



CRYSTAL
— HOMES —

Homeowner's Guide Book



Welcome to Your New Home

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A Message from our President

Dear Homeowner,

I am thrilled to extend a warm and heartfelt welcome to you as the proud new owner of a Crystal Home! Congratulations on reaching this significant milestone in your life.

To ensure your move is smooth and enjoyable, we've curated an invaluable resource for you: the Crystal Homes Homeowner's Guide Book. This guide is designed to equip you with all the essential information needed to care for and maintain your new home for years to come.

Within the pages of this guide, you will discover valuable insights on what to expect, home maintenance tips, useful contacts for any inquiries or assistance, and guidelines to enhance the functionality and comfort of your new home.

At Crystal Homes, building goes beyond construction; it is our passion to create homes that foster community living. Your new home is an integral part of a Master Planned Community designed for children and families to live, play, and grow together as a family and community. It's a place where neighbours become friends, and countless memories are made. We are truly honoured to welcome you as a cherished member of a Crystal Homes community.

Welcome home!

Sincerely,

Kathy Di Silvestro
President, Crystal Homes

Your Customer Care Guide

Crystal Homes has taken a great deal of care and pride in the construction of your new home and the many building materials used in its completion. Prior to the closing of your new home, Crystal Homes has made every effort to ensure your home is free of deficiencies. Some minor deficiencies, however, may still exist. To ensure these deficiencies are serviced, Crystal Homes has developed a step-by-step approach to direct your service inquiries. You can reach us at customercare@crystalhomes.com or 289-337-3486 x 202.

Closing Day

The new home purchase process involves many parties. Your closing date is set based on all the processes being completed according to schedule. From time to time there may be delays in the process that will be out of the Builders' control. In the event of a delay, Crystal Homes will forward a letter to your email address. The Builder will endeavor to deliver your new home on time. For more information regarding closing delays, you may refer to the Statement of Critical Dates that was signed during the Agreement of Purchase and Sale and the unavoidable delay regulations.

Moving Day

If you are hiring a mover or booking a truck to move yourself, remember to schedule as far in advance as possible to ensure your preferred date and time are available.

If you are renting a truck to move yourself, you should consider renting a truck with an inclined walk board that allows you to carry items into and out of the truck with ease. Rental accessories such as dollies, furniture pads, straps will help make the move easier.



TIP:

• *Heavy and large items should be loaded into the truck first.*

Closing Day

Crystal Homes releases the keys to your home through the lawyer's exchange of funds and paperwork.

If you are closing and moving in on the same day, you may not begin to unload items into the house or garage or enter the property until Crystal Homes has received notice that your home has officially closed. Crystal Homes understands how exciting this process may be but due to liability concerns, moving any items must wait until you receive the keys to your new home.

Preparing For Your Move

New Home Civic Address

You will receive your new home's civic address in a letter when you receive notice of commencement of construction on your new home. The civic address is chosen by the local municipality and is beyond the Builders' control. If you require this information sooner, your Sales or Décor Representative may be able to assist you.

Utilities and Schools

Some lawyers will include the service of changing over your ownership of the utilities (hydro, gas, hot water tank, and etc.) to your new home. You should contact your lawyer to see if this is included in your fee, otherwise the homeowner is responsible to notify the local municipality (for property tax purposes and garbage/recycling collections) and utility companies associated with the moving process. A new or transferred account will be assigned to your new home.

If you have children attending an educational institution, contact their current school and new school that they will be attending to arrange the transfers of their records.

Canada Post Mail & Community Mail Box

You can fill out a Mail Forwarding form at a Canada Post office or online to notify federal and provincial agencies, car and home insurance agencies, banks, service providers, etc. of your new home address or you can contact your correspondents by phone or email. As well, remember to update your address with these companies.

As you are approaching your closing date or after you have moved in to your new home, you will need to contact your local post office to have them assign you a community mail box. Once you receive a notice card from Canada Post, you may request your mailbox keys online or at a local post office. Remember to bring government-issued photo identification when picking up your mail box key.

Packing

Begin packing the items you don't use frequently and label boxes clearly. Clean out your home. Any unused items could be given to charity, sold at a garage sale or disposed of.

If you have a concern for time, move the smaller items from the basement or upstairs to the main floor before moving day. Carry backyard items to the front so that they can be easily loaded onto the moving van.



TIP:

- *The heavier the item, the smaller the box should be.*
- *Try to use up supplies and refrain from adding more stock.*



After-Sales Service

In the event that an emergency (as defined below) should occur after regular business hours, please contact our after-hours emergency line at 905-577-7700, leave a detailed message outlining the problem along with your name and address. A Crystal Homes representative will address the matter in a timely fashion.

If you have a heating, plumbing or electrical emergency outside of normal business hours, please contact the number listed for your community in your Pre-Delivery Inspection package. Please note that Crystal Homes' subcontractors have either a 24-hour service or a telephone answering system that is checked periodically.

Crystal Homes (in accordance with the standards of Tarion) defines an emergency as:

- Total loss of heat between September 15 and May 15;
- Gas leak;
- Total loss of electricity;
- Total loss of water supply;
- Total sewage stoppage;
- Plumbing leakage that requires complete water shut-off;
- Major collapse of any part of the home's exterior or interior structure;
- Water penetration on the interior walls or ceiling;
- A pool of standing water inside the home;
- Presence of unacceptable levels of hazardous substances inside the home, such as radon or mould;
- Any situation where, in the opinion of Tarion, the home is uninhabitable for health or safety reasons.

It is important that you allow Crystal Homes and our tradespeople access to your home during this period.

Your Home's Exterior

As a homeowner, you can add years to the life of your Crystal Homes exterior by giving it the right care at the right time of year. Regular maintenance and planned prevention are keys to maximizing home ownership.

Exterior Components of Your New Home

Refer to this diagram to become more familiar with the exterior components of your new Crystal Homes home and aid you in proper home maintenance. This will also help you in identifying exterior items in any service requests you may make during the warranty period.



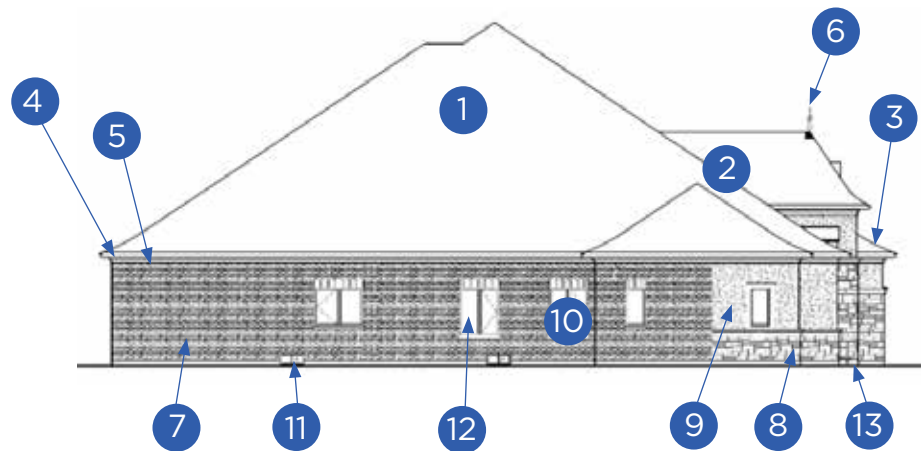
Front of the Home

1. Roof Shingles
2. Roof Valley
3. Lower Roof
4. Fascia
5. Eaves Trough
6. Soffit
7. Brick
8. Stone
9. Stucco
10. Window
11. Precast Window Sill
12. Garage Door
13. Main Entry Door
14. Door Sill
15. Column
16. Exterior Light Fixture
17. Decorative Railing

Exterior Components of Your New Home (Cont'd.)

