

Detailed information Concerning the Water Damage Prevention Project

We invite you to view the short video on the home page of our website at <https://securiteaquadetect.com/?lang=en> for a better understanding of the Nowa water damage prevention system.

The text titled *A Proven and Reliable System* attached to this document will provide you with an overview of the various components of a Nowa system.

Our mandate

Your administration has given us the mandate to provide protection covering all of the water points in your condo, without exception. Neglecting a single water point would be equivalent to playing Russian roulette with the integrity of your condominium, as well as that of your immediate neighbours and the rest of the building.

Basic protection included in our mandate

The contract signed with your administration provides for the following equipment:

- 1 triangular detector under the kitchen sink
- 1 miniature detector attached to the toekick in front of the sink to detect a sink overflow
- 1 round detector under the dishwasher
- 1 round detector behind each toilet
- 1 round detector on the floor of each bathroom to detect a spill from the sink, bath or shower
- 1 round detector behind the washing machine
- 1 round detector near the water entrance
- 1 round detector under each air conditioner
- 1 detector under the bathtub taps (if accessible)
- 1 motorized valve installed immediately after the main manual closing valve at the condo's water inlet
- 1 control panel close to the motorized valve.

IMPORTANT NOTE: a 110-volt outlet must be accessible and usable within 3.6 m (12 feet) of the water inlet where the motorized valves are located. Otherwise, you will need to have one installed **before** our teams arrive.

Need to add detectors

Your administration has given us the mandate to provide protection covering all of the water points in your condo, without exception. Neglecting a single water point would be equivalent to playing Russian roulette with the integrity of your condominium, as well as that of your immediate neighbours and the rest of the building.

We must therefore add detectors if your condo is equipped with the following appliances:

- 1 round detector behind, under or in front of any refrigerator with a water supply (installed without moving the appliance)
- 1 round detector under any steam oven
- 1 round detector under any coffee machine with a water supply
- 1 round detector under each humidifier
- 1 round detector near the water heater
- 1 round detector under any aquarium
- 1 detector to protect any other water point.

We ask that you notify us of any appliances requiring an additional detector by filling out page 5 of this document. We cannot be held responsible for undetected water damage if you have omitted to inform us of the presence of a device requiring an additional detector.

Additionally, once on site, our technicians may determine that one or several detectors must be added in order to secure all of your water-supplied appliances. We ask that you accept these recommendations, as this will allow us to complete our mandate of securing all water points in the building to the fullest extent.

We draw your attention to the document titled *Three Types of Detectors* attached to this document. In it, you will find photos and explanations of how each type of detector works and what it does.

Credit for detector(s) which may not be required

It may happen that, once on site, we find that the installation of a detector is ultimately superfluous. In such a case, a credit corresponding to the amount initially included in our quotation will be applied to the final invoice presented to your administration. However, it should be noted that, in all cases, the mandate given to us by your administration makes us the only ones able to assess whether the elimination of a detector can be done without compromising the protection of your condo and that of your neighbours against the risk of water damage.

Setting appointments

Your administration will arrange appointments with the co-owners and will give us a schedule that provides for six to eight installations per day without interruption, from Monday to Friday and during consecutive weeks.

Start time and duration of installations

Installations are scheduled to begin at 8:00 a.m. and finish at 5:00 p.m.

Due to the diversity and complexity of the installations, the workload differs from one condo to another. It is thus impossible to specify the duration of each installation and the exact time of arrival of AquaDetect technicians at your condo.

This is why we ask you to give us access to your unit from 8:00 a.m. to 5:00 p.m. on the scheduled day of installation.

Required presence during the installation

It is the administration's responsibility to notify the co-owners of our technicians' visit within a reasonable timeframe before the scheduled installation date. The co-owners and the administration will be responsible for ensuring that a representative of the co-owner is present at all times during our technicians' visit to allow the installation of valves and Nowa systems in condos that are unoccupied at the time of the installation. In the absence of the owner's representative, our technicians will not carry out the installation in an unoccupied condo. Your installation will then have to be rescheduled, and an additional charge of \$175 (excluding taxes) will be billed.

Preparing for the installation

We ask that you free the space above and around the water inlet, where the motorized valves and control panel will be installed, from all objects or structures. This must be done BEFORE the arrival of the plumber and/or our technicians.

We also ask you to free the shelves under the kitchen sink as well as the shelves of the cabinet between your sink and your dishwasher to allow the installation of a detector and wiring, before the arrival of our technicians. If the AquaDetect technician has to empty this space, the time required to do so will be billed at the rate of \$75/hour (excluding taxes).

If it is not possible to access the spaces to receive the various components of the Nowa system, our technicians will move on to the next scheduled installation. Your installation will then have to be rescheduled to a later date, and an additional charge of \$175 (excluding taxes) will be billed.

Need to move appliances

We can generally protect dishwashers, washing machines and refrigerators without having to move them. AquaDetect personnel is not authorized to move or modify appliances or their installation. If such a move or such a modification proves necessary to allow adequate protection, it will be up to the co-owner to do it later, at his/her expense.

