

CASA OLIVA

Residence Systems Handbook

Owner handover at construction completion



South Florida | Fictional private residence

Your guide to using, caring for and supporting the systems in your home.

Mock completed-residence handover. All property details, system behavior, records and service arrangements are illustrative. The architectural image is conceptual.



START HERE

Welcome to Casa Oliva

This handbook explains how to live with the residence systems, handle common questions and get the right help. Begin with Your first evening, then use the room directory or system pages when you need a specific answer.

The Master Technology Record holds the detailed drawings, equipment schedules, test evidence and configuration backups. This handbook translates that record into everyday use for the owner and estate team.

The demonstration residence	Sample handover basis
Property	Two levels; approximately 10,800 conditioned sq ft; four bedrooms; cinema; pool terrace; courtyard
Handover date	26 September 2026
Document	CO-HB-001 Revision 1.0 Mock final handover
Record custodian	Estate manager, with IMARA maintaining revisions under a separate agreed scope
Illustrative completion	Systems demonstrated; no outstanding completion defects in the fictional closeout record

Find what you need

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Example labels such as Welcome, Goodnight and Privacy describe this fictional configuration. They are not instructions for a particular product. Record IDs are sample locators; a live portal and the referenced source files are not included in this mock edition.

EVERYDAY LIVING

Your first evening

Most everyday tasks begin at the nearest wall keypad. The residence app gives you more detail when you want it. The sample app opens to Casa Oliva, then Rooms, Scenes, Climate and Property Status.

- 1 Arrive** Use your personal entry credential. At the foyer keypad, tap Welcome. Foyer, gallery and living-area lighting rise to the arrival setting. Welcome does not unlock doors or disarm security.
- 2 Settle in** Open Climate and choose the room you are using. The wall thermostat is also available. Keep the estate manager’s humidity and Away settings in place.
- 3 Put on music** Open Rooms, select Great Room, then Listen. Choose a service and start at a low volume. Add Kitchen or Terrace only when you want the same source there.
- 4 Watch television** Pick up the remote in the room you are in, choose Watch, then Streaming. Room Off ends viewing in that room. It does not turn off the residence.
- 5 Close the day** At either primary bedside keypad, tap Goodnight. Shared-room lights fade off and the route to the primary bath remains softly lit. Check doors, then arm security separately.

Four controls to remember

Control	Where to find it	What it does
Welcome	Foyer keypad; app Scenes	Arrival lighting only
Evening	Great Room keypad; app Scenes	Warm shared-room lighting
Goodnight	Primary bedside keypads; app Scenes	Night lighting and primary privacy shades
Room Off	Room remote or room screen	Stops that room’s entertainment

Keep nearby

The primary remote charges on the bedside dock. Guest remotes stay in their rooms. The printed quick guide lives in the kitchen reference drawer; the estate manager holds the controlled copy of this handbook.

Security, locks and water shutoff remain deliberate actions in this example. A lighting scene is not confirmation that the residence is secured.

IMMEDIATE HELP

When something needs attention

For immediate danger in this US residence, call 911. Use the household emergency plan and the directions of emergency responders. Technology support is a separate service.

Smoke fire or a carbon monoxide alarm

Leave the building, gather at the household meeting point and call 911 from outside. Stay out until responders say it is safe to return. Do not wait for an app notification or a call from the monitoring provider. [1]

Water where it should not be

Keep clear of wet electrical equipment. Call the estate manager and plumber. A leak notification identifies a sensor; it does not prove the source or extent of the leak. If safe and trained, use the labeled domestic-water shutoff procedure supplied at handover. Have the plumber authorize restoration after investigation.

Loss of power or repeated electrical faults

Use a flashlight. Keep clear of damaged equipment and standing water. Call the electrician for a tripping circuit, burning smell or electrical damage; call emergency services if there is immediate danger. Do not open a panel, operate a UPS bypass or repeatedly reset a fault. See page 13. [2]

Critical location directory

Item	Illustrative location	Reference
Household meeting point	Front pedestrian gate, outside vehicle path	Emergency plan EP-01
Domestic-water isolation	Service court, wall cabinet marked WATER	PL-01; photo PH-04
Electrical service equipment	Service court, locked electrical enclosure	EL-01; photo PH-05
Alarm user keypad	Mudroom, beside interior garage door	SEC-01
Main technology racks	R18 Equipment Room, service corridor	TK-01; photo PH-01
Upstairs network cabinet	Locked landing closet within R18 service record	TK-02; photo PH-02

All locations above are fictional. A real owner issue must include a verified site plan, labeled location photographs and the residence-specific emergency plan. Source notes [1] and [2] are on page 22.

