



**HOMEOWNERS MANUAL**

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## **INSPECTIONS AND WARRANTIES**

### **GENERAL**

Your new condominium has been built with care by professionals who have used high-quality materials and the latest construction technology. As a member of the Canadian Homebuilders Association, we at 6ten Condos have available to us the entire resources of one of the nation's largest and most professional trade associations.

### **INSPECTIONS**

Our technical staff has inspected your condominium at every stage of construction. Inspections have been carried out by municipal building inspectors, hydro and plumbing inspectors, the project architect, engineers and an independent inspection consultant.

However, to us, the most important person to satisfy is you, the purchaser. You will inspect your condominium thoroughly before moving in to see that everything has been completed to your specifications. This is to ensure that 6ten Condos has satisfied its contractual obligations to you. This inspection will be conducted with a 6ten Condos representative. During the inspection any problems and/or deficiencies will be noted. Please refer to your Homeowners Information Package for further detail on timelines for deficiency submissions.

### **WARRANTIES**

**ANY AND ALL DEFECENCIES MUST BE SUBMITTED ON A TARION FORM TO TARION.** 6ten Condos guarantees to repair any warrantable defects in materials and workmanship during the first year you live in your home, commencing on the first day you take possession of your home. **Full details of how to obtain after sales service can be found at [www.tarion.com/New-Home-Buyers](http://www.tarion.com/New-Home-Buyers) .**

In addition, **TARION** provides extended warranties for such things as major structural defects, etc. Refer to the Homeowner Information Package supplied by **TARION** for details on the duration and coverage of these warranties.

## **WARRANTY LIMITATIONS**

- Damage or destruction occasioned by fire, wind, rain, freezing, lightning, insects, Acts of God or other acts that are not reasonably within the control of 6ten Condos
- Normal weathering of exterior finishes.
- Defects arising from condensation, contraction, expansion, and other occurrences, common to the type and grade of material employed, provided that such material is of a grade generally acceptable in the building trade.
- Any machinery, equipment, fittings, installation (e.g. furnace, water heater, sealed windows, appliances, electrical or mechanical installation), which at the time of delivery of the condominium were covered by a warranty or guarantee given by the manufacturer or supplier. This is regardless of the term of, or any conditions limiting such guarantee.
- Minor drafts at door and window openings, and at electrical outlets.
- Efflorescent (white powder) on concrete and brick walls.
- Refinishing (i.e. sanding, painting, wallpapering) of any drywall repairs.
- Separation between the floor and toilet and resulting leakage; or cracking of bowl caused by over tightening of bolts.
- Minor tool marks and blemishes in trim and other millwork surfaces.
- Variations in colour and shading on panels and trim.
- Plumbing stoppages other than those caused by construction debris.
- Damage of plumbing fixtures due to abrasive cleaners or careless use.
- Replacement of faucet washers and "O" rings.
- Exact colour match of any replacement metal.
- Consequential damages caused by any replacement material.
- Locating survey monuments and boundary lines. (Condominium Corporation)
- Damage to concrete, slabs, walks and garage floors caused by salt or calcium products. (Condominium Corporation)
- Damage to driveway caused by heavy sharp objects. (Condominium Corporation)
- Any major damage not noted on the Pre-Delivery Inspection form is not warrantable.

## **WARRANTY RESOLUTION**

In addition to providing warranty, **TARION** also acts as an unbiased arbitrator in disputes between a builder and purchaser. Before referring a problem to **TARION**, however, it is important that you first contact the builder as generally all situations can be amicably solved to the satisfaction of both parties.

At 6ten Condos we comply with **TARION'S** guidelines for warranty requests and unresolved warranty issues. When submitting warranty forms or requests it is necessary to submit a copy to 6ten Condos, a copy to **TARION** and keep a copy for your records.

6ten Condos has a maximum of 120 days after **TARION** receives your 30-Day Form or Year-End Form to complete repairs. If for any reason we do not complete the repairs to your satisfaction by the end of the 120-day period, you have 30 days to contact Tarion and request that they schedule an inspection. If you do not do so, all the items listed on your Warranty Service Form will be considered resolved and the matter closed. (You may resubmit the item(s) at a later date if the warranty covering those item(s) is still in effect.)

We then have 30 days from the day you requested the inspection to complete the corrections to the remaining items described on the Warranty Service Form.

If the repairs are not completed by the end of those 30 days, Tarion will conduct the scheduled inspection with either you (or your designate) and one of our representatives present and will send out a report within 30 days. The report will outline which outstanding items we must resolve under the terms of the warranty, and we will have 30 days following the date of the report to do so.

Tarion will contact you 30 days after the date of the report to confirm that we have corrected all the items listed in the report. If the items have not been corrected, Tarion will work directly with you to settle the matter.

- **Access to your home:** You should allow our representatives and/or subcontractors/trades access to your home during regular business hours. Notices will be placed under homeowner's doors as to when service will be taking place. Failure to do so will jeopardize your warranty rights.

Service is completed Monday through Friday from 8:30 a.m. to 4:30 p.m. Our representatives and service personnel will need to access your home to complete the work as expeditiously as possible. Without your co-operation, completing repairs to your home can be delayed due to limited accessibility and your warranties may be jeopardized.

## **THE SERVICE PROCESS**

### **PRE-DELIVERY INSPECTION (PDI)**

A 6ten Condos representative will go through your home with you prior to or on your possession date. This inspection is referred to as the Pre-Delivery Inspection.

During this inspection you will receive:

- The Certificate of Completion and Possession will be given to you at the time of your Pre-Delivery Inspection. On this document you will find your home's enrolment number with Tarion as well as the occupancy date, which is also the start date of your home's statutory warranty.
- Your PDI Form. You will thoroughly inspect your home along with our service representative to ensure everything has been completed as ordered and to note any deficiencies. 6ten Condos cannot be held responsible for any major repairs or servicing of items not listed on your PDI (i.e. damage to floors, appliances countertops etc).
- The URL link to the Homeowners Information Package. Please refer to this link for any of your warranty forms (30 day, 1year, 2year) as the builder does not provide them for you. You will also find additional information regarding your warranty coverage and general problem resolutions.

### **WARRANTY SERVICE REQUESTS**

During the first year of possession of your new home, you will have two opportunities to report warranty items. The simplest and most convenient way to submit warranty forms is through the homeowner portal called My Home which you can find on the Tarion Website. You may also submit warranty forms by sending them to the Tarion office as well as your Builders Office via courier or mail.

