

DETACHED HOME MAINTENANCE MANUAL





Welcome
Home

1135 – 13700 Mayfield Place
Richmond
British Columbia
V6V 2E4

Dear Homeowner,

Congratulations on the purchase of your new home from Konic Development Ltd., we are excited about this well-developed community and are glad that you can share in this experience too.

This homeowner's manual is designed to answer any questions you may have and to give you a better understanding of your property. We strive to provide the most accurate information to help you in this transitional period. If you should require any repairs or in case of an emergency, we have enclosed appropriate contact information within this booklet.

Instructions are enclosed to guide you through necessary maintenance procedures which can help to extend the life of many components of your new home and protect your investment. There is also an in-depth breakdown of the warranty information for you to familiarize yourself with.

We wish you many years of enjoyment here in your new home.

Sincerely,

The Konic Development President

Customer Care Officer

Name:

Email:

Phone Number:

A **Konic** Homeowner's Manual

We understand that your new home is perhaps, one of the largest investment you will ever make. This manual is designed to help you care for your new home in the years ahead. We will include in it some general information and helpful tips on maintaining your home.

A New Beginning

- After settling in your new home, take time for a complete inspection. See that everything has been completed as agreed upon. In the case that some items were not completed as expected, these items should promptly be called to the attention of your appointed Customer Care Officer. We request to submit this type of information in writing (via e-mail to your Customer Care Officer or through our online forms at Konic.ca) as verbal statements can be forgotten and rough notes can go astray.
- Please take time to get acquainted with your new home.
- Make sure to understand your warranty contracts.

Our Duty

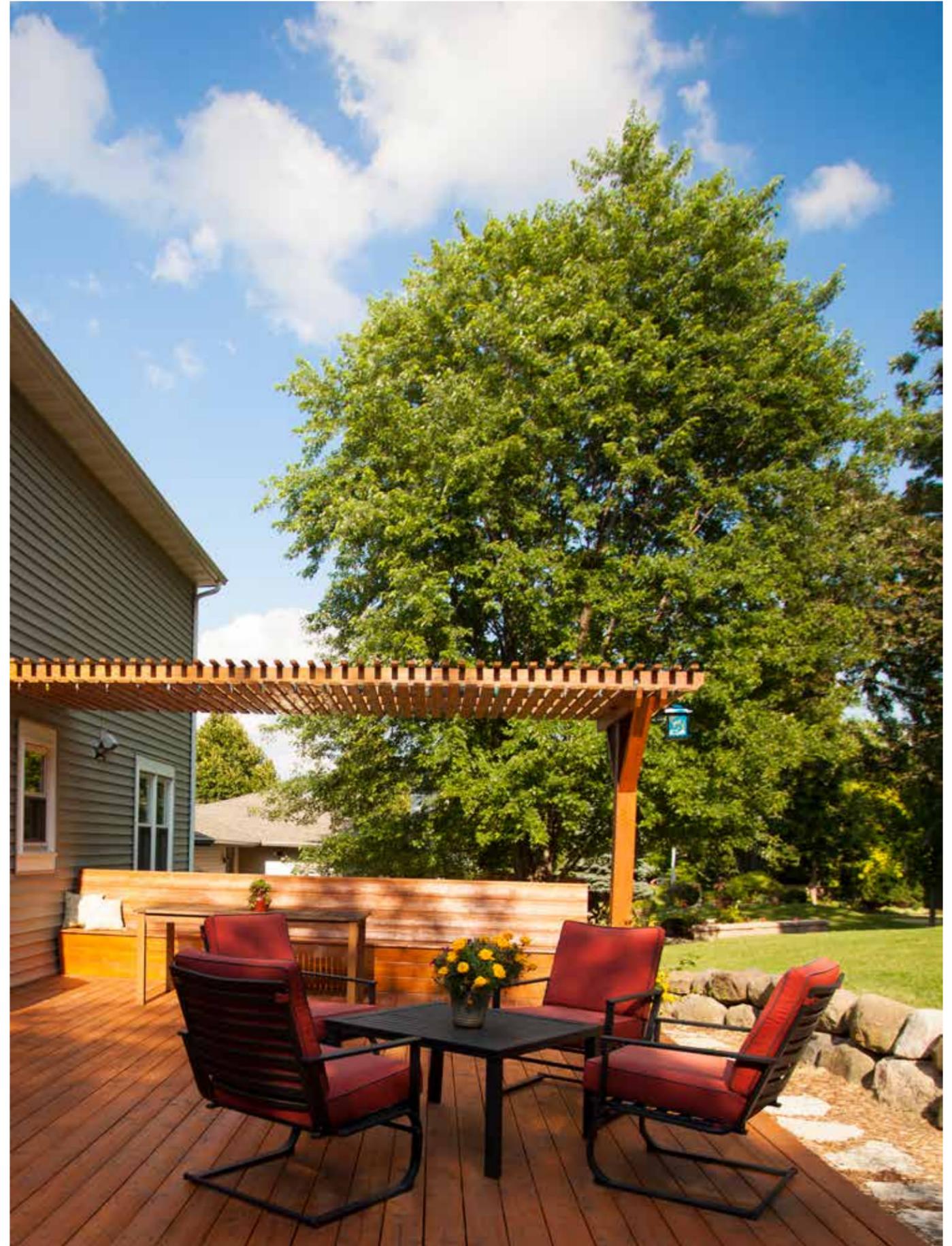
- Konic will provide a full orientation session prior to your occupancy and will explain the warranty and various systems in your new home.
- We will address all responsibilities, concerns and set up a procedure to deal with problems issues, should they arise, within a reasonable time frame.
- We will provide you with a Customer Care Officer along with their contact information.

