



Greenmark Builders Homeowner Manual

Greenmark Builders

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Dear Greenmark Homeowner:

Congratulations on your decision to purchase a new home from Greenmark Builders. We share your excitement about your new residence and look forward to having you work with us to have your home built.

The *Greenmark Homeowner Manual* has been designed to assist you during and after the purchase of your home. The information presented here will answer many questions and prepare you for each step of the new home experience, making this exciting time easier. In addition to guiding you through the process of purchasing and building, this manual provides you with maintenance guidelines and a description of our limited warranty program, component by component.

Please take time to review this material thoroughly. We suggest that you bring this manual to all meetings. As we progress, you will add items to it. When complete, your manual will provide a useful record of information about your new home.

If you need clarification or additional details about any topic discussed, please give us a call. We are delighted to welcome you as part of the Greenmark family and are always ready to serve you.

Sincerely,

Greenmark Builders Inc.

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Introduction

ABOUT GREENMARK BUILDERS

Mark Kranenburg, President and your personal contact for Greenmark Builders would personally like to thank you for choosing Greenmark Builders to build your new home.

Why many people are Choosing Greenmark Builders?

Because when you choose Greenmark builders you're dealing with the owner and our trades people who care about you and your project.

Part of what makes Greenmark different is our unwavering commitment to building and our personal passion for creating a quality, enjoyable project that will live on. Not just building homes, remodeling and renovations, but building trust. Peace of mind and Relationships.

Our people are skilled, vetted tradesmen who have a shared passion for what they do and the homeowners that they work with, and it shows. We communicate with, encourage, and guide our customers throughout the entire homebuilding/ renovation and remodeling process, from well before the concrete is poured or the first board is nailed, until long after move-in day. Your home is very important to you, so it's also very important to us.

Greenmark Builders is built on Mark Kranenburg's passion and responsibility to provide you a quality, eco responsible, creative home that is built just for you, with your style, your taste, your choices and most important within your budget.

What Happens Next?

An Overview of Your New Home Experience

Purchasing a new home is an exciting experience. The process is also complex, with many details to be decided and arranged. While Greenmark is building your new home, you participate by taking care of several important aspects of your purchase. The chronological list that follows outlines the events that typically take place in the purchase of a new home.

Where time frames are specified, you need to observe them in order for us to deliver your home on schedule.

Purchasing Your Home

The purchase agreement and various addenda constitute the legal understanding regarding the purchase of your new home. Please read the purchase agreement and all attachments carefully. As with any legal agreement, you may wish to have your lawyer review them. Once all the paperwork is signed, we suggest you insert those documents in Section 2 of this manual, Purchasing Your Home.

Your New Home Selections

New Home Selections, Section 3 of this manual, will assist you in the exciting process of personalizing your new home with your selections. This must be done within four weeks of signing your Agreement of Purchase and Sale.

Construction of Your Home

We invite you to tour your new home at several points during construction. We expect and welcome your casual visits to the site when an appointment has been made. Please read Section 4, Construction of Your Home, for guidelines on safety, security, and work in progress. Please bring this manual to all our meetings.

Homeowner Orientation

The homeowner orientation has two purposes. The first is to demonstrate the features of your home and discuss maintenance and our limited warranty program. Equally important, we want to confirm that we have delivered your new home at the quality level shown in our model homes and with all your selections correctly installed. For detailed information, please review Section 5, Homeowner Orientation.

Caring for Your Home

Many of your responsibilities as an owner and Greenmark's responsibilities under the terms of our limited warranty are discussed in Caring for Your Home, Section 6. Begin now to become familiar with the home maintenance you should provide and our warranty service commitment to you.

Your Feedback and Suggestions

Our desire to maintain open communication with you extends through the buying process and after your move-in. In an effort to improve the product and service we provide, we welcome your comments on how we've performed. We survey our customers after move-in. Our goal is to build the best home and the best customer relationship possible. Your feedback helps us reach that goal.

As time passes, if your housing needs change, we are ready at any time to build you another home. We also appreciate your referrals. Our office is always happy to provide you with information about where we are currently building and the products we offer.

Who's Who?

Some Names You Should Know

Two-way communication is vital to a mutually satisfactory relationship. Understanding what is happening and knowing who to contact can smooth the home-buying process. We believe that it is our responsibility to establish and maintain clear lines of communication. The professionals listed below are glad to assist you or find the answers to your questions.

Mark Kranenburg Mark@greenmarkbuilders.com **Main Office: 613-898-5940**
Builder

Crystal Kranenburg Crystal@greenmarkbuilders.com **Main Office: 613-898-5938**
Sales Counselor

Erica@greenmarkbuilders.com
Administration Assistant/Sales

Brenda MacPherson: Cellular: 613-878-3122
Designer Consultant

Ontario New Home Warranty Program www.tarion.com
Warranty Office
Real Estate Agent
Lawyer

Purchasing Your Home

You will use several standard forms when you buy your new home. These include the purchase agreement and several addenda. All parties must sign all forms and attachments before the purchase agreement becomes binding.

Purchase Agreement

The purchase agreement is the legal document that represents your decision to purchase a home. It describes your home (both a legal description and the street address), subdivision covenants, if applicable, Ontario New Home Warranty Program (ONHWP) and additional legal provisions. Several addenda are typically attached to the purchase agreement. The features of the community determine the specific items, but the list below is typical.

Addenda

Addendum A: Proposed Residence includes a sketch of the front elevation and floor plan of your new home.

Addendum B: Subdivision Plan and Lot Location of your new home.

Addendum C: Standard Specifications listing the materials and methods to be used in the construction of your home.

Addendum D: Ontario New Home Warranty Program summary.

Addendum E: Subdivision Covenants.

Addendum F: Purchaser's Acknowledgements

Addendum G: Joint use Agreement

Addendum H (if applicable): Extras in addition to the standard features of your home.

Note to Home Buyer:
Insert your completed purchase agreement and addenda here.

New Home Selections

Colour Selections

Part of the fun of buying a new home is selecting finish materials and colours. You will make these choices with Brenda MacPherson our designer.

Greenmark provides you with selection sheets that list the choices you need to make. Brenda MacPherson will contact you to arrange a time to make these selections. Our Design Consultant is available for eight hours, which may be applied to two sessions. Ms. MacPherson will invoice any additional time to the Purchaser. Plan to finalize your selections within four weeks of signing your purchase agreement.

No changes will be permitted after construction has commenced. If colour selections are not received to Greenmark in the allocated time, Greenmark reserves the right to make such choices on behalf of the Purchaser. Your prompt completion of these selections helps prevent the delays caused by backorders.

Please be thorough. Our selection sheets are very detailed. Fill in all blanks completely. Costly errors arise from assumptions and incomplete selection sheets. Decorating choices that exceed the specified allowances, such as those for floor coverings or cabinets will require additional payment. Such amounts are charged to you at closing.

You are welcome to bring cushions or swatches to showrooms to coordinate colours. View color samples in both natural and artificial light to get an accurate impression of the colour. **Variations between samples and actual material installed can occur.** This is due to the manufacturer's colouring process (dye lots) and to the fact that over time, sunlight and other environmental factors affect the samples.

The selections your future neighbors have already made may limit some of your choices for exterior finish materials. The sooner you can make your selections, the greater the number of choices you have. Driving through the area to view existing homes is one way to select exterior colors. Selections often look different on a full-size home.

If suppliers have discontinued any of your selections, we will contact you and ask you to make an alternate selection within five days. Occasionally, a home is already under construction and Greenmark has made some or all of these choices. Upon completion of this form, double-check all color numbers and names and sign and date each page.

Please retain your selection sheets for future reference. They are useful for matching paint colors, tile grout, and replacement items in your home.

Custom Changes

The possibilities for your new home far exceed the popular ideas we suggest on our option and upgrade lists. In addition to the available options, you may have custom features you want us to incorporate into your new home. Think, dream, imagine, look—we will assist you in any way that we can to make these decisions as early as possible.

Please keep in mind that your new neighbors have this same opportunity and may request still other features. We will be happy to provide you with pricing on duplicating such items in your home, but make no claim that we have mentioned or offered every possible idea.

In order to deliver your home as close as possible to the target date, we order many items well in advance of installation. Once a particular item is ordered, making further changes may involve an adjustment in the planned delivery date and additional costs. By finalizing such changes prior to commencement of construction you can usually avoid both.

Cutoff Point for Changes

No changes to colour selections or design will be permitted after construction has commenced.

GREENMARK BUILDERS

4320 Owl Valley Drive
 Ottawa, ON. K1V1L3
 613822-0147

**CHANGE ORDER
 FORM**

	PHONE	DATE
TO	JOB LOCATION	
	CHANGE ORDER #	

WE HEREBY AGREE TO MAKE THE CHANGE(S) SPECIFIED BELOW:

Note: This Change Order Form becomes part of and in conformance with the existing contract.

Administration Fee \$_____	Delivery date adjustment_____days
We agree hereby to make the change(s) specified above at this price.	AUTHORIZED SIGNATURE _____ GREENMARK BUILDERS

ACCEPTED

The above prices and specifications of the Change Order are satisfactory and are hereby accepted. All work is to be preformed under the same terms and conditions as specified in the original contract unless otherwise stipulated.

Signature_____ Date _____
 Signature_____ Date _____

Note to Home Buyer:
Insert your records of your new home selections here.

Construction of Your Home

The construction of a new home differs from other manufacturing processes in several ways. By keeping these differences in mind, you can enjoy participating in the construction process and assist us in building your new home:

- ◇ As a consumer, you rarely have the opportunity to watch as the products you purchase are created. Your new home is created in front of you.
- ◇ You have more opportunity for input into the design and finish details of a new home than for most other products. Our success in personalizing your home depends on effective communication.
- ◇ Because of the time required for construction, you have many opportunities to view your home as it is built, ask questions, and discuss details.

Whether you are on site for a scheduled meeting or a casual visit, we ask that you keep the following points in mind.

Safety

A new home construction site is exciting, but it can also be dangerous. Due to hazardous conditions and potential dangers on the construction site, please be advised that our insurance policy will not permit any unauthorized persons to enter onto our construction sites without the permission of Greenmark Builders. As we must adhere to these requirements, please be advised that should you wish to view your new home prior to taking possession you must call the Office at 822-0147 for permission. All visitors must wear the applicable safety apparel (including hard hat and safety boots).

The Purchaser releases the Vendor, its servants and agents from all liability for personal injury or property damage arising from any visit to the construction sites.

Your safety is of prime importance to us. Please observe common-sense safety procedures at all times when visiting:

- ◇ Keep older children within view and younger children within reach, or make arrangements to leave them elsewhere when visiting the site.
- ◇ Do not walk backward, even one step. Look in the direction you are moving at all times.
- ◇ Watch for boards, cords, tools, nails, or construction materials that might cause tripping, puncture wounds, or other injury.
- ◇ Do not enter any level of a home that is not equipped with stairs and rails.
- ◇ Stay a minimum of six feet from all excavations.
- ◇ Give large, noisy grading equipment or delivery vehicles plenty of room. Assume that the driver can neither see nor hear you.

Plans and Specifications

The building department of the township or city where your home is to be located must review and approve the plans and specifications for your home. We construct each home to comply with the plans and specifications approved by the applicable building department. Your specifications become part of our agreements with trade contractors and suppliers. Only written instructions from Greenmark can change these contracts.

Regulatory Changes

From time to time, city or township agencies adopt new codes or regulations that can affect your home. Such changes are usually adopted in the interest of safety and are legal requirements with which Greenmark must comply. The codes and requirements in effect for each area can vary.

Therefore, builders may construct the same floor plan slightly differently in two different jurisdictions or at two different times within the same jurisdiction.

Individual Foundation Designs

Another area where variations among homes can appear is in the foundation system. The foundation design is specific to each lot. Based on the results of a soil test, an engineer determines which foundation system to use. Because of variations in soil conditions among lots, your foundation may differ from your neighbors' foundation or that of the same home in another neighborhood.

Changes in Materials, Products, and Methods

The new-home industry, building trades, and product manufacturers are continually working to improve methods and products. In addition, manufacturers sometimes make model changes that can impact the final product. As a result, we may use methods or materials in your home that differ from those in our other homes.

In all instances, any substitution of method or product will have equal or better quality than that shown in our other homes. Since such substitutions or changes may become necessary due to matters outside our control, we reserve the right to make them without notification.

Natural Variations

Dozens of trade contractors have assembled your home. The same individuals rarely work on every home in the same way and, even if they did, each one would still be unique. The exact placement of switches, outlets, registers, and so on will vary slightly from the model and other homes of the same floor plan.

Quality

Our company will build your new home to the quality standards and specifications demonstrated in our model homes. Each new home is a handcrafted product—combining art, science, and raw labour. The efforts of many people with varying degrees of knowledge, experience, and skill come together. We coordinate and supervise these contributions to produce your new home.

From time to time during a process that takes several months and involves dozens of people, an error or omission may occur. We have systems and procedures for inspecting our homes to ensure that the level of quality meets our requirements. We inspect every step of construction and are responsible for quality control. In addition, the township, city, or an engineer conducts a number of inspections at different stages of construction. Your home must pass each inspection before construction continues.

