TOWNWOOD HOMES | EST. 1974



YOUR GUIDE TO

HOME MAINTENANCE

IMPORTANT INFORMATION FOR YOUR NEW HOME

GETTING STARTED | SERVICE & TARION | CARE GUIDES | HOME MAINTENANCE | WARRANTIES & RESOURCES

Table of Contents

A quick reference to your homeowner information and care guides.

01	Welcome & Homeowner Information	3–4
02	Utility Accounts & Service Contacts	4–5
03	Tarion Warranty Information	6
04	Flooring & Cabinetry Care	7–8
05	Kitchen Cabinet Warranty	9
06	Air Conditioning Guidance	10
07	Countertop Care & Maintenance	11–18
08	Countertop Product Warranties	19–21
09	Newmar Warranty & Terms	22–24
10	Railings & Stairs	25
11	Electrical Troubleshooting	26
12	Smoke & Carbon Monoxide Alarms	27–28
13	Roofing, Ice Damming & Condensation	29–34
14	Winter Driveway & Walkway Care	35

YOUR HOMEOWNER GUIDE

This manual contains important service contacts, homeowner maintenance information, troubleshooting guidance and manufacturer warranty documents.

QUICK REFERENCE

SERVICE REQUESTS service@townwoodhomes.com

MAIN OFFICE 905.669.1615

TARION WARRANTY www.tarion.com

OFFICE 1-1 Bradwick Drive, Concord, Ontario L4K 2T4

IN THIS MANUAL

— Getting started: utilities and contacts

— Townwood Homes service and Tarion

— Flooring, cabinetry and surface care

— Heating, electrical and safety systems

— Roofing, condensation and seasonal maintenance

— Supplier care guides and product warranties

service@townwoodhomes.com • 905.669.1615 02

IMPORTANT INFORMATION

It is your responsibility to set up your accounts immediately

HYDRO ONE: www.hydroone.com/request-a-service/moving#/?acct=	905.840.6300
ENBRIDGE GAS: www.enbridgegas.com/moving	1. 877.362.7434
WATER & WASTE WATER: https://peelregion.ca/water/water-billing	1.888.919.7800

For information on:

How to get your keys for your mailbox and any related postal service: www.canadapost.ca	1.866.607.6301
You can also visit your local post office for more information.	
Waste management (green bin, recycling & garbage): https://peelregion.ca/waste#	1.888.919.7800
Hot water tank rental: https://www.directenergy.ca	1.800.493.3034
(You DO NOT have an account for this rental, it is included in your monthly billing)	

USEFUL PHONE NUMBERS:

TOWN OF CALEDON: www.caledon.ca	905.584.2272
THE REGIONAL MUNICIPALITY OF PEEL: www.region.peel.on.ca	905.791.7800 / 1.888.919.7800
THE DUFFERIN-PEEL CATHOLIC DISTRICT SCHOOL BOARD: www.dpcdsb.org	905.890.1221/1.800.387.9501
THE PEEL DISTRICT SCHOOL BOARD: https://www.peelschools.org/registration	905.890.1099

TOWNWOOD HOMES SERVICE DEPT.

All service-related inquiries are to be sent in writing via email to:

service@townwoodhomes.com

Upon receipt of your service request, a Townwood Homes Service coordinator will review your email and items, determine the priorities, schedule service accordingly and visit your home to address the item(s).

Delays in service can occur due to weather conditions, availability of materials or specialized tradespersons.

Townwood Homes is committed to providing you with timely personalized service for your home as per the Tarion Customer Service Standard for builders in Ontario.

Your new Townwood Home is backed by Tarion

You'll need to register for "MyHome" once you've taken possession of your new home.

Tarion MyHome is an online service that helps homeowners manage their new home warranty.

Homeowners can use MyHome to:

- Submit warranty claims
- Upload supporting documents
- Schedule inspections
- Receive correspondence from Tarion electronically
- Set up email reminders for important dates
- Download and submit warranty forms

Types of coverage after you've taken possession

After taking possession of your new home you are entitled to coverage of various items. This coverage takes effect after you've taken possession, what items are covered are based on various timeframes and situations.

You will be required to fill out and submit a copy of the following forms:

- Initial Form
- Mid-Year Form
- Year-End Form
- Second-Year Form

These forms can be found in this package as well as online at: www.tarion.com

Once you've filled out the forms, please email a copy to: service@townwoodhomes.com

ENGINEERED HARDWOOD FLOORING & LAMINATE

FLOORING

Engineered hardwood flooring and laminate flooring is a mechanically stained/coloured and finished product. When using engineered flooring or laminate flooring on the landings, there is opportunity for colour variance as the staircase, railings and pickets are not a prefinished product.

- Always maintain proper humidity control 35% to 55% and ambient temperatures of 20 – 22 C (68 – 72F) should be maintained at all times.
- A simple sweep, dust mop or light vacuum is typically all that is needed. Always avoid excessive moisture when cleaning to ensure your Fuzion engineered hardwood floor continues to look and perform its best.
- Excessive moisture can lead to a wide variety of unwanted changes in your floor such as cupping, gapping or even cracking. It is highly recommended that you do not use water when cleaning your floors and follow the manufacturer-recommended methods.

When the furnace or other heating systems are off (usually later spring/summer and early fall) we strongly recommend the use of a dehumidifier. Not protecting your floor from excessive humidity could result in expansion and thereby cause damage to your floor. When the furnace or other heating systems are on (usually in late fall, winter and early spring) we strongly recommend the use of a humidifier system. It will not only protect your health, a humidifier system will also provide moisture in the air to help the possible problem of shrinking (cracks between the boards or other damage to your floor).

Staining of Wood Products

Includes but is not limited to: Flooring, Staircases, Railing, Pickets, Cabinets & Fireplace Mantels. On site staining of raw wood (ie. Staircases, Railings & landings), will vary in colour due to the species and grade difference of wood. Stains have been matched to the most recent samples provided by most of the hardwood flooring industry. Although we match a board sample as closely as possible, the consumer should be aware that different boards will highlight different shades and colours. Wood is a natural material containing distinctive differences in colour and grain configuration. It is these natural differences caused by nature that create the warmth, beauty and individuality of each board.

Townwood Homes CANNOT guarantee a colour or finish match between different wood surfaces, however we will attempt to “colour match” wood stains as close as possible.

Oakdale Kitchens

KITCHEN & WASHROOM CABINETS

Unlike man-made materials that can be manufactured to consistent specifications, wood is a product of nature. Its natural imperfections are part of its appeal and character. Every piece of wood - even from the same tree - will be slightly different in colour, texture and grain from every other piece. How wood looks and feels is dictated by several natural factors. Here are some of the Natural Characteristics of wood that can affect its appearance and, ultimately, the look of your cabinets:

GRAIN

More than anything, grain gives wood its uniqueness. A tree can produce several different types of grain (straight, spiral, interlocking, wavy or curly) depending on how it grows. Each type causes light to play off it differently, affecting your perception of the colour from one area to another. Grain is also used to describe how the wood is cut or worked. The different methods used have a different effect on how wood accepts stain or finish.

