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# HOMEOWNER MANUAL

## DISCLAIMER

The information provided herein is provided solely for the benefit of the homeowner and is believed to be correct, but should be used for guidance purposes only. When information contained in the Homeowner's Manual is different from that contained in documentation provided by manufacturers, architects, engineers, contractors or other purchaser documentation, that information shall be deemed correct. Copies of this manual can be found on your LUNA USB keychain, as well as on our website: [www.qualex.ca](http://www.qualex.ca)

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**Welcome to LUNA**

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## **Qualex-Landmark**

The Developer of LUNA is Qualex-Landmark. What makes Qualex-Landmark different is its track record of building exceptional buildings. The company hires the most talented architects, designers and construction managers available, and tells them to build every home as if their own family were to live in it. Here are some other projects that have been built by the same developer:

Calla— a garden-inspired collection of 168 park side condos and townhomes in Calgary, is located across from the historic Lougheed House and Beaulieu Gardens in the Beltline's central Connaught District.

District Crossing – 129 Smartly designed homes and retail component located in North Vancouver amongst many conveniences and amenities.

Stella, Nova and LUNA – A three-phase residential high-rise development in the trendy and centrally located Connaught area of the Calgary downtown beltline.

Pomaria, at 1455 Howe St, in Vancouver – A sophisticated 30-storey tower in the desirable downtown Granville slopes enclave at Howe and Beach.

Domus, at 1055 Homer St, in Yaletown – An elegant 27 storey concrete residential tower overlooking the desirable Yaletown neighbourhood of downtown Vancouver.

The Crandall Building, at 1072 Hamilton St. in Yaletown – A 32 residential suite & retail warehouse conversion in the desirable Yaletown neighbourhood of downtown Vancouver.

Alda, at 1275 Hamilton St. in Yaletown – A beautiful building with the look and feel of historic Yaletown, Alda includes 59 residential suites and 36,000 square feet of office space.

Eighteen Trees, in Burnaby – Peaceful condominiums surrounded by parkland and mature trees.

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## **Rafii Architects Inc**

Established in 1983, Rafii Architects Inc. is a Vancouver architectural firm offering comprehensive services in architecture, urban design, planning, and interior design.

Rafii Architects Inc. is a consciously structured firm that provides client-focused consultation within a collaborative approach to each project. Our reputation is characterized by their proven ability to work with public officials and challenging client programs, while maintaining a timeless and refined design philosophy.

Rafii's extensive portfolio includes many well-received projects throughout the Greater Vancouver area, Vancouver Island, Alberta, and the US with particular recognition for our work in high-rise residential and mixed-use projects.

## **ITC**

ITC Construction Group specializes in the construction of concrete residential high rises. ITC is a recognized leader in high-rise construction in Western Canada with completed projects in British Columbia, Alberta and the US Pacific Northwest. ITC's Commercial division has proven capabilities and experience in various commercial building types including hotel, convention center, car dealership and resort construction projects.

ITC is one Western Canada's largest General Contractors, one of BC's Largest Private Companies listed as one of Canada's 50 Best Managed Companies.

## **Rancho Realty**

Rancho Realty (1975) Ltd. is a part of the Rancho Group of Real Estate companies. The Rancho Group has been in business for over 35 years and is one the of the larger property management companies in Western Canada. They currently have offices in Winnipeg, Edmonton, Calgary and Vancouver.

At present, Rancho Realty (1975) Ltd. in Calgary manages a variety of buildings of varying sizes throughout the city. They also have a fully computerized accounting system.

Rancho Realty (1975) Ltd. employs a staff of full time Property Managers and a dedicated support team of accounting and administrative staff. They are committed to delivering excellent service and building positive relationship

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# Property Management

[Who's looking after LUNA?]

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## **Important Information and Addresses**

### **Legal and Civic Address**

At the time of print, the legal description for LUNA was not available. For legal description, please refer to your closing letter or property manager.

### **Emergency Services**

Should an emergency arise (i.e., a building fire) at any time, please call 911. For inquiries about common area concerns or in-suite emergencies please call:

### **Rancho Realty**

# 4 - 5508 – 1 Street S.E.

Calgary, Alberta T2H 2W9

Contacts: Evelyn Thompson/ Residential Division Manager

Email: ethompson@ranchogroup.com

Head Office: 403-253-7642 Fax: 403-253-8207

Hours: 8:00 am – 4:30 pm + 24 hr answering service.

## **Condo Corp Insurance/Owner's Insurance – LUNA**

The Condominium Corporation's insurance covers the common property, common assets, buildings shown on the Condominium plan and fixtures built or installed in a condominium unit, assuming that the fixtures are built or installed by the owner/developer as part of the original construction in the condominium unit (please refer to section 47 of the Condominium Property Act for greater detail.)

Owners should have their own in-suite insurance coverage. The policy is often called "Condominium Owner's Insurance Package," and normally includes personal effects and some liability insurance. If modifications or improvements are made to a condominium unit, the owner should formally notify the condominium corporation through the Property Manager so that adequate coverage for the improvements and betterments may be obtained from the condominium corporation's insurance company.

For example, hardwood floors installed by owner/developer or part of the original construction in the unit are covered by the Corporation's insurance. Hardwood floors installed by an owner, after the time of purchase, are not covered by the Corporation's insurance policy unless the owner has provided formal notice to the condominium corporation through the Property Manager.

**Note:** We strongly recommend that you contact your own insurance agent or the Condo Corporation's agent to clarify any questions regarding insurance and the coverage provided.

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## Property Management Information and Forms

Please refer to the "Rancho Realty-Welcome Package" provided by your Property Manager and included on your USB Keychain.

## Change Of Address Recommendations

As a reminder, we have included a list of several places that you should notify of your address change. This will ensure proper continuation of the services listed below:

- **Canada Post** Fill out a "Change of Address" form at any postal outlet. There is a service charge for the first four months and an additional charge for the succeeding four months. This service requires two weeks to initiate.
- **Banks/RRSPs** Contact customer service at your bank and/or financial institution to notify them of your change of address for all your accounts.
- **Motor Vehicles Branch** Stop by any M.V.B. to notify them of your change of address. They will provide you with a sticker free of charge to affix to the back of your driver's license.
- **Home/Life Insurance** Contact your policy holder(s) to notify them of your change of address.
- **Doctor/Dentist Office** Contact your doctor(s) and dentist to ensure proper notification of regular visits.
- **Credit/Gas Cards** Contact all your credit card accounts and advise them of your address change.
- **Magazines** Contact all of your magazine subscriptions to notify them of your change of address.
- **Internet/Phone/TV** LUNA is pre-wired to be compatible with all service providers. Contact your provider of choice, Shaw (1-888-472-2222) or Telus (310-2255) to change or activate your services. Refer to Telus Offer PDF located on your Qualex-Landmark USB drive.



