

PLAZA ^{ON} YONGE

5858 Yonge Street

HOME CARE GUIDE

PLAZA[®]

DEAR HOMEOWNER,

Welcome to your new Plaza home. We are happy that you have chosen a Plaza home as the place where you will make memories for years to come. We have taken great pride in building your home and look forward to working together to make your move-in smooth and stress-free.

In between getting to know your neighbours and decorating your living space, we hope this Home Care Guide will be a useful tool to help you get the most out of your new home. As an addition to Tarion’s Homeowner Information Package (HIP), this guide contains valuable tips and information to keep your home looking as brilliant as it does today while protecting your investment over the years to come.

Should a situation arise in which the problem is unable to wait until normal business hours, please direct any emergency concerns to one of the numbers provided in the Emergency and Service Requests section of this guide.

If you intend to rent out the home, please note that it is the homeowner’s responsibility to properly maintain the property. This includes regularly visiting any unoccupied home to run water in sinks, tubs, and showers; flush toilets; and run appliances such as the washing machine and dishwasher, and to report any abnormalities to Property Management.

Homeowners must also ensure filters are changed regularly and that temperature and humidity levels are maintained to protect the longevity of the home. When a new tenant moves in, it is the homeowner’s responsibility to relay the information in this guide to the tenant.

Purchasing a home is most often the greatest investment that an individual makes in the course of their lifetime. We ask that you allow the time needed to thoroughly familiarize yourself with the information we have provided for you, thereby ensuring that the coming year is as trouble-free as possible.

We offer our most sincere wishes to you and your family. Thank you for your commitment to Plaza.

Sincerely,
Your Plaza Customer Care Team

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North York, Ontario, M2M 0C6

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AS CHOSEN BY OUR VALUED HOMEOWNERS



PLAZA IS A DISTINGUISHED HOMEBUILDER
WITH A 40+ YEAR REPUTATION YOU CAN RELY ON.

NOT CONVINCED? JUST ASK TARION.

YOUR
Award-Winning
BUILDER

**As a Plaza homeowner, you can feel secure and satisfied
that your home will always be in good hands.**

The Plaza philosophy of providing a uniformly high level
of standard quality in every condominium Plaza builds has made
our name synonymous with lasting value.

We also believe that there's value in making your home-owning
experience easy from start to finish. From accessible and friendly
customer service professionals to tips on moving out and moving
in, Plaza is equipped to help lend you a hand in all aspects of the
home buying and owning experience.



pureplaza.com



INTRODUCTION TO YOUR CONDOMINIUM COMMUNITY

What is a Condominium?

The term “condominium” refers to a concept of living rather than merely to a building. This concept involves both individual and shared ownership. This means that in your condominium community, individuals separately own their suites and receive a deed of ownership in the same way they would if purchasing a detached dwelling. These owners also share joint ownership of the common areas of the property, including the corridors, suite entry doors, recreational amenities, balconies, lobby, parking garage, and the land.

Individual suite owners are responsible for the care and maintenance of the interior of their unit just as the owners of detached dwellings are responsible for the maintenance of their home. However, situations may arise in a unit which affect common element systems or equipment and, conversely, the functioning of common element systems may sometimes affect the unit interior. Typically, structural portions of a condominium, pipes, ducts, and conduits that serve more than a single unit are considered part of the common elements even though they run through the unit’s boundaries.

Each unit owner in a condominium pays a monthly fee to the condominium corporation. These fees provide for the maintenance and repair of common areas and for building insurance. The condominium corporation’s property and business affairs are run, comprised of owners in the condominium, by a board of directors elected by the owners. The board typically fulfills its responsibilities with the assistance of professional property managers.



BUILDING ACCESS

Building entry and security are controlled by the access devices provided to new unit owners on their possession date. Access devices are programmed/authorized by means of a central computer in which the ownership and use of the device are recorded.

Unit owners are typically provided with:

- Garage remote (unit owners with a parking stall only).
- Tear-drop fob (amenity access).
- Suite door keys.
- Mail box keys.

Access within the Building

Your programmed fob will provide access to any interior building doors with proximity readers mounted beside them; for example, at doors from the parking garage into garage level elevator lobbies, and at the entrance to certain recreation amenities including the exercise room and change rooms.

Main Lobby Door

Residents may gain access to the building by using their programmed fob. Accessibility buttons will also be located in the vestibule for easy access. The fob must be used before the accessibility button will be activated.

Access for Move-In

Elevators must be booked prior to move-in by contacting property management. Residents should direct their moving vans or vehicles to the move-in room/loading bay. Upon arrival, homeowners or moving personnel should check in with the Concierge in the main lobby for further instructions.

Suite Keys / Fobs

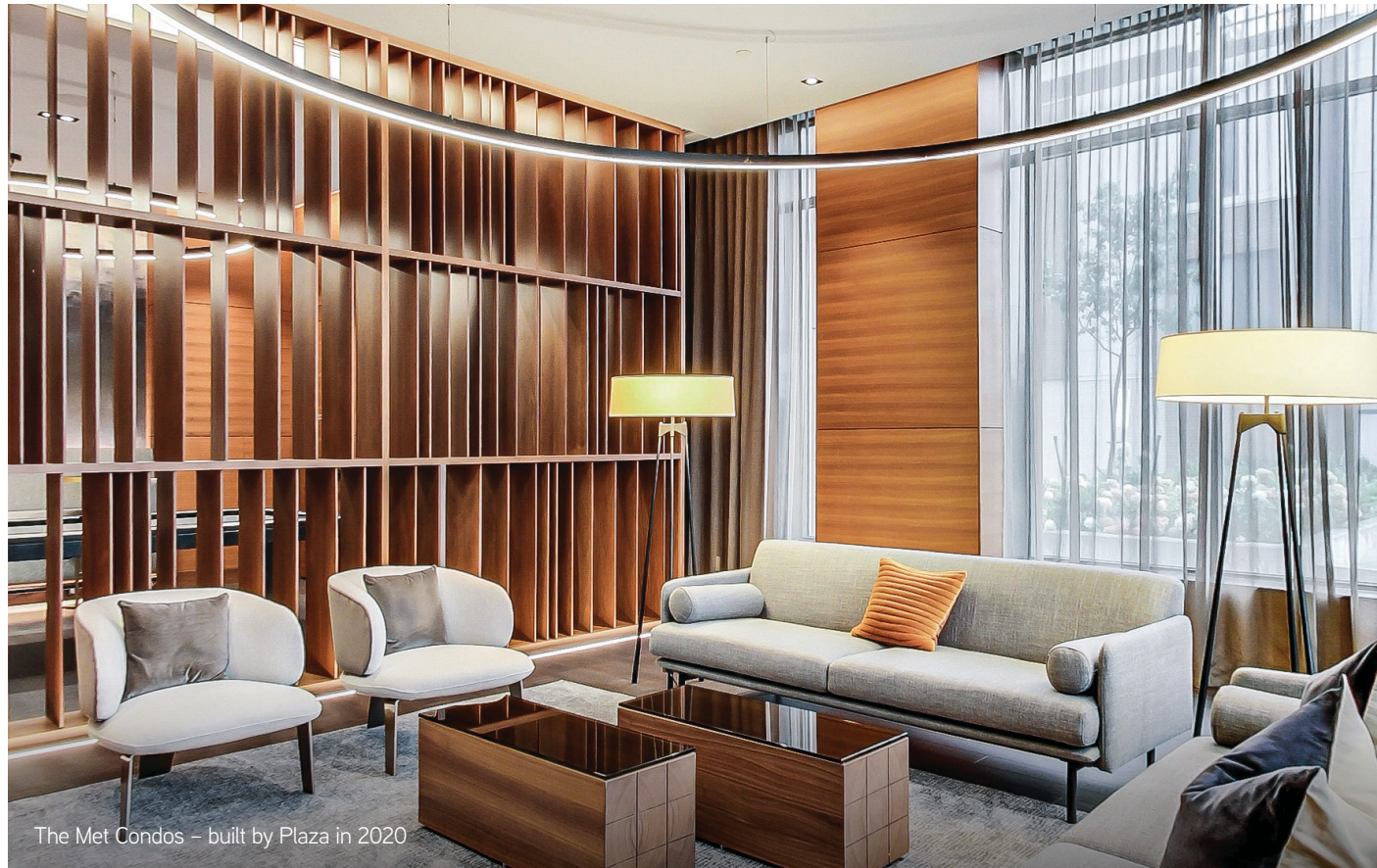
In accordance with the Declaration of your condominium corporation, all suite entry keys are on one master key. The master key system permits Property Management immediate access in case of a fire or flood emergency. **Safety chains, double locks, etc., may not be attached to suite entry doors without the consent of your Board of Directors as this compromises the fire rating of the door.**

