

Welcome to your brand new Fieldgate Home

We are so pleased that you have chosen us as your new home builder, and we appreciate the opportunity you have given us to help make your home owning dreams come true. We would like to take a moment to wish you and your family many happy occasions and fond memories in your new home.

At Fieldgate homes, we pride ourselves on the standards that we have set, and maintained, through our career as one of Ontario's leading homebuilders. We believe that we have used the highest quality of materials and workmanship in the building of your home, and you can count on our total commitment to customer satisfaction.

Please, take a moment to read through this manual paying attention in particular to the coverage and limitations of the Warranty on your home. We hope that the information we provide you with is helpful and answers any questions you may have.

Yours very truly,

FIELDGATE HOMES

PRIOR TO CLOSING

Fieldgate's Quality Control program.

Our dedicated staff has inspected your new home at every stage of its construction to guarantee that the highest standards of quality are met. In addition, the municipal building officials, hydro, heating and plumbing authorities have carried out inspections, of their own to ensure compliance with all applicable building codes.

Pre Drywall Inspection

The Pre drywall inspection takes place approximately two months before final closing, when electrical, plumbing and heating distributions systems are in place. Plan to spend an hour or so with your builder. Only the purchasers listed in the purchase agreement should attend. Children under the age of 16 will not be allowed on the construction site due to safety precautions.

The pre-drywall will give you the opportunity to review the placement of structural and electrical features. These include placement of doors, walls, windows, electrical/cable outlets, light fixtures, plumbing fixtures and appliances. This is your opportunity to review with your builder that all changes as per your offer are in place. Please note that at this pre-drywall stage, there is no opportunity to make any new changes.

Pre-Delivery Inspection (PDI)

Your pre delivery inspection is scheduled to take place approximately 2 weeks before closing and takes approximately two hours. Only the purchasers listed in the purchase agreement should attend.

During your PDI, you will complete the CCP form (Certificate of Completion and Possession) which is forwarded to Tarion to activate the warranty on your home.

This is your opportunity to check all systems and note down any items that need attention. During this inspection, you and your site coordinator will be inspecting for any visible defects or deficiencies. The list of visible defects, along with the CCP will be sent to Tarion, but in no way limits your warranty to the items on the list.

Our objective is to repair all noted deficiencies as quickly as possible to allow you to settle in and enjoy your new home. Upon the completion of all the listed items you will be asked to sign off, thereby confirming their resolution.

Please note, that Fieldgate Homes will not be responsible for any items of a cosmetic nature not noted on this list. It is therefore recommended that special attention be paid to cracks, chips, scratches or marks on items such as tiles, woodwork, cabinets, windows mirrors, ceramic plumbing fixtures, counter tops, marble tops, fiber glass products or appliances.

Furthermore, it is not uncommon for some exterior construction (i.e. painting, grading, etc.) to be incomplete due to winter construction. In such cases these items will be deferred until the spring and completed when the weather permits.

Fieldgate's Warranty Coverage

Your new home has been enrolled in the Tarion Warranty Program

Fieldgate's warranty is backed by Tarion and guarantees that your home be "free from defects in workmanship and materials for one year". It is your responsibility to notify Fieldgate of existing defects in writing before the end of the one year period.

Additional warranties also guaranteed by Tarion include two year protection against.

- Water penetration through the building envelope.
- Water seepage through the basement or foundation walls.
- Defects in workmanship or materials in the electrical, plumbing and heating delivery and distribution systems.
- Defects in workmanship of materials resulting in detachment, displacement or deterioration of exterior padding.

Addition warranty is also guaranteed by Tarion include seven year major structural defect protection against.

- A defect in workmanship and material that results in the failure of a load bearing part of the homes structure.
- Any defect in workmanship or materials that significantly and adversely affects your use of the building as a home.

FIELDGATE HOMES WARRANTY EXCLUSIONS ARE:

- Any defects caused by homeowner neglect or improper maintenance.
- Any defects not reported in writing within the warranty period.
- Normal shrinkage on materials that dry out after construction
- Secondary damage that results from defects covered under warranty. That is, the warranty covers the defects themselves, but will not cover any resulting in damage to personal property.
- Alterations or additions made by the homeowner.
- Defects in materials, design and workmanship in anything supplied or installed by the homeowner, or by a company/individual hired by the homeowner.
- Damage that is due to the following: dampness or condensation caused by the homeowner not maintaining adequate ventilation in the home or originating from an unknown cause; from insects and / or rodents.
- Settling soil in land around the perimeter of the house or along utility lines. (Note: subsidence in these areas is considered normal and the soil level must be maintained by the homeowner).
- Damage caused by municipal services and other utility companies; cable companies, delivery and service organizations; any vehicles or personnel on the property without the direct of Fieldgate Homes; normal wear and tear, including damage caused by the homeowners, tenants and guests; and vandalism, acts of God (for example, floods, high winds), civil commotion, riots, insurrection, or warranty.
- Damage or destruction occasioned by fire, wind, rain, hail, snow, flood, freezing, lightning, insects, acts of GOD or other causes not reasonably within control of Fieldgate Homes.
- Normal weathering of exterior finishes.
- Defects arising from condensation, contraction, expansion and other occurrences common to the type of grade of materials employed, provided that such material is of a grade generally accepted in the home building industry.
- Minor drafts at door and window openings and at electrical outlets.
- “Winterkill” in lawn.
- Locating survey documents and boundary lines.
- Damage to concrete slabs, walks and garage floors caused by salt or calcium products.

- Damage to driveways caused by heavy or sharp objects and petroleum products
- Depressions of less than size inches, unevenness, flaking of surface stones, checking or cracking at the edges of asphalt driveways.
- Minor surface cracks, pitting and marbling in concrete walls, floors and porches.
- Efflorescent (White powder) on concrete and brick walls.
- Cracking of toilet bowl caused by over tightening of bolts.
- Separation between floor and toilet and resulting leakage.
- Minor tool marks and blemishes in trim and other millwork surfaces.
- Plumbing stoppages other than those caused by construction debris.
- Variation in color and shading on panels and trim.
- Replacement of faucet washers and “O” rings.
- Damage to plumbing fixtures due to abrasive cleaners or careless use.
- Any scratched or dented fixtures not reported on pre-occupancy inspections.
- Exact colour match of replacement materials.
- Municipal officials have passed settlement of exterior items after initial repair and after grading.
- Any interior surface damage caused by condensation on windows due to high humidity in the house.
- Pests, such as rodents and insects, in the house.
- Minor settlements of sod and precast patio stones.
- Expansion of kitchen and vanity countertops caused by water damage, i.e. damp cloth or sponge left on the counter. Also, water damage to kitchen mitres.
- Any countertop scratches or burn marks unless noted on the Pre Delivery Inspection.
- Tears or scratches on the vinyl flooring unless noted on the Pre Delivery Inspection
- Any machinery, equipment, fittings or installation (e.g. Furnace, water heater, sealed windows, appliances, electrical or mechanical installation), which at the time of delivery of the home was covered by a warranty or guarantee given by the manufacturer or supplier. This is regardless if the terms of, or any conditions limiting such guarantee.
- Tree surgery and tree trimming.
- Consequential damages caused by any replacement material.

