



**ZIBI O CONDOMINIUMS**  
**RESIDENT'S MANUAL**



# INTRODUCTION

Congratulations on the purchase of your new home at O Condominiums. We would like to take this opportunity to welcome you to your new home and the neighborhood!

This manual will better acquaint you with your condominium, the building and neighborhood, and provide you with a summary of the maintenance tips to care for your new home.

## **No Home is Maintenance Free!**

Proper and timely maintenance can extend the life of many of the components and systems incorporated in your new home, and help you protect your investment.

These recommendations are intended to provide you with a basic understanding of the maintenance requirements of your home. However, should any questions arise, please contact either Property Management or the specific product supplier or manufacturer. If you are not familiar with undertaking any specific maintenance task, you may want to hire a professional to assist you.

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# TELEPHONE DIRECTORY

**EMERGENCY DIAL 9 1 1**

Please feel free to contact the Management Office for any emergency assistance.

## PROPERTY MANAGER : JEAN-FRANÇOIS LEBLANC

Management Office ..... (Tel) 613-237-9519 x202  
Management Office ..... (Fax) 613-237-3533  
Management Office Email..... jfleblanc@condogroup.ca  
Service elevator reservation contact Jean-François Leblanc.

The Management Office can assist with items such as:

- All Security related issues
- All Emergencies

## ZIBI CUSTOMER RELATIONS OFFICE

Email..... service@zibi.ca  
Phone .....613-518-0344  
Address  
Head Office .....6 Booth Street, Ottawa, ON K1R 6K8

## AFTER HOURS SERVICE

*Weekends and weekdays before 9am and after 5pm.*  
Phone number.....613-762-5704

## GATINEAU EMERGENCY SERVICES

Ambulance/Fire/Police ..... Dial 911  
Gatineau Fire Department.....819-246-0222  
Non-urgent call center .....819-246-0222  
Poison Information Centre ..... 1-800-463-5060  
Distress Centre .....819-595-9999

## HOSPITALS

Hull Hospital (Information).....819 966-6200  
Hôpital de Gatineau (Information).....819-966-6100

# EXCEPTIONS IN CASE OF EMERGENCY

Certain conditions may warrant emergency access. An emergency situation involves a situation that, if not attended to immediately, could result in substantial damage to the dwelling or another dwelling or common elements or represents a substantial risk to the health and safety of the occupants if not attended to immediately.

## EXAMPLES INCLUDE:

- Complete loss of heat (particularly when exterior temperatures are below -15C);
- Potential gas leak;
- Lack of electricity;
- Loss of water service;
- Sewage disposal blockage;
- Water leak that requires building main water shutoff;
- Compromise to any part of the building structure;
- or any situation which, renders the home uninhabitable for health or safety reasons

Note that emergency situations due to the failure of a municipality or utility to provide the service are not within the builder's control. Please be advised non-functioning air conditioning is not considered an emergency item. During any emergency situation, it is important that you provide your property manager and their tradespeople access to your home.

## "ASSOCIATION DE LA CONSTRUCTION DU QUEBEC" WARRANTY SERVICES

Established in 1992 by the Government of Québec, the Guarantee Plan for New Residential Buildings guarantees certain legal and contractual

obligations of your contractor. Since January 1, 2015, it has been managed by the manager authorized by the Régie du bâtiment du Québec (RBQ), Garantie de construction résidentielle (GCR).

ACQ Warranty Plans have been providing warranty products for residential buildings that are not covered by the mandatory warranty plan and for residential renovation projects. Coverage applies after acceptance, such as the one-year guarantee for repairs of non-apparent poor workmanship existing at the time of acceptance. For more information, you can visit the ACQ website <https://www.acq.org>.

## WARRANTY ENFORCEMENT

ACQ works with homeowners and builders to help resolve disputes involving warranty coverage where the parties are unable to resolve the matter directly. ACQ warranties do not extend to manufacturer defects or appliance service issues. One Year Request Forms are to be sent directly to the ACQ. Please refer to your ACQ homeowner manual for more information.

## CUSTOMER CARE OFFICE

Your Customer Relations Specialist is the person who will help you navigate the months leading up to moving into your new home and after you have moved in. They will be able to assist with ACQ warranty related inquiries for the Builder.

### Customer Care

105-40 rue Jos-Montferrand  
Gatineau, QC J8X 0C2  
[service@zibi.ca](mailto:service@zibi.ca)

Hours: Monday - Friday 9 a.m. to 5 p.m.

# **APPLIANCES & WARRANTIES**

# APPLIANCES & WARRANTIES

## APPLIANCE WARRANTY INFORMATION

All appliances come with manufacturer's warranty, which is handled directly through the appliance distributor JC Perreault. Procedures to follow in case of a defect with an appliance:

1. Locate the problem and make sure that the appliance is connected properly.
2. Send your complete contact information (name, address and phone number) with a brief description of the problem to [sophie.lebire@jcperreault.com](mailto:sophie.lebire@jcperreault.com) or contact her by phone at 1-800-588-7202 ext. 355

Please refer to your appliance manuals for further information on any repairs or warranty service required.

### These appliances include:

- Refrigerator
- Electric Range
- Range Hood
- Dishwasher
- Washer
- Dryer

When speaking with your service representative, you will be asked for the following information:

- Name
- Address
- Appliance that requires servicing
- Nature of the concern
- Brand of appliance
- Date of purchase/possession
- Model number/serial number (The model and serial numbers are located beside each other on a sticker/plate on each appliance)

# APPLIANCES & WARRANTIES

## SPECIAL OPERATING INSTRUCTIONS

### WASHER

Washer sizes and types may vary depending on suite selections made by the homeowner. The standard 24" Washer is a Blomberg front load washer is Energy Star-Qualified with 1.95 cu ft. capacity. The standard 30" Washer is a Whirlpool front load washer is Energy Star-Qualified with 4.5 cu ft. capacity. For more features and instructions, please refer to the manual provided to you in your unit. When you are not using your washing machine, we suggest that you turn the water shut off valves OFF to relieve the pressure on hoses and valves to minimize leakage if a hose or valve should break or rupture. We recommend that the washer hoses be periodically inspected for signs of wear and tear or for possible loose connections. Hoses that break can cause substantial damage not only to your suite but also to suites below.

Do not overload the washer. Load the drum evenly or the washer will vibrate excessively. Do not leave the suite unattended while appliances are operating. A potential leak or electrical short may occur, resulting in a flood or fire. After each use it is recommended to leave the washer door open to dry the drum and door seal. This will reduce potential for mildew build up.

### DRYER

Dryer sizes and types may vary depending on suite selections made by the homeowner. The standard 24" Dryer is a Blomberg front load dryer is Energy Star-Qualified with 3.7 cu ft. capacity. The standard 30" Dryer is a Whirlpool front load dryer is Energy Star-Qualified with 7.4 cu ft. capacity. For more features and instructions, please refer to the

manual provided to you in your unit. The dryer lint screen should be cleaned after every use. We recommend that the area around the drum be inspected for lint build up on a periodic basis. If the link screen is not cleared you will find that clothes will take a longer period of time to dry properly, with excessive humidity, which may cause damage to the dryer motor and switches. If the humid, moist air remains in the room you may see signs of mildew build up. It is recommended that the laundry closet door remains open during use to maintain ventilation.

### INTERIOR FINISHES:

#### PAINT

Your unit has been painted white on all interior walls.

#### CABINETRY

Your kitchen and bathroom cabinets are guaranteed against hidden defects by Cuisine Poirier for a period of One Full Year from the date of occupancy. Regular cleaning of all doors should be done by wiping with a damp soft cloth and dry immediately with another dry soft cloth.

Do not use detergents, strong soap, abrasive or self-polishing waxes, or cloths such as dishcloths, which may contain remnants of these cleaners.

The interior of your kitchen is coated with a water-resistant topcoat. Water or other liquids over time may cause staining and or bubbling. Prevent this by ensuring that glasses etc. are dry before placing them in the cupboards.



# APPLIANCES & WARRANTIES

## SPECIAL OPERATING INSTRUCTIONS

### CAULKING

Caulking is a sealant, which is applied to plumbing fixtures and joints between floor and wall areas, which will be exposed to water. This type of material tends to shrink, dry or crack.

Caulking after the first year is a maintenance item which is the homeowner's responsibility. Once the one-year warranty period has expired, it is the responsibility of the owner to ensure that the caulking around any bathtubs, toilet bowls, and shower stalls is maintained in good condition. Do not allow the caulking to go unattended as it may result in leakage and damaged walls or ceiling. If re-caulking around a bathtub, we recommend that you fill the tub with water prior to re-caulking. This will eliminate the possibility of the caulking coming loose when weight is applied.

### TILE

We recommend that when you clean the natural stone, do so with warm water. Most stains will wipe away if cleaned within a reasonable amount of time. Stains left for extended amounts of time become much more difficult to clean, and may stain the surface, dull and/or even scratch. We do not recommend any use of chemicals such as abrasive soaps, etc. to clean your natural stone finishes. These chemicals will scratch/dull or may even stain the surface. Avoid using natural or manufactured oils and dyes.

Any natural stones, colour pattern, veining and shading will vary from tile to tile, sometimes even within a single tile. These variations are natural and produce a unique, elegant appearance.

### GROUT

Grout is the material used to fill the joints between tiles on floors and walls. Grout is susceptible to shrinkage, drying or cracking over time, as well as to discoloration depending on the type of cleaning product used. The grout between the tiles and in the corners should be checked for gaps during regular cleaning. Any cavities found should be filled in as soon as possible. Leaving it unattended may result in leakage. After the one-year warranty period, it is the responsibility of the owner to ensure that all grout is maintained in good condition.

# APPLIANCES & WARRANTIES

## SPECIAL OPERATING INSTRUCTIONS

### COUNTERTOPS

Countertops are generally heat, stain, and scratch resistant under proper care, however, they should be protected by following these easy steps:

- Hot pots and pans taken directly from the oven or stove element should never be placed directly on the countertop
- Repetitive exposure to extreme heat may damage finish
- Avoid concentrations of water as excessive water standing in the area of the seam may cause glue failure. Please note that the manufacturer does not warrant damage caused by excessive water in the seam area
- Do not use abrasive materials on the countertop as this may scratch or scuff the surface
- Avoid using products containing oils or powders that may leave residue
- Oven/grill cleaners may discolor Silestone and should be avoided
- Wipe all spills as quickly as possible. Spills left on the surface for a long period of time may cause residual staining

# APPLIANCES & WARRANTIES

## CARE AND MAINTENANCE SHEET

### EXTREME HEAT PROTECTION

Silestone is resistant to heat, and can withstand moderately high temperatures for brief periods of time without being damaged. Although Silestone is more heat resistant than any other stone surface, all stone can be damaged by sudden and extreme temperature changes, especially near the edges. For this reason, we recommend using a trivet or a hot pad to protect your Silestone surface from extreme heat.