In the interest of security, your suite keys cannot be duplicated without written approval of the Property Manager. If you require an extra key, please contact the Property Manager. Your key package envelope lists the key, fob and garage remote codes needed for replacement or deactivation in case of loss. Please keep a copy of these codes.

Homeowners owning a parking stall will receive only one tear-drop fob and one garage remote. The garage remote will also operate as a fob and provide the same access to the building as the tear-drop fob.

Lost Access Devices

Your proper care and use of access devices and keys has a direct impact on the security of your condominium community. Lost or stolen fobs and/or remote transmitters should immediately be reported to the Concierge or Property Management. The device will be deactivated, preventing any illegal entry to your building. There will be a cost to replace lost access devices. Please see Property Management for details. **Note that access devices are programmed with your name and unit number and should only be used by the person registered to your unit.**



The Met Condos – built by Plaza in 2020



Plaza on Yonge – Under Construction 2025

Security

Locker Rooms

Resident who own a locker are provided with access with Fob access for their designated locker room. Homeowners must provide their own lock hardware (padlock, combination lock, etc.) for their individual locker cage.

Visitor Access

Security is provided by the 24-hour personnel located at the Concierge Desk in the Main Lobby on the ground floor. The Concierge monitors the audio communication devices and security cameras, which are located strategically throughout the building.

Overhead Garage Door

Residents may gain access through the overhead garage door by using their programmed garage remote. Only garage remotes registered to homeowners owning a parking stall will be programmed to operate the overhead garage door within the parking garage. The overhead garage door located at ground floor ramp operates on the remote. The overhead doors will open automatically for vehicles exiting the garage. **Homeowners are responsible for battery replacement when necessary.**

Enterphone System

Entry to the building is regulated by the Enterphone System located in the entry vestibule.

The Enterphone console is located in the vestibule and is connected to the telephone number you provide to property management. Please note that you will require a telephone service (landline or cellphone) in order to operate the Enterphone system.

Please ensure that you complete the Resident Information Form, including your new telephone number, and return it to your building Property Management so that your name is added to the enterphone system and appears on the lobby directory.

Postal Service

The mail room is located on the ground floor. Your mailbox number corresponds with your unit number. Mailbox keys have been provided to you in the key package on your possession date. Large parcels may be delivered to the Concierge desk, please see the Concierge and/or Property Management for more details.

Canada Post will start delivery once there is substantial occupancy in the building. Residents are therefore required to pick up their mail directly from a Canada Post mail depot, for an interim period only. The temporary location was provided at occupancy.

Utilities

Cable & Internet Service

All suites are prewired for these services and homeowners can arrange for the initiation of service with their provider of choice. In-suite internet service is included in your building's maintenance fee. Be sure to take a look at the Rogers package presented to you on your possession date to find out about initiating the internet service for your suite and the special promotional offer available to new Plaza Homeowners.

Water / Electricity / Thermal

Your unit is individually metered for water/electricity/thermal consumption. "Smart Meters" are located in the corridor electrical closets for electricity and thermal metering and water meters are located inside your suite.

They possess state-of-the-art automatic meter reading (AMR) technology. For the homeowner, this means that the meter for your unit measures your consumption and sends readings automatically to a data recording centre. The data provided through this technology is used to calculate the water/electricity/thermal bill which is sent to each unit owner on a monthly basis. Your water meter can be found in the foyer closet and your thermal meters are located in the heating and cooling units.

Plaza has provided homeowners with the ability to manage their own water/electricity/thermal costs by providing the technology described above. Wyse has provided the water/electricity/thermal infrastructure, the wires leading up to and including the individual unit metering for your building as well as the automatic meter reading technology.

For more information about how water/electricity/thermal is supplied to your unit or about your monthly utilities bill, please contact Wyse.

Electricity, Water & Gas for the Common Areas of your Building

The cost of all utilities consumed in the common areas of your building form a portion of the monthly maintenance fees (known as Common Elements Fees) that are paid by each unit owner.

EMERGENCY SYSTEM DEVICES

Fire Alarm Emergency Speaker(s)

These are located on the ceiling of each bedroom and the living room. They are hardwired (wired directly into the building fire alarm system).

Concierge desk personnel will announce any emergency situations in the building through these speakers. They serve as the line of communication between those handling the emergency situation and suite residents.

Important Note: Never tamper with or disconnect the wiring of the emergency speakers as this could negatively impact your safety. The speakers are connected to a main panel monitored by Concierge desk personnel and are maintained as part of a total program of regular testing of the building emergency evacuation systems as required by Ontario Fire Code. Please note that anyone tampering with building emergency system devices, including the in-suite fire emergency speakers, sprinkler system, and smoke detectors, may be subject to a Notice of Violation and fines up to \$50,000 as determined by Ontario Fire Code.

Breaker Panel

Your breaker panel is normally located on the wall behind a bedroom or den door. Some locations may vary. The panel is a system of individual circuit breaker switches (“fuses” in older homes) which control and protect the various electrical circuits within the suite. For easy reference, each circuit is marked on a diagram posted on the inside of the panel door.

Should an outlet or fixture in your suite not be functioning, always remember to first check that the breaker has not tripped before requesting service.

Main Shut-Off Valve

In each suite, main water shut-off valve(s) are located behind a square wall panel inside the foyer closet. These valve(s) turn off the water to your entire suite. One lever/knob-type valve will turn off the hot water, and another the cold water for the entire suite.

In-Suite Sprinkler System

Located on the ceiling, bulkhead or wall in each separate room, the concealed sidewall sprinklers (round white caps) detect heat temperatures during fire conditions. When the area around the sprinkler approaches its operating temperature, the cover plate detaches and disperses water in the immediate area to help fight the spread of a fire in the early stages. It is the homeowner’s responsibility to never tamper with or misuse the concealed sidewall sprinklers (i.e., to hang or tie any objects to the cover plate). Misuse of the sprinkler may result in the detachment of the cover plate which in turn may activate the sprinkler system.

Smoke/Carbon Monoxide Detector (combined unit)

This unit will sound only within the suite. Should the smoke detector alarm be falsely activated by something such as burnt toast or cleaning chemical vapours, it may be deactivated by fanning the air clear around the unit. The smoke/carbon monoxide detector is wired directly into your suite’s electrical system. Maintenance and/or replacement of the smoke detector is the homeowner’s responsibility. The smoke detector is warrantied by the manufacturer. **Regular vacuuming of the unit using a soft upholstery brush will help to ensure it remains free of dust and continues to function properly. Homeowner should review the manual left in the suite for more detailed maintenance instructions.**

Vertical Fan Coil Heating/Cooling Units

Your suite is heated and cooled with a vertical fan coil unit, which is located behind the rectangular access panel on your living room and/or bedroom wall depending on your suite. The vertical fan coil unit is part of a larger, building-wide hydronic heating and cooling system that uses water to transfer energy to the air.

