



DENESCHUK HOMES LTD.

"Your #1 Custom Home Builder"

**INFORMATION FOR THE
CARE AND MAINTENANCE
OF YOUR NEW HOME**



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EXTERIOR

YOUR LOT

Drainage

Early in the land development stage, general drainage patterns are established in principle with municipal and other authorities. As construction proceeds, the drainage system is studied, and care taken in the placement of the house on the lot.

Seldom, however, can the plans anticipate every contingency and often, these upgrading plans are altered, not in principle, but in detail. There may be some variations between grading proposals and the actual work carried out. Such modifications are not made without good reason. For example, basement window wells are sometimes installed to facilitate grading around the house. Even though a model house may have been built with or without window wells, grading conditions on any individual lot may require they be eliminated or added.

If window wells are required, it is imperative that they be kept free of leaves and other debris, which may interfere with the proper flow of water to the footing drainage system.

Lot drainage systems such as swales (shallow valleys) and catch basins are designed to direct water away from the house. The homeowner must maintain these systems. Leaves and other debris should be removed in the spring and fall as should snow and ice in the early spring to assure that proper drainage is not restricted.

You should also realize that your lot has been graded for proper drainage during a normal rainfall. Heavy or prolonged rains may result in some standing water (ponding in depressions) for a limited period of time when the soil is saturated. The homeowner should not change the grading of the lot so as to cause a drainage problem for neighbouring lots. If your neighbour should change his grading or execute landscaping plans that impede the free flow of water from your lot, there are remedies available. As this is a civil matter, a dispute of this nature is best handled through your solicitor.

Walks and Driveways

Seasonal temperature and precipitation variations may cause cracks in walks and driveways. In addition, frost penetration may raise sections so as to change the direction of surface drainage. Affected areas may return to their original position in warm weather. These results of climatic and other natural causes are beyond the builder's control in most instances. Your driveway was designed and constructed for use by passenger cars or light delivery vehicles and not for heavy trucks. The builder cannot be responsible for damage caused by excessive loads.

Your concrete driveway will be subjected to additional freeze-thaw cycling due to the influence of salt applied to the streets. It is important to remove this accumulation of "slush" in order to prevent surface damage. Concrete sealers that are commercially available may reduce damage due to the salt influence.

One of the necessary chores relating to stone or gravel driveways is the occasional raking of the materials into wheel ruts to maintain an even surface. Because the earth around the house is usually disturbed during the building process it is likely to settle and additional fill and levelling may be required. In new developments, prior to acceptance by the municipality, it may be necessary for the developer or road contractor to repair cracked or settled sidewalk and road curb sections in the path of the driveway.

CAUTION - avoid the use of chemical de-icers. These products can be harmful to concrete surfaces.

For reasons mentioned above, in the case of stone or gravel drives, paving (if called for in your specifications) may be delayed.

Indentations or uneven areas in asphalt surface can be expected. Other characteristics include tire markings, the flaking away of any surface chips and checking or cracking at the edges caused by expansion and contraction. However, asphalt will last for many years given normal use and care but it is not indestructible and periodic resealing is recommended. Two of the more common sources of damage are petroleum products, bicycle and motorcycle kick-stands.

Gasoline will dissolve asphalt at a rapid rate and any observed spills or drippings should be washed away immediately. Any pointed object will sink readily into asphalt in warm weather.

YOUR HOUSE

Exterior Cladding - Siding

Factory finished sidings (short of mechanical damage) normally do not require repainting for many years. Due to their smooth texture they can normally be kept clean by "hosing down" although some light scrubbing, using a mild detergent, may first be necessary over some areas and in some localities.

Moisture in wood sidings, from whatever source, contributes to most exterior paint failures. Water from garden sprinklers, damp shrubbery close to the wall, small cracks in the siding or around door or window details in localized areas (e.g. kitchen and bathroom walls), and excessive inside relative humidity can all lead to increased wood moisture contents. If enough moisture finds its way to the back of the paint film then peeling and blistering can occur. Caulking, exposed to the weather, should be checked annually and recaulking carried out, in deteriorated areas, using a good quality caulking compound (old ineffective caulking should first be removed).

