



# HOMEOWNER MANUAL

*Designed for Living, Crafted for Life*



# Triple M Housing

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# 1. Word to the Homeowner



The purchase of a new home is one of life's most exciting events. It is probably the largest single investment of your lifetime. We at Triple M Housing Ltd.<sup>™</sup> would like to thank you for selecting one of our factory-built homes.

We have been building quality homes since 1981. We carefully consider our western climate when we select quality materials, install extra insulation, and develop specialized construction techniques, all to give you a better home.

This manual is a quick reference guide that provides you with a basis for continued pleasure in your new home. Detailed information is in the "Manufacturer's Limited Warranty Agreement".

If you have any questions or need more information, please feel free to contact your home retailer or [productsupport@mmmhousing.com](mailto:productsupport@mmmhousing.com).

## 2. Responsibilities and Procedures

### Triple M Housing Ltd.<sup>™</sup> Responsibilities

1. Construct the home in accordance with all current, applicable provincial, federal, and state building codes and regulations.
2. Inspections during all phases of construction maintain Triple M's quality standards.
3. Keeping accurate and specific records on each home during construction. Including the time of shipment from our facility.
4. Comply with all warranty provisions and assist the dealer with correcting any defect in materials or workmanship within the terms of the Triple M Housing Ltd.<sup>™</sup> Limited Warranty agreement.

### Home Retailer's Responsibilities

1. Provide the homeowner with a clear understanding of everything included in the sale, delivery, and setup of your home.
2. Assist the homeowner with completion of the Triple M Housing Ltd.<sup>™</sup> Pre-Occupancy Inspection document and with returning the completed document to the factory within 10 days of occupancy. This must be done to validate your warranty.

3. Provide you with warranty documentation supplied by Triple M Housing Ltd.™ but administered by the respective dealer and 3rd party suppliers.
4. If necessary, adjust windows and doors or other interior items so they operate properly.
5. A final inspection of the home with the homeowner. After everything is to the retailer's and homeowner's satisfaction, have the homeowner officially accept the new home. (Using the Pre-Occupancy Inspection as noted in item #2).
6. Turn over all keys and necessary documents to the purchaser. For warranty repairs from this point, act as a liaison between the purchaser and Triple M Housing Ltd.™

## **Homeowner's Responsibilities**

1. Inspect your new home with your home retailer when it is delivered and set up. The Pre-Occupancy Inspection form should be completed at this time.
2. Have only qualified technicians connect all utilities and water/drain lines, using approved connections that meet any existing building codes.
3. Complete all other registrations and warranties for such items as stove, refrigerator, and furnace and forward that registration to the respective manufacturer.
4. Notify your home retailer promptly, in writing, of any complaints or defects within your warranty period (as per your warranty agreement).
5. Take care of your home. Normal homeowner maintenance is your responsibility. Please remember there is a difference between "defects" and "damage". Your Triple M Housing Ltd.™ Limited Warranty covers only defects.
6. A good foundation is a very important part of any home, so maintaining proper level support for your home is a critical part of home maintenance. Normally, you should check this twice a year. If your home is on cribbing or piles, check for settling by making sure that windows and doors open and close easily. Check blocking piers regularly to make certain they have not shifted or settled. If your home is on a permanent foundation, periodic adjustment of telepost supports may be necessary to ensure stability and alignment of your new home.
7. If your home is self-contained (no basement) proper venting of the uninsulated space under your home is a must. Venting is required in all types of skirting to allow any condensation to escape. The guideline is one square foot of venting for every 150 square feet of home, placed within 6ft of the corners of home.

## **Customer Service Request Procedure**

If, during the first year of ownership, you need warranty service, contact your home retailer. You will find the home retailer's service department can handle many of your requests. From time to time, it may be advisable for the dealer to contact outside service such as plumbers, carpenters, or electricians for repair service. These people are qualified and should be able to provide their expertise to your satisfaction.

