



# Homeowner's Information Guide



**Progressive**  
**HOME WARRANTY**



*Building solutions for  
building professionals*



On behalf of Progressive Home Warranty Solutions Inc., congratulations on taking possession of your new home featuring a HomePro, or CondoPro warranty! This is likely the most important purchase you have ever made, and we will work with you to ensure many years of comfort and enjoyment.

The purchase of a new home requires extremely large financial commitments on your behalf, and as such you as a homeowner should have very high expectations regarding your purchase. We will do everything in our power to ensure that your home meets those expectations, however it must be remembered that your home is composed of approximately 3,000 components, and that for the initial period following completion minor problems are very common.

### The First Year

The first year of your warranty is a Workmanship and Materials warranty that is provided by your Home Builder. The role of Progressive Home Warranty in the first year is to provide Conciliation, and Mediation services should you and your Home Builder disagree about the repair of any Latent Defects or Structural Defects. Also, should your Home Builder become bankrupt, or insolvent, or commit a fraud, then Progressive Home Warranty will complete repairs of Latent Defects or Structural Defects on the Home Builder's behalf as per the terms of the Warranty Certificate included in this package. Please read the Warranty Certificate thoroughly, and should you have any questions, please do not hesitate to contact our office.

During the first year after possession of your home, it is completely normal for Latent Defects such as small cracks, nail pops, and some minor flaws to appear. During this period your Home Builder is the logical first point of contact for problems relating to workmanship or materials. As these minor problems are so common, the best approach is to simply keep track of them and notify your Home Builder of your concerns in writing on the One Year form provided. The Builder will only accept one One Year Form, so please ensure you wait until well into the first year to send it to your Builder. If a significant problem or emergency occurs in the first year, contact both your Home Builder and Progressive Home Warranty Solutions Inc. immediately.

### Subsequent Years

In years 2 through expiry of your warranty, the various warranty protections are provided directly by the Echelon General Insurance Company. The warranty you have on your home includes 2 years of Mechanical Systems Warranty, 5 years of Foundation Water Penetration Warranty and 10 years of Structural Defects Warranty, and again we encourage you to please read the Warranty Certificate thoroughly, and should you have any questions, please do not hesitate to contact our office. Please use the appropriate Two Year Form, Five Year Form, or Ten Year Form or contact Progressive Home Warranty to report any outstanding warranty items. If you have questions about your warranty, or require assistance from our Client Solutions Department:

For more information please visit [www.progressiveprotected.com](http://www.progressiveprotected.com)

## The HomeOwner Information Guide

This booklet will firstly present the Warranty Standards of the program, followed by some suggested Maintenance Requirements, and will close with information of the forms that you as a Homeowner will need to communicate with us. Also, please read carefully and understand your Warranty Certificate as it will outline what you can expect from your warranty, and what your obligations are as a Homeowner.

It is important for you as a Homeowner to know the following:

- 1) The Warranty Program will provide coverage only for Latent Defects and Structural Defects. Latent Defects are those Defects that would not be reasonably apparent on the Possession Date. Structural Defects are those Defects that affect the Load Bearing Capacity of the home, and render the home unlivable.
- 2) A Building Code infraction causing damage due to a Structural Defect must be repaired at any time during the warranty by the Home Builder, or by the Warranty Provider as per the terms and conditions of the Limited Warranty Certificate.
- 3) At completion of the Purchase Contract (at completion of construction) a Completion Certificate must be completed, initialed, and signed by the Homeowner and the Home Builder. The items listed on the Completion Certificate as "Not Complete" or "To Be Repaired" are subject to the Purchase Contract, and are not subject to warranty. The Homeowner must be prudent by using financial holdbacks and other reasonable means to ensure completion of these items.

Once again, congratulations and welcome to your home!

