



COOPERS POINTE

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1.0 Your New Home in Coopers Pointe

1.1 BUILDING OVERVIEW

The architectural firm of IBI HB has designed COOPERS POINTE, located in the Coopers Quay neighbourhood. This development consists of 10 townhouses and 76 tower suites within an 15-storey tower located at 980 Cooperage Way.

Main Floor

The Lobby, Concierge, a Meeting room and Mailboxes are located on the main level of your tower.

Second Floor

The Exercise Room is located on this level.

Parkade

P1: Visitor Parking, Residential parking stalls, the garbage and recycling rooms, bike storage and storage lockers are located on this level.

P2: Residential parking stalls and storage lockers are located on this level.

P3: Residential parking stalls and storage lockers are located on this level.

Esprit City Club

This private luxury “fitness and amenities” club is located on 3 levels in the Coopers Lookout tower. This facility is for the exclusive use of all Coopers Quay Neighbourhood residents.

Lower Level (P1): Features a 2 Lane 10 Pin Bowling Alley with Lounge, Theatre, Kitchen and Kayak Storage Room

Main Level: Features your Concierge area/Office, Swimming Pool, Whirlpool, Sauna and Steam rooms, Men’s and Women’s Changing Rooms, and Exercise Room

Upper Level: Features an open Lounge with Kitchen, 4 Party Rooms, Gym, Spa room, Meeting Room and a Yoga/Flex Room

2.0 WHAT TO DO IN AN EMERGENCY

2.1 VANCOUVER EMERGENCY TELEPHONE NUMBERS

Ambulance	For a medical emergency Non-emergency 604-872-5151	Call 911
Police	For a security emergency Non-emergency 604-717-3321	Call 911
Fire Department	For an emergency Non-emergency 604-665-6000	Call 911
Power Outages & Electrical Emergencies (BC Hydro)		1-888-769-3766
Poison Control Center		604-682-5050 or 604-682-2344
Gas Leaks & Gas Odor Emergencies (BC Gas)		1-800-663-9911
Earthquake, Flood, Dangerous Goods Spills, Tsunami		1-800-663-3456

**Additional emergency numbers are listed in your telephone directory white pages with listings of emergency services, social agencies and emergency first aid procedures.*

2.2 BUILDING EMERGENCY TELEPHONE NUMBERS

Please report the **common area and in-suite emergencies** to the property management personnel/concierge at the time when it is occurring. This will get the quickest response in the building to mitigate any possible damage. If it is between 9:00 am and 5:00 pm (Monday – Friday), please also call to Customer Care Centre (**refer to Section 4.0**) to advise us of any in-suite emergency situations.

Building Emergencies - 24 hours **604-684-4508**

*We ask for your cooperation in calling after hours & weekends **ONLY** in an emergency situation. **Emergency service is generally considered that which affects electrical, heating, or water supply and requires immediate attention.***

3.0 ADDRESSING YOUR CONCERNS

3.1 IN-SUITE WARRANTY ITEMS

All requests for service on warranty items in your suite must be made **in writing** to the Customer Care Centre unless it is an emergency (*please see section 2.0 - What to do in an Emergency*). Forms for reporting a problem can be found under the **Forms/Services Information** section of this CD.

3.2 COMMON AREA

Problems in the common area of Coopers Pointe, such as in the lobby, elevators, landscaping, recreation areas, or parkades, are the responsibility of your property management company. Please follow the reporting procedures indicated by the property management company. Rancho Management Services (B.C.) Ltd. Inc. can be reached 24 hours at (604) 684-4508 or contact the concierge.

3.3 ENTERPHONES, PROXIMITY READERS AND KEY FOBS

If you have a problem with the operation of any of your key fobs, or if one is lost or stolen, please report this immediately to your property management company. Also, problems with the proximity readers and Enterphones in your building fall under the responsibility of your property management company which can be reached 24 hours or contact the concierge.

3.4 APPLIANCES

All appliances carry a one year warranty *directly with the manufacturer*. If you encounter problems with your appliances, please refer to your owner's manual and, if necessary, contact the manufacturer's service department directly. Please refer to the following chart to locate the contact number for service of your appliance:

Appliance	Service Company	Phone Number
Refrigerators Whirlpool	Whirlpool Canada	1-800-807-6777
Cook Tops/Ovens Whirlpool	Whirlpool Canada	1-800-807-6777
Range Hood/ Microwave Whirlpool	Whirlpool Canada	1-800-807-6777
Dishwasher Whirlpool	Whirlpool Canada	1-800-807-6777
Washer/Dryer Whirlpool	Whirlpool Canada	1-800-807-6777
Garburator Waste King Legend Series	One year warranty applicable - Please write to Customer Care Centre	Fax: 604-899-9183

*For other items such as the thermostat, fan timer, etc. please first refer to the appliance manual then forward a service request to the Customer Care Centre.

