



ADI



valera

Homeowner's Manual



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01.

Welcome

Excellence at Every Opportunity.

When you purchase a new home from Adi, you are playing a part in creating the exceptional - transforming dynamic communities, crafting exceptional lifestyles, and introducing a design-forward outlook for diverse perspectives.

Creating your home is a momentous occasion. This is your tool kit. Inside this guide you will find all the information you will need along your journey, but if you run into any questions, our team is here to help.

Phone: 289.208.3803

Email: SmartService@AdiDevelopments.com

Valera is an unparalleled community, and we can't wait for you to call it home.

At Adi, we take pride in making the process of purchasing a new home an enjoyable and memorable experience. From the moment you enter one of our beautifully designed Presentation Centres and are welcomed by our sales representatives, until the day you receive the keys and set foot in your new home, we make sure you are catered to at every possible opportunity.

Focused on design and driven by passion for the exceptional. We are committed to building communities of enduring value – creating better places to live today, and for generations to come. This philosophy has guided our creation of Valera, an exclusive landmark community located in uptown Burlington, close to shopping, GO trains, rapid bus transit and highway access to Downtown Toronto, Hamilton, and Niagara Falls.. We have built your new home with the same care and attention to detail that we would want for our own, and can't wait for you to experience what makes this community different from the rest.

At Adi, we pride ourselves on being leaders in our industry with a love for every community we build. As a new homeowner in the Valera community, we would like to welcome you to our family.

Welcome and enjoy your new home!

Sincerely,

The Adi Development Team

02.

About Adi

Building Higher Standards in Real Estate, One Community at a Time.

We exist to deliver value for our customers, delighting them with exceptional service and high-quality places to live and work that inspire through design, innovation, and sustainability. From real estate investment, to planning, design, building and management, we take pride in bringing passion and energy to every step of the development process. It's a philosophy that drives our residential real estate and commercial real estate development endeavors throughout the Greater Toronto Area.

While others prefer to strive for the exceptional, we use it as our starting point. Build from there, and remarkable results can't help but follow. At Adi, our insistence on excellence fuels all that we do. It is the inherent desire to push boundaries that propels us in our residential and commercial developments. Keeping continuous improvement at the forefront of our minds, we challenge ourselves and our partners to reach beyond the status quo – allowing us to deliver best-in-class communities that will be enjoyed by generations to come.

We wouldn't be satisfied delivering anything less.

Our mission is to be recognized as the premier name in real estate, delivering exceptional service in every community we build. Every day, in every way, we work to replace worry with peace of mind by going above and beyond the expected, introducing unparalleled service and a customer-obsessed attitude into every step of the home ownership process.



Above: The West at Stationwest
Top right: Link Condos and Lofts
Bottom right: Stationwest





valera

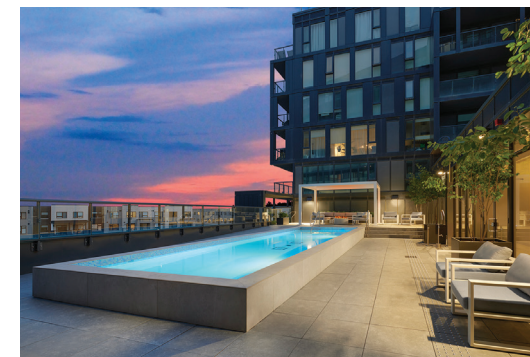
03.

Your New Community

About Valera

Valera is your community surrounded by the beauty of nature, offering all the amenities and modern conveniences that you desire. Located close to QEW/403 and 407 highways, shopping, GO trains, and rapid bus transit. With parks, trails and the Niagara escarpment all nearby, Valera puts you in the middle of the ideal lifestyle – close to everything you need with endless places to escape from it all.

Spend the day hiking the forested trails of Bronte Creek Provincial Park. Take in the spectacular scenic views at Rattlesnake Point. Scale the rock-climbing routes of Mount Nemo Conservation Area. Or, play a leisurely round of golf at one of the many picturesque courses in the surrounding vicinity



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Access to Essential Services

Before moving in, it’s important to know what to expect in terms of essential community services

All residents are required to setup their new account with the relevant utility providers. Depending on the type of home you’ve purchased at Valera, the utility providers are different.

FOR TOWNHOMES:

Your utility providers include, Enbridge (Gas), Halton Region (Water), and Burlington Hydro (Electricity).

FOR CONDOS:

Your utility provider is Metergy. All utilities which service the mid-rise building at Valera are submetered by Metergy and billed directly to you.

Mail Delivery

FOR TOWNHOMES:

Residents are able to collect their mail at one of conveniently-placed community mailboxes within Valera. You will receive your mailbox number and mailbox key from Customer Care at time of occupancy.

FOR CONDOS:

Residents are able to collect their mail in the mail room located directly behind conceirge in the Front Lobby. Mail is delivered directly to your mailbox . You will receive your mailbox number and mailbox key from Customer Care at time of occupancy.

Waste Collection

FOR TOWNHOMES:

Initially, waste collection for Townhomes is scheduled for Wednesdays each week. Residents are asked to place their garbage and recycling at the curb of the driveway by 7:00AM on Wednesday mornings. Once the community is fully registered and complete, the City of Burlington will take-over waste collection for Townhomes, and will advise residents of any schedule changes at that time.

FOR CONDOS:

Residents are able to use the garbage chute to discard their waste. A chute is located on every floor for your convenience, and features both waste and recycling sorting doors – please remember to sort your waste into separate bags!

Back-to-Back and Townhomes

Customers are provided an address to go to canada post to pick up their key and mailbox number for towns

SmartONE®

FOR CONDOS ONLY:

Master your new Adi HOME+ features! Feel comfortable and connected with the SmartONE app to access all of your in-suite smart technology, including Integrated keyless entry, climate control, security, and other mobile-app enabled features – all designed with you in mind.

View page 48 for SmartONE FAQ’s.

04.

The New Home Purchase Process

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The Adi Customer Journey

If this is your first new home purchase, you may have some questions about the process for constructing your new home. Here are some of the key milestones you will encounter along the way:

First and foremost —

Congratulations on being a new homeowner! Whether this is a new space to call home, or an exciting investment opportunity, we couldn’t be happier to welcome you to the ADI family. So what’s next?

Pre-Delivery Orientation (PDO)

When it comes to moving into your new home, the Pre-Delivery Orientation has changed to accommodate social distancing guidelines mandated by the provincial government. Under normal circumstances, this process would include a walk-through of your home with an Adi Customer Care Representative, in which you would review the important systems in your new home, learn how the appliances operate, listen to our

best advice for maintaining your home, and complete your PDO Form (sometimes called an Inspection Form), noting any damages or deficiencies. However, due to social distancing measures, the highly trained Customer Care Team here at Adi will conduct PDOs on your behalf. We will then communicate the results of your PDO and send you the completed PDO Form for your records. Keeping your family and our team safe and healthy during these uncertain times is our utmost priority.