We also respect your interest and appreciate your attachment to the new home. Therefore, your input into our system is welcome. However, to avoid duplication of efforts, confusion, misunderstandings, or compounding errors, we ask that you complete one of the Our Customer Wants to Know forms included at the end of this section. Simply send or fax the completed form to our office. We will note the date and time it was received and will call you within two business days with a response.

During the construction process, every home being built experiences some days when it is not at its best. Homes under construction endure wind, rain, snow, foot traffic, and activities that generate noise, dust, and trash. Material scraps are a by-product of the process. Although your new home is cleaned by each trade upon completion of their portion of the work, during your visits you will encounter some messy moments. Keep in mind that the completed homes you toured also once endured these stages.

Trade Contractors

Your home is built through the combined efforts of specialists in many trades—from excavation and foundation, through framing, mechanical, and insulation, to drywall, trim, and finish work. In order to ensure you the highest possible standard of construction, only authorized suppliers, trade contractors, and Greenmark employees are permitted to perform work in your home.

Suppliers and trade contractors have no authority to enter into agreements for Greenmark. For your protection and theirs, the terms of our trade contractor agreements prohibit alterations without written authorization from Greenmark. Their failure to comply with this procedure can result in termination of their contract. **See your builder if there are alterations or changes you wish to initiate.**

Schedules

The closing date for your new home is in your Agreement of Purchase and Sale. Until the roof is on and the structure is enclosed, weather can dramatically affect this delivery date. Even after the home itself is past the potential for weather-related delays, weather can severely impact installation of utility services, final grading, and concrete flatwork, to mention a few examples. Extended periods of wet weather or freezing temperatures bring work to a stop in the entire region. When favorable conditions return, the tradespeople go back to work, picking up where they left off. Please understand that they are as eager as you are to get caught up and to see progress on your home.

Provisions for minor and major delays are outlined in an addendum in your Agreement of Purchase and Sale (Ontario New Home Warranty Program).

"Nothing's Happening"

Expect several days during construction of your home when it appears that nothing is happening.

This can occur for a number of reasons. Each trade is scheduled days or weeks in advance of the actual work. This period is referred to as "lead time." Time is allotted for completion of each trade's work on your home. Sometimes, one trade completes its work a bit ahead of schedule. The next trade already has an assigned time slot, which usually cannot be changed on short notice.

Progress pauses while the home awaits building department inspections. This is also part of the normal sequence of the construction schedule and occurs at several points in every home. If you have questions about the pace of work, please contact our office.

Trees

We at Greenmark Builders believe that trees are vital to our environment and your streetscape. Unfortunately, there are times during the construction of your home that regrettably we have to remove some trees. Trees that have been damaged or its base covered with excess fill may not survive. Greenmark Builders may be required to remove additional trees to avoid our homeowners from having to deal with the cost and removal of dead or dying trees in the future.

Please be assured that every effort will be made to leave as many healthy trees as you lot permits so we may all continue to enjoy our beautiful natural surrounding.

Construction Sequence

Although the specific sequence of construction steps varies and overlaps, generally we build your home in the following order:

- Foundation
- Excavation
- Footing installation
- Form and pour walls
- Perimeter drain
- Waterproof
- Insulation
- Inspection
- Framing
- First floor
- Second floor
- Roof trusses
- Roof sheathing
- Roofing
- Valley flashing
- Shingles

Exterior

- Exterior trim
- Fascia (boards at ends of rafters)
- Windows and doors
- Sheathing
- Finish materials (brick and siding)
- Trim
- Exterior painting or staining
- Fine grading
- Landscaping, if applicable

Interior

- Rough-in of mechanical systems
- HVAC (heating, ventilating, and air conditioning)
- Plumbing
- Electrical (extra outlets need to be installed at this point)
- Rough inspections
- Insulation installation and inspection
- Drywall
- Board
- Inspection

Tape and texture
Interior trim
Doors
Baseboards, casings, other details
Paint and stain
Finish work
Cabinets
Countertops
Tile
Floor coverings
Hardware
Screens
Light fixtures
Plumbing fixtures
Construction cleaning
Builder's inspection
Certificate of occupancy
Homeowner orientation
Closing
Home maintenance

Our Customer Wants to Know . . .

Date _____

Home _____

Buyer _____

Phone _____

Address _____

Response

By _____

Date _____

Homeowner Orientation

Your homeowner orientation is an introduction to your new home and its many features—a meeting that goes beyond the traditional walk-through to include a detailed demonstration of your home and review of information on its maintenance.

Scheduling

We schedule the orientation with you as your home nears completion. Appointments are available Monday through Friday, 8 a.m. to 3 p.m. We meet at your new home. Expect your orientation to take approximately one to two hours.

Orientation Forms

The Ontario New Home Warranty Program Certificate of Completion and Possession will form the outline of our home orientation. The completion and submission of this form is the responsibility of Greenmark as a requirement of the Ontario New Home Warranty Program. In addition, the suggestions that follow will help you derive the greatest benefit from your orientation.

Preparation

Allow enough time. We expect the orientation to take approximately one to two hours. By arranging your schedule so you can use the full amount of time allotted, you will derive maximum benefit from the orientation. If you have questions about home maintenance or the limited warranty coverage, make note of them to bring up at the orientation. If you have not already done so, please read *Caring for Your Home*, Section 6 and *What Every New Home Buyer Should Know* from Ontario New Home Warranty at the end of this manual, before the orientation. For your interest, there is an Ontario New Home Warranty video available at our office outlining the home orientation process. Please ask us for it.

Past experience has shown that the orientation is most beneficial when buyers are able to focus all their attention on their new home and the information we present. Although we appreciate that friends and relatives are eager to see your new home, it would be best if they visit at another time.

Similarly, we suggest that, if possible, children and pets not accompany you at this time.

If a real estate agent has helped you with your purchase, he or she is not required to attend. If you would like to have a friend or real estate agent view the home with you, we encourage you to do this before our scheduled orientation.

Acceptance

In addition to introducing you to your new home, the orientation is also an opportunity for you and Greenmark to confirm that the home meets the quality standards shown in our model homes and that we have completed all selections and changes. We note details that need attention on the orientation forms. It is *vital* that you note any cosmetic surface damage at this time.

Cosmetic surface damage caused during construction is readily noticeable during the orientation. Such damage can also occur during the move-in process or through daily activities. Therefore, **after we correct any items noted during the orientation, repair of cosmetic surface damage is your responsibility. This includes paint touch-up. Our limited warranty excludes cosmetic damage to items such as:**

- ◇ Sinks, tubs, and plumbing fixtures
- ◇ Countertops and cabinet doors
- ◇ Light fixtures, mirrors, and glass
- ◇ Windows and screens
- ◇ Tile, carpet, hardwood, and resilient flooring
- ◇ Doors, trim, and hardware
- ◇ Paint and drywall
- ◇ Finish on appliances

Completion of Items

Greenmark takes responsibility for resolving any items noted. We will complete most items before your closing date. If work needs to be performed in your new home after your move-in date, construction personnel are available for appointments Monday through Friday, 7 a.m. to 4 p.m. Under normal circumstances, you can expect us to resolve all items within 15 working days. We will inform you of any delays caused by back-ordered materials or labour shortage. Please note that we will correct only those items listed. To ensure that warranty service items are completed in a thorough and timely manner, Greenmark cannot honour verbal service requests. Warranty Service Request forms are included in this manual for this purpose.

Future Service

Greenmark responds to warranty items according to the terms and conditions of the limited warranty agreement. For more details, review Section 6, Caring for Your Home. Submit any new items for which you wish to request service in writing to Greenmark approximately 60 days after closing.

Warranty lists are accepted by mail to the office, by fax to 822-0147 or by email to info@greenmarkbuilders.com.

We accept reports of emergency items by phone.

A Summary of the Greenmark Warranty

All Greenmark homes are covered under the Ontario New Home Warranty Program. This covers the structural elements of your new home as outlined in *What Every Homeowner Should Know* at the end of this Manual. In addition, the ONHWP's Construction Performance Guidelines is outlined in detail at www.newhome.on.ca. Please read it over before taking possession of your home. In addition to discussing what the warranty includes, it also gives practical advice for maintaining your investment.

Greenmark also offers additional limited warranty coverage during the first twelve months in your new home. This includes, in general:

- ◇ repair/ replacement of defective lighting or electrical fixtures
- ◇ repair of plumbing leaks
- ◇ re-caulking of tub/ tile surrounds as required due to unusual settling (one time only)
- ◇ adjustment of door hang or swing (one time per door)
- ◇ drywall patching to “nail pops”, settlement cracks, etc. (recommended as a year end service item)

Please be aware of the following items not covered by TARION nor Greenmark's Warranty as per your pre-move orientation:

- ◇ re-painting (Greenmark does provide touch-up paint)
- ◇ cosmetic damage to sinks, tubs, and plumbing fixtures; countertops and cabinet doors; light fixtures, mirrors, and glass; windows and screens; tile, carpet, hardwood, and resilient flooring; doors, trim, and hardware; paint and drywall; finish on appliances

Note to Home Buyer:

Insert your records of your Homeowner Orientation here.

(Ontario New Home Warranty Program

Certificate of Completion and Possession)

Utility and Community Services

Company Name

Phone #

Date Contacted/Notes

Gas

Electric

Telephone

Water

Sewer

Cable TV

Post Office

Newspaper

Caring for Your Home

Greenmark has constructed your home with quality materials and the labour of experienced craftsmen. Before we use any material, it must meet our specifications for quality and durability. All work is done under our supervision to attain the best possible results for your investment.

A home is one of the last hand-built products left in the world. Once we have assembled the natural and manufactured materials, the components interact with each other and the environment. Although quality materials and workmanship have been used in your home, this does not mean that it will require no follow-up care or maintenance. A home requires care and attention from day one.

General homeowner maintenance is essential to providing a quality home for a lifetime.

Homeowner Use and Maintenance Guidelines

We are proud of the homes we build and the neighborhoods in which we build. We strive to create long-lasting value. This cannot be achieved unless you, as the homeowner, properly maintain your home and all of its components. Periodic maintenance is necessary because of normal wear and tear, the inherent characteristics of the materials used in your home, and normal service required by the mechanical systems. Natural fluctuations in temperature and humidity also affect your home.

Many times a minor adjustment or repair done immediately saves a more serious, time-consuming, and sometimes costly repair later. Note also that neglect of routine maintenance can void applicable limited warranty coverage on all or part of your home. By caring for your new home attentively, you ensure your enjoyment of it for years. The attention provided by each homeowner contributes significantly to the overall desirability of the community.

We recognize that it is impossible to anticipate and describe every attention needed for good home care, but we have covered many important details. The subjects covered include components of homes we build, listed in alphabetical order. Each topic includes suggestions for use and maintenance followed by Greenmark's limited warranty guidelines. This manual may discuss some components that are not present in your home.

Please take time to read the literature provided by the manufacturers of consumer products and other items in your home. The information contained in that material is not repeated here. Although much of the information may be familiar to you, some points may differ significantly from homes you have had in the past.

We make every effort to keep our information current and accurate. However, if any detail in our discussion conflicts with the manufacturer's recommendations, you should follow the manufacturer's recommendations. Activate specific manufacturer's warranties by completing and mailing any registration cards included with their materials. In some cases, manufacturer's warranties may extend beyond the first year and it is in your best interests to be appraised of such coverages.

Greenmark Builders Limited Warranty Guidelines

While we strive to build a defect-free home, we are realistic enough to know that we may make mistakes or that something in the home may not perform as intended. When either occurs, we will make necessary corrections. In support of this commitment, Greenmark provides you with a limited warranty. In addition to the information contained in the limited warranty itself, this manual includes details about one-year material and workmanship standards. The purpose is to let you know what our quality standard is for the typical concerns that can come up in a new home. The manual describes our standards for each item and what we will do to remedy items that do not meet our standards.

Our criteria for qualifying warranty repairs are based on typical industry practices in our region and meet or exceed those practices for the components of your home. However, we reserve the right to exceed these guidelines if common sense or individual circumstances dictate, without being obligated to exceed all guidelines to a similar degree or for all homeowners.

Please read through this information, as well as the service procedures discussed on the following pages. If you have any questions regarding the standards or procedures, contact our office.

This provides you with the maximum protection and allows us to operate efficiently, thereby providing faster service to all homeowners.
Emergency reports are the only reports accepted by phone.

Reporting Procedures

All service requests should be put in writing on the Warranty Service Request form provided at the end of this section and forwarded to Greenmark by hand to our home office during business hours, by fax to 822-0147 or by email to info@greenmarkbuilders.com.

Sixty-Day Report

In order for our service program to operate at maximum efficiency and for your own convenience, we suggest that you wait 60 days before submitting any warranty list. This allows you sufficient time to become settled in your new home and to thoroughly examine all components.

