When a circuit is overloaded or shorted out, the breaker trips to the OFF position (to reset the breaker, switch the breaker 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 Services by submitting a through your Warranty Services Portal.

- 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.

ELECTRICAL SAFETY (continued)

- Protect small children by covering any unused electrical outlets with covers made specifically for this purpose. Keep appliance and lamp cords out of the way of infants and remove cords that might trip someone.
- 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

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 grounding wiring connected to the ground rods in the earth.

SWITCHABLE OUTLETS:

A switchable outlet is located in the living room/dining area, and is tagged for you with a sticker dot. This allows the wall light switch to operate either the bottom or top plug of the outlet (one or the other). 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.

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 may be governed by a single ground fault circuit interrupter in one of the bathrooms; therefore, if one bathroom's GFCI usage is interrupted, the circuit will shutdown the outlets in all bathrooms. If there is too much of a draw, the power is automatically interrupted and a yellow light signal will appear on the GFCI outlet. This same yellow light appears when you press down on the TEST button on the outlet.

To reset, simply press the RESET button; the yellow light signal will disappear. If the reset does not work, check for water that could be causing it to trip. Check that the GFCI breaker in the electrical panel has not tripped as well.

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.

ELECTRICAL OUTLETS (continued)

AFCI – ARC FAULT CIRCUIT INTERRUPTER OUTLET:

The electrical outlets in your bedroom(s)/living/dining/den are designed to detect and protect against unintended arc faults, overload 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. Unintended arc faults can also be caused by motors, light ballasts and other devices that have not been certified by electrical testing laboratories.

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” the breaker, you will have to reset the appropriate breaker switch by flipping it OFF and then ON again. Nuisance tripping of the AFCI breakers is common due to the sensitivity of the breaker. It is recommended that all appliances/fixtures powered through AFCI protected breakers be certified and approved by electrical testing laboratories.

*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 units 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.

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.

Please note that any incorrect electrical re-wiring/modifications in your unit 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.

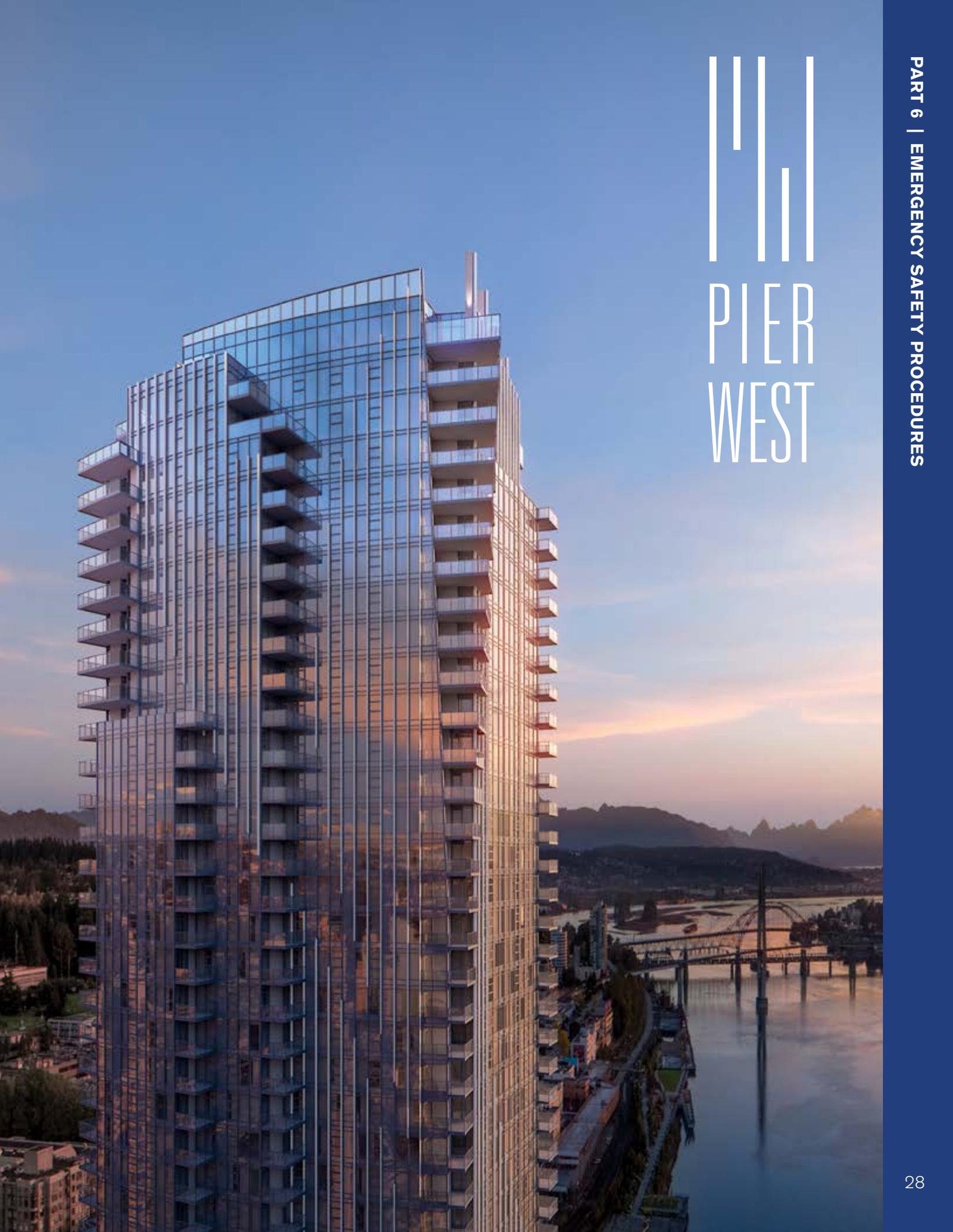
CAUTION: Attempting to connect your fixture with the power on is NOT safe.

CABLE & TELEVISION

Your unit is compatible to be connected with Shaw, Novus and Telus.

Your unit has been pre-wired to carry cable signals to your television and computer with the Telus Fibre Optic 'Quick Connect' Network (you must contact Telus to activate this). 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.



