SOUTH RIVER

Warranty & Maintenance FAQs

How do I submit my warranty forms through Tarion?

Tarion uses the online **MyHome Portal** for all warranty claims. Once you take occupancy or close—whichever comes first—you can register for the portal. You'll need Granite Homes' vendor/builder number and your home enrollment number, both of which can be found on your Certificate of Completion and Possession (CCP) or Pre-Delivery Inspection (PDI) forms. These documents are provided to you during your PDI appointment.

How often should I clean my air handler and ERV filters?

The air handler filter should be cleaned at least once a month, especially since the community is an active construction site and dust buildup happens quickly. The smaller green ERV filters should be cleaned every 2–3 months, depending on usage. The larger accordion-style filter in the center of the ERV should be cleaned once a year. Always rinse all filters thoroughly and ensure they are completely dry before reinstalling.

What should I do in the event of a service emergency?

In the case of an emergency, contact our Service and Warranty Specialist at **customercare.southriver@granitehomes.ca** immediately. If the issue occurs outside of regular business hours, on a long weekend, during the Christmas holidays, or a statutory holiday, please refer to your Homeowner's Manual for the emergency contact information.

What qualifies as a service emergency?

As set by the Tarion Warranty Corporation, an "emergency" is defined as a condition that threatens homeowner safety or the structural integrity of your home. These situations include instances such as:

- Total loss of heat between October 15th and April 15th
- Gas leak
- Total loss of electricity (check with utility company before reporting this circumstance to an electrician or Granite Homes)
- Total loss of water supply (check with the water department to be certain the problem is not a general outage in the area)
- Plumbing leak that requires the entire water supply to be shut off
- Major collapse of any part of the home's exterior or interior structure
- Major water penetration on the interior walls or ceiling
- A large pool of water on the inside of the home
- Any situation, in the opinion of Tarion, that the home is uninhabitable for health and safety reasons

GRANITE HOMES