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# **Emergency Preparedness**

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## Emergency Numbers

In case of an emergency, please dial the appropriate number below:

- Fire/Police/Ambulance 911
- Fire Non-Emergency 403-264-1022
- Police Non-Emergency 403-266-1234
- Enmax 403-514-6100
- Atco Gas 403-245-7222
- BC Poison Control 403-944-1414

If you notice a leak, contact Rancho Realty's 24hr line at 403-253-7642

## **Fire Emergencies**

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

The building emergency system uses a centralized control panel to activate emergency equipment, alarm bells and lighting.

### **General Fire Safety Information**

- Keep clear of flames and remember that smoke is deadly.
- Stay low to avoid smoke.
- Activate the alarm at the nearest pull station to warn others.
- Notify other residents on the troubled floor of the fire hazard.
- 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 during a fire.
- Feel doors for heat before opening.
- Do not enter a stairwell that is full of smoke.
- Do not re-enter the building for any reason.
- Provide the Fire Department with all the information they need.
- Use the nearest phone at a safe location to call the Fire Department.
- Dial 911
- Stay calm and state your name and phone number.
- Give the address of the fire
- Follow the instructions given by the Fire Department Representative.

### **Fire Planning**

Know how to deal with different types of fire should one occur. Always have a pre-determined plan of action in case of fire. Equally important is to plan and occasionally practice an escape route for you (and your family) should a fire occur. There will be regular fire safety checks of the fire warning system. These safety checks can also be used as a time to practice the drill. Be sure to establish a meeting place after escape with friends and family. Know the location of fire extinguishers, fire alarms and fire exits. Pay attention to children and others requiring assistance. They may panic or become disoriented during the fire. It's important to keep in mind that fires may occur at any time. Do not take fire safety for granted. Knowing the risks and being prepared may not only reduce damage but may save lives, including yours.

### **Extinguishers**

- There will be at least one fire extinguisher cabinet on every floor. To access it, break the glass with the metal bar. This extinguisher can be used on all fires. Carefully read the operating

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instructions on the side. If possible, you should familiarize yourself with its operations prior to a fire. A good time to do this would be during your practice drill.

- It's also recommended that you keep a personal fire extinguisher on hand for your home. This type of extinguisher is small and would be used primarily to fight small kitchen fires. Make sure you purchase a CO2 or dry chemical type as these are the most versatile. Your extinguisher should be checked annually and recharged as required.
- Keep your extinguisher in an accessible place and not over an area like the stove.
- Always position yourself between the fire and the closest exit.

## **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. Please use them.

- If you do smoke, ensure that there are plenty of deep ashtrays in the house. Keep them clean.
- Don't smoke in bed.
- Keep your stove, oven area, and surrounding area clean.
- Use only approved appliances. Look for a label by either the Canadian Standards Association (CSA) or the Underwriters Laboratories (UL or ULC).
- If an appliance has a worn or frayed cord, don't use it without supervision and have it repaired as soon as possible.
- Be sure not to exceed the wattage restrictions on lamps by installing a higher wattage than recommended.
- Keep electrical cords visible and out from underneath rugs and furniture. Attempt to install appliances close to their power source. Do not tack down electrical cords with staples.
- It's never advisable to store gas or oil indoors or to store oily rags in a confined space.
- When using storage rooms, don't place items within 2 feet of any sprinkler heads.
- Make certain that exit doors are fully closed behind you. Notify your Property Manager as soon as possible if they don't close properly.
- A fire safety plan map will be provided by the elevator on each floor.

## **Building fire protection**

Each home is equipped with a smoke detector and a sprinkler system.

### **Smoke Detectors**

Smoke detectors have been installed throughout the building and each home has one installed in suite. These alarms are electrically operated and do not require a battery as they are wired directly to your electrical panel.

Occasionally, verify that your alarm is active. Some models will have a small light that is on when power is being supplied to the alarm. This light should be visible when standing directly under the detector. Other models will have a test button. This should be depressed and, when pressed, should emit a high-pitched squeal.

Activation of this alarm doesn't affect the building emergency system. It is not linked to any other alarm outside your home.

### **Sprinklers**

Your home and the common area are equipped with heat-activated fire sprinklers. The heads are activated at approximately 160°C. This is a closed system, independent of the domestic water supply to your home. There is constant pressure on the system. Should the pressure fall, the building alarms will sound.

The sprinkler heads are localized. That is, only the head in the affected area of your home will release. The sprinkler system can only be shut down by the fire department.

Caution: The heads can be activated by inadvertently knocking the head. Be especially careful when moving furniture, tall objects or when working in confined spaces such as closets. Activation of a sprinkler head will release a flood of water at high pressure, which may result in damage not only to your condominium unit but also to other condominium units in the building. In the event that you see a problem with the sprinkler system in your suite, DO NOT touch it but contact the property manager immediately.

### **In-Suite Building Alarm**

For additional protection, a second alarm is installed in your home. This alarm is activated by the building fire protection system. If this alarm should sound vacate the building immediately. Follow the fire safety routes displayed by the elevators.

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# Things Everyone Wants to Know

[LUNA 101]

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## **Things You Need To Know**

From time to time, you may have questions about how things work. Refer to these frequently asked questions and answers.

### **How do I access the building?**

There is one main lobby entrance for LUNA. Residents can access the main lobby using their fobs (frequency operated button) via the entrance on 10th Street SW. Visitors must use the enterphone system before they can enter the building.

Use caution when entering the building and ensure that nobody has followed you.

### **How does the enterphone system work?**

The door entry system operates with your existing telephone. Your guest simply selects your name by scrolling through the electronic directory and dials your code number on the lobby panel and your telephone will ring. When answered, you'll be in communication with your guest.

