



Fairmont

CENTURY PLAZA RESIDENCES

HOMEOWNER GUIDE

Demo - 2025 Avenue of the Stars
Los Angeles, CA



652239

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This guide is also available online. Visit www.homeinformationpackages.com to access even more information about the products in your home!

Welcome Home

Congratulations on the purchase of your new home!

Buying anything new is always exciting, however there's nothing more exciting than buying a new home and we are honored that you chose one of our homes to fulfill that dream for you. We are proud to say that you will benefit from our many years of experience in the building industry as you settle into your new home and neighborhood.

Your home was designed in consultation with the best architects and interior design experts. It was built to precision and exacting standards by our select group of technical trades. Throughout, our sole focus was to provide you with a home that you will enjoy and be proud to own for many years to come.

It is our belief that communication and exceptional service are key to providing a great home-ownership experience, and we aim to exceed your expectations in this regard.

To achieve these goals, we have provided you with this guide and an online homeowner portal which, together, form your gateway to everything you need to know about your home and your warranty coverage. Within them, you will find a library of resources providing you with all the information that you need to acquaint yourself with your home, operate your appliances, maintain each component, and easily find the model numbers and finishes of your fixtures, paint codes, suppliers, manufacturers and more. You'll also find instructions on how to submit a warranty service request, should the need arise. The portal will even do some of the thinking for you by sending you monthly home maintenance reminders!

The portal will also serve as our communication hub. You'll always know where and how to reach us, providing you peace of mind as you acquaint yourself with your new home.

Thank you again for buying your home from us. We are thrilled to welcome you to our family of homeowners.

Next Century Partners, LLC

1999 Avenue of the Stars, Suite 2850, Los Angeles, CA 90067

Accessing My Homeowner Portal

You can access your homeowner portal wherever you have internet access. You can even download the mobile app on your phone – simply search for Homeowner Central by Conasys.

If you were pre-registered prior to moving in, you'll have received an invitation e-mail to complete your profile. Please follow the instructions within the e-mail for your initial login. Be sure to note your username and password for future reference.

If you were not pre-registered, or have not received your account activation email, please use the credentials below for your initial login:

URL: www.homeinformationpackages.com

Username: CA00651467

Password: aven48s

When you log in with these, you will be required to register your email address and set your own password. You'll then be able to receive messages from us as well as timely maintenance reminders and warranty milestone alerts.

If you receive an error message advising you that your email address is already in the system, this may indicate that you were pre-registered but somehow missed the account activation email. To resolve this, please click the 'Forgot username?' link on the login page, enter your email address, then click 'Submit'. You will then be sent an email with your username and instructions on how to complete the account activation process.

What's in My Homeowner Portal?

The portal offers:

- **Dashboard:** includes an overview of the information in the portal, and the latest news.
- **My Home:** the systems, fixtures and finishes installed in your home, with any operating, care and warranty documents.
- **Documents:** any supplemental information about your home, including a copy of this guide.
- **Maintenance:** a monthly list of recommended maintenance.
- **Service:** an online form to submit service requests.
- **Contacts:** a contact list of the companies involved in building your home.

Homeowner Portal FAQs

Q. I am having trouble logging on. What do I do?

- A. Your username and password are case-sensitive. Please ensure that you are typing your username and password correctly and that the Caps Lock key is not on.

If you forget your personalized login information, click either the “Forgot username?” or “Forgot password?” links on the login page, enter your e-mail address, then click Submit. If you clicked on “Forgot username?”, your username will be sent directly to your inbox. If you clicked on “Forgot password?”, a temporary password will be sent directly to your inbox. You’ll then be able to use it to log in and set a permanent password. Please note that passwords must be at least eight characters long, contain at least one uppercase letter, one lowercase letter, and one digit. Please be sure to make note of your username and password for future reference.

Please be aware that after five failed login attempts, access to the portal will be denied for 24 hours.

Q. Why am I receiving a message that my username or email address is already in use when I am trying to register my account for the first time?

- A. This typically happens when you have been pre-registered for access to your homeowner portal and the invitation e-mail to complete your profile was missed. To gain access, click either the “Forgot username?” or “Forgot password?” links on the login page, enter your e-mail address, then click Submit. If you clicked on “Forgot username?”, your username will be sent directly to your inbox. If you clicked on “Forgot password?”, a temporary password will be sent directly to your inbox. You’ll then be able to use it to log in and set a permanent password. Please note that passwords must be at least eight characters long, contain at least one uppercase letter, one lowercase letter, and one digit. Please be sure to make note of your username and password for future reference.

Q. Why should I register my account?

- A. The username and password that are provided in your homeowner guide are the system generated permanent login credentials to your homeowner portal. They will never change and will always be available to you or future owners for as long as your portal is online. This login can be provided to anyone you would like to share your portal with and can be given to future owners should you choose to sell your home.

When you use your registered credentials to login, you will not only have access to all of the information made available in your portal, but you will also have access to information that is only intended for you. Specifically, you’ll be able to send and receive messages (if enabled) and view documents that Fairmont Residential Management deems private to yourself. Registering your account will also activate convenient monthly maintenance reminders.

Q. What if the information listed in “My Home” or “Systems, Fixtures and Finishes” is incorrect?

- A. All efforts were taken to ensure the accuracy of your home information at the time of publication. If changes were made to products after your guide was printed, they may appear in the online portal. Always refer to the online portal for the most up-to-date information.

Q. How long will I have access to the online portal?

A. Access to the online portal is currently available for 1 year from the original date that your homeowner portal was published online and may be extended as determined by the developer. This date is the same as the Effective Date in the Disclaimer in this guide.

Q. Access to my Homeowner portal has expired. How do I renew?

A. To extend access to your homeowner portal after the access period that Fairmont Residential Management has provided has expired, login to your portal, click on the Renew widget and follow the prompts.

Q. I have lost my printed guide and would like another copy. What should I do?

A. An online version of your guide is available for download and printing in the Documents section of the portal. However, if you would like to order a professionally printed copy similar to what was originally distributed, please contact Fairmont Residential Management. Please note that a reprint and shipping fee will apply.

Q. I have a warranty issue I need to address. Whom do I call?

A. Please contact Fairmont Residential Management or Property Manager as directed in your homeowner guide. HOMEOWNER CENTRAL compiles the information in your guide as a service and does not perform warranty service.

About My Home

Make sure to familiarize yourself with how to operate the various systems in your home. This document provides several tips but be sure to contact Fairmont Residential Management for professional help in case of emergency. Immediately report leaks, loss of heat, gas smells or anything that may damage your home or a neighbor's home.

Address Update

Be sure to update your address with your employer, driver's license, vehicle registration, voter registration, social security, insurance companies, banks and investment accounts, health plans, utility companies, professional organizations, and anyone else from whom you receive regular mail.

Circuit Breaker Panel

Check the location of your main circuit breaker panel and make sure you fully understand the labeling of each circuit. If your circuits are not labeled, label them yourself so you know which breaker turns off each area.

- If power to a device or electrical outlet goes out, check to see if one of the circuit breakers has tripped. If a breaker has tripped, be sure to push it all the way to the OFF position until it clicks, then switch it all the way to the ON position until it clicks.
- If your home loses power, first check to see if the main breaker to your home has tripped. If not, then check if other units in the building are affected. Turn off all lights, small appliances, and computers, as these can be damaged by an electrical surge when power is restored.
- A tripped breaker may indicate an excess load or a faulty device or wiring. Determine the cause of the issue and repair it. A faulty circuit could cause damage to your home and is a health risk to you and others.

Document Storage

Find a safe place to store your instruction manuals, home warranty documents, home insurance documents and this guide.

Floor Protection

Install floor protector pads on the bottom of furniture legs where needed.

Humidity

Be aware of the humidity in your home, as too much can cause damage by encouraging mold and mildew growth. Winter conditions may exacerbate the issue of humidity, causing condensation on your windows. To reduce humidity, utilize your fan systems (in your bathroom and range hood) and open your window coverings so warm, moist air is not trapped unnecessarily. Cooking, fish tanks, baths, showers, dryers and humidifiers can all cause excess humidity, especially in cold weather.

Thermostat

Review the instructions for your thermostat so you can program it for optimum comfort. You can find them in your online homeowner portal. If you are experiencing a loss of heat, you may wish to check your thermostat instructions before contacting Fairmont Residential Management, as this may fix the problem for you.

Warranty Cards

Complete any applicable manufacturer's warranty cards.

Water Shut-Off Valves

Check for the location of your water shut-off valves, as these will help in the event of a leak. Your ice maker and toilet have their own water shut-off valves, and your sinks, dishwasher and laundry pipes also have individual hot and cold water shut-offs. Make sure to close your water shut-off valves if you are away for an extended time, as this will prevent incidental leaks during your absence, which could damage your home or a neighbor's home.

One Year Fit and Finish Warranty

Pursuant to the terms of the Agreement of Sale, Deposit Receipt and Join Escrow Instructions ("Purchase Agreement"), your purchase includes a one year fit and finish warranty. Specifically, the Purchase Agreement states the following, with capitalized terms defined in the Purchase Agreement:

Seller warrants to Buyer the fit and finish of cabinets, mirrors, flooring, interior and exterior walls, countertops, paint finishes, and trim within the Residence against defective materials and workmanship for a period of one (1) year from the date of Close of Escrow, provided that Seller receives written notice of such defect(s) within such one (1)-year period ("Fit and Finish Warranty").

This warranty shall not apply to damage to those components caused by defects in other components within the Residential Project or the Project. Defects that were inspected and approved or waived by Buyer during the pre-closing walk-throughs or thereafter, minor settling cracks, damage caused by Buyer or movers, or damage due to construction, alterations or additions made by persons other than Seller, are excluded from this warranty. Seller will, at Seller's option, and within a reasonable time, repair any defect covered by this Fit and Finish Warranty.

What to Do in Case of Fire

In case of a fire, it is always important to remain calm, remember the following information and procedures, and execute them as quickly as possible.

General Fire Safety Information

- Keep clear of flames and remember that smoke is deadly.
- Stay low to avoid smoke.
- Notify other residents of the fire hazard if it is safe to do so.
- Never attempt to extinguish a fire when the flames are higher than desk height.
- If the fire is uncontrollable, leave and close all doors behind you.
- Do not use the elevator in a fire.
- Never open doors that are hot to the touch. Feel doors for heat with the back of your hand before opening.
- Do not use a stairway that is full of smoke.
- Do not re-enter the building for any reason.
- Use the nearest phone at a safe location to call the Fire Department.
 1. Dial 911;
 2. Stay calm and state your name and phone number;
 3. Give the address of the fire;
 4. Follow instructions given by the Fire Department and provide them with as much information as possible.