Cosmetic damage occurring during the move-in process or through daily activities are not warrantable items. Therefore, **after we correct any items noted during the orientation, repair of cosmetic surface damage is your responsibility. This includes paint touch up. Our limited warranty excludes cosmetic damage to items such as:**

- ◇ Sinks, tubs, and plumbing fixtures
- ◇ Countertop separation and delaminating
- ◇ Cabinet doors
- ◇ Light fixtures, mirrors, and glass
- ◇ Windows and screens
- ◇ Tile, carpet, hardwood, and resilient flooring
- ◇ Doors, trim, and hardware
- ◇ Paint touch up
- ◇ Drywall touch up
- ◇ Finish on appliances

Year-End Report

Near the end of the eleventh month of your materials and workmanship warranty, you should submit a year-end report. We will also be happy to discuss any maintenance questions you may have at that time.

Emergency Service

As defined by the limited warranty, “emergency” includes situations such as:

- ◇ Total loss of heat when the outside temperature is below 10C.
- ◇ Total loss of electricity. (Check with the utility company before reporting this circumstance to Greenmark or electrician.)
- ◇ Total loss of water. (Check with the water department to be certain the problem is not a general outage in the area.)
- ◇ Plumbing leak that requires the entire water supply to be shut off.
- ◇ Gas leak. (Contact your utility company or plumber if the leak is at the furnace or water heater supply lines.)

During business hours, call Greenmark's sales office:

(613)898-5940

After hours, or on weekends or holidays, call the necessary trade contractor directly. Their phone numbers are listed on the Emergency Phone Numbers sheet at the end of this section.

Other Warranty Service

If you wish to initiate non-emergency warranty service between the 60-day and year-end report, you are welcome to do so by sending in a service request form or writing a letter. We will handle these requests according to the same procedures that apply to the 60-day and year-end reports.

Kitchen Appliance Warranties

The manufacturers of kitchen appliances will work directly with you if any repairs are needed for these products. Customer service phone numbers are listed in the use and care materials for each appliance. Be prepared to provide the model and serial number of the item and the closing date on your home. Appliance warranties are generally for one year; refer to the literature provided by the manufacturer for complete information.

Service Processing Procedures

You can help us to serve you better by providing complete information, including:

- ◇ Name, address, and phone numbers where you can be reached during business hours.
- ◇ A complete description of the problem, for example, "guest bath—cold water line leaks under sink," rather than "plumbing problem."

When we receive a warranty service request, we may contact you for an inspection appointment. Warranty inspection appointments are available Monday through Friday, 7 a.m. to 4 p.m. We inspect the items listed in your written request to confirm warranty coverage and determine appropriate action. Generally reported items fall into one of three categories:

- ◇ Trade contractor item
- ◇ In-house item
- ◇ Home maintenance item

If a trade contractor or an in-house employee is required to complete repairs, we issue a warranty work order and the repair technician contacts you to schedule the work. Warranty work appointments are available Monday through Friday, 7 a.m. to 4 p.m. We intend to complete warranty work orders within 15 work days of the inspection unless you are unavailable for access. If a back-ordered part or similar circumstance causes a delay, we will let you know.

If the item is home maintenance, we will review the maintenance steps with you and offer whatever informational assistance we can. Greenmark does not provide routine home maintenance.

Reporting Warranty Items

The many details of warranty coverage can be confusing. We hope this chart will make reporting items easier. If you do not know whom to contact, call our office and we will guide you.

Appliances Contact the manufacturer directly with model and serial number, closing date, and description of problem.

Emergency During our business hours (Monday through Friday, 8a.m. until 5p.m.), call our office, (613) 898-5940.

After business hours or on weekends or holidays, contact the trade or appropriate utility company directly using the emergency numbers provided at the end of this section.

Non-emergency Mail or fax your written Sixty-day or Year-end report of items to our office. You can find Service Request forms at the end of this manual or you can request more by calling our office:

4320 Owl Valley Drive
Ottawa Ontario
K1V1L3
Fax (613) 822-0147

Storm damage Contact your homeowner's insurance agent immediately. Contain **or other** damage as much as possible without endangering yourself. In extreme **natural disaster** situations, photograph the damage.

Hours Office: Monday through Friday, 9 a.m. until 5 p.m.
Inspection appointments: Monday through Friday, 7a.m. until 4p.m.
Work appointments: Monday through Friday, 7a.m. until 4p.m.

Questions? Call the office during normal business hours, (613) 898-5940 or leave a message after hours.

Following is a list of components, a description of their operation, homeowners' responsibilities with respect to maintenance and Greenmark Builders' Warranty details. This is not a complete list of all the components in your house and, in addition to standard features, also includes some upgraded optional materials. For a complete list of components, maintenance responsibilities and builder responsibilities please refer to www.tarion.com

Air Conditioning

Before the winter season, you should switch off your air conditioning at the breaker panel to avoid accidental start-up, as this will damage the unit. For further information, refer to the manufacturer's instructions supplied with the unit.

If an air conditioning unit is not installed by Greenmark, and a service call is required for a furnace malfunction during the warranty period, and if the fault is attributed to the installation of the air conditioning unit, Greenmark will not carry out any repairs, and the homeowner will be charged for the service call.

If a humidifier is installed on the furnace system, turn it off when you use the air conditioning; otherwise, the additional moisture can cause a freeze-up of the cooling system.

Since the air conditioning system is combined with the heating system, follow the maintenance instructions for your furnace. The manufacturer's manual specifies maintenance for the condenser.

Review and follow these points carefully.

Temperatures may vary from room to room by several degrees. This is due to such variables as floor plan, orientation of the home on the lot, type and use of window coverings, and traffic through the home.

Non-emergency

Lack of air conditioning service is not an emergency. Heating and air conditioning contractors in our region respond to air conditioning service requests in the order received.

Alarm System

The alarm company will demonstrate the system and instruct you in its use. We recommend that you test the system each month.

Greenmark will correct wiring that does not perform as intended for the alarm system.

Appliance Hook-ups

The homeowner is responsible for the power and plumbing hook-ups of all appliances, unless part of the Agreement of Purchase and Sale. All service calls should be directed to the supplier.

Asphalt Driveways

Driveways are paved to a standard width as indicated on the site plans. The initial gravel base may be wider than the finished asphalt surface. Any curbing or additional width added to your driveway would be your responsibility both for cost and repair.

It is advisable to let your driveway area to settle for one year before applying asphalt. If your driveway was paved without allowing time for settling, by the choice of the homeowner, Greenmark takes no responsibility for damages due to excessive settlement or heaving.

Settlement and Cracks

If heaving or settlement causes depressions in the driveway in excess of sixteen centimeters (six inches) in depth, they will be repaired by patching or padding. Such repairs will be made, if required, once only during the first year after paving is completed. Damage caused by settlement or heaving or Municipal services or other utility trenches is not a warrantable item.

Cracks in excess of six millimeters (1/4 inch) will be repaired only once during the first year after paving is completed. However, cracks of a minor nature are common in driveways, particularly close to the perimeter of the asphalt. Indentations or uneven areas in the asphalt surface are to be expected in asphalt paving. Frost penetration may raise sections so as to change the direction of surface drainage. Affected areas may return to their original position in warm weather, or in fact settle and cause depressions. Other characteristics include tire markings, flaking of surface stones, and checking and cracking at the edge caused by expansion and contraction. These are not covered by the Greenmark Warranty.

Asphalt will last for years with reasonable care (such as periodic resealing) but it is not indestructible. Two of the most common sources of damage are petroleum products and bicycle kick stands. Gasoline, oil, turpentine and other solvent or petroleum products will eat through asphalt at a very rapid rate. If any drippings or spills are noticed they should be washed away as quickly as possible with soap and water. Motorcycle or bicycle kick stands, high-heeled shoes, trailers or even cars left in the same spot for long periods can create depressions or punctures in asphalt, especially in warm weather. To avoid asphalt breakdown, vehicles should not be driven or parked along the edge of the driveway.

Sealcoating

Exposure to sunlight and other weather conditions will fade your driveway, allowing the surface gravel material to be more visible. This is a normal condition and not a material or structural problem. You do not need to treat the surface of your asphalt driveway. However, if you choose to treat it, wait a minimum of 12 months and use a dilute asphalt emulsion, rather than the more common coal tar sealant.

Attic Access

The attic is sufficiently ventilated to provide the required air exchange. Under certain winter storm conditions, snow may enter through the attic vents and blow into the attic. It is advisable to check your attic after a major snowstorm. It is the homeowner's responsibility to remove any snow before melting occurs. Damage to interior finishes resulting from this condition is not warrantable.

Greenmark and the local building department inspect the attic before your closing to confirm insulation is correct.

Basement Floor Drain

The basement floor drain should be filled with water at least once a year. This will prevent any sewer smell from escaping from the trap under the basement floor.

Basement Floors

Hairline cracks are quite common and harmless and only cracks that impede normal foot traffic will be repaired. Should a white powder appear on some areas of your floors or walls, do not be alarmed. This efflorescence is caused by salts in the concrete mix that are carried along with the water to the surface during evaporation in the curing process, leaving a harmless salt deposit. This phenomenon does not impair the strength or performance of the concrete and the deposit can be readily brushed off the surface.

Basement Walls

As the water evaporates in mixed concrete, the loss of volume causes concrete to shrink and the resulting stress can cause the concrete to crack, commonly known as shrinkage cracks. Hairline cracks are quite common and harmless. If a crack leaks, first check the grading and drainage around the house. The ground near the house should slope away from the foundation so that water drains away from the house. Many leaks stop right away when proper grading is restored. Large cracks that are leaking should be reported in writing during the warranty period. All leaking cracks will be repaired. However, after the closing date Greenmark will not be responsible for removal and / or reinstatement of any materials or finishes (floor, wall, and ceiling finishes) added after closing.

Brass Fixtures

The manufacturer treats brass fixtures with a clear protective coating, electrostatically applied, to provide beauty and durability. This coating is not impervious to wear and tear. Atmospheric conditions, sunlight, caustic agents such as paints, and scratches from sharp objects can cause the protective coating to crack or peel, exposing the brass and resulting in spotting and discoloration.

Initial care of these products requires only periodic cleaning with a mild, non-abrasive soap and buffing with a soft cloth.

Unless you have ordered solid brass fixtures, the brass on your fixtures is a coating on top of a base metal. Water having a high mineral content is corrosive to any brass—coated or solid.

During the orientation we will confirm that brass fixtures are in acceptable condition. Greenmark does not warrant against corrosion damage to the external surfaces or internal workings of these fixtures.

Brick

Brick is one of the most durable and lowest maintenance finishes for a home's exterior. A record of your brick color is included in your selection sheets.

The white, powdery substance that sometimes accumulates on brick surfaces is called efflorescence. This is a natural phenomenon and cannot be prevented. In some cases, you can remove it by scrubbing with a stiff brush and vinegar. Consult your home center or hardware store for commercial products to remove efflorescence.

You may notice small holes in the mortar along the lower row of bricks. These holes allow moisture that has accumulated behind the brick to escape. Do not fill these weep holes or permit landscaping materials to cover them.

Brick is not waterproof. It is only water resistant. Excessive use of a sprinkler against the foundation and the brick siding can cause water infiltration into the building and result in water on the basement floor. This is not the responsibility of Greenmark Builders. It is a homeowner maintenance item. Direct sprinkler heads away from the home.

Cabinets

Products such as lemon oil or polishes that include scratch cover are suggested for wood cabinet care. Follow container directions. Use such products a maximum of once every 3 to 6 months to avoid excessive build-up. Avoid paraffin-based spray waxes and washing cabinets with water, as both will damage the luster of the finish.

If hinges catch or drawer glides become sluggish, a small amount of silicone lubricant will improve their performance.

Damage to cabinet surfaces and warping can result from operating appliances that generate large amounts of moisture (such as a crock-pot) too near the cabinet. When operating such appliances, place them in a location that is not directly under a cabinet.

During the orientation we will confirm that all cabinet parts are installed and that their surfaces are in acceptable condition. We will correct gaps between cabinets and the ceiling or cabinets and the walls by caulking or other means if the gap exceeds 1/8 inch (locations behind appliances are excepted from this repair).

If doors or drawer fronts warp in excess of 1/4 inch within 24 inches, we will correct this by adjustment or replacement.

Readily noticeable variations in wood grain and color are normal in all wood or wood veneer selections. Wood is a natural material and varies in colour due to the pattern and density of the grain. Replacements are not made due to such variations.

Water allowed to sit on counter seams may eventually cause the seams to lift and bubble. This is not warrantable by Greenmark or by the manufacturer. It is advisable to keep these areas as dry as possible at all times.

Carpet

The dirt particles wear down the fibers like sandpaper and dull the carpet. The most important thing you can do to protect your carpet is to vacuum it frequently.

Vacuum twice each week lightly and once a week thoroughly. Heavy traffic areas may require more frequent cleaning. A light vacuuming is three passes; a thorough job may need seven passes. A vacuum cleaner with a beater-bar agitates the pile and is more effective in bringing dirt to the surface for easy removal.

Vacuuming high-traffic areas daily helps keep them clean and maintains the upright position of the nap. Wipe spills and clean stains immediately. For best results, blot or dab any spill or stain; avoid rubbing. Test stain removers on an out-of-the-way area of the carpet, such as in a closet, to check for any undesirable effects. Have your carpet professionally cleaned regularly, usually once a year.