MINERAL STREAKS

These appear to be dark brown to black areas where the tree absorbed nutrients. Since the number of mineral streaks varies from board to board, you may notice differences between cabinets, doors, drawers or even the same panel. These streaks are especially evident in light wood such as maple and in lighter stains or natural finishes.

MOVEMENT

This refers to the expansion and contraction of wood as it absorbs and gives off moisture. Some wood such as maple are more sensitive to changes in temperature and humidity. Because of its natural movement, painted finishes may show hairline cracks at joints in cabinets and doors.

NATURAL COLOUR

Although we're used to seeing it stained or painted, wood in its natural state appears as shades of white, green, red and black. The natural colour of unfinished wood is an important factor in determining its finished colour. Light base and transparent stains allow these colour variations to show through, while darker stains will be affected by the natural colour of the wood. Due to variations in grain, texture and natural colour, a stained finish may vary slightly from one area to another. Certain special finishes such as glazing may vary in the amount of highlighting due to these same natural properties. The type of lighting and the angle of light wood can also appear to change the colour of the finish. Depending on the species, cut and type of finish, all wood also darkens to some degree as it ages. Conditions in the home environment such as cleaning, chemicals, smoke, etc can also affect colour, making it difficult to exactly duplicate an existing finish when adding or replacing cabinets.

Oakdale Kitchens

WARRANTY & CARE

Oakdale Kitchens Inc. will guarantee its product to be free of defects in material and workmanship for a period of one year from date of installation. This warranty applies only to the registered owner's cabinets at their original location of address and only to those parts found to be defective under normal use for which they were designed or intended. Any claim in defect must be submitted in writing and must specify the particular defect in detail. Once Oakdale Kitchens Inc. has inspected the goods, at its sole discretion, will either repair or replace the particular defect in its product. This warranty shall not extend to damage as a result of:

- misuse, abusive operation, negligence, accident, improper use of insufficient care including abrasive scratches
- any product tampered with, adjusted, altered or repaired by any party other than Oakdale Kitchens;
- any defects to the interior or exterior caused by normal wear and tear or water damage
- wood grain and colour are natural characteristics of the wood, we cannot guarantee that such grain and colour will always match
- contact with moisture at countertop mitre that may cause swelling
- year-end shrinking of silicone and attending to adjustment of doors

All wood doors are a natural product of mother nature and will absorb excess moisture under humid conditions and release their normal moisture content under excessively dry conditions. Oakdale Kitchens Inc. cannot be responsible for kitchens where either excessive humid or excessive dry conditions exist. For your protection we strongly recommend the use of both a dehumidifier and a humidifier system at the appropriate times of the year. Hardware may not be available exactly as shown. Oakdale Kitchens reserves the right to substitute such hardware at management's discretion. The remedy and sole obligation of Oakdale Kitchens Inc. is the repair or replacement of the defective product at our discretion. Oakdale Kitchens Inc. shall have no liability for any personal injury or property damages or for any indirect or consequential damages arising of any kind. This warranty constitutes the entire express warranty given by Oakdale Kitchens for its products and no agent or employee is authorized to extend or enlarge this warranty.

92 Oakdale Road • Downsview, Ontario M3N 1V9 • Tel (416) 741-1122 • Fax (416) 741-3996
service@oakdalekitchens.com - www.oakdalekitchens.com



1-800-487-7307 sales@applewoodac.com 3525 Hawkestone Road, Mississauga, Ontario L5C 2V1

Our Top Tips for What to Check Before Calling a Professional

1. Power Switch

This is the first and most obvious item to check off your to-do list.

Ensure that the switch is turned to the 'ON' position before making a service call. Your switch will look like a normal light switch located close by. It may be possible to switch it off accidentally due to the appearance of looking like a light switch.

2. Furnace Filter We always encourage our customers to replace their furnace filters three or four times per year.

A dirty filter can cause the furnace to shut down. Avoid an unnecessary service call by performing preventative maintenance on your furnace regularly.

3. Your Thermostat In some cases, your thermostat can be the culprit for a poorly performing furnace. Your thermostat should be set to the correct temperature and functioning properly. If it is battery powered, it may need a new set of batteries installed. Save yourself the hassle of a service call if it isn't needed, and always check your thermostat thoroughly before giving us a call.

4. Furnace Breaker Last, but certainly not least, the circuit breaker is a safety device that turns off your furnace if needed.

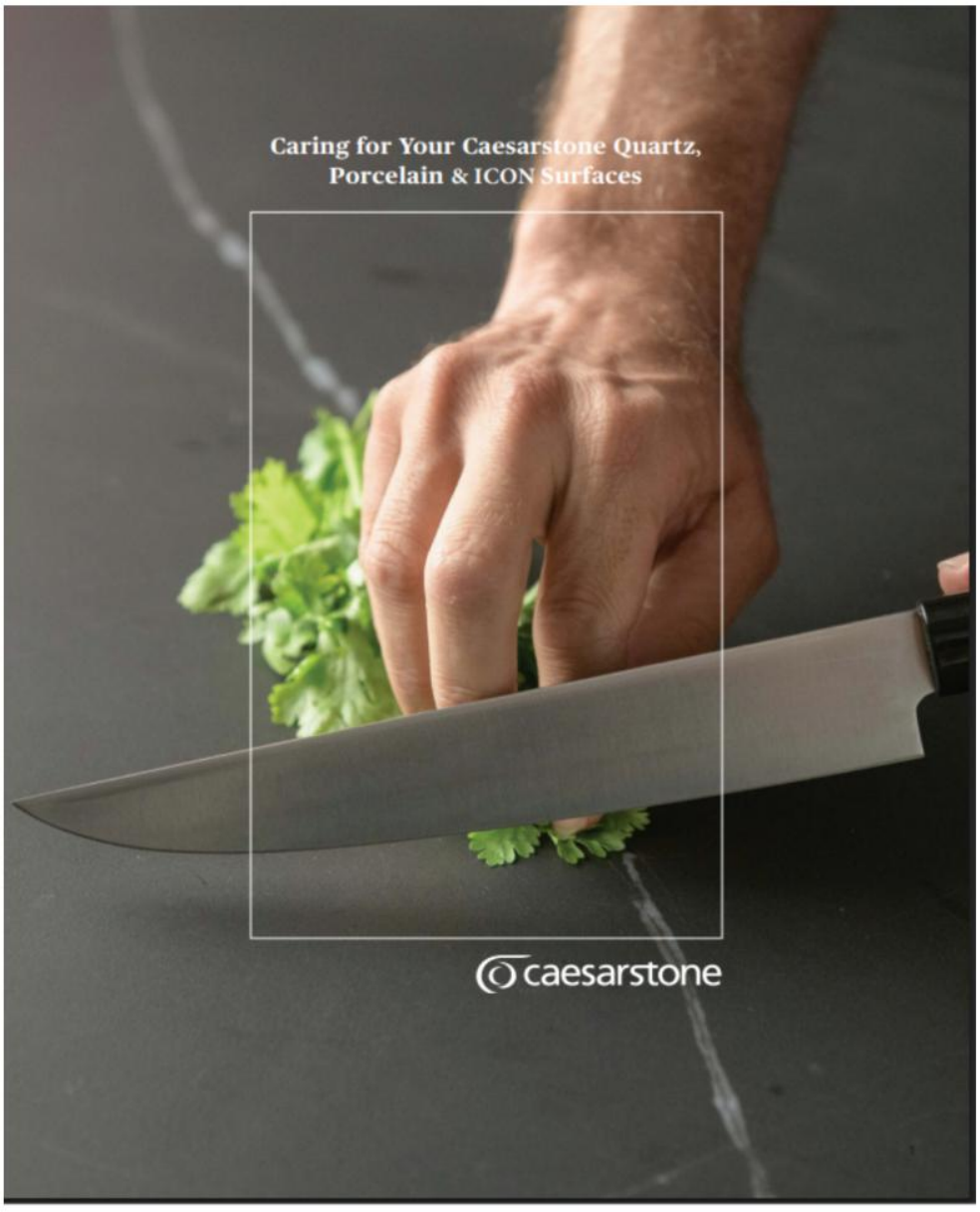
This could be due to an over-amperage event, in the case of a short to the ground, or if the equipment needs to be serviced. Look for the specific tripped breaker by locating the breaker that goes with your unit. Confirm that it is still 'ON'. You can do so by switching it off and turning it back on again.

