A GUPDE TO YOUR HOME A Homeowner's Manual





From our family to yours!



FAMILY OF BUILDERS

FarSight Homes is built on a foundation of more than 35 years of home building experience. The Schickedanz family – brothers Rick and Bob, and sons Johnathan and David, assisted by a team of skilled trades, designers and architects, have built a solid legacy spanning three generations — and counting — of building expertise.

Rick's father, Daniel, a founding partner of Schickedanz Bros. Limited, is one of the premier developers/builders in North America, involved in numerous communities in Ontario, Alberta, British Columbia and Florida. Rick's involvement in the family business prepared him with a wealth of experience and high appreciation for quality throughout every phase of the building process.

Through many years in the building industry, FarSight has been serving the needs of homebuyers with many exceptional residential communities. The commitment to uphold family traditions by honouring the core values and successful formulas of those hardworking, honest artisans who founded Schickedanz Brothers, is exemplified today by FarSight Homes. With industry proven knowledge and an understanding of all facets of the development process, FarSight Homes has grown to become more than just a builder of quality homes.

Today, these activities and interests span much of the real estate spectrum. From land acquisition, community design and development, to new home construction, to rental properties, to golf course communities, in Canada and into the United States, FarSight remains an innovator and a leader.

Acknowledged as an Energy Star[®] Registered Builder, the FarSight family provides "best in class" energy efficiency in your new home, assuring responsible and sustainable development without sacrificing the contemporary convenience and amenities.



WELCOME HOME



At FarSight Homes we take great pride in designing and building our homes with the highest level of care and craftsmanship. We know that when your home is properly maintained, it's something that you'll enjoy and appreciate for many years to come.

Inspecting your home on a regular basis and following good maintenance practices are the best ways to protect your investment. By adopting a preventative maintenance schedule, you can avoid repairs and extend the life expectancy of many components in your home.

Please refer to this guide regularly to help prevent problems yourself. From warranty coverage to suggested maintenance practices, it covers many of the most common Homeowner questions and concerns.

At FarSight, every single homebuyer is part of our growing family. Our commitment to your satisfaction continues to be the foundation on which we build.

If you require further assistance, please do not hesitate to contact FarSight Homes Customer Care at customercare@farsight.ca.

From our family to yours, thank you for choosing FarSight Homes.

The information contained in this Guide is provided for informational purposes only, and should not be construed as legal advice or a contractual obligation. The Agreement of Purchase and Sale is the contract. The contents of this Guide contain general information and may not reflect the status of any individual project or purchaser. Any reliance or action taken based on the information provided herein is the responsibility of the reader. Readers are advised to consult appropriate professionals to determine what is suitable for them. Farsight Homes assumes no responsibility for any consequences arising from the use of the information provided in this Guide.

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FARSIGHT HOMES CONTACTS

For your reference and to use for all correspondence with your FarSight Customer Care Representative, your New Home Address will be found on the Tarion Certificate of Completion and Possession, received at the time of your Pre-Delivery Inspection (PDI).

My New Home Address is:

Important Contact Information

Head Office

FarSight Homes 117 Ringwood Drive Unit 18 Stouffville, Ontario L4A 8C1

FarSight Homes Customer Care:

Raffaele Vecchiarelli Customer Care Representative Email: customercare@farsight.ca

Phone: 905-642-8383 Fax: 905-642-6535

Neighbourhood Contacts

For your convenience, here is a list of other important contacts you may require prior to moving into your new home.

Neighbourhood: Beeton Creek at West Country



From our family to yours!



SERVICE	CONTACT	PHONE
Fire/Emergency Services	Emergency	911
Gas	Enbridge Gas	1-866-763-5427
Electricity	Alectra Utilities	1-833-253-2872
Water and Wastewater	The Town of New Tecumseth	705-435-3900 or 905-729-0057
Cable Television	Rogers	1 888 ROGERS1
Phone	Bell Canada	310-BELL (2355)
Internet	Bell High Speed Internet	310-BELL (2355)
	Rogers High Speed Internet	1 888 ROGERS1
Town Offices	The Town of New Tecumseth	705-435-3900 or 905-729-0057
Garbage/Recycling	County of Simcoe	705-726-9300 or 1-866-893-9300
Post Office	Canada Post	1 (866) 607-6301
School Boards	Simcoe County District School Board	705-728-7570
Taxes	The Town of New Tecumseth	705-435-3900 or 905-729-0057
Hospital	Stevenson Memorial Hospital	705-435-3377

THERE ARE MANY DIFFERENT MATERIALS THROUGHOUT YOUR NEW FARSIGHT HOME. MANY OF THEM REQUIRE SPECIAL CARE AND ATTENTION. READ ON TO LEARN EVERYTHING YOU NEED TO KEEP THEM LOOKING LIKE NEW!





INTERIORS

Cabinets

Wood, PVC & vinyl surfaced cabinets are very susceptible to heat damage. If your 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-clean mode to allow excess heat to dissipate. If heat is allowed to build up, the surface may delaminate. This precaution should also be taken when the oven is used for a prolonged period at a high temperature as well as leaving the dishwasher door slightly open once a cycle is finished.





Appliances

Be careful when moving appliances. You should use a dolly or lay down plywood/masonite and move the appliances over it, to prevent the casters leaving indentations in the finish.

When moving heavy furniture or appliances, slip a blanket or scrap of carpet, face down, under each leg and slide the furniture carefully.

This will help avoid scratching and gouging. Please be advised surface defects are excluded from warranty coverage per the manufacturer. STANDING WATER WILL CAUSE DAMAGE

TO CABINET DOORS AND COUNTERTOPS.

This applies to both veneers and solid woods. Keep steam away from all cabinetry, as the high humidity tends to warp or twist the cabinetry. When using your kitchen or bathroom sinks please ensure you wipe up any excess water immediately after use, to avoid delamination or damage to your countertops and cabinets.



Laminate Flooring

Heavy wet-mopping of a laminate floor should be avoided as excess water can enter the gaps between boards at joints and can cause the floor to expand and can cause damage. Make sure to wipe up any spills immediately. Hard to clean areas can be spot cleaned with a moist towel or rag but be careful not to use too much water or cleaning liquid. It is recommended to steam mop laminate floors to avoid excessive water when cleaning. Variations in humidity levels in the living space may cause some creaking and cracking, and slight separation of the seams. Excessive humidity or inadequate humidity should be avoided. To prevent this from occurring in your home we recommend that you monitor your humidity levels with a hygrometer and adjust your HRV/ERV accordingly. A humidity level between 35-55% is recommended to be maintained in your home for ideal living conditions.

Flooring

Hardwood

Hardwood flooring is a natural wood product that can be greatly affected by changes in humidity and temperature. Low humidity levels in the winter may cause spaces to appear between boards, while high humidity levels in the summer may cause cupping or swelling in the centre of the board. These movements vary seasonally and can be controlled by monitoring the relative humidity levels in the home. To minimize wood movement, maintain the RH levels in the house between 35-55% year-round and the temperature between 18°C and 26°C (65°F to 78°F). During an extreme cold snap, the home may need to have the humidity reduced for other ventilation reasons and as such it may not always be possible to avoid some gaps appearing between hardwood boards. The appearance of hardwood flooring is easy to maintain and a dry mop or a hardwood cleaner is all that is required for cleaning. The need for wax on hardwood floors is rare and many types of flooring are now factory finished and have specific maintenance requirements. Refer to your flooring supplier for specific instructions.