Furniture and traffic may crush a carpet's pile fibers. Frequent vacuuming in high-traffic areas and glides or cups under heavy pieces of furniture can help prevent this. Rotating your furniture to change the traffic pattern in a room promotes more even wear. Some carpets resist matting and crushing because of their level of fiber, but this does not imply or guarantee that no matting or crushing will occur. Heavy traffic areas such as halls and stairways are more susceptible to wear and crushing. This is considered normal wear.

All carpets will slowly lose some color due to natural and artificial forces in the environment. You can delay this process by frequently removing soil with vacuuming, regularly changing air filters in heating and air conditioning systems, keeping humidity and room temperature from getting too high, and reducing sunlight exposure with window coverings.

With wall-to-wall carpeting, high humidity may cause rippling. If the carpet remains rippled after the humidity has left, have a professional restretch the carpeting using a power stretcher, not a knee-kicker.

Carpet usually comes in 12-foot widths, making seams necessary in most rooms. Visible seams are not a defect unless they have been improperly made or unless the material has a defect, making the seam appear more pronounced than normal. The more dense and uniform the carpet texture, the more visible the seams will be. Carpet styles with low, tight naps result in the most visible seams. Seams are never more visible than when the carpet is first installed. Usually with time, use, and vacuuming the seams become less visible. You can see examples of how carpet seams diminish after they have been vacuumed and have experienced traffic in the model homes.

Shading is an inherent quality of fine-cut pile carpets. Household traffic causes pile fibers to assume different angles, as a result, the carpet appears darker and lighter in these areas. A good vacuuming, which makes the pile all go in the same direction, provides a temporary remedy.

During your orientation, we will confirm that your carpet is in acceptable condition. We will correct stains or spots noted at this time by cleaning, patching, or replacement. Should there be any defects in the carpet itself, they shall be inspected by the manufacturer and taken care of by Greenmark. Greenmark will not be responsible for dye lot variations if replacements are made. Greenmark will not be responsible for discontinued lines or colour variations. Carpet upgrades arranged directly with the carpet supplier shall not be warranted by Greenmark.

Caulking

Time and weather will shrink and dry caulking so that it no longer provides a good seal. As routine maintenance, check the caulking and make needed repairs. Caulking compounds and dispenser guns are available at hardware stores. Read the manufacturer's instructions carefully to be certain that you select an appropriate caulk for the intended purpose.

Exterior

Unless exterior caulking was originally noted on your ONHWP Certificate of Completion and Possession to be defective or deficient in some respect, they are to be considered homeowner maintenance items and accordingly, are not warrantable.

Interior

One-Time Repair

As a result of settlement, caulking around bathtubs, countertops, fireplace mantles, etc., may come loose or separate from the materials. We will touch up caulking one time during your materials and workmanship period. We suggest that this be performed as soon as possible after you notice it to avoid damage to underlying surfaces.

See also Countertops, Expansion and Contraction, Stairs, and Wood Trim.

Central Vacuum Rough-in

If your home is equipped with a central vacuum rough-in, this means that outlets have been installed in different locations on finished floor levels. All rough-in outlets are connected to plastic pipe conduits that lead to the basement for future hook-up and completion of the system.

Ceramic Tile

Ceramic tile is one of the easiest floor coverings to maintain. Simply vacuum when needed. Occasionally, a damp mopping with warm water may be appropriate. Avoid adding detergent to the water. If you feel a cleaning agent is required, use a mild solution of warm water and dishwasher crystals (they will not result in a heavy, difficult-to-remove lather on the grout). Rinse thoroughly. Avoid flooding the floor with water as the grout is not waterproof and may eventually allow water to permeate the wood underlay causing buckling of the subfloor.

The ceramic tile installed on walls or countertops in your home may be washed with any nonabrasive soap, detergent, or tile cleaner. Abrasive cleaners will dull the finish.

Clean grout that becomes yellowed or stained with a fiber brush, cleanser, and water. Grout cleansers and whiteners are available at most hardware stores. The homeowner may wish to apply a silicone sealant to grout to preserve its colour.

Expect slight separations to occur in the grout between tiles. This grout is for decorative purposes only; it does not hold the tile in place. Cracks in the grout can be filled using premixed grout purchased from flooring or hardware stores. Follow package directions.

Tile around bathtubs or countertops may appear to be pulling up after a time. This is caused by normal shrinkage of grout or caulk and shrinkage of wood members as they dry out. If this occurs, the best remedy is to purchase tub caulk or premixed grout from a hardware store. Follow directions on the container. This maintenance is important to protect the underlying surface from water damage.

During the orientation we confirm that tile and grout areas are in acceptable condition. We will repair or replace cracked, badly chipped, or loose tiles noted at that time. Greenmark is not responsible for variations in color or discontinued patterns. New grout may vary in color from the original.

One-Time Repair

Cracks appearing in grouting of ceramic tiles at joints or junctions with other materials are commonly due to shrinkage. Greenmark will repair grouting, if necessary, one time during the first year. We are not responsible for color variations in grout or discontinued colored grout. Any grouting or caulking that is needed after that time is your responsibility.

Countertops

Use a cutting board to protect your counters when you cut or chop. Protect the counter from heat and from extremely hot pans. If you cannot put your hand on it, do not put it on the counter. Do not use countertops as ironing boards and do not set lighted cigarettes on the edge of the counter.

The caulking between the countertop and the wall, along the joint at the backsplash, and around the sink may shrink, leaving a slight gap. Maintaining a good seal in these locations is important to keep moisture from reaching the wood under the laminates and to prevent warping.

Avoid abrasive cleaners that will damage the luster of the surface.

Rubber drain mats can trap moisture beneath them, causing the laminated plastic to warp and blister. Dry the surface as needed.

During your orientation we confirm that all countertops are in acceptable condition. We repair noticeable surface damage such as chips, cracks, and scratches noted on the orientation list. Repair of surface damage that occurs during or after your move-in is one of your home maintenance responsibilities.

Laminated countertops will have one or more discernible seams. Countertop seams are water resistant, not water proof, and **are not warranted** against separation. Keep these areas dry at all times.

Separation of countertops from walls, backsplash, and around sinks results from normal shrinkage of materials. Greenmark will re-caulk these areas one time during the materials and workmanship warranty. Subsequently caulking will be your home maintenance responsibility.

Granite

Following are some frequently asked questions about the maintenance of granite countertops (as supplied by Deslaurier Custom Cabinets):

Question: Will my countertop or other stone work look like the samples?

Answer: Not necessarily. Natural stone varies in grain, shade, and flaw from batch to batch. Slabs should be viewed prior to commencement of work if any of these variances pose a problem.

Question: Can I put hot things on my granite, or will it be damaged?

Answer: Granite will withstand heat well beyond what most people would introduce to it. Things like acetylene torches will damage your granite. An important note, however, is the area where a hot object, such as a pot, was set on the granite will remain hot for some time, as granite is a very poor conductor.

Question: Can I cut with knives on my granite countertop?

Answer: Yes. There are very few things that will scratch granite. Some objects of concern are diamonds and other rough surfaces, such as the bottom of your cutting board.

Question: Can my granite be stained by spills?

Answer: Yes, lighter colour stone is porous and will absorb liquid quickly if not treated with an impregnator (sealer). The sealer will stop any liquids from penetrating the stone. Note: Impregnators will stop any water based material. Oil and other organic solutions may eventually dissolve through the impregnator. Silicone, or water based impregnators, should be purchased ONLY from a company specializing in natural stone. This precaution will prevent any unwanted results, like honing of the granite.

Question: How often should the sealer be applied?

Answer: The impregnators should last a minimum of 5 years. A telltale sign that the sealer is no longer effective is the occurrence of water stains or you notice that the water no longer beads on top of the countertop. Note: Water stains are not permanent. If a sealer is applied over a water stain, the stain will remain for a long period of time.

Question: Will my countertop chip if I drop something on it?

Answer: This is a tough question. The question is: what do you plan on dropping and how high? The chances of you chipping the granite are very slim. If you are dropping something very heavy from your ceiling you may crack it or knock off a corner. The most likely thing to damage your tops, though, is a major fire, as granite pops under extreme heat.

Question: Will I have seams in my countertop?

Answer: This will depend on both the size of the tops being installed and the strength of the people who install it. An average granite slab is 5' x 10'. If your piece is longer than 120", you can guarantee a seam.

Question: What are the seams filled with?

Answer: Silicone. It is the best way to hide a seam as it bridges colour and is flexible enough to withstand shifts. Epoxies may be used to fill seams, but it is not recommended. Epoxies may be difficult to match. And can crack when cabinets shift.

Question: Where does the granite come from?

Answer: Granite is mined from all across the world from both ground mines and mountain mines. It is separated from the mountain/ ground in large blocks. These blocks are then cut into sheets, given a finish (like a polish), and shipped around the world. Italy is the heart of the stone fabrication industry.

Doors and Locks

The doors installed in your home are wood products subject to such natural characteristics of wood as shrinkage and warpage. Due to natural fluctuations of humidity and the use of forced air furnaces, showers, and dishwashers, interior doors may occasionally require minor adjustments.

Lubricate door locks with graphite or other waterproof lubricant. Avoid oil, as it will gum up.

Slamming doors can damage both doors and jambs and can even cause cracking in walls. Teach children not to hang on the doorknob and swing back and forth; this works loose the hardware and causes the door to sag.

The most common cause of a sticking door is the natural expansion of lumber due to changes in humidity. When sticking is due to swelling during a damp season, do not plane the door unless it continues to stick after the weather changes. Greenmark will adjust doors once

If a door warps slightly, keeping it closed as much as possible often returns it to normal.

Weather stripping and exterior door thresholds occasionally require adjustment or replacement.

During the orientation we confirm that all doors are in acceptable condition and correctly adjusted.

Greenmark will repair construction damage to doors noted on the orientation list.

Due to normal settling of the home, doors may require adjustment for proper fit. Greenmark will make such adjustments one time only.

Panels of wood doors shrink and expand in response to changes in temperature and humidity. Although touching up the paint or stain on unfinished exposed areas is your home maintenance responsibility, Greenmark will repair split panels that allow light to be visible.

Greenmark will repair doors that warp in excess of 1/4 inch.

Drywall

Should you notice drywall cracks, commonly over doors, windows and archways or nail pops, do not be alarmed. These cracks and nail pops are normal and are due to the shrinkage of the supporting walls or joists behind the drywall. These repairs should not be done until the house has sufficiently dried out. Drywall repairs will be done one time only under our warranty at the time of your one-year inspection. Please note that these plaster repairs are not sanded or painted by Greenmark. Sanding and painting is the responsibility of the homeowner. You may choose not to have the year end drywall repairs done if you wish.

With the exception of the one-time repair service provided by Greenmark, care of drywall is your maintenance responsibility.

Eavestrough and Downspouts

It is very important to check periodically the location of discharge of the downspouts. The flow of water can easily erode the ground around the discharge area causing possible settlement. Greenmark is not responsible for settlement and erosion caused by eavestrough downspouts. During winter you should ensure that the eavestroughing does not freeze up and cause ice damming.

Electrical Systems

Know the location of the breaker panel; it includes a main shut-off that controls all the electrical power to the home. Individual breakers control the separate circuits. Each breaker is marked to help you identify which breaker is connected to which major appliances, outlets, or other service. Should a failure occur in any part of your home, always check the breakers in the main panel box.

Breakers

Circuit breakers have three positions: on, off, and tripped. When a circuit breaker trips, it must first be turned off before it can be turned on. Switching the breaker directly from tripped to on will not restore service.

Breaker Tripping

Breakers trip due to overloads caused by plugging too many appliances into the circuit, a worn cord or defective appliance, or operating an appliance with too high a voltage requirement for the circuit. The starting of an electric motor can also trip a breaker.

If any circuit trips repeatedly, unplug all items connected to it and reset. If it trips when nothing is connected to it, you need an electrician. If the circuit remains on, one of the items you unplugged is defective and will require repair or replacement.

Buzzing

Fluorescent fixtures use transformer action to operate. This action sometimes causes a buzzing.

Fixture Location

We install light fixtures in the locations indicated on the plans. Moving fixtures to accommodate specific furniture arrangements or room use is your responsibility.

GFCI (Ground-Fault Circuit-Interrupters)

GFCI receptacles have a built-in element that senses fluctuations in power. Quite simply, the GFCI is a circuit breaker. Building codes require installation of these receptacles in bathrooms, the kitchen, outside, and the garage (areas where an individual can come into contact with water while holding an electric appliance or tool). Heavy appliances such as freezers or power tools will trip the GFCI breaker.

Do not plug a refrigerator or food freezer into a GFCI-controlled outlet. The likelihood of the contents being ruined is high and the limited warranty does not cover such damage.

Each bathroom has a GFCI receptacle. One GFCI test receptacle, including reset button, is located in a bathroom (usually the ensuite) linked to all other GFCI receptacles throughout the house. Once each month, press the test button. This will trip the circuit. To return service, press the reset button. If a GFCI breaker trips during normal use, it may indicate a faulty appliance and you will need to investigate the problem. One GFCI breaker can control up to three or four outlets.

Grounded System

Your electrical system is a three-wire grounded system. Never remove the bare wire that connects to the box or device.