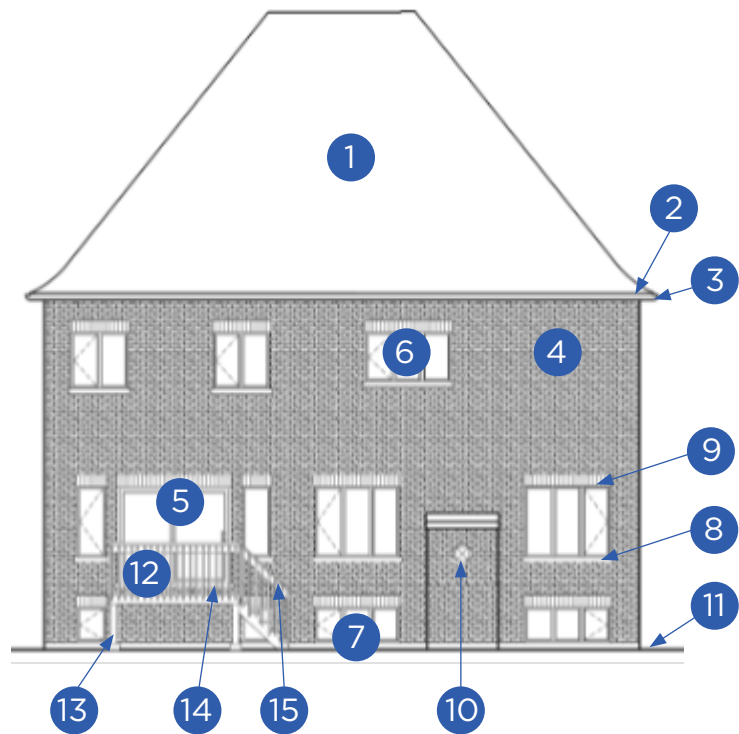
Side of the Home

- 1. Roof Shingles
- 2. Roof Valley
- 3. Lower Roof
- 4. Eaves Trough
- 5. Soffit
- 6. Finial
- 7. Brick
- 8. Stone
- 9. Stucco
- 10. Window
- 11. Basement Window
- 12. Window Sill
- 13. Vent



Rear of the Home

- 1. Roof Shingles
- 2. Eaves Trough
- 3. Soffit
- 4. Brick
- 5. Sliding Door
- 6. Window
- 7. Basement Window
- 8. Window Sill
- 9. Brick Header
- 10. Vent
- 11. Foundation Wall
- 12. Lookout Deck
- 13. Deck Post
- 14. Deck Pickets
- 15. Deck Railing



Roof

The roof on your home should provide many years of protection with proper maintenance. Homeowners should handle any storm-related damage immediately. These occurrences are beyond the warranty coverage of Crystal Homes, and any damage is best mitigated with quick repairs. Check for loose, broken or missing shingles after heavy windstorms. Maintenance repairs should be made immediately to prevent leakage causing serious damage to the home’s interior.

Although care has been taken by the manufacturers, please remember that minor colour variations in shingles cannot always be avoided. This is normal and does not affect the roof’s durability. Minor variations in the roof’s level may be observed. Puckering roof sheathing or raised shingles can occur between nails during normal expansion.



TIP: Asphalt shingles are soft on warm days and can be easily damaged by people walking on its surface. Avoid unnecessary traffic on the roof when possible and review your roof for damage after heavy storm conditions.

Ice Damage on Roof

Ice damage occurs annually in some parts of Ontario but can happen unexpectedly in others and is not warranted by Tarion. The formation of ice on the eaves trough of sloping roofs will often cause water to back-up under the shingles and leak inside the home. Snow melting on the roof and freezing at the eaves troughs contributes to ice damage. When temperatures fall rapidly, melted water run-down can freeze at non-insulated overhangs of the roof and cause additional damage.



TIP: When ice damage does occur, professional removal of buildups of ice and snow is recommended to reduce the chances of water penetration into the interior of your home.

Aluminum and Vinyl Siding

The exterior envelope may have a high-quality siding made of vinyl. The exterior finish is durable for Canadian climate conditions and has a manufacturer’s warranty.

Aluminum and vinyl siding is intentionally not installed tight to the home to allow for thermal movement and lumber shrinkage.



TIP: You can clean vinyl siding with a garden hose and mild detergent; and keep barbecues away from the vinyl siding material as heat can cause damage.

Masonry

The exterior of your new Crystal Homes home may be finished with baked-clay brick material. The manufacturer guarantees baked-clay brick will:

- Retain its structural integrity;
- Protect the home through Canadian climatic weather conditions; and
- Retain its natural beauty, colour and texture.

All brickwork is sealed with mortar. It is advised you monitor the sealant as mortar joints may form hairline cracks. Although hairline cracks are not a cause for concern, water penetration may result. If you notice water penetration, contact Crystal Homes for assistance.

Weeping Holes

All masonry walls contain weeping holes. These are openings located at the bottom of exterior brick, found on top of the foundation wall and under window brick sills. Weeping holes should not be covered over or filled. The holes allow for the passage of condensation or incidental moisture to the outside through the wall face and over the base flashing and the facing of the roof valley.



TIP:

Avoid placing any type of landscaping near the weeping holes. Leave at least 6 inches of leeway below the foundation wall so the weeping hole is unobstructed.

Eavestroughs and Downspouts

The eavestroughs are installed along the roofline and downspouts are placed in predetermined locations to direct the water flow to the ground. Should they become clogged with debris or ice, they will not function properly and water damage may result. Regular home maintenance of eaves troughs and downspouts will reduce the likelihood of leaks and overflows during normal rain.



TIP:

Keep eaves troughs and downspouts free from obstructions such as debris, leaves and paper.

Weatherstripping

All windows and doors come with a rubberized weatherstripping sealer. This sealer prevents air infiltration, dust and water penetration into the home. It is suggested you annually inspect the weather-stripping throughout your home to ensure a proper seal exists.



TIP:

- Lubricate all weather-stripping with a silicone-based lubricant; and
- Do not paint over weather-stripping.

Basement and Garage Walls

The basement and garage walls are made from poured concrete. The curing period for concrete can be up to one (1) year. During this time, do not be alarmed if you notice any visible signs of settlement, in the form of hairline cracks. Instead, it is suggested you monitor visible cracking and take note if they become larger than 6mm in width, or you note the presence of water penetration. If this should happen, contact Customer Care for assistance.