To unlock the main door, dial the digit "6" or "9" from your telephone or mobile phone. To refuse entry, simply hang up your phone. Contact your property manager to program your name on the enterphone.

### **Where are garbage and recycling rooms located?**

There is a refuse room located on the main floor off the alley, where residents may take

recyclable and non-recyclable household refuse. All garbage must be bagged and securely tied. The building management will arrange for refuse to be collected on a regular basis.

Recycling must be clean and properly sorted into the appropriate bin. Cardboard and other recyclables are forbidden from the garbage bin.

### **Where do I dispose of other types of garbage, paint or hazardous material?**

You are responsible for disposing of non-household waste. DO NOT leave old mattresses, appliances, fixtures or other large items in the refuse area.

Call the City of Calgary Operations Centre at 311 to find out how to best dispose/recycle of non-household waste, or visit [calgary.ca](http://calgary.ca)

### **What do I do with paint and other hazardous materials?**

DO NOT put paint, solvents, motor oil, pesticides, batteries, or any other hazardous waste in with the garbage or your recycling.

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## **What are all these keys for?**

You will receive 2 sets of keys for your home and one key for your mailbox. You will also receive 2 fobs, which provide access to the building, gym, lounge, garbage area and the parkade. Owners are encouraged to change their suite entry locks after move in.

When ownership of the suite changes, the keys must be given to the new owner.

Please note, the Condo Corporation is not responsible for access to suites. Any owner wishing to re-key their suite locks may do so and no permission from the Condo Corporation is necessary.

## **How do I obtain additional key or fobs?**

If you need additional keys for your suite, it is your responsibility to have keys cut. If you need additional keys to the common area or Fobs you should contact the Property Management Company. There is a fee for additional keys and fobs.

## **What if I lose my fob?**

If you lose your fob you should contact the Property Manager as soon as possible. Although the Property Manager will have the serial number, it may be wise to keep a record of any serial numbers that appear on the fob. The Property Manager will collect a fee for any additional or replacement fobs.

## **What happens if I want to lease/rent my suite?**

If the suite you purchased is for investment purposes and it will be leased out, a Declaration of Unit Rental Form must be signed by your tenant and forwarded to the Property Manager.

Please ensure a copy of the Home Owner's Manual is provided to your tenants together with the Bylaws and Rules of the Condo Corporation.

## **Where do I get my mail?**

There are is a mail box area located in the LUNA lobby

## **How do I arrange for postal delivery?**

Be sure to let Canada Post know that you are moving. Your mail can be redirected for 6 months for a fee of approximately \$35.00 + GST. This service can be extended for an additional charge. See your local post office for details on relocation services. Change of address cards are available free of charge from any Canada Post outlet.

## **To whom do I pay my condominium fees?**

Each resident is required to pay Condo fees on the first of each month. The Condo Corporation handles the administration of Condo fees. For more information on how to pay, review the Property Manager package or call you property manager.



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## **How does the building security system work?**

LUNA owners are able to control and monitor who enters the premises. Movement in the main lobby and parking areas is by your permission only. Fobs are programmed by the Property Manager to permit access to your floor only. If you lose your fob, contact the Property Manager immediately.

## **How do I gain access to the gym and lounge?**

You will need your fob to gain access to both areas. The hours of operation for the Lounge will be determined by the Condo Corporation after the AGM.

## **What utilities am I responsible for?**

Owners are responsible for the cost and billing of electricity. Owners are also responsible for set up, set up costs, and monthly billing as it relates to telephone, internet and cable services, should the owner choose to acquire them.

## **Are pets allowed in the building?**

Yes, pets are allowed in LUNA, however there are restrictions on the number and size of your pet(s) within the bylaw. Consult the property manager and or bylawys for more information.

## **How do I access the underground parking?**

The entrance to the underground parking is located in the alley behind 12th Ave . (the parkade entrance is actually located under the Stella building)

## **Where is visitor parking?**

Guest parking is located via the alley noted above through the smaller gated entry under LUNA. Guests using the underground stalls will need to utilize the building enterphone system for access.

## **What about my bicycle?**

There is bike storage at LUNA for resident use. Contact your property manager regarding bike stall use.

## **How do I book the Guest Suite or Lounge?**

You will need to contact the Resident Manager, in order to book the Lounge or the

Guest Suite. The guest suite has been furnished but you or the Condo Corp will be required to supply linens. The cost and booking dates for the guest suite will be finalised after the first AGM of the Condominium Board.

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# Condominium Living

[Neighbours]

# LUNA

## **Condominium Living**

### **Property Designation**

#### **Common Property**

Common Property is defined as that area of LUNA that all homeowners have access to. It is generally defined as those areas that all owners/residents use (i.e., hallways, parking area, etc.) or every part of the property that isn't otherwise designated as a Residential Unit, as shown on the Condo plans. Every owner owns a pro-rate share of the common property and is responsible for the necessary maintenance.

#### **Limited Common Property**

Limited Common Property (LCP) is the common property that is designated on the Condo plans as being for the exclusive use of one or more owner/residents. At LUNA, the balcony or patio for a Condo lot is designated as LCP. These areas are sketched and dimensioned on the Condo plan filed in the Land Titles Office. Although LCP is designated for the exclusive use of the homeowner, it is subject to the right of ingress and egress for members, employees and agents of the Condo Corporation in cases of emergency or where it provides access to other common areas.

#### **Residential Unit**

Your Unit is that area shown as such on the condominium plan filed in the Land Title Office. The boundary of this area with another unit or with common property is the centre line of the floor, wall or ceiling as the case may be. Each person is individually responsible for everything inside these boundaries. Exterior doors and windows, however, may be the exception and remain the responsibility of the Condo Corporation.

#### **Organisation**

The Condominium Corporation is the body made up of all the owners at LUNA. The Condominium Corporation has elected a small "Executive" from its members referred to as the Condominium Board. The Condominium Board carries out the mandate of the Condominium Corporation and is charged with the responsibility of organizing and operating LUNA with the assistance of professional property managers. They will usually enforce the by-laws, award maintenance contracts, and assure payment of corporation bills. Qualex-Landmark Investments Inc. as the developer has appointed Rancho Realty (1975) Ltd. as the Property Manager.

### **Condominium/Maintenance Fees**

As you are aware, part of living in a condominium corporation requires the payment of maintenance fees. These fees are based on unit entitlement.