Important Note*

In case of emergencies; it is important for all occupants of the home to be familiar with all shut-off locations. Our representative will familiarize you with these locations during the orientation session, prior to occupancy of your new home.

Thank you again for choosing Konic as your top developer.
We wish you many years of enjoyment in your new home!

Exterior Care





Taking Your Landscape To Heart

Lawn

Frequent watering of the grass is essential during the first few weeks after an area has been sodded or seeded. Once the grass is established, weekly watering is adequate. This will promote a deep root system that will result in a healthier, more drought resistant lawn. Frequent light watering results in a shallow root system that causes the lawn to dry out and die in drought conditions. For the same reason, grass should not be cut shorter than two inches in height.

Fertilizing twice a year and controlling weeds will promote a healthy lawn. Consult your local home garden centre for suitable products.

During the spring thaw, do not allow snow or ice to accumulate in shaded areas as this will damage the grass. Any accumulations of snow should be distributed evenly over a large area so that it melts evenly.

Some minor settlement will occur over some areas of new lawns or landscaping. These areas should be filled and re-seeded to maintain a level surface.

Flowers, Trees and Shrubs

When installing flowerbeds, be careful not to interfere with the drainage system. Ensure that flowerbeds are graded away from the foundation wall and that a minimum clearance of eight inches is maintained between the ground level and the bottom of the exterior wall cladding. Never allow soil or gravel to meet untreated wood materials or your exterior finish.

Trees and shrubs should be kept clear of the house. Deep rooted plants or trees could interfere with the performance of the perimeter drainage system of the house.

Newly planted trees or shrubs require a shallow depression around their base. The depression should be worked periodically to loosen the soil to allow air and water to penetrate to the root system. Once the plant is established (approximately two years), the depression can be filled in; however, never raise the soil above the level of the base of the trunk as this will kill the tree.

In some arid locations, the installation of lawns, planters, trees or shrubs directly adjacent to your new home is not recommended. The water required to sustain the health of the lawn or plants causes the soil to expand or collapse depending on the composition of the soil. This will adversely affect the load-bearing ability of the soil and may cause structural damage to the residence.

Windows

Current building standards require the use of double glazed sealed units (with the exception of some skylights) mounted in thermally broken frames. The windows installed in your home may open in different fashions: they may slide horizontally or vertically, open outwards or tilt in the fashion of an awning. These types of windows require minimal maintenance. Window hardware should be cleaned and lubricated annually.

During cold weather you may experience condensation on the inside of your windows due to the relatively high humidity level in your new home. This is a ventilation issue and not a fault with the window. Condensation between the layers of glass within the window frame indicated that the sealed unit has failed and needs to be replaced. If failure of the sealed unit occurs after the expiration of the first year of warranty coverage, contact your window supplier as the cost of the repair may partially be covered by the manufacturer.

Insulation

To meet building standards, all new homes are required to be insulated. Fiberglass insulation was used according to the building code specifications. Depending on the home location, design, variations of local temperatures and type of heating system installed, no house can be completely draft free.