Fire Planning

It is important to be prepared for a fire should one occur. Here are some things to consider:

- Always have a pre-determined plan of action in case of fire.
- Plan and practice an escape route for you and your family.
- Establish a meeting place with friends and family for after you leave the building.
- Know the location of fire extinguishers, fire alarms and fire exits.

Look out for children and others requiring assistance. They may panic or become disoriented during a fire.

It is important to keep in mind that a fire can happen at any time. Do not take fire safety for granted. Knowing the risks and being prepared may not only reduce damage to property but may save lives.

Fire Prevention

The best way to fight fires is to prevent them. Here are a few common-sense rules to help reduce the likelihood of a fire.

- If you smoke, make sure you use deep ash trays in the house. Keep them clean. DON'T smoke in bed.
- Keep your stove and oven clean, and the area around them clear.
- Use only approved appliances. Look for a label by the Underwriters Laboratories (UL).
- If an appliance has a worn or frayed cord, don't use it: either have it repaired as soon as possible or dispose of it.

- Be sure not to exceed the wattage restrictions on lamps by installing a higher wattage bulb than recommended.
- Keep electrical cords visible, and out from under rugs and furniture. Attempt to install appliances close to their power source. Do not fix down electrical cords with staples.
- It is never advisable to store gas or oil indoors, or to store oily rags in a confined space.
- Make certain that exit doors close fully behind you; notify your Property Manager as soon as possible if they don't.

Smoke Detectors

These devices have been installed throughout your home. Find all the smoke detectors in your home and test them all if not done during your home orientation. Plan your evacuation routes in case of an emergency. Periodically check the detector to make sure it is active or has not run out of power. Some models will have a small light that is on when power is being supplied to the alarm. The light is visible by standing directly under the detector. Other models will have a test button which will emit a high-pitched squeal when pressed indicating that the device is working properly.

Fire Sprinklers

Please note that the fire sprinklers installed in your home operate on a glass filament inside them which may break if the sprinkler is struck, causing them to discharge unnecessarily. Be careful not to contact them if you are moving furniture. Do not hang anything from them.

Portable Fire Extinguishers

A portable fire extinguisher can be a very effective tool in saving lives and property. It is recommended that you purchase a fire extinguisher for each floor of your home and a separate one for your kitchen. Use portable fire extinguishers to extinguish small, contained fires (i.e. on the stove top, in the oven or in a waste-paper basket). Use an extinguisher only if the fire is in its early stages. Portable fire extinguishers are not designed to fight large fires or those that may spread quickly.

Make sure you purchase a CO₂ or dry chemical type as these are the most versatile. Your extinguisher should be checked yearly and recharged as required.

Keep your extinguisher in an accessible place and when using always position yourself between the fire and the closest exit.

Carefully read all the operating instructions on the side. If possible, familiarize yourself with its operation prior to a fire. A good time to do this would be during your practice drills.

Before you attempt to fight a fire, make sure that:

- If the building has a fire alarm, it has been sounded. If not, alert the occupants.
- Everyone has left or is in the process of leaving the building.
- The Fire Department has been called.
- The fire is small and confined.
- You have a clear escape route that will not be blocked by fire.
- You choose the right type of extinguisher for the fire.
- You have read the instructions and know how to use the extinguisher.

Do not fight a fire under any other circumstances! Instead, leave the building, close the doors behind you and immediately call the Fire Department.

Choose the Right Fire Extinguisher

Only choose extinguishers that have been tested by an approved testing laboratory and labeled for their intended use. The extinguisher must be appropriate for the type and size of fire being fought. It is important to select the appropriate extinguisher for the correct fire classification. Using the wrong type of extinguisher can make the fire worse and is dangerous to the operator.

The three most common classes of fire are A, B, and C. The fourth class is D.

Class A	Class A extinguishers may be used on ordinary combustibles such as wood, paper, plastic or cloth. The symbol may be found on water, foam or multipurpose extinguishers.
Class B	Class B extinguishers are appropriate for use on flammable or combustible liquids. The symbol may be found on multipurpose dry chemical, dry chemical, and carbon dioxide extinguishers.
Class C	Class C extinguishers may be used on fires involving energized electrical equipment. The symbol may be found on carbon dioxide, multi-purpose dry chemical, and dry chemical extinguishers.
Class D	Class D extinguishers may be used on some types of combustible metals including combustible magnesium, sodium, and potassium. The symbol may be found on dry chemical extinguishers. You will rarely encounter a “D” Class fire in your home.

Installation and Maintenance

Install extinguishers in plain view, near an escape route and away from stoves and heating equipment.

Extinguishers need to be cared for. Read the operating manual for inspection, installation and maintenance instructions. Rechargeable models **MUST** be serviced after every use. Service companies can be found online under “Fire Extinguishers.” Disposable extinguishers are very limited and can be used only once.

Use the P.A.S.S. Word

To use a portable fire extinguisher effectively, remember the 4 step **P.A.S.S.** Word!

1. **Pull the pin:** Holding the extinguisher with the nozzle pointing away from you, remove the pin, seal or the lever release mechanism. This unlocks the operating lever.
2. **Aim low:** Point the extinguisher nozzle (or hose) at the base of the fire. Always hold the extinguisher vertically, never horizontally.
3. **Squeeze the lever fully:** This will release the extinguishing agent through the nozzle. Releasing the lever will stop the discharge.
4. **Sweep from side to side:** Sweep the nozzle from side to side aiming at the base of the fire. As the fire closest to you goes out, you may move closer to the fire and continue the sweeping motion until the fire is extinguished.

NOTE: If your extinguisher is empty, stops extinguishing the fire or the fire grows larger, leave the building immediately, closing the doors behind you. Always call the Fire Department before fighting a fire, and ensure they inspect the fire site even if you think the fire is extinguished.

Carbon Monoxide

Carbon monoxide (CO) is an odorless, colorless gas that can cause illness and death, and is often called the “silent killer.” CO is produced by burning fuels such as gasoline, wood, coal, natural gas, and propane.

Primary Sources of Carbon Monoxide

The primary sources of CO in the home are cooking and heating equipment such as gas-powered cooktops, ovens, fireplaces and appliances (including furnaces, clothes dryers, and water heaters), charcoal or propane grills, camp stoves, or propane and kerosene heaters and generators.

Know the Symptoms

The most common symptoms of CO poisoning are headaches, dizziness, weakness, nausea, vomiting, chest pains, and confusion. High levels of CO inhalation can cause loss of consciousness and death. People who are sleeping or intoxicated can die from CO poisoning before ever experiencing symptoms.

Safety Tips

Here are some tips for avoiding CO poisoning:

- Check to ensure that CO alarms are installed in a central location outside each sleeping area and on every level of the home.
- Make sure the alarms are certified by a recognized testing lab such as Underwriters Laboratories (UL).
- Test your alarms at least once a month and replace batteries or alarms as necessary.
- Propane or kerosene heaters and generators should be used in well-ventilated areas only. Ensure the ventilators on the heaters or generators are not obstructed.
- Never use a stove or oven for heating. Always check that fireplaces, stoves, and ovens are off before leaving the home or going to bed.
- Never burn charcoal indoors.
- Your local natural gas provider adds foul-smelling odorant to natural gas to give it the signature “rotten egg” smell. If the alarm sounds or you smell gas in your home, immediately move to a fresh air location and open nearby windows and doors. Call for help from a fresh air location and wait there for safety personnel.

Emergency Preparedness

The Federal Emergency Management Agency (FEMA) launched the Ready campaign in 2003 as a public service to educate people on how to prepare for and respond to emergencies.

The Ready campaign recommends four steps in preparing for emergencies:

- Be Informed – Learn what protective measures to take before, during, and after an emergency.
- Make a Plan – Prepare, plan, and stay informed for emergencies.
- Build a Kit – Build a kit to help in the event of a disaster.
- Get Involved – Find opportunities to support community preparedness.

This section is by no means comprehensive. Please visit www.ready.gov for more complete information on emergency and disaster preparedness.

Be Informed

There are many types of hazards and disasters, both natural and man-made that can affect you no matter where you live. Some basic protective actions are similar across many different hazards:

- Physical safety is a concern for all hazards and may involve sheltering or evacuating.
- Develop a family communications plan.
- Make an emergency supply kit to be prepared for any type of disaster.
- Learn about receiving emergency alerts and local emergency plans for shelter and evacuation, local emergency contacts, and local advance alerts and warnings.
- When recovering from a disaster, safety as well as mental and physical well-being must be considered.

There are also important differences among potential emergencies that should impact the decisions you make and the actions you take. Learn how to plan and prepare in advance. Some hazardous events come with very little warning, and you will need to know how to protect your household during the disaster. Knowing how to recover from the disaster is also important.

Some types of disasters that can affect you are:

- Natural disasters
- Technological and accidental hazards
- Terrorist hazards
- Pandemics
- Home fires

Make a Plan

You should make a family emergency plan, which includes having a communication plan in place for contacting family, friends, and emergency services during a disaster. Keep in mind that part of disaster planning involves knowing what risks exist for each type of hazard and how to respond to them.

Your local government can assist in identifying the risks in your area and what warning systems are in place, as well as information about emergency shelters and evacuation plans. You should also learn about emergency plans that may be in place in your neighborhood and where your family spends time, such as workplaces and schools.

When making your household plan, you should consider these factors:

- Different ages of members;
- Responsibilities for assisting others;
- Locations frequented;
- Dietary needs;
- Medical needs including prescriptions and equipment;
- Disabilities or access and functional needs including devices and equipment;
- Languages;
- Cultural and religious considerations;
- Pets or service animals.

Key components of your household plan should include the following:

- Family communications plan
- Technology tools such as signing up for FEMA's text message updates, subscribing to FEMA's monthly preparedness tips, or connecting with local and national preparedness organizations through social media
- Escape route for your home, including a family meeting place
- Knowing where utility shut-offs are for your home
- Being financially ready, such as having funds to cover living expenses, a plan to pay bills, and a way to access important records and account information following a disaster
- Having lifesaving skills, such as knowing CPR

Build a Kit

A disaster supplies kit is simply a collection of basic items your household may need in the event of an emergency. Assemble your kit well in advance of an emergency. You may have to evacuate at a moment's notice and take essentials with you. Your kit should contain sufficient supplies to last for at least 72 hours.