Occupancy

Interim Occupancy, sometimes simply referred to as occupancy, is the period of time between when you get the keys to your new condominium unit to when you officially close on the unit. Please note that you do not become the legal owner of your home at occupancy, this happens on final closing which is when ownership is transferred to you and you begin paying your mortgage. Since the exact time on the day of occupancy cannot be guaranteed (and depends on many factors), we always recommend that our homeowners do not schedule their move-in for the same day as they are getting Interim Occupancy. A Customer Care Representative will be contacting you once occupancy has been granted to set up a key-pickup appointment.

As mentioned earlier, because of COVID-19 we will be conducting your PDO on your behalf, however, we strongly recommend that you conduct your own “delivery” inspection as soon as reasonably possible, preferably within 48 hours of picking up your keys. You should document as best as you can (including photos and/or video) any additional defects that may not have been noted on your PDO Form. Our Customer Care team will then ensure that any and all issues are resolved as soon as possible.

Key-Pickup Appointment

Now its time for the moment you’ve been waiting for: moving into your new home! To ensure that this process is as easy and stress-free as possible, your Adi Customer Care Representative will be working with you to seamlessly transition you



into your new home. Upon receiving Interim Occupancy, our Customer Care team will be contacting you to schedule a key pickup appointment and take you for a tour of the exterior of the site to introduce you to your new community – pointing out important locations like where garbage disposal will be available during Interim Occupancy, future mailbox locations, and more. Property management will not need to be contacted to schedule your move in, however, we do not recommended that you book your move for the same day as your key pickup as this appointment may take place later in the day.

Closing

Once the condo corporation has been registered with the local Land Registry Office, Adi can begin

transferring titles to each new unit owner. This process confirms that the construction that took place matches what was originally agreed upon in the site plan approval and is governed by the Condominium Act. Once the registration process is complete, you’ll be responsible for paying the balance remaining on the purchase price and any closing adjustments (such as municipal charges). After this takes place, your unit is legally yours and you will no longer pay Interim Occupancy fees. The registration process typically takes 3-6 months to complete from the start of occupancy.

Friendly Reminders

To help assist us in ensuring that your homeowner experience runs as smoothly as possible, please ensure that you have provided us with all of the necessary documentation to facilitate your homeowner experience.



Deposits

If you had any deposits due at time of occupancy (including upgrades) you will be required to pay the balance remaining prior to occupancy being granted.

Mortgage Pre-Approval

Prior to occupancy, you will be asked to provide an up to date mortgage approval or commitment from an Adi Approved Lender if the one provided at time of sale has expired. To reduce the risk of phantom mortgages and fraudulent approvals, Adi only accepts mortgage pre-approval letters from Schedule A and B banks, and will not accept approvals from mortgage brokers. Please see appendix for Adi Approved Lender list.

Lawyers Contact Information

Throughout the process, our lawyer will be in touch with your lawyer to confirm details or to relay important information to you. As a result, it is essential that you have provided accurate contact information for your lawyer to the Adi team (including name and phone number). A lawyer is necessary at this stage of the process, occupancy will not be granted if you do not have legal counsel.

05.
Your Tarion Warranty

One of the biggest advantages of purchasing a new home instead of resale is the Tarion Warranty Program. Tarion is the provincial organization that protects the rights of new home buyers and oversees new home builders. Every new home built in Ontario comes with a Tarion Warranty, including:

- Deposit protection on condominiums of up to a maximum of \$20,000
- 1 and 2-year warranties against defects in workmanship and materials
- A 7-year warranty against major structural defects
- Protection against unauthorized substitutions
- Compensation for delays in closing in accordance with the Statement of Critical Dates

With a new home and the Tarion Warranty program, you can relax knowing that someone is there to protect your investment - there is no option for worry-free protection when buying resale. Prior to occupancy, we will email you a copy of your Tarion Homeowner Information Package which contains more information about how to file your 30-day, 1-year, 2-year, and 7-year forms.

As a new home purchaser, Tarion is able to assist you throughout

your journey, but your warranty doesn't officially begin until you take occupancy (sometimes referred to by Tarion as taking possession.) At this time, it's important that you register with Tarion at myhome.tarion.com so that you can easily submit any warranty claims. Your Warranty Representative will be able to assist you with this process if you have any questions.

06.

The Pre Delivery Orientation (PDO)

a. What is a PDO?

One of the most important milestones in your construction journey is the Pre-Delivery Orientation (PDO). This appointment is your chance to be introduced to your new home by our Warranty Team. They would tell you about some of the important systems that keep your home operating as it should, provide advice for caring for your new home, and show you how the appliances included in your unit will work. In this appointment, they would also fill out the PDO Form, an official form from Tarion Record of any warrantable deficiencies in your home, which becomes our tool in addressing them as soon as possible.

The Warranty Team will conduct PDOs on your behalf using their trained and diligent eyes to note anything considered a deficiency, including any items that are damaged, not working, or incomplete, to ensure your home is in perfect condition for your arrival. They will then communicate the results of your PDO and send you the completed PDO form for your records within 24 hours of the inspection to maintain clear communication and transparency, while keeping your family safe during uncertain times. The process for fixing deficiencies is overseen by Tarion, and more information about expected timelines can be found in the Warranty Information Section.

b. When will I be contacted and when will the PDO occur?

Our team will be completing your PDO in the week prior to occupancy. We will be sending you your PDO Form within 24 hours of this inspection. Please ensure that we have your most up to date contact information so that our Warranty Team can communicate this information to you.



07.

Occupancy Warranty

What is Occupancy?

Interim Occupancy, sometimes simply referred to as Occupancy, is the period of time between when you get the keys to your new condominium unit to when you officially close on the unit. Please note that you do not become the legal owner of your home at time of Occupancy, this happens on Final Closing which is when ownership is transferred to you and you begin paying your mortgage. Occupancy for your unit is permitted once the local municipality has deemed that the unit is fit for residents to move in. This is decided on a block by block basis, based on the progress of construction. During Interim Occupancy there will most likely still be construction occurring on site. Your Tarion Warranty begins as soon as you receive occupancy on your unit.

Since title has not been transferred to you during Interim Occupancy, you cannot sell your unit unless you have a clause in your APS permitting assignment and have received approval from Adi to do so. Depending on your agreement, there may be administrative fees incurred. It's important to know that if you assign your unit during occupancy and your assignee cannot close on their unit, you will still be responsible for occupancy fees, any amounts due on closing and the maintenance of your unit during that time.

The Interim Occupancy period comes to an end once the Condominium Corporation is registered with the Land Registry Office. At this point, we will reach out to you to schedule your closing date, where title (ownership) will be transferred to you and you will begin to pay your mortgage.

Preparing for Occupancy

We ask that you advise us of your lawyer's contact information as soon as possible prior to your occupancy date and discuss and finalize how to take title before occupancy date (taking into consideration mortgage requirements, etc.) with your lawyer at that time. On occupancy, you will want to advise us if you (or a family member) will be occupying the unit and therefore qualify for an HST rebate. You also will be asked to provide an updated mortgage pre-approval from an Adi Approved Lender (see appendix) at this time.