Quick Tips For Your New Home

Garbage pick up

- Please do not use the construction dumpsters on the site. Please make yourself aware of, and utilize the local, municipal trash pick up.

Mail delivery

- Our Fieldgate representative will explain your mail retrieval process to you during your PDI.
- You will find it more effective to give out change of address information one week prior to moving in.

Fencing

- You are not permitted to install any fencing during the first year sod has been installed, as it may be necessary for Fieldgate to adjust the grading or repair the sod.
- It is important to check with the local municipality regarding any regulations pertaining to the types of fencing in your area as well as any municipal permits needed.
- Please note that Fieldgate Homes will neither stake out property for you, nor provide any boundary markers.
- Please keep in mind that any error in placement of a fence with regard to property lines, obstruction of drainage flow will be your responsibility. It will be up to you to move it at your own expense.

Decks

- You are not permitted to install or construct any deck until the local municipality has assumed the subdivision, as it may be necessary for the developer to adjust the lot grading and drainage.
- It is important to check with the local municipality regarding any regulations pertaining to the types of decks in your area as well as any municipal permits needed.
- Please keep in mind that any error in placement of a deck with regard to property lines, obstruction of drainage flow will be your responsibility. It will be up to you to move it at your own expense.

Your Lot

- When a lot is surveyed during the development of the land and before construction of the home, the surveyor installs pins at all lot concerns. After the foundation has been installed, the surveyor carefully records the position of your home relative to the lot lines and a lot plan is prepared. A copy of this plan will have been given to you as a part of your legal documents upon closing.

Survey Pins

- Should you wish to install a fence, hedge or any boundary feature and you cannot locate the corner lot pins; it is advisable to obtain the services of a qualified surveyor to re-locate the lot lines to ensure that you do not encroach on the property of others. Do not accept any other objects or physical features as evidence of boundary lines. It is advisable to contact your Municipality prior to commencement of any fencing or decking to ascertain their regulations and requirements.

Easements

- Most lots have easements in favour of various public utilities so that their lines may be installed and maintained. Where services are underground, it is advisable that the appropriate utility be contacted prior to any digging for fencing, tree planting, flower beds, etc. In most communities, the utilities are pleased to stake the location of their services at no expense to you.

A General Note on Maintenance

A large portion of complaints received from our homeowners is directly related to high humidity levels found in new homes. These problems may manifest themselves in many ways; wet basement walls, condensation on exposed pipes and windows, sticking doors and windows, and rolls in the broadloom tend to be the most common. In most cases, simply using a good dehumidifier to remove the excess moisture from the home can solve these problems. Depending on the time of the year, this moisture can be quite substantial; During the “drying out” period in a new home, shrinkage and minor settlement occur. This is natural and is to be expected. However, this gives rise to another common group of purchaser complaints relating to drywall and finishing. Fieldgate Homes will repair all nail pops, cracked corners and other similar decorating problems one time only during your first year of occupancy. These repairs are most often looked after at your year end. Sanding and repainting are not included. You are therefore advised to wait until these repairs in order to do your decorating. We wish to stress that these problems are a natural occurrence in a new home and are not due to faulty material or workmanship. Year end drywall is only done as a courtesy to those homeowners who request it prior to their year end.

Exterior Home Maintenance

Doors

The exterior doors on your home are steel clad insulated doors thus the need for storm doors is eliminated and they should not be used. A storm door could cause a heat buildup resulting in warping and damage to the steel door. During periods of extreme cold, steel doors have a tendency to warp causing them to be slightly more difficult to lock and unlock. This is a normal condition for this type of door and the warp will disappear when the warm weather comes. If you should find that the doors are extremely difficult to operate, we can make an adjustment to the striker of the door to accommodate this.

Garage doors – the moving parts of a garage door should be oiled every 3 months. The screws that fasten the hardware to a door should be tightened every 12 months because they may loosen. If a hinged door sags, tightening the appropriate turnbuckle should bring it back into shape. Each garage door usually has two of these, one on each of the two cables criss-crossing the back of the door. An overhead door may warp inward from being left up for long periods. Usually this can be corrected by adjusting the nuts on the metal rods or the straps across the top and bottom of the door. Also, check that the floor guide is not out of line. Please do not attempt to adjust the springs as you may injure yourself. Please call a repairman should the need for one arise. It is important to note that homeowners who wish to install automatic garage door openers will void the warranty on the operation of the door by doing so.

Driveway and Concrete Garage floors

Asphalt Driveways – Minor settlement, tire markings and stones that may flake out are normal characteristics. Seasonal weather conditions such as frost penetration can cause driveways to crack or rise changing the direction of surface drainage. Affected areas may return to their original position in warm weather. These changes are the responsibility of the homeowner. Be careful to avoid the following potential causes of damage to your asphalt.

- Oil or gas dripping from a car. As soon as they are noticed, the driveway or garage floor should be washed down with a hose.
- During warm weather, pointed objects (such as chair legs, bicycle kick stands, etc) tend to sink into asphalt.
- Heavy vehicles should not be permitted on the driveway.

Gravel Driveways – Upon moving into your home you may find that your driveway is not yet paved. The driveway will have a layer of gravel on; it will settle at first and leave ruts. These driveways will be repaired by us, once paving is completed. Prior to paving, some minor settlement and puddles may be apparent during rain, and is considered to be normal.

Grading

The grading on your lot is designed to provide surface drainage away from the building and into the storm sewer system. The homeowner cannot change the grading as this may cause a drainage problem for adjacently homes in your area. If your neighbor changes his grading or effects landscape changes that affect the free flow of water from your lot, it is your responsibility to arrange through your solicitor that any alteration is adjusted to permit the water to flow properly again. A hedge or fence when installed may also affect the drainage pattern.

There may be some variation between grading proposals and the actual work carried out. These modifications are made with good reason. For example, basement window wells are sometimes installed to facilitate grading around the house, even through a model house may have been built with or without window wells, grading conditions on any individual lot may require they be eliminated or added.

Fieldgate homes will repair drainage problems on the lots due to faulty or incomplete grading. However, if altered drainage is found it to be the problem, we will not be responsible unless the grade is returned to its original state. Consulting engineers both before and after the sod is placed checks the grade. We will not be responsible for lot grading after this final inspection by the engineer.

You should not install a swimming pool until after the municipality assumes the development.

Rear yard basin drainage patterns and grading – wherever there is a rear yard catch basin installed on your property, it is your responsibility to maintain this drainage. In the spring and fall, leaves and debris should be removed to allow the proper flow of water. You must also ensure that the grass is maintained in all surface drainage swales to allow free flow of water. You should also note that your lot has been graded for proper drainage during a normal rainfall. Heavy or prolonged rains may result in some standing water (ponding in depressions) for a limited period of time when the soil is saturated.

