



TOWNWOOD

**Home Owners
Manual**

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YOUR WARRANTY PROTECTION WITH TOWNWOOD

YOUR NEW TOWNWOOD HOME

Many individuals were involved in building your new home. Many inspections were carried out by our staff and municipal inspectors in your home at every stage of construction ensuring it was built in accordance with The Ontario Building Code as well as our high standards of new home construction.

Your new Townwood home has been constructed with many natural and synthetic materials that will be susceptible to various physical changes due to a wide variety of environmental conditions found inside and outside of your home. The awareness and control of these environmental factors alongside proper and continuous homeowner maintenance will directly influence the appearance and performance of the various products used within your home.

You should expect to see natural variances in texture and/or appearance in many products in your home. These are normal and are not defects unless the material or workmanship is determined to be defective. These are due to naturally occurring characteristics; such as those found in all wood products (i.e. grain patterns, knots, etc.) and/or generated in the manufacturing or application of certain products.

YOUR WARRANTY PROTECTION

Townwood Homes is responsible for repairing **defects in materials and workmanship for a period of one year from the date of your possession**. It is the homeowner's responsibility to notify Townwood Homes in writing using the appropriate **Report Form** provided at the back of this manual, of any potential defect(s) in material(s) or workmanship before the end of the one year period. Please read the information contained in this manual to determine a materials warranty coverage.

All warranties outlined in this manual will take precedence over an item in question.

TO PROTECT YOUR WARRANTIES, NO VERBAL REQUESTS WILL BE CONSIDERED FOR WARRANTY COVERAGE, ONLY WRITTEN REQUEST WILL BE PROCESSED.

Manufacturers who warranty their products beyond the one year period are not enforced by Townwood Homes and should be dealt with by the homeowner directly, with the appropriate manufacturer (please refer to warranties contained in this manual).

Your new home has been registered under the Ontario New Home Warranty Program. Townwood Homes has successfully maintained an "Excellent After-Sales-Service Rating" with the Ontario New Home Warranty Program for more than 10 consecutive years.

The Ontario New Home Warranty Program will be sending you a booklet in the mail that explains their warranty coverage as well as valuable information regarding the maintenance of your new home. Please take the time to read these items before potential problems arise.

TOWNWOOD HOMES SERVICE PROCEDURES

“HOW TO REPORT WARRANTABLE DEFICIENCIES”

PRE-DELIVERY INSPECTION FORM

Just prior to moving into your new home you completed a **PRE-DELIVERY INSPECTION FORM (P.D.I.)** with a Townwood Homes representative, listing areas found to be defective in material and/or workmanship.

We will attempt to complete these P.D.I. items within a reasonable amount of time. Please understand that on occasion certain weather conditions prevent completion of certain items. Also, certain materials may not be available at the time they are requested.

The items listed on your P.D.I. will only be handled by our site staff as soon as possible. Please direct any questions you may have regarding your P.D.I. Form to our site.

POST P.D.I. – PRE 11-MONTH WARRANTY

Townwood Homes will only attend to emergency related (see page 4) service issues in your home at any time after your pre-delivery inspection (P.D.I.) and prior to your 11-MONTH WARRANTY SERVICE.

An emergency is defined as any one or a combination of the following:

- A) No heat, electricity or plumbing.
- B) Sewer back-up (please read page 15 on plumbing for details).
- C) Water leak in plumbing / basement wall / roof / window.
- D) Front door or other exterior entry door unable to lock or close properly.
- E) Stress cracked window glass.

All other issues are considered as non-emergency in nature and will be reviewed by Townwood Homes if necessary.

11-MONTH WARRANTY REPORT FORM

Townwood Homes uses the **11-MONTH WARRANTY REPORT FORM** to report year end deficiencies.

After living in your home for approximately 11-months, you may have some warrantable items in need of attention. Please report any warrantable items on the **11-MONTH WARRANTY REPORT FORM** contained in this manual. Again, please thoroughly review the material contained in this manual prior to reporting any warrantable deficiency. Homeowner maintenance items will not be attended to by Townwood Homes, and are your responsibility.

Please mail or fax your 11-MONTH WARRANTY REPORT FORM to the attention of our Service Department at our Head Office, and not to the site office.

WATER PENETRATION WARRANTY

Water penetration is covered for a period of **two years from the date of your possession** with respect to defects in materials and workmanship. In the event of water penetration, Townwood Homes will inspect the problem and determine whether it is a result of defective materials and/or workmanship. Please refer to The Ontario New Home Warranty Coverage section on page 6 for more details regarding your water penetration warranty.

