

# Welcome

I want to personally congratulate you on the purchase of your Cami Comfort Home and welcome you to the Cami family. I am especially proud of the workmanship and quality of this home and hope you enjoy it for years to come.

This homeowner's manual is very important as it contains information in regards to the maintenance and warranty of your new home. It is also helpful should an emergency situation arise.

I hope you have a comfortable and enjoyable experience in your new Cami Comfort Home.

Sincerely,  
Marvin Polny, Owner of Cami Comfort Homes

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# Emergency Contacts



Gas	ATCO 780-420-5585
Water/ Sewage	City of St. Albert 780-418-6003
Power	Fortis 780-310-9473
Appliances	Trail Appliances 780-438-4441
Plumbing	Plumbmasters 780-485-7164
Heating	Weiss Johnson 780-463-3096



- NOTE: If there is an emergency issue, please contact the trades on the emergency contact list. Only authorized trades from Cami Comfort Homes are authorized to do warranty work. No reimbursement will be given to any work done through a third party.

# Progressive Home Warranty

Your new home is registered with Progressive Home Warranty to ensure your home meets the requirements of the New Home Buyers Protection Act. This will give you comfort that your new home is protected for years to come.

Progressive Home Warranty will mail you an outline of the warranty coverage on your new home. We recommend you read your specific warranty policy to fully understand what is covered under warranty vs. homeowner maintenance responsibilities. Please review your policy limitations and exclusions. It is important to note your policy expiration date. Please be aware that warranty does not replace the need for insurance.

You can also access the information online at:

[www.albertamunicipalaffairs.alberta.ca/documents/2015\\_09\\_01\\_performance\\_guide.pdf](http://www.albertamunicipalaffairs.alberta.ca/documents/2015_09_01_performance_guide.pdf)

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# Warranty Coverage

**ONE YEAR:** Cami Comfort Homes warranties against defects (Items that do not conform to warranty standards) in workmanship and materials that appear after you move into your new home.

**TWO YEARS:** Cami Comfort Homes warranties against defect in materials and labor supplied for the gas, electrical, plumbing, heating, ventilation, and air conditioning delivery systems.

**FIVE YEAR:** Progressive Warranty covers the building envelope, water penetration and a number of other hazards that threaten the comfort and beauty of your home. Please contact them at 1-866-996-9776

**TEN YEAR:** Progressive Warranty covers structural defects. Please contact them at 1-866-996-9776

Prior to submitting a claim we ask that you please review the Provincially Published Performance Guid which will offer more insight into warranty coverages.

[www.albertamunicipalaffairs.alberta.ca/documents/2015\\_09\\_01\\_performance\\_guide.pdf](http://www.albertamunicipalaffairs.alberta.ca/documents/2015_09_01_performance_guide.pdf)



**Progressive**  
**HOME WARRANTY**

# Service Requests

Cami Comfort Homes will provide warranty service requests twice during the first year of homeownership. We conduct these requests at the three month & one year dates from moving into your home. Please fill out the service request form(s) through our website. [www.camicomforthomes.ca](http://www.camicomforthomes.ca) under Homeowner. Once the form is received, our Service Technician will contact you to make an appointment.

At your pre-possession walkthrough our Service Technician covered many aspects of your new home with you. A pre-occupancy inspection was also done and signed by yourselves.

Nail pops and drywall repairs are not addressed until the one year service review as the winter frost and home settle will occur during this time.

After the one year service review, all future warranty claims will need to be addressed by Progressive Home Warranty.



# Trade Day

Many of the service elements will be performed by our service technician. However, depending on your warranty needs, one or more trades will need access to your home to complete service work. Once the repairs are identified (under warranty) we will schedule a "Trade Day" where all required repairs will be completed.

Our "Trade Day" is based on trade availability and will take place between Tuesday to Thursday. You will need to be home to allow access for the trades to complete their repairs. Our warranty department will confirm a day/time that fits your schedule and the trades. We understand that life happens! If you need to reschedule because you will not be home, then please email [warranty@camicomforthomes.ca](mailto:warranty@camicomforthomes.ca) to let us know. If an appointment is confirmed and you must cancel under 24 hours, a \$200 fee may be applied before rescheduling.



# Care & Maintenance - Flooring

Tile/Laminate Floor: Place a mat outside entrances to absorb moisture and collect tracked-in-dirt, regularly shake off mats to remove debris, use felt pads under furniture, immediately wipe up spills, and avoid using abrasive cleaners as they can scratch or leave a film. For cleaning, we recommend using a tsp of Tide Powder in hot water. Mop the floor with this mixture. After drying, vacuum using a wand attachment.

Carpet: Regularly vacuum, blot liquid spills with an absorbent cloth or paper towel, then apply Oxy Carpet Cleaner to treat stain (follow directions on bottle for use). For tough stains, invest in a portable carpet cleaner! There are multiple options that can be found on Amazon!

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# Care & Maintenance - Kitchen



**Cabinets:** Wipe interior and exterior doors with a damp cloth to remove food splatter and finger prints. If needed, add a small dot of dish soap. Use a vacuum to remove crumbs from inside the cabinets.

**Tile Backsplash:** Ensure to wipe backsplash in the kitchen after cooking to prevent build up with warm water and dish soap. Avoid using commercial cleaners or steel wool. Avoid acids of any type on your grout. For stubborn build up and grout cleaning, use a tsp of Tide Powder and hot water with a cloth.

**Quartz:** Wipe up liquid spills, always use a hot pad underneath hot items such as baking trays, avoid using knives directly on the quartz, avoid using force/pressure on the countertop as it may chip, clean with a soft rag and mild detergent such as Method Counter Cleaner.





# Care & Maintenance - Heating



Furnace: Your thermostat has been set up with a reminder to change the air filter when needed.

HRV: Please do not adjust the settings as they have been set up by the Manufacturer. Please remove and clean the filter every three months.



# Care & Maintenance - Interior



Laminate Countertops: Clean soiled areas immediately, avoid using commercial cleaners, rinse and dry surface thoroughly. For cleaning, use a light cleaner such as Method All Purpose Cleaner.

Interior Doors: Wipe down with a damp cloth. For stubborn areas, use tsp of Tide Powder and hot water. Take a cloth, dip in solution, ring out, and wipe down stubborn areas on doors and handles. To disinfect, add 1 cap full of bleach to solution. Wear gloves to avoid skin irritation.

Interior Windows: Vacuum interior windows and screens with a soft brush attachment, use caution with screens as bent screens are not covered under warranty, clean hardware using a damp cloth, use a glass cleaner for windows.

Light Fixtures: Ensure lights are switched off prior to dusting. Use gentle cleaner to prevent corrosion. For stubborn stains, use a glass cleaner to remove stains.



# Care & Maintenance - Interior

Exterior Doors: Avoid power washing exterior doors as this can cause the paint to peel, avoid using metal tools to clean doors as they damage surfaces, avoid cleaning in direct sunlight or cold temperatures.

Exterior Windows: Occasional rainfall should be sufficient to remove accumulated dirt

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# Questions?

If you have any further questions, please do not hesitate to contact one of our team members!

Service Technician: [warranty@camicomforthomes](mailto:warranty@camicomforthomes).

*We hope you love your new home as much as we loved building it!*

*Welcome to the Cami Family!*

