



Owner's Manual

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1. Introduction

Aloha. Welcome to your new resort home at Honua Kai Resort & Spa. Whether it's your 'home away from home' or your permanent residence, by purchasing at Honua Kai you will enjoy a year round experience with all the amenities and activities the resort has to offer.

We are committed to providing outstanding customer satisfaction during all of the phases of your new home buying experience. This Owner's Manual has been designed to assist you during and after the purchase of your home. The information presented here will answer many questions and advise you of what to expect both before and after you take possession of your new home, as well as to give you guidance on its care and maintenance.

From time to time, this manual will be updated. You can access the latest version of this Owners' Manual from the **Honua Kai Residences App** at any time or by visiting the Honua Kai owner's website: www.ownhonuakai.com/owners.

If you have any questions not addressed in this manual, please contact our Customer Service Manager who is ready to assist. We hope you enjoy many happy years in your new home.

Once again, thank you for buying at Honua Kai.

Mahalo

❖

*Customer Service Manager
Graham Jackson
(800) 549-2740 ext. 4 / Graham@ownhonuakai.com*

❖



2. The Purchase Process

Congratulations on making the decision to buy a home at Honua Kai. The steps to complete the closing process are outlined below. Should you have any questions not addressed below please contact your sales agent, or our escrow manager:

❖

*Escrow Manager
Graham Jackson
(800) 549-2740 ext. 4 / Graham@ownhonuakai.com*

❖

Letter of Intent

This first step you may have taken was to write a letter of intent (LOI) on your chosen unit, setting out price, closing timing, cash or financing and any other details. Once the Seller approves the LOI, you will have moved to reviewing all the public reports, sales contract and other associated addenda.

Sales Contract

Your Sales Contract and various addenda constitute the full legal understanding regarding the purchase of your new home. No oral or other agreements can be relied upon. We suggest you insert those documents in section 12 of this manual, or store them safely.

Applying for Your Loan (if applicable)

If you have not already arranged financing, we recommend contacting one of our preferred lenders. You will find their contact information in section 11 of this manual.

Inspecting Your Home

We would be delighted to take you on a tour to inspect your home. This will also be your first opportunity to meet with our Customer Service Manager, who will accompany you or someone you designate in your place to inspect your home. Please contact your sales representative to arrange time for this tour. All inspections must be scheduled with us in advance and include the Customer Service Manager or a member of their team. Please note that inspecting a unit while it is in the rental program does not indicate how it will be finally delivered.



Closing Date

If your home is currently being rented, it will be taken out of the rental program on the date that escrow is opened for your purchase, or another agreed upon date between the Seller and the hotel management group. Work identified during your inspection, and any other work agreed by the Seller to deliver your home in suitable condition, will be scheduled during this time. We then conduct a final evaluation of the home condition prior your closing date. Of note, the final closing date for your home is indicated in your Sales Contract.

Location of Closing

The final document execution to close on your new home typically takes place at the offices of the Title Guaranty unless other arrangements have been made. Title Guaranty will have been in contact with you throughout the process to provide preliminary title reports and closing settlement statements. Title Guaranty will confirm the final location for signing closing documents before your close date.

Purchase Documentation

The below outlines the documents required during the purchase and closing process, with instructions for their completion:

> Sales Contract

Highlighted areas on pages 1-9 are where we need dates, signatures or initials.
Pages 1,2,3,6 and 8 are pages that need to be initialed.
Page 5 is your owner information page (no execution needed).
Page 6 is the purchase price and 10% deposit. (no execution needed).
Page 9 is your signature page, (full name as it appears on the contract) and date.
Page 7, #5 is your estimated close date. (no execution needed).
Please send back as a "pdf" to: susan@ownhonuakai.com

> Election to Receive Condo Docs

Please check the box "CD", sign, print name and date.
We will be sending you this CD via FedEx.
Please send back as a "pdf" to: susan@ownhonuakai.com

> Receipt for 4th Amended Public Report Form

Section A - Fill in unit # (SR).
In Section B - I HAVE RECEIVED... circle A.
Then enter date, print name, sign and date again. We will be sending you the Public Report via FedEx.
Please send back as a "pdf" to: susan@ownhonuakai.com



- **Notice of Right to Cancel Form**
 - Section A. Fill in unit # (SR).
 - After E, check the box that reads... I HAVE RECEIVED AND READ...
 - Do not check either of the following 2 boxes.
 - Then sign and date.
 - Please send back as a “pdf” to: susan@ownhonuakai.com

- **Prior Use and Sale Disclosure Form or Transient Rental form (if applicable)**
 - Page 2, please sign and print name.
 - Please send back as a “pdf” to: susan@ownhonuakai.com
 - > Purchaser Acknowledgement
 - Page 1, please sign and print name.

Other documents may include; Trade Addendum; Notice of Material Change; Honua Kai Condo Deeds; Financing Contingency Addendum; Public Amended reports, AOA Documents.

Closing Expenses

Certain customary items in connection with the property will be prorated to the date of Closing such as prepaid expenses, or reserves required by your Lender and AOA, property taxes and utility bills. Other closing costs paid by you include recording fees, title fees, copying charges, delivery fees, etc.