EMERGENCY SITUATIONS

Emergency situations are defined as a problem in one, or a combination of, the heating, electrical or plumbing systems only, all other items will not be considered Emergency Situations and will be dealt with in a timely manner.

In the event an emergency situation develops within your appropriate warrantable periods; (please review your warranty coverage prior to submitting your request) document your concern(s) in writing and send it to the attention of our Service Department at our Head Office by mail or fax. In cases such as these, Townwood Homes reserves the right to occasionally cancel a scheduled appointment to attend to an unscheduled emergency situation.

If you experience an emergency situation during non-business hours, you must first make every effort to attempt to control the problem until the next business day. (i.e. shut the breaker off, turn off the main water supply valve, check the furnace components, control flood conditions etc). If this cannot be achieved please attempt to contact our Service Department and then the Sub-contractors emergency hotline number. If this is still unattainable, please consult the Yellow Pages for emergency service to temporarily alleviate the problem until the appropriate individuals responsible can attend.

Any incurred costs by the homeowner must be supported by an original receipt and analytical report from the licensed technician.

Townwood Homes will not be liable for any associated costs if the homeowner assumes the responsibility of resolving and not temporarily alleviating the emergency situation until the next business day.

SUMMARY OF NON-WARRANTABLE ITEMS

INTERIOR ITEMS

- 1. We will not accept responsibility for nor repair any damages not listed on the Pre-Delivery Inspection (P.D.I.) report with regards to scratches / chips / stains /cracks/ scrapes / dents in countertops, floor coverings, glass, windows, mirrors, drywall, paint, trim, woodwork etc.**
- 2. Normal wear and tear of any material prone to excessive friction, environmental conditions and/or handling. Examples: caulking, silicone, grout, O-rings, lustrous finishes etc.**
- 3. Minor air leakage at window openings, doors, electrical openings and/or livable space over a garage.**
- 4. Alterations or additions made by the homeowner within the warranty coverage period without notifying Townwood Homes in writing.**

5. Damages caused by homeowner's tenants or guests.
6. Any damage caused by dampness or condensation caused by the homeowner not maintaining adequate ventilation.
7. Secondary damage resulting from defects that are under warranty. The defect is covered, however the personal or property damage they may or have caused is not covered under warranty.
8. Minor variations in floor levels.
9. Variations in wood grain patterns, shading, staining of color. (i.e. hardwood floors, oak pickets, oak staircases and cabinetry)
10. Minor tool marks and blemishes as a result of the installation of certain products.
11. Precise matching of replaced materials used in repair.
12. Damage as a result of neglected maintenance procedures, including proper cleaning practices responsible by the homeowner.
13. Clogged plumbing stoppages unrelated to building debris.
14. Any alterations to and from the heating, plumbing and electrical delivery systems will void your warranties on these items, unless **your** contractor assumes the warranty from that point onward.
15. Separation between the floor and the toilet and resulting leakage, or cracking of the toilet bowl due to over-tightening of bolts.
16. Re-decorating, sanding, or repainting of any drywall repairs requested on the **11-MONTH WARRANTY REPORT FORM.**

EXTERIOR ITEMS

1. Damage or destruction occasioned by acts of God; extreme environmental conditions such as prolonged rain, high winds, hail, fire, lightning, excessive snow loads, ice damming damage, frost, and freezing. Insects and rodents included.
2. Winterkill in lawns.
3. Any damage caused as a result of salt, calcium or petroleum products use on concrete or asphalt products. Examples: on slabs, porches, garage floors, driveways and walkways.
4. Minor surface shrinkage cracks in concrete products occurring during the natural curing process. Examples: basement walls and floors, garage floors, and porches.
5. The appearance of efflorescent (white chalky powder) present on some concrete products including walls, floor and or brickwork.
6. Damage to driveways caused by any chemical products and heavy objects.
7. Locating survey pins and monuments.
8. Damage resulting from external factors. Examples: utility workers, cable company, phone, gas, etc.
9. Concrete parging around exterior foundation of home.
10. Any alterations, deletions or additions whatsoever made by the owner or contracted through the owner other than those contracted through Townwood Homes. **Examples: Garage door openers will void the warranty on overhead doors, electrical switches or fixtures will void warranties on electrical wiring and connections, installing a humidifier without a contractor assuming the warranty will void your heating delivery system warranty; including air conditioner units, air cleaners and computerized thermostats.**
11. Bird entry (ie. Nesting) into exterior vent openings to exterior of home.

ONTARIO NEW HOME WARRANTY PROGRAM COVERAGE

This warranty is comprised of extended coverage on all homes enrolled on or after January 1, 1991. Townwood Homes is responsible to repair only those warrantable items reported in writing within your first or second year.