As you read your Warranty Certificate, you will understand that the Home Builder provides a warranty for defects in materials, workmanship, and structure that appear during the first year of ownership as defined in the Warranty Certificate. If your Home Builder fails to provide such warranty, then you should notify Progressive Home Warranty Solutions Inc., and we will provide the necessary conciliation services.

## Warranty Performance Standards

Your Warranty protects you and your new home in a number of ways. Home Builders that are Members of the Warranty Program will display the logo in their offices and show homes. This means that the Home Builder has met the high standards of Progressive Home Warranty Solutions Inc., and is committed to you and the industry by providing quality construction and workmanship. They have qualified as a registered Home Builder by demonstrating strong financial capacity, technical ability, and a history of customer satisfaction.

To help you as a Homeowner understand what to expect from the performance of your home, the following Warranty Performance Standards have been developed with the benefit of our many years of experience in the warranty industry. We will compare the performance of your home to these accepted industry standards of construction to ensure that it meets both yours and our expectations.

The Warranty Performance Standards apply only to homes in the first year following completion, and will help you understand the validity of your concerns. These Warranty Performance Standards outline the most common defects, and you may have some concerns that are not listed here. For those concerns not listed, a Progressive Home Warranty Solutions Inc. Claims Examiner will work with you personally to determine the validity and course of action for the item of concern.

# Warranty Performance Standards—1st Year Only

<b>1.0 SITE WORKS</b>		
<i>Defect</i>	<i>Performance Standard</i>	<i>Responsibility</i>
Settling of ground around foundation, utility trenches or other areas	Settling of ground within five feet of foundation walls, utility trenches, or other fill areas shall not interfere with water drainage away from home	Upon request by the Purchaser, the Member shall supply fill only for excessively settled areas one time only during the first year of the Warranty. The Purchaser shall be responsible for any grass, shrubs, fences, or other landscaping affected by placement of such fill.
<b>2.0 CONCRETE</b>		
<b>2.1 Expansion and Contraction Joints</b>		
<i>Defect</i>	<i>Performance Standard</i>	<i>Responsibility</i>
Separation or movement of concrete slabs within the structure at expansion and contraction joints	Concrete slabs within the structure are designed to move at expansion and contraction joints.	None.
<b>2.2 Cast-In-Place Concrete</b>		
<i>Defect</i>	<i>Performance Standard</i>	<i>Responsibility</i>
Foundation wall cracks.	Shrinkage cracks are not unusual in concrete foundation walls. However, water penetration through the foundations should not occur.	Refer to Warranty Certificate
Cracking of basement/garage floor.	Shrinkage cracks are not unusual in concrete floors.	None
Standing water on garage floor.	Water should not pond to the extent it drains to the house.	Member will correct or repair to meet the performance standard.
Uneven concrete floors/slabs.	Except for basement and garage floors or where a floor or portion of a floor has been designed for specific drainage purposes, concrete floors in rooms designed for habitability shall not have pits, depressions or areas of unevenness exceeding 1/4 inch (6mm) in 32 inches (800mm).	Member shall correct or repair to meet the performance standard.
Settling, heaving, or separating of attached stoops or steps.	Attached stoops or steps shall not settle, heave, or separate in excess of 1 inch (26mm) from the house structure.	Member will take whatever corrective action is necessary to meet the performance standards.
Standing water on attached steps and stoops..	Water should drain from outdoor attached steps and platforms.	Member will take corrective action to assure drainage of attached steps and stoops.