Delivery Orientation

Under normal circumstances, you would accompany a Customer Care Representative during your PDO and note any issues you may have with your unit. When conducting the PDO on your behalf, the Customer Care Representative will do their best to account for all damages. Since we are conducting the PDO on your behalf, we strongly recommend that you conduct your own "delivery" review as soon as reasonably possible, ideally within.

48 hours, after taking possession. During this time, you should walk through your unit, examining anything and everything for any potential damage or deficiencies. You should document as best you can (including photos and/or video) anything that was not noted on your PDO Form.

If you are considering renting your unit, we suggest that they have your tenant reach out to us with their contact information.

Interim Occupancy Fees

Since you do not own your unit during Interim Occupancy, you will not be paying a mortgage during that time. Instead, you will be responsible for paying Interim Occupancy fees on a monthly basis. The Interim Occupancy fee is a payment made by the purchaser to the developer during the interim closing period; that is from the date of Interim Occupancy until final closing, at which time the full amount of the purchase price is paid and title is transferred.

Essentially, Interim Occupancy fees cover the monthly costs of the unit - the fees incurred by Adi with keeping the unit before the title is transferred to you. These fees are determined by the Condominium Act and cover three elements:

1) Mortgage Interest:

the amount of interest that the purchaser would have paid monthly on the first mortgage (regardless of whether or not you will ultimately be paying cash on the final closing) calculated at 3.29% of unpaid purchase price of your unit; and

2) Taxes:

an amount reasonably estimated by the vendor for municipal taxes on a monthly basis attributable by the vendor to the real property, calculated at 1% of total sales price; reimbursement will happen after MPAC does tax assessment if overpayment has occurred. Update this to reflect the lengthy timeline of this process so they know what to expect.

3) Maintenance Fee:

The projected monthly common element expenses for maintenance.

08.

Move-In

It's time for the moment you've been waiting for: moving into your new home! At Adi, we strive to make this process as easy and stressfree as possible.

Your condominium documents will have more information about moving-in, but, in brief, you should plan your move to take place **between the hours of 8:00AM to 8:00PM Monday through Saturday** so as to not disturb your neighbours. Beyond this, you will not be required to schedule a specific time for your move in advance. We always recommend that you do not schedule your move-in during the same day as your occupancy, since we cannot guarantee the time that your keys will be released from the lawyer and eligible for pickup.

As with moving into any new home, we encourage you to measure your furniture before moving in to ensure it will fit in your new space.

Your journey, but your warranty doesn't officially begin until you take occupancy (sometimes referred to by Tarion as taking possession.) At this time, it's important that you register with Tarion at myhome.tarion.com so that you can easily submit any warranty claims. Your Customer Care Representative will be able to assist you with this process if you have any questions.

NOTE

On renting during interim occupancy

Although renting during your Interim Occupancy period is typically prohibited, you may have a clause in your Agreement of Purchase and Sale (APS) that permits it. If that is the case, and you have a tenant moving into the home, you will need to provide both Property Management and Adi's Customer Care Department with notice and tenant information. We would recommend that if you are renting during interim occupancy that you provide your tenants with the contact information for our Customer Care team, so that they can schedule repairs during the times most convenient for them.

09.

Final Closing

When does this happen?

Once the building has been registered with the local Land Registry Office, Adi can begin transferring titles to each new unit owner. At this time, you'll be responsible for paying the balance remaining on the purchase price less amount of your mortgage and any closing costs (such as municipal charges). After this takes place, your unit is legally yours and you will no longer pay Interim Occupancy fees - you've closed on your unit! At this point you will begin to make your regularly scheduled mortgage payments.

Typically, the final closing process occurs 3-6 months from the beginning of occupancy.

What you will need?

In order to close on your unit, you will need to provide Adi with a mortgage commitment letter since you are about to begin paying your mortgage. This can be from a different bank than the one that gave you your initial pre-approval. You will also need to provide your lawyers information, as your lawyer will need to be in touch with ours to facilitate the title transfer process.

Explanation of closing costs

It's common for pre-construction home purchases to include closing costs, which are fees that the buyer is responsible for paying upon closing on their unit. **There are two types of closing costs that you should be aware of:** stipulated amounts and additional charges. Stipulated amounts are disclosed to the buyer directly on the Agreement of Purchase and Sale (APS) because the amounts have already been determined. These fixed costs often include the fee you will be charged if any of your deposit cheques return NSF, and the price to register your deed with the Law Society.

The additional charges are potential fees that you can be charged on closing where the amounts are not yet determined. These often include municipal development charges (which may have increased since you purchased your home), realty taxes (which can be increased or decreased between time of sale and closing), and the fees for setting up the utility connects to your unit. You may have a clause in your APS that limits the amount that certain charges can total, so it's important to review your agreement with your lawyer ensure you fully understand the terms. You will be provided with a Statement of Adjustments by your lawyer, which will inform you of the total closing costs owing on your unit. Tarion stipulates that all potential types of closing costs, stipulated or not, are listed on the APS. More details are included in your APS in the Schedule B to the Tarion Addendum



10.

Warranty Guidelines

When you take occupancy of your new home, your Tarion Warranty will officially begin.

Your Tarion Warranty includes different levels of coverage for up to seven years after you've taken occupancy. These levels of coverage include:

- 1. A one-year warranty on workmanship and materials, any unauthorized material substitutions, Ontario Building Code violations and more.
- 2. A two-year warranty on plumbing and electrical systems, exterior cladding, and more.
- 3. A seven-year warranty on major structural defects.
- 4. For a full listing of what the warranty covers, please visit the [Tarion website](#).

In order to receive your warranty coverage, you will need to submit warranty forms through the Tarion My Home portal at the 30-day, 1-year, and 2-years from possession milestones. Submitting these forms on time is an important step in maintaining your warranty coverage, so please ensure that you add these important submission dates to your calendar. It's important to remember that your warranty program will begin on the day that you are

granted Interim Occupancy (not the date of your final close) and the due dates for these forms are calculated from your occupancy date. Once you have submitted your form, Adi will repair the defects you have noted within 120 days. If you decide to sell your home, this warranty continues to apply to the new homeowners, making it important to file your warranty forms.

30-Day Form

Within the first 30-days of occupancy, you will submit your 30-day form to report any unresolved warranty items from your Pre-Delivery Orientation, along with any new items that you have noted since moving in. It's important to know that Tarion will only accept your first and only 30-day form, so to avoid missing any items we recommend you don't submit this too early in your first month of occupancy.

1-Year Form

A Year-End Form will be submitted during the last 30 days of your first year in your home since occupying. It should list any items that are still unresolved from your 30-day form, and any new deficiencies in workmanship that you have noticed during the year. Similarly to the 30-day form, Tarion will only accept the first and only Year-End Form that is submitted, so we recommend you don't submit this until the last 30 days of the first year of occupancy.

2-Year Form

Within two years of the date that your Interim Occupancy period began, you can 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, so we recommend that you submit this form as soon as you notice a deficiency.

