

Sterling HOMES

A QUALICO[®] Company



HOMEOWNER GUIDE

Welcome Home!

To ensure a successful ownership experience, we have provided you with this Homeowner Guide and an online Homeowner Portal which is also accessible from your mobile device. Together, these resources give you everything you need to manage and protect your investment.

Contact your Homeowner Experience Specialist with any questions or concerns related to your portal.

Get instant access to key information such as what systems, fixtures and finishes are in your home, what warranty service procedures to follow, as well as operation and care instructions.

We hope that this guide gives you peace of mind knowing that the answers to many questions are at your fingertips.

Accessing Your Homeowner Portal

You can access your homeowner portal wherever you have internet access - simply visit the website above and log in!



Your login ID and password can be found here in your guide, or on the access label provided by your Builder. To further personalize your experience, you can register your email address and set your own password. You'll then be able to receive messages from your Builder as well as timely notifications for warranty milestones and maintenance reminders.



If you have already been pre-registered prior to moving in, simply accept your email invitation to complete your profile.

If you forget your personalized login information, click the "forgot password?" link on the login page, enter your email address and a new password will be sent directly to your inbox.



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These documents are also available online. Visit <http://www.sterlingedmonton.com/portal/> to access even more information about the products in your home!

Builder's Message

Dear Sterling Home Owner:

On behalf of the Sterling Homes family, we would like to congratulate you on the purchase of your new home.

As a member of the Qualico Group, Sterling Homes has been one of Alberta's most popular builders for over sixty years, all thanks to our customers. It is your loyalty and continued referrals that have allowed us to continue to grow throughout the years.

It is our sincere desire that your new home meet all of your expectations. As a Sterling Homes customer, you can feel confident that your new home has been constructed with uncompromising craftsmanship and quality. Through the Alberta New Home Warranty program and Sterling Homes, your new home is covered by a one year labour and materials warranty, a two year distribution systems warranty, a five year building envelope warranty, and a ten year structural integrity warranty. We want to reward you for choosing Sterling Homes with a timely and strong sturdy home that we know you will be proud of for years to come.

Thank you once again for entrusting Sterling Homes with the construction of your dream home.

Sincerely,

Sterling Homes Ltd.

3203 – 93 Street
Edmonton, AB
T6N 0B2
780-733-7399

For warranty inquiries: experienceedm@qualico.com

Important Contacts

IMPORTANT: For life threatening emergencies, always call 911.

WARRANTY SERVICE AND REPAIR

ServiceQ by Qualico
3203 93 St NW
Edmonton, AB T6N 0B2

Phone: 780-733-7392

Email: experienceedm@qualico.com

HOME WARRANTY PROVIDER

The Alberta New Home Warranty Program
204 - 10464 Mayfield Rd NW
Edmonton, AB T5P 4P4

Phone: 780-484-0572

Fax: 780-486-7896

Website: www.anhwp.com

EMERGENCY CONTACTS

Plumbing or Sewer:

Star Mechanical – 780-481-8873

Heating:

Star Mechanical – 780-481-8873

Gas Smell:

Leave house immediately. Do not use cell phones, do not turn lights off/on. Call Atco Gas at 780-420-5585.

Power Outage:

Epcor – 780-412-4500

My Home Warranty

Warranty Provider: The Alberta New Home Warranty Program

Policy Number: _____

Date of Possession: _____

IMPORTANT: Please consult your Warranty Certificate for confirmation of the above, as well as other details of your coverage.

ANHW MANDATORY WARRANTY COVERAGE

Mandatory new home warranty coverage applies to any home where a building permit was applied for after February 1, 2014.

Single-Family – Warranty Coverage Limits

The coverage limit is the lesser of the purchase price paid (excluding land) and \$265,000.

1 Year Workmanship and Material

Workmanship and Material protection offers coverage for Defects in materials and labour which include items such as flooring and fixtures for a period of one year starting on the warranty commencement date.

2 Year Delivery and Distribution Systems

Delivery and Distributions Systems protection offers coverage for Defects in materials and labour related to delivery and distribution systems including heating, electrical and plumbing systems for a period of two years starting on the warranty commencement date.

