

COSTA CARIBE

APARTMENT MAINTENANCE AND USER MANUAL



With your help, we can
ensure that the world's
most beautiful beaches
remain pristine.



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1.- INTRODUCTION

Thank you for purchasing a **SIMCA** apartment!

The aim of this manual is to provide you with a practical guide to clarify aspects related to the use and maintenance of your apartment as well as the scope and coverage of the **SIMCA** warranty.

This document has been created using knowledge we have accumulated over 15 years within the real estate business as a basis. This manual includes experiences of technicians, builders, suppliers, and owners like yourself.

We are aware that some of our recommendations may seem obvious, however given the varied levels of experience of our clients, they were necessary to include and thus enable you to keep your new **SIMCA** apartment in top condition for many years to come.

Construction processes are constantly reviewed by the **SIMCA** team, who take the necessary precautions to minimize the appearance of defects and operational problems within the apartments. Due to the nature of any construction-based activity however, it is defects may appear and be observed, either when your apartment is delivered or at a subsequent date.

This manual contains information which enables you to tell the difference between defects which can be attributed to construction, defects which are produced by improper use or lack of maintenance; and normal processes which are caused by the stabilization of materials or their exposure to the environment.

Criteria are also established to qualify repairs covered by warranty and the timeframe thereof. These criteria are based on specifications and recommendations of the manufacturers and common practices of the industry in Mexico. Also included herein are Practical tips to prolong the lifespan of the components of your apartment, carry out repairs and help you perform complementary work, modifications or extensions, without generating situations which could lead to serious deterioration of either your apartment or adjoining apartments and common areas, which would affect the quality of your life, as well as that of your family and neighbors.



2. MAINTENANCE PROGRAM

Due to the large number of materials, parts, and pieces that make up your apartment, it is very difficult to cover each of them in detail. Only the most common or important components have been included in this manual. For detailed instructions on any particular component, always refer to the manufacturer's manual delivered upon receipt of your apartment. If any of the recommendations contained in this manual conflict with what is established by the manufacturer, the latter should prevail, as this applies specifically to the installed material.

Looking after your apartment properly requires regular upkeep and maintenance from day one. The more time and resources invested in the upkeep of your home, the longer it will remain in top condition.

2.1 MINIMUM REQUIRED MAINTENANCE PROGRAM

Every 3 months

- Clean drains, planters, terrace (5.2)
- Clean and carry out maintenance of the water heater (6.12)
- Clean mixing-faucets, bathroom sinks and kitchen sinks (6.8, 8.2)
- Check window rails and closures (7.1)
- Carry out preventative maintenance on air condition system filter (8.4)

Every 6 months

- Repaint outdoor components (6.1)
- Readjust door (6.3)
- Adjust screws, handles, locks, and hinges (6.3)
- Lubricate locks and moving parts (6.3)
- Check bathroom and kitchen seals (6.5)
- Polish marble countertops (6.9)
- Check electrical panel (8.3)
- Clean drain pipes and storm drainage pipes (8.1-8.2)





Every 12 months

- Repair cracks (5.1)
- Repaint carpentry components (6.1)
- Repaint interiors with vinyl paint (6.1)

PLEASE NOTE:

In order to enforce the warranties established in this manual, the instructions indicated on the following pages must be followed, installations must be used correctly and the necessary regular maintenance must be performed in compliance with the guidelines and deadlines established herein or in manufacturer or installer's manual, as appropriate. Failure to comply with any of the above conditions shall render the warranty null and void.



3. PERIOD AND SCOPE OF WARRANTY FOR HIDDEN DEFECTS

By law, the properties offer a warranty covering faults or defects which emerge during construction for defects that affect the structure of the property.

On the other hand, the **SIMCA** warranty covers hidden defects for a period of one year, in other words, for faults or defects in construction components or installations, and for faults or defects affecting finishing components and equipment in the apartment. However, in order to avoid providing misleading information, it is necessary to highlight certain areas of coverage related to the aspects set out in the previous.

3.1 SCOPE OF WARRANTY.

- The **SIMCA** warranty for structural components of your apartment covers defects or damage, unless they are a result of improper use, lack of maintenance, or third-party intervention.
- The **SIMCA** warranty for your apartment installations, granted by the manufacturer or installer and transferred by **SIMCA** to owners, requires regular maintenance to be carried out on such installations by qualified staff in accordance with the suggestions found in this manual. It is your responsibility to provide proof of such maintenance by way of receipts. For devices connected to these installations, conditions and timeframes established by the manufacturers will apply.
- The **SIMCA** warranty for finishing elements and equipment in your apartment are specified herein.
- The warranty for electrical appliances is conferred by the manufacturer or country representative in accordance with their own rules and periods of validity, usually of one year. **SIMCA** offers a 15-day warranty starting from the date on which the unit is physically delivered.





- The **SIMCA** warranty does not cover damage caused by inadequate or nonexistent maintenance; normal use; natural processes described in this manual; improper use; accidents; third-party intervention; or behaviors that compromise the proper functioning of your apartment or contravene the recommendations contained in this manual. A properly-performed maintenance program is understood as being a program which adheres to all the recommendations found in this manual.
- Reports requesting enforcement of a **SIMCA** warranty will be evaluated under the criteria presented in this manual. The owner is assumed to have read and understood this manual, exempting **SIMCA** from the responsibility of improper use of installations or unawareness of topics covered in this manual.
- The **SIMCA** warranty does not cover compensation for expenses incurred as a result of a fault, nor does it cover the repair or compensation for movable assets not included on delivery of your apartment which could be damaged as a result of a flaw (for example, furniture, paintings, clothing, shoes, electrical items, etc.). It is the owner's responsibility to ensure that valuable assets are covered by insurance policies in the current market. Notwithstanding the foregoing, we recommend consulting the clauses contained in real estate insurance policies covering damage to personal property due to leaks, broken pipes, etc.
- The **SIMCA** warranty is not applicable to unauthorized repairs, improper use or abuse of the components that make up the property; or failure to comply with the use and maintenance guidelines mentioned in this manual.