Garage Floor

Generally, it is not possible to prevent concrete garage floors from cracking due to shrinkage. The cracking of the garage floor in the form of hairline cracks is normal and should not be a cause for alarm, as it will not affect the structural integrity of the floor. It is advisable to monitor for further cracks. If you notice during the warranty period that cracks are becoming larger, please contact Crystal Homes for assistance. Cracks in the garage floor are considered warrantable by Tarion and Crystal Homes only if they exceed 6mm in width. You should not be alarmed to find white powder appearing on areas of the garage floor. Salts in the concrete mix are carried to the surface when water evaporates during the curing process. The salt deposits do not impair the strength of the concrete, and the powder spots should disappear in time. Crystal Homes does not warrant road salt damages to the garage floor.



TIP:

It is suggested you use a concrete sealer on the garage floor. Contact a reputable paint dealer about products suitable for your garage floor. Sealing can be done once the garage floor has cured, preferably in warm weather conditions.

Driveway Paving

Your new home driveway will be paved with 2 coats of asphalt. Depending on the exterior construction schedule and weather conditions, you can expect the base coat of your driveway to be paved in late spring, summer or early fall of the first year of occupancy and the top coat approximately 1 year after the base coat to allow for settlement. Homeowners will receive notification of when the driveways will be paved. During this period, it is advised that homeowners do not park or drive on their driveway to allow the asphalt to harden. In hotter temperatures, the curing process might take longer to solidify. Tire scuffing is not a sign of improper materials or poor workmanship. Scuff marks and indentations on newly constructed driveways are common due to periods of hot weather and/or early traffic on the asphalt pavement. However, these minor aesthetics will not affect the long-term performance of the asphalt pavement. Over time, most markings will disappear over normal traffic conditions. In the long-term, a newly paved driveway with scuff marks going through hot weather does not reduce the life expectancy of a driveway. It will last just as long as a driveway with no scuff marks going through cooler weather.

Walkway

Walkways are concrete slabs placed from the side of the driveway or sidewalk to the main entry door, providing easy access to the front of your home. Seasonal weather conditions such as frost penetration can cause finished walkways and homeowners' driveways to crack or rise, which can cause changes in the direction of surface drainage. Affected areas may return to their original state in warmer weather. These changes are beyond Crystal Homes' control and are not a warrantable item under Taron guidelines.



TIP:
Crystal Homes advises you not to use salts and solvents which can harm concrete surfaces. The resulting damage is not warrantable.

Grading and Sodding

All Crystal Homes lawns will obtain proper grading before receiving quality sod. Depending on the exterior construction schedule and weather conditions, you can expect the sod to be laid in late spring, summer or early fall after the top coat of driveway paving. However, sodding may not occur in the same season that you moved in. Notification will be sent to homeowners approximately 1 to 2 weeks prior to sodding with weather permitting. To promote greening of freshly laid sod, it is suggested that you do not walk on it for approximately 2 weeks. Within this time period, you can begin a maintenance program by watering the sod nightly.



TIP:
Avoid watering during the day, as it will dry up the sod, causing it to burn. In extreme heat conditions, it is suggested you water the sod in the early morning (e.g. 7:00 am) or in the evening (e.g. 7:00 pm).

Fencing

Fencing is completed by the Developer if it is indicated on the Survey. Privacy fencing is permitted upon receipt of the grading certificate by the local municipality. Any fencing installed by the homeowner prior to certification may be subject to removal at the local municipality's request. To determine if your lot receives any fencing from the Developer, refer to your Surveyor's Certificate. You should have received a copy of your Surveyor's Certificate in your closing package from your lawyer.

Rear Yard Catch Basin or Swale

If your property has a rear yard catch basin or a swale, it is your responsibility to maintain drainage in the spring and fall. It is advised you remove leaves and debris to allow proper flow of water. You should also cut grass and other growth such as weeds which can cover surface drainage swales. Removing these obstructions will allow for water to flow freely into the basin.

Caulking

Exterior caulking is a sealant to prevent water and air penetration into the interior of the home. This sealant is placed around window openings, piping, and other protrusions found in walls and exterior openings. It is suggested you conduct an annual check of the exterior caulking as it is exposed to weather conditions and deterioration will occur. Deteriorated areas should be re-caulked using quality caulking compounds.



TIP:
Before applying caulking, clean the surface of dirt and debris. Use a putty knife to remove the original caulking.

Exterior Painting

Regular painting of the home's exterior is recommended to maintain its original appearance. Fading of exterior paint and stain is normal, therefore repainted areas may not match exactly due to environmental soiling and exposures to nature.



TIP:
For best results, do not paint in cold or damp weather.

Exterior Trim

Some homes offered by Crystal Homes have exterior wood trim around doors, windows and roof lines. These areas are primed and painted. As the painted surface is exposed to exterior weather conditions, homeowners should have a regular maintenance program for these areas.



TIP:
It is suggested that you repaint your home's exterior trim on a regular basis to maintain its original appearance, and to maintain the integrity of the products used.

Exterior Doors

All doors, especially exterior ones, are exposed to a variety of climatic conditions, including inside humidity variations from summer to winter, and are subject to dimensional variations and warping. Exterior doors are naturally subject to more extreme conditions. In winter, doors must withstand the temperature difference from heat and moisture on the inside facade, and cold dry air on its opposite exterior facade. In the summer, this situation may be reversed or of equal strain.

Dents and damages to exterior doors must be identified on the pre-delivery inspection (PDI). Fillers may be used to repair dents on exterior doors. Regular home maintenance should be done on doors between a home and an attached garage to ensure it is gas-proof at all times.

Locks

Due to weather conditions, the original finish on exterior locks and door handles will wear with time. When this starts to occur, you may remove the remaining finish with a mild scouring powder. You may leave the metal untreated for a natural weathered appearance or it may be polished with a silverware compound, followed by a coat of lacquer to give a new appearance.

Wood Decks

The exterior deck is constructed with pressure treated wood. Wood decks have regular traffic and are exposed to the natural environment. All components of a wood deck, including pickets and railing, should have ongoing care and maintenance to preserve their life.



TIP:

Treat the wood deck with a special protective coating.

Exterior Handrails

Certain homes will require an aluminum handrail on a concrete porch. Exterior railings are factory primed and painted for Canadian climate conditions.

Exterior Hose Bib Connection

Exterior hose bibs must be shut off and drained from the inside before winter begins to prevent freezing and bursting of the pipes. To turn off exterior hose bibs, including the hose bib located in the garage, shut off the valve found on the inside of the home in proximity to the exterior hose bib connection. A garden hose should never be left connected during winter or freezing weather conditions. Ice forming in the hose may damage either the hose and/or the hose faucet.



TIP:

Turn off exterior hose bibs before the first frost of the season.

Main Shut-Off Valve

The main shut-off valve for water closure is attached to the water meter, located in the basement in either its utility room or front area. The main shut-off valve controls the water flow from the water main below street level into your home.



TIP:

To stop any major leaks, it is suggested you turn off the main valve located at the water meter.



Your Home's Interior

There are several ways you can manage the interior of your new Crystal Homes home to maximize your use and enjoyment.

Concrete Floors and Walls

Concrete surfaces sometimes develop pitting and superficial cracking. You should not be alarmed if a white powder appears on the walls or floors. This is the result of the salts in the concrete mix which are carried to the surface when the water in the concrete evaporates in the curing process. The salt deposits do not impair the strength of the concrete.

Condensation may occur during extreme cold or hot weather patterns and is not warranted by Tarion or Crystal Homes. It is highly recommended that a dehumidifier is used or by increasing the amount of ventilation to the area during the appropriate seasons to reduce moisture level to prevent harm to the property.