Gutters

Always keep gutters and downspouts unobstructed by leaves, tree limbs or anything that could cause overflowing. Be sure that downspouts direct water away from the foundation.

Hardware

It is normal for the protective finish on the exterior hardware to break down after extensive use and exposure to the elements. Fieldgate Homes will not be responsible for the replacement of the hardware if this happens. If you wish to preserve a “like new” appearance, occasionally polish with a brassware cleaning compound.

Lubrication: it is advisable to lubricate both exterior and interior locks every six months. For keyed exterior locks, a little powdered graphite dry lubricant blown into the key- way and in the latch bolt will ensure smooth operation.

Hose Bibs/ Outside Faucets

Exterior hose bibs come with back flow preventers and shut off valves on the inside of the house. **For exterior hose bibs, shut off any associated interior valves and leave the exterior valve open as part of a regular seasonal maintenance program and to prevent frozen/burst plumbing piping. Garden hoses must also be disconnected from the exterior hose bib. Please be advised that in the event said hose bibs are not shut off prior to the winter months and cause damages, this is not the responsibility of the builder.**

Landscaping

In planning and installing planting beds, be careful not to interfere with the drainage system, particularly around the house. Be sure that any planting beds are laid to fall away from the foundation wall and keep all shrubs and trees clear of the walls. Do not build up topsoil above the top of concrete wall.

Roof Ice Damns

During the winter months we are subjected to snow and periods of rain and freezing rain. Excessive loads of ice and snow should not be allowed to remain on the roof throughout the winter months. This situation can cause an ice dam to form, which could lift some of the shingles and allow water to back up and enter your home. It is the responsibility of the homeowner to have the ice and snow removed from the roof with care, as it is easy to damage the shingles. Also, downspouts should be kept free of debris at all times. Fieldgate Homes will not accept responsibility for any damage caused by excessive snow load or ice damming, improper maintenance is not covered by the statutory warranty.

Shingles

The shingles on your roof have a manufacturer's warranty of 20 years. They are self-sealing gravel coated tar paper and with proper care should last many years. **During your pre-delivery inspection check the roof for missing shingles and note this on the inspection form, as any shingles that are damaged by wind, ice or snow after your occupancy are not the responsibility of Fieldgate Homes.** Any such damages should be reported to your insurance agent.

Slight color shading differences in asphalt roofing is normal and does not affect the roof's durability. Manufacturers cannot avoid slight, often imperceptible colour differences in shingles.

Every spring and fall all flashing and caulking should be checked for shrinkage, which could cause leaking resulting in damage in the interior of your home. We will correct any shrinkage reported to us within the first year of possession.

Sod

Your new sod has been installed quite recently or will be in the near future and requires immediate maintenance. Although the lawn is delivered and laid in as fresh a condition as possible it will not stay that way unless the following main steps are followed by you.

Homeowners must water and nurture sod after installation to ensure growth. Plants that are alive when installed and subsequently die are not the responsibility of the builder.

1. Water the lawn frequently. Do not water in hot sun; it is better to wait until evening or early morning. Shallow watering creates a shallow root system and makes the lawn susceptible to burning.
2. Do not walk on freshly laid sod. The topsoil underneath is soft from watering and footprints and other damage could result. We will not be responsible for such damages.
3. Spray with a solution to control weeds.
4. Fertilize the lawn, preferably in the spring and fall of the year. Do not over fertilize fresh sod, which is already fertilized at the sod farms. It is the best to wait until the following season.

In the early spring when the snow begins to melt, care should be taken not to let any snow or ice remain in one area, as this will cause a “Winter Killing of Sod”. If you notice this condition forming, you should spread the snow or ice to allow it to melt. Fieldgate Homes will not accept responsibility for lawns damaged by ice build-ups. Animal excrement will damage your lawn and is not the responsibility of the builder.

Trees

In your own best interest, you should observe due care in tending to your trees, including regular watering and fertilizing especially during the first year of growth. Wire guides should remain in place for at least one season, until the tree is well rooted.

Walkways, concrete slabs and porches

During winter months, care should be taken not to apply salt or calcium to precast concrete slabs or walks or porches as it damages the concrete and damages the finished surface.

Slab walkways are susceptible to minor settlement and upheaval, and are the responsibility of the homeowner.

Masonry / Brick

Mortar joints in brickwork are not completely waterproof. You should avoid building up landscaping beds to cover any brickwork. As time goes on you should periodically check mortar joints for signs of shrinkage or fine cracks between the mortar and the brick. If the mortar joints deteriorate extensively, repainting may have to be done to reduce moisture penetration. Hairline cracks are not normally the cause for concern.

Homeowners may notice the bottom of the brick at the top of the foundation walls; contain openings, usually within the vertical mortar joint left out every few bricks. These

are weep holes and should not be covered over or filled since they allow the passage to the outside of condensation or incidental moisture through the wall face and over the base flashing.

Weather Stripping

Annually inspect the weather stripping around doors and windows to reduce air infiltration in winter and dust penetration in summer.

Caulking & Exterior

Caulking, exposed to the weather, should be checked annually and recaulking carried out, in deteriorated areas, using a good quality caulking compound (old ineffective caulking should first be removed). A two part dymonic caulking compound is recommended for recaulking.

Brilliant and dark colours, while providing adequate protection, may fade more rapidly on south and west exposures and require frequent repainting to maintain their original appearance. Avoid painting in cold or damp weather and on hot days. Try to paint in shaded areas away from direct sunlight.

Garage Floors

It is impossible to keep concrete garage floors from cracking due to shrinkage. Once the garage floor has cured, a concrete sealer purchased from a reliable paint dealer can solve the problem by recommending suitable products. **Please be advised that salt damage is not covered by the warranty.**

INTERIOR HOME MAINTENANCE

Air conditioning

If you intend to install air conditioning in your new home, consult local municipal authorities regarding rules pertaining to placement of cooling units. **The installation of additional equipment will void the Furnace Warranty, if installed by a contractor other than “original” furnace installer. This includes Air Conditioning, Humidifiers, Electronic Air Cleaners, Thermostats, etc.** Whenever these pieces of equipment are installed, it has to be electronically wired into the furnace circuitry. During the installation process, balancing dampers or burners often get dislodged, delicate ignition components can be damaged or broken and airflow patterns may be changed.

Sometimes mistakes are made and even if corrected immediately, damage may appear weeks or even months afterwards. When having any of the above installed, ensure it is by a reputable company and that taking responsibility for the balance of the Builder’s Warranty is part of your contract with them. If your house has a central air-conditioning system, the following information can help you get the maximum benefit from it.

Registers – the registers throughout your house help to regulate the flow of air and maintain the desired temperature. By opening and closing the registers and dampers, you can regulate the amount of cool air that enters a room. Once the registers and dampers are adjusted, they will work with the thermostat to maintain the temperature of your home. Closing registers of rooms not in use is not a good way to reduce cooling costs. If you have a combined cooling and warm-air heating system, the same registers and dampers will be used to regulate the flow of heat to the rooms. In addition to the air outlets, your house will have an air return register. Many houses have more than one. Neither these nor the other registers should ever be obstructed by furniture drapes or other objects.

