

# HOMEOWNER WARRANTY MANUAL AND MAINTENANCE GUIDE



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# INTRODUCTION

Congratulations and welcome home to your new home. The Sorbara Homeowner Warranty Manual and Maintenance Guide is your essential resource for understanding and caring for your home. Inside, you will find important information about key aspects of the home, including warranty details and practical maintenance tips. By staying informed and proactive, you can help ensure your home remains in excellent condition.

Should you have any questions regarding any of the content within the manual or any general questions, do not hesitate to reach out to your customer care concierge at [customercare@sorbara.com](mailto:customercare@sorbara.com).



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## PURPOSE OF THIS MANUAL

This manual is designed to help you become familiar with your Sorbara home, your community, and the Tarion Construction Performance Guidelines (CPGs). It outlines your responsibilities as a homeowner, explains the warranty protection available for your home, and provides key contact information.

# TARION WARRANTY

We encourage you to explore the extent of your Tarion Warranty Coverage on the Tarion website at [www.tarion.com/post-possession-coverage](http://www.tarion.com/post-possession-coverage) and on the Warranty Information Sheet within your Agreement of Purchase and Sale (APS).



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## ABOUT TARION

Tarion is a private corporation that administers the Ontario New Home Warranties Plan Act. It provides warranty protection for new homes and regulates builders in Ontario. For more information about Tarion visit [www.tarion.com](http://www.tarion.com).

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## COVERAGE PERIODS

- One-Year Warranty: Covers defects in workmanship and materials.
- Two-Year Warranty: Covers defects in electrical, plumbing, heating, and air conditioning delivery and distribution systems.
- Seven-Year Warranty: Protects against Major Structural Defects (MSDs) for a period of seven years.

You will have three official opportunities to request Warranty Service in your first year of occupancy,

- Initial Tarion Form: Automatically submitted on the 41<sup>st</sup> day after occupancy
- Mid-Year Tarion Form: Automatically submitted on the 183<sup>rd</sup> day after occupancy
- Year-End Tarion Form: Automatically submitted on the 366<sup>th</sup> day after occupancy

You will have the opportunity to submit Major Structural Defects (MSD) to Tarion anytime from your second year of possession up to seven years.

It is important to note that any renovations or upgrades after closing, could impact the warrantability of certain items. For this reason, it is recommended that any major homeowner renovations are not completed until at least 2-years after your home closing.

# TARION WARRANTY

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## WARRANTY CONTACTS

Each Sorbara community has an assigned Warranty Service Coordinator as your point of contact after your home closing. They are there to assist you with any questions surrounding your warranty and service items. You can expect to be introduced to your dedicated coordinator at the time of your closing through a 'Meet your Warranty Team' email and a Homeowner Central portal announcement.

You can also contact the warranty service team at [warrantyservice@sorbara.com](mailto:warrantyservice@sorbara.com)

If you require emergency assistance for any of the below-listed issues, please call the emergency line at 416-570-2096. If a team member does not answer right away, please leave a voicemail or follow up text message.

- Complete Loss of Heat
- Complete Loss of Electricity
- Gas Leak (Contact Enbridge immediately - 1-866-763-5427)
- Complete Loss of Water Supply
- Complete Stoppage of Sewage Disposal
- Plumbing Leak





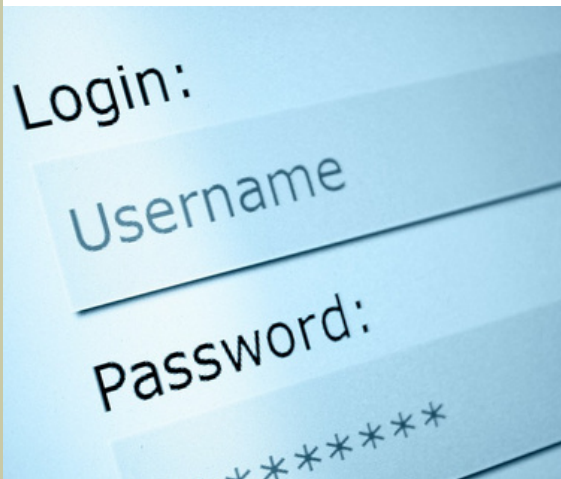
# HOMEOWNER CENTRAL

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## INTRODUCING YOUR HOMEOWNER PORTAL

Sorbara is happy to partner with Homeowner Central by Conasys. A secure and user-friendly platform designed to keep you connected and informed throughout your homeowner journey. From the moment of purchase through to warranty, this centralized hub provides easy access to important updates, documents, and personalized resources related to your home.