1. Exterior caulking, windows and doors such that the building envelope of the home prevents water penetration. The **building envelope** means the wall and roof assemblies that contain the building space, and includes all those elements of the assembly that contribute to the separation of the outdoor and indoor environments so that the interior environment can be controlled within acceptable limits.
2. The electrical, plumbing and heating delivery and distribution systems are to be free from defects in materials or workmanship. **Delivery and distribution systems** include all wires, conduits, pipes, junctions, switches, receptacles and seals, but does not include appliances, fixtures and fittings. Please note that any tampering or alterations whatsoever will void the warranty for these items.
3. All exterior cladding is to be free from defects in materials and workmanship that could result in detachment, displacement or physical deterioration. **Exterior cladding** means all exterior wall covering which includes siding and above-grade masonry as required and detailed in the relevant sections of the Ontario Building Code under which the building permit was issued.
4. The home is to be free from violations of those provisions of the Ontario Building Code regulations under which the building permit was issued affecting health and safety. This includes but is not limited to fire safety, insulation, air and vapour barriers, ventilation, heating and structural adequacy.
5. The period of coverage for Major Structural Defects (MSD) has been extended from five to seven years. The builder is responsible for Major Structural Defects for the first two years after possession. The Ontario New Home Warranty Program assumes full responsibility for Major Structural Defects for years 3 to 7. The Warranty Program will notify the builder of any MSD occurrences.

INTERIOR STRUCTURES AND THEIR WARRANTIES

APPLIANCES

Warranted through manufacturer of appliances.

If your home came with some appliances, the warranty and servicing of these items is handled by the manufacturer directly, (i.e: Frigidaire, General Electric, etc.). Please call the manufacturer directly by referring to the manuals that came with your appliance.

You may also contact the appliance distributor for Townwood Homes for service requirements.

ATTIC

Your attic has been insulated with blown-in type insulation, that is susceptible to being moved around during very high wind conditions (due to soffit venting). It is strongly recommended that you go up to your attic (or get a trained professional) to inspect your insulation after such high wind periods, to ensure that it is spread out evenly. It is not done and the insulation has been blown away from the floor of the attic (ie. ceiling of the room) condensation may occur and or leak down through your bedroom ceiling. This is not the responsibility of Townwood Homes. Homeowners should also inspect their insulation in the attic on a yearly basis to ensure that it is spread out evenly.

BASEMENTS

Two year water penetration under Townwood Homes' warranty.

During your first year you may experience dampness in the basement as a result of condensation (please read **Condensation section**) and concrete curing.

Your basement is constructed of poured concrete that has been damp-proofed in accordance with the building code. It is possible that a damp-proofed basement may experience some water penetration, especially during excessively wet conditions.

Your basement wall may also experience some **non-structural** cracking which is a result of settlement and/or shrinkage. These **cracks are normal unless water is penetrating**. We strongly suggest you do not finish your basement until after you have lived in your home for two years.

Townwood Homes will honour its warranty obligations with respect to any basement leakage (wall cracks, rod holes, etc), however, we cannot be held responsible for any damage to contents resulting from water leakage. Please keep all personal contents and furniture off of the floor and away from the walls to prevent possible damage.

BASEMENT AND GARAGE FLOORS

Not warrantable.

Hairline cracking on the surface of your basement or garage floor are caused by the shrinkage of material during the normal curing process. They do not leak and will not affect the structural integrity of your home, and therefore Townwood Homes will give no attention to these cracks unless they leak, or become greater than 1/2" wide and/or have an elevation difference.

BRASS FINISHES

Not warrantable.

Your brass finishes may tarnish or spot. This is a result of being exposed to the oxygen in the air. They are not warranted by the manufacturer. You may use a brass polish to protect and prolong the lustre.

CARPETING

Limited warranty.

Homeowner maintenance is crucial in maintaining healthy looking carpeting. Regular vacuuming at least once per week, more in high traffic areas, will enhance its durability and appearance. Steam cleaning should be done on average of once per year.

Seams in your carpet are unavoidable for proper installation. They are always slightly visible and are not warranted unless they open up within your first year. Please report any open seams on the appropriate warranty report form.

Please refer to the manufacturers carpeting warranty in the **Warranties Section** of this manual for more information.

CLEANING – INSIDE / OUTSIDE

Not warranted.

Prior to you moving into your home, our cleaners do a **general cleaning** of the inside and outside of your home. Large articles are removed from the premises as well as in the ductwork. Please note that Townwood Homes does not power clean your ductwork (i.e. Heating system) at any time.

CUPBOARDS

Limited Warranty.