4. HOW AND WHEN TO ENFORCE THE SIMCA WARRANTY

How to report and find a solution to defects or faults originating from the construction of your apartment is not included in this manual. For such cases, **SIMCA Owner Services** department can assist you, all you have to do is follow these simple steps:

1. Take a picture: Take evidence with photos and/or videos each issue that you wish to report as a warranty.

2. Fill the form: Please allow us to present a new tool that will help you solve your doubts with safe, effective and accurate information. This is SOS SIMCA our official customer service platform.

SOS is a platform that will help you streamline any process through the creation of smart tickets that will be directed to the entire SIMCA team, for faster attention, we invite you to create a ticket in the following link: <https://help.simca.mx/sos/warranties>

3. Upload and send: Fill out the form in the SOS website and upload the photo or video evidence of the problem you would like to report, including the photos and/or videos you took.

4. Schedule your appointment: You will shortly receive a confirmation email and as soon as possible, our warranty team will contact you via email, to attend to your request and schedule an inspection visit. Remember to check your spam inbox.

5. You are set: Once you have completed these 5 steps, you will soon be able to continue enjoying your apartment without worries.

DO NOT FORGET to review and read this "Maintenance, conservation and use manual" where we give you general recommendations for an excellent operation so you can keep your apartment in perfect condition.

If you have any questions. The Owners Service Team is available to help you.



5. GENERAL ASPECTS OF THE PROPERTIES

When receiving your apartment, it is important to be aware of a series of perfectly normal processes which may occur therein. Here, you will find a brief description of them and steps to be followed if they occur.

5.1 CRACKS AND CREVICES

In general, cracks are normal (they are produced by shrinkage, expansion, or contraction of materials) and do not pose any type of structural risk. Cracks are caused by several factors, and it is important for you to be made aware of them:

5.1.1 MATERIALS IN THE PROCESS OF STABILIZATION

Cracks produced during the process of material stabilization are a frequent occurrence, which is inevitable and completely natural in a new construction. For this reason, you are recommended to wait for this process to be completed and to repair such cracks when the paint completes its shelf life and it is time to repaint the apartment (see maintenance program). To reduce the appearance of cracks caused by material stabilization, the apartment should be kept well-ventilated to prevent humidity, in order to achieve a gradual and controlled stabilization.

CONCRETE, FINISHES, AND DRYWALL

The hardening process is a natural process that lasts between two and three years, and is characterized by a the loss of water and thereby shrinks or reduces in volume due to loss of the capillary water, which increases tensile stressed and could generate into early internal craking even before exposure to load. this is know as the drying shrinkage of concrete. Such cracks are normal and do not decrease their resistance.

Since these cracks do not constitute a defect, the owner will be responsible for repairing them, as part of the maintenance process of his/her home.



We recommend performing a general repair of cracks two years after taking possession of your apartment, which consists of filling them in and repainting or wallpapering, as appropriate. Drywall ceilings and walls are attached to structures which are exposed to expansion and contractions. This creates a cold joint which is a separation resulting in the appearance of cracks.

5.1.2 MATERIALS WITH DIFFERENT BEHAVIOR

Your apartment consists of different types of structures, including main walls made of reinforced concrete and concrete block walls.

Due to the difference in the materials that form each of the structures, they expand, contract and behave differently when faced with thermal variations, environmental humidity and settlements. Therefore, cracks will always occur where different types of materials meet, for example: in the molding joints, blocks, drywall, wooden structures, baseboard corners, floor grouting, wall panels and countertops. It is your responsibility to repair such cracks.

5.2 HUMIDITY AND LEAKS

A large proportion of the problems that a property can present are caused by moisture or leaks. It is therefore important for you to know how to act preventatively and appropriately when faced with events of this nature. It is necessary for you to be aware of the following aspects in order to understand the behavior of your apartment and be able to tell the difference between a normal occurrence and a problem that needs to be fixed as soon as possible.

5.2.1 CONDENSATION AND SOURCES OF MOISTURE

When we speak of condensation, we refer to the phenomenon seen in windows, and sometimes on exterior walls, which appears as surface water in the form of drops, and occurs when warm humid air comes into contact with a cold surface.



It is important to consider that the daily use of any residence generates several sources of humidity. This is due to multiple factors. Some of the agents responsible for the humidity level inside your apartment is as varied as human breathing, drying clothes, showers, dryers, kitchen appliances, heating, hot-water faucets running for long periods, or simply a gathering of several people in a closed space. All this is enhanced by humidity outside the environment.

We remind you that the higher the indoor humidity, the greater the amount of suspended water there is waiting to be condensed. Furthermore, the greater the difference in temperature inside and outside, the more likely it will be for condensation to build up on walls and windows.

Under certain conditions of environmental humidity, mold and fungi, whose spores are naturally present in the air, become prevalent. They appear particularly in areas with little light and lower temperatures, and which are not often cleaned, for example, behind the curtains. It is your responsibility to clean areas affected by mold.

**TO PREVENT PROBLEMS CAUSED BY MOISTURE, AVOID ODORS,
AND KEEP YOUR APARTMENT DRY, WE RECOMMEND:**

- Turning on the air conditioners periodically, to prevent the accumulation of moisture inside. Even when the apartment is not in use, we recommend establishing a cleaning and ventilation program.
- Keeping the bathroom door closed when showering, to prevent the steam produced from spreading to the rest of the house.
- Ventilating bathroom daily, especially after taking hot showers. Always use air extractors in bathrooms that do not have windows.
- Always cooking using the range hood and trying to keep the filter clean, replacing it periodically in accordance with the manufacturer's instructions.



5.2.2 INITIAL HUMIDITY RETAINED IN CONSTRUCTION.

During the construction of the framework and the application of the plaster, a large amount of water is used, which takes a line time to dry out. Therefore, it is normal and inevitable that initially, the walls and foundation contain a high percentage of water, which typically gradually dissipates during the first two years after the building is completed. Although the humidity present in your apartment will naturally decrease over time, it is possible to accelerate the process and mitigate its effects through proper ventilation of each room and the use of air conditioners. **SIMCA** recommends delaying the repair of any damages caused by initial humidity (cracks, paint, etc.) until the natural drying process of your home is complete and the paint has reached its shelf life.

The owner is responsible for ensuring that the entire apartment is correctly ventilated and for taking care of any possible deterioration that may occur due to insufficient ventilation.

SIMCA is not responsible for damage caused by not taking the necessary precautions to handle the natural drying process of your apartment correctly.