5 Year Building Envelope Coverage

The Building Envelope Coverage offers protection against Defects in the building envelope for a period of five years starting on the common property warranty commencement date.

Additional 2 Year Building Envelope (optional)

The optional building envelope coverage protects purchasers from Defects in the building envelope for an additional period of two years extending the coverage period to a maximum of seven years from the warranty commencement date.

**Additional 2-year Building Envelope (optional) – only the Builder Member may opt for this coverage at the time of multi-family project application.*

10 Year Structural Coverage

The Structural Coverage offers protection against structural Defects for a period of ten years starting on the warranty commencement date.

LIMITATIONS & EXCLUSIONS

Please be aware that while it is comprehensive, your home warranty doesn't cover everything. For your convenience, here are some important limitations and exclusions:

- Defects that were apparent and were accepted by the Homeowner at the Date of Possession;
- Normal cracks in plaster, drywall, paint, masonry, stucco, parging, ceramic tiles, grout, and other cementitious materials, and concrete;
- Normal shrinking and warping of materials caused by drying after construction;
- Damage arising from dampness, condensation or fungal or bacterial contamination;
- Diminution in the value of the Home or the Equipment;
- Damage arising from improper or inadequate maintenance by the Homeowner including damage caused by, or resulting from, failure to maintain proper grading of the ground, failure to make necessary telepost adjustments, water leakage or drainage, inadequate water/moisture seals, or the failure of the Homeowner to repair and maintain the Home or mitigate any damage thereto;
- Normal soil movement or subsidence along utility lines or backfill consolidation of compaction around the Home;
- Any workmanship, design, or material, provided or contracted directly by the Homeowner with a supplier, manufacturer, or tradesperson;
- Accidental loss or damage caused by a third party or from acts of nature such as, but not limited to: fire, explosion, smoke, water escape, changes which are not reasonably foreseeable in the level of the underground water table, glass breakage, windstorm, hail, lightning, falling trees, aircraft, vehicles, flood, and earthquake;
- Any loss or damage which arises while the Home is being used primarily or substantially for non-residential purposes;
- Any damage caused by insects, rodents or other animals except where such damage results from a Building Code defect;
- Bodily injury, emotional anguish, inconvenience, damage to personal property, economic loss, or damage to real property which is not part of the Home.

IMPORTANT: For more information on the specifics of your coverage, please consult the Material & Labour Standards Guidelines in either your online manual or at www.anhwp.com.

YOUR RESPONSIBILITIES

There are three things you should keep in mind to be certain that your home warranty serves you well:

1. **Know your home.** Operational instructions are available in your online homeowner portal.
2. **Maintain all equipment.** Detailed instructions are available in your online homeowner portal.
3. **Understand your coverage.** Do not attempt repairs yourself (or contact anyone else to do the work) if you wish to have the work covered under your home warranty.

Service and Repair During My Home Warranty

At Sterling Homes (Edmonton) Ltd we strive to ensure that every home is built to meet or exceed the standards and quality in materials set out by the Province's building code. Despite our efforts, the inherent complexity of home construction lends itself to occasional issues.

When dealing with any problem that requires warranty service, it is important to classify the nature of the issue to ensure an appropriate response:

Classification	Description	Handling
Emergency	<p>An emergency can be defined as a problem that will affect the well-being of the resident(s) and requires immediate skilled attention to the defect. Examples include:</p> <ul style="list-style-type: none"> • Water line burst; • Circuit board overload/total loss of electricity; • Total loss of heat (check thermostat and electrical breaker before calling for service). 	For emergency repairs, please see contacts on "Important Contacts" page.
Immediate/ Non-Emergency	<p>These defects could pose a safety hazard or could cause greater harm to your home. Examples include:</p> <ul style="list-style-type: none"> • Loose railings; • Malfunctioning plumbing; • Water seepage visible as damp areas on surfaces such as exterior stucco; • Window seal failure (the space inside the sealed glass becomes foggy); • Window cracks not due to accidents; • Exterior or entry doors and windows that no longer fit or function properly; • Cracked or broken tile in the shower not due to accidents. 	These issues should be reported after discovery to prevent further damage and/or reduce the safety hazard.
Low	<p>These items do not require immediate attention. Examples include: drywall cracks or nail pops.</p>	These items should be compiled and submitted at the end of the warranty period.
Appliances	<p>You require warranty service to one of your household appliances.</p>	Contact the appliance manufacturer directly. Visit your online portal for more information.

