

**CROSSBOW POINT**  
**IMPORTANT NOTICE - Help to Prevent Water Damage**

Condominiums traditionally are at most risk for water damage due to leaking water lines caused by or failed supplementary water lines (e.g., dishwasher, washing machine, fridge if a water/ice dispenser) and/or frozen base board heating pipes.

We ask you to please review the following and take action as warranted to ensure that your unit is being properly maintained, and that you have appropriate insurance coverage.

**SUPPLEMENTARY WATER SUPPLY LINES** (e.g., dishwasher, washing machine, fridge)

These water lines deteriorate over time and can become brittle, leading to leakage or bursting of the line. It is recommended that supplemental lines, if not copper, be inspected and replaced approximately every 7 years regardless of the usage that appliances experience. We also remind residents to **NOT leave a Dishwasher nor Clothes Washer operating** during any period of your absence, even if only a few minutes. Inadvertent leaks from appliances and supply lines have, over the years, occasionally caused significant damage and claims expense, in addition to disrupting the on-going lives of affected parties.

**BASEBOARD HEATING PIPES**

The likelihood of baseboard lines freezing has been substantially reduced as Crossbow Point undertook the initiative to add glycol to the system in 2015. However, there are actions that owners/residents can take to minimize the likelihood of a burst heating pipe.

Baseboard heating is controlled through a thermostat which in turn sends signals to a zone valve (generally one per unit) that opens and closes the hot water supply line. While this system works well, on occasion the zone valve fails resulting in either a 'no heat' or 'always heat' condition. Occasionally the valve may not open properly, resulting in a sudden 'bang' when the valve opens in an irregular manner.

If you experience any problem as described above, or have any concern that your baseboard heating is not working properly, we suggest that you contact a local contractor, such as Banff Plumbing or Glenco Plumbing, to diagnose the problem and suggest the appropriate repair. Zone valve repair or replacement is the responsibility of the unit owner

We continue to recommend as follows:

- **Thermostat setting:** The thermostat should be maintained at 20 degrees celsius or higher; the setting can remain unchanged year-round.
- **Fireplace:** This is a decorative and ambience enhancement feature that should not be used as your primary heating source; it is very important that the baseboard heating system be fully operative and provide for your primary heating needs.

- **Windows:** These should be closed when outside temperatures are below freezing and especially during extreme cold. Windows should always be closed at all times when you are absent from your unit during cold spells.
- **Allow air flow through and around the baseboard heating:** Ensure that your baseboard heating vents are not blocked by furniture and other items that can limit air circulation.
- **Check on your unit daily:** If you are absent from your unit for a few or more days, and during sub-zero centigrade temperatures, have someone check your unit daily if possible and in compliance with your insurance policy. We advise that PEKA provides 'Vacant Property Checks' at nominal cost; contact PEKA if you wish to find out more about this service. If you are absent frequently, you may also want to consider installing and using a remote sensing and monitoring system.

## UNIT WATER SHUT-OFF VALVES

Every unit has water shut-off valves generally located within the front hall closet, sometimes beneath an access cover that overlays a portion of the drywall. If you are leaving your unit for an extended time, it is recommended that you shut off the water supply to your unit. We note that these valves do not shut off the baseboard heating system which needs to be operational at all times (year-round recommended minimum 20 degrees celsius).

## REMINDER - Insurance Coverage for Water Damage

Each owner should ensure they have the appropriate level of insurance coverage. The Condominium insurance deductible for water damage is \$25,000. In the event of an insurance claim you may be responsible for fully or partially paying this deductible. Therefore we recommend that you talk with your insurer or agent to ensure that you have no less than \$25,000 in coverage for water damage claims and that the coverage is appropriate and applicable to your unit at Crossbow Point, including potential baseboard heating water leaks. Owners are sent a copy of the latest Insurance Certificate following Crossbow Point's annual insurance renewal; a copy of the Certificate is also posted on our website ([www.crossbowpoint.com](http://www.crossbowpoint.com)).

Your cooperation assists in reducing the possibility of property damage, personal inconvenience and insurance costs to Crossbow Point, owners and tenants. We **thank you** for your understanding and cooperation.

***Your Board of Directors, Crossbow Point***