

FOR IMMEDIATE RELEASE

Major Toronto Developer to Provide Web Based Home Owner Manuals Cresford Partners with Conasys - Home Information Packages for 750 New Condos

September 29th, Vancouver BC - Conasys Inc, a provider of electronic customer service solutions, announced today that one of Toronto's premium developers, Cresford Developments, has adopted Conasys' on-line Home Information Packages system which will replace the traditional printed Home Owner Manuals they have provided homeowners until now. The service gives each new homeowner a web accessible manual with documentation specific to every component and product in the home. It also provides proactive maintenance advice that is unique to the home. Cresford's initial launch of the service will be for the Casa and BSN projects totaling over 750 new homes in the downtown Toronto area.

"Today's consumers expect to be able to go on-line for manuals, customer service and warranty information about the products they purchase. This ranges from electronics to automobiles and is available for most manufactured products," said James Christensen, CEO of Conasys. "Cresford is leading the way in the Ontario construction industry by offering leading edge tools that help their customers take care of their homes."

Each of the units within the Casa and BSN projects will be assigned a unique Home ID. The home owner, builder, and property manager can access operating, maintenance and warranty documents for all products and components specific to each unit or home from major appliances to items as small as light switches and also unique items such as paint chip colours and tile model numbers. Also included is a complete contact directory for suppliers, installers and each product manufacturer's customer service programs. The service, called Warranty Resource, is effectively a library holding all the documentation relating to the home. It is accessible through a portal on Cresford's website using the Home ID and a password and will remain accessible well into the future when typical paper manuals are misplaced. And, it is transferrable to the second or third owner of the home.

In addition to the on-line Warranty Resource, the Home Information Package includes a unit specific companion Guidebook to the online system and gives the home owner the ability to register for Conasys's Maintenance Advisor. Conasys' recently developed Maintenance Advisor is a proactive system that emails the home owner a reminder of what maintenance is due on specific items. It is based on the Maintenance Checklists that the home owner is required to perform to receive proper new home and product manufacturers' warranty coverage.

"Cresford is driven to set new standards in quality and service," said Kalliopi Karkas, Manager of Special Projects, Cresford Developments. "Adding a web-based feature to our homeowner manuals is another way for us to exceed our customer's expectations, now and well into the future."

The Conasys program has been developed over the past 3 years with input from industry leaders and associations and can be used by all level of builders from custom single family homes to high rise condominiums. The company has experienced widespread adoption in BC and Alberta with over 13,000 homes coming on-line.

Conasys Inc.

CONASYS Consumer Assurance Systems Inc. is an information management company which provides data management tools that assist companies and consumers with warranty and after sales service. It is a private company based in Vancouver, British Columbia, Canada.

Cresford Developments

Cresford is an established residential developer with a reputation for consistently meeting and exceeding the condominium needs of their clients. In business for over 30 years, Cresford's experience is vast. It's the company's

respected knowledge of the industry, attention to today's trends and focus on tomorrow's visions that gives Cresford a well recognized leading edge advantage. Committed to excellence, Cresford is driven to set new standards in quality and service, ensuring the highest attention to detail for every development.

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