As your house dries out and settles, framing materials will shrink and twist slightly, resulting in a squeak, cracking or popping noise. This is normal. Over time, some noises disappear. FarSight will repair excessive noises at the year-end service date. Floor noises under vinyl, ceramic or hardwood cannot be repaired unless accessible from the basement.

Cleaning Your Floors

Use a hardwood floor solvent product, available from your local hardware store. Do not use any wax or cleaner that must be mixed with water such as oil soap, as this may result in a loss of warranty. Ammonia will damage or dull many surface finishes and should not be used to clean your floor. Never wet mop or clean your hardwood floors with water. Do not use any wax or cleaner that must be mixed with water such as oil soap, as this may result in a loss of warranty. Water can dull the finish, and permanently damage the floor. Wipe up spills as soon as possible, before they get sticky or dry. Remove dried spills with a cloth or a pad dampened with a manufacturer recommended cleaning product. For an excessively dirty floor we recommend using a steam mop to lift the dirt from your floors.

Carpeting

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Carpets can be easily maintained with regular vacuuming. Spills should be cleaned up immediately. Blot or dab spills and avoid rubbing, which could damage the fibre. Carpet stain removers can be used, however a spot check on a discreet area of the carpet should be done prior to use. Please follow the manufacturer's recommended instructions. Furniture can also crush carpet pile fibres, and regular vacuuming under heavy pieces of furniture can help prevent this. Visible seams are normal and are alleviated with time, use and vacuuming. Carpets with low, tight naps usually show more visible seams in comparison to other carpet styles. High humidity can cause rippling to occur.

If the carpet remains rippled after the humidity has left, contact a professional to have the carpet restretched.

- 1. Avoid excessive wet or damp mopping of the floor.
- 2. Exposure to direct sunlight may discolour your flooring. We recommend installing window coverings to prevent this from occurring.
- 3. The use of felt pads or similar products should be used under furniture.
- 4. Planted pots should be isolated from the floor surface.
- 5. Spills should be wiped up immediately.



Ceramic and Porcelain Tile

Ceramic and porcelain tiles are a durable man-made product and have a glazed surface to varying degrees, from a matte finish, to semi-gloss, to high gloss. These types of tiles will clean easily with warm water. If too much cleaning product is added, it may leave streaks or film, and should be washed and/or rinsed again with clean water to remove the film from the surface. For routine cleaning use a mild detergent; do not use waxes or sealers. We recommend annual grout sealing with a clear liquid silicone sealer, as the grout in between tiles is porous and will absorb water and stains. In the instance of molded grout, use bleach type products sprayed onto the molded area (when dry) to a point of saturation. It can then be scrubbed to further remove or aggravate the mold bacteria and then rinsed within 10-15 minutes. When using these types of cleaners, use caution and ventilate the area. Overexposure to fumes may cause nausea or unconsciousness. Some separation in the grout lines may occur. Cracks can be filled using a premixed grout purchased from a tile or hardware shop.

Drywall

During the first year of living in a newly constructed home, items such as nail pops and settlement drywall cracks may occur in various areas throughout the home such as over doors, windows and archways, or in the corners of the ceiling. This type of settlement is quite normal as your home climatizes and settles from the construction process.

As a courtesy, FarSight Homes will send a work order to our drywall trade partner to repair these items (once only). These repairs will not be sanded or re-painted, therefore we recommend that you request this work 1 year from your closing date, and at a period when you are ready to repaint within your home.



$-\mathbf{Q}$ helpful tip—

Applying a grout sealer will help prevent water from penetrating through the grout and into the sub surface wall area. It is suggested that the tile surface be wiped down or squeegeed after each shower.

WE RECOMMEND

- Using a broom to sweep the tile or a damp mop to wash the surface.
- Remove any wet spillage immediately with a damp mop.
- Do not wax the floor tile. The surface may become very slippery.
- Padding should be used to help avoid chipping tile when moving any heavy objects across the surface.



Engineered Stone Countertops (Quartz)

Engineered stone countertops only require a simple cleaning routine to maintain their attractive look. Regular cleaning using a damp cloth and a mild soap detergent is already enough. You can simply blot spills, and your engineered stone countertop can look good as new again.

Avoid using very strong chemicals (such as acid, alkaline material, acetone, etc.) and other solutions with unidentified ingredients to clean your engineered stone countertop. Read the label of your cleaning agent before using it to identify its components. Stay away from floor strippers and oven cleaners because they have very strong chemicals that can damage your countertop surface.





Natural Stone Countertops (Granite, Marble, Travertine, Limestone, Onyx & Slate)

All natural stones are porous and act like a sponge in the presence of moisture and fluids and for this reason may stain. We recommend that when cleaning natural stones, do so with warm water. Most stains will wipe away if cleaned within a reasonable amount of time. Spills left for an extended amount of time may become much more difficult to clean and may stain.

We do not recommend any use of chemicals such as abrasive soap, and/or any acid/ammonia based cleaner to clean your natural stone finishes. These chemicals will scratch and dull or may even stain the surface.

Recommended Care And Products

A stone countertop spray cleaner is recommended for daily cleaning, without leaving streaks. It is specifically developed for fast and safe daily cleaning and effectively removes grease while enhancing the characteristics of the stone. The application of this cleaner is for granite, marble, limestone and other natural stone.



Windows and Doors

If high relative humidity levels occur inside your new home during periods of very cold weather, condensation and frost on the inside face of the windows will occur. This is a ventilation issue and is not a fault with the window. Condensation can result in the growth of mold on the window frame. This can be controlled with a mild solution of bleach and water.

Note: California Shutters can seriously affect your home's condensation levels on windows. If you choose to install these shutters, we recommend keeping them open on a regular basis to allow for proper ventilation.

Most window designs incorporate a drainage track at the bottom of the window to collect any condensation that runs off of the glazing. These tracks will have weep holes to the outside to drain this moisture. These holes must be kept clean and can be maintained with a short piece of wire or a cotton swab.

Exterior and interior doors may warp and "stick" due to the temperature and/or humidity difference between the interior and exterior of your home.

Seasonal variations can occur up to 1/4" in any direction. It is prudent to refrain from trimming or altering a binding exterior door, as the problem may rectify itself with a change in climatic conditions. Some exterior doors have restrictions imposed by the manufacturer. Please consult with your Home Care representative for further information.



– 🗣 HELPFUL TIP —

WAYS TO REDUCE CONDENSATION

- · Use exhaust fans while cooking.
- Use bathroom exhaust fans while having a bath or shower.
- Ventilate the home at least once a day by opening a window or door.
- Open the blinds and drapes throughout the day to allow for air circulation on windows.
- Move furniture roughly 12-16 inches from windows & vents for proper circulation of air.