Scratches on cupboards are only warranted if documented on your P.D.I. Form. Townwood Homes will not be liable for damages after this period of time has elapsed.

Your cupboards are susceptible to variations in humidity levels within your home. They may swell and shrink somewhat, at different times of the year. Alterations caused to cupboards under these conditions are not warrantable and becomes a homeowner maintenance item.

Water damage to interior cupboard shelves or exterior doors is not covered under any warranty. Shelving paper installed in cupboards will reduce the likelihood of water damage.

Periodically check your hinge screws and tighten them if they are loose. Do not hang items from the handles (i.e. bags, etc.). This will loosen the door and may cause damage to the finish of the door, which are not warrantable.

COUNTERTOPS

Limited warranty. (Read Extended Warranties section)

Scratches / chips / open seams are only warranted if documented on your Pre-Delivery Inspection Form. Townwood Homes will not be liable for damages reported after this

period of time has elapsed.

If you have Corian Countertops in your home, please refer to the warranty coverage for this product at the back of this manual.

Your countertops are susceptible to scratching and scuffing from a number of items in your kitchen. These items are not warrantable.

Do not use harsh abrasives to clean your countertops. Excessive water standing in any area particularly at seamed joints, may cause glue failure and swelling in laminated tops. This is not warrantable.

CAULKING / GROUTING / WEATHERSTRIPPING

Not warrantable. (Homeowner maintenance)

Caulking and grouting are materials that dry-out, shrink and crack; therefore they are not warranted. These materials are a homeowner maintenance item and should be checked on a regular basis to prevent potential water damage in the future. **Do not allow these items to go unattended.**

Weatherstripping around doors and windows are also a homeowner maintenance item and should be adjusted to seal properly and lubricated with a petroleum jelly to keep them soft. (i.e. only use on rubber or polyethylene products).

Common areas for caulking to shrink that are not warrantable items are as follows:

- a.) all casings
- b.) all baseboards
- c.) stair trim against the wall
- d.) silicone in showers, around tubs, at all countertops against the wall

A water based paint-able caulking is recommended for interior trim; a silicone is recommended for kitchen and bath countertops, showers and tubs; and a high quality butyl based caulking for the exterior windows and doors.

CONDENSATION

Not warrantable - (Homeowner maintenance).

Condensation is common in new homes. The products that went into constructing your home contain moisture; wood products, concrete, etc. This moisture comes out of your walls by evaporation, which changes the humidity in your home, and in turn, affects the appearance of products in your home.

Proper ventilation will bring this normal drying-out process to control over a period of 6 to 18 months. Use your principal ventilation fan; the switch for this fan is usually located near the thermostat for at least 1 hour per day. (read **VENTILATION**). You may also wish to open your windows on dry days to ventilate your home and reduce moisture.

You may also see condensation (water) or mildew forming on wood trim around your windows and in your cold cellar. Cooking, bathing, poor ventilation, closed blinds, drapes and frequently closed doors are a few contributors to increased humidity levels.

Condensation and subsequent damage to products caused by it are not warranted, therefore, every homeowner must control their humidity levels within the home with appropriate products (i.e. humidifier / de-humidifier) and ventilation practices.

Common areas you will see and experience condensation:

- A) Cold cellar walls and/or ceilings. (Remedy—open windows slightly/keep door closed/run ventilation fans).
- B) Basement walls behind insulation (Remedy—run ventilation fans).
- C) Inside of windows (Remedy—keep blinds up 4” from sill and run ventilation fans).

DOORS AND FRAMES

Limited warranty.

Seasonal conditions (i.e. humidity) may cause the door to undergo normal changes, therefore do not adjust this by planing it yourself as the door may adjust back to normal.

Townwood Homes will adjust any door that is not closing only once within your first year. Please list any door that is not closing well on your **11-MONTH WARRANTY REPORT FORM**.

DRYWALL

Warranted.

The finishing of your drywall was completed by skilled craftsmen. There will be minor variations in the texture of your walls and ceilings at seams and corners. Only major defects will be addressed by Townwood Homes.

During your first year, your home will go through the drying-out and settlement process. This may cause some minor cracking and nail pops to appear on drywall surfaces. This is normal, please do not become alarmed.

Our drywall contractor will return to your home only once to repair the drywall settlement, and only if you request for this service.

Please indicate if you would like this service by stating so on your **11-MONTH WARRANTY REPORT FORM**.

Please note that Townwood Homes will not be responsible for sanding, re-painting or re-decorating following these repairs. No exceptions will be made.

ELECTRICAL SYSTEM

Limited Warranty.

Your electrical system has a two year warranty against any defects in materials or workmanship.

