



# WELCOME

to your new  
**Minto home**

## Minto New Home Manual



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## SECTION I-MINTO CUSTOMER CARE

### WARRANTY COVERAGE

Minto provides three warranties to all new homeowners - a one-year builder's warranty, a two-year system warranty and a seven-year warranty against major structural defects.

#### **One-Year Warranty**

Minto warrants, for one year from the date of closing, that your home is free from defects in workmanship and materials (is fit to live in and meets the Ontario Building Code). Minto will pass on to you any warranties made by manufacturers, suppliers and subcontractors that extend beyond the first year. In those cases, you should make any claims directly to the manufacturer or distributor after the one-year builder warranty expires.

It is your responsibility to complete all warranty cards and mail them to the specified companies. These cards are usually attached to the equipment, together with the instructions. If a card is missing, the manufacturer cannot issue another card, as each card indicates the serial number of the equipment. Should you have any questions about the warranty, the manufacturer will verify with our Customer Care Department the exact date of occupancy and warranty period.

#### **Two-Year System Warranty**

Minto warrants for two years from the date of closing against water seepage through basement or foundation walls; defects that permit water penetration through the building envelope; defects in the electrical, plumbing and heating delivery and distribution systems; and defects which result in the detachment, displacement or deterioration of exterior cladding.

#### **Seven-Year Warranty Against Major Structural Defects**

During years 3 to 7 of your warranty period, your Major Structural Defect Warranty is provided through the Tarion Warranty Corporation.

A major structural defect is defined as a defect in the home that results in the failure of a load-bearing component of the home structure, or affects the use of your home. For further details please refer to your copy of the Homeowner Information Package published by the Tarion Warranty Corporation.

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## **Tarion Warranty Corporation**

Your home has been registered with the "Tarion Warranty Corporation" which provides a guarantee that Minto's warranties will be honoured.

In the event that Minto does not live up to its warranty obligations, the Tarion Warranty Corporation provides \$150,000 total maximum coverage on each newly constructed home or condominium unit. A detailed explanation of the Tarion Warranty Corporations protection is contained in the "Homeowner Information Package". For further information regarding the "Tarion Warranty Corporation", please call their local office at 1-877-9TARION or visit their website at [www.tarion.com](http://www.tarion.com)

## **Items Not Covered Under the Warranty**

- Settlement cracks of paved driveway and walkways after the latter of the PDI and/or installation of paved materials. Settlement of patio slabs and/or interlocks walkways and driveways after the PDI.
- Additions or alterations made by the Purchaser.
- Normal wear and tear.
- Normal shrinkage of materials that dry out after construction.
- Damage resulting from improper maintenance or purchaser negligence.
- Surface defects in work and material not indicated on the P.D.I. Inspection.
- Shrinkage cracks in the basement concrete floor and garage concrete floor, unless of structural implications or water penetration.
- Wood flooring opening between individual pieces and/or settlement from the baseboard at walls or under doorjambs and trim or cupping or swelling.
- Minor joint opening in doors or windows, window trim, baseboard, walls, fireplace mantel, due to normal shrinkage.
- Blocked water closet caused by homeowner neglect
- Ground settlement.
- The warranty on the overhead garage door is void should an automatic garage door opener be installed during the warranty period.
- Operation of front entry doors if a decorative glass insert is installed after possession.
- Hairline cracks in floor or wall grout (Excluding shower stalls and tub enclosures)
- Ice damming

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For further information on what items are covered or not covered under warranty you can refer to The Construction Performance Guidelines published by the Tarion Warranty Corporation. A copy of these guidelines are available through your local Tarion Warranty Corporation office or on their website at [www.tarion.com](http://www.tarion.com)

## **INSPECTIONS**

### **Pre-Delivery Inspection (PDI)**

The purpose of this inspection is to give you the opportunity to receive an orientation of your new home and to review the finish of the home prior to closing. At this time we document items identified as being deficient or damaged, and enroll your home with the Tarion Warranty Corporation. We will attempt to address as many items as possible that have been noted at the time of this inspection prior to closing, however some items may be completed after closing. These items should be listed on your 30-Day Warranty Service Request.

### **Exterior Inspection**

Exterior Inspections will be conducted during the Pre-Delivery Inspection for all homes. There may be some exceptions that would prevent an exterior inspection at the time of your Pre-Delivery Inspection such as weather conditions, areas around the house that are inaccessible due to wet/muddy conditions etc. If this is the case then it will be noted on your Pre-Delivery Inspection and it will be your sole responsibility to complete an exterior inspection of your home and document all items of concern on your 30-Day Warranty Service Request. During your 45-Day Inspection our Customer Care Site Inspector will review the items you have identified.

Failure to report exterior items on the 30-Day Warranty Service Request will constitute your acceptance that there is no exterior items to report.

### **24-Hour Damage Inspection**

Between your PDI and your actual closing we will have several contractors working in your home. Despite our best efforts there may be some damage that may occur due to all the activity in your home. As a result we have devised a “24-Hour Damage Report”.

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This form is to be used only in the event of any damaged items being identified by you once you receive possession of your new home. A copy of this form has been included in the Minto New Home Manual. To file a 24-Hour Damage Report with our Customer Care Department, this form must be filled out by you and submitted to our office within 24 hours of taking title of your home. Damage claims after the said 24 hours will not be acknowledged or addressed.

### **How to determine the 24-Hour Damage Report Deadline for your home?**

Below are examples of how the 24-Hour Damage Report deadline works:

- 1. If your home closes on a Monday, Minto Customer Care Department must receive the 24 Hour Damage Report no later than the day after (Tuesday), by 11:59 p.m.**
- 2. If your home closes on a Friday, Minto Customer Care Department must receive the 24 Hour damage Report no later than the day after (Saturday), by 11:59 p.m.**

You may submit your 24-Hour Damage Report by fax to our office at 905-709-4273 or you can download a copy of this form by visiting our website at [www.minto.com](http://www.minto.com) and submit your claim online to our Customer Care Department.

A blank copy of this form has been provided to you in “Section IV-Forms” located at the back of this manual.

### **45-Day Inspection**

In addition to arranging your Pre-Delivery Inspection, our Customer Care Department will also be requesting to book an appointment for a 45-Day Inspection, which will take place approximately 45 days after your closing. The purpose of this inspection is to review the items you have submitted on your 30-Day Warranty Service Request. Your assigned Customer Care Site Inspector will meet with you for this appointment to determine which items are warrantable and will advise our service department of the repairs required. Our Customer Care Department will then contact you to schedule an appointment to conduct any remaining repairs.

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### **One-Year Anniversary Inspection**

Approximately one month prior to the expiry date of your one year warranty with Minto Homes, our Customer Care Department will send you a reminder letter advising that your warranty will be expiring and to forward a list of all concerns that you may have on the Year End Warranty Service Request. While preparing your list we recommend you review the Construction Performance Guidelines to help you determine if the items you are reporting are covered under warranty. The Construction Performance Guidelines are available through the Tarion Warranty Corporation.

You must submit your Year End Warranty Service Request list to our office by the applicable deadline noted in the letter. Upon receipt of your list our Customer Care Department will contact you to set up an appointment for review. If you do not submit your request on the designated form we will return the list to you. **Please take note that you can only submit one Year End list to our office and the Tarion Warranty Corporation.**

**NOTE:**

**Minto is not obligated to carry out any repairs if contacted after the one-year anniversary of your closing.**

### **CUSTOMER CARE POLICY:**

#### **Working Hours**

Our Customer Care office hours are Monday to Friday 8:00 a.m. to 4:30 p.m.

Our summer office hours are Monday to Thursday 8:00 a.m. to 5:00 p.m. and Fridays 8:00 a.m. to 1:30 p.m. The summer office hours take effect from Victoria Day until Labour Day. All Customer Care repair work is completed during regular business hours from Monday to Friday 8:00 to 5:00 p.m.

#### **Reporting a Deficiency**

We will **only accept** deficiencies on the proper warranty service request form provided to you in your copy Tarion Warranty Corporation- Homeowner Information Package. You can also obtain a copy of the warranty service requests by visiting the Tarion Warranty Corporations website at [www.tarion.com](http://www.tarion.com) When submitting a warranty service request to

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our office we strongly recommend that you also forward a copy to the Tarion Warranty Corporation as well.

### **Reporting an Emergency**

During the warranty period should you experience an emergency such as a **loss of heat, plumbing leak, or loss of electricity**, during regular business hours please contact our Customer Care Department for assistance. Please be sure to submit your claim on the applicable Tarion Warranty Corporation form to register your concern with their office, immediately after contacting our Customer Care Department.

**If you experience an emergency after hours, please refer After Hours Emergency Trouble Shooting Tips provided to you. If you still require assistance, please contact our Customer Care Department at 905-709-9140 and follow the directions on the After Hours Emergency Service.**

### **Asphalt Driveway Paving**

Minto Homes will co-ordinate the installation of asphalt driveway paving within 270 days of **seasonable weather** from the date of possession. Prior to commencing, our office will send a notice to each home to advise of estimated start dates. In this notice we will include all the procedures we will require each homeowner to follow in order to facilitate the installation.

### **Installation of New Sod**

Minto Homes will co-ordinate the grading and installation within 270 days of **seasonal weather** from the date of possession. Prior to commencing, our office will send a notice to advise of estimated start dates. In this notice we will include all the procedures we will require each homeowner to follow in order to facilitate the installation.

### **Final Grading:**

Do not erect decks, fences, walkways or pools for a minimum of 2 years from closing or until the final grading certificates have been issued. Should you erect a permanent structure

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and we are required to make an alteration in the area, we will remove them at your cost so we can conduct our repair. Re-installing will also be at your expense.

