Homeowner Manual

INTERIOR ITEMS

Insulation

Your home is insulated with blown fiberglass insulation in the attic and fiberglass batts in the walls and basement to conform to Part 9 of the Ontario Building Code.

In some sloped ceiling areas fiberglass batts may be used, replacing the blown fiberglass.

A poly vapor barrier is installed on the warm side of the building envelope.

1. Attic R-50 19" thick blown fiberglass
2. Walls 1st and 2nd floor R-22 fiberglass batts
3. Basement frostwalls R-20 fiberglass batts
4. Garage walls R-22 fiberglass batts
5. Drop ceiling R-31 below finished areas

Drywall

Shrinkage of building materials is unavoidable in newly constructed homes. Phoenix Homes will make repairs to drywall at the warranty year-end service call. It should also be noted that redecorating, repainting, sanding, and paint touch-ups are not done with any drywall repairs.

Interior doors

Phoenix Homes will adjust doors which do not operate properly during the first year of warranty.

Doors do expand and contract at different times of the year, depending on the humidity levels in the residence. Doors that stick in the summer may not in the dryer winter months.

Sinks and bathtubs

Check your sinks and bathtubs at the Pre-Delivery Inspection (PDI) for chips or scratches.

These deficiencies must appear on your PDI list – if the sink and/or bathtub deficiencies do not appear on your PDI list, Phoenix Homes will not be responsible for the repairs.

If a leak in your sink or bathtub appears, you should report it immediately to your client service representative and contact the plumber on the emergency contact list, found under the Homeowner Resources Tab. If you inadvertently drop something and chip the tub yourself, there are several firms who can repair the chips or scratches effectively. There is no need to replace the complete sink or tub.

Central Vac System

You home comes with a central vacuum rough-in only. **Figure 1** shows an example of an outlet. For the Decora style outlets (rectangular cover), lift up from the bottom of the cover to open. For the standard covers (as shown in the photo), pull down from the top of the rounded cover.

Figure 2 shows the central vacuum pipes in the basement where they may come through the floor above. You can now purchase materials to join all outlets to a common area in the basement where you may want to install your canister.

It is not recommended to install your central vac canister in the garage as you will compromise the integrity of the gas seal between the garage and your house.

Figure 1

Figure 2

Cushion flooring

All cushion flooring should be checked thoroughly before you take possession of your home.

Deficiencies such as burn marks, nail pops, bubbles, or depressions, etc. must appear on the certificate of completion and possession form.

If not, Phoenix Homes will not be held responsible for the repairs. Phoenix Homes is not responsible for discontinued lines or color variations.

Care should be taken when you move in that your mover does not damage the cushion flooring.

Hardwood

Natural wood products are highly susceptible to changes in indoor relative humidity which may cause dimensional changes in flooring material. These changes include cupping, shrinkage, and buckling, which are not covered by warranty. Therefore, first and foremost, you must maintain a relative humidity between 37% and 45% and an ambient temperature of 20° Celsius in your home in order to stabilize the internal humidity of the wood.

Carpets

It is possible for new carpet to buckle in high traffic areas and may also happen when there are high humidity levels in the house. If buckling is occurring, please add it to your Year End List and bring it to the attention of your Client Services Representative. If there is a major defect in your carpet, Phoenix Homes will be responsible for replacing it. Minor defects such as joint lines will disappear with regular vacuuming.

Floor squeaks

Another characteristic which may appear during the first year, is floor or stair squeaks. These squeaks are caused by the shrinkage of materials. Floor squeaks will be corrected at year-end, if requested on the Year-End List. We will complete these repairs only once.

Foundation walls and basement floors

Concrete basement floors and walls are subject to changing temperatures and thus expand and contract accordingly. Concrete sometimes shrinks and cracks as it cures.

Surface cracks, which do not affect the strength of the wall, need not be repaired.

However, if a wall crack should leak, Phoenix Homes will repair it, if reported in writing during the warranty period. Crack width in a basement floor in excess of the ratio of 6 mm in 10 m is not acceptable and should be reported to the service department. Cracks resulting from normal shrinkage of materials caused by drying after construction are excluded from warranty coverage.