All service requests under the Triple M Housing Ltd.™ Limited Warranty should be in writing and directed to your home retailer. A brief description of your problem is all that is required. All warranty claims must be arranged through your home retailer and **not set up** directly by home owners. Triple M will not cover the cost of repairs done with no authorization from Triple M.

When requesting any warranty work, always include the serial number and date of purchase of the home in your inquiry. If you need 3<sup>rd</sup> party warranty service (such as appliances or furnace), your home retailer will provide you with the telephone number and address of the nearest service center. The home owner is required contact 3<sup>rd</sup> party warranty suppliers directly.

Structural concerns (year 2 through 20 inclusive) should be addressed directly to your home retailer or Triple M Housing Ltd through our toll-free phone number of 1.866.MMM.WARR (1.866.666.9277).

## 3. Getting to Know Your Home

### Floor Construction

Your home is inherently the same in construction as other forms of residential housing with dimensional floor joists (or floor engineered trusses) and floor sheeting.

### Wall Construction

The exterior wall construction uses 2" X 6" studs with belt rails installed.

We install a vapour barrier on all the interior portion of exterior walls, with the ceiling vapor barrier sealed to the wall vapor barrier. We also in stall proper R rated fiberglass batt insulation.

We glue and staple OSB sheathing on the exterior of the wall. We then install finish siding.

### Roof Construction

We space the roof trusses at 24" on center (high snow load roofs may differ). We insulate the roof with fiberglass batt/ loose fill to building code. We install a vapor barrier on the warm side of the roof, and a ½ inch CD drywall on ceiling.

We sheet the roof exterior with minimum 7/16 OSB sheathing, and we use long-life asphalt shingles or optional metal roofing to protect your new home.



## **Floor Coverings**

The floor coverings in your home are a combination of vinyl sheet goods, carpet, laminate flooring or tile.

Installation is done by professionals; remember that carpet or lino seams are not “invisible” and may show. This is not defective installation or workmanship.

Matting or packing of carpet is not considered a warranty item by the carpet manufacturer. This phenomenon is normally caused by debris, oils, etc. accumulating in the carpet.

Regular vacuuming and cleaning should help avoid this problem. Please check Triple M Housing warranty manual provided with home for any flooring issues.

## **Plumbing**

We pressure test water lines to the equivalent of 80 PSI. We flood test drain lines before any new home leaves our production facility.

The water inlet on self-contained homes has a shut-off valve located upstream of the inlet.

If a dishwasher is installed, there is a separate water supply shut-off valve located inside the kitchen cabinet.

Your water heater may be gas, oil, or electric depending on what you ordered with your home. Refer to the label on your water heater for specifications and size. The water heater is also equipped with an overflow drain line. If your water heater is electric, make sure the water tank is completely full before you turn on the heater elements.

## **Electrical**

We installed your home’s electrical system in full accordance with all applicable electrical codes. A standard 100-amp panel is conveniently located in each home. (Different amp panel boxes are available depending on the type of home ordered.)

All bathroom and most master bedroom electrical outlets that are within easy access to water are protected by either a ground fault interrupter outlet or an arc fault ground fault interrupter main panel breaker. By tripping the breaker or outlet, the system has told you that there is something wrong with an appliance or you have overloaded the circuit. If either shuts off the electrical service, check all appliances, lights, etc. before re-setting the protective device.

## **Heating and Air Conditioning**

The heating system in a self-contained home is a forced-air system. It has been designed for maximum comfort with a minimum of maintenance. In self-contained homes, the interior or living space acts as the return air system. Therefore, interior doors are installed up from the floor. For the heating system to operate properly, there must be air movement from all rooms in your home. Balancing of the air ducts is achieved by adjusting the baffle in each floor register. By partially closing those registers closer to the furnace, or areas of the home you

want to be slightly cooler than the rest of the home, you will redirect the heated air to areas further away from the furnace thus giving you a more even heat throughout your home.