Cold/freezing air can freeze the water in your fan coil. Do not leave doors or windows open or unattended in cold temperatures.

The thermostat is usually located near the rectangular access panel. One lever allows you to specify your requirement of either cooling or heating. Another controls the fan and allows you to turn the unit on and off. Arrow keys next to the digital display control the temperature settings to maintain a proper humidity level in your suite. Please refer to the manual for more information. Our customer care representative has set your thermostat to Auto at 21 degrees Celsius. This setting should be maintained at all times when there is no one home to avoid any excess moisture and condensation into the unit. Ensure certain heat-producing electronic devices are kept far enough away from the thermostat that their heat will not mislead the thermostat.

Any concerns with the function of your vertical fan coil unit should be directed to the Property Manager during regular business hours or to the Concierge after hours or on the weekend.

An integral part of the vertical fan coil system is the air filter. It is very important that the filter be clean at all times as a dirty filter will affect the performance of the system. We recommend you replace the filter every 2-3 months minimum. Replacement filters are generally available for purchase at the Property Management office.

Furniture should not be placed in front of the rectangular access panel. Obstructing the access panel will result in poor airflow causing the unit to work harder and use more energy. Water is present in your fan coil. **Should you experience a leak, contact Property Management or the Concierge immediately.** We recommend experienced professionals perform maintenance and operate shut-off valves on all vertical fan coils.

The fan coil also contains pressurized water. Be sure to not leave nearby windows or doors open when the air temperature is below freezing.

Kitchen

Your suite is equipped with an exhaust fan and over-the-range microwave oven. It is essential to activate this fan when cooking to control odours and humidity within your suite. Potential fire hazards are created by grease accumulation on filters. The fan has a removable grease filter that should be washed regularly using warm, soapy water or in the dishwasher. Washing once a month on average should keep your filter clean; however, individual cooking habits will determine if more frequent cleaning is necessary.

Water Shut-Off Valves

The hot and cold water shut-off valves for your kitchen faucet as well as the dishwasher shut-off valve are located inside the cabinet beneath the sink. One lever/knob-type valve controls the cold water supply and another lever/knob controls the hot water. A third lever/knob controls the water supply to the dishwasher.

GFCI Receptacles

The outlet located close to the kitchen sink is protected by a Ground Fault Circuit Interrupter (GFCI). The GFCI is a mandatory safety feature for receptacles in close proximity to a water supply. Its function is to monitor and interrupt the flow of electricity to a receptacle if a loss of current is detected. In this way, you are protected from electrocution if an appliance or the receptacle comes in contact with water.

Living Room

Window safety stopping mechanisms are provided for all windows in your suite. This mechanism allows the window to be opened to a maximum of four inches and has been installed as required by the Ontario Building Code for the safety of residents and their guests. The window stopping mechanism should never be tampered with or removed.

Laundry Room

Dryer Duct Lint Trap

Laundry dryer is a “ductless” dryer, therefore the hot air does not vent out, instead the hot air condenses into water. The pullout container in the upper left corner of the dryer needs to be emptied when it is full with water. **The lint trap is located as a pull up on the inside of the dryer drum. It is important to regularly clean lint trap, lint screen and empty the pullout container inside the dryer to maintain maximum efficiency of the dryer and to prevent a fire hazard. If the screens remain clogged with lint, the drying time will be extended and the presence of the combustible lint could present a fire hazard.** The lint screen should be clean after every use. Please read the manual for more information and other homeowner maintenance requirements (e.g. how and when to clean the heating element). Please review the homeowner manuals for the washer and dryer for more details on proper use and maintenance and care.

Water Supply

The water supply shut-off valve for the clothes washer is located on the wall beside or behind the machine. The small lever/knob can be used to turn the water supply on or off. When leaving your suite for an extended absence, it is recommended that you turn the water supply off. Should the hose fail while no one is in attendance, you may be responsible for damage to your own suite and possibly to other suites.

Dining Room

A ceiling light cap has been installed, provided with a corresponding light switch on the dining room wall. (if applicable)

Adding A Light Fixture

Please be advised that it is important to use a licenced electrician familiar with high-rise condominiums. The wiring in a condominium building differs from that in a single dwelling and incorrect installation may result in the malfunction of the fixture itself as well as other outlets and switches in your suite.

Bedrooms

All bedrooms have a ceiling light which is operated by a switch.

Bathrooms

GFCI (Ground Fault Circuit Interrupter) Receptacles

These are located beside the sink and are a mandatory safety feature for areas in proximity to a water supply. The GFCI prevents the possibility of electrocution if an appliance or the receptacle comes in contact with water. Two buttons marked “Test” and “Re-set” are located on the receptacle plate. Outlets in each bathroom may not have these buttons on the wall plate; however, outlets in all bathrooms are GFCI protected and are interconnected. This means that should electrical power to the receptacles in one bathroom be interrupted, the power in the other bathrooms will also have been interrupted. Pressing the “Re-set” button in the one bathroom will restore power to the outlets in all bathrooms.

Water Shut-Off Valves

Water shut-off valves are located inside each bathroom vanity cabinet. One lever/knob-type valve will turn off the hot water, and another the cold water for that bathroom.

Ceiling Exhaust Fans

These fans are located on the ceiling of each bathroom and are controlled by a wall switch. Remember it is essential to use your exhaust fan whenever showering or bathing to control humidity in your bathroom and throughout your suite.

High Efficiency Toilets

Your suite is equipped with water saving/low volume toilets as required by Ontario Building Code. These toilets use a lesser amount of water per flush than older models and may sometimes require two flushes for complete waste removal. Water shut-off valves for toilets are located below the toilet tank. Be ready for emergencies by keeping a plunger in your suite and knowing where your water shut-off valves are located.

YOUR NEW HOME'S WARRANTY COVERAGE



Warranty Coverage

Your new condominium home comes with statutory warranty coverage provided by the builder and guaranteed by The Tarion Warranty Corporation.

Condominiums come with two types of warranty coverage. Each individual unit is protected with warranty coverage as detailed in the Homeowner Information Package (HIP). Individual unit owners are responsible for protecting their warranty rights by following the service request guidelines and timelines that are provided. Please refer to the Requesting Warranty Service section of this guide for further information on how to submit your service requests.

A separate common element warranty protects the common areas of your condominium. The condominium Board of Directors and Property Managers deal with warrantable concerns within the common areas. Individual unit owners should direct any common area concerns to their Board of Directors through Property Management.

Property Management

As explained above, the condominium corporation is run by a Board of Directors elected by unit owners. The day-to-day running of a large condominium community requires planning and experience. These requirements, in addition to the considerable body of statutory law relating to condominiums and the covenants of the declaration, are the reasons that a Board of Directors is most often assisted by professional property managers.

 **Property Management 416.792.7482**
Concierge 416.661.4406

Plaza Customer Care

(During the first year of warranty).

In order to best serve you, the Plaza Customer Care office will be a temporary member of your new condominium community for approximately the first year of building occupancy. During this time, Plaza Customer Care provides after-sales service for your new unit from their on-site office in:

 **5858yonge@plazacorp.com**

 **416.551.9449**

 **5858 Yonge Street, Suite 112,**
North York, Ontario, M2M 0C6

Please remember that all warranted unit interior concerns should be submitted to Plaza Customer Care or through Tarion My Home portal.

Tarion Warranty Corporation

Your new home is protected with a 1, 2, and 7-year program of warranty coverage. This warranty is guaranteed by Tarion Warranty Corporation, a private corporation that protects your rights as a new home buyer under the Ontario New Home Warranties Plan Act.