Closet sliders

Sliding closet doors can be adjusted from the back of the door using the tensioner located at the top or sometimes located at the bottom (depending on the company that provided them).

You will see a screw located on the front of the hardware going into the track, as seen in **Figure 3.**

Figure 3

Adjusting one way or the other, you can line up the door with the wall that it closes against. The installer has already adjusted the doors at the installation stage for you. The doors are to close so the seam between the two doors is facing away from the entry door to the bedroom. You will notice if you have closed them the wrong way, the door may not be aligned with the wall any more.

Also, the installer should have installed bumpers along the metal edge of the door on only one side of the door – the side that closes against the wall.

Granite countertops

Granite is a naturally occurring product in nature and therefore, while every effort is made to match the color/design in samples in the decor center, there will be a slight variation in each piece. As such, Phoenix Homes cannot guarantee an exact match.

Here are the dos and don’ts for granite maintenance:

Do:

1. Do blot up spills immediately. Any kind of acidic substance (coffee, juice, wine, soda) could potentially stain the surface.
2. Do clean surfaces using a sponge or soft cloth. Using a sponge with hot water will work just fine. Using regular dish soap is not recommended.
3. Do use a cutting board. This will help avoid the possibility of scratching the surface and protect your knives (cutting on stone will dull and damage your knife’s edge quickly.
4. Do use a formulated cleaner for granite and do re-seal your countertop at least every year with a non-toxic sealer. Both products can be found at your local hardware store.

Don't:

1. Don't use generic cleaning products such as chlorine bleach, glass cleaners, de-greasers, or other common household cleaners.
2. Don't use vinegar, ammonia, lemon, or orange as cleaners.
3. Use abrasive cleaners such as dry cleansers or soft cream cleansers
4. Mix bleach and ammonia; this combination creates a toxic and lethal gas

Garage

The garage overhead door has a lock located on the outside, usually on the 2nd panel from the bottom. The keys for this lock are hanging on the inside of the door on the cable, second panel up from the bottom. There should be two keys as shown in **Figure 4.**

he garage man door leading into the home is supplied with an automatic door closer, as shown in **Figure 5**. The automatic door closer is in place so that the door isn't accidentally left open, possibly letting in carbon monoxide from your vehicle or anything else that produces dangerous fumes that may be stored in the garage.

The automatic door closer is part of the Building Code.

Figure 4

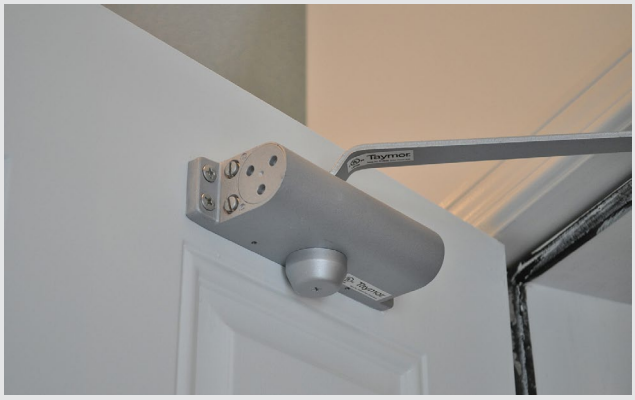

Figure 5

There are 2 screws located on this closer which can be used to adjust the tension that it closes the door with. If you have young children you might want to lessen the tension to avoid the potential for the door closing on small hands. A video of how to adjust your door closer is available on our Home Maintenance Videos page.

We recommend that you seal your concrete floor with concrete sealer. Concrete sealers can be purchase from paint or hardware stores.

Note that damage caused by salt drippings from your care is not covered under the Phoenix Homes warranty.

Calcium chloride and salt will damage the concrete so we do not recommend you use it to remove ice from the garage floor.

Cracks resulting from normal shrinkage of materials cause by drying after construction are exclude from warranty coverage. Crack widths in excess of a ratio of 6 mm in 10 m are not acceptable.