Brilliant and dark colours, while providing adequate protection, may fade more rapidly on south and east exposures and require frequent repainting to maintain their original appearance. Avoid painting in cold or damp weather and on hot days, try to paint in shaded areas away from the direct sunlight. Ideally one should begin on a surface that has been exposed to the warmth and drying action of the sun and then "follow the sun around". Follow the manufacturer's recommendations for best results. Vulnerable locations such as windowsills may require cleaning and "touching up" more frequently than other portions of the house.

Wood Decking

Sundecks, verandas, and raised patios are naturally subject to foot traffic, which often involves abrasives such as sand and grit exposure to rain, snow and sun, all aggravated by snow and ice removal. Paint failure on such surfaces may be a cause for complaint for which there is no permanent cure other than regular care and maintenance.

Weatherstripping

Annually check the weatherstripping around doors to reduce air infiltration in winter and dust and dirt in the summer. Many types of weatherstripping are available, some of which are adjustable. Regardless of the type used, there are distinct advantages to ensuring that the seal is snug. Keep weatherstripping free from paint. Lubricate rubber or vinyl products with petroleum jelly to keep them pliable.

Outside Hose Connection

If the garden connection has a valve inside the house it has to be shut off and drained from the inside before winter to prevent freezing and possible bursting. For the same reason, a garden hose should never be left connected during freezing weather. Ice forming in the hose will break either the hose or the hose faucet.

The Roof

The roof of your house should give you many years of service. It is good practice to check for loose, broken or missing shingles following heavy windstorms. Repairs should be made as soon as possible after such occurrences to prevent leakage that can cause serious damage to the interior.

Asphalt shingles are soft on warm days and people walking over them for whatever purpose can readily damage the top surface containing protective granules. Roofs are frequently damaged by the installation of such things as TV aerials and care must be taken during their erection, not only to avoid damaging the shingles but also to assure that hold-down devices (e.g. screws for guy wires, etc.) are properly sealed to prevent leaks.

It is impossible for manufacturers to avoid slight differences in colour shades even within the same factory run of the same colour of shingle. Colour shading is usually imperceptible and such differences are reduced on weathering. Shading of asphalt roofing is normal and unavoidable and does not affect durability.

Slight variations may be observed in the roof's level. This may be a puckering of the plywood or the raising of shingles between nails when they expand.

Gutters, Eavestroughs, and Downspouts

If gutters are installed on your house, a number of precautions should be observed. Should they become clogged with debris or ice, they cannot carry out their intended function and water damage could be the result.

Keep gutters and downspouts free of obstructions such as leaves and paper. Surface particles from asphalt shingles, washed down by rains often settle in gutters and reduce their efficiency; these should be removed. A spring and fall check is necessary.

Ice Dams on Roofs

Ice dams are an annual occurrence in some parts of the country and occur on an unpredictable basis in others. The formation of ice dams on the eaves of sloping roofs often causes water to back up under the shingles so as to leak inside. Snow melting on the roof and freezing at the eaves causes ice damming. Melted water running down the roof can, with rapidly falling temperatures, freeze at the uninsulated overhang of the roof.

Where ice dams occur, temporary relief can be obtained by clearing the snow off the roof, particularly at the eaves, and by knocking ice formations from the eaves and valley ends, taking care not to damage the roofing.

Attic Ventilation

Should the design of your home include an attic, it has been provided with sufficient ventilation to provide a good air exchange. However, in certain snowstorm conditions, snow may be blown into the attic. It is advisable to check your attic after unusually heavy snowstorms. Should snow be present, it must be removed before melting occurs.

Main Beam and Telepost Adjustments

In areas where homes are constructed on clay or other material that is subject to shrinkage or swelling, it is suggested that a bi-annual check be made.

The main beam straightness may be checked with a string line stretched from end to end, offset by a standard measure e.g. a 1/2 in. dowel.

Telepost adjustments may be required to align the beam. This should be done slowly (say 1/2 turn/day) until proper alignment can be established.

A hairline crack between wall and ceiling over a main beam may be an indication that adjustments are required.

Soil expansion may require that teleposts be shortened.