The 1-Year Warranty guarantees that your home is free from defects in workmanship and materials, and ensures that your home is fit to live in, meeting all Ontario Building Code requirements.

The 2-Year Warranty ensures that your home is free from:

- Water penetration through the basement or foundation walls.
- Defects in materials and work in windows, doors and caulking that result in water penetration into the building envelope.
- Defects in work or materials in the electrical, plumbing and heating delivery and distribution systems.
- Defects in work or materials that result in the detachment, displacement or deterioration of exterior cladding (such as brickwork, aluminum or vinyl siding).
- Violations of the Ontario Building Code that affect health and safety.
- Applies for 2 years, beginning on the home's date of possession.

The 7-Year Warranty provides additional Major Structural Defects protection from the 3rd to the 7th year. All claims must be made directly through Tarion Warranty Corporation using your myHome login.

Inspections During The Construction Period

Your new home has been inspected by our staff at every stage of construction. In addition, regular inspections by structural engineers, municipal building inspectors, fire department officials, plumbing, mechanical and electrical engineers and others have ensured that your new condominium home was constructed according to, and conforms to, officially approved plans. Information, certificates and reports relating to the design and construction phases of your condominium were submitted at regular intervals to fulfill the requirements of Tarion Warranty Corporation.

Plaza was planning your new condominium community in a complex, step-by-step procedure long before its construction even began. Working with legislative city officials, planners and boards, a series of surveys and studies were conducted, land-use plans developed and budgets prepared. Your needs within the context of both your immediate and extended urban community were carefully considered with attention paid to architectural design, landscape planning, transportation and parking, proximity to shopping, hospitals, parks, entertainment and recreational facilities and safety and security.

The Pre-Delivery Inspection (PDI)

All homeowners will have completed the Pre-Delivery Inspection (PDI) of their new home with a Plaza Customer Care Representative. Any defects discovered at the time of your inspection were listed on the PDI Form and you were provided with a copy. The PDI Form serves as the official record of the condition of your new home before you moved in and will be used as a reference for future statutory warranty requests.

Certificate Of Completion & Possession (CCP)

On completing the Pre-Delivery Inspection, new home purchasers are presented with the Certificate of Completion & Possession. This document confirms that, even before construction began, 5858 Yonge Residences Corp. enrolled your new home with Tarion for warranty coverage. The enrollment number appears on the CCP as well as the date of possession, which is the start date of your new home's statutory warranty. Upon completion of the PDI, homeowners are provided with a copy for their records.

Warranty coverage is effective from the date you take possession of your new home and will remain in effect even if the home is sold or its ownership is transferred in any way before the expiry of the warranty period.



PERSONALIZING YOUR NEW HOME DURING THE WARRANTY PERIOD

As you settle into your new home, it is only natural to want to start planning some changes that reflect your personal taste and requirements. Please exercise caution in this respect as changes may void part or possibly all of your warranties by impacting the existing builder-installed materials including the plumbing and mechanical/electrical systems in your home.

Examples of such changes include but are not limited to:

- Installing additional lighting.
- Changing plugs, switches or thermostats.
- Additions to the plumbing.
- Installation of flooring (e.g. hardwood, new carpeting, etc.) by a private contractor.
- Modifying the interior layout by moving or adding a wall.

To protect your warranties, it is advisable to wait until the warranty period has expired before making any modifications to your new home.

Homeowners should also bear in mind that some changes you may wish to make to your unit interior may require the consent of the Condominium Corporation. It is always necessary to contact your Property Management office before making any changes to confirm whether approvals are required.

Requesting Warranty Service

Although we strive to deliver a home without deficiencies, it is normal to encounter minor items requiring adjustment or repair within the first year of possession. Before making a statutory warranty request please familiarize yourself with the Homeowner Information Package (HIP) which outlines Tarion's warranty guidelines.

Submission of your warranty claim forms via myHome on Tarion's website will automatically be forwarded to Plaza Customer Care.

Should you have questions or concerns regarding your new home and its warranty, please feel free to contact Plaza Customer Care by calling 416.551.9449 or via e-mail at 5858yongecc@plazacorp.com

Outstanding Pre-Delivery Inspection Items

Although we endeavour to complete all items listed on your Pre-Delivery Inspection (PDI) form prior to your possession date, availability of materials and trades as well as unforeseen circumstances may sometimes cause a delay in the immediate completion of repairs. In this case, we will continue to coordinate the completion of any outstanding items with you as quickly as possible after your possession date. Any PDI items not completed to your satisfaction may be listed on your Initial Form and will be reassessed as detailed in the Construction Performance Guidelines (CPG).



No. 1 Yorkville - built by Plaza in 2018

TARION WARRANTY FORMS

Submit Forms to Plaza Customer Care

ONLINE: Using Tarion's myHome portal
at <https://myhome.tarion.com/wps/portal>

By registering to use the myHome portal, you will be able to submit all your warranty forms electronically, receive reminders of important warranty-related dates and manage your home information with Tarion. Tarion will send a copy of your submitted form to Plaza Customer Care.

EMERGENCY & SERVICE REQUESTS

After-Hours Emergency Service

If one of the following emergency situations occurs within 2 years of your possession date:

During working hours (i.e. 8 a.m. to 4 p.m.), call your Customer Care Representative at 416.551.9449 if the emergency occurs Monday to Friday.

After working hours (i.e. 4 p.m. to 8 a.m.), or any time on weekends and holidays, please contact your Property Management office at 416.792.7482 or your Concierge at 416.661.4406.

i. Total Loss of Heating or Cooling:

- Check your thermostat to ensure it is ON and in HEAT or COOL mode.
- Ensure the supply air filter is clean. Dirty filters can prevent airflow to the vertical fan coil, preventing air from being conditioned and circulated.
- Turn the unit off and back on again using the ON/OFF power switch behind the rectangular access panel or the appropriate breaker.
- Ensure air vents and dampers are properly directed and adjusted for proper air flow.
- If your vertical fan coil is still not working, contact Property Management, the Concierge or Customer Care as described. The issue could be building wide and they may already be looking into it. If the issue is with your unit, they'll have more information on who to contact.

ii. Total Loss of Electricity

If power is out in your building, contact Property Management, the Concierge or Customer Care as described.

iii. Major Flood

If there is a break in a water line or the origin of the flooding is unknown, turn all water shut-off valves to the OFF position. Contact Property Management, the Concierge or Customer Care as described above.

Customer Care Processing Procedures

i. Inspections

When we receive a Warranty Service Request, we will conduct an inspection to assess the item listed in your written request to confirm warranty coverage and determine the appropriate action.

ii. Service Calls

If a service call is required to resolve the item, we will create a work order and send it to the contractor. We will provide as much notice as possible when we co-ordinate the date of service.

Unfortunately, we cannot make appointments. Each service call is unique in that the amount of time required for completion is different – even same-item repairs in two suites can vary widely in the amount of time needed to complete the repair. Service calls will be made Monday through Friday, 8 a.m. to 3 p.m.

If you cannot be home for the service call, a Customer Care Representative will accompany the trades. Upon completion of the call, the Customer Care Representative will leave you a door card advising what has been done. The notice will be signed by the Customer Care Representative and left in your suite.

If the item in your service request is a homeowner maintenance issue, we will advise you accordingly. Maintenance items are the homeowner's responsibility. For example, changing light bulbs, changing heating/cooling system filters, and balancing air vents/dampers to resident comfort level.