Basic Disaster Supplies Kit

- Water
- Food (non-perishable)
- Battery-powered or hand-crank radio
- Flashlight with extra batteries
- First aid kit
- Whistle to signal for help
- Dust mask
- Plastic sheeting and duct tape to build a quick temporary shelter
- Moist wipes, garbage bags, and other sanitation supplies
- Wrench or pliers to turn off utilities
- Can opener
- Maps
- Cell phone

In addition to the basics listed above, you should also consider additional needs such as medications, infant formula and diapers, pet needs, copies of important family documents, blankets and clothing, and water purification systems.

Get Involved

In the event of a disaster, emergency services may not be able to reach you right away. Having a community emergency plan in place not only helps others in your neighborhood be prepared for emergencies, but also helps communities support themselves and rebuild following a disaster. Local government and emergency planning organizations can help your community establish a plan, conduct training and emergency drills, and identify local resources.

For more information on emergency and disaster preparedness, please visit [**www.ready.gov**](http://www.ready.gov).

Service During Warranty Period

We strive to ensure that every home is built to meet or exceed the standards and quality in materials set out by the building code. Despite our efforts, the inherent complexity of home construction lends itself to occasional issues.

When dealing with any problem that requires warranty service, it is important to classify the nature of the issue to ensure an appropriate response:

Classification	Description	Handling
Emergency	An emergency can be defined as a problem that will affect the well-being of the resident(s) and requires immediate skilled attention to the defect. Examples include: <ul style="list-style-type: none">• Water line burst;• Circuit board overload/total loss of electricity;• Total loss of heat (check thermostat and electrical breaker before calling for service).	For emergencies, please contact: Residential Concierge 310-424-3060 Security Office 310-424-3029 Zuhair Ammar Director of Residences, Fairmont Residential Management Cell: 310-498-7293 Email: Zuhair.Ammar@Fairmont.com
Immediate/ Non-Emergency	These defects could pose a safety hazard or could cause greater harm to your home. Examples include: <ul style="list-style-type: none">• Loose railings;• Malfunctioning plumbing;• Water seepage visible as damp areas on surfaces such as exterior stucco;• Window seal failure (the space inside the sealed glass becomes foggy);• Window cracks not due to accidents;• Exterior or entry doors and windows that no longer fit or function properly;• Cracked or broken tile in the shower not due to accidents.	These issues should be reported shortly after discovery to prevent further damage and/or reduce the safety hazard.
Low	These items do not require immediate attention. Examples include drywall cracks or nail pops.	These items should be submitted before the end of the warranty period.
Appliances	You require warranty service to one of your household appliances (one year from your possession date).	Contact the appliance manufacturer directly. See the “Systems, Fixtures and Finishes” section or visit your online portal for more information.

IMPORTANT: For life threatening emergencies, always call 911.

Service Request Process

As a homeowner of a Fairmont Century Plaza Residence, you can be confident that the Fairmont Residential Management Staff desire to address any and all needs you might have. As a result, if you should need a service issue addressed, you should feel completely comfortable reaching out to 1-855-570-3727 to have your needs resolved. However, if you would like to utilize your homeowner portal, then you are free to do so.

In order to submit a request via your homeowner portal, you should first log-in and then click "Service" in the left side menu.

Step 1

- If not already pre-filled in, enter your contact information;
- Indicate the days and times that you will be available for a service appointment;
- In the comments field, enter any other details pertaining to the appointment.

Step 2

- From the dropdown lists, select the location and item being reported;
- Enter a description of the issue – be as descriptive as possible;
- If applicable, attach a picture of the issue – please note that there is a 10MB file size limit;
- If you wish to report multiple issues, click the 'Add Issue' button and repeat the three previous steps;
- Note that your list will be saved on this page until you are ready to submit it.

Step 3

- When you are ready to submit your list, click the 'Submit' button. You will receive an email with the details of your request confirming that it has been received.

Once received, your request will be processed as follows:

1. Within three business days, customer service will review your request for clarity. If there are any uncertainties with respect to the nature of the issue(s) and/or warranty coverage you will be contacted to confirm the specifics of the issue(s).
2. Customer service will arrange for service with the appropriate service/tradesperson.
3. Within ten business days, customer service will contact you to arrange access to your home for initial inspection and/or service.

IMPORTANT: Please be prepared to provide the service/tradesperson access to your home. Should access not be possible, warranty can be voided.

4. As scheduled, the service/tradesperson will complete the repairs. Please note that they are advised to only inspect/repair what has been requested from our office. Therefore, any invoices received in our office for non-warranty work will be forwarded to you.
5. Customer service will follow-up with you to verify that the work has been completed.

Tips for a Successful Service Request

Please do:

- Send requests prior to the expiration date of your warranty;
- Report your request for service in writing/online;
- Be prepared to provide access to your home for repair work;
- Where possible, please save your requests to be sent in all at once.

Please do not:

- Report warranty items over the phone;
- Present service requests to anyone other than Fairmont Residential Management Staff and/or warranty provider;
- Attempt repairs yourself or hire someone to do them for you;
- Ask the service/tradesperson to fix anything else.

Maintenance Guide

All homes require periodic maintenance to prevent premature deterioration and to ensure proper functioning and systems integrity. In addition to this homeowner guide, we have provided you with online access to product manuals and written warranties on consumer products which may be installed in your home. Please familiarize yourself with these documents, as you are responsible for maintenance related to your home, and for damage that results from your failure to maintain your home.

This maintenance guide covers general maintenance and care required for items and fixtures in your home. It is not intended to replace any recommendations by the manufacturer, and if you observe a conflict between our recommendations and those provided by the manufacturer, the manufacturer's instructions always supercede any found in this section or in your Homeowner Portal. It is by no means an all-inclusive list and may not apply to every item in your home. For full maintenance details, please consult all guides, manuals, warranties, and literature provided by the manufacturer which may be found in your Homeowner Portal or on the manufacturer's website.

Please consult Fairmont Residential Management for the latest information related to your home's warranty.

Appliances

Appliance manufacturers provide their own warranty with their terms and conditions specified within their documentation. At closing, you will have received copies of these warranties, along with the operation manuals for your appliances. These can also be found within your homeowner portal.

It is important to complete the manufacturer warranty registration that came with each appliance soon after you move in.

To avoid unnecessary service charges, if an appliance fails or does not work properly, we suggest that you follow these steps before calling the manufacturer or supplier:

1. Verify that the appliance is plugged in;
2. If the appliance is plugged in to a wall-switched electrical outlet, verify that the switch is “on”;
3. If the appliance is plugged in to a GFCI circuit, verify and press the reset the button, if necessary;
4. Verify that the circuit breaker on the electrical panel box controlling the appliance is “on”.

If the problem persists, you should then contact the manufacturer or supplier, based on the direction given in the manufacturer’s warranty. Please be sure to have the following information on-hand when you call:

1. The date of purchase, which will be your closing or move-in date, whichever occurred first;
2. The model number and serial number, which are typically found on a metal plate on the side, back, or bottom of the appliance.

Cooktop

- Let the cooktop cool to a safe temperature before cleaning or removing grates.
- Do not use abrasive cleaners or scouring agents or pads on the surface of the cooktop. Use warm water and mild soap instead. Stainless steel surfaces can be cleaned with non-abrasive stainless steel cleaner.
- If you have a gas cooktop, keep the burner igniters dry. If they get wet, they will not spark. Do not use any sharp objects that could damage the seal between the frame and countertop.

Dishwasher

- Effective use of the dishwasher depends on proper loading, correct water temperature, and chemical content of the water. Experiment with several different dishwasher detergents and settings to find the one that works best. Experiment with varying amounts of detergent to determine its effectiveness with the water in your area. If you find that your dishes still do not come out as clean as expected, check the manufacturer's manual.
- The dishwasher drain filter may need to be cleaned periodically.
- From time to time, run an empty cycle to clean the dishwasher.

Hood Fan

- Run your hood fan several minutes before and after cooking to clear all smoke and odors from the kitchen.
- For everyday cleaning, wipe the hood fan unit with warm water and mild soap.
- Clean the filters monthly by removing them and soaking in hot water and mild soap for several minutes. Rinse with clean water and wipe them with a clean sponge or cloth before replacing them in the fan unit.
- Ensure that vent louvers are not blocked.

Microwave

- Do not remove the waveguide cover inside the microwave. To clean, wipe with a damp cloth.
- Clean the inside and outside surfaces with a damp cloth and mild detergent if needed. Do not use harsh abrasives.
- If your oven has a glass tray, remove it for cleaning. Use warm soapy water, or you may put the tray in the dishwasher.
- Keep the oven clean and dry to avoid rusting or arcing.
- Never operate the microwave when it is empty, as this will cause the oven's energy to feedback on itself and can overheat it.

Oven

- Self-cleaning ovens use high temperature to burn off soils. Wipe spills promptly to avoid buildup, which can cause excessive smoke during the self-cleaning process.
- Sugars and other carbohydrates such as casseroles and pie fillings can adhere firmly to the oven surface, causing damage to the enamel glaze when burned off.
- When using the self-clean feature, be sure to remove all contents and the racks.
- Always follow the directions in your user manual carefully before using the self-cleaning function.

Refrigerator

- To prevent odor build-up, keep an open box of baking soda in the fridge and clean your refrigerator and freezer on a regular basis.
- Wipe up any spills immediately.
- Do not use abrasive cleaners or scouring pads and brushes.
- If your refrigerator has a water dispenser or ice cube maker, you will need to change the filters every 6 months, or when the "change filter" indicator lights up.

Washer/Dryer

- Clean the dryer lint screen after every load to ensure maximum airflow and drying times.
- Every few months, and no less frequently than once per year, inspect the dryer's duct to the outside to ensure it remains unclogged.
- Do not use abrasive cleaners on the exterior of your washer or dryer. Use warm water and mild soap instead.
- Do not overload machines.
- Use laundry soap, detergent, softeners and bleach as recommended by the manufacturer. If you have a front-loading washing machine, be sure only to use "HE" or "high efficiency" detergent.

Electrical Systems

The electrical system in your home is intended for normal residential use. We highly recommend that you consult a licensed electrician to make changes or additions to your electrical system. Please note that a permit may be required for changes and additions to your electrical system.