5.2.3 LEAKS AND HUMIDITY CAUSED BY RAIN

This type of leakage can occur through joints between walls and aluminum window frames, as the latter is subject to volumetric changes when faced with variations in temperature. It is therefore common to observe small cold joints between walls and floors, which may result in possible leaks inside the residence.

For this reason, you should check the outer seals of the windows at least once a year and, if necessary, correct any problem using neutral silicone.

Keep the drains clean in order to minimize contact with rainwater, in terraces and/or planters. The bulding administration namely the building manager, is responsible for checking the roofs, including gargoyles, drains and storm drainage. **SIMCA** is not responsible for these kinds of problems when they are caused by intervention, lack of maintenance, or third-party modifications.



5.2.4 LEAKS RELATED TO DAMAGED RESTROOMS AND INSTALLATIONS

All toilets and countertops generally have silicone seals where they join to the following: walls, dishwasher, other countertops, faucets, etc. Seals are frequently damaged by careless cleaning of these elements, resulting in a permanent filtration of humidity into furniture or walls, thus causing deterioration and unpleasant odors. We recommend instructing the person in charge of cleaning to make sure that this does not happen. In addition, periodic checks should be carried out to avoid damage caused by a lack of such seals.

When a leak (water, sewer) occurs, no matter how small it is, it should be immediately reported through <https://help.simca.mx/sos/warranties>; the cause and solution to such problem should be found before it gets worse. As a first step, the corresponding valve must be closed

If you are absent from your apartment for two or more days, it is recommended that you close the general in case of sudden rise in water pressure that may stress the piping networking causing a leak.

5.2.5 HUMIDITY IN TERRACES

The terraces usually have drains designed to evacuate rainwater. Keep these drains clean and unobstructed. Never throw buckets of water or use the hose on the terrace, this can produce humidity inside your apartment or those of your neighbors. These terraces are not designed to withstand water under the aforementioned conditions.



5.2.6 HUMIDITY CAUSED BY HOME MISHAPS

Bathrooms and kitchens are not designed to drain water produced as a result of home mishaps, such as a hose becoming disconnected from your washbasin, sink and unit equipment. When installing your appliances, verify their connections. While using them, consider the necessary precautions to prevent accidents and do not leave the appliances operating without supervision. **SIMCA** is not responsible for damage caused by domestic accidents.

5.3 WALL AND CEILING FIXTURES

If you need to install fixtures in your apartment, install them with screws or hooks, using anchors. Do not use nails. Take the following precautions, depending on the type of material:

- a.) Drywall dropped ceiling and walls: for drilling purposes, use a drill bit with the same diameter as the anchor to be used. Use special anchors for drywall (butterfly anchors). Do not hang items from suspended ceilings.
- b.) Concrete walls or leveled block: Use special drill bits for concrete and plastic or expansion anchors for concrete.
- c.) Marble or tiles: To drill tiles, use a special drill for ceramics with the same diameter as the anchor to be used. Avoid using hammer drills or nails, as these could break the tiles. Seal fixtures placed in humid areas, such as bathrooms, kitchens, and laundry rooms, using silicon.



6. *FINISHING COMPONENTS*

Finishing components include dropped ceilings, floors, doors, coatings and exterior and interior paint, varnishes, hardware, faucets, electrical switches and sockets, built-in furniture and minor appliances such as toilets, electrical, and air conditioning components.

6.1 PAINT AND VARNISH

Paint and varnish do not only fulfill an aesthetic function, but are also instrumental in prolonging the shelf life of materials. Paint and varnish last for limited time, so you should replace these coatings periodically; by repainting or re-varnishing, as appropriate.

UPKEEP: Please note that, due to the aging process of paint, a few months after being applied, it will adopt a different tone to what was originally seen. Therefore, we recommend that when repainting an area after a period of time, it should be done so in entire sections or walls.

Metal elements should be repainted as soon as rust stains appear, after cleaning them with a brush and applying two anticorrosive coats of paint.

CLEANING: Indoor components finished with vinyl paint can be cleaned with a damp cloth. Do not use any kind of solvents, since they cause immediate deterioration in the paint. Never use brushes with hard bristles, abrasive cloths or cleaners. Please note that wash marks will be more easily seen in opaque paints than in bright ones.



PLEASE NOTE:

To prolong the shelf life of materials protected with paint or varnish it is essential that you repaint or re-varnish (as appropriate) surfaces and components (particularly metal) which are exposed to the outdoors, at least once a year. Interior paint and varnish should be reapplied at least once every two years.

Occasionally, cracks caused by normal phenomena (stated in 5) may appear on painted surfaces. Repair these cracks when you plan to reapply paint. When retouching, apply paint to the damaged area only, using a small brush. The color of the new paint may not match that of the surrounding area, due to the aging process of the paint. Likewise, it is normal that under certain lighting conditions, retouching is more visible.

WARRANTIES AND DELIVERY CONDITIONS

When we deliver your apartment, we will check that surfaces covered by varnish or paint are clean and properly painted or varnished. In the case of metallic elements, we will verify that they do not display any signs of rust. All observations made regarding the paint and varnish upon delivery of your apartment will be covered by the warranty. Any repair which corresponds to such observations will be carried out by **SIMCA**.

As the owner, you are responsible for subsequent retouching, except for that to be done by **SIMCA** as a result of other repairs carried out.

The discoloration of paint and varnish due to the effects of the sun or atmospheric elements, and the difference in shades produced by reapplying paint is normal and is not covered by the warranty. Cracks which are caused by the situations described in 5.1 are not covered by the warranty, and must therefore be repaired by the owner.



6.2 DOORS

Wooden doors are prone to environmental conditions such as humidity and temperature and can suffer deformation, contraction and warping as a result. Your apartment may have painted, varnished or veneered wooden doors

CLEANING: Clean according to the type of door finish.

UPKEEP: Doors should be handled smoothly and not sustain blows around the edges, which is why we recommend instructing the inhabitants of your apartment how these elements should be treated and preventing them from slamming shut, due to drafts. Door slamming can also cause damage to frames, generating cracks which are not covered by the warranty.