Filters – most central air-conditioning systems have an air filter to help keep the air in your home clean. The instruction manual for your cooling system will tell you the location of the filter and how to clean or replace it.

Annual Inspection – like any heating system, a central air-conditioning system should be checked and cleaned periodically by a professional (see your instruction manual for the frequency of this care).

Insulation

Your home has been constructed to be as energy efficient as possible. Occasionally, the insulation in the attic floor may be out of place and leave gaps or block the attic vents. If either of these situations occurs, return the insulation to its proper location. The attic access cover may have insulation attached to the topside. It should also remain securely in place so that no heat is lost through the access hole.

Louvers – Your attic may have louvered openings to allow warm, * moist air to escape. Louvered openings should remain unobstructed at all times. If they are closed, harmful quantities of moisture may accumulate.

Your new home has been provided with vents to control attic moisture and temperature levels. However, during certain snowstorms, snow may be blown into the attic creating extensive damage. Check your attic after unusually heavy snowstorms. Remove any snow before melting occurs. At no time should attic vents be obstructed or reduced in size.

Basement

During the first year, you may experience some minor dampness in the basement of your home resulting from condensation; water beading may appear on or under the poly covering the insulation. Condensation, as you are probably aware, is caused by warm moist air coming into contact with a cold surface, such as a window, pipe, or basement wall. There is a high level of humidity in your new house caused by the drying out of the construction material, and it is the humidity, which may result in condensation occurring in the coolest area of the house such as the basement.

The basement itself is constructed of poured concrete, which has been damp proofed in accordance with the building code. Also, in accordance with the building code, your basement walls have a wrap on the exterior of them, which will further prevent basement leakage. It is possible that a damp-proofed basement may experience some water penetration, especially during excessively wet weather. It is also possible that the basement wall may experience some non-structural cracking; this is due to settlement and shrinkage. Fieldgate Homes will honor its warranty obligation with respect to basement leakage. However, we will not be held responsible for any damage to contents resulting from the water leakage.

Again, if it is your intention to finish the basement area, we strongly recommend that you delay this until after the second year, after the initial “drying out” period of your home is over. If you are using the basement as a storage area, take care to keep possessions away from the walls and up off the floor.

Cold cellars vary in coolness depending on interior and exterior temperatures, as well as basement wall and cold cellar wall layouts.

Basement Floor

Because of the nature of concrete, it is impossible for us to prevent basement floors from cracking due to shrinkage and minor settlement. This is a normal occurrence and the builder will repair any major cracks.

Occasionally basement floors will collect water from the condensation of moisture in the air on cold basement walls.

Bathtubs, Sinks and showers

By observing these suggestions and using proper cleaning techniques, bathtubs and sinks will retain their newness and luster for many years.

To prolong the life of bathtubs and sinks, follow these precautions:

- Do not let food waste stand in the sink
- Do not use bathtubs or sinks to hold paint cans, trash or tools when you are re-decorating; cover them when you are painting walls and ceilings.
- Do not step in a tub with shoes on for any reason. Shoe soles carry hundreds of gritty particles that will scratch the surface.

Plugs: if your basins or bathtubs are equipped with “pop-up” plugs, they should be removed at regular intervals to ensure that they are clear of hair and debris. If this is not done, it will impede the rate at which your basin or bathtub drains will eventually cause a complete blockage.

Porcelain Enamel: The surfaces are smooth and glossy like a mirror and harder than steel, but they are not indestructible. Carelessness will cause chipping, scratches and stains. A blow from a heavy or sharp object, scraping and/or banging will chip or scratch the surface. Utensils will gradually scratch and dull the surface. Shiny new fixtures can also be dulled or stained within a short time through improper or excessive use of strong abrasive cleaners.

Most household cleaners are mildly abrasive but are safe if used with plenty of water. A non abrasive cleaner is safer. If you prefer a dry material, baking soda is non abrasive.

Stainless steel: stainless steel fixtures generally resist staining and require a thorough scrubbing occasionally. Use a non abrasive cleanser or a commercial stainless-steel cleaner.

Glass shower Enclosures or stalls: to clean glass shower enclosures, an ordinary dishwashing detergent (not soap) will do a good job unless hard water minerals have built up. If such a build up has occurred use a commercial glass cleaner. Also, please be advised that said shower glass enclosures are not designed to be water proof, therefore you should ensure water is wiped away from glass and door sill after usage.

Mildew—although today’s homes are carefully climate controlled, mildew can occasionally appear in bathrooms and other areas that collect water vapor especially in humid weather. An exhaust fan or opened window should be used during baths and showers to help remove water vapor.

Mildew may be cleaned from walls and tiles with the following solution:

- 1 quart of chlorine bleach in 3 quarts of warm water.

Rust stains – mostly wet metal utensils left on the surface of the sink will cause rust stains. Also, steel wool soap pads will rust and stain when wet and should be kept in an appropriate container. To remove the stains, use a commercial powdered rust remover and follow the manufacturer's directions carefully.

Use rust removers only on acid resistant fixtures. All modern kitchen sinks, vitreous china fixtures and colored fixtures are acid resistant, be sure not get the rust remover on the chrome plated fittings.

Cabinets and Counter tops

Care – countertops are generally heat and stain resistant under proper care, but they should be protected from hot irons as well as pots, pans or baking dishes taken directly from an oven, broiler, or burner. Countertops are also susceptible to scratching and scuffing from pottery, ceramic and certain types of dishware (e.g. stoneware) Always use a cutting board when using a knife as it may dent or nick the surface of the countertop.

Cleaning – kitchen and bathroom cabinets (or vanities) should never be cleaned with harsh abrasives. Countertops or cabinets made of plastic coated wood or metal may be cleaned with a detergent solution or Windex. Wood cabinets may be cleaned as any other wood furniture unless they are plastic coated. Keep cabinet's doors and drawers closed when not in use. It is imperative to remove any standing water from countertops especially at any miter joint as this can cause the countertop to swell and separate. This type of damage is not warrantable.

Carpets

The carpet in your home should be vacuumed at least once a week, and more often in high-traffic areas such as hallways and doorways. During periods of high humidity, it is normal for a new carpet to have rolls appear in some areas, however, if these rolls become excessive, we will re-stretch the carpet, once only within the first year.

Condensation

Probably the most disturbing problem in a new home is condensation. It may look as if moisture is seeping through the basement walls, pipes are leaking or that water is coming through the windows.

Condensation is at its maximum in new homes. When your home was built, gallons of water went into the concrete of your basement walls. This water comes out of the walls by evaporation, which consequently raises the moisture content above normal. Proper ventilation will bring this normal drying out process to its conclusion as steadily as possible. However, do not try to speed up the process by creating extremely high temperatures during the winter. The house will dry out unevenly, which will exaggerate the effects of normal shrinkage.