Arc Fault Circuit Interrupters (AFCI)

Arc Fault Circuit Interrupters are sensitive to power surges caused by electrical arcing. Arcing can occur when wires or cords are damaged, and the resulting heat can cause a fire. AFCI circuits have TEST and RESET buttons and should be tested monthly. If an AFCI breaker trips, unplug the affected appliance or device and reset the breaker at the electrical panel. If the same circuit trips again, it may indicate a damaged electrical cord.

Circuit Breaker

During your home orientation, you will have been shown the location of the circuit breaker panel. There will be one master circuit breaker and several individual circuit breakers. You should familiarize yourself with what outlets, lighting and appliance each circuit breaker controls and ensure that they are labelled for quick and easy reference during an emergency.

Circuit breakers trip under excessive electrical load. Circuit breakers have three positions: ON, OFF, and TRIPPED. When a circuit breaker trips it must first be turned OFF completely before it can be turned ON again. Switching the breaker directly from TRIPPED to ON will not restore service. Reset tripped circuit breakers by moving them to the OFF position and then back to the ON position.

- If power to a device or electrical outlet goes out, check to see if one of the circuit breakers has tripped. If a breaker has tripped, be sure to push it all the way to the OFF position until it clicks, then switch it all the way to the ON position until it clicks.
- If your home loses power, first check to see if the main breaker to your home has tripped. If not, then check if other homes in your area are affected. Turn off all lights, small appliances, and computers, as these can be damaged by an electrical surge when power is restored.
- A tripped breaker may indicate an excess load or a fault device or wiring. Determine the cause of the issue and repair it. A faulty circuit could cause damage to your home and is a health risk to you and others.

Ground Fault Circuit Interrupters (GFCI)

During your orientation walkthrough, you will have been shown the location of ground fault circuit interrupt devices (GFCI outlets). Usually, GFCI outlets are located in bathrooms near tubs and bathroom sinks, in kitchens, laundry rooms, and garages, and on the exterior of your home. These are special circuit breakers that are designed to break the flow of electricity in the event of a short circuit. This will prevent dangerous electrical shock.

GFCI circuits have a TEST and RESET button. Once each month the TEST button should be pressed. This will trip the circuit. To return service, press the RESET button. If a GFCI breaker trips during normal use it may be an indication of a faulty appliance and some investigation is in order.

Do not plug appliances such as air conditioners, refrigerators, and food freezers into GFCI outlets. The electrical surge that occurs when these appliances cycle will trip the GFCI outlets and break the circuit. Heavy electrical usage appliances such as power tools or even hair dryers can trip the GFCI breaker. Atmospheric moisture, such as during rains or after a hot shower, may also trip the GFCI breaker.

It is possible that some outlets that are connected to the GFCI device are not so marked. If you have a failure at an outlet, reset the GFCI devices as well as the circuit breaker. Continued failures indicate a potentially dangerous electrical problem. Contact a licensed electrician for assistance.

Interior Lighting

The lighting fixtures in your home are designed for standard wattage bulbs. To avoid excessive heat, you should not exceed the manufacturer's recommendations. If a luminous light fixture does not work, make sure all fluorescent bulbs are installed properly. Adjust any tubes that are flickering or buzzing. Check wall switches and circuit breakers.

If a light fails to come on, check the bulbs to be sure they are not loose or burned out. Also, check to see that they are the correct wattage for the fixture. Next check the breakers. If this fails to solve the problem, you will then need to arrange for service.

Always turn off the power at a wall switch or circuit breaker before cleaning a lighting fixture. Most light fixtures can be cleaned by wiping with a damp cloth and mild soap. Translucent panels can be cleaned by removing them. First push up slightly above the grid system, then tilt and lower. Wash in a 1-2% solution of water and mild detergent. Do not rinse as the soap film will reduce static electricity.

DO NOT hang a ceiling fan from an existing ceiling light box without adding support to carry the extra weight.

Moving lighting fixtures to accommodate special changes is a homeowner responsibility. It is recommended a licensed electrician be consulted.

Outlets and Switches

Electrical outlets can be found in every room in your home. Do not exceed the capacity for which the outlets were designed. Devices that increase the capacity of electrical outlets and multiple extension cords can cause a fire and severe personal injury or death.

If any electrical outlet does not have power, there are two possible explanations:

Some outlets are controlled by a wall switch. Plug an appliance into the outlet and turn on nearby wall switches to see if the problem is corrected. If you find that an outlet is controlled by a wall switch, you might point this out to others who live in your home.

Check the circuit breaker. If the circuit breaker has been tripped, reset it and try the outlet again. Check the GFCI and AFCI devices and reset if necessary. If the circuit breaker trips repeatedly, contact Fairmont Residential Management.

CAUTION: Small children can be injured by poking small metal objects into wall outlets. You can prevent this by installing child proof devices on all floor level electrical outlets. These devices are available in grocery stores and drug stores as well as home centers and hardware stores.

Smoke Detectors

One or more smoke detectors have been installed in your home. The type of smoke detector, the installation procedure and the location(s) of the smoke detector(s) are selected to meet the requirements of building codes.

Do not move or disable the smoke detector. If you feel the need for additional protection, consider purchasing additional smoke detectors to be installed at additional locations.

If your smoke detector requires batteries, the batteries should be replaced at least twice a year and when the low battery alarm is audible. Monthly testing of the smoke detector should be conducted and other care or maintenance as recommended by the manufacturer.

Exterior Components

The exterior finishes of your home are exposed to changing weather conditions and require routine maintenance and care. We recommend that you inspect the exterior surfaces of your home every three months.

Decks and Balconies

Do not install heavy equipment or nail anything to the balcony or deck. The hole caused by the installation could allow water to enter your home and cause damage. If damage occurs to the deck membrane, it should be repaired immediately.

Check with Fairmont Residential Management to find out the maximum weight your deck can support.

If your balcony or deck has roof drains, they should be kept free of debris. This allows proper water flow from the balcony or deck. After rain, water may stand in small puddles for a short time before evaporating. This is to be expected of any flat surface and is normal.

Use caution when placing and moving outdoor furniture. Rust from metal articles can also damage surfaces.

If you place plants on your balcony, make certain that drainage from the plants does not accumulate on the floor of the balcony. Water can be trapped under potted plants and trays on your balcony or deck, which can deteriorate the surface.

Cracking, warping and splitting of wood decks is normal and cannot be prevented. Treating or re-staining your wood decks annually will keep them looking their best.

Consult a licensed contractor before you consider making any structural or cosmetic changes to your balcony or deck.

Windows and Sliding Glass Doors

Window glass should be cleaned with water and mild cleaning products designed for use on windows. Do not clean windows with solvents, abrasive pads, putty knives, or any products which can disintegrate the rubber gasket material. Doing so may result in deterioration of rubber gaskets and can result in leaks or fogging of dual pane windows. Do not clean windows with abrasive cleansers that may cause scratches.

Do not apply window tinting materials made of film to double-glazed windows and doors. Window tinting may limit or void coverage under your window manufacturers' Limited Warranty and/or cause damage with respect to the windows in your home. The use of these materials can cause a buildup of heat between the panes of glass. This excessive heat will destroy the seals and permit water condensation to form between the panes.

Aluminum foil also causes a heat buildup between window panes and should not be used.

Window screens should be removed and cleaned every six months with water and a mild soap. Inspect window screens annually for holes, tears, or other deterioration. Window screens should be repaired or replaced when and if necessary.

Keep the window and sliding door tracks free of dirt and debris. The tracks are soft and can become damaged if they are not kept clean. Use a broom or a brush to loosen collected debris. Vacuuming thoroughly should be a part of your regular cleaning routine. Avoid using abrasive cleaners as they may scratch or damage the aluminum or vinyl frame coating. Refer to the manufacturer's instructions for appropriate products if windows and doors do not slide freely.

Window and sliding door frames have small weep holes at the bottom to permit water to drain from the tracks. Keep the weep holes open and free of debris. Avoid flooding window and door frame tracks. Excessive water can overflow the track and back up into your home.

During high winds, air will penetrate your windows and door frames, especially through the weep holes. This is normal. The weep holes are necessary for proper ventilation and you should keep them clear at all times.

Heating and Ventilation

Exhaust Fans

The exhaust fans provided in your home are designed to reduce odors, smoke, and moisture produced by cooking and bathing. Ensure that bathroom fans are turned on while showering or bathing and left on until all excess moisture has dissipated. Regular cleaning and inspection quarterly (more frequently if required by heavy usage) will help keep them in working order. After cleaning is completed, lubricate the fan with a light household oil (and wipe up any excess oil from the surface).

Heat Pump

Follow the manufacturer's directions for efficient operation and maintenance. Filters must be clean to obtain maximum performance. Filters should be inspected every month under normal operating conditions and can be cleaned or replaced when necessary. Provide professional service for your heat pump at least twice every year before the heating and cooling seasons begin.

Range Hood

Grease build-up in your range hood or hood fan can be a fire hazard. Avoid this problem by cleaning both hood and filters at least once every three months (more frequently if required by heavy usage) with mild dishwashing detergent, drying thoroughly and reinstalling new filters. For tips on maintenance, see "Hood Fan" under the Appliances section of this guide.

Thermostat

The temperature in your home is controlled by a thermostat. In some cases, multiple systems may be installed, each with its own thermostat. Do not block the thermostat, as this will prevent it from being able to detect air temperature accurately. Do not place a lamp or heat-producing appliance next to a thermostat, because heat generated by such an object may produce an incorrect reading. Follow the manufacturer's manual for operation and care instructions.

Interior Finishes

Backsplash and Wall Tiles

Glazed tiles should be cleaned routinely with an all-purpose household cleaner. Be sure the cleaner is compatible with grout, as some products such as Lysol can stain grout. Unglazed tiles can be cleaned with a neutral-pH cleaner formulated for cleaning tile. Never use abrasive cleaners, scouring pads, ammonia, or bleach, which can scratch or damage the tile finish. Sealing the grout between your tiles once a year or so will prevent stubborn stains from penetrating the grout and becoming unsightly. Routine scrubbing of the grout with warm soapy water will keep it clean and fresh. Sealers and cleaners can be found at your local hardware store.

Cabinets

A soft, damp cloth is usually all that's needed to clean your cabinets. Remove splashes and splatters promptly to avoid permanent stains. For more thorough cleaning, use mild dishwashing liquid and warm water. Wipe dry after cleaning. Never use abrasives, scouring pads, solvents, ammonia, bleach, or silicone-based products, as

these can damage cabinet surfaces. The beauty of the wood can be preserved by polishing with a furniture polish. Laminated cabinets require little care but can be protected with a light coating of suitable wax.