Major Structural Defect (MSD) Form

Within two years of the date that your Interim Occupancy period began, you can submit a MSD Form through the Tarion My Home Portal to report any defects that result in the failure of a structural load-bearing element of the building, or prevent the home from being used as a residential dwelling.

Repairing Warrantable Defects

If any warrantable defects are discovered during your PDO, our team of knowledgeable service technicians will do their best to ensure that they are completed before your occupancy date. If there are any outstanding items when you move in, we will schedule the repairs and request access to your home at least 48 hours in advance.

Timeliness is our top priority when repairing any deficiencies in your home. Tarion will communicate any warrantable defects listed on your 30-day, 1-year, 2-year and MSD forms to Adi for resolution. After you submit these forms, Tarion requires the repairs to take place within 120 days, however, we always work to resolve these deficiencies as soon as possible and strive to repair any minor deficiencies within 72 hours of reporting.

What is a Performance Audit?

At the end of the first year following the final closing of your unit, the Board of Directors of the Condominium Corporation must complete a performance audit. This audit is a mandatory review of the common elements which identifies and reports any major problems and deficiencies with the common elements of the corporation within one year of the registration of the condominium. The unit owners participate in this process by completing a questionnaire identifying any problems with the common elements including issues that may or may not be linked to their units. The audit must be filed with Tarion prior to the one-year anniversary of the registration of the condominium corporation and a copy will be mailed to us, the developer, as well. This audit provides the basis for the one, two and seven-year warranties provided by Tarion. An additional performance audit will be completed by the end of the second year following final closing to provide further information to Tarion.

11. Owning a Condo

The units at Valera belong to a Standard Condominium Corporation. This means that when you purchase a condo within this community, you will become the sole owner of the unit you occupy, and will also have a share of the common assets that belong to all owners in the corporation. As part of owning the condo, you will be required to pay condo fees, otherwise known as maintenance fees, to upkeep these assets within the corporation.

Your condo corporation is professionally managed by a certified Property Management company, First Service Residential, and will be overseen by a Board of Directors who represent the owners of the corporation. This Board of Directors is made up of owners from the condominium that have volunteered for the position and been voted in by their fellow homeowners. This board will be responsible for making all major decisions about the maintenance of the buildings and grounds, the condos' finances, and upholding the rules of the Condo Act. An election will be held in your first year of occupancy to select the Board of Directors.

Your property manager is a great resource for condo living. They are available to help answer your questions about common

elements, visitor parking, inquiries related to your keys/FOBs, and the condo budget and relating fees. They can also provide you with a Status Certificate, which you will be required to provide to the new buyer if you decide to sell your condo.

What is a Status Certificate?

The Status Certificate discloses the financial status and agreements in place, the address for service, current directors of the condominium board and provides other legal requirements. A status certificate should be requested via property management and can be obtained 10 days from date of request. You will be required to provide a status certificate when you sell or finance your unit.

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Condo Fees

As an owner of a condominium, you will be responsible for paying your monthly condo fee. More details behind the specific elements that these fees cover are included in your condo docs, however, as a brief overview, your condo fees are going towards expenses such as:

- Maintaining the roadways within your community
- Paying the utility cost for streetlights within your community
- Sweeping and maintaining the underground parking garage
- Landscaping the front lawns and courtyards
- Contributing to the reserve fund of the condominium to maintain the community as it ages



What is the Reserve Fund?

The Condominium Act requires all corporations to establish a reserve fund to prepare for future repairs or replacements for common elements and other assets of the corporation. By setting aside enough money in the reserve fund, future special assessments can be avoided to maintain the building as it ages. To determine how much money should be set aside, the corporation will conduct a reserve fund study which reviews all of the common elements and capital assets of the building and provides anticipated life expectancies and estimated replacement costs, with inflationary increases included. This study is usually done in conjunction with the performance audit and must be completed within the first year of incorporation. This will provide a guideline on how much money should be set aside each year to ensure that there will be funds available when these repairs or replacements need to be completed.

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Your Condo Board

Before a new condominium community is brought to the market, a Condo Corporation must be created and Adi will initially be the Board of Directors.

Once the community is almost complete Adi will register the building with the Land Registry Office as a condominium corporation and begin the Final Closing process – this typically takes

place once most units have started Interim Occupancy, or 3-6 months after the first occupancies began. Once more than 50% of the units have completed the Final Closing process, Adi will call and hold a turnover meeting to turn the community over to the Condo Board. The turnover meeting is a transfer of control from Adi, who was originally named Board of Directors at the inception of the Condominium Corporation, to the new Board of Directors which will be comprised of owners in the condominium. Records, warranties, drawings, and the corporate seal are all handed over to the Board of Directors, usually via the property manager. From this point forward, the Board is now controlled by this group of volunteers.



Property Management

The role of property management is to attend to the day-to-day operation of the condominium corporation, such as landscape work, cleaning of common areas, and maintenance of the building. This excludes any inunit construction deficiencies or homeowner maintenance related issues. Property management also works with the Board of Directors to prepare budgets, collect maintenance fees, attend meetings and to enforce the rules of the condominium corporation as directed by the Board of Directors. Your Property Manager is Zahra Oghbai. You can get in contact with him by emailing: zahra.oghbai@fsresidential.com or phone: 416.847.7263

Insurance

Both the homeowner and the condominium corporation will be required to have insurance policies. These two policies are separated into building insurance, which the condominium corporation will pay for, and content insurance, which the homeowner pays for. The Condo Corporation’s Building Insurance Covers the Following:

- The building, excluding the units within.
- Personal property of the Corporation but excludes the personal property of the unit owners.

- The units, as defined from an insurance standpoint (refer to Definition of a Standard Unit), excluding any improvements made or acquired by the unit owners.
- Liability against the legal liability imposed by law, as the result of bodily injury and property damage arising out of the corporation’s activities as a condominium. This coverage is extended to provide coverage on behalf of the individual unit owners but only with respect to their interests in the common elements of the condominium.
- Boiler and machinery coverage as required is the condominium corporation.

The contents of your home, including your furniture, personal belongings, and surfaces/ finishes, are not covered by the condominium’s insurance. As a result, you will be responsible for getting a content insurance policy to insure the items within your units. Please speak with your insurance broker to determine which level of personal coverage is right for your needs.

In the event of a potential claim an insurance adjuster will be required to view and access the damage to determine cause and responsibility. Therefore, please ensure that you contact the property management office immediately.



Maintaining Your New Home

Taking Care of The Finishes in your Home

The newly installed finishes in your home are designed to look great for generations to come – but to help them stay looking new and in top condition, routine maintenance will be required. Here is our best advice for taking care of these finishes:

Taking Care of The Finishes in your Home

The newly installed finishes in your home are designed to look great for generations to come – but to help them stay looking new and in top condition, routine maintenance will be required. Here is our best advice for taking care of these finishes:

Laminate Flooring

Do:

- Wipe down your floors with a damp cloth or soft mop to bring out the flooring’s sheen.
- Use a microfiber dust mop to remove pet hair.
- Always use felt pads or wide-base casters under all furniture to avoid dents
- Monitor humidity in your home, as excessive humidity can damage your laminate flooring. You can purchase a hygrometer at your local hardware store to monitor the humidity level, which should rest between 40 and 50%.