Circuit Breakers

Circuit breakers protect the electrical wiring and equipment in your home.

They are the safety valves of your home's electrical system. Every house has a master circuit breaker. It is generally located near the smaller circuit breaker. When the master circuit breaker is tripped, the electricity to the house is cut off. Circuit breakers may be reset by first switching the breaker to full off and then back to full on.

Door Frames

All adjustments, should problems occur, will be done only once in the first year, and should be reported on your 120 day or year end.

Drywall

In any new home there is a “drying out” period. This may be from six months to one year in duration; depending on the time of the year construction took place. Most construction materials such as lumber, plaster, masonry etc., contains moisture and a gradual drying out process takes place after the house is completed. This is particularly evident during the first heating season. The lumber framework of the house will be subject to some shrinkage and this, combined with the drying out of plaster, etc, may cause some minor cracking to appear on drywall surfaces. Nail-pops may also appear on some walls. Such cracking and nail pops should not be taken as cause for concern; it is not evidence of any structural problem and is a perfectly normal occurrence in new buildings.

Warranty Coverage: Our drywall contractor will return to your home once only, at year end to patch cracks and nail pops. Please be advised that year end drywall DOES NOT include sanding and repainting of the affected areas. Please make note of the specific areas on the inspection form. Year end drywall is a courtesy extended by Fieldgate Homes over and above the Tarion Warranty Program. Please be reminded that this is not a warranted item.

Fire Place – direct vent gas

This is a sealed unit; air is drawn from the exterior for combustion and exhausted directly to exterior. Do not remove glass except to clean.

Follow manufacturer’s directions and do not attempt to burn any other materials.

HARDWOOD FLOORING

Hardwood floors are made from kiln dried materials but are subject to the natural process of shrinkage and expansion. Lower inside humidity in winter especially near heating outlets will cause the wood to separate slightly. Too high humidity on the other hand will cause expansion and may lead to cupping or swelling in the centre of the board. These movements vary seasonally and may be related to the time of the year during which the flooring was installed.

HARDWOOD FLOORING ASSOCIATION

CARE FOR HARDWOOD FLOOR

MAINTENANCE INSTRUCTIONS-POLYURETHANE FINISHES

Congratulations on your selection of the most durable and beautiful hardwood flooring. Proper maintenance will ensure that your beautiful hardwood floors will last for the lifetime of your home. Please follow these maintenance procedures for polyurethane finished floors.

1. Vacuum clean and dry mop your floors regularly to remove loose dirt or grit before it can scratch the surface of your floors.
2. Wipe up spills as soon as possible. Most food spills, water spots and dog spots can be wiped up in most cases with a lightly dampened (not wet) cloth. Do not use soap or detergents. Grease, tar or oil can be removed with a cloth that is dampened with mineral spirits. This usually lifts crayons and most rubber scuffs also.
3. Wood flooring is a natural product and it will shrink in the winter from the dry heat and expand in the summer from the humidity. Use a dehumidifier in the summer to reduce humidity and a humidifier in the winter to put moisture in to the air. Always use dehumidifier in a basement area maintaining a constant humidity of 45%.

WHITE OR PASTEL STAINS

Maintenance on these floors is similar to maintenance of polyurethane finishes, however, because of their light colour, they are more susceptible to showing dirt, grit and scratches. Vacuum clean and dry mop these floors more often. You might notice separations or gaps between the slats or planks. Wood products will tend to expand during the high humidity seasons and they will contract during the heating and dry seasons. The light colour of a pastel floor will show a gap or a separation more readily than a conventional darker stained floor.

GENERAL GUIDELINES FOR YOUR FLOORS

1. Place felt pads on the bottom of chairs, tables, etc., to help protect against scratching.
2. Make sure that the barrel type wheels or the wide flat kind are used on your furniture. The ball-type casters damage your hardwood flooring.
3. Spike heels will dent your hardwood floors.
4. If your wood is adjacent to an exterior door, place doormats outside –at the entrance –to keep dirt and grit from being tracked inside. It is always a good idea to use area rugs over your hardwood floors.
5. Remember that white, grey, beige or most pastel stains will show scratches or marks that might not be visible if a wood tone stain is used.

* The above recommendations will ensure maximum durability and usage from your hardwood floors.

Tile floors – ceramic tile normally needs only a wipe with a dampened cloth with vinegar and water or an occasional wet mopping to stay clean and new looking. If necessary, a more thorough cleaning with a detergent or ceramic tile cleaner will remove grime. To clean the joints between tiles, use a fiber brush and a mild cleaner. A special sealer for grout will make it more stain resistant. Staining agents should be mopped up promptly, even though they rarely affect ceramic tile.

Care should be taken to avoid moving heavy objects across a tile floor as the tiles can crack and/or scratch. Ensure that movers use a dolly or put plywood down on the floor before moving a refrigerator and stove.

To protect the finish of your marble, granite or other tile floors, a sealer (available at most flooring dealers) may be applied.

Squeaky floors / carpet rolls

All sub floors have been screwed to the floor joists to reduce the incidence of squeaks. Squeaky floors and excessive rolls in carpeting will be repaired in the first year. Please note specific areas on your year end form.

Foundation Walls

Foundation and basement walls are subject to many stresses and strains. The base of the wall, being in the ground, maintains a fairly constant temperature, whereas the top portion extending out of the ground is subject to extreme temperature changes from summer heat to winter cold. These stresses may cause some minor cracks to appear. These cracks do not affect the strength of the wall in any way and it is not necessary to repair them unless they leak. If the cracks should leak during the warranty period (2 years), Fieldgate Homes will repair them.

To prevent possible leaks from minor cracks; your foundation walls are wrapped on the outside with either a yellow insulation fiberboard or a corrugated plastic wrap as per the Ontario Building Code (OBC).

Furnace, Heating System and Hot Water Tank

Before you call for service, please check that the circuit breaker and furnace switch are both in the “on” position. The filter in your furnace should be changed at least every month during the heating season, in order to get maximum efficiency from your heating system. The evaporator drums in your humidifier (if equipped) should be replaced every year.

Once you have lived in your home, you may find that the heating system is not balanced to your individual requirements (i.e. some rooms are too warm, others are too cold). As balancing is a matter of personal preference, it is the homeowner’s responsibility to do this.

A common problem is that the upstairs rooms are too cold when the dining room is at the desired temperature. As the thermostat is usually located in the dining room, it is the temperature in the dining room that determines when the furnace starts and how long it operates. Many homeowners find that the dining room quickly reaches the temperature set on the thermostat and the furnace is therefore shut off before the upstairs rooms are adequately heated. The answer is to regulate the damper on the hot air duct for the dining room so the input of heated air is reduced, while at the same time forcing more warm air into the cooler rooms.

Please be advised that the addition of a central air conditioning unit by a contractor other than Fieldgate’s will render the furnace non-warrantable.

Your new home is equipped with a high efficiency furnace. Please refer to your operator manual for special instructions for care.