When a door is hard to close, it is necessary to determine if this problem is due to humidity, misalignment due to dents, or if it has come off its hinges. Where humidity exists, the wood is likely to swell and the doors are likely to tighten. In this case it is not advisable to reduce and brush the door, given that once the humidity disappears, the door will return to its normal volume. We recommend waiting for the door to stabilize and then hiring a specialist to repair it. Misalignment and deformation in doors occurring after the delivery of your apartment, and which were not specified in the record of property delivery, will not be covered by the warranty.

When your home is unoccupied during the day, it is necessary to leave the inside doors open to avoid temperature differences between both sides of the door, and thus prevent them from warping.

WARRANTIES AND DELIVERY CONDITIONS

Upon delivery, it will be checked that the doors are free of stains, scratches, leaks and that they fit correctly. If defects are detected, they will be repaired. **SIMCA** will not respond for defects not specified in the delivery certificate.



6.3 CARPENTRY HARDWARE (handles, locks, hinges).

The handles, locks and hinges in your apartment may have a tan, chrome or satin finish and occasionally a colorless protective coating. Atmospheric conditions, sunlight, chemical agents (acids, paint, etc.), and sharp or abrasive objects can cause damage to these components resulting in stains, discoloration, corrosion, or scratches on the surfaces.

CLEANING: The upkeep of these elements requires that they be cleaned using non-abrasive products. Ideally, a soft dry cloth will suffice. Only when strictly necessary should mild soap be used as a supplement. Never use solvents, such as turpentine or thinner.

UPKEEP: Screws on the hardware hinges should be tightened at least once a year. Mobile elements must be lubricated with special products at least once every two years. To stop hinges from making a noise, remove the pin and apply an appropriate lubricant.

Locks and hinges should be treated gently and retightened immediately if they become loose due to use. After a while, locks and hinges may need slight adjustments, due to the natural deformations of the structure on which they are mounted. To correct defects in the hinges, the door must be dismantled and in no way forced, given that this will cause deterioration.

WARRANTIES AND DELIVERY CONDITIONS

Upon delivery of your apartment, **SIMCA** will verify that the hardware is correctly installed, in good condition and proper working order. **SIMCA** will repair hardware which displays problems during the first year, starting from the delivery date of your apartment. Components which show evidence of misuse or inadequate maintenance are exempt. **SIMCA** is not responsible for damage caused by corrosion to the surfaces of these components.



6.4 GLASS AND MIRRORS

CLEANING: To clean glass and mirrors, use commercial glass cleaner, or occasionally, vinegar diluted in water.

UPKEEP:

- Prevent condensation on glass surfaces.
- Check window seals annually and verify if windows are working properly, in accordance with the provisions of 2.1 and 7.1.
- Check the perimeter seals of mirrors at least once a year, steam and humidity may affect the coating that produces the reflection, in such a way as may cause it to swell or peel off.
- If you need additional lighting in areas with mirrors, do not install the lights very close to them, as sudden overheating may cause them to break.

WARRANTY AND DELIVERY CONDITIONS

Glass and mirrors are not covered by the warranty. Upon delivery of the property, **SIMCA** will check that the perimeter seals of the mirrors are in perfect condition and that glass and mirrors are free of visible chips and scratches.

SIMCA will only repair details which are specified in the record of property delivery. For these purposes, details that are visible to the naked eye, under normal lighting conditions, at a distance of one meter away from the surface, shall be considered defects.



6.5 KITCHEN, CLOSET, AND BATHROOM FURNITURE.

CLEANING: Clean the surfaces of kitchen and bathrooms furniture using damp cloths or neutral non-abrasive detergents. We recommend using mild liquid detergent on kitchen, bathroom and closet interiors. Always follow the instructions on the package and dry immediately. Please note that cleaning the furniture will affect the gloss finish.

UPKEEP: Do not use the kitchen furniture surfaces as a base on which to cut food, iron or place lit cigarettes, and avoid placing hot utensils on them. Dry surfaces immediately after they get wet. Do not apply excessive force or climb on furniture surfaces, as they may crack. If your furniture has marble or granite countertops, please review section 6.12. Avoid the use of articles that generate a high volume of moisture near the kitchen furniture as they can affect the surface and produce deformations. Do not place kettles directly below kitchen cabinets, and turn on your range hood each time you cook, keeping the doors closed.

Avoid overloading the shelves of the kitchen furniture. These could bend if the load exceeds the norm in terms of the design. As with all moving parts, improper or careless use shortens the shelf life of furniture and misaligns rails and hinges. We therefore suggest instructing the inhabitants of your apartment on how they should be used: close and open doors and drawers gently, do not force them up or down when opening or closing them, do not use drawers as stairs, etc.

We recommend periodically lubricating the drawer rails with a special spray. Also, it is important to immediately re-tighten hinge screws when they become loose due to use. This will prevent screw holes from enlarging.



PLEASE NOTE

Check the seals on sinks, washbasins, and the joints where countertops meet walls, at least once a year, as these contract after a certain amount of time. Replace them every two years, as a defective seal allows humidity to enter and damage your furniture. Refer to the maintenance table herein.

WARRANTY AND DELIVERY CONDITIONS

Upon delivery of your apartment, every part of your bathroom furniture, kitchen furniture, and closets will be checked, to ensure they are in good condition and that the doors and moving parts are aligned and working normally. **SIMCA** will only repair defects in furniture noted in the delivery certificate of your apartment. Post-delivery damage, including these caused by relocation, is your responsibility.



6.6 FLOORS AND WALLS COVERED IN MARBLE, CERAMIC, OR PORCELAIN TILES

Marble floors and walls, ceramic tiles and porcelain tiles are easy to maintain, yet fragile. To improve finishes a floor grout been used, which fulfils an aesthetic function, and helps to waterproof the wall or floor.

CLEANING: Clean them by using a mop, moistened with water only. Avoid adding detergent to water. Never use abrasive cleansers, as these will opaque surfaces and damage the joining material. If such material becomes yellow, clean it with a soft fine-bristle brush and water with mild detergent. Avoid using abrasive products or hard brushes, as they will remove the joining material. Similarly, avoid using cleaning products with a color which could drip on the floor and cause stains.

UPKEEP: Marble and tiles are fragile. Do not drop objects on them or hit them, since there is a risk of breaking, loosening, or cracking them. Please note that when replacing a ceramic, there is a high probability that it will have a different shade to the original item. To avoid scratches and breaks, furniture with wooden or metal bases should not be scraped across the floors. It is normal for the material placed in between the tiles to darken due to use, and for cracks to appear in it, which are the result of phenomena associated with temperature changes. If cleaned incorrectly, this joining material may come off.