Preparing to Close

Plan to arrange a wire transfer or bring certified funds (made out to yourself, which you will endorse at the Closing) to the Closing table. Note that the Title Company does not accept personal checks or cash. In your planning, be sure to allow time to arrange for and obtain these funds. In addition, please keep the following items in mind:

- **Insurance** - In most cases, you need to provide proof of a homeowner's insurance policy from your insurance company. We suggest you arrange for this at least three weeks before Closing.
- **Developer or Lender Issues** - The Title Company is not authorized to negotiate or make any representations on behalf of any of the parties involved in the Closing. Therefore, please discuss any questions, agreements or other details directly with us or directly with your Lender in advance of the Closing.

Utilities

Details of those utilities covered by the AOA vs. those that you arrange directly, together with contact information are described in section 3 of this manual.



Please note that the Seller is not responsible for any claims or damages arising from any utility service terminations after the Closing Date.

Orientation

We will be delighted to conduct a complimentary orientation upon your first arrival at your home which includes operating instructions for the appliances, NanaWall, thermostat, etc. and a brief review of this Owner Manual.



3. General Information

To assist you in settling into your new home, we have provided some general information you need to be aware of:

Your New Address

Honua Kai Resort & Spa
130 Kai Malina Parkway,
Hokulani / Konea, Suite #
Lahaina, HI 96761 U.S.A.

Mail Service

Individual mailboxes are available in the mailroom located in the elevator lobby of the underground parking facility in your building (level P on the elevator).

The Lahaina Post Office is located at 1760 Honoapiilani Hwy, Lahaina, HI 96761
Phone: (808) 661-0904

AOAO Fees

Association of Apartment Owners (AOAO) fees include water, sewer, gas, trash removal, cable TV, all common area maintenance including landscaping and electricity, pool and garage maintenance, insurance, pest control, association management and administration payroll, and capital reserves.

For a complete list of common area disbursements, please refer to in section 8 of this manual or to the owner by-laws and your AOAO annual budget. Please note that AOAO fees do not include individual condominium electricity as this service is billed separately.

Telephone Service

Your condominium unit is completely pre-wired for telephone service with category 5 type outlets. If you choose to participate in the IHKHM rental program, a telephone will be provided by IHKHM (Intrawest Honua Kai Hospitality Management) and hooked up to the PBX system.

For those owners who are not in the IHKHM rental program, or rent through a different rental management program, please contact Hawaiian Tel or Oceanic Time Warner to order phone service.

Electricity

Condominium electricity is billed separately to each owner by the AOAO. Contact Management Consultants Hawaii (see section 11) with any questions.



Internet and Wireless services

For those owners and all units participating in the IHKHM (Intrawest Hospitality Management) rental program, IHKHM will set up and install in-room internet service and provide wireless services throughout the property.

For those owners who are not in the IHKHM rental program, or rent through a different rental management program, please contact Hawaiian Tel or Oceanic Time Warner to order internet service.

Cable

Basic cable charges are included in AOA fees. .

Water

Individual water usage is included in your AOA fees and the AOA takes care of all issues related to provision of water to your unit.

Key/Card Access

If you are participating in the IHKHM rental program, the front desk will make keys available to you and your guests on a per visit basis. Should you choose not to place your resort home in the IHKHM rental program, please contact Building Security at 662 2826 to discuss their access policy.

Please refer to the AOA web page for updates on Key/Card Access system.

Parking

Each condominium includes an owner's right to use one unassigned parking space at the resort. Second vehicle, vehicle storage and vehicle registration is arranged through the AOA Security Office. The AOA Board has authorized a \$12.00 per night charge for vehicles used by vacation rentals and will be implementing plans for nominal charges for short-term parking similar to other condominium resorts on Maui. Three bedroom Residence owners' parking is in a reserved area.

Garbage

Owners are responsible to take household refuse to a designated area on your floor. For large debris or excessive trash, please contact the Property Manager (Or Security for after hour inquiries.)

Laundry

Each condominium is equipped with its own washer and dryer. There are additional coin operated facilities on the garage parking level of each tower. You will also find complimentary ice in the laundry rooms.

- Nearest (off site) coin operated Laundromat: Kahana Koin-Op Laundromat
4465 Honoapiilani Hwy.



- Nearest dry cleaning: Martinizing dry-cleaning 3350 L. Honoapiilani Rd., Suite #102.

Storage Facilities

Every condominium unit has a locking owner's closet located inside the home.

In addition, please note that there is a common, secure storage space available in the basement parking level for large items and sport toys such as surfboards and bicycles. Storage of flammable and corrosive materials is strictly prohibited. Please contact Honua Kai Security at 808-662-2826 for the most recent status on availability and fees.

Hotel Services

Resort hotel services for all owners include underground parking and bell valet parking and full concierge services. Additional hotel services for those managed by IHKHM include: central check-in reception and daily housekeeping

Concierge Services

Hours: 7:00 am to 6:00 pm

Hokulani Desk (808) 662-2822

Konea Desk (808) 662-2862



4. Resort Amenities

Aquatic Playground

There are 3 separate pools, a water slide, a lazy river and five hot tubs on the property. Each pool area offers a distinctly different experience.

- **Malie** Pool (lap pool): Located in front of Hokulani. Malie in Hawaiian means calm, quiet.
- **Wailele** Pool (activity pool): Located in between Hokulani and Konea. Wailele in Hawaiian means waterfall.
- **Nanea** Pool (serenity pool): Located in front of Konea. Nanea in Hawaiian means leisure.

Operating hours are from 8am-10pm. Water slide hours are from 9am-5pm.