Plumbing Overview

The plumbing in your new home consists of plastic and copper piping for the supply of potable water throughout the home and ABS plastic piping for the waste disposal. A main water supply shut-off has been provided to shut off the water supply to your new home. This can be used in the event of an emergency and should be located upon occupancy for future reference. Additional shut-offs may have also been provided to the sink supply lines and toilets to allow for routine maintenance.

The waste lines have been provided with clean outs throughout your home. These are generally located in cabinets under sinks, within wall or ceiling hatches, or in the basement. These clean outs must remain accessible as they are the means of access to the piping should a blockage occur. P-traps are present at the outflow of all waste piping. These traps are designed to provide a barrier of water, which prevents the entry of sewer gases into the home. Sinks or drains which are used infrequently may lose this water barrier due to evaporation. If sewer gases are detected, running water down the waste pipe will re-prime the trap and likely stop the odor. 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, especially in the P-traps, and can significantly reduce the flow of water through the waste system. These substances are also very detrimental to the municipal sewage treatment systems and private septic systems.

Exterior Hose Bibs

Maintenance is required for each hose bib location. In most cases there is a hose bib located in your garage and at the rear exterior of your home. There are a few steps that must be taken each Fall to prevent the exterior hose bib from freezing:

- · Disconnect your garden hoses from any exterior hose bib.
- Shut the water off from the water shut-off valve inside your home. The water shut-off will be located on the opposite side of the exterior wall as the hose bib.
- After the water valve inside is off, open the exterior hose bib and drain any water that is in the pipe. Leave the hose bib open during the winter. Be sure to shut it just before you turn the water back on in the Spring.

Fixtures

The surfaces of the plumbing fixtures are susceptible to damage from abrasive cleaners. Use of abrasive products and steel wool pads should be avoided as these products will cause the finish of the fixture to become dull and porous. Refer to the manufacturer's recommended maintenance procedures for specific information relating to your products.

Some household maintenance and cleaning products contain organic solvents such as petroleum distillates. These are sometimes used to dissolve difficult stains or greases on certain materials that may be damaged by water-based cleaners. Plumbing fixtures are intended for normal household use only. Chemical products should not be disposed of in your household fixtures.

Water Shut-Off Locations

Check for the location of your water shut-off valves, as these will help in the event of a leak. Your toilet has its own water shut-off valve, and your sinks, dishwasher and laundry pipes may also have individual hot and cold water shut-offs. Make sure to close your water shut-off valves if you are away for an extended time period.

In the case of a plumbing emergency, every member of your household should know the location of these valves.

Your home is equipped with water shut-off valves in the following areas:

01. Kitchen Located below the sink.

02. Laundry Located beside the washer and dryer.

03. Basement

Main water shut-off valve is located near the furnace.

04. Bathrooms

Located below the sink and at each toilet location in each bathroom.



Low-Flush toilets are required by the Ontario Building Code and are designed to promote water conservation by using less water per flush. You may notice that all the water does not leave the tank upon flushing and therefore, you may have to hold the lever for a few seconds for optimal operation. You will also notice the water surface in the bowl is lower, since less water is needed to operate the toilet efficiently.

Clogged Drains

Clogged drains usually build up progressively over time. Preventative maintenance measures can go a long way in preventing serious drain blockage. Some of the basics are to avoid pouring grease or coffee grounds down the drain, and to use a plunger at the first sign of a slow drain.

Ticking Sounds Coming From Walls

This is created by copper water pipes or drain pipes which expand and contract when heating up or cooling down. This is a common occurrence. Common causes of blocked drains in toilets include feminine hygiene products, toys and other objects placed in the toilet by small children, paper towels, baby wipes, disinfectant wipes and Q-tips. Avoid flushing feminine hygiene products and paper towels down the toilet, as they are highly absorbent materials that expand and do not disintegrate like bathroom toilet paper.

Electrical

The electrical system in your home is intended for normal residential use. We highly recommend that you consult a licensed electrician to make changes or additions to your electrical system. Please note that a permit may be required for changes and additions to your electrical system. The electrical panel in your home is equipped with circuit breakers, which separate the power to specific areas within your home. Circuit breakers are safety devices located on your electrical panel to prevent over-loading and fires. They stop the electrical current if it exceeds the safe level for some portion of the home electrical system. If the demand for electrical current exceeds the safety level, a circuit breaker will "trip" causing power loss. This requires manual resetting of the breaker. The "tripped" breaker will be in the off position, visible once the panel door is opened. The circuit must be turned to the "off" position and then back to the "on" to regain power. When the master breaker is tripped, the electricity of the house is cut off. If you experience sudden power loss to a specific area within your home, we recommend that you check your electrical panel to determine if an electrical breaker has "tripped."





GFCI & AFCI Circuits

A Ground Fault Circuit Interrupter (GFCI) and/or Arc Fault Circuit Interrupter (AFCI) are additional electrical safety devices installed in the electrical system. These devices are breakers that can be located in the main electrical panel or within specialty outlet receptacles and are designed to provide protection from ground and arc faults. The GFCI/AFCI is extremely sensitive and will trip if grounding or arcing of the electrical current is detected. Ground/arc faults usually occur in older appliances and electrical equipment or inexpensive extension cords.

A poorly insulated extension cord lying on wet ground will often cause a ground/arc fault, because water and electricity are a poor combination. This form of protection is installed in the outlets within the bathroom and outdoor outlets of your home. If these breakers should trip, unplug the source of the fault and reset the breaker either at the panel or at the outlet itself. GFCI/AFCI outlets should be tested regularly to ensure their proper operation.

Thermostat

The heating system is operated by a wall mounted digital thermostat. This thermostat has the following switches that allow you to manually adjust your settings to suit your needs.



You can recognize the GFCI by the two buttons on the outlet. One says "TEST" and the other says, "RESET". If the "TEST" button is popped out, power has been disconnected from the GFCI; you will have to press the "RESET" button to gain power in the outlet.

TEMPERATURE SETTING:

To change temperature settings in your home simply press the arrow keys up or down until you reach the desired temperature.



The SYSTEM switch is designated by the COOL-OFF-HEAT on the right hand side of the thermostat.

- · COOL: Cooling system only operates.
- OFF: Both heating and cooling systems are disconnected.
- HEAT: Heating system only operates.

The FAN switch is designated by the ON-AUTO on the right hand side of the thermostat.

- AUTO: The fan operates (or cycles) in response to the thermostat in both heating and cooling. The fan will operate on or off as will the compressor. When there is a call for either heating or cooling, the fan will come on. When the heating or cooling is satisfied, the compressor will stop as well as the fan.
- **ON:** The fan operates continuously. If there is a call for heating or cooling, the compressor will operate as needed but the fan will stay on.

Note: It is recommended to operate the fan switch in the "ON" position.



Air Barrier/Insulation

Your ENERGY STAR® home is built utilizing some of the best products available in the industry and this includes a full Tyvek wrapped exterior. At FarSight we go above and beyond the building code to ensure that our homes are both water tight and air tight. By shingle lapping the air barrier from the foundation to the roof, we ensure that any moisture behind the wall cladding is able to drain down and away from the structure of the home. This includes utilizing tipped window sills covered in a flexible window wrap that not only creates a superior air seal but also protects against water penetration.



