



Parkside living.  
Elevated amenities.

# Harlo

## Homeowner Manual

Building Two | 6585 195A Street Surrey B.C.

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# Welcome to Harlo

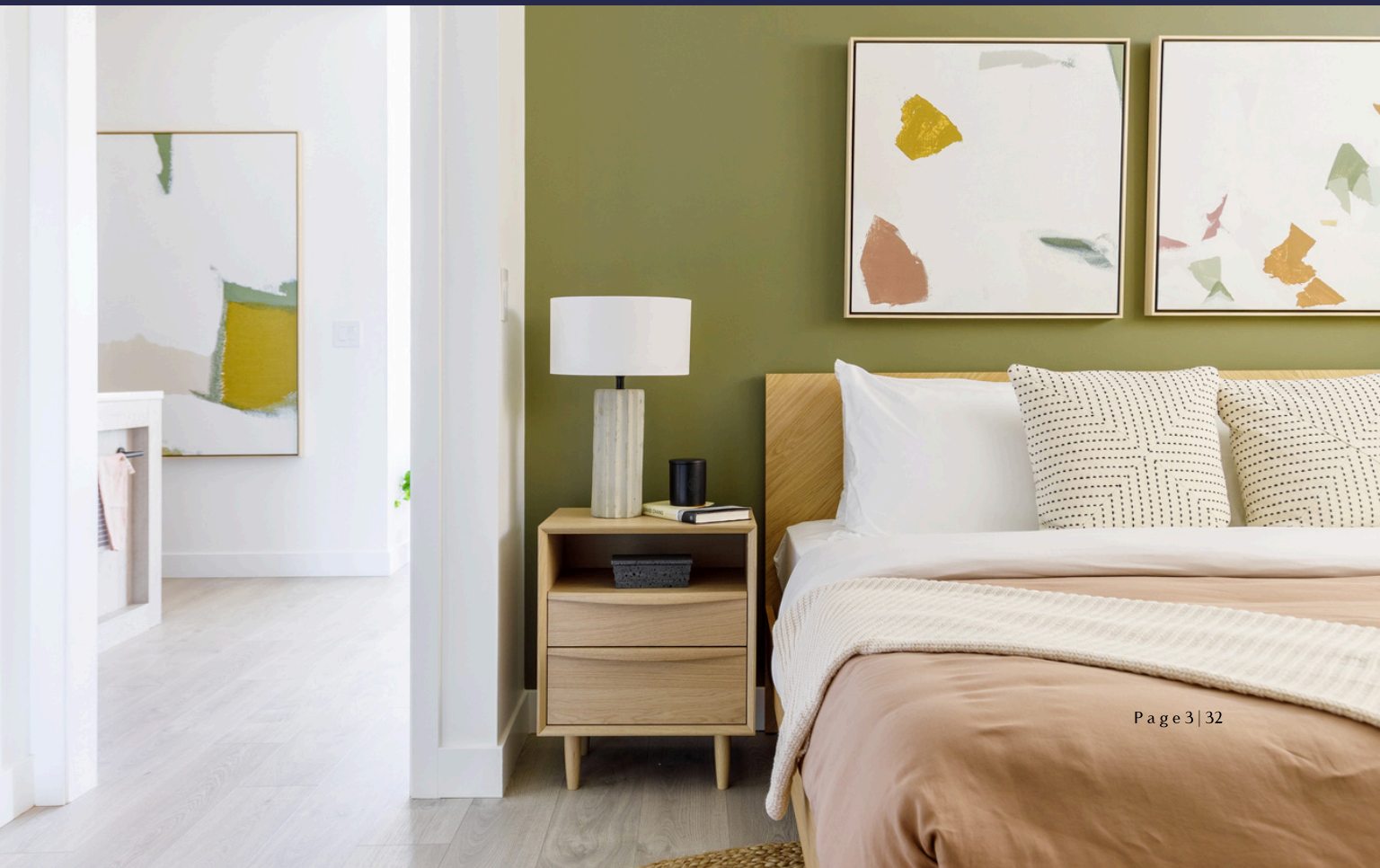
Congratulations On Your New Home



We are excited to welcome you to Harlo, where modern design meets thoughtful living. At Steelix, we believe in creating homes that go beyond functionality. Harlo is not just a home; it represents our commitment to excellence, sustainability, and fostering community through intentional design for a vibrant lifestyle. From the rooftop terraces overlooking Mount Baker to the curated amenities that cater to every member of your family, Harlo embodies the best of elevated urban living.

This homeowner manual will be your primary resource for caring for your home. Inside, you'll find practical guidance to help you address most issues, maintain the quality and integrity of your home, and enjoy it for years to come. If you have questions not answered in this manual, please contact your property manager or the product supplier or manufacture for assistance. Home maintenance can feel daunting, so for tasks beyond your comfort or expertise, we recommend consulting a professional to ensure your home receives the best care possible.