### ADVANCED CLEANING

#### GREASE STAINS

For grease stains, apply a small amount of Formula 409, Windex, or other common household cleaner to the stain and rub with a non-scratch scouring pad (e.g. Scotch-Brite). Rinse immediately with water.

#### LIME SCALE AND HARD WATER STAINS

Hard water build-up can cause staining on Silestone surfaces.

To clean these areas, apply a paste made from equal parts baking soda and white vinegar. Let it sit on the surface for 10-20 minutes, then remove with cold water using a Scotch-Brite non-scratch scouring pad or sponge. You may have to repeat this process several times in order to completely remove the stain.

Another option is to sprinkle hydrochloric acid on the countertop surface and let it sit for one minute. Rinse with water. Do not use hydrochloric acid products on faucets or sinks as it may damage their finish.

#### DIFFICULT STAINS

For difficult stains, spray Formula 409, Windex, or any other common household cleaner on the affected area of the Silestone product for 2 minutes then scrub with a non-scratch scouring pad. Rinse thoroughly with water.

#### THE LOSS OF SHEEN

The loss of sheen on the surface of the Silestone countertop may be due to the use of products such as waxes, sprays or sealants to try to bring out the surface's luster. However, these products become less effective over time. This lack of sheen therefore has nothing to do with the original mechanical sheen of the product when it leaves the factory. To recover this non-natural sheen, a multi-purpose furniture spray that is suitable for the countertop can be used.

#### DIFFICULT SPILLS

Silestone's advanced technology makes its surface resistant to damaging chemicals. To remove difficult spills, wipe the surface with Dawn dish soap, scrub with a Scotch-Brite non-scratch scouring pad and rinse with warm water.

For stains that harden as they dry (food, gum, nail polish, paint) remove by gently scraping the surface using a razor blade or putty knife, holding upright so as not to scratch the surface. Then clean using warm water and soap. Gray marks left by the razor can be wiped away with soap and water.

Difficult spots may be treated with one of the cleaners listed below. Leave the cleaner sitting for up to 10 minutes. Scrub and rinse thoroughly.

- Lacquer Thinner
- Rubbing Alcohol
- Ammonia
- Mineral Spirits
- Vinegar
- Formula 409
- Windex
- Paint Thinner

Caution should be exercised in the handling and storage of any of the above chemicals. Manufacturer's instructions should be followed when using and storing these products.

# APPLIANCES & WARRANTIES

## SPECIAL OPERATING INSTRUCTIONS

### DOORS, FRAMES, TRIMS, AND BASEBOARDS

As construction settles, doors and frames may shift slightly. All deficiencies from such settling will be addressed at the end of the first year and must be reported on your end of year ACQ inspection report.

### DRYWALL

In any new condominium there is a “drying out” period as your new home begins to settle. This may take from six months to the end of the first year depending on the heat and humidity levels in the building and in your unit. Most construction materials contain moisture and a gradual drying out process takes place after construction is completed. The “drying out” of these materials may cause hairline cracks to appear on walls, or at joints between walls and trim. Nail pops may also occur during the first year. These minor natural settling and drying matters will be addressed at the end of the first year and must be reported on your end of year inspection report.

### ENGINEERED HARDWOOD FLOORS

Torlys Everest Premier Hardwood has multiple layers of wear-resistant, eco-friendly, water-based urethane finish. The pre-finished surface can be easily cleaned and cared for so that you can enjoy your floors for years to come. Regular cleaning with a vacuum cleaner and broom is recommended. Dirt marks can be wiped off with a damp cloth. Prevent standing water at all costs and always remove liquids resting on the floor immediately. Protect the floor against sand and dirt using entrance mats, as both act like sandpaper.

Heavy wet-mopping of engineered flooring should be avoided. Excess water can enter the gaps between boards at joints and can cause the

floor to expand and lead to damage. Make sure to wipe up any spills immediately. Hard to clean areas can be spot cleaned with a moist towel or rag but be careful not to use too much water or cleaning liquid. Avoid using any cleaning tools that spray cleaner or water onto a surface. These cleaning tools may inject moisture in between the floor joints and cause damage to your floor.

Variations in humidity levels in the living space may cause some creaking and cracking and slight separation of the seams. Excessive humidity should be avoided.

Clean your floors with an engineered floor solvent product, available from your local hardware store. Do not use oil soap or any cleaning product that mixes with water. Ammonia will damage or dull may surface finishes and should not be used to clean your floor. Never wet mop or clean your engineered floors with water. Do not use any wax or cleaner that must be mixed with water such as oil soap, as this may result in a loss of warranty.

#### THE MANUFACTURER RECOMMENDS:

- Avoid excessive wet or damp mopping of the floor
- Sweeping the floor on a daily basis
- The use of felt pads or a similar product should be placed under table and chair legs
- Planted pots should be isolated from the floor surface
- Spills should be wiped immediately.
- Avoid high heels or stiletto shoes

# APPLIANCES & WARRANTIES

## SPECIAL OPERATING INSTRUCTIONS

### PLUMBING

Each plumbing fixture has a drain trap. This piece of pipe is designed to provide a water barrier that prevents any bacteria and sewer gas odors from entering the suite. Any fixture that is used infrequently should be turned on or flushed at regular intervals to clear the drain and to prevent the seals from drying out.

Waste materials such as grease, fat and petroleum products should not be disposed of down the plumbing system. These materials will accumulate in the piping, especially in the P- traps, and can significantly reduce the flow of water through the waste system. These substances are also very detrimental to the municipal sewage treatment systems and private septic systems.

### WATER SHUT-OFF LOCATIONS:

Your suite is equipped with water shut off valves in the following areas:

- Kitchen: located below the sink.
- Laundry: located beside the washer and dryer.
- Bathroom: located below the sink in each bathroom.
- Entry Closet: master shut off located inside the closet.

Please be advised, location may vary for certain layouts. You will be shown the location at time of Pre Delivery Inspection.

NOTE: The water valves are shut off at time of your Pre-Delivery Inspection appointment. The water should be turned off at all water sources in your suite, when you are away for a prolonged period of time. To shut off water, open the access door located in the entry closet and you will see hot and cold-water valves – turn these off. Water should

stop flowing after one or two minutes. In order to avoid seizing of these valves, turn the valves on and off at least three times annually.

In case of a plumbing emergency, every member of your household should know the location of these valves.

### STAINLESS STEEL SINKS

Stainless Steel Sinks should be cleaned with a mild product specifically designed to be used on stainless steel. Avoid steel wool as they will leave small bits of metal lodged in the sink and will cause rust spots to show. The sink does not rust. We don't recommend that you use chlorine bleach in your stainless-steel sink, as chlorine will attack the protective layer that makes stainless steel truly stainless. Use of antibacterial soaps may cause discoloration of the surface if the sink is not rinsed thoroughly after use.

The best form of maintenance is frequent, regular cleanings. A little bit of cleaning on a regular basis is preferable to a major cleaning on a sporadic basis. The best method of preventative maintenance is to ensure that the sink is clean, dry and exposed to room atmosphere when not in use.

Rinse and towel dry the sink after each use in order to minimize major cleanups, keeping it shiny and relatively free of water spots. This is particularly appropriate where water may have a high mineral content. Keep the sink fixture free of any standing water, which may build up mineral deposits. Should a mineral deposit build up over time, use a weak solution of vinegar and water to remove the deposit, followed by flushing the surface with water.

# APPLIANCES & WARRANTIES

## SPECIAL OPERATING INSTRUCTIONS

### BATHTUBS, SINKS, AND SHOWERS

Bathtubs and showers are usually made of a variety of materials including china, porcelain enamel or fiberglass reinforced with plastic or acrylic. Bathroom sinks are usually made of china, porcelain enamel marble resin or acrylic. Kitchen sinks are made of stainless steel.

### FAUCETS

The faucets in your home are of superior quality. The aerator, the filter found at the mouth of the faucet is installed to control water flow and to eliminate splashing. Aerators should be cleaned regularly. To clean the aerator, unscrew it from the mouth of the faucet, remove any deposits, rinse the screen and replace.

The surfaces of the plumbing fixtures are susceptible to damage from abrasive cleaners. Use of abrasive products and steel wool pads should be avoided as these products will cause the finish of the fixture to become dull and porous. Refer to the manufacturer's recommended maintenance procedures for specific information relating to your products.

From paint stripper to nail polish remover, household solvents are all too common throughout every home. A solvent is a substance that dissolves another substance forming a solution. Solvents that contain carbon are known as organic solvents and can contain chemicals considered hazardous - they can be flammable and toxic.

Some household maintenance and cleaning products contain organic solvents such as petroleum distillates. These are sometimes used to dissolve difficult stains or greases on certain materials that may be damaged by water-based cleaners. Plumbing fixtures are intended for normal household use only. Caustic products should not be disposed of in the household fixtures.

# APPLIANCES & WARRANTIES

## SPECIAL OPERATING INSTRUCTIONS: TOILETS

Each suite is equipped with an elongated high efficiency water saving toilet that is LEED compliant. Each flush uses 3L per flush, which is lower than 1.6Gpf maximum stated by The National Energy Policy Act of 1992. It may be necessary to hold the handle down to ensure a complete flush and waste removal.

Toilets are susceptible to blockage if anything other than human waste and a reasonable amount of toilet paper are flushed. New toilet designs use very little water per flush. This results in a lower volume of water carrying away the waste. Repeated flushing may be required in some instances to remove solid waste. Dense tissue paper and some thick toilet papers are unsuitable for these toilets. Never dispose of hair, grease, lint, diapers, sanitary products, cotton swabs or plastic in the toilet. Please note this is excluded from ACQ warranty coverage. These toilets are installed with a rubber gasket at the floor flange, which seals the toilet bowl and the drain pipe. Infrequent flushing may lead the water to evaporate in the toilet bowl. Each toilet includes a smooth close toilet seat.