On basement-style homes, heat ducts are designed to accommodate your site-installed furnace. As with all homes built by Triple M Housing Ltd., the heat duct system is designed to provide the optimum heat movement in each home.

## 4. Home Ventilation Orientation

Triple M homes are far more energy efficient thanks to better insulation systems. The biggest improvement is in the way Triple M homes are sealed to hold onto heat longer. Life inside today's air tight homes generates some challenges for air quality. Air quality and moisture need to be controlled, moisture collects inside the home from cooking, washing, showers and breathing. A typical family of 4 will produce 10-15 liters (3-4 gallons) of moisture each day. To create a healthy home environment, it is imperative that the air gets exchanged regularly. If this moisture is not properly controlled within your home, it can become a problem, for both the home and its occupants. Not controlling interior air/moisture can result in mold, mildew, fungus, dust mites and bacteria. Triple M has installed multiple venting/air exchange components in your home, as per building code.

Proper use and homeowner maintenance of these systems will ensure years of healthy living. The following pages explain the four main mechanical and non-mechanical venting system that can/will be installed in your home.

### Range hood

The range hood is one of the most important appliances in your Triple M homes kitchen. Its main task is to remove cooking contaminants right at the source. Air borne food particles (grease) can travel throughout your home, thus creating poor air quality. The hood range helps make cleaning your kitchen/home easier. It accomplishes this by not allowing grease and oils to deposit on your ceilings, walls and furniture. The range hood should always be used when cooking and for several minutes after cooking is complete (*10-15 minutes*). It should even be used for food preparation to extract biologicals.

Cleaning and maintenance of the range hood is vital for home air quality. It is the home owner's responsibility to keep the filters clean and in place. Excessive buildup of grease on the hood range and filter is a fire hazard as well as a health concern. The filter and range hood need regular cleaning. Filters should be changed minimum once a year. (*With heavy cooking more frequent cleaning/replacement may be required*).

Running the range hood in the winter is vital. Range hoods will build up condensation/frost in the venting pipe, running fans longer reduces frost build up. When the weather warms excess frost will melt and drip back down the piping. *This water leakage is not a warrantable item.*

## **Bathroom fan**

The primary reason for having an exhaust fan in your bathroom is to control moisture. They are very important for air quality and odor control of your Triple M Home. Triple M installs two types of bathroom venting in your home. One is manually controlled, so it is either on or off controlled by switch. The other is controlled by humidistat. Humidistat controlled bathroom venting needs to be set according to the chart on the humidistat based on outside temperature. The humidistat-controlled fan can be running full time if required, simply by turning the dial to on. If the fan runs for hours while being set on the proper humidity, then that is what the home requires.

Reducing humidity in the bathroom(s) is vital for the air quality of your new home. Excessive moisture can allow mould spores/bacteria to grow. In extreme cases excess moisture can peel paint/wall paper and cause doors and trim to warp and ruin flooring from excessive condensation.

As with all fans in your new home they need to be run and maintained to achieve peak performance. The vent grills should be cleaned monthly, more often if required. Fans that are not run enough will build up condensation and frost in venting (*winter months*). This frost will melt and drip out of the fan when the weather warms. *This is not a warrantable item.*

## **Principal exhaust fan**

All Triple M Homes are equipped with a principal exhaust fan that is connected to the furnace. This is the most important fan to use in the home, especially during the winter months. This fan will exchange the air in the home. It accomplishes this by removing stale and moist air from the home and drawing in fresh outside air.