Drywall Shrinkage

Drywall defects are one of the most common types of reported problems. As outlined in the TARION warranty section, defects due to normal shrinkage of construction materials are excluded from warranty. In a building, because of the drying process, minor cracks in drywall and nail pops are a common occurrence and are considered normal - they are not considered warranty defects. Control of moisture and humidity in the home is the homeowner's responsibility. Serious damage and unhealthy conditions can occur if humidity is not controlled properly. See section on Interior Home Care in this guide for more details about humidity and condensation.

Occasionally, there may be a need to request service outside of the time periods established in the statutory warranty guidelines. An emergency would be defined as a situation that, if not attended to immediately, would pose imminent and substantial danger to the health and safety of the occupants of the unit, or would pose imminent and substantial damage to the unit itself and/or adjacent units. Examples of such situations would include:

- Total loss of heat during the heating season.
- Electrical panel breakdown resulting in total interruption of electrical service to the unit.
- Flooding in the unit as a result of plumbing breakdown and requiring the complete shut off of the water supply in your unit.
- A leak into your unit made evident by water penetration showing on ceiling or wall.

Warranty Dos & Don'ts

Listed below are some of the more common mistakes that can be made:

- Do not attempt to make a repair on your own. Work undertaken by the homeowner could void warranty coverage!
- Report all problems in writing. Verbal commitments can be misunderstood or forgotten.
- Secondary damage to furniture and other household goods is not covered by warranty. Ensure you have adequate Contents Insurance to cover secondary damage.
- Toilets, sinks, showers and bathtub drains need to be maintained by homeowners. If the drains of these fixtures become blocked, it is not covered by warranty.
- Kitchen cabinet and bathroom vanity doors may become misadjusted and the plastic bumpers may come off through normal use. Readjustments of the doors and replacement of the bumpers are a homeowner maintenance task and are not covered by warranty.
- Shelving and cabinetry material is not waterproof or water resistant. Water and liquid food will damage cabinet shelf surfaces. Ensure that all storage containers do not leak. This damage is not covered by warranty.
- Caulking around doors and windows, and around bathtubs and showers, may wear out. Ensuring that caulking is in good condition is a homeowner maintenance task and is not covered by warranty. Failure to maintain caulking will result in water entry and damage to the finishes. This damage is not covered by warranty.
- It is very important to keep the supply air filter in your heating and cooling system clean at all times. Dirty filters will affect the overall performance of your unit and your indoor air quality. We recommend that you replace supply air filters every 2-3 months minimum. Replacement filters are available at the property management office. Failure to maintain your heating and cooling unit could void the warranty coverage.

Quick Guide to Making a Customer Care Request

The many details of warranty coverage can be confusing. We hope this guide will make reporting items easier. If you are unsure about whom to contact, call our Plaza Customer Care office and we will advise you.

Appliances

All appliances included with the unit are under a Manufacturer's Warranty that begins on the date of possession. 1-Year Warranty for Whirlpool (kitchen) appliances and 2-Year Warranty for Euro-Line (laundry) appliances. Contact the manufacturer directly (the telephone number/email address/website URL will be in the appliance's instruction manual). Have the model number, serial number and your occupancy date and a description of the problem ready when you contact the manufacturer. (See Appliances in interior home care.)

Common Element Issues

Homeowners who experience common element problems should write to their Board of Directors via the Property Management Office.

Emergencies

Monday to Friday, 8 a.m. to 4 p.m.:
Contact Customer Care at 416.551.9449.
Monday to Friday, 4 p.m. to 8 a.m.,
Weekends and holidays: Property Management office at 416.792.7482 or your Concierge at 416.661.4406.

Non-Emergency

Submit in writing via myHome on the Tarion website as described in Customer Care Reporting Procedures.

Office Hours: Monday to Friday 8 a.m. to 4 p.m.
(excluding statutory holidays)
Repair Hours: Monday to Friday 8 a.m. to 3 p.m.

✉ 5858yongecc@plazacorp.com

📞 416.551.9449

📍 5858 Yonge Street, Suite 112,
North York, Ontario, M2M 0C6



50 Wellesley – built by Plaza in 2019

INTERIOR HOME CARE

Humidity & Condensation

Humidity refers to the moisture content in the air. Relative humidity is the amount of moisture contained in the air, compared to the maximum amount of moisture that the air is capable of holding. The capacity for air to hold this moisture varies with temperature. Warm air can hold more moisture than cold air. When moisture content in the air becomes excessive, it may become evident in the appearance of condensation on surfaces such as window panes and plumbing pipes, and in changes in the dimension of materials such as wood flooring and trim that tend to absorb the excess moisture.

Moisture in New Building Materials

Condensation is at its maximum in new buildings. When your home was built, gallons of water went into its construction through the materials used: concrete, drywall, paint, grout; all these materials and many more contain substantial amounts of water. As these materials dry, the water gradually evaporates, which consequently raises the moisture content of the air to above normal. Proper ventilation will bring this normal drying-out process to its conclusion as steadily as possible. Do not try to accelerate the process by creating extremely high temperatures during the winter. Doing this would cause the materials in your new home to dry out unevenly, which would exaggerate the effects of normal shrinkage.

Humidity and Day-To-Day Living

In addition to the weather and the condition of building materials, the air's moisture content is affected by individual lifestyle and activities in the home. Showering, cooking, cleaning and cultivating houseplants are just some of the day-to-day activities that generate moisture in your home. Fortunately, there are a number of steps that homeowners can take to regulate humidity levels.

Controlling Humidity and Preventing Condensation

- Clean lint trap **and empty the pollout container** regularly. Check and clean the lint screen inside your dryer to ensure that the moist air from the dryer is being properly expelled.
- Ensure your fan coil unit is properly maintained. Clean and replace the filters and core regularly to properly ventilate your suite.
- Turn "ON" the exhaust fan when bathing or showering and leave it on for an additional 15 to 20 minutes after.
- Turn the kitchen exhaust fan "ON" when cooking and leave it on for an additional 15 to 20 minutes after.
- Humidifiers should be on a "LOW" setting and kept away from cold windows and doors and only to be used when necessary. Dehumidifiers should be used in instances where humidity is too high and other methods of control are not effective.
- Interior doors should be kept open to provide adequate air circulation.
- Moisture from plants and aquariums will also add to humidity levels and possibly cause condensation.
- The humidity level should be maintained between 30% to 40% in the winter and 40 to 50% in the summer.. We recommend using a hygrometer to measure the humidity level. A relatively inexpensive hygrometer can be purchased at hardware stores, building centres and on-line.
- All suite entry doors jambs have been equipped with weather stripping that should not be tampered with or removed.

Follow proper winter ventilation procedures. In the event of extreme or excessive humidity, air out your home for a few minutes every day. Air out your kitchen, laundry and bathroom during and after use by using your exhaust fans.

Plaza Condominiums are provided with adequate ventilation. Vents should not be reduced or obstructed as they are vital to the proper circulation of air.



No. 1 Yorkville - built by Plaza in 2018

Appliances

i. Homeowner Use and Maintenance Guidelines

Read and follow all manufacturers’ instructions for the use and maintenance of each appliance in your home and keep them available for reference. Our team has collected all the appliance manuals for your suite and put them in the top drawer of your kitchen. An electronic copy can also be accessed on your Tribe Home account.

Registration

Mail registration warranty cards directly to the manufacturer. Check the manufacturer’s instructions because you may also be able to register your appliances on-line.

ii. Warranty Guidelines

Please contact the appliance manufacturer directly for any questions concerning appliances. The warranty is provided by the manufacturer. Before using any appliance, it is strongly recommended that you read the instructions carefully so that you may take full advantage of its capabilities and avoid doing yourself or the appliance harm.

Please note that Customer Care is not responsible for attending to appliance warranty issues and will ask you to contact the appliance manufacturer directly with your item of concern.

iii. Appliance Information at a Glance

When there is a need to service your appliance, please contact the appliance manufacturer. When you call, you will be asked a few simple questions designed to provide the manufacturer’s customer service with certain critical information necessary to address your concerns in a prompt and efficient manner.