**NOTE:**

**Seasonal Weather is the period between May 1<sup>st</sup> and November 15<sup>th</sup> of any given year.**

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## SECTION II-HOMEOWNER MAINTENANCE GUIDE

### EXTERIOR

#### Your Lot

##### Survey Pins

When your lot was surveyed during the development of the land and before construction of your home, the surveyor-installed pins at all lot corners. After the foundation was installed, the surveyor carefully recorded the position of the home relative to the lot lines and a final survey plan was prepared. A copy of this plan has been forwarded to your solicitor forming part of your legal documents.

Frequently, people assume that certain physical features of the property are evidence of boundaries. However, swales (depressions in the terrain) are a function of the drainage system, and hydro or telephone kiosks (junction boxes) are placed only within an easement reserved for this purpose. Do not assume that such features are evidence of boundary lines.

Planning to install a fence, hedge or boundary feature? As a precaution, you should check with a qualified surveyor to locate the lot lines and make sure you are not encroaching on the adjoining properties. Do not rely on the pins as they may no longer be present or may have been moved during landscaping.

Furthermore, due to possible ground settlement, we recommend that fences, hedges, trees, and patios etc. not be installed until the one-year anniversary of your closing date or until we receive final grading certificates. Should settlement occur, or we must adjust the grading Minto cannot be responsible for any repairs required as a result of such settlement or damage to any of the permanent finishes you have installed.

##### Easements

Your lots may have easements for various public utilities such as Bell Canada, Enbridge or rear yard catch basins, etc. These easements will be shown on your final lot survey plan. These easements allow access to your property where utility lines or pipes have been installed. Where services are underground, it is advisable to contact the appropriate utility company prior to any digging for tree planting, flowerbeds, etc. In most communities, the utility companies are pleased to stake the location of their services at no expense to you, so that you do not accidentally cut into utility lines.

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An easement may have been registered against your property or your neighbour's property so that you or your neighbour may undertake maintenance on your respective homes.

### **Drainage**

The grading on your lot provides positive drainage away from the building and into the storm sewer system. Your Agreement of Purchase and Sale stipulates that you, the homeowner, cannot change the grading as this may create a drainage problem for adjacent homes. Should your neighbor change his/her grading, or carry out landscape changes that affect the free flow of water from your lot, you should discuss this with your neighbour and make the necessary arrangements to correct the problem. If you are unable to resolve this issue with your neighbour, we suggest that you contact the engineering department of your municipality for assistance.

Lot drainage systems such as swales and catch basins are designed to direct water away from the home. Maintaining these systems is your responsibility. Leaves and other debris should be removed from the catch basin covers in the spring and fall, as should snow and ice in the early spring, to ensure that proper drainage is not restricted.

You should also realize that your lot has been graded for proper drainage during a normal rainfall. Heavy or prolonged rains may result in some standing water (ponding in depressions) for a limited period of time when the soil is saturated.

Basement window wells are sometimes installed to facilitate grading around the home. Even though a model home may have been built with or without window wells, grading conditions on any individual lot will dictate the necessity for window wells.

A new hedge or fence may affect the drainage pattern. **Minto cannot be responsible for drainage problems if it is found that the original grade has been altered.**

Minor settlement that occurs due to soil disturbances around the dwelling unit, walkways, utility lines and sodded areas are beyond the control of Minto and is, therefore, the responsibility of the Homeowner. You can correct these areas by removing the sod and leveling with topsoil. Adjacent to foundation walls you may notice slight depressions resulting from soil compaction. You should fill these depressions to direct rainwater away from the area.

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## **Water Main**

Every lot contains a municipal owned water main shut-off valve, located either in the driveway or front lawn. We recommend that you inspect the water main shut-off valve at least once a year to check for any movement as a result of frost heave. If the cap has risen above the grade it should be lowered to avoid damage. Please contact the municipality for further information.

## **Landscaping**

### **Sod**

Your home's sod, when laid, is placed on a layer of topsoil. In order for your lawn to thrive, its root system must grow and bond with the topsoil.

To achieve this, your new sod requires immediate attention and ongoing maintenance. Three main steps are essential to a healthy lawn.

1. Watering

In the absence of adequate rain, new grass must be watered daily to promote root development. The optimum time for watering is early morning. To ensure that you are watering enough, lift a corner of the new sod. If the soil underneath is not soaking wet, more watering is required. After 3 weeks, the grass should be well established and will only require periodic watering, depending on the amount of rainfall. If the sod begins to turn reddish brown, more frequent and longer watering is needed.

2. Fertilizing

Establish a program of regular fertilizing and weed control. A spring and fall application of fertilizer is recommended. Since a variety of brands and formulas are available for different seasons, consult a nursery or hardware store for suggestions or seek the advice of a qualified lawn care professional.

3. Cutting

Cut the lawn regularly with a sharp lawn mower. Cut frequently so that no more than the top third of a blade of grass is cut off at each cutting. During the spring when grass is actively growing, the mower blade height should be set to 2-2 1/2 inches. During the summer, the blade should be adjusted to 2 1/2-3 inches to promote drought tolerance. For the last cut of the autumn season, the blade height should be set at 2 inches.

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Please note that it is the Homeowners sole responsibility for watering and general maintenance of the sod from the closing date or from the date the sod is laid, whichever is later.

In early spring, when the snow begins to melt, care should be taken not to allow any snow or ice to remain in one area as this may cause "winter kill." If you notice this condition forming, you should spread the snow and ice to allow it to melt.

Minto will repair any major sinkage that occurs in the lawn due to ground settlement during the first year warranty. All minor settlements as noted earlier are the responsibility of the homeowner.

Making a skating rink on your lawn will kill the grass because carbon dioxide produced by the grass cannot escape, causing the grass to suffocate. A thorough raking or "de-thatching" of your lawn in the spring, once the ground is dry, will remove dead grass and promote new growth.

Grass may appear to look healthier in one area than in another, depending on exposure to sun, wind, rain and such factors as drainage, soil type, care and attention. Damages from rodents in the early spring and from animal excrement are the source of much complaint but understandably are beyond our control. **Minto will not be responsible for lawn damage due to poor maintenance, winter kill, insects, pets, rodents, ice rinks, etc. Maintenance is the homeowner's responsibility.**

### **Trees and Shrubs Planted by Minto**

Regular care will greatly promote the growth and development of your plant material. Attractive well maintained landscaping could only enhance the appearance of your home and neighbourhood. Although the trees and shrubs we plant are very hardy, they do require maintenance and protection as follows.

#### 1. Cultivating and Weeding

The soil area at the base of the tree has been cultivated in a dish shape (outer perimeter forming a four to six inch ridge) to create a reservoir for capturing and holding water. This shape should be maintained for the first two years. This area should also be kept cultivated and free of weeds. By cultivating the top four to five inches of soil around the base of the plant, oxygen can get to the roots much more easily to allow the tree to breathe. Weeds extract valuable moisture and nutrients from the soil. Cultivation should be carried out weekly, or at the very least, bi-weekly.

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Never raise the level of soil above the base of the tree or around the trunk. This can kill the tree, by suffocating it. Furthermore, avoid planting flowers directly around the base of the tree for two years. Flowers, like weeds, compete with the trees for nutrients.

2. Watering

Careful watering is essential, particularly during the first two years after planting. Water often enough to keep soil moist, but not soaked. During hot dry spells (June, July and August) water once a week as follows: fill the dish area with water; allow the water to penetrate the soil completely; repeat the process three or four times until water stays in dish area for a prolonged period, compared to the first time. An alternate method of watering trees is by watering with a deep root feeder. Over-watering is possible. Soil that is soaked to the extent that oxygen cannot be absorbed could cause your tree to die.

3. Insects and Disease

Regardless of how healthy your plants are, insects and disease can attack them. Inspect your trees and shrubs every couple of weeks for signs of damage. Curling or browning leaves may signify a problem and insects such as caterpillars may be visible on close examination. If these damaging conditions are not identified and corrected, your plants may deteriorate and could eventually die. Consult a nursery for guidance on corrective measures. Minto is not responsible for the deterioration or death of trees or shrubs due to insects or disease.

4. Fertilizing

During the first two years after planting, fertilize with a water-soluble fertilizer. Since many kinds are available, consult a nursery or qualified horticulturist for the brand or formula best suited to your needs. Always follow the manufacturer's instructions when applying fertilizers, insecticides, fungicides, etc.

**After planting, it is your responsibility to ensure that basic care and maintenance of your plants are provided.** Our Construction and Customer Care Teams view our plant material periodically. We cannot be responsible for replacement of plants that are dead or dying due to lack of care and maintenance, nor for any plant that is relocated after planting.

**IMPORTANT NOTE:**  
**Your municipality provides the warranty on the boulevard trees. Please contact them directly for inquiries.**

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## **Walkways and Driveways**

Your driveway was designed and constructed for use by passenger cars or light utility vehicles and not for heavy trucks. Excessive weight will damage the driveway. However, indentations or uneven areas in asphalt surfaces can be expected. Other characteristics include tire markings, small chips flaking off the surface and cracking at the edges due to expansion and contraction. Asphalt will last for many years under normal use and care. However, it is not indestructible and periodic resealing is recommended. The frequency of resealing will depend on the level of use. Avoid the use of chemical de-icers as these products can be harmful to asphalt and concrete surfaces. Gasoline and oil will also dissolve asphalt at a rapid rate and therefore any spills or drippings should be washed away immediately. Specific cleaning products for these kinds of spills are available at most hardware stores. Any pointed object will sink readily into asphalt in warm weather. Bicycle and motorcycle kickstands are two common causes of damaged asphalt.

Seasonal temperature and precipitation variations may cause cracks in walks and driveways. In addition, frost may raise sections so as to change the direction of surface drainage. Affected areas may return to their original state in warm weather. These conditions are beyond Minto's control. The homeowner is solely responsible for any natural settlement of the walkways and driveways from the closing date or from the date the walkways and/or driveway is completed whichever is later.

