

AMACON

Tuesday, October 23, 2012

3525 Kariya Dr #2108
Mississauga, Ontario L5B 0C2

RE: Expired Warranty #2108

Hany Abboud,

We have received your service request regarding item(s) that are listed by you to be defective. The materials and workman ship coverage provided by Tarion warranty expired on **September 9th, 2011.**

ITEM	LOCATION	DESCRIPTION	REPORT BY AMACON
1	Living Room Hardwood Floor	7 Pieces with white stripe stickers on floor need to be replaced or fixed.	This item is no longer warrantable. Please refer to the Tarion Performance Guidelines attached.
2	Bathroom for master bedroom	The drain lock in the laboratory doesn't close all the way. It leaks when it is closed.	This item is no longer warrantable. Please refer to the Tarion Performance Guidelines attached.

For specific information on how to proceed, refer back to the Tarion Home Owner Manual or visit www.tarion.com Construction Performance Guidelines. As discussed in the Homeowner Manual components of your home are listed, it also includes guidelines on maintenance and repairs.

If after reviewing the information in the manual, you have any further questions please contact me, I'll be happy to discuss these maintenance tasks with you.

Sincerely,

Amacon Customer Care



A M A C O N

LIVE WELL™

AMACON CONSTRUCTION CUSTOMER CARE REQUEST FORM

FAX: (905)-232-4637 & (416)-369-9068

NAME Hany Abboud SUITE 2108
TEL 905 783 1973 BUS. TEL _____
CELL 905 783 1973 EMAIL h_abboud@yahoo.com

DATE OF REQUEST 10/23/12

PERMISSION TO ENTER

YES	NO
<input checked="" type="checkbox"/>	<input type="checkbox"/>

Once received by an Amacon Customer Care Representative, this form becomes property of Amacon. Your request must be based on the Taron Warranty guidelines - scratches, nicks, dents are not warrantable, unless noted at time of the PDI (Pre-Delivery Inspection). Your request will be reviewed and addressed by an Amacon Representative as soon as a possible. If this is an Emergency please contact your concierge immediately at (905) 232-6077- 24 / hours. If your concern falls under the Common Area Element Warranty Guidelines, please see Property Management to address your concerns or call at (905) 232-8855

ITEM#	ROOM/LOCATION	DESCRIPTION
1	LIVING / HARDWOOD ROOM / FLOOR	7 PCS labeled with white stripe stickers on the floor need to be replaced or fixed
2	Bathroom for master bedroom	the drain lock in the lavatory does not close all the way, it leaks when it is closed

Hany Abboud
HOMEOWNER SIGNATURE

10/23/12
DATE

Legend:

■ Revisions and/or New Items

12.20

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CONDITION

CRACKS DEVELOPING BETWEEN STRIPS OF HARDWOOD OR PARQUET FLOORING

Acceptable Performance/Condition

Cracks resulting from joints that remain open in excess of 2 mm over the length of the strip are not acceptable.

Warranty

One-Year - Work and Materials

- Cracks resulting from *normal* shrinkage of materials due to drying after construction, damage caused by *normal* wear and tear or improper maintenance is excluded from the statutory warranty.

Action

Cracks greater than the acceptable condition shall be *repaired*.

Remarks

Hardwood and parquet flooring are natural wood products and therefore are highly susceptible to changes in indoor relative humidity, which may cause dimensional changes in the flooring material. To determine warrantability, the width of the crack should be measured during both the heating and cooling seasons.

The *homeowner* has a responsibility to maintain indoor humidity levels through humidification, ventilation, air conditioning or dehumidification to prevent permanent, irreversible damage. A hygrometer can be used to monitor indoor humidity levels.

Areas around heat registers and those exposed to concentrated sunlight may be more susceptible. Wood filler may be used for *repairs*.

See also

n/a

Notes

Words in italics are defined in the "[TERMINOLOGY](#)" section on page 16.

Legend:

■ Revisions and/or New Items

6.9

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CONDITION

DEFECTIVE PLUMBING FIXTURES, APPLIANCES OR TRIM FITTINGS

Acceptable Performance/Condition

Plumbing fixtures, appliances or trim fittings shall be free of both visual and performance defects.

Warranty

One-Year - Work and Materials

- Damage resulting from improper maintenance is excluded from the statutory warranty.

Action

Defective products shall be *repaired* or replaced.

Remarks

Confirm proper operation of plumbing fixtures during the *PDI* and record any malfunction on the PDI Form. Plumbing fixtures, appliances or trim fittings must be maintained in accordance with the manufacturer's instructions.

See also

[6.4 FAUCET OR FIXTURE IS LEAKING](#)

[6.6 BATHTUB OR SHOWER LEAKS](#)

Notes

Words in italics are defined in the "[TERMINOLOGY](#)" section on page 16.