MECHANICAL SYSTEMS

Heat Recovery System (HRV)

The HRV system provides fresh air into your home. The HRV core uses the heat from the outgoing air to warm the incoming fresh air in the winter before it is distributed through your home.

For all new homes, we recommend that you set your HRV control at the minimum setting, which is 20 minutes on, 40 minutes off. See **Figure 6**. Your HRV system can be shut off during the summer and warmer weather when you run your air conditioner as it will end up bringing humidity into the home, working against your air conditioner. A video of how to adjust and maintain your HRV is available on our Home Maintenance Videos page.

Maintaining your HRV system

Open the door of the HRV system, shown in **Figure 7.**

Remove filters, vacuum to remove most of the dust, wash with a mixture or warm water and mild soap.

Clean the condensation tray with a damp cloth. See **Figure 8** for filter location.

Check the exterior air intake hood, make sure there are no leaves, twigs, ice, or snow that could be drawn into the vent. Clean if necessary. Please read your manual for more maintenance tips.

You want to set your control at the comfort zone, you should keep the humidity in your home around 45%.

Not maintaining the proper humidity level can create the following issues: wood dries and this is what causes gaps in wood flooring, uplift on roof trusses, doors to close improperly, floors to squeak, miter joints to separate on casings, and baseboards to come away from the walls (this item is generally a result of the wall studs shrinking, not the mouldings). A video of how to adjust and maintain your HRV is available on our Home Maintenance Videos page.

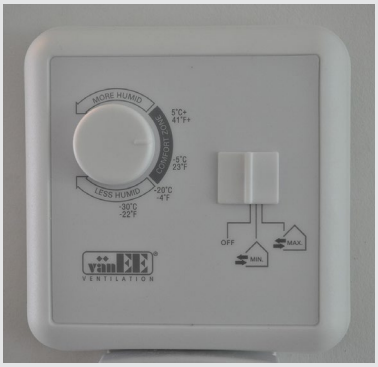

Figure 6

Figure 7

Figure 8

Humidifier

Humidifiers are not required by code, therefore are not a standard feature. Please contact your builder for more information. However, if you purchased a humidifier through Phoenix Homes, here is a brief description of its purpose.

While your HRV system removes humidity from your home, a humidifier adds humidity. As cold temperatures set in, humidity levels in your home drop.

Figure 9 shows a central humidifier installed on the side of the furnace. During the summer months, when humidity is present in the outside air, switch the damper switch to "summer". This will stop airflow to the humidifier. In the fall, switch the damper back to the "winter" setting.

Figure 10 is the control, known as a humidistat. It is your responsibility to control the humidity levels in your home. When you have the damper on the humidifier set to "summer" mode, you need to switch the humidistat to "off". When you turn the damper to "winter" to activate the humidifier, you can move the dial to roughly 45% as a baseline.

Should condensation appear inside your windows, you must decrease the humidity levels in your home.

Checking moisture on your windows is the best indication of how high your home's humidity levels are. It is important to control condensation in your home as serious damage can occur if this is left unchecked.

Windows are used commonly for ventilation and, when possible, the windows nearest the source of moisture should be opened.

A video of how to adjust and maintain your central humidifier is available on our Home Maintenance Videos page.

Figure 9

Figure 10

Heating System (Furnace)

Your heating system is under warranty for a period of two years.

Our contractor will balance the heating system one time, to meet your preferences. We advise that you take note as to how the duct keys operate so that you may, on your own open or close the duct keys to regulate the amount of heat in a particular room.

It is the homeowner's responsibility to ensure that nothing interferes with the heating outlets such as furniture. The furnace is equipped with an air filter located at the bottom on the side of your furnace shown in **Figure 11**.

Pull the filter straight out, as seen in **Figure 12**, which should be replaced every 3 months to ensure proper operation of the system. Before going to buy a new filter at a hardware store, take a note of the size as there are many on the market. When installing the new filter, ensure that you have installed it with the airflow arrow in the correct direction. There are two large ducts that run from your furnace; the feed and the return. Air flows from the furnace, up through the feed duct and back into the furnace from the other duct; the return.