IMPORTANT: For life threatening emergencies, always call 911.

SERVICE REQUEST PROCESS

Please submit all requests in writing via your homeowner portal:

- 1) Log in to your online homeowner portal using your login ID and password.
- 2) Click "Request Service" in the menu options on the left.
- 3) Complete the "New Service Request" form:
 - a. Your contact information (if not already pre-filled in).
 - b. From the dropdown lists, select the location and product being reported.
 - c. Enter a description of the issue - be as descriptive as possible.
 - d. Attach a photo or image, if available and/or applicable (note there is a 10MB file size limit).
 - e. If you wish to report multiple issues, click the 'Add Next Issue' button and repeat steps 'b' to 'd'.
 - f. Click "Submit."
- 4) You will receive an immediate email notification that your request has been received.

Tips for a Successful Service Request

Please do:

- Send requests prior to the expiration date of your warranty;
- Submit your warranty request in writing through the 'Request Service' page;
- Be prepared to provide access to your home for repair work between hours of operation:
- Mon-Fri 8:00 am - 4:00 pm.
- Submit all similar repairs in the same work order (for example, if silicone needs to be repaired in 3 separate rooms, use the same work order and list "silicone repairs needed in kitchen at backsplash, in main bath and ensuite at the tub).

Please do not:

- Report warranty items over the phone;
- Present service requests to anyone other than your builder and/or warranty provider;
- Attempt repairs yourself or hire someone to do them for you. This may void your warranty. Please consult with your home builder first;
- Be aware contractors sent out for warranty visits are only permitted to address items outlined by the home builder.

Once received, your request will be processed as follows:

1. Within 3 business days, your warranty technician will contact you and review your request with you for clarity. At this time your technician may try to guide you through your issue. If issue remains unresolved the technician will assign a work order to our trades and the trade will contact you to schedule a time that is suitable for you.

IMPORTANT: Please be prepared to provide the service/tradesperson access to your home between the hours of 8:00 am - 4:00 pm Monday to Friday. Should access to your home not be possible, warranty can be voided.

2. As scheduled, the technician or contractor(s) will complete the repairs. Please note that they are advised to only inspect/repair what has been requested from our office. They are allotted time based on the required repairs that were reported and will not have extra time available, nor the authority to approve any additional repairs.
3. Items that are determined to be a result of neglect, misuse, or normal wear and tear are the responsibilities of the homeowner to repair.

Types of Warranties

Your home warranty policy is only the beginning of your coverage. Once their warranty period is over, many of the items in your home may be covered by manufacturer, supplier, or installer warranties. To maximize the benefits you will receive through these additional warranty programs it is important that you understand what a warranty is, how the types of warranties differ in coverage and the terms laid out for each of the components in your home.

“A warranty is the manufacturer/supplier/installer promise to back their product/service.”

HOW DO WARRANTIES DIFFER

Full Warranty

If your warranty states that it is a full warranty, you can generally assume that the defective product will be fixed or replaced at no charge. Most often this includes removal and reinstallation of the product if required. If after successive attempts the faulty product cannot be repaired, you get a new product, a credit or your money back.

You should not have to do anything unreasonable to obtain warranty service, such as sending your built-in dishwasher to the supplier in its original packaging.

The warranty may be in effect throughout the entire term of its coverage, regardless of whether or not the product changes hands to a new owner.

Please note: A full warranty may not cover the entire item; it may only cover certain components of the product such as the picture tube of a colour television or certain internal parts. Read your manufacturer's information.

Limited Warranty

A limited warranty provides you with fewer features than a full warranty, but still affords you with some recourse to problems. Your limited warranty may cover parts but not labour.

There might be a charge for handling if the item is picked up for service, which may be especially troublesome in the case of a large item such as a refrigerator. Also, you may find that the value of the limited warranty is pro-rated, so you may have to absorb some of the cost of repair.