# Warranty Performance Standards—1st Year Only

## 3.0 WOOD

### 3.1 Carpentry

<i>Defect</i>	<i>Performance Standard</i>	<i>Responsibility</i>
Floors squeak and sub floors appear loose.	Floor squeaks and loose sub floors are often temporary conditions common to new construction, and a squeak-proof floor cannot be guaranteed.	The Member will correct the problem only if caused by an underlying construction defect.
Uneven wood floors.	Floors should not have more than 1/4-inch (6mm) ridge or depression within any 32-inch (800mm) measurement when measured parallel to joists. Allowable floor and ceiling joist deflections are governed by approved building code.	The Member will correct or repair to meet this Performance Standard.
Ceiling/wall corner separation, commonly referred to as "roof truss uplift".	Once thought to be a rare occurrence, the frequency of this phenomenon has increased considerably as ceiling insulation requirements grew. With increased ceiling insulation requirements, the lower cord members of the truss become buried in the insulation which effectively creates a temperature/moisture variation between the parts of the truss assembly buried in the insulation and the parts of the truss assembly exposed to the elements in the unheated attic space. The variation in temperature/moisture conditions in the truss wood frame members can result in some movement upward at approximately centre span of the truss lower cord members. Normally in late spring temperatures and moisture moderate to the extent that the lower cord member of the truss returns to its original position or to rest on top of the centre partition. Gaps close, leaving damage limited to corner tape and drywall surfaces.	This is a natural phenomenon - no action shall be taken.



# Warranty Performance Standards—1st Year Only

## 4.0 THERMAL AND MOISTURE PROTECTION

### 4.1 Moisture Proofing and Insulation

<i>Defect</i>	<i>Performance Standard</i>	<i>Responsibility</i>
Water penetration through foundation walls.	Leaks resulting in actual trickling of water are not acceptable and shall be repaired. Leaks caused by improper landscaping installed by owner, or failure of owner to maintain proper grades are not covered by the Warranty. Dampness of the walls or floors may occur in new construction and is not considered a deficiency.	Member will take such action as necessary to correct basement leaks except where the cause is determined to result from owner action or negligence.
Water penetration through basement floor	Basement floors are not expected to provide a water seal.	None
Insufficient insulation.	Insulation shall be installed in accordance with applicable energy and building code requirements.	Member will install insulation in sufficient amounts to meet Performance Standard.
Leaks due to snow or rain driven into the attic through louvers or vents.	Attic vents and/or louvers must be provided in order to properly ventilate the house.	None.

### 4.2 Cladding, Roofing and Siding

<i>Defect</i>	<i>Performance Standard</i>	<i>Responsibility</i>
Detached roofing shingles.	Shingles should not become detached or break away from roof under normal anticipated conditions. Winds causing detachment/breaking away of roof shingles is not covered.	Member will replace/repair roof shingles where placement does not comply with the manufacturers' installation instructions and the National Building Code of Canada, matching color as close as possible. Member is not responsible for conditions beyond the Member's control. Example: Storm conditions, Owner maintenance, etc. Member cannot be held responsible for discontinued patterns or color variations.
Ice and snow build-up on roof.	During prolonged cold spells, ice and snow build-up is likely to occur at the eaves of a roof. This condition occurs when snow and ice accumulate and gutters and downspouts freeze up.	Prevention of ice and snow build-up on the roof is an owner maintenance item.
Roof or flashing leaks.	Roofs or flashing shall not leak under normally anticipated conditions, except where cause is determined to result from ice build-up or owner actions or negligence.	Member will repair any verified roof or flashing leaks not caused by ice build-up or owner actions or negligence.
Standing water on flat roof.	Water shall drain from flat roof except for minor ponding immediately following rainfall or when the roof is specifically designed for water retention.	Member will take corrective action to assure proper drainage of roof.

### 4.3 Siding

<i>Defect</i>	<i>Performance Standard</i>	<i>Responsibility</i>
De-lamination of vinyl & veneer siding or joint separation.	All siding shall be installed according to the manufacturer's and industry's accepted standards. Separations and delaminating shall be repaired or replaced.	Member will repair or replace siding as needed unless caused by owner's neglect to maintain siding properly. Repaired areas may not match in color and/or texture. For surfaces requiring paint, member will paint only the new materials. The owner can expect that the newly painted surface may not match original surface in color. Member will correct to meet Performance Standard.