INTERIOR

CONDENSATION AND RELATIVE HUMIDITY

Condensation of moisture on windows is a common occurrence in most houses in winter. However it is a source of annoyance and if corrective measures are not taken at an early stage, serious damage from staining, rotting and mould can result. While the problem is more acute during the first winter when the house is "drying out" (many of the materials in construction contain moisture that must be dissipated) normal living habits are additional and continuing contributors to high Relative Humidities (R.H.) in many instances.

Outside Temperature Fahrenheit	Celsius	Desirable Maximum Inside Relative Humidity (%) at an Indoor Temperature of 70 F (21 C)
-20	-29	20%
-10	-24	25%
0	-18	30%
10	-12	35%
20	- 7	30%

The homeowner frequently assumes that window condensation is a fault of construction. It is not readily appreciated that living habits are of prime importance, nor that a well-built house is often more vulnerable to excess moisture problems than one that is loosely constructed.

Ventilation is often the only effective means available to the householder for removing moisture - dehumidifiers are not a practical solution except for limited areas. The central exhaust fan in the basement is necessary for drawing off moisture from kitchen and bathroom areas before the vapour can circulate through the house - these fans should ventilate to the outside and not into the attic space.

BASEMENT

Concrete

The nature of concrete is such that surface pitting and superficial cracking sometimes occurs. There is little that can be done to prevent this.

Should you choose to paint the floor, be sure to use a product recommended for that purpose - among other things it should be alkali resistant and of a type that would permit continuing curing of a new floor.

FRAME

General

The structural lumber in your home contains moisture some of which is absorbed during the building process. Following occupancy, and particularly during the first heating season, shrinkage caused by "drying out" may occur. The results appear in a variety of forms:

- a) Thin cracks appear in exposed wood structural members (e.g. joists and beams)
- b) Small gaps appear between cabinets or vanities and the walls
- c) Minor joints open in door and window trim, baseboards, walls etc.
- d) Fireplace mantels may shrink slightly and separate from the wall or at joints.
- e) Wood flooring opens between individual pieces or settles from the baseboards at walls or under door jambs and trim.
- f) Squeaks develop in floor underlay, wood flooring and stair treads
- g) Small gaps show between stairs or stair mouldings and the walls

Millwork

As mentioned above shrinkage will affect the interior wood trim and you may notice that some joints at the corners of windows, doors and baseboards will open slightly. These are normal occurrences and can be remedied with wood putty, plastic wood, coloured putty sticks or similar products, when you decorate.

Drywall

If the interior walls or ceilings of your house are finished with "dry wall" (gypsum wallboard) cracks may appear over doors, windows and archways due to the shrinkage of larger sized wood members (behind the drywall) used to span these openings. Such cracking is usually minor and rarely serious. Small defects may appear near or at the joints of adjacent sheets and at other nail or screw locations. These are referred to as "nail pops" and again relate to shrinking of the supporting wood frame.

Cracks and "nail pops" can be repaired with patching compounds available at hardware stores or retail building supply houses.

INSULATION

Today's homes are required to be properly insulated to meet building standards. Particular attention is also given to providing air-vapour barriers to the room side of the insulation. Even after satisfying the requirements and recommendations as modified by Canada's many climates, home location and design, local temperature variations and the type of heating system installed; no house is completely draft free. Under wind pressure the smallest opening permits some air infiltration.

WINDOWS

During cold weather it may appear there are drafts around windows even though they are adequately glazed, fitted and weatherstripped. With some possible exceptions such as extreme wind conditions, the draft may be due to vertical air movement over the face of the window - this is convection - warm air rising and cooler air dropping. Another common sensation is that of a draft experienced when sitting or standing close to a window. This chill may be due to heat radiating from your body to a relatively colder surface - the window.

Condensation and frost on windows (even those double-glazed or triple-glazed) will occur if high relative humidities are maintained inside the house during periods of very cold weather.

A silicone lubricant (available in aerosol cans) or petroleum jelly is recommended for use on weatherstripping and tracks of windows as a lubricant. If your windows are of the horizontal sliding type and that particular design includes weep holes to the outside (at the bottom of the frame) they must be kept clean to allow drainage. A piece of wire should regularly be used to remove dust, debris or insects, as a part of the homeowner's maintenance program or when washing windows.