## **Foundation Walls**

Foundation and basement walls are subject to many stresses and strains. The base of the wall, being at least 4 feet below the ground surface, maintains a fairly constant temperature, whereas the top portion extending out of the ground is subject to extreme temperature changes, from summer heat to winter cold. These temperature changes cause concrete and other masonry to expand and contract. The soil on which the foundation is placed may also settle slightly which can create additional stress. Stress can cause minor cracks to appear. Surface cracks do not affect the strength of the wall or structure in any way and therefore Minto does not repair them. You may repair surface cracks using a waterproof, non-shrink grout. Follow the manufacturer's instructions for preparation of the surface to be repaired and the application of the grout.

During the warranty period, Minto will repair any size crack that results in a leak. Contact Minto Customer Care to schedule an inspection of foundation cracks or leaks during the first two years in your home.

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Should repairs to the foundation walls be required after the closing date, Minto will not be responsible for the removal and/or reinstatement of any materials or finishes (floor, wall and ceiling finishes including drywall) added after closing.

### **Basement Floors**

Concrete is a natural compound made up of cement, water, sand and stone. After the concrete is poured, it goes through a curing process, where the water in the concrete evaporates and the concrete strengthens. Due to the nature of concrete, cracking caused by shrinkage and minor settlement cannot be prevented and does not indicate a structural problem. **Minto will repair only cracks that are larger than 6mm in width.**

Using a non-shrink grout can repair minor cracks. Areas to be repaired should be prepared in accordance with the manufacturer's recommendations. In order for the grout to adhere, it will be necessary to widen the crack in a "v" shape in the area to be repaired. This will enable the grout to take hold.

Do not be alarmed if a white powder appears on some areas of the walls or floor. 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 easily brushed off. Following the final curing of the concrete, the powder will cease to appear.

To allow the concrete's curing process to be completed, basement floors should not be painted for at least two years. Specially formulated paints are available for this purpose and should be applied in accordance with the manufacturer's recommendations. All surfaces should be thoroughly cleaned prior to painting.

### **Garage Floors**

As with basement floors, it is impossible to prevent concrete garage floors from cracking due to shrinkage because of the nature of the material. **Minor cracks are the homeowner's responsibility to repair and seal.** A non-shrink grout can be used to repair minor cracks. Follow the manufacturer's directions for surface preparation and application.

Concrete garage floors should be properly sealed. A chlorinated rubber cure and seal floor compound is recommended for this purpose. Floors should be re-sealed before the next cold season and then annually to prevent damage by salt from cars.

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## Masonry

Bricks are a natural material and do contain moisture. The amount of moisture found in a brick is dependent upon weather conditions and humidity. Mortar joints in brickwork are not entirely waterproof. You will find around the perimeter of your house above the foundation wall and above openings, etc. vertical mortar joints missing. These gaps are intentional and essential in allowing moisture to be vented to the outside and are referred to as "**Weeping Holes**". It is important not to block these weeping holes.

Check the mortar joints periodically for signs of shrinkage (fine cracks sometimes occur between the mortar and the brick). If the mortar joints deteriorate to any great extent, it is advisable to have them re-pointed to reduce moisture penetration. Hairline cracks are not normally a cause for concern as this is a very common occurrence due to settlement.

Never build up planting beds so as to cover any of the brickwork. This traps and allows water to penetrate the masonry and damage your home.

## Exterior Cladding - Siding

Factory finished aluminum or vinyl sidings normally do not require painting. Due to their smooth texture, they can usually be kept clean by a "hosing down", although some light scrubbing with a mild detergent may be necessary in some areas. Using power spray washers may force water behind siding, which could damage the exterior wall sheathing.

Temperature changes and wood shrinkage cause expansion and contraction of the siding. As a result, slight gaps may appear in the joints. Repairs will only be made to excessive gaps and bulges that appear to be permanent during the warranty period.

**If you decide to install a satellite or wireless system through the exterior cladding, Minto Homes is not responsible for any damage or water penetration in this area.**

## Caulking

Caulking, on the exterior of your home is subject to a wide variety of temperature changes and conditions and should be checked every 6 months for cracks and gaps. **It is the responsibility of the homeowner to address any deteriorated areas and re-caulk using a good quality caulking compound.** In the construction of your home, Minto has used a mono compound to provide a weather-tight seal. Prior to re-caulking, old ineffective caulking should first be removed.

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## **Exterior Painting/Staining**

The necessity to refinish exterior surfaces can never be avoided. The frequency of refinishing can be extended through regular care and maintenance. Brilliant and dark colours, while providing adequate protection, may fade more rapidly on southern and western exposures and require frequent refinishing to maintain their original appearance.

Avoid painting/staining in cold or damp weather and on hot days. Try to paint/stain in shaded areas and away from direct sunlight. Ideally, one should begin on a surface that has been exposed to the warmth and drying action of the sun and then "follow the sun around". Follow the manufacturer's recommendations for best results. Vulnerable locations such as windowsills may require cleaning and "touching up" more frequently than other areas of the home. Please note that the wood exterior components of your new home have received a solid stain finish which helps eliminate the peeling of the finish.

## **Weather-stripping**

Weather-stripping has been installed around doors and windows to reduce air leaks and drafts throughout the year. All weather-stripping should be checked annually to ensure that it is doing its job in reducing air leaks in winter and dust and dirt infiltration in summer. If weather-stripping is cracked or damaged, it should be replaced. Many types of weather-stripping are available, some of which are adjustable. In selecting weather-stripping, ensure that the product purchased is well suited for the intended use. Regardless of the type used, there are distinct advantages to ensuring that the seal is snug. Keep weather-stripping free of paint. Lubricate rubber or vinyl products with petroleum jelly to keep them pliable.

Although windows and doors are weather-stripped, they are not 100% weatherproof in extreme conditions. By design, a limited amount of air is expected to leak into the house to replace air forced out by exhaust fans and heating equipment.

## **Roof**

(Around Vents, Skylights, Chimney, Brick Flashing, Valleys, and Eaves)

The roof of your home will provide many years of protection. It is a good practice to check for loose, broken, or missing shingles following heavy windstorms. Storm related damage is not Minto's responsibility; therefore, maintenance repairs should be made immediately by the homeowner to prevent leakage that can cause serious damage to the interior. It is recommended that prior to making any repairs, a qualified roofing contractor be consulted.

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Please note that asphalt shingles are soft on warm days and the top surface containing protective granules can readily be damaged by being walked on. The area where two-roof slopes meet is called a "Valley" and should never be walked on as damage may occur.

It is impossible for manufacturers to avoid slight differences in colour shades, even within the same factory run of the same colour of shingle. Colour shading is usually imperceptible and such differences are reduced after weathering. Shading of asphalt roofing is normal, unavoidable, and does not affect their durability.

Slight variations may be observed in the roof's surface. This may be a "puckering" of the plywood or the raising of shingles between nails caused by normal expansion. Due to extremes in temperature, these variations cannot be prevented.

Caulking around vents, skylights, chimney flashing, brick flashing and valley flashing should be checked annually and re-caulked if required. Re-caulking is necessary where the caulking is damaged or cracked and where there are obvious gaps surrounding vents, skylights, and flashing. Consult with a hardware or building supply store to ensure that the appropriate caulking material is purchased.

**If you decide to install a satellite or wireless system through the roof/shingles, Minto Homes is not responsible for any damage or water penetration in this area.**

### **Gutters, eaves troughs and downspouts**

Should gutters, eaves troughs or downspouts become clogged with debris or ice, they cannot function properly and water damage could result.

Keep gutters and downspouts free of obstruction such as leaves and paper. Surface particles from asphalt shingles, washed down by rains often settle in gutters and reduce their efficiency; these should be removed. A Spring and Fall check is necessary.

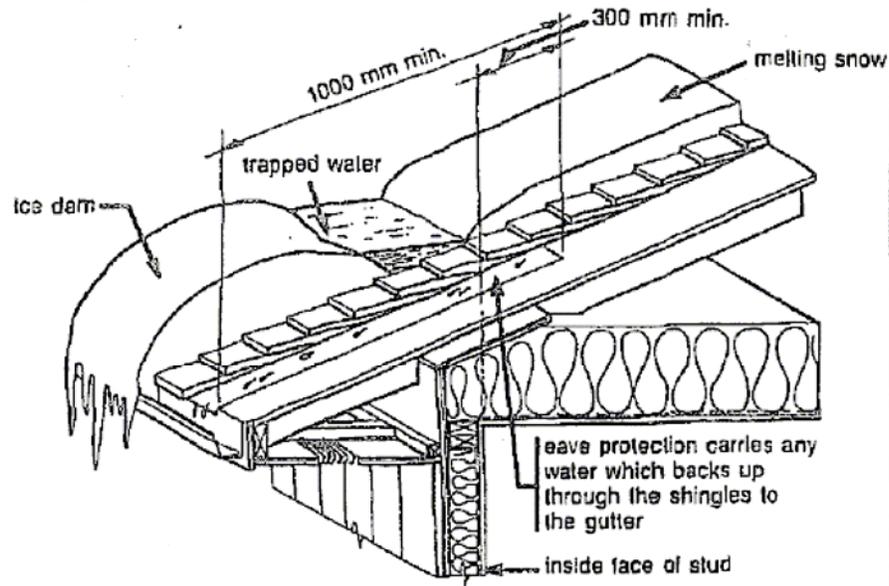
### **Ice Dams**

During winter when there are rapidly rising and falling temperatures, ice dams can form when melted water running down the roof freezes at the un-insulated overhang of the roof. This may result in water backing up under the shingles causing leaks. Where ice dams occur, temporary relief can be obtained by clearing the snow off the roof, particularly at the eaves, and by knocking ice formations from the eaves and valley ends. Take extra care not to damage the roof in the process. Alternatively, heating cables can be installed in the affected areas. Minto will not

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accept any responsibility for damage caused by excessive snow loads or ice damming. You are advised to include the necessary coverage in your home insurance policy.