Please note that quiet hours are posted for each of the common lawn areas inside the Hokulani and Konea Towers, adjacent to each pool. The AOA asks that quiet is observed from sunset to sunrise each day, to allow all owners to enjoy their Honua Kai home in the evenings and early morning.

The pools and grounds are for the exclusive use of owners and registered guests.

For IHKHM owners and registered guests - pool towel cards are issued at check in. Redeem 2 pool towels per card at the Beach Activities Maui (BAM) desks. After BAM hours, pool towels are available at the Front Desks.

For owners and guests of other property rental companies, pool towels are supplied by the rental manager and stocked in the units.

Coolers are allowed at the pools. Alcoholic beverages are only allowed when purchased from Duke's. The only exception is within the BBQ areas.

Poolside Activity Centre

Beach Activities Maui (BAM) Open Daily 8am – 5pm Call (808) 662-2835
Reserve pool cabanas, rent snorkel equipment, sunscreen and sunglasses available for purchase



Fitness Center

The fitness center is located on the ground floor at Konea. Children under 16 must be supervised by an adult. Open 24/7. For information on fitness classes, please stop by the resort Front Desk

Ho'Ola Spa

Ho'ola Spa at Honua Kai will be located in the Konea building. The spa offers a variety of indoor and in-room day treatments as well as a Himalayan Salt Treatment. Open daily 9am-7pm. Visit hoolaspamaui.com or call 808-662-2988.

Aina Gourmet Market

Country store carries local produce, organic products, beer/wine and sundries. Enjoy homemade fresh sandwiches, salads and baked goods with room service available. Maui grown coffees created by their in-house barista. Open daily from 7am to 9:30pm Call (808) 662-2832

Duke's Beach House

Serving breakfast, lunch and dinner, Duke's Beach House Restaurant serves up Hawaiian-influenced fare with a focus on fresh, sustainable seafood and premium steaks. Daily from 7am to 10pm. Dinner reservations are recommended. Call (808) 662-2900

Koi Pond

Meet at the Koi pond at the Hokulani lobby area and join in the daily feeding at 8:30am. Fish food is available from the water features person on duty. Please do not feed the fish on your own

Courtyard Fire Bowl

Relax in the evening by the fire bowl off the Konea lobby to share stories from the day's adventures. Alcoholic beverages are permitted in this area. Nightly 6pm to 10pm

Beach Use

Beach chairs, umbrellas and snorkel equipment are available to rent at BAM's poolside kiosk. Hawaii beaches are open to the public but there is no lifeguard on duty. Be cautious and use at your own risk

Outdoor Barbeques

Located at 3 areas adjacent to the Aquatic Playground and open daily until 10pm. Feel free to bring alcoholic beverages to consume while you are using the grills. Limited dining tables and chairs are available in the barbeque area or enjoy on your lanai. The grills are cleaned daily



Daily Events Calendar

For more information on on-site recreation, activities and events, please check the electronic events boards located at the ground level elevator lobbies.



5. Features of Your New Resort Home

NanaWall Glass Door System

Please take the time to familiarize yourself with the NanaWall door system. You may refer to the NanaWall user manual, or contact the Customer Service Manager for proper operating instructions.

IMPORTANT:

- We are located at the base of a valley; high winds are unpredictable. The manufacturer advises to not use these doors in high wind conditions. Please ensure that you secure your doors properly after each use. On the main swing door, pull lever handle up to secure door, then lock with turning knob.
- Do not allow children to operate the unit.
- Do not force the system if not operating properly.
- Anchor panels when in the open position to prevent uncontrolled movement, which might cause damage or injury.

Plumbing

> Water Shut-off Valves

If your unit is not occupied for an extended period of time it is recommended that the Mothballing and Maintenance Procedures outlined in Section 14 be implemented.

Each sink has two small shut off knobs located below the sink. These turn off water service when turned clockwise. In addition to the normal water shut-off knob under the kitchen sink, you will find two other shut off knobs; the dishwasher water shut off and the kitchen cold water shut off. The toilet shut off knob is located behind the toilet. This knob turns off the water to the toilets when turned clockwise.

Never flush hair, grease, lint, diapers, garbage, tissue, tampons, sanitary napkins, Q-tips and such down the toilet. Such items clog the toilet and sanitary sewer lines rendering them unusable.

> Faucets:

Your sink faucets are washer-less. It is normal for them to drip briefly after they are shut off. Do not try to stop the dripping by forcing the faucet handle. This could damage the faucet.



Safety Equipment

> **Smoke Detectors:**

Your home is equipped with smoke detectors. They are wired to the electrical system with a 9-volt battery backup unit when AC power is lost. A constant green LED light indicates the alarms are receiving power. To test your smoke alarms, depress the “Push-to-Test” button on the alarm. You should replace the batteries on an annual basis. The smoke alarm will not attach to the mounting bracket if a battery is not in the battery pocket. When the battery is low or improperly connected, the smoke alarm will “beep” about once a minute until you change it. If you have a strobe light in your unit, this is for purposes of meeting ADA requirements.

> **Building Alarm**

Konea at Honua Kai Resort is equipped with an alarm system that will sound in the event of a fire. Each suite, as well as all common areas including hallways, lobbies and storage areas, are equipped with a sprinkler system that will activate in the event of a fire. If this happens, an alarm will sound and you will need to exit the building as quickly as possible via the nearest stairwell. It is important that you familiarize yourself with the stairwell location closest to your suite. Please refer to the Emergency Evacuation Plan on the back of your entry door. The elevators are automatically recalled to the lobby and are not available for use when the alarm is activated. The alarm is monitored by a monitoring service and the fire department is contacted immediately.