Do **NOT** paint where wood meets wood when a window is closed. The wood is treated at the factory with a clear wood preservative and made to fit properly at that stage. A build up of paint will cause the seal to be less effective and make it difficult to open or close the window.

DOORS

All doors, especially exterior doors are exposed to a variety of climatic conditions (including inside humidity variations from summer to winter) and are subject to dimensional variations and warping. Exterior doors are naturally subjected to more extreme conditions. In winter they must withstand the differences of heat and moisture on the inside and cold dry air on the outside and in summer, this situation may be reversed or equalized. Doors tend to swell in the summer and shrink in the winter so do not be hasty in adjusting your door by planing or otherwise cutting as the condition will usually stabilize. With some types of wood doors, warping is to be expected; variations of up to 1/4" out of plane in any direction and the door is considered normal.

HARDWARE AND RAILINGS

The original finish on exterior locks and door handles will wear with normal use. As this occurs you may wish to remove the rest of the finish with a mild scouring powder. Once a uniform appearance is obtained you may leave the metal untreated for a naturally weathered appearance or it may be polished, using a silverware cleansing compound, followed by a coat of clear lacquer which should produce a like-new appearance.

It is not necessary to use polishing compounds on interior door hardware. Wipe them occasionally with a damp cloth and polish with a soft dry cloth.

Provided the commonly used privacy set is use, bathroom doors can be unlocked from the outside by pushing any small pick-like instrument such as a 2" finish nail into the hole in the centre of the knob. Try this before the need arises.

Lubricate exterior and interior locks periodically. For keyed exterior locks, powdered graphite (dry lubricant) blown into the keyhole and on the latch bolt will ensure smooth operation; for interior "passage sets" a few drops of sewing machine or similar light oil, placed on the latch bolt, will suffice.

PAINTING AND DECORATING

The walls, woodwork and other surfaces are decorated (unless done by the purchaser) with products particularly suited to the use expected and the surfaces to which they are applied. Other than defects, which may exist at the time of possession, the builder will do no further painting.

FIREPLACE

If your new home has a fireplace, please familiarize yourself with its operating instructions before using.

HEATING

When the heating system of your home was selected, the rated capacity was checked to assure that the house could be heated to a comfortable temperature, taking into account climatic conditions common to your particular area.

On taking possession of your home, learn everything possible about the heating system and how it functions at maximum efficiency.

With automatic heating systems there may be occasional failure of the controls. This does not necessarily mean there is anything drastically wrong with the system, usually simple adjustment is all that is required.

However, unless you are aware of how such adjustments are made, it is best to rely on skilled help to make the adjustment.

If your furnace fails to start:

- a) Be sure the switch is on.
- b) Check your fuse or circuit breaker panel for blown fuses or tripped breakers
- c) Review the operating procedures in your furnace manual.

The furnace will not operate, of course, unless the thermostat setting is higher than room temperature.

Where a warm air system is installed, ensure that the fan motor and fan unit are serviced as per instructions, and that the return air filters are cleaned and/or replaced regularly. Dirty filters restrict the supply of return air essential to proper operation.

See that heating outlets and cold air returns (registers) are kept free of airflow obstructions such as carpets, furniture, etc. for maximum performance.

Sometimes cracking or snapping noises may occur with hot water heating systems; this sound means the pipes and other metal components of the distribution system are expanding or contracting with temperature changes. Such noises, particularly common on startup, do not necessarily influence the performance of the system and are to be expected.

PLUMBING

General

Your house has been equipped with plumbing fixtures and piping manufactured to provide a long period of use, given care.

Keep to a minimum the disposal of grease, fat and similar wastes, especially petroleum products, through the plumbing system. Such materials tend to accumulate in the piping, reducing its efficiency. In addition, continuous or large-scale usage of this kind can affect municipal or private sewage treatment systems.

Fixtures

The smooth and glossy surfaces on your plumbing fixtures are not indestructible. Harsh, abrasive cleaners will, in time, wear through the surface, making the finish dull and porous. Most household cleaners are slightly abrasive, but if used in moderation and with plenty of water, are harmless. Steel pads and some strong cleaners can do irreparable damage, however, and you are cautioned against their use.

Avoid scraping the surfaces with metal utensils. Even a stainless steel sink can be damaged by careless use.