In case of a complete power failure, first determine if your neighbours have power. If they do not have power, notify your local power company. If it is only in your house, check the master switch and circuit breakers in your electrical panel located in your basement. If you see a breaker “tripped” off reset it by switching it to the “ON” position. If it is in the “ON” position and you still do not have power please contact our Service Department at our Head Office.

Your exterior outlets are G.F.I. equipped. If they are not working please follow these steps:

- 1.) Check if the circuit breaker is tripped off at your electrical panel, if so, re-set it to the “ON” position.**
- 2.) Re-set the exterior outlets by pushing the “test-re-test” button at one of the outlets, this will usually re-set the system.**
- 3.) If they are still not working after these steps have been completed, please contact our Customer Service Department at Head Office in writing and the issue will be addressed as soon as possible.**

FAUCET FIXTURES

Warranted.

These products are warranted by either Delta Faucets or Moen, depending on which were installed in your home. Please call these companies directly to schedule a service call if you are experiencing a problem.

Delta Fixtures 1-800-567-3300 / 1-800-387-8277

Moen Fixtures (905) 829-3400

FIRE ALARMS (a.k.a. SMOKE ALARMS)

Limited Warranty.

The fire alarms in your home carry a two year warranty against and defects in materials. **They are hard wired and require no batteries.**

Please note that some alarms go off prematurely due to dust accumulation. It is your responsibility to vacuum out the fire alarms regularly to prevent pre-mature set-off. To re-set the alarms after they have been set-off, you may need to re-set your electrical breaker labeled "smoke alarm" in your basement electrical panel.

FIREPLACES - (GAS) AND MANTELS

Limited Warranty.

Your gas fireplace carries a two year warranty against defects in materials and/or workmanship. **Please contact Townwood Homes directly and not the Gas Company regarding servicing of the fireplace unit.** Our heating contractor will warrant and service the unit for two years after occupancy.

Note:

Please refer to the manual provided with your fireplace for easy step-by-step lighting instructions. When you first use your fireplace it will emit some fumes for the first 10 hours of continuous burning. This is normal for all fireplaces. You will need to properly ventilate the area around your fireplace by either opening a window, and/or running your exhaust fans in the kitchen and bathrooms. These fumes are not carbon monoxide but is the curing of the logs inside the unit.

Mantels: Fireplace mantels do get hot to the touch as a result of the unit radiating heat upwards (even when pilot light is on). This is not a hazard and will not cause the mantel to combust. You may wish to install a blower fan to push the air out of the unit. Candles or meltable items should not be left on the mantel as they may be susceptible to melting.

FLOORING

Limited Warranty.

Squeaks: Minor floor squeaking is normal. This problem can be a result of the drying-out process and is not warranted. Excessive floor squeaks will be addressed only once within your first year warranty coverage.

Please list major squeaks on your 11-MONTH WARRANTY REPORT FORM.

Floor levels: There may be a slight difference in floor levels due to different finishes; (i.e. ceramic, vinyl, hardwood, carpet, etc.). Slight differences are not warrantable. However, excessive differences will be inspected.

Vinyl Flooring: In rare cases a seam may become apparent. This is not a defect in materials or workmanship but a result of the wood floor under the vinyl. Excessive separation should be documented within your first year and sent to our Customer Service Department for inspection.

Ceramic Tiles / Marble Thresholds: Cracked or chipped tiles or marble thresholds must be indicated on your **PRE-DELIVERY INSPECTION FORM**. No repairs will be carried out after this period expires. It is the homeowner's responsibility to store extra tiles for future repairs if necessary. Only settlement related tile cracks will be repaired at your 11-MONTH warranty service.

Hardwood Floors: Wood is dynamic and contains moisture which is significantly affected by the level of humidity and the amount of ventilation within the house. Therefore it is the homeowner's responsibility to maintain proper humidity levels all year round. Your floors may experience cupping or ridging during the humid summer months and separation during the drier winter months. Appropriate humidity levels in homes should be between 35–45% all year round.

Note:

WINTER MONTHS– When exterior humidity is low. The interior humidity should be adjusted to 35–45%

SUMMER MONTHS– When exterior humidity is high. The interior humidity should be kept at 35–45%, you may need a de-humidifier.

It is highly recommended that homeowners purchase a humidistat to measure relative indoor humidity at all times.

As these are not warrantable items, we recommend that you take the appropriate measures to ensure proper humidity levels and ventilation all year round.

Townwood Homes will not be liable for surface scratches in hardwood flooring not documented on your PRE-DELIVERY INSPECTION REPORT FORM. No exceptions will be made.

Please refer to the WARRANTIES section in this manual on how to maintain your floors.