Don’t:

- Avoid using soap-based detergent when cleaning a spill, and never use harsh chemical cleaners on your laminate floor; these cleaners may cloud or discolor the floor’s finish.
- Never use steel wool, scouring pads or sandpaper on your laminate floors.
- Do not use polish or wax on these floors; these products designed for other flooring surfaces will only diminish the beauty of your laminate.

Cabinetry

Do:

- Clean both cabinet exteriors and interiors with a mild soap solution on a damp, clean cloth, and then wipe with a damp water cloth. Using gentle cleaners is key to maintaining the finishes on your cabinetry
- Immediately buff the surface dry with a dry, clean cloth.
- Periodically check hinge screws and tighten them if required as part of your regular homeowner maintenance.

Don’t:

- Do not clean with abrasive cleansers, strong detergents, steel wool, or other abrasive items. These will scratch the topcoat layers of the finishing materials used on cabinet surfaces.
- Do not allow water to contact cabinet surfaces for more than a few minutes, and make sure that steam from cooking pots is redirected from cabinet doors - Excess water can damage the finish of your cabinetry. Although shelves are treated with a water-resistant topcoat, water or other liquids allowed to sit on the surface for a prolonged period may cause staining and/or bubbling - so be sure to wipe spills promptly. Always us

Quartz Countertops

Do:

- Clean the surface with a little soap and water or a touch of mild detergent – in most cases, that’s all you will need.
- For tougher blemishes, use non-abrasive cleaner such as Method Daily Granite alcohol or a mild degreaser can go a long way. Stuck-on materials like food, gum or nail polish can be scraped away with a plastic putty knife and any marks left by the blade can be easily removed with Method Daily Granite.
- Rinse with cold water to wash away residue, and your surface is as good as new.

Don’t:

- Don’t use highly acidic or alkaline cleaners, like acetone, oven cleaner, or bleach, to clean your countertops as they can dull the natural shine of the material
- Similarly, don’t use abrasive cleaners or scrubbers on your counters as they can scratch the surface.
- Avoid setting hot pots and pans directly onto the surface of your countertops, as extreme heat can lead to discolouration. Instead, use a trivet to help protect the surface.



Tile

Do:

- Simple washing or mopping with hot water and a mild household detergent should wipe away any dirt on your tile. The hot water helps loosen any dirt that collects in the spill, and the detergent lifts any oily substance on the floor.
- If a “once-over” is not enough to remove the spill, try a second pass over the floor with a sponge or mop.
- After washing a ceramic tile floor, be sure to thoroughly rinse the floor with clean water. This will remove any detergent residue and prevent it from attracting more dirt to your floor.

Don’t:

- On stubborn spills you can use a soft brush or synthetic scouring pad to loosen the spot, but do not use steel wool or a metal brush, as they may scratch the surface of the tiles.

Adi Advice

Mildew

Even in the tidiest homes, mildew can appear, especially in bathrooms, spa areas and pool decks. If you find mildew on your ceramic tile, use a simple solution of equal parts water and ammonia to remove it. Use a soft brush to clean away the mildew so you do not damage the tile or grout, and rinse the area thoroughly with clean water after the mildew is removed. Be sure the area is well ventilated when using the ammonia solution.

Grout Maintenance:

If grout itself becomes stained or discolored overtime, it can be brightened by a good cleaning with diluted bleach (3 parts bleach to 1 part water). Use the edge of a sponge or a toothbrush for this job, and be careful to keep the bleach solution away from other surfaces. Alternatively, you can purchase a grout pen from most home improvement stores.

Mechanical Equipment

FOR TOWNHOMES:

Located in the unfinished basement area of your home, you will find your furnace, air handler, hot water tank, and sump pump. Your main water and gas shut-off valves are located in this area as well. You will also find your Air Conditioning condenser at the exterior of your new townhome. All of your mechanical equipment is covered under your statutory warranty, except for your Hot Water Tank – this is rented directly from EnerCare and is serviced directly by them. Call EnerCare toll-free at 1-855-642-8607.

FOR CONDOS:

All of the mechanical equipment servicing your unit is part of the main building mechanicals, and are maintained and serviced as part of your monthly maintenance fees. Each condo suite is outfitted with a fan coil, which brings warm or cool air into your suite from the main mechanical services in the building. Your fan coil has an air filter, which should be replaced regularly.



If you would prefer to buy your equipment instead of renting, Enercare offers a buy out option for their customers. You can learn more about this program by calling their toll-free line: 1-855-255-5458



Your Appliances

Your appliance package includes a stainless-steel electric stove, range hood, fridge, and dishwasher in the kitchen, and a stacked washer and dryer in your laundry room. All the appliances in your home have a one-year warranty through Goemans Appliances. You also are entitled to extend the warranty with Goemans’ Performance Protection Plan at an exclusive price. You can contact builder.customerservice@goemans.com to learn more.

Safety Features In Your Home

Sprinklers in Your Unit

For your protection, in certain units there are sprinklers in the ceiling and walls. Some are covered with a white plate and some are exposed. There is a heat sensor on the tip of the sprinkler, which will trigger the sprinkler when it reaches a certain temperature. Be careful in brushing or dusting it, Be careful in dusting or potentially damaging the sprinkler in any way, as breaking the tip will set off the sprinkler. The sprinklers are localized, so that if one breaks, only that unit will be set off. Please do not hide, cover or remove these, they are a vital safety system.

Smoke and Carbon

Monoxide Detectors
The in-unit smoke/carbon monoxide detector(s) is specific to your unit, and is not connected to the rest of the units in the condominium. If you encounter a fire, please call 911 and evacuate immediately.

Electrical

There is an independent breaker panel inside each unit. The panel provides power to your unit and is

made up of several breakers. If you overload one of the outlets, the breaker will trip; however, unlike a fuse, you do not have to replace a breaker. If it trips, simply follow this simple procedure to restore power:

- 1. Unplug everything that was plugged into the outlets serviced by that breaker.
- 2. Locate the breaker that has tripped on the breaker panel. you’ll see that the breakers are a series of switches with ON and OFF positions. The tripped breaker will be set in the middle position between ON and OFF.
- 3. First turn the breaker to the OFF position and then turn it back ON. This will reset it and power will be restored to the outlets.

Note: Have a qualified electrician perform any electrical work. Installing any light fixture in your suite requires a licensed electrician. If electrical work is done by anyone other than a licensed electrician and there is any electrical damage or fire, you will deemed to be at fault and not covered under insurance.



Ground Fault Circuit Interrupter (GFCI)

The electrical safety code requires GFCI outlets to be installed in all kitchens and bathrooms in new homes. In the event of an electrical short, the GFCI will stop flow of the electrical current through the circuit within fractions of a second to prevent further injury. If the GFCI trips when an appliance is used, the appliance may be defective and should be repaired and replaced.