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Maintenance fees are payable on the first day of each and every month, in advance, to the Condominium Corporation so that they in turn can pay all the bills relating to the operation of LUNA. The fees are usually paid by direct debit or post-dated cheque and are made payable to the Condo plan, care of your property management company. When submitting any payment, ensure that the Condo Plan Number and the unit number are clearly identified on the back of your cheque so that it's credited to the correct account. You will be receiving an information package from Rancho Realty (1975) Ltd. that provides specific details and instructions for this process.

## **By-laws**

The by-laws and rules and regulations of a Condominium Corporation determine the rules of conduct by which each owner/resident in LUNA must abide. Once you take over control of the Condominium Corporation, they may enact new by-laws or vary the existing by-laws, provided that they meet the requirements of the Condominium Property Act of Alberta.

If there are by-law violations, fines can be levied against the individual condominium units by the Condominium Board. Please refer to the Condominium Documents for the applicable by-laws for LUNA.

## **Sound Transfer**

We've constructed your building and, ultimately, your home, to meet or exceed the code requirements for Sound Transmission. As we strive to eliminate more and more White Noise, we lose the masking effect that it has on Impact Noise. Impact Noise cannot be eliminated. There are some things that residents of LUNA can do as good neighbours to help reduce the frequency and level of Impact Noise being created. When closing doors or windows, refrain from closing them hard or with a bang. If you assist them in closing, you can control the severity with which the doors will impact their frames and thereby effectively reduce the vibration that will be transmitted throughout the building.

Wearing soft-soled slippers or shoes will cushion the impact of footfall.

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# Security

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## **Building Security**

### **Access Control System**

The access system secures the common area doors for the building, including the lobbies, elevator, parkade door and the overhead gate. If a resident loses a Fob, or one is stolen, it can be deleted from the system and simply replaced with another one. These devices are then useless to anyone who finds and tries to use them.

### **Overhead Gates**

While approaching these gates, simply press the transmitter button and the gate will open, allowing passage into the parkade areas. The residential overhead gate will require the use of your transmitter 24 hours a day.

### **Lobby And Parkade Doors**

You can gain access through the lobby and parkade doors with your key Fobs. By simply bringing the touch key (keyfob) within 2" of the card reader, access will be granted through the door for a timed period.

### **Elevator Cabs**

You must use your keyfob to allow you access to your specific floor. Please note that your keyfob will only work for your floor, amenity level and parking level. If you live on the 23rd floor, you can't access the 24th floor and so on. The lobby is always accessible from the elevator; therefore your visitors don't need to be walked out of the building when they leave. Never force open an elevator door. For moving purposes, please contact the Property Manager to book the elevator.

### **Video Entry Surveillance System**

The installation of CCTV cameras located at the front and rear lobby panels enables you to see who's calling and view both lobbies. The images are transmitted through the Cablevision Distribution System into each TV. Please note, that as of the time of print, only services through Shaw will allow for the images to be shown on your TV.

### **Telephone Entry System**

The door entry system operates with your existing telephone. Your guest simply dials your code number or selects your name by scrolling through the electronic directory on the lobby panel and your telephone will ring. When you answer, you'll be in communication with your guest.

To unlock the main door, dial the digit "9" or "6" from your telephone. To refuse entry, simply hang up the phone.

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# Mechanical Equipment

[How does this work?]

## **Electrical**

Your home has its own electrical service panel with separate circuits that service different appliance plugs and lights.

Breakers control the circuits. They serve the same function as fuses did in older homes, but they're much safer and easier to work with. The breakers protect against fires that could develop if the wiring becomes overheated by an overload on the electrical system. Each breaker will operate an appliance, lights, plugs, or a specific outlet.

Always remember to turn off the appropriate breaker when attempting any wiring hook-ups.

### **Resetting Breakers**

When resetting a circuit breaker, it's important to wait before turning it back on. The recommended interval between the breaker being turned off and on is 30 seconds. Too short a time frame may result in the breaker not being reset properly. The wait period will allow the breaker to cool down if it was tripped because of an overload. Before resetting, check the circuit breaker for an overload or for an appliance that could be creating a short circuit. To reset the breaker, make sure it's been turned all the way off before turning it to the "on" position again.

### **Finding Your Circuit Pattern**

If your panel labelling is incomplete, it's possible to determine what each breaker does control.

At the panel, turn one breaker to the "off" position. Check to see exactly which light(s), plug(s) or appliance is disconnected. Note this on the panel label beside the corresponding breaker number. Repeat this operation until all the breakers are labelled.

### **Short Circuits**

If a breaker disconnects, follow these steps:

- Unplug the appliance you suspect caused the problem
- Reset the breaker
- Check other appliances for frayed or broken wiring if the breaker disconnects again
- Disconnect the appliance in question and try it in another circuit
- If the breaker trips on the new circuit, then this appliance is most likely the cause of the problem
- Reset the breakers

If the problem persists, have a qualified electrician inspect the electrical system

Don't use a faulty circuit until a qualified electrician has inspected it, determined the problem, and corrected it.

### **Switch-Activated Outlets**



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There are, of course, switches that control ceiling and wall lighting. We've also included some switches that will control half of an electrical wall outlet. This will enable you to plug in a lamp (i.e., turn a lamp on and switch it off and on using the wall switch).

## **Kitchen Counter Plugs**

The plugs have been split into two halves. The top plug is on one circuit and the bottom plug is on another. This allows you to plug in two high-draw appliances like a toaster and a kettle into what appears to be the same outlet but is actually two different circuits.

## **Ground Fault Circuit Interrupter (Gfci)**

These plugs are installed in areas of the home where water and electricity could be mixed (i.e., a bathroom). The GFCI will protect you against hazardous electrical shock. You may still feel a shock, but the GFCI should cut off the power quickly enough so that a person in normal health should not receive serious injury. Infants and small children may still be affected.

## **Testing**

The GFCI should be checked monthly. Follow these simple steps for testing:

- Plug in an appliance like a hair dryer and turn it on.
- Push the Test button.
- This will cause the Reset button to pop out and turn the power off.
- If the power remains on or the Reset button does not pop out, turn off the breaker and have the plug checked by a qualified electrician. Do not attempt to operate an appliance in this outlet in this condition.
- If the power is off and the Reset button has popped out, push in the Reset button and power will be restored.