HEATING SYSTEM

Limited Warranty.

Your heating and cooling system (if applicable) has a two year warranty against materials and / or workmanship. Please note any defects in writing to our Customer Service Department at our Head Office.

Should you experience a **no heat situation** during non-business hours, please refer to and call the contractor's emergency telephone number for assistance, which is located either on the furnace or in the furnace manual or refer to our Emergency Situation section for further assistance.

If your unit fails to start:

- 1.) **Make sure the gas valve switch (yellow in colour) is in the "ON" position.**
- 2.) **Make sure the furnace switch is in the "ON" position.**
- 3.) **Check the electrical panel for a "TRIPPED" breaker, if so, reset it.**
- 4.) **Review the operating procedure in your furnace manual.**
- 5.) **Make sure your filter is clean. (clean/change every 2 months.**
- 6.) **If your furnace refuses to start after you have attempted the previous procedures, contact Townwood Homes during working hours or the contractor's emergency service number located either on the furnace unit or in the furnace manual for no heat situations that occur during weekends, holidays or nights.**

It is very important that you as the homeowner properly maintain the furnace filter every 2 months by either replacing it or cleaning it regularly (only if you have a re-useable filter). Otherwise, the furnace may shut down or become inefficient.

Balancing your system:

You have one complimentary Heat Balance Service appointment from our heating contractor within your first year of occupancy. Please schedule an appointment directly with them by calling their telephone number on the sticker placed on your furnace duct. If you need clarification,

please contact our head office service department. This is a homeowner maintenance item. You may have to adjust your vents a few times before balancing the system to your needs.

Make sure that you are not blocking your heat registers (floor) and your air returns (walls) with any rugs or furniture. Your floor registers require frequent cleaning since dust and small objects can fall into them. Your furnace filter should be checked regularly and replaced or cleaned every two months during the heating season. This will maintain proper airflow.

To adjust the heat register, remove the grill from the floor and close or open the flappers. Some heat registers have dampers in the ductwork that can also be adjusted. Please be careful when doing this as the ducts may have sharp edges.

Any additional improvements such as air conditioning units, air cleaners, humidifiers, etc. or any tampering of the unit within the warranty coverage other than those contracted through Townwood Homes will void your warranty coverage to your furnace.

LOCKING DEVICES

Limited Warranty.

It is highly recommended by Townwood Homes that you change all of your keyed entrances. Please note that you do not have to change the hardware components, just the keyed tumbler components.

It is advisable to lubricate interior locks (hinges and knob mechanisms) every six months. You will also need to tighten the screws on all passage doorknobs, as they do become loose with regular usage.

PAINT – INTERIOR / EXTERIOR

Not warrantable.

Townwood Homes will not provide paint services for items indicated after the Pre-Delivery Inspection Report. Only those items listed at the time of the P.D.I. can be warranted. No exceptions will be made.

Minor paint splatters may be present on some of your door hardware and light switch receptacles and outlets. These will not be cleaned by Townwood Homes. Please refer to your colour selection sheet for the colours used in your home in the event that you wish to purchase paint for touch-ups from your local paint supplier.

The paint codes used in your home can be found at the back of this manual for reference.

Exterior colours are pre-determined by Townwood Homes and cannot be changed within your warranty periods.

PLUMBING

Limited Warranty.

Your plumbing system has a two year warranty on materials and / or workmanship.

Scratches and chips on any plumbing fixture (faucets, tubs, toilets, sinks) are not warrantable after the PRE-DELIVERY INSPECTION REPORT period. No claims regarding this issue will be dealt by the Service Department after this time period has expired.

Your home is equipped with high efficiency toilets that have smaller drain ports and conserve water. They are more prone to blockage than older toilets. This is not a defect in the toilet. Too much paper, Q-tips, personal hygiene products, diapers, paper towels, dental floss, lint etc., can cause this blockage. Townwood Homes will not be responsible for toilet back-ups unless the homeowner can prove it is a result of a defect in material or construction material blockage.

Normally any stoppages caused by construction will be evident within the first two weeks of occupancy. Townwood Homes cannot be held liable for any blockages other than those caused by construction debris. A deposit of \$100.00 will be required prior to a plumber being dispatched to check a blockage. The deposit will be refunded only if the blockage is caused by construction debris.

STAIRS

Limited Warranty.

Your stairs may develop some squeaks within your first year. Minor squeaks, especially in oak stairs are normal due to the properties of the wood and varying humidity levels. Major squeaks will be dealt with once during your first year of occupancy. Please indicate major stair squeaks on your **11-MONTH WARRANTY REPORT FORM**.