The sprinkler system is a delicately balanced system and must be treated very carefully. Do not paint the sprinkler heads or damage them in any way. Do not hang objects from the sprinkler heads and do not obstruct or cover them in any way. Doing any of these things could cause the entire sprinkler system to malfunction.

> **Electrical:**

Circuit breakers for all wired circuits are located in a wall mounted electrical panel in your home. If a circuit is overloaded, the breaker will “trip” and protect the wire from overheating. To reset the breaker it should be switched all the way to OFF first, then to ON. Each circuit is clearly marked as to what it controls so that if you ever need to cut off the electricity to any item, you may easily do so.

Air Conditioning

Filter and preventative maintenance services are provided by the AOA and scheduled quarterly.

Multi-Zone Music System

Three bedroom residences at Honua Kai come equipped with a multi-zone music system. This allows you to play music from a device such as an iPod, stereo or radio



through different rooms of your home. See section 11 (Suites) or 12 (Residences) for operating instructions.

Owners Storage

Each home includes a secure owner's storage closet located within the home. Three bedroom residences include one additional designated storage locker on the 9th floor of each building.

Additional storage space is available – see section 3 for details.

Appliances

For Use and Care manuals for your appliances see section 11 (Suites) or 12 (Residences).



6. Interior Finish Specifications

Studio, One and Two Bedroom Suites

Paint:	<p>All paint is ICI Brand Latex Paint available at Glidden Professional Paint Center in Kahului. 871-4893.</p> <p>Main wall paint for entry, kitchen living & bedrooms: Benjamin Moore HC 82 (Bennington Grey) eggshell sheen</p> <p>Bathroom wall paint: Benjamin Moore HC 81 (Manchester Tan) eggshell sheen</p> <p>Ceiling paint for living, bedrooms, bathroom: Benjamin Moore #CC-20 (Decorators White) – eggshell sheen</p> <p>Ceiling paint for entry & kitchen: Benjamin Moore #CC-20 (Decorators White) – flat sheen</p> <p>Woodwork paint in entry, living & bedrooms (crown molding, interior doors & casing) including base in bedrooms is Benjamin Moore OC 25 (Cloud Cover) - gloss sheen.</p>
Tile:	<p>Porcelain floor tile in entry, kitchen and bathrooms Florence Bianco supplied by Olympia tile @ 604-294-2244. Grout is from custom building products #382 bone.</p> <p>Porcelain floor tile in bathroom is a non-slip mosaic supplied by Dal Tile @ 604-251-8995. Grout is supplied by Custom building products #382 bone</p>
Granite countertops:	<p>Kitchen: Nalu – Labrador antique (polished) Makani – Sea shell green (polished)</p> <p>Bathroom: Nalu – Millenium cream (polished) Makani – Blue Pearl (polished)</p>
Carpet	30 oz. branded solution dyed 100% nylon loop & cut pile what color / from whom??
Kitchen Cabinets	<p>Manufacturer Richelieu Style: BP674128195 Finish: Brushed Nickel</p>



Three Bedroom Residences:

Paint:	<p>All paint is ICI Brand Latex Paint available at Glidden Professional Paint Center in Kahului. 871-4893.</p> <p>Pele Passion and Pele Serene Main wall paint for entry, kitchen living & bedrooms: Sherwin Williams #6155 (Rice Grain)</p> <p>Pele Passion accent wall paint: Sherwin Williams #6412 (Eminent Bronze)</p> <p>Pele Serene accent wall paint: Sherwin Williams #6235 (Foggy Grey)</p> <p>Master Bathroom wall paint: Sherwin Williams #6133 (Muslin)</p> <p>Secondary Bathroom wall paint: Sherwin Williams #6155 (Rice Grain)</p> <p>Ceiling Paint for living, bedrooms, bathrooms: Benjamin Moore #CC-20 (Decorators White)</p> <p>Woodwork paint in entry, living & bedrooms (crown molding, interior doors & casings , baseboards) Benjamin Moore #OC 25 (Cloud Cover) – gloss sheen</p> <p>Nalu and Makani Main wall paint for entry, kitchen living & bedrooms: Benjamin Moore #HC 82 (Bennington Grey) eggshell sheen</p> <p>Bathroom wall paint: Benjamin Moore #HC 81 (Manchester Tan) eggshell sheen</p> <p>Ceiling Paint for living, bedrooms, bathrooms: Benjamin Moore #CC-20 (Decorators White) eggshell sheen</p> <p>Ceiling Paint for entry & kitchen: Benjamin Moore #CC-20 (Decorators White) flat sheen</p> <p>Woodwork paint in entry, living & bedrooms (crown molding, interior doors & casings , baseboards) Benjamin Moore #OC 25 (Cloud Cover) – gloss sheen</p>
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Tile:	<p>Entry living and kitchen: Medium Beige Travertine</p> <p>Pele Passion Scheme Master Bedroom: Marble tile; Emperador Light Secondary bathroom: Marble tile; Cream Hedora</p> <p>Pele Serene Scheme Master Bedroom: Marble tile; Botticino Fiorito Secondary bathroom: Marble tile; Cream Hedora</p> <p>Nalu and Makani Porcelain floor tile in entry, kitchen and bathrooms Florence Bianco supplied by Olympia tile @ 604-294-2244. Grout is from custom building products #382 bone.</p> <p>Porcelain floor tile in bathroom is a non-slip mosaic supplied by Dal Tile @ 604-251-8995. Grout is supplied by Custom building products #382 bone</p>
Granite countertops:	<p>Kitchen: Passion – Verde Gauguin (polished) Serene – Copperfield Gold (polished) Nalu – Labrador Antique (polished) Makani – Sea Shell Green (polished)</p> <p>Master Bath: Passion – Blue Volga (polished) Serene – Brown Antique (polished) Nalu – Millenium Cream (polished) Makani – Blue earl (polished)</p> <p>Secondary Bath: Passion – Verde Gauguin (polished) Serene – Copperfield Gold (polished) Nalu – Millenium Cream (polished) Makani – Blue earl (polished)</p>
Carpet	30 oz. branded solution dyed 100% nylon loop & cut pile
Kitchen Cabinets	<p>Manufacturer Richelieu Style: BP674128195 Finish: Brushed Nickel</p>