Modifications

If you wish to make any modifications, contact the electrician listed on the Emergency Phone Numbers you receive at the orientation. Having another electrician modify your electrical system during the warranty period can void that portion of your limited warranty.

Outlets

If an outlet is not working, check first to see if it is controlled by a wall switch or GFCI. Next, check the breaker.

If there are small children in the home, install safety plugs to cover unused outlets. This also minimizes the air infiltration that sometimes occurs with these outlets. Teach children to never touch electrical outlets, sockets, or fixtures.

Underground Cables

Before digging, check the location of buried service leads by calling the local utility locating service. In most cases, wires run in a straight line from the service panel to the nearest public utility pad. Maintain positive drainage around the foundation to protect this service.

During the orientation we confirm that light fixtures are in acceptable condition and that all bulbs are working. Greenmark's limited warranty excludes any fixture you supplied.

Designed Load

Greenmark will repair any electrical wiring that fails to carry its designed load to meet specifications. If electrical outlets, switches, or fixtures do not function as intended, Greenmark will repair or replace them.

GFCI (Ground-Fault Circuit-Interrupters)

Greenmark is not responsible for food spoilage that results from your plugging refrigerators or freezers into a GFCI outlet.

Power Surge

Power surges are the result of local conditions beyond the control of Greenmark and are excluded from limited warranty coverage. These can result in burned-out bulbs or damage to sensitive electronic equipment such as TVs, alarm systems, and computers. Damage resulting from lightning strikes is excluded from limited warranty coverage.

Expansion and Contraction

Changes in temperature and humidity cause all building materials to expand and contract. Dissimilar materials expand or contract at different rates. This movement results in separation between materials, particularly dissimilar ones. You will see the effects in small cracks in drywall and in paint, especially where moldings meet drywall, at mitered corners and where tile grout meets tub or sink. While this can alarm an uninformed homeowner, it is normal.

Shrinkage of the wood members of your home is inevitable and occurs in every new home. Although this is most noticeable during the first year, it may continue beyond that time. In most cases, caulk and paint are all that you need to conceal this minor evidence of a natural phenomenon. Even though properly installed, caulking shrinks and cracks. **Maintenance of caulking is your responsibility.**

Greenmark provides one-time repairs to many of the effects of expansion and contraction. See individual categories for details.

Exterior Hose Bibs

Exterior taps must be winterised to avoid damage to pipes. Winter preparation is the homeowner's responsibility and should be carried out in the fall as follows:

1. Close off water from inside the home at stop and waste valve located behind lawn service.
2. Remove small drain cap on the side of stop and waste valve, store drain cap until reuse of valve in the spring.
3. Remove garden hose if attached to lawn service, open lawn service and leave open so water will drain out of system, leave lawn service open over the winter.
4. Reverse this procedure in the spring.

Faucet Care

1. Wipe as needed with a soft, damp cloth.
2. Use only warm water to remove dry water spots.
3. DO NOT use cleaners that contain abrasives or harsh chemicals, use of abrasives or chemical cleaners will damage the finish and void the warranty.
4. DO NOT use alcohol or other organic solvents.

Fireplace

Please read the operating instructions that are supplied with your unit. The firebrick liner and glass doors are not warrantable items and replacements can be purchased from the local fireplace dealer.

Gas Fireplaces

When your fireplace is initially lit there will be a noticeable odor caused by the curing of metal parts. Do not be alarmed. This will diminish after about eight hours of burning time.

Instructions for lighting the pilot light are included with your unit. We suggest you extinguish the pilot light for the summer.

Wood Fireplaces

Never use your fireplace as an incinerator. It is a good habit to build moderate fires toward the back of the firebox and leave the glass doors closed to prevent sparks from flying. If you wish to keep the doors open, ensure the fire screen is drawn. Repeated intense fires close to the glass doors may cause the doors to break. Always open damper before lighting your fire and close it at other times to prevent heat loss and drafts entering.

It is important to keep your chimney flue and chimney pipes free of dangerous accumulations of combustible deposits. Large deposits of creosote and soot in the chimney can burn. These types of fires can be very dangerous. Your chimney is not intended to be a combustion chamber and fire related damage to your home is not because of a defective chimney, it is from improper use and maintenance. To prevent chimney fires, inspect the chimney top frequently for signs of build up of soot.

Garage Overhead Door

Since the garage door is a large, moving object, periodic maintenance is necessary.

Every six months apply a 30-weight automobile oil or similar lubricant to all moving parts: track, rollers, hinges, pulleys, and springs. At the same time, check to see that all hardware is tight and operating as intended without binding or scraping. Avoid overlubricating to prevent drips on vehicles or the concrete floor.

If the lock becomes stiff, apply a silicone or graphite lubricant. Do not use oil on a lock, as it will stiffen in winter and make the lock difficult to operate.

To prevent damage to a garage door opener, be sure the door is completely unlocked and the ropepull has been removed before using the operator. If you have an opener installed after closing on your home, we suggest that you order it from the company that provided and installed the garage door to assure uninterrupted warranty coverage. Be familiar with the steps for manual operation of the door in the event of a power failure.

If Greenmark installed a door opener as one of your selections, during orientation we demonstrate the electric eye that provides a safety stop in the event someone crosses through the opening while the overhead door is in motion. Use care not to place tools or other stored items where they interfere with the function of the electric eye.

Repaint the garage door when you repaint your home, or more often if needed to maintain a satisfactory appearance.

For your safety, after the expiration of the one-year warranty, have any needed adjustments made by a qualified specialist. The door springs are under a considerable amount of tension and require special tools and knowledge for accurate and safe servicing. Have the door inspected by a professional garage door technician after any significant impact to the door.

The garage door may sag slightly due to its weight and span. This will stabilize after the panels have dried.

Greenmark will provide adjustments at year-end as needed unless the problem is caused by the installation of a garage door opener subsequent to closing on the home.

Garage overhead doors cannot be air tight. Some light will be visible around the edges and across the top of the door. Severe weather conditions may result in some precipitation entering around the door.

Gas Shut-Offs

You will find shut-offs on gas lines near their connection to each item that operates on gas. In addition, there is a main shut-off at the meter. We point these out during the orientation. If you suspect a gas leak, leave the home and call the Gas Company immediately for emergency service.

The Gas Company is responsible for leaks up to the meter. Greenmark will correct leaks from the meter into the home within the warranty period. After this time contact your gas supplier.

Gas Water Heater

Carefully read and follow the manufacturer's literature for your specific model of water heater.

Condensation

Condensation inside your new water heater may drip onto the burner flame. This causes no harm and in most cases will disappear in a short period of time.

Drain Tank

Review and follow manufacturer's timetable and instructions for draining several gallons of water from the bottom of the water heater. This reduces the build-up of chemical deposits from the water, prolonging the life of the tank and saving energy dollars.

Pilot

Never light a gas pilot when the water heater tank is empty. Always turn off the gas before shutting off the cold water supply to the tank.

To light the water heater pilot, first remove the cover panel on the tank to expose the pilot. Then rotate the on-off pilot knob to the pilot position. When the knob is in this position, the red button can be depressed.

While depressing the red button, hold a match at the pilot. Once the pilot lights continue to hold the red button down for 30 to 60 seconds. When you release the red button, the pilot should stay lit. If it does not, wait several minutes to allow the gas to dissipate from the tank and repeat the entire process. If it stays lit, rotate the on-off pilot knob to the on position.

Reinstall the cover panel and then adjust the temperature setting with the regulating knob on the front of the tank.

Water heaters sometimes collect small quantities of dirty water and scale in the main gas lines, which may put out the pilot light.

While away from home for an extended period of time, set the temperature to its lowest point and leave the pilot lit.

Safety

Vacuum the area around a gas-fired water heater to prevent dust from interfering with proper flame combustion. Avoid using the top of a heater as a storage shelf.

Temperature

The recommended thermostat setting for normal everyday use is “normal.” Higher settings can result in wasted energy dollars and increase the danger of injury from scalding. Hot water will take longer to arrive at sinks, tubs, and showers that are farther from the water heater.

No Hot Water

If you discover that you have no hot water, check the pilot, temperature setting, and water supply valve before calling for service. Refer to the manufacturer's literature for specific locations of these items and other troubleshooting information.

Refer to the manufacturer's limited warranty for information regarding coverage of the water heater.

See also Plumbing.

Grading and Drainage

The final grades around your home have been inspected and approved for proper drainage of your lot. Our surveyor completes a drainage certification and then the local building authorities, as well as Greenmark, inspect the site.

Drainage

Typically, the grade around your home will slope away from the foundation. In most cases, drainage swales do not follow property boundaries. Maintain the slopes around your home to permit the water to drain away from the home as rapidly as possible. This is essential to protect your foundation. Failure to do so can result in major structural damage and will void your warranty.

Maintaining the drainage around the house is your responsibility. If you alter the drainage pattern after closing, or if changes in drainage occur due to lack of maintenance, the limited warranty is void.

Roof Water

Do not remove the splash blocks or downspout extensions from under the downspouts. Keep these in place at all times, sloped so the water drains away from your home quickly.

Settling

The area we excavated for your home's foundation was larger than the home to allow room to work. In addition, some trenching is necessary for installation of utility lines. Although we replaced and compacted the soil, it does not return to its original density. Some settling will occur, especially after prolonged or heavy rainfall or melting of large amounts of snow. Settling can continue for several years. Inspect the perimeter of your home regularly for signs of settling and fill settled areas as needed to maintain positive drainage.

Backfilled or excavated areas around the foundation and at utility trenches should not interfere with the drainage away from your home. If these areas settle during the first year, Greenmark will fill the areas one time.

Greenmark is not responsible for weather-caused damage to unlandscaped yards after the final grade has been established or the closing date, whichever occurs last.

New Sod

New sod installation and the extra watering that accompanies it can cause temporary drainage problems, as can unusually severe weather conditions.

Recommendations

Greenmark documents the grades that exist at the time of delivery of your home or as soon thereafter as possible. The ground must be dry and free of frost to make these determinations. Once final grades are set, Greenmark will inspect drainage problems reported in writing during the warranty period, compare grades to those originally established, and advise you on corrective actions you might take.

Swales

Greenmark does not alter drainage patterns to suit individual landscape plans. Typically, a lot receives water from and passes water on to other lots, so changes in grade often affect adjacent or nearby lots. Greenmark advises against making such changes. After heavy rain or snow, water may stand in swales up to 48 hours.

Under Concrete

Greenmark will fill visible sunken areas under concrete during the first year.

Winter Grading

Due to weather conditions, especially during winter and early spring, the final grade may not have been established at the time of closing. We document the status of your grading at the time of delivery. When conditions permit, grading work will continue. Confirm that we have completed your grading before beginning landscaping.

Hardware

Doorknobs and locks should operate correctly with little attention. Over time, they may need slight adjustments due to normal shrinkage of the framing. Occasionally, you may need to tighten screws.

We confirm that all hardware is in acceptable condition during orientation. The limited warranty excludes repairs for cosmetic damage subsequent to the orientation.

Greenmark will repair hardware items that do not function as intended.

Hardwood Floors

In daily care of hardwood floor, preventive maintenance is the primary goal. During the orientation we will confirm that hardwood floors are in acceptable condition. We will correct any readily noticeable cosmetic defects listed during the orientation. You are responsible for routine maintenance of hardwood floors.

Cleaning

Sweep on a daily basis or as needed. Never wet mop a hardwood floor. Excessive water causes wood to expand and can possibly damage the floor. When polyurethane finishes become soiled, damp-mop with a mixture of one cup vinegar to one gallon of warm water. When damp-mopping, remove all excess water from the mop. Check with the Hardwood Company if your floor has a water-based finish.

Dimples

Placing heavy furniture or dropping heavy or sharp objects on hardwood floors can result in dimples.

Filmy Appearance

A white, filmy appearance can result from moisture, often from wet shoes or boots.

Furniture Legs

Install proper floor protectors on furniture placed on hardwood floors. Protectors will allow chairs to move easily over the floor without scuffing. Regularly clean the protectors to remove any grit that may have accumulated.

Humidity

Wood floors respond noticeably to changes in humidity in your home. Especially during winter months the individual planks or pieces expand and contract as water content changes. A humidifier helps but does not eliminate this reaction.

Mats and Area Rugs

Use protective mats at the exterior doors to help prevent sand and grit from getting on the floor.

Gritty sand is wood flooring's worst enemy. However, be aware that rubber backing on area rugs or mats can cause yellowing and warping of the floor surface.

Recoat

If your floors have a polyurethane finish, you may want to have an extra coat of polyurethane applied by a qualified contractor within six months to one year. The exact timing will depend on your particular lifestyle. If another finish was used, refer to the manufacturer's recommendations.

Separation

Expect some shrinkage around heat vents or any heat-producing appliances, or during seasonal weather changes.

Shrinkage will result in separations between the members of hardwood floors. If these exceed 1/8 inch, Greenmark will fill them one time. Greenmark is not responsible for removing excess filler that appears on the surface if the boards expand due to subsequent changes in humidity and expel the filler.

Spills

Clean up food spills immediately with a dry cloth. Use a vinegar-and-warm-water solution for tough food spills.