Floor Drain

A basement floor drain automatically provides replacement water for substances evaporating from the trap below the floor surface. This U-shaped trap (similar in shape to those commonly used under sinks) is designed to hold water as a seal against gases entering the basement from the sewer or private sewage disposal system. Basement concrete floors are sloped towards a floor drain to help facilitate water drainage in the event of a flood.

If your laundry room is located on any floors other than the basement, a floor drain will be located near the washer and dryer.



TIP:

Keep drains clear of debris. If there is sufficient build-up, use a wet-dry vacuum for its removal.

Hot Water Tank

Generally hot water tanks are rented, whether tank or tankless, and it is the homeowner's responsibility to contact the rental company to ensure proper change of ownership has been transferred over to your possession. The contact information to all utilities for your local municipality was provided in the PDI package.

Hot water and overheating are the principle causes of tank lining damage. Turn the water temperature down or switch it off before going on vacation.

If the cold water is clean and hot water is discoloured, the most likely cause is sediment in the tank. This can usually be drained by using the tap at the bottom of the tank. The sediment has an insulating effect, especially with immersion type elements, which causes the heater to operate longer than necessary and results in higher consumption and fuel costs.

Be careful, as water in the tank is hot. Shut off the gas to the hot water tank before you drain it. In addition to being a safety precaution, shutting off the power will save the heating elements from possible overheating and burnout when no water is in the tank.

Every hot water storage tank is equipped with a pressure relief valve at the top of the tank. This is a safety device designed to open if the water pressure exceeds its rated working pressure and it should never be tampered with.



TIP:

It is suggested you contact your hot water tank provider if you are experiencing difficulties with the hot water tank.

Sump Pump

In certain municipalities, Crystal Homes is required to install a sump pump in the basement. This pump is designed to collect water from the weeping tiles around the foundation, and then discharge the excess water through the home's exterior wall onto the grade when the float has reached its maximum. It is not to be unplugged or turned off.



TIP:
Make sure the sump pump is connected at all times. Run the pump by lifting the float to keep the motor lubricated and in working order.

HVAC System

Prior to installing a heating system into a new home, Crystal Homes ensures the heating system selected will heat the home at a comfortable temperature, considering the climatic conditions common to your area. Heating equipment can be maintained at maximum efficiency through regular inspections according to the manufacturer's specifications. In the event that a furnace does not start, examine the following:

- Make sure the furnace door is closed. If it is open at all, it will not turn on;
- Make sure the switch is on;
- Check exterior vents to make sure they are not obstructed;
- Check that the furnace filter is not clogged;
- Check your circuit breaker panel for tripped breakers; and
- Review the operating procedures in your furnace manual.

It is advised you become familiar with the heating system for troubleshooting and maintenance purposes. It is recommended that you refrain from making any adjustments to the heating system, as any alteration or adjustment will void the 2-year warranty. In the case of an emergency, we suggest you contact the heating contractor specified on the label of the furnace. Heating system outlets and cold air returns should be kept free from airflow obstructions such as carpets, drapes and furniture to maximize performance.



TIP:
• Register your HVAC equipment on the manufacturer's website. Some manufacturer's will extend warranty on additional parts if registration is within 60 days of possession of the home; and
• It is suggested you replace the furnace filter every 3 months.

Ventilation

Understanding your new Crystal Homes home ventilation system is important for controlling the indoor air quality. Air in a new home should be every homeowner's concern. Crystal Homes installs a ventilation system to protect your home against moisture damage and to provide you with fresh air during the heating season.

The amount of ventilation you require in your home will depend on the number of occupants in your home and their activity levels and your personal preferences for fresh air. To minimize the amount of moisture in your new home, it is suggested you run the ventilation fan continuously on low speed during the first year of occupancy whenever the windows are closed. You may temporarily switch to the high-speed setting if there are many people present in your home. This ventilation switch is labeled and located next to the thermostat.



TIP:
It is suggested that you purchase and install a dehumidifier in your home to control the humidity levels in the summer months. A humidifier should also be installed in the winter months. It is your responsibility to maintain proper humidity levels all year round.

Daily living habits contribute to moisture levels. Condensation may soak into the roof sheathing, exterior walls and insulation where hidden leaks release humid air to the outside. The kitchen area has its share of condensation due to excessive home humidity levels, cooking meals, washing dishes, washing the floor or combustion moisture from gas ranges.

It is suggested you control the humidity level by turning on the range hood when cooking and by not letting liquids and food simmer uncovered for unnecessary lengths of time. Operating your ventilation system properly will allow you to control the humidity levels so little or no condensation appears on the inside surface of the windows. Hence, condensation leading to staining, rotting and molding can become a serious concern if corrective measures are not taken immediately.



TIP:
To minimize the amount of moisture in your home, it is suggested you run the bathroom and/or kitchen exhaust fan to expel moisture and air. However, you should not leave the fan on 24/7 as it will cause the motor to overheat.

Ventilation (Cont'd.)

Heat Recovery Ventilator (HRV)

The Heat Recovery Ventilator (HRV) is a device that provides the exhaust of stale indoor air and a supply of fresh air through fans and a heat recovery module.

During the cooler seasons, the HRV draws in fresh air from the outside and distributes it throughout the home. Simultaneously, it draws in the stale, humid air from the vents of rooms such as the kitchen, bathroom and laundry room, to the outside. During the warmer seasons, the opposite occurs and fresh air from the outside is cooled by the air-conditioned exhaust air.



TIP:

- *If you are entertaining or have many individuals present in your home, temporarily switch the HRV unit to a high-speed setting.*
- *Use an intermittent operational mode if your home is unoccupied for long periods of time.*

Exhaust Fan

The standard exhaust vent installed in your kitchen is 6" to meet the Ontario Building Code for Occupancy. If your hood fan requires a larger exhaust, this condition will be addressed on site during construction. It is the responsibility of the purchaser to provide appliance specifications to their Sales or Décor Consultant. Exhaust fans are installed in bathrooms and the laundry room to control the moisture content and ventilation. When showering or using the laundry machines, it is suggested you turn on the exhaust fan to control the moisture level.



TIP:

- *As part of your regular home maintenance, vents should be inspected to ensure there is no blockage that could restrict air flow; and*
- *Leave bathroom fans on for 15 to 20 minutes after a bath or shower to clear the humidity adequately.*

Air Ducts

Ducts are used in ventilation, heating, and air conditioning to deliver air in your home and may make noise as it expands and contracts. An indicator to determine when your ducts need cleaning could include the following:

- There is still dust floating around even after cleaning;
- Little or no air flow coming from the vents; and/or
- Stale odour when turning on your furnace or air conditioner.

Condensation

Homeowners can control most condensation problems. The key to controlling excess condensation lies in understanding today's building standards and how relative humidity impacts on today's homes. The Ontario Building Code's current recommended relative humidity rate is between 35% in the winter months and 50% in the summer months. During periods of extreme cold, your home may require to have the humidity reduced to 25% to 30%.

Stained ceilings, water streaming from windows and mould on walls and window sills are often indications of excessive vapour in the air.