7. Warranty

As your unit was purchased in as is condition with no remaining warranty program, the Owner is responsible for all maintenance and repairs to their unit after closing.



8. Association of Apartment Owners (AOAO)

AOAO Rules, Newsletters, FAQ

As a homeowner at Honua Kai, you are automatically a member of AOAO, and as such can enjoy planned community living at its best. The AOAO has employed a Management Company to support the duties required for all owners:



*Honua Kai Resort & Spa Condominium Association
Mr Rick Tanner, General Manager
130 Kai Malina Parkway
Lahaina, HI 96761
808-662-2831*



Upon closing on your home, please contact Rick Tanner's office to provide a username and password to the AOAO website. At this website you may view your account balance, all communication and sub-committee activity as well as:

- Access the governing documents for your association
- Search frequently asked questions
- Read current and archived AOAO newsletters
- View your account information, including address, phone number and email

A CD containing your AOAO Articles of Incorporation, Bylaws and Declaration of Covenants, Conditions and Restrictions (CCRs) will be provided to you as part of your welcome package if one was not provided by the title company. The CCRs will give you a full description of the governing documents, rules and regulations.



Should you prefer a printed copy of the CCRs, please send us a written request plus a check for \$15.

Full contact information for your AOA team is provided in section 12. If you have any questions or concerns, please call Rick Tanner's office during Hawaii business hours Monday to Friday.

AOAO Committees

We invite you to get involved in one of the many committees that work to make Honua Kai such a great place to live.

If you wish to join one of the committees or want more information please see the AOA website or contact Rick Tanner's office.

Property Modifications

As outlined in the Strata rules, owners must seek approval from the Buildings, Grounds and Design Review Committee prior to making any internal or exterior modifications to your home. The process to follow is outlined on AOA website.

Renting Your home

As outlined in the Strata rules, owners may only rent their home for a period less than 30 days.

Restrictions

BBQ's are restricted from all lanais' of each Hokulani and Konea tower unless previously approved by the Declarant. At this time no further BBQ's will be permitted on any additional lanais at any time. For a full review of any further restrictions please review the Declaration of Covenants, Conditions, Easements and Restrictions provided with your purchase documents.

Further AOA Information

For further information regarding your AOA including Annual budgets, Dues please contact Rick Tanner during Hawaii business hours Monday through Friday.

Contact Information for AOA Board Members

Please see the AOA web site for current information on board members.



9. Ongoing Care and Maintenance

We recommend that you adopt a program of ongoing maintenance for your resort home. Seemingly inconsequential repair items can sometimes cause serious damage to your home if not attended to properly and/or in a timely fashion. For owners participating in IHKHM rental management program, on-going care and maintenance is conducted by IHKHM.

Ongoing Maintenance

<p>> Plumbing</p>	<p>Leaks: Check under kitchen and bathroom cabinets for leaks.</p> <p>Stoppages: Grease build-up is the most frequent cause of plumbing drain stoppages. Avoid disposing of cooking oil and grease in the sinks</p> <p>Stoppers: Sink and tub stoppers are designed to trap hair and foreign matter and should be cleaned regularly to ensure good drainage</p>
<p>> Stainless Sinks:</p>	<p>Stainless steel sinks should always be cleaned with a non-abrasive cleaner; with normal usage and care, they will give you many years of attractive usage.</p>
<p>> Smoke Detectors:</p>	<p>Test for proper operation.</p>
<p>> Ground Fault Circuit Interrupters (GFCI):</p>	<p>These outlets are designed to prevent electrocution. The electricity is instantly cut off if there is a breakage in the electrical current. The GFCI outlets are put in bathrooms and kitchens. These outlets have 2 buttons in the center – 1 is a test button, and the other is a reset button. If for any reason the outlet is tripped, it can be reset by pushing the reset button. If there is an electrical problem, the button will not stay in, and the “out” will not reset. Other regular outlets may be linked with the actual GFCI outlet. For example on the kitchen countertop there are numerous outlets. Only 1 or 2 will be GFCI outlets with the other regular outlets connected to them. This allows all the outlets to be protected. In the bathroom, there is normally only 1 GFCI for all bathrooms.</p> <p>The GFCI outlets should be tripped and reset periodically to ensure they are working properly.</p>