## Warranty Performance Standards—1st Year Only

Wavy appearance or surface imperfections in manufactured exterior siding.	Exterior manufactured siding should be free of manufacturing defects and installed in accordance with manufacturer's installation instructions. Siding material should perform its intended function, which is to preclude the penetration of rain or snow. Highly reflective siding surfaces tend to magnify surface imperfections, such as variations in color, texture and flatness, and are not considered defects in construction..	Member will take whatever corrective action is required to meet the Performance Standard.
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### 4.4 Leaks

<i>Defect</i>	<i>Performance Standard</i>	<i>Responsibility</i>
Leak in exterior walls.	Joints and cracks in exterior wall surfaces and around openings shall be properly caulked to preclude the entry of water.	Member will repair and/or caulk joints or cracks in exterior wall surfaces as required to correct deficiencies during the first year. Even properly installed caulking will shrink and must be maintained by the homeowner after the first year.

### 5.0 DOORS AND WINDOWS

#### 5.1 Interior/Exterior Doors

<i>Defect</i>	<i>Performance Standard</i>	<i>Responsibility</i>
Warping of exterior doors.	Exterior doors will warp to some degree due to temperature differential on inside and outside surfaces. However, they shall not warp to the extent that they become inoperable or cease to be weather resistant or the warp shall not exceed 1/4 inch (6mm), measured diagonally from corner to corner.	Member will correct or replace and refinish defective doors to match existing doors as nearly as possible.
Warping of interior passage and closet doors.	Interior doors (full openings) shall not warp in excess of 1/4 inch (6mm) measured diagonally from corner to corner.	Member will correct or replace and refinish defective doors to match existing doors as nearly as possible.
Shrinkage or insert panels show raw wood edges.	Panels will shrink and expand exposing unpainted surfaces.	None.
Split in door panel.	Split panels shall not allow light to be visible through the door.	The Member will, if light is visible, fill split and match paint or stain as closely as possible.

**Note: Excessive humidity, or extreme dryness, may cause warpage or swelling of doors. Such deficiency is not covered under the warranty.**

#### 5.2 Sheet Metal

<i>Defect</i>	<i>Performance Standard</i>	<i>Responsibility</i>
Gutters and/or downspouts leak	Gutters and downspouts should not leak but gutters may overflow during heavy rain.	Member will repair leaks. It is the homeowner's responsibility to keep gutters and downspouts free of leaves and debris that could cause overflow.
Water standing in gutters.	Under normal rainfall conditions, and when gutter is unobstructed by debris, the water level should not exceed 1 inch (26mm) in depth. Industry practice is to install gutter approximately level. Consequently, it is entirely possible that small amounts of water will stand in certain sections of gutter immediately after a rain.	None.