You should be ready to:

- Identify yourself as a condominium resident.
- Give your name, address, postal code and all relevant contact information.
- Identify the type of appliance and brand (name is on the face of the appliance), model and serial numbers (needed in the event that parts are required). You can use the chart below to collect all the information beforehand so that you will always have this information handy.
- Describe the nature of the service concern — be as specific as possible. Depending upon the problem, the representative may also present possible solutions over the telephone, which is intended to save you valuable time.
- Confirm your possession date which helps to determine warranty status.
- If the issue concerns the washer and/or dryer, you must state that they are stacked units as Euro-Line Appliances may require two service personnel to attend the repair and/or inspection.

APPLIANCE	MANUFACTURER	MODEL #	SERIAL #	TELEPHONE #
STOVE				
MICROWAVE-EXHAUST FAN				
DISHWASHER				
REFRIGERATOR				
WASHING MACHINE				
CLOTHES DRYER				

Condensation on Window Panes

One of the questions most often asked by new homeowners relates to condensation and/or ice formation on the interior surface of window panes. This problem is rarely caused by a defect in your windows, but is usually the result of excessively high humidity in your suite.

Please refer to the Tarion Construction Performance Guidelines, page 298, section A3 Moisture and Windows. The chart provided identifies the maximum relative humidity for a given temperature above which condensation will form on windows.

In previous years, measures were often taken to add humidity to the home during winter months. Today, new building materials, vapour barriers and efficient weather stripping make your home more tightly constructed than those of earlier years. As a result, your home is easier to heat and cool, but often contains a far higher concentration of water vapour sealed within it. The result, of course, is condensation on your window panes. To help control humidity levels, please refer to recommendations listed in the previous section.

Cabinets

A regular program of cleaning cabinet doors consists of simply wiping with a damp cloth and drying immediately with a clean, dry cloth. Should your cabinet doors require a more thorough cleaning over time, you may wipe them using a cloth dampened with a mild soap and water solution and again, wipe off any moisture immediately with a clean, dry cloth. Never clean your kitchen or bathroom vanity cabinet doors with a harsh abrasive, detergent or ammonia-based cleaner as this will damage the finish.

Laminate Flooring

Laminate floors are manufactured and expertly installed and finished by skilled craftspeople. To ensure that you enjoy years of beauty and satisfaction from your laminate flooring, follow the tips below:

It is advisable to clean your laminate flooring with a mop dampened in water. But you must mop up any moisture immediately with a clean, dry mop.

It is recommended to clean with a vacuum cleaner, dry dust mop, or a cloth lightly dipped in a waterless soap cleaner (available in hardware stores) or a wood floor combination wax/cleaner. Wipe up spills immediately with a well rung-out damp cloth and dry wipe area at once.

Please keep in mind that laminate floors are not scratch proof. Dirt and grit will scratch the surface and wear off the finish. Remove daily by sweeping or vacuuming. Try to follow a planned maintenance schedule.

Do not pull furniture across floors, and use floor protector pads on legs of chairs, etc. Use walk-off mats always at exterior entrances such as entrance doors and patio/balcony doors. Check mats regularly to ensure that no moisture is trapped underneath.

Wood flooring and all wood products will naturally absorb excess moisture under humid conditions and release their normal moisture content under excessively dry conditions. All wood flooring expands in the humid summer weather and shrinks in the winter under dry conditions. We recommend the use of both a dehumidifier and humidifier system at the appropriate times of the year. If you haven't already installed a humidifier, we strongly advise that you attend to this promptly, as neglect on this matter will VOID the warranty on your hardwood flooring. The humidity level is recommended to be maintained at 30-40% in the winter and 40-50% in the summer

Please refer to the section in this guide entitled Humidity & Condensation for further information.

Countertops

Proper care is essential in maintaining your Ceasarstone beauty and extending its life. Following simple precautions, applying a sealer and using the correct cleaning methods and products will ensure a lifetime of use.

Ceasarstone's hard, nonporous surface makes it a breeze to clean, so you can always maintain the Caesarstone shine. In most cases, a little soap and water or a touch of mild detergent is all you need. Removing any spills or stains immediately will aid in keeping your countertop damage-free. For tougher blemishes, a non-abrasive cleaner such as a mild degreaser can go a long way.

Caesarstone can be damaged by sudden and rapid temperature changes. Therefore, we suggest that hot pots and pans never be directly placed on the surface. We also recommend a hot pad or trivet be placed on the surface under cooking units such as electric frying pans, crock pots or roaster ovens.

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

Porcelain Tiles

Porcelain tiles normally need only a wipe with a cloth dampened with water or an occasional wet mopping to stay clean and new-looking. If necessary, a more thorough cleaning with a mild soap or ceramic tile cleaner will remove grime.

To clean the grout, the joints between the tiles, use a fibre brush and a mild cleanser. A special sealer for grout will make it more stain resistant. Sealer is available at most hardware and building supply stores. Staining agents should be mopped up promptly, even though they rarely affect porcelain tile.

Care should be taken to avoid moving heavy objects across a tile floor as the tiles may crack. Ensure that movers use a dolly or put plywood down on the floor before moving any heavy objects. Use protector pads on furniture legs to avoid scuffing/scratching the tile.

Interior Doors, Trim and Baseboards

Wood products are naturally susceptible to shrinkage and expansion according to the amount of moisture in the air and therefore might require minor adjustment. All warrantable adjustments and planing, should problems occur, will be done only once in the first year of new home ownership, and should be reported on your Year-End Form for Statutory Warranty Requests.

Trimming and mouldings, such as baseboard and shoe moulding, may separate from the floor, leaving a small space that will catch dust and dirt. This separation is part of the normal process of settling and shrinking in your home. Loosening the quarter-round or other trim and re-nailing it in its proper position will remedy the problem.

Small separations that may occur at corners or other seams can be patched with wood filler; however, further settling will sometimes bring the pieces back together. The filler can be stained or painted to match the molding. A thin piece of cardboard or heavy paper slipped under the molding will protect the floor or rug while you are painting.

When the time comes to redecorate, simply repair any cracks with filler/spackling available at building centres and hardware stores.

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 Polyfilla.

NOTE: It is strongly recommended that you do not undertake any major redecorating until after the first year.

Shower Doors

It is the homeowner's responsibility to wipe up any residual water on the threshold and baseboards as regular daily maintenance to prevent water damage.

Terrace Drains & Davit Boxes

It is the homeowner's responsibility to clean and maintain the drains and davit boxes on the terrace area as ongoing maintenance.

Vertical Fan Coil Heating/Cooling Units

Your suite is provided with an individually controlled, energy-efficient vertical fan coil system for heating and air conditioning. This gives you control of your own comfort levels and energy use. The operation of this system was explained to you during the Pre-Delivery Inspection.

An integral part of this system is the supply filter. It is very important to keep this filter clean at all times because it will affect the performance of the system. We recommend that you replace the filter every 2-3 months minimum. The correct type of replacement filter is available at the Property Management Office.

With the exception of regular maintenance, filter cleaning and replacement, your vertical fan coil unit is covered by a 2-year warranty. If your vertical fan coil has not been maintained properly during the warranty period, including replacement of the filters as recommended, you may void the warranty on your system. At this point, it would be your responsibility to repair your vertical fan coil unit at your own expense instead of the manufacturer's expense. Once the warranty has expired, repairs are the homeowner's responsibility.

Please ensure the vertical fan coil unit cover is not blocked by furniture or electronics because this restricts airflow to the system, effectively starving the unit of air. This could void your warranty.