Although your ENERGY STAR[®] home is very well sealed, it is impossible to make your home 100% air tight, and some drafts may be detected on very windy days. This is normal. Drafts felt in front of windows on very cold days are often due to convective air movement over colder glass surfaces. Range hoods are equipped with dampers; however, they do not provide a perfect seal.

Insulation In Attic And Walls

Your ENERGY STAR[®] home is one of the best-insulated and sealed houses available today. A well-insulated and sealed house reduces your energy costs and is very comfortable.

Your attic is insulated with either batt insulation or blown-in insulation, depending upon the slope of the ceiling. The exterior walls contain batt insulation, along with an insulated sheathing that reduces thermal bridging. The insulated sheathing is a continuous layer of insulation that covers the entire exterior of the home. This cuts down on cold spots caused by framing, particularly in corners and at the floors.

The insulation levels in your walls are increased to 25% above Building Code requirements. Steel beams and openings in the garage ceiling are sealed with spray foam insulation to avoid critical heat loss. Your home has a fully sealed and continuous vapour barrier system installed on the interior of the home.

Remember, when hanging pictures or other items on exterior walls, attach fasteners into the wood studs, or use shallow nails or screws to avoid damaging the vapour barrier.



Daylight seen from the attic in the eave area is normal. The soffits and baffles located in this area help to ventilate the attic. The roof vents also ventilate the attic and you may see daylight through these as well. Snow build-up on top of the roof vents may restrict attic ventilation and cause a build-up of warm, humid air in the attic. It is important to keep vents clear of excessive snow.



Ventilation is extremely important in your new ENERGY STAR® home. Your home is built to much higher standards and is significantly more efficient than previously built homes. As a result, the moisture and heat that would normally escape, is now staying inside the home due to the increased insulation and air tightness. This puts more emphasis on

the homeowner to run the mechanical systems in the home to control ventilation and humidity. We have installed an ERV (Energy Recovery Ventilator) to provide fresh air to the home. The ERV, for the most part, is unaffected by outdoor weather conditions. It is designed to not only bring in fresh air while exhausting stale air, but also to assist with controlling interior relative humidity. For occasions when you experience increased levels of contaminants and humidity, the ERV and other exhaust fans can be turned up to increase the exchange rate. With that being said though, it is still crucial to run bathroom fans while bathing or showering and kitchen exhaust fans while cooking. This will ensure large amounts of moisture are removed before spreading throughout the home.

Ventilation is important in a new home. For the first 18 months, your home will release moisture from the materials (concrete, lumber, drywall, compounds, etc.) used to build it until they cure and dry out. This occurs with all new construction and adds a considerable amount of moisture to the indoor air quality. Condensation or ice on the windows is a sign that the humidity is too high for the current weather conditions. If the humidity is not controlled, water damage to the window frames, paint and drywall may occur. Damage of this type is not covered under warranty.

The simplest method of determining relative humidity levels in the home is to utilize a hygrometer. These devices allow you to monitor humidity levels and adjust the mechanical systems as necessary. It is generally recommended to maintain 35-55% but in extreme cold snaps it may need to be reduced to 30 or 25% for short periods of time.



- Run your HRV continuously, except on days of very high humidity in the summer or on extremely cold days in the winter.
- · Do not cover heat registers or block air return vents.
- While bathing, washing or showering, always run the bathroom exhaust fan as well as the ERV/ HRV. Run the range hood fan while cooking, and keep these ventilation devices running for at least 15 minutes afterwards to ensure that the excess moisture is removed.

· Avoid moisture-producing activities, such as hanging wet

- clothes to dry indoors, running a humidifier, or growing an excessive amount of houseplants during the first year.
- If you have a central air conditioner, run it continuously during the spring, summer and fall, or on high humidity days.
- Run a dehumidifier in your basement and run it continuously for the first year at a minimum. After the first year, run it during the summer months or when humidity is high.
- Even after the first year, humidity control is very important. The number of people living in the house and their related lifestyle influences the level of humidity.

Indoor Relative Humidity levels that will keep thermal pane windows condensation free

OUTSIDE AIR TEMP (°C)	MAXIMUM INDOOR RELATIVE HUMIDITY AT 20(°C) 68(°F)
-24 (°C) to -18 (°C)	30%
-18 (°C) to -12 (°C)	35%
-12 (°C) to 0 (°C)	40%
0 (°C) to 20 (°C)	45%
20 (°C) to 30 (°C)	50%
30 (°C) or above	55% max



Basement

for the first year.

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Moisture Around Perimeter Walls

More often than not, moisture around perimeter walls is caused by condensation. It is important to check relative humidity levels when moisture on perimeter basement walls is evident. Running your dehumidifier will alleviate this situation.

Dehumidifier

Cracks On Basement Floor

It is common to find cracks in basement floors due to shrinkage and minor settlement. This does not indicate faulty materials or faulty workmanship. We will repair cracks exceeding four millimetres in width, as per the Tarion Warranty Guidelines.

We do not recommend finishing your basement within your warranty period, as access is required to service your home during the warranty period.

Smoke/Carbon Monoxide Detectors



One or more smoke and carbon monoxide detectors have been installed in your home. The type of smoke detector, the installation procedure and the location(s) of the smoke detector(s) are selected to meet the requirements of building codes. Do not move or disable the smoke detector. If you feel the need for additional protection, consider purchasing additional smoke detectors to be installed at additional locations. If your smoke detector requires batteries, the batteries should be replaced at least twice a year and when the low battery alarm is audible. Monthly testing of the smoke detector should be conducted and other care or maintenance as recommended by the manufacturer.



Heat Recovery Ventilator (HRV)



Heat Recovery Ventilator Control Switch



Maintenance

The principle purpose of a Heat Recovery Ventilator (HRV) or Energy Recovery Ventilator (ERV) is to provide fresh air to the home. These units enable occupants to control the ventilation levels in the home and can also assist with controlling interior relative humidity levels. The core of these mechanical systems allows some of the heat from the warmer air stream (stale interior air in winter) to be transferred to the cooler air stream (fresh cooler air from exterior in winter), thus "recovering" some of the heat that would have otherwise been exhausted. The opposite occurs in the summer months.

An ERV takes this process one step further by also allowing some of the moisture to be transferred to the dryer air stream.

The Heat Recovery Ventilator Unit (HRV) is located in your basement (hanging from the ceiling) near the furnace (control switch is located in Dining/Living Room near the thermostat). An HRV is ideal for homes located in colder climates, where there is excess moisture during winter months. This system supplies continuous fresh air from outside and brings it into the house.



The Heat Recovery Ventilator Unit (HRV)

The heat recovery core of the unit transfers a portion of heat in the stale air being exhausted to the fresh incoming air from outside before being distributed throughout your home. During the winter months, this device should be turned on to ensure that higher humidity levels indoors are balanced with the dryer levels outside.

Your HRV contains 3 filters (two small fabric filters located on either side of the middle core filter). When servicing your HRV, unplug the power cord before opening the unit. Remove the two smaller filters and vacuum or wash them every two to three months. These filters are re-usable. The core filter can also be removed and cleaned seasonally for regular maintenance and upkeep of your HRV unit. Do not soak your core filter in water. For further information please refer to the Homeowner's Manual for more detailed maintenance instructions.