SUPPORT DIRECTORY

Who to call

Begin with the estate manager for coordination. For a system fault, the responsible service provider performs diagnosis and repair. IMARA can help track the issue, review the response and keep the owner’s records current within its agreed appointment.

Contact role	Use for	Sample contact locator
Estate manager	First point of contact; access; scheduled visits; owner updates	estate@casaoliva.example
IMARA owner representative	Scope questions; unresolved issues; records and change review	Owner service agreement
Technology integrator	Control app; lighting programming; shades; AV; network; cameras	technology@casaoliva.example
Security monitoring provider	Alarm account; signal faults; scheduled alarm testing	security@casaoliva.example
Electrician and power specialist	Distribution; generator; transfer system; UPS service	power@casaoliva.example
HVAC service provider	Cooling; dehumidification; drainage; air filters	climate@casaoliva.example
Plumber and water specialist	Leaks; valve operation; water treatment; hot water	water@casaoliva.example
Builder care coordinator	Envelope; doors; glazing; finishes; construction warranty	builder@casaoliva.example
Pool and landscape team	Pool equipment; irrigation; landscape care	grounds@casaoliva.example

Make a useful service request

Include the room name, what you expected, what happened, when it started and whether other rooms are affected. Add a screenshot or a short video if safe. Say whether anyone changed equipment, settings or internet service recently.

Example: “R02 Great Room. Television turns on but Streaming has no sound. First noticed at 7:10 pm. Music works in Kitchen. No equipment was moved.”

The .example addresses are non-operational demonstration contacts. In a real handover, replace them with confirmed names, telephone numbers, after-hours routes and contracted response terms. No continuous monitoring or response time is promised by this sample.

ONE SET OF NAMES THROUGHOUT THE HOME

Your room directory

Use these room names when requesting help. The same names appear in the app, drawings, asset schedule and service log. Room identifiers stay the same if a display name changes.

ID	Room or area	Everyday control and experience
R01	Foyer and gallery	Welcome and Art scenes; entry intercom
R02	Great Room	TV; music; Evening lighting; solar shades
R03	Kitchen	Task lighting; music; household touchpanel
R04	Dining Room	Dining scene; music; privacy shades
R05	Study	TV; video-call network outlet; task lighting
R06	Cinema	Room remote; Watch; Intermission; End Movie
R07	Primary Bedroom	TV; music; bedside lighting and shades
R08	Primary Bath and dressing	Night route; mirror lighting; audio
R09	Guest Suite 1	Local TV remote; light and shade keypad
R10	Guest Suite 2	Local TV remote; light and shade keypad
R11	Guest Suite 3	Local TV remote; light and shade keypad
R12	Gym	TV; music; local climate control
R13	Pool Terrace	Terrace audio; architectural lighting
R14	Courtyard and landscape	Courtyard scene; landscape schedule
R15	Garage and mudroom	Entry status; alarm keypad; lighting
R16	Laundry and pantry	Task lighting; leak sensors
R17	Pool plant and service court	Trade equipment; water and power access
R18	Equipment Room and service cabinets	Restricted technical equipment and upstairs cabinet

R01-R08 and R12-R18 are on the ground level or outdoors; R09-R11 are upstairs. R18 also groups the upstairs service cabinet. This directory is an orientation aid, not a floor plan or evacuation drawing.

SCENES AND EVERYDAY SETTINGS

How the controls work

The residence app brings several systems together. Their dedicated controls remain available for the functions demonstrated at handover. Use a local keypad or thermostat when that is the easiest route.

Scene behavior

Scene	Included behavior	Deliberate exclusions
Welcome	Foyer, gallery and Great Room arrival lighting	No unlocking or disarming
Evening	Warm lighting in Great Room, Kitchen and Dining	No automatic music
Dining	Dining pendant and perimeter lighting; privacy shades	No thermostat change
Entertain	Shared-area lighting; Courtyard lighting; terrace scene	Music chosen separately
Goodnight	Shared lights off; primary privacy shades closed; bath route dimmed	No alarm arming; no locking
Away	Unneeded lights and entertainment off; climate Away preset	Doors and alarm checked separately

Changing a setting for now

Choose a room, then adjust its light level, shade position or volume. That is a temporary setting. The next scene or schedule may replace it. For a permanent change, send the desired behavior to the estate manager so the integrator can update, test and record it.