## Warranty Performance Standards—1st Year Only

<b>5.3 Garage Doors on Attached Garage</b>		
Defect	Performance Standard	Responsibility
Garage doors fail to operate properly, under normal use.	Garage doors shall operate properly.	Member will correct or adjust garage doors as required, except where the cause is determined to result from owner actions or negligence.
Garage doors allow entrance of snow or water.	Garage doors shall be installed as recommended by the manufacturer. Some entrance of the elements can be expected under normal conditions.	Member will adjust or correct garage doors to meet manufacturers recommendations.
<b>5.4 Wood, Plastic and Metal Windows</b>		
Defect	Performance Standard	Responsibility
Malfunction of windows.	Windows shall operate with reasonable ease, as designed.	Member will correct or repair as required.
Condensation and/or frost on windows and Windows and exterior doors.	Windows and exterior doors will collect condensation on interior surfaces when extreme temperatures differ and high humidity levels are present.. Condensation is usually the result of climatic/humidity conditions, created within the home.	No corrective action is required.
Thermopane window seal failure.	Thermopane windows may at times incur seal failure. An indication that seal failure has occurred is condensation (steam) between two panes of your window.	The Member will replace and install the thermopane in question should seal failure occur in first year of occupancy. Window manufacturer's warranties apply after first year of occupancy.
Air infiltration around doors and windows.	Some infiltration is normally noticeable around doors and windows, especially during high winds. Poorly fitted weather stripping should be adjusted or replaced. (It may be necessary for the owner to have storm doors and windows installed to provide satisfactory solutions in high wind areas).	Member will adjust or correct poorly fitted doors, windows, or poorly fitted weather stripping.
<b>6.0 FINISHES</b>		
<b>6.1 Lath and Plaster</b>		
Defect	Performance Standard	Responsibility
Cracks in interior wall and ceiling surfaces.	Hairline cracks are not unusual in interior wall and ceiling surfaces. Cracks greater than 1/8 inch (3mm) in width shall be repaired.	Member will repair cracks exceeding 1/8 inch (3mm) in width as required, once during the first year period. Crack filling only, sanding and painting is owner's responsibility
<b>6.2 Gypsum Wallboard</b>		
Defect	Performance Standard	Responsibility
Defects that appear during the first year, such as nail pops, blisters in tape, or other blemishes.	Slight "imperfections" such as nail pops, seam lines and cracks are common in gypsum wallboard installation and are considered acceptable.	Member will repair, one time only, during the first year. Crack filling only, sanding and painting is owner's responsibility.
<b>6.3 Ceramic Tile</b>		
Defect	Performance Standard	Responsibility
Ceramic tile cracks or becomes loose.	Ceramic tile shall not crack or become loose.	The Member will replace cracked tiles and re secure loose tiles unless the defects were caused by the owner's action or negligence. Member will not be responsible for discontinued patterns or color variations in tile.

## Warranty Performance Standards—1st Year Only

Cracks appear in grouting of ceramic tile joints or at junctions with other material such as bathtubs.	Cracks in grouting or ceramic tile joints are commonly due to normal shrinkage conditions.	None.
<b>6.4 Finished Wood Flooring</b>		
<i>Defect</i>	<i>Performance Standard</i>	<i>Responsibility</i>
Cracks developing between floorboards.	Cracks developing to in excess of (1/16) of an inch (1.5mm) should not occur	Member will repair cracks in excess of one sixteenth (1/16) of an inch (1.5mm) within the first year by re-filling or replacing at members option. Member is not responsible for variation in color or grain of wood.
<b>6.5 Resilient Flooring</b>		
<i>Defect</i>	<i>Performance Standard</i>	<i>Responsibility</i>
Nail pops appear on the surfaces of resilient flooring.	Readily apparent nail pops should be repaired.	Member will correct nail pops. Member will repair or replace, at Member's option, resilient floor covering in the affected area with similar material. Member will not be responsible for discontinued patterns or color variations in the floor covering.
Depressions or ridges appear in the resilient flooring due to sub floor irregularities	Readily apparent depressions or ridges exceeding 1/8 inch (3mm) shall be repaired. The ridge or depression measurement is taken at the gap created at one end of a six inch (150mm) straight-edge placed over the depression or ridge with three inches of the straightedge on one side of defect held tightly to the floor.	Member will take corrective action as necessary to bring the defect within acceptable tolerance so that the affected area is not readily visible. Member will not be responsible for discontinued patterns or color variations in floor covering.
Resilient flooring loses adhesion.	Resilient flooring should not lift, bubble, or become unglued	Member will repair or replace, at Member's option, the affected resilient flooring as required. Member will not be responsible for discontinued patterns or color variations of floor covering, or for problems caused by owner neglect or abuse.
Seams or shrinkage gaps show at resilient flooring joints	Gaps should not exceed 1/16 inch (1.5mm) in . width in resilient floor covering joints. Where dissimilar materials abut, a gap not to exceed 1/8 inch (3mm) is permissible.	Member will repair or replace, at Member's option, the affected resilient flooring as required. Member will not be responsible for discontinued patterns or color variations of floor covering, or for problems caused by owner neglect or abuse.