Do not use plumbing fixtures such as sinks, as receptacles for photographic or developing solutions; developer stains are permanent.

Never step in the bathtub with your shoes on. The soles of shoes, even though they may appear to be clean, carry gritty particles, which scratch the surface.

Most fixtures are provided with water filled traps to prevent sewer gases backing into the house; these sometimes require water to be added.

Hot Water Tank

The principle causes of tank lining damage are hard water and overheating. If super hot water is needed for special purposes, be sure to reset the tank dial to normal when done. Turn the water temperature down, or switch off the tank, before going on vacation.

Most electric tanks have two elements, one top and one bottom, and the reset buttons and adjustable temperature settings are to be found under the cover plates at these locations. Be careful, when making adjustments, not to contact adjacent wire ends on terminals located near the temperature setting screw. Should the tank cease to function (no hot water) check the fuse or breaker panel before calling a plumber or electrician, or, in the case of a rented tank, the appropriate utility or fuel supplier.

If the cold water is clear but the hot water is discoloured, the probable cause is sediment at the bottom of the tank. This sediment has an insulating effect, especially with immersion type elements, causing the heaters to operate longer than necessary with a consequent increase in cost and energy consumption. Sediment can normally be removed by opening with a piece of stiff wire to remove

the blockage; before removing the valve, be sure to shut off the power to the tank and close the cold water supply valve to the tank.

Every hot water storage tank should be equipped with a pressure relief valve at the top of the tank. This is a safety device designed to open and relieve pressure should the water pressure in the tank exceed its rated working pressure; it should not be tampered with.

Faucet Repairs

Forcing faucet handles often cuts the washers and causes drips and leaks; they should be turned just enough to stop the flow of water. Noisy faucets are frequently due to loose washers.

Where the plumbing installation includes valves for individual fixtures, it is only necessary to close the valve to the fixture being repaired before replacing washers. Otherwise, first close the main water valve - usually located near the water meter on municipal systems - as this controls both hot and cold water lines.

Once the supply of water is stopped, lift the cap from the "tap" handle and remove the screw from the top of the shaft exposed inside. Carefully remove the handle by forcing it straight up - it is not threaded. Next unscrew the exposed stem assembly bushing which will allow the entire stem assembly to be removed. At the base of this assembly you will find a rubber washer held in place by a round headed screw. Remove this screw and replace the washer with one of the same size and type. While the assembly is loose, inspect the rubber "O" ring located on the stem body. Replace this if necessary.

If you do not have the proper tools, or if you are not mechanically inclined, do not attempt these repairs; contact a plumber or a local "handyman".

ELECTRICAL SYSTEM

General

Many advanced electrical features are included in your home and rarely will you have problems with them; a reliable electrical system is usually taken for granted. When electrical outlets fail to work it usually means that a fuse has blown or a circuit breaker has tripped. This is frequently due to overloading a particular circuit; short circuits from worn appliance cords, defective plug connections, or the "start-up load" of some electric motors (motors require more current to start than to maintain operation).

Before calling an electrician, check your fuse or circuit breaker panel. We recommend you locate this panel and identify all circuits in writing on the panel soon after moving in and **before** an emergency occurs.

If your stove does not operate, the fuses in the stove (look for their location in the manufacturer's manual) should be checked as well as the main circuit breaker or fuse panel.

If fuses for the same circuit fail repeatedly, regard this as a warning for you to locate the cause. If it is the result of a short circuit, as opposed to appliance overload, an electrician should make repairs. Many fires occur each year from misuse of electrical equipment. Avoid alterations to your wiring by amateurs - contact an electrician or recognized appliance service agent.

Do not use bulbs larger than 60 watts in any fixture where the bulb is enclosed. The manufacturer's recommended limitations on bulb size are marked on all fixtures. Rooms without ceiling fixtures usually have a wall receptacle for plugging in a lamp that can be switched on or off by a switch located near the room entrance, as would be the case of a ceiling fixture.

Do not handle cords or fuses or attempt to plug in appliances when your hands are wet or if you are standing on a wet surface. Never touch anything electrical when you are in a tub or shower.

Appliances

Before you move in, the builder checks that all appliances included with the house are in working order. Electrical appliances come with instruction books and/or warranty papers. Examine these carefully, and observe the operating procedures recommended by the manufacturer. File with the manufacturers any warranty cards provided with equipment.

