



HOMEOWNER TIPS



KEEPING YOUR CONDO
RUNNING SMOOTHLY

All year round!

Congratulations

You are officially a Cortel homeowner! Whether this is your first purchase or one of many, a new place to call home is always an exciting time. We hope you enjoy Nord Condos as much as the Cortel Team is excited to welcome you!

Like any home, owning a condo comes with responsibility. There are many factors that contribute to making it run smoothly and efficiently. To help you, we'd like to introduce you to our Cortel Care customer service team. We are pleased to offer you homeowner tips to answer any questions you may have about your condo and provide extra advice that may come in handy.

Please read through the tips thoughtfully and carefully and keep them in mind throughout the year.



CORTEL GROUP

MAINTENANCE SCHEDULE

Daily

- CLEAN COUNTERTOPS

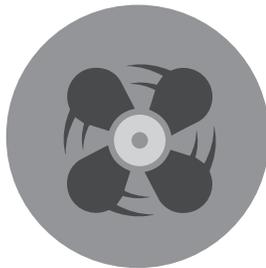


Weekly

- CLEAN LAMINATE FLOORS
- CLEAN CABINETRY
- CLEAN APPLIANCES

Monthly

- CLEAN CEILING LAUNDRY LINT TRAP
- CLEAN BATHROOM FANS
- CLEAN BALCONY SLIDING DOOR

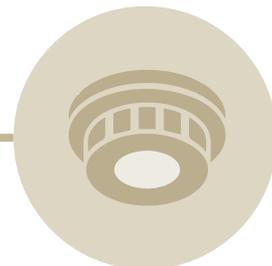


Seasonally

- HVAC MAINTENANCE
- CHECK/CHANGE FILTERS

Annually

- REPLACE SMOKE + CARBON MONOXIDE DETECTOR BATTERIES



Daily

COUNTERTOPS

- Countertops are a focal point in a home. They're also one of the most used surfaces, making regular cleaning necessary to maintain their appearance and durability. Please refer to the tips on how to care for your Caesarstone countertops.

Weekly

LAMINATE FLOORS

- Laminate floors are durable and easy to maintain.
- Regular dusting and vacuuming (with a laminate-friendly vacuum) should be part of your cleaning routine.
- For a deeper clean, wipe your floors with a laminate cleaning solution or very mild soap diluted in water.
- Your laminate cleaning solution must be applied to a very damp soft cloth.
- Do not use a traditional mop to clean your laminate floors. Laminate doesn't respond well to water. Overuse of water can cause the laminate to lift or separate.
- Keep in mind, laminate boards can expand or contract in the summer and winter months. This is a normal and natural occurrence of laminate responding to weather changes.
- Please refer to the laminate cleaning tips from our laminate provider.

CABINETRY

- Whether in your kitchen or your bathroom, cabinet maintenance ensures a prolonged lifespan.
- Cabinets are exposed to many elements every day: dust, heat, humidity, cooking fumes, etc.
- Keeping them clean is easy - refer to the cabinetry care and maintenance guide from our cabinetry provider.

APPLIANCES

- Stainless-steel appliances are sleek and modern looking. Keeping them shiny always makes a kitchen look its best! (Refer to cabinetry section if you have paneled appliances.)
- A simple wipe with a damp microfiber cloth or mild soap and water solution will clean fingerprints or stains.
- There are also various stainless-steel cleaners on the market. If you use these, it's best to first test them in a small corner of your appliance. Cleaners can react differently on various brands of appliances.
- You can also find more tips on how to clean and maintain the interior and exterior of your appliances as well as information on how they function in the manufacturer manuals, which came with your appliances.

Monthly

LAUNDRY LINT TRAP

- There are two different laundry lint traps in your unit:
 - The first is located inside your dryer.
 - The second is located on the ceiling of your laundry room. You will see an access panel.
- It is **extremely important** to clean your laundry lint trap regularly. Blockages can pose a fire risk, increase drying time and humidity levels within your condo.
- Simply pull the lint trap access panel from the ceiling, clean the debris, and insert it back.

Monthly CONTINUED

BATHROOM FANS

- Fans often accumulate dust. Keeping your bathroom fan(s) clean will allow them to function properly.
- To prevent clogging, vacuum or dust the exterior surface of the grill (no need to remove the grill).

BALCONY SLIDING DOORS

- To ensure your balcony sliding doors open and close smoothly, the track must be kept clean.
- Sliding door tracks are often a breeding ground for dust and debris from the outdoors. Keep them clean by removing any debris that falls in the tracks and wipe with a damp cloth.

Seasonally

HVAC

CONTROLS

- Your HVAC fan plays a vital role in the circulation of air within your condo. The fan is controlled by your thermostat.
- The thermostat(s) in your suite can be programmed to meet your needs. Please refer to the manual for more details.
- You can set your fan to AUTO so it runs only when it is heating/cooling, or you can keep it ON at all times.
- Keeping the fan setting ON ensures the air circulates in your unit and will help prevent condensation on your windows.