You should test the GFCI regularly to ensure that it is working properly by completing the following steps:

- 1. Make sure power is available as the circuit breaker must be ON in order to conduct the test. The reset button should always be pushed in.
- 2. To test the function of the reset button, push the test button and immediately, the reset button should pop up. If the reset button does not pop up, do not use the outlet and call an electrician to investigate further.
- 3. To restore power after a test – push reset button firmly into the device until an audible click is heard.

Troubleshooting Common Problems

Electrical

No power to the outlet outside your unit – The GFCI receptacle may be tripped. The reset button is located on the receptacle itself. Otherwise, check the breaker on the main electrical panel.

No power to the kitchen or bathrooms – Reset the GFCI located on receptacles or check the breaker on main electrical panel.

Light fixture not working – If the light is on a 3-way switch, try both switches. Alternatively, check the breaker on the main electrical panel or if the light bulb needs replacing.

Light switch to the living room or bedroom does not work – This switch may be intended to power one receptacle for a lamp. The switch operates either the top or bottom section of the electrical outlet.

Outlet and switches do not work – Inspect the breakers on the main electrical panel.

Complete power loss – Report to property manager.

Plumbing

Hammer sound occurs when shutting off the faucet – This is common on single lever faucets when the main control valve is depressed very quickly. To prevent, turn the faucet off slowly.

Toilet appears to not flush properly

– To lower water consumption, lowflush toilets have been installed. A good tip is to hold down the lever for a few extra moments when flushing.

Toilet runs on – Lift the tank lid and inspect that the chain or cord to the valve flapper has not come loose. If it has, you will need to re-attach the chain in the tank.

Ticking sounds coming from the walls – This is created from copper water pipes, drainpipes or heating/cooling ducts which expand and contract when heating up or cooling down. This is a common occurrence.

Home Maintenance Checklist

Tarion has also developed Home Maintenance Checklist. Each checklist includes a monthly breakdown of items for inspection, and is intended to assist homeowners to set up a regular schedule of check-ups and clean-ups. Following these guidelines will help you keep your home in top condition!

Summer

June

- Check air conditioning to see if properly functioning
- Check condition of roof flashing to see it is sealed properly
- Check garage and garage door tracks for deterioration and lubricate bearings
- Check sealing around windows and doors for air or water leaks
- Inspect water heater for leaks
- Check and reset ground fault circuit interrupter (GFCI)
- Test smoke alarms and carbon monoxide detectors

July

- Clean air conditioner
- Check or clean exhaust fans
- Check water heater for leaks
- Check and reset ground fault circuit interrupter (GFCI)
- Test smoke alarms and carbon monoxide detectors

August

- Clean or replace air conditioner filter
- Inspect doors and locks for proper closure and locking
- Check and reset ground fault circuit interrupter (GFCI)
- Test smoke alarms and carbon monoxide detectors

Fall

September

- Check exterior finishes for signs of deterioration (peeling paint, loose siding, cracks)
- Check garage door tracks and lubricate bearings
- Check caulking around windows and doors for air and water leaks
- Check basement or crawl spaces for leaks or moisture
- Have furnace and heat recovery ventilator (HRV) serviced
- Clean and test clothes dryer vent
- Check and reset ground fault circuit interrupter (GFCI)
- Test smoke alarms and carbon monoxide detectors

October

- Check windows and screens for cracks or separations
- Drain exterior water lines
- Check condition of roof flashing to see it is sealed properly
- Check weather stripping for damage or wear
- Check sealing around windows and doors for air or water leaks
- Winterize landscaping and remove leaves
- Clean or replace furnace filter
- Shut off exterior water supply
- Check eavestroughs and downspouts for debris
- Clean humidifier and check for condensation and proper humidity levels
- Check and reset ground fault circuit interrupter (GFCI)
- Test smoke alarms and carbon monoxide detectors

November

- Check, basement and crawl spaces for leaks or moisture
- Inspect floor drains to ensure trap is filled with water
- Clean or replace furnace filter
- Check and clean the heat recovery ventilator (HRV); wash or replace the filter;
- Check for condensation and humidity
- Check and reset ground fault circuit interrupter (GFCI)
- Test smoke alarms and carbon monoxide detectors

Winter

December

- Check air ducts for debris and clean if necessary
- Check for excessive snow on roof and arrange for removal if necessary
- Clean or replace furnace filter
- Check and clean the heat recovery ventilator (HRV); wash or replace the filter;
- Check and reset ground fault circuit interrupter (GFCI)
- Test smoke alarms and carbon monoxide detectors

January

- Clean or replace furnace filter
- Check water heater for leaks
- Check or clean exhaust fans
- Remove snow and ice from roof overhang/vents
- Check and reset ground fault circuit interrupter (GFCI)
- Test smoke alarms and carbon monoxide detectors

February

- Clean or replace furnace filter
- Check and ensure air intakes and exhausts are clear of snow
- Remove snow and ice from roof overhang/vents
- Check and reset ground fault circuit interrupter (GFCI)



Spring

March

- Clean or replace furnace filter
- Check air ducts, remove covers and vacuum dust from vents;
- Check attic, basement and crawl spaces for leaks or moisture
- Remove snow and ice from overhang and vents
- Check and reset ground fault circuit interrupter (GFCI)
- Test smoke alarms and carbon monoxide detectors

April

- Check eavestroughs and downspouts for debris
- Clean or replace furnace filter
- Inspect basement or crawl spaces for leaks or moisture
- Check driveways and walks for frost damage
- Inspect water heater for leaks
- Turn on exterior water supply
- Plan landscaping to avoid soil settlement and water ponding
- Check and reset ground fault circuit interrupter (GFCI)
- Test smoke alarms and carbon monoxide detectors

May

- Inspect fences
- Check caulking around windows and doors for air or water leaks
- Lubricate weatherstripping
- Check exterior finishes for signs of deterioration (peeling paint, loose siding, cracks)
- Check windows and screens are operating properly
- Check and reset ground fault circuit interrupter (GFCI)
- Test smoke alarms and carbon monoxide detectors

12.

Important Contacts

Adi Customer Care Team

The Adi Customer Care Team is responsible for ensuring your transition into your new home is as smooth as possible.

Your Customer Care Team can assist you with warranty inspections, repairs and reporting, maintenance tips, and any other questions or concerns you may have pertaining to your unit, the site, and the area. Customer Care be reached at SmartService@AdiDevelopments.com or 289.208.3803, or walk-in to the Customer Care Centre on-site between 9 a.m. and 5 p.m. Monday to Friday.

Other Important Contacts:

Property Manager

Zahra Oghbai

(416) 293-5900

Zahra.Oghbai@fsresidential.com

Hours: **Mon-Fri 9am-5pm**

24/7 line: **855-244-8854**

Enercare

enercare.ca

1-855-255-5458

Burlington Hydro

cservice@burlingtonhydro.com

1-855-255-5458

Enbridge Gas

enbridgegas.com

1-866-763-5427

In Case of Emergency: Call 911

Closest Hospital:

Joseph Brant Memorial Hospital

1245 Lakeshore Road


Burlington, ON

L7S 0A2






13.