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SMOKE DETECTOR / CARBON MONOXIDE ALARM

Your unit is equipped with combination carbon monoxide/smoke detectors to alert you in the event of the presence of smoke or carbon monoxide. The detectors will sound an alarm (but are not connected to the building wide alarm system) to alert you. If there is a fire, evacuate the unit and pull a building-wide alarm at the pull station in the corridor.

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

SPRINKLER SYSTEM

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 fire sprinkler head or puncture the fire sprinkler line (through mounting items on the wall), as this may cause flooding of your unit. **DO NOT HANG ANY ITEMS ON THE FIRE SPRINKLER HEADS!**

Note: The in-unit plumbing shut-offs will not shut down the fire sprinkler system within your unit.

Should a non-fire related discharge occur, contact your Property Manager immediately.

FIRE ALARM / ONE WAY SPEAKER INTERCOM

Your unit is equipped with Fire Alarms and One-Way Speaker Intercoms installed on your ceilings. These serve 2 purposes:

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

The intercom can be isolated to a specific unit or specific floor in order to provide you with unit-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 unit or leave through a designated exit, or whether the alarm was a false alarm). Each unit is equipped with an alarm speaker.

EMERGENCY EVACUATION PROCEDURES

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 and provide the address where the fire is. Provide information about the fire including the floor number, how fast the fire is spreading, if people are trapped, etc.
3. At your discretion, attempt to control the fire with the available fire equipment. Keep in mind, smoke from a fire can cause breathing issues, and potentially deadly fumes.
4. If you can not control the fire, leave the building by the nearest exit and, if possible, isolate the fire by closing the 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 at 9-1-1, state your name, provide address, where the fire is and the nearest intersection if possible, information about the fire, the floor number, how fast the fire is spreading, are people trapped, etc.

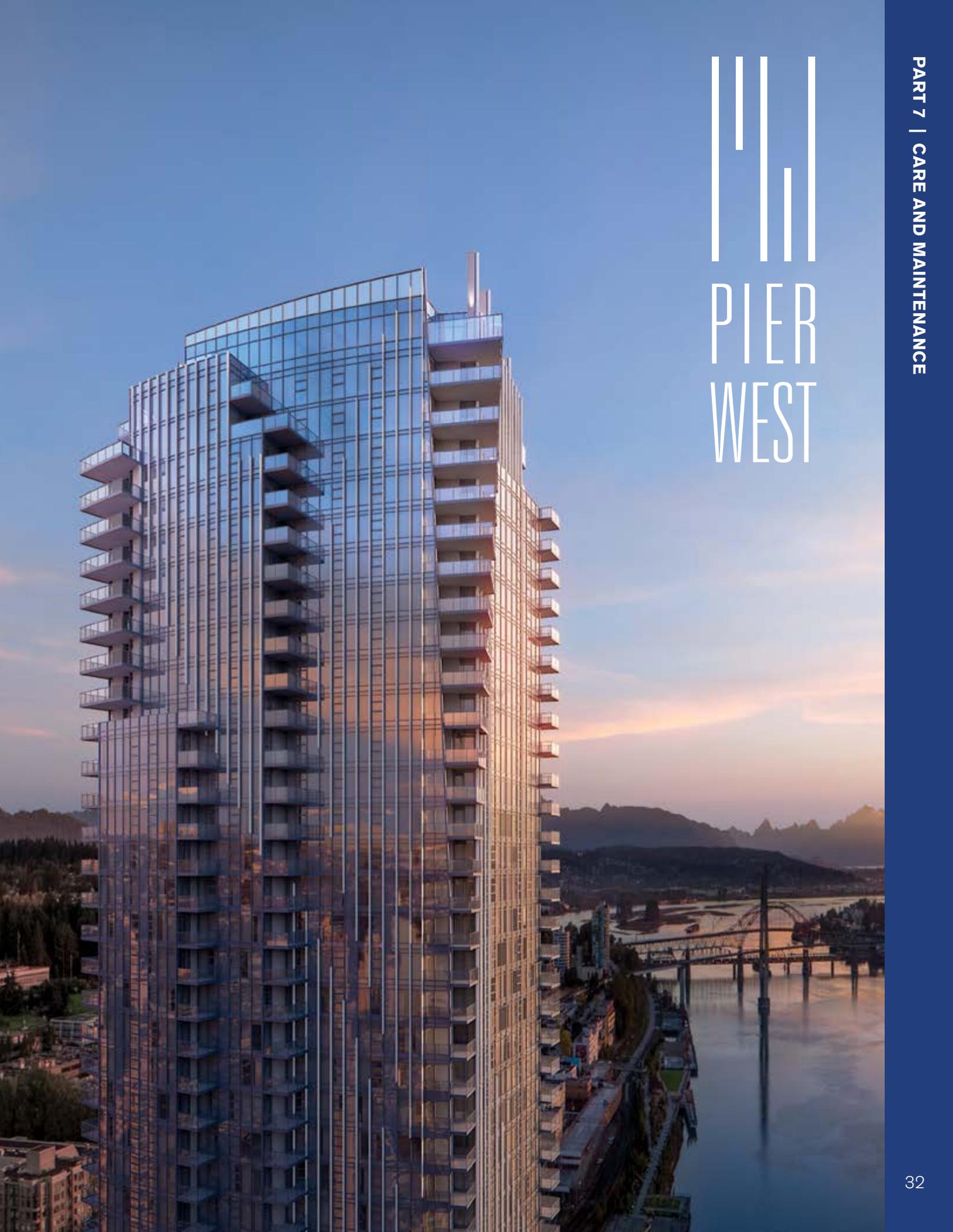
EMERGENCY EVACUATION PROCEDURES (continued)

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 an 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 Fortis at 1.800.663.9911 / 9-1-1
3. **PREVENT** the operation of electrical switches
4. **PREVENT** smoking or open flames



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COOKTOP & OVEN

The gas cooktop 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.

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

The self-cleaning feature on your electric 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.

Refer to the appropriate appliance owners manual for specific details and operation information.

REFRIGERATOR

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. There is a valve located behind and beside the refrigerator in the back of the kitchen cabinets.

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 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 MACHINE

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 excess laundry detergent (especially condensed detergent) in your washing machine may cause soap suds to back-up the lines, either in your unit and/or in the units 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 automatically turns on by an amp sensor, which will shut off 10 minutes after the drying cycle is complete. This will help to remove moisture from the dryer duct.