If the GFCI fails to reset, do not use the plug and call a qualified electrician.

If the GFCI trips, follow the last two steps.

## **Smoke Detectors**

Smoke detectors are provided in accordance with the Building Codes. They are electrically operated, not battery operated. In the event of a false alarm, shut off the circuit breaker in your electrical panel. Clear the room of any smoke by opening windows. The circuit breaker must be turned back on as the alarm is tied in with some of the house lighting and plugs. This will ensure that the power isn't off for a long period of time. To help ensure that dust particles don't inhibit the performance and function of the alarm, vacuum the contacts by periodically holding the vacuum nozzle to the grille of the smoke detector.

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## **Appliances**

Please read the manuals that were provided with each appliance. Familiarize yourself with the operation of the appliance and follow the instructions for its care. For easy reference, copies of your manuals and warranty contact information have been stored on your USB keychain.

## **Plumbing**

If you ever notice dampness or a growing discoloration on any walls or ceiling, please notify your Resident Manager or Property Manager if it is after hours. You can find this phone numbers in section Three.

## **Shut-Off Valves**

Each suite has a hot and cold valve used to isolate the water line from the building water supply. Beneath the sink in the kitchen, there's a shut-off for the hot and cold water supply. Additionally, there are shut-offs located in the laundry area and behind each toilet in an emergency situation (i.e., a water leak). To minimize damage, turn the valve off to the affected line. If the flow of water can't be stopped, the water will have to be turned off by the building maintenance staff at the main water supply riser.

Main plumbing shut-off valve located at the manifold is usually found in the entry closet.

## **Outside Taps**

Some homes may have exterior hose bibs installed. During the winter months, the line should be properly isolated or drained.

## **Frost-Free Hose Bib**

Simply turn the valve off and remove the garden hose. Store the hose inside. When the valve is turned off, it actually shuts the water off inside your home. The valve stem is approximately 10" to 12" long.

If there's an exterior tap on your patio, familiarize yourself with the type of hose bib installed and remember to winterize it before freezing weather sets in.

# LUNA

## **Interior Environment Controls**

There are three components to consider when creating a comfortable and healthy indoor environment: Temperature, Ventilation and Humidity. Achieving the proper balance between these three variables is a matter of building design, construction materials and personal environment.

During the building process, a variety of materials and techniques are used to create a building that is well protected from the outside environment. Weather sealing and insulation are used extensively to make your home dry and energy efficient. However beneficial a tightly sealed building may be, we have all come to learn that it does also have its drawbacks. Poor ventilation and internal humidity buildup can be both unpleasant and unhealthy as well damaging to the building. To counteract these potential problems, your home has been equipped with features for you to use in creating your ideal interior climate.

## **Heat Pump/Fan Coil Maintenance - Important**

Studies suggest that 9 out of 10 HVAC system failures are caused by dirt and dust- basically a lack of filter replacement

It's easy to forget or neglect your heating and air conditioning system. Usually, the indoor and outdoor components are out of normal every day sight, when we adjust the thermostat – the system responds and many homeowners understandably take for granted that it simply works like any other appliance and needs no up keep.

However, your heating and air conditioning system does need annual preventive maintenance by a certified HVAC company to keep the system operating at peak efficiency to reduce energy usage and save you money. In addition, safety controls and fuel supply, poisonous combustion discharge functions and electrical connections need to be thoroughly checked and inspected to ensure safe operation. It is recommended that you change your filter 3-4 times per year. Failing to do so could void your warranty. Speak with your Condo Corp as they may decide to start a building maintenance program.

## **Bathroom Exhaust Fans - Very Important**

Bathroom and kitchen fans are an important part of your home's ventilation system. They remove odors from your home, which improves indoor air quality. But more importantly, they remove moisture, which can increase the level of humidity in your house. High humidity can damage building materials. High humidity can also cause mold growth — and mold may affect your family's health. It is not uncommon for new homeowners to not realize the importance of these fans and the switches that control them. The most notable sign of neglect is condensation on the interior windows and sills, which is not warrantable. YOUR BATHROOM FAN SHOULD RUN FOR AT LEAST 10 MINUTES EACH TIME AFTER YOUR SHOWER OR BATH.

# LUNA

## **Cleaning Your Fan(s)**

Fans create static electricity, which attracts dirt like a magnet to the fan and housing. The dirt can encourage mold growth and restrict air movement. Clean fans, housings, back draft dampers and exterior flaps seasonally. A typical bathroom fan can be cleaned by pulling down the grill and by unplugging and removing the fan module.

- Follow these steps to ensure low humidity:
- Close the washroom door when showering or bathing and always turn the washroom fan on. When finished, close the door and leave the fan on for an additional 10 minutes.
- When cooking, always turn on the kitchen exhaust fan.
- Do not hang up laundry to dry in your suite.
- Make sure the dryer connection is secure so moisture cannot escape into the suite.
- Leave the washroom exhaust fan on for several hours a day to help lower the humidity.
- Open the curtains during the day to allow better air circulation.

L U N A

# Care & Maintenance of Finishes & Hardware

[Keeping it Beautiful]

# LUNA

## **Care And Maintenance**

Generally speaking, we don't recommend using abrasive cleansers or solvents to clean any surface in your home.

### **Countertops**

All hard surface materials are susceptible to staining and care should be given when placing products on your countertops. We strongly recommend that you quickly wipe spills of acidic liquids such as wine, lemon juice, vinegar and chemicals products. Flush immediately with water.

Please note that countertops are not to be used as a cutting board or ashtray. Never cut anything directly on the countertop because the knife will dent or nick the surface.

Your countertops should be protected from hot irons as well as hot pots, pans or baking dishes. It is the homeowner's responsibility to keep heavy objects off countertops to prevent damage. Also, do not stand, kneel or sit on countertops. We also highly recommend that you apply a Teflon based grout sealer, commonly available at building supply stores, to your stone counters.

Please note that the builder is not responsible for staining of Quartz, Porcelain, Ceramic, Veneer or Laminate surfaces.

### **Cabinets**

Your Kitchen and Bathroom cabinets are made a wood veneer. Wash with warm water with a light soap.