Attached is an illustration of how ice damming occurs:



### Attic Ventilation

Your attic is sufficiently ventilated to provide good air exchange. However, during snowstorms, snow may blow into the attic through the vents that are located on your roof. It is recommended that you check your attic after each heavy snowstorm and remove such snow before melting occurs. The locations of hatches for access to the attic will have been pointed out to you during your Pre-Delivery Inspection.

Exercise extreme caution when moving through the attic space. Do not place any weight directly on the drywall ceiling as damage to the ceiling and personal injury may result. Be careful not to compress the insulation, as this will reduce the "R value".

Attics and crawl spaces (unless specifically designed for the purpose) should not be used for storage purposes. Such uses may overload ceiling joists causing deflection and ceiling cracks, disturb ceiling insulation and air barriers, and interrupt the moisture resistance offered by the ground cover in crawl spaces. Access hatches are for service and inspection purposes only.

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Your attic for the most part has been insulated with loose blown-in place insulation. After windy days either during the summer or winter months it is the homeowners responsibility to ensure the insulation has remained in place and has not been displaced.

Exposed ceiling areas with no insulation will eventually lead to condensation and water damage to the ceiling finish along with unnecessary high utility costs.

### **Overhead Garage Doors**

The garage door(s) of your home have been designed for easy operation and maintenance. To ensure continued ease of operation, all moving parts and tracks should be examined on a regular basis.

Rollers and tracks should be cleaned and kept free of any materials that may impair operation. To prevent salt damage, a small quantity of 10-W-40 oil should be applied three times a year to the inside face of the garage door.

Do not use excessive force when operating the door, as this may cause panels to leave the tracks and fall, possibly causing personal injury. Excessive force on the latch handle will cause the latch to break. Difficulties in opening the garage doors are an indication that maintenance is required.

Garage doors are not airtight and typically light will be visible around the edges and across the top of the door. Weather conditions may result in some precipitation entering around the door.

**If you decide to install an automatic garage door opener or decorative garage door inserts, the warranty on your garage doors will be voided with Minto.**

### **Wood Decking**

Should you have received a wood deck due to grade conditions, the material used to construct the deck was Wolmanized pressure treated lumber. It has been factory treated to give you years of resistance against rot. Should you wish to apply a clear, semi-transparent or a solid wood stain on your deck we recommend you discuss your needs and concerns with your local building retail outlet that will recommend a suitable product.

Due to the nature of pressure treated wood, cracking, checking, shrinkage, cupping and warping are considered normal.

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## INTERIOR

### Framing

The structural lumber in your home contains moisture, some of which is absorbed during the building process. Following occupancy, and particularly during the first heating season, shrinkage caused by "drying out" may occur. This is normal and should not be a cause of concern. The results of the "drying out" process appear in a variety of forms:

- Thin cracks appear in exposed wood structural members (e.g. joists and beams),
- Small gaps appear between cabinets or vanities and the walls,
- Minor joints open in door and window trim, baseboards, walls, etc.,
- Fireplace mantels may shrink slightly and separate from the wall or at joints,
- Wood flooring opens between individual pieces or settles from the baseboards at walls, or under door jambs and trim,
- Squeaks develop in floor underlay, wood flooring and stair treads,
- Small gaps show between stairs or stair moldings and the walls,
- Drywall corners.

These conditions are of a cosmetic nature and do not adversely affect the structural integrity of the dwelling. They can be concealed with putty, filler or latex caulking. Consult a hardware store or building supply centre for recommendations as to the appropriate material to apply.

### Interior Trim and Woodwork

It is often wise to delay major decorating plans until the construction materials have "dried out" typically after one year and after drywall repairs (see Drywall). As mentioned earlier, shrinkage will affect the interior wood trim and you may notice that some joints at the corners of windows, doors and baseboards will open slightly. These are normal occurrences and can be remedied with wood putty, plastic wood, coloured putty sticks or similar products when you decorate.

### Drywall

The interior walls or ceiling of your home are finished with drywall (gypsum wallboard) and cracks may appear over doors, windows and archways due to shrinkage of the larger sized wood members behind the drywall used to strengthen these openings. Such cracking is usually minor. Irregularities may appear near, or at the joints of adjacent sheets and at other nail or screw locations. These are referred to as "nail pops" and again relate to shrinkage of the supporting wood frame.

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Drywall cracks and "nail pops" will be repaired once only by Minto at the end of the one year warranty period. Drywall cracks will be taped and covered with one coat of plaster. Nail pops will be covered with a coat of plaster only. **The homeowner is responsible for sanding, priming and painting of all such patches.** If you have decorated and repairs are required, Minto will not be responsible for restoring the decoration. We recommend that you wait one year before you start wallpapering and decorating.

### **Insulation**

Minto uses a combination of fiberglass batts, blown-in insulation and rigid insulation to achieve or exceed the R-value required by the Ontario Building Code. Particular attention is also given to providing continuous air and vapour barriers. Even after satisfying the requirements and recommendations as dictated by climate, home location and design, local temperature variations and the type of heating system installed, no home is completely draft-free. Under wind pressure, the smallest opening permits some air infiltration at exterior doors and windows, weather-strips, electrical outlets, plugs, etc.

### **Windows**

During cold weather, it may appear that there are drafts around windows even though they are adequately glazed, fitted and weather-stripped. With some possible exceptions such as extreme wind conditions, the draft felt is due to vertical air movement over the face of the window: warm air rising and cooler air dropping (convection). Another common sensation is that of a draft experienced when sitting or standing close to a window. This chill is usually due to heat radiating from your body to a relatively colder surface, the window. Warm objects always radiate heat to cooler objects, just as bonfire can keep you warm on a cold winter night.

Condensation and frost on windows (even those double-glazed) will occur if high relative humidity is maintained inside the home during periods of very cold weather. In some instances, opening the drapes or blinds to allow proper air circulation will reduce or eliminate the problem. Please refer to the section "Condensation and Relative Humidity" for additional tips.

Windows should allow an abundance of natural light into your home and provide a clear and unobstructed view to the outside. Condensation or other materials between the windowpanes are indications of seal failure. All thermo pane windows are guaranteed against seal failures for a specified period of time. Contact the Customer Care Department when you suspect that the seal has failed on any window during the warranty period. Any glass breakage, for reasons other than seal failures and pressure cracks, is your responsibility.

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A silicone lubricant (available in aerosol cans) or petroleum jelly is recommended for use on weather stripping and tracks of windows as a lubricant. If your windows are of the horizontal sliding type and that particular design includes weep holes to the outside (at the bottom of the track or frame) they must be kept clean to allow drainage. A piece of wire should regularly be used to remove dust, debris or insects, as part of the homeowner's maintenance program or when washing windows.

### **Low Emissive Coated and Argon Gas Filled Windows**

Special maintenance is not required for low emissive coated and argon gas filled windows as the coatings are applied to the inside surfaces of the panes. Conventional cleaning products may be used to clean the exterior surface glass.

### **Doors and Hardware**

All doors 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 subjected to more extreme conditions. In winter they must withstand the differences of heat and moisture on the inside and cold dry air on the outside; in summer this situation may be reversed or equalized. Doors tend to swell in summer and shrink in winter so do not be hasty in adjusting your door by planing or otherwise cutting, as the condition will usually stabilize. With some types of wood doors, warping is to be expected, variations of up to 1/4" out of plane in any direction of the door is considered normal.

The original finish on exterior locks, door handles and light fixtures will wear or tarnish with normal use. As this occurs, you may wish to remove the rest of the finish using a mild scouring powder. Once a uniform appearance is obtained, you may leave the metal untreated for a naturally weathered appearance or it may be polished, using a silverware-cleaning compound, followed by a coat of clear lacquer, which should produce a like-new appearance.

It is not necessary to use polishing compounds on interior door hardware. Wipe them occasionally with a damp cloth and polish with a soft dry cloth.

Bathroom doors can be unlocked from the outside by using a small coin and placing it in the in the centre of the knob and turning it. Test this before the need arises.

Lubricate exterior and interior locks periodically. For keyed exterior locks, powdered graphite (dry lubricant) blown into the keyhole and onto the latch bolt will ensure smooth operation; for

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interior "passage sets" a few drops of household oil, (such as sewing machine oil) on the latch bolt will suffice.

### **Paint**

The walls, woodwork and other surfaces are painted with products particularly suited to the use expected and the surfaces to which they are applied. Other than areas noted on your pre-move inspection no further painting will be conducted. Should you need to do touch-ups to existing painted surfaces, Minto has provided vouchers in your Customer Care Case to purchase additional paint supplies.

Painted surfaces require regular care and maintenance. Unfortunately, all surfaces that have been painted will eventually require repainting. The frequency of repainting depends upon a number of factors that are unique to each home and its occupants. Surfaces that have been painted with oil-based paint require that they be touched-up or recovered with similarly oil-based paint. Latex-based paint placed on top of oil based paint, unless a primer coat is first applied, will peel or crack.

The paint applied in your home is an ICI Diamond Matt paint that can be cleaned of dirt, fingerprints and scuffmarks by using a sponge with warm water and mild household cleaner. Never use abrasive cleaners, and difficult stains such as grease or crayon will require special removal methods to avoid damaging the finish.

### **Colour Variation**

Variations in colours, shades of colours, and textures of materials may occur in finishing materials such as wood, marble, ceramic tile, broadloom, bathroom fixtures, cabinetry, paint stain, brick and shingles. Furthermore, marble/granite/agglomerates are natural stone and it is normal for veins and/or small cracks to develop. Minto is not responsible for variances in colours, shades of colours and textures of materials, or for veins/small cracks in the natural stone. Materials and colours will be as close as possible but not necessarily identical to the samples displayed.

### **Wood Products**

A wood product, such as a cabinet door or oak floors, are a natural product and hence, there will be variation in the grain, colour and texture within the same piece of wood and surrounding piece of wood. Minto is not responsible for a variation in grain, colour or texture of wood products.

