

## **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.