### TOILET PLUMBING AND DRAINS TIP:

#### **The toilet is clogged.**

This may mean that you have to flush a few times or need to plunge.

#### **The toilet is making a 'burping' noise.**

Toilets are designed so that an air bubble is released from the jet in the bottom of the toilet bowl. This air bubble is part of the design and it will not hinder the performance of the toilet in any way.

#### **What cleaners do I use to clean my toilet?**

Wash it with mild soapy water, rinse thoroughly with clear water and dry with a soft cloth. Avoid detergents, disinfectants, or cleaning products in aerosol cans. Do not use abrasive scouring powders or abrasive pads on your toilet seat. Some bathroom chemicals and cosmetics may damage the seat's finish.

The manufacturer does not recommend the use of chlorine blocks or bluing agents in your tank as it may warp any rubber components (such as the flapper or the gasket between the flush valve and the china) and may cause plastic components to peel.

### DO'S

Do flush an appropriate amount of toilet paper.

Do clean the bowl regularly using vinegar.

Use chemical cleaners sparingly, especially if you have metal pipes.

### DON'TS

Do not flush biodegradable products, chemicals, feminine products, grease, oil, paper towel, Q-tips, tooth floss, toothpicks.

Do not use chlorine or blue pucks.

Do not use soap in toilet bowl water.

Do not wash coffee grounds down the toilet or sink. Throw them out.

If water continuously runs into the toilet bowl from the tank, there may be a poor seal at the flapper valve at the base of the tank. A worn flapper valve would require replacement. Water dripping from the base of the toilet tank is likely due to condensation on the tank versus a leak of any connections. High interior humidity levels will result in condensation on the cold surface of the toilet tank as the tank is refilled with cold water.

# APPLIANCES & WARRANTIES

## SPECIAL OPERATING INSTRUCTIONS: WINDOWS AND GLASS

In accordance with the Quebec Building Code (R.B.Q.), all of the windows in your suite will only open four inches. This safety feature helps to prevent large items falling from the windows. Glass breakage for reasons other than seal failures and pressure cracks is not covered under the manufacturer's warranty. Please refer to the manufacturer manual for use and care of your windows.

The effectiveness of the window system relies on the individual occupant cleaning both the track and seals to maintain an airtight seal; this will keep out the elements. It is imperative that when away from your suite, the window is closed. If left open, moisture could penetrate the interior wall and potentially damage your walls.

Most window designs incorporate a drainage track at the bottom of the window to collect any condensation that runs off of the glazing. These tracks will have weep holes to the outside to drain this moisture. These holes must be kept clean and can be maintained with a short piece of wire or a cotton swab.

### It is essential to follow the steps below to care for your new windows:

- Lubricate all operable parts approximately 2-4 times a year or as required. The weather stripping and the tracks on all windows and doors should be lubricated twice a year.
- Caulking should be inspected occasionally. Particular attention should be paid for any signs of loss of adhesion. Any faults or cracks should be repaired immediately.
- Commence cleaning as soon as the glass is visibly dirty.
- Washing of the glass should be preceded by a thorough cold-water flushing to remove all surface grit.
- Glass should be washed using a soft, clean, grit-free cloth and a mild soap of detergent. Glass should be rinsed immediately with clean water, and the excess water should be removed with a clean squeegee, or a clean, lint-free cloth. Do not allow metal squeegee holders to touch the glass surface.
- If paint or glazing compounds has to be removed from the surface, conventional cleaners and solvents should be used. Do not use razor blades or broad knife blades to remove these contaminants.
- Solutions that are strongly alkaline or acidic, fluoride salts or hydrogen fluoride producing compounds, must not be used.
- Fingerprints, grease stains, smears, dirt, scum, sealant residue, scratches and abrasions are more noticeable on coated glass than on uncoated glass. Extra care should be exercised in handling and cleaning to keep such markings off the glass.
- Abrasive cleaners must not be used on first-surface reflective glass products.



# CLIMATE CONTROL

# CLIMATE CONTROL

One of the most common complaints in a new building is condensation and excessive moisture on windows and on windowsills.

Condensation and excessive moisture occurs when the moisture content in the air is above normal. The material used in building your home contained gallons of water. This water comes out of the walls and floors through evaporation and raises the moisture content during the first winter of occupation. The air can only hold a limited amount of water vapor at a given temperature. Thus, when moist warm air reaches a colder surface, like a window pane, condensation forms on the glass.

## HEATING, VENTILATION, AND AIR CONDITIONING (HVAC)

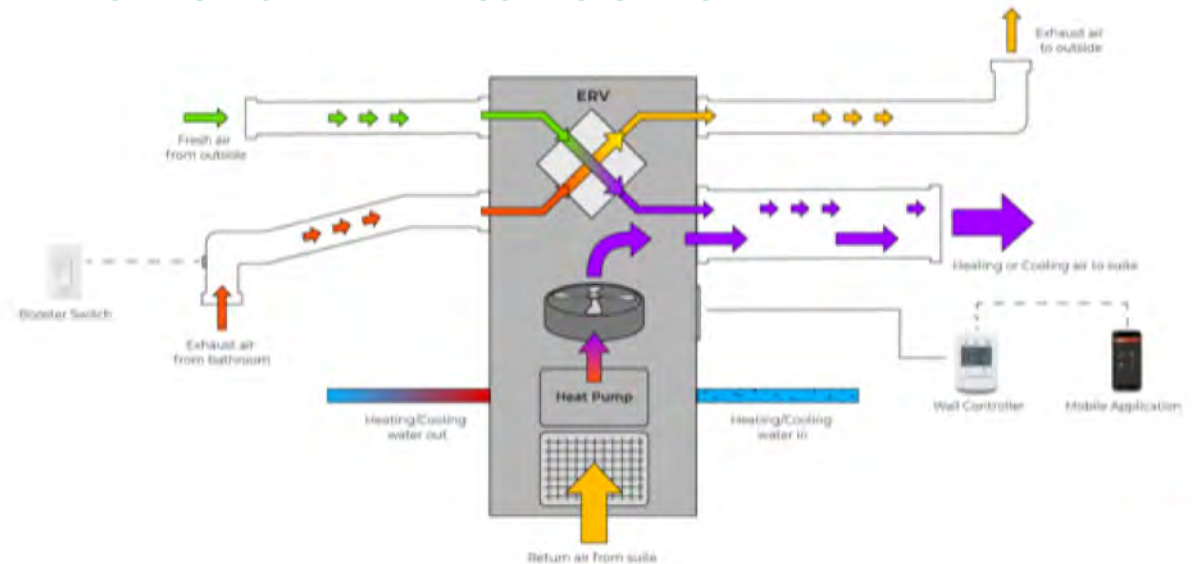
Your suite is equipped with a Heat Pump unit. This unit has a compressor in which it allows you to heat or cool your suite at any time. The unit is operated by a wall mounted digital thermostat. This thermostat has the following switches that allow you to manually adjust your settings to suit your needs.

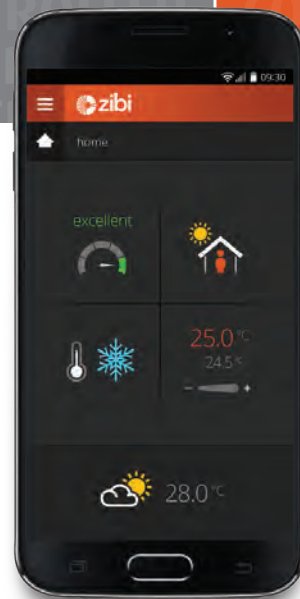
**There are several ways to help control and reduce the occurrence of condensation in your new home:**

- Always remember to turn your exhaust fan on when bathing or showering.
- Interior doors should be kept open to provide adequate air circulation.
- Do not over water household plants, as excessive moisture from your plants will cause condensation.
- Leave window coverings such as drapes open as much as possible to help the air circulate over the windows.
- Leave the fan running on the Heat Pump unit to help air circulation.

For more information, please refer to Canada Mortgage and Housing Corporation's "Moisture and Air" information guide.

## ZIBI - QUEBEC RESIDENTIAL IN-SUITE SYSTEMS





# HEAT PUMP CONTROLLER

USER MANUAL



Wall controller

## GENERAL INFORMATION

Your temperature control system is an automated device that will maintain your selected temperature setpoint.

The wall controller displays the system's main information and allows you to select the most common functions.

The controller application, on a mobile device or through an Internet browser gives you access to advanced features.



Mobile Apps controller

### COMFORT MODE

The system includes three automatic schedules (**Home**, **Away** and **Sleep**) based on the time of day.

It also includes an automatic **Vacation mode** based on the day of the year as well as a manual **Eco mode**.

WALL	MOBILE	
		<b>HOME</b> Settings for when you are at home and awake
		<b>AWAY</b> Settings for when you are not at home
		<b>SLEEP</b> Settings for when you are sleeping
		<b>ECO / VACATION</b>   Settings for when you want to keep the temperature from falling below the minimum setting or exceeding the maximum setting. Generally used to save energy when you are away on vacation or if you want to open windows and prevent the system from operating unnecessarily.

# WALL CONTROLLER

# MOBILE APPS CONTROLLER

## CONTROLS



Press to switch the system to **Eco mode**.  
The system will stay in this mode until you release it.



Press to override the system in **Home mode**. The system will stay in this mode until the next schedule or if you press it again.



Press to select which information is shown at the bottom of the display:  
If applicable (Setpoint, humidity, outdoor temperature...)



Press to change the **Heating/Cooling mode**.  
OFF - HEAT - COOL



Press to select the automatic mode or one of the 5 low speeds of the fan.



Press the **-** to decrease the desired temperature setpoint by increments of 0.5°C or the **+** to increase it.

# WALL CONTROLLER

# MOBILE APPS CONTROLLER

## HOME SCREEN



### A COMFORT MODE

	HOME
	AWAY
	SLEEP
	ECO / VACATION

### B HEATING OR COOLING MODE

	<b>HEATING</b>   A heating icon indicates that your system is operating in <b>Heating mode</b> .
	<b>AUXILIARY HEATING</b> (System malfunction)   The AUX icon indicates a system malfunction. This means the auxiliary heating system is operating in order to prevent freezing. (Contact your building manager if applicable.)
	<b>COOLING</b>   A cooling icon indicates that your system is operating in <b>Cooling mode</b> .