It is essential that you use the standard forms and submit them, when necessary, to 6ten Condos and to Tarion. Follow the instructions on the forms to ensure that your forms are complete and are submitted on time. We recommend that you fill out and submit the 30-Day Form on or about the 25<sup>th</sup> day after your date of possession. If you don't submit a 30-Day Form on time you will have to wait until the final 30 days of the first year of possession to make a warranty service request. For further information or questions on Tarion forms please refer to [www.tarion.com/New-Home-Buyers](http://www.tarion.com/New-Home-Buyers) .

*Please note that items listed at the time of your pre delivery inspection get addressed during 30-day service and not before. A representative of the builder will make note of any deficiencies during your pre delivery inspection (you will get a copy of this for your records) you then have the chance to fill out and submit a 30-day form. Once the deadline has passed to submit a 30-day form for each floor, the builder will then begin to address both pre delivery inspection items as well as 30-day items during a service period.*

### **30-Day Form**

After moving into your new home, you may notice other minor deficiencies. Please submit these items on your 30-day form. It is the homeowner's responsibility to be aware of the deadlines and submit a 30-Day Form. PDI items and 30-day items will be addressed during the same service period. *We do not accept verbal or emailed deficiencies. ALL deficiencies MUST go through Tarion and therefore submitted on the appropriate Tarion form in order to be addressed.*

### **Year-End Form**

The 30-Day Form is intended to catch most warranty items and allow for timely repairs. However, it takes several months for the natural materials in a new home to dry and settle. After your new home has weathered an Ontario winter, new one-year warranty items may emerge.

At any time (we suggest the last 30 days before the expiry of year one of your warranty) you may submit a Year-End Form listing any new or outstanding items. You may only submit one form and only forms submitted on time. *ALL deficiencies MUST go through Tarion and therefore submitted on the appropriate Tarion form in order to be addressed.*

## **SERVICE SCHEDULING**

It is necessary to schedule service (especially 30-day service) over a number of days because each trades person must assess the service required and in some cases parts may have to be ordered or some repairs may require more than one visit. Notices are placed under each suite entry door informing the homeowners when the trades will need access to each unit.

We greatly appreciate your co-operation in allowing us access during the service time period. Service takes place during our regular business hours 8:30am- 4:30pm Monday-Friday. Servicing **does not** take place on evenings or weekends.

*Failing to allow trades access to your home may put your homes statutory warranty in jeopardy.*



## **COMMON PROBLEMS**

Some problems in a new home are impossible to detect until the home has been lived in and all the various systems have been used in everyday living. This section of the manual describes to you some of the common problems that you should watch for during the first year in your new home. In each section, the relative warranty coverage is also outlined.

### **DRYWALL**

In any new home there is a “drying out” period. This may be from six months to one year in duration; depending on the time of year construction took place. Most construction materials e.g. lumber, plaster, masonry etc. contain moisture and a gradual drying out process takes place after the unit is completed. This is particularly evident during the first heating season. The lumber framework of your home will be subject to some shrinkage and this, combined with other factors, such as the drying out of plaster, may cause some minor cracking to appear on drywall surfaces. “Nail-pops” may also appear on some walls. Such cracking should not be taken as cause for concern; it is not evidence of any structural problem and is a perfectly normal occurrence in new buildings.

#### **Warranty Coverage:**

As per Tarion Construction Performance Guidelines, cracks and nail-pops resulting from normal shrinkage of materials due to drying after construction are **excluded** from the statutory warranty. Repairs to these items are a part of normal home maintenance.

#### **Fixing “Nail-Pops” and Cracks Yourself:**

If you are not ready to redecorate at the end of the first year, it would be best for you to forego these very minor repairs; unsanded and unpainted, they would be very unsightly. When you decide to repaint, etc., simply fill the cracks with a paste of “Polyfill” (available from any hardware or paint supplier), let the filler dry completely and then sand lightly to a smooth finish before repainting.

To fix nail pops, simply remove the excess drywall compound over the head of the nail or screw. Re-set the nail or screw and then fill with drywall compound or Polyfill.

**NOTE: It is strongly recommended that you do not undertake any major redecorating until after the first year. After the initial drying out period has taken place, there should be no recurrence of this problem.**

## **CAULKING AND GROUTING**

Caulking and grouting are materials that shrink, dry or crack and therefore are **not** covered under warranty. They are included under home maintenance, along with washers and other materials that tend to wear out. Do not allow the caulking and grouting to go unattended as it may result (depending on the location) in leakage and damage to walls or ceilings. This would not be covered under our standard warranty. Common areas of shrinkage are trim (baseboards), countertops, ceramic tiles, exterior caulking, just to name a few.

There are several good caulking materials on the market, and we would recommend that you use a silicone bathtub caulking around the edges of the tub and shower. It is a very pliable material and easy to use. Complete directions for application will be printed on the tube.

## **PRE-CAST CONCRETE**

Most units have a ceiling consisting of pre-cast concrete panels. The panels are approximately 8" thick. These panels have a groove-joint approximately every 4' which allows for the expansion and contraction of these panels. The joints have been caulked with an approved sealant and the ceiling has been finished with a textured spray finish. Under no circumstances are these V-grooves to be filled in or altered in any way. It will not be uncommon for minor cracks to develop within the V-groove due to the above-mentioned expansion and contraction of the material.

**In most cases, these cracks will disappear over time and are not a cause for concern. If the cracks become in excess of 1/4" wide, contact 6ten Condos**

Because the material has a hollow core, moisture will be withheld within these cores during the construction process. It is not uncommon during your first month of occupancy to notice excess moisture on the ceiling as it is simply water trapped within the cores working its way out. This will evaporate over time.

**If any water damage or stain occurs, 6ten Condos will rectify the damage.**

Some typical aesthetic developments, which occur with the Coreslab product, are speckling and rippling in the concrete.

### **Speckling:**

Speckling is a common occurrence with pre-cast concrete ceilings. Concrete is a porous material and when the primer and stipple finish is applied, tiny black pinhole marks can appear in areas of the ceiling where pores are larger. This is a natural occurrence with a concrete product and not a defect in workmanship and material. Therefore, repainting of these areas is not covered under warranty.

### **Rippling:**

You may notice some "ripples" which run across some of your slabs. Minor variations in the level of the concrete slab are a common occurrence with concrete and the pre-cast product. The ripples are created during the manufacturing process and are not covered under warranty.

## **TRIMS AND MOULDINGS**

Trims and moldings may separate (open slightly) at the corners, i.e. baseboards, window trim and door trim. This separation is part of the normal process of settling and shrinking in your home and is **not** covered under warranty.

