



RIVERSIDE

St. Albert

Welcome

I want to personally congratulate you on the purchase of your Cami Comfort Home and welcome you to the Cami family. I am especially proud of the workmanship and quality of this home and hope you enjoy it for years to come.

This homeowner's manual is very important as it contains information in regards to the maintenance and warranty of your new home. It is also helpful should an emergency situation arise.

I hope you have a comfortable and enjoyable experience in your new Cami Comfort Home.

Sincerely,

Marvin Polny

Marvin Polny
President
Cami Comfort Homes

EMERGENCY CONTACTS

GAS

Atco
Contact Number: 780 420 5585

WATER

City of St. Albert
Contact Number: 780-418-6003

POWER

Fortis
Contact Number: 780 310 9473

APPLIANCES

Storm Appliances
Contact Number: 587 926 6905

PLUMBING

Plumbmasters
Contact Number: 780 485 7164



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Your new home is registered with **Progressive Home Warranty** to ensure your home meets the requirements of the New Home Buyers Protection Act. This will give you comfort that your new home is protected for years to come.

In the upcoming weeks, **you will receive information from Progressive Home Warranty** regarding the protection of your new home. It will outline the warranty coverage on your new home in detail, and it will cover important information regarding homeowners responsibilities. We recommend you take the time to read your **specific warranty policy to fully understand what is covered, and understand policy limitations and exclusions**. You should also be aware of the expiry date of your policy. *Warranty does not cover everything that may arise with your home* and your warranty does not replace the need for insurance. You can also access the information online at:

www.albertamunicipalaffairs.alberta.ca/documents/2015_09_01_performance_guide.pdf

ONE YEAR: Cami Comfort Homes warranties against defects (Items that do not conform to warranty standards) in workmanship and materials that appear after you move into your new home. Any Issues that don't conform to warranty standards will be dealt with at 3 months and 12 months.

TWO YEARS: Cami Comfort Homes warranties against defect in materials and labor supplied for the gas, electrical , plumbing, heating, ventilation, and air conditioning delivery systems.

FIVE YEAR: Progressive Warranty covers the building envelope, water penetration and a number of other hazards that threaten the comfort and beauty of your home. Please contact them at 1-866-996-9776

TEN YEAR: Progressive Warranty covers structural defects. Please contact them at 1-866-996-9776

Cami Comfort Homes will provide Warranty Service Requests twice during the first year of homeownership. We conduct these requests at the 3 & 12 month dates from moving into your home. If an emergency arises, then please see the emergency contact list.

Prior to submitting a claim we ask that you please review the Provincially Published Performance Guide which will offer more insight into warranty coverages.

www.albertamunicipalaffairs.alberta.ca/documents/2015_09_01_performance_guide.pdf

3 MONTH SERVICE

Request Guidelines

At your pre-possession walkthrough our Service Technician covered many aspects of your New Home with you. A pre-occupancy inspection was also done and signed by yourselves.

3 months from your possession date you have the opportunity to address any warranty issues that may have occurred since your move in date. **Please fill out the 3 Month Warranty Request Form on our website and our Service Technician will contact you to make an appointment.**

Typically, many of the service elements will be performed by our technical team. However, there is a possibility one or more of our trades/suppliers will be required to perform service work. In this case, your Customer Care Service team will discuss the scope of the repairs required and will schedule a "Trade Day". This trade day is when all required repairs will be performed. It is scheduled based on trade/supplier availability and will take place between Tuesday to Thursday. You will need to be home or provide access for the trades to perform their work. Having the trades come all in one day reduces the inconvenience for you. It is IMPERATIVE that, for any reason, you will not be home for your scheduled appointment you MUST advise our warranty department within 24 hours. If an appointment is scheduled and confirmed by the homeowner and access is denied, then a \$200 service fee charge will apply to rebook the appointment.