Please do not overload washing machines.

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 dryer's built-in lint trap and the secondary lint trap above the dryer are designed to prevent lint from entering the ductwork that runs above your ceiling. Regular cleaning of the lint trap will ensure efficient, safe operation of your dryer and will maximize the service life of the appliance.

COUNTERTOPS & BACKSPLASH

Virtually maintenance-free, 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 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.

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 units such as electric frying pans, crock pots, or roaster 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 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

The walls and ceilings 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.

Your new home has been painted with Sherwin Williams Paint. We recommend painting the entire wall/ceiling surface from corner to corner rather than doing a 'touch-up', as this will help blend the paint better to prevent 'spots' of touch-up.

See pages 44, 46, 48 & 50 for more information on paint colours, location and type of paint used.

BALCONY / PATIO SLIDING DOOR

Your balcony door tracks (and 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 hinges to maintain the smooth gliding/swinging movement of your door.

Note: Such cleaning products may stain your balcony/patio membrane/pavers, wall paint and carpet/hardwood. Be sure to restrict the product to only your sliding door track or hinges.

All windows are double-paned. The aluminum frame is thermally sealed, which helps to minimize 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.

ROLLER BLINDS

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.

Please ensure the blind rod is fully engaged at the top to change the direction of the blind. Caution must be exercised when raising the blind to the top, as it can get caught inside the housing. As a suggestion, once the blind is positioned at the very top, engage the directional rod and rotate it to the down position. This will help prevent the blind from accidentally moving in the wrong direction when attempting to lower it.

BATHROOM FLOOR & WALL TILES

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 requirement.
- Sealing or re-sealing of the grout is recommended after tile and grout are cleaned thoroughly.

BATHROOM FLOOR & WALL TILES (continued)

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 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.

FLOORING: VINYL LAMINATE / ENGINEERED HARDWOOD

- 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 vinyl laminate (or wood) floor cleaner.
- To avoid damage to your floor we suggest that you fit the feet of furniture items with felt gliders. Rolling furniture should be fitted with soft rubber chair castors. Damage from furniture items is not covered by the warranty.
- In order to avoid severe drying out of Vinyl Laminate (or Engineered Hardwood) Flooring during the heating season, you should ensure that the room temperature does not exceed 20–22 °C and that the relative humidity is constantly around 30-55%. In the interest of maintaining this ideal climate, we recommend the use of an electric air humidifier during the heating season. The formation of gaps in the flooring must be expected in the event of failure to maintain the recommended relative humidity level (particularly during the heating season).
- 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

DAILY (ONGOING):

- Control the humidity and ventilation in your unit.
- Keep up with general cleaning of appliances and finishes.
- Remove standing water from surfaces.
- Wipe up any spills on your flooring.
- 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.
- Vacuum all flooring surfaces, damp mop if necessary.
- Clean tile surfaces (grout sealer is recommended).

MONTHLY:

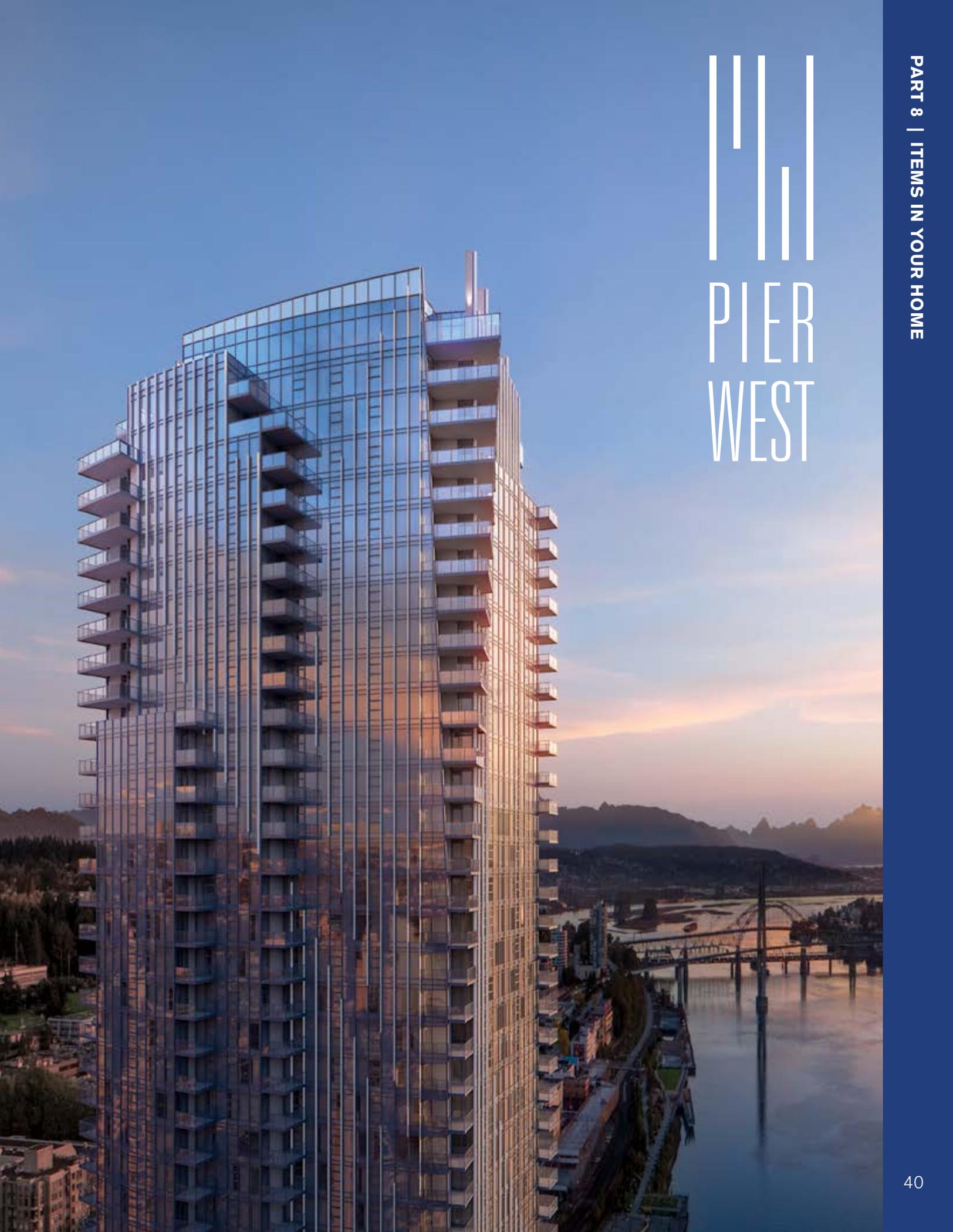
- Exercise all plumbing valves.
- Test all smoke/carbon monoxide detectors.
- Clean or replace hood fan filter and make sure it exhausts properly.
- Test the GFCI on the electrical outlet in your bathroom and kitchen.
- Test the electrical breaker panel.
- Check the dryer vent screen on your balcony 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 lubricate balcony door glides (and hinges).
- Clean and seal grout.
- Clean ERV filters, replace fan coil filters.