If a small separation occurs at corners or other seams (i.e. baseboards), it can be filled with caulking or patched with wood filler or putty; however, sometimes further settling will bring the pieces together. The filler can be painted to match the molding.

## **INTERIOR HOME CARE**

Your new condominium was built by professionals who used high-quality materials and the latest construction technology. More than 3,000 component parts went into your condominium building. Thousands of people had a hand in producing them. Now the components have been assembled into a fine and beautiful place for your enjoyment and comfort. This section of the manual has three purposes:

1. To give a general introduction to the most common components of today's buildings.
2. To provide you with the basic information needed to care for the interior of your new home.
3. To prepare you for the minor adjustments and repairs necessary in most new homes.

## **VENTILATION AND AIR QUALITY**

New homes today are built "tighter" with better sealing (air tightness) to improve energy efficiency and decrease drafts. However, the construction of airtight homes significantly reduces the rate of air exchange, resulting in a slower escape of moisture and stale indoor air. The reduction of air exchange increases the importance of a fresh air source and ventilation in you

r home. The forced air system in your building draws fresh air from the outside and distributes it to each corridor on each floor. The corridors are pressurized and force the fresh air into each unit through the gap on the underside of the front door. Your home is equipped with a ventilation system to control moisture levels. The exhaust fan and supplementary fans remove stale, moist air from your home. The furnace fan also helps in the circulation of air throughout your home.

Recent studies indicate that the pollutant levels in the air inside our homes and offices may be two to five times higher than outside air. Some common sources of indoor air pollutants are cooking, carbon (tobacco smoke, burning of candles) dust, household chemicals, plants, dander and fur. Outdoor pollutants can also be carried into the home by attaching to particles or dust.

**Proper ventilation is an important factor in controlling indoor air quality and only you can control the indoor air quality in your home.** You must operate your ventilation system regularly to remove moisture and stale air and open a window or door periodically to exchange indoor air with fresh outside air. Carpets can act as a filter for indoor pollutants. Therefore, it is important to vacuum your carpet regularly to not only prolong the life of the carpet but to help reduce the buildup of airborne pollutants.

## AIR CONDITIONER

**Set your thermostat between 23 & 24** when in the cooling mode. **Setting the thermostat below 21 can cause the cooling coil in your furnace to ice up** and result in a loss of cooling performance. Don't use the air conditioner like a light switch. **Set your temperature and leave it!** Your air conditioner will "start" and "stop" automatically.

Furnace filters are to be changed or cleaned regularly. Start your summer with a clean filter and change it once more before the season ends. Cold heavy air is difficult to move when there is restriction. PLEASE NOTE IF YOUR FILTER IS NOT CHANGED OR CLEANED REGULARLY YOUR WARRANTY WILL BE VOID.

The exterior air conditioner grille located on the exterior balcony wall of the unit should be kept free of any dust, dirt builds up and grass clippings. IT IS RECOMMENDED THAT THE OUTSIDE OF THE GRILLE AND FINS BE VACUUMED AT LEAST TWICE DURING THE SUMMER.

The air conditioning unit contains electrical circuits and should only be serviced by an experienced contractor. DO NOT ATTEMPT TO REPAIR THIS YOURSELF.

### Check list prior to calling for service:

If you are experiencing difficulties with operating your AC unit, please go through this checklist prior to calling for service.

1. Thermostat system switch must be set to cool and temperature must be set at least 2 degrees below room temperature for unit to operate  
(Note that there can be up to a 5-minute delay for the cooling to start after setting the temperature)
2. Ensure breakers for **furnace** and **air conditioner** are in the on position
3. Ensure switch for furnace is in the on position
4. Ensure switch for the a/c unit is in the on position
5. Ensure air filter is clean
6. Ensure batteries in thermostat are working

**If an AirBreeze Representative is called out for a service call and find one of the above items is the problem, there will be a service call charge of \$125.00 + HST**

## HEATING SYSTEM

Heating systems, methods and insulation vary widely. PLEASE REFER TO THE SECTION BELOW 'COMBO SYSTEM'.

The capacity of the system in your home has been determined by the heating load necessary to keep your home at a comfortable temperature. Oversized systems are inefficient. Learn everything you can about the system in your home, how it operates and how it functions at maximum efficiency. If you have any questions after studying the instruction manual for your heating system, your heating contractor should be able to provide the answers.

**Thermostats:**

The thermostat (usually located on an inside wall) helps to keep your entire home at a comfortable temperature. Your thermostat contains controls for converting the heating system to the cooling system. Adjusting the registers in the various rooms may further regulate individual room temperature.

Your thermostat is also equipped with a fan control, which operates the fan on your furnace. This control can be used to circulate air in your home. Adjusting thermostat settings to 68°F/20°C (or lower) in the winter and to 75°F/24°C (or higher) in the summer will help reduce your utility bills. During winter vacations, leave the thermostat at its lowest setting (usually 55°F/13°C). Do not shut off the heat or you may come home and find a frozen or burst pipe.

**Heating System Main Components:**

- air handler with hot/cool water heating coil
- hot water circulating pump
- air purge valve
- check valve with low voltage control
- condenser (on exterior wall) (optional)

**How the “Combo System” Works:**

When space heating is needed, the wall thermostat energizes a small pump that circulates hot water (135 to 140 degrees) from the water heater to the hot water coil in the air handler. As the fan motor forces the cool return air from the home over the hot water coil, the air absorbs heat from the hot water and this warm air (approximately 105 to 110 degrees) is then circulated throughout the duct system and into the home.

When cooling is required (air conditioning), the wall thermostat will energize the condenser and air handler. Warm moist air from inside the home will be drawn through the return air opening, over the evaporator coil in your air handler and cooler air will be distributed through the duct system. The remaining condensation will be drained away and the captured heat will be released through the outdoor condenser.

**General Maintenance:**

Examine the replacement filter on the side of the furnace each month. THE FILTER SHOULD BE REPLACED EVERY THREE MONTHS. Filters can be purchased from home hardware stores such as Canadian Tire, Rona, Home Depot, etc. if the correct size cannot be found, we suggest the furnace filters that can be cut down to size.

Vacuum dust from the heating registers and cold air returns throughout your home. Dust build-up reduces heating efficiency.

At least once every three to four years the main air handler should be cleaned.

All motors are direct drive and sealed therefore no lubrication is required.