Ventilate your unit properly. Bad ventilation can generate the appearance of fungi in the joint. If these appear, wipe them with a cloth moistened in a mild solution of diluted chlorine water, and then rinse.

PLEASE NOTE

If cracks appear in the grout or if it becomes detached, fill it in with grout sold in specialized or hardware stores. Follow the manufacturer's instructions. Keep in mind that new grout may be a different shade when it dries.



WARRANTY AND DELIVERY CONDITIONS

Upon delivery, tiles will be checked to make sure they are not broken and are free of cracks and scratches. Likewise, joints will be checked to make sure they are in perfect condition. If you tap a tile and hear a hollow sound in some areas, this does not mean that the tile is not sealed and that it needs to be replaced. A non-sealed ceramic is one which is not completely adhered to the wall or floor and is generally recognized because it sounds hollow all over, shows signs of detachment in the perimeter of the join, and tends to lift up.

SIMCA is responsible for the repairs of observations made at the time of receiving your apartment and which are specified in the record of property delivery. Such repairs may include changing or fixing tiles, at **SIMCA**'s discretion. It is the responsibility of the owner to replace joints and repair cracks, scratches and chips in the ceramics that are not expressly stated in the delivery report. **SIMCA** will repair ceramics that are not sealed, even if this defect is not recorded in the delivery certificate.



6.7 FAUCETS

The faucets installed in your apartment are of top quality and should generally present no problems if operated properly. This necessarily implies not overtightening the taps, since it is normal for them to drip for a few moments after being turned off.

CLEANING: Do not clean gold, chrome or bronze faucets with abrasive cleaning products or acid, as this will cause irreparable damage to the finish of such elements. Use a soapy solution. Clean the filters every three months, to avoid the build-up of impurities and lime scale. To do so, remove them and place them in an upside-down position under a high-pressure jet of water.

UPKEEP: Rubber fittings and ceramic parts from taps, faucets and valves tend to damage due to hardness of the water and minerality in it causing leaks and filtrations. We recommend checking your taps periodically since these elements require maintenance, which is your responsibility. Some of them may have a silicone seal on the base, which must be changed periodically. Do not let your faucet remain wet after using it as water leaves calcareous residue on evaporating, which may damage the finish on their removal. Dry faucets immediately after using them. Check the connections of your faucets and appliances to the water system periodically, especially if they include seals. Replace flexible parts as soon as they show signs of moisture or deterioration due to rusting. In any case, it is recommended to replace seals every five years.



PLEASE NOTE:

Whenever a leak is detected or you have difficulty turning off a tap, this is a sign that the rubber seal is broken or the ceramic cartridge inside it has been damaged and must be therefore replaced. This is a normal problem during the shelf life of the faucets and must be repaired by the owner. To fix a leaky tap, call a specialist or turn off the valve, remove the stem from the tap, replace the seal with the same type of seal and reinstall the stem. For taps with a ceramic cartridge, replace them with a new one.

WARRANTY AND DELIVERY CONDITIONS

SIMCA will check that faucets work properly and are in perfect condition upon delivery. If a tap drips permanently after turning it off or a leak is noticed through the seal during the first 20 days after the delivery date, this could indicate that the rubber seal was defective and **SIMCA** will replace it for the client free-of-charge.

It is the owner's responsibility to repair superficial defects in finishes which are observed after delivery and which were not specified in the record of property delivery.



6.8 PLUMBING FIXTURES

For any damage that may occur in faucets, drain trap, drainpipes, WC, etc., it is advisable to call professionals or plumbing technicians in order to prevent large-scale damage. Review the details contained in this manual regarding water and sewage installations, since they are also applicable to plumbing fixtures.

UPKEEP: Pay special attention to the necessary measures to be taken to prevent blockages in drainpipes and the procedures to be followed if leaks are detected. These measures are dealt with in the sections related to plumbing installations and faucets herein. Locate your valve. If severe leaking occurs, cut off the water supply immediately, using the corresponding valve. Remember that leaks in your apartment can cause damage to neighboring apartments, which will be your responsibility.

Avoid accidentally striking porcelain or enameled components. This can cause scratches, chipping, pitting or cracking. Do not subject toilet tanks to abnormal force or pressure as this may cause the toilet attachment joints to break.

If your apartment has a whirlpool tub, refer to the manufacturer's manual for terms of use, maintenance and warranty. The suggestions contained in this manual regarding seals, scratches and chipping are also applicable to whirlpool tubs.

Check and replace the silicone seals of your appliances periodically, as these have a limited lifespan. Seals in poor condition due to lack of maintenance can produce leaks, which are not covered by the warranty.

PLEASE NOTE:

If the water in the toilet runs continuously, this is usually due to problems related to use or maintenance. Before calling **SIMCA**, check the cut-off level of the float inside the tank and the condition of the rubber stopper. The cut-off level must not exceed the level of the overflow pipe. Modify the level by adjusting the screw which regulates the cut-off valve. The float must not touch the sides of the tank or the length and path of the chain that connects the flush handle to the rubber stopper in the tank. The rubber seal must prevent any tank water from entering the bowl. Verify that it is adjusted properly; if not, replace it with a new one. In any case, it is necessary to replace the rubber seal once a year.



WARRANTY AND DELIVERY CONDITIONS

Upon delivery of the apartment, all plumbing fixtures and their drains are checked to make sure they are working properly. Components are also checked to make sure they are chip and scratch-free and are properly sealed.

SIMCA will only repair chips and superficial damage which is mentioned in the record of property delivery. The owner will be responsible for any chips or scratches on the toilet appliances which are not mentioned in the delivery record.

SIMCA will repair obstructions which may appear in the drainpipes within the first 20 days after delivery. Subsequently, the owner is responsible for unclogging them.



6.9 MARBLE, GRANITE AND/OR SILESTONE COUNTERTOPS

Both marble and granite are natural porous stones extracted from quarries which contain other rocks or minerals. It is therefore normal for them not to have a uniform appearance and for them to vary according to the distribution of impurities, cracks, scratches, and other kinds of rocks or minerals contained in the countertop installed in your apartment.