If the app is unavailable

Try the local light keypad, room remote or wall thermostat. Note which functions still work and call technology support. Do not factory-reset a device or turn off the entire rack to resolve an app problem.

Schedules in this example

Courtyard and landscape lighting follow a sunset schedule and end at 11 pm. Primary shades have no morning opening schedule. Guest-room shades are local only. The estate manager reviews schedules when occupancy or time preferences change.

Control logic is documented in MTR record CO-CTL-01 revision 1.0. Internet loss, a failed controller and a power outage are different events; page 10 explains the example dependencies.

COMFORT AND PRIVACY

Lighting and shades

Choose the effect you want

Use Task for food preparation or reading, Evening for relaxed shared spaces and Art for the gallery. The dimmer controls brightness within the selected scene. White tone and color are adjusted only in rooms with those capabilities.

Area	Lighting included	Owner control
Gallery	Art accent lighting with saved focus and levels	Art scene; intensity only
Great Room and Dining	Warm dim architectural light and decorative fixtures	Scene or room dimmer
Kitchen	Task lighting and undercabinet linear LED	Task and Evening
Primary suite	Tunable white cove and dim night route	Day, Relax and Goodnight
Cinema	Dimmable step light and RGBW cove	Movie, Intermission and selected cove color
Courtyard and terrace	Architectural accents and landscape light	Courtyard scene and sunset schedule

Shade controls

Select the room and choose Open, Privacy or Close. Stop movement from the shade control if an obstruction is visible. Keep furniture and objects clear of the travel path. Do not pull a motorized shade to reposition it.

The primary bedroom has separate solar and blackout layers. Guest suites use a local blackout control. Solar shades reduce glare; the blackout layer is the nighttime privacy choice in this sample.

Care and troubleshooting

Dust fixtures and shade fabric only as directed in their care instructions. Do not apply cleaners to LED tape or drive motors. Report flicker, a stalled shade, unusual heat or a changed color match with the room and lighting-zone name.

A failed linear-light segment is a service item. The integrator must match its output, white tone or color type, optics and control method, then record the replacement. Keep spare material from the original production batch identified.

System locators: LT-01 lighting schedule; SH-01 shade schedule; CTL-01 scene record. Driver locations are held in the restricted technical record, not behind owner-removable covers.

ENTERTAINMENT

Music television and cinema

Listen in one room or several

Choose Rooms, select a room, tap Listen and choose a source. Start at a low volume. To share it, add rooms from the grouping screen; each room retains a volume adjustment. Remove a room from the group before choosing a different source there.

Watch television

Use the remote assigned to the room. Choose Watch and then Streaming or Cable. Source equipment is centralized in R18, while the room remote handles source selection and volume. Keep rack settings unchanged.

An evening in the cinema

Start Use the cinema remote, select Watch and choose the source. Movie lighting lowers and the display starts its normal startup sequence. Wait for the picture before pressing another source.

Pause Select Intermission for comfortable room lighting. Playback is paused separately unless the screen confirms that it paused.

Finish Select End Movie. The source and display follow their shutdown sequence, and exit lighting rises. Leave equipment power available for the programmed shutdown.

If something is missing

Symptom	Owner check	Next step
Picture but no sound	Confirm the room, source, mute state and a moderate volume	Report whether other sources have sound
Music in the wrong room	Review the selected listening group	Remove the unintended room
Streaming will not load	Try another app; check internet on your phone	Use network checks on page 10
Remote not responding	Place it on its charging dock; use room screen if available	Contact technology support

Do not disconnect hidden speakers, remove architectural grilles or change amplifier controls. Room tuning and volume limits are recorded in AV-02. Streaming subscriptions belong to the owner; guest access is separate.

CONNECTIVITY

Internet and home network

Casa Oliva uses wired connections for fixed equipment and distributed Wi-Fi for portable devices. Network outlets in the Study and Cinema are labeled to match the technical record. Do not move patch cables in the equipment room.