Shown in **Figure 13**, you can see the pipe marked "fresh air for the furnace" and the white pipe labelled as the "fresh air intake". These two pipes should always remain a minimum of 12" from each other. The fresh air pipe is coming directly from the exterior of your home, feeding the furnace with fresh air. Never block either one of these pipes.

If you are having issues with your heating system, you should call the sub-contractor who installed your furnace. You will find the company name and phone number on a tag attached to the gas pipe by the furnace. An emergency number is provided for after-hours service. The Phoenix Homes heating contractor must perform all warranty work.

A video of how to adjust and maintain your furnace is available on our Home Maintenance Videos page.

Figure 11

Figure 12

Figure 13

Air conditioner

If an air conditioner unit is added by a contractor, other than that of the builder, prior to the expiration of the warranty, the warrant of the entire heating system is void.

An air conditioning unit is a retrofit and the heating system must be adjusted to accept it.

However, if a Phoenix Homes contractor installs the air conditioner, the contractor will honour their warranty.

Thermostat

Figure 14 shows your thermostat, the control for your furnace and air conditioner. Your thermostat may not look exactly as the one pictured. A video of how to adjust your thermostat is available on our Home Maintenance Videos page.

Figure 14

Cold air returns

Cold air returns are located on every floor in your home. On the second floor they are located near the ceiling, as shown in **Figure 15**, in every bedroom. The cold air returns on the first floor and basement are

located near the floor, as show in **Figure 16**. Do not cover or seal the cold air returns which feed your gas furnace with combustion air. Combustion air is a requirement of the Ontario Building Code and is necessary for the efficient operation of your heating system.

Figure 15

Figure 16

Gas shut off valves

Shown in **Figure 17**, you can see the shut off vales on the hot water tank and furnace. In the photo they are in the on position. Your furnace, fireplace (if applicable) and tankless hot water heaters all have gas shut off valves as well.

The valves should always remain in the on position. If you smell gas, shut the valve off and call Enbridge Gas immediately at 1-866-763-5427.

Figure 17

Duct work

Your duct work has been vacuumed and cleaned thoroughly prior to occupancy. You should see plugs in your duct work in the basement (shown in **Figure 18**). These are holes that the HVAC team has made where high pressure air is used to clean out all the dust and debris.

You will notice in each floor register there is a key (baffle) installed. Our contractor will balance the heating system one time to meet your preferences. We advise that you take note as to how the duct keys (baffles) operate so that you may, on your own, open or close them to regulate the amount of heat in a particular room. A video of how to adjust your ductwork is available on our Home Maintenance Videos page.

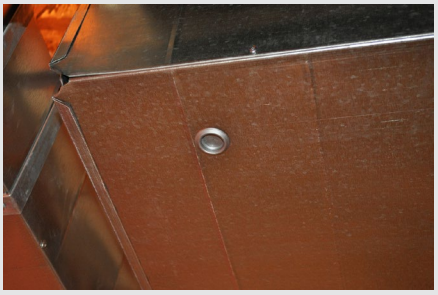

Figure 18

Fireplace

If your home has a gas fireplace, here are the steps listed below to start it up.

1. As shown in **Figure 19**, open the grill located at the bottom of the fireplace.
2. In **Figure 20**, turn the "on, off, and pilot" switch to pilot, push the button in, and hold at the same time as pushing the ignitor switch which is the same as a BBQ lighter. Look inside the glass at the pilot light shown in **Figure 21**. Keep the pilot button pushed while pushing the ignitor button until you see the pilot light up. Once it's lit, keep pushing the pilot button in and hold for about 10 seconds. Release the pilot button after 10 seconds. If the pilot light goes out, then repeat the same process. Hold the pilot button for 10-15 more seconds, then the pilot light should stay on.
3. Turn the pilot button to the "on" position.
4. The switch on the wall will turn your fireplace on and off.
5. You can control the height of the flames with the knob located to the left of the on/off switch shown in **Figure 20**.
6. You can leave the fireplace pilot on all winter and turn it off in the spring. Some fireplaces come with an optional fan kit. If your fireplace has one, the fan kits are heat activated, so it takes about half an hour after you turn it on for it to come on. You can adjust the speed of the fan with the knob show in **Figure 20**. Your fireplace has a shut off valve for the gas, same as your furnace and hot water tank. If you smell gas, shut off the valve and call Enbridge immediately at 1-866-763-5427.