Splinters

When floors are new, small splinters of wood can appear.

Sun Exposure

Exposure to direct sunlight can cause irreparable damage to hardwood floors. To preserve the beauty of your hardwood floors install and use window coverings in these areas.

Traffic Paths

A dulling of the finish in heavy traffic areas is likely.

Warping

Warping will occur if the floor repeatedly becomes wet or is thoroughly soaked even once. Slight warping in the area of heat vents or heat-producing appliances is also typical.

Wax

Waxing and the use of products like oil soap are neither necessary nor recommended. Once you wax a polyurethane finish floor, recoating is difficult because the new finish will not bond to the wax.

The preferred maintenance is preventive cleaning and recoating annually or as needed to maintain the desired luster.

Heating System

Good maintenance of the furnace can save energy dollars and prolong the life of the furnace. Carefully read and follow the manufacturer's literature on use and maintenance. The guidelines here include general information only.

We will install heating systems according to local building codes, as well as to engineering designs of the particular model home.

Adjust Vents

Experiment with the adjustable registers in your home to establish the best heat flow for your lifestyle. Generally, you can reduce the heat in seldom-used or interior rooms. This is an individual matter and you will need to balance the system for your own family's needs.

Avoid Overheating

Do not overheat your new home. Overheating can cause excessive shrinkage of framing lumber and may materially damage the home. In the beginning, use as little heat as possible and increase it gradually.

Blower Panel

You need to position the blower panel correctly for the furnace blower (fan) to operate. This panel compresses a button that tells the blower it is safe to operate. If this panel is not on tightly, the fan will not come on.

Combustion Air

Furnaces we install in basements include combustion air vents.

Never cover or block the combustion air vent in any way. Outside air is needed to supply the furnace with sufficient oxygen. Blocking the combustion air vent will cause the furnace to draw air down the vent pipe and pull poisonous gases back into your home.

Ductwork

Although the heat system is not a sealed system, the ductwork should remain attached and securely fastened. If it becomes unattached, Greenmark will repair as needed.

Ductwork Noise

Some popping or pinging sounds are the natural result of ductwork heating and cooling in response to air flow as the system operates.

Filter

Remember to change or clean the filter monthly during the heating season (year-round if you also have air conditioning). A clogged filter can slow air flow and cause cold spots in your home. Although it takes less than one minute to change the filter, this is one of the most frequently overlooked details of normal furnace care. Buy filters in large quantity for the sake of convenience.

If you have a permanent, washable, removable filter, you need to clean this monthly. Use water only to clean the filter, tap to dry or air dry, and leave unit off for a brief period. Do not use soaps or detergents on the filter.

Gas Odor

If you smell gas, call the gas company immediately.

Odor

A new heating system may emit an odor for a few moments when you first turn it on. An established system may emit an odor after being unused for an extended time (such as after the summer months if you do not use air conditioning). This is caused by dust that has settled in the ducts and should pass quickly.

On-Off Switch

The furnace has an on-off blower switch. This switch looks like a regular light switch and is located in a metal box outside the furnace. When turned off, this switch overrides all furnace commands and shuts down the blower. This is usually done only when maintenance service is being performed, although young children have been known to turn the furnace off using this switch. (If your furnace is a high-efficiency model, it does not have a pilot or an on-off switch.)

Pilot

On models with manually lit pilots, lighting the furnace pilot involves several steps. First, remove the cover panel to expose the pilot. Then rotate the on-off pilot knob to pilot. When the knob is in this position, you can depress the red button.

While depressing the red button, hold a match at the pilot. Once the pilot lights continue to hold the red button down for 30 to 60 seconds. When you release the red button, the pilot should stay lit. If it does not, wait several minutes to allow any gas to dissipate from the furnace area and repeat the entire process. If the pilot stays lit, rotate the on-off pilot knob to the on position. Reinstall the cover panel. You can find these instructions on a sticker on the furnace and in the manufacturer's literature.

Registers

Heat register covers are removable and adjustable. You are responsible for adjusting the dampers in these covers to regulate the heat flow within the home. Registers in the rooms farther away from the furnace will usually need to be opened wider.

Return Air Vents

For maximum comfort and efficient energy use, arrange furniture and draperies to allow unobstructed air flow from registers and to cold air returns.

Temperature

Depending on the style of home, temperatures can normally vary from floor to floor as much as 10 degrees or more on extremely cold days. The furnace blower will typically cycle on and off more frequently and for shorter periods during severe cold spells.

Thermostat

The furnace will come on automatically when the temperature at the thermostat registers below the setting you have selected. Once the furnace is on, setting the thermostat to a higher temperature will not heat the home faster. Thermostats are calibrated to within plus or minus 5 degrees.

Trial Run

Have a trial run early in the fall to test the furnace. (The same applies to air conditioning in the spring.) If service is needed, it is much better to discover that before the heating season.

Humidifier

Operate a humidifier only with the furnace, not with the air conditioner. If you notice condensation on windows, the humidifier should be adjusted to a lower setting. Clean the moisture pad according to the manufacturer's instructions and suggested timetable.

Refer to the manufacturer's limited warranty for information regarding coverage of the humidifier.

Insulation

The effectiveness of blown insulation is diminished if it is uneven. As the last step in any work done in your attic (for example, the installation of a TV antenna), you should confirm that the insulation lays smooth and even. Do not step on drywall ceilings, because this can result in personal injury or damage to the drywall.

Greenmark will install insulation to meet or exceed the building codes applicable at the time of construction and outlined as part of your purchase agreement.

Landscaping

Landscape materials we install are warranted for one growing season. We will confirm the healthy condition of all plant materials during the orientation. Maintaining landscaping is your responsibility.

Plan to install the basic components of your landscaping as soon after closing as weather permits. In addition to meeting your homeowners' association requirements to landscape in a timely manner, well-designed landscaping prevents erosion and protects the foundation of your home.

Trees

Trees planted by Greenmark Homes are warranted for one year. To ensure that these trees thrive, it is the responsibility of the homeowner to do the following (as provided by Capital Landscaping):

1. maintain a dish at the base of each tree
 2. avoid planting flowers at the base of each tree
 3. mulch soil at the base of each tree
 4. water properly (once per week in June, July and August)
 5. fertilize each tree in the spring with tree fertilizer. Ensure that manufacturer's instructions are followed closely as these vary depending on the product.
 6. for protection against rodent damage in winter, use plastic tree guards.
- The warranty of trees planted by Greenmark Builders is void if the above maintenance steps are not followed.

Greenmark is not responsible for rodent damage, insect infestation or disease to trees.

Lawn

The careful care of a newly planted lawn is essential for its long-term success. It is the responsibility of the homeowner to treat newly planted lawn as follows (as provided by J.K. Pederson Landscaping Ltd.):

Keep the area thoroughly moist for at least two weeks, or until grass is well established. Avoid light sprinklings. The moisture should penetrate the soil to a depth of several inches. We recommend you use the oscillating type of sprinkler.

Avoid cutting the grass during the first two weeks. Mow only when the grass is completely dry. Cutting height is very important – never mow shorter than two inches.

Do not be alarmed if weeds appear. Almost all soils, even screened topsoil, can contain weed seeds. Most weeds will die off after weekly mowings begin. Others can be controlled with weed spray.

In order to maintain a healthy lawn it has to be fed. A good lawn fertilizer should follow installation by 6 to 8 weeks.

Greenmark is not responsible for rodent damage, insect infestation or disease to lawns.

Additions

Before installing patio additions or other permanent improvements, consider soil conditions in the design and engineering of your addition.

Backfill

We construct the foundation of your home beginning with an excavation into the earth. When the foundation walls are complete, the area surrounding them is backfilled. Soil in this area is not as compact as undisturbed ground. Water can penetrate through the backfill area to the lower areas of your foundation. This can cause potentially severe problems such as wet basements, cracks in foundation walls, and floor slab movement. Avoid this through proper installation of landscaping and good maintenance of drainage.

Backfill areas will settle and require prompt attention to avoid damage to your home and voiding of the structural warranty.

Keep downspout extensions in the down position to channel roof runoff away from the foundation area of your home. Routine inspection of downspouts, backfill areas, and other drainage components is an excellent maintenance habit.

See also Grading and Drainage.

Bark or Rock Beds

Do not allow edgings around decorative rock or bark beds to dam the free flow of water away from the home. You can use a nonwoven landscape fabric between the soil and rock or bark to restrict weed growth while still permitting normal evaporation of ground moisture.

Contractors

You are responsible for changes to the drainage pattern made by any landscape, concrete, deck, or pool contractor. Discuss drainage with any company you hire to do an installation in your yard. Do not permit them to tie into existing drainage pipes without approval from Greenmark.

Irrigation

Make provisions for efficient irrigation. Conduct weekly operational checks to ensure proper performance of the system. Direct sprinkler heads away from the home. Trickler or bubbler type irrigation systems are not recommended for use adjacent to the structure. Regularly drain and service sprinkler systems.

Waiting to Landscape

If you leave ground unlandscaped, it erodes. Correcting erosion that occurs after closing is your responsibility.

Mildew

Mildew is a fungus that spreads through the air in microscopic spores. They love moisture and feed on surfaces or dirt. On siding, they look like a layer of dirt. Cleaning mildew from your home is your responsibility. Solutions that remove mildew are available from local paint or home improvement stores. Wear protective eyewear and rubber gloves for this task; the chemicals that remove mildew are unfriendly to humans.

We will remove any mildew noted during the orientation. Greenmark warranty excludes mildew.

Mirrors

To clean your mirrors, use any reliable liquid glass cleaner or polisher available at most hardware or grocery stores. Avoid acidic cleaners and splashing water under the mirror; either can cause the silvering to deteriorate. Avoid getting glass cleaners on plumbing fixtures as some formulas can deteriorate the finish.

We will confirm that all mirrors are in acceptable condition during the orientation. Greenmark will correct scratches, chips, or other damage to mirrors noted during the orientation.

Paint and Stain

During your orientation we will confirm that all painted or stained surfaces are in acceptable condition. Greenmark will touch up paint as indicated on the orientation list. You are responsible for all subsequent touch-up, except painting we perform as part of another warranty repair.

Due to changes in the formula for paint (such as the elimination of lead to make paints safer), painted surfaces must be washed gently using mild soap and as little water as possible. Avoid abrasive cleaners, scouring pads, or scrub brushes. Flat paints show washing marks more easily than gloss paints do. Often, homeowners prefer the results obtained by touching up rather than washing.

Exterior

Regular attention will preserve the beauty and value of your home. Check the painted and stained surfaces of your home's exterior annually. Repaint before much chipping or wearing away of the original finish occurs; this will save the cost of extensive surface preparation. Plan on refinishing the exterior surface of your home approximately every two to three years. Climatic conditions control the chemical structure of the paint used on the exterior. Over time, this finish will fade and dull a bit.

When you repaint the exterior of your home, begin by resetting popped nails and removing blistered or peeling portions of paint with a wire brush or putty knife. Sand, spot with primer, and then paint the entire area. Use a quality exterior paint formulated for local climate conditions.

Avoid having sprinklers spray water on the exterior walls of your home. This will cause blistering, peeling, splintering, and other damage to the home.

Fading

Expect fading of exterior paint or stain due to the effects of sun and weather. Greenmark limited warranty excludes this occurrence.

Severe Weather

Hail and wind can cause a great deal of damage in a severe storm, so inspect the house after such weather. Promptly report damage caused by severe weather to your insurance company.

Stain

For minor interior stain touch-ups, a furniture-polish-and-stain treatment is inexpensive, easy to use, and will blend in with the wood grain. Follow directions on the bottle.

Touch-Up

When doing paint touch-ups, use a small brush, applying paint only to the damaged spot. Touch-up may not match the surrounding area exactly, even if the same paint mix is used. When it is time to repaint a room, prepare the wall surfaces first by cleaning with a mild soap and water mixture or a reliable cleaning product. Paint touch-up is visible under certain lighting conditions.

We provide samples of each paint used on your home. Store these with the lids tightly in place and in a location where they are not subjected to extreme temperatures.

Wood Grain

Due to wood characteristics, color variations will result when stain is applied to wood. This is natural and requires no repair. Today's water-base paints often make wood grain visible on painted trim. Greenmark does not provide corrections for this condition.

Phone Jacks

Your home is equipped with telephone rough-ins as shown on the selection sheets. Initiating phone service, additions to phone service, and moving phone outlets for decorating purposes or convenience are your responsibility.

Greenmark will correct outlets positioned so that a phone cannot be installed due to a cabinet or countertop that is part of the original home.

Greenmark will repair wiring that does not perform as intended from the phone service box into the home. From the service box outward, care of the wiring is the responsibility of the local telephone service company.

Plumbing

During the orientation we will confirm that all plumbing fixtures are in acceptable condition and that all faucets and drains operate freely. Greenmark will correct clogged drains that occur during the first 30 days after closing. If a household item is removed from a clogged drain during this time, we will bill you for the drain service. After the first 30 days, you are responsible for correcting clogged drains.