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### **Countertops-Laminate:**

To ensure the long-lasting beauty of your countertops, we offer the following helpful hints:

- Avoid a concentration of water or wet cloths at or near the junction of the countertop and back splash as well as the miter joints, as this may cause the swelling of joints and considerable damage to the countertop. This is not covered by any warranty and is the sole responsibility of the homeowner.
- Do not leave standing water on countertop, particularly on joints as this can cause water damage and will create swelling. This condition is NOT a warranted item.
- Hot pans or activated electrical appliances should not be placed directly on laminated surfaces-use protective insulating pads
- Abrasive cleaners or steel wool should never be used
- Common household bleach should not be allowed to remain on the surface
- Do not use the surface as an ashtray or cutting board
- Clean with a damp soapy cloth; for stubborn stains use a household solvent, rinsing thoroughly with clear water;
- Polish occasionally with glass wax, or liquid car polish to mask superficial scratches;
- Do not use as a stand on platform or working platform to avoid cracking or damage

### **Countertops-Granite/Marble/Corian:**

- Simply use a mild household detergent and water to clean the surface
- Never leave anything acidic on the surface as it could cause damage to the surface
- Never use an abrasive cleaner as it may scratch or damage the polished surface
- Do not use as a stand on platform or working platform to avoid cracking or damage

### **Cabinets**

Kitchen cabinets with a wood finish should be treated in the same way as furniture; grease that splatters on them should be wiped off immediately. Naphtha spray waxes are not recommended as their reaction with moisture will turn some finishes milky; a good lemon oil is recommended.

Like furniture, the finish on cupboards may fade over several years, depending on exposure to sunlight. Shade may vary between doors and other components because wood is a natural material and varies in colour due to the pattern and density of the grain.

Wooden cupboards are made from kiln-dried material, but are subject to the natural process of shrinkage and expansion due to the change of humidity levels within the home and proximity of such things as kettles and steam from pots.

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Cabinets finished with a plastic laminate should be cared for in the same manner as your countertops. Care must be taken to prevent water spills from water sources to remain on wood doors, as blackening will occur.

From time to time, cabinet doors may require adjusting due to loosening of the screws on the hinges. A screwdriver can be used to adjust and tighten the doors.

### **Oak Railings, Caps and Mantles**

These wood finishes should be cared for in the same manner as wooden cabinets.

## **FLOORING**

### **Floor Finishes**

Many types of objects may damage your floors, and some objects and/or forces exert more pressure than others on a floor surface. For example:

When we compare the weight in pounds per square inch (lbs/in<sup>2</sup>), a car represents 28 to 30 lbs/in<sup>2</sup>, and an elephant 50 to 100 lbs/in<sup>2</sup>, but a woman weighing only 125 pounds standing on 1/4-inch diameter high-heels actually weighs 2000 lbs/in<sup>2</sup>.

This creates a problem for all kinds of floors whether they are made of wood, ceramic, or vinyl flooring; even if covered by carpet, or a supple floor covering.

### **Hardwood, Laminate and Cork Flooring:**

The pre-finished hardwood, laminate or cork floor installed within new homes built by Minto is an engineered product that is manufactured in a controlled environment.

Hardwood, laminate or cork floors are manufactured from a natural product and are generally influenced by relative humidity and moisture found within a home. The wood selected for hardwood floors will come from a number of trees and accordingly will have different shading, colouring and graining. A variation attributable from these sources is one of the charms of hardwood flooring.

Throughout the course of the year, humidity within a home can vary quite significantly. The relative humidity in the air has a direct affect on the moisture that is found in a hardwood floor. Changes in humidity will cause a hardwood floor to shrink and expand. Lower inside humidity in winter months, especially near heating outlets, will cause the wood to separate. Hairline cracks should be expected in a properly installed hardwood floor. A careful monitoring of the

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relative humidity inside a home should minimize the effect of dry air. On the other hand, too high a level of humidity will cause expansion and may lead to a cupping or swelling in the centre of a board. A reduction in the relative humidity of a home should allow the floor to return to a normal state. If a cupped or swelled board remains in that state too long the stresses within the boards may change to the extent that drying will not eliminate the swelling or cupping.

Ideally, for homes, which have had hardwood, laminate or cork floors, installed, the unit's relative humidity should be between 40 and 50 percent. Humidifiers and other mechanical devices will enable the homeowner to maintain the unit's relative humidity within the specified range.

Hardwood, laminate or cork flooring can be durable, beautiful and easily maintained if a few points are kept in mind:

- Do not clean your hardwood floor with water or with a mixture of wax or cleaner such as Murphy's Oil Soap; these solutions can dull the finish and permanently damage the floor,
- Sweep or vacuum your floor often to remove loose dirt and grit before it scratches the surface of the floor,
- When possible, wipe up spills before they get dry or sticky,
- Use products made or suggested by the flooring manufacturer (i.e. Bruce) for cleaning and maintaining your hardwood floor; most retailers of hardwood flooring stock the appropriate floor care products,
- Use floor protectors on the feet of furniture to avoid scratches,
- When moving furniture or appliances, slip a blanket or piece of carpet face down under each foot and slide the furniture carefully,
- Where hardwood floors abut exterior doors, place outside door mats at the entrances to keep dirt and moisture from being tracked in,
- To prevent slippage of area rugs laid over the floor, use an approved vinyl rug underlay from a reputable manufacturer; do not use rubber, foam back or plastic mats as they discolour the floor.

Over time, hardwood floors may need to be resurfaced and possibly "screened" in order to maintain their original lustre. Depending on the type of floor installed in your home, different long-term maintenance procedures will be required. We suggest that you contact a flooring contractor to advise you on the proper procedures to follow.

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## Carpeting

Carpeting is relatively easy to care for and a simple, regular care plan will go far in maintaining its original appearance for years to come. For optimum appearance, the following procedures are recommended:

- Remove spills immediately to prevent spots and stains,
- Vacuum heavy traffic areas daily to pick up surface dirt and lint,
- Complete a thorough vacuuming weekly to remove "embedded" dirt, with the vacuum properly adjusted for the type of carpet involved,
- Brighten seasonally by cleaning to remove oily film on carpet fibers,
- For the best look and longest performance from carpets or rugs, professional cleaning is recommended every year or two, depending on use and appearance.

Carpets with yarns that stand upright--tufted and woven carpets, i.e. plush, loop-construction and twists, should be vacuumed or swept with a carpet sweeper daily. With a weekly care program, thorough vacuuming requires a brush and beater bar to agitate the pile and shake out abrasive dirt particles buried below the surface.

Some cleaning compounds perform better with some fibers than others. You may need to experiment a bit to find out which works best for you, or better still, seek the advice of a carpet supply house for the particular type of carpet you have.

If you have a Berber carpet installed in your home, you should take special care with the "beater bar" on your vacuum. This beater bar could damage your Berber, but there are several ways you can prevent this from occurring:

- Ideally, turn the beater bar off when vacuuming on your Berber carpet
- If your beater bar is adjustable, set it to the highest position so it is not digging into the carpet as it spins
- Ensure the beater bar is in good condition-if it is made of plastic, it could become chipped at the edges and this will cause the loops in the carpet to be pulled
- If you are using a beater bar, avoid the seams in the carpet when vacuuming

Berber carpet can also be damaged from snagging from dragging sharp objects across it, such as furniture, high heels, or a household pet pulling at it. Minto is not responsible for damage resulting from improper maintenance.

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## **Ceramic Tiles**

The surface of wall tiles installed in your bathrooms and kitchen are extremely durable, but not indestructible. Surfaces should not be cleaned with abrasive cleaners as these will wear away and dull surfaces. Grout has been installed between tiles and caulking applied at the edge where ceramic tile meets other materials. Both grout and caulking should be periodically examined. In order to prevent damage to areas behind or beneath ceramic tile, missing or defective grout and caulking should be replaced. The appropriate material can be obtained from a hardware or builder's supply store. In applying grout or caulking, follow the manufacturer's instructions. Please note that colour variations may exist between and within products and that an identical match may not be possible.

You can use most household cleaners to clean floor tiles, although a mild solution of vinegar and water is sufficient.

Note: It is normal to see hairline cracks in the grout lines; movement of the wood in the supporting floor causes this.

## **Marble and Agglomerates**

These are natural stone and it is normal to see "veins" or small cracks in the stone. The polished finish of these tiles is very easy to damage. Marble flooring is very sensitive to acids and alkalines. Spillages are to be wiped up immediately, or the tile may be stained. The wrong stain remover may set into the marble permanently. Experienced people should remove stains. Never use cleaners that contain acid such as lemon or vinegar. A mild soap and water solution is recommended.

### **Daily**

- Dust mop with a dry, clean and non-oily dust mop.
- Remove fine particles frequently.
- Damp mop any wet spillage immediately.

### **Periodic**

- Damp mop the surface with a solution of 1 part mild general-purpose liquid cleaner to 160 parts of luke warm water.
- Polish with a soft polishing pad. Do not use steel wool pads at any time, as they will scratch the surface.

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## **Floor Squeaks**

Minto Homes endeavors to be very proactive during construction in an effort to minimize squeaks. But as is the case in virtually all-new dwellings a squeak free floor may not be attainable. Should a repair be deemed necessary we will attempt to fix the area only once. Should furniture be in the location where the repair is to be completed, it is the homeowner's responsibility to remove all furniture for the designated repair appointment.

Please note that extended low-humidity indoor environments can cause excessive shrinkage in the wood resulting in loose floor connections. The homeowner must maintain indoor humidity levels to prevent excessive drying out of materials. A squeak free floor may not be attainable.

## **MECHANICAL SYSTEM**

### **Hot Water Heater**

Your hot water heater is a rental unit. Although hot water heaters are generally a very reliable product, systems do occasionally break down. The principal causes of tank lining damage are hard water and overheating. If extremely hot water is required for special purposes, be sure to reset the thermostat to a more normal temperature when finished. Consider turning the water temperature down, or switching the gas control to the pilot position before going on vacation.