ANNUALLY:

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



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APPLIANCES

Use and Care manuals for your appliances have been left for you in your unit. 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: 1 Year Warranty. The warranty carrier for all your appliances is [Coast Wholesale Appliances](#). Please contact them directly with any warranty inquiries. See “[Part 9 Trade Contacts](#)” for Coast Appliances Warranty request procedures.

Appliance servicing must be called in directly to Coast Wholesale Appliances within 1 year from the date of your closing for warranty coverage. To ensure your warranty is registered, be sure to fill out the warranty registration cards that come with your appliances using your closing date as the date of purchase. Please refer to “[Part 9 Trade Contacts](#)” for additional trade contact information.

Gas Cooktop

Manufacturer: Bosch
Model: NGM5456UC (24”) /
NGM8056UC (30”)

Dishwasher

Manufacturer: Bosch
Model: SHVM4AYB3N

Refrigerator

Manufacturer: Bosch
Model: B30IB905P (30”) /
B36IT905NP (36”)

Wall Oven

Manufacturer: Bosch
Model: HBE543UC (24”) /
HBL8753UC (30”)

Cooktop Hood Fan

Manufacturer: Incasso
Model: L598 (24”) /
L760 (30”)

Washer

Manufacturer: Samsung
Model: WF45T6000AW

Dryer

Manufacturer: Samsung
Model: DVE45T6005W/AC

Wine Chiller (Select Suites)

Manufacturer: GE Monogram
Model: ZDWR240NBS

PENTHOUSE APPLIANCES

Gas Cooktop

Manufacturer: Miele
Model: KM2355 G

Dishwasher

Manufacturer: Miele
Model: G 5056 SCVi

Refrigerator

Manufacturer: Miele
Model: KF 2901 Vi

Wine Chiller

Manufacturer: GE Monogram
Model: ZDWR240NBS

Wall Oven

Manufacturer: Miele
Model: H 6600 BM (24”) /
H 6680 BP (30”)
EBA 6808 Trim Kit

Cooktop Hood Fan

Manufacturer: Miele
Model: DA 2518

Washer

Manufacturer: Samsung
Model: WF45T6000AW

Dryer

Manufacturer: Samsung
Model: DVE45T6005W/AC

LIGHTING

Supplied and installed by All West Electric Ltd. 1 Year Warranty

Ceiling Surface Mount

Location: Closet
 Manufacturer: Juno
 Model: SlimBasics JSBC 5 in

Strip Light-1

Location: Under Vanity
 Manufacturer: JoyoLight
 Model: JLS3120-24-8-30-65-80-DD with LS1715 channel

Ceiling Surface Mount

Location:
 Bedroom/Dining room
 Manufacturer: Ocean Pacific Lighting, Inc.
 Model: P2314-01W

Wall Sconce

Location:
 Townhome staircase light
 Manufacturer: Kuzco
 Model: 601432BN-LED5

Step Light

Location: Patio guardrail
 Manufacturer: Kuzco
 Model: Sonic ER3003

Strip Light-2

Location:
 Under upper kitchen cabinet
 Manufacturer: Malindi
 Model: Lampada ad incasso

Recessed Light-1

Location: Kitchen, entry hall, bathroom
 Manufacturer: Liteline
 Model: RF401AICAT with AT402P-FWH-FWH trim

Recessed Light-2

Location: Above shower or tub
 Manufacturer: Liteline
 Model: RF401AICAT with GR-TH12A-WH trim

Recessed Light-3

Location: Alternate at master closets, Flex rooms, and second level hall at townhouses
 Manufacturer: Liteline
 Model: SLM6

EXTERIOR

Deck Membrane

Exterior: Deck/Balcony Membrane
 Manufacturer: BASF MasterSeal Traffic 1500 traffic coating
 Supplied and Installed by Villa Roofing
 Warranty: One Year

Balcony Door

Supplied and installed by Siber Facade
 Warranty: One year

Balcony Railings

Supplied and installed by Accurate Aluminum
 Warranty: One year

Windows

Supplied and installed by Siber Facade
 Warranty: One year

INTERIOR

COLOR SCHEME: BEACH (CREAM)

All items listed below are warrantable for One Year
Non-penthouse suites

Kitchen, Powder, Ensuite and Bath Cabinets

Manufacturer: Stosa Cucine
Supplier: Inform Projects
Contractor: Inform Projects
Location: Kitchen base cabinets, island, kitchen tall cabinets and bath vanities
Color: Nodato Cipria
Material: Melamine
Style: J-door
Location: Kitchen wall cabinets
Color: Bianco Kos Fenix
Material: Matte Laminate
Style: Standard Slab Door
w/ Gola Channel system
Inform Systems Profilo Handle on refrigerator panel

Kitchen Backsplash

Product: Porcelain Slab
Manufacturer: Ava Ceramica
Color: Hegel
Finish: Polished
Supplier: Fontile
Contractor: Euro-Can Marble

Kitchen and Bathrooms Countertop

Material: Quartz
Color Code: #CQ901 Frost White
Manufacturer: Colorquartz
Supplier: C & S Margranite
Contractor: Euro-Can Marble

Powder, Bath & Ensuite Wall and Floor Tile

Product: Porcelain Tile
Series: Muse
Color: White
Grout: CBP #11 Snow White
Finish: Walls-Polished Floors-Smooth
Supplier: Olympia Tile
Contractor: Bridgewater Tile Ltd.