Range Hoods and Exhaust Fans

For efficient range hood operation, the grease filter must be cleaned frequently. Potential fire hazards are created by grease accumulation on filters. Filters should be washed periodically in a mild detergent solution, and dried thoroughly.

Fan motors must be cleaned and oiled according to the manufacturer's servicing instructions. Replacement of charcoal filters should also be in accordance with manufacturer's recommendations. Many of the exhaust fans for the uses mentioned have sealed systems and do not require lubrication.

COUNTERTOPS AND CABINETS

Plastic Laminates

To assure the long-lasting beauty of your countertops we recommend the following:

- a) Hot pans or activated electrical appliances should not be placed on laminated surfaces; use protective insulating pads.
- b) Abrasive cleaners or steel wool should never be used.
- c) Common household bleach should not be allowed to remain on the surface.
- d) Do not use the surfaces as an ashtray or cutting board.
- e) Avoid a concentration of water or wet cloths at or near the junction of the countertop and back splash or other joints.
- f) Clean with a damp soapy cloth - for stubborn stains use a household solvent, rinsing thoroughly with clear water.

g) Polish occasionally with glass wax, or liquid car polish to mask superficial scratches.

Cabinets

Treat your kitchen cabinets as you would any fine piece of furniture. Any grease that splatters on them should be wiped off immediately.

Naphtha spray waxes are not recommended, as their reaction with moisture will turn some finishes milky.

FLOORS AND FLOOR FINISHES

Resilient Flooring

To preserve the appearance of tile or composite sheet materials such as vinyl, precautions should be taken against indentations from furniture. Furniture cups, which prevent heavy furniture legs from cutting or denting resilient flooring, are available at hardware stores as are smooth flat glides for lighter pieces of furniture such as chairs. Metal domes should not be used on furniture legs as they will mar the floor surface.

It may take a short period of time for floor tile adhesive to "set" completely. Normal use (foot traffic) and the weight of furniture will aid this process. Should a tile shift during this setting period it can be reset easily; slip a flat knife under the tile and pry up gently and push into position, (this should only be done with the tile at room temperature as some materials are brittle when cold and break easily). Regluing may not be necessary. All resilient floorings are subject to some discoloration and this should not be regarded as a defect.

Resilient flooring should be washed with lukewarm water and a mild detergent. Harsh cleaners can cause fading, discoloration and in some cases, make such materials hard and brittle. Stubborn scuff marks can usually be removed with a damp cloth and scouring powder. Avoid using steel wool and cleaning fluid.

The application of water emulsion type liquid wax in thin even coats is recommended as a protective coating for resilient floorings. Waxes containing solvents, varnish, shellac or any plastic finishing material should not be used as the solvents may cause material breakdown or buckling. Use water sparingly when washing floors as it may seep between tiles, flooring joints and where the flooring meets baseboards and other trim. Note that some of the newer materials may not require waxing.

The seams between sheets of flooring underlay sometimes show through resilient flooring. No positive method of preventing such occurrences is known even though flooring contractors attempt to attain a level surface using appropriate fillers.

For additional protection of No-wax floors, application of floor dressing is advised after you have finished moving in to your new home.

Carpeting

Carpeting is relatively easy to care for and a simple, regular-care plan will go far to maintaining the original appearance for many years. To maintain the optimum appearance the following procedures are recommended:

- a) Instant removal of spills to prevent spots and stains.
- b) Daily maintenance of heavy traffic areas to pick up surface dirt and lint.
- c) A thorough weekly vacuuming with a vacuum cleaner, properly adjusted for the type of carpet involved, is recommended to remove "embedded" dirt.
- d) Seasonal brightening of the surface by cleaning is required to remove oily film on carpet fibres.
- e) For those who want the best appearance and longest performance from carpets or rugs, professional cleaning is recommended every year or two, depending on use and appearance.

CARPET STAIN REMOVAL CHART

This chart covers most household spills on carpets and fibres. Some stains need special chemicals and procedures best handled by experts.

Dissolve These Oily Type Spills in Dry Cleaning Fluid:

(Remember to put some dry cleaning fluid on a damp cloth before applying to stain).