All calls for service should be placed to your service provider. Should you require assistance in regards to the operation of your hot water heater, please review your recent natural gas bill for service contact information.

The temperature of hot water in your home can be set by adjusting the thermostat located on the side of the hot water heater. Caution should be exercised in the setting of water temperatures, as the hot water heaters are capable of supplying extremely hot water, which to the unsuspecting, may cause serious injury.

Every hot water heater is equipped with a pressure relief valve at the top of the tank. This is a safety device designed to open and relieve pressure should the water pressure in the tank exceed its rated working pressure. It should not be tampered with, nor should the discharge tube be plugged or blocked.

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## Furnace Heating System

### General Maintenance

Prior to occupancy, Minto will have all heating ducts professionally cleaned to remove excess dust and dirt as well as construction debris. There is no recommended time frame for repeating this practice: the need may be based on health problems such as allergies.

Heat registers and cold air returns must be kept free from obstructions such as carpets, furniture, and wall hangings. Obstructions could impair the airflow and efficiency of your home's heating/cooling system.

Furnace filters vary in type; either a permanent or disposable filter will be provided with your furnace. Filters should be cleaned or changed, depending on the type, at least every two months during the heating season. Failure to clean or replace your filter may interfere with the quality and quantity of airflow within the home.

When the heating system for your home was selected, the rated capacity was checked to ensure that your home could be heated to a comfortable temperature taking into account climatic conditions common to your particular area. Once you have lived in your home, you may find that the heating system is not balanced to your individual requirements (i.e. some rooms are too warm, others too cold). As balancing is a matter of individual preference, it is the homeowner's responsibility to do this.

A common problem is that the upstairs rooms are too cold, although the ground floor is not. As the thermostat is located on the ground floor, it is the temperature on that level that determines when the furnace starts and how long it operates. Many homeowners find that the ground floor quickly reaches the temperature set on the thermostat, and the furnace shuts off before the upstairs rooms are adequately heated. The solution is to regulate the dampers on the warm air ducts for the ground floor, so that the input of heated air is directed to the second floor.

#### **To regulate or balance your system:**

- 1. Redirect some of the ground floor warm air by closing a few of sliding adjustable openings in the warm air registers.**

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- 2. Additional control of air entering a room can be achieved by removing the warm air register, reaching just inside the duct and adjusting the damper. Beware of sharp points and edges when adjusting dampers.**

If regulating the dampers still does not resolve the issue you may want to contact a furnace contractor to inspect your thermostat and have it calibrated.

Sometimes cracking or snapping noises may occur in heating systems; this sound means the pipes and other metal components of the distribution system are expanding or contracting with temperature changes. Such noises, particularly common on start up, do not influence the performance of the system and are to be expected.

All service calls for the furnace should be directed to Minto's Customer Care Department during your **two-year warranty** period. In these instances, Minto will contact the firm that supplied and installed your furnace and request service. Following the lapsing of the two-year warranty period, service calls should be directed to a heating contractor of your choice.

**If your furnace fails to operate, check the following items first and you may be able to avoid the need, and perhaps the cost, of a service call.**

- 1. Ensure that the thermostat is set at heat not cool**
- 2. Is the thermostat set higher than the reading?**
- 3. Ensure your furnace filter is clean.**
- 4. Check all air intake pipes on the outside of your house to ensure there is no blockage.**
- 5. Make sure the breaker is turned "on" at the electrical panel.**
- 6. Make sure the disconnect switch is not activated.**

Should you call for service and the problem is one of the above, you will be charged for the service call.

### **Air Intake and Exhaust Vents**

On the exterior of your home either in the rear or side building face, air intake and exhaust vents or pipes to vent your mechanical services that have been installed. These will be pointed out to you during your Pre-Delivery Inspection.

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Familiarize yourself with vent locations and periodically check during the winter months to ensure that snow or other obstructions are removed. Information on direct venting mechanical appliances is mentioned in the Plumbing section for Hot Water Tanks.

### **Cold Air Returns**

Your home will have cold air returns throughout. On the first floor, the cold air returns are usually situated 6 to 8 inches from the floor on the walls of the living room, dining room or hallway. On the second floor, cold air returns are located 8 to 12 inches from the ceiling in the upper hall and one of the bedrooms.

The purpose of cold air returns is to allow the return of air to the heating/cooling system of your home. It is important not to block cold air returns. Obstructions could impair the functioning of your home's heating/cooling system and may result in air circulation problems in your home.

### **Ventilation**

With today's better-built homes, improved air quality is being increasingly demanded. The Ontario Building Code requires that every new home have an air change rate of 0.3 exchanges per hour. This means the furnace must draw approximately 30% of exterior air (based on 24 hours) and exhaust an equivalent amount of air from inside the house.

In order to achieve the above requirements, your new Minto Home is equipped with the following mechanical ventilation system. A principal exhaust fan has been installed in your home to remove and exhaust stale air to the exterior. It is controlled by a manual wall switch on the first floor located typically beside the thermostat. Supplemental exhaust has also been installed in the kitchen and bathrooms.

During the first winter, as the house is drying out, you will probably have to run the principal exhaust fan frequently or even continuously to prevent condensation on windows. Supplemental fans should also be used to remove odours and humidity from kitchen and bathrooms.

After the first year, the need for ventilation will depend more on your lifestyle, especially how much moisture you and your family generate by, for example, cooking and washing and whether or not you smoke. Many people still find that continuous use of the central fans throughout the heating season works best. Others run the system for a set period of time every day.

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Moisture builds up on the inside of your windows during the heating season, is a general indication that your humidity level is too high and therefore, you probably need to run your fans more often. If your nose and throat are constantly dry, you should run your fans for shorter periods.

Your bathroom, kitchen and dryer vents are directly vented to the outside of your home. During extreme wind conditions you will hear flapping noises from these vents, which is a normal occurrence. In addition to this, these vent flaps located on the exterior of the home may be forced open, and should be checked periodically to ensure they are closed.

### **Condensation and Relative Humidity**

New homes are better sealed and insulated today due to new and improved building practices as today's discriminating buyers expect decreased energy costs and improved comfort controls.

The humidity level within the home is largely influenced and controlled by your family's lifestyle. A variety of individual factors can cause higher than normal levels of humidity such as the number of occupants, cooking patterns, showering and other daily activities of the household.

Increased humidity is more acute during the first winter when the home is "drying out" as many of the materials used in construction contain moisture that will dissipate over several months.

A humidity indicator (hygrometer) is provided to assist you in determining the humidity levels in your home. Humidity should be monitored so as to control damage such as staining, rotting, mould and to preserve finishes such as cabinetry and flooring.

Condensation on interior surfaces of the window and frame is the result of humid, warm, moist air coming into contact with a cold surface. As soon as excessive condensation occurs on inside window surfaces, steps should be taken to reduce Relative Humidity by controlling moisture sources or by increasing ventilation.

The following chart shows the maximum relative humidity (R.H.) that can be tolerated if condensation is to be avoided in cold weather. Remember that a small amount of condensation in daytime can result in significant condensation at night when temperature drops.

Outside Air Temperature Celsius	Fahrenheit	Desirable Maximum Inside Relative Humidity (%) at an Indoor Temperature of 21 degrees Celsius (70F)
-24	-10	25%
-18	0	30%
-12	10	35%
-7	20	40%
0	32	45%

Activating the mechanical systems installed in your home will most often control regular levels of humidity and condensation by venting humid air to the outside. This can take place through the following mechanical means found in your home:

1. Run the principal exhaust fan located in one of the bathrooms in your home. This fan is intentionally stronger than a normal bathroom fan. The switch is located next to the thermostat.
2. The furnace fan acts as a secondary source. It circulates the air in your home and draws in a limited amount of fresh air.
3. The stove hood fan and main and ensuite bathroom fans are another means of exhausting humid internal air. They should always be used when cooking or showering.

A number of other non-mechanical methods should be practiced:

1. Windows can be opened to allow natural circulation of air, weather permitting.
2. The opening of blinds and curtains during the course of the day also assists in curbing excess humidity.
3. Removing interior window screens during the winter months allows for air to flow freely against windows.
4. Leave inside rooms open to allow better circulation.
5. Avoid blocking cold air vents with furniture.

It should be noted that basements frequently experience high humidity levels in summer. In warm weather, basement areas particularly near the base of the walls, in corners, and part of the floor are cool because the earth on the other side of the wall or floor is cool. When hot humid air is allowed to enter from outside through open basement windows, it will condensate in cool areas and on cold water pipes. Basement windows should be kept open during periods of dry weather and closed on hot humid days. As an alternative, a dehumidifier can be used.

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## **Air-conditioning**

Optional central air conditioners are sized for each home. The existing furnace fan is used to distribute cool air through the ductwork and air registers. Even distribution of cool air throughout your home may require that you rebalance air distribution. Further information is provided in the Furnace Section.

Air conditioners remove heat from the air inside your home and discharge the heat through a compressor and fan blower unit mounted on the exterior of your home. Planting bushes or obstructing the flow of air from the exterior unit may result in the compressor overheating and failing to operate.

When the air conditioner is operating a small amount of moisture may form on the evaporator coils, which are located in the furnace ductwork. The water eventually flows through the condensate pipes to the basement floor drain. Setting the thermostat exceptionally low will not result in faster cooling and will cause an excessive amount of water to form and freeze on the coils. Ice build up will reduce the efficiency of the unit and may require professional servicing.

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. The air conditioning system should be switched back on at the breaker panel 24 hours before using the system for cooling. For further information, refer to the manufacturer's instructions supplied with the unit.

Air conditioner maintenance includes changing the furnace filter regularly and arranging annual professional cleaning and servicing. Clean and cover the exterior unit during winter months to preserve the metal housing.