**Do's and Don'ts:**

- DO NOT store chemicals, chlorine, paint thinners, paint strippers or gasoline in the furnace (mechanical) room.
- DO NOT use your furnace (mechanical) room for storage.
- DO NOT attempt to fix any electrical components on your own. Please call for a service technician.
- DO make sure there is a free flow of air to the furnace. Keep an area of at least two feet around the furnace clear. Remove any boxes or obstructions.
- DO check all electrical breakers, should the fan coil or the condenser fail, before making a service call.

THE SYSTEM IS VERY SIMPLE AND DOES NOT REQUIRE A LOT OF MAINTENANCE OR REPAIR.

**Before You Call for Service:**

If the furnace does not seem to be working, check the following before calling for service. Turn up the thermostat a few degrees and see if the furnace comes on. If your thermostat has settings for both heating and cooling, check that it has been turned back to "heating". Does your thermostat require "new" batteries?

Is there still no heat? Check the circuit breaker in the main electric service panel of your home and make sure it is on.

**Heating System Energy Tips:**

Make sure that rugs, drapes and furniture do not block airflow from warm air registers or cold air return outlets. If warm air does not seem to be flowing from one of the warm air registers, you may need to open the damper or flapper in the register.

**Note:** Keeping bedroom doors closed will cause uneven heating as you are restricting air flow.

**APPLIANCES****Warranties:**

Your new electric appliances are accompanied by instruction booklets and other papers, located inside the appliances. Read all instruction literature carefully, and remove, fill out, and mail any postcards necessary to record warranties. Keep a list of the authorized service agencies with each instruction booklet.

**If you are experiencing any issues with the operation of your appliances, you must contact Appliance Canada directly to set up a service call. Please call 905-660-2424 extension 2318.**

**You will need your unit number, occupancy date, model and serial number of the appliance in question. There is 1-year warranty on parts and labour which begins on the date of occupancy.**

**Failure to Operate:**

If an electric appliance fails to operate, be sure it is plugged in and double check the breaker before you call for service. If the appliance is separately wired, be sure the circuit breaker is on.

**Motors:**

Many heavy-duty appliances such as refrigerators, air conditioners, washing machines, dryers, dishwashers, etc., have motors that require periodic servicing. Consult your appliance manual for information about care of these motors.

**Leaks:**

If your washing machine, dishwasher or other water-using appliance appears to leak, first check to see that the trap through which it drains is completely open. Sometimes a partially clogged drain can cause an overflow within the appliance. **MAKE SURE ALL HOSES ARE TIGHTLY SECURED.**

**Note:**

We would like to remind you that should you elect to upgrade your residential unit by installing your own appliances and/or fixtures after you take possession; such installation(s) should only be undertaken by a tradesman licensed to perform such work.

The owner shall be responsible for any and all costs associated with investigating and correcting any damage to any and all other units and to the common elements caused as a result of the faulty installation, plumbing or wiring of any appliance or fixture that has not been installed by 6ten Condos

**Frontload Electric Dryer: Operation Checklist:**

1. Keep laundry room door **open** while operating dryer.
  - Spacemaker dryers are often in a small laundry room or closet. If the door is closed while the dryer is being used, there may not be enough make-up air return. The dryer requires a minimum of 120 sq. in. for return air flow. Leave the door open at least 2 to 3 inches.
2. Do not overload dryer.
  - Crowded loads don't dry efficiently, and clothes may be unnecessarily wrinkled. Garments being dried or de-wrinkled should tumble freely. As a general rule, sort by surface texture, fabric, color and weight, as you would for your washer.
3. Clean lint screen in dryer after each use.
4. Clean vent lint screens every load or two.

- An in-line filter box is usually located in the ceiling of the laundry room or bedroom. A clean filter will reduce vent restrictions.
5. Drying time for a normal 8 lb. load is approximately 2 hours.
    - Your Spacemaker dryer is engineered to use a lot less energy compared to a typical floor model. The typical annual energy consumption for the Spacemaker dryer is 430kwh vs. 898kwh per year.
  6. Extended drying times experienced on Auto-dry cycles.
    - Due to the need to vent dryers in most condominium/apartment complexes from the centre of the building to the outside, you may experience problems with the normal operation of the Auto-dry cycle. If this occurs, it is recommended to use the time dry cycle.

For detailed information on your washer/dryer, please refer to the Use & Care Guide that comes with the appliance.

### **Secondary Lint Trap**

Some units come equipped with a secondary lint trap for your dryer. This will be pointed out to you at the time of your pre delivery inspection. This lint trap collects excess lint that your dryer's lint trap does not. It must be cleaned at least once a month to avoid a build up of lint on the filter.

## **BATHTUBS, SHOWERS AND SINKS**

### **General Care:**

To prolong the life of bathtubs and sinks, follow these precautions:

- Do not let food waste stand in the sink. If you have a garbage disposal, dispose of food waste as it accumulates. If you do not have a disposal, put the waste in an appropriate container.
- Do not use bathtubs or sinks to hold paint cans, trash, or tools when you are redecorating; cover them when you are painting walls and ceilings.
- Do not step in a tub with shoes on for any reason. Shoe soles carry hundreds of gritty particles that will scratch the surface.
- Do not use bathtubs or sinks as receptacles for photographic or developing solutions. Developer stains are extremely difficult to remove.

By observing these suggestions and using proper cleaning techniques, bathtubs and sinks will retain their newness and luster for many years.

### **Plugs:**

If your basins or bathtubs are equipped with pop-up plugs, they should be removed at regular intervals to ensure that they are clear of hair and lint. If this is not done, it will impede the rate at which your basin or bathtub drains and eventually cause a complete blockage.



## **General Cleaning:**

### **Acrylic Tubs**

To clean, use any bleach free liquid type detergent with a soft sponge or cloth and warm water. Most cleaning products recommend the surface type and material the product should be used on.

Do not use harsh abrasive powders, such as Ajax and Comet, metal soap pads, acetone, dry cleaning fluid, window cleaning sprays or ammonia compounds. These products will dull and scratch the tub's surface.

Avoid allowing caustic drain cleaners, such as Drain-o or Liquid Plumber to stand on the surface. When these are used, clean the tub thoroughly after pouring into the drain.

### **Glass Shower Enclosures or Stalls**

To clean glass shower enclosures, an ordinary dishwashing detergent (not soap) will do a good job unless hard water minerals have built up. If such a build-up has occurred use a commercial glass cleaner.

**WARNING: Use ample ventilation; avoid breathing the vapor from the spray, and wear rubber gloves.**

### **Porcelain Enamel (Bathroom Sink)**

The surfaces of these fixtures are smooth and glossy like a mirror and harder than steel, but they are not indestructible. Carelessness causes chipping, scratches, and stains. The surface can also be dulled or stained within a short time through improper or excessive use of strong abrasive cleaners.