Every Three Months

<p>> Interior Doors</p>	<p>Lubricate hinges (a dry lubricant must be used – i.e. graphite)</p>
<p>> Window Vents</p>	<p>Check to see if any obstructions have occurred. Clean if necessary.</p>

Every Six Months

<p>> Countertops</p>	<p>Inspect for separations at sink and backsplash. Re-caulk where required.</p>
<p>> Tiled Areas</p>	<p>Cracks may appear in the grout between the tiles, especially in corners where floor tiles meets the wall tile, tub or shower. This is a result of normal shrinkage and the settlement process and is easily repaired by periodic caulking</p>
<p>> Shower Doors</p>	<p>Inspect for proper fit. Adjust, if necessary. Inspect caulking and re-caulk, if necessary.</p>
<p>> Tub Enclosures</p>	<p>Inspect for proper fit. Adjust, if necessary. Inspect caulking and re-caulk, if necessary. Sanded caulk is recommended.</p>
<p>> Weather-Stripping</p>	<p>Inspect, adjust, or replace, if necessary.</p>
<p>> Faucet Aerators</p>	<p>Check for proper flow of water. If the flow is reduced, clean the aerator screens. During the first two months, the faucet aerators may require more frequent cleaning.</p>

Every 12 Months

<p>> Tiled Areas</p>	<p>Seal granite and grout.</p>
<p>> Smoke Detectors</p>	<p>Replace batteries</p>
<p>> Cabinets</p>	<p>Cabinetry should be cleaned using a clean, damp cloth. Do not use harsh detergents or cleaning solvents. Do not use abrasive cleaning pads as they will damage the cabinet finish.</p> <p>Check hinges periodically and tighten if they are loose. Lubricate hinges and drawer glides if they begin to catch. Keep shelf surfaces free of moisture to prevent warping and staining. We recommend using shelf liners for this purpose.</p>



	<p>Exposure to direct sunlight will cause wood cabinets to fade and dry out, losing their luster. You can maintain their beauty by guarding against direct sun and by applying a wood preservative periodically.</p>
<p>➤ Mirrors & Shower Doors</p>	<p>To properly maintain mirrors, clean only with mild cleaning solutions and soft, lint-free cloths. To keep shower doors clean, we recommend that you squeegee water off of the glass after every shower and periodically use Calcium and Lime Remover.</p> <p>Do not use harsh cleaners that are acidic or alkaline such as ammonia, vinegar, or chlorine on mirrors. Do not use powdered cleaners, steel wool or any type of abrasive.</p> <p>Never spray directly on mirror, especially the edges where the cleaner could attack the mirror backing. Apply cleaner to soft cloth and wipe the mirror. Dry mirror completely.</p>

Other care and maintenance tips

➤ **Paint Care**

For Eggshell sheen latex, use non-abrasive, mild detergent and sponge. Can be lightly scrubbed for harder stains.

For Flat sheen latex, lightly wipe with a damp cloth. If scrubbed, it will burnish the flat paint finish.

➤ **Granite, Tile & Stone Care**

All of the granite, tile and stone in your suite has been sealed. Since granite is a natural, porous material, it is not uncommon to see marks should standing water or oil be left on the surface. Oil and grease should be cleaned immediately with a mixture of Simple Green and warm water. We strongly recommend that you re-seal these types of surfaces at least once a year. Most surfaces can often be kept clean by wiping down with a damp sponge, or using a mild solution of soap and water. When stronger solutions are called for, be sure to purchase non-abrasive, bleach-free products.

➤ **Grout, Weather-stripping & Caulking**

Caulking, grout and weather-stripping are materials that shrink, dry and/or crack. Therefore, these are items that may require repair at the year-end warranty period



and thereafter. These areas will require regular homeowner maintenance. Cracked and shrunken grout must be replaced promptly to avoid water damage to the materials behind it. Periodically inspect the weather stripping around doors and windows to ensure that it is intact and adjust or replace as necessary to maintain a snug seal. Keep weather stripping free from paint and grit, and lubricate rubber weather-stripping with petroleum jelly to keep it soft.

Areas that require caulking may include kitchen and bathroom counters, the wall and floor areas around the bathtub, around wall mounted soap dishes, bath and shower faucets, and the threshold around shower enclosures. This area must be maintained to ensure that leakage does not damage the wallboard. Maintenance consists of stripping off all old caulking, thoroughly cleaning the exposed area and allowing it to dry before re-caulking.

Exterior maintenance & repairs / property management

Your property manager, on behalf of the AOA will carry out exterior maintenance and repairs. Please report all exterior maintenance needs to them directly. Property emergencies (such as a water main break, etc.) that affect the common area of Honua Kai or affect multiple units should be reported immediately to the property manager.