Cleaning

Follow manufacturer's directions for cleaning fixtures. Avoid abrasive cleansers. They remove the shiny finish and leave behind a porous surface that is difficult to keep clean. Clean plumbing fixtures with a soft sponge and soapy water (a non-abrasive cleaner or a liquid detergent is usually recommended by manufacturers). Then polish the fixtures with a dry cloth to prevent water spots.

Care for brass fixtures with a good-quality brass cleaner, available at most hardware stores.

Clogs

You can usually clear clogged traps with a plumber's helper (plunger). If you use chemical agents, follow directions carefully to avoid personal injury or damage to the fixtures.

Clean a plunger drain stopper—usually found in bathroom sinks—by loosening the nut under the sink at the back, pulling out the rod attached to the plunger, and lifting the stopper. Clean and return the mechanism to its original position.

Cosmetic Damage

Greenmark will correct any fixture damage noted on the orientation list. Repairing chips, scratches, or other surface damage, noted subsequent to the orientation list, is your responsibility.

Dripping Faucet

You can repair a dripping faucet by shutting off the water at the valve directly under the sink, then removing the faucet stem, changing the washer, and reinstalling the faucet stem. The showerhead is repaired the same way. Replace the washer with another of the same type and size. You can minimize the frequency of this repair by remembering not to turn faucets off with excessive force.

(Please note that some manufacturers do not use rubber washers.)

Extended Absence

If you plan to be away for an extended period, you should drain your water supply lines. To do this, shut off the main supply line and open the faucets to relieve pressure in the lines. You may also wish to shut off the water heater. Do this by turning off the cold water supply valve on top and the gas control at the bottom. Drain the tank by running a hose from the spigot on the bottom to the basement floor drain. If you leave the tank full, keep the pilot on and set the temperature to its lowest or "vacation" setting. Check manufacturer's directions for additional hints and instructions.

Freezing Pipes

Provided the home is heated at a normal level, pipes should not freeze at temperatures above 0 degrees F. Set the heat at 65 degrees F if you are away during winter months. Keep garage doors closed to protect plumbing lines running through this area from freezing temperatures.

In unusually frigid weather or if you will be gone more than a day or two, open cabinet doors to allow warm air to circulate around pipes. Use an ordinary hair dryer to thaw pipes that are frozen.

Never use an open flame.

Laundry Tub

If you have a laundry room tub, the faucet does not have an aerator. This is to allow the tub faucet to accept a hose connection.

Leaks

If a major plumbing leak occurs, the first step is to turn off the supply of water to the area involved. This may mean shutting off the water to the entire home. Then contact Greenmark or the appropriate contractor.

Greenmark will repair leaks in the plumbing system. If a plumbing leak caused by a warranted item results in drywall or floor covering damage, Greenmark will repair or replace items that were part of the home as originally purchased. We do not make adjustments for secondary damages (for example, damage to wallpaper, drapes, and personal belongings). Insurance should cover these items.

Low Pressure

Occasional cleaning of the aerators on your faucets (normally every three to four months) will allow proper flow of water. The water department controls the overall water pressure. Greenmark will correct construction conditions that disrupt the supply of water to your home.

Noise

Changes in temperature or the flow of the water itself will cause some noise in the pipes. This is normal, especially with the use of copper pipes, and requires no repair. Greenmark will repair persistent water hammer. Expect temperatures to vary if water is used in more than one location in the home.

Outside Faucets

Outside faucets are freeze-proof, but in order for this feature to be effective, you must remove hoses during cold weather, even if the faucet is located in your garage. If a hose is left attached, the water that remains in the hose can freeze and expand back into the pipe, causing a break in the line.

Repair of a broken line that feeds an exterior faucet is a maintenance item. Note that Greenmark does not warrant against freezing.

Greenmark will repair leaks at exterior faucets noted on the orientation list. Subsequent to orientation, repair of a broken line to an exterior faucet is your responsibility.

Running Toilet

To stop running water, check the shut-off float in the tank. You will most likely find it has lifted too high in the tank, preventing the valve from shutting off completely. In this case, gently bend the float rod down until it stops the water at the correct level. The float should be free and not rub the side of the tank or any other parts. Also check the chain on the flush handle. If it is too tight, it will prevent the rubber stopper at the bottom of the tank from sealing, resulting in running water.

Shut-Offs

Your main water shut-off is located near your meter. You use this shut-off for major water emergencies such as a water line break or when you install a sprinkler system or build an addition to your home. Each toilet has a shut-off on the water line under the tank. Hot and cold shut-offs for each sink are on the water lines under the sink.

Stainless Steel

Clean stainless steel sinks with soap and water to preserve their luster. Avoid abrasive cleaners; these will damage the finish. An occasional cleaning with a good stainless steel cleaner will enhance the finish. Avoid leaving produce on a stainless steel surface, since prolonged contact with produce can stain the finish.

Tank Care

Avoid exposing the toilet to blows from sharp or heavy objects, which can cause chipping or cracking. Avoid abnormal pressures against the sides of the tank. It is possible to crack the tank at the points where it is attached to the bowl.

Roof

The shingles on your roof do not require any treatment or sealer.

Clean Gutters

Maintain the gutters and downspouts so that they are free of debris and able to quickly drain precipitation from the roof.

Ice Build-Up

Ice build-up may develop in the eaves during extended periods of cold and snow. Damage that results from this is excluded from warranty coverage. Your insurance may cover this damage.

Leaks

If a leak occurs, try to detect the exact location. This will greatly simplify finding the area that requires repair when the roof is dry.

Limit Walking

Limit walking on your roof. Your weight and movement can loosen the roofing material and in turn result in leaks. Never walk on the roof of your home when the shingles are wet—they are slippery.

Severe Weather

After severe storms, do a visual inspection of the roof for damages. Notify your insurance company if you find pieces of shingle in the yard or shingle edges lifted on the roof.

Greenmark will repair roof leaks other than those caused by severe weather, such as hail damage, or some action you have taken, such as walking on the roof. Roof repairs are made only when the roof is dry.

Rough Carpentry

Some floor and stair squeaks are unavoidable. Although Greenmark does not warrant against floor squeaks, a reasonable effort will be made to correct them.

Floor Deflection

Floors will deflect (bend) when walked on. This will be more noticeable next to hutches, bookcases, pianos, chairs, and other heavy furniture. This is not a structural deficiency and Greenmark will take no action for this occurrence.

Septic Systems

Your Home Septic Information package will be forwarded to you from the Ottawa Septic System Office of the Mississippi Valley Conservation Authority. You can expect to receive this package about one month after occupancy. If you do not receive this package, please contact the office at 692-0160 or 1-800-459-5975.

As part of this Homeowner Manual you will also find A Guide to Operating & Maintaining your Septic System booklet provided by the Ministry of Municipal Affairs and Housing Department of the Ontario government.

Your septic system is warranted for two years from time of installation.

The following information is supplied by the Ottawa-Carleton Septic System Office and is included in Your Home Septic information package:

Operating Your Septic System

If in doubt – don't pour it out!

Septic systems thrive on wastewater, but certain chemicals can cause major indigestion. Flushing even small amounts of paints, solvents, thinners, nail polish remover and other common household compounds (or pouring them down the drain) can poison the organisms that break down organic material.

Laundry bleaches, toilet bowl cleaners and caustic drain openers can also slow the treatment process, allowing sewage to pass through without proper treatment. And often, the chemicals themselves seep into the ground, sometimes contaminating wells or surface waters.

Septic systems cannot digest oils, grease and fat. Poured down the sink or toilet, they congeal in pipes, sometimes plugging them. Grease can also combine with detergents and flow into the drainage field where it may clog the soils. Fats can form a blob in the top of the tank, and interfere with the biological activities taking place. All oily waste should go out with the garbage.

Protecting Your Septic System

Driving cars or machinery over your septic system will crush it. The soil surrounding the pipes may also be compacted, making it less adept at absorbing sewage flows. Snowmobiles compress the snow cover over the field, reducing its natural insulating effect and increasing the risk of pipes freezing.

Planting trees and shrubs near the field is risky, because their roots travel significant distances to seek water and can plug or damage the pipes. And watering of the grass over the field, whether by inground systems or by hand, should be eliminated or minimized. Watering interferes with the soil's ability to absorb liquids and break down wastes.

Siding

Siding expands and contracts in response to changes in humidity and temperature. Slight waves are visible in siding under certain weather conditions; this cannot be entirely eliminated.

Wood or wood-product siding will require routine refinishing. The timing will vary with climatic conditions. Greenmark will caulk and apply touch-up paint to cracks that exceed 3/16 inch. We provide this repair one time only near the end of the first year. Paint or stain touch-up will not match. We will correct any separation at joints or where siding meets another material if the separation allows water to enter the home.

Exterior siding is not waterproof. It is only water-resistant. Excessive use of a sprinkler against the foundation and the siding can cause water infiltration into the building and result in water on the basement floor. This is not the responsibility of Greenmark Builders. It is a homeowner maintenance item. Direct sprinkler heads away from the home.

Smoke Detectors

Cleaning

For your safety, clean each smoke detector monthly to prevent a false alarm or lack of response in a fire. After cleaning, push the test button to confirm the alarm is working.

Greenmark does not represent that the smoke detectors will provide the protection for which they are installed or intended. We will test smoke detectors during the orientation to confirm that they are working and to familiarize you with the alarm. You are responsible for obtaining fire insurance.

Stairs

No known method of installation prevents all vibration or squeaks in a staircase. A shrinkage crack will develop where the stairs meet the wall. When this occurs, apply a thin bead of latex caulk and, when dry, touch up with paint. Greenmark will caulk this area one time only.

Although Greenmark does not warrant against stair vibration and squeaks, a reasonable effort will be made to correct them.

Ventilation

Homes today are built more tightly than ever. This saves energy dollars but creates a potential concern. Condensation, cooking odors, indoor pollutants, radon, and carbon monoxide may all accumulate. We provide mechanical and passive methods for ventilating homes. Your attention to ventilation is important to health and safety.

Building codes require attic space vents to minimize accumulation of moisture. Attic ventilation occurs through vents in the soffit (the underside of the overhangs) or on gable ends. Driving rain or snow sometimes enters the attic through these vents. Do not cover the insulation in front of the vent. When you do this, precipitation that blows in safely evaporates and ventilation can still occur.

Your daily habits can help keep your home well ventilated:

- ◇ Do not cover or interfere in any way with the fresh air supply to your furnace.
- ◇ Develop the habit of running the hood fan when you are cooking.
- ◇ Develop the habit of running the bath fans when bathrooms are in use.
- ◇ Air your house by opening windows for a time when weather permits.

Proper ventilation will prevent excessive moisture from forming on the inside of the windows. This helps reduce cleaning chores considerably.

Greenmark warranty guidelines for active components (for example, exhaust fans) are discussed under the appropriate headings (such as electrical systems, heating system, and so on).

Vinyl Flooring

We will confirm that resilient floor covering is in acceptable condition during your orientation. Greenmark limited warranty does not cover damage to resilient floors caused by moving furniture or appliances into the home. We can assist you in contacting professionals who can repair such damage if it occurs in your home. Greenmark is not responsible for discontinued selections.

Although vinyl floors are designed for minimum care, they do have maintenance needs. Follow any manufacturer's specific recommendations for care and cleaning. Some resilient floors require regular application of a good floor finish. This assures you of retaining a high gloss. However, avoid using cleaning or finishing agents on the new floor until the adhesive has thoroughly set. This will take about two weeks.

Limit Water

Wipe up spills and vacuum crumbs instead of washing resilient floors frequently with water. Limit mopping or washing with water; excessive amounts of water on resilient floors can penetrate seams and get under edges, causing the material to lift and curl.

Moving Furniture

Moving appliances across resilient floor covering can result in tears and wrinkles. Install coasters on furniture legs to prevent permanent damage. If you damage the resilient floor, you can have it successfully patched by professionals. We leave any remnants of floor covering materials for this reason.

No Wax

The resilient flooring installed in your home is the no-wax type. No-wax means a clear, tough coating that provides both a shiny appearance and a durable surface. However, even this surface will scuff or mark. Follow the manufacturer's recommendations for maintaining the finish. There are products available from the manufacturer that will help maintain a like-new appearance.

Raised Nail and Screw Heads

Raised nail heads are the result of movements of the floor joist caused by natural shrinkage and deflection. We have used special nails and glued the underlayment to help minimize this movement.

Greenmark will repair lifting or bubbling and nail pops that appear on the surface.

Ridges

Greenmark has sanded and filled the joints of underlayment to minimize the possibility of ridges showing through resilient floor coverings. Ridging is measured by centering a 6-inch straight edge perpendicular to the ridge with one end tight to the floor. If the opposite end of the straight edge is 1/8 inch or more from the floor, Greenmark will repair this condition.

Scrubbing and Buffing

Frequent scrubbing or electric buffing is harder on floors than regular foot traffic. Use acrylic finishes if you scrub or buff.

Seams

Any brand or type of resilient flooring may separate slightly due to shrinkage. Seams can lift or curl if excessive moisture is allowed to penetrate them. You can use a special caulking at tub or floor joints to seal seams at those locations. Avoid getting large amounts of water on the floor from baths and showers. Resilient floor covering should adhere. Greenmark will repair lifting or bubbling and nail pops that appear on the surface. Seams will occur and are sealed at the time of installation. Greenmark will correct gaps in excess of 1/16 inch where resilient flooring pieces meet or 1/8 inch where resilient flooring meets another material. Greenmark will correct curling at seams unless caused by excessive water.