Engineered Laminate Flooring

Product: Evoke
Collection: Lottie B.
Color: #40280
Supplier: Metropolitan Hardwood Floors, Inc.
Contractor: Tanti Interiors

INTERIOR

COLOR SCHEME: BEACH (CREAM)**INTERIOR PAINT****Walls**

Color: P100 - BM 2121-70 - Chantilly Lace
 Product: ProMar 200 HP 0 LGE EW
 Code: B41W01951
 Sheen: Eggshell
 Manufacturer: Sherwin Williams

Interior Doors and Trim

Color: P102 - BM 2121-70 - Chantilly Lace
 Product: ProMar 200 HP 0 Semi-Gloss EW
 Code: B31W01951
 Sheen: Semi-gloss
 Manufacturer: Sherwin Williams

Ceilings

Color: P101 - BM 2121-70 - Chantilly Lace
 Product: ProMar 400 Zero VOC Interior Latex
 Flat Extra White
 Code: B30W04651
 Sheen: Flat
 Manufacturer: Sherwin Williams

PENTHOUSE SUITES**COLOR SCHEME: BEACH (CREAM)**

All items listed below are warrantable for One Year

Kitchen, Powder, Ensuite and Bath Cabinets

Manufacturer: Stosa Cucine
 Supplier: Inform Projects
 Contractor: Inform Projects
 Location: Kitchen base cabinets, island, kitchen tall cabinets and bath vanities

Color: Polvere 3002
 Material: Wood Veneer
 Style: Standard Slab w/ Gola Channel System
 (Profilo Handle on tall cabinets)

Location: Kitchen wall cabinets

Color: Polvere 3002
 Material: Wood Veneer

Style: Standard Slab w/Gola Channel System

Inform Systems Profilo Handle on refrigerator panels

Kitchen Backsplash and Hood Wrap

Product: Marble Slab
 Color: Taj
 Finish: Polished
 Supplier: C & S Margranite
 Contractor: Euro-Can Marble

Kitchen Countertop

Material: Quartz
 Color Code: Pure White #1141
 Manufacturer: Caesarstone
 Supplier: Caesarstone
 Contractor: Euro-Can Marble

INTERIOR

PENTHOUSE SUITES (CONTINUED)
COLOR SCHEME: BEACH (CREAM)**Ensuite Countertop**

Product: Marble Slab
Color: Thassos White
Finish: Honed
Supplier: C & S Margranite
Contractor: Euro-Can Marble

2nd and 3rd Bathroom Countertop

Product: Marble Slab
Color: Bianco Lasa Vena Oro
Finish: Honed
Supplier: C & S Margranite
Contractor: Euro-Can Marble

Ensuite Wall and Floor Tile

Product: Porcelain Tile
Color: Goia
Grout: CBP #544 Rolling Fog
Finish: Walls-Polished Floors-Matt
Manufacturer: Enmon
Supplier: Fortile
Contractor: Bridgewater Tile Ltd.

2nd and 3rd Bathroom Wall and Floor Tile

Product: Porcelain Tile
Series: Muse
Color: White
Grout: CBP #11 Snow White
Finish: Walls-Polished Floors-Smooth
Supplier: Olympia Tile
Contractor: Bridgewater Tile Ltd.

Powder Room Wall and Floor Tile

Product: Porcelain Tile
Manufacturer: Cerim
Series: Onyx of Cerim
Color: White
Grout: CBP #11 Snow White
Finish: Walls-Polished / Floors-Smooth
Supplier: C & S Tile
Contractor: Bridgewater Tile Ltd.

Engineered Hardwood Flooring

Manufacturer: Boen Flooring
Collection: Castle Plank
Species: Oak
Style: Natural Grade, Brushed, Beveled
Color: Oak Grey Harmony
Product Code: 31712
Supplier: Europlex
Contractor: Tanti Interiors

INTERIOR

PENTHOUSE SUITES**COLOR SCHEME: BEACH (CREAM)****INTERIOR PAINT****Walls**

Color: P100 - BM 2121-70 - Chantilly Lace

Product: ProMar 200 HP 0 LGE EW

Code: B41W01950

Sheen: Eggshell

Manufacturer: Sherwin Williams

Interior Doors and Trim

Color: P101 - BM 2121-70 - Chantilly Lace

Product: ProMar 200HP 0 Semi-Gloss EW

Code: B31W01950

Sheen: Semi-gloss

Manufacturer: Sherwin Williams

Ceilings

Color: P101 - BM 2121-70 - Chantilly Lace

Product: ProMar 400 Zero VOC Interior Latex

Flat Extra White

Code: #B30W04651

Sheen: Flat

Manufacturer: Sherwin Williams

INTERIOR

COLOR SCHEME: DRIFTWOOD (GREY)

All items listed below are warrantable for One Year Non-Penthouse Suites

Kitchen, Powder, Ensuite and Bath Cabinets

Manufacturer: Stosa Cucine

Supplier: Inform Projects

Contractor: Inform Projects

Location: Kitchen base cabinets, island, kitchen tall cabinets and bath vanities

Color: Consiglio Grigio

Material: Melamine

Style: J-Door Profile (Profilo handle on tall cabinets)

Location: Kitchen wall cabinets

Color: Bianco Kos Fenix

Material: Laminate Matte

Style: Standard Slab w/Gola Channel System

Inform Systems Profilo Handle on refrigerator panels

Kitchen Backsplash

Product: Large Format Porcelain

Manufacturer: Magnum Thin Porcelain

Color: Travertino White

Finish: Polished

Supplier: Margranite

Contractor: Euro-Can Marble

Kitchen and Bathrooms Countertop

Material: Quartz

Color Code: Frost White #CQ901

Manufacturer: Colorquartz

Supplier: C & S Margranite

Contractor: Euro-Can Marble

Powder, Bath & Ensuite Wall and Floor Tile

Product: Porcelain Tile

Series: Muse

Color: Grey

Grout: CBP #543 Driftwood

Finish: Walls-Polished / Floors-Matte

Supplier: Olympia Tile

Contractor: Bridgewater Tile Ltd.