Please note: Read the specific warranty information. A product may carry a full warranty on part of the product and have limited coverage on the remainder of the components.

Company Letter of Guarantee

Sometimes a manufacturer may not offer a hardcopy warranty card, but instead provide a “Letter of Guarantee”. This is a signed document, usually on company letterhead, that states how the company will help if you encounter a problem with their product. A “Company Letter of Guarantee” is generally very short and to the point, but it is specific in regards to how a problem will be addressed.

Implied Warranty

If your product does not come with an expressed written warranty, you still have coverage in the form of an implied warranty, unless the product is marked “as is”. These are consumer rights created by law, not by the manufacturer.

There are basically two types of implied warranty. The most common type, known as a “warranty of merchantability” essentially means that the vendor promises that the product will do what it is supposed to do. For example, a coffee maker will make coffee, and a furnace will produce heat.

The other common type of implied warranty is the “warranty of fitness” for a particular purpose. This means that you have purchased the product on the seller’s advice that it is suitable for a particular use. For example, if a vendor suggests that you buy a certain sleeping bag for -10°C weather, he warrants that the sleeping bag will be suitable in -10°C weather. Abuse, misuse, improper maintenance and ordinary wear are not covered under an implied warranty.

If you purchase a product without a warranty, it may indicate that the item is risky (either low quality, discontinued or damaged) and therefore should be available at a reduced price.

Spoken Warranty

A spoken warranty is a verbal promise that should not be considered as coverage. Sales people will sometimes make an oral promise towards their product, but it is often difficult to prove in court that the promise was made. Therefore, have the sales person put their promises in writing. If they are sincere in their statements, they will not object to your request.

Extended Warranty

A warranty by itself is included in the purchase price of the product and an extended warranty is usually purchased separately. Quite often an extended warranty will be purchased through a third party.

If you are thinking of purchasing an extended warranty you should consider these points:

- Does your present warranty already cover the repairs you would get through the extended warranty?
- How much longer will the extended warranty go on after your existing warranty has expired?
- Does the extended warranty provider have a good reputation and a solid track record?

An extended warranty may cover only certain parts or specific repairs to a product, so read the fine print. If it does not specifically state that a certain item is covered you should assume that it is not.

There are sometimes certain clauses that require you to take specific action to fulfill your end of the contract, such as contacting the company as soon as a problem begins to surface. There may be some costs involved even after you have paid for your extended warranty. Some contracts require you to pay a deductible, or even a cancellation fee, if you decide to get out of the program. If you feel that the product is most likely to outlive the length of the extended warranty, or any repair costs would be minimal, you probably don't need an extended warranty.

AVOIDING PROBLEMS

Take the following precautions to avoid problems in having warranty issues addressed:

- Know exactly what the warranty does and does not do. Are you expected to pay labour costs or any other expenses to have issues addressed?
- Find out specifically what the warranty provider will do if a product fails. Will they replace it, repair it, or return your money?
- Be sure to maintain and use the product only as directed by the provider.
- Will the company cover any "consequential damages"? For example, if your freezer quits operating, will you be reimbursed for the loss of food?
- Finally, read and understand your warranty information and you should not encounter any surprises.

Seasonal Maintenance Checklist

REGULAR MAINTENANCE IS THE KEY

Inspecting your home on a regular basis and following good maintenance practices are the best way to protect your investment in your home. Whether you take care of a few tasks at a time or several all at once, it is important to get into the habit of doing them. Establish a routine for yourself, and you will find the work is easy to accomplish and not very time-consuming. A regular schedule of seasonal maintenance can put a stop to the most common – and costly – problems, before they occur. If necessary, use a camera to take pictures of anything you might want to share with an expert for advice or to monitor or remind you of a situation later.

This checklist is intended to provide you with a list of common maintenance tasks that most homeowners are required to perform, but is not intended to be a comprehensive list. Some items may not apply to your home, and some required maintenance may not appear on this checklist. For complete information on the maintenance you are required to perform on your home, please consult all manuals, warranties, and documentation provided to you by your builder, in your homeowner portal and on the manufacturer's web sites.

If you do not feel comfortable performing some of the home maintenance tasks listed below, or do not have the necessary equipment, for example a ladder, you may want to consider hiring a qualified handyperson or licensed contractor to help you.