This will give you a good sense of whether or not your furnace breaker is the cause of your furnace woes.

These quick tips will help you to avoid calling in the pros when they are not needed.

If these quick tips do not resolve your concerns with your furnace, a certified HVAC technician can help to diagnose and remedy the problem correctly. Here at Applewood Air, we can assist you with fast and helpful service for all of your home comfort needs.

Call us at 1-800-487-7307 for the support you need!


Caring for Your Caesarstone Quartz,
Porcelain & ICON Surfaces
caesarstone

Step-by-Step Care

Most of the marks can be removed with little effort and non-abrasive cleaning products, such as Vim Cream®.

First Cleaning After Installation

1. Clean the whole surface thoroughly after installation with soapy water and a microfiber cloth or non-abrasive scourer.
2. Dry the surface thoroughly with a paper towel.

Daily Maintenance

1. We recommend wiping the surface with warm, soapy water, a mild detergent, and a clean damp cloth.
2. Remove stains as soon as possible for easy cleaning and practical, immediate results.
3. To prevent limescale build-up, it is essential to thoroughly wash cleaning material residue off the surface and dry thoroughly with paper towels.



Step-by-Step Care

Heat Resistance

For Porcelain Surfaces:
You can place cookware directly on Porcelain countertops straight from the oven or the cooktop. However, devices that emit constant heat over a long period should be placed on an insulated countertop mat and not directly on the Porcelain surface.

For Quartz and ICON Surfaces:
We recommend using a trivet to prevent material burning.

Stubborn Spills

1. Gently rub the area using a soft cloth or paper towel with an approved cleaner.
2. Clean spill in a circular motion.
3. Rinse with water, and dry with a soft cloth or paper towel.
4. Repeat this process if the stain is still visible.



Step-by-Step Care

How to Take Long-Term Care of Your Surfaces

1. Before using any new cleaning product, check on a small, inconspicuous area that is effective and does not damage the surface.
2. After using any cleaning product, removing any residue with water is essential.
3. It is important to immediately wipe up liquids spilled on the surface for ease of stain removal.
4. If the surface comes into contact with any products that might damage it, rinse immediately with plenty of water.
5. Carefully scrape off dried materials such as food, gum, or nail polish with a putty knife, then clean the surface with a damp cloth.
6. Go ahead and cut directly on Caesarstone Porcelain, but for daily use we recommend cutting on a chopping board.
7. Take care to prevent hard knocks on exposed areas, particularly edges, as this can cause breaks and chips.



Step-by-Step Care

Things to Avoid

1. Do not use hydrofluoric acid or materials containing it.
2. Do not use oil-based cleaning or polishing materials, as these can leave an oily film on the surface and make it more sensitive to staining.
3. Do not allow direct contact with a naked flame.
4. Do not polish the surface with a polishing machine.
5. Do not cut directly on Quartz or ICON surfaces.



Step-by-Step Care

Additional Guidance for Metal and Rust Marks

Special use for spot cleaning ONLY: Because of the abrasive nature of this cleaner, use Bar Keepers Friend® only as follows:

1. Place a small amount of Bar Keeper's Friend Cleanse® on a damp cloth. Do not use an abrasive scourer.
2. Wipe away very gently, in a circular motion.
3. Rinse thoroughly with warm water, and dry with a soft cloth or paper towel.
4. Follow these instructions carefully to avoid damaging the surface.

Additional Guidance for Dark Surfaces

Dark surfaces are more prone to showing fingerprints, limescale, and other signs of daily living than light surfaces. As such, some dark models may need more frequent cleaning.

1. Dark colours, like all dark surfaces, tend to be more sensitive to scratch marks. It is, therefore, essential to protect the surface from sharp objects.
2. Limescale is more visible in the dark than in light colours, so liquid should be wiped up and not left to dry out on the surface.



Step-by-Step Care

Additional Guidance for Long-Lasting Finishes

Each surface has been crafted in a distinct finish, to bring out the best in its design while ensuring it remains long-lasting without the need for sealants or wax. Please note that Natural, Honed, Concrete, Rough and Ultra Rough finishes require more cleaning than our Polished finishes. Since there are more exposed surface areas with these finishes, metal marks, fingerprints and other signs of daily living will show. Most of these marks can be removed with little effort and non-abrasive cleaning products such as Vim Cream®.



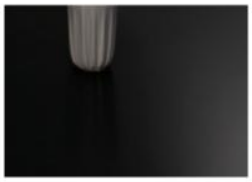
Polished

Polished finish emphasizes the surface features with its stunning luster.



Honed

Honed finish offers a special organic luminosity.



Natural

Natural finish conjures up the emotional caress of stone, warm, grainy, and uniquely sensorial.



Concrete

Concrete finish is inspired by the granular tactility of smooth concrete with a soft earthiness quality and low light reflection.



Rough

Rough concrete offers the coarse experience of industrial materials for distinctively gravelly surfaces yet still smooth enough for practical cleaning.



Ultra Rough

Our most tactile finish, Ultra Rough, is a breakthrough innovation designed exclusively to bring a unique granular touch to porcelain, adding a dimension of authentic materiality.

Top Care and Maintenance FAQ

Can you clean surfaces with vinegar?

- If you're looking to use environmentally-safe cleaners on your surface, use a combination of 50/50 vinegar and water. Rinse and dry the surface thoroughly afterwards.

Which cleaning products are good for porcelain?

- Use recommended cleaning products and check the product first by applying it to an inconspicuous area on the surface. It's best to avoid using the same cloth you use for washing dishes, as it may transfer oils and other contaminants to your surface.