To report a natural gas emergency call the 24-hour TERASEN Gas emergency line at 1-800-663-9911. An emergency is generally considered to be a gas leak which requires immediate attention. Please note that TERASEN Gas, as well as other companies, charge for service calls that do not constitute an emergency such as lighting fireplace pilot lights.

4.0 CUSTOMER CARE CENTRE

4.1 ROLE AND RESPONSIBILITIES

Your new home has been designed to provide you with many years of gracious living and our Customer Care Centre has been created to help ease the transition into your new home. Our officers are available to answer your questions about your new home in **Coopers Pointe** and the Concord Pacific Place community. They are also available to solve your in-suite warranty concerns.

During office hours 9:00 am to 5:00 p.m., Monday to Friday at:

Customer Care Centre

c/o Concord Pacific Presentation Centre

1079 Marinaside Crescent (*temporary location until early 2008*)

928 Carrall Street (*new location in 2008*)

Vancouver, B.C.

Tel: (604) 899-8800

Fax: (604) 899-9183

Questions or Concerns regarding:

Coopers Pointe

980 Cooperage Way

Vancouver, BC V6B 0C3

Please contact:

Karen Curry - Direct Line: 604-899-7224

4.2 REPORTING AN IN-SUITE WARRANTY ITEM

To report an in-suite warranty item and receive service for your new home, please follow these procedures:

- All in-suite service requests must come from the Owner of the suite and must be made **in writing** to Customer Care Centre unless it is an emergency (*please see Section 2.0 - What to do in an Emergency*). Included in this manual is a **Customer Service Request Form**. Please fill out this form in full and either fax, mail or drop off the form to Customer Care Centre as directed above.

4.3 CUSTOMER SERVICE REQUEST FORM

A Customer Service Request form can be found by clicking the Forms/Services Information tab on the menu page of this CD or by clicking the link below.

[Please Click here to go directly to the form](#)

5.0 THE WARRANTY PROGRAM

From the very outset, expert planning, design resources and high quality construction go into building each new Concord Pacific Place home.

In order to register your warranty, it is important that you (or your appointed Agent) complete a “walk-through” of your new home with a Customer Care officer.

When you, or your appointed agent, come in for the key package, a Certificate of Possession will be available for the purchaser. The developer will forward the completed original Certificate of Possession for each strata lot to National Home Warranty. National Home Warranty will then issue their Warranty Kit to the purchasers following their mailing address.

The warranty insurance is required by the Strata Property Act.

Your warranty covers defects in workmanship and repair or replacement of defective materials but it does not include maintenance of your suite. Proper maintenance is your responsibility and failure to carry out proper maintenance could void your warranty.

For a complete description of these warranties, please refer to Section 5, Sub-section 5.2 in your Disclosure Statement.

5.1 CUSTOMER SERVICE

Your satisfaction, protection and peace-of-mind are the main priorities of service offered by Concord Pacific’s Customer Care Centre.

To obtain prompt service for your home, please direct all requests in writing to our Customer Care Centre (refer to Section 4.2 in this guide).

5.2 TRANSFER OF WARRANTY

The warranties provided by National Home Warranty Programs are transferable, so if you are selling your suite, please have the **Transfer of Warranty form** completed and forwarded to our office. This form enables us to keep an accurate record of the ownership of the suite and to provide the same level of customer service to the new owner.

*This form can be found by clicking the **Forms/Services Information** tab on the menu page of this CD or by clicking the link below.*

[Please Click here to go directly to the form](#)

6.0 LIVING IN COOPERS POINTE

6.1 STRATA COUNCIL: ROLE AND RESPONSIBILITIES

The Strata Council is responsible for the maintenance and administration of the common property and the democratic enforcement of the Strata Corporation Bylaws, Rules and Regulations. Members of the Strata Council are elected from, and by, the registered Owners at the Annual General Meeting that is held each year. Following their election, the Strata Council members meet to discuss the operation and management of the building.

6.2 PROPERTY MANAGEMENT: ROLES AND RESPONSIBILITIES

A property management company is hired by the Strata Council to oversee all common property of the building. The primary concern of the Property Manager is to ensure the protection of the interests of the owners including insurance, building maintenance, and good communication within the development.