Engineered Laminate Flooring

Product: Evoke

Collection: Barbara B.

Color: #40284

Supplier: Metropolitan Hardwood Floors, Inc.

Contractor: Tanti Interiors

INTERIOR

COLOR SCHEME: DRIFTWOOD (GREY)**INTERIOR PAINT****Walls**

Color: P100 - BM 2121-70 - Chantilly Lace
 Product: ProMar 200 HP 0 LGE EW
 Code: B41W01951
 Sheen: Eggshell
 Manufacturer: Sherwin Williams

Interior Doors and Trim

Color: P102 - BM 2121-70 - Chantilly Lace
 Product: ProMar 200 HP 0 Semi-Gloss EW
 Code: B31W01951
 Sheen: Semi-gloss
 Manufacturer: Sherwin Williams

Ceilings

Color: P101 - BM 2121-70 - Chantilly Lace
 Product: ProMar 400 Zero VOC Interior Latex
 Flat Extra White
 Code: B30W04651
 Sheen: Flat
 Manufacturer: Sherwin Williams

PENTHOUSE SUITES**COLOR SCHEME: DRIFTWOOD (GREY)**

All items listed below are warrantable for One Year

Kitchen, Powder, Ensuite and Bath Cabinets

Manufacturer: Stosa Cucine
 Supplier: Inform Projects
 Contractor: Inform Projects
 Location: Kitchen base cabinets, island, kitchen tall cabinets and bath vanities
 Color: Olivia 3009
 Material: Wood Veneer
 Style: Standard Slab w/Gola Channel System (Profilo Handle on tall cabinets, J-Door on vanities)
 Location: Kitchen wall cabinets
 Color: Olivia 3009
 Material: Wood Veneer
 Style: Standard Slab w/Gola Channel System
 Inform Systems Profilo Handle on refrigerator panels

Kitchen Backsplash and Hood Wrap

Product: Marble Slab
 Color: Naica
 Finish: Polished
 Supplier: C & S Margranite
 Contractor: Euro-Can Marble

Kitchen Countertop

Material: Quartz
 Color Code: Pure White #1141
 Manufacturer: Caesarstone
 Supplier: Caesarstone
 Contractor: Euro-Can Marble

INTERIOR

PENTHOUSE SUITES (CONTINUED)
COLOR SCHEME: DRIFTWOOD (GREY)**Ensuite Countertop**

Product: Marble Slab
 Color: Thassos White
 Finish: Honed
 Supplier: Margranite
 Contractor: Euro-Can Marble

2nd and 3rd Bathroom Countertop

Product: Marble Slab
 Color: Bianco Lasa Vena Oro
 Finish: Honed
 Supplier: C & S Margranite
 Contractor: Euro-Can Marble

Ensuite Wall and Floor Tile

Product: Porcelain Tile
 Color: Goia
 Grout: CBP #544 Rolling Fog
 Finish: Walls-Polished / Floors-Matt
 Manufacturer: Enmon
 Supplier: Fortile
 Contractor: Bridgewater Tile Ltd.

2nd and 3rd Bathroom Wall and Floor Tile

Product: Porcelain Tile
 Series: Muse
 Color: Grey
 Grout: CBP #543 Driftwood
 Finish: Walls-Polished / Floors-Smooth
 Supplier: Olympia Tile
 Contractor: Bridgewater Tile Ltd.

Powder Room Wall and Floor Tile

Product: Porcelain Tile
 Manufacturer: Cerim
 Series: Onyx of Cerim
 Color: Cloud
 Grout: CBP #543 Driftwood
 Finish: Walls-Polished / Floors-Naturale (matt)
 Supplier: C & S Tile
 Contractor: Bridgewater Tile Ltd.

Engineered Hardwood Flooring

Manufacturer: Boen Flooring
 Collection: Castle Plank
 Species: Oak
 Style: Natural Grade, Brushed, Bevelled
 Color: Oak Horizon
 Product Code: 31712
 Supplier: Europlex
 Contractor: Tanti Interiors

INTERIOR

PENTHOUSE SUITES

COLOR SCHEME: DRIFTWOOD (GREY)

INTERIOR PAINT

Walls

Color: P100 - BM 2121-70 - Chantilly Lace
Product: ProMar 200 HP 0 LGE EW
Code: B41W01950
Sheen: Eggshell
Manufacturer: Sherwin Williams

Interior Doors and Trim

Color: P101 - BM 2121-70 - Chantilly Lace
Product: ProMar 200HP 0 Semi-Gloss EW
Code: B31W01950
Sheen: Semi-gloss
Manufacturer: Sherwin Williams

Ceilings

Color: P101 - BM 2121-70 - Chantilly Lace
Product: ProMar 400 Zero VOC Interior Latex
Flat Extra White
Code: #B30W04651
Sheen: Flat
Manufacturer: Sherwin Williams

INTERIOR

BOTH COLOR SCHEMES (ALL SUITES)

Roller Blinds

Manufacturer: Altex Sun Project
Style: Deco S70 Lite Lift white cassette
Bedrooms: TexScreen 9101-01 (1% Opacity)
Oyster
Living Areas: TexScreen 9103-01 (3% Opacity)
Oyster

PLUMBING

All Plumbing items listed below are warrantable for One Year. Supplied and Installed by National Hydronics.

Kitchen Sink

Location: 2 bedroom suites

Manufacturer: Excalibur

Style: Double bowl, low divide

Model: ECUF1931-8-LD

Material: Stainless Steel

Location: 1 bedroom and 1 bedroom + den

Manufacturer: Excalibur

Style: Single bowl

Model: ESUF1820/9

Material: Stainless Steel

Kitchen Faucet

Manufacturer: Grohe

Model: Concetto

Code: #32665003

Finish: Polished Chrome

Bathroom Sinks

Manufacturer: American Standard

Style: Undermount

Model: Studio Carre'

Number: #0426.000

Color: White

Bathroom Faucets

Manufacturer: Grohe

Model: Eurosmart Cosmopolitan

Code: # 3287500A

Finish: Polished Chrome

Bathtub/Shower

Manufacturer: Hytec

Model: Wellbrook AC3745 PL/PR

Color: White

Bathtub/Shower Valve

Manufacturer: Grohe

Shower Head

Style: Euphoria 110 Mono

Model: 27810001

Finish: Chrome

Shower Valve Diverter

Style: Europlus

Model: 19881000

Finish: Chrome

Tub Filler Spout

Style: Eurosmart Cosmopolitan

Model: 13272000

Finish: Chrome

Ensuite Shower Base

Manufacturer: Hytec

Model: Kendale ACR3780 or ACR3638

Finish: White

Ensuite Shower Valve

Manufacturer: Grohe

Shower head and slide bar

Style: Power and Soul Cosmopolitan

Model: 26547

Finish: Chrome

Shower Valve

Style: Europlus

Model: 19869000

Finish: Chrome

PLUMBING (continued)

All Plumbing items listed below are warrantable for 1 Year. Supplied and Installed by Oceanview Mechanical Ltd.