Welcome to the Steelix family and your home at Harlo!





# Parkside Living. Elevated Amenities.

Harlo is located along the Langley border in Surrey East Clayton, just minutes from the Willowbrook Shopping Centre. The range of amenities and transportation options is nearly limitless. Experience the urban essentials, modern living and breathtaking lowland views with the parkside natural setting.





## Comfort, Convenience, and Elevated Living.

Harlo is where contemporary design meets connected living. Your new home is thoughtfully designed to deliver comfort, convenience, and an elevated lifestyle. Below, you'll find everything you need to know about accessing and caring for your space.

### Mail Services

Your mailbox is conveniently located on Level 1 on the main floor lobby. Each homeowner has been provided with a secure mailbox key. In case of a lost key, you'll need to arrange for a lock replacement at your own expense. For additional keys or assistance, contact Strata Management Company.

### Recycling & Organic Waste

Recycling and compost bins are located in the underground parkade, next to the garbage area. Clearly marked bins are available for:

- Cardboard Only
- Mixed Paper
- Tin Cans
- Plastic Containers
- Glass Bottles and Jars
- Compostable Kitchen Scraps

We encourage all residents to use the appropriate bins to support sustainability efforts within the community.

### Moving In — Elevator Bookings

To make your move-in process seamless, elevator bookings will be coordinated through Strata Management Company. While the Strata Council finalizes long-term procedures, please reach out to Strata Management Company to schedule your move.

### Garbage & Recycling

The garbage room is located in the underground parkade on LEVEL 1. All garbage must be bagged and securely tied before disposal. A bin is provided to the building and emptied bi-weekly. Strata Management Company will send notices of schedule change.



## Homeowner Access

### Secure Building Access

Each homeowner has been issued key fobs to have the following access;

- Building access
- Amenities and Common area access
- Secure parkade access

For intercom setup, please contact Strata Management Company to complete an 'Enter Phone Name Request Form'. If your unit is leased, you can make this request on behalf of your tenant or have Strata Management Company coordinate the setup for them.

Strata Management Company tracks and monitors all fobs, including those assigned to residents, contractors, and emergency spares.

- Requests for additional fobs can be submitted to Strata Management Company.
- Lost or stolen fobs must be reported immediately to be deactivated and replaced.

### Emergency Access

In an emergency, Strata Management Company will first attempt to contact the owner or resident. If they cannot be reached, the emergency contact information provided will be used.

In the case of a fire or major emergency, Strata Management Company or emergency personnel may need to forcibly access your unit if no other option is available.

## Routine Access

For scheduled maintenance, repairs, or inspections, such as fire safety device testing, Strata Management Company will notify residents in advance:

- Notices will be provided via memo for all non-emergency access requests.
- Owners or residents will be contacted to schedule access where required.

## Visitor Access & Parking at Harlo

Harlo is designed for seamless access and convenience. Intercom systems are installed to ensure secure visitor entry—at the building entrance. When your guests arrive, you can grant them access.

To maintain the safety and privacy of the community, we kindly ask that residents do not allow strangers into the building. If unauthorized access occurs, please notify Strata Management Company immediately.



## Parking Access

Parking is in a secured underground parkade, accessible via the entry ramp. A remote fob-operated overhead security gate protects the parkade. Fobs are required for entry and exit; ensure no unauthorized visitors follow through the gate when entering or exiting.

## Visitor Parking

Visitor parking is available on the street in accordance with the City of Surrey parking bylaws. The underground parkade near the security gate has designated visitor parking stalls. To access these visitor parking stalls, a resident must provide their visitor access with a key fob at the parking gate.

These spaces are reserved for visitors only. Please report any unauthorized use to the Strata Management Company.

## EV Stall Access & Rules

- EV stalls may be assigned to strata lot owners or reallocated based on need, as determined by the Strata Council.
- Requests for EV stall installation must be submitted to the Strata Corporation and meet compatibility requirements.
- Installation and ongoing costs are the responsibility of the owner.

The Strata Corporation will oversee the operation, maintenance, and billing processes related to the EV charging system. Rules and guidelines, including usage fees, will be established post-formation of the Strata Corporation.

## Safe & Secure Storage

At Harlo, your home includes a designated storage locker located inside a secure storage room within the building. Additionally, you'll be assigned a secured bike stall by Strata Management. Both the storage and bike rooms are accessible only to authorized key fob holders, providing an added layer of security.

Harlo is thoughtfully designed with your safety, convenience, and sustainability in mind.

For any questions or requests regarding access, parking, storage lockers, or bike stalls, please contact the Strata Management Company. They're here to support you and help you enjoy your home and community to the fullest.



## The Amenities

Your home extends beyond your front door.

Enjoy a range of thoughtfully designed amenities that enhance your lifestyle, whether you're looking to unwind, socialize, or stay active. From serene outdoor spaces to functional common areas, every detail has been curated to provide comfort, convenience, and community.