Condensation problems arise because air can only hold a limited amount of water vapour, an amount that varies with temperature. For example, cold air can hold less water vapour than warm air. Air cooled by contact with cooler surfaces, such as windows, will therefore deposit water vapour on the glass or the sash because as the air is cooled it loses some of its ability to hold water vapour. This surface condensation can therefore be an indication of excessive water vapour in the air.



Framework

The wood used to construct your home contains moisture. During the first heating season after occupancy, shrinkage caused by drying out may occur, and the following are possible results:

- Thin cracks appear in exposed wood structural members (e.g. joists and beams);
- Small gaps appear between cabinets or vanities and walls;
- Minor joints open in door and window trim, baseboards at walls, and under door jambs and trim;
- Squeaks develop in floor underlay, wood flooring and stair steps;
- Small gaps show between stairs or stair molding and the walls; or
- Drywall corners may show hairline cracks.

It is suggested that you delay any decorating plans until the construction material has dried out, approximately 12 to 18 months, otherwise you may void your warranty.



TIP:

Use a humidifier and dehumidifier throughout the appropriate seasons to balance moisture levels and prevent cracks in the frame.

Insulation

All homes constructed by Crystal Homes are insulated to meet the Ontario Building Code standards. Please be aware that no home is completely draft-free and that seasonal maintenance is required.



TIP:

Check if attic insulation is blown out of place. Wear gloves and proper safety equipment when conducting the inspection.

Windows

During cold weather, it may appear there are drafts around adequately glazed and weather-stripped windows. With some possible exceptions such as extreme wind conditions, the draft felt may be vertical air movement over the face of the windows. This is due to convection as warm air rises and cool air drops.



TIP:

- *A silicone lubricant or petroleum jelly is suggested for use on weather-stripping and tracks of windows. If your windows slide horizontally and have weep holes to the outside at the bottom track or frame, these must be kept clean to allow drainage.*
- *Use a brush to remove dust, debris or insects from window tracks on a regular basis.*

Condensation

Windows have a limited heat loss resistance and are often the coolest component of the home's enclosure. Because of this characteristic, windows are the most common areas where condensation is most visible. As condensation occurs on the inside window surface, it may be a warning signal to reduce the humidity in your home. Condensation or frost on windows is not a warrantable item.

Plumbing

Prior to taking occupancy of your new home, the plumbing has had a municipal inspection to ensure and enforce the Ontario Building Code requirements. Plumbing consists of the assembly of pipes and fittings together to supply drinking water, provide the disposal of wastewater and to protect the health and safety of people using the system.

Plugged Toilets, Drains and Other Plumbing Problems

These problems are the responsibility of the homeowner. Keep a plunger in your home. Know where all the shut-off valves are located. If the problem is “unusual” and occurs during the first year, while warranties are still in effect, please contact Customer Care.

It is advised that you refrain from altering the plumbing in your new home. Any alterations or additions to your plumbing system (e.g. installing a water softener) may null and void warranty on your new home. Avoid the disposal of feminine hygiene products, deposits of grease, fat and similar petroleum products through the plumbing system. These materials tend to accumulate in the pipes, reducing the efficiency, and with time, affect the municipal or private sewage disposal systems.

Fixtures

It is suggested you protect the smooth, glossy surfaces of the plumbing fixtures by not using harsh or abrasive cleaners and soap pads which wear down the plumbing fixtures, leaving the finish dull and porous. Most household cleaners are slightly abrasive, but if used in moderation and diluted with enough water, will be relatively harmless. This is also applicable to stainless steel sinks, bath tubs and toilets. It is advised that you avoid scraping the surface with metal utensils and exercise care in its use. Only cracks or chips in porcelain, enamel or fiberglass surfaces noted on the PDI Form are eligible for warranty.

Bath tubs and sinks contain water-filled traps to prevent sewer back-up and gases into the home. The traps can become plugged and require regular cleaning to eliminate blockage.

Condensation on water supply pipes and toilets may occur when moisture levels are high and is normal.



TIP:

If an accident occurs after closing, which chips or defaces the sink, Crystal Homes suggest that you purchase a touch-up enamel kit from your local plumbing supply store.

Shower Doors and Tub Enclosures

After every use, rinse the door and walls of the shower. Check for deterioration of the “sweeper” at the bottom of the shower door and replace it if necessary. Also check the caulking and recaulk where necessary.

Electrical System

Similar to the plumbing in your new home, the electrical system has been approved by a qualified inspector to ensure everything is operating properly in compliance with the Ontario Electrical Safety Code, and is free from defects in material and workmanship. Do not to make any alterations to the electrical work in your new home as it will void your warranty with Crystal Homes and Tarion.

If you encounter an electrical outlet failing to work, it usually means a circuit breaker has tripped. If there is ‘no’ power to an electrical outlet, it is advised you check the breakers in your home. Check the circuit breaker panel when an outlet is not operating. If the breaker is set to the ‘on’ position, you should set it to the ‘off’ position, and then switch back to the ‘on’ position.

Ground Fault Circuit Interrupter (GFCI)

The ground fault circuit interrupter (GFCI) has a shock protector, which is a sensitive switching device that controls current flow in an electrical circuit. If a GFCI detects a leak that causes a shock or fire, it instantly interrupts or shuts-off the current to the tools or other devices plugged into it. For this reason, a GFCI is installed on the exterior of your home to prevent hazardous accidents.

Outlet and Switches

Electrical outlets can be found in every room of your home. Incorrect use of outlets, overuse of capacity, and multiple extension cords are a hazard and can cause a fire and severe injury or death. Small children may be injured by poking their fingers or objects into the outlet. If you have small children living in your home, use child proof devices (safety outlet covers) to prevent them from getting injured. These can be bought at most home centres and hardware stores.

Smoke Alarm and Carbon Monoxide Detector

Smoke alarms have been installed in your new home to comply with the current building standards and to help ensure safety. Alarms are interconnected and hardwired with a battery backup. Do not remove or disable smoke detectors.



TIP:

- Periodically test your smoke alarms by pressing the illuminated indicator button on the alarm; and
- Change the batteries of each smoke alarm yearly to ensure they are working.

Interior Doors

Interior doors are usually made of varnished or painted wood. Wooden doors are subjected to expansion and contraction with changes in heat and humidity. This can result in warping and sticking of doors. This is normal and usually corrects itself as conditions change.

As doors tend to swell in the summer and shrink in the winter, it is advised that you do not cut down or shave interior doors, but wait until your 1-year of occupancy. At that time, if they are excessively ‘rubbing,’ Crystal Homes will service those doors and make any necessary adjustments. Avoid slamming doors as it may result in damage and may not be warranted.

If wall-to-wall carpet is installed, sufficient clearance must be left at the bottom of interior doors to permit proper return of air circulation between rooms, or from all rooms to a central return air duct, as per plan.



TIP:

- Use a humidifier in the winter and a dehumidifier in the summer to maintain proper moisture levels in the home, and keep swelling and shrinking to a minimum; and
- To remove finger smudges and hand marks on interior doors, use a soft cloth or sponge and wash it with warm water. Thoroughly dry the surface with a soft cloth or towel.

Door Hardware

Door knobs can become loose over time and after frequent use. If you notice any door knobs that are loose, tighten the screws on your door knob.



TIP:

- To prevent squeaks on door hinges, remove the hinge pin on your door and lubricate it with petroleum jelly or a penetrating oil spray (e.g., Vaseline, WD-40). Then swing the door back and forth a few times.