Drain Tile and Sump

In accordance with the Building Code, perimeter drain tile system is generally comprised of perforated pipes that are covered with gravel to allow water to seep into them. This drain tile carries the water away from the perimeter of the house to prevent it from accumulating against the foundation wall or the footing. The drain tile then carries the water to the sump or catch basin. The sump allows any sediment in the water to settle to the bottom of the sump. Sumps and catch basins should be cleaned every two years, as a minimum, to remove any excessive sediment.

Doors

In your home, we used a variety of different doors. Exterior swing doors are generally made of solid wood, metal, wood over foam core or fiberglass. Sliding patio doors are usually constructed with metal or vinyl frames and are supplied by the window manufacturer. Interior doors are usually a wood veneer over a hollow core. All doors, especially exterior doors, are exposed to a variety of climatic conditions.

These conditions may affect your doors in many different ways. Doors tend to swell in summer and shrink in winter. With certain types of wood doors, some warping is expected; variations are up to ¼" out of a plane in any direction of the door is considered normal. It is prudent to refrain from trimming a binding exterior door as the problem may rectify itself with change in climatic conditions. Interior doors are generally sized to allow a gap up to 3/4" at the bottom of the door between the door and the floor covering. This gap is provided to allow for circulation of air beneath the door.

Weather Stripping

Weather stripping is installed around the doors and windows to reduce air infiltration. It is the home owner's responsibility to check weather-stripping annually to ensure that the seal is adequate. Some weather-stripping is adjustable and the door should be slightly difficult to latch or lock.

Masonry

Any bricks, cultured stone or the mortar are not entirely waterproof. Periodically, the mortar joints should be checked for shrinkage cracks. If the cracks are excessive, it is advisable to have them repaired to reduce the potential for moisture related problems.

White dust or staining on the masonry surface is referred to as efflorescence. It is the result of salt within the masonry or mortar that migrates to the surface of the brick with time. It can usually be controlled with water and a light scrubbing. More persistent occurrences can be washed off with muriatic acid or baking soda.



Exterior Cladding

All vinyl, metal or composite siding materials generally do not require refinishing. Metal and composite siding can be re-painted, vinyl siding cannot. Due to their smooth surface, they can be kept clean by washing with a garden hose and mild detergent and some light scrubbing. Vinyl and metal siding materials are installed loosely to allow for expansion and contraction. Damaged or very loose siding should be replaced/refastened. Painted wood siding or shingles will generally require re-painting or staining within five years. This will vary depending on the exposure to the elements.

If the exterior of your new home is finished with stucco, hairline cracks may appear due to the drying and shrinking process. It is suggested this condition be left until all shrinkage has taken place and then, if desired, it can be corrected by having a brush coat applied. Please note that the repair of the crack is often unsightly than the original crack. Cracks less than 2mm (1/16") in width do not require repair.

Roof and Gutters

Most Konic home roofs typically are surfaced with asphalt or fiberglass shingles. The typical life expectancy of these roof materials ranges from 10-25 years. The life expectancy of the roof will depend on the product used and the care and maintenance provided. Loose, broken or missing shingles following windstorms should be repaired. Most manufacturers' warranties for shingles do not cover wind damage in conditions exceeding 80kph. Storm related damage is not the builder's responsibility; therefore, maintenance repairs should be made as soon as possible after such occurrences to prevent leakage. It is recommended to check roof surfaces annually and clean from debris after every heavy windstorm.

All forms of roofing are intended to shed water and prevent its entry into the residence. At the perimeter of the roof, gutters and downspouts are installed to control the runoff rain water. As with the roof, the gutters should be checked for obstructions at least twice a year and after every heavy windstorm or after prolonged periods of freezing and thawing. When cleaning out the gutters, do not allow the leaves and debris to clog the downspouts of your new home.



Ice Dams

Snow melting on the roof and freezing as it runs off at the un-insulated overhang or eave of the roof can cause ice damming. Ice dams can cause water to back up under the shingles which will result in a leak inside. This is a natural occurrence and generally is not due to a builder defect. When an ice dam occurs, the snow and ice should be removed from the roof at the eaves and valleys.

Attic

If your home was designed with an attic space, calculations were made to provide sufficient ventilation for air exchange. In winter time, in certain conditions, snow may be blown into the attic. We would also advise to check your attic after unusually heavy snowstorms. Should snow be present, it must be removed before melting occurs. Due to the nature of the damage caused by snow and other extreme weather is likely to be an insurance claim rather than a warranty claim.

Garage

Due to the nature of concrete, it is not possible to prevent garage floors from cracking. Once the garage floor has cured you may wish to treat it with a concrete sealer, made specifically for this purpose.