### C FAN MODE

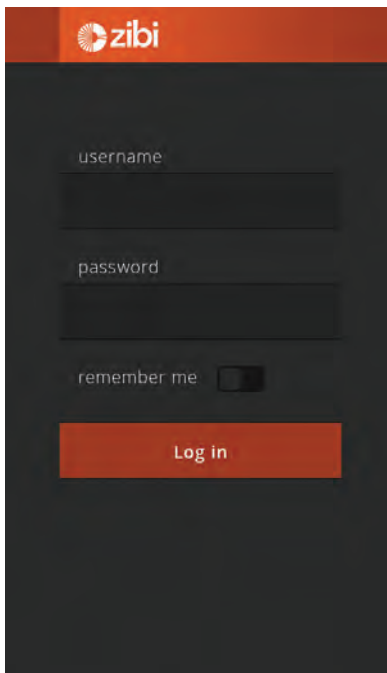
	<b>AUTOMATIC MODE</b>   The AUTO icon beside the fan indicates that the fan is configured in <b>Automatic mode</b> . The fan will run only when heating or cooling is required
	<b>CONTINUOUS MODE</b>   When the AUTO icon is not displayed, this indicates that the fan is configured in <b>Continuous mode</b> . When neither heating or cooling is required, the fan will still run at a minimum speed (5 choices) to maintain air circulation in the room. The waves to the right of the fan icon indicate the chosen speed of the fan.

## LOGIN

You can access the application by mobile or on the Web site.

To obtain your personal information required for the login, contact your building manager.

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The image shows a mobile application login screen. At the top, there is a red header with the 'zibi' logo. Below the header, the background is dark grey. There are three input fields: 'username', 'password', and 'remember me' with a toggle switch. At the bottom, there is a red button labeled 'Log in'.

To begin using the mobile application, enter your personal information.

Select **Remember me** to log in automatically the next time you use the application.

The image shows a web application login screen. At the top, there is a red header. Below the header, the background is white. There is a 'Welcome to enteliWEB™' message. Below the message, there are two input fields: 'Username' and 'Password'. At the bottom, there is a red button with a white right-pointing arrow.

To begin using the Web application, access to the Web page at

<https://zcu.zibi.ca/enteliweb>

and enter your personal information.

## HOME PAGE

**A ENERGY SAVING EFFICIENCY**

**INFORMATION DISPLAYED**  
Your energy performance compared to the average performance of the building

**FUNCTION**  
Tap to view more information about your energy consumption

**B HEATING OR COOLING**

**INFORMATION DISPLAYED**  
Current Heating or Cooling mode

**FUNCTION**  
Tap to select the desired mode or turn off the system.

**C SCHEDULE MODE OVERRIDE**

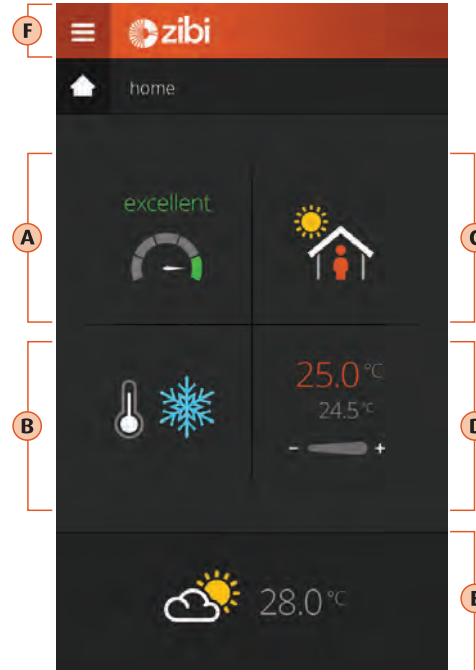
**INFORMATION DISPLAYED**  
Current **comfort mode**

**FUNCTION**  
Tap to select the desired **Comfort mode** override.

**D ROOM TEMPERATURE**

**INFORMATION DISPLAYED**  
Room temperature and current setpoint

**FUNCTION**  
Tap to modify the current setpoint (will be reinitialized at the next schedule change).

**E OUTSIDE TEMPERATURE**

**INFORMATION DISPLAYED**  
Current weather conditions

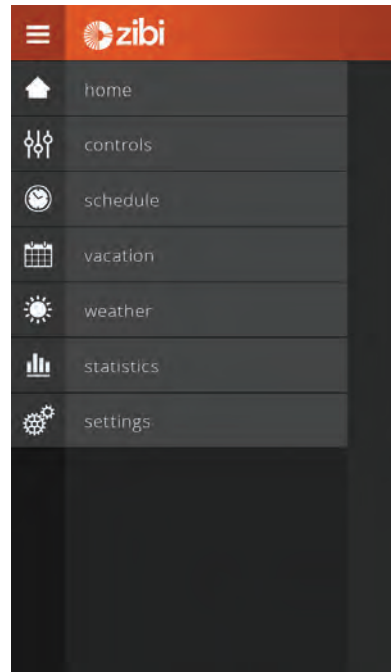
**FUNCTION**  
Tap to view more weather information.

**F MENU**

Tap to select more options.



## MENU PAGE



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**HOME** | For current information on Comfort mode, room temperature, energy saving efficiency and weather conditions



**CONTROLS** | To modify the temperature setpoint in each Comfort mode



**SCHEDULE** | To adapt your system to your lifestyle



**VACATION** | To set a time period during which you will be away from your home



**WEATHER** | For a quick overview of short-term weather forecasts.



**STATISTICS** | To view more information about your energy consumption

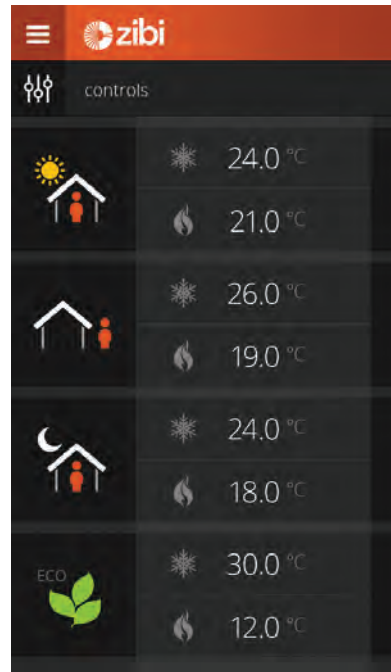


**SETTINGS** | To change some settings

## CONTROLS PAGE



Your heating and cooling needs change depending on the time of day or the day of the week. For instance, when you are away from your home in the summer, you don't need to maintain a rigid temperature control. To boost your energy savings, you can modify your desired cooling setpoint and let the temperature rise to a maximum value.

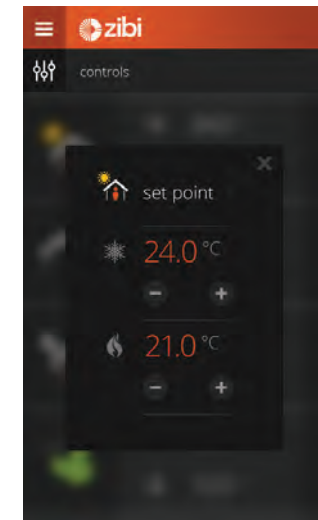
The **Eco mode** is generally used for energy savings when you go away on vacation or if you want to open the windows and prevent the system from operating unnecessarily. The setting is generally either very low or very high in order to prevent freezing or overheating.



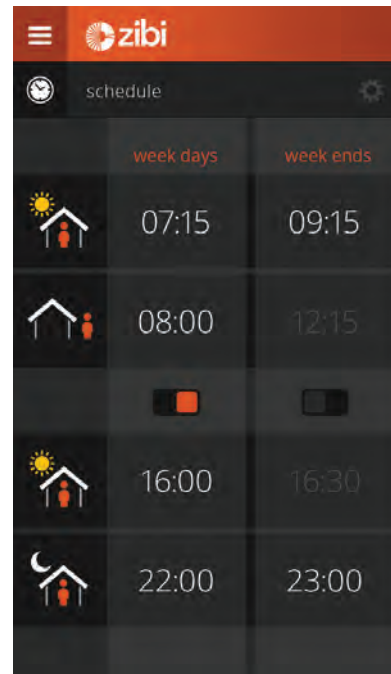
## TEMPERATURE SETTING PAGE

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- 1 Tap the  or  in the desired **Comfort mode** to enter the **Temperature setting page**.
- 2 Tap the **-** to decrease the desired temperature setpoint or the **+** to increase it.
- 3 Tap the **X** to return to the **Controls page**.



## SCHEDULE PAGE



This versatile system can be adapted to your lifestyle in that it allows you to choose between two types of days of the week (by default: weekday and weekend day).

Each can be set for either two or four periods during the day. For instance, if you normally stay home on the weekend, you can disable the four-period schedule and maintain the **Home comfort** setpoint until you go to bed.

Toggle between the desired period configurations

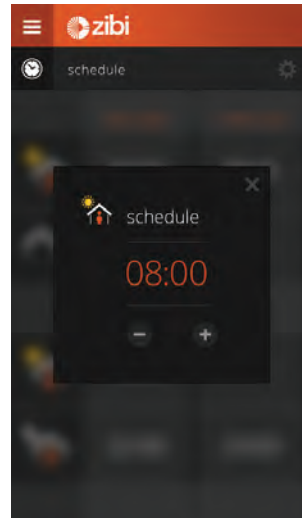
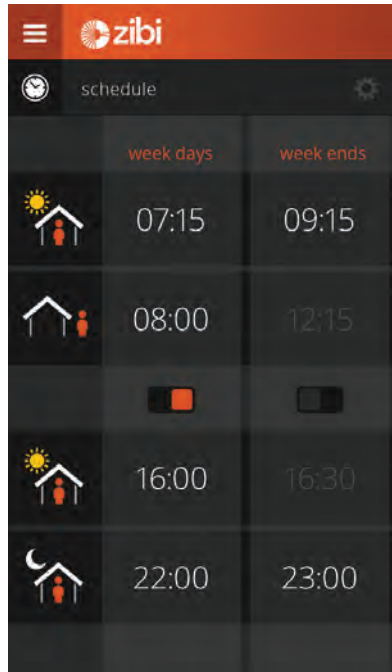
#### 4 PERIOD SCHEDULE

- ▶ Wake up
- ▶ Leave
- ▶ Return
- ▶ Sleep

#### 2 PERIOD SCHEDULE

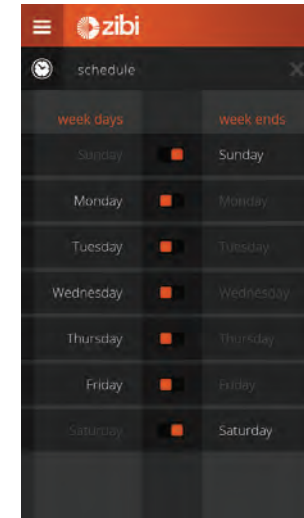
- ▶ Wake up
- ▶ Sleep

## SCHEDULE PAGE



## TIME SETTING PAGE

- 1 For each **Comfort mode**, tap the time to modify the start time.
- 2 Tap the **-** or the **+** to set the start time.
- 3 Tap the **X** to return to the **Schedule** page.