Door Locks

The interior locks do not require polishing compounds. You should wipe the interior locks occasionally with a damp cloth and polish with a soft cloth.



TIP:

- Lubricate exterior and interior locks periodically. Lubricate interior passage sets with a few drops of sewing machine oils or other light oil on the latch bolt; and
- You can maintain smooth operation of the locks by blowing powdered graphite into the keyed exterior locks and bolts.

Sliding Doors

If you have sliding doors, keep clothes and other items away from the doors so that they do not obstruct the door when it is being operated. Rollers and tracks should be lubricated during regular home maintenance.

Millwork

Shrinkage may appear to the millwork of the interior wood trim. You may notice some joints at the corners of windows, doors and baseboards that will open slightly. This is a normal occurrence due to the drying out process of the home.

Drywall

If interior walls or ceilings are finished with drywall, cracks may appear over doors, windows and archways due to the shrinkage of larger sized wooden membranes behind the drywall used to span these openings. This cracking is considered normal and is not warranted by Tarion.

Shrinkage cracks and nail pops can be serviced with applied compound to these areas. As a courtesy, Crystal Homes will come into your home at the end of 1 year of occupancy to service these areas at the homeowners' request. However, Crystal Homes will not sand or repaint these areas.



TIP:

It is suggested that you refrain from painting or applying wallpaper on drywall until the end of 1 year of occupancy to allow the home to settle.

Interior Painting

Paint will discolour and yellow after a period of time. Yellowing occurs during the natural drying process and when paint is exposed to certain chemicals such as ammonia fumes and some household cleaners. You will see yellowing in light-coloured surfaces more than dark-coloured surfaces.

Scrubbing or using harsh cleaners to clean walls will remove paint. Try to avoid washing newly painted surfaces for at least 3 months or after repainting to allow the paint to fully settle.



TIP:

- *When doing paint touch-ups, use a small brush and apply to the affected area; and*
- *When repainting a room, first clean the walls with a mild soap and water mixture.*

Appliances

Appliance warranty is through the manufacturer and not your builder. Good maintenance gives the best performance and prolongs the life of appliances. All appliances come with an owner's manual that describes the safety, installation, operation and maintenance of the product. If you did not receive an owner's manual, you can find it on the manufacturer's website with the model number or contact your appliances' Sales Representative for assistance. It is recommended you register your product on the manufacturer's website.

Refrigerator and Freezer

When your refrigerator is delivered to your new home, it is recommended you wait a few hours before plugging in your appliance to allow the oil to move back to the compressor after transportation. If you have an ice maker or water dispenser, replace the filtration system every 6 months.



TIP:

Leave an open box of baking soda in your fridge to help eliminate odors. Replace every 3 months.

Range Hood

The range hood should always be turned on to reduce the humidity caused from cooking and boiling water. After each use, wipe the body of the hood and the middle support plate with a dry cloth or a wet cloth with mild detergent.

To reduce the risk of fire due to a greasy cooktop:

- Keep fans, filters and oil collectors clean;
- Always turn the hood ON when cooking; and
- Use low speed when heating oil. Switch to high speed only when necessary.

The standard kitchen exhaust vent installed in your home is 6" to meet the Ontario Building Code.

Washer

Ensure the water line to your washing machine is turned off after each use. This is very important, especially if you are away for the weekend or on vacation. Should the water hose fail, you may be responsible for the damage to your home. To turn the water supply off, simply turn the handles or valves into the 'off' position where the hoses are connected, usually behind the washer. A floor drain is installed nearby to facilitate water drainage in the event of accidental flooding. Keep drains free from debris and unobstructed at all times.

Dryer

It is important that the lint filter located in the lint trap be kept clean. If the filter is not kept clean, it will extend the drying cycles and could present a fire hazard. Ensure that the screen in the filter be in the 'up' position at all times and that the dryer fan turns on during each cycle.



Staircase

Colour Variation

If the main staircase in your home come in a natural oak product, sometimes maple depending on your staircase finish. The colour variation on your staircase may differ slightly from your hardwood or laminate flooring depending on the type of flooring you have chosen at the Décor Studio. Pre-finished engineered hardwood flooring comes in a variety of species, collections (e.g. hand scraped, wire brushed) and colours that may differ from the stain on a solid oak or maple staircase. Light-coloured stains may show a greater variation than dark-coloured stains. Our subcontractor's run various tests and samples before staining your staircase to find a stain that best compliments your floor. Repainted areas may contrast slightly from the original finished surface.

Interior Railing

Like the rest of your staircase, the interior railing is made of a natural wood product and may appear somewhat different in colour depending on your choice of flooring. Pickets come in a variety of finishes such as natural wood and wrought iron and is a customer preference. Slight movement in stair railings may occur under normal use and is acceptable. Minor gaps may exist between railing parts from different methods of fabrication.

Squeaky Riser or Tread

A squeaky riser or tread may be caused by low-humidity levels in your home as the water evaporates from the natural wood product during the curing process. Homeowner maintenance is required to preserve humidity levels in a home to prevent excessive drying of materials.

Fireplace

A gas fireplace enhances your home and distinctively adds attention to your home while reducing the cost of your hydro bill. A gas fireplace is not your home's main source of heat and should not run continuously. A fan is a great option to prevent discolouration and to push heat into the surrounding area. Electric fireplaces are an alternative to gas fireplaces that bring the same attention to your home. The joy with an electric fireplace is that you can turn the heat function off and use it for visual aesthetics only even during warmer seasons. Like gas fireplaces, electric fireplaces are not designed to be your home's main heat source. Even though electric fireplaces do not produce any carbon monoxide fumes, it should not be continuously on without supervision.

Wall Tile and Tile Flooring

Ceramic, porcelain and marble tiles are durable, but may crack or chip if heavy objects fall on them. For this reason, it is recommended that you take care in handling objects in those areas. Daily maintenance will help you prolong the stylish appearances of your tiles. You can remove dust particles with a broom or remove any wet spillage immediately with a damp mop. Let the floor dry before allowing traffic.



TIP:

Use a damp mop with mild detergent and water to clean the floor, and immediately dry off any excess water with a soft, dry cloth.

Additional tiles may be left in your home during the construction process and will be used for any repairs that are required in your home during the warranty period. A slight difference in dye lots may be visible under normal lighting conditions and is acceptable. Variation in grout colour may also occur in repaired areas.

Hardwood Flooring

Humidity Control

Solid wood strip flooring is a natural wood product of Mother Nature and will absorb excess moisture under humid conditions and release their normal moisture content under excessively dry conditions more than engineered hardwood flooring that is made with a thin layer of hardwood on top of a high-quality plywood.



TIP:

Use of both a dehumidifier and a humidifier system at the appropriate times of the year.

All wood flooring expands in the humid summer weather and shrinks in the winter under dry conditions. All flooring, particularly square edge type is subject to expanding during the humid season and will contract when heat is applied. A dehumidifier will help protect your wood floor from excessive humidity which would result in expansion and warping the wood strip flooring and a humidifier will provide moisture in the air to help the problem of shrinkage in your wood floors. Maintain a humidity level between 35% and 55% to minimize expansion and contraction in your hardwood floors. Gaps that appear will likely close as humidity returns to the home.