**Use a non-abrasive cleaner. Read the product recommendations for use on surface types and materials.**

### **Stainless Steel (Kitchen Sink)**

Stainless steel fixtures generally resist staining and require a thorough scrubbing only occasionally. Use a nonabrasive cleaner or a commercial stainless-steel cleaner.

### **Rust Stains (Kitchen Sink)**

Rust stains are caused mostly by wet material or utensils left on the surface of the sink. Also, steel wool soap pads will rust and stain when wet and should be kept in an appropriate container.

If rust stains occur, use a commercial powdered rust remover and follow the manufacturer's directions carefully.

**WARNING: Most of these rust removers contain oxalic acid, which is caustic. Wear rubber gloves, goggles and old clothing.**

Use rust removers only on acid resistant fixtures. All modern kitchen sinks, and colored fixtures are acid resistant, but do not get the rust remover on the chrome plate fittings.

### **Mildew (Bathrooms)**

Although today's condominiums are carefully climate controlled, mildew can occasionally appear in bathrooms and other areas that collect water vapor – especially in humid regions of the country. An exhaust fan or opened window should be used during baths and showers to help remove water vapor. After bathing or showering it is a good idea to wipe condensation from tiles and bathroom windows. Damp towels and washcloths should be spread out rather than folded.

To eliminate mildew, use a mildew agent (available in liquid spray) and then use a disinfectant to retard mildew growth and eliminate odor.

Mildew may be cleaned from walls and tiles with the following solution:

- 2/3 cup of trisodium phosphate
- 1/3 cup of powdered floor cleaner
- 1 quart of chlorine bleach in 3 quarts of warm water

**NOTE: Always wear rubber gloves and ventilate the area.**

## **CABINETS AND COUNTERTOPS - MAINTENANCE AND CARE**

### **Normac Kitchens – Warranty:**

Your kitchen and bathroom cabinets are guaranteed against defects in material and/or workmanship by Normac Kitchens Limited.

Joints between the cabinets and the wall of the condominium may need to be resealed (caulked) at a later date due to settlement and drying out of materials. This is not covered under warranty. Adjustments on the doors, drawers and lazy susans may need to be adjusted at a later date due to use. **This is not covered under warranty. Please read the “Cabinet Maintenance & Care” and “Countertop Maintenance & Care” sections below for suggestions on how to complete adjustments yourself.**

Nature creates....but never duplicates! This means two pieces of wood even from the same tree are never exactly alike. Due to the difference in natural colour and grain, each piece of wood will react differently to the finishing materials used.

### **Cabinets Maintenance and Care:**

The cabinets in your home have been installed with care and all doors and drawers will be adjusted prior to you taking possession. If, through time, the cabinet doors do not line up properly, simply tighten the hinges on the inside of the door with a screwdriver to re-align the door's position.

Kitchen and bathroom cabinets (or vanities) should never be cleaned with harsh abrasives. Countertops or cabinets made of plastic-coated wood or metal may be cleaned with a detergent solution or Windex.

Wood cabinets may be cleaned as any other wood furniture unless they are plastic coated. Keep cabinet doors and drawers closed when not in use.

To assure long-lasting beauty of your cabinets, Normac Kitchens recommends the following:

- For regular cleaning of all doors, wipe with a damp soft cloth and dry immediately with another dry soft cloth.
- For major cleaning, wipe wood doors with a damp soft cloth, dry immediately with a dry soft cloth and follow with a light coat of high-quality liquid or paste furniture wax.
- Wipe non-wood doors with a mild soap and water solution and dry immediately with a soft dry cloth.
- Do not use detergents, strong soap, self-polishing wax or abrasive cloths such as dishcloths, which contain remnants of these cleaners.
- Treat your cabinets as you would your furniture and they will reward you with long-lasting beauty and utility. Clean and wax occasionally, at least every six (6) months.
- The interior of your kitchen cabinets is coated with a water-resistant topcoat. Water or other liquids when allowed to sit on the surface for prolonged periods of time may cause staining and/or bubbling. In order to prevent this please ensure dishes, glasses, etc. are dry before placing them in the cabinets. Also, wipe up any spills immediately.

### **Countertop Maintenance & Care:**

#### **Quartz Use & Care Guidelines**

Clean the surface with a mild soap and water. **Do Not** use abrasive cleaners or chemicals and solvents such as oven and dishwasher cleaner on surface. If they do come in contact with your countertops rinse thoroughly with warm clean water.

Products containing oils or powders may leave a residue on the countertops and should be rinsed off thoroughly.

**Do Not** place hot materials on countertops use trivets or mats under any hot dishes. Also place mats under ceramics, silver or other objects that could scratch the surface.

### **CONDENSATION**

**Condensation is at its maximum in new buildings** (many of the materials in construction contain moisture). New homes experience higher moisture levels especially during the first heating season as construction materials dry out. Proper ventilation will bring this normal drying-out process to its conclusion as rapidly as possible. However, do not try to speed the process by creating extremely high temperatures during the winter. Materials will dry out unevenly, which will exaggerate the effects of normal shrinkage.

Your home is equipped with an exhaust fan in the bathroom. The fan exhausts moist air and odors to the outside. Use the fan for short periods of time when excessive moisture or odors are being generated. Do not let the fan run for a prolonged period of time, as it will exhaust conditioned air, or heated air to the outside.

Humidity levels are influenced by the amount of moisture produced in the unit and the rate at which the moisture escapes to the outside. Local conditions, such as climate and location, can also affect the moisture balance of the unit. In your unit the degree of airtightness has been thoroughly draft-proofed, and the rate of air exchange is significantly lower, resulting in a slower escape of moisture and high humidity levels. Therefore, you must ventilate areas in your home where humidity levels are high.

Where does all this moisture come from? Ordinary activities such as cleaning, washing, clothes drying, cooking, bathing and even breathing all add water vapor to the air. In a family of four, these activities can release as much as 23 liters (5 gallons) of water into the air every day.

Some condensation or moisture on windows is common in the winter. Signs of excessive moisture would be damage on surface finishes through mildew growth, ceiling stains or peeling paint. These signs often appear on windows and in closets or corners where temperatures are lower and air circulation may be poor. It is important to take corrective measures in the early stages.

### **Producing Less Moisture:**

There are a number of simple, effective measures you can take to cut back on your moisture production.