Please note that for the first 5-8 hours your fireplace will have a burning smell because it is brand new. Open a couple of windows to allow the smell to escape. The more you use it, the less it will smell.

A video of how to operate your fireplace is available on our Home Maintenance Videos page.

Figure 19

Figure 20

Figure 21

ELECTRICAL

Electrical breaker panel box (fuse panel)

You are supplied with a 100 amp fuse panel located in your basement. If you experience electrical problems within the first year of occupancy, please ensure that the breaker is in the “on” position. If the breaker is in the “on” position and the problem persists, please contact the client services department or include the item on your 30 day list or your Year-End List.

It is recommended that when checking the breakers, first turn the switch to the “off” position and back on to reset the fuse.

You will see in **Figure 22** the fuses have been labelled for you and the main shut off for your power is the double black fuse located at the bottom of the fuse panel.

Please note that if an electrician is called and the electrician finds that the breaker is in the “off” position, you will be held financially responsible for the service call.

A video of how to reset a breaker is available on our Home Maintenance Videos page.

Figure 22

Exterior plugs

You have two exterior plugs located on your home: one at the front porch and one beside your back patio door (as seen in **Figure 23**). Exterior plugs are operated with a ground fault breaker. These plugs are extremely sensitive to moisture. Before plugging in equipment, you must ensure that the exterior plug is free of moisture. If your exterior socket is not operating, please check that the breaker on the outlet itself is in the “reset” position. Use of a defective or cracked extension cord will trip the breaker. Your backyard plug is interconnected with the plug on the front porch, so if the backyard plug is not working, you must re-set it at the front porch plug.

GFCI plugs (Ground Fault Circuit Interrupter)

All plugs in bathrooms are interconnected as are the plugs within the kitchen. These are called GFCI (Ground Fault Circuit Interrupter) plugs. In one of your bathrooms, one of these plugs has a breaker reset between the 2 outlets which have to be reset if the power goes out to outlets in any bathroom. See **Figure 24**. The same goes for the outlets within the kitchen. Reset this switch on the outlet itself before checking the breakers in the main box in the basement. A video of how to reset your GFCI outlet is available on our Home Maintenance Videos page.

Figure 23

Figure 24

Interior outlets

The outlets in your home are, by code, tamper resistant. You might notice that it's sometimes difficult to plug something in – you have to make sure when you're plugging in a cord that you're installing the plug straight with both prongs being inserted at the same time. Jiggling it at the same time can also help. The plugs will get easier to use as time goes on.

Ventilation fans

You have one ventilation fan per bathroom. The fan located in your powder room is 90 Cubic Feet per Minute (CFM) and the fan located in your main and ensuite bath are 50 CFM (see **Figure 25**).

You will notice that there is a switch located near, if not next, to your thermostat labelled "ventilation fan". This controls the exhaust fan in your powder room (as part of the building code for better ventilation in your home). The new 2014 building code now requires the HRV system in all new homes – this does not require the ventilation fan switch.

Figure 25

Doorbell

You have two doorbell buttons located on the exterior of your home. The first is located right at your front door, while the second is located at the patio door in your backyard. The two door bells create two different rings to indicate which door the visitor is at. The chime is located fairly high up on the wall, generally close to your thermostat. See **Figure 26**.

Figure 26

Smoke and Carbon Monoxide Detectors

You have three smoke detectors located in the common areas of your home. One is located in your basement, one on the first floor, and the third in your second floor hallway. If you are in a bungalow then you will only have 2 (basement and ground floor). See **Figure 27**.