Painted pickets or varnish touch-ups on stairways will only be executed if these items were noted on the P.D.I. REPORT FORM.

VENTILATION

Not Warranted.

You can control the indoor air quality and humidity in your home by understanding how to operate your new home ventilation system. Properly operating and maintaining your ventilation system will also preserve your warranty coverage. Problems arising to materials in your home from homeowner neglect are not covered under warranty. You are responsible for turning the ventilation fans in your home on and off periodically to provide fresh air.

Many construction materials contain moisture and may take up to 18 months to dry out. During this period, you will need to run the **principal ventilation fans** (fan in main bathroom) and circulation fans continuously whenever your windows are kept closed. Switches for the principal fans are usually located beside the thermostat.

If you see **condensation (moisture)** building up on the inside of your windows, please ensure

you leave your window coverings (i.e. blinds / curtains) open throughout the day, including the night, at least 6 inches to enable proper air flow to the windows, and **run your fans more often**. If you experience severe **drying out** of various wood products or electric static, you should **run your ventilation system for shorter periods of time**.

Please refer to your Ontario New Home Warranty Program Booklet "What Every New Homeowner Should Know" for more ventilation information in your new home.

WINDOWS

Limited Warranty.

Stress cracked glass must be reported to Townwood Homes in writing by the homeowner within your first year of home occupancy.

Your exterior windows are covered under Townwood Homes warranty for one year against thermo seal failure, i.e. water penetrating through the glass assembly. All claims must be sent to our Customer Service Department in writing within the first year warranty period.

Townwood Homes will not be held responsible for scratches, cracks, etc in glass not related to settlement.

Many manufacturers carry an extended warranty coverage against thermo seal failure for a period of five years. Should you experience a seal failure after the first year warranty period please contact the original supplier of your windows for replacement.

Window screens that tear after possession are not warranted by Townwood Homes, unless reported on your "P.D.I. Form". Basement window screens are commonly torn by small animals and rodents. These damages are not Townwood Home's responsibility and are not replaced.

EXTERIOR STRUCTURES AND THEIR WARRANTIES

DRAINAGE

Not Warranted.

The grading of your lot is part of an overall grading plan for the subdivision which has been designed by the consulting engineers and approved by your municipal department of engineering. The grading of your lot may not be altered without consent of the municipality as this may cause drainage problems not only to your lot but adjacent lots also. Townwood Homes will not be liable for any grading alterations made by homeowners.

Swales and Catch Basins: These are designed to control and direct the flow of water away from the house. You should keep swales free of debris to avoid blockage. Heavy or prolonged rains may result in some standing water for a limited period of one or two days when the soil is saturated.

Landscaping: Be careful not to interfere with the drainage system when planning and installing planting beds. Please ensure that the planting beds are laid to fall away from the foundation wall around your home. Keep all shrubs and trees clear from the walls.

Do not plant shrubs or trees until final grading is inspected and approved by the municipality. Should any grading adjustments need to be addressed prior to municipal approval, the homeowner would assume all responsibility for removing their plant material.

SODDING AND SETTLEMENT

Not warranted.

Sod is not normally available until late spring (depending on weather). Operations are carried out through consecutive lots and **we do not install sod in order of closing.**

Once sod is laid, it is the homeowner's responsibility to maintain the sod. We will not replace dead sod due to insufficient maintenance. When the sod is laid, it must be watered a couple of hours each morning and evening for the first three weeks. In most cases, sod that appears to have died just after laying should recover if properly maintained.

Minor sod settlement around your home is normal. Sod Settlement is not normally warranted but will be inspected within a year or two of when it was originally laid.

DRIVEWAYS

Limited warranty.

Townwood Homes employs a two-stage process for driveway paving, base coat plus top-coat. This procedure is scheduled and pre-determined by Townwood Homes.

Minor settlement, tire markings, and stones that may flake out are normal characteristics. Seasonal weather conditions such as frost penetration may cause surface cracks or raised areas. Affected areas may return to their original position in warm weather. These changes are a homeowner responsibility. Any evidence of chemical damage, heavy load damage or sharp object damage are not warrantable items and will not be attended to.

EAVESTROUGHS AND DOWNSPOUTS

Limited Warranty.

Your home has been installed with maintenance-free, pre-finished aluminum eavestroughs and downspouts. **Elbows to downspouts are installed after the grass has been installed and is scheduled by Townwood Homes.**

You must make sure they do not become clogged with debris, i.e. leaves etc. A spring and fall inspection is highly recommended to ensure that a clear passage and proper drainage is maintained. You may also find that you may require a downspout extension to channel more water

away from your home, to improve water drainage. This is not supplied by Townwood Homes.