Ensuite Tub Valve

Valve and Volume Control

Style: Europlus

Model: 19881

Finish: Chrome

Tub Filler Spout

Style: Eurosmart Cosmopolitan

Model: 13272

Finish: Chrome

Toilets

Manufacturer: American Standard

Style: Studio

Elongated Bowl: 3075 220

Tank and Cover: 4000 204

Soft Close Seat 5359C00185.020

Color: White

PLUMBING

PENTHOUSE SUITES

All Plumbing items listed below are warrantable for One Year. Supplied and Installed by National Hydronics.

Kitchen Sink

Location: Penthouse

Manufacturer: Excalibur

Style: Double bowl, low divide

Model: ECUF1931-8-LD

Material: Stainless Steel

Kitchen Faucet

Manufacturer: Kohler

Model: Purist

Code: #K-7505

Finish: Polished Chrome

Bathroom Sinks

Manufacturer: Kohler

Style: Undermount

Model: Caxton

Number: #K-20000

Color: White

Bathroom Faucets

Manufacturer: Dornbracht

Model: Lisse

Code: 36 860 845

Finish: Polished Chrome

2nd & 3rd Shower Valve

Manufacturer: Dornbracht

Shower Head

Model: 28 679 970

Finish: Chrome

Shower Valve Diverter

Model: 36 426 845-00-0010

Finish: Chrome

Handheld Shower

Model: 26 4413 979-00 shower set 26 012

979-00-0010 hand shower head

Finish: Chrome

PLUMBING

PENTHOUSE SUITES (CONTINUED)**Ensuite Shower Base**

Tile shower base: (see tile section)
 Linear Drain Manufacturer: Schluter Kerdi-Line
 Model: Solid + length (KL1AR 19 EB XXX)
 Finish: Stainless Steel

Ensuite Shower Valve

Manufacturer: Dornbracht
 Shower head
 Model: 28 689 970 00 ceiling
 26 679 979-00-0010 wall mount
 Finish: Chrome
 Handheld Shower and Slide Bar
 Model: 26 413 979-00 shower set
 28 012 979-00-0010 hand held
 Finish: Chrome
 Shower Valve
 Model: 36 426 845-00 0010
 Finish: Chrome

Ensuite Tub Valve

Manufacturer: Dornbracht
 Valve and Volume Control
 Style: Lisse
 Model: 36 120 845
 Finish: Chrome
 Tub Filler Spout
 Style: Lisse
 Model: 13 801 845
 Finish: Chrome
 Hand Shower
 Style: Lisse
 Model: 27 802 845-00 0010
 Finish: Chrome

Ensuite Free Standing Tub

Manufacturer: Acritec
 Model Rochelle #44275
 Finish: White

Toilets

Manufacturer: Kohler
 Style: Wall Hung
 Model: Veil
 Elongated Bowl: K-6299
 Tank and Carrier: K-6284
 Actuator: K5413
 Reveal Quiet Close Seat
 Color: White

HEATING, COOLING, VENTILATION & THERMOSTATS

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

ERV

Manufacturer: Reversomatic

Model: RERV-C100/ECM

Timer Switch Model: TC100 (5V)

Air Conditioning/Heating Fan Coil

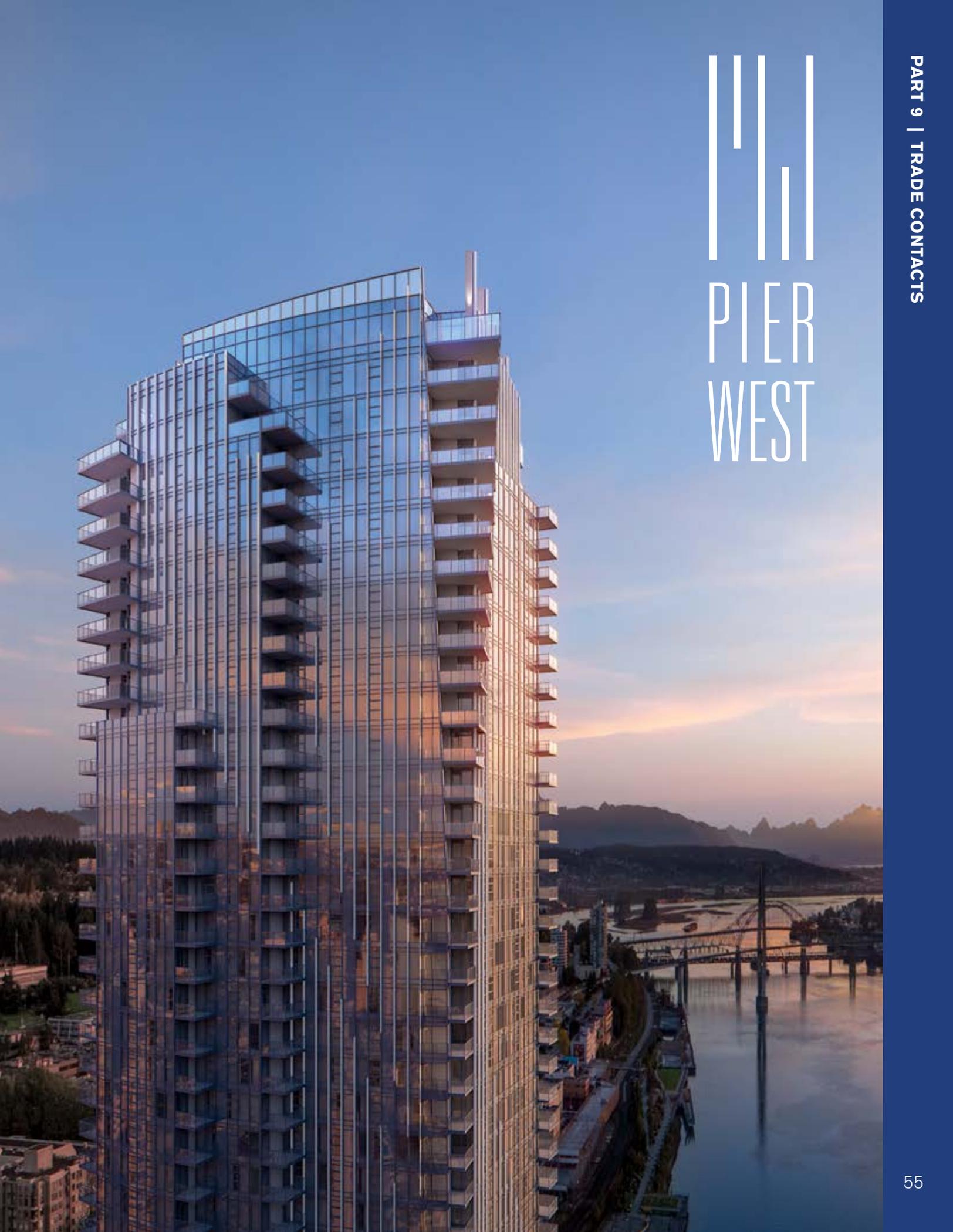
Manufacturer: Williams Applied Products Group