## More Than Spaces— Extensions of Your Home

Harlo's amenities are carefully designed to enhance every aspect of your lifestyle. From rooftop views and outdoor gatherings to fitness and relaxation, every detail is focused on helping you live well and feel connected.

### Outdoor Rooftop Seating Area

Take a moment to escape the everyday hustle at the outdoor rooftop seating area. With unobstructed views of the surrounding mountains, this space is designed for relaxation—whether you're enjoying a quiet coffee in the morning or winding down after a long day. Let the fresh air and breathtaking scenery provide the perfect setting to recharge.

### Rooftop Lounge

The Rooftop Lounge is perfect for relaxation and entertainment. Whether hosting a gathering, celebrating an occasion, or enjoying a quiet evening under the stars, it provides an ideal setting. Featuring comfortable lounge seating, dining areas, and BBQ stations, it blends indoor comfort with outdoor charm, all with mountain views.

### Fitness Center and Exercise Studio

Harlo's fully equipped gym includes cardio, strength equipment, and an Exercise Studio to keep your workouts dynamic and flexible—just steps from your door.

### Golf Simulator Room

Perfect your swing without leaving home. Harlo's Golf Simulator Room offers a fun and interactive space for practicing your game, playing a round with friends, or challenging your skills.

### Co-Working Lounge

Embrace productivity in Harlo's modern co-working space, designed for remote work, meetings, and quiet focus. Blending style and functionality, it's an ideal setup for your work-from-home lifestyle.

### Kids Play Area

Harlo's year-round Kids Play Area offers a welcoming space where children can play, create, and explore—keeping families active and connected.

# Living at Harlo

## The Amenities



### Courtyard BBQ Trellis

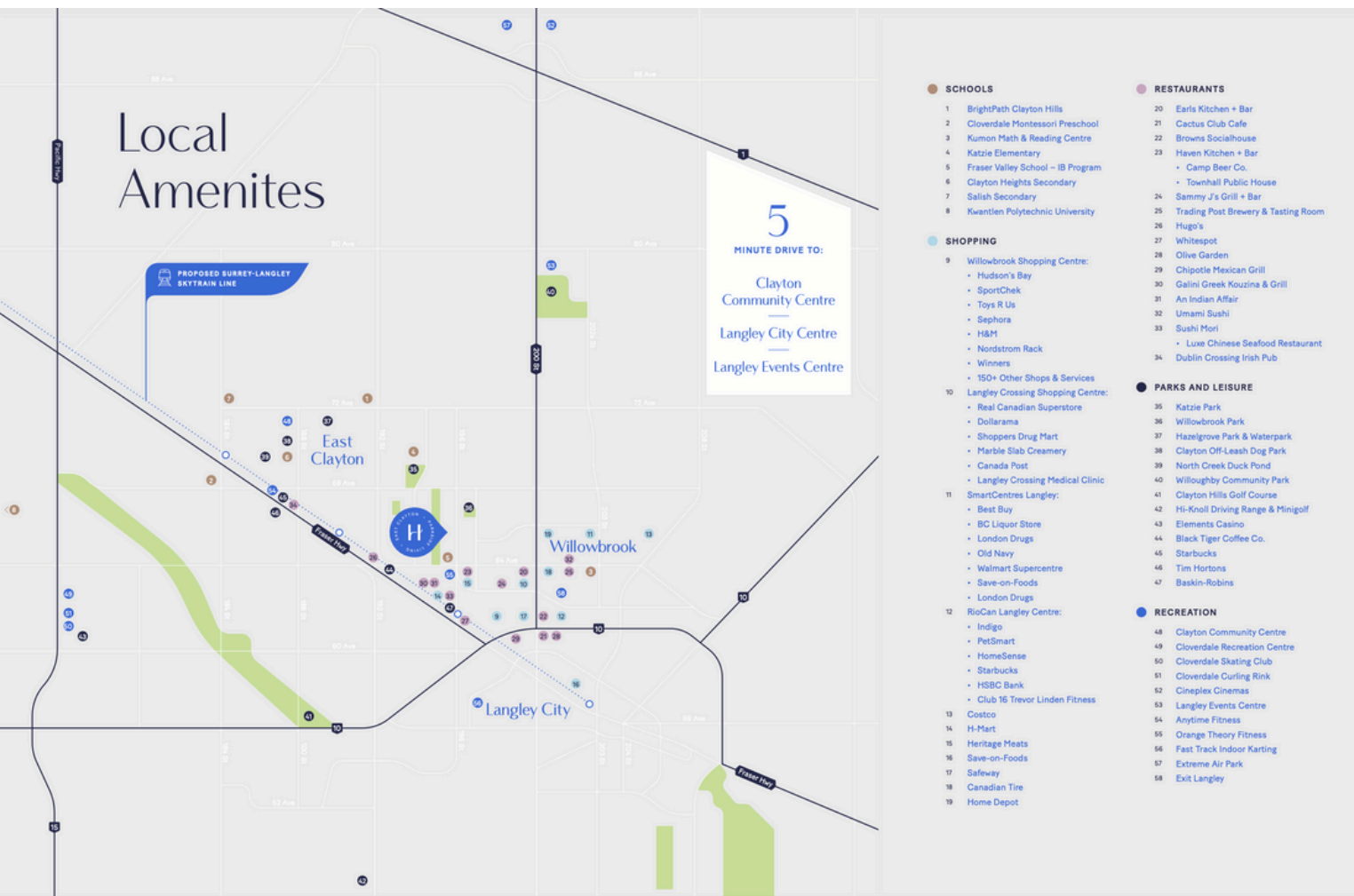
Harlo's Courtyard BBQ Trellis area is perfect for outdoor dining with a BBQ station, picnic seating, and lush greenery, so it's an inviting space to grill, gather, and unwind.