Ball Point Ink, Butter, Cosmetics (except lipstick), Crayon, *Food Stains, Grease, Gum, Household Cement, Metal Polish, Oils, Shoe Polish, Tar, Vaseline, Wax.

Dissolve These Water Soluble Spills in Detergent Solution:

Alcohol	Gravy
Beer (B)	Ice Cream
Bleach (B)	Ketchup
*Blood (AB)	Milk
*Chocolate (B)	Mustard
Carbon Black	Permanent Ink
Coffee	Soft Drinks
*Crepe Paper	Soot
Egg	Syrup
Food Colour	Tea
Fruit Juice (A)	Urine (B)
Gelatin	Vomit
*Glue	Water Colours (A)
*Grass	Wine (B)

These are combinations of material spills that may need both dry cleaner and detergent to dissolve all the ingredients. Apply the solution recommended for the group it belongs to; if repeated applications produce no effect then apply the other solution and repeat until stain is removed.

(A) Apply a small amount of the solution to neutralize the acidity of the stain.

(B) Apply a small amount of a vinegar-water (a very mild acid) solution to neutralize the alkalinity of the stain.

***Note: If you are not able to determine what was spilled, apply dry cleaning fluid first and blot, repeating if effective. Then try the detergent solution and blot, repeating if effective.**

Flooring Tips

1. **MATTING** -- is a maintenance problem not a carpet defect. The most common matting areas are: in front of chesterfields, in frequently used walkways and pivot points such as in front of a TV. Proper maintenance to prevent matting is frequent vacuuming and proper cleaning of carpet stains.
2. When cleaning a carpet stain do not rub in a circular motion as that spot will mat. Dab the stain with a damp cloth.
3. Do not put rubber/foam back mats on vinyl flooring as it will **yellow** your flooring.
4. Avoid walking on vinyl flooring with small high heel shoes, as this will damage your flooring. Protect chair and table legs because a damaged leg will cause damage to your floor.
5. Do not walk on seams in newly laid vinyl floor for at least 24 hours.
6. Do not wash your no-wax vinyl flooring with harsh detergents as this causes stickiness and dullness.
7. Bubbles may form underneath newly laid lino but they will come out in time.
8. Do not pull heavy objects across your new flooring as it may rip your vinyls, buckle your carpet and pull your carpet out of your naplock.
9. Scuffing on vinyl flooring is not always the fault of the product but is usually the fault of a certain type of footwear.
10. No manufacturers guarantee vinyls laid overtop of other floorings.
11. General warranty on most carpet is as follows: carpet on stairs is excluded from warranty. Warranty does not cover tears, pulls, cuts, pilling, shedding, matting and damage due to improper cleaning agents or methods, or to insecticides, or abuse by any athletic equipment such as roller skates, ski boots, golf shoes or by pets.
12. Please remember carpet comes in 12 foot widths and is sold in 12 foot widths therefore there may be carpet wasted in some areas of the home which cannot be helped.
13. Colours on special orders may vary from the samples and the actual roll.
14. **SEAMS** -- Carpet seams are not invisible even though the installer does the best he can. Also, because of the direction of the carpet some seams may be more visible than others. This is quite normal and should be expected.

15. "Pill" small balls of entangled fibres and lints, usually occurring on loop pile carpets. Fuzzing is caused by imbedded soil and grit cutting fibres but leaving them bound at one end. Carefully clip off the protruding fibres.
16. Stain Resistant Carpets -- is just that -- it will soil and spot just as any normal carpet will, but it will be more resistant to certain types of stubborn stains.
17. Buckling and Puckers -- After extended use, a carpet may develop ripples or puckers. The culprit is probably humidity, particularly if your carpet was installed during colder, drier weather. The ripples will probably leave as the humidity leaves. Buckling can also be caused by shifting of the building itself.

STORAGE

Rubbish and trash accumulations are prime ammunition for fire which breeds in out-of-the-way places and at least one fire extinguisher (check with the local fire department as to the proper type) should be kept in every home. Animal or vegetable oil or any combustible material may ignite spontaneously under certain temperature and moisture conditions.