### **Ceramic Wall and Porcelain Tiles**

Both should be wiped down after each shower. While the grout used in your bathrooms has built-in sealer, we highly recommend that you apply a Teflon based grout sealer, commonly available at building supply stores. This product will have to be applied twice a year. Some separation in the grout lines may occur. Cracks can be filled using a pre-mixed grout purchased from a tile or hardware shop.

# LUNA

## **Bathtub**

To prolong the life of bathtubs, follow these precautions:

- Do not use bathtubs to hold paint cans, trash, or tools. When you are painting walls and ceilings or otherwise redecorating, cover bathroom fixtures.
- Do not step in a tub with shoes on for any reason.
- Do not use bathtubs as receptacles for photographic or developing solutions. Chemical stains are extremely difficult to remove.

Although durable, your bathtub is not indestructible. Once damage has occurred, it cannot be completely undone.

## **Bath Tub Cleaning:**

Use a soft cloth to wipe the product dry after each use. Your bathtub can be dulled or stained within a short time through excessive use of strong abrasive cleaners. Many household cleaners are abrasive and should be avoided. Baking soda is non-abrasive.

## **Laminate, Harwood and Engineered Floors Preventative Maintenance:**

- Use mats at all exterior doors, both inside and outside. This will trap the dirt, grit, and sand that act as abrasives on the floor. For interior mats, ensure that the backing on the mats is rubberized and of a mesh-type that “breathes”. Do not use any kind of underlay like that found under wall-to-wall carpet.
- In the kitchen, use a cloth throw mat (preferably cotton) below the sink to absorb spills.
- Affix felt pads to the bottom of any furniture legs in contact with the floor and be sure to check the pads regularly for embedded grit.
- If castors are used on a piece of furniture, use barrel type castors or grey non-marking rubber castors – avoid plastic castors as they will mark the floor.
- Check high-heeled shoes for wearing on the protective cap. The steel support rod in the heel will dent even concrete. It is preferable if street shoes are not worn on the floors, as dirt, grit, and sand can be lodged in the treads and therefore transfers to the floors, scratching and marking them.

# LUNA

## **To clean your laminate, engineered or hardwood floors:**

- Vacuum the floor regularly. One of the most common causes of scratches in the finish is the presence of surface dirt and grit. Use the soft-brush attachment, and avoid the “beater-brush” type of vacuums, such as uprights, as the motion could mark the finish. A dust mop is also a good way to remove dust and dirt from the floors.
- Immediately wipe up any spills – a slightly damp cloth may be used, followed by a dry cloth.
- Use a proper laminate, hardwood or engineered hardwood floor cleaner on a regular basis – NEVER use cheaper supermarket alternatives such as Murphy’s Oil Soap, as this type of cleaner will leave an oily film on the floor that actually attracts dirt and could prevent the application of subsequent coats of finish to the floor. The traditional household remedy of water and vinegar is not recommended as it has been found to prematurely dull the finish.
- Purchase laminate floor cleaner in a spray bottle. The floor should be lightly sprayed, a small area at a time, then immediately wiped with a clean dry cloth. The process is very similar to cleaning your windows with Windex: mist with cleaner and wipe dry. Do not pour cleaner into a bucket and mop the floor as this is totally unnecessary and will expose the wood to an excessive amount of water. Even with the strongest finish, wood is still porous and breathes through the finish.
- Do not wax your floors if they were finished with acrylic or polyurethane finishes as this will prevent bonding of future coats of finish during the renovation process and a complete re-sanding will be required.

## **Some additional points:**

Maintain stable levels of humidity and ventilation to prevent excessive wood shrinkage during seasonal changes. It is perfectly normal to experience minor gaps between flooring strips during the warmer seasons in most areas of North America. These gaps should contract and disappear during the summer months when humidity levels rise. Gaps that do not close can be cosmetically masked with coloured wood filler to suit your floor, and can be applied as needed. Clients interested in minimizing seasonal gaps and avoiding splitting of veneer in low humidity areas should use humidifiers and maintain humidity between 55% and 65%.



# LUNA

## **Hardware**

In all cases, regular cleaning with a damp cloth is recommended. Don't use abrasive cleansers or other household cleaners.

## **Taps**

Clean with clear water and dry with a soft cloth. Don't use chemical cleaners or abrasive pads. These products may cause de-plating of the finishes.

## **Faucet Repairs**

Noisy or leaking faucets are frequently caused by loose or damaged washers. Turning the fixture off with too much force can damage washers. Faucet handles should be turned no further than the point at which they stop the flow of water.

Faucets can generally be easily repaired by either replacing the damaged washer or the faucet cartridge itself. Basic home repair books describe how to repair typical faucets; however, due to the variation in the methods of manufacture, specific instructions may be required. Prior to beginning the repair, the water supply must be shut off at the main shut off valve.

## **Stainless Steel Sinks**

Stainless steel sinks can be cleaned with a mild abrasive such as Vim. Avoid scouring pads as they'll leave small bits of metal in the sink and will cause rust spots to show. The sink itself does not rust.

## **Weather Stripping**

Weather stripping on exterior doors and windows will not provide an airtight seal. At the intersection of doors where there is a side weather stripping and a bottom door sweep, there will be a small gap. This cannot be avoided.

## **Caulking And Sealants**

Caulking is used to seal seams and prevent water from entering behind the enclosure. If a separation occurs around a bathtub between the tub and the wall tiles or between the wall and the enclosure itself, it should be filled immediately with a tub sealer or caulking compound available at any home supply centre. Leaving the gap unsealed may cause serious water damage to adjacent materials.

A clear liquid silicone sealer should be applied to the grout joints of tub or shower enclosures that are finished with ceramic tile. This should be done every six months. This sealer is used to prevent the porous grout from allowing water to seep through to the substrate material behind the tile. This sealing cannot be done until the grout has cured for approximately six to eight weeks. Please note, this is a liquid product and should not be confused with silicon based caulking product. Follow the manufacturer's recommendations for application.

# LUNA

It is the responsibility of the suite owner to remind the Condominium Corporation to inspect and maintenance of the outside caulking.

## **Appliances**

All appliances included with your home have been checked to ensure that they are in working order. However, we strongly suggest that when you run the dishwasher or washing machine for the first time, you be present in the suite for the full cycle. This is to ensure that any possible leaks are noticed immediately. Operational manuals are provided for your appliances. Read all instruction literature carefully and register accordingly as necessary to record warranties.