Furnace/Hot Water Tank

Furnace Filters

It is important to change your furnace filter every 2 - 3 months to ensure clean air is circulated within your home, and to ensure the blower motor does not become overworked. When replacing furnace filters, please ensure the arrow is always facing the furnace unit.



Furnace Shut-Off Switch

Furnace Shut-Off Switch:

Each furnace will always have an override shut-off switch usually located a few feet from the furnace and hanging off a 2'x4' piece of wood. This override switch will shut down the furnace system for maintenance. Please check the override switch if you experience loss of power from your thermostat. It is recommended having a licenced Heating and Air technician inspect the operation of your furnace and air conditioning system every few years to ensure your system is running properly.

Hot Water Tank

Please note that your hot water tank in your home is provided on a rental contract. All maintenance and warranty will be provided by the hot water tank rental provider. To find the contact information for this provider please reference the sticker on the hot water tank itself, which will display the service contact information.







Hot Water Tank

Furnace

Furnace Filter

EXTERIORS



Cladding refers to the finishing material used to protect the outside walls of your new home. Common cladding materials include masonry (brick and stone), as well as siding (wood, metal, vinyl, wood composites and/or concrete composites).



Masonry

Brick and stone finishes are designed to last the lifetime of the house. Masonry, brickwork and mortar joints are not waterproof. They are porous and absorb moisture. This is taken into consideration when masonry walls are constructed as you may notice the lower course of masonry has occasional gaps in the mortar. These 'weep holes' are provided to allow drainage of moisture from behind the masonry. Do not block these holes. Hairline cracks in the mortar are normal. Mortar cracks of 2 mm or more will be repaired at the year-end service date. Occasionally inspect the brickwork for signs of movement and cracking. Although hairline cracks are not usually a concern, cracks that increase, or change, should be investigated.

Siding

Wood, vinyl, metal and composite trim and sheet siding are low maintenance and durable. The colour may fade slightly, depending on the exposure to the sun. Constant spraying with a garden sprinkler may also cause discolouration. Vinyl siding becomes very brittle in extremely cold weather and may shatter on impact.

Painted wood surfaces should last at least five years, depending upon the exposure to the sun and other weather-related elements. Factory finished wood siding should last ten years. Paint that is peeling, as well as wood knots that are bleeding through the paint will be repaired at the year-end service date.



Maintenance

Use extreme care with high-pressure washers when washing any type of cladding. Water may be forced through the cladding into the wall system, resulting in internal wall damage. Avoid positioning a water sprinkler next to any cladding system. Allowing a sprinkler to spray water against the cladding for long periods of time may eventually force water through the cladding and into the wall system. Although the cladding is designed to shed water, as well as remove a limited amount of moisture from the cavity behind, it cannot handle large amounts of water. Never cover the exterior cladding with soil, as the cladding system is not designed to be in constant contact with moisture. Avoid building new structures, such as a deck, directly against the cladding material where there is potential for moisture penetration or snow to build up. Keep beds of plants at least six to eight inches below the base of the cladding.

NOTE: Heat from barbecues may cause serious damage to siding. Vinyl siding will distort, wood siding or trim may burn, and discolouration may occur on all types of siding.



The roof on your ENERGY STAR® home is designed to provide superior protection for many years. A synthetic roof underlay is also installed to not only improve the durability and overall life span of the shingles but also acts as a drainage membrane to help prevent water penetration in the event of wind or storm damage. Aluminum flashing is also used in the valleys to provide superior water protection for your home.

Shingles

Slight variations in colour from one batch of shingles to another are common and not considered a defect. Take extreme care when walking on shingles, especially on very hot days. Shingles become soft in hot temperatures and are easily damaged. In the winter, shingles become very brittle when frozen, which may cause the shingles to break when walked on. It is not uncommon for shingles to lift or push up during the first year.



Roof Vents

It is essential that roof vents are kept clear of snow to allow proper ventilation from the attic. Snow buildup on top of the roof vents prevents the ventilation of warm humid air from the attic and may cause the formation of an ice dam. Keep vents clear of excessive snow.

Eavestroughs and Downspouts

Eavestroughs should be kept clean of debris and ice that prevents the flow of water into downspouts. Surface particles from asphalt shingles, washed down by rains, should be removed to increase drainage. Minor standing water in eavestroughs is acceptable. Throughout the winter months it is important to clear a proper drainage path at the bottom of each downspout in order to prevent ice and water build up.

Ice Damming

Eastern Ontario experiences heavy snow, rain and freezing rain during most winters, along with drastic changes in temperatures. These conditions may contribute to the formation of ice dams on roofs. Ice damming occurs when snow or ice on the upper portion of a roof melts, flows down the roof and then freezes on the lower edge of the roof. In ideal situations, the water runs off the edge of the roof. Any restriction that may trap ice or snow near the eave of a roof may impede the flow of water and promote ice damming. A large ice dam may cause water to back up under the shingles and beyond the areas that are protected by the ice and water shield membrane, resulting in water penetration of the roof. An increased amount of attic insulation in your ENERGY STAR[®] home, along with the continuity of the air barrier system, both help to reduce the likelihood of ice damming.

Ice damming is a common occurrence in our climate and cannot be completely prevented. Limited damming is not a cause for concern. Water penetration due to ice damming is not covered under any warranty.



Maintenance

Prevent ice dams from forming by ensuring that excessive snow does not build up around attic vents, valleys and eaves. Periodically check for loose or lifted shingles after severe windstorms.

Note: Damage due to ice dams is not covered under the Tarion Warranty program.

Your homeowner insurance may cover storm-related damage. Please check with your insurance provider on determining your insurance coverage. Minor variations in the roof surface or 'puckering' (slight rising of the wood underneath the shingles) may occur due to the expansion of the wood under the shingles during certain conditions. This will not affect the performance or longevity of your roof.

Foundation

Foundation walls are subject to major stresses and strains, as well as temperature changes. The portion of the wall located below the ground maintains a fairly consistent temperature, while the portion extending above the ground is subject to varying weather conditions. Temperature changes cause concrete and masonry to expand and contract. The normal settlement of the house combined with the natural curing process concrete takes, may cause cracks to appear on the basement walls. These minor cracks do not affect the strength of the wall and do not need to be repaired unless it leaks. If a crack should leak within the two-year warranty period, we will repair it.

Note: As per Tarion, the builder cannot be held liable for any damage caused to the homeowner's contents or the basement finishes beyond the original installation. For example, if a leak develops and damages furniture/personal items in the basement during the warranty period, the builder will repair the leak, but it is up to the homeowners and their insurance companies to cover the cost of the furniture/personal items.



Window Wells and Rear Yard Catch Basins

It is imperative that window wells and rear yard catch basins are kept free of leaves, snow and other debris which will impede the proper flow and drainage of water. Do not build or store items over and around catch basins or window wells.

Caulking

Caulking is the method in which sealant compounds are generally applied to seal gaps between adjacent surfaces. Over time, and particularly during warm and dry weather, caulking will dry and shrink. When this happens, it no longer provides a good seal against moisture. As part of your routine maintenance, you should inspect the caulking around your windows, doors, sinks, showers, tubs, countertops, and ceramic tile, and should make any necessary repairs to the caulking every six months or as needed. Caulking guns and applicator tubes, disposable caulking guns, and caulking compounds are available at hardware stores and home centres. Be sure to use the correct type of caulk for the application you need.