Over time, some fading of the original color may occur, especially if exposed to direct sunlight. Consider using window coverings to prevent direct sun on cabinets. Minor scratches can be covered with a putty stick that matches the finish of your cabinets. Putty sticks can be purchased at paint or hardware stores. Excessive heat and moisture from other appliances (e.g. countertop ovens, water kettles, etc.) can also cause damage to the finishing and door. Avoid placing these items directly under a cabinet.

The hinges on your cabinet doors can be lubricated, if necessary, with an oil-based lubricant. Apply a very small drop of oil to the top of the hinge and work the door back and forth several times so the oil will penetrate into the hinge. Wipe the excess oil with a dry paper towel. From time to time the hinges may need adjustment, which can be done easily with a small screwdriver.

Countertops

The countertops in your home are constructed of marble and granite natural stone. To maintain your countertops, follow these general care instructions:

- Always use a cutting board to protect your counter tops when you prepare food. While minor scratches that can result from cutting food may not be noticeable at first, in time they will dull and mar the luster of the finish. This can happen to even the hardest surfaces.
- Wipe up spills immediately. Some liquids, particularly hot ones, can cause almost imperceptible stains. In time, the stains can accumulate and become unsightly.
- Be careful to avoid dropping pots and pans and other kitchen items on your counter tops. This can break or chip the counter's surface.
- Do not place extremely hot pans on the counter. Instead, set the pan on a trivet or potholder.
- Re-caulk separations that occur around sinks and along the backsplash of countertops to prevent water from entering into those separations and causing damage.
- Clean your countertops with mild soap and water. Do not use abrasive cleaners, scouring pads, scrapers, bleach, ammonia, or harsh cleaners, as these can damage the finish.
- Your marble and granite natural stone countertops should be sealed annually with an appropriate sealing product to protect against stains. Stone sealers are available at most hardware stores.

Doors and Hardware

The doors and doorframes in your home are typically made of painted or varnished wood. Wooden doors are subject to expansion and contraction with changes in heat and humidity. The result can be warping and sticking. This is normal and may correct itself as conditions change. You should allow your home to go through at least one dry and damp season before you make other permanent changes.

You can correct most sticking doors by using sandpaper to lightly sand the area of the door that is sticking. Use touch up paint on the exposed wood promptly. If the lock is sticking, you may use lubricant sold at most hardware stores. Small cracks may also develop during a dry season and may disappear during wet winter months. If the cracks do not disappear over time, they can be easily filled with wood putty, caulking compound or filler. These materials may be obtained at your local hardware store.

Avoid slamming doors because damage may result. Do not make hasty adjustments on new doors, since the condensation and humidity of a new home will affect them only temporarily. Occasional slight sticking is normal and even desirable for a weather-tight fit. To eliminate minor sticking, try paraffin, candle wax or commercial dry lubricant sticks.

Occasionally, a door or deadbolt may become out of alignment from the strike plate. In this case, the strike plate can be removed and adjusted. Also check the door hinges to ensure they're not loose. Tightening the hinge screws will help secure the door back to its proper position.

The hinges and locks on your doors may require lubrication from time to time for proper maintenance and to prevent squeaks. Remove the hinge pin and rub it with a light coating of Vaseline or another petroleum jelly (we do not recommend using oil because it accumulates dust), replace the pin (and wipe off any excess), and then swing the door back and forth a few times.

Doorknobs that are used frequently can become loose. As soon as you notice such a condition, tighten any screws on the doorknob that are loose.

For doors with panels, the insert panels may shrink from time to time, showing raw wood edges. This is not uncommon and usually due to temperature and humidity changes. Wait until seasonal changes have passed before correcting and repainting the door panels.

Flooring

In some instances, the floors may squeak. Squeaky floors are usually caused by a change in the weather, or by normal shrinkage of the wood materials and/or settlement of your home. This is normal in new home construction and is not considered a construction defect.

The subfloors of your home have generally been designed to support the weight of your home, plus a per square foot furniture and occupancy load. Waterbeds, pianos, and pool tables may exceed this limit. Check with Fairmont Residential Management if you are in doubt.

We offer these steps for routine maintenance of your flooring. Please follow your manufacturer's recommendations.

Hardwood Flooring

Wood floors will respond noticeably to changes in humidity level in the home, especially in the winter. When a floor is new, small splinters of wood may appear; dimples or scratches can be caused by moving furniture, dropping heavy or sharp objects, etc. Bubbles, scratches, and/or minor dirt and debris appearing in the finish of a wood floor are typical and within normal construction standards. Some shrinkage or warping can be expected, especially around heat vents or any heat producing appliances.

Warping may occur if the floor becomes wet repeatedly or is thoroughly soaked even one time. A dulling of the finish in heavy traffic areas is likely; a white, filmy appearance is caused by moisture (often from wet shoes or boots). Colour variations may develop from exposure to direct sunlight. Plank flooring will sometimes be adversely affected by moisture when installed over concrete and may pop due to slight variations in the surface of the concrete slab.

Follow these steps to care for your wood floors:

- Your wood floors should be maintained according to the manufacturer's instructions. Natural hardwood floors should be cleaned monthly with a wood cleaner recommended by your floor's manufacturer.
- Sweep and vacuum your wood floors frequently. Sweep the floors and mop with a soft, dry mop or cloth. Vacuum regularly, when you vacuum household carpets.
- Do not use water or water-based cleaners, bleach or one-step floor cleaners.
- Do not flood wood floors with water. This will cause stains, warping and the destruction of the flooring.
- Do not permit water or other liquids to stand on wood flooring. Wipe up spills immediately.

- Exposure to direct sunlight can cause damage, discoloration or fading to wood floors. Use window coverings in these areas.
- Use protective walk-off mats at the exterior doors to help prevent sand and grit from getting on the floor. Gritty sand is one of wood flooring's worst enemies.
- Do not drag heavy appliances or furniture across wood flooring. Permanent scratches in the finish can result. High-heeled shoes can dent wood flooring.
- Install proper floor protectors on furniture used on wood floors. Protectors will allow chairs to move easily over the floor while minimizing scuffing. Clean the protectors on a regular basis to remove any grit that may accumulate.
- Every three to five years, apply a maintenance coat of finishing product appropriate for your floor. Natural wood floors will likely need sanding and refinishing every few decades. Consider having these steps done by a professional.

Marble

If you have any questions, please contact your marble dealer or distributor. Refer to the manufacturer's recommendations on care for additional information.

Tile

Your tile floors may be natural stone or ceramic. Care and maintenance of your floor tiles will depend on the material of which they're made:

Natural Stone

- Sweep and mop regularly with warm water and mild soap solution to keep floors free of dirt and grit.
- Never use acidic or abrasive cleaners.
- Natural stone can be porous. Sealing your floors with the appropriate sealant is recommended to prevent stains.

Ceramic or Porcelain

- Never use abrasive cleaners. They scratch through the glass-like surfaces quickly. Liquid dishwashing detergent or a pH neutral cleaner on a moist cloth is preferred.
- Be careful not to drop heavy articles on it that can cause chipping.
- Always wipe up spills immediately to prevent staining of the grout. Sweep up dirt and grit with a soft broom or dust mop to avoid grit abrasion. Frequency of cleaning must be based on traffic and grit build-up.
- Mop with clean, warm water.
- Small bubbles or hairline cracks in the finish are common characteristics and will not affect the structural performance of ceramic tile, nor is it considered a defect.

Grout

Grout is cement with color additives. Coloring can change with time. It is suggested that the grout be sealed with a penetrating sealant every 6 to 12 months to prevent particles seeping into the pores. There are products designed for homeowner use such as grout color blender, stains and dyes; and grout cleaners, strippers and sealers. Application of grout sealant is a homeowner maintenance responsibility. Grout sealers may change color over time and may change the color of your grout when applied. Grout color is not a warranted item.

The movement of metal thresholds against grout may cause the grout finish to crack. By placing a bead of clear silicone between the grout and the metal threshold, the silicone will act as a shock barrier and will minimize the powdering of the grout. Note: If a tile or any grout is replaced, there is no guarantee that the grout will match the existing; the new grout may dry lighter or darker than the original grout.

Interior Paint

The paint on exterior and interior wood surfaces must be maintained in good condition at all times. Chips, scratches and other breaks in the surface of the paint must be repainted promptly, or serious damage to the underlying wood could result.

Please be aware that all paint is subject to yellowing and discoloration. The action of the sun usually minimizes yellowing on exterior surfaces. However, yellowing can be noticeable on interior surfaces. Yellowing is caused by the natural drying and aging of the paint and by exposure to certain chemicals such as ammonia fumes and others that are found in some household cleaners. Light colors and white painted surfaces are more subject to yellowing than darker colors.

Yellowing of oil-based paints is unavoidable. Because yellowing tends to take place over time and relatively evenly on given surfaces, it may not be noticeable until you use touch up paint.

Interior woodwork, as well as the bathrooms and kitchen walls, are generally painted with a latex paint. These areas may be wiped down with a soft sponge and soapy water.

Painted interior walls are not "scrub-proof". Scrubbing or harsh cleaners will remove paint. Also, you should avoid washing newly painted interior surfaces for at least three months after you move into your home or after re-painting, to allow the paint to fully set.

When doing paint touch-ups, use a small brush, applying paint only to the spot needing attention. Filler may be used to cover any small defects prior to paint touch up. Touch-ups will sometimes be visible. When it is time to repaint a room, prepare the wall surfaces first by cleaning with a mild soap and water mixture or a reliable cleaning product.

Trim

Shrinkage of wood trim occurs during the first two years or longer depending on the temperature and humidity both outside and inside your home. Wood is more prone to shrinkage during the heating season. Maintain a moderate and stable temperature and humidity level to help minimize the effects of shrinkage.

Plumbing

We recommend that you become familiar with your plumbing system as soon as you move in. You should know the location of the main shut-off and individual shut-offs in all the bathrooms and the kitchen. In the event of a plumbing emergency, you must close the main water shut-off for the home at once. Flowing water can cause severe damage to your home and its contents.

Please make certain that everyone in your household knows the locations of the main shut-off valves in your home. Other water shut-offs may be located under the sinks in the bathrooms and the kitchen, or behind the toilet bowl. Another water shut-off may be located on the top of the water heater. This controls the flow of water to the water heater and should be closed in the event of a leak in the water heater. You and others in your home should know where these water shut-offs are and how they work.