Hot Water Tanks – all water heaters have a control mechanism to govern water temperature. The dial should be set at approximately 120° F (50 °C) or on “normal”. Your household’s individual preferences should determine the optimum hot water temperature. Contact your provider for service.

Please ensure to avoid storing anything near the heater that obstructs the flow of air or creates a fire hazard.

Cleaning – water heaters normally collect small quantities of scale and dirty water. To remove this material, consult the manufacture’s literature for specific direction/instruction. In localities with especially hard water, water softener will reduce the frequency of cleanings required.

Pressure Relief Valve – Every 3 – 4 months you should check the pressure relief valve on your water heater to be sure the lever works properly. If the thermostat should fail to operate properly, this valve would prevent a dangerous increase in water temperature and pressure.

Humidity

A large portion of complaints received from our homeowners is directly related to high humidity levels found in new homes. These problems may manifest themselves in many ways; wet basement walls, condensation on exposed pipes and windows, sticking doors and windows, and rolls in the broadloom tend to be the most common. In most cases, simply using the dehumidifier that has been provided in your home will remove the excess moisture. Depending on the time of the year, this moisture can be quite substantial; During the “drying out” period in a new home, shrinkage and minor settlement occur. This is natural and is to be expected.

In previous years, homeowners had to take measures to add humidity to their homes during winter months. Today new building materials, vapor barriers, and efficient weather stripping make your home much more tightly constructed than those of earlier years. As a result, your home is easier to heat and clean, but it contains a far higher concentration of water vapor sealed within it. The result, of course, is condensation on your window panes.

How to reduce Humidity:

1. Run kitchen and ventilation fans more often and longer than usual (if they are vented to the outside.)
2. Winter ventilation – procedures to follow in the event of excessive humidity: air out your house for a few minutes every day, air out your kitchen, laundry and bathroom during use.
 - *All Fieldgate homes are provided with adequate ventilation in the attic, by the soffit vents and roof vents. These should not be reduced or obstructed, as they are vital to circulation of air in the attic.*

During the summer months, the cold water pipes in your basement may sweat and drip. If you wish to overcome this, wrap the pipes with insulating tape.

Insulation.

Your new home has the required insulation in all exterior walls, and in many cases more; however, no house is completely draft-free. Under certain weather conditions, some air will be forced through slight openings i.e. wall plugs and exterior door and window weather strips.

The substantial amount of insulation in the attic has a tendency to create another condition called “truss uplift”. This means the bottom cord or 2 x 4 of roof truss will lift in the winter months because of the different temperatures of various parts of the truss. In simple terms, the bottom part of a truss, which sits in the ceiling insulation, stays warm while the upper part that holds the roof sheathing stays cold. The different expansion and contraction rates of the warm and cold parts of the trust tend to pull the ceiling up a small amount in the corners causing distortion of the corner and in some cases even separation. In most cases this condition will rectify itself and disappear as the roof system dries. If the condition is severe or persists, please notify us and our service department will correct the situation at the end of the first year of occupancy.

In addition, air barriers (such as poly plastic) are installed on all exterior walls and ceilings, and caulking is used around electrical boxes to reduce air filtration into the home. These products are used in accordance with OBC regulations.

Paneling, Woodwork, Cabinets, etc

The following characteristics are the result of natural movement of lumber framing and are common to all wood frame houses.

- Minor gaps that appear between cabinets, vanities, countertops and the walls.
- Minor joints that open in door and window trim.
- Fireplace mantles that shrink slightly from the wall or at joints.
- Wood flooring that opens between boards or settles away from shoe molding at walls or under door jamb.
- Squeaks in tile underlay, oak flooring or stair tread.
- Minor gaps between stair or stair moldings and walls.

These characteristics are to be expected and are not to be considered repairable under the Warranty. However, if any of the above seem extreme to you, they will be checked by us and repaired if necessary.

Plumbing

The plumbing in your house was installed by a professional plumber and generally should need only minimum maintenance if you care for it properly. If any problems arise, attend to it promptly to prevent a bigger and often more costly problem. Your plumbing system is warranted for 2 years against any defects in material and workmanship.

Basement Floor Drain – you will notice under your basement laundry tubs (where applicable), a small diameter white plastic hose. Every time you use your laundry taps, a small amount of water will pass through this hose and into the floor drain. If you do not use your laundry taps regularly, the basement floor drain should be filled with water once a month. This will prevent any sewer smell from escaping through the floor drain.

Bathtub and sink chips – if you should accidentally chip your sink or tub, the chip should be touched up as soon as possible. A matching touch up enamel can be obtained at your nearest plumbing supplier.

Clogging – each plumbing fixture in your house as a drain trap. This piece of pipe is designed to provide a water barrier that prevents the airborne bacteria and odor of sewer gas from entering the house.

Any fixture that is used infrequently (such as a basement shower) should be turned on at regular intervals to replace evaporating water and ensure that the barrier remains intact. Because of their shape, traps are also the source of most clogging problems.

Clogged bathtubs, sinks and showers – when the drainpipe from the tub, sink or shower becomes clogged there are several steps, which may be taken to open up the drain:

1. **Plunger** – use a plunger first. The rubber cup of the plunger should cover the drain opening and the water should come well up over the cup edge. Working the plunger up and down rhythmically 10 to 20 times in succession will build up pressure in the pipe and do more good than sporadic plunges. If there is an overflow outlet, plug it with a piece of cloth. When working on a double sink, be sure to close the other drain.
2. **Plumber's snake** – if the plunger does not work, use the plumber's snake. These can be rented or purchased at a hardware or plumbing store. Turn the handle of the snake in the same direction when removing it as you did when inserting it. This will keep any matter attached to the snake from coming loose before it is removed. Boiling water – if the drain can be partly opened with the plunger or snake, boiling water (140F / 60C for plastic pipe) may complete the job.
3. **Opening the trap** – if using boiling water does not clear the clog the next step is to open the trap under the fixture. Put a bucket or pan under the trap to catch the water in it. A piece of wire may help to dislodge the blockage. The snake can also be run in at this point.

Sewer Back-up – if a sewer backs up in the basement, you should call the home service department, who will have the sewer line cleaned out. If domestic material is found blocking the line, the Homeowner will be charged with the service call.

Noisy pipes – noise in the pipes can be caused by a variety of reasons. Among the most common is a worn washer, a loose part in a faucet, or steam in the hot water pipe. The condition causing noisy pipes should be corrected promptly because sometimes the noise is accompanied by vibration. A strong vibration can cause the fittings to loosen and leak.

Power Failure

Like your plumbing and heating systems, you have a 2 year warranty against any defects in material or workmanship in your electrical system. In case of a complete power failure, first determine if your neighbours have power. If your neighbours are also without power, notify the power company. If the power failure affects only your house, check the master switch and circuit breakers. If one circuit breaker continues to trip, check to see if you have overloaded the circuit. If not, call an electrician. The chances are that a short circuit needs to be fixed before it causes a fire.