### Garden Plots

Harlo's Garden Plots offers a fun way for families to connect with nature. Whether planting vegetables, herbs, or flowers, these spaces provide a green escape for all ages to learn and enjoy gardening at home.

### Accessing and Enjoying Amenities

Harlo's amenities are exclusive to residents and accessible with key fob for added security. For private bookings or special events, contact Strata Management Company in advance.





# Getting Started

Welcome to your new home!

To ensure a seamless transition, we've put together essential information to help you settle in quickly. From setting up utilities to understanding how to use key features in your home, this section will guide you through the first steps of homeownership.

Take a moment to review these details so you can start enjoying your new space with ease.



## Know Your Homes Systems

Familiarize yourself with the key systems in your home, including circuit breakers, water shut-off valves, thermostats, and smoke detectors. For emergencies like leaks, loss of heat, or unusual gas smells, contact Strata Management Company immediately.

## Address Updates

Update your mailing address with your employer, service providers, government agencies, and utility companies. You can also set up mail forwarding through Canada Post for added convenience.

For utilities, be sure to contact BC Hydro and any other applicable utility providers to transfer the account into your name and avoid service interruptions.

## Circuit Breaker Panel

- Locate and label your circuit breakers to make resetting power simple.
- If a breaker trips, switch it off, then on until it clicks.
- For power outages, unplug appliances to avoid damage when power is restored.

## Water Shut-Off Valves

- Familiarize yourself with the location of your main water shutoff valve.
- Individual shut-offs for toilets, sinks, and dishwashers are usually found directly under or behind the fixture they serve.
- Close all relevant valves if leaving your condo for an extended period to prevent potential leaks.

## Fire Sprinklers

Fire sprinklers are sensitive. Avoid hanging items from them and be cautious when moving furniture to prevent accidental discharge.

## Humidity Control

- Use bathroom fans and range hoods to reduce humidity and prevent mould.
- Open window coverings to allow airflow and reduce condensation, especially in cold weather.

## Floor Protection

Attach protective pads to furniture legs to prevent scratches or damage to your flooring.

## Electric Baseboard Heater

Your home's electric baseboard heaters provide efficient, independent temperature control. Adjust the thermostat as needed and keep furniture or curtains at least 12 inches away for proper airflow.

For maintenance, vacuum or dust vents twice a year to prevent buildup. Inspect for discoloration, unusual smells, or noises, and contact a professional if needed.

Before winter, test the heater to ensure it's working properly. If temperatures seem inconsistent, the thermostat may need recalibration or replacement. Regular care keeps your heaters running safely and efficiently year-round.

## Document Storage

Keep manuals, warranties, and insurance documents in a safe location for easy reference.





## Fire Safety & Prevention Smoke Detectors

- Locate and test smoke detectors regularly. Replace batteries as needed.
- Fire extinguishers are located in the hallways outside your home.
- Consider keeping a portable fire extinguisher in your unit.

## Emergency Procedures

- Stay low to avoid smoke.
- Alert others if safe and exit immediately, closing doors behind you.
- Never use elevators during a fire.
- Dial 911 and provide clear details to the Fire Department.

## Fire Prevention Procedures

- No smoking inside the building or on balconies (Harlo is a smoke-free community).
- Keep stoves and ovens clean and free of flammable materials.
- Use only CSA- or UL-certified appliances and avoid overloading outlets.
- Store flammable materials properly and never indoors.

## Carbon Monoxide (CO) Safety

FCO is an odourless, colourless gas caused by burning fuels. It can lead to illness or death if undetected.

## Symptoms of CO Poisoning

- Headaches, nausea, dizziness, or confusion.
- Severe cases can cause loss of consciousness.

## CO Safety Tips

- Install CO alarms outside sleeping areas and test them monthly.
- Never run vehicles, grills, or heaters indoors, even with doors open.
- Keep vents and exhausts clear, especially during snowstorms.
- Leave immediately if your alarm sounds and call for help.