Discolouration

Light stain colours for example white and grey, will show more discolouration than dark stain colours. Any covered areas should be moved periodically to help slow down aging. Blocking sun light from shining directly on the floor will also help slow down aging. Colour of sample is only a representation of the final flooring product and actual colour may vary from production run. Knots and colour variations are natural characteristics of wood and are acceptable within the specified grade.



TIP:

- *Wipe up spills immediately;*
- *Never use a steam mop or abrasive cleaners (e.g. bleach, vinegar) on your hardwood flooring. Use a manufacturer recommended flooring cleaner;*
- *Use felt protectors under all furniture and large blankets when moving furniture to avoid scratches and dents; and*
- *Rotate area rugs occasionally to minimize discolouration from direct sunlight.*



Laminate Flooring

Laminate flooring is not real hardwood but is being used increasingly to obtain the look and feel of a hardwood floor. Laminate is usually made from medium or high-density fiberboard (fine grain particle board) with a photo reproduction of hardwood or other material covered by a tough plastic top layer. These floors offer excellent scratch and wear resistance but they are not indestructible.



TIP:

- Any spills on laminate flooring should be removed and cleaned immediately with a dry cloth or paper towel;
- Like hardwood flooring, laminate flooring is susceptible to expansion and contraction with moisture levels in the home. The homeowner can prevent permanent damage by maintaining indoor humidity levels.

Carpet Flooring

Concerns about carpet seams or spots on carpet should be identified at the Pre-Delivery Inspection (PDI) to avoid any dispute between the Builder and homeowner.

Variations in the shading of some carpet are evident when the nap runs in different directions. The nap of the carpeting should run in the same direction in each room. It is acceptable for the transition to change between rooms or areas such as doorways, closets and thresholds.

Discolouration

Light and white coloured carpets may become discoloured at the walls and heating registers due to the filtering process that occurs with forced-air heating. There are a number of causes for this, but it is generally caused by candle burning and pollution in both interior and exterior air quality and is not covered under any warranty.

Care Maintenance

It is suggested you begin maintaining the carpets upon occupancy to keep their original appearance in the years to come. Clean and remove any spills immediately to prevent spots and stains. Surface dirt and lint in heavy traffic areas should be a daily maintenance item. Thorough vacuuming of carpets benefits the removal of embedded dirt. This should be completed on a weekly basis. A professional cleaning every 1 to 2 years is recommended to enhance the carpet's appearance and performance.



TIP:

- To avoid indentations, do not use metal domes on furniture.

Cabinets

One of the most visible finishings is the cabinets installed in your kitchen and bathrooms. It is suggested you exercise care in cleaning and handling the cabinet.

Cabinet exteriors and interiors should be cleaned with a mild soap solution on a clean cloth, and rinsed with clear water. Cabinets should be wiped dry with a soft clean cloth immediately after cleaning. Cabinets should never be cleaned with harsh detergents, abrasive cleansers or steel wool pads. Water should not be allowed to contact cabinet surfaces for more than a few minutes and steam from kettles should be directed away from cabinet surfaces.

Cabinet doors, boxes, drawers and hardware such as knobs, hinges and drawer slides are warranted against defects in material and workmanship for 1 year. Cabinets constructed of wood are subject to normal variations in grain and colours found in nature are not considered defects. Likewise, colour and grain of replacement parts may vary from the original installation. Crystal Homes is not responsible for fading of cabinetry materials due to exposure to sunlight. Damage from the use of inappropriate cleaning products, such as spray waxes and lemon oil, are not covered by any warranty.

Countertops

Scratches, chips and cracks that were not noted on the Pre-Delivery Inspection (PDI) are not covered under any warranty. Damage to laminate or stone surfaces from hot pans and cooking appliances, use of abrasive cleaner, bleach or steel wool, the use of cutting utensils on countertops and burns from cigarettes or cigars are not covered under any warranty.

Natural stone slabs and engineered quartz slabs can stain and will scratch and dull with abrasive contact. Do not set hot pots, pans or appliances directly on unprotected countertop surfaces. Avoid letting water remain on or near a joint in the countertop material. This will cause discolouring and possible separation of the seam. Wipe the surface immediately.



TIP:

When cleaning your countertops, only use a damp water soft cloth. Never use any ammonias, bleaches, acids, vinegars and never use an abrasive cloth.

Granite and Marble

Natural stone (marble, limestone, granite, quartzite and onyx) countertops are made of natural stone from nature and therefore natural colours, veins, fossils, quartz crystals in the countertop is very natural and normal, also no two pieces are alike and will vary from piece to piece and from samples seen in the Décor Studio. Surface pits, fissures and veins are a characteristic of its uniqueness and the very essence of its beauty. Natural marble has an increased susceptibility to surface staining and marking even from water alone due to the increased porous nature of its type. Any spills should be wiped immediately.



TIP:

A sealant is recommended on natural stone countertops every 3 to 5 years.

Quartz

Quartz has become a prevalent choice for countertops among homeowners as it is non-porous, so it resists stains better than granite and marble. It is also more durable and comes in a wide variety of colours.

Quartz, engineered stone slabs like Caesarstone, are made with over 90% of natural stones and therefore these also vary from piece to piece and from samples seen in showroom in shades and tonality.

Laminate

Laminated countertops are made with a plastic coating. Never set hot pots, pans or appliances directly on laminated service to avoid irreversible damage. As a homeowner, you should perform regular cleanings to preserve its finish. Any spills or standing water should be wiped immediately to avoid swelling of laminated surfaces.

Delamination caused by excessive heat from pots, pans or cooking equipment is excluded from the warranty. Use a protective or insulating pad to avoid overheating of hot pans or activating electrical appliances on laminated surfaces.

Duct Cleaning

Every Crystal Homes home receives duct cleaning before the homeowner takes possession of their new home. Duct cleaning is the removal of dirt, debris and other materials found in the ductwork and HVAC components of your home. Homeowners should have their ductwork inspected every 3 to 5 years by a professional to see if the ductwork needs to be cleaned.



Home Maintenance Checklist

JANUARY

- Clean furnace filter and heat recovery ventilator (HRV)
- Check furnace fan belt
- Check water heater
- Check exhaust fans
- Clean humidifier
- Remove snow and ice from roof overhang/vents
- Check and reset ground fault circuit interrupter (GFCI)
- Test smoke alarms and carbon monoxide detectors

FEBRUARY

- Clean furnace filter and HRV
- Check inside surfaces
- Remove snow and ice from roof overhang/vents
- Check and reset GFCI

MARCH

- Clean furnace filter and HRV
- Check attic
- Check sump pump (if installed)
- Clean humidifier
- Remove snow and ice from overhang and vents
- Check and reset GFCI
- Test smoke alarms and carbon monoxide detectors

APRIL

- Check eavestroughs and downspouts
- Clean furnace filter and HRV
- Clean humidifier
- Inspect basement or crawl spaces
- Check roof for loose or cracked shingles

- Check driveways and walks for frost damage
- Check water heater for leaks
- Turn on exterior water supply
- Plan landscaping to avoid soil settlement and water ponding
- Check and reset GFCI
- Test smoke alarms and carbon monoxide detectors