Network name	Use	Access
CasaOliva	Owner and household devices	Owner credential vault
CasaOliva-Guest	Visitors and temporary devices	Guest card supplied by estate manager
Managed equipment network	Control, AV, monitoring and service equipment	Integrator-managed; not for personal devices

A simple connection check

- 1 Check whether one device or several devices are affected. Confirm Wi-Fi is on and that the intended network is selected.
- 2 Try another website or app. If only one service fails, note its name before changing anything else.
- 3 If the issue affects several devices, report the room and time to technology support. The provider will check the internet connection and network equipment.

What depends on what

Condition	Expected in this fictional design
Internet service unavailable	Local keypads and supported local control can work while local power and network remain available. Streaming, remote access and some app services may fail.
Local network unavailable	Dedicated light keypads and standalone thermostats retain their documented functions; network-based commands and local viewing can fail.
Household power unavailable	Only assigned backup loads continue, and only for their available supply. See page 13.

New equipment and software

Ask the estate manager before adding a router, Wi-Fi extender, camera or smart-home hub. Use unique passwords and multifactor authentication where available. Keep personal-device software current; have the integrator manage compatibility checks and timely updates for the installed system. [3]

Network diagrams, address assignments and configuration backups are restricted records under NET-01. Passwords and recovery codes are held separately in the owner credential vault.

ACCESS AND SECURITY

Entry cameras and privacy

Visitors and deliveries

A door-station call appears on the household touchpanel and the authorized owner devices. Speak to the visitor and confirm identity before using Unlock. The screen shows the selected entrance; check it before sending a command.

The gate camera is a view, not proof that the vehicle path is clear. Do not activate a gate if people, pets or objects are in its path. Follow the gate specialist’s owner instructions.

Security arming

Use the dedicated alarm keypad or security app. Stay and Away modes follow the security provider’s demonstrated procedure. Confirm the armed state there. Lighting scenes and the residence control app are not substitutes for that confirmation.

Camera access

The owner and estate manager can view the recorded camera zones. Guests have no camera access. Integrator remote access is individually authorized, limited to service and reviewed after the visit. In this sample, there are no bedroom or bathroom cameras.

Permission	Illustrative access level
Owner	All owner functions; authority to approve access changes
Estate manager	Daily operation; alerts; service coordination; approved camera views
Guest	Assigned room controls and guest Wi-Fi only
Service provider	Named account for approved service functions and duration

A lost phone or departing staff member

Notify the estate manager promptly. Revoke the affected user’s app and entry access, review active sessions and recover or replace credentials using the provider procedure. Use individual credentials so a single user can be removed without changing everyone’s access.

Recording and alarm limitations

Camera recording retention depends on capacity, configuration and actual activity. The sample target is 30 days, subject to a verified capacity and playback check. Alarm signaling has its own communications path and service agreement; app alerts alone do not establish professional monitoring.

SEC-01 holds the alarm procedure; CAM-01 holds camera zones, permissions and the tested retention basis. The monitoring password and entry codes are never printed in this handbook.

PROPERTY AWARENESS

Comfort water and monitoring

Climate and humidity

Select a room in Climate or use its wall thermostat. Leave ventilation, dehumidification and equipment limits at the HVAC provider’s commissioned settings. The Away preset retains moisture control. Report persistent condensation, unexpected humidity alerts or water near air-conditioning equipment.

Water monitoring

Leak sensors are installed at the Kitchen sink, Primary Bath vanity, Laundry, water-treatment equipment and the main air-handler drain pans in this example. Each notification includes a location and event time.

Designated wet-leak events command the domestic-water valve closed. The valve status is checked separately. The system does not isolate the fire-protection supply or replace physical inspection. Only the plumber clears the cause and authorizes reopening.

Alert	Illustrative recipient	What happens next
Wet leak	Estate manager and owner	Call plumber; assess safely; confirm valve state
High room humidity	Estate manager	Check HVAC status; contact climate provider
Equipment-room heat	Estate manager and integrator	Check remotely; arrange a safe service visit
Sensor or gateway offline	Estate manager and integrator	Treat coverage as unavailable until restored
Generator or UPS fault	Estate manager and power specialist	Follow provider diagnostics and service plan

How alerts reach you

A local gateway gathers property-sensor events. Remote notifications require a working communications path, the correct recipient account and notification permission on that device. A LoRa or other wireless sensor link is only one part of that path.