# Your Maintenance Guide

This guide is designed to help you preserve the quality and appearance of your home's finishes. For specific product care instructions, consult manufacturers' manuals or contact professionals for assistance. Regular maintenance is crucial to protect your investment and prevent voiding warranties.



## Laminate Flooring

- Place rugs or mats at entryways to minimize dirt, sand, and grit being tracked inside.
- Use protective mats in high-traffic areas, such as near sinks, stoves, and workstations.
- Apply felt pads to furniture legs to prevent scratches; inspect and replace pads as needed.
- Sweep or vacuum regularly using a soft brush attachment or a dry microfiber mop.
- Clean spills immediately to prevent water damage.
- Avoid walking with high heels or spiked shoes, as they can damage the surface.
- Do not use wax-based cleaners, steel wool, or harsh detergents

## Blinds

- Clean with a vacuum using a soft-brush attachment or handheld vac.
- Spot-clean stains with a mild soap solution and blot dry.
- Use dryer sheets periodically to reduce dust buildup.

## Interior Doors

- Wipe hardware with a damp cloth and polish with a dry one.
- Avoid using abrasive materials that may tarnish finishes.

## Appliances

For warranty service, contact Trail Appliances and before contacting, ensure:

- The appliance is plugged in.
- Circuit breakers are on.
- Manufacturer information, including serial and model numbers, is available.

## Quartz Countertops

- Remove hardened spills like gum or grease using a blunt plastic scraper.
- Clean with a water-vinegar solution or non-abrasive cleaner and rinse thoroughly.
- Avoid bleach, oven cleaners, steel wool, or harsh chemicals that may discolor or damage surfaces.
- Use trivets or pads to prevent heat damage and cutting boards to avoid scratches.

## Specific Maintenance Tips

- Cooktops: Avoid abrasive cleaners; clean with mild soap and warm water.
- Dishwashers: Regularly clean filters and run empty cycles to clear buildup.
- Refrigerators: Replace water filters every 6 months.
- Washers/Dryers: Clean lint screens after every load and check vents annually.



## Plumbing

- Avoid disposing of grease, fat, or petroleum products down the drain.
- Use warm, soapy water and soft sponges to clean fixtures; avoid abrasive pads.

## Toilets

- Adjust ball float height to prevent continuous water flow.
- Check flapper seals for leaks and replace as needed.
- Minimize condensation by maintaining proper ventilation.
- Do not flush non-flushable items, including diapers, Q-tips, or hair.

## Stainless Steel Sinks

- Clean with soap and water, then towel dry.
- Avoid steel wool, harsh chemicals, and prolonged exposure to acidic substances.
- Use mild polishes like Brasso® to restore shine.

## Sink, Tub & Shower Enclosures

- Clean regularly with warm water and non-abrasive cleansers.
- For eco-friendly cleaning, use baking soda paste or hydrogen peroxide for stains.
- Rinse thoroughly after cleaning.
- Inspect sealant or caulking regularly and repair as needed.

## Electrical Systems

- Test and reset Arc Fault Circuit Interrupter and Ground Fault Circuit Interrupter outlets monthly.
- Replace light bulbs with the correct wattage.
- Consult electricians for any upgrades or modifications.



# Your Maintenance Guide | Exterior Home Components



## Ventilation

- Use exhaust fans while cooking or showering to prevent moisture buildup.
- Ventilate daily by opening windows or doors.
- Clean mold or mildew with a light bleach-water solution.

## Exterior Doors

- Allow doors to self-correct for seasonal warping instead of trimming.
- Follow manufacturer guidelines before making modifications to maintain warranties.

## Weather Stripping & Caulking

- Inspect caulking for cracks or peeling and repair as needed.
- Check weather stripping for tears and replace if necessary.

## Deck Maintenance

- Sweep debris off decks regularly, brushing toward the center rather than off the edge.

## Windows

- Clean glass with a mild soap or glass cleaner.
- Remove debris from frames and lubricate hardware every three months.



# Strata Living

Understanding Strata Ownership and Responsibilities  
The Strata Property Act and Regulations govern strata living in British Columbia, affecting owners, buyers, sellers, and developers. This section provides an overview of the key topics you need to understand when buying and owning a strata unit.

## What is a Strata Unit?

Residential Strata Units can include:

- Townhouses
- Condominiums
- Apartments within buildings
- Duplexes
- Bungalows

A strata unit is a form of real property ownership made up of two parts:

1. The Strata Lot – Your personal property, registered with a land title.

2. Common Property – Shared spaces and assets jointly owned with other unit owners in your complex.

Owning a strata unit is different from renting an apartment. In a strata, all owners share responsibilities for maintaining and managing the building through the strata corporation.

## Strata Lot

Your strata lot is the private space you own, defined in the strata plan by walls, floors, and ceilings. Owners are responsible for:

- Maintaining, repairing, and remodeling their unit.
- Obtaining council permission for renovations that affect common property.