The 2014 Ontario Building Code now requires each bedroom to have a smoke detector in addition to the three found in the common areas.

The only unit that detects carbon monoxide and fire is located on the second floor in the hallway. The building code requires the carbon and fire alarm to be located wherever there are existing bedrooms. Therefore, if you were to add a bedroom in your basement, as per the City permit, you will require a carbon and fire alarm next to the doorway to that bedroom. All alarms are interconnected and have battery back-up. Make it a habit to change the batteries every time you change your clocks for daylight savings.

A video of how to maintain your smoke and carbon monoxide detectors is available on our Home Maintenance Videos page

Figure 27

Furnace kill switch

In the mechanical room, there's a furnace kill switch located near the doorway. It is usually located about 5'5" from the floor. If you notice your home is getting cold and your thermostat appears to be on, check that the switch is in the "on" position. Sometimes visitors may not realize that this switch is not a light switch (it

actually powers your furnace – shown in **Figure 28**).

If it is in the "on" position and your thermostat is on, but your house is getting cold, check your filter. If it is clean or has been recently changed, call your HVAC company that installed the furnace. You have a 2 year warranty on your HVAC system.

You should find a label or tag on the furnace indicating the company that installed your HVAC system. There should also be an emergency number for after-hours service or call the client service department at Phoenix Homes.

Figure 28

PLUMBING

Back water valves and Cleanout

This is where your plumbing connects to the city lines below the road. Keep clear of debris and keep the black covers on at all times. This is usually located beside your water meter in the basement. You will see in **Figure 29** a cover for the Sanitary Backflow preventer, the storm Cleanout and the Storm Water Backflow preventer. The Sanitary backflow preventer and the Storm backflow preventer do not require any maintenance. The Storm cleanout however may be used by a plumber in the case of slow running drains in your home, or rain water taking an excessive amount of time to drain around the perimeter of your home. In this case, a plumber would check this cleanout for any blockages leading to the city connection in the road.

Water meter

Your water meter is located in the basement along the front wall of your home. It has two shut off valves located on either side of the meter (see **Figure 29**). If a major water leak is occurring in your home, the first thing to do is shut off the water at the meter – do this by turning the shut off valve a ¼ turn so that it is positioned perpendicular to the white plumbing line (called "pex").

In order to read your meter, you must flip open the cover, take a flash light, and hold it directly over the

solar panel as shown in **Figure 30**. **Figure 31** is a photo of your meter reading box, located on your front porch or below your hydro meter on the side of your home. The City will scan it to get your meter readings.

Figure 29

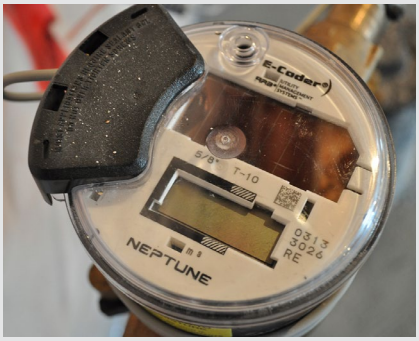

Figure 30

Figure 31

Shut off valves

You may have shut off valves located under your kitchen sink and bathroom sinks if they were a standard at your site or if you have upgraded to add them. They are not required by code. All toilets have them. It is highly recommended to have shut off valves installed on all of your sinks because if you were to have a plumbing leak or would just like to change your sink in future renovations, you can shut the water off right at the source, rather than having to shut off the water at the meter (turning off the water to your entire house).

These shut off valves work the same as the shutoff for your hose bibs (see **Figure 32**). You can see the shut off valves are running in the same direction as the white pex line, indicating that they are in the "on" position.

A video of how to operate the shut off valves is available on our Home Maintenance Videos page.

Figure 32

Draining all water lines

If you ever need to drain the lines from the entire unit, go to the basement and shut off the main water meter. Then open the lowest tap in your home (which would likely be your laundry tub in the mechanical room).