<i>Your property is professionally managed by:</i> Rancho Management Services (B.C.) Ltd. #701-1190 Hornby Street Vancouver, B.C. V6Z 2K5 604-684-4508 (office) 604-684-1956 (fax)	<i>Property Manager:</i> <u>Coopers Pointe</u> Francis Yeung 604-331-4256 (direct line) 604-684-1956 (fax)
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Rancho Management Services (B.C.) Ltd. has provided you with a *Welcoming Package* containing information on strata living and the responsibilities of the strata council and the property management. For building procedures and use of the facilities in the building, please refer to the printed package provided to you at your inspection or to the CD Rom version included with this Owners Manual.

Your Coopers Pointe on-site Concierge is located in the Lobby and can be reached at:

Phone 604-684-9230 or Fax 604-684-9203

6.3 COMMON PROPERTY

The common property includes all areas beyond each owner's strata lot (i.e. hallways, foyers, parking areas, elevators, gardens, recreational facilities, meeting rooms, etc.). Common property also includes all pipes, wires, cables, chutes, ducts, facilities for the passage of water, sewage, drainage, gas, oil, electricity, heating and cooling systems, and other services contained within a floor, wall or ceiling of a building, where the center of the floor, wall or ceiling forms the common boundary between two strata lots or between a strata lot and common property.

Common property may also be designated for "exclusive use" which is termed limited common property. Patios, balconies and parking spaces are examples of this designation.

6.4 INSURANCE

The building insurance arranged by your strata corporation is through:

BFL Canada Insurance Services

Phone: 604-669-9600 Fax: 604-683-9316

In addition to this, **you must have your own homeowner's insurance policy**. Please ensure that this includes adequate insurance coverage for your personal contents, personal liability and any betterments made to your strata lot.

6.5 RESTRICTIONS TO EXTERIOR APPEARANCES

To retain a neat and uniform appearance, bylaws have been established which clearly outline what is permissible and what is not in regards to the external appearance of the building. Please familiarize yourself with these policies provided by your Property Manager to avoid problems at a later date. The most common restrictions prohibit "For Sale or Rent" signs in windows or on the common property, drapes that are not of a neutral colour, aluminum foil in the windows, and the alteration of landscaped areas.

6.6 RENOVATIONS TO YOUR SUITE

Please contact the property management company before undertaking any renovation/upgrade work in your suite. You may require Strata Council's approval or have to follow up with building by-laws/code requirements.

6.7 BIKE STORAGE

Storage for bikes has been provided for in the Parkade. Arrangement for use of the bike storage room can be made through your property management company.

6.8 MOVING IN AND OUT

Prior to move in or out of the building, you **MUST** contact your property management to schedule a date and time. They will reserve an elevator for your use and hang protective padding in the elevator cab. It is essential that you make prior arrangements with the property management to use the elevator to avoid conflicts with other move-ins and any scheduled repairs to the elevator.

6.9 RENTING OUT YOUR SUITE

As an owner, you may choose to rent out your suite. However, you must ensure that your tenants are knowledgeable about in-suite features and building procedures. ***Please remember that the Customer Care Centre cannot accept requests from your tenants to repair items in your suite.*** The owner of the suite must report warranty items directly to the Customer Care Centre. We appreciate your cooperation in this matter.

Some owners may wish to hire a property management company to handle the rental of their suite. Prompton Real Estate Services Inc. is the recommended agent for the buildings developed by Concord Pacific and offers a full Rental Management Service. Please contact them at 604-899-2333 for full details of their services.

Holiday Home Package: For those owners who do not plan to occupy their suite full time or intend to rent it out to a tenant, Prompton Real Estate Services Inc. offers a Holiday Home Management Service. Prompton will provide regular visits to your suite while you are absent from Vancouver. For full details of this service please contact them at 604-899-2333.

7.0 BUILDING ENTRY SECURITY

7.1 VISITOR & ACCESS CONTROL SYSTEM OPERATIONS

7.1.1 Visitor Access to your Suite

The building is equipped with a Sentex visitor entry system that allows you to control access to the building from within your suite by use of your telephone and television.

The Sentex system utilizes a “phone line” system which enables visitors to connect to your phone whether you are using standard phone service, Voice Over IP (VOIP) Cellular, or digital phone systems as your main telephone device.

When a visitor calls you from the Sentex visitor entry panel, pressing “9” on your telephone keypad will release the door for your visitor to enter the building and issue a credit to allow him time to enter the elevator and press your floor number. Once you have pressed “9” you will hear the confirmation tones from the Sentex panel letting you to know that the operation was successful. To deny access, simply hang up.