## Common Property

Common property includes all areas outside your strata lot as defined in the strata plan. Examples Include:

- Hallways, elevators, staircases
- Heating and electrical systems
- Amenity rooms and landscaped areas

Maintenance and repair costs for common property are shared among owners based on their unit entitlement.

## Limited Common Property (LCP)

Limited Common Property (LCP) refers to common property designated for the exclusive use of one or more strata lots. Examples include:

- Balconies, patios, or parking stalls are assigned to specific units

## Responsibilities for LCP Maintenance

Under Standard Bylaws, the owner is responsible for the maintenance and repair of their LCP, except for the following, which are maintained by the strata corporation:

- Building structure and exterior
- Chimneys, stairs, balconies, and additions attached to the exterior
- Doors, windows, and skylights that face common property or exterior walls
- Fences, railings, and similar structures enclosing patios, balconies, and yards
- Any LCP features that require repairs less than once per year

Note: Strata corporations can amend bylaws to change maintenance responsibilities for certain areas or items.

## What is a Strata Corporation?

A strata corporation is a legal entity comprising the owners of strata lots within the development. It has the ability to:

- Sue or be sued
- Enter contracts
- Hire employees

While the strata corporation operates like a business, its liability is not limited—owners share financial responsibility for its obligations based on their unit entitlement.

## What Does a Strata Corporation do?

The strata corporation is responsible for managing and maintaining the common property and shared assets to benefit all owners. Key duties include:

- Maintaining financial records and holding general meetings.
- Preparing budgets and collecting strata fees.
- Managing the contingency reserve fund and operating fund.
- Paying common expenses and ensuring insurance coverage.
- Preparing required certificates like Form B (Information Certificates) and Form F (Payment Certificates).
- Maintaining and repairing common property and shared systems.
- Informing owners of legal actions involving the strata corporation.
- Decisions are made through general meetings or by the strata council acting on behalf of owners.

## What is a Strata Council?

The strata council acts as the managing body of the strata corporation, overseeing daily operations and enforcing bylaws and rules. The council can hire a strata manager to assist but remains ultimately responsible for compliance with the Strata Property Act.

## How is the Strata Council formed?

Council members are elected annually at the general meeting, following the strata bylaws.

## Who Can Sit on the Strata Council?

Owners of strata lots (or their representatives). Corporate owners' representatives. Tenants with voting rights assigned by the owner, including:

- Family members as defined in the regulations.
- Tenants with leases of three years or more.
- Tenants with written voting assignments.

## Strata Council Meetings

Meetings are held to discuss decisions and manage responsibilities. Minutes must be recorded and shared with owners within two weeks. Decisions are made by majority vote.



## Owner Rights

Strata lot owners have the right to:  
Vote at general meetings, unless:

- Fees or levies are unpaid.
- Rights are assigned to a tenant or mortgagee.
- Attend council meetings (as observers, except for confidential matters).
- Direct council actions or limit council powers by majority vote.
- Obtain insurance coverage for:
  - Improvements and personal belongings.
  - Liability for injuries on their property.

## Owner Responsibilities

Strata lot owners must:

- Pay strata fees and special levies.
- Maintain and repair their unit and limited common property as required.
- Follow bylaws and rules.
- Comply with work orders for repairs to their strata lot.

What owners should be willing to do:

- Serve on the strata council and attend meetings.
- Follow bylaws and rules to maintain harmony.
- Educate themselves about strata governance and compromise personal interests for the greater good.
- Resolve disputes through discussion, mediation, or arbitration as there is no government body to enforce strata disputes.

## Resolving Complaints and Disputes Informal Resolution

Owners can resolve disputes by:

- Requesting a general meeting to address the issue.
- Adding resolutions to meeting agendas for discussion and voting.

## Formal Resolution

If informal steps fail, disputes can be escalated through:

- Arbitration
- Provincial Court (Small Claims)
- Supreme Court

For more details on strata living and legal requirements, visit the Housing BC website at [www.housing.gov.bc.ca/strata](http://www.housing.gov.bc.ca/strata).

## Key Takeaways

Strata Living combines private ownership of your unit with shared responsibility for maintaining common property and amenities.

The Strata Corporation comprises all owners who manage the building's operations, maintenance, and finances through an elected Strata Council. The council enforces bylaws, oversees budgets, and may hire strata managers to assist.

## Your Responsibilities as an Owner:

- Participate – Attend meetings, vote on decisions, and consider serving on the Strata Council.
- Follow Rules – Respect bylaws and shared spaces.
- Maintain Your Unit – Handle repairs and modifications according to regulations.
- Share Costs – Pay strata fees and levies on time.
- Resolve Issues – Use communication and mediation to handle disputes.