CLEANING: Marble and Silestone should be cleaned using a damp cloth and neutral detergent only. It can be waxed once a year using neutral pH cream-based products for marble in order to restore the shine in the surface. Granite should be cleaned with a damp cloth. If necessary, you can use a neutral detergent using a 10% dilution. It must be dried immediately after cleaning. Over time, marble becomes worn and loses its shine. To moderate this loss in shine, follow the cleaning instructions in this manual.

UPKEEP:

- Due to their porous nature, these countertops are prone to absorbing liquids. Therefore, avoid placing acid-based products on them, such as lemon, soda, hydrochloric acid or vinegar, oils, or elements which can stain the surface, such as hair dyes or containers that can get rusty. The aforementioned products may react with the stone generating irreversible spots or opacities on the surfaces.
- In order to prevent scratches, cuts and chips, avoid using abrasive cleaners or cutting elements directly on these surfaces.
- Do not apply excessive force or climb on the countertops, as they may crack.

PLEASE NOTE:

Check the existing seals between the countertop and the wall at least once a year, as they contract over time, allowing liquids to pass to the furniture located below. Replace seals once a year.



WARRANTY AND DELIVERY CONDITIONS

All observations regarding countertops and their seals which are mentioned in the delivery record will be repaired by **SIMCA**. The **SIMCA** warranty does not cover damage caused by improper maintenance of countertop-device seals, countertop-wall or similar seals.

Upon delivery, **SIMCA** will verify that granite and marble countertops are properly installed, free of scratches, cracks and chipping

6.10 STAINLESS STEEL SURFACES.

Clean the sink and stainless-steel appliances with just soap and water to preserve their shine. Do not use abrasive cleaning products or elements, as they produce scratches and a loss of shine. Retighten the faucets when carrying out maintenance, since they tend to become loose through use. Check seals according to the maintenance manual.

6.11 ELECTRICAL APPLIANCES

These include appliances such as: the grill, electric oven, microwave, range hood, and refrigerator; provided that they form part of the original equipment delivered by SIMCA.

CLEANING: We recommend reading the instruction manual of each appliance carefully, taking care of them as indicated by the manufacturer in the instruction manual and using specialized cleaning products.

UPKEEP: Each appliance, even under the manufacturer's warranty, requires regular maintenance, which is the responsibility of the owner. Check the corresponding operation manual to determine what work needs to be carried out and the contact details of the manufacturer's technical department.

Ask for a receipt and keep it as proof of the work carried out. The necessary upkeep, recommendations, or maintenance devoted to electrical and plumbing installations within this manual are also applicable to electrical appliances. Make sure you understand them properly.

Check the flexible connections of your washing machine at least once every two months, as these can break loose and cause leaks. If you detect any deterioration in any flexible connection in your apartment, you must replace it immediately.



PLEASE NOTE:

In the event of detecting a fault in your appliances, refer to the manual or contact the respective technical support.

WARRANTY AND DELIVERY CONDITIONS

Your appliance will be delivered by **SIMCA** in good working order. Upon delivery of your apartment these conditions will be verified. These devices come with a manufacturer's guarantee, normally for a year starting from the date of delivery. In case of any damage therefore, these guarantees should be enforced. To make the guarantee effective, contact the technical support department of the appliance manufacturer directly, indicating the respective model and serial number and showing them the delivery certificate of your apartment.

SIMCA only guarantees components provided on installation, which are included in the apartment delivery record. Subsequent maintenance and repair of these appliances is your responsibility.



6.12 WATER HEATERS.

Your apartment must have one or more heaters in order to generate hot water. These are electrical appliances which may be in the form of tankless electrical water heaters (instantaneous) or of storage tanks. Before using them, read the instructions for use and maintenance suggested by the equipment manufacturer carefully.

CLEANING AND UPKEEP: If the water heater is storage tank type, it must be purged at least once every three months, to prevent the water from smelling bad and from clogging up pipes due to the build-up of sediment. If you have a tankless water heater, simply clean the filters of the hoses periodically to avoid a loss of water flow and pressure.

PLEASE NOTE:

If your apartment does not have hot water, first check that the thermal-magnetic circuit breaker in the main power supply is turned on and that the shut-off valves are completely open, before contacting technical support. Cleaning and maintenance will partly depend on the quality of the water supply in the area.

WARRANTY AND DELIVERY CONDITIONS

Upon delivery, **SIMCA** will verify that the installed equipment is working properly. These appliances come with a manufacturer's guarantee, normally for a year starting from the date of delivery. If a defect should occur therefore, these guarantees must be enforced. In order to make the guarantee effective, contact the appliance manufacturer's technical support directly, indicating the respective model and serial number and showing them your apartment delivery record.

SIMCA only guarantees elements provided on installation, which are included in the apartment delivery certificate. Subsequent cleaning and repair of the equipment is your responsibility.



6.13 FINISHES

Stucco is a mixture of sand, water and cement and used as a non-structural aesthetic coating, which is unable to withstand shock, and is not waterproof. Cracks can be produced in the outer layer of the stucco due to the expansion and contraction of this material caused by variations in temperature and humidity.

This is normal. Such cracks may appear during the first two years. If you want to cover them, apply a watery mix of cement and paint them. It is also possible that the stucco finish may flake or come off; to repair this, remove the affected area, clean it and apply prepared stucco mixtures sold in hardware stores. Reapply paint.

WARRANTY AND DELIVERY CONDITIONS

SIMCA will check that flattened surfaces are free of cracks and blowholes upon delivery of your apartment.

SIMCA will repair cracks and detached blowholes during the first year after delivery. Please note that the texture and tone of the repaired surface may not match that of the surrounding area



7. BUILDING COMPONENTS

Finishing components include dropped ceiling, floors, doors, coatings and exterior and interior paint, varnishes, hardware, faucets, electrical switches and sockets, built-in furniture and minor appliances such as toilets, electrical, and air conditioning components.

7.1 ALUMINUM PARTITIONS.

Aluminum is a noble, yet delicate material. It is therefore subject to deterioration through improper or careless use. Aluminum windows are not airtight, so it is normal for some air, dust, or noise to seep through their interstices.