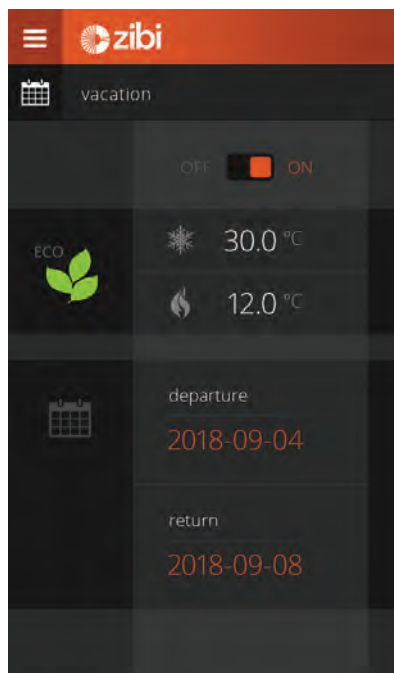


## DAY SETTING PAGE

- 1 Tap the **gear** to enter the **Day setting** page.
- 2 Toggle each day between week and week-end to adapt the type of day to your lifestyle.
- 3 Tap the **X** to return to the **Schedule** page.

Some people work on weekends and are at home during the week.

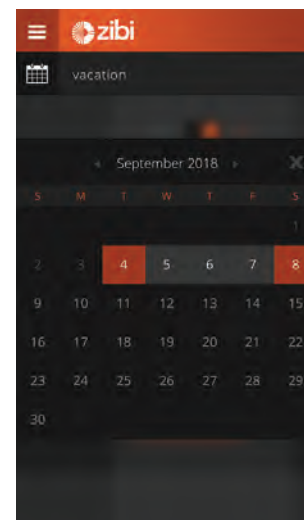
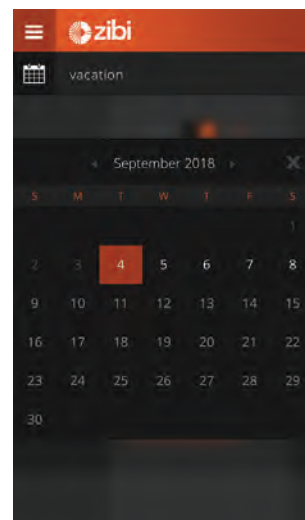
## VACATION PAGE



The **Vacation page** allows you to pre-set a schedule for a period of time when you will be away from your home. By activating this feature, the system will automatically switch to **Eco/Vacation mode** on your departure date and return to the normal schedule when you return home. This will help you save energy.

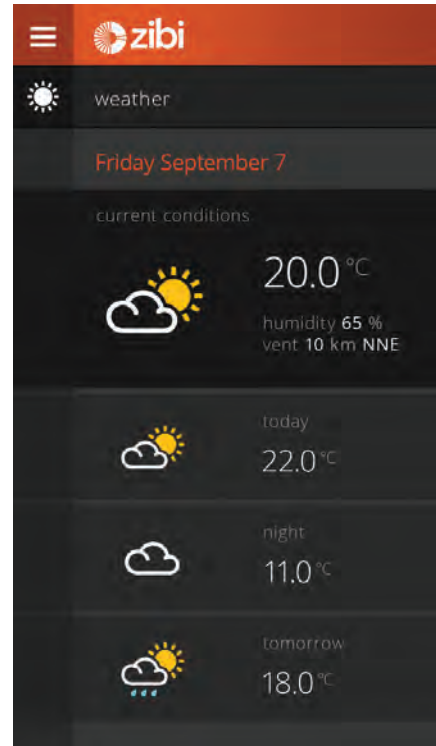
**VACATION PAGE**

- 1 Toggle ON, to activate the **Vacation mode**.
- 2 Tap the ❄️ or 🔥 field to change temperature in **Eco mode**.
- 3 Tap a date to set the days of the vacation period.

**CALENDAR PAGE**

- 1 Choose your departure day and your return day on calendar. The entire vacation period will be selected.
- 2 Tap the **X** to return to the **Vacation page**.
- 3 On **Vacation page**, the departure and return days will be displayed.

## WEATHER PAGE



The **Weather page** provides a quick overview of short-term weather forecasts.

## STATISTICS PAGE



The **Statistics page** provides your energy performance compared to the average performance of the building.

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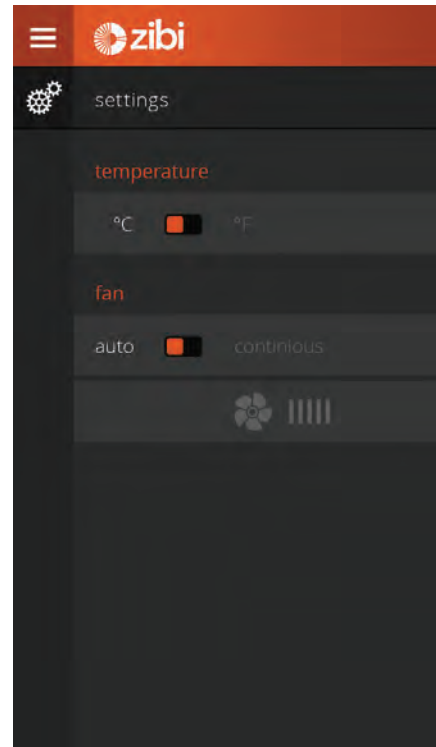
**It shows:**

Your **energy saving efficiency** among the following 5 levels : poor, bad, ok, good and excellent.

Your **energy performance in  $W/m^2$**  compared to the average of the other units of the building, for the last 4 hours, 12 hours and 24 hours.

Your **consumption in kWh** of the current month.

## SETTINGS PAGE



The **Setting page** allows you to make some changes to the settings.

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**TEMPERATURE**

Toggle between °C or °F.

**FAN MODE**

Toggle between **Automatic mode** or **Continuous mode**.

In **Automatic mode**, the fan will operate only when heating or cooling is requested.

In **Continuous mode**, when neither heating or cooling is required, the fan will still run at a minimum speed (5 choices) to maintain air circulation in the room.

Tap the fan icon to choose one of the 5 low speeds available.



# CLIMATE CONTROL

## VENTILATION

Each suite at O has an Energy Recovery Ventilator (ERV) coupled to the heating and cooling air distribution system. The ERV exhausts air from the washroom, and brings fresh air into the suite. Each suite has been constructed as its own compartment for air, and does not rely on air infiltration from the corridor. The volume of fresh air over a time period (ventilation rate) is set by code in Quebec, and the ERV is sized to meet this minimum amount at its lowest setting. In the washrooms, a booster switch turns the ERV to a higher flow rate for a set period of time, increasing the amount of both exhaust and supply air. Using this booster switch is an effective way to increase the ventilation rate in your suite. An ERV is an energy savings device as it allows the heating energy from/to an outgoing stream of air to transfer to/from an incoming stream of air without mixing the actual air. In winter, this allows outgoing air to pre-heat incoming air, and in the summer, it allows outgoing air to pre-cool incoming air.

Ventilation rates are highly correlated with humidity levels in the suite. Based on typical occupancy, the suites at O have been constructed to not require dehumidification or humidification because the normal activities within the suite introduce enough moisture into the air and the ventilation rates are set to exhaust sufficiently. However, lifestyle differences may introduce higher or lower levels of humidity. Kitchen ventilation fans, clothes driers, and second washrooms are ducted directly to the exterior and do not go through the ERV. Using the kitchen fans or second washroom fans for periods of time when there is a lot of water vapour or odours is an effective way to remove excess moisture from the suite, but will increase energy use.

Windows are also an effective means of ventilation and depending on weather conditions, thoroughly airing out the home for 15 minutes a day may suffice. In addition, opening a window near the source of moisture while the exhaust fan is in operation will allow for cross ventilation and more effective moisture and odor removal.

If high humidity levels occur inside your new home during periods of very cold weather, condensation and frost on the inside face of the windows will occur. This is a ventilation issue and is not a fault with the window. Condensation can result in the growth of mold on the window frame that can be controlled with a mild solution of bleach and water.

If you are experiencing condensation on your windows, below are a few effective and efficient ways to reduce the condensation in your home.

- Use exhaust fans while cooking
- Use bathroom exhaust fans while having a bath or shower
- Open the blinds and drapes throughout the day to allow for air circulation on windows Move furniture roughly 12-16 inches from windows and heaters

Low humidity levels can also occur in the suites in winter when humidity levels outside are extremely low, especially during periods of low-occupancy in the suite. If away for an extended period, it is best to program your thermostat to indicate that the suite is vacant. Programming within the ERV will ensure that it runs at lowest possible level, even switching off for periods of time in the winter if the suite becomes too dry. Other means of increasing humidity in winter are to limit the use of the kitchen exhaust or second bathroom exhaust or introduce a small portable humidifier. Careful attention should be paid to ensure the space is not over-humidified as evidenced by condensation or frost on the windows.

For specific operating and maintenance requirements of the ERV, see the operator's manual. For operating and maintenance requirements for the other fans, please see the next section.

# CLIMATE CONTROL

## RANGE HOODS AND EXHAUST FANS

Range hoods and exhaust fans are provided to reduce or eliminate cooking odors and excess moisture. For efficient operation and to reduce potential fire hazards created by grease accumulation, filters should be washed frequently. Exhaust fans eliminate moisture from the suite. The exhaust fans are located in the kitchen, bathrooms and laundry dryer.