Each plumbing fixture in your home has a drain pipe specially designed to provide a water vapor barrier between your home and the sewer. This U-shaped area of pipe is called the trap and is found directly under the drain. The trap holds water which prevents the airborne bacteria and odor of sewer gas from entering your home. If any of your faucets are used infrequently, we suggest that they be turned on occasionally to replace

the water in the trap lost to evaporation. Because of their shape, the traps are the most likely area to become clogged. Periodically check under kitchen and bathroom cabinets for leaks.

If you detect the odor of sewer gas from a sink after you have ensured there is water in the sink trap, contact a licensed plumbing contractor.

Safety Tip: It is possible to be accidentally locked into the bathroom. Keep the door key in a safe open place outside the bath, but nearby. If you lose it, a small screwdriver or similar tool can be used.

Bathtubs, Showers and Enclosures

Fiberglass or acrylics are lightweight materials which add beauty and style to bathroom tubs and showers. You can preserve the original high gloss finish by regular cleaning with a liquid cleaner, detergent or foaming cleanser. Do not use abrasive cleansers. Alcohol used as a cleaning agent may cause discoloration. Stubborn stains can be removed with various appropriate household cleaning agents used with a nylon-scouring pad. Never use metal scrapers or similar tools. Always rinse the walls and the door of the shower after each use.

The delicate beauty and gloss of porcelain bathtubs are easily maintained by observing a basic rule: never use abrasive cleaners. They scratch through the glass-like surfaces quickly. Liquid dishwashing detergent or all-purpose household cleaner on a moist cloth is preferred. Although porcelain is durable, be careful not to drop heavy articles on it that can cause chipping. Should scratching or chipping occur, contact a porcelain repair business.

If your bathtub is jetted, follow the manufacturer's instructions for operation, care and cleaning.

Clogged Drains

Clogged traps, drains, or toilets can usually be cleared with a plumber's helper (plunger). If that is insufficient, consider using a small "snake." Never use chemical agents, as they can corrode the pipes and drain seals. In addition, they can cause burns and injury.

In some cases, you may need to remove the drain stopper in order to access the trap. To do this, loosen the nut under the sink at the back, pull out the rod attached to the plunger and lift the stopper out. Clean and return the mechanism to its original position.

Fixtures

Plumbing fixtures with special finishes are susceptible to damage and staining if water is permitted to stand on the surfaces and by the use of an abrasive cleansing product. Most of the plumbing fixtures in your new home are plated with finishes that are resistant to water corrosion. The plating materials forming these finishes are, however, relatively soft, and can be damaged with abrasive cleansers, scouring pads and tools or intense sunlight. Clean the fixtures with warm soapy water and a soft sponge or cloth. Rinse with clear water and wipe dry to prevent spotting and soap buildup.

If water is permitted to accumulate and stand at the base of the fixtures, corrosion and tarnishing can result. Always wipe the area dry.

Hard water can spot and damage bright chromed plumbing fixtures. While this is not entirely preventable, you can minimize the staining and discoloration by drying the fixtures after each use.

Avoid using excessive force when you turn your faucets on and off. The seals in the faucets can be damaged by such force in a short time.

Faucets that are equipped with aerators will mix air with the stream of water to prevent splashing. They need to be cleaned occasionally to remove a buildup of mineral deposits. When you notice that the stream of water has lessened, unscrew the aerator from the mouth of the faucet. Remove the debris and rinse the washers and screens. Replace the parts in their original order and screw the aerator onto the faucet. Perform this homeowner maintenance as needed, usually every few months.

Shower Doors

Always rinse the walls and door of the shower after each use. Inspect every six months, or at any sign of leakage, for proper fit and for deterioration of the rubber "sweep" at the bottom of the door. Adjust the door and replace the sweep if necessary. At the same time, inspect the caulking, and re-caulk where any separations appear.

Sinks

Clean sinks with a soft cloth, mild detergent and water. Rinse and dry properly to eliminate any film build up and water spotting. Do not use abrasive, metal or scouring pads. They will take away from the finish.

Toilets

Most toilets are made of vitreous china, a glasslike material that is highly resistant to staining. Clean your toilets with a toilet bowl cleaner and a brush or cloth. Vitreous china is brittle and will easily break or shatter if hit with a hard object.

Water conservation regulations have mandated the use of low flow or water-saving toilets in new homes. These toilets use less water so they are important elements in the area's water conservation program. However, at times you may notice an incomplete flush. When this happens, allow the tank to refill, and then repeat the flush. Feminine products, diapers and baby wipes must not be flushed in toilets.

Always keep a plunger on hand to use in the event of a stoppage of a toilet. If a stoppage occurs, close the shut-off valve on the back side of the toilet. Usually, a few vigorous pumps with the plunger will free the obstruction. Most blockages in plumbing drains, including toilet drains, are progressive - they begin slowly and get worse over time until the drain is completely blocked. Use a plunger at the first sign of a slow drain. This simple step can prevent most serious drain blockages. Stoppages that are not construction related are the responsibility of the homeowner. If you are unable to clear the obstruction yourself, we suggest that you call a licensed plumbing contractor.

Do not use drain cleaners for toilets. The harsh chemicals in drain cleaners can damage the toilet seals and cause a leak.

If the flush valve fails or begins to leak, you can purchase a new flush valve at a home center or hardware store. If you are not entirely comfortable with this do-it-yourself project, a licensed plumbing contractor can perform this task.

Water Conservation

In the home, water conservation saves both water and energy, since energy is needed to heat water and run appliances. Here are some tips on how to conserve water:

- Every time a toilet is flushed, about 1.6 gallons of water goes into the sewer, so avoid using the toilet for things that could go into the wastebasket.
- Keep in mind that a partially full tub uses far less water than a long shower, while a short shower uses less than a full tub (9 to 14 gallons).

- Rinse your dishes and always load your dishwasher to capacity before turning it on. Most models use between 10 to 15 gallons per run.
- Repair all faucet leaks promptly to avoid letting valuable water run down the drain. Just a slow drip can add up to 7 to 11 gallons a day. Turn off the water while brushing your teeth or shaving to avoid wasting more water.

Water Lines

Plumbing systems should be maintained by running water through each faucet for approximately one minute each month, to minimize stagnation and to prevent drying out of faucet and drain gaskets.

In the event of water leaks, shut off the main water supply to the home. The shut-off is typically located in your home (often under the sink or at the supply line to the particular fixture), or else utilize the main home shut-off. The location of the shut-off valves will be pointed out to you during your orientation walkthrough. Individual shut-offs may be located adjacent to the kitchen and bathroom sinks, the water heater, the washer outlet and the toilets. Use these shut-offs for local leaks.

Structure

Ceilings

The ceilings in your home require occasional cleaning and periodic painting. Remove dust or cobwebs as part of your routine cleaning. When needed and as a part of your regular maintenance, you may want to repaint your ceiling.

If your ceiling consists of luminous light fixtures, do not use cleaning solvents or other strong chemicals on the plastic panels or aluminum grid. We recommend that you wash the panels in a mild solution of dish-washing liquid and water. Use a soft cloth to wipe the grids using only warm water. Towel-dry the panels and grids to remove any soap residue and water spotting.

Condensation

Condensation is normal in a new home because many gallons of water were used in its construction. This water causes higher than normal humidity until the drying process is complete (typically after 1 or 2 years).

When condensation appears on a cool pipe or on glass surfaces, it may give the false impression that you have leaks. Open windows can aid the home drying process, but it takes time. Avoid speeding up the process by using excessive heat. You should use a constant thermostat temperature.

Drywall

Slight cracking, nail pops or seam joints may appear in walls and ceilings. These are caused by the shrinkage of the wood and normal deflection of wall studs, trusses or rafters to which the drywall is attached. To repair nail pops:

- Gently tap the nail into the drywall using a nail punch and hammer. For screws, use the appropriate screwdriver.
- Use a small spackling knife to smooth a small amount of spackle over the area.
- Allow the spackle to dry completely, then sand lightly using fine grit sandpaper.
- Prime and paint with touch up paint.

Hairline cracks in drywall seams can be repaired with spackle and touch up paint.

Effects of Weather and Temperature

Natural building materials such as wood and concrete are subjected to constant expansion and contraction from day to day. Temperature variations, which can be extreme, can result in warping of wood materials and cracking of drywall, stucco, concrete and mortar. These effects are particularly obvious in the first two years after a home has been built.

You can minimize these effects by maintaining a constant temperature in your home during the first two years. This allows the wood to dry at an even rate and may eliminate larger settlement cracks. Minor cracks and displacement of wood are a normal part of the aging process of your home and do not affect its structural integrity.

Expansion and Contraction

All building materials are subject to expansion and contraction caused by changes in temperature and humidity. This applies to everything in your home, even including the concrete. Dissimilar materials expand or contract at different rates, which may result in separation between them. The effects of this expansion and contraction can be seen in such things as small cracks in the foundation, drywall, paint - especially where moldings meet sheetrock, and mitered corners, where tile grout meets tub or sink, etc. This can be alarming to an uninformed homeowner, but, in fact, it is very normal, even in the highest quality of construction.

This may occur in your home. It will be most noticeable during the first year, but typically continues into subsequent years. In most cases, caulking and paint is all that is needed to repair this minor evidence of a very natural phenomenon. Even properly installed caulking will shrink and must be maintained.

Interior Walls

The walls in your home are constructed of wood and other materials, which are subject to normal expansion and contraction. Molding and trim can shrink and warp in some cases. Routine maintenance on molding, trim and wall boards is the responsibility of the homeowner beyond your warranty coverage. Replace warped molding and trim.

Some slight cracking, nail "pops" and/or seams may become visible in plaster, gypsum wallboard, drywall or sheetrock walls and ceilings. These occurrences are caused by the shrinkage of the wood and normal deflection of rafters to which the sheetrock is attached, are considered normal, and are a maintenance responsibility of the homeowner. They can be repaired by filling with filling compound, smoothing with fine sandpaper, and then painting the entire surface. Popped nails do not alter the strength of the wall and should be left alone until time to repaint.

Use care when you hang pictures and other decorative items. The wall board will be damaged if it is hit with a hammer. Costly repairs can be avoided by using picture hooks and other supplies from a home center or hardware store. Always repair nail holes with a dab of filler.