CLEANING: Clean aluminum surfaces with clean warm water. DO NOT use abrasive elements, as these can scratch the aluminum, affecting its appearance. Keep slide rails clean, especially the lower ones, in order to prevent damaging the sliding carriages. To clean glass, use commercial glass cleaners or, optionally, vinegar diluted in water.

UPKEEP: The rails on which small and large windows are placed need to be lubricated once a year. Find out how stops and latches work, as these are the components that deteriorate the quickest. Windows should be opened and closed gently, using only the handles to do so, rather than other points. If a sliding door requires excessive force or gets stuck when opening and closing it, check that the shutter is correctly assembled on the rail, that the components involved in the sliding motion are in good working order and apply lubricant, avoiding the use of petroleum-based products. Keep the drainage holes -drilled into the window frames- clean and free of obstructions so that water which may build up on the rails is able to flow outside.

Check the window seals once a year. If necessary, fill them in with silicone. As time goes by, they tend to become dry or they contract, losing their properties. **SIMCA** will not be responsible for damage produced by improper maintenance of seals or for not having replaced them within the indicated timeframe. Use neutral silicone only. Acrylic silicone does not adhere well to cement, mortar, brick, etc.



PLEASE NOTE:

It is the sole responsibility of the owner to keep seals in perfect condition after the apartment is delivered.

WARRANTY AND DELIVERY CONDITIONS

Windows may sustain minor scratches as a result of being handled. **SIMCA** will repair window frames that have scratches which are clearly visible from a distance of 1.5 m. under normal lighting conditions, where such anomaly is expressly stated in the apartment delivery certificate.

Upon delivery, SIMCA will check that the silicone seals are in perfect condition. Glass surfaces are not covered by the warranty. SIMCA will replace and fix the details in window frames and windows which are specified in the delivery certificate.

7.2 WATERPROOFING

Uncovered (roofless) planters and terraces have a certain type of waterproofing. When making repairs or modifications involving uncovered planters or terraces, these could damage the waterproofing of the slabs, if applicable to the project. Consequently, make sure a competent professional is involved when carrying out this type of work, so that it is performed correctly.

7.3 DRYWALL SUSPENDED CEILINGS AND WALLS

The apartments contain walls and dropped ceiling in a system which incorporates metal frames and drywall panel coatings. This system is not shock-resistant; therefore, special care must be taken in such situations. For example, if you want to hang a painting, make sure you have drywall anchors and suitable hooks. A common nail can fall out, and also damage your wall.

Cracks may appear in cold joints where drywall meets concrete, due to the expansion and contraction of different kinds of materials, caused by changes in temperature and humidity.



8. INSTALLATIONS. CHARACTERISTICS AND FUNCTIONALITY

Building installations include electrical, drinking water, plumbing, air conditioning and communication networks; internet, TV, fire prevention systems. This manual deals with installations that are directly related to your apartment.

8.1 PLUMBING INSTALLATIONS; DRINKING WATER SUPPLY NETWORK

Your apartment has a cold and hot water network. Water supply networks consist of a meter, pipes, and stopcocks. Hot water in your apartment is produced by a water heater. The pressure of the drinking water supply network is controlled by pressure pumps in the apartment building. If water problems are detected in your apartment, contact the building administration. Stopcocks are used to occasionally shut off the water, rather than for permanent use. Find out the exact location of your apartment's stopcocks and make sure they work properly.

If severe leaking occurs, turn off the water supply immediately, using the corresponding stopcock. Remember that leaks in your apartment can cause damage to neighboring apartments, which will be your responsibility. If you are going to be absent from your apartment for more than 15 days, close the main stopcock. For stopcock maintenance and upkeep, refer to the faucet section of this manual.



8.2 PLUMBING INSTALLATIONS - DRAINAGE NETWORK

The proper functioning of the drainage network is contingent upon the removal of obstructions that may prevent waste water from flowing freely through the pipes and connections which make up the network. Plumbing fixture are not part of the drainage network, though they have a direct influence upon how it works.

CLEANING: You are recommended to clean all the sink and washbasin drain traps at least once every six months, since it is here where waste builds up and may eventually produce unpleasant odors and clog up the drain pipe, causing flooding.

UPKEEP: It is important to teach family and service staff not to throw items or objects into plumbing appliances (toilets, tubs, sinks, washbasins, etc.) which could clog up the drains. Such items include cotton wool, sanitary towels, paper, disposable diapers, dental floss, hair, cigarette butts, etc.

Do not dispose of any food or trash in the sink or plumbing fixtures, as they cause clogging in the sink drain and in the drainage network. Likewise, do not pour edible fats into the drains, given that when they cool down, they solidify, obstructing the normal flow of waste.

PLEASE NOTE:

If any damage to taps, drain traps, drain pipes, WC, etc. is detected, it is advisable to call professionals or technicians in order to prevent any large-scale damage. Drain traps can be unclogged manually by unscrewing the lower part of them and discarding the waste

WARRANTY AND DELIVERY CONDITIONS

Upon delivery, all fixtures will be checked to make sure they work properly and that the drains operate normally. If there are obstructions, **SIMCA** will be responsible for unclogging the drains during the first 20 days after the delivery of your apartment, only if it is proven to be caused by installation deficiencies or construction materials. Subsequently, it will be the owner's responsibility to unclog the sewage system which has been blocked due to other factors.



8.3 ELECTRICAL INSTALLATIONS

Your apartment's electrical network supplies electrical sockets and lighting. It is controlled from a panel within your apartment. The network includes a grounding connection. It is imperative that all members of your family know where the electrical control panel is located and how the switches work. Each one controls a specific area of the residence, which is indicated on the panel. In the event of any failure, always verify the position of each of the switches first, including the main switch.

The switches on the board may become disconnected due to power shortages or circuit overloads caused by defective devices, connecting too many devices, or by cables in poor condition.

UPKEEP: Avoid using devices that consume more than the recommended amount of energy for each socket or circuit. You are advised to carry out preventive maintenance to the electrical panel at least once a year, as connections can become loose, causing overheating and power cuts to the service.

If a breaker trips, it must be switched off completely before being reactivated. If it trips repeatedly, unplug all appliances connected to the circuit, as one of them may be causing it to short-circuit, then turn the switch on again. If the problem persists, contact an electrician. For any modification you wish to make to your apartment's network, contact an authorized electrician who can provide a guarantee for any modifications to be made, as the owner is responsible for any malfunction of the electrical network once third parties have performed work on it.