# Home Warranty

Your home comes with a comprehensive home warranty designed to protect your investment and provide peace of mind. This warranty covers various structural components, mechanical systems, and finishes for a specified period. We encourage you to familiarize yourself with the coverage details and maintenance responsibilities to ensure long-term protection and proper care of your home.

# Home Warranty



## Warranty Provider:

### WBI Home Warranty

IMPORTANT: Review your Warranty Certificate for confirmation of Builder Number and Policy Number. For more information on coverage specifics, limitations, and exclusions, visit [www.wbihomewarranty.com](http://www.wbihomewarranty.com).

## Coverage

### 1-YEAR MATERIALS & LABOUR WARRANTY

Covers defects in materials and labour for the first 12 months.

### 2-YEAR MATERIALS & LABOUR WARRANTY

(MECHANICAL, ELECTRICAL, PLUMBING) Covers defects in electrical, plumbing, heating, ventilation, and air conditioning systems for 24 months. Also covers defects in exterior cladding, caulking, windows, and doors that could cause material damage.

**5-YEAR BUILDING ENVELOPE WARRANTY** Protects against unintended water penetration leading to material damage.

### 10-YEAR STRUCTURAL DEFECTS WARRANTY

Covers defects affecting load-bearing parts and structural integrity impacting residential use.

## Limitations & Exclusions

Your home warranty does not cover:

- Normal material shrinkage from drying after construction.
- Changes, alterations, or additions made after initial occupancy, unless completed by the builder.
- Damage from acts of nature, including fire, floods, earthquakes, or landslides.
- Landscaping, fencing, patios, gazebos, and non-residential structures.
- Roads, curbs, drainage systems, municipal services, and water quality.
- Contaminated soil.

## Homeowner Responsibilities

1. Mitigate Damage - Report defects in writing and take steps to prevent further damage.
2. Provide Access - Allow access to your property for inspections and repairs.
3. Timely Reporting - Submit all warranty claims within reasonable timeframes.
4. Maintain Property - Follow maintenance requirements to avoid voiding coverage.

## Warranty Service Contacts

During the warranty period:

Builder/Developer: Steelix Developments (East Clayton) Ltd.

- Email: [wecare@steelixdev.com](mailto:wecare@steelixdev.com)
- Website: <https://steelixdev.com/homeowner-service-request>

Property Manager: Duka Management

- Phone: 778-797-8790
- Website: [www.dukamanagement.com](http://www.dukamanagement.com)
- Email: [harlo.bc@dukamanagement.com](mailto:harlo.bc@dukamanagement.com)

Appliances: Trail Appliances

- Phone: 604-777-3300
- Email: [homeownercare@trailappliances.com](mailto:homeownercare@trailappliances.com)
- Website: [www.trailappliances.com](http://www.trailappliances.com)

## How to Submit a Service Request

To submit a service request, please follow these steps:

1. Visit our Homeowner Service Request portal at <https://steelixdev.com/homeowner-service-request>.
2. Fill out your property and contact information.
3. Provide a detailed description of the issue, including:
  - Item #: Identify the item needing service.
  - Location: Specify exactly where the item is located.
  - Description: Clearly explain the issue (e.g., "Visible dent on the kitchen fridge").
4. Upload supporting photos.
5. Submit the request, and our team will contact you to confirm the next steps.

## Post-Warranty Contacts:

Contact manufacturers, suppliers, and installers for extended warranties or additional support.

## Service Requests During Warranty Period

1. Emergency Issues: Contact Strata Management Company immediately for problems like water line bursts or total loss of heat.
2. Non-Emergency Issues: Report promptly to prevent further damage, e.g., loose railings, window cracks, or plumbing malfunctions.
3. Low-Priority Issues: Submit before the one-year warranty expires for minor concerns like drywall cracks.



## Appliance Package & Warranty

Your home comes with a carefully selected appliance package designed for reliability and efficiency. Each appliance is covered by a manufacturer's warranty, which details coverage and service options. For appliance warranty claims, repairs, or replacements, please contact the supplier directly.



# Appliance Package & Warranty

## Appliances



Note: All appliance-related matters must be directed to the supplier.  
Contact: [homeownercare@trailappliances.com](mailto:homeownercare@trailappliances.com)

Appliances	Manufacturer	Model No.	Warranty	Supplier
Refrigerator	Samsung	RF18A5101SR	1-Year Manufacturer Warranty	Trail Appliances
Microwave	Panasonic	RF18A5101SR	1-Year Manufacturer Warranty	Trail Appliances
Range	Samsung	NSG6DG8305RAA	1-Year Manufacturer Warranty	Trail Appliances
Hood Fan	Aura	PUCTR4305S	1-Year Manufacturer Warranty	Trail Appliances
Dishwasher	Samsung	DW80GC542DSR	1-Year Manufacturer Warranty	Trail Appliances
Washer/Dryer	Electrolux	ELFE733CAW / ELFW7337AW	1-Year Manufacturer Warranty	Trail Appliances



# Material Specifications

The materials and finishes used throughout your home were selected for both durability and design. This section outlines key specifications for flooring, tile, and paint, along with supplier details for easy reference. Whether you're planning future upgrades or need to match existing finishes, this guide helps you maintain consistency and quality in your home.