  Cleaning products that should not be used, include oven grill cleaners, floor strippers, toilet bowl cleaners, oil soaps, tarnish removers, furniture cleaners, drain products, wipes and cleaners specific to granite, marble and other natural stones, etc. Should your surface accidentally be exposed to any potentially damaging products, rinse immediately with water to neutralize the effect.

How to remove limescale?

- Occasionally, the surface should be cleaned with Vim Cream® and thoroughly dried. Due to the porcelain's high density and non-porous qualities, normal cleaning with a damp cloth and soap is all you need to keep your Caesarstone surface looking great. We recommend a thorough cleaning of your Caesarstone surface on a regular basis (because of the limescale that will develop on the surface from day-to-day use) to keep the surface as beautiful as the day it was installed. If you have heavy limescale build-up from using non-approved cleaners, please contact our Customer Care department for detailed instructions on how best to remove it.

How to remove dried spills?

- To remove adhered material, first reanimate the spill with water for several minutes. Then, follow our recommending cleaning methods and clean the surface with a damp cloth to remove any marks left behind and any residual dirt. Do not use any abrasive pads to clean tougher dirt as abrasives can damage the finish/sheen of your countertops.

Residential Lifetime Warranty

Because your peace of mind is top priority, we provide a lifetime warranty for our quartz and porcelain surfaces we manufacture. This means that we completely support our product, and that we are always at your service to answer queries, solve problems and ensure you derive maximum satisfaction from your Caesarstone surface.

Register your warranty online at caesarstone.ca/warranty



Silestone® 25-Year Residential Limited Warranty

Silestone® is backed by a certified, written 25-year transferable warranty. This warranty applies to Silestone® quartz surfaces installed in a single-family residence by an Authorized Silestone® Installer.

Warranty Coverage

Cosentino, S.A. warrants that Silestone® Surfaces will be free from manufacturing defects for 25 years from the installation date.

If a manufacturing defect is found during the warranty period, Cosentino may choose to repair or replace the defective material.

This Warranty Covers:

- Silestone® Surfaces purchased from an Authorized Silestone® Installer or Dealer.
- Products permanently installed in a single-family residence by an Authorized Installer.
- Products properly maintained according to the Care and Maintenance guidelines on the Silestone® website.
- Silestone® Integrity Sinks installed alongside Silestone® Surfaces (with exceptions noted below).

What Is Not Covered

Cracks are not covered because Silestone® surfaces do not crack without external force. Causes not covered include:

● Impacts ● Uneven cabinets or flooring ● Structural settling or movement ● Thermal shock (e.g., from hot pans or crock pots placed directly on the surface) ● Improper installation

Caution: Always place hot items on a trivet or cutting board.

Cosentino does not cover costs for:

● Plumbing ● Electrical work ● Tile or wall repairs ● Other modifications related to servicing the product

Other Exclusions

● Products not paid in full ● Abnormal use, misuse, or abuse ● Excessive heat or scorching ● Outdoor use or exposure to UV light ● Physical or chemical abuse, staining, or acid etching ● Chipping, cracking, impact damage, or breakage from abuse ● Natural variations in color, shade, particle structure, or gloss ● Dissatisfaction based on personal preference (color, edging, etc.) ● Seam appearance or performance ● Temporary surface marks (metal marks, fingerprints, smudges) ● Commercial use (restaurants, offices, hotels, apartment complexes) ● Damage from acts of God, vandalism, accidents, structural movement, or job site conditions

Integrity Sinks (Additional Notes)

Not covered:

● Normal wear (minor dents, scratches) ● Cuts, nicks, scuff marks ● Chipping ● Damage from pouring boiling water without cold water ● Use of dry ice ● Any use not compliant with Care and Maintenance guidelines

Warranty Registration, Activation & Transfer

To Activate Warranty:

● Must be activated within 60 days of installation. ● Visit: www.cosentinowarranty.com

To Transfer Warranty:

● Complete and sign the Transfer of Ownership form. ● Send it to cs@cosentinogroup.net within 60 days of the home transfer.

To Obtain Service:

● Contact the original source where the product was purchased. ● Cosentino or its authorized agents must be allowed to inspect the surfaces in your home. ● Owners must reasonably cooperate with installers and Cosentino representatives.





NEWMAR
STANDARD PRODUCT WARRANTY

QUALITY PRODUCTS. LASTING PERFORMANCE.

5 YEAR
GLASS SEAL FAILURE WARRANTY

COVERS SEAL FAILURE DUE TO DEFECTS

Newmar Window Manufacturing Inc. ("Newmar") warrants that the insulating glass units used in its products shall be free from defects in materials and workmanship resulting in seal failure for a period of five (5) years from the date of first purchase.

WHAT IS SEAL FAILURE?
Seal failure is the permanent formation of film, water vapour or dust deposits between the inner glass surfaces resulting in a material obstruction in vision.

THIS WARRANTY DOES NOT APPLY:

- To insulating glass units installed in sloped glazing.
- To units coated with any type of film after receipt of delivery.
- To condensation appearing on the exterior surfaces of the glass unit, as this is caused by excessive humidity in the house and is not a product defect.

2 YEAR
WATER PENETRATION WARRANTY

COVERS WATER PENETRATION DUE TO DEFECTS

Newmar warrants that its products shall be free from defects in materials and workmanship resulting in water penetration for a period of two (2) years from the date of first purchase, including water penetration caused by improper installation performed by Newmar or its authorised agents (not third parties).

THIS WARRANTY DOES NOT APPLY:
To products installed in structures that do not allow for proper management of moisture. For example, exterior insulation and finish systems ("EIFS"), also known as "Synthetic Stucco", without an engineered drainage system.

For purposes of this water penetration warranty, the Tarion Construction Performance Guidelines shall be used as an interpretative guideline for what constitutes a defect in materials and workmanship, provided that such guidelines apply to the product in question or the installation thereof.

1 YEAR
MATERIALS AND WORKMANSHIP WARRANTY

COVERS GENERAL PRODUCT DEFECTS

With respect to all other aspects of Newmar products, Newmar warrants that the same shall be free from all defects in materials and workmanship for a period of one (1) year from the date of first purchase, including defects caused by improper installation performed by Newmar or its authorised agents (not third parties).

For purposes of this general warranty, the Tarion Construction Performance Guidelines shall be used as an interpretative guideline for what constitutes a defect in materials and workmanship, provided that such guidelines apply to the product in question or the installation thereof.

DISCLAIMER

NEWMAR DISCLAIMS ALL OTHER REPRESENTATIONS AND WARRANTIES OF ANY KIND, EXPRESS OR IMPLIED, IN FACT OR IN LAW, INCLUDING, WITHOUT LIMITATION, THE IMPLIED WARRANTY OF MERCHANTABILITY AND THE IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE.

newmar
A J.D.A. LUMBER GROUP

LIMITATION OF LIABILITY

NEWMAR STANDARD PRODUCT WARRANTY



The following outlines the limitations of Newmar's warranty, including liability, replacement parts, labour, and exclusions. This information is provided for your reference.