- Avoid hanging laundry indoors.
- Take shorter showers.
- Use humidifiers less often.
- Ensure that the clothes dryer vents outdoors.
- Warm up cold surfaces, improve air distribution over cold surfaces, i.e. make sure the heat from registers isn't blocked by curtains, furniture or deflectors.
- Be careful of the amount of moisture you produce. Plants, clothes washing, showers and cooking without pot lids can all produce large amounts of water vapor.
- Open window coverings (i.e. drapes, blinds) daily to allow windows to breath (improve air distribution) and reduce condensation build up.
- Reducing the humidity in your unit may be enough to control or eliminate moisture problems. However, if signs of excess moisture persist, you may have to increase the ventilation in your home.

### **Increasing Ventilation:**

Increasing the ventilation in your home is an effective way to control moisture problems, but you should be careful, too much ventilation will cause an increase in your fuel bill. If the ventilation

is in the wrong place, it could create uncomfortable cold drafts. The goal is to ventilate only when and where necessary.

Spot ventilation can be used selectively to ventilate moisture producing areas, such as the bathroom during a shower or the kitchen while cooking. Exhaust fans can be used as required. It is best to keep doors closed while venting to prevent moisture from escaping to other parts of the home. Open windows can also be used to spot ventilate. However, controlling the amount of ventilation and avoiding drafts can be difficult when ventilating with windows.

## **DOORS & LOCKS (Interior Wood & Exterior Steel)**

### **Front Door:**

A small gap will remain between the metal strip (where the hallway carpet and your foyer vinyl meet) and the underside of your front door. The hallways are pressurized and provide a fresh air source into your home through this gap at your front door. **DO NOT INSTALL WEATHER-STRIPPING AT YOUR FRONT DOOR** - By doing so you eliminate the fresh air source to your unit, which in turn will affect the indoor air quality.

The closer on your front door is a **safety feature**. If you have a fire in your apartment, the door closer will shut the door behind you. This limits the spread of deadly smoke and fire throughout the building. **DO NOT** remove it!

### **Front Door Deadbolt:**

If you find that, the lock has become loose and it is difficult to lock the door, try tightening the screws on the interior side of the lock plate. If you find it difficult to fit your key in the lock and turn, it may be time to lubricate your lock. **Please note homeowners are not to change their unit suite deadbolts.**

### **Sticking / Warping / Shrinkage (Interior Wood Doors):**

Sticking is the most common problem with interior wood doors. If the sticking is caused by swelling in damp weather, fold sandpaper around a wooden block and sand the edges that bind. If the hinge screws are tight and the door is still out of alignment, sand or plane the edge that binds. Areas that have been sanded should be painted or varnished. Paint and varnish protect wood from moisture and help prevent further door problems.

Wooden doors are also subject to warping and shrinkage. Warping is a typical occurrence, variations up to ¼" out of plane in any direction of the door are considered normal. Shrinkage may cause some minor cracking.

### **Weather-Stripping (Exterior Doors):**

To maintain your home's energy efficiency, exterior doors come equipped with weather-stripping made from a variety of materials, including metal, plastic, and rubber. This weather-stripping must remain properly in place to prevent the loss of heated or cooled air or infiltration of outside air. Metal weather-stripping may need to be re-nailed if it becomes loose. If it does not seal tightly when the door is closed, bend it away from the edge of the door. This repair is a simple process that requires only a hammer or pliers. For rubber or plastic weather-stripping, re-gluing or re-nailing should be all that is necessary. For re-gluing, use strong, water-resistant household glue. Do not use cyanoacrylic glue, commonly known as "super glue".

**Balcony Door (Double French Doors):**

In order to open the fixed door; first open the operating door. There are two 'L' brackets located at the top and bottom of the fixed door. Remove screws, remove brackets and pull door towards interior.

**Screen Door (Sliding):**

If screen becomes loose or jams, simply use a screwdriver to adjust the wheels at the bottom of the door. Ensure that the nylon rollers are on the guide track at the bottom

**Locks:**

Under no circumstances should any exterior locks be changed, or any additional locks be added without consent from the Condominium Association.

**SUITE LOCK AND/OR KEY MALFUNCTION**

If your front entry lock or key becomes inoperable and you are unable to gain entry to your home, the following procedures are to be followed:

1. **During Regular Business Hours:**

at (905) 639-2330 so that we can address and rectify the situation.

(a) After the first year of warranty, contact your management company.

2. **During Non-Business Hours:**

(a) During the first year of warranty ONLY contact The Lock Hut at:

Telephone Number: (905) 637-9660

24 Hour Emergency Pager: (905) 637-9660

**It is advisable to copy this number to a contact list you keep with you at all times.**

**NOTE:** 6ten Condos will not entertain invoices from any other locksmith than the one noted above. Should the malfunction be deemed to have been caused by the homeowner, the cost of rectification shall be borne solely by the homeowner.

(b) During the first year of warranty, contact 6ten Condos

(c) After the first year of warranty, contact your management company.

## **ELECTRICAL SYSTEMS**

Your home is equipped with a 100 AMP breaker panel. The inside of the panel door is clearly marked with breaker locations and what circuit it serves within the unit.

### **Partial Power Loss:**

If any electrical appliance, light fixture, electrical outlet, etc. does not work, please refer to your electrical panel and make sure the breaker is on before calling for service. Reset the breaker by turning it off all the way and then to the ON position. Also check GFCI outlets (see paragraph below). If any breaker within the panel cannot be reset and continues to go to the OFF position, call a qualified contractor for service.

### **Ground Fault Circuit Interrupter (GFCI):**

Your new home is equipped with a ground fault circuit interrupter (GFCI) protection in the bathroom, kitchen and ground floor balcony electrical outlets. The GFCI protects you from electrical shock caused by a ground fault in your electrical tools or appliances. The GFCI installed in your home is the receptacle type and should be tested on a monthly basis to ensure it is operating properly. To test the GFCI press the “test” button and then reset by pressing the “reset” button. If the GFCI tripped, you will find that you do not have any power in the outlet. To reset simply press the “reset” button.

### **Switch Plugs (Receptacles):**

Your unit may have some switched receptacles. Only half of the receptacle is operated by the switch, the other half is on all the time. They are generally installed in rooms that have no overhead lighting. These switches enable you to turn on a light (i.e. table lamp) from a switch located at the entry of the room.

### **Over the Range Microwave and Range Hoods:**

Your microwave/range hood is direct vented. It is important that you keep the mesh screen and fan blades clean of grease & grime in order for the exhaust fan to operate efficiently. The charcoal filter should be changed regularly. Should you replace your range hood, **it must be direct vented to outside.** This includes over the range microwaves.