MONTHLY

CATEGORY	MAINTENANCE REQUIRED
APPLIANCES	Clean the range hood filter, replace as needed.
	Clean garbage disposal blades by grinding up ice cubes, and freshen with baking soda and by grinding small citrus fruit rinds.
ELECTRICAL	Test and clean/dust smoke/carbon monoxide detectors. Replace batteries if needed.
	Test GFCI/AFCI receptacles and outlets.
EXTERIOR	Check irrigation system for leaks and improperly functioning irrigation heads. Redirect heads so that they spray away from the house, fence, etc.
HEATING & VENTILATION (HVAC)	Clean/replace heating, ventilation, air-conditioning (HVAC) filters.
	Clean dryer vent exhaust ducts.
PLUMBING	Flush all toilets and run water through all sinks, especially in bathrooms that are not used on a regular basis.

QUARTERLY (JANUARY, APRIL, JULY & OCTOBER)

CATEGORY	MAINTENANCE REQUIRED
APPLIANCES	Check and clean dishwasher strainer and spray arms.
	Check dishwasher drain and water connections for leaks.
	Inspect washing machine water supply hoses for leaks.
EXTERIOR	Inspect exterior doors for peeling and cracking, touch up where needed. Lubricate hinges and locks if required, adjust door sweeps and replace weather stripping as needed.
	Check windows for smooth operation. Clean tracks and weep holes, lubricate with appropriate lubricant as necessary.
	Check garage door hinges, springs, rollers and cables for signs of wear or rust. Tighten hinges and lubricate parts as necessary. Have the tension adjusted by a certified technician if needed.
	Check exterior drainage to ensure that the foundation slopes away from the home, and that water from any source is not draining toward your foundation.
	Inspect, clean, and lubricate all your exterior vents. Make sure that air flows freely and that each has an operable damper to prevent back flow of outside air and to keep small animals from entering your home.
HEATING & VENTILATION (HVAC)	Check and clean bathroom exhaust fans.
	Check air-conditioner drain lines for blockage.
	Change heat pump fan coil filter.
	Vacuum electric baseboard heaters to remove dust.
INTERIOR	Check for cracks of separations and mildew in caulking around sinks, bathtubs, showers, toilets, faucets, countertops, backsplashes, ceramic tiles and floors, windows etc. Repair with the appropriate caulking compound as needed.
	Inspect shower doors for proper fit and leaks. Re-caulk where necessary.
	Inspect interior door hinges and hardware.
	Empty central vacuum canister and clean filter.
PLUMBING	Check faucet aerator water flow and clean screens if needed.
	Check pipes and water drains for leaks. Clean drains.
	Ensure sump pump is operating properly. Clean and drain as needed.

EVERY SIX MONTHS (MARCH AND SEPTEMBER)

CATEGORY	MAINTENANCE REQUIRED
APPLIANCES	Inspect refrigerator ice maker supply line and clean if necessary.
ELECTRICAL	Check electrical extension and appliance cords. Replace frayed or split cords.
EXTERIOR	Clean debris from gutters and check that water is exiting to an appropriate drainage location away from the structure.
	Check exterior painted surfaces for peeling, discoloration, or deterioration. Remove deterioration, apply primer, and repaint as necessary.
	Check exterior stucco surfaces for hairline cracks. To repair follow the maintenance instructions provided by the manufacturer.
	Check garage door hinges, springs, rollers and cables for signs of wear or rust. Tighten hinges and lubricate parts as instructed by the manufacturer. Have the tension adjusted by a certified technician if needed.
	Check there is no standing water in crawl spaces.
	Check window screens and replace or repair as necessary.
	Set seasonal timers on irrigation system and clean and adjust sprinkler valves as necessary.
	Flush out sprinkler system in spring. Flush out and drain sprinkler system prior to winter.
HEATING & VENTILATION (HVAC)	Check connection between dryer and exhaust vent, repair as needed.
	Ensure that air supply registers are not blocked by rugs, furniture etc.
	Have an HVAC professional inspect and calibrate your heating/cooling system.
	Check the ductwork leading to and from the heating system is in good condition, the joints are tightly sealed and any duct insulation and plastic duct wrap is free of tears and holes.
INTERIOR	Check cabinet drawers and hinges for proper alignment. Tighten and adjust as necessary.
	Review cabinet manufacturer recommendations as to proper products to maintain the wood finish.
	Vacuum/clean windows and sliding door tracks, lubricate with a suitable product.
	Inspect tiled areas for loose or missing grout/caulking. Re-grout or re-caulk as necessary.
	Check security of guardrails and handrails.
PLUMBING	Check hot water heater for leaks. Drain and flush to remove sediment following manufacturer's instructions.
	Check water supply lines and valves to sinks and toilets. Tighten if loose or leaking.
	Test the fire sprinkler system and alarms.