Acknowledge the alert to show that someone is handling it. Acknowledgment does not repair the condition. The estate manager calls the next responsible person if the first recipient cannot respond. The live issue must define that escalation interval and backup contact.

Sample sensor coverage and valve logic are described in MON-01. No sensor detects every leak or failure. Professional emergency response is provided only under the applicable alarm or emergency-service arrangement.

CONTINUITY

Power loss and storm preparation

The example residence separates short-duration technology backup from generator-backed household loads. A UPS is an uninterruptible power supply that can bridge a short interruption; it is not a whole-home power source.

Power group	Sample included equipment	Owner expectation
Technology UPS	Core network, main control processor and sensor gateway	Short interruption support; actual duration depends on load and battery condition
Generator-backed circuits	Designated lighting, refrigeration and selected mechanical loads	Only circuits listed in the electrician's approved load schedule
Ordinary circuits	Other equipment and convenience loads	May lose power until utility service returns

During an outage

Use a flashlight and keep circulation routes clear. Check the utility outage notice using a mobile connection if available. Let automatic transfer equipment follow its normal sequence. Report fault indicators to the power specialist without opening an enclosure.

If the network remains on but the internet is unavailable, remote services may still fail. Avoid repeated resets. After power returns, allow the systems to restart and check lighting, cooling, entry and water-monitoring status.

Before a severe-weather event

The estate manager follows the property’s storm plan: secure exterior items, arrange shutter or envelope protection through the responsible trade, confirm service contacts and check that required backup equipment has been maintained. Motorized interior shades are not storm protection.

After the event, arrange a physical inspection before re-energizing or restarting affected equipment. Follow official evacuation instructions. Never run a portable generator indoors, in a garage or near building openings.

[2]

Service-only operations

Transfer-switch operation, UPS bypass, load changes, generator service and electrical isolation are performed by the responsible qualified provider. Keep equipment ventilation and service access clear.

PWR-01 contains the load schedule and witnessed backup test; EL-01 identifies circuit labels. This mock does not establish a runtime, electrical capacity or storm-protection rating.

WHOLE-HOME CARE

The rest of the residence

The builder's closeout package completes the residence record. Use the following route for systems and finishes beyond everyday technology operation. Manufacturer and installer instructions govern product-specific care.

Area	Routine owner attention	Responsible record and provider
Cooling and ventilation	Keep air paths clear; report water, odor, noise or comfort changes	MECH-01; HVAC provider
Water and hot water	Report leaks or pressure changes; keep service access clear	PL-01; plumber
Pool and spa	Use demonstrated owner controls; report alarms or abnormal operation	POOL-01; pool specialist
Irrigation and landscape	Report broken heads, unexpected watering or damage near outdoor equipment	LAND-01; landscape provider
Appliances	Use product instructions; retain purchase and service records	APP-01; appliance provider
Stone wood and metal finishes	Use only the care methods approved for the installed finish	FIN-01; builder care coordinator
Roof glazing and exterior doors	Report water ingress or failed seals; arrange specialist inspection	ENV-01; builder care coordinator
Elevator or specialty equipment	Follow the separately delivered operating and emergency instructions, if installed	Specialist manual; not installed in this mock

Hidden technology deserves a note

Invisible speakers, concealed linear LED, motorized shades and recessed sensors may be affected by painting, refinishing or millwork changes. Before decorating or drilling, ask the estate manager to check the record drawings and product instructions.

For an invisible speaker location, avoid adding finish thickness or fixing artwork until the integrator confirms the installed product's requirements. For a small-aperture grille, keep its opening clear and use the approved cleaning method.

This handbook is the owner's navigation guide. The full construction handover also includes the applicable building approvals, specialist manuals, finish schedules and trade warranties. Those source records are illustrative references here, not supplied approvals.

FIRST YEAR OF OWNERSHIP

The care calendar

The estate manager maintains the calendar and records completion. The intervals below are a sample coordination plan; installed-product manuals and actual service agreements set the required frequency.