- If you are experiencing a no-heat or no-cooling problem, we recommend the following:
- Check your thermostat. Ensure it is ON and in HEAT or COOL mode.
 - Ensure the filter is clean. A dirty filter can prevent airflow to the vertical fan coil, causing it to perform poorly.
 - Turn power off to the unit and back on again using the ON/OFF switch behind the rectangular access panel or with the breaker at the circuit panel.
 - If the issue does not resolve, and you are still within the 2-year warranty period, please contact Property Management or your Concierge.
 - If you are out of warranty, please contact your Property Management Office for a recommended service company. It is not the responsibility of Property Management to repair, only to advise on the course of action.
 - Ensure air vents and dampers are properly directed and adjusted for proper air flow.

Caulking & Grouting

Caulking and grouting are materials that naturally shrink, dry or crack over time and are therefore excluded from your new home’s warranty. A program of good preventative home maintenance will include regularly checking the caulking around bathtubs, showers stalls, toilets and sinks to ensure that it is kept in good condition. Homeowners are responsible for the occasional touch-up or replacement as required over time. Do not allow the caulking and grouting to go unattended as this may create the potential for leakage, leading to damaged walls and ceilings. Such damage would not be covered under the statutory warranty.

Caulking is a pliable sealant, fairly easy to use and readily available in a variety of formats at most hardware and home improvement stores. Complete directions for application will be printed on the tube. A mildew-resistant silicone caulking is recommended for areas in contact with water, such as around the edges of the tub, shower and sinks. Latex caulking may be used in areas with little moisture contact, such as along the edge of the kitchen countertop and wall or between the cabinets and wall.

Please note that when re-caulking the tub, it is advisable to fill the tub with water prior to application in order to eliminate the possibility of the caulking coming loose when weight is applied.

Grout is a mixture of sand and cement, used to fill the spaces between tiles. In addition to these two basic ingredients, manufacturers can add iron oxide colours, epoxy, acrylic, latex and/or other ingredients designed to provide an aesthetic or performance characteristic. The grouting between tiles and in corners should be checked periodically and any cavities should be filled. Leaving it untended may result in leakage and damaged walls or ceilings.

Plumbing

The professionally installed plumbing in your unit should only require minimal maintenance if cared for properly. Should a problem arise, it is best to fix it promptly. Shiny new fixtures can be dulled or stained within a short time through improper or excessive use of strong abrasive cleaners. A non-abrasive cleaner or baking soda is usually safe for most surfaces. Should you accidentally chip or scratch the surface of your bathtub or sink, a professional can usually provide an invisible repair. To clean glass shower enclosures, a mild solution of liquid dishwashing detergent will do a good job unless hard water minerals have built up. If the build-up has already occurred, use a commercial glass cleaner.

Faucets

All leaking faucets raise your water bill. Leaking faucets generally can be fixed by replacing the washers. Some faucets with single controls for hot and cold water have no washers, but their cartridges, which last longer than washers, must still be changed periodically. Before attempting to repair a faucet, turn off the water at the nearest shut-off valve. Washers may be obtained at most hardware stores. For cartridges, you may have to go to a plumbing store.

Toilets

The Ontario Building Code requires water-saving toilets to be installed in new homes. Because these toilets use less water volume per flush than older-model toilets, remember to be aware of the amount of paper being used with each flush. If the toilet bowl appears to leak, the water may only be condensation forming on the outside of the tank and dripping on the floor. If water leaks into the bowl after the tank has been filled, an adjustment may be necessary. Homeowners are responsible to have a plunger on site for toilet backup and to take the necessary precaution to use hair strainers in the shower and bathtub drains to avoid clogged drains.

Leaks

If you experience a leak, the first thing you need to do is turn off of the water supply to the affected fixture. Prepare for such a scenario by familiarizing yourself with all water shut-off valves in the unit. The location of the shut-off valves was shown to you during the Pre-Delivery Inspection.

If water is leaking continuously and you cannot locate the shut-valve, please contact Customer Care during daytime business hours. If this occurs after -hours or on the weekend, please contact the Concierge.

Any vertical fan coil leaks should be addressed with Property Management. Shut-off valves should be operated by a professional.

Look for signs of water penetration such as pools of water and stains on ceilings or walls. These could be symptoms of a leak in your or your neighbour’s home. To avoid flooding, never leave running water unattended.

Electrical

Circuit breakers protect the electrical wiring and equipment in your unit. They are typically located behind a bedroom or den door. Each circuit is identified in writing on the panel door. When the circuit breaker is tripped, the electricity to certain areas and appliances is cut off to protect you. When an electrical outlet fails to work, it usually means that a circuit breaker has switched off or “tripped”. Appliances overloading a circuit, short circuits from damaged appliances or appliance cords and defective plugs are all common causes of a tripped circuit breaker.

If power is lost in certain areas in your unit and one breaker continues to trip, check to see if you have overloaded the circuit and move your appliance to the next-nearest outlet. Then re-set the breaker switch that has tripped. If a breaker switch has “tripped”, you must turn the switch to the “OFF” position before turning it back “ON”. Turning a switch directly from its tripped position to “ON” will not restore service.

Please remember that alterations to electrical wiring should always be done by a qualified professional electrician. Exercise caution in undertaking alterations during the warranty period as they may void part or all of your warranty.

In case of loss of electrical power in your entire unit, first determine if this is isolated only to your unit by calling Property Management or the Concierge. They may be able to confirm that the problem is an area power outage. In this case, emergency generators will still supply power to some areas of your building, but for the remaining areas, including your unit interior, you will have to wait until the hydro provider restores power.

In-suite Homeowner Insurance is Required

Please remember that should the origin of a plumbing problem be determined to be the result of improper maintenance or use, the homeowner will be responsible for any costs incurred. Depending on the cause of the problem, the condominium’s insurance could cover the repair of the suite’s standard features but some finishes, such as flooring, are generally excluded from coverage. In this instance, the homeowner’s insurance would need to cover the repair or replacement of flooring and any personal possessions should this be necessary.

Noisy Pipes

Noise in the pipes can be caused by a variety of reasons. Among the most common are a worn washer, a loose part in a faucet or steam in the hot water pipe. The condition causing noisy pipes should be corrected promptly because sometimes the noise is accompanied by vibration. A strong vibration can cause the fittings to loosen and leak.

Electrical Receptacles

The wiring in your new condominium meets the code requirements and safety standards for the normal use of electrical appliances. Ordinarily, small appliances that require personal attendance for their operation may be plugged into any electrical receptacle without fear of overloading a circuit. However, the use of a large appliance or of many small appliances on the same circuit may cause an overload. If a circuit breaker trips frequently and you are within the 2-year warranty period, report it to Customer Care. If beyond the warranty period for your new home, contact a licensed electrical contractor to determine the cause.

Windows & Glass

Any glass breakage for reasons other than seal failures and pressure cracks is not warranted and is the responsibility of the homeowner. Any broken or cracked exterior glazing should be reported to Property Management immediately.

Insulation

Your new home has been built with an amount of insulation material in the exterior walls that achieves or exceeds the requirements of the Ontario Building Code. Requirements for insulating your new home are dictated by climate, home location and design, local temperature fluctuations and the type of heating system installed. However, even after these requirements are satisfied, no home is completely draft-free. Under certain weather conditions, air may still be forced through slight openings at wall plugs, exterior doors and window weather strips.

Noise

Acoustical requirements have been integrated into the design of your new home and all units have been isolated according to the requirements of the Ontario Building Code. However, no home is completely soundproof and a minimal level of sound transference between your unit and adjacent areas within the building or the exterior is normal. Please bear in mind that sound tolerance is often related to individual perception and that sounds overlooked by one individual may seem unacceptable to another.