The kitchen exhaust fan must be switched on whenever you are cooking. The fan has a removable filter, which should be removed once a month and soaked in detergent and rinsed. A kitchen fan and filter requires cleaning. The frequency of cleaning required will depend on how often the range is used and what type of cooking is done. The filter is made of a steel mesh that performs best when clean. It is easily removed and cleaned by soaking in warm water with regular detergent. It is also recommended to clean the fan and housing as well.

The bathroom exhaust fan must be used whenever using the bathroom and showering. The switch to operate the fan is located near the light. Certain model types may have a dual fan system that operates with one motor controlled by one switch as per building plans and specifications. Please note that the fan can be turned on in either location but must be turned off from the location where it was initially turned on.

Bathroom fan(s) installed in your home are intended to be an integral part of your home's ventilation system. A manual switch will control one fan. Some switches can be overridden by the de-humidistat controller when the humidity level in the home is higher than the setting on the controller. The fan(s) should be cleaned seasonally by removing the dust and dirt that has built up on the fan blades and grill.

## EXTERIOR DOOR

Exterior doors are exposed to detrimental weather conditions and extreme temperature variations from the inside to the outside which can harm the surface of the door. Variations in the relative humidity from the interior to the exterior can also affect the door. Exterior swing doors are generally made of solid wood, metal, wood over a foam core or fiberglass. Sliding patio doors are usually constructed with metal or vinyl frames and are supplied by the window manufacturer.

# WARRANTY EXCLUSIONS

# WARRANTY EXCLUSIONS

## THE GUARANTEE PLAN DOES NOT COVER THE FOLLOWING, IN PARTICULAR:

- Repairs to defects in the materials and equipment that you supply and install;
- Parking areas or storage rooms located outside the building containing the dwelling units, and any works outside the building, such as outdoor swimming pools, landscaping, sidewalks, driveways or surface water drainage, with the exception of the descending slope of the lot, which is covered;
- Promises of a vendor concerning costs for use or energy consumption of appliances, systems or equipment included in the construction of a building;
- Defects in materials, design and work supplied by the homeowner;
- Secondary damage caused by defects under warranty, such as property damage and personal injury;
- Normal wear and tear;
- Normal shrinkage of materials caused by drying after construction
- Damage caused by dampness or condensation due to failure by the homeowner to maintain adequate ventilation or proper operation of moisture-producing devices such as humidifiers;
- Damage caused by the homeowner or visitors;
- Alterations, deletions or additions made by the homeowner;
- Settling of land around the building or along utility lines, other than beneath the footings of the building;
- Damage resulting from acts of God;
- Damage caused by insects or rodents, except where construction does not meet specifications of the R.B.Q. (Régie du bâtiment du Québec).
- Damage caused by municipal services or other utilities;
- Surface defects in work and materials specified and accepted in writing by the homeowner at the date of possession.

# WARRANTY EXCLUSIONS

## WHAT TO LOOK FOR, WHAT TO REPORT, WHEN AND WHO TO REPORT TO:

Your home has been built to meet or exceed the standards of quality in materials and workmanship set out by the Régie du Bâtiment du Québec (R.B.Q.). Over the course of the first year of any new building, a certain amount of shrinkage of building materials is expected as well as settling. There may be some cracking of drywall due to building material shrinkage or components adjusting and responding to their new environment. As well, there may be other items that you may notice, but do not constitute a hazard or in any way interfere with the enjoyment of your home.

For your own peace of mind and convenience it is important to report problems at the appropriate time. Some items should be considered emergencies that should be dealt with immediately. Others may require prompt attention, but can wait until regular business hours. Lastly there are those items to be noted for the 30 day or year-end review. Below are examples of each type of problem and the appropriate response.

### BUILDING OR IN-SUITE EMERGENCIES:

An emergency is a problem that will affect the well-being of the resident(s) and requires immediate attention. Examples might include, but are not limited to:

**Water Leak:** If the leak occurs between a fixture and a shut-off valve, close the shut-off valve immediately. If no shut-off exists locate the main water shut-off (usually located where the water line enters your home) and turn it off until the problem can be rectified.

**Clogged Sewer Line or Fixture:** A clogged fixture or sewer line generally occurs because users of the facility are flushing inappropriate materials down a toilet or drain. DO NOT continue to use the facility once a blockage has occurred. Attempt to unclog the line by using a plunger.

Refer to page 3 for emergency contacts.

### BUILDING ENTRANCE SYSTEMS:

For a malfunction of the front or garage doors, please contact Property Management.

### ITEMS REQUIRING IMMEDIATE ATTENTION:

Items falling into this category are those that could pose a safety hazard or which, if left unattended until the year-end review can cause greater harm to your home or the building. While these occurrences are rare, it could include such things as:

1. Loose railings and other safety concerns, malfunctioning plumbing.
2. Electrical problems, including inadequate heat or environmental control.
3. Water seepage visible as damp areas on surfaces such as exterior stucco, window seal failure causing the space in between the sealed glass to fog up or show condensation.
4. Window cracks.
5. Exterior or entry doors and windows that no longer fit or function properly.
6. Cracked or broken tile in the shower not due to accidental or intentional damage (exposed drywall in shower can cause further damage).

# WARRANTY EXCLUSIONS

## ELECTRICAL

Breaker Panel—The panel is located in your suite. The panel provides power to your suite and several circuit breakers. Each breaker provides power to a specific area, or item with the suite. The breakers are labeled so that you will be able to quickly determine which area each one applies to.

If you overload one of the electrical outlets the breaker will “trip”. To restore power, follow the procedure below:

1. Locate the breaker that has tripped on the breaker panel. A tripped breaker will be set in the middle position.
2. Unplug everything that was plugged in the outlet serviced by that particular breaker.
3. Turn the breaker to the off position, and then turn it back on. This will reset it and power should be restored to the outlet.

## Ground Fault Circuit Interrupter (G.F.C.I.)

The Ground Fault Circuit Interrupter is a safety feature that is required under the electrical safety code. Its function is to interrupt the electrical power in the event of exposure to water and to protect against accidental shock. To test the G.F.C.I follow the instructions below:

Preparation - Ensure that power is available as the circuit breaker must be on to conduct the test. The RESET button should always be pushed in.

## Testing

To test the function of the RESET button, push the TEST button and immediately the RESET button should pop up. If the RESET button does not pop up when the test button is depressed, do not use the G.F.C.I. outlet. Advise the Property Management Office of this test failure.

## Restoring Power

Push the RESET button firmly into the device until a click is heard. Please note: if the shock finder G.F.C.I. trips when an appliance is used, the appliance may be defective

## No Heat

If the heating system does not appear to be operational ensure the thermostat has not been turned down. For electric heat, check to ensure that the breaker is in the on position by turning it off and resetting it.

# PROPERTY MANAGEMENT

# PROPERTY MANAGEMENT

## **PROPERTY MANAGEMENT OFFICE:**

The property management office is located at 335 Catherine Street, Ottawa, ON K1R 5T4. The hours of operation are 9am to 5pm.

## **RESIDENT UNDERGROUND PARKING:**

To access resident parking levels from the entrance to your designated parking unit, simply press the appropriate button on the garage door opener. If your access opener is not working, please contact property management.

Please immediately notify your Property Manager if your FOB or garage door opener is lost or stolen

## **VISITOR PARKING:**

There is no visitor parking within the O Condominiums building. If you have visitors, there are various paid parking lots and street parking available within Vieux-Hull.

No motor vehicle or any other kind of vehicle or machinery except maintenance equipment may be driven on any part of the Condominium's parking areas. Idling or standing is strictly prohibited in the following areas:

1. Condominium entrances
2. Designated pick-up/delivery areas of the Condominium

Vehicles parked in these areas will be ticketed and/or towed away without prior notice at the owners' risk and expense.



# PROPERTY MANAGEMENT

## **CAMERA SURVEILLANCE**

All activities are recorded on a 24-hour basis at main entrances and parking lobbies around the building.

## **ENTERPHONE SYSTEM: OPERATING PROCEDURES**

Visitors at the front entrance can reach you on your telephone by dialing the coded security number associated with your suite, listed in the EnterPhone directory. Please note that the EnterPhone system can be connected to a landline or a cellphone.

To permit access, press 9 on your telephone. To deny access, simply hang up. A double tone will be heard if a visitor is trying to reach you while you are on the phone (providing you have call waiting service). To place the outside call on hold, press the flash button; this will connect you with the visitor. Press 9 to permit access and then press the flash button to return to your call. To deny access simply press the flash button to return to your call, do not press 9.

## **PROPERTY MANAGEMENT AFTER HOURS SERVICE**

In case of an emergency, after regular office hours please contact the Emergency Phone 613-762-5704. Examples of an emergency include fire, flood, no heat, no electricity.

## **POLICIES**

Property Management will never accept of any parcels, registered and couriered mail and perishable items on the homeowner's behalf.

# ACCESS TO BUILDING

# ACCESS TO BUILDING

## BICYCLE PARKING

These spaces are for the temporary parking of bicycles on a first come first serve basis and subject to Condominium rules. No bicycle is to be stored other than in the designated bicycle/storage areas in the underground levels. Bicycle parking spaces are available for residents of the Condominium. Bicycles are not permitted to be transported in the passenger elevators

## STORAGE UNITS

Storage Units located in the underground garage are not climate controlled. These units may experience fluctuations in temperature and/or humidity. Residents are advised not to store any items that are sensitive to temperature or humidity in their Storage Unit. No food or other perishable items are permitted. Bicycles should be stored in the Bicycle Storage unit and personal items should be properly wrapped and protected from fluctuations in temperature.

## ELEVATOR

Access to the elevator is available at each condominium floor and ground floor. Arrangement for use of the elevator both for before and after the initial move-in must be coordinated through the Property Management Office.

## MOVING HOURS

Reservations are to be made at least forty-eight hours in advance, during business hours, and are on a first-come, first-served basis. Three hour time slots are available.

## MAIL ROOM AND MAIL DELIVERY

Individual mailboxes have been installed in the main lobby mailroom. The 2 keys to your pre-assigned mailbox are provided in your completion package. Be sure to let Canada Post know that you are moving.

## THE CIVIC ADDRESS FOR O CONDOMINIUM

Your Suite Number - 40 rue Jos-Montferrand  
Gatineau, QC  
J8X 0C2

# ACCESS TO BUILDING

## GARBAGE DISPOSAL, RECYCLING, AND COMPOSTING

Garbage disposal rooms are located in the underground garage.