MAY

- Inspect fences
- Check caulking for air and water leaks
- Lubricate weatherstripping
- Check exterior finishes
- Check windows and screens are operating properly
- Check septic system (if installed)
- Check and reset GFCI
- Test smoke alarms and carbon monoxide detectors

JUNE

- Inspect air conditioning
- Check roof
- Check sheds and garages
- Check sealing around windows and doors
- Check septic system and clean if necessary
- Fertilize lawn
- Check water heater
- Check and reset GFCI
- Test smoke alarms and carbon monoxide detectors

JULY

- Air out damp basements on dry, sunny day
- Clean air conditioner
- Check exhaust fans
- Check water heater for leaks
- Check and reset GFCI
- Test smoke alarms and carbon monoxide detectors

AUGUST

- Clean air conditioner filter
- Air out damp basements on dry, sunny days
- Inspect driveways and walks
- Inspect doors and locks
- Check and reset GFCI
- Test smoke alarms and carbon monoxide detectors

SEPTEMBER

- Check exterior finishes
- Check garage door tracks and lubricate bearings
- Check caulking for air and water leaks
- Plant new lawn
- Check fireplace and chimney
- Check basement or crawl spaces
- Have humidifier, furnace and HRV serviced
- Check clothes dryer vent
- Check and reset GFCI
- Test smoke alarms and carbon monoxide detectors

OCTOBER

- Check windows and screens
- Drain exterior water lines
- Check roof including shingles, flashing and vents
- Check weatherstripping
- Check sealing around windows and doors
- Check septic system
- Winterize landscaping and remove leaves
- Clean furnace filter and HRV
- Clean water heater
- Shut off exterior water supply
- Check eavestroughs and downspouts
- Clean humidifier
- Check and reset GFCI
- Test smoke alarms and carbon monoxide detectors

NOVEMBER

- Turn on humidifier
- Check attic
- Inspect floor drains to ensure trap is filled with water
- Clean furnace filter and HRV
- Check for condensation and humidity
- Check and reset GFCI
- Test smoke alarms and carbon monoxide detectors

DECEMBER

- Check air ducts
- Check for excessive snow on roof
- Check and reset GFCI
- Test smoke alarms and carbon monoxide detectors

Appendices

Your New Home’s Warranty

ONE-YEAR WARRANTY

- Requires a home is constructed in a workman-like manner and free from defects in material;
- Protects against unauthorized substitutions;
- Requires the home to be fit for habitation;
- Protects against Ontario Building Code violations; and
- Applies for one year, beginning on the home’s date of possession even if the home is sold.

TWO-YEAR WARRANTY

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

SEVEN-YEAR WARRANTY

Your home’s seven-year warranty covers major structural defects (MSD) and begins on the date you take possession of the home and ends on the seventh anniversary of that date. For example, if your home’s date of possession is October 23, 2023, the seven-year MSD warranty begins on October 23, 2023 and remains in effect until and including October 23, 2030.

A major structural defect is defined in The Ontario New Home Warranties Plan Act as:

Any defect in work or materials in respect of a building, including a crack, distortion or displacement of a structural load-bearing element of the building, if it,

- (i) results in failure of a structural load-bearing element of the building,
- (ii) materially and adversely affects the ability of a structural load-bearing element of the building to carry, bear and resist applicable structural loads for the usual and ordinary service life of the element, or
- (iii) materially and adversely affects the use of a significant portion of the building for usual and ordinary purposes of a residential dwelling and having regard to any specific use provisions set out in the purchase agreement for the home

The seven-year MSD warranty includes significant damage due to soil movement, major cracks in basement walls, collapse or serious distortion of joints or roof structure and chemical failure of materials. It also may include defects that causes a portion of the home to not be useable as intended.

Conditions Not Covered Under Warranty

It is important for homeowners to note what is not covered by the statutory warranty.

The Act sets out the following exclusions from warranty coverage:

- Defects in materials, design and work supplied by the homeowner;
- Secondary damage caused by defects under warranty, such as property damage and personal injury;
- Normal wear and tear;
- Normal shrinkage of materials caused by drying after construction;
- Damage caused by dampness or condensation due to failure by the homeowner to maintain adequate ventilation or proper operation of moisture-producing devices such as humidifiers;

- Damage caused by the homeowner or visitors;
- Alterations, deletions or additions made by the homeowner;
- Settling of land around the building or along utility lines, other than beneath the footings of the building;
- Damage resulting from acts of God;
- Contractual warranties which lie outside the Ontario New Home Warranties Plan Act;
- Damage caused by insects or rodents, except where construction does not meet specifications of the Ontario Building Code;
- Damage caused by municipal services or other utilities;
- Surface defects in work and materials specified and accepted in writing by the homeowner at the date of possession.

Crystal Homes Non-Warrantable Items

- Damage resulting from improper maintenance (e.g. sod damage due to lack of watering);
- All damage (i.e. scratches, chips, scrapes, stains, etc.) not listed on the Pre-Delivery Inspection (PDI) Form;
- Any special agreement between the homeowner and the Builder which is subject to a warranty of guarantee given by its manufacturers or suppliers, regardless of the terms and/or conditions limiting said guarantee;
- Minor drafts at door and window openings and/or at electrical outlets and baseboards;
- Locating survey pins and boundary lines;
- ‘Winterkill’ in lawns or damage resulting from animals or lawn furniture;
- Death of a mature tree;
- Damage to driveways caused by heavy or sharp objects or petroleum products;
- Depressions on driveway of up to and including 6”, surface unevenness, flaking or surface stones, cracking at the edges on any asphalt driveway or boulevard installation;
- Minor cracks in concrete floors, porch or patio slabs due to normal shrinkage in concrete materials;
- Surface pitting, superficial cracking and marbling in concrete;
- Minor efflorescent (white powder) on concrete and brick walls. No warranty applies for cleaning normal dirt accumulation on brickwork;
- Damage to concrete slabs, walks and garage floors caused by salt or calcium products;
- Sanding, painting or wall papering of finishing at time of year-end drywall service;
- Cracking of toilet bowl or separation between floor and toilet caused by over-tightening of bolts by homeowner;
- Minor tool marks and blemishes in trim and other millwork surfaces;
- Minor variations in colour, shading or wood grain on panels and trim;
- Plumbing stoppages other than those caused by construction debris up to a period of one month;
- Damage of plumbing fixtures due to abrasive cleaners or careless use;
- Replacement of faucet washers and ‘o’ rings;
- Exact colour match of any replacement material;
- Uneven flooring within building standards;
- Minor settlement in home (floors, walls, roofs, ceiling and etc.);
- Shrinkage of caulking around windows, kitchen countertops, backsplashes, tub enclosure and bathroom vanities;
- Exterior maintenance on the flashing around vent stacks and chimneys in roof are excluded from warranty and are the responsibility of the homeowner to maintain;
- Any damage caused by the improper installation of automatic garage door openers, not installed by Crystal Homes, may void service protection to these items and installations;
- Any replacement brickwork required, including mortar cracking and spalling, will be done at the option of Crystal Homes and the homeowner acknowledges that the colour match to the bricks originally installed cannot be guaranteed;
- Any special agreement made between the homeowner and subcontractor/supplier without the consent of Crystal Homes; or
- Items not reported in writing to Tarion or Crystal Homes within your warranty time period.



CrystalHomes.com