The walls in your home may be textured. The texturing material is relatively soft and can be damaged by scrubbing with abrasive cleansers and rough brushes or cloths. The pattern in textured walls can vary and is difficult to duplicate when repairs are made.

Small finger smudges may be removed from painted walls with a solution of warm water and a mild detergent soap. Wash gently with a soft sponge or cloth. Rinse and wipe off the excess water carefully. Do not permit the wall board to become soaked with water. Larger spots, not easily removed by cleaning, will require paint touch up.

Mold

Mold can be found almost everywhere. Molds are microscopic organisms that are part of the fungi family, and are an essential part of the world's ecological system. Outdoors, many molds live in soil and are key to the natural breakdown and recycling of organic material, such as leaves, wood and plant debris. Lumber used in the construction of homes typically contains some level of molds, fungi, and/or spores. Because it may be impossible or impracticable to eliminate all indoor mold, indoor mold is an important topic about which a homeowner should become informed.

Mold spores are airborne and travel in and out of buildings as air is exchanged and with the movement of people and their belongings. When excessive moisture or water accumulation occurs indoors, mold growth will likely occur, especially if the moisture problem is not discovered. There is no practical method to eliminate all molds and mold spores in an indoor environment. The primary method to control indoor mold growth is to control moisture. The best course of action for any homeowner is to keep the indoor environment as "clean and dry" and free from dust and dirt as reasonably possible.

Limiting Mold Growth

A practical approach to limiting mold growth is early detection and prompt resolution of excessive moisture. If you can see mold or detect an earthy or musty odor, you can assume you have a moisture problem. Any moisture problem must be solved in order to arrest and eliminate mold growth. Watch for water condensation on interior surfaces such as walls, windows and areas near air conditioning registers, and wipe promptly. Uses that have the potential of increasing relative air humidity are such things as habitation, bathing, cooking, plants, washing, and humidifiers, especially if not vented. Other moisture sources, which sometimes can go unnoticed, are water leaks from pipes in walls, and rainwater leakage through windows and roofs. Controlling air moisture is the most important action in controlling mold growth. Therefore, keep drip pans from refrigerators and air conditioners clean and dry; use exhaust fans or open windows when cooking, washing, drying clothes, and bathing. Irrigation system timers should be adjusted to reflect seasonal weather changes.

Report or fix water leaks promptly – Any indication of water leaks or resulting mold at roofs, windows, floors, carpets, etc., should be reported immediately.

Every homeowner must take all appropriate steps to prevent conditions that may cause mold or mildew to develop in your home.

Mold Prevention Obligations

1. To keep the home free of dirt and debris that can harbor mold (dirt/dust/animal hair and dander are all very efficient hosts for mold);
2. To regularly clean and sanitize windows, bathrooms, kitchens, and other home surfaces where water, moisture condensation, mildew and mold can collect;
3. To use dry towels or bath mats when stepping out of shower or tub;
4. To use bathroom fans while showering or bathing;
5. To use exhaust fans whenever cooking, dishwashing or cleaning. If no fan exists, open a window to allow proper ventilation and moisture to escape;
6. To maintain regular air flow and circulation throughout the home;
7. To use all reasonable care to close all windows and other openings in the home to prevent outdoor water from penetrating into the interior home (i.e. rain, irrigation water, etc.);
8. To clean and dry any visible moisture on windows, walls, ceilings, floors and other surfaces including personal property, as soon as reasonably possible (note: mold can grow on damp surfaces within 24 to 48 hours);
9. To limit the indoor watering of houseplants (total number of plants indoors is also an important variable);

10. Do not hang wet clothing on indoor drying line;
11. Properly maintain your dryer vent exhaust line (clean/remove lint at least once a year or sooner as may be needed);
12. To maintain caulking around tubs, showers, toilets, sinks and other interior water receptacles at least once a year and more frequently if needed;
13. To maintain window tracks and weep holes at least once a year and more frequently if needed (keep tracks and weep holes clean of debris/dust to allow proper egress of water when rain or irrigated water gets in them);
14. To maintain and not obstruct fresh air supply to furnace, air conditioner or heater;
15. To properly use and maintain appliances containing water and other liquids;
16. To prevent clogging of plumbing.

Settlement

All homes settle to some degree. Some adjustment in lumber and framing is normal and should be expected.

If the finish trim shows slight joint separation, fill the cracks with wood filler. If nails work out of position, reset them with a hammer and nail set; then fill the holes with wood filler or spackle. Normal settling, expansion and contraction also may cause small interior wall cracks around doorways, archways and at wallboard joints as well as minor cracking of exterior stucco (particularly at stress joints such as window or door corners).

It is best to wait until at least the end of your first year of occupancy before repairing minor cracks until most of the settling and shrinkage is complete.

Maintenance Checklist

Regular Maintenance is the Key

Inspecting your home on a regular basis and following good maintenance practices are the best way to protect your investment in your home. Whether you take care of a few tasks at a time or several all at once, it is important to get into the habit of doing them. Establish a routine for yourself, and you will find the work is easy to accomplish and not very time-consuming. A regular schedule of seasonal maintenance can put a stop to the most common — and costly — problems, before they occur. If necessary, use a camera to take pictures of anything you might want to share with an expert for advice or to monitor or remind you of a situation later.

This checklist is intended to provide you with a list of common maintenance tasks that most homeowners are required to perform but is not intended to be a comprehensive list. Some items may not apply to your home, and some required maintenance may not appear on this checklist. For complete information on the maintenance you are required to perform on your home, please consult all manuals, warranties, and documentation provided to you by Fairmont Residential Management, in your Homeowner Portal and on the manufacturer's web sites.

If you do not feel comfortable performing some of the home maintenance tasks listed below, or do not have the necessary equipment, for example a ladder, please contact Fairmont Residential Management.

Monthly

CATEGORY	MAINTENANCE REQUIRED
APPLIANCES	Clean the range hood filter, replace as needed.
ELECTRICAL	Test GFCI/AFCI receptacles and outlets.
INTERIOR	Clean natural wood flooring with a wood cleaner recommended by the manufacturer.
PLUMBING	Flush all toilets and run water through all sinks, especially in bathrooms that are not used on a regular basis.

Quarterly

CATEGORY	MAINTENANCE REQUIRED
APPLIANCES	Check and clean dishwasher strainer and spray arms.
	Check dishwasher drain and water connections for leaks.
	Inspect washing machine water supply hoses for leaks.
	Ensure dryer ducts are not clogged.
EXTERIOR	Check windows for smooth operation. Clean tracks and weep holes, lubricate with appropriate lubricant as necessary.
HEATING & VENTILATION (HVAC)	Check and clean bathroom exhaust fans.
	Change heat pump filter.
INTERIOR	Check for cracks or separations and mildew in caulking around sinks, bathtubs, showers, toilets, faucets, countertops, backsplashes, ceramic tiles and floors, windows etc. Repair with the appropriate caulking compound as needed.
	Inspect shower doors for proper fit and leaks. Re-caulk where necessary.
	Inspect interior door hinges and hardware.
PLUMBING	Check faucet aerator water flow and clean screens if needed.
	Check pipes and water drains for leaks. Clean drains.

Semi-Annually (Spring and Fall)

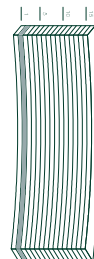
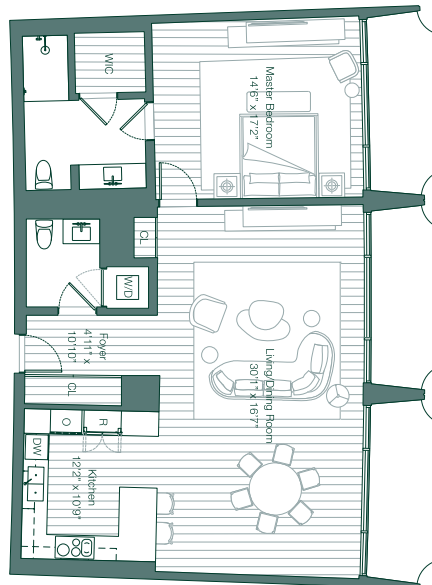
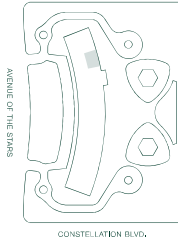
CATEGORY	MAINTENANCE REQUIRED
APPLIANCES	Inspect refrigerator ice maker supply line and clean if necessary.
ELECTRICAL	Check electrical extension and appliance cords. Replace frayed or split cords. Test and clean/dust smoke/carbon monoxide detectors. Replace batteries if needed.
HEATING & VENTILATION (HVAC)	Check connection between dryer and exhaust vent, repair as needed. Have your heat pump serviced by a professional.
INTERIOR	Check cabinet drawers and hinges for proper alignment. Tighten and adjust as necessary. Review cabinet manufacturer recommendations as to proper products to maintain the wood finish. Vacuum/clean windows and sliding door tracks, lubricate with a suitable product. Inspect tiled areas for loose or missing grout/caulking. Re-grout or re-caulk as necessary.
PLUMBING	Check water supply lines and valves to sinks and toilets. Tighten if loose or leaking.

Annually

CATEGORY	MAINTENANCE REQUIRED
INTERIOR	Seal marble and granite natural stone countertops, and marble flooring with an appropriate sealing product.

*1 Bedroom
1 En Suite Bath and Powder Room*

Interiors
1,329 Sq. Ft. / 123 Sq. M.



My Home Systems, Fixtures and Finishes

The following pages list the components and products that were used in constructing your home. For each product you will find:

- A) each product used in your home;
- B) where it is located in your home;
- C) who manufactured, supplied and installed it;
- D) if you have an extended manufacturer warranty; and,
- E) if you have online documentation for this product.

<p>A Smoke Detector/Alarm</p> <p>Model: 2012HA/Temp-3 Sounder</p> <p>Location: Hallway</p>	
<p>C</p> <p>Manufacturer: System Sensor Inc</p> <p>Supplier: Electrical Supplies Inc</p> <p>Installer: Electrical Supplies Inc</p>	<p>D</p> <p>Manufacturer Warranty: 1 yr Limited</p>
<p>Documents Online</p>	<p>E Specification, Operation, Care, Warranty</p>

IMPORTANT: Failure to follow the appropriate process for obtaining service or repairs under warranty may void your warranty. Please consult the “Service During Warranty Period” section of this guide for more information.