Grading and Drainage

The grading around the house is designed to drain water away from the foundation walls. The drainage pattern of each individual lot is part of a site-grading plan established for the entire development. Minor changes may be made during construction to facilitate particular lot conditions.

Settlement of the soil around the perimeter of the house will be repaired if it is causing water to drain back towards the foundation. This is done at the time of the year-end repairs. To assist water drainage on your lot, swales and catch basins are frequently installed. Swales cannot be changed. They must be kept free of landscaping, interlock, leaves, debris, gardens, shrubs and sheds.

During the spring thaw, remove snow and ice in order to assist the flow of water. Swales and catch basins are designed to drain water away from the foundation during normal rainfall conditions. Prolonged rainfalls or spring thaw conditions may cause ponding conditions for short periods of time. This is normal. Do not change the grading on your lot as this could affect your lot drainage, as well as the drainage on your neighbours' lots. Re-grading by the homeowner, or improper landscaping that contributes to a leak, will not be covered under warranty.

NOTE: Do not make any alterations to your yard until the municipality has determined that the final drainage patterns are acceptable, and FarSight has been released from further responsibility. Until final acceptance has been received from the municipality, do not add fences, decks, pools, or any other landscaping that could interfere with required remedial work.

Driveway

Your asphalt driveway is covered by warranty for one year from the date of possession, or from the date of installation, whichever is later. Minor settlement, tire markings and some stone flaking are normal characteristics of asphalt. Visible aggregate is also normal. A driveway is designed for light duty traffic and precautions should be taken to keep it in good condition. Driveway settlement of more than three inches will be repaired at the time of the year-end service and only the affected areas will be patched. On occasion during the winter months, frost heave can occur where the driveway meets the garage, sidewalk, or curb. This is a normal occurrence and is not considered a defect.



Maintenance Potential causes of driveway damage:

- Dripping oil and gas from a vehicle.
- · Vehicles that are parked on the driveway for extended periods of time during warm weather.
- Sharp objects, such as ladders, shovels, kickstands or chair legs, which sink into the asphalt during warm weather, causing holes.
- · Scraping the surface with snow removal or landscaping equipment.
- · Turning a vehicle's tires while stationary.

Sod

Your new lawn may have been recently installed or will be in the near future. Once installed it will require immediate care. When possible FarSight will assist with an initial watering, however once sod is laid it is the homeowner's responsibility. Frequent, even daily, watering during the first two weeks is essential. Once the grass has 'taken', weekly watering is adequate to promote deep root growth.

During the growing season, lawns require up to one inch of water per week, preferably applied in one watering. Short, frequent watering promotes shallow root growth and a lawn dependent on frequent watering.

Note: It is best to water early in the morning or late in the evening out of the hot sun. Keep in mind the ground will become very soft and you should stay off the sod as much as possible to avoid creating damage. Fertilizing sod in the spring and fall helps promote strong roots and growth. FarSight does not replace sod after it is laid if it dies from lack of care.



Windows and Sliding Glass Doors

Windows and Sliding Glass Doors should be cleaned with water and mild cleaning products designed for use on windows. Do not clean windows with solvents, abrasive pads, putty knives, or any products which can disintegrate the rubber gasket material. Doing so may result in deterioration of rubber gaskets and can result in leaks or fogging of dual pane windows. Do not clean windows with abrasive cleansers that may cause scratches. Do not apply window tinting materials made of film to double-glazed windows and doors. Window tinting may limit or void coverage under your window manufacturers' Limited Warranty and/or cause damage with respect to the windows in your home. The use of these materials can cause a buildup of heat between the panes of glass.



This excessive heat will destroy the seals and permit water condensation to form between the panes. Aluminum foil also causes a heat buildup between window panes and should not be used. Window screens should be removed and cleaned every six months with water and a mild soap. Inspect window screens annually for holes, tears, or other deterioration and inspect the caulking and seals of your windows annually. Repair or replace missing caulk or damaged seals promptly. This will protect your windows.

Window tracks and weep holes must be kept clean and free of debris to facilitate proper drainage and to help prevent leaks and other problems resulting from standing water. Keep the window and sliding door tracks free of dirt and debris. The tracks are soft and can become damaged if they are not kept clean. Use a broom or a brush to loosen collected debris. Vacuuming thoroughly should be a part of your regular cleaning routine. Avoid using abrasive cleaners as they may scratch or damage the aluminum or vinyl frame coating. Refer to the manufacturer's instructions for appropriate products if windows and doors do not slide freely. During high winds, air will penetrate your windows and door frames, especially through the weep holes. This is normal. The weep holes are necessary for proper ventilation and you should keep them clear at all times.

Garage Doors

Every 6 months, apply a lubricant such as silicone spray to all moving parts including: track, rollers, hinges, pulleys, and springs. Avoid over lubricating to prevent drips on vehicles or the concrete floor. At the same time, check to see that all hardware is tight and operating as intended without binding or scraping.

Garage overhead doors cannot be airtight. Some light will be visible around the edges and across the top or bottom of the door. Weather conditions may result in some precipitation entering around the door as well as some dust, especially until most homes in the community have landscaping installed.

Since the garage door is a large, moving object, periodic maintenance is necessary.

Locks & Hinges

If any lock or hinges becomes stiff, apply a silicone or graphite lubricant. Do not use oil on a lock, as it will stiffen in winter and make the lock more difficult to operate.

Sagging

The garage door may sag slightly due to its weight and span. This will stabilize after the panels have dried. The garage door should operate smoothly and with reasonable ease. The door can become misaligned and require adjustment, which we will provide unless the problem is caused by the installation of a garage door opener installed from a third party provider after the closing on your home.

REGULAR MAINTENANCE IS THE KEY



Inspecting your home on a regular basis and following good maintenance practices are the best way to protect your investment in your home. A regular schedule of seasonal maintenance can put a stop to the most common and costly problems before they occur. If necessary, use a camera to take pictures of anything you might want to share with an expert for advice or to remind you of a situation later.

There are a number of seasonal items included in Your Homeowner's Manual that are intended to provide you with common maintenance tasks that most homeowners are required to perform. Some items may not apply to your home, and some required maintenance may not appear in this manual. For complete information on the maintenance you are required to perform on your home, please consult all manuals, warranties and documentation provided to you by FarSight Homes and on the manufacturer's websites.

If you do not feel comfortable performing some of the home maintenance tasks listed, or do not have the necessary equipment, for example a ladder, you may want to consider hiring a qualified handyperson or licensed contractor to help you. REGULAR HOME MAINTENANCE IS THE BEST WAY TO KEEP YOUR FARSIGHT HOME LOOKING BEAUTIFUL FOR YEARS TO COME. FOLLOW OUR SEASONAL MAINTENANCE GUIDELINES TO PRESERVE THE APPEARANCE AND VALUE OF YOUR FARSIGHT HOME!