Follow the appliance operating procedures recommended by the manufacturer. If difficulties arise, please contact local service agents.

If you have misplaced your appliance manual, a copy has been saved on your USB keychain, and all manuals are also available in the homeowner section of [www.qualex.ca](http://www.qualex.ca)

## **Dishwasher**

Load your dishwasher properly, following manual suggestions. Use dishwasher detergent in recommended amounts. Do not put any other cleaning compound inside dishwasher, as suds may interfere with dishwashing action. Periodically check object traps and wash arms for blockages. To clean the exterior of the dishwasher, sprinkle some baking soda on a damp sponge or nylon scrubber and rub off any caked-on grime.

## **Refrigerator**

Keep your refrigerator and freezer clean to prevent odor build-up. Wipe up any spills immediately and clean both sections at least twice a year. Never use metallic scouring pads, brushes, abrasive cleaners or strong alkaline solutions on any surface. Always unplug the electrical power cord from the wall outlet before cleaning. Do not wash any removable parts in a dishwasher.

## **Oven/Stove**

Abrasive cleaners are hard on the exterior stainless steel finish of the stove and should be avoided. Do not use aluminum foil to line any part of the cook top. Use warm water and soap to clean the outside of the range. Before using Self Clean, be sure to remove the racks. Please refer to the manual for full instructions. In the event of abnormal noise or abnormal overheating of your appliance, immediately stop using the appliance and consult the appliance manual.

## **Hood Fan/Range Hood**

For best results, start the range hood several minutes before cooking to develop proper airflow. Allow the unit to run for several minutes after cooking to clear all the smoke and odours from the kitchen.

# LUNA

**Cleaning:** The metal grease filter should be cleaned frequently in hot detergent solution or placed in the dishwasher. Clean exterior surfaces with hot soapy water. Using abrasive and scouring agents can scratch the surface

## **In-Sink Disposal**

Run cold water through it before, during and after emulsification. The water before and after helps flush the lines. Avoid greases as they may build up in the trap in your drain and cause blockage. Fibrous foods such as celery, and artichokes will jam under the pivots and cause them to stick. To help clean the appliance, place 2-4 ice cubes in the disposal, every 1-2 months, and turn it on. If the disposal fails to come on, check to make sure that the thermal protector has not tripped. There is a small reset button located on the side or bottom of the unit – push it in.

## **Washer/Dryer**

Clean the washer/dryer exterior with mild soap and water. Never use harsh, gritty or abrasive cleansers. Remove glue residue from tape or labels with a mixture of warm water and mild detergent. Or, touch residue with the sticky side of the tape or label. Clean the dryer lint screen after every load. Lint build-up in the screen restricts airflow, which causes longer drying times.

The exterior louvers or grilles for the unit dryers must be cleaning annually. In addition, the Condo Corporation must advise all homeowners on the importance of cleaning the dryer lint traps after every use. Failure to do so may create a fire hazard. It is the responsibility of the condominium owner to clean the dryer vent on a regular basis.

## **Exterior Finishes**

The exterior of your home is the responsibility of the Condo Council and your Property Manager to clean and maintain. However, there are some things that you can do to help maintain the exterior of your building.

- Ensure that BBQs and patio heaters are kept far away from the building exterior.
- Do not make any penetrations through the EIFS or exterior cladding.
- Promptly report any leaks, cracks, areas of discoloration, mold or mildew to the Property Manager.
- Periodic cleaning of the exterior surface is necessary to maintain its appearance and prevent permanent staining.

## **Deck Drains and Scuppers**

Scuppers... stick out from the building and direct water off of a roof or deck to a downspout... now you know! It's the responsibility of each owner to ensure that deck drains or scuppers are kept clear of debris. A blockage can cause serious problems with water ingress into the building interior. Such an event is not covered under the Building Envelope Warranty.

Homeowners with patios or terraces that have paving stone surfaces and floor drains are asked to take special care in ensuring that the drains are debris free.

## **Algae Build-Up**

In an effort to maintain your balcony's appearance and longevity, we suggest that you clean off any algae, which may appear over time. Use a light bleach solution to remove algae from the railings of your balcony. Ensure that you wear rubber gloves when cleaning your balcony.

For all Exterior Finish warranty and settlement information, consult your ALBERTA NEW HOME WARRANTY documents for complete details on warranty inclusions and exclusions.

These documents have been conveniently saved on your USB Keychain, and are available for download and updates at [www.qualex.ca](http://www.qualex.ca) (Homeowner Section)

L U N A

# **Colour Schemes, Consultants and Appliances**

[What's what and who's who]

# LUNA

## Colour Schemes and Supplier Details

\*Please refer to your USB Keychain for a complete detailed list of your interior specifications\*

### CONSULTANTS

(For reference purposes only. For service, please use Service Request)

Developer	Qualex Landmark Investments Inc.
Design Architect	Rafii Architects Inc.
Project Architect	BKDI Architects
Landscape Architect	Durante Kreuk Ltd.
Interior Design	Insight Design Group
Contractor	ITC Construction Alta I Inc.
Project Financing	Canadian Western Bank
Geotechnical Engineer	Curtis Engineering Associates Ltd.
Structural Engineer	Read Jones Christoffersen Ltd.
Mechanical Engineer	Olsen Engineering Limited
Electrical Engineer	Nemetz (S/A) & Associates Ltd.
Code Consultant	LMDG Building Code Consultants Ltd.
Envelope Consultant	Williams Engineering Canada Inc.

L U N A

# Warranty and Service Information

[Who do I call to fix this?]

## **Warranty Coverage**

Alberta New Home Warranty Program takes great pride in delivering home warranty coverage. The comprehensive Home Warranty Certificate provides new homeowners with security and peace of mind in one of the most significant purchases most people make in their lifetimes.

### **First Year**

When you take possession of your new home, warranty protection starts. For the first year after you take possession, defects in workmanship, materials or structural failure which become apparent are warranted by your builder and the Program. For a better understanding of what is included in your warranty coverage please consult your Warranty Certificate Terms and Conditions.

To gauge what would be considered a defect please consult the Program's Workmanship and Materials Guide. This will provide you with a guideline of industry acceptable standards for Workmanship and Material. This guide is used by the Program's inspectors to complete investigations and prepare Conciliation reports.