FENCES

Limited Warranty.

If fencing is a part of the general landscape plan in your subdivision, no painting of these fences by the homeowner is allowed until the subdivision is assumed by the local municipality. If you are planning to install a fence on your lot, Townwood Homes recommends that you delay the installation for at least one year after the sod has been laid on your lot to account for grade settlement. **Homeowners are responsible to survey their own lot with respect to fence installation.** Townwood Homes does not provide this service.

GARAGE DOORS

Limited Warranty.

Homeowner maintenance is important in having a smooth operating door. Homeowner's are responsible for tightening the nuts in the internal hardware components of the garage door. Regular lubrication with grease is also recommended every 6 months to all moving components, hinges and springs. Garage overhead doors and seals are not airtight. There may be some minor gaps between the door bottoms and the concrete floor (for drainage).

Please note, that the installation of a garage door opener within your one year warrantable period will void your warranty coverage on the garage door.

Exterior side doors from the garage are not weatherstripped by Townwood Homes. It is the homeowners responsibility to install weatherstripping on these doors if desired.

GAS PROOFING

Limited Warranty.

The interior of your garage has been sealed so as to not permit gas transmission into your home. If any areas are incomplete please notify Townwood Homes immediately for repair as these gaps may trigger your Co2 detector. If homeowners create their own holes or access points through the garage walls or ceilings (re: central vacuum pipes, overhead garage door opener units/wires etc.) it is their responsibility to gas proof around these openings to prevent gas transmission into the home (caulking can be used to seal around these voids).

HOSE BIBS / EXTERIOR FAUCETS

Limited Warranty.

All your exterior hose bibs have shut off valves on the inside of your home and **must be shut off and drained before winter to avoid a burst in the pipes from freezing. Torn gaskets in plumbing shut off valves are not covered under warranty.** Townwood is not responsible should your faucet or pipes burst from accumulated water freezing and expanding.

MASONRY / BRICKWORK

Limited Warranty.

Mortar joints (joints between bricks) and bricks are not entirely waterproof. We recommend you periodically examine the mortar joints for signs of shrinkage as a protection against inclement weather conditions. Hairline cracks should cause no concern as they are caused by normal settlement or drying out of materials.

Major cracks in mortar or bricks will be repaired under warranty by Townwood, however, we cannot guarantee an exact colour match in mortar or brick repairs.

Please do not plug up the occasional gaps that have been purposely installed for drainage. These are weeping holes and are there to minimize moisture accumulation behind the bricks. Do not fill these holes.

ROOFING

Limited warranty - (Two-year water penetration warranty).

The shingle and flashing components on your roof (i.e. caulking) should be checked by the homeowner on a regular basis as high winds may lift and/or remove them.

This is not a warrantable item and Townwood Homes cannot be held responsible for damage caused by high winds. Any damage resulting from extreme environmental conditions should be reported to your insurance company.

Large amounts of snow on rooftops can create **Ice-Damming**; water becomes trapped behind and backs up under the shingles, especially during ice storms. This eventually reaches the roof deck and will leak through the roof and cause damage to interior structures. This is not a warrantable condition. It is the homeowner's responsibility to ensure ice and snow do not accumulate on the roof.

SIDING AND TRIM

Limited warranty.

Metal and vinyl siding need not be painted. It can be washed with a mild non-abrasive detergent. Please note that siding materials may appear wavy, discoloured or faded from time to time from normal exposure to environmental conditions. This is not warranted through Townwood Homes. (Please refer to your extended warranties section).

Please inform our Head Office in writing should you have blown-off siding occurring within your one year warranty period.

VENT OPENINGS

Limited warranty.

Your home has a number of vents exiting to the outside of your home (hood fan/bathroom fans/furnace ducts, etc). These are typically 4" to 6" in width and have flaps that open and close. Due to weather conditions beyond our control, these vent flaps sometimes blow off or stay open. It is your responsibility to ensure that they operate properly. If not advise Townwood Homes in writing.

Please note that birds commonly build nests in these vents in early spring and summer. This is not warranted by Townwood Homes. It is the homeowners responsibility to clean out any nests after occupancy.

NOTE: It may be beneficial to homeowners to install screens or grills in front of these vents (commercially available at building supply stores) to prevent bird entry. Townwood Homes is not responsible for these items.

WALKWAYS / SLABS / STEPS

Limited warranty.

Townwood Homes will inspect and rectify any major settlement to your walkway and steps. This may be addressed during the subdivision inspection. Should you have a major concern please note this in writing on your **11-MONTH WARRANTY REPORT FORM**.

Please note that damage caused to concrete or asphalt products by salt and / or calcium products is not warranted.