WHAT IS COVERED UNDER MY WARRANTY



One Year Warranty

- Requires a home be constructed in a workman-like manner and free from defects in material.
- Protects against unauthorized substitutions.
- Requires the home to be fit for habitation.
- Protects against Ontario Building Code violations; applies for one year, beginning on the home's date of possession even if the home is sold.

Two Year Warranty

- Protects against water penetration through the basement or foundation walls.
- Protects against defects in materials that affect windows, doors and caulking and defects in work that result in water penetration into the building envelope.
- Covers defects in work or materials in the electrical, plumbing and heating delivery and distribution systems.
- Covers defects in work or materials that result in the detachment, displacement or deterioration of exterior cladding (such as brickwork, aluminum or vinyl siding).
- Protects against violations of the Ontario Building Code that affect health and safety.
- Applies for two years, beginning on the home's date of possession.

Seven Year Warranty

Your home's seven year warranty covers major structural defects (MSD) and begins on the date you take possession of the home and ends on the day before the seventh anniversary of that date. For example, if your home's date of possession is October 23, 2020, the seven year MSD warranty begins on October 23, 2020 and remains in effect until and including October 22, 2027. Major structural defects are defined in The Ontario New Home Warranties Plan Act as:

- **i.** Results in failure of a structural load-bearing element of the building.
- **ii.** Materially and adversely affects the ability of a structural load-bearing element of the building to carry, bear and resist applicable structural loads for the usual and ordinary service life of the element.
- **iii.** Materially and adversely affects the use of a significant portion of the building for usual and ordinary purposes of a residential dwelling and having regard to any specific use provisions set out in the purchase agreement for the home.

The seven year MSD warranty includes significant damage due to soil movement, major cracks in basement walls, collapse or serious distortion of joints or roof structure and chemical failure of materials. In addition to the general exclusions, the seven year MSD warranty specifically excludes: dampness not arising from failure of a load-bearing portion of the building; damage to drains or services; and damage to finishes.

For any new home, several appointments are required throughout the first year of occupancy to complete service work. Our customer care team will require access to the home and appointments will take place during regular business hours.

Making A Claim

In your first year of possession you have two opportunities to file a statutory warranty claim:

- A 30-Day Form may be submitted during the first 30 days of possession. It should list any unresolved warranty items from the Pre-Delivery Inspection and any new items that have come up since you obtained possession of the home. Note: Tarion will only accept the first 30-Day Form that is submitted.
- 2. A Year-End Form may be submitted during the last 30 days of the first year of possession. It should list any items that are still unresolved and any new items that have come up. Note: Tarion will only accept the first Year-End Form that is submitted.

The easiest way to ensure your form is on time is to use MyHome which lets you manage your warranty online. MyHome users receive email alerts about deadlines and convenient online correspondence about their claims.

Where a time period ends on a weekend or holiday, it is extended to the end of the next business day. Submission periods are subject to a December 24 to January 1 (inclusive) Holiday Period.

What Happens After I Submit A Form?

When you send in a 30-Day or Year-End Form, this triggers an initial 120 day period during which your builder should repair or otherwise resolve warrantable items. During this initial repair period, homeowners should work with their builder to resolve any issues submitted under the statutory warranty.



In certain circumstances a builder may be prevented from making repairs within 120 days however, most items will be successfully resolved.

YOUR NEW HOME IS PROTECTED BY INDUSTRY-LEADING WARRANTIES. PLEASE REVIEW THEM CAREFULLY TO GET A BETTER UNDERSTANDING OF YOUR COVERAGE.





Making A Claim

In your second year of possession you may submit a Second-Year Form any time for items covered under the Two-Year or Major Structural Defect Warranty. More than one Second-Year Form may be submitted.

The easiest way to ensure your form is on time is to use MyHome which lets you manage your warranty online. MyHome users receive email alerts about deadlines and convenient online correspondence about their claims.

Once we receive your form, Tarion will send a notice confirming that it has been received on time. Submission by regular or registered mail is effective on the postmark date. Forms sent by regular mail must be received by Tarion on or before 10 days after the submission expiry date for that particular form. If a form is sent by registered mail and the postmark is missing or illegible, the date on the receipt provided by the post office will be used. Where a time period ends on a weekend or holiday, it is extended to the end of the next business day. Submission periods are subject to a December 24 to January 1 (inclusive) Holiday Period.

What Happens After I Submit A Form?

When you send in a Second-Year Form, this triggers an initial 120 day period during which your builder should repair or otherwise resolve warrantable items. During this initial repair period, homeowners should work with their builder to resolve any issues submitted under the statutory warranty. In certain circumstances a builder may be prevented from making repairs within 120 days, however, most items will be successfully resolved.



From our family to yours!

The easiest way to ensure your form is on time is to use Tarion MyHome which lets you manage your warranty online. MyHome users receive email alerts about deadlines and convenient online correspondence about their claims.





The Tarion Homeowner Information Package Can Be Found At: www.tarion.com/resources/homeowner-information-package

EXCLUSIONS

The following conditions and/or items are not covered by the statutory warranty:

Normal Wear And Tear

- Normal shrinkage of materials that dry out after construction such as nail pops or minor concrete cracking.
- Settling of soil around the house or along utility lines (other than subsidence beneath the footings of the home).
- Scuffs and scratches to floor or wall surfaces caused by moving, decorating, or day-to-day use of the home by the homeowner.

Damage Caused By Improper Maintenance

- Dampness or condensation caused by failure to maintain proper ventilation.
- Damage resulting from improper maintenance.

Damage Caused By A Third Party

- · Damage caused by municipal services or utilities.
- Damage caused by floods, "acts of God", acts of civil or military authorities or acts of war, riot, insurrection, civil commotion or vandalism.
- Damage caused by insects or rodents, unless it is the result of construction that does not meet the Ontario Building Code.

Secondary Damage Caused By Defects That Are Under Warranty

 Personal or property damage, such as personal injury, loss of income and other secondary loss associated with warranted defects or repairs (however, your homeowner insurance may cover such secondary or consequential damage).





Deficiencies Caused By Homeowner Actions

- Alterations, deletions or additions to the home that were made by the homeowner.
- Changes by the homeowner to the direction of the grading or the slope of the ground.
- Defects in materials, design or work that was supplied or installed by the homeowner.

HVAC Appliances

 The seven year MSD warranty does not extend to appliances that form part of the heating or cooling apparatus, equipment or systems, whether for water, air or other substances, including furnaces, air conditioners, chillers and heat recovery ventilators.

Specific Defects Accepted In Writing

• Ascertained defects in work or material accepted in writing by the homeowner.



SEASONAL WARRANTY ITEMS

Seasonal warranty items involve service requests regarding the exterior of the home which cannot be repaired effectively within the timelines set out in the Homeowner Information Package due to regular seasonal conditions and/or severe sustained weather.

These items include:

- · Exterior painting.
- · In-ground support for decks.
- Exterior mortar work (including brick installation/repair).
- Exterior stucco work/repairs (including repairs to exterior insulation finishing systems [EIFS]).
- · Exterior caulking.

- Exterior cement/concrete work (including parging application/repair).
- Any other exterior work deemed appropriate by Tarion (but not including air conditioning, grading, sod, driveways and walkways which are covered separately below).