## Warranty Performance Standards—1st Year Only

<b>6.6 Painting</b>		
<i>Defect</i>	<i>Performance Standard</i>	<i>Responsibility</i>
Exterior paint or stain peels ,deteriorates or fades.	Exterior paints or stains should not fail during the first year. However, fading is normal and the degree is dependent on climatic conditions	If paint or stain is defective, Member will properly prepare and refinish affected areas, matching color as close as possible, Where finish deterioration affects the majority of the wall area, the whole area will be refinished.
Painting required as a consequential repair.	Repairs required under this Warranty shall be to refinish the entire affected wall or ceiling area. An exact match of texture and color of the repaired and refinished wall or ceiling surface with adjacent wall or ceiling surface cannot be guaranteed.	Member will finish repair areas as indicated, wall surface texture and exact color match cannot be guaranteed.
Deterioration of varnish or lacquer finishes	Natural finishes on interior woodwork should not deteriorate during the first year of ownership. However, varnish type finishes used on the exterior will deteriorate rapidly and are not covered by the Warranty.	Member will retouch affected areas of natural finish interior woodwork, matching the color as closely as possible.
Mildew or fungus on painted surfaces.	Mildew or fungus will form on a painted surface if the structure is subject to abnormal exposures (i.e., rainfall, ocean, lake, or river front).	Mildew or fungus formation if a condition the Member cannot control, unless it is a result of noncompliance with other sections of the Performance Standards.
<b>6.7 Wall Covering</b>		
<i>Defect</i>	<i>Performance Standard</i>	<i>Responsibility</i>
Peeling of wall covering.	Peeling of wall covering should not occur.	Member will repair or replace defect wall covering applications.
<b>6.8 Carpeting</b>		
<i>Defect</i>	<i>Performance Standard</i>	<i>Responsibility</i>
Open carpet seams.	Carpet seams will show. However, no visible gap is acceptable.	Member will correct.
Carpeting becomes loose, seams separate or stretching occurs.	Wall to wall carpeting, installed as the primary floor covering, when stretched and secured properly should not come up, become loose, or separate from its point of attachment.	If necessary Member will re-stretch or re-secure carpeting once during first year if Member performed original installation
Spots on carpet, minor fading.	Exposure to light may cause spots on carpet None. and/or fading.	None.
<b>6.9 Special Coatings</b>		
<i>Defect</i>	<i>Performance Standard</i>	<i>Responsibility</i>
Cracks in exterior stucco wall surfaces.	Cracks are not unusual in exterior stucco wall surfaces. Cracks greater than 1/8 inch (3mm) in width should be repaired.	Member will repair cracks exceeding 1/8 inch in width, during the first year. Member shall not be responsible for color variations.

# Warranty Performance Standards—1st Year Only

## 7.0 SPECIALTIES

### 7.1 Louvers and Vents

<i>Defect</i>	<i>Performance Standard</i>	<i>Responsibility</i>
Inadequate ventilation of attics and crawl spaces	Attic and crawl spaces should be ventilated as required by the approved building code	Member shall provide for adequate ventilation.

### 7.2 Fireplaces

<i>Defect</i>	<i>Performance Standard</i>	<i>Responsibility</i>
Fireplace or chimney does not draw properly	A properly designed and constructed fireplace and chimney should function properly. It is normal to expect that high winds can cause temporary negative draft, situations can also be caused by obstructions such as large branches of trees too close to the chimney. Some homes may need to have a window opened slightly to create an effective draft if they have been insulated and weatherproofed to meet high-energy conservation criteria.	Member will determine the cause of malfunction and correct, if the problem is one of design or construction of the fireplace.
Chimney separation from structure to which it is attached.	Newly built chimneys will often incur slight amounts of movement from the main structure. Movement shall not exceed 3/8 inch (9mm) in any 10 foot (305mm) vertical measurement.	Member will determine the cause of movement and correct, if standard is not met.
Firebox paint changed by fire.	Heat from fires will alter finish.	None.
Cracked firebrick and mortar joints.	Heat and flames from "roaring" fires will cause cracking.	None