Incentives, Offers & FAQ's



Bring home the best.


A new home is something worth celebrating. Make your move even better with the world's fastest Internet technology and the best TV service. Only Bell gives you all this:

-  **Pure fibre Internet, the world's fastest Internet technology**
 - ✓ Download speeds of up to 1.5 Gbps, and upload speeds of up to 940 Mbps
 - ✓ Unlimited Internet usage
 - ✓ Wi-Fi 6, the latest and best Wi-Fi technology
-  **Fibe TV, the best TV service with a unique combination of features**
 - ✓ Access to the most live and on demand channels with the best TV app¹
 - ✓ Crave, Netflix, Prime Video and YouTube right from your 4K PVR²
 - ✓ The best whole home PVR to store content and keep your shows as long as you need
-  **The Home phone service the most Canadians count on³**
 - ✓ Reliability you can trust and affordable long distance plans

PLUS Ask about our great Mobility plans on Canada's best national network.⁴

Contact your Bell representative for an exclusive offer.

Tonya Lywood
Mobile: 705 928-5927 | Email: newhome@bell.ca







Choose your EPIC package and get a year of Internet

Enjoy all your channels and apps in one place

Watch when and where you want

Access your favourite content easily

Stream and play all day





Congratulations on the purchase of your new home by Adi Developments!



Your builder has selected Enercare Advantage Rental Program to provide your new home with a **hybrid water heater for a monthly rental rate of \$45.99 (2022)**. On behalf of Enercare, we'd like to take this opportunity to welcome you as a new rental customer. We appreciate the opportunity to manage your hot water heating needs.

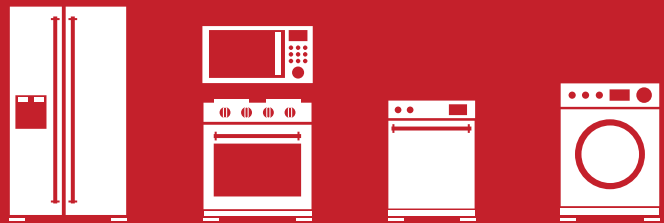
Have peace of mind that you are fully covered for any repairs or for a full replacement should your water heater break down. Plus,* the program offers free parts and labor. Enercare offers high-quality, energy-efficient equipment to ensure you can live comfortably. Our highly skilled team of technicians are here to support you with any and all concerns you might have.



YOUR BUILDER

Adi Developments installs high-efficiency condensing tankless hot water heaters in your home in order to meet the stringent energy efficiency required by the Ontario building code. The water heater installed in your new home is called the Quattro SFK57. This Hybrid Radiant water heater has an efficiency rating of an incredible 97%. Not only is it more energy-efficient, but it also supplies unlimited hot water.

The Enercare rental program will provide you with years of worry free hot water. If you have any questions regarding your rental equipment or require service, please contact us at 1-800-266-3939 or [enercare.ca](https://www.enercare.ca)



Enjoy Your New Appliances!

On behalf of the Goemans Appliances Family, we would like to welcome you to your new home. Please note that all of your appliances are covered under a manufacturer warranty (see *manufacture manual for details*). The warranty begins on the first day of your occupancy. If you encounter an issue with your appliances, please contact Goemans Appliances customer service. For the best quality of service, please ensure to have your occupancy date, appliance model, and serial number ready.

Phone: 1-877-463-6267 Reference Number: **HB00023883**
Email: goemansbuildercs@goemans.com Your Suite Number:

**The manufacturer warranty does not cover damage caused due to misuse of products.*

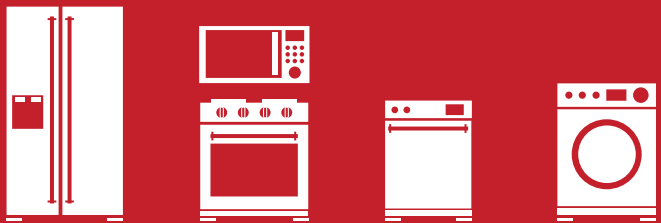
After the manufacturer warranty expires, you will be responsible for all parts and labour fees should one of your appliances breaks down. Our Goemans service protection plan (GSPP), is here to save you from the worry and hassle. Our GSPP Extended Warranty coverage includes*:

- Preventative Maintenance Inspection
- Food Spoilage Protection- Only if your freezer unit malfunctions.
- No Hidden Cost Of Deductibles
- No Lemon Policy - If your product requires the same part to be repaired four times, it will be replaced
- Underwritten By An Insurance Company
- Product Failure Due To Rust
- Protection Against Power Surges
- Parts And Labour Coverage
- Repairs To Manufacturer's Specification
- Transferable From Owner To Owner
- Renewable Service Plan



For more details on terms, conditions and cost of the GSPP extended warranty coverage please contact us at;
1-888-448-0326
goemansbuildercs@goemans.com

Manufacturer Contact Info/Notes:
WHIRLPOOL SERVICE 1-800-807-6777
MODEL AND SERIAL NEEDED OFF APPLIANCE WHEN CALL IN FOR SERVICE.



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Phone: 1-877-463-6267 Reference Number: **HB00023727**
Email: goemansbuildercs@goemans.com Your Suite Number:

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Manufacturer Contact Info/Notes:
WHIRLPOOL SERVICE 1-800-807-6777
MODEL AND SERIAL NEEDED OFF APPLIANCE WHEN CALL IN FOR SERVICE.

FAQ

	Question	Answer	
Support Team	How can I contact SmartONE Solutions?	On your ONE! App: Click on Settings → Email Support → Send email By Phone: 1-844-976-2781 By email: support@smart-one.ca	
User Manual	Where can I find user manuals for SmartONE solutions products?	SmartONE Solutions User Manuals https://smart-one.ca/usermanuals/	
Tutorials	Are there any tutorials available on how to use SmartONE Technology	This link includes tutorials on how to use the SmartONE Digital Door Lock, Wallpad and ONE! App https://www.youtube.com/channel/UCQTCrhyha44Ti6lR7kcnfFw/playlists	
Digital Door Lock	My wallpad and Digital Door Lock are not communicating. What do I do?	<ol style="list-style-type: none">On the Wall pad<ul style="list-style-type: none">Click on AppsClick on controlClick on the pencil sign (top right)Remove DOORLOCK01 (if it is there) by clicking on the red buttonPress YES to confirm deletion of the itemExit back to the home screenOn the DDL<ul style="list-style-type: none">Press & hold the registration buttonThe front panel of the door lock will light up with all numbersPress 00* (Clears pairing memory on door lock)Press & hold the registration buttonThe front panel of the door lock will light up with all numbersPress 11* (Initiates pairing request)On the Wall pad<ul style="list-style-type: none">Immediately after the last step Click on controlClick on the '+' sign (top right)Your wall pad will now try to pair with your digital door lock.	
Digital Door Lock	How do I change my PIN code on my Digital Door Lock?	<ol style="list-style-type: none">Remove the back panel of the door lockPress/Click the registration buttonOnce the panel lights up - press 1 on the keypadEnter your 4-digit codePress registration button again to conclude sessionpress "*" again to conclude the session(optional) if you want to add more than one pin i.e. if you have multiple people in the suite and each needs their own code: before you press star a second time you can input another code and it will be registered as well	

