

## OCCUPANCY & MAINTENANCE INFORMATION

- **Contact serviceQ:** Remember to use your Conasys Homeowners Portal for any warranty requests. In the event of a Plumbing or Heating emergency please call the numbers on the front of your electrical panel.
- **Canada Post:** You **may** need your Certificate of Possession or Warranty Insurance Document when applying with Canada Post for your mailbox assignment and keys.
- **Concrete:** Do not park or drive on newly poured concrete during cure time (28 days). Foot traffic is acceptable after 24 hours. We recommend putting a sealant on your concrete once the curing process is complete. The sealant will help minimize spalling (if the concrete is well maintained), but it cannot entirely prevent it. Cracking can be caused by the curing process, ground movement and temperature fluctuations. **Spalling** is typically caused by road salts brought in on your tires and using an ice chipper on your concrete. Please refer to ARMCA's recommendations to maintain your concrete.
- **Exterior Furnace Vent Pipes:** Remember to check exterior vents and fresh air intakes regularly to ensure there is no ice/snow buildup (winter) or leaves/debris (summer). This will keep your furnace and hot water tank functioning properly.
- **Granite:** Granite needs to be sealed a least once a year. If water seeps into the granite, it is time to seal. Sealant can be purchased at any home hardware store. Be careful if you use a deep fryer, as oil can change the color of the granite if it is not cleaned with a warm soapy cloth regularly.
- **Grout:** To keep the color true on the grout in between the tiles, a grout sealer can be applied. The sealant can be purchased at any home hardware store.
- **Hardwood:** Wipe up any water spills immediately. Do not soak or steam floors: mop with a barely damp mop using only warm/hot water. Recommended cleaners: Armstrong, Woodpecker brands.
- **Hose Bibs:** Be sure to disconnect any hoses before the first freeze.
- **Humidity:** The Relative Humidity (RH) is shown on your HRV control panel. The Humidifier is to keep your wood and cabinets in good shape. Your humidifier is running anytime your furnace is blowing out heat.

The ideal humidity during the colder months is as follows (add 5% in all situations if you have hardwood floors):

- Plus zero degrees Celsius: 35%
- Below zero degrees Celsius 25%

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- During very cold winter days (-20° and colder) the humidity should be dropped to 15-20%. This will help to avoid condensation on your windows.

The lower humidity will affect the hardwood and cabinets if maintained for a long period of time, however, over the short term it will have no lasting effect. Humidity levels can take weeks to raise (or drop) to the new setting, so the sooner you can make the required adjustments, the better it will be.

- **Maintenance checks:**

- Check your **Furnace filters** every second month until you have an idea of the time frame between changes, filters can last up to 6 months.
- Check the **humidifier** filter at the start of the furnace season and about halfway into the winter. Replace the filter when required.
- Drain 1" off the bottom of your **hot water tank** annually and if you have tankless hot water, refer to your manual.
- Check the function of the **sump** in the spring before the melt begins, and before any expected or reported heavy rainfall.
- Ensure the **HRV filters** are cleaned as per the instructions on the front of the core filter, as well as cleaning the core filter annually. The HRV draws fresh air in from the outside, it will normally fill with mosquitoes in the summer.

**NOTE:** Please read all manuals for maintenance instructions & submit any warranty registration cards.

- **Paint:** Allow paint to cure for 28 days (90 days is better). Never scrub walls, use Magic Erasers or harsh cleaners. Use a soft cloth and warm soapy water. Most paints (especially dark colored walls) are VERY susceptible to streaks and show wipe marks easily.
- **Seasonal:** Any questions or concerns regarding landscaping or grading should be addressed [seasonal@yourpacesetter.com](mailto:seasonal@yourpacesetter.com)