### 7.3 Countertops and Cabinets

<i>Defect</i>	<i>Performance Standard</i>	<i>Responsibility</i>
Surface cracks, joint de-laminations and chips in high-pressure laminates on vanity and kitchen cabinet countertops	Countertops fabricated with high-pressure laminate coverings should not delaminate.	Member will repair or replace delaminated coverings, Member will not be responsible for chips and cracks noted following occupancy.
Kitchen cabinet malfunctions.	Warpage not to exceed 1/4 inch (6mm) as measured from face frame to point of furthest warpage with door or drawer front in closed position.	Member will correct or replace doors or drawer fronts.
Gaps between cabinets and ceiling or walls.	Acceptable tolerance is 1/4 inch (6mm) in width.	Member will correct to meet performance standard.

## 8.0 PLUMBING, HEATING, ELECTRICAL

### 8.1 Plumbing

<i>Defect</i>	<i>Performance Standard</i>	<i>Responsibility</i>
Plumbing pipes freeze, and/or burst .	Drain, waste and vent and water pipes shall be adequately protected to prevent freezing. Plumbing pipes should be installed on the interior side of wall, ceiling or overhang insulation	The Member will correct situations not meeting this requirement. The Member will not be responsible where freezing occurs during periods when the home is unoccupied and where the owners maintain inadequate interior heat. Water lines leading to the exterior must be drained by the owner to prevent freezing
Noisy water pipes	There will be some noises emitting from the water pipe system, due to flow of water.	None.

## Warranty Performance Standards—1st Year Only

<b>8.2 Heating</b>		
<i>Defect</i>	<i>Performance Standard</i>	<i>Responsibility</i>
Inadequate heating.	Heating system shall meet building code, under local outdoor winter design conditions as specified in the supplement to the National Building Code of Canada. Local energy codes shall supersede this standard where such codes have been locally supported	The Member will correct heating system to provide the required temperatures.
Noisy duct work	When metal is heated it expands and when it is cooled it contracts. The result is "clicking" or "cracking" which is generally to be expected.	None.
<b>9.0 PATENT DEFECTS</b>		
<i>Defect</i>	<i>Performance Standard</i>	<i>Responsibility</i>
Dents, tears, scratches, marks, chips, cuts, stains, breaks in vinyl flooring, wood-work, walls, porcelain mirrors, plumbing fixtures, electrical fixtures, siding, soffit, fascia, doors, countertops or any other defects apparent on possession.	Reference to the exclusion section of your <i>Warranty Certificate</i> .	The Manufacturer will repair such defects noted at the time of occupancy. These are considered unfinished work, and are not warrantable.

## Homeowner Maintenance

Your home was built or renovated by one of the finest Members, Retailers and Renovators in Canada, and if maintained properly, it should give you and your family many years of enjoyment and provide a solid investment in the years to come.

Hopefully by now you have read your Warranty Certificate, and understand that you as a Homeowner have a responsibility to both maintain your home and take all reasonable steps to minimize any damage caused by defects. Please note that failure to maintain the home and mitigate damage could be cause for denial of a warranty claim.

The following pages will provide a basic schedule for maintenance of your home. It should be noted that home maintenance and repair work can be dangerous, and before going ahead on your own, you should weigh the risks to your house, yourself and your family. If you are at all unsure about the proper course of repair, or about the skills needed to affect the repair, you should seriously consider hiring an expert. Should you decide to hire an expert, Pro Warranty Group can provide a referral to a maintenance professional in your area by simply contacting [info@progressivewarranty.com](mailto:info@progressivewarranty.com) or toll free at: 1-866-957-2314.