LIMITATION OF LIABILITY

The limit of Newmar's liability for breach of any warranty set forth herein, whether based on negligence, breach of warranty, strict liability, or any other theory, shall be, at Newmar's option, either: (i) the repair or replacement of any part/product which Newmar reasonably determines to be defective in materials or workmanship under normal use and service, or (ii) a refund of the purchase price of the product or component part.

REPLACEMENT PARTS

Replacement parts/products will be the closest equivalent to original parts/products but may not exactly match the originals. The warranty on any replacement parts/products will only extend for the balance of the applicable warranty period.

LABOUR COVERAGE

This warranty shall include any labour which may be required to remove defective parts/products, and to install or repair replacement parts/products, or to re-install parts/products that were defectively installed by Newmar or its authorised agents (not third parties), provided that: (i) a warranty claim is made within the applicable warranty period (with the exception of a warranty claim for seal failure which must be made within one (1) year of the date of first purchase in order for labour to be included), and (ii) the labour is performed by Newmar or its authorised agents (not third parties) within a 100 kilometre radius of Newmar's manufacturing plant. Any labour to be performed hereunder shall, unless otherwise agreed to by Newmar, be limited to removal and installation only and not to refinishing (painting, staining, etc.) or any incidental repairs (hardwood flooring damage, drywall damage, stucco damage, water damage, etc.).

DELIVERY

To the extent that labour is not covered by this warranty, Newmar shall not be responsible for the pickup or return delivery of any defective parts/products which are covered by this warranty, such delivery to be the responsibility of the warranty holder at the expense of the warranty holder.

NO LIABILITY FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES

NEWMAR SHALL NOT BE LIABLE FOR ANY INCIDENTAL, CONSEQUENTIAL OR SPECIAL DAMAGES (INCLUDING PERSONAL INJURY OR WRONGFUL DEATH DAMAGES) WHETHER BASED ON NEGLIGENCE, BREACH OF WARRANTY, STRICT LIABILITY, OR ANY OTHER THEORY. IN NO EVENT SHALL NEWMAR'S LIABILITY UNDER THIS WARRANTY, WHETHER TO THE ORIGINAL PURCHASER OF A DEFECTIVE PRODUCT OR ANY THIRD PARTY CLAIMING ON BEHALF OF SUCH PURCHASER, EXCEED THE PURCHASE PRICE RECEIVED BY NEWMAR FOR SUCH DEFECTIVE PRODUCT OR THE COST OF REPAIRING OR REPLACING SUCH DEFECTIVE PRODUCT.

CLAIMS PROCEDURE

Every claim under this Warranty shall be deemed waived unless: (i) such claim is made in writing to Newmar, containing a description of the defect and such claim is accompanied by evidence of purchase; (ii) in the case of a claim relating to a visibly damaged or defective product, such claim is received by Newmar within ten (10) days of the date of first purchase of the defective product; and (iii) in the case of a claim relating to any other defect, such claim is received by Newmar within thirty (30) days after the defect to which such claim relates is discovered or ought to have been discovered, provided such claim is received before the expiry of the applicable warranty period.

GENERAL EXCLUSIONS

NOT WITHSTANDING ANYTHING ELSE CONTAINED HERE OR ELSEWHERE, THIS WARRANTY DOES NOT COVER products that have not been paid for in full; inadequate preventative maintenance on exterior and interior of product(s) including caulking, finish, and weather-stripping (see Newmar Care & Use Homeowner Guide); abuse, negligence, improper use, careless handling or consequential damages; improper storage, finishing, or modification; defects caused by improper installation by anyone other than Newmar or its authorised agent; Acts of God; accidents;

newmar
A J.D.A. LUMBER GROUP

LIMITATIONS AND ADDITIONAL TERMS

NEWMAR STANDARD PRODUCT WARRANTY



EXCLUSIONS

This warranty does not cover products that have not been paid for in full; inadequate preventive maintenance on exterior and interior of product(s) including caulking, finish, and weather-stripping (see Newmar Care & Use Homeowner Guide); abuse, negligence, improper use, careless handling or consequential damages; improper storage, finishing, or modification; defects caused by improper installation by anyone other than Newmar or its authorised agent; Acts of God; accidents; glass scratches, cracks (including pressure cracks) or breakage after receipt of delivery or for units subject to excessive stress from movement of building; products subjected to conditions outside their design limitations; minor imperfections in glass that do not affect the product's structural integrity or obscure vision; minor variations in glass colour; normal wear or discolouration of finish; finish problems caused by mechanical damage, abrasion or corrosion; damage caused by acid rain, salt spray, chemical solvents, masonry or stucco leach, acid washes, abrasive cleaning solutions or other corrosive elements; brass and oil-rub hardware finishes; condensation, moisture, snow or frost resulting from humidity within the building and interior/exterior temperature differentials; variations in wood grain, texture or colour; discolouration of non-visible parts; wood rot due to improper finishing, maintenance or installation; problems or defects due to harmful fumes, chemicals, building heat, excessive temperature exposure, colour change or fading arising due to normal weathering, oxidation, extremes of weather and atmospheric conditions; post-manufacture dissipation of inert gases (such as argon) or the amount of gas in inert gas-filled insulating glass units; scratches or other imperfections, unless readily observable from more than five (5) feet away when illuminated by indirect sunlight; problems due to water leakage which are not the fault of the Newmar product; misapplication, faulty building construction or design, including but not limited to installation or use in areas of high humidity or high vibration; defects in the coating on door slabs; or other circumstances beyond Newmar's control.

Product features designed to help address pressurisation of a building during high-wind or other severe storm events are not a guarantee against water or air infiltration. PRODUCT SELECTION IS THE SOLE RESPONSIBILITY OF THE WARRANTY HOLDER.

SEVERABILITY

If any of these provisions are determined to be invalid, illegal or unenforceable, the validity, legality and enforceability of the remainder of these terms shall be unaffected.

MODIFICATION OR TERMINATION

This Warranty, together with the provisions of Newmar's order form and invoice with respect to the product(s) in question supersede and replace all prior negotiations and/or agreements made between Newmar and the warranty claimant, whether oral or written, and contain the entire understanding between such parties with respect to the subject matter hereof. No waiver or modification of these terms shall be binding upon Newmar unless made in writing and signed by a duly authorised representative of Newmar. Additional or different terms submitted by anyone other than Newmar are specifically rejected and shall be deemed to be of no effect.

NO ASSIGNMENT

This Warranty is not transferrable or assignable and is provided only to the original purchaser of the product in question.

GOVERNING LAW

This Warranty is governed by, and interpreted in accordance with the laws of the Province of Ontario and the federal laws of Canada applicable thereto.

DOMESTIC SALE OF GOODS

The parties agree that the local domestic sale of goods law of the Province of Ontario shall apply to this order and not the International Sale of Goods Act R.S.O. 1990, c I-10.