Models: 96586 (1, 20, 21, 22, 23, 24, 25)

Thermostat

Manufacturer: Johnsons Controls

Model: FCP-PA-701/FCP-NA-701



PIER
WEST

SUMMARY

APPLIANCES	Coast Appliances	1.866.262.7820 coastappliances.ca
CABINETRY	Inform Projects	604.215.1000 informprojects.com
LAMINATE AND HARDWOOD FLOORING	Tanti Interiors Ltd.	604.291.9430 tantiinteriors.com
COUNTERTOPS	Euro-Can Marble	604.474.3433 eurocanmarble.com
DOORS & HARDWARE	Crown Door Corp.	604.504.1658 crowndoor.ca
ELECTRICAL	All West Electric Ltd.	604.464.6200 allwestelectric.com
MECHANICAL/PLUMBING	National Hydronics	604.591.6106 nationalhydronics.com
HEATING/AIR CONDITIONING/ERV	National Hydronics	604.591.6106 nationalhydronics.com
PAINTING	Zoom Painting	1.800.660.2801 zoompainting.ca
TILE	Bridgewater Tile Ltd.	604.291.1219 bridgewatertile.com
ROLLER BLINDS	HT Blinds	604.593.5450 htblinds.ca
WINDOWS	Siber Façade	778.379.1408 siberfacadegroup.com
DRYWALL	Centura Building Sys.	604.522.4980 centurabuilding.com
SHOWER DOORS	Pacific Shower Doors	604.205.9444 pacificshowerdoors.com
MIRRORS	Pacific Shower Doors	604.205.9444 pacificshowerdoors.com
FINISH CARPENTRY	L and P Construction	604.841.0418 lp_construction@me.com



**COAST
APPLIANCES**
Brands You Want. Expertise You Need

Dear Homeowner,

Congratulations on the purchase of your new home. This letter confirms the warranty on the appliances supplied by Coast appliances. Please refer to the warranty details below, in this package we have outlined your warranty coverage.

Appliance Warranty Information

As per the contractual agreement, the manufacture warranty is for 1 year from **date of occupancy**. However, some brands may carry longer warranties which will be stated in the appliance owner's manual.

The warranty coverage applies to parts and labor due to malfunction or unsatisfactory operation of the appliance, and has exclusions including and not limited to normal wear & tear (cosmetic, accident, misuse or neglect) etc.

For detailed warranty information, please review the Use & Care Guide of the appliance.

Under the manufacturer warranty, service must be completed by an authorized service agent.

Trouble shooting before requesting service

Before requesting service, there are some ways to troubleshoot potential causes:

1. If a control panel is unresponsive, flip the breaker and wait 5 minutes before turning it back on.
2. Ensure all cords, hoses and connections are in their proper place and not kinked or bent.
3. Ensure there are no blockages (washer, dryer and dishwasher).
4. Refer to the owner's manual for further troubleshooting.
5. Prior to arranging a service technician to be dispatched to your home; please note that for any malfunction found due to installation, misuse or providing any instructional use, it is not covered under manufacture warranty. You will be subjected to incur the cost of the trip charge and any fees associated to repair/parts/labor. As this is not covered under warranty.



**COAST
APPLIANCES**
Brands You Want, Expertise You Need

Requesting Service

In the event you require service on any of your appliances, the following information will be required prior to submitting a service request:

1. **Full name**
2. **Full address**
3. **Phone number and alternate phone number if applicable**
4. **Proof of occupancy**
5. **Model /serial number (found on the warranty card or on the appliance itself). The serial tag is specific to each appliance. DO NOT REMOVE THIS TAG AT ANY TIME. (it will void your warranty)**
6. **If cosmetic damage is present, a photo will be required (cosmetic damage claims are subject to each manufacture warranty policy).**

To arrange service please don't hesitate to contact our Coast Service Team at **1-866-262-7820** or by email bc-commervice@coastappliances.com

Extended Warranty

To protect your appliance investment, you can purchase an extended warranty protection. ***Offer valid for 30 days from date of occupancy** for inquires please email bc-commervice@coastappliances.com*. Your request will be forwarded to the account manager who will contact you.

Booking Service after the 1-year warranty:

If you have purchased the extended warranty and require service, please reach out to our third-party insurance company (W3 solutions) they can be reached at 1-866-913-1350.

Or email your claim: service@serviceplan.ca

Please note: The extended warranty policy commences after the 1-year manufacture warranty has ended.

Thank you we will look forward to serving you,

Elena Morgante
National Service Manager
Coast Appliances



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