The schedule will serve as a management tool for both the hiring of a professional, or as a guide for your own use. Should you decide to perform the maintenance yourself, please pay attention to common safety practices, and wear appropriate footwear and protective gear.

The Canada Mortgage and Housing Corporation (CMHC) produces a comprehensive home maintenance guide that is an excellent resource for homeowners. For more information about this guide, and other CMHC publications, log on to [www.cmhc.schl](http://www.cmhc.schl)



# Seasonal Maintenance Calendar

## Maintenance Activity

## Notes

### January - February

Clean or replace furnace filter

Check/clean heat recovery ventilator; wash or replace filter

Ensure that air intakes, exhausts and meters are clear of snow

Clean humidifier

Clean range hood filter

Check basement floor drain

### March - April

Clean or replace furnace filter

Check/clean heat recovery ventilator; wash or replace filter.

Clean humidifier

Check Sump Pump

Check gutters and downspouts and clean if needed

Inspect air conditioning; service as needed (usually every 2 or 3 years)

Inspect basement or crawl space or signs of leakage/seepage

Ensure that ground slopes away from the foundation wall

### May - June

Open outside hose connection

Clean windows screens and hardware; install screens

Check that air intake and exhausts are clear of debris, nests, ect.

Clean range hood filter

Undertake spring landscape maintenance; fertilize young trees

## Seasonal Maintenance Calendar

### Maintenance Activity

### Notes

#### July - August

Air out damp basements on DRY DAYS or use dehumidifier

For central air conditioning, clean filter in air handling unit.

Check exterior finishes

Check Exterior wood for deterioration

Check chalking and weather stripping, including around entry door from garage and house

Check basement floor drain trap ; replenish if needed

Have furnace/heating system serviced (every 2 years for an electric furnace)

#### September - October

Check fireplace and chimney; service or clean if needed

Clean range hood filter

Clean leaves out of eaves troughs

Check roofing and flashing for signs of wear or damage

Close outside hose connection

Close windows, skylights

Winterize landscaping

#### November - December

Clean up or replace furnace filter

Check or clean heat recovery ventilator

Clean Humidifier

Check exhaust fans

# Seasonal Maintenance Calendar

## Maintenance Activity

## Notes

### Annually

Dust or vacuum electric base boards

Vacuum Ducts behind warm air and return air grilles

Test plumbing shut-off valves to ensure they are working.

Test pressure relief valve on hot water tank; drain some water from tank.

Do safety checks; smoke alarm, fire escape routes, fire extinguisher, door and window locks

Check and, if needed, oil door hinges

Lubricate garage door motor, chain. Etc.

Check attic for signs of moisture

Check septic system; clean if needed (usually about every three years)

Other (fill in)

### Every 2 to 5 years

Resurface asphalt driveway

Check the chimney cap and caulking between the cap and chimney

Recaulk as necessary

Refinish wood surfaces, including window frames and doors

Have ducts cleaned if needed (5 years)

Other (fill in)

## Contact

If you have questions about your warranty, or require assistance from our Client Solutions Department:

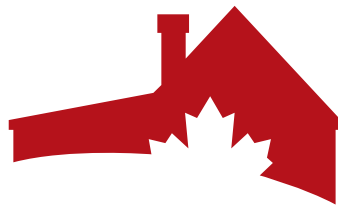
**Progressive Home Warranty Solutions Inc.**

325 Carleton Dr  
St Albert, AB T8N 7L1

Toll Free: 1-866-957-2314

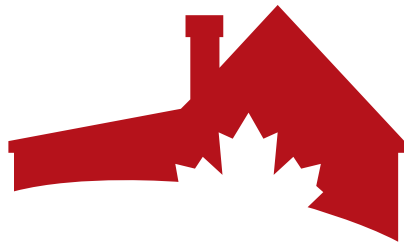
Fax: 1-855-825-3992

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