If your television is turned to Channel 39, you can view the visitor who is calling you from the visitor entry panel before granting them access to your building.

For security reasons, the time credit issued is only for a short period of time. Therefore, your visitor should proceed as quickly as possible to the elevator.

7.1.2 Visitor Call Waiting

If you subscribe to Call Waiting with your phone service provider, then you can use this feature for calls from the entry system while you are on an outside call. Typically you will hear the “call waiting” tones on the telephone, which indicate that you have a visitor. You can then put the outside call on hold and you will now be connected to your visitor at the entry panel. You can then grant access to the visitor by pressing the number “9” on your telephone. To deny access to the visitor, press the “*” sign on the telephone.

7.1.3 Key Fob Access Control

Entry to the Parkade consists of an RF transmitter key fob with a receiver located at each of the gates. Pressing the MIDDLE button will open the main gate to the Parkade, press the LEFT button to enter the gate to the resident's secure parking. (The RIGHT button is not activated)

To operate the key fob, simply present it at the proximity reader located at the door or gate you are entering. Your key fob will unlock the door or gate for only a few seconds to allow you to enter. Your key fob also activates the elevator to stop only at the floor you live on. When you enter the elevator, first present your key fob to the proximity reader and then press the elevator button for your floor.

Each key fob has a unique number. The number on your key fob has been assigned to your suite and programmed for access to your floor only. If you own more than one suite, you cannot interchange the key fobs. If any of your key fobs are lost or stolen, notify your property management company immediately.

Additional key fobs can be purchased from your property management company.

NOTE: It is important that you carry your key fob with you when you leave your suite, even if you do not intend to leave the building. You will need it to return to your floor.

7.1.4 Keys

You will receive two sets of suite keys and mailbox keys with your suite. You may have additional keys cut at your expense by any locksmith.

7.2 BUILDING SECURITY

Some of the security features in your building include:

- secured parking for residents in the underground Parkade;
- an enhanced enterphone system allowing residents to view visitors at enterphone locations;
- key fobs replacing keys for entry to the building and parkade. These fobs can be deactivated if lost or stolen; and
- restrictive elevator access on each floor allowing residents on every floor to have the maximum in security and exclusivity. Your key fob activates the elevator to stop only at the floor you live on and your visitors are given a credit time to enter the elevator and press your floor only. When you enter the elevator, first present your key fob to the proximity reader and then press the elevator button for your floor.

8.0 OPENING YOUR UTILITY ACCOUNTS

8.1 CABLEVISION

Cable TV services are available from Novus Entertainment. Cablevision outlets are already supplied and ready for hook-up. To begin your service, please call the customer service representatives at Novus at **604-642-6688**.

You will be eligible for one month of free basic Cable TV and Internet access from the day you sign up.

After your first free month all monthly fees are at the owner's expense.

Please call Novus at 604-642-6688 or visit their website at www.novusnow.ca for more information.

Please refer to the Novus brochure in the Forms/Information section of this CD Rom for details on cable packages and rates as well as other services offered by Novus.

8.2 HYDRO

Please be advised that the electricity for each suite is individually metered by BC Hydro. It is important that you make an immediate new account application to BC Hydro. This can be done through the B.C. Hydro automated service line at 604-224-9376.

You are responsible for your in-suite meter utility effective the legal possession date [i.e the next day after the closing date]. You should use this possession day after your suite closes as the date for commencement of your service.

If an account application is not made quickly, your power supply will be disconnected and will result in additional re-connection charges. We strongly recommend you take immediate action. Direct all your calls regarding residential account inquiries and new accounts to the BC Hydro automated service line at 604-224-9376.

8.3 TELEPHONE

To obtain telephone service, please call Telus at 604-310-2255. If you wish to inquire about telephone equipment sales or to rent equipment, you may either call or go in person to one of the Telus store outlets.

The Telus store near you is located at 768 Seymour Street (604-684-2672).

8.4 FIBER OPTIC INTERNET ACCESS

Internet access is available from Novus high-speed fiber optic network with the fastest residential Internet service in Western Canada.

You will be eligible for one month of free basic Cable TV and Internet access from the day you sign up.

After your first free month all monthly fees are at the owner's expense.

Please call Novus at 604-642-6688 or visit their website at www.novusnow.ca for more information.

Open the in-suite communications box, connect the room where you would like your access – the den will be connected by default.