If a power failure occurs in a house circuit, the circuit breaker box in the basement should be checked to see if the breaker is in the "ON" position. If this is so, the Homeowner should contact the Service Department. If the stove does not operate, the fuses located as shown on the stove manual should also be checked in addition to the circuit breaker. In all instances, when checking the circuit breaker, the switch should be switched off and on as the switch does not always move fully to the off position when the circuit is tripped. Circuit breakers should be tested in this manner at least once a year.

Electrical Receptacles - The wiring in your new home meets the code requirements and safety standards for the normal use of electrical appliances. Ordinarily, small appliances that require personal attendance for their operation may be plugged into any electrical receptacle without fear of overloading a circuit. However, the use of a large appliance or of many small appliances on the same circuit may cause an overload. If a circuit breaker trips frequently contact a licensed electrical contractor to learn whether additional wiring is needed.

Electrical Service Entrance- The electrical service entrance provides power to the service panel; it has been designed for the electrical needs of the house. Do not temper with this cable.

Ground Fault Interrupter- the Ground Fault Interrupter (GFI) is a safety feature that is mandatory for bathrooms and exterior electrical receptacles. Its function is to interrupt the electrical power in the event of exposure to water. It may take the form of a test and reset button right on a receptacle in one of the washrooms itself or there may be a separate breaker on the electrical panel with the GFI function with the breaker. If the GFI is a separate breaker on the electrical panel, there is an "on", "neutral" and "off" position. When tripped, the breaker will go to the central neutral position. If the breaker is tripped, move the breaker all the way to the "off" position and then all the way to the "on" position to reset it. If your home is equipped with a whirlpool, the GFI will be a separate breaker on the electrician panel.

Trims and Moldings

Trimings and mouldings such as baseboard quarter-round may separate from the floor leaving a small space that will catch dust and dirt. This separation is part of the normal process of settling and shrinking in your home. Loosening the quarter round or other trim and re-nailing it in its proper position will remedy the problem.

If a small separation occurs at corners or other seams it can be patched with wood filler; however, sometimes further settling will bring the pieces together. The filler can be stained or painted to match the moulding. A thin piece of cardboard or heavy paper slipped under the moulding will protect the floor or rug while you are painting.

Windows and Glass

The manufacturer guarantees the thermo panes against defects. Any glass breakage for reasons other than seal failures becomes your responsibility.

During cold weather it may appear there are drafts around adequately glazed and weather-stripped windows. With some possible exceptions such as extreme weather conditions, the draft felt may be due to vertical air movement over the face of the window. This is convention; warm air rises and cool air drops. Another common sensation is that of a draft experienced when you are sitting or standing close to a window. The chill may be due to heat radiating from your body to a relatively colder surface-the window.

These steps should be followed in caring for your new windows:

1. Lubricate all moving parts with a silicone lubricant 2-4 times per year as required.
2. All caulking must be inspected annually paying particular attention to any signs of loss of adhesion. Such faults or cracks should be repaired immediately, using a superior grade of caulking.
3. The weather stripping and the tracks on the windows and doors should be lubricated twice yearly. The material used for lubrication can be petroleum jelly, silicone, or a bar of soap on the tracks.

Although, windows and doors are weather stripped they cannot be 100%; leak proof in extreme conditions such as rain driven by high winds.

HOME MAINTENANCE CHECKLIST

To ensure that your home remains in prime condition over the years, a program of preventative maintenance is required. By making a thorough inspection of your home inside and out once a season you can detect and repair problems before they become emergencies. This can save you time, worry and often money.

In this section of the Homeowner's Manual, we have included a checklist of activities that should be carried out on a seasonal basis. This checklist highlights the various areas, which will require attention in your preventative maintenance schedule.

Use of checklists – the seasonal checklists should be used when conducting monthly inspections to ensure that you are not forgetting or overlooking anything.

If you follow the checklists faithfully, making necessary repairs at vulnerable points, you can rest assured that you are doing everything you can to protect your valuable investment.

Safety & Seasonal Checklist

Fire Safety

- Buy at least one fire extinguisher for your home.
- Ensure that all family members know fire extinguisher location and how to use them.
- Plan a fire escape route and practice fire drills with your family
- Ensure family members know how to shut off gas, electricity, and water.
- Have all extinguishers checked annually
- Test your smoke detectors regularly to ensure proper operation.
- Avoid overloading electrical circuits.

Carbon Monoxide Safety

High concentration levels of carbon monoxide (CO) can cause death. If the alarm sounds on you CO detector, call the fire department. Open up the doors and windows to get fresh air into the house. Turn off your ventilation system including all fans.

Your Seasonal Check List

January

- Clean furnace filter and HRV*
- Clean furnace fan belt
- Check water heater
- Check pressure relief valve on water heater
- Check exhaust fans
- Clean range hood filter
- Clean humidifier
- Remove snow and ice from roof overhang/vents
- Check and reset G.F.C.I
- Test smoke alarms and CO detectors

February

- Clean furnace filter and HRV*
- Clean range and hood filter
- Check inside surfaces

March

- Clean furnace filter HRV
- Check attic
- Check sump pump (if installed)
- Clean range hood filter
- Clean humidifier
- Remove snow and ice from overhang and vents
- Check and reset G.F.C.I.
- Test smoke alarms and CO detectors

April

- Check eaves troughs and downspouts
- Clean furnace filter and HRV
- Clean humidifier
- Inspect basement or crawl spaces
- Check roof for loose or cracked shingles seal with caulking compound or cement
- Check driveways and walks for frost damage
- Clean range hood filter
- Check water heater
- Check pressure relief valve on water heater
- Plan landscaping to avoid soil settlement and water ponding
- Check and reset G.F.C.I.
- Test smoke alarms and CO detectors

May

- Inspect fences
- Ensure ground slopes away from house
- Check Caulking for air and water leaks
- Lubricate weather-stripping
- Check exterior finishes
- Check windows and screens
- Lawn preparation and weed control
- Check and reset G.F.C.I.
- Test smoke alarms and CO detectors

June

- Inspect air conditioning
- Check roof
- Check outbuildings
- Check doors
- Clean range hood filter
- Check septic system (cleaning if necessary)
- Fertilize lawn
- Check water heater
- Check pressure relief valve on water heater
- Check and reset G.F.C.I.
- Test smoke alarms and CO detectors

July

- Air out damp basements on dry, sunny day
- Clean air conditioner
- Check exhaust fan
- Clean range hood filter
- Check water heater
- Check pressure relief valve on water heater
- Check and reset G.F.C.I.
- Test smoke alarms and CO detectors

August

- Clean air conditioner filter
- Ensure ground slopes away from house
- Air out damp basements on dry, sunny day
- Clean range hood filter
- Inspect driveways and walks
- Inspect doors and locks
- Check and reset G.F.C.I.
- Test smoke alarms and CO detectors

September

- Check exterior finishes
- Check garage door tracks and lubricate bearings

- Check caulking
- Check fireplace and chimney
- Fertilize lawn
- Clean range hood filter
- Check basement or crawl spaces
- Have furnace, humidifier and HRV* serviced
- Check clothes dryer vent
- Check and reset G.F.C.I
- Check smoke alarms and CO detectors Winter-Exterior Inspection.