10. *Appliance Manuals: Suites*

Download the appliance manuals below in PDF format by using the links available at www.ownhonuakai.com/owners or available in the Owners section of the Honua Kai Real Estate Mobile App

Appliance PDF
Bosch Clothes Dryer Manual
Bosch Dishwasher
Bosch Dryer
Bosch Fridge Use & Care Manual
Bosch Over-the-Range Microwave
Bosch Range
Bosch Refrigerator
Bosch Washer Operating Instructions
Bosch Washing Machine Operating, Care and Installation Manual

11. *Appliance Manuals: Residences*

Download the appliance manuals below in PDF format by using the links available at www.ownhonuakai.com/owners or available in the Owners section of the Honua Kai Real Estate Mobile App

Appliance PDF
Viking Dishwasher Energy Guide
Viking Dishwasher Installation Guide
Viking Dishwasher Specs
Viking Dishwasher Use & Care Manual
Viking Microwave
Viking Outdoor BBQ
Viking Outdoor Refrigerator Specs
Viking Outdoor Refrigerator Use and Care
Viking Range/Oven Cleaning Tips
Viking Range/Oven Installation Guide
Viking Range/Oven Product Specs
Viking Range/Oven Use & Care Manual
Viking Refrigerator/Freezer Installation Instructions
Viking Refrigerator/Freezer Use & Care Manual
Viking Second Oven
Viking Wine Cellar Use/Installation Guide



12. *Frequently Asked Questions*

How do I pay my electricity bill?

A: Each home has a separate sub-meter. You will receive a bill from the AOA included with your monthly AOA fees.

Can I arrange for direct deposit for my AOA fees?

A: Yes. Contact Rick Tanner at HKCA Maui by email (rtanner@hkcamau.com) or by phone: 808-662-2831

Do I have access to AOA Meeting notes?

A: Yes. Contact Rick Tanner at HKCA Maui by email (rtanner@hkcamau.com) or by phone: 808-662-2831

Am I responsible for cleaning the outside of my home's windows?

A: No. This is managed by the AOA as part of your dues and is done quarterly.

Am I able to leave a car on property when I am away?

A: Yes. There is a monthly fee. Contact Honua Kai Security at 808-662-2826 to arrange

Is there storage available for my bike/surfboard?

A: Yes. There is a monthly fee. Contact Honua Kai Security at 808-662-2826 to arrange

As a homeowner, do I get a discount at Duke's or Aina Gourmet?

A: No. There is no homeowner discount available at this time.

When the time comes to replace my furniture can I buy it?

A: At this time, there are no plans for seller sponsored furniture program.

What are the approved colors for pillows on lanai furniture?

A: Approved colors are provided by the Design Review Committee. Please refer to section 6 for more details.

Do I get a discount for my friends lodging?

A: No, but check with your property manager as they might have a friends and family discounted rate

Is there an Owner Chat Room on the web?

A: No. At this time, there is no online owner forum/chat room. The real estate sales center is open daily and they are always available to answer any questions you might have.



There is also an owner's mobile app for both apple and android devices with an owner's bulletin board and other information including an electronic copy of this manual and all appliance PDFs. Visit the App Store or Google Play and search for Honua Kai

Will my AOA fees go up or down?

A: AOA fees are calculated each year based on the actual cost of running the property the previous year plus anticipated additional costs projected for the coming year. Contact the AOA for details on the current budget and next year's forecast.

Does Dukes pay AOA fees?

A: Yes. All of the commercial tenants pay AOA fees.

If I want to have packages shipped to Honua Kai, how do I arrange it?

A: Please contact Honua Kai Security at 808-662-2826 to arrange this.

Do you have a preferred car rental company?

A: No. At this time there is no preferred company

What are the rental management options for my home?

A: You have the option to use any rental company you choose. Your real estate agent can provide options for you.

Can I charge Dukes and Aina Gourmet bills to my home?

A: Yes but only if you are in the IHKHM rental management program.

Is there enough parking for all owners?

A: Yes. Between the above ground and underground parking, there are enough spaces for all homeowners and guests. Each condominium includes an owner's right to use one unassigned parking space at the resort. Second vehicle, vehicle storage and vehicle registration is arranged through the AOA Security Office.

Can you recommend a painting company to paint the inside of my home?

A: see section 14 for useful contacts.

I want to replace the carpet and put in tile or wood flooring. What is the process for doing that?

A: You must first obtain AOA approval by submitting to the Buildings, Grounds & Design Review Committee - BGDRC. Please contact the Property Manger to get the Request for Approval form and for more details.



I want to join an AOA committee. How do I do that?

A: Please see section 9.

How do I pay my property taxes?

A: The County of Maui bills twice per year. You will receive the bill at your primary home address.

There's a palm tree blocking my view. Can it be trimmed?

A: Contact the Property Manager, Rick Tanner to discuss your concern.



13. Useful Contact Numbers

❖

*Customer Service Manager
Graham Jackson
(800) 549-2740 ext. 4 / Graham@ownhonuakai.com*

❖

Emergency Numbers

Service	Service Company	Contact Information
Police		9-1-1
Fire		9-1-1
Ambulance		9-1-1
Gas Leak	Honua Kai Security	808 662 2826 or 911
Flooding / Leaks	Honua Kai Security	808 662 2826
Storm damage	Honua Kai Security	808 662 2826
Electrical / power lines	Honua Kai Security	808 662 2826 or 911
Security	Honua Kai Security	808-662-2826

Service and repair contacts

Service	Service Company	Contact Information
Carpet Repair & Installation	808 Flooring	808-249-2030
Granite & Tile Repair & Install	Blackrock Stone & Tile	808-661-7091
Remodel (General Contractor)	3-D Builders & Design Inc.	808-871-5575
Cabinet & Custom Woodwork	Cutting Edge Mfg. Co.	808-870-1236
Mechanical, Plumbing & A/C	Dorvin D. Leis Co., Inc	808-357-5352
Pest Control	Ecolab	808-488-0764
General Repair & Maintenance	Fuentes Company Services	808-298-8155
Paint Supply	Glidden Professional Paint Center	808-871-4893
Glass Railings	Hansen Architectural	503-969-3192
Cleaning including carpet cleaning	Hawaii Care and Cleaning	808-662-2828