If air-conditioning is not installed by Minto, 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, Minto will not carry out any repairs, and the homeowners will be charged for the service call.

## **Gas Burning Fireplaces**

Today, natural gas fireplaces are being installed in many new homes. These fireplaces are convenient and easy to use, but care should be taken in their operation. An operation manual

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for your gas fireplace has been left behind the lower grill. Please take the time to read through it for concise information pertaining to your model.

When you first move in to your home your gas fireplace should be allowed to operate. This will allow the coatings that were applied during the manufacturing process to be burned off. During this time, you should ensure that the room where the fireplace is located is adequately ventilated as the “burning off” will produce an odour and may even set off the smoke alarms within the home.

When a gas fireplace is first ignited, condensation may appear on the interior face of the fireplace glass. This is normal and is due to temperature difference between the air in the fireplace and the glass surface. The condensation will evaporate shortly.

The pilot light in natural gas fireplaces is constantly lit and the fireplace’s glass door may be hot. Care should be taken around the doors. If you decide to turn off the pilot light during the summer months, please refer to the manual for instruction to re-light.

The direct vent gas-burning fireplace uses an integrated fresh air supply and exhaust vent. The vent cover is located on the outside wall of the house and during operation can be extremely hot.

Glass doors can be removed, providing access to clean the glass and re-arranging the logs. Loosen the two screws at either end of the grill, two larger screws will be evident at the top of the glass; remove them to allow the glass to tilt out approximately 30 degrees. The glass can be removed entirely by pulling upwards while in the tilted position.

A soft cloth with clear water may be used to wipe the fireplace glass. Glass cleaner and similar cleaning products should not be used on tempered glass as they may cause damage. Caution should be exercised when using combustible cleaning products near an illuminated pilot light.

Homeowner should familiarize themselves with the following gas fireplace controls:

1. The wall switch that activates the flame, and the control located behind the lower grill on the fireplace, which adjust the flame height.
2. How to close the pilot light for the summer.

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If your gas fireplace fails to operate during the first year, contact Minto Customer Care. To avoid the cost of a service call, first check the following:

1. Ensure that the pilot light is on and that the wall switch is in the correct position.
2. Ensure that the gas supply valve is open
3. Review the operating instructions in your fireplace manual.

## **Plumbing**

### **General**

In the event of a plumbing leak, be sure to close the main shut-off valve immediately. This is located in the basement at the front of the home near the water meter or in the mechanical room. The location of the shut-off valve will have been shown to you during your Pre-Delivery Inspection.

During the warranty period plumbing leaks are to be reported to Minto. For problems relating to deficient construction, Minto will make the necessary repairs. Should the problem be attributable to improper use, you will be responsible for the cost of the service call. In these situations, Minto will leave the area secure while you make your own arrangements for repair.

Minimize the disposal of grease, fat and similar wastes, especially petroleum products, through the plumbing system. Such materials tend to accumulate in the piping, reducing its efficiency and increasing the risk of blockage. In addition, continuous or large-scale usage of this kind can affect municipal or private sewage treatment systems.

### **Faucet Repairs**

Forcing faucet handles often cuts the washer and causes drips and leaks; they should be turned just enough to stop the flow of water. Noisy faucets are frequently due to loose washers.

Where the plumbing installation includes valves for individual fixtures, it is only necessary to close the valve to the fixture being repaired before replacing washers. Otherwise, first close the main water valve.

Once the supply of water is stopped, lift the cap from the "tap" handle and remove the screw from the top of the shaft exposed inside. Carefully remove the handle by forcing it straight up, it is not threaded. Next unscrew the exposed stem assembly bushing which will allow the entire

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stem assembly to be removed. At the base of this assembly you will find a rubber washer held in place by a round-headed screw. Remove this screw and replace the washer with one of the same size and type. While the assembly is loose, inspect the rubber "O" ring located on the stem body. Replace this if necessary.

If you do not have the proper tools, or if you are not mechanically inclined, do not attempt these repairs.

### **Exterior Faucets**

As a precaution against frozen pipes, exterior faucet including frost-free hose bibs must be winterized. Hose bibs, which have not been winterized, may burst or crack due to water within the pipes or faucets freezing and expanding. Winter preparation is the homeowner's responsibility and should be carried out in the fall before frost occurs.

The locations of the shut off valves for the exterior hose bibs will have been identified during your Pre-Delivery Inspection.

1. Begin by turning "on" the exterior portion of the faucet allowing the water to run at full capacity.
2. Return to the corresponding shut off valve located in your basement and turn the shut off valve all the way to the closed position to stop the flow of water to the outside. By completing this step you are draining all remaining water in the supply pipe located from the shut off valve to the exterior faucet. Be sure to leave the shut off valve for the exterior hose bib in the closed position for the winter months.
3. Remove all garden hoses and store for the winter. The exterior hose bibs should remain in the open position throughout the winter.

In the spring, close the exterior hose bibs, and open the interior hose bib shut off valves. Open the exterior hose bibs gradually and confirm that the water pressure has returned.

### **Basement Floor Drain**

The basement floor drain should be filled with water at least once a month. This will prevent any sewer smell escaping from the trap under the basement floor. This can be done by simply removing the cover from the basement floor drain and pouring in the appropriate amount of water.

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## **Washbasin and Bathtub Plugs / Taps**

Your bathtub and basin drain openings should be inspected at regular intervals to ensure that they are clear of any obstructions. If this is not done, potential blockages will impede the rate at which your basin or bathtub will drain. To check the drains, bathtub "pop-up" plugs can simply be unscrewed. Removing the nut and pin located underneath the sink and lifting the stopper out can remove sink stoppers. The aerator and filters in taps and showerheads should also be unscrewed and cleaned on a regular basis.

## **Sewer Back-up**

If a sewer backs up in the basement within the warranty period, you should call Minto Customer Care to have the sewer line cleaned out. If domestic material is found to be blocking the line, we will charge you for the service call.

Should a problem develop after the warranty period, contact the Engineering Department of your municipality or the plumber of your choice for assistance.

## **Toilets**

Your home has been installed with toilets that are water efficient having been designed with a narrow opening, which provides more force and uses less water. Due to this design it is important to ensure that you are not flushing anything other than waste. Individual lifestyle can affect how well your toilet will perform and in some cases you may need to flush twice, to ensure all the waste leaves the bowl.

Should your toilet back up, contact Minto Customer Care to have the system checked. If the blockage is caused by your misuse, we will charge you for the service call.

We do not recommend the use of Chlorine pucks or chemical additives to the toilet tank as it may cause permanent damage to the rubber gaskets and seals.

## **Vent Stacks**

When waste is moving towards the main sewer, drain waste vents provide replacement air to the drainage system. Should the vents be obstructed, wastewater may suck or draw water from the traps under the sinks or in toilets. This may result in a sewer smell in the drains or slow running drains.

Vent stacks on your roof provide the required air to balance your plumbing system. During the winter months, the vent stacks on the roof may occasionally block. Removing the snow and/or

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ice from the vent stack on the roof can eliminate this problem. In most cases the ice will melt on its own as soon as the weather moderates.

## **Fixtures**

The smooth and glossy surfaces on your plumbing fixtures are not indestructible. Harsh, abrasive cleaners will, in time, wear through the surface, making the finish dull and porous. Most household cleaners are slightly abrasive, but if used in moderation and with plenty of water, they are harmless. Steel pads and some strong cleaners can do irreparable damage and you are cautioned against their use.

Here are some helpful hints that will prolong the life of your fixtures:

- Avoid scraping the surfaces with metal utensils; even a stainless steel sink can be damaged by careless use.
- Do not use plumbing fixtures, such as sinks, as receptacles for photographic developing solutions as their stains are permanent.
- Never step in the bathtub with your shoes on. The soles of your shoes may appear clean, but they carry gritty particles that will scratch the enamel or acrylic surfaces.

Most fixtures are provided with water-filled traps to prevent sewer gases from backing into the home; these sometimes become plugged with a variety of deposits and may require periodic cleaning to eliminate blockage. Pour in a small amount of a drain opener such as Liquid Plumber to accomplish this. To eliminate odours, try pouring a tablespoon of household bleach into the overflow hole.

## **Plumbing Connections for Laundry Rooms**

It is highly recommended that when installing your washing machine in your new home that you purchase a steel braided hose. This hose system is more durable than the standard rubber supply hoses and has proven to decrease any potential leaks that may be caused from the constant pressure these pipes are subject to. This hose can be purchased at your local hardware store.

## **ELECTRICAL SYSTEM**

### **Power Failure**

In the event of a power failure to all or part of your home, there are a number of things that should be looked into prior to calling Minto Customer Care.

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If a power failure occurs in electrical outlets or appliances, the circuit breaker box in the basement should be checked to see if the breaker is in the ON position.

When checking the circuit breaker, the switch should be first switched OFF and then ON, since the switch does not always move to the OFF position when the circuit is tripped. If the switch continues to trip, call Minto Customer Care.

If the stove does not operate, check the manufacturer's instructions. The stove fuses (within the stove) should be checked in addition to the circuit breaker.

If the breaker for the same circuit fails repeatedly, regard this as a warning for you to locate the cause. If it is the result of a short circuit, as opposed to appliance overload, repairs should be made by an electrician. Many fires occur each year from misuse of electrical equipment. Avoid alterations to your wiring by amateurs, contact an electrician or recognized appliance service agent.

Exterior receptacles are protected by a ground fault indicator (GFI). If you have no power at a receptacle, check the GFI breaker with the coloured test button located at the front of the house. Receptacles in bathrooms and powder rooms are also protected by a GFI outlet located in one of the bathrooms. This receptacle has two buttons on it. Press the reset button to reset and the other button to test the GFI.