### **Intercom:**

A state-of-the-art door entry system has been installed in your building to provide you and your guests with an increased level of confidence and security.

A keypad is located outside of the locked common vestibule. For visitors to contact you in your unit, they simply need to enter your unit number code into the keypad. This will then dial through to the number (home or cell number) you have provided us at the time of your PDI. To allow access through the common door, simply press the designated release button and the common entry door will unlock.

## **ELEVATORS**

Please use the Elevator Service key for moving. This will allow for the elevator door to stay open while moving items in. The key can be signed out onsite. Please contact 6ten Condos either through email or at the Site Service Number for details. The elevator key is at a first come first serve basis.

In case of emergency there is a telephone in each elevator that is monitored. **The phone is for emergency use only.**

### **Proper Elevator Usage:**

If you attempt to force the elevator door to remain open, it will cause the motor to overheat and eventually shutdown the elevator for a number of hours. The automatic shutdown allows the motor to return to its normal operating temperature. This is a safety feature.

## **EXHAUST FANS**

The exhaust fans installed in your home are vented to the outside. Additional supplementary fans have been installed in your second bathroom (if applicable). These fans control local moisture and work in tandem for units with more than one bathroom.

The exhaust fan “grill” should be cleaned regularly to remove dust and dirt from the fins.

## **FIRE SAFETY SYSTEMS**

### **Combination Carbon Monoxide & Smoke Alarm**

Each unit is equipped with a Smoke Alarm or a combination Carbon Monoxide and Smoke Alarm. Each unit is individually wired meaning the alarms will only sound within your suite and do not require batteries as they are electrically wired.

### **Sprinkler System:**

Your new home is equipped with a sprinkler system. The sprinkler heads are located on walls in each room of your home and in your utility and laundry closets. The automatic fire sprinklers are individually heat-activated and tied into a network of piping with water under pressure.

When the heat of a fire raises the sprinkler temperature to its operating point (usually 165 degrees Fahrenheit) a liquid-filled glass bulb will shatter to open that single sprinkler, releasing water directly over the source of heat. Objects near sprinkler heads should be located so as to minimize obstruction to the discharge pattern. The sprinklers in your home are interconnected with the building alarm system so if a sprinkler is activated the system will go into alarm and the fire department will be dispatched.

Please use caution when moving your furniture or decorating your unit so that direct contact is not made with these heads as it is possible that a sprinkler could discharge if contact is made with the head. We recommend you notify any mover/decorator, etc. who you may employ to work on your unit so that they too are aware of this system.



Aside from the obvious property and life-saving benefits, many insurance companies offer discounts to homeowners that have homes with fire sprinkler systems installed.

### **Building Fire Alarm System:**

Smoke detectors and fire alarm pull stations are installed in each corridor and are tied into the building fire alarm system as well as all sprinkler heads including those in each suite. If the fire alarm systems go into alarm, the monitoring company will contact the Fire Department or 911 and the Fire Department / Police will be dispatched accordingly.

### **Emergency Exit in Case of Fire:**

Fire extinguishers are located on each floor in each corridor, along with emergency lighting (in case electrical power is affected). Fire exits are located at the end of each corridor (back stairwells). DO NOT USE THE ELEVATOR. Pull stations are located on each floor.

## **FLOORING (Carpet/Vinyl/Hardwood)**

### **Resilient (Vinyl Sheet) and Ceramic Flooring**

#### **Protection for Your Floor:**

- When moving appliances or heavy furniture, lay protective covering i.e. plywood panel. This protects your floor from scuffing and tears.
- Use floor protectors on furniture to reduce indentations. As a general rule of thumb, the heavier the item, the wider the floor protector needed.
- Be careful with rolling casters, they can damage the floor.
- Place a walk off mat at outside entrances to reduce the amount of dirt brought into your home. NOTE: Mats with latex or rubber backing can cause permanent discoloration to your vinyl flooring.

### **Vinyl and Ceramic Floor Maintenance:**

Sweep or vacuum regularly, to remove loose dirt which can scratch your floor. NOTE: Vacuums with a beater bar can visibly damage your flooring surface. Wipe up spills immediately. If a spill or spot dries, remove it with a damp sponge, cloth or mop.

To prolong the period between cleaning, occasionally wipe resilient floors with a damp mop. When floors are dull or cannot be refurbished by mopping, clean them thoroughly with a good detergent, diluted as recommended by the floor manufacturer. Use just enough mechanical action with a mop or cloth to loosen dirt. Then remove the cleaning solution, rinse the floor and let it dry.

Do not use highly abrasive scrubbing tools, abrasive cleaners, detergents or “mop and shine” products. These products may leave a dull film on your floor. Use a floor care product or detergent to clean your vinyl flooring.

Over time if the shine on your floor begins to dull use a polish to return your floor’s shine. DO NOT use paste, wax, or solvent-based polishes. About once a year, take off build-up of old

polish with a remover. Dilute it as recommended, apply, rinse, let it dry and apply a new coat of polish.

### **Hardwood Floor:**

To ensure full enjoyment from your floor and to extend its beauty for years to come, the following list of guidelines should be followed.

Install floor protectors on furniture legs to protect against scratches and dents. Use protective mats under chairs with wheels.

Do not drag or roll furniture or other heavy objects across the floor. Rollers from refrigerators, TV's, Stereos, etc. will dent the floor. To prevent the denting first lay ½" plywood on the floor and roll the appliance or heavy furniture on the plywood.

Avoid high heels or shoes with protruding nails. Some types of high heels can severely damage the surface of any flooring.

Never wet mop your floor. Never wax or use oil-based products on your floor.

Sweep and vacuum floor regularly. Avoid sand and grit build up.

Avoid exposing your floor to sunlight and intense artificial light, which can cause wood to change color.

A relative humidity level between 30%-60% is recommended.

## **GARBAGE DISPOSAL**

### **Garbage, recycling and organics**

The garbage rooms are located near the central vestibule of each floor. A tri-sorter system allows garbage, recycling and organics to be deposited down the chute. Garbage and organics should be placed in plastic or biodegradable bags and tied tightly and then deposited down the chute.

If you have any large items for disposal, please contact your Property Manager and he or she will recommend you the best method to dispose of them. **Under no circumstances, should large items be placed in the garbage room so as to interfere with its normal operation.**

## **PAINT SPOTS**

Most oil-based paint spots will come off easily with turpentine. Water-based paint will come off with a cloth dampened in liquid household cleaner. Hard, dry paint can be removed with a solution of a quarter pound of trisodium phosphate in a quart of hot water. (It is available from hardware stores as TSP.)