With Homeowner Central, you can view key home details, access maintenance tips, receive timely communications, and manage warranty requests all in one convenient place.



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## ACCESSING HOMEOWNER CENTRAL

After your purchase becomes firm, you will receive a registration email from [accounts@homeinformationpackages.com](mailto:accounts@homeinformationpackages.com) with the subject line 'Activate Your Homeowner Portal'.

If you are having any issue accessing Homeowner Central, you can contact the Conasys care team directly at 1-877-744-7547 or [care@conasysinc.com](mailto:care@conasysinc.com) during business hours.

Homeowners can also contact [customercare@sorbara.com](mailto:customercare@sorbara.com).

# YOUR ROLE AS A HOMEOWNER

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## REGULAR INSPECTIONS

Conduct regular inspections of your home to identify any issues covered under the Tarion warranty. This includes structural, plumbing, electrical, and other warranted components. Please refer to the Tarion Warranty information on Page 4 of this manual for an outline of what is covered. More information can be found on the Tarion website at [www.tarion.com/post-possession-coverage](http://www.tarion.com/post-possession-coverage).



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## DOCUMENT DEFECTS

Document any defects or issues you notice during your inspections. Take notes, photographs, and keep records of your observations, as these will be helpful when reporting warranty items to our warranty service team and Tarion.

# SORBARA RECOMMENDS THESE KEY AREAS OF MAINTENANCE FOR YOUR HOME

Regular home maintenance is key in preserving your home's longevity, functionality, and appearance. Periodic inspections, maintenance and repairs can prevent minor issues from turning into costly problems. Keeping key components like plumbing, electrical systems, and HVAC units well-maintained ensures efficient operation, and reduces the risk of unexpected issues.



## 1 HVAC SYSTEMS

- Replace furnace filters monthly
- Vacuum registers and vents seasonally
- Clean/replace ERV filter seasonally



## 2 CONDENSATION LINES

- Regularly check condensation/run-off lines on air conditioners, handlers, water heaters, etc. to ensure proper drainage and that there are no blockages to prevent leaks.



## 3 CLEAN APPLIANCE VENTS

- Clean dryer vents, and lint traps frequently to prevent build-up and mitigate any fire risk and to maximize the life of your appliance.



## 4 WINDOW AND DOOR CAULKING

- Check and repair the caulking surrounding windows and doors
  - As your home continues to settle, caulking can begin to separate or crack
  - Repair and touch up caulking as required



# SORBARA RECOMMENDS THESE KEY AREAS OF MAINTENANCE FOR YOUR HOME



## 5 DOOR SEALS AND WEATHERSTRIPPING

- As doors to the exterior are used regularly, shifting and wear in weather stripping will occur
- Adjust/replace weather stripping in these areas as necessary to assist with temperature/humidity control



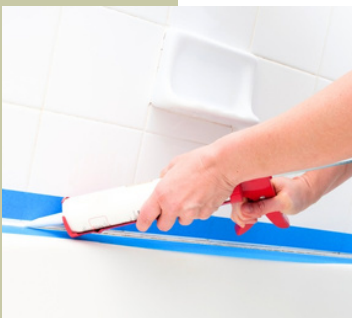
## 6 CONTROL HUMIDITY

- Balance humidity to keep your finishes intact and
- In the warmer months, it is important to mitigate humidity
  - Keep relative humidity of 35-45%
  - Use a Hygrometer to measure humidity
  - Use dehumidifiers/HRV to assist
- In the colder months keep relative humidity above 25% to eliminate condensation or frost on windows.



## 7 SMOKE AND CARBON MONOXIDE DETECTORS

- Vacuum and test detectors and alarms frequently
- Change detector batteries at least twice a year (where possible)



## 8 INSPECT TILE SILICONE

- Regularly inspect silicone in tiled areas such as shower walls and bathroom floors
- Natural home settlement and temperature changes can cause silicone sealant to shrink and dry out over time. If you notice silicone cracking or thinning it is time to touch these areas up to prevent further cracking or potential leaks.

# SORBARA RECOMMENDS THESE KEY AREAS OF MAINTENANCE FOR YOUR HOME

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## 9 ENSURE APPROPRIATE DRAINAGE

- Where applicable, ensure that drainage is not blocked and flows appropriately through troughs and downspouts on your rooftop terrace area
- Where applicable, regularly clean the scupper on terrace level
- These checks can limit the potential for leaks and other drainage issues



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## 10 HOSE-BIB MAINTENANCE

- Regularly utilize and inspect hose bibs in outdoor areas (rooftop terrace and ground-level terrace)
- Shut off and drain hose bibs in colder months to limit freezing damage

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