Tile Repair/Installation	Island Wide Natural Stone & Tile, Inc.	808-283-2744
Door Hardware	JBL Hawaii, Inc.	808-630-8694
Paint/Wall Covering	JD Painting	808-841-7100
Plumbing Repair & Service	Jerry Massey	808-205-7277
Glass doors and Windows including NanaWalls	Kula Glass	808-870-7038
Carpet, Flooring, Lanai Cushions	Lahaina Carpet & Interiors	808-661-4268
Closet Shelving (in suites)	Maui Closet Company	808-871-7996
Bosch Appliance Service	Mr. Appliance	808-244-9991
Viking Appliance Service	Morris Refrigeration	808-721-9117
Closet Shelving (in residences)	Oahu Wood Working	808-454-0770
Furniture Glass Tops, Mirrors	Rainbow Glass & Mirror	808-661-6611
Tub Repair and Re-surface	The Tub Doctor	808-280-8827
Electrical Services	Wasa Electrical Services	808-242-9764

Utility and Community Services

Service	Service Company	Contact Information
Gas, Electricity, Water/Sanitation	Maui Consultants Hawaii	Dave Ferguson 808-661-8795 dave@mchawaii.com
Telephone	Hawaiian Tel	855 381 2533
Recycling	In-house receptacles	n/a
Television	Oceanic Time Warner	808 643 2337
Post Office	Lahaina Post Office	1760 Honoapiilani Hwy., Lahaina, HI 96761 (808) 661-0904
Laundromat	Kahana Koin-Op Laundromat	4465 Honoapiilani Hwy.
Dry cleaning	Martinizing dry-cleaning	3350 L. Honoapiilani Rd., Suite #102.

On Resort Amenities

Service	Service Company	Contact Information
Concierge services	Hokulani Desk Konea Desk	(808) 662-2822 (808) 662-2862



Coffee, Gourmet Deli,	Aina Gourmet Market	(808) 662-2832
Spa	Ho'Ola Spa	www.hoolaspamaui.com
Lunch, Dinner, Drinks	Duke's Beach House	(808)662-2900
Fitness	Fitness Center	For information on fitness classes, please stop by the resort Front Desk

AOAO board members / committee chairs

Service	Service Company	Contact Information
General AOA0 inquiries	HKCA Maui	Rick Tanner 808-662-2831 rtanner@hkcamaui.com

Property Management

Service	Service Company	Contact Information
AOAO	HKCA Maui	Rick Tanner 808-662-2831

Sales & Resales

Name	Role	Contact Information
Susan Jackson	Sales Director	(808) 662-2840 (office) (865) 206-1234 (cell) susan@ownhonuakai.com
Joe Devane	Realtor	(808) 662-2840 (office) (808) 276-0518 (cell) joe@ownhonuakai.com



14. *Procedures to Mothball Units*

The following procedures are recommended to put your home into long-term mothball status if it will be unoccupied for a period of, say, two months or more:

1. Ensure unit is freshly cleaned.
2. Run hot and cold water at all sinks, bathtubs and showers for 15 minutes; turn off all taps.
3. Secure all lanai doors in locked position, leave all screens in closed position and leave all draperies fully drawn.
4. Set all thermostats to maintain a temperature of 78 degrees – this is the optimum temperature to reduce power consumption and minimize the consequences of excessive heat build-up.

Notes:

- (1) Do not turn air conditioner equipment off at the thermostat as excessive heat build-up in the unit may lead to damages to the finishes and/or furnishings.
- (2) Do not turn off breakers (in the unit’s electrical panel) to air conditioning equipment as this will prevent air conditioning from operating in the other units of the “building stack”.
5. Leave all ceiling fans operating at the lowest speed setting to prevent temperature stratification.
6. Turn off the breakers (in the unit’s electrical panel) to the hot water tank.
7. Shut off the water supply to the unit. The main water shut off valve is located in the utility closet immediately adjacent to the hot water heater.
8. Gas appliances (range, bar-be-que): Ensure gas supply valve at each appliance is left in the closed position. Note: Do not turn off breaker (in unit’s electrical panel) to ensure the automatic igniter is not disengaged when the gas supply to the appliance is turned back on.
9. Laundry equipment: leave washing machine and dryer doors slightly open.
10. Dishwasher: leave dishwasher door slightly open to provide air circulation.
11. Refrigerators:
 - Turn off the automatic ice maker and empty the ice cube container – see manual for instructions
 - Turn off power to refrigerator – see manual for instructions
 - Prop refrigerator and freezer doors open with rubber or wooden blocks to allow air to circulate inside.
12. Turn off all lights.

Having correctly mothballed your home as above, arrange for the following to be performed once every 10 to 12 weeks:

1. Water and plumbing fixtures:
 - Turn on water supply valve to the unit.
 - Clean and flush all toilets



- Run hot and cold water at all sinks, bathtubs and showers for 15 minutes; turn off all taps.
 - Shut off water supply valve to the unit
2. Clean lanai furniture (wipe down for dust); clean lanai kitchen (for those inventory units with them).



15. My Notes and Documents

Please use this section of your Owner's manual (if you have a hard copy binder) to store other important documents such as your Sales Contract and other Closing Documents.