SERVICE

- HVAC units are typically serviced twice a year.
- Maintenance will be coordinated by property management.
- HVAC filters have been provided in the unit and will be changed with each scheduled maintenance, however we recommend filters be changed every 3 months to ensure your HVAC runs smoothly and your air quality is at the highest level.
- You can purchase filters for your HVAC at any home improvement store.
- Keep the HVAC vent cover clean by dusting regularly.

CONDENSATION

- Condensation within your condo is something that can be avoided and controlled.
- A few tips to avoid condensation:
 - Turn ON your bathroom fan when showering and keep it running for a few minutes after.
 - Turn ON your hood fan when cooking.
 - If you have house plants, concentrate them to one room during the winter months.
 - Keep all thermostats at the same temperature if you have more than one HVAC unit.
 - Window coverings, especially heavier ones, can contribute to condensation as they restrict the flow of warm room air over the colder glass surface, creating a barrier between the coverings and windows. Keep your blinds, drapes/window coverings open when not needed for privacy.

Annually

SMOKE + CARBON MONOXIDE DETECTORS

- The smoke and carbon monoxide detectors in your suite are hard-wired, however they include back up batteries in case of emergency
- It is important to replace these batteries **YEARLY**.
- A constant beeping coming from the detectors indicates that the battery needs to be replaced.

Other

WATER SHUT-OFF VALVES

- The main water valve can be found in your foyer closet.
- In the event of an emergency or major leak within your suite, the shut-off valves are made accessible to you so you can easily and quickly **turn off** the water source for your entire suite.
- Individual shut off valves are under each sink, behind toilets, and by your washing machine.
- Going away for an extended period? It is recommended to **turn off** the main water valve to your suite.

ELECTRICAL

GFI OUTLETS

- For safety purposes, electrical outlets located near sinks are GFI (Ground Fault Circuit Interrupter) Outlets.
- GFI outlets can be triggered by overloading the circuit which will cause them to stop working. This does not mean the outlet itself is no longer functioning.
- A green light on a GFI outlet indicates it is functioning.
- If the light is red, something has triggered the outlet to not function for your safety.
- Rebooting a GFI outlet is easy. Simply press the reset button on the outlet itself. Once you hear a click, the green light will go back on and the outlet will be fully functioning.

ELECTRICAL BREAKER

- If your GFI reset did not work, appliances are not working, or you lost power to your suite, then the problem could be a tripped breaker.
- The Breaker Panel is typically located in your hallway or bedrooms. Your breaker panel is labeled with a legend so you know which switch applies to each room/outlet.
- Simply flip the switch from OFF to ON. If the switch doesn't stay in the on position, it indicates a further issue. If it does, the circuit breaker is reset and power has been restored to the room.

SPRINKLER HEADS

- **All sprinkler heads and sprinkler head covers in your suite are NOT to be touched or tampered with.**
- NEVER hang anything off your sprinkler heads
- If painting, use caution when painting around them.
- Hitting a sprinkler head can trigger them to turn on and potentially flood your suite.

CLOSET SHELVING

- Closet racks and shelving are a great way to keep your closets and personal belongings organized.
- Keep in mind the racks in your closets can only withstand a certain amount of weight.
- Avoid placing too much on the racks and try to disperse weight evenly. Excessive weight can cause them to detach from your walls.

PAINT

- Sometimes walls need a bit of a touch up here and there. It is recommended your walls remain the same colour as provided by the builder at occupancy for 1 year.
- **Any changes in wall paint within your suite voids warranty with your walls. Same applies to your doors and baseboards.**
- Should any warrantable work need to be done to any of these surfaces (within the warranty period), the builder will only be responsible to repair and prime.
- We cannot re-paint unless the paint is the same as was provided to you at occupancy. You will find the paint used within your suite (walls, doors, baseboards) should you wish to touch up or repaint with the same colours.

Other CONTINUED

GARBAGE CHUTE

Each floor features a garbage chute room equipped with a tri-sorter system, which allows you to sort your waste to either Garbage, Recycling or Organics. Kindly be considerate of your neighbours and also avoid extra costs associated with unclogging and/or repairs to the chute by being mindful of a few rules, as follows:

- All garbage must be firmly pushed through the chute. If one chute door is not closed completely the system will lock out and no one else will be able to use the garbage chute.
- All garbage must be properly drained and double-bagged to prevent any undue odour, mess or damage during its passage through the garbage chute.
- Cardboard is NOT to be put down the chute. All boxes must be flattened and broken down and placed in the specified bins located in the moving area on the ground floor.
- No oversized garbage bags shall be forced down the chute. They should be discarded in the waste bins placed for your convenience in the moving room area – ground floor.
- Never force cartons, coat hangers, and bundles of paper into chute.
- Furniture or other larger household items which cannot be broken down and discarded on site must be discarded at the owner's expense.
- Recycling MUST be thrown down the chute loosely and not bound in a plastic bag.

If you have any questions about your suite, Cortel Care is here to assist. You can reach us Monday to Friday from 8am to 4pm. Our office is located in the North East Corner of Expo 1, facing the banquet hall parking lot. You can also reach us via email at: **cortelcare@cortelgroup.com** or at **289-597-2510**.



C O R T E L C A R E

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