Plug your computer into the Internet wall jack.

Log into the popup screen.

8.5 LOCAL AREA NETWORK (LAN)

If your residence has been pre-wired for a Local Area Network (LAN), this enables you to connect two or more computers in your home. Please note that the router to make home networking possible is not included.

Your network provides many advantages relative to the use of a stand-alone computer. Most importantly, networks enable multiple users to share data and devices. They allow for centralized administration of hardware and software.

The LAN has been pre-wired to allow many different network configurations with a location set aside for the installation of a network router. Connection of the owner supplied network router to the LAN is completed within the communications box located in your storage room or den.

9.0 CARE AND MAINTENANCE OF YOUR HOME

Remember that nothing is maintenance free. Proper care and cleaning is required to preserve the quality of your home. This section is designed to assist you with this. If you have questions regarding the care and maintenance of your suite, please contact the Customer Care Centre and our officers will do their best to provide answers to your questions.

9.1 APPLIANCES

For complete instructions on the operation and care of your appliances, please refer to the manuals located under the Appliance Manuals tab of this CD. It is important to read through all manuals before attempting to use the appliances.

Stove: Please follow the oven [Manual](#) for features, operation instructions and maintenance.

Oven: Please follow the oven [Manual](#) for features, operation instructions and maintenance.

Refrigerator: The recommended setting for your refrigerator/freezer is in the [Manual](#).

Dishwasher: Please follow the dishwasher [Manual](#) for features, operation instructions and maintenance.

Microwave/Hood Fan: Please follow the Microwave/Hood Fan [Manual](#) for features, operation instructions and maintenance.

Garburator: The garburator is located under the sink and is designed to process only organic materials. Stringy products such as celery and banana peels should **NOT** be placed in the garburator. To operate your garburator, use the switch on the wall close to your sink, and run cold water during operation. Please read the [Manual](#) for detailed information.

Washer/Dryer: Please follow the User Instruction for features and Care and Maintenance Instructions listed in your [Manual](#).

9.2 BALCONIES/PATIOS FACILITIES (if applicable)

Some suites are installed with hose bibs in their patio/deck. These must be winterized by tipping the stem in the water outlet to drain. Otherwise freezing and breaking may occur.

***Do not remove the anti-climb devices in the balconies/decks that are installed in the window system.**

For maintenance of the irrigation controls and hose bibs, etc. please contact the property management.

9.3 BRASS FITTINGS AND FAUCETS

The use of some hand lotions, soaps, cosmetics, hair sprays and household cleaners may introduce silicone or lanolin to the lacquered surface. Silicone and lanolin are mildly acidic and can destroy the lacquer finish and, thereby, tarnish the brass. You must also be careful with rings and keys as they can scratch the lacquered finish. Brass fittings will not be replaced because of tarnishing.

9.4 CHROME & NICKEL FITTINGS AND FAUCETS

Finishes are very durable, however special care must be given in order to maintain many years of service and quality appearance. Do not use abrasive cleaners (Comet, Ajax, etc.) or chemical sprays (Windex, Formula 409, Fantastic, etc.) as they may cause de-plating of the finishes or damage to the plastics. Do use warm water and chamois to remove any soiling. Buff with a soft clean cloth.

9.5 CLOSET SHELVES

The top shelf of your closet is designed to support light items such as clothing. Care should be taken not to place luggage and other heavy objects on the shelves. Excessive weight may collapse the shelves.

9.6 COUNTERTOPS

Granite and Marble:

***Do not sit, stand or place heavy objects on counter tops.**

***Always wipe up spills immediately to prevent staining and etching.**

Granite and Marble are materials that are made from natural materials and will react to chemicals that are not intended for their care and cleaning. Do not use abrasive cleaners, scouring pads, and similar materials as they may damage the surface. Clean with a soft, clean cloth, mild detergent and water or use a product specifically formulated for use on these materials.

Care should be taken in choosing a detergent additive that will not damage the luster of the polish of the natural stone. High acidic or high alkaline content will remove the shine. Only products specifically designed for use on natural stone should be used.

Products which are an acid or alkali such as perfume, shampoo, toilet bowl cleaners, Windex, juices, vinegar, soda, etc. will damage these surfaces.

The manufacturer has applied a factory sealer to protect and improve the life of the countertops. This coating will wear off with time and will, therefore, require periodic reapplication in order to ensure long life.

(Please consult your local Building Supply or Home Renovation store expert for their recommended sealant choice)

9.7 DRAINS

Maintenance of all drains for plumbing as well as water drainage on balconies and terraces is a maintenance issue and is the responsibility of the owner. Clearing clogged drains is not a warranty issue.