If you do not have a laundry tub in the basement, then you can turn on the powder room taps which will have the same effect. This is recommended in the winter time if you go on vacation for a week or more.

Bathroom rough-in

As shown in **Figure 33**, located in the basement, is a three-piece rough-in. You may have a two-piece rough-in.

Figure 33

Dishwasher rough-in

Located under your kitchen sink, you will see that the plumber has set up the plumbing for a future installation of a dishwasher. It is the homeowner's responsibility to have their dishwasher connected after closing, unless you have purchased appliances through Phoenix (supply and install). **Figure 34** shows the location to drill through the gable to pass your lines through to the dishwasher, as well as your drain connection and water line. A video of how to prep for your dishwasher is available on our Home Maintenance Videos page.

Figure 34

Hot water tank or Tankless water heater

Your hot water tank or tankless heater is located in your mechanical room. This appliance is a rental from Direct Energy. If you have any issues with it, please call them directly at 1-866554-5591. You will find the temperature control at the bottom of the tank in the case of a standard hot water heater (see **Figures 35 and 36**) or on the front face in the case of a tankless unit (see **Figures 37 and 38**)

At the top of the hot water tank unit, you will see a tempering valve, shown in **Figure 39**. This is to set the maximum temperature. The tempering valve will not allow the temperature to exceed 120° celcius and you can control the temperature at the bottom to a comfortable setting, the tempering valve is part of the Ontario building code to help prevent burns from hot water.

Figure 35

Figure 36

Figure 37

Figure 38

Figure 39

Hose bibs

You have two hose bibs located on your home. One is located in the garage and one is located in the backyard (**Figure 40**).

Each hose bib comes with a shut off valve which are located in your basement. This is something that you should be shown during your PDI. If you forget where they are located, you can easily follow the white plastic plumbing line (pex line) from where they are located on the exterior wall. At some point you will come across the shut-off valve, it will look like the valves shown in **Figure 41**.

In the fall, before receiving below freezing temperatures, it is important to shut them off in the basement and go outside and open both hose bibs to drain the remaining water that may be in the pex line. This will prevent the pex line from freezing, causing your water line to expand and potentially burst or split, voiding your warranty.

Leave the valves off until sprint time. Please note that when the valve is in the off position, it is positioned perpendicular to the white pex line.

A video of how to shut off your hose bibs is available on our Home Maintenance Videos page

Trap seal primer

If you notice a sewer smell in your home, here are the potential reasons why and what you can do to prevent this from happening.

Run warm water down the over flow of your sink or tub. If the smell persists, treat the overflow with a bleach and water solution. Over flows often get coated with residue from shaving cream, soap, and/or toothpaste. This residue builds up and provides a home for bacteria to grow. You should also periodically remove the pop-up drain and clean them. If the sewer smell is coming from your basement, there is a "trap seal primer" to deal with this, as shown in **Figure 42**.

This pex line is installed off of your laundry tub, directly into the floor rain. Over time the water in your underground drain may evaporate, allowing a sewer smell to come through. By running the cold water tap in your laundry tub you can fill the underground back up. This should eliminate the sewer smell. If you have a laundry room on the ground or second floor then you will have a separate line with a shut off valve close to the floor drain in your mechanical room.

You will need to do this every month in the summer. During the winter your furnace will create enough moisture draining into the underground that you should not need to fill up the underground with the trap seal primer. If you have an air conditioner, the moisture that it creates is also enough to keep the smell away.

Figure 40

Figure 41

Figure 42

EXTERIOR ITEMS

Roof care

You should check your roof after a strong wind storm for broken or missing shingles. Repairs to your roof should be made immediately so that leakage does not cause damage to the interior of your home. Phoenix Homes is not responsible for shingles blown off during heavy winds.

Asphalt shingles are soft on warm days and brittle on cold days and may be damage by someone walking over them. Roofs are often damaged by the installation of TV antennas and satellite dishes. Care must be taken to avoid damaging your shingles and to ensure that any screws or nails used for holding down devices are properly sealed to prevent leaks.