Rooms without ceiling fixtures usually have a wall receptacle for plugging in a lamp that can be switched on or off by a switch located near the room entrance, as would be the case of a ceiling fixture. On these duplex receptacles controlled by a wall switch, only the upper receptacle is controlled by the wall switch. The bottom receptacle has power at all times. This typically is the case in one of the duplex receptacles located in the living room and family room.

Do not use bulbs larger than 60 watts in any fixtures where the bulb is enclosed. The manufacturer's recommended limitations on bulb size are marked on all fixtures.

Do not handle cords or fuses or attempt to plug in appliances when your hands are wet or if you are standing on a wet surface. Never touch anything electrical when you are in a tub or shower.

If Minto makes a service call and the reason for the problem is found to be any one of the reasons noted above, we will charge you for the cost of the service call.

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## **Range Hoods and Exhaust Fans**

For efficient range hood operation, the grease filter must be cleaned frequently. Potential fire hazards are created by grease accumulation on filters. Filters should be washed periodically in a mild detergent solution and dried thoroughly.

Fan motors must be cleaned and oiled according to the manufacturer's servicing instructions. Many of the exhaust fans for the uses mentioned above have sealed systems and do not require lubrication.

## **Dryer Exhaust**

Dryer exhaust ducting should be checked and cleaned periodically to avoid any possible lint build-up or blockage. In checking an exhaust fan, look for a strong airflow. The dryer exhaust vent on the outside of your home should not be blocked or covered by snow. Due to the temperature of the air being exhausted, it is not advisable to plant any form of shrubs or plants in front of the vent.

## **Smoke and Carbon Monoxide Detectors**

The smoke detectors and Carbon Monoxide detectors located in your home are wired directly to the electrical panel; therefore no battery replacement is required. It is recommended to occasionally check your detectors to ensure they are free from dust at the sensor area by vacuuming the area, as this can cause them to produce a false signal.

## **ROUGH-INS**

### **Central Vacuum**

If your home is equipped with a central vacuum rough in, the outlets have been installed in different locations on finished floor levels to allow a 30-foot long hose to reach all carpeted rooms in your home. All rough-in outlets are connected to plastic pipe conduits that lead to the basement or in the garage (depending on the model of your home) for future hook-up and completion of the system. The canister of your central vacuum should be cleaned monthly.

### **Dishwasher**

An electrical wire is provided from the electrical panel to the designated kitchen area, and is left suspended underneath the floor. This has been installed for your convenience. The other end of the wire is not connected in the panel to prevent accidents. Ensure that all connections are completed by a qualified electrician of your choice when installing your dishwasher.

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The dishwasher waste rough in is usually close to the sink waste pipe for future connection.

### **Appliance Hook-ups**

If Minto has not supplied the appliances for your new home, you are responsible for the installation. With the exception of the dryer ducting, the necessary plumbing and power hook-ups have been provided.

### **Security**

In the event that your home is equipped with a security rough in, each ground level operable window and door, including basement windows, has been pre-wired (to detect opening) to the electrical panel in the basement. One pre-wired outlet for the future installation of a motion detector is also included.

### **Aluminum Porch Enclosures**

Many homeowners opt to have installed after closing an aluminum porch enclosure. DO NOT enclose a gas or hydro meter within an enclosure. This creates a Safety Hazard

Please consult your local gas company to relocate your meter or to provide other acceptable options.

## SECTION III-APPENDICES

### Suggested Home Maintenance Schedule

	Periodically	Spring	Fall	Annually
<b>Foundation &amp; Masonry:</b>		✓		
Check basements, exterior walls for cracks in excess of 6mm				
Maintain grading sloped away from foundation walls				✓
<b>Roof:</b>	✓			
Remove ice and snow build-up				
Check for damaged, loose or missing shingles, blisters		✓	✓	
Check vents, louvers for nests and obstructions		✓	✓	
<b>Eaves trough:</b>		✓	✓	
Check for leaking, misaligned or damaged eaves troughs				
Clean blockage and clear out any obstructions		✓	✓	
Check that downspouts direct water away from foundation	✓			
<b>Doors and Windows:</b>		✓	✓	
Check caulking and weather stripping for decay or gaps				
Check door locks	✓			
Re-install/remove all interior window screens		✓	✓	
<b>Walkways and Driveways:</b>	✓			
Check for cracks and indentations				
Check driveway joint at garage entrance for cracks		✓		
Check for oil spills on driveway	✓			
<b>Electrical:</b>		✓	✓	
Test and clean all smoke detectors				
Reset breakers with no-load when tripped	✓			
<b>Plumbing:</b>	✓			
Check faucets, hose bibs and valves for leakage				
Drain exterior water lines, hose bibs, remove hoses			✓	
Fill basement floor drain with water	✓			
Pour ¼ cup bleach in sink and tub drains	✓			
<b>Heating and Cooling:</b>	✓			
Change or clean furnace filters				
Hire service person to inspect and service furnace				✓
Cover exterior Air Conditioner unit			✓	
Balance air grills and dampers tailored for personal comfort		✓	✓	

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## Trouble-Shooting Guide

This guide is provided as a quick, easy reference to assist homeowners in diagnosing common problems.

1. Telephone not working
  - Check all phones and jacks in your home to ensure the handset is working.
  - Take a phone handset and plug it into the demarcation jack that is located beside your electrical panel. If there is a dial tone, then the problem is with the phone connection in your home. If there is no dial tone, then you must contact your local telephone supplier for service.
  - Check if Minto is digging around your lot – if so contact Customer Care because your line may have been cut by accident.
2. No Power to Bathroom Plugs
  - Reset the ground fault interrupter (G.F.I.) located in any one of your bathrooms at the electrical outlet.
  - Reset breaker in electrical panel.
3. Half of Electrical Outlet has Power
  - Controlled plugs have been designated in some rooms throughout your home. Half of the outlet is connected to a switch on the wall.
  - Using an illuminated lamp or radio, flip the wall switches to determine corresponding switch and outlet.
4. Exterior Light Bulbs Not Working
  - Exterior bulbs are subject to temperature fluctuations and may require frequent replacements.
  - Replace exterior bulbs with exterior grade bulbs.
  - Reset breaker in electrical panel.
5. Condensation/Ice on Windows
  - Run the fans in your home - the primary exhaust fan located in the powder room, the furnace fan, stove hood fan and bathroom fans.
  - Open windows for natural air circulation (weather permitting).
  - Open blinds and curtains during the day.
  - Remove interior window screens during winter months for air to flow freely against windows.
  - Leave inside room doors open for better circulation.
  - Avoid blocking cold air vents with furniture.

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## 6. Toilet Blocked

- Low flush toilets may require multiple flushing.
- Use a plunger to force minor obstructions past the toilet trap.
- Run a clean out auger or 'snake' down drainpipe to break up obstructions or to hook onto and pull out objects.
- Minto will inspect a toilet blockage during the warranty period. Contact Customer Care to have an inspector come to your home to check if the blockage may be a result of construction debris. Any blockage found to be a result of homeowner misuse or improper maintenance is excluded from the warranty.

## 7. Room is cold

- Thoroughly clean or replace your furnace filter to allow proper airflow.
- Balance your heating system by adjusting air grills and dampers to direct airflow to colder rooms.
- Leave room doors open, particularly those without a cold air return vent.
- Ensure furniture and draperies are not covering heat registers.

## 8. Furnace isn't operating

- Please ensure that the thermostat is set at heat not cool.
- Is the thermostat set higher than the reading?
- Please ensure your furnace filter is clean
- Review all the air-intake pipes on the outside of your home to ensure there is no blockage.
- Make sure the breaker is turned "on" at the electrical panel.
- Make sure the disconnect switch is not activated.
- If your home is no longer covered under the 2 year heating system warranty then you may contact a heating contractor of your choice to arrange for service at your own cost.

## 9. Fireplace Not Working

- Ensure the fireplace pilot light is on.
- Ensure that the circuit breaker and wall switch are on.
- Ensure that the gas supply valve is open.
- Review the operating instructions in the fireplace manual provided to you

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## 10. Roof Leaking

- Remove all personal belongings in the area where the water is penetrating, and try to minimize damage to the area by wiping up any wet flooring and placing a bucket in the area to catch the water.
- If your drywall is bubbling as a result please make a small hole in the surface to allow the water to drain into a bucket.
- If the water is coming in from an electrical fixture/outlet or near an electrical fixture, we suggest you turn off the breaker to the specific electrical fixture.

## 11. Insects Inside Home

- Insects can invariably gain entry through an open door, window or vent.
- Treat with appropriate pesticide or contact a professional to eradicate.

**SECTION IV-FORMS**



**24-HOUR DAMAGE REPORT**

Lot # \_\_\_\_\_ Purchaser (s) \_\_\_\_\_  
 Project Name \_\_\_\_\_ Home Tel: \_\_\_\_\_  
 Civic Address \_\_\_\_\_ Bus. Tel: \_\_\_\_\_  
 Date of Possession \_\_\_\_\_ E-mail Address \_\_\_\_\_

**IMPORTANT**

Please be sure to submit your list of any items you have identified as being damaged no later than 24-Hours from the date of closing.  
 An example of how the deadline works is as follows:  
 1. Closing is on a Monday: 24 Hour List to be received by Minto no later than the day after (Tuesday), by 11:59 p.m.  
 2. Closing is on a Friday: 24-Hour List to be received by Minto no later than the day after (Saturday), by 11:59 p.m.  
 Failure to submit your list by the deadline will constitute acceptance of damaged items and no future warranty claims will be accepted.

Item #	Room/Location	Description

Purchaser Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
 Purchaser Signature: \_\_\_\_\_ Date: \_\_\_\_\_

You may fax this claim to 905-709-4273 or download a copy off [www.minto.com](http://www.minto.com) and e-mail your list to [customercares@mintot.com](mailto:customercares@mintot.com) by the deadline.

**In accordance with PIPEDA, any personal information contained in this document is to be used for the performance of work order only and to remain confidential at all times.**