9.8 ELECTRICAL BREAKERS

The electrical breakers, located in the breaker panel box, measure the current passing through a circuit. If there is an excessive draw, the power is interrupted. To reset, open the door of the breaker panel box. All breakers are labeled. Locate the tripped breaker and flip it “Off”, then back to the “On” position. If the problem persists, unplug or turn off electrical devices before resetting the tripped breaker.

9.9 ELECTRICAL OUTLETS

Kitchen Counter Electrical Outlets:

Each electrical outlet is split in two so that the top and bottom receptacles are on separate circuits. This allows you to plug in two high draw appliances in the same outlet without tripping a breaker.

Switched Outlets:

One half of one of the electrical outlets in those rooms which have no overhead light fixture (e.g. living room, bedroom, etc.) is “switched” and is operated by the light switch (marked by a blue dot). A lamp plugged into this receptacle can then be operated by the turning on the light switch. One of the receptacles is “switched” (indicated by a blue dot) and the other is “live” and operates in the same manner as a regular outlet.

9.10 FAN TIMER

The fan helps eliminate the moisture in your home, which creates condensation. The fan timer runs through the fan in the main bathroom or powder room and operates either on a timer switch (found on the inside laundry room wall) or by a manual switch in the bathroom (beside the light switch).

PROGRAMMING THE TIMER

The Timer’s memory can hold up to 7 programs. Each program consists of 2 events (ON time and OFF time). The events can be set up to execute on a daily basis or on a weekly basis (Monday-Sunday). It is necessary to program both the ON and OFF events for each program.

NOTE: City Code states that you must run your fan for a MINIMUM 4 hours per day.

Please follow the [Manual](#) for detailed programming instructions. This manual is located on the Homeowner’s CD Rom under the MANUAL tab.

9.11 FLOORING

The highest quality flooring materials have been installed in your home, and their life will be prolonged if regular cleaning occurs. For preventative maintenance, an entrance mat is the most basic requirement.

Please note that rubber, foam back or plastic mats may discolour some flooring materials.

9.11.1 Carpets:

Regular vacuuming is the most important maintenance step. Remove spills immediately. **DO NOT RUB THE CARPETS.** Have your carpets professionally cleaned as required.

Consider wearing slippers as the oil from bare feet and socks can rub off on the carpet and cause the surface of the carpet to mat.

9.11.2 Porcelain Tile Flooring:

Wash with water and a pH neutral cleaner; rinse with warm water and allow to dry. Always wipe up spills immediately to prevent staining of the grout.

9.11.3 Hardwood Flooring:

A few moments of care and a little common sense can go a long way in keeping your new hardwood floor looking its best. Never clean your floor with water. Do not use any wax or cleaner that must be mixed with water such as Murphy's oil soap, as this may result in a loss of warranty. Water can dull the finish and permanently damage the floor. Sweep or vacuum your floor as often as required to remove loose dirt or grit before it can scratch the surface of the floor. Wipe up spills as soon as possible, before they get sticky or dry. Proper humidity levels should be maintained by using your exhaust fan, which has its timer on the wall in the laundry room.

***Caution Note:** Flooring surfaces can be damaged by high-heeled shoes due to the extremely high compression force they generate. Such footwear can produce dynamic loads in excess of 1000 pounds per square inch, even when worn by someone of slight or average build. Certain types of casters on furniture may also damage flooring. Barrel-type caster wheels or wide flat glides are best for protecting the floor. Floor protectors should also be used on the feet of furniture to avoid scratches.*

9.12 GLASS SHOWER DOOR

The most effective way to clean your glass shower door is to *squeegee* off excess water after each shower. A *squeegee* seems to provide the most effective means of keeping spots and scale from accumulating and takes only about a minute to do. Shower doors that are frequently *squeegeed* can also be cleaned with Windex and other glass-type household cleaners. Should scale and soap scum be allowed to accumulate for six months, other types of cleaners can be used.

Metal Extrusions and Metal Surfaces: Shower door metals are anodised aluminium. White spots can occur if improper cleaning compounds are used, especially with gold-dyed aluminium. These white spots, usually appearing on the inside of the stall, are caused by alkaline and phosphoric acids that are often found in cleaners like Formula 409, Limeaway, Climaline, Windex, Fantastic, Mr. Clean and Dow Bathroom Cleaner. Most of these products do include the caution "do not use on aluminium" on their labels and should not be used to clean your shower. Drywall spackle and tile grout also contain lime, which will spot aluminium. Some glass and scale cleaners will pit the aluminium surfaces. Please take care when using stronger cleaning materials.