# Material Specifications

Interior & Exterior



## Interior Paints

Product	Finish	Supplier	Area
OC-61	Semi-Gloss	Benjamin Moore	Baseboards, Casings, Windowsills
White Diamond OC-61	Egg-Shell	Benjamin Moore	Walls
Oxford White OC-61	Flat	Benjamin Moore	Ceilings

## Exterior Paints

Product	Description	Application Area
Primed Hardie	SW-7674 Peppercorn	Exterior Cladding
Primed Hardie	SW-7102 White Flour	Exterior Cladding

## Flooring and Tile

Scheme	Series	Description	Material	Supplier
Scheme 1	Evoke Series	"Lilly" 54" x 7.5" x 8mm	Laminate	Ploutos Enterprises LTD
Scheme 2	Evoke Series	"Jessica" 54" x 7.5" x 8mm.	Laminate	Ploutos Enterprises LTD
Dark Scheme	Julian Tile	Breccia Mid Grey Grout: Mapei 5009 Gray	Tiles	Evergreen Tiling LTD
Light Scheme	Julian Tile	Breccia Light Grey Grout: Mapei 5103 Cobblestone	Tiles	Evergreen Tiling LTD
Accent Walls	Julian Tile	Breccia Mid/Light Grey	Tiles	Evergreen Tiling LTD
Bathroom Walls	Julian Tile	Silk Bianco Grout: Mapei 5038 Avalanche	Tiles	Evergreen Tiling LTD



## Frequently Asked Questions

Have questions? We've got answers.

This section addresses common homeowner inquiries, from appliance troubleshooting to maintenance tips and warranty details. Whether you're wondering about strata regulations or how to operate specific features in your home, you'll find clear, helpful guidance here.

# Frequently Asked Questions

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## Answers to Help You Navigate Your Home and Community

Harlo's FAQs are designed to help you navigate your home and community with ease. For further assistance, contact Strata Management Company for additional support and inquiries.

### Can I mount a TV on the wall?

Yes, after taking possession of your home, you can arrange for the installation of a wall-mounted TV. If additional outlets are needed, we recommend hiring a certified electrician.

### Who is responsible for utilities?

Residents are responsible for setting up and paying for electricity, gas, internet, and cable. Contact the relevant service providers to establish connections.

### Can I repaint my home?

You may repaint the interior of your unit after taking title ownership. However, exterior painting is not permitted to maintain the building's design consistency.

### Who should I contact if I have a question or concern about common property?

Your Strata Management Company manages the maintenance of shared spaces, including hallways, elevators, parking, storage, strata fees, extra keys or fobs, and garbage collection. This is facilitated through your Property Manager, whose contact details can be found in your Homeowner Manual or the minutes from the most recent Strata Council meeting.

### Is air conditioning allowed?

Portable air conditioning units are permitted, but window-mounted units are not allowed to maintain the building's exterior design standards.

### Can I install shelving, storage, or flooring?

You may install interior shelving or storage after taking possession. Any flooring replacements or structural alterations require Strata Council approval to ensure compliance with building codes.

### What maintenance am I responsible for as a homeowner?

Homeowners are responsible for the regular and seasonal upkeep of their unit as outlined in the Homeowner Manual. This includes sealing grout, replacing silicone, and other minor maintenance. Damage from wear and tear or accidents is not covered under warranty and should be repaired by the homeowner.



# Frequently Asked Questions

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## Who do I contact for questions or issues with an appliance?

Appliance warranties are handled directly by the supplier. Contact them to schedule a technician or to learn more about warranty coverage. Supplier contact details specific to your home are in your Homeowner Manual.

## What does my New Home Warranty cover?

- 1 Year: Covers defects in material and labour during the first year of occupancy. You will receive a reminder before the year ends to submit any cosmetic issues.
- 2 Years: Covers mechanical systems, including electrical, heating, and plumbing.
- 5 Years: Covers the building envelope, including protection against water penetration.
- 10 Years: Covers the structural integrity of your home.

For more details, refer to your Homeowner Manual under the Travelers New Home Warranty program and HPO residential construction standards.

## Who do I contact if I have more questions?

For any additional questions, please email our Customer Care team at [wecare@steelixdev.com](mailto:wecare@steelixdev.com).



## Service Requests:

[steelixdev.com/homeowner-service-request](https://steelixdev.com/homeowner-service-request)

## Manuals & Warranty Info:

[steelixdev.com/our-homeowners](https://steelixdev.com/our-homeowners)

## Questions? Contact us at:

[wecare@steelixdev.com](mailto:wecare@steelixdev.com)