**CONSULT PRODUCT RECOMMENDATIONS PRIOR TO USING ON SURFACES IN YOUR HOME. DO NOT USE ON CARPET.**

**WARNING: A hot solution at this concentration is caustic. Wear old clothes, rubber gloves, and goggles or safety glasses and do not get it on the chrome-plated fixtures.**

Any residue can be removed with hot trisodium phosphate solution or with heavy-duty liquid household cleaner. Rinse thoroughly after using any of these.

## **PLUMBING & FIXTURES (Drains/Faucets/Toilets)**

### **Drain Traps:**

Each plumbing fixture in your house has a drain trap. This piece of pipe is designed to provide a water barrier that prevents the airborne bacteria and odor of sewer gas from entering the house. Any fixture that is used infrequently (such as a shower) should be turned on at regular intervals to replace evaporating water and ensure that the barrier remains intact. Because of their shape, traps are also the source of most clogging problems.

### **Shut-Off Valves:**

Your unit is equipped with a shut-off valve to isolate certain fixtures – washing machine, dishwasher, toilets, sinks – along with a main shut-off valve. If one of the above-mentioned fixtures leaks or develops a problem, locate the shut-off valve and turn it to the off position and call a professional to service the problem.

### **Clogged Drain (Bathtub, Sink, Shower):**

Avoid the disposal of grease, fat or food rubbish through the drain. These items can cause blockage.

Use a plunger first. The rubber cup of the plunger should cover the drain opening and the water should come well up over the cup edge. Working the plunger up and down rhythmically 10 to 20 times in succession will build up pressure in the pipe and do better than sporadic plunges. If there is an overflow outlet, plug it with a piece of old cloth. When working on a double sink, be sure to close the other drain.

Never use a plunger on a drain after chemicals have been added; the water may splash and cause an injury or damage nearby surfaces.

### **Faucets:**

Forcing faucet handles often cuts washers and causes drips and leaks. Handles should be turned just enough to stop the water flow. Loose washers can also cause noisy faucets. Do not use abrasive cleaners as they will scratch and dull the surface.

### **Showerheads:**

The showerhead installed in your home is equipped with a water saver. Due to the water saving design you may find the water pressure lower.

### **Toilets:**

Toilets today are manufactured with water savers to conserve water (low water consumption). Due to the water saving design of the toilets, a second flush is sometimes required.

### **Toilet Care:**

Never flush down the toilet materials such as hair, grease, lint, diapers, sanitary products or rubbish. Such waste clogs up the toilet and sewer lines.

Do not put any cleaning agents such as chlorine pucks or cleaners in your toilet tank, agents containing chlorine will deteriorate the rubber flapper and plastic parts of the working pieces of your toilet. Your toilet warranty will become void if these cleaning agents are used. We recommend that you use liquid or clip on toilet bowl cleaners.

### **Clogged Toilets:**

A clogged toilet is generally caused by something caught in the trap. The trap is built into the toilet and is therefore less accessible. You may first attempt to clear the blockage by using a plunger. If this does not work, use a coil spring-steel auger, which can be bought or rented from a hardware or plumbing store. Turning the handle, the auger will break up the blockage or catch it so that it can be removed. An auger is easier to use if one person holds it while another turns the handle.

If the toilet backs up during the first two weeks of occupancy, notify 6ten Condos. We will have a plumber check the system. If the plumber determines blockage was caused by misuse, the homeowner will be charged for the service call.

### **Using a Plunger (Toilet):**

1. Pour water into the toilet bowl until the water level is just below the rim. Don't flush the toilet. This may give you too much water, because of the clog, and overflow the bowl.
2. Place the suction cup of plunger over toilet opening.
3. Move the plunger up and down until the water drains from the toilet.

**It is important to note that no boundary wall, load bearing partition wall, floor, door, window, toilet, bathtub, sink, heating, air conditioning, electrical or plumbing contained in or forming part of a unit shall be installed, removed, extended or otherwise altered without written consent of the board.**

## **STORAGE LOCKERS**

The storage lockers in the lower parking area are protected by a sprinkler system. Keep stored materials clear of the sprinkler heads by a minimum of 18" (**storage height not to exceed 6'**). It is advisable to put your stored goods on skids for protection against possible water damage. All of your storage items must fit in your locker. Any items found outside the lockers and in the hallway will be removed. Always keep the main door locked after you have finished in the area.

The lock 6ten Condos installed on your locker was for initial safeguard only. It is highly recommended that you supply and install your own heavy-duty, anti-theft lock for the protection of your valuables.

**NOTE: Only use your assigned storage locker. If you are unsure of your correct locker contact the 6ten Condos office for assistance.**

## SERVICE CONTACTS

6ten Condos looks after the initial servicing of your home. All service work is arranged from Monday through Friday from 8:30 a.m. to 4:30 p.m. In the future if you need any servicing done or in the case of an emergency after hours within the first year of warranty, please refer to the list below.

**Before calling** any of the service contacts, please refer to this manual to ensure that a solution to the problem has not been addressed.

In the case of an **emergency** you may contact one of the 24 hr. telephone numbers listed below. Please note that an emergency is considered flood, fire, total loss of heat or personal injury)

If a service call is arranged after hours (within the first year of warranty) and it has been deemed by the service contractor to not have been an emergency, the unit owner will be billed directly for all costs incurred.

### **6TEN Condos**

**Burlington Office Hours: 9:00am – 5:00pm**

**905-639-2330**

**sutherland8@bellnet.ca**

### **Site Service Hours:**

**Monday-Thursday 8:30am- 4pm**

**Friday 8:30am-12pm**

### **Building Maintenance:**

**TAG Management**

**1-877-606-3734**

**Emergency only 24hrs**

(fire, flood, total heat loss or personal injury)

### **Furnace/Air Conditioning:**

**Airbreeze Air Conditioning**

**Emergency Only**

**1-416-723-9037**

### **Natural Gas Emergencies:**

**1-877-969-0999**

### **Appliances:**

**Appliances Canada**

**905-660-2424 extension 2318**

\*\* Have unit number, occupancy date, model and serial number of the appliance in question ready \*\*

### **Overhead Sprinklers:**

**Troy Sprinklers Ltd.**

**905-563-4889**

### **Door Locks (During the first year of warranty ONLY)**

**Lock Hut**

**905-637-9660**

**24 Hour Emergency Pager:**

**905-637-9660**