9.13 GROUND FAULT CIRCUIT INTERRUPTER (GFCI)

All the outlets in the bathrooms are connected to a GFCI. If there is ground fault, the power is interrupted. To reset, simply push the designated reset button on the outlet. Test the GFCI outlet once a month to ensure it is working properly. To test, simply press the test button while operating an appliance (e.g. razor). Pressing this button creates a short and power should be terminated. To reset, press the designated reset button on the outlet.

9.14 HEATING

Your suite is heated with electric baseboard heaters. Thermostats located on walls throughout the suite control the temperature in individual rooms.

IMPORTANT - A setting of at least 17 degrees Celsius/62 degrees Fahrenheit is required to maintain the interior finishes in your suite.

DO NOT put furniture such as beds or dressers or pile items in front of baseboard heaters. The baseboard heaters require airflow to function properly.

9.15 HORIZONTAL LOUVRE BLINDS

These steps should be followed for cleaning the horizontal blinds.

Regular dusting with a feather duster, a blind duster or vacuuming. Blinds can be washed with a soft cloth and soap or vinegar and water solution. Metallic, jewel tone and pearl finishes should be gently washed with warm water only.

DO NOT use steam, hot water, bleach or any abrasive or solvent-based cleaners. To ensure proper drying, provide adequate ventilation for blinds, remove bottom rail plastic end caps and tip head rail and bottom rail to drain water.

PVC and ALUMINIUM – Stains and finger marks can be wiped away with a mild solution of vinegar and water, or with a mild soap and water solution.

9.16 KITCHEN BACKSPLASH

Tile: Regular maintenance of your tile backsplash will keep it looking as good as it did when it was installed. It is the homeowner's responsibility to reseal the grout with a certified grout sealant. This should be done on an annual basis. You can purchase a grout sealer from your local home improvement store.

9.17 LIGHT FIXTURES

The ceiling above your Kitchen peninsula and the ceiling of your Dining room have been wired for a ceiling fixture. A temporary fixture has been provided for inspection purposes. *Please use a licensed electrician when installing your decorative fixture.* For the dining room, the dimmer switch located on the wall will operate this fixture. Moving the lever upwards on the switch will increase the brightness of the light and moving the lever downwards will decrease the light.

**Please note that light bulbs and tubes are a maintenance item. These can be purchased from an electrical supply store. Before requesting warranty service, ensure that you have tried replacing the bulb or tube in your fixture.*

9.18 MIRRORS AND MIRROR FRAMES

To clean the mirror, use a soft cloth with just water first. Foam base cleaning solution is preferred, but you may use a non-alkaline base and ammonia free cleaning solution if necessary. Never use abrasive material on mirrors which can "attack" the surface of the glass or which can cause scratches. Put the cleaning solution directly on the cloth instead of spraying directly on mirrors and do not leave the cleaning solution on the mirror after cleaning. On the mirrors frosted frame, please use a clean cloth which has been lightly dampened with water, no harsh cleaners or ammonia should be used on the frame.

**Please also be aware of cleaner and moisture on the silver backing of the mirror, as this may cause spoiling.*

9.19 PAINTED SURFACES

The colour of the walls and wood trim paint have been chosen by an interior designer to coordinate with your in-suite colour scheme. Your in-suite paint schedule is shown below.

PAINT SCHEDULE (ALL SUITES) ALL PAINT IS FROM GENERAL PAINTS

LOCATION	PAINT TYPE	COLOUR	FORMULA (Per Gallon)
All Interior Walls	Black Label Eggshell 55-050	BM CC-70	A-2, C-2, L-4 Per Gallon
All Bathrooms	Tradesman Pearl 28-030	BM CC-70	A-2, L-8 Per Gallon
All Painted Ceilings	Tradesman Flat Latex 28-040	BM CC-40	C-2, L-1/12, T-1/2 Per Gallon
All Doors and Trim	Breeze S/G 55-010	BM CC-70	A-2, C-1, L-6 Per Gallon

The paint suppliers for General Paints are as follows:

General Paint 1250 Venables Street, Vancouver, BC V6A 2E4

604-254-4788

Home Depot 900 Terminal Avenue, Vancouver, BC V6A 4G4

604-608-0569

9.20 PLUMBING FIXTURES

Plumbing Pipes: Care should be taken not to bump plumbing pipes while moving objects around in the cabinet under the sinks. You could dislodge the pipes and cause leaking.

