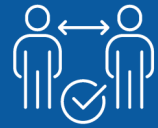


customer resources



Your Suite Re-Entry Checklist

- Submit request for any desired additional cleaning noted above through the [Service Portal](#)
- Legionella bacteria is prone to grow in sitting water which can cause Legionnaire's Disease. Prior to the return of employees, each customer should take the below actions for their leased space. The PX team is taking care of these items throughout the common area. Please reach out to your PX team if you would like the contact information for a plumber that can assist you in these steps.
 1. Flush all water faucets, coffee makers, ice machines, water coolers for 5 minutes (start slow first minute) and clean aerators where applicable
 2. Empty ice makers, run two cycles, empty ice maker one final time before use
 3. Change water filters in coffee makers, refrigerators, ice machines
 4. Sanitize any water storage tanks (coffee, tea, etc.)
 5. Remove and clean faucet aerators
- Order sanitizing supplies and PPE as needed
- Prepare suite to direct employees to social distance
- See the list of [Customer Resources](#) if you need assistance sourcing any PPE, sanitizing supplies or suite signage.
- Install touchless features within lease space where feasible
- Consider the tips below to help you avoid the experience of water damage in your suite:
 1. Inspect the area under the **kitchen and private restroom sinks** with a flashlight every few months. If you notice signs of leaks or rust,

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- contact the PX Team.
2. Check for cracks or mold in the caulking and tile grout around the **floor drain**. Contact your Granite PX Team if you notice any of these problems.
 3. If your space is equipped with a hot water tank, periodically check for signs of leaks or corrosion around the **water heater**. Granite conducts annual water heater inspections and strongly recommends replacing yours based on the age of the tank and/or manufacturer recommendations.
 4. Inspect **appliance hoses** every few months. Provide enough room around hoses to prevent kinks which can damage the hoses. Check for cracks, bulges or blisters. Make sure the connections are secure and feel for signs of moisture. Replace frayed or damaged hoses immediately. Choose high-pressure, metal-mesh or copper hoses — these are more durable and longer lasting than plastic hoses which can easily crack and break.
 5. Notify the Granite PX Team if you are planning to be away from your space for more than a few days. Our engineering team will **turn off the water** to your space or to your floor. Doing so can prevent unexpected leaks and water damage.
 6. Consider installing **leak detection devices** designed to help you learn about a leak before it does damage. These devices also shut off the water supply just in time to prevent severe water damage. Your Granite PX Team works with trusted partners who can recommend the best device for your budget.
 7. Do not pour **grease** down the sink as it can cling to pipes and cause a blockage, which can lead to water backup and overflow. The best way to get rid of grease is to pour it into an empty jar, refrigerate it, then discard it into the trash.

If there are any additional resources or tools we can provide, please reach out to your Property Experience Team.