The principal exhaust fan is controlled by a Humidistat. It can also be turned on full time if required. There is a chart attached to the humidistat and it should be used to properly set the humidistat. **Turning off this appliance can seriously damage your home.** This appliance should be set and left to run as is required. If you feel it runs too long, please contact your dealer for more information. As with your home's other fans, principal exhaust fans need to be used to reduce the risk of frost build up in the venting. If the fan drips water when the outside temperature rises, this is a sign the fan was not run enough. *This is not a warrantable issue.*

## **HRV- Heat Recovery Ventilator air exchanger – (Optional)**

Having Triple M homes install an HRV unit is the most aggressive and cost-effective way to control your homes air quality. This system replaces stale air for fresh air. The warm stale air is used to warm the incoming cold fresh air thus saving on heating bills. Up to 85% of the heat is recovered from the stale air before being blown outside. HRV's are a completely independently ducted system that runs in conjunction with your furnace. The additional benefit of an HRV system is it recycles interior/exterior air. This air is filtered to remove particles, pollens and contaminants from your home environment.

This type of air exchange **must never fully be turned off**. The air in your home can turn virulent in a very short time. Code requirements for HRV units are different with each jurisdiction. Please discuss with your dealer.

Servicing the HRV system is something that should be done often to ensure good home air.

Most HRV's have a service switch located on the unit to lock it out for service. **This switch is to only be used for service**. Dirty or clogged filters can lower ventilation efficiency. Try to clean your filters at least every two months. Filters in most new HRVs can be easily removed, cleaned with a vacuum cleaner, and then washed with mild soap and water before being replaced. Older units have replaceable filters. If your HRV is easily accessible, this is a five-minute job. Remove leaves, waste paper or other obstructions that may be blocking the outside vents of your HRV. Without this vital airflow, your HRV won't function properly. During winter, clear any snow or frost buildup blocking outside vents. Check to see if your HRV has a condensate drain — a pipe or plastic tube coming out of the bottom. If it does, slowly pour about two liters of warm, clean water in each drain pan inside the HRV to make sure it is flowing freely (yearly). If there's a backup, clean the drain. Check your HRV owner's manual for instructions on cleaning the heat exchange core. Vacuuming the core and washing it with soap and water will reduce dust that can build up inside the core. Once a year, check the ductwork leading to and from your HRV. Remove and inspect the grilles covering the duct ends, then vacuum inside the ducts. If a more thorough cleaning is required, call a service technician. Remove the dirt that accumulates on the blades by gently brushing them. Most new HRVs are designed to run continuously without lubrication, but older models require a few drops of proper motor lubricating oil in a designated oil intake. Check your manual for complete instructions.

## **Non-mechanical ventilation**

Nothing is better for your home than good old fashion fresh air. Cross breezes are by far the quickest and most efficient way to freshen up your home. Window should be opened daily; 15-20 minutes is enough time to exchange the air in the entire home. Living in Canada we understand that this is not always practical for our homes. This effort should be made to keep your home healthy and fresh by opening the windows as often as possible.

### **Other great tips for keeping your home healthy and fresh are as follows:**

- Cracking a window in the kitchen when cooking. This will draw moisture and contaminants from cooking out the window improving air quality. This also helps your mechanical venting (Range Hood) work more efficiently by supplying more air for the appliance to move air.
- Closing your bathroom door and opening the window after you shower is also a very effective way to keep your bathroom moisture and mildew free. It's important to close doors when you open windows in the winter. This helps save heating costs by keeping the cool air in a confined space, such as a bathroom door for example.

In the winter months when windows don't get opened as often the use of mechanical ventilation is imperative. Be sure to leave all interior doors open to optimize air flow.

# 5.Maintenance

You're proud of your new home, and as such, you have the responsibility to properly maintain their home. Homeowner maintenance allows you to enjoy the many years of comfortable living that has been designed into your new home. Some maintenance suggestions and guidelines are as follows:

- **Exterior**
  - The exterior of your factory-built home should be cleaned regularly to protect it from scratches or abrasions caused by grit or grime. Clean vinyl exteriors with a mild detergent and rinse thoroughly.
  - Seal any cracks or openings that might develop around the windows, doors, molding, joints, vents, etc. Use a good grade of caulking compound.
  - Adjust door sills and weather stripping as required.
  