*NOTE: Nail pops are not addressed until the **one year service** review in order to ensure any settling and home movement happens prior to doing the work. Drywall repairs are conducted on the **one year service** review.*



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ONE YEAR SERVICE

Request Guidelines

This is the FINAL warranty service from Cami Comfort Homes . This is your opportunity to address any items that you may have missed from your 3 MONTH WARRANTY SERVICE or any issues that have arisen since then. **Please fill out the One Year Warranty Request Form on our website and our Service Technician will contact you to make an appointment.**

Typically, many of the service elements will be performed by our technical team. However, there is a possibility one or more of our trades/suppliers will be required to perform service work. In this case, your Customer Care Service team will discuss the scope of the repairs required and will schedule a "Trade Day". This trade day is when all required repairs will be performed. It is scheduled based on trade/supplier availability and will take place between Tuesday to Thursday. You will need to be home or provide access for the trades to perform their work. Having the trades come all in one day reduces the inconvenience for you. It is IMPERATIVE that, for any reason, you will not be home for your scheduled appointment you MUST advise our warranty department within 24 hours. If an appointment is scheduled and confirmed by the homeowner and access is denied, then a \$200 service fee charge will apply to rebook the appointment.

Note: This will be the final service check provided to you by Cami Comfort Homes. For all future warranty claims, you will need to contact Progressive Home Warranty.

CARE & MAINTENANCE

Furnace:

Your Thermostat has been set up with a reminder to change the air filter.

HRV:

Please do not adjust the settings as they have been set up by the Manufacturer. Please remove and clean the filter every 3 months

Cabinets:

- For regular cleaning, wipe both the interior and exterior cabinet doors (laminated or wood cabinets) with a damp cloth to remove light dust, avoid using paper towels.
- Dampen a rag with water to wipe off sticky residue. If needed, pour approx. 3 drops of dish soap onto the cleaning rag and continue wiping the cabinet. Allow cabinets to air dry.
- Use a vacuum if necessary to remove crumbs and debris from inside the cabinets. We strongly advise against using strong detergents, abrasive cleaners, or self-polishing waxes as these may cause permanent damage.

Laminate Flooring:

- Place a natural or colorfast mat at outside entrances to collect tracked-in dirt and absorb excessive moisture.
- For added protection, use felt pads under furniture, as a general rule of thumb the heavier the item the wider the floor protector should be.
- Sweep or vacuum using the wand attachment.
- Wipe up spills with a cloth or sponge .
- After mopping, always allow time for the floor to dry.
- Avoid using soap-based detergents or "mop and shine" products as these may leave a dull film.
- Avoid using abrasive cleaners, steel wool, wax, or polish as these can either scratch your floor or leave a dull film as well.

Tile Flooring:

- Regularly vacuum and/or sweep with a dust mop will help prevent surface scratching.
- Deeper cleaning can be achieved with a damp mop and cleaning solution, however avoid using acidic, ammonia-based, bleach or abrasive cleaners.
- Immediately wipe up spills with a cloth and clean the area using a sponge, soap and water mixture as this will help protect the tiles appearance and prevent potential staining from occurring.
- Place walk-off mats at entrance ways and area rugs in high traffic or water susceptible areas.
- Regularly shake off mats / rugs outside to remove debris.
- For added protection, use felt protectors under furniture.

Carpet Flooring:

- Regularly vacuum at least once a week with a beater bar or rotating brush to ensure you maintain the durability of your carpet.
- It is recommended to have your carpets professionally cleaned every 12 – 18 months and to keep all of your receipts in order to maintain the warranty.
- To remove a dent caused by heavy furniture, stroke carpet with edges of a coin. You may also use a hair dryer to gently raise the dented area while tugging upwards on the tufts. CAUTION: Ensure to not allow the hair dryer to come in direct contact with the carpet fibers as it may lead to burning.
- Blot liquid spills/spots that occur on carpet with an absorbent cloth or paper towel, then use a CRI (Carpet and Rug Institute) approved carpet cleaning product to treat the spot or stain.
www.carpet-rug.org

Tile Backsplash:

- Avoid using strong multi-purpose cleaners or detergent as these can leave a film which will give the appearance of dull tiles.
- One cap full of glass cleaner can be added to one quart of warm water to remove any water streaks.
- Ensure to wipe backsplash clean in the kitchen after cooking to prevent dirt buildup with warm water and mild soap.
- Avoid using commercial tile cleaners, commercial fungicides, chlorine bleach, abrasive cleaners, detergent, ammonia, petroleum or animal fat-based cleaners, steel wool, colored cleansing agents or scour pads.
- Avoid waxing your tile as this can leave a film.

-Avoid using any acids of any type (hydrochloric or muriatic) on your grout.