WARRANTY AND DELIVERY CONDITIONS

Upon delivery, all lighting and sockets will be checked to make sure they are working properly. **SIMCA** will repair any faults in the electrical system that are mentioned in the delivery record. **SIMCA** is not responsible for fault which occur due to modifications or electrical installations performed by the owner or by third parties. Faults caused by lightning or voltage changes in the public network will not be attributed to defects in the installation either.



8.4 AIR CONDITIONING INSTALLATIONS

Your department has an air conditioning system called Fan and Coil, which consists of 2 units for its proper functioning, which are the following:

- Condenser unit: a piece of equipment that goes outside, usually on a rooftop or underground parking, made of weather resistant materials.
- Evaporator unit: these are the components installed inside the apartment placed at the level of false ceiling and its discharge and air conditioning is done through ducts

UPKEEP: The air conditioner will automatically turn on when the thermostat registers a higher room temperature than the programmed one. You are therefore not recommended to constantly change the set temperature, as this will generate higher electricity consumption than normal.

If the air-conditioning system is properly serviced, it will last longer and electrical energy consumption will decrease. Be sure to clean the filters every three months and remember that the thermostats can become de-calibrated as a result of environmental factors, in which case they need to be checked by the manufacturer's technical support. Remember to keep all windows and doors closed while the air conditioner is turned on, in order to prevent condensation and avoid higher electrical power consumption.

WARRANTY AND DELIVERY CONDITIONS

Upon delivery, the air-conditioning system will be checked to make sure it works perfectly, and an explanation will be given as to how it works.

SIMCA will repair defects in the air conditioning system which are included in the delivery certificate. **SIMCA** will not be responsible for any faults that may arise as a result of lack of maintenance, modifications or installations carried out by the owner or third parties.



8.5 FANS INSTALLATIONS

The natural movements of the fan can cause some connections to be lost. A clicking or screeching noise is a sure sign of loose screws. Check the connections of the supports, supports and accessories of the paddles twice a year and tighten all screws as necessary.

CLEANING AND UPKEEP: Clean your fan periodically, using only a cloth dampened with a mild detergent solution. Never use solvents. Dry with a soft cloth or brush. You'll never need to grease your fan; permanently sealed bearings provide quiet operation. Make sure power is off at the main fuse or circuit panel before attempting any repairs.

WARRANTY AND DELIVERY CONDITIONS

Upon delivery, the fans system will be checked to make sure it works perfectly, and an explanation will be given as to how it works. **SIMCA** will repair defects in the fans system which are included in the delivery certificate. **SIMCA** will not be responsible for any faults that may arise as a result of installations carried out by the owner or third parties.

8.6 TELEPHONE, CABLE, TV AND INTERNET.

Each apartment has special conduits for the installation of telephone, cable TV and Internet systems, as well as the terminals required in order for them to be connected.

WARRANTY AND DELIVERY CONDITIONS

SIMCA will only repair problems associated with conduit obstruction until the service is installed, we are able to repair defects located between the service box and the interior of your apartment. The service provider is responsible for any problems located between the service box and the exterior.



9. BUILDING STRUCTURE

These elements have been built according to specifications defined by a structural engineer, in accordance with Mexican standards. Elements will not suffer deformations or damage which has not been previously studied and considered in the design. Under no circumstances should you perforate, demolish, modify or cut structural elements without the express authorization of the builder, the authorization of the supervisory board or a municipal permit for minor construction work.

9.1 CONCRETE SLABS

Concrete slabs form part of the structure of your residence and are designed to allow cracking without collapsing when faced with settling or hurricanes. This is part of the design and does not mean the construction is defective, therefore possible cracks in the event of an earthquake are not attributable to a construction defect.

Concrete slabs are prone to shrinkage (see section regarding leaks and humidity) due to hardening of the material. This phenomenon can produce cracks which do not affect the resistance of the slabs and are due to sudden changes in temperature.

To correct cracks which affect the appearance of an area, fill them in with wall paste and paint over them. For cracks wider than 2.5mm which are detected in structural elements, the intervention of a specialist may be required.





10. GENERAL ASPECTS OF THE BUILDING

10.1 COMMON AREAS

On a non-exclusive basis, unless decided otherwise by the condominium assembly, common areas must be kept clean and in good condition, and maintenance should be carried out periodically. The use of common areas and the equipment or machines installed in common areas is regulated by the apartment building co-ownership guidelines. Upkeep and maintenance to be carried out is contingent on the community as a whole, by means of the monitoring committee and administrator. The building administration is responsible for the upkeep of common areas.

PLEASE NOTE:

Any observation related to any of these areas and their components should be channeled through the building administration, who will contact **SIMCA**, if applicable.

10.2 SHARED EQUIPMENT, SYSTEMS AND INSTALLATIONS

The buildings have a series of equipment, systems and facilities, which require periodic maintenance in order to make sure they are working correctly and ensure the continued validity of their warranties.

The administration and co-owners are responsible for the maintenance of shared equipment, systems and facilities of the building, where long-term maintenance contracts with specialized companies are generally required.

Problems detected in shared equipment should be reported to the administrator, who will contact the supplier, where appropriate.



10.3 ELEVATORS

Using the elevators correctly and adhering to the proper maintenance program will ensure they remain in good working order. To keep the elevators in good condition, you should take the following precautions:

- Never exceed the maximum capacity.
- Avoid inappropriate use.
- Do not obstruct the automatic closing of the doors.
- Avoid constant use of the stop button (except in case of emergency).

SIMCA delivers the elevators to the condominium administration in proper working order, and transferring thereto the manufacturers and installer's warranties. This warranty does not cover defects caused by use, negligence, inappropriate use or changes of voltage in the electrical network.

10.4 SECURITY

Your apartment building offers basic security equipment, which may be complemented if the community chooses to do so. The most common design and safety features include the following:

- Controlled access.
- Closed circuit cameras.
- Automatic gate.

10.5 FIRE PREVENTION SYSTEM

Your apartment building has fire extinguishers and a fire protection exit which complies with legal regulations. The precise location of these depends on each particular project.

You have a smoke detector inside your apartment that is battery operated, the detector beeps continuously when it detects smoke, and also it beeps intermittent when the battery needs to be replaced.



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