You are living in a One Planet Community, as such effective waste diversion is an essential part of everyday life. To facilitate effective waste diversion, you have been provided with waste separation bins to be used to carry your waste to the waste disposal room located in the underground garage.

Waste at O will be collected by la Ville de Gatineau. La Ville collects organic residential waste, mixed recyclables and garbage. It is your responsibility to bring your waste down to the waste room, to separate as per the bins provided and to keep the area clean. The Property Manager will be responsible for bringing the bins out of the building on collection day.

**Matières recyclables**

Métal  
Papier et carton  
Plastique 1,2,4,5 et 7  
Verre

**D  
TRITUS**

**Dans le doute?  
DTRITUS  
POUR BIEN  
TRIER**

Pour vous aider à bien trier vos matières recyclables, téléchargez l'application ou consultez le [gatineau.ca/dtritus](http://gatineau.ca/dtritus).

**Dans le bac bleu.**

Gatineau

**PICKING  
THE  
BROWN  
BIN IS  
EASY.**

**COMPOSTABLES**  
At-a-glance

Gatineau

**Ordures ménagères**

Couches et produits sanitaires  
Emballages métallisés  
Litière et excréments d'animaux domestiques  
Plastique non recyclable  
Polystyrène  
Verre brisé

**D  
TRITUS**

**Dans le doute?  
DTRITUS  
POUR BIEN  
TRIER**

Pour vous aider à bien trier vos matières, téléchargez l'application ou consultez le [gatineau.ca/dtritus](http://gatineau.ca/dtritus).

**Dans la poubelle.**

Gatineau

# ACCESS TO BUILDING

For information on what can be recycled in Gatineau please see the link below:

[https://www.gatineau.ca/portail/default.aspx?p=compostage\\_recyclage\\_ordures/matieres\\_recyclables](https://www.gatineau.ca/portail/default.aspx?p=compostage_recyclage_ordures/matieres_recyclables)

For information on what can be composted in Gatineau please see the link below:

[https://www.gatineau.ca/portail/default.aspx?p=compostage\\_recyclage\\_ordures/matieres\\_compostables](https://www.gatineau.ca/portail/default.aspx?p=compostage_recyclage_ordures/matieres_compostables)

For information on what goes to the landfill in Gatineau please see the link below:

[https://www.gatineau.ca/portail/default.aspx?p=compostage\\_recyclage\\_ordures/ordures\\_menageres](https://www.gatineau.ca/portail/default.aspx?p=compostage_recyclage_ordures/ordures_menageres)

Unsure of how to recycle or dispose of an item, visit the tool below:

[https://www.gatineau.ca/portail/default.aspx?p=compostage\\_recyclage\\_ordures](https://www.gatineau.ca/portail/default.aspx?p=compostage_recyclage_ordures)

## **Hazardous Material:**

Hazardous material collections will be organized by the Property Manager. You may also dispose of residual material at an EcoCentres.

For more information on the EcoCentres please see: [https://www.gatineau.ca/portail/default.aspx?p=compostage\\_recyclage\\_ordures/ecocentres](https://www.gatineau.ca/portail/default.aspx?p=compostage_recyclage_ordures/ecocentres)

## **TIPS FOR RECYCLING AND COMPOSTING:**

- Recyclables that have come in contact with food must be rinsed lightly
- Soiled cardboard (pizza boxes, donut boxes) should be composted and not recycled
- Take away coffee cups most often have a plastic liner and go in the garbage and not recycling or compost
- In Gatineau, recyclables do not need to be separated. Containers, packaging and print paper, cardboard, plastic, glass or metal all go in the same bin.
- Number 6 plastic cannot be recycled, nor can plastic without a number
- Electronics, batteries and hazardous waste can be recycled and disposed of at the EcoCentres.

**AMENITIES**

# AMENITIES

## ROOFTOP

Rooftop patio is open to residents and their guests seven (7) days a week between the hours of 9 a.m. and 11 p.m.

- Business meetings are not permitted.
- Residents can entertain a maximum of 2 guests at a time.
- Residents must wear proper attire.
- BBQ rules must be followed.

## FITNESS ROOM

**Fitness Room: Operating hours are 6:00 A.M. to 11:00 P.M.**

- Children under 14 are not permitted in the Fitness Facility.
- No alcohol, food or smoking inside the Fitness Facility.
- Gym equipment must not to be removed from the Fitness Facility.
- Appropriate attire is required for access throughout the common areas of the Condominium. Swimsuits, bare chest or feet are not permitted in the building's public areas.
- All equipment should be treated with care and respect and used accordance with the instructions.
- Use of equipment is at user's own risk. Neither the Corporation nor Property Management assumes any responsibility or liability for injuries that may occur.
- Equipment must wiped down after each use.

**UTILITIES**



# UTILITIES

Each suite in the building has its own Hydro Quebec electricity meter that measures the use of all electricity within their suite. Owners will have an account with Hydro Quebec and will receive and pay invoices for this metered energy use directly.

## **Electricity**

Electricity consumed in common areas of the building, or for common services within the building will be metered separately and the invoice will be paid by the Condo Board as a common expense.

## **Potable water**

Potable water for residential home owners in Gatineau is not metered at the suite level and is paid for within the municipal tax structure.

## **Sanitary water**

Sanitary water for residential home owners in Gatineau is not metered at the suite level and is paid for within the municipal tax structure.

O Condominiums is connected to a District Thermal Energy System (DT) that provides heating and cooling energy to all buildings at Zibi via a hydronic network, which simply means that heat is carried by water within pipes that interconnect the buildings to a heat source and means of heat rejection. The DT system is operated as a stand-alone company – Zibi Community Utility (ZCU). The Condo Board has a contract with ZCU to supply heat and remove excess heat from the building. There is an “Energy Transfer Station” (ETS) within the building that includes a heat exchanger, control valves, and metering that allows heat to be transferred between the building and the DT network. The condo will pay a bulk invoice for all heating and cooling energy from the DT system, as measured at the ETS and fixed charges as per the contract with ZCU.

## **HEATING AND COOLING WITHIN THE SUITES**

Is accomplished by a heat-pump located in the suite. The heat-pump takes heat from or rejects heat to a hydronic loop in the building, which is coupled to the ETS. The heat-pump uses electricity to perform its work and this electricity is measured on the suite meter. The heat that is taken from or rejected to the building loop is measured by a thermal meter within the heat-pump. Each suite owner will receive an invoice from the Condo Board for their portion of the bulk invoice from ZCU for heating and cooling energy used within their suite, based on the meter readings in the heat-pump and a proportionate shares of fixed DT charges. Maintenance of the heat-pump and related mechanical systems within the suite are to be completed in accordance with the manufacturer’s recommendations by the suite owner. Details can be found within the owner’s manual of the equipment.

## **HEATING AND COOLING IN THE COMMON AREAS**

The building is separately metered both thermally and electrically and the invoices are paid by the Condo Board as common expenses.

## **DOMESTIC HOT WATER**

Is produced centrally in the building using heating energy from the DT system via a heat-pump and then distributed to suites. There are no suite-level meters for DHW. The Condo Board pays for DHW via common area electricity invoices and DT energy invoices as common expenses.

## **INTERNET, TELEPHONE, AND CABLE**

Internet, telephone and cable services have been pre-wired to the suites by Bell and Videotron. Owners will establish their own contracts with these providers as they wish. Additional infrastructure has been installed at Zibi to allow additional data and telecom companies to provide services to O in the future. Should you have questions about other telecom companies in the future – contact property management to confirm provisions that may or may not have been made.

# **GUIDELINES TO CONDO LIVING FOR RESIDENTS**

# GUIDELINES TO CONDO LIVING FOR RESIDENTS

## MOVING APPLIANCES AND FURNITURE

Be careful when moving appliances or heavy furniture. Use a dolly or lay other protection for the flooring maybe helpful to avoid damage of the flooring.

## WHAT TO DO IF SOMETHING GOES WRONG IN YOUR UNIT

Your Customer Relations Specialist is the person who will help you navigate the months leading up to moving into your new home and after you have moved in. They will be able to assist with ACQ warranty related inquiries for the Builder.

### Customer Care

6 Booth Street

Ottawa, ON K1R 6K8

T: 613-518-0344

service@zibi.ca

Hours: Monday - Friday 9 a.m. to 5 p.m.

## WATER LEAKAGE

In the event of water penetration inside your suite from the exterior, above or surrounding areas outside your unit, contact the Property Management Office immediately, so that the source can be investigated. Repair of damaged areas may be the responsibility of another resident, in which case, the appropriate responsible parties involved residents involved will make the necessary repair arrangements through their insurers. Property Management will arrange for repairs, etc., if damage is a result of a common element issue.

## SPRINKLER INFORMATION

Please do not hang anything from or cover sprinkler heads. Even lightweight items can damage sprinklers. Keep paint away from sprinklers and sprinkler covers.

# GUIDELINES TO CONDO LIVING FOR RESIDENTS

## IN-SUITE MAINTENANCE

In-suite maintenance is the Owner's responsibility. Each Owner is required to maintain his/ her own Unit and any system, appliance or fixture that serves your Unit exclusively. The Property Management Office can provide you with contact names and telephone numbers of local services providers for maintenance items within your suite if needed. Property Management may assist in the event of an emergency, but will not conduct any repairs within the Condominium.

## RESIDENT INFORMATION FORMS

For your convenience and protection, please notify the Property Management Office of any changes in your "resident information", such as new telephone numbers, change in occupancy status, i.e. additional residents, etc. It is critical for your own safety and security that you advise the Management Office when an occupant(s) has moved out of your suite so that his/her access to the building is removed and any access cards are reprogrammed, as appropriate.

## VACATIONS

If you are going on vacation or will be away for an extended period, we suggest that you advise the Property Management Office. If possible, we would like to request the telephone numbers where you can be reached in the event of emergency. Also, please advise of any guests visiting your suite during your absence, and if there are special instructions you may wish to leave with Property Management during your absence. We also suggest turning the water off in the entire suite while you are away.

## NOISE

Please respect your neighbours' right to peaceful enjoyment of the property and refrain from any loud noise or vibration particularly before 7:00am, in the evenings and on weekends.