Rev#02-15

Airport Railings & Stairs

7679 Kimbel Street, Mississauga, Ontario, Canada L5S 1A7

Phone: (905) 677 1678 - Fax: 905.677.8096 info@airportrailings.com

ATTN: HOMEOWNERS

RE: HUMIDITY & STAIR & RAILING ISSUES

To Whom It May Concern:

Please be advised that throughout the winter months, the increased use of heating systems can significantly affect the humidity levels within homes. The resulting dry air—especially in homes without properly functioning humidifiers—causes solid wood components to lose moisture. As the wood dries out, it naturally contracts, which may lead to visible gaps between stair and railing components.

In some cases, this shrinkage can also cause squeaks, as the stair components move slightly and rub against fasteners or framing members. Unfortunately, this is a natural seasonal occurrence, and we are unable to provide service calls for issues related to low indoor humidity.

We strongly recommend that homeowners install and properly maintain humidifiers or dehumidifiers to help regulate humidity levels throughout the year.

For additional information, please refer to:

http://housewares.about.com/od/humidifiersdehumidifiers/qt/humitidtylevels.htm

TROUBLESHOOTING ELECTRICAL PROBLEMS

PROBLEM	POSSIBLE SOLUTIONS
Doorbell does not work	CHECK BREAKER
Bedroom receptacles(s) keep tripping	1. CHECK IF CORD IS DAMAGED 2. DO NOT PLUG IN VACUUM AS OUTLET IS ARC FAULT PROTECTED
Outside receptacle(s) do not work	1. CHECK BREAKER 2. RESET GFCI (RESET SWITCH LOCATED AT PANEL BENEATH OR TO ONE SIDE
Bathroom receptacle(s) do not work	1. 21CHECK BREAKER 2. RESET GFCI
Light fixture does not work	1. CHECK BULB 2. CHECK BREAKER 3. DIMMER INSTALLED BY A NON-QUALIFIED ELECTRICIAN 4. ANY ALTERATION TO THE CIRCUIT SUCH AS REPLACING REGULAR SWITCHES WITH DECORA SWITCHES
Receptacles do not work	1. CHECK BREAKER 2. DIMMER INSTALLED BY A NON-QUALIFIED ELECTRICIAN 3. ANY ALTERATION TO THE CIRCUIT
Kitchen receptacles do not work	1. CHECK BREAKER 2. RESET GFCI
Receptacles not inserting	AS PER THE ELECTRICAL CODE, TAMPER PROOF PLUGS ARE REQUIRED - SEE INFORMATION SHEET
Smoke detectors beep periodically	1. RESET SMOKE DETECTORS 2. SEE ATTACHED DATA AND MAINTENANCE SHEET FROM KIDDIE 3. CALL SERVICE IF PROBLEM PERSISTS
Switch below thermostat does not operate	OPERATES MAIN BATHROOM FAN AND CONTROLLED FROM TWO SEPARATE LOCATIONS (AS PER BUILDING CODE)
Breaker tripped	RESET AT THE PANEL BY FLIPPING THE BREAKER ALL THE WAY TO THE LEFT OR RIGHT AND BACK TO RE-ENGAGE IT.
Living Room receptacle not working	THIS IS A SWITCH PLUG. HALF OF THE RECEPTACLE HAS CONSTANT POWER AND THE OTHER HALF IS ENGAGED WHEN THE LIGHT SWITCH IS TURNED ON

Maintenance - Smoke Alarm

Your alarm should be cleaned at least once a year

You can clean the interior of your alarm (sensing chamber) by using compressed air or a vacuum cleaner hose and blowing

or vacuuming through the openings around the perimeter of the alarm. The outside of the alarm can be wiped with a damp

cloth. Use only water to dampen the cloth, use of detergents or cleaners could damage the alarm. If the alarm is in Fault

mode and the amber LED is blinking a fault code of 10 flashes, the alarm may be in need of cleaning. After cleaning, press

the Test/Hush button. If the fault does not clear, the alarm needs to be replaced.

➔Never use detergent or other solvents to clean the unit.

➔Avoid spraying air freshener, hair spray, or other aerosols near the alarm.

➔Do not paint the unit. Paint will seal the vents and interfere with the sensor's ability to

detect smoke.

➔Never attempt to disassemble the unit or clean inside. This action will void your

warranty.

Maintenance - Smoke/CO Detector

To keep your Smoke/CO Alarm in good working order, please follow these simple steps:

➔ Verify the unit's alarm and LED lights operation by pushing the test/reset button once a week.

➔ Remove the unit from the mounting bracket and vacuum the alarm cover and vents with a soft brush attachment once a month to remove dust and dirt.

REINSTALL IMMEDIATELY AFTER CLEANING AND THEN TEST USING THE TEST/RESET BUTTON!

➔ Never use detergents or other solvents to clean the unit.

➔ Avoid spraying air fresheners, hair spray, or other aerosols near the Smoke/CO Alarm. Do not paint the unit. Paint will seal the vents and interfere with the sensor's ability to detect smoke and CO. Never attempt to disassemble the unit or clean inside. This action will void your warranty. Move the Smoke/CO Alarm and place in another location prior to

performing any of the following:

- → Staining or stripping wood floors or furniture
- → Painting or wall papering
- → Using adhesives

Storing the unit in a plastic bag during any of the above projects will protect the sensors from damage. Do not place it near a diaper pail.

WARNING: Reinstall the Smoke/CO Alarm as soon as possible to ensure continuous protection. When household cleaning supplies or similar contamination are used, the area must be well ventilated. The following substances can affect the CO sensor and may cause false readings and damage to the sensor: Methane, propane, iso-butane, iso-propanol, ethyl acetate, hydrogen sulfide, sulfide dioxides, alcohol based products, paints, thinner, solvents, adhesives, hair spray, after shave, perfume, and some cleaning agents.

WATER LEAKS DUE TO ICE DAMMING & ROOF VENTS

In our Canadian winter climate, most notably during heavy snow falls, there are various problems that can occur with your roofing due to weather conditions. Townwood Homes Inc. would like to inform you of 2 major problems that can occur during these winter months.

ICE DAMMING

Ice Damming is the formation of ice/water which dams on the eavestroughs of sloping roofs often cause water (during sunny/above freezing days) to back up under the shingles and leak inside the house. Snow melting on the roof and freezing at the eavestroughs causes ice dams. Melted water running down the roof can, with rapidly falling temperatures, freeze at the uninsulated overhang of the roof. Where ice dams occur, it is the homeowner's responsibility to clear the ice dam.



Temporary relief can be obtained by clearing the snow off the roof, particularly at the eavestroughs, and by knocking down

ice formations from the eaves and valley ends, taking care NOT to damage the roofing and aluminum material.