Homeowners who find that they are disturbed by unreasonable sound levels originating from within neighbouring units should direct their concerns to their building Property Manager.

TELEPHONE DIRECTORY

Police Emergency	911
Fire Emergency	911
Ambulance Emergency	911
Toronto Police Service 32 Division	416-808-3200

Concierge	416.661.4406
Property Management Office	416.792.7482
Plaza On-Site Customer Care	416.551.9449

5858 Yonge Street, Suite 112, North York, Ontario, M2M 0C6

APPENDIX:

CARE & MAINTENANCE FOR WOOD, LAMINATE AND VINYL FLOORS



It is easy to maintain your beautiful floor and help it keep its original shine. Just follow these easy maintenance tips, and spend years enjoying your Rosewood Floors.

Easy-Care Maintenance Tips

- Dust-mop (with a non-treated, clean mop) or vacuum regularly to remove loose soil and fine dust particles that can scratch finished floors.
- Wipe up spills quickly with cloth or sponge.
- Clean as required with Rosewood R&D Concentrated or Ready-to-Use Floor Cleaner for Hardwood or Laminate that can be purchased directly from Rosewood Flooring.
- Use only Rosewood Flooring recommended maintenance products on your floor. Never use wet mops, highly acidic or alkaline cleaners, non-recommended commercial cleaners or polishes, or a treated mop that has been used to clean other floors or furniture.
- Place felt floor-protector pads on furniture feet and protect your floor from hard castors on moveable furniture.
- Use caution when wearing high heels, and keep pets’ nails trimmed. High heels and pet nails can cause permanent indentation in floor surfaces.
- 70% to 80% of dirt on the floors in your home is tracked in from the outside. One square yard of matting can capture one pound of soil. Use entry-way (non-skid, cotton) mats to capture tracked-in dirt and soil, and clean them regularly. Rubber or fibre-backed mats may stain or scratch floor finish.

Warranty

In order to uphold warranty conditions please note that floors installed as recommended.

Warranty does not cover damage caused by fire, winds, floods, chemicals, or neglect of reasonable precaution to provide ventilation to prevent condensation on the floor surface during hot and humid weather.

This warranty, furthermore, does not cover damage to floors caused by the ordinary wear and tear, faulty construction of building, separation of concrete slab or levelling issues, settlement of walls, or damage caused by others.

Maintaining Humidity

Moisture content changes with fluctuations in room humidity, especially during the summer (moist) and the winter (dry), resulting in natural expansion (higher humidity) and contraction (lower humidity) of your Rosewood Flooring floor. Flooring will continue to respond to environmental changes throughout its life span.

- To help minimize expansion and contraction, use a humidifier or dehumidifier to maintain an even level of humidity.
- The recommended humidity range for all Rosewood Flooring floors is 30% to 45%.
- Recommended temperature of 70 degrees Fahrenheit (20 degrees Celsius) all year around.
- All “wet” trades (i.e. painting) should be completed before the flooring is delivered for installation. Heating or air conditioning should be in full operation prior to delivery and must be maintained prior to and after installation.

Separations

The appearance of shrinkage cracks during dry winter months is common and expected. These separations will normally close in the spring and early summer, as the floor picks up moisture from the air. We recommend the use of a humidification/dehumidification system in your home to maintain proper humidity levels.

Squeaks

Squeaks in the floor can also be caused by the seasonal expansion/contraction cycles, and can be minimized by maintaining a constant indoor environment.

Cupping

A “washboard” appearance across the width of one piece of flooring has only one cause: moisture imbalance through the thickness where the moisture content is higher on the bottom of the board than the top. The moisture source, be it excessive indoor relative humidity or water leakage, must be eliminated before any repair work is performed.

Buckling

Floor boards will buckle if they can’t expand and this is a direct result of the flooring becoming too moist. Thus it is imperative that the recommended relative humidity levels remain at a constant level.

CARE AND MAINTENANCE GUIDELINES FOR CABINETRY



Avoid Sunlight Damage

Exposure to sunlight (UV radiation) will damage and fade lacquered wood surfaces. Consider draperies or blinds or UV protective film on your window glass to shield your cabinets from sunlight (UV radiation).

Care and Cleaning Guidelines

Soft cotton cloth dampened with warm water is usually sufficient to clean your cabinets. For a more thorough cleaning use one of the following cleaning solutions:

- A fresh solution of dishwashing liquid mixed with warm water.
- A mild all-purpose cleaner which does not contain ammonia or silicone.

Stronger products may damage or discolour your cabinet finish and are not recommended. After cleaning, wipe all surfaces with a clean, damp cloth. Dry immediately, using another soft, clean cloth. Do not use excessive water nor leave water on cabinets and doors.

Cleaning Products to Avoid

Avoid using the following cleaning products on your cabinets:

- Harsh chemicals.
- Abrasive cleaning products such as tub and sink cleansers, scouring powder, scouring pads or steel wool
- Sponges or dish cloths which may contain particles that could scratch your cabinets, food or oil residue.
- Solvent-based or petroleum-based products such as mineral spirits, nail-polish remover or paint thinner.
- Ammonia or cleaning products that include ammonia.
- Bleach or cleaning products that include bleach.
- Silicone-based cleaning, waxing or polishing products.

Splatters and Spills

Clean all spills and splatters immediately. Prolonged exposure to spills, including food, water or other liquids, or to oil and grease splatters, will cause permanent discolouration or damage to your cabinet’s finish.

Regular Dusting

Use a clean, soft, lint-free cotton cloth for regular dusting. Packaged dusting sheets are not required or recommended. Do not use pre-moistened dusting sheets, and do not use aerosol products made for dusting.

Waxing and Polishing

Waxing is not required or recommended.

Cleaning Metal Framed Glass Doors

Extra care is required. Spray an ammonia-free glass cleaner on a clean, soft, lint-free cloth or paper towel. Do not spray cleaner directly on the glass. It will seep in between glass and metal frame and will cause damage.

Avoid Moisture and Heat Damage

Avoid draping damp clothes or dish towels over cabinet doors. Do not operate coffee machines, electric kettles or toasters directly beneath the wall cabinet units. The escaping steam and the high temperature will damage cabinets and doors.

CARE AND MAINTENANCE FOR SOLIDTECH

CANTRIO

Solidtech is a solid surface composite that is nonporous surface. Solidtech can be maintained with minimum care to preserve its original appearance.

Ongoing Care of the Solidtech product

Clean and wipe spills promptly. Some materials only stain if left in contact with the surface fro extended periods. In order to keep your Solidtech surface looking good it is recommended to throughly rinse and wipe completely dry after cleaning.

Removing Surface Scratches and Stains

Most Dirt & Residue	Use an abrasive cleanser or common household degrease, such as: Soap water ammonia-based cleaners will remove most dirt and stains. Wipe completely dry.
Preventing Hard Water Marks	Rinse and wipe completely dry after cleaning.
Removing Hard Water Marks	Use a formulated cleaner such as CLR or Lime-A-Way

Removing deep Scratches and Stains

Matte Finish
Clean the surface with water, making sure no dust remains and the surface is dry.
Use sponge sanding paper or 400# sanding paper and apply lightly to the damaged surface without water.
Wipe clean with dry and soft cloth.

Glossy Finish
Clean the surface with water, making sure no dust remains and the surface is dry.
Use #800 sanding paper to polish the surface with water.
Use #1500 sanding paper to polish the surface with water.
Use #2000 sanding paper to polish the surface with water.
Or use #2500 sanding paper to polish the surface with water.

Wipe up the water with a clean, dry and soft cloth.

Polish with 3M wax.

Wipe up the remaining wax with a clean, dry and very soft cloth.

For more extensive repairs please contact our customer service department with photographs of your product.

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