Shower: The shower fixture is made to conserve water. The showerhead ensures normal pressure while a restricted volume of water is used.

Toilets: Please flush only normal waste and toilet tissue down the toilet. Kleenex and paper towels will not break down sufficiently and may cause blockage if flushed.

***Caution Note:** Do not use tank cleaners that have chorine or bleach as they may damage the flapper valve and other components in the toilet tank. Any damage resulting from these products is not covered by the warranty.*

Green Staining: You may notice a green stain forming on your sinks and bathtubs. This is caused by copper salts in the water and is a normal condition in our water supply. This condition is sometimes referred to as “green rust” and is most noticeable in bathrooms where the grease from hand and body soaps causes it to adhere to bathroom fixtures. Frequent cleaning will prevent build up.

9.21 SUITE ALARM SYSTEMS

Each residence is equipped with an in-suite security alarm system to provide safety and convenience for you and your family. Each system includes a keypad, door sensor, motion detector, and an audible alarm. *For detailed instructions on how to operate your alarm system, please refer to your operations manual found under the [MANUALS](#) Tab of the Homeowner’s CD Rom.*

Please note that the master code for your system is 1 2 3 4. You may change your master or access codes; however, it is your responsibility to retain these new numbers if you or your tenant changes the master code. Restoring your personal current codes is not a warranty issue. You may contact Smart-Tek Communications Inc. at 604-718-1882 for assistance. If an in-suite visit is required you will be charged for the service call.

For Townhouses – NetworX NX-1448E

[Manual](#)

For Tower Suites – NetworX NX-1500E

[Manual](#)

9.22 SMOKE ALARM

If the alarm is set off by mistake, open windows to clear any smoke in the area of the detector. To keep your unit in good working order, it should be vacuumed monthly. Use a soft brush or wand attachment, and vacuum all slots in the cover and sides.

***Caution Note:** Check the smote alarm every week by pressing the test button and holding until the smoke alarm sounds, then release. A loud pulsating sound will indicate it is functioning properly. A continuous green light located behind the slotted case indicates that the smoke alarm is receiving AC power. **DO NOT** disconnect your smoke alarm for any reason.*

9.23 STAINLESS STEEL SINKS

Clean with a soft cloth, mild detergent and water. To restore the original deep lustre, use a liquid or paste metal polish such as *Vim*. Do not use abrasives or scouring pads - they will take away the special finish.

Do not use metal scouring pads, as they will scratch and cause rust stains in the sink. If using a rubber sink mat, be sure to remove it when not washing dishes. Organic particles may decay under the mat, causing the sink to stain.

9.24 TAPS

Clean faucets with clear water and dry with a clean soft cloth. Do not use soaps, acids, polish, abrasives, harsh cleansers or a cloth with a coarse surface. They may cause de-plating of the finishes, or damage to the plastics.

9.25 WATER PRESSURE

Your building has been designed to Vancouver energy bylaws, which require lower water consumption; therefore, you may notice lower pressure and flows in the plumbing fixtures than you have experienced in other cities or past residences.

9.26 WATER SHUT OFF VALVES

The domestic suite water shut off valves are located behind the access panel with the "Hot/Cold Water Shut Off" label affixed to it. It is important to familiarize yourself with this location and to maintain clear access to it at all times.

9.27 WALL TILES

Tiles should be wiped down after every shower or bath to help prevent mildew.

A liquid silicone sealer should be applied to wall tiles and grout areas every year to prevent water from penetrating the grout and from seeping into the drywall behind.

9.28 WINDOWS

Double glazed thermal windows have been installed in your home. Rainwater should drain out the weep holes. If water starts to accumulate, check that the holes are not blocked. Ensure windows are closed tightly during rainy weather.

In accordance with building code safety requirements for window heights, operable windows less than 1070 mm (3'6") above the floor are required to have a restraining device to prevent the window from opening more than 100 mm (4").

10.0 LEGAL DISCLAIMER

10.1 DISCLAIMER

This manual has been prepared on behalf of the Developers of the Coopers Pointe project for general reference and convenience of the owners in Coopers Pointe. The information in this manual was compiled roughly between October and November 2007 and is generally believed to be accurate at the time. The Developers are not liable for any incorrect information or misrepresentation contained in this manual. Should there be any conflict between the information contained in this manual and provisions of the applicable Purchase Agreement and/or the Disclosure Statement (collectively the "Legal Documents"), the provisions of the Legal Documents govern.