Interior Care





Bring Affection to Finishing

Drywall

Due to the “drying out” process, gypsum wallboard (dry wall) may develop some nail pops and cracks over the doors, windows and archways. Konic will repair these items once during the first year, with repainting being the homeowner’s responsibility.

Paint

The majority of the surfaces in your home are finished with water based paints (latex) and oil based stains. Maintenance of these surfaces can easily be carried out by gently washing them with a mild soap or detergent solution. Avoid abrasive solutions or over scrubbing as this will remove the paint.

Carpet

Carpeting care basically consists of voiding spills, cleaning high traffic areas regularly, removing surface dirt and vacuuming the entire area weekly. Consult your flooring supplier for the specific maintenance requirements of the flooring products used in your home.

Hardwood

Kiln Dried material was used for the construction of your hardwood floor. However, these materials are susceptible to movement caused by variation in humidity levels in the living spaces. Low humidity levels will cause the wood to separate slightly at the seams of the flooring. High humidity levels will cause the wood to expand. These movements vary seasonally and can be somewhat controlled by monitoring the interior moisture level. The appearance of hardwood floor is easy to maintain and a damp mop is all that is required for cleaning. Refer to any hardwood floor supplier for specific instructions.

Marble and Granite

Although strong and attractive, spills can permanently stain these natural materials. All spills should be cleaned up immediately. Cleaning of these materials should be done with a clean, soft cloth and warm water. For specific cleaning instructions contact your marble or granite supplier. The manufactured marble products have specific cleaning requirements. The manufacturer of the product should be contacted for these instructions.

Ceramic Tiles

Ceramic tile is very durable and it should be cleaned with mild detergent. Annual sealing of the grout joints with a clear liquid silicone should be carried out.

Countertops

laminated countertops require careful care to assure their long-lasting beauty. If exposed to hot pots or heating elements they will delaminate or burn. Abrasive cleaners or steel wool should not be used as they will scratch the surface. Also, household bleach or solvents, if allowed to remain on the surface can stain or discolour the laminate. Water must not be allowed to remain on joints in the countertop as this will cause the substrate of the countertop to swell. The surface of the plastic laminate should be cleaned with a damp, soapy cloth.



Cabinets

Most cabinet surfaces can be cleaned using a damp cloth and a mild detergent. Vinyl surfaced cabinets are very susceptible to heat damage. If the kitchen is equipped with a self-cleaning oven, the cabinet drawers and cabinet doors adjoining the range should be kept open when the range is in self-cleaning mode to allow excess heat to dissipate. This precaution should also be taken when the oven is used for prolonged periods of time at a high temperature. If heat is allowed to build up, the surface may delaminate.

Smoke and Fire Detector

Smoke detectors have been installed in accordance with the requirements of the Building Code. They should be tested monthly to ensure their proper operation and should be cleaned twice a year with a vacuum. These devices are connected directly to the electrical system of the home and do not require batteries. However, they will not operate in a power outage unless the unit has a backup battery.

Electrical System

The electrical system in your home has been installed in accordance to the requirements of the provincial electrical code. The power supply is fed to the home via underground or overhead cable. With underground service cables, piping, gas lines, etc., care should be taken when digging on your property.

Circuit protection will be via circuit breakers located in the electrical panel. The main power shut-off will be located inside the electrical panel or immediately adjacent to it. This panel and the location of the main breaker should be located upon moving in before any emergency occurs. All your light fixtures are marked by the manufacturer regarding the size of the bulbs, most of them call for no larger than 60 watts bulbs.

Heating

Regardless of type, the heating system is designed to maintain a minimum temperature of 21°C at the outside design temperature. The indoor temperature is measured in the center of the room. This calculation is a health and safety issue defined by the Building Code/Bylaw and is not directly related to comfort. Temperature variations from room to room can be expected. The heating system may temporarily not be able to meet comfortable temperatures in specific regions where the temperatures falls below the outdoor design temperature.

There are numerous types of thermostatic controls for any given heating system. The accuracy of these controls can vary due to internal heat gains caused by a continued demand for heat. At times, it may be necessary to ignore the numerical temperature settings and set the thermostat for a temperature that is comfortable. Adjusting a thermostat to a setting higher than the temperature desired will not speed the rise in temperature.

The various heating systems available all have specific requirements for maintenance in order to operate at maximum efficiency. The operation of your specific system is best determined by reviewing the instructions provided by your builder or the manufacturer.