### **Five Years**

One year after you take possession, the Structural Integrity warranty covers repairs relating to major structural defects for the next four years

Your Warranty Certificate outlines the rights and responsibilities among the purchaser, the Builder Member and the Program as well as the procedures for resolving any disputes through mediation, conciliation or arbitration. To view the Warranty Certificate, select one of the links below.

Consult your ANHWP documents for complete details on warranty inclusions and exclusions. These documents have been conveniently saved on your USB Keychain and are available for download in the Homeowner Section at [www.qualex.ca](http://www.qualex.ca)



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## Requesting Service

Your role during the first year is very important. There are six things you should keep in mind to make certain your warranty serves you well.

- Read all operations manuals that were supplied with your home. It is recommended that you fill out any warranty cards that were provided with the appliances and submit them to the corresponding manufacturers. It is easier and more efficient to fill these out online via the manufacturer's website.
- It is recommended that you do not cover your walls, particularly with vinyl coverings, until the end of the first year. This will enable you to identify problems such as shrinkage cracks in the drywall and allow us to make the necessary repairs. Of course, you should feel free to paint and otherwise decorate your home as you wish.
- Use and maintain all equipment properly as recommended in the manuals.
- Keep informed of the work of your Condo Council, especially in regard to the warranty on common areas. Remember that the common area warranty starts with the first possession of the first home. Thus, the year-end for the common area warranty is much earlier than the year-end for most of the residential homes. Your deck(s), balcony, exterior face of your entry door and hallway leading to your entry door are common property and do not form part of your residential unit.
- If you wish an item to be covered by your warranty and corrected by Qualex-Landmark, please do not attempt the repairs yourself or contract anyone else to do the work, as it can not be reimbursed under the warranty. Please note this does not apply to very minor paint or drywall flaws that are not covered by your warranty. You can correct these at any time.
- You must comply with all the obligations required of you under the ANHWP, in addition, it's important to be familiar with the standards of ANHWP prior to filing a service request.

For your own peace of mind and convenience, it's important to report problems at the appropriate time. Some items should be considered emergencies and dealt with immediately. Others may need prompt attention but can wait until normal working hours. Last are those items to be noted for the One Year Inspection. Below are examples of each type of problem and the appropriate response.

## Six classifications of service

	Service Type		Who/When To Contact
1	Common Area Emergency	Gas leak, water leak, security concern	Property Manager - Rancho
2	In-Suite Emergency	Gas leak, water leak, no heat	Property Manager - Rancho
3	Appliances	Appliance warranties	Trail Appliance, refer to Appliance Package
4	In suite drywall settlement cracks	Cracks or settlement areas located on drywall surface or wood trim	One month prior to the end of your first year warranty, send a service request via <a href="http://qualex.ca/service/">qualex.ca/service/</a>
5	In suite workmanship or material deficiencies	general	Within the first year of warranty, send a service request via <a href="http://qualex.ca/service/">qualex.ca/service/</a>
6	Common Area Deficiencies	General building or unit balcony/patio, entry door, common hallway to entry	Property Manager - Rancho

### 1: Common Area Emergency

A building emergency is a problem that will affect the well being of your fellow neighbours and requires immediate skilled attention to the building. Examples might include:

- Any smell of GAS in the corridors or parking garage
- Water leaking from a source that cannot be identified and contained
- Any ELECTRICAL problem that affects a major building system or presents a hazard
- NO HEAT during the winter months
- FALSE ALARMS

# LUNA

- Problems with ENTRANCE SYSTEMS  
(e.g. front or garage doors that are not functioning).

## **2: In Suite Emergency**

An in suite emergency is a problem that will affect your well being and requires immediate skilled attention. Examples might include:

- Any smell of gas
- Water leaking from a source that cannot be identified or contained
- No power to the suite

## **3: Appliance Issues**

The owner's manual, and warranty information for each of the appliances can be found in your Homeowner Manual, on your USB Keychain, or online at [qualexhomes.com](http://qualexhomes.com) (Homeowner Section). Please consult these manuals before servicing of your appliances. Qualex Landmark Communities Inc. is unable to respond to Service Requests for appliance related issues.

## **4: In-Suite Settlement Cracks**

Over the course of the first year of any new building, a certain amount of change and movement is expected. There may be some shrinkage due to building shrinkage or components adjusting and responding to their new environment. A typical example of this is a hairline crack in the drywall. As well, there may be other items that you may notice, but don't constitute a hazard or in any way interfere with the enjoyment of your home. Such items are typically repaired at the end of the first year warranty period. In the case of the hairline crack, it would be patched and sanded and left "paint ready"

During your first year, take note and make a list of settlement cracks that are covered under the warranty, and any other settlement deficiencies which do not impact your day to day living. These should be issued as one single list, just prior to the end of your first year warranty. Visit [www.qualex.ca/service/](http://www.qualex.ca/service/) and submit a Service Request of these items one month prior to the end of your 1st year warranty. For example, if you took possession of your home in July 2011, submit this list by June 1st, 2012.

## **5: In-Suite Deficiencies/Service request (first year only)**

Although we carefully reviewed your home with you during the PDI, we may have not noticed everything that would be considered a deficiency. There are a few service requests that we will not be accepted after possession/move-in:

Knicks, scrapes, gouges and surface imperfections concerning cabinetry, countertops and flooring

### **Drywall and Paint deficiencies**

# L U N A

If you notice an in-suite deficiency within the first year after possession that was not noted on your PDI, please first refer to the Alberta New Home Warranty Workmanship Guide provided to you in order to verify if the deficiency is a legitimate one.

If the deficiency is valid, please then visit [www.qualex.ca/service/](http://www.qualex.ca/service/) to submit a Service Request. A Customer Care representative will review and respond to your request within 1-3 Business Days. Please note, that the exterior face of your entry door, and hallway(s) leading to your home are considered Common Property. Any deficiencies should be forwarded to your property manager, and will not be an accepted Service Request

## **6: Common Area Deficiencies**

If you notice a warrantable or defective common area issue, please make note. This includes your exterior door face, balcony, patio and exterior facing window glass which is considered common area or limited common area. Do not file a service request with Qualex-Landmark for common area deficiencies, instead, pass them on to your Property Manager.