October

- Check windows and screens
- Drain exterior water lines
- Check roof including shingles, flashing and vents
- Check weather-stripping and lubricate
- Check doors
- Clean range hood filter
- Winterize landscaping and remove leaves
- Clean furnace filter and H.R.V.
- Clean water heater
- Check pressure relief valves on water heater
- Check eaves troughs and downspouts
- Clean humidifier
- Check and reset G.F.C.I
- Test smoke alarms and CO detectors

November

- Check attic
- Inspect floor drains to ensure trap is filled with water
- Clean range hood filter
- Clean furnace filter and HRV*
- Check for condensation and humidity
- Check and reset G.F.C.I
- Test smoke alarms and CO detectors

December

- Check air ducts
- Check snow on roof
- Clean furnace and filter and HRV*
- Clean range hood filter
- Clean humidifier
- Check and reset G.F.C.I
- Test smoke alarms and CO detectors

CLARIFICATION OF FIRST YEAR WARRANTY OF HEATING & AIR CONDITIONING SYSTEMS

The labour and parts warranty on the heating and air conditioning systems installed cannot be honoured if the equipment is modified in anyway by other contractors. The most common modification to our systems is the addition of air conditioning, electronic air cleaners, humidifiers, two-speed operation and set back thermostats. It has been our experience that other contractors are not always familiar with interconnecting wiring to the existing equipment and problems that may result. We also find that if improperly sized air condition is installed on our equipment, poor delivery of conditioned air to the home. Multiple problems can be created by other equipment suppliers altering our installations. It should also be noted that if we correct the resulting problems, we could be blamed for any subsequent failures of the other equipment.

If you wish to use your own contractor for system additions and alterations, ensure that your contractor will accept full responsibility for warranty service of the total system.

CERTIFICATE OF COMPLETION & POSSESSION

Purchaser (s) :		Project:	
Phone (Res.):		Lot #	
Phone (Bus.):		Plan #:	
Super:		P.D.I. Rep:	

Acknowledgement

In order to improve our commitment in providing excellent customer service, your Customer Service Representative will explain and fill out this form with you. This ensures we have communicated all applicable information with you prior to your closing date. We thank you for taking the time in working together with us in improving our customer service.

YES

NO

- | | | |
|--------------------------|--------------------------|--|
| <input type="checkbox"/> | <input type="checkbox"/> | The process for having outstanding PDI repairs completed and your signed approval has been explained to you. |
| <input type="checkbox"/> | <input type="checkbox"/> | I am in possession of the Fieldgate Home's warranty manual, along with the Tarion Homeowner's Information package, which have been provided via email. |
| <input type="checkbox"/> | <input type="checkbox"/> | I have received a set of spare tiles, which will be used by Fieldgate for any future tile repairs. |
| <input type="checkbox"/> | <input type="checkbox"/> | The operation / maintenance of the following: furnace, electrical panel, fireplace (if applicable), exterior hose bib shut off point, GFI outlets (interior and exterior), and the low water consumption toilet system has been explained to me in detail |
| <input type="checkbox"/> | <input type="checkbox"/> | It has been explained to me that all damages such as: scratches and chips in mirrors, tiles, plumbing fixtures (sinks/ tubs), cabinetry (kitchen/ bathrooms), countertops (kitchen/ bathrooms/laundry) and windows NOT MENTIONED on the Pre-Delivery Inspection are not covered under warranty. |
| <input type="checkbox"/> | <input type="checkbox"/> | Daily maintenance of countertops (i.e. Water damage) has been explained to me. |
| <input type="checkbox"/> | <input type="checkbox"/> | The 30 day, 120 day, year end and second year warranty service request procedures have been discussed with me. Also, in the case of an emergency limited to the loss of heat, water or hydro, I have been shown the emergency contact sticker attached to my furnace and have been advised to contact them in the event of an after-hour emergency. (limited to loss of water, heat and hydro) |

It has been explained to me that year end drywall is done at year end only, which includes only patching. Fieldgate Homes does not sand or paint.

I understand that my home has been provided with a dehumidifier. I understand that the dehumidifier must be used to control humidity levels within my home.

I have received the complementary duct cleaning certificate and it has been explained to me that the certificate expires in 90 days and must be booked 14 days after your PDI has been conducted.

Pre-Delivery Start Time: _____ **Pre-Delivery End Time:** _____

Purchaser Signature: _____ **Date:** _____

Purchaser Signature: _____ **Date:** _____

The above list of unfinished work and surface defects not accepted by the purchaser(s) for Interior, landscaping and seasonal exterior items will be attached to the Tarion Certificate of Completion and Possession

**TO MAKE A WARRANTY SERVICE REQUEST TO FIELDGATE, COMPLETE
AND SUBMIT THIS FORM BEFORE THE END OF THE 120 DAYS OF
POSSESSION OF YOU HOME.**

*** YOUR LOT # AND PROJECT NAME ARE MOST IMPORTANT, KINDLY INDICATE THESE
CLEARLY ON YOUR FORM.**

**YOU MAY SUBMIT ONLY ONE 120 DAY FORM.
FAX: 416 - 642 - 2207**

Purchaser:	<input type="text"/>		
Project:	<input type="text"/>	Lot:	<input type="text"/>
Civic Address:	<input type="text"/>		
		Postal Code:	<input type="text"/>
Telephone:	<input type="text"/>	Business:	<input type="text"/>
Fax :	<input type="text"/>	Cell :	<input type="text"/>
Emergency Contact Name and Number:		<input type="text"/>	
Email Address:	<input type="text"/>	Closing Date :	<input type="text"/>

PERMISSION TO ENTER AND CONDUCT INSPECTION.

(Liaise with you Warranty Coordinator to schedule date of inspection prior to your service date.)

Dates available for inspection:	<input type="text"/>
	<i>(Monday – Thursday between the hours of 7:30 a.m. – 5:00 p.m. and Friday between the hours of 7:30 a.m. – 4:00 p.m.) * all appointments are open bracket appointments.(a.m./p.m.)</i>

Permission to enter and conduct service to be completed and returned to our office, once you have set a date with your Warranty Coordinator.
(fax: 416-642-2207)

Homeowner

Site Lot #

Civic Address

Contact Numbers: Business

Residence

Dates Scheduled and confirmed with Coordinator:

(Monday – Thursday 7:30 a.m. – 5:00 p.m. and Friday 7:30 a.m. – 4:00 p.m.)

Alarm Yes No

Pets Yes No

Homeowner Signature allowing Access

Builder Representative Acknowledgment:

Please note, it is against Fieldgate Policy to:

- *To enter a home without the homeowner or a family member present.*
- *To move the property of our homeowners all work spaces should be cleared of personal belongings to allow the repair*