ONCE EVERY YEAR (APRIL)

CATEGORY	MAINTENANCE REQUIRED
EXTERIOR	Check and tighten deck bolts.
	Replace damaged or warped deck boards, rails etc.
	Reseal wood surfaces per manufacturer's instructions.
	Repair driveway, walkways and steps as needed.
	Inspect basement teleposts for shifting.
	Visually inspect the roof from the ground for loose, warped, damaged or missing shingles/roof tiles. Hire a roofing contractor should repairs be required.
	Check siding and trim for signs of deterioration. Clean, replace or refinish as needed.
	Hire a contractor to inspect vents, pipe penetrations and metal flashings for cracked sealant.
	Hire a contractor to check skylights.
HEATING & VENTILATION (HVAC)	Check the attic vents are not blocked and redistribute insulation if there are voids on the attic floor.
INTERIOR	Deep clean carpets and rugs.
PLUMBING	Inspect and test your hot water heater safety valve.

Using My Online Homeowner Portal

Visit your online portal at

<http://www.sterlingedmonton.com/portal/> or www.homeinformationpackages.com

to explore your new home and all its features!

My portal offers:

1. **What's Happening:** includes a welcome message, an overview of the information available in your portal, and the latest news.
2. **My Home:** a library of products and finishes used in the construction of your home, with detailed operating, care and warranty documents. Explore by room, product type, or search for something specific.
3. **Maintenance List:** a monthly list of items needing maintenance as recommended by your builder/developer and warranty provider.
4. **Neighborhood:** an interactive map showing local shops and services.
5. **Documents:** includes supplemental information about your home, such as forms, landscaping tips, etc.
6. **Warranty:** an online overview of your home warranty with links to limitations and exclusions.
7. **Address Book:** a contact list of the companies and manufacturers involved in the construction of your home.
8. **Request Service (if enabled by your builder/developer):** an online form to submit service requests to your builder/developer or property manager.
9. **Share:** a way to share access to your online portal with friends or family.
10. **Registration:** Sign up to receive periodic maintenance reminders and warranty milestones.

Accessing the Online and Mobile Portal

Access your homeowner portal wherever you have the internet - simply visit the website above and log in!

- **On your phone,** using the latest version of your preferred web browser, such as Safari (iOS 5 and up) or Google Chrome.
- **On your desktop computer,** the latest versions of Safari, Chrome and Explorer will give you optimal performance.

Your login ID and password can be found here in your printed guide, or on the access label provided by your builder. If you forget your login information, just follow the link "forgot password?" at the website above. This login information belongs to your home, and can be used by future homeowners when you choose to sell.

Register your email address to personalize your login information, as well as receive timely email notifications for maintenance or warranty milestones. If you have been pre-registered, simply accept your email invitation to complete your profile and continue exploring your new home information package!

NOTE: Unless otherwise specified, all sections below assume that you have completed the steps above and obtained access to the online portal.

Q: *Why should I register my account?*

A: Registering allows you to receive automated email reminders about warranty or maintenance milestones tied to your home's warranty coverage. This will enable you to care for your home and help you receive maximum benefit from your home's warranty. Registering also allows you to personalize your username and password. Your original login ID and password will always remain valid, regardless of the number of accounts you register to the home.