How to reduce or prevent ice dams:

- → Reduce warm air leaking into the attic
- → Improve attic insulation
- → Ensure proper attic ventilation
- → Remove roof snow before it freezes into ice

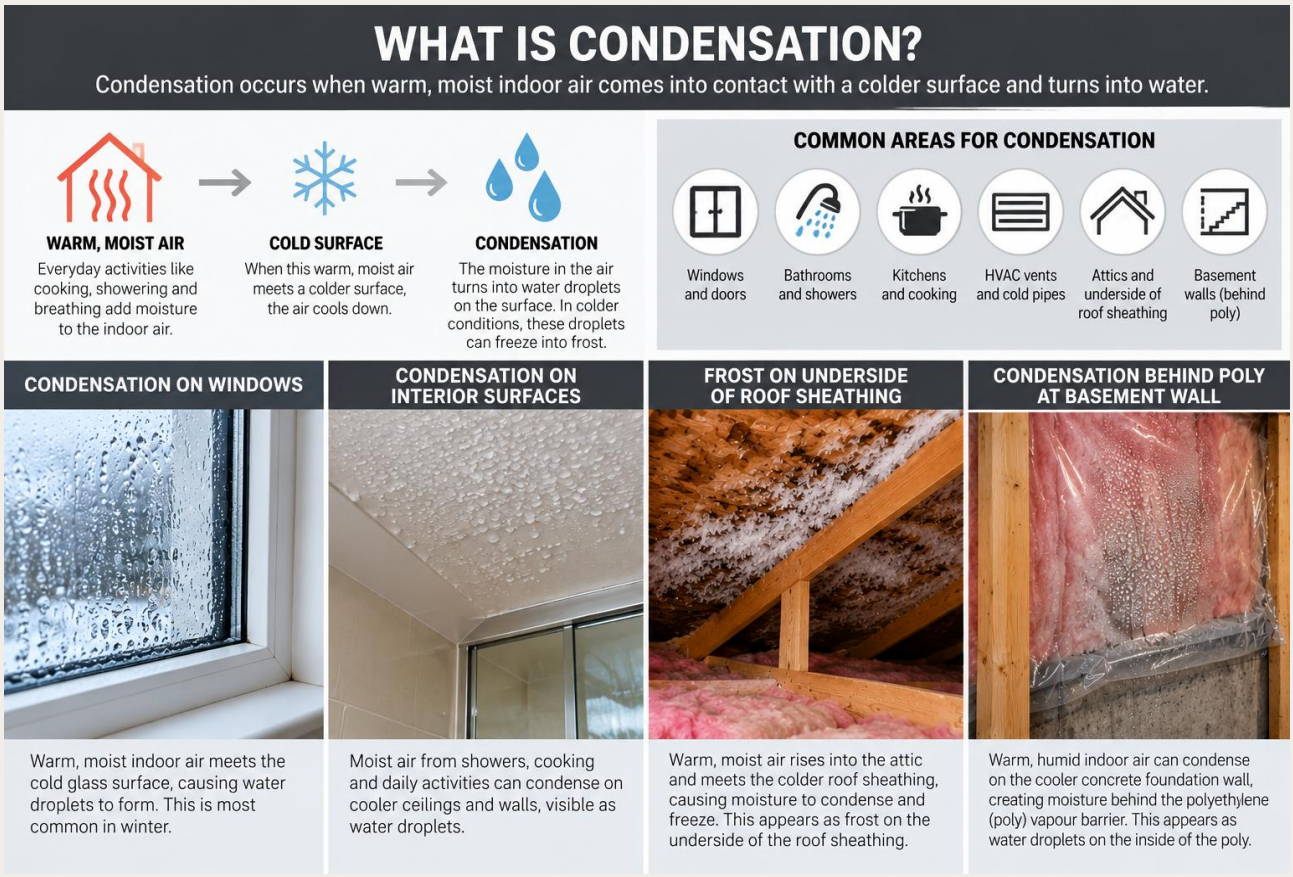
This is not workmanship-related and is not a warrantable item.

ROOF VENTS

Your home has been provided with vents to control attic moisture and temperature levels. However, during certain snow storms, snow may be blown into the attic creating extensive damage.

Homeowners should check their attics after every unusually heavy snow storm. It is the homeowner's responsibility to remove any snow before melting occurs. At no time

should the attic vents be obstructed or reduced in size.



Condensation forms when warm, moist air contacts a cold surface whose temperature is below the dew point.

As the air cools, it can no longer hold as much moisture and releases water droplets onto the colder surface.

Common sources of indoor moisture:

● Breathing and perspiration (≈ 3 pints of moisture per person per day) ● Cooking ● Showering and bathing ● Dishwashing ● Laundry

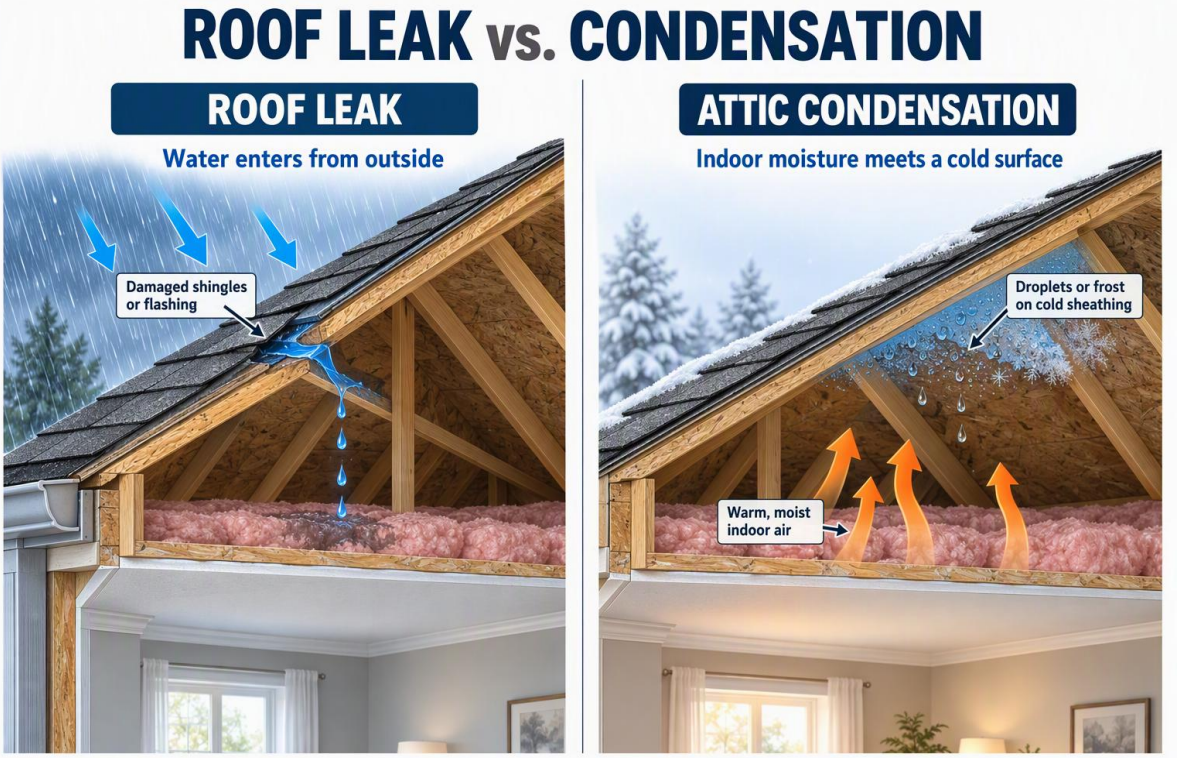
Condensation is more common in climates where average temperatures are 35°F (1.6°C) or lower and is often a sign of insufficient insulation and/or ventilation.