Digital Door Lock	How do I register my FOB with my Digital Door Lock?	<ol style="list-style-type: none">Remove the back panel of the door lockPress/Click the registration buttonOnce the panel lights up - press 2 on the keypadEnter your Apply your fob to area labelled "Card" <p>*Note: Registering a new smart fob will wipe out all existing ones. If you require multiple smart fobs they must be registered during the same session.</p> <ul style="list-style-type: none">To add new smart fobs, repeat steps 3 to 4 above, before the keypad lights turn off.You can add up to thirty (30) smart fobs on your smart lock
Digital Door Lock	I lost my FOB and need to delete it from the Digital Door Lock. How do I do that?	<ol style="list-style-type: none">Open your door and remove the battery cover to access the Registration button. Push the registration button until you hear a Beep.The [Keypad] will illuminate. Push button Number 7 to delete all smart fobs.Press and hold [#] button for 5 seconds to delete all registered smart fobs.
Digital Door Lock	What are the error codes displayed on my Digital Door Lock panel?	<ol style="list-style-type: none">If there were 5 or more incorrect pin codes or FOB attempts, the smart lock alarm will sound and be disabled for one minute.PIN number/smart fob registration failed.Maximum quantity of PIN codes has been stored.Deadbolt is jammed or blocked by foreign object.Tamper alert, someone is trying to force the lock.Unregistered PIN code was used.Unregistered FOB was used.Fire Alert. The smart lock is sensing a high temperature in the suite.Dual lock activated from inside.
Digital Door Lock	Can I open my suite door by simply waving my phone in front of the door?	You can open the door with a pin code, a FOB or through the ONE! App. But you cannot open your door by waving your phone in front of the door lock. That functionality is not available at your community.
Digital Door Lock	Can I open my suite door remotely?	Some communities will have this feature available. The button is in your ONE! App under My Home and is labeled Suite . If you have connectivity to our server through Wi-Fi or the wireless network, then you can click on the suite button to open your door. It takes ~5 seconds before the door unlocks. The door will auto-lock within ~10 seconds if not opened.
Lobby Door	Can I open my Lobby door remotely	Some communities will have this feature available. The functionality to open the entrance door to the building with your smart phone will be available on your ONE! App. That button is located under Community and is called Access Control .
Lobby Phone	When I call a suite from the lobby phone, the resident's phone will ring via the ONE! app. If they try to open the door for me via their phone app, they are sometimes asked for a pin #. What is it?	For security purposes the <u>wall pad password</u> is sometimes required to be entered on your phone to use certain functions, opening the door is one of them.
Lobby Phone	When we are in the unit and someone calls from the lobby, we usually use the wall pad to answer and open the lobby door. Both of our phones also ring and continue to ring after we have answered the wall pad and have opened the door.	We are working on an enhancement to our ONE! App for next year that will stop ringing on all paired phones once the wall pad or one of the paired phones answers the call.

Lobby Phone	If no one is in the unit and no one answers the wall pad, both our phones will ring via the SmartOne app. How do we open the door for the trades person who is in the lobby?	When your smart phone rings then you will have the option to answer the call or hang up. If you choose to answer, then you will see the person calling from the lobby and you can communicate with them. A button to open the door will appear on your smart phone while you speak to your guest.
Lobby Phone	Can you set the ring tone to ring for a longer period when someone buzzes to enter, so one has enough time to get to the SmartONE panel?	The length of the ring tone is set by default for each community and cannot be changed
Lobby Phone	When someone calls from the lobby phone, I sometimes do not see the person on my phone or there is a long delay before I see the person.	A call initiated from the lobby is immediately displayed on the wall pad but there is a slight delay in receiving that lobby call on your ONE! App. We are working on an enhancement to reduce that delay.
Lobby Phone	Lobby calls come in and able to answer but as soon as I click on “open door” then wall pad restarts. The lobby door does not open.	Restart your wallpad.
Wallpad	My wallpad is limiting my temperature controls, why is that?	Temperature limits are set by the property management in each community.
Wallpad	Can you please let me know if the wall pad can communicate with Google Home or other smart home devices?	We currently do not connect to any smart home devices but have a plan to connect to Alexa in 2022.
Wallpad	Can the wall pad also control lighting or motorized blinds?	Our wall pad and ONE! App is compatible with most Zigbee protocol devices. It is recommended that you check with your property management team or with SmartONE Support (support@smart-one.ca) prior to purchasing.
Light Switches	Can you provide a list of approved smart switches that we can purchase?	<p>Manufacturer: Leviton Model Number: DL15S-1BZ Description: Control your light remotely from your Wall Pad and mobile App. 2-3/4" electrical box required. Datasheet: Click Here</p> <p>Manufacturer: Leviton Model Number: DL6HD-1BZ Description: Control your <u>dimnable</u> light remotely from your Wall Pad and mobile App. 2-3/4" electrical box required. Datasheet: Click Here</p> <p>Manufacturer: Leviton Model Number: DG15S-1BW Description: Control your light remotely from your Wall Pad and mobile App. 2-3/4" electrical box required. Datasheet: Click Here</p> <p>Manufacturer: Leviton Model Number: DG6HD-1BW Description: Control your <u>dimnable</u> light remotely from your Wall Pad and mobile App. 2-3/4" electrical box required. Datasheet: Click Here</p>

HVAC	<p>I have the following:</p> <p>1. Thermostat isn’t showing on my wall pad.</p> <p>2. Thermostat is grayed out on my wallpad.</p> <p>3. Error message on my wallpad: Moderate</p> <p>How do I fix this?</p>	<p>Refresh HVAC device feature is located on your wall pad:</p> <p>1. Click on Apps</p> <p>2. Click on Settings</p> <p>3. Click on User Configuration.</p> <p>4. Click on Refresh device for HVAC</p> <p>5. Press OK twice.</p> <p>If problem persist, then trouble may be related to:</p> <p>1. FCU power switch</p> <p>2. FCU Circuit board</p> <p>3. FCU Fuse in electrical panel</p> <p>4. Wire from FCU to Wallpad</p>
HVAC	<p>I know it’s recommended to stay on auto, but should it be adjusted to low or off while on vacation or away for extended periods?</p>	<p>It is always recommended to leave the thermostat on Auto, you are correct. While on vacation it is best to keep the in-suite temperature between 5-7 degrees below normal in the winters, and 5-7 degrees higher then normal in the summers. Your primary concern would be to save on energy costs while away from home for long periods of time and this is the best way to do so. An important reason for not shutting off the thermostat completely during vacations is for the sake of your appliances, walls, pipes, plants etc.</p> <p>Using your ONE! App you can change the settings back to normal room temperature when you’re 30-60 minutes away from home.</p>