Waterproofing

We spray your foundation walls with an asphalt waterproofing material. Although we make every effort to assure a dry basement, during times of excessive moisture, you may notice some dampness. Over time, natural compaction of soils in the backfill areas will usually eliminate this condition. Careful maintenance of positive drainage will also protect your basement from this condition. Greenmark will correct conditions that allow actual water to enter the basement unless the cause is improper installation of landscaping or failure to adequately maintain drainage.

Brick and siding are not waterproof. It is only water-resistant. Excessive use of a sprinkler against the foundation and the brick and siding can cause water infiltration into the building and result in water on the basement floor. This is not the responsibility of Greenmark Builders. It is a homeowner maintenance item. Direct sprinkler heads away from the home.

Well

Your well is guaranteed for five years. Faulty workmanship and/or materials are covered. Should the flow rate diminish, this is a warrantable item. The well is also guaranteed for five years to receive acceptable Total Coliform and E.coli counts. Contact Greenmark Builders if the flow rate diminishes or total coliform and E.coli counts are unacceptable by government standards.

It is recommended that well water be tested every six months. Test bottles can be picked up and returned for testing to:

Provincial Ministry of Health
2380 St. Laurent Blvd.
736-6800

This service is provided free of charge

Or

Accutest Laboratories Ltd.
146 Colonnade Road, Unit 8
727-5692

There is a small fee charged for this service

The following information is supplied by The Eastern Ontario Health Unit. For further information, call the Health Line at 930-7080 or 1-800-267-0852.

How to Understand the Results of your Well Water Tests

Why should I test my well water?

Drinking water contaminated with disease-causing bacteria can make you or your family seriously ill.

Symptoms can range from stomach cramps, nausea, watery and bloody diarrhea to vomiting and fever. By testing your well water twice a year, you can help avoid such problems.

What do the test results mean?

Your test results may include the following terms:

Total Coliform Bacteria

Several types of ground surface bacteria, found in the soil and decaying vegetation.

Coliforms may also be associated with human or animal fecal contamination. The repetitive detection of coliform bacteria (>5) indicates contamination and an unsafe condition.

Escherichia Coli (E. coli) Bacteria

A type of disease-causing bacteria that can be present in the digestive system of humans and animals. Contaminated waste or sewage can leak into the surrounding ground water and contaminate the well water supply. Some types of E. coli bacteria can cause serious illness and can be fatal in some infants, children and the elderly. Any detection of E. coli (>0) indicates contamination and an unsafe condition.

How do I know for sure?

No result is definite, unless three samples, each taken about one week apart, have been tested.

What's safe and what's not safe?

Safe results:

- Total Coliform bacteria: 0

The presence of a few coliforms per 100 mL of water is an indication of deterioration and resampling must be done.

- E. coli bacteria: 0

- Three samples collected one week apart indicates a bacteriological safe water supply.

Unsafe results:

- Total Coliform bacteria: less than 5 on repeated sampling, or 6 or more on a single test .. could indicate surrounding bacteria are entering the well water supply.

- E. coli bacteria: 1 or more

.. could indicate a source of human or animal waste or sewage near the well. Do not drink the water. Disinfect the well immediately. See below for instructions.

- Estimate (Est.) or Overgrowth (O/G)

Do not drink the water. Disinfect the well immediately. See below for instruction.

.. could indicate that too many bacteria were present to do an accurate test.

What do I do if the tests show the water's unsafe?

- If your well is less than five years old and it is within the warrantable period, call Greenmark Builders, in addition to the following precautions.
- If the first test results indicate the water is unsafe to drink, do not wait to get the other samples before you start using precautions. Boil your water for at least five minutes or drink bottled water until you have received all your test results.
- Before taking the second water sample, remove the aerators from the faucets and let the water flow for two to three minutes.
- If the second result is still unsafe, you have to disinfect the well. Please refer to 'How to Disinfect Your Well' following.
- If your well water continues to show bacterial contamination after you have disinfected the well

After the warrantable period, the following steps should be followed to disinfect your well in the event of an unacceptable total coliform or E.coli count. The following has been supplied by Eastern Ontario Health Unit. For more information, please call the Health Line at 930-7080 or at 1-800-267-0852.

How to Disinfect your Well

Disinfect your well if:

- ⌚ You have taken one water sample per week for three consecutive weeks, and
- ⌚ Bacterial contamination still shows up in your well water.

You can disinfect your well with household chlorine bleach, such as Javex

Steps for disinfecting your well:

1. Draw off a supply of water for personal use (for example, fill the bathtub with water to be used to flush the toilet and fill clean containers for a supply of drinking water). Drinking water can be disinfected by boiling it for a least five minutes or by adding chlorine bleach (add 2 drops of bleach per litre of water and let sit for 15 minutes). You can also use bottled water.
2. Establish the diameter of the well and the depth of the water to determine the volume of water in the well. Using the enclosed table, calculate the amount of chlorine bleach needed to disinfect the well. Mix that amount of bleach with some water before pouring it into the well.
3. Turn on ALL household cold water faucets to distribute the bleach throughout the water system. When you detect a slight chlorine odour, turn off all the faucets. Let the treatment stand overnight (at least 6 hours). Do not turn the faucets on or use tap water during this time.
4. After 6 – 12 hours, use an outside hose connection to drain the water system until no chlorine odour is detected. Chlorine can damage septic systems so ensure the water is being drained AWAY from the septic, leaching or tile-bed systems.
5. Wait about one week before resting the water again. No result is definite, unless three samples, each taken one week apart, have been tested.

If your well water continues to show bacterial contamination after you have disinfected the well twice or more, the groundwater supply could be contaminated. You may need a permanent water treatment device (such as an ultra-violet light unit, automatic chlorinator or ceramic filters).

Brochures are available at your local Health Unit office.

Please note:

Before you begin disinfecting procedures, we (Eastern Ontario Health Unit) recommend that you find the actual source of the contamination of the well water and correct it if possible. It could be one of the following items:

- Faulty construction of the well: loose lid, seal not water-tight, well casing not extended above the flood level of the land, unsealed side walls, unscreened well vents, etc.
- Contaminated hot water tank or water softener. You will need to clean and disinfect according to the manufacturer's directions.

Table – Amount of Chlorine Bleach Required

Diameter of Well Casing In Centimeters per 3 meters	Chlorine Bleach (10 ft) of Water Depth
10 cm (4 in)	56 mL (2 oz)
15 cm (6 in)	113 mL (4 oz)
20 cm (8 in)	227 mL (8 oz)
30 cm (12 in)	454 mL (16 oz)
40 cm (16 in)	795 mL (28 oz)
50 cm (20 in)	1250 mL (44 oz)
61 cm (24 in)	1760 mL (61 oz)
76 cm (30 in)	2784 mL (98 oz)
91 cm (36 in)	3976 mL (140 oz)
122 cm (48 in)	7100 mL (250 oz)

Windows, Screens, and Patio Doors

We will confirm that all windows and screens are in acceptable condition during the orientation. Greenmark will repair or replace broken windows or damaged screens noted on the orientation list. Windows should operate with reasonable ease and locks should perform as designed. Contact a glass company for reglazing of any windows that break. Glass is difficult to install without special tools.

Cleaning

Clean aluminum metal and vinyl surfaces with warm, clear water. Do not use powdered cleaner. After each cleaning, apply a silicone lubricant. Clean glass as needed with vinegar and water, a commercial glass cleaner, or the product recommended by the window manufacturer.

Condensation

Condensation on interior surfaces of the window and frame is the result of high humidity within the home and low outside temperatures. Your family's lifestyle controls the humidity level within your home. If your home includes a humidifier, closely observe the manufacturer's directions for its use.

Condensation on interior surfaces of the window and frame is the result of high humidity within the home and low outside temperatures. You influence the humidity level within your home; Greenmark provides no corrective measure for this condition.

Condensation that accumulates between the panes of glass in dual-glazed windows indicates a broken seal. Greenmark will replace the window if this occurs during the warranty period.

Door Locks

Acquaint yourself with the operation of patio door hardware for maximum security.

Door Tracks

Keep patio door tracks clean for smooth operation and to prevent damage to the doorframe. Silicone lubricants work well for these tracks.

Scratches

Greenmark confirms that all window glass is in acceptable condition at the orientation. Minor scratches on windows can result from delivery, handling, and other construction activities. Greenmark will replace windows that have scratches readily visible from a distance of 4 feet. Greenmark does not replace windows that have scratches visible only under certain lighting conditions.

Sticking Windows

Most sliding windows (both vertical and horizontal) are designed for a 10-pound pull. If sticking occurs or excessive pressure is required to open or close a window, apply a silicone lubricant. This is available at hardware stores. Avoid petroleum-based products.

Storing Screens

Many homeowners remove and store screens for the winter to allow more light into the home. To make re-installation more convenient, label each screen as you remove it. Use caution: screens perforate easily and the frames bend if they are not handled with care.

Weep Holes

In heavy rains, water may collect in the bottom channel of window frames. Weep holes are provided to allow excess water to escape to the outside. Keep the bottom window channels and weep holes free of dirt and debris for proper operation.

Wood Trim

During the orientation we will confirm that wood trim is in acceptable condition. Minor imperfections in wood materials will be visible and will require no action. Greenmark will correct readily noticeable construction damage such as chips and gouges **listed during the orientation**.

Shrinkage of wood trim occurs during the first two years or longer, depending on temperature and humidity. All lumber is more vulnerable to shrinkage during the heating season. Maintaining a moderate and stable temperature helps to minimize the effects of shrinkage. Wood will shrink less lengthwise than across the grain. Wood shrinkage can result in separation at joints of trim pieces.

Occasionally wood trim may split slightly along the grain. You can usually correct this with caulking and touch-up painting.

Shrinkage may also cause a piece of trim to pull away from the wall. If this occurs, drive in another nail close to, but not exactly in, the existing nail hole. Fill the old nail hole with putty and touch up with paint as needed. If the base shoe (small trim between base molding and the floor) appears to be lifting from the floor, this is probably due to slight shrinkage of the floor joists below. Again, you can correct this condition by removing the old nails and re-nailing. You may prefer to wait until after the first heating season to make any needed repairs at one time when redecorating.

See also Expansion and Contraction.

Greenmark Builders
4320 Owl Valley Drive
Ottawa Ontario
K1V1L3
Fax: 822-0147

Warranty Service Request

- 60-Day List
- 11-Month List
- Emergency Follow-up
- Other

With the exception of specified emergencies, all requests for service must be in writing. Please use this form to notify us of warranty items. Mail or fax this to the Greenmark office. We will contact you to set an inspection appointment. Service appointments are available from 7:00a.m. to 4:00p.m., Monday through Friday. Thank you for your cooperation.

Name _____ Date _____

Address _____

Phone/Home _____

Phone/Work _____

Phone/Work _____ Closing Date _____

Service Requested

Service Action

_____	_____
_____	_____
_____	_____
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_____	_____
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_____	_____

Comments

Homeowner's Signature _____

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_____	_____
_____	_____

Comments

Homeowner's Signature _____

EMERGENCY PHONE NUMBERS

HEAT

Enbridge Consumers Gas 24 Hour Emergency Service 745-9101
Dearie Service Heating and Air Conditioning 739-1555

ELECTRICITY

Hydro One Emergencies and Outages – 24 hour 1-800-267-8555
Customer Inquiries 1-888-664-9376

WATER

K.S. Plumbing Kevin Stone 253-7458

Greenmark Builders
4320 Owl Valley Drive
Ottawa Ontario
K1V1L3
Fax: 822-0147

One - Time Repairs

We provide several first-time repairs for your home. Your Homeowner Manual lists these under individual headings such as drywall and grout in the Caring for Your Home section. We provide this service as a courtesy and to give you an opportunity to observe methods and materials needed for ongoing maintenance of your home.

Only ONE one-time repair request per home during the warranty period please. We suggest sending this in near the end of your warranty year to maximize the benefits you receive. Simply complete and mail or fax this form to our office with your year-end warranty list. Thank you!

Name _____ Date _____

Address _____

Phone/Home _____

Phone/Work _____

Phone/Work _____ Closing Date _____

Homeowner's Signature _____

Sample Maintenance Schedule

A Suggested Annual Home Maintenance Schedule is provided to every homeowner from Ontario New Home Warranty Program. This publication, What Every New Home Buyer Should Know, is forwarded to every Greenmark homebuyer within a few months of your ONHWP registration.

If you do not receive this publication, please contact the Ontario New Home Warranty Program at (613) 724-4882.

Greenmark Builders

4320 Owl Valley Drive

Ottawa Ontario

K1V1L3

Fax: 822-0147

Homeowner,

We want our Homeowner Manual to be responsive to the needs of our homeowners. If you have suggestions on ways to make this manual more useful, topics we should add, or information we should clarify, please record your thoughts below and mail or fax them to us. We revise this material periodically and will add your comments to the revisions file for our next edition.

Thank you,

Greenmark Builders