Quartz Countertops:

- Clean with a soft rag and mild detergent that is non-bleached and non-abrasive.
- Wipe up any liquid spills immediately.
- Use glass or surface cleaner and a non-abrasive sponge to clean up dried or heavy stains.
- For deep cleaning spray a generous amount of the glass or surface cleaner on the stain and leave 10 minutes prior to wiping with a non-abrasive sponge.
- Scrape away gum, grease or paint with a plastic putty knife.
- Always use a trivet or hot pad underneath any hot pans, crock pots, electric skillets or baking trays.
- Avoid using knives directly on quartz; a cutting board should always be used.
- Avoid putting pressure or force on the countertop as this can chip the stone.
- Avoid cleaning with highly acidic or alkaline cleaners, only use mild detergents.

Laminate Countertops:

- Use a nylon-bristled hand or vegetable brush along with a mild liquid detergent and water solution.
- For tough stains you may use full-strength Fantastik® All Purpose Cleaner, Formula 409®, Pine-Sol®(original formula) or other mild household cleaner. Allow the cleaner to penetrate the stain prior to wiping.
- Clean soiled areas using a rotating motion and blot with a clean, damp, non-abrasive cotton cloth.
- Rinse and dry the surface thoroughly.
- Avoid using abrasive cleaners, cleaners containing acid, alkali or sodium hydrochloride, powders, scouring pads, steel wool or sandpaper as these can damage the finish and make it susceptible to staining.
- Always use a cutting board as you should never chop, slice or pound the surface with a mallet.
- Always use a trivet or hot pad underneath any hot pans, crock pots, electric skillets or baking trays.

Interior and Exterior Doors:

- Avoid power washing or using a garden hose for exterior doors as this can cause seal failure in glass units allowing water to enter the structure and peel the paint from the door.

- Avoid using metal tools, razor blades, other sharp objects or abrasive cleaners as these can damage the door surface or remove coatings.
- Avoid allowing cleaners to puddle or collect at the glass edges near glazing materials.
- Avoid cleaning in direct sunlight or in temperatures too hot or too cold.
- Avoid excessive rubbing or scouring.
- Clean and rinse one area at a time for all doors.
- Ideally doors can be cleaned approx. twice a year or when significantly dirty.
- After-market tints or films are not recommended on glass as they may cause damage to the glass and/or sealant.

Windows:

- Interior mounted screens for windows can be vacuumed with a soft brush attachment or wiped with a soap and water solution.
- Always use caution when removing and handling insect screens, torn insect screens or bent screen bars are not covered by warranty.
- An easy tip to clean insect screens is to lay them down on a flat surface.
- Clean hardware with water prior to using a lubricant on hardware components to prevent excess wear with diluted household cleaners.
- Apply a mild soap or vinegar-based cleaner to glass by spraying or using a clean, grit-free cloth saturated in the cleaning solution. Wipe in circular motions to avoid streaks. It is recommended to clean glass from the top to bottom to reduce the possibility of residue and cleaning solution running down previously cleaned glass.
- To clean grease, oil, adhesive, crayons or paint apply a small amount of mild abrasive such as Soft Scrub® cleaner or acetone to a clean, wet cloth and rub only the affected area. Repeat until the spot has been removed.
- Exterior surfaces of window frames may collect a layer of surface dust over time, under most conditions occasional rainfall should be sufficient to remove accumulated dirt.

Lighting:

- Ensure lights are switched off prior to lightly dust light fixtures at least once a week. A Swiffer Sweeper® would be acceptable to use.
- Ensure to only use gentle cleansers that won't corrode, strip or damage your fixture's finish.
- Glass globes can be cleaned with a damp cloth.
- For stubborn stains on glass globes remove them from the fixture and clean with Windex, ensure



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you are gently removing and placing the globes back on the fixture as they are fragile.

-Fabric shades can be lightly dusted or even a soft brush attachment on a vacuum can be used.

Other:

- Cami Comfort Homes is responsible for providing the homeowner with a Rough Grade Certificate. In order for this to be accomplished, the homeowner **MUST NOT** construct fencing, a deck, stairs, or additional landscaping until the Rough Grade Certificate is approved and provided to the homeowner by the local Municipality.

- Architectural Guidelines for Riverside Neighborhood

https://genstar.com/our_communities/riverside/