When	Owner or estate-manager task	Provider task or record
At move-in	Confirm personal access, guest access and alert recipients; retain emergency plan	Demonstrate controls; transfer records and approved access
Monthly	Review unresolved alerts; note comfort or AV issues; keep equipment areas clear	Review system health if included in the support agreement
Per safety-device instructions	Arrange required smoke and CO alarm checks; confirm household understands the plan	Coordinate monitored-alarm tests with provider; follow alarm manuals
Quarterly	Review active users, guest credentials and camera access; review schedules	Review backups, sensor batteries and offline devices; verify change log
Before storm season	Confirm the estate storm plan and current service contacts	Service backup power and exterior protection as required
Twice yearly in this sample	Arrange shade travel check, exterior-device inspection and lighting review	Inspect fixtures, seals and controls using product care instructions
Annually	Review subscriptions, warranties and service scope; confirm record custodian	Retest agreed integrated functions; review backup-power performance
After any system change	Check the revised owner instructions	Update asset schedule, drawings, configuration and test evidence

First appointments in this example

26 October 2026: owner experience review. 26 December 2026: access and system-health review. 26 March 2027: seasonal care review. 26 September 2027: annual record and service review. These are sample dates, not booked visits.

Consumables and spares

Keep labeled remotes, charging cables, approved batteries and identified lighting spares in the service cupboard. Filter sizes, replacement intervals and trade-only spares are indexed in the corresponding product manuals.

HOUSEHOLD ROUTINES

Away from home and returning

Leaving for the evening

- 1 Check doors and accessible windows. Select Away for the lighting, entertainment and climate behavior described on page 7.
- 2 Arm the security system using its dedicated control and confirm the armed state. Make sure everyone leaving knows which entrance is being used.
- 3 Confirm the estate manager knows about any visitor, delivery or scheduled service access.

Leaving for an extended period

Ask the estate manager to use the residence absence plan. Confirm alert recipients, scheduled physical inspections, climate and moisture-control settings, pool care and landscape care. Retain the power and communications needed for those services.

Agree a plumbing-specific water plan before departure. Do not close a valve or disable equipment based only on a generic Away scene. Water-dependent equipment and protection systems must be considered by the relevant provider.

Returning

Check with the estate manager for active faults or work in progress. Review Property Status, inspect the residence and restore the occupied climate schedule. Use Welcome to recall arrival lighting. Resolve any active leak or electrical concern before normal operation.

Guests and household staff

Provide a short room guide, guest Wi-Fi and only the entry access needed for the visit. Explain local lighting, shade and TV controls. Share the household emergency plan. Keep owner accounts, camera access and system administration private.

Before opening another residence in the app

Read the property name at the top of the screen. Casa Oliva is separate from any other residence. Confirm both the property and entrance before a remote entry command; keep notifications labeled by property.

No presence simulation or remote inspection replaces the estate manager's physical-check plan. The owner approves who can enter, what they can control and when access expires.

SERVICE REFERENCE

Equipment at a glance

These sample assets show how the handbook connects to the technical inventory. The actual inventory would identify the installed manufacturer, exact model, serial number, firmware, location, purchase evidence and warranty for every serviceable item.

Asset group	Qty	Location	Record
CTL-01 Control processor	1	R18 main rack	CTL-01
UI-01 to UI-02 Touchpanels	2	R03 Kitchen; R07 Primary	CTL-01
NET-01 Gateway and router	1	R18 main rack	NET-01
SW-01 to SW-02 Network switches	2	R18 main rack; upstairs cabinet	NET-01
AP-01 to AP-08 Wi-Fi access points	8	Coverage locations in NET-02	NET-02
LGT-01 Lighting processor	1	R18 lighting enclosure	LT-01
SH-01 to SH-18 Shade motors	18	R02, R04, R05, R07, R09-R11	SH-01
AV-01 Distributed audio processor	1	R18 AV rack	AV-01
TV-01 to TV-07 Televisions	7	R02, R05, R07, R09-R12	AV-01
CIN-01 Cinema display system	1	R06 Cinema	AV-02
CAM-01 to CAM-08 Cameras	8	Exterior and entry zones	CAM-01
MON-01 Sensor gateway	1	R18 main rack	MON-01
WTR-01 Domestic shutoff valve	1	R17 service court	PL-01
UPS-01 Technology UPS	1	R18 main rack	PWR-01

Example individual asset record

Asset CTL-01 • Control processor • Mock model DEMO-CTRL • Mock serial DEMO-CTRL-001 • Rack A position U20 • Installed and configured 22 September 2026 • Configuration CO-CTRL-r1.0 • Test CO-TST-01 • Warranty record W-01.