Protection under bathtub faucets

Bath faucets (and especially hand-held shower heads) are a potential source of significant water damage. Detectors placed on the bathroom floors (behind the toilet and in front of the sink toekick) do not allow this section to be protected against water leaks. Water can thus leak into the bath enclosure and easily reach the condos on the lower floors without being detected. The only way to protect such an installation is to install a detector in the enclosure of the bath, directly under the faucets.

Unfortunately, such access is generally not possible in condominium buildings. However, if your bath is equipped with an access trap which gives us access to this space, we strongly advise you to purchase an extra round detector for each of the bathtubs where access is possible. You can also have such an access trap installed before the arrival of our installation team.

You can order extra detectors to protect bath faucets that are accessible on page 5 of this document.

Internet access

The tools available to your administration for managing alarm signals from Nowa systems depend on the ability to send this information via the Internet.

If you have a Wi-Fi network in your condominium, this information can be transmitted using this network and will not incur any initial or recurring costs. To take advantage of this, you will need to provide our installers with the name and password of your Wi-Fi network at the time of the installation. Please have this information ready when the technicians arrive. If you want to link your Nowa system to your Wi-Fi network but it is not possible to do so at the time of the installation, an AquaDetect technician will have to make a subsequent visit, and additional fees will apply.

If you do not have a Wi-Fi network in your condominium, the information can be transmitted via a cellular network. This option incurs costs of \$149 for the purchase of a network card, its installation and programming, and monthly cellular network fees of \$9.95 payable directly to AquaDetect and payable in advance annually. However, this option is advantageous compared to a Wi-Fi internet connection, which normally costs around \$ 75 per month.

If you wish, you can download a free application to your smartphones or tablets that will allow you to receive alarm signals from your system, control the valve remotely and more, all free of charge. Our technicians are not mandated to download the application nor to program it for you at the time of installation, but free telephone support is available to help you do so afterwards. If necessary, you can obtain this assistance by calling 514 375-5678, extension 3.

Language

The Nowa systems interface is available in English or French. By default, all our systems are in French.

If you wish to have an English system interface please indicate it on page 5 of this document.

Explanations at the time of installation

It will be important that the co-owner or his/her representative be on site at the time of the installation to receive explanations from our technicians regarding the operation of the Nowa system. Our technicians will not return to explain the operation of the system. However, telephone assistance is available to you free of charge to explain the procedure to follow in the event of water detection and the Nowa valve closing. If necessary, you can obtain this assistance by calling 514 375-5678, extension 3.

Protection under bathtub faucets

Bath faucets (and especially hand-held shower heads) are a potential source of significant water damage. Detectors placed on the bathroom floors (behind the toilet and in front of the sink toekick) do not allow this section to be protected against water leaks. Water can thus leak into the bath enclosure and easily reach the condos on the lower floors without being detected. The only way to protect such an installation is to install a detector in the enclosure of the bath, directly under the faucets. Unfortunately, such access is generally not possible in condominium buildings. However, if your bath is equipped with an access trap which gives us access to this space, we strongly advise you to purchase an extra round detector for each of the bathtubs where access is possible. You can also have such an access trap installed before the arrival of our installation team.

You can order extra detectors to protect the space under bath faucets if accessible using the form on page 6 of this document.

Nowa motorized valve closed during your absence

It is strongly recommended to close the Nowa motorized valve during your absence. If the Nowa valve remains closed during your absence, most potential water damage that may then occur can be avoided.

Simply press the *Close valve* button on the Nowa panel when you leave and press the *Open valve* button when you return.

Motion detector to automate the closing of the motorized valve in your absence

The process of closing the Nowa motorized valve during your absence can be automated using a motion detector that will automatically close the Nowa valve in the event of a 12-hour period of inactivity in your condominium. The moment a person re-enters the condo, the valve opens automatically.

You can order a motion detector on page 5 of this document.

CAUTION: If your condominium is equipped with a humidifier and you close the Nowa valve during your absence, the humidifier will be rendered inoperative. If you want to keep your humidifier operational at all times, you should not close the Nowa valve when you leave the premises. Adding a motion detector to close the motorized valve during your absence would therefore be inappropriate. The valve will nevertheless be closed automatically if Nowa detects a leak.

AquaDetect Limit of Liability

It is important to note that the Nowa system only closes the water inlet valve if the leak reaches a Nowa detector. The detectors are placed in the locations known to be the most vulnerable. We cannot guarantee protection against all leaks that may occur in a property and cannot be held responsible for damage caused by a leak that does not reach a Nowa detector.

CAUTION

The customer must not permanently relocate a detector and should periodically test the equipment to ensure the system is functioning properly. At least once per quarter, it is strongly recommended to carry out at least one water detection test, one valve closing test and one full shutoff of the water supply. AquaDetect will not be held responsible for any damage caused by an undetected leak if the customer has moved a detector or does not carry out a full system test at least once in the 12 months following the system installation, and once a year thereafter. I understand that Sécurité AquaDétect cannot be held responsible for an undetected leak if these directives are not followed.