Seasonal warranty items should be reported on a 30-Day, Year-End or Second-Year Form, as appropriate. They will be dealt with according to the timelines set out in the Homeowner Information Package subject to suitable weather conditions as described above. If the builder cannot correct a seasonal warranty item within the required timelines due to unsuitable weather conditions, they must complete the repairs as soon as possible after suitable weather conditions return and in any event between the following May 1 and September 1.

Special Seasonal Warranty Items

The completion of the new home's final grading, landscaping (laying sod, etc.) and the installation of driveways, patios and walkways are considered special seasonal warranty items.

The builder has 270 days of "seasonable weather" from the date of possession to complete any warrantable special seasonal items reported on a 30-Day or Year-End Form (unless a longer period within the time limits permitted under applicable municipal agreements was negotiated between the builder and the homeowner).

"Seasonable weather" is the period between May 1 and November 15 (inclusive) of any given calendar year. There are 199 days of seasonable weather in one calendar year. For details and examples on how to calculate "seasonal weather" days, please refer to Builder Bulletin 42 (www.tarion.com/resources/publications/444/bb42-customer-service-standard).

If the item is not installed or the repair is not completed by (i) the 270th day of seasonable weather from the date of possession; (ii) another date agreed upon between the homeowner and the builder, granting the builder a longer period; or (iii) the date permitted for such installation by any applicable municipal agreement if earlier than the date agreed between the homeowner and the builder, then the homeowner may contact Tarion and request an assessment within 30 days. If the item is determined to be warrantable, Tarion will work with the homeowner directly to settle the matter.

Air Conditioning

Defects in work and materials that result in problems with builder-supplied air conditioners are covered by the one year warranty. A complete loss of cooling due to the failure of a builder-supplied air conditioner between May 15 and September 15 (during the first year of possession) is considered undue hardship and can be dealt with outside the timelines set out in the Homeowner Information Package: www.tarion.com/resources/homeowner-information-package

Homeowners should report an air conditioning issue on either the 30-Day or Year-End Form. It will be dealt with according to the timelines set out in the Warranty Service Rules.

Extraordinary Situations

An extraordinary situation exists when it is not possible for the builder to complete a repair within the timeframes set out in the Homeowner Information Package for reasons not related to seasonality.

There are two types of extraordinary situations that could cause a builder to seek an extension:

- An industry or regional event that affects a segment of the construction industry or region of the province (such as labour, trade or materials shortages, strikes or other labour disputes, and severe weather or other acts of nature).
- Special circumstances affecting a particular builder or home, such as the special order of a part that will take more time to arrive than the Warranty Service Rules allow.

If the builder applies to Tarion for this type of extension on any of your outstanding items, the homeowner will be notified in writing. If the extension is granted, we will set a new timeline and confirm it with both the builder and the homeowner.

Homeowners should call the builder or contact us if they require a more detailed account of the process for resolving items affected by extraordinary situations.

Construction Performance Guidelines

The purpose of the Construction Performance Guidelines is to provide advance guidance as to how Tarion will decide disputes between homeowners and builders regarding defects in work or materials.

The Construction Performance Guidelines are intended to complement the Ontario Building Code. They are supplemented by any applicable guidelines or standards produced by industry associations. They do not replace manufacturer warranties.

For more information visit www.tarion.com/ resources/ construction-performanceguidelines

NOW THAT YOU'VE MOVED IN, YOU PROBABLY HAVE QUESTIONS. WE'RE HERE TO HELP! CHECK OUT OUR FREQUENTLY ASKED QUESTIONS FOR THE INFORMATION YOU'VE BEEN LOOKING FOR TODAY.



FREQUENTLY ASKED QUESTIONS

Q: Why does my granite countertop not look exactly the same as the sample I selected from?

A: Granite is a natural stone, and no two pieces are ever totally alike. As such, every granite countertop will always be unique in its markings and vein patterns.

Q: When will my lot be graded and sodded?

A: Once the sidewalk and curbs have been installed in front of your lot, grading and sodding can begin. These elements are essential to ensure proper drainage on your lot.





Q: Why is my fireplace giving off a burning smell?

A: The burning smell is normal for new fireplaces. It is the oil left on the unit from the manufacturing process and it needs to burn off. The best thing to do is run the fireplace for several hours to burn off the oil. Please ensure you run the HRV/ERV to properly ventilate the space at the same time.

Q: Are the gaps in my hardwood floor normal?

A: As hardwood is a natural material, it can be affected by humidity changes in the home. It is important to maintain the appropriate seasonal relative humidity to avoid excessive shrinkage of hardwood.





FAQ'S CONTINUED

Q: How should I care for my hardwood floors?

A: It is important to never wet-mop your hardwood floor, because excessive water can cause wood to expand, potentially leading to damage. Instead use only a damp mop with all excess water removed and your preferred wood floor cleaning product.

Q: What is an HRV, and what does it do?

A: HRV stands for Heat Recovery Ventilator. Your home HRV improves climate control and provides fresh air.

Q: How often should I change my HRV filters?

A: There are actually two kinds of reusable filters in an HRV unit. Foam pre-filters should be cleaned every two to three months and the rigid core filter should be cleaned once a year.



Q: What should I do about condensation on my windows?

A: Window condensation is caused by high humidity in your home. Simply lowering the humidity by using your home dehumidifier will reduce the condensation on your windows. Ensure window coverings are opened to allow warm air flow to pass the glass. It is also critical to wipe up any excess moisture on the window sill to ensure mold and mildew does not form.

Q: How often do I need to water my new sod?

A: Water your sod for about 2 hours a day for the first several weeks, especially in extremely hot weather. During this early time, you want to water your sod until it is soaking. Afterwards you can water it as you would any normal lawn.

Q: Do I need to wait until I submit my 30-day list to report any deficiencies I may find?

A: We strongly recommend that you compile all deficiencies on one list to ensure that no items are overlooked. If an urgent deficiency is discovered that requires immediate attention, please email customercare@farsight.ca or refer to your emergency procedures for assistance outside of normal business hours.

Q: Why do I need to put all my service requests in writing?

A: This is how we ensure that none of your requests are overlooked, so that we can resolve any issues to your satisfaction.





Q: When can I make service appointments?

A: Service appointments are available on weekdays from 8:30 am to 4:30 pm. We are unable to accommodate service appointments on evenings or weekends.

Q: How do I get my mailbox key and information?

A: You can contact Canada Post at 1-866-607-6301 or submit a request on their website at www.canadapost.ca

Q: Where do I find more information about my warranty coverage?

A: Please refer to the warranty section of this Homeowner's Manual or visit Tarion's website at www.tarion.com for a full account of what is covered by your warranties.



WELCOME TO THE FAMILY

At FarSight Homes we realize that buying a new home is likely the largest financial investment you'll ever make. And we're proud that you've chosen to make yours with our help.

As a family owned and operated builder, we build every home as if we are building it for a member of our family – which in fact you are.

From our family to yours - welcome home!



From our family to yours!



Corporate Office

Far Sight Investments Ltd. 117 Ringwood Drive, Unit 18 Stouffville, ON, L4A 8C1

Phone: 905-642-8383 Fax: 905-642-6535







CHBA

Durham Region

Home Builders' Association



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