## INSURANCE BY THE CONDOMINIUM RESIDENTS

In accordance The Autorité des marchés financiers, the building's insurance policy covers the common elements and only those base components of the individual units that comprise the standard unit, as will be set out in the Standard Unit By-law. The building insurance does not cover any resident's contents, nor does it cover any finishing's beyond what is set out in the Standard Unit By-law.

Homeowners are advised to contact their insurance carrier to secure a Condominium Unit Owner's Policy (or where applicable, a tenant policy). It is also wise to include personal public liability coverage. Such a policy will provide coverage for legal liability and property damage caused by you, your guests or invitees. If the unit is rented by a tenant, Homeowners are still required to have property insurance of their own and must obtain a proof that the tenant also has insurance. The Homeowner is ultimately responsible liable for their tenant.

Other components of insurance to be considered are coverage for the deductible under the Condominium master insurance policy for which an owner may be responsible; coverage for any additional living expenses suffered by any occupant of the Unit and/or any loss of income by the owner, if the occupant is forced to leave the unit due to substantive damage; coverage for any special assessments levied by the Condominium against the unit and contingent coverage in the event the Condominium's insurance is inadequate.

# GUIDELINES TO CONDO LIVING FOR RESIDENTS

## **VANDALISM**

All residents should be concerned about acts of vandalism, i.e. instances where the property is willfully damaged, destroyed, stolen or misused. Report all incidents to the Property Management providing as much information as possible, including a description of the offender(s). Such reports will be held in the strictest confidence and will be used by Property Management in conjunction with the Police Department and our solicitors if necessary to initiate appropriate action.

## **RULES FROM THE CONDOMINIUM**

These items are not all inclusive, residents should refer to the Condominium Rules for further provisions.

## **EXTERIOR DÉCOR**

The Condominium Rules provide that a visually uniform exterior be maintained, with draperies, blinds or other window coverings visible from the exterior of the Unit to be white or off-white. Please refer to the Condominium Rules for greater detail.

## **KEYS/SUITE LOCKING MECHANISMS**

No additional locks or alternate locks may be installed on any suite door. Contact the Property Management Office in the event you need to replace your current lock on your suite door. All keys must be keyed to the building master keys and must remain this way for safety. Under no circumstances shall building access or common element keys be made available to anyone other than an owner or authorized resident.

## **SAFETY**

No storage of any fuels or any other combustible material is to be kept in the suite or bicycle/storage unit. Smoking is prohibited in all interior common areas (including stairwells). No propane or natural gas tank shall be kept in the units or exclusive use common element, balcony or terrace area.

## **PETS**

No animal, livestock or fowl shall be kept upon the common elements. When on the common elements, all pets must be under leash. No pet that is deemed by the Board of the manager in its absolute discretion, to be a nuisance shall be kept by any owner upon the common elements. Please refer to the Condominium Rules for greater detail

## **BALCONIES AND PATIO AREAS**

Gas, electric, and charcoal grills are not permitted on any terrace, patio or balcony. No owner shall grow any type of plant, shrubbery, flower, vine or grass, on any common element of which he/ she has exclusive use without the prior written consent of the board. Only seasonal furniture that is safely secured is permitted on balconies, terraces and exclusive use common areas. Please refer to the Condominium Rules for greater detail.

# TENANCY OCCUPATION

# TENANCY OCCUPATION

## OWNER'S CONTRACTORS, TRADE OR SERVICE PERSONNEL

After final closing, when minor alterations are permitted, no Contractor, trade or service personnel may enter upon the property to perform any work or services in or about any unit (including any exclusive use common area) unless such persons or firms are:

1. Employed by the Declarant, its affiliate or associate in connection with completion of the building or any particular unit;
2. Employed directly by the Condominium Corporation; or
3. Employed by a unit owner in circumstances where the intended performance of work and/or services in or about a unit has, as applicable, first been approved, in writing, by the Corporation and where the work and/or services are supervised by an approved contractor or service personnel in accordance with the Corporation's written direction; and, where required in the discretion of the Property Manager, the owner of the unit has provided to the Corporation a deposit in a reasonable amount to cover the Corporation's initial costs of supervision (to be finalized upon completion of the work); and where the unit owner has entered into a written undertaking to indemnify the Corporation with respect to any expenses, damages or costs whatsoever incurred by the Corporation arising from the carrying out of the work by the unit owner's contractor, trade or service personnel and any resulting damage to the common elements. Any such expenses, resulting damages and costs may be collected by the Corporation from the unit owner in the same manner as common expenses.
4. All in suite renovations should be first discussed with Property Management for approval where required, service elevator access and protection of common elements and units and peaceful enjoyment of the Building by all residents.
5. Post-closing, customer service maintenance can only be performed by Zibi's contractors. This is a requirement of the ACQ insurance and although permitted, upgrades by private contractors hired by the Homeowner must be authorised by the condo board association.

# TENANCY OCCUPATION

## FIRE SAFETY

As per the Fire Safety Act Quebec regulation, the owners must make sure, in particular:

- To maintain the good and safe operating condition of the sprinkler systems, alarm systems, door closers and emergency equipment
- To use, in the lobby or the exits of any building and everywhere inside health care occupancies, draperies, curtains and decorative materials that are compliant with the standard referred to in the Regulation
- To prepare an evacuation plan and procedure
- To provide for the personnel required to evacuate the building in the case of a fire or a situation of panic or any other danger; the size of such personnel being determined according to the evacuation procedure in case of fire, the occupant load, the use of the premises (occupancy), and the age and fire resistance (class) of the building
- To inform the occupants as well as the personnel, where relevant, with regard to the safety measures and evacuation methods set out
- To give the emergency evacuation personnel, where relevant, the necessary instructions with regard to the use of fire extinguishers, the alarm systems and the means of egress for the occupants
- To see to it that, at least once a year, the appropriate fire evacuation and rescue drills are being conducted.

### IF YOU DISCOVER FIRE:

- Leave the fire area.
- Close all doors behind you.
- Activate the Fire Alarm, by using pull stations.
- Use exit stairwells to go down to the ground floor level and leave the building immediately.
- Telephone the City of Gatineau Fire Department from a safe place by dialing 911 (never assume this has been done). Know the correct address of the building and location of the fire in the building.

- Do NOT use elevators.
- Do NOT return until it is declared safe to do so by a Fire Dept. Official.

### IF YOU HEAR THE BUILDING FIRE ALARM:

- Before opening the exit stair door, feel knob for heat. If not hot, brace yourself against door and open slightly. If you feel air pressure or hot draft, close door quickly.
- If you find no fire or smoke in the corridor, close door behind you and leave by nearest exit.
- If you encounter smoke in the corridor or stairwell, consider taking an alternative exit where it may be clear, or return to your suite.
- Listen for further instructions.
- If you cannot leave your suite or have returned to it because of fire or heavy smoke, remain in your suite.
- Close the door.
- Unlock door for possible entry of fire fighters.
- Dial 911 and tell the City of Gatineau Fire Service where you are, then signal to fire fighters by waving a sheet from a window, balcony or terrace.
- Seal all cracks where smoke may get in by using wet towels or sheets or masking tape.
- Crouch low to the floor if smoke comes into the room.
- Move to the most protected room and partially open a window for air (close window if smoke comes in).
- Wait to be rescued. Remain calm. Do not jump.
- Listen for instructions or information, which may be given by authorized personnel over voice communication system.



# TENANCY OCCUPATION

## FIRE SAFETY

### FIRE EXTINGUISHMENT, CONTROL OR CONFINEMENT

This is primarily the responsibility of the Fire Department. The production of toxic fumes in buildings makes firefighting potentially dangerous, particularly if a large amount of smoke is being generated. Only after ensuring that the alarm has been raised and the Fire Department notified, should an experienced person (familiar with extinguisher operation) attempt to extinguish a small fire. This must be a voluntary act. If it cannot be easily extinguished with the use of a portable fire extinguisher, leave the area and confine the fire by closing the door.

### EMERGENCY PROCEDURES

The actions to be taken by occupants in emergency situations are posted on each floor at: Pull Stations/ elevator lobby, or exit locations.

#### In case of fire upon discovery of fire

- Leave fire area immediately and close doors.
- Sound fire alarm.
- Leave building via nearest exit.
- Call the Gatineau fire services by dialing 911.

#### Do not use elevators upon hearing fire alarm

- Leave building via nearest exit
- Close door behind you

### CAUTION

If smoke is heavy in the corridor it may be safer to stay in your area. Close door and place a wet towel at the base of the door. If you encounter smoke in the stairway, use alternate exit remain calm

### COMBUSTIBLE MATERIALS

A high standard of housekeeping and building maintenance is probably the most important single factor in the prevention of fire. For example:

1. Combustible waste materials in buildings shall not be permitted to accumulate in quantities or locations which will constitute a fire hazard, such as elevator shafts, ventilation shafts, stairwells, or any other means of egress.
2. Combustible materials shall not be used to absorb flammable or combustible liquid spills within the building.

3. Greasy or oily rags or materials subject to spontaneous heating shall be deposited in a proper safety container or be removed from the premises.
4. Lint traps in laundry equipment shall be cleaned to prevent excessive accumulation of lint.
5. Flammable liquids shall not be used for cleaning purposes.
6. Combustible materials shall not be stored on a roof or adjacent to any building so as to create a fire hazard to the building or its occupants.

### FIRE HAZARDS

In order to avoid fire hazards in the building, occupants are advised:

1. Do not put burning material such as cigarettes and ashes into the garbage rooms.
2. Do not dispose of flammable liquids or aerosol cans in the garbage rooms.
3. To avoid unsafe cooking practices, (deep fat frying, too much heat, unattended stoves, loose hanging clothing).
4. Do Not Use unsafe electrical appliances, frayed extension cords, over-loaded outlets or lamp wire for permanent wiring.
5. To avoid careless smoking, use ashtrays. Never smoke in bed.

#### In general, occupants are advised to:

1. Know where the alarm pull stations and exits are located.
2. Call the Gatineau Fire Services immediately whenever you need emergency assistance.
3. Know the correct building address.
4. Know the audible alarm signals and the procedures established to implement safe evacuation of the building.
5. No person shall intentionally disable a smoke alarm and heat alarm so as to make it inoperable
6. Do not tamper, disconnect or cover the in-suite audible device or heat detector.
7. Notify property management if special assistance is required in the event of an emergency.
8. Report any fire hazards to supervisory staff.

# HOMEOWNER FORMS

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PARTNERS