It is impossible for a manufacturer to avoid slight differences in color shading, even within the same factory run of the same color shingles.

Different shades of asphalt shingles are normal and unavoidable. However, the difference in shading will be reduced with the weathering of your roof.

Ice dams on your roof

During the winter months we are burdened with heavy snows, mild thaws, and rains. These conditions are unpredictable. With the demand of our climate, more insulation has been added to your attic to prevent heat loss. This means that snow does not quickly melt off of your roof. The formation of ice dams on your roof often cause water to back up under the shingles. Snow melting on the roof on a mild day, then re-freezing causes these ice dams.

Remove snow and built up ice from the roof, particularly at the eaves and valley ends. With excessive snow build-up, you must be sure to clear the roof vents so that the ventilation of the attic space is not inhibited. Phoenix Homes will not accept responsibility for damage cause by snow and ice build-up. The homeowner must take immediate steps to prevent damage to their property and report any losses to their home insurance provider.

Windows and doors

Other than manufacturing defects, any glass which breaks after you have taken possession of your home, becomes the responsibility of the owner.

Very often condensation will appear on the inside of thermal glass units. This generally occurs in very cold weather. This condensation is directly related to the humidity level in the house and is a normal occurrence. It is the home owner's responsibility to control the humidity levels in the home.

Defects in the seal around the windows are covered under warranty. Should you notice a defect in the window seals, you must bring it to Phoenix Homes' attention in writing, within the warranty period.

Caulking exterior windows is maintenance and should be checked every spring. It is also recommended that you should lubricate the weather stripping on your windows and doors twice per year with petroleum jelly or silicone lubricate spray.

A video of how to operate your slider windows is available on our Home Maintenance Videos page

Exterior siding

A mild cleaning agent should be used once per year to maintain the siding.

Varying lighting conditions can exaggerate minor variations in siding profile, texture, and color. Minor

waviness due to normal sheathing movements is acceptable.

Precast slabs and walkways

Salt or calcium should not be applied to precast slabs or walkways as it can damage the concrete. It is recommended that you only purchase salt that is recommended by the manufacturer for concrete.

Sewer backup

If the sewer backs up into your basement, call the City of Ottawa immediately. Sewer backups are usually caused by a blockage in the street sewers.

Catch basins and drainage grading

If a catch basin is installed on your property, it is your responsibly to provide appropriate maintenance. Leaves and other debris must be cleared to allow proper water flow.

Drainage swales leading to catch basins should not be altered in any way so as to restrict the flow of water to the catch basin.

Trees

Our warranty on newly-planted trees extends for a period of one year.

It is the homeowner's responsibility to maintain these trees. This involves regular watering, fertilizing, and maintenance of the tree bed. No other plant material should be planted around the base of the trees.

Surveyor's certificate

A surveyor's certificate locates your home on your lot and is part of your legal documents. You should receive this survey from your lawyer on your closing date.

This shows the location of your home in relation to lot lines. If you plan on installing a fence, we recommend that you have the lot surveyed (at your own expense) to locate your lot lines and to ensure that your fence is built on your property.

Grading

Your lot has been graded to provide drainage away from your home and into the storm sewer system. Final grades reflect actual site conditions and are approved by the municipality.

Homeowners should not make alterations to their lots that may affect drainage patterns until Phoenix Homes has received final acceptance from the municipality. Phoenix Homes is not responsible for any alterations made by the homeowner to drainage patterns prior to final acceptance being given by the municipality.

Once the municipality has given their final acceptance of grading, we recommend that the homeowner contact their municipality prior to commencing any work that may alter grades or affect drainage. Note that any of the alterations you make could affect the drainage for the entire community. A strong note of caution before conducting any digging – always contact your utilities to have them locate and mark any underground cables or pipes.

Asphalt driveways

Minor tire marks are normal occurrences, however, oil and gas drippings should be hosed down immediately with water, as these will damage your asphalt.

During the warm season, pointed objects can sink into the asphalt. You should refrain from parking heavy vehicles on your driveway. During the warm season, they can sink into the asphalt and cause damage.