Q. *What if the information listed in "My Home Systems, Fixtures and Finishes" or "My Home" is incorrect?*

A: All efforts were taken to ensure the accuracy of your home information at the time of publication. If changes were made to products after your guide was printed, they may appear in the online portal, but the guide will not be reprinted. Always refer to the online portal for the most up-to-date information.

Q. *I have lost my printed guide – how do I get another copy?*

A. An online version of your guide is available for download. If you would like another professionally printed copy, please call HOMEOWNER CENTRAL at 1-877-744-7547. Please note that charges will apply.

Q. *I have a warranty issue I need to address. Who do I call?*

A: Please contact your builder, property manager, or warranty provider as directed in this homeowner guide. HOMEOWNER CENTRAL compiles the information in your guide as a service, and does not perform warranty service.

DISCLAIMER

Although reasonable efforts have been made to ensure that the information provided in this Homeowner Guide and on-line Homeowner Portal through the www.homeinformationpackages.com website (together, the "Package") is accurate and current as of the Effective Date, such information is subject to change at any time and will not be updated by the Builder/Developer or CONSTELLATION HOMEBUILDER SYSTEMS, INC. Neither CONSTELLATION HOMEBUILDER SYSTEMS, INC. nor the Builder/Developer will be responsible or liable for any direct, indirect, incidental, special or consequential damages arising out of or relating to any inaccurate information, or any change in the information, contained in the Package. In compiling information for the Package, CONSTELLATION HOMEBUILDER SYSTEMS, INC. has relied solely on the accuracy, completeness and quality of the information provided to it by the Builder/Developer and the contractors, sub trades, suppliers, manufacturers and other parties identified by the Builder/Developer in relation to the construction of the Property. CONSTELLATION HOMEBUILDER SYSTEMS, INC. assumes no responsibility for, and is not making any representations or warranties to you, the homeowner, or any other person with respect to, the Property or any information in this Package, including, without limitation in respect of: (i) the accuracy or completeness of any of the information provided by CONSTELLATION HOMEBUILDER SYSTEMS, INC. or any third party in this Package or the www.homeinformationpackages.com website, including, without limitation, any of the guarantee or warranty cards provided; (ii) the enforceability of any guarantees or warranties related to any materials or labour supplied to the Property, whether or not such materials or labour are specifically identified in this Package or the www.homeinformationpackages.com website; (iii) the merchantability, fitness for use or fitness for purpose of any materials or labour supplied to the Property, whether or not such materials or labour are specifically identified in this Package or the www.homeinformationpackages.com website. You, the homeowner, are responsible for taking whatever steps are necessary to activate and maintain any of the guarantees or warranties pertaining to the Property including, without limitation, signing and mailing any cards, as may be required. For the sake of clarity, the "Effective Date" contained herein is in relation to the information in the Homeowner Guide and on-line Homeowner Portal and is not connected in any way to any effective dates of your home warranty or product warranties. Please consult your warranty policy(s) for further information.

Any links to third party sites contained in the Package do not indicate the endorsement by either the Builder/ Developer or CONSTELLATION HOMEBUILDER SYSTEMS, INC. of any materials contained therein or of the entities that publish such sites. Neither the Builder/Developer nor CONSTELLATION HOMEBUILDER SYSTEMS, INC. shall have any responsibility or liability for the accuracy of any information, or the quality of any services or products, provided or available by such third party sites.



Sterling HOMES

A QUALICO Company



On behalf of the Sterling Homes family, we would like to congratulate you on the purchase of your new home.

As a member of the Qualico Group, Sterling Homes has been one of Alberta's most popular builders for over **seventy** years, all thanks to our customers. It is your loyalty and continued referrals that have allowed us to continue to grow throughout the years.

It is our sincere desire that your new home meet all of your expectations. As a Sterling Homes customer, you can feel confident that your new home has been constructed with uncompromising craftsmanship and quality. Through the Alberta New Home Warranty program and Sterling Homes, your new home is covered by a one year builder warranty, a two-year distribution warranty, a five year envelope warranty, and a ten year structural warranty. We want to reward you for choosing Sterling Homes with a timely and strong sturdy home that we know you will be proud of for years to come.

Thank you once again for entrusting Sterling Homes with the construction of your dream home.

 Homeowner **Central**
by CONASYS

www.constellationhb.com



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