- **Roof**
  - Replace any damaged or missing shingles as soon as possible.
  - Inspect the roof of your home at least once a year. Pay attention to any stack, vent or chimney area. Re-coat or reseal these areas as necessary with a good quality roofing sealant.
  - If you have a metal roof, be sure that all the attachment screws are tight and the sealed.
  
- **Interior**
  - The interior walls of your new home will be finished in either painted drywall or prefinished (vinyl wallpaper) panels (depending on type of home or options ordered). Painted drywall can be repainted with any good quality, interior paint. Prefinished vinyl panels can be cleaned using a mild detergent and a damp cloth.
  - The balance of your home is constructed with standard residential components and require normal homeowner maintenance.

## 6. Cribbing and Skirting

### Skirting

Your new self-contained home requires some type of skirting to be installed. The skirting can be either insulated or non-insulated. All skirting **must** have venting. One square foot of venting for every 150 square feet of home floor area, installed within 6 feet of the corners of the home. The venting is very important and if not done can affect your warranty.

### Drainage and Ground Cover

All home sites should be graded so water will not drain towards or accumulate under the home. The area under the home should be “crowned” down the length of the home, with a minimum of 2% slope to the outside edges. This slope should extend a minimum of 6 inches past the bottom or outside edge of the eave.

The area under your self-contained home should be covered with a poly sheet not less than 6 mm in thickness. There should be no seams in this ground cover; if there are seams, they should overlap by at least 6 inches and be sealed.

Improper ventilation, drainage, or ground cover may create excessive humidity under your home. Excessive humidity may cause structural damage. This damage is not a warranty item.

### Site Preparation

Proper site preparation should comply with the requirements outlined in the latest version of the Canadian Standards Association and Z240.10.1 pamphlet. If there are any municipal, provincial, state, or national code requirements in addition to the CSA guidelines, they must also be adhered to. Check with your local building inspector for any possible additional requirements.

Failure to comply with code requirements may cause excessive damage to your home. Damages caused by improper site preparation is *not considered a warranty item*.

# 7. Homeowner's Maintenance Calendar

## Spring

1. Wash/clean exterior
2. Inspect roof for any damage or for need to reseal flashings
3. Clean interior walls and woodwork
4. Lubricate window and door hinges and operating mechanisms
5. Check caulking around doors and windows and repair as necessary
6. Check cribbing under home and level (if applicable)



## Summer

1. Check Air Conditioning (if applicable)
2. Check/replace furnace filter
3. Clean all skirting vents (if applicable)

## Autumn

1. Check and clean furnace
2. Wash/clean exterior
3. Caulk all small openings or cracks around windows and exterior doors
4. Adjust weather stripping on doors and windows
5. Check cribbing under home and level (if applicable)

## Winter

1. Check heat tape on water and drain lines (if applicable)
2. Remove snow accumulation on roof (if over 10 inches)
3. Be sure all roof vents are free of ice and snow
4. Check skirting vents to be sure they are not obstructed by ice and snow (if applicable)

# WARRANTY

The Triple M Housing Ltd. Limited Warranty provides you the homeowner with the assurance that your new home is substantially free of defects in workmanship or materials.

Warranty covers the repair or replacement, solely at the discretion of Triple M Housing Ltd, of any item that is deemed defective by Triple M Housing Ltd.

Any damage that may occur due to transportation, improper or incomplete set up of the home, site preparation, blocking, leveling, etc. is not covered by this warranty.

This warranty shall not apply if the home has been altered without the express written consent of Triple M Housing Ltd., used other than for residential purposes, abused, neglected, abandoned, or otherwise not cared for in a reasonable manner.

The terms of the Triple M Housing Ltd. Limited Warranty are as set out in the Manufacturer's Limited Warranty Agreement, which has been provided to you. The terms of that agreement prevail over representations in this manual or made by any dealer or other person.





# Triple M Housing

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