CONTROLLING INDOOR HUMIDITY

Modern homes are built tighter and more insulated, which means they no longer “breathe” naturally. Without proper ventilation and humidity levels can rise quickly.

Steps to Reduce Indoor Humidity:

● Use kitchen and bathroom exhaust fans regularly ● Ensure all exhaust fans vent outdoors, not into the attic ● Improve attic insulation and ventilation ● Seal gaps between your living space and attic ● Avoid drying clothes indoors ● Use dehumidifiers when necessary



Illustrative comparison — inspection is needed to confirm the cause.

MY ROOF LEAKING OR IS THIS CONDENSATION?

Understanding Roof Moisture Issues

There are a few types of roof “leaks.” Identifying which one you are experiencing is the key to finding the correct solution.

If you notice moisture during extreme temperature changes, and not when it rains, the issue is likely not a roof leak. The information below will help you determine the cause and how to prevent future problems.

Roof System Leaks (During Rainfall) This occurs when water enters through the roof system while it is raining.

Possible causes include:

- → Damaged or deteriorated shingles
- → Improper shingle installation
- → Failed flashing at walls, chimneys, or roof penetrations
- → Severely wind-driven rain
- → Damaged windowsills or improperly installed siding

These are external leaks, which should be inspected and repaired by a qualified roofer.

Condensation or Frost in the Attic

This type of “leak” is often mistaken for a roof leak but is caused by moisture from inside the home, not water from outside. Warm, humid indoor air escapes into the attic, cools on cold roof surfaces, and forms condensation or frost.

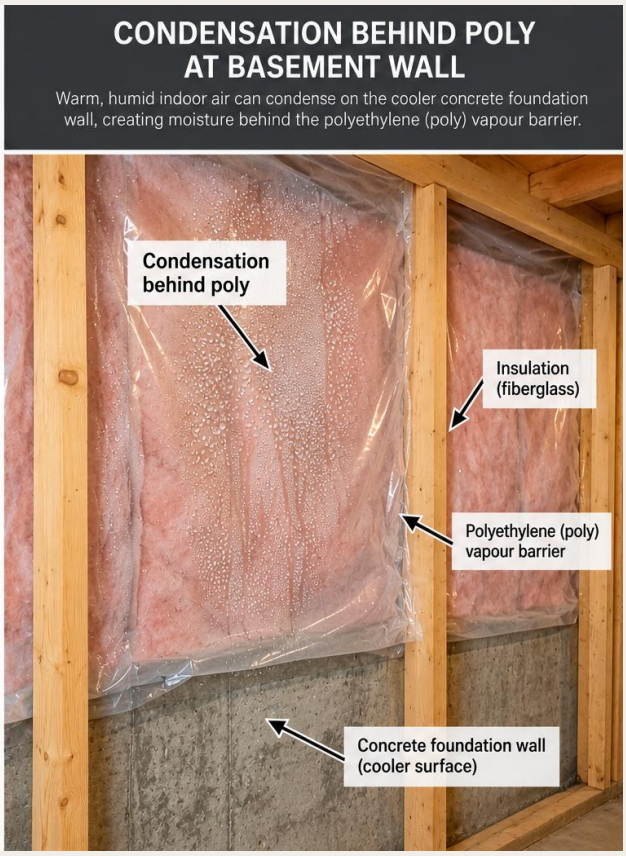
This is not a roof leak and not workmanship related nor warranted.

Prevention includes:

- → Sealing air leaks between living areas and the attic, improving insulation, ensuring proper attic ventilation

CONDENSATION IN A HOME — A WARNING SIGN





Condensation is often first noticed on windows and skylights because these surfaces are the easiest place to see moisture.

However, the windows themselves are rarely the problem. The condensation you see is simply a sign of excess humidity

inside your home, which can be causing invisible damage elsewhere.

Excess moisture may be affecting:

- → Walls
- → Ceilings
- → Floors
- → Attic sheathing (underside of the roof)

High indoor humidity can lead to:

● Peeling paint ● Warped or rotting wood ● Mold and mildew growth ● Structural deterioration

Frost and “Leaks” During Cold Weather



In very cold temperatures, frost can form on the underside of the roof sheathing. When temperatures rise, the frost melts and may appear to be a roof leak.

This melted frost often drips from:

● Light fixtures (especially recessed can lights) ● Kitchen vent hoods ● Bathroom exhaust fans ● Fireplaces or chimneys

Frost buildup is most common above heat sources or poorly vented areas and becomes more noticeable during rapid temperature changes.

High Ceilings and Cathedral Ceilings

Water spots on beams or tall ceilings are frequently assumed to be roof leaks. In many cases, however, the cause is condensation, not external water intrusion.

Icicles: A Sign of Heat Loss

Large icicles hanging from your roof edge often indicate that your home is leaking significant heat into the attic.

This heat loss contributes to:

● Ice dams ● Higher heating bills ● Interior condensation issues



A HOMEOWNER'S GUIDE TO

SALTING YOUR DRIVEWAY & WALKWAYS

FOR ONTARIO WINTERS

WHY SALT?

Salt helps melt snow and ice, making your driveway and walkways safer for you, your family and your visitors. It is especially important during Ontario's winter months when temperatures often fluctuate above and below freezing, which can create icy conditions.

WHEN TO APPLY SALT

BEFORE A STORM

Apply a light layer before snow begins to help prevent ice from bonding to the surface.

DURING A STORM

Reapply as needed when snow accumulates or when conditions become icy.

AFTER A STORM

Clear snow first, then apply salt to melt any remaining ice and prevent refreezing.

HOW MUCH TO USE

- Use a thin, even layer. A little goes a long way.
- Avoid over-salting, which can damage concrete, landscaping and the environment.
- Reapply as needed, especially after heavy traffic or additional snowfall.

RECOMMENDED SALT TYPES

Choose a product that is effective in cold temperatures and safer for pets and the environment.

CALCIUM CHLORIDE



- ✓ Works in very cold temperatures (down to -30°C)
- ✓ Fast acting
- ✓ Effective for driveways and walkways

PET SAFE OPTION (MAGNESIUM CHLORIDE)



- ✓ Safer for pets, plants and concrete
- ✓ Effective to approximately -15°C to -20°C
- ✓ Good for walkways and areas used by pets

SALT/SAND BLEND



- ✓ Provides traction
- ✓ Helpful in extremely cold temperatures
- ✓ Good for sloped areas and heavy ice buildup

ADDITIONAL TIPS

- Use a pet safe product on walkways and areas used by pets.
- Keep salt off landscaping, lawns and plants.
- Always clear snow before applying salt for best results.
- Sweep up excess salt in the spring to reduce buildup.
- Check the product label for temperature ratings and application instructions.