Waste paper and trash should be stored in metal cans and disposed of regularly to avoid accumulations in basements, garages, etc. Stack newspapers and magazines neatly in bags, boxes or tied bundles away from the furnace or any other possible source of ignition. When burning rubbish outdoors (some municipalities require a permit or have regulations pertaining to this metal barrel with a wire mesh cover to prevent sparks and ignited material from escaping.

Oily mops and cloths are safer from spontaneous combustion if they are hung separately and where they will get plenty of ventilation; otherwise, metal containers should be used to store such items.

Matches should be stored in non-combustible containers out of reach of children.

It is desirable to have a definite storage area for children's bicycles, wagons, skates, toys and other play equipment - many household accidents are caused by leaving such items scattered about.

HOME MAINTENANCE

January

1. Clean FURNACE FILTERS
2. Check FURNACE FAN BELT
3. Oil FURNACE BLOWER
4. Check WATER HEATER
5. Check EXHAUSTS FANS
6. Clean RANGE HOOD FILTER

February

1. Clean FURNACE FILTER
2. Clean RANGE HOOD FILTER
3. Check DISHWASHER
4. Check INSIDE SURFACES
5. ANNUAL SAFETY CHECK
 - A) Door locks
 - B) Smoke detector
 - C) Window locks
 - D) Potential Fire Hazards

March

1. Clean FURNACE FILTER
2. Check ATTIC
3. Check CEILINGS
4. Check SUMP PUMP
5. Clean RANGE HOOD FILTER

APRIL

1. Check EAVESTROUGHS and DOWNSPOUTS
2. Clean FURNACE FILTER
3. Clean HUMIDIFIER
4. Inspect BASEMENT or CRAWL SPACES
5. Check ROOF
6. Check DRIVEWAYS AND WALKS
7. Clean RANGE HOOD FILTER
8. Check WATER HEATER
9. LANDSCAPING (Soil Settlement)

May

1. Inspect Fences
2. Check GROUND SLOPE
3. Check CAULKING
4. Check EXTERIOR FINISHES
5. Check WINDOWS and SCREENS
6. Check SEPTIC SYSTEM
7. Clean RANGE HOOD FILTER
8. Check TELEPOSTS
9. LAWN preparation

June

1. Inspect AIRCONDITIONING
2. Check ROOF
3. Check OUTBUILDINGS
4. Check DOORS
5. Clean RANGE HOOD FILTER
6. Check DISHWASHER
7. SEPTIC SYSTEM cleaning if necessary

July

1. Air out damp BASEMENTS on dry, sunny days
2. Clean AIR CONDITIONER
3. Check EXHAUST FANS
4. Clean RANGE HOOD FILTER
5. Check WATER HEATER
6. Fertilize LAWN

August

1. Clean AIR CONDITIONER FILTER
2. Check GROUND SLOPE
3. Air out damp BASEMENTS on dry, sunny days
4. Clean RANGE HOOD FILTER
5. Check DISHWASHER
6. Inspect DRIVEWAYS and WALKS
7. Inspect DOORS and LOCKS

September

1. Check EXTERIOR FINISHES
2. Check CAULKING
3. Plant new LAWN
4. Check FIREPLACE and CHIMNEY
5. Fertilize LAWN
6. Check OIL TANK
7. Clean RANGE HOOD FILTER
 8. Check BASEMENTS or CRAWL SPACES
9. Have FURNACE and HUMIDIFIER serviced

October

1. Check WINDOWS and SCREENS
2. Drain EXTERIOR WATER LINES
3. Check ROOF
4. Check WEATHERSTRIPPING
5. Check DOORS
6. Check SEPTIC SYSTEM
7. Clean RANGE HOOD FILTER
8. Winterize LANDSCAPING
9. Clean FURNACE FILTER
10. Check WATER HEATER
11. Check EAVESTROUGHS and DOWNSPOUTS

November

1. Check ATTIC
2. Inspect FLOOR DRAINS
3. Clean RANGE HOOD FILTER
4. Clean FURNACE FILTER
5. Check TELEPOSTS
6. Check for CONDENSATION AND HUMIDITY

December

1. Check AIR DUCTS
2. Check SNOW ON ROOF
3. Clean FURNACE FILTER
4. Clean RANGE HOOD FILTER
5. Clean HUMIDIFIER