The table is a selected index, not the complete bill of materials. Models and serials marked DEMO are invented. The quantity and location entries describe only this mock residence; they are not product recommendations or a construction design.

OWNERSHIP RECORDS

Warranties and recurring services

Keep equipment warranty, installation workmanship and paid support separate. A service visit can involve more than one provider. Eligibility, exclusions, labor, travel and claim steps come from the actual agreement or manufacturer policy.

Sample record	Illustrative term or status	Claim route
W-01 Technology workmanship	26 Sep 2026 to 25 Sep 2027; invented example only	Integrator; retain completion record and service ticket
W-02 Equipment warranties	Varies by asset; no manufacturer duration asserted here	Asset serial, invoice and individual warranty document
W-03 Builder and trade warranties	Separate terms by contract and trade	Builder care coordinator; identify affected scope
S-01 Internet service	Owner account; monthly billing in sample	Internet provider via estate manager
S-02 Security monitoring	Separate subscription and contact schedule	Monitoring provider; authorized account holder
S-03 Technology support	Optional service scope; hours and response terms by agreement	Integrator support agreement
S-04 Streaming services	Owner subscriptions; renewal dates in account vault	Owner account; manage users separately
S-05 IMARA record stewardship	Optional continuing appointment	Review cadence and deliverables agreed with owner

Before a warranty visit

Record the symptom, asset ID, date first noticed and any recent changes. Preserve photos, invoices and the service history. Let the provider confirm the claim route before authorizing chargeable work.

Before renewal or cancellation

Check which remote services, notifications, content sources or support rights depend on the subscription. Have the provider explain the effect of a lapse, then record the owner's decision and update the care calendar.

All contract entries here are examples. This handbook does not create warranty coverage or a service obligation. A live owner issue must attach or securely link the actual warranty terms, registration evidence and renewal schedule.

THE RECORD BEHIND THE HANDBOOK

Your property records

The owner holds the residence record. The estate manager maintains access and IMARA can maintain the controlled index within its appointment. Contractors receive only the records needed for their work.

Record ID	Contents	Owner use
CO-HB-001	This handbook and revision history	Everyday operation
EP-01	Emergency plan and verified critical locations	Household orientation
D-01	As-built floor plans and device locations	Find equipment before work
TK-01 and TK-02	Rack elevations and service-cabinet details	Direct a service provider
NET-01 and NET-02	Network topology and coverage schedule	Network support
LT-01 and SH-01	Lighting zones, drivers and shade schedule	Identify the affected room or circuit
CTL-01 and AV-01/02	Scene logic, sources, AV layout and tuning	Explain expected behavior
SEC-01 and CAM-01	Alarm instructions and camera access map	Security and privacy review
MON-01 and PWR-01	Sensors, alert routing and backup-power evidence	Understand coverage and continuity
PL-01 and MECH-01	Water isolation and mechanical-system manuals	Trade support
CLOSE-01	Tests, training, open items and acceptance record	Completion evidence
W-01 onward	Invoices, warranties and service agreements	Claims and renewals

Access without printing secrets

The estate manager opens the owner-controlled folder “Casa Oliva / Current Owner Records.” Restricted configuration files and security details have narrower permissions. Credentials and recovery codes are stored in a separate owner-controlled password manager with an approved recovery custodian.

The issued archive includes readable PDFs and the available native files with documented access and license rights. Keep a dated offline owner copy. A PDF drawing alone does not establish access to editable source files or system programming.

The paths and document IDs above demonstrate the organization. No portal, credential vault, construction drawings or native configuration files are delivered with this mock handbook.

EXAMPLE CLOSEOUT RECORD

Handover and owner training

This page illustrates a completed handover record. Every status and evidence ID below is synthetic; it does not certify an actual residence. The example distinguishes demonstrated performance, delivered records and owner receipt.

Closeout item	Mock result	Evidence locator
Room names and control labels	Matched to handbook	CO-TST-01; 24 Sep 2026
Lighting scenes and shade travel	Demonstrated	CO-TST-02; 24 Sep 2026
AV sources and room controls	Demonstrated	CO-TST-03; 24 Sep 2026
Network coverage and local fallback	Tested to agreed scope	CO-TST-04; 25 Sep 2026
Cameras and alarm interfaces	Provider tests recorded	CO-TST-05; 