Appliances

Cooktop

Model: KM6375

Location: Kitchen

Manufacturer: Miele Inc
Supplier: Miele

Manufacturer Warranty: 1 yr Limited



Documents
Online

Operation, Care, Warranty

Dishwasher

Model: G4993SCVI

Location: Kitchen

Manufacturer: Miele Inc
Supplier: Miele

Manufacturer Warranty: 1 yr Limited



Documents
Online

Operation, Care, Warranty

Dryer

Model: TWF160WP

Location: Laundry

Manufacturer: Miele Inc
Supplier: Miele

Manufacturer Warranty: 1 yr Limited



Documents
Online

Operation, Care, Warranty

Microwave

Model: M6260TC

Location: Kitchen

Manufacturer: Miele Inc
Supplier: Miele

Manufacturer Warranty: 1 yr Limited



Documents
Online

Specification, Operation, Care, Warranty

Oven

Model: H6880

Location: Kitchen

Manufacturer: Miele Inc
Supplier: Miele

Manufacturer Warranty: 1 yr Limited



Documents
Online

Operation, Care, Warranty

Range Hood

Model: DA3496

Location: Kitchen

Manufacturer: Miele Inc
Supplier: Miele

Manufacturer Warranty: 1 yr Limited



Documents
Online

Operation, Care, Warranty

Appliances

Refrigerator

Model: IT-36CIID

Location: Kitchen

Manufacturer: Sub-Zero Freezer Co Inc

Supplier: Sub-Zero Freezer Co Inc

Manufacturer Warranty: 2 yr Limited; 5-12 yr Limited Sealed System



Documents
Online

Specification, Operation, Care, Warranty

Warming Drawer

Model: EWS6880

Location: Kitchen

Manufacturer: Miele Inc

Supplier: Miele

Manufacturer Warranty: 1 yr Limited



Documents
Online

Specification, Operation, Care, Warranty

Washer

Model: WWF060

Location: Laundry

Manufacturer: Miele Inc

Supplier: Miele

Manufacturer Warranty: 1 yr Limited



Documents
Online

Operation, Care

Electrical

Smoke Detector/Alarm

Model: SIGA-PD

Location: Other

Manufacturer: Edwards Fire Systems
Supplier: Building Electronic Controls Inc

Manufacturer Warranty: 2 yr Limited



Documents
Online

Operation, Care, Warranty

Heating and Ventilation

Heat Pump

Model: Tranquillity 30/TE Series

Location: Other

Manufacturer: ClimateMaster Inc

Supplier: Control Air

Manufacturer Warranty: 10 yr Limited



Documents
Online

Operation, Care, Warranty

Interior

Backsplash - Granite

Model: Brown/Honed

Location: Kitchen

Manufacturer: SMG Stone Company Inc
Supplier: SMG Stone Company Inc

Manufacturer Warranty: Contact Manufacturer



Care

Cabinet

Model: European Style/Oak Veneer/Dark Stain

Location: Kitchen, Master Ensuite, Powder Room

Manufacturer: Snaidero USA
Supplier: Sitrine Interior Carpentry Inc

Manufacturer Warranty: 2 yr Limited; 10 yr Limited



Care, Warranty

Countertops - Granite

Model: Brown/Honed

Location: Kitchen

Manufacturer: SMG Stone Company Inc
Supplier: SMG Stone Company Inc

Manufacturer Warranty: Contact Manufacturer



Care

Countertops - Marble

Model: Marno Super White/Honed

Location: Master Ensuite

Manufacturer: SMG Stone Company Inc
Supplier: SMG Stone Company Inc

Manufacturer Warranty: Contact Manufacturer



Care

Countertops - Marble

Model: Volakas/Honed

Location: Powder Room

Manufacturer: SMG Stone Company Inc
Supplier: SMG Stone Company Inc

Manufacturer Warranty: Contact Manufacturer



Care

Flooring - Hardwood

Model: M17-091/1/Wide Dark Oak

Location: Dining Room, Foyer, Hall, Kitchen, Living Room, Master Bedroom

Manufacturer: Grato
Supplier: The M S Rouse Company

Manufacturer Warranty: 25 yr Limited



Operation, Care, Warranty

Interior

Flooring - Tile

Model: Marble/Marno Super White/18x18/Honed

Location: Master Ensuite

Manufacturer: SMG Stone Company Inc
Supplier: SMG Stone Company Inc

Manufacturer Warranty: Contact Manufacturer



Care

Flooring - Tile

Model: Marble/Volakas/18x18/Honed

Location: Powder Room

Manufacturer: SMG Stone Company Inc
Supplier: SMG Stone Company Inc

Manufacturer Warranty: Contact Manufacturer



Care

Flooring - Tile

Model: N/A

Location: Walls, Trim

Manufacturer: SMG Stone Company Inc
Supplier: The Sherwin-Williams Company

Manufacturer Warranty: Contact Manufacturer



Care

Paint

Model: Snowfall White/Eggshell

Location: Walls, Trim

Manufacturer: The Sherwin-Williams Company
Supplier: The Sherwin-Williams Company

Manufacturer Warranty: N/A



Care

Paint

Model: Snowfall White/Flat

Location: Ceiling

Manufacturer: The Sherwin-Williams Company
Supplier: The Sherwin-Williams Company

Manufacturer Warranty: N/A



Care

Wall Panel

Model: Oak Veneer/Dark Stain

Location: Other

Manufacturer: ISEC Inc
Supplier: ISEC Inc

Manufacturer Warranty: Contact Manufacturer



Care

Interior

Wall Tile

Model: Marble/Marno Super White/18x18/Honed
Location: Master Ensuite

Manufacturer: SMG Stone Company Inc
Supplier: SMG Stone Company Inc

Manufacturer Warranty: Contact Manufacturer



Documents
Online

Care

Wall Tile

Model: Marble/Volakas/18x18/Honed
Location: Powder Room

Manufacturer: SMG Stone Company Inc
Supplier: SMG Stone Company Inc

Manufacturer Warranty: Contact Manufacturer



Documents
Online

Care

Plumbing

Faucet

Model: Emile

Location: Master Ensuite, Powder Room

Manufacturer: Cooper & Graham

Supplier: Murray Company Mechanical Contractors,

Manufacturer Warranty: 5 yr Limited



Documents
Online

Specification, Care

Faucet

Model: Purist

Location: Kitchen

Manufacturer: Kohler Co

Supplier: Murray Company Mechanical Contractors,

Manufacturer Warranty: Lifetime Limited



Documents
Online

Care, Warranty

Toilet

Model: Carlyle II

Location: Master Ensuite, Powder Room

Manufacturer: TOTO USA Inc

Supplier: Murray Company Mechanical Contractors,

Manufacturer Warranty: 1 yr Limited



Documents
Online

Care, Warranty

Contacts

While your new home warranty is in place you MUST ONLY contact your builder or property manager so as not to void your warranty – they will ensure any repairs align with your warranty provider's requirements. Without going through your builder or warranty provider, you run the risk of becoming responsible for any future damage. Only contact the trades below AFTER your new home warranty is over.

Building Electronic Controls Inc | Supplier | Electrical

2246 Lindsay Way • Glendora, CA 91740 • 909-305-1600

www.becinc.net

ClimateMaster Inc | Manufacturer | Heating and Ventilation

7300 SW 44 St • Oklahoma City, OK 73179 • 405-745-6000

www.climatemaster.com

Control Air | Supplier | Heating and Ventilation

5200 E La Palma Ave • Anaheim, CA 92807 • 714-777-8600

www.controlac.com

Cooper & Graham | Manufacturer | Plumbing

929-432-1699

www.cooperandgraham.com

Edwards Fire Systems | Manufacturer | Electrical

625 6 St E • Owen Sound, ON N4K 5P8 • 519-376-2430

www.edwards.ca

Fairmont Century Plaza | Property Manager

2025 Avenue of the Stars • Los Angeles, CA 90067 • 310-498-7293

Grato | Manufacturer | Interior

www.gratoparquet.com

ISEC Inc | Manufacturer, Supplier | Interior

140 - 20 Centerpointe Drive • La Palma, CA 90623 • 714-761-5151

Kohler Co | Manufacturer | Plumbing

444 Highland Dr • Kohler, WI 53044 • 800-964-5590

www.kohler.com

Miele | Supplier | Appliances

189 N Robertson • Beverly Hills, CA 90211 • 800-843-7231

www.mieleusa.com

Miele Inc | Manufacturer | Appliances

9 Independence Way • Princeton, NJ 08540 • 800-843-7231

www.mieleusa.com

My Home Contacts

Murray Company Mechanical Contractors, | Supplier | Plumbing
18414 South Santa Fe Avenue • Rancho Dominguez, CA 90221 • 310-637-1500
www.murraycompany.com

Next Century Partners, LLC | Builder
1999 Avenue of the Stars, Suite 2850 • Los Angeles, CA 90067 • 310-824-2200
woodridgecapital.com

Siteline Interior Carpentry Inc | Supplier | Interior
916 N Cataract Ave • San Dimas, CA 91773 • 310-516-8499
www.sitelineinc.com

SMG Stone Company Inc | Manufacturer, Supplier | Interior
8460 San Fernando Road • Sun Valley, CA 91352-3227 • 818-767-0000
www.smgstone.com

Snaidero USA | Manufacturer | Interior
102 - 19700 South Vermont Avenue • Torrance, CA 90502 • 310.516.8499
www.snaidero-usa.com

Sub-Zero Freezer Co Inc | Manufacturer | Appliances
Box 44130 • Madison, WI 53744-4130 • 800-222-7820
www.subzero.com

Sub-Zero Freezer Co Inc | Supplier | Appliances
424-421-4301

The M S Rouse Company | Supplier | Interior
1611 Kona Drive • Rancho Dominguez, CA 90220 • 310-764-4695
www.RouseCompany.com

The Sherwin-Williams Company | Supplier | Interior
1790 Westwood Blvd • Los Angeles, CA 90024-5608 • 310-481-0613
www.sherwin-williams.com

The Sherwin-Williams Company | Manufacturer | Interior
101 Prospect Ave NW • Cleveland, OH 44115 • 216-566-2000
www.sherwin-williams.com

TOTO USA Inc | Manufacturer | Plumbing
1155 Southern Rd • Morrow, GA 30260 • 770-282-8686
www.totousa.com

Property: 0201 - 2025 Avenue of the Stars, Los Angeles, CA (the "Property")
Builder or Developer: Next Century Partners, LLC (the "Builder/Developer")
Date: Dec-18-2020 (the "Effective Date")

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