Heating systems can be noisy at times due to the expansion and contraction of the pipes and other metal components of the distribution system. These noises are particularly noticeable when starting up or cooling down, or at night (when it is quieter) and do not affect the performance of the system.

Systems that rely on burning fuel to generate heat require makeup air for combustion. This air supply must not be blocked as dangerous back drafting conditions can occur.

Heating systems will not operate unless the thermostat setting is higher than the room temperature. Solar heat gains can warm a room or area to the extent that the thermostat is warm enough not to be calling for more heat. The heating system will then remain turned off and other rooms not positively affected by the heat of the sun can become cool.

With forced air systems, the heat outlets and cold air returns must be kept free of any furniture or floor coverings which could block the free flow of air. In addition, the filters must be cleaned or replaced at least twice a year to allow the unobstructed flow of air through the furnace. The quality of the replacement filter used dramatically affects the air quality within the home.

Ventilation, Condensation and Relative Humidity

The optimum year-round humidity level to be maintained within the residence is approximately 50%. Due to seasonal variations of the relative humidity outdoors, this level of humidity can be impossible to maintain without the use of specialized mechanical equipment. Mechanical means of maintaining a constant humidity within the home are available.

Furnace humidifiers that add moisture to the indoor environment are available, but they must be checked frequently when in use to ensure that the proper water level is maintained within the unit.

Due to Building Code/Bylaw requirements pertaining to energy conservation, current standards for house construction require that the exterior envelope of the building be sealed against incidental air leakage. This sealing of the exterior walls prohibits the leakage of warm air to the outdoors from within the residence.

Warm air has the ability to hold more moisture than cold air; therefore, daily activities within your new home such as showering, boiling water, and even respiration create moisture in the form of water vapour. Surprisingly, this can total 7 - 9 litres (1½ to 2 gallons) of moisture per day with four occupants. The warm air holds this water in suspension and as this moisture-laden air comes in contact with cold surfaces it will condense and water will form. Condensation will fuel the creation of mold and mildew.

** The failure to properly ventilate and maintain proper heating levels can seriously affect a new home and the health of the occupants. Please take careful consideration.*



Ventilation, Condensation and Relative Humidity Continued

The key to controlling humidity levels within the home and avoiding condensation is adequate ventilation. Ventilation allows the warm moist air to be exhausted from the home and replaced with dry cool air from the outdoors. This will marginally increase the cost of heating as this cold air is brought up to room temperature; however, this added cost is necessary to offset the harm the high humidity levels will cause.

As the outdoor temperature drops, the surface temperature of the exterior walls will also drop. The air inside the house will not be able to sustain as high a level of relative humidity. This will cause condensation to occur on cold surfaces.

The chart below provides a rough guideline as to the relative humidity levels that can be sustained within the house as the outside temperature drops.

Outside Temperature (Celsius corresponding Fahrenheit)		Desirable inside relative humidity(%) at an indoor temp 21°C
-29°C	-20°F	20%
-24°C	-10°F	25%
-18°C	0°F	30%
-12°C	10°F	35%
-7°C	20°F	40%

Windows or the toilet tank of the toilet used most frequently can be used as a guide to determine whether or not the proper relative humidity is being maintained. As soon as condensation occurs on inside window surfaces or on the tank of the toilet, steps should be taken to reduce the relative humidity by controlling the moisture sources and/or by increasing ventilation.

Ventilation is often the only effective means for removing moisture. Dehumidifiers are only practical in limited areas. If vented outdoors, exhaust fans in the kitchen and bathroom will remove moisture created from cooking and bathing before the vapour can circulate through the house.

The installed fans in the home should not exhaust into the attic space as this will only exhaust the moisture into the attic potentially causing problems. The fans also need to run often enough to remove extra air borne moisture. The length of time required will depend on the number of occupants, the activities undertaken and outdoor climatic conditions. Many new homes are now provided with intermittent timer controls that regulate the operation of these fans and should never be tampered with or turned off.

Windows are an effective means of ventilation and depending on weather conditions, thoroughly airing out the home for 15 minutes a day may suffice. In addition, opening a window near the source of moisture while the exhaust fan is in operation will allow for cross ventilation and more effective moisture and odour removal.

Appliances

Any appliances included with the purchase of your new home, which have been installed by the builder or his agents, will have been checked to ensure their proper operation. Appliances generally come with instructions, which detail the operating procedures for the specific appliance. These instructions must be followed in order to maintain the manufacturer's warranty. Any warranty cards provided with the equipment should be completed and sent to the manufacturer to ensure your warranty obligations are met.

With dryers, check and clean the exterior vents on a monthly basis as they commonly become plugged with lint which reduces the efficiency of the dryer and can be a fire hazard.

Range Hoods and Exhaust Fans

Range hoods and exhaust fans are provided to reduce or eliminate odours and excess moisture. For efficient operation and to reduce potential fire hazards created by grease accumulation, filters should be washed in mild detergent. Not all range hoods vent directly outdoors. Range hoods that are not venting outdoors are usually provided with charcoal filter the helps remove grease and odours. These filters should be replaced in accordance with the manufacturer's recommendations.

Hot Water Tank

An average setting for the water temperature is 140oF (60oC) which is enough for most uses but will not cause scalding or burns. If hotter water is needed for special purpose, the thermostat on the tank can be set to a higher temperature; however, the thermostat must be reset to a normal setting when finished. It is advisable to turn the water temperature down or switch off the tank or the breaker panel before going on vacation.

Every hot water tank is equipped with a pressure relief valve at the top of the tank. This is a safety device that will open and relieve water pressure if tank exceeds its rated working pressure. It should not be tampered with. Periodic draining of water from the tank will remove sediment from the base of the tank and prolong its life. Prior to the draining, the power supply or fuel source must be turned off. Do not restore power to the tank until it has been refilled as it may explode due to excessive pressure caused by heating of the air instead of water. Draining of the tank can only be accomplished by gravity feed; therefore, the outflow of the drain used must be lower than the base of the tank.



Plumbing

The plumbing in your new home will likely consist of plastic or copper piping. A main water supply shut off has been provided which can be used in the event of an emergency. Any waste materials, including grease, fat and petroleum products, should not be disposed of down the plumbing system. These materials will accumulate in the piping, and can significantly reduce the flow of water through the waste system.

Faucet Repair

Noisy or leaking faucets are frequently due to 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 variations in the methods of manufacture, specific instructions may be required. Prior to beginning the repair, the water supply must be shut off at the shut off valves provided. If such valves are not present, the entire water supply system will need to be shut off at the main shut off valve

Contact a local plumber if you are uncomfortable attempting this repair. Green staining of fixtures is usually a water related issue due to the chemical compositions in the water, and is not a builder defect.



Hose Bibs

Garden hose connections (hose bibs) often have a valve inside the house that can be shut off to allow the hose connection to be drained from the inside before winter to prevent freezing and possible bursting of the exterior section of the piping.

Most Konic homes are supplied with “frost free” bibs which means that the valve is connected to a long stem that allows the water to be shut off inside the wall in the warm environment. The outer portion of the piping drains freely. Garden hoses should not be left connected to the hose bibs during freezing weather as neither can drain. Ice forming in the hose due to undrained water can break the hose or the hose bib and cause the supply pipe to freeze.

Plugged Toilets and Drains

Toilets are very susceptible to blockage. New toilet designs use very little water per flush. This results in a lower volume of water carrying away the waste. Repeated flushing may be required in some instances to remove solid waste. Dense tissue paper and some thick toilet papers are unsuitable for these toilets. Never dispose of hair, grease, lint, diapers, sanitary products, “Q-tips” or plastic in the toilet.

Hair, grease, large food particles or other solid forms of waste can plug drains. Should they become plugged, try removing the debris from the trap beneath the fixture. Alternatively, a plunger can be used. Once partially cleared, very hot water may complete the job. A more severe blockage may require a plumber. As commercial drain cleaners are very corrosive they are not recommended.

Tub and Shower Enclosures

A shower curtain will prevent water from running onto the bathroom floor while the shower is in use. To prevent damage to the flooring or walls, any spills or puddles of water should be cleaned up immediately.

Caulking is used to seal seams and prevent water from entering behind the enclosure. If a separation occurs around your 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.

You should apply a clear liquid silicone sealer 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. Follow the manufacturer’s recommendations for application.

Some tub enclosures have specific cleaning requirements. Generally, abrasive cleaners are not recommended and harsh chemical cleaners should be avoided entirely. Follow the manufacturer’s recommendations for maintenance. Also, you should never step into a bathtub with shoes on as trapped grit and dirt can damage the tub surface.

Thank

You

We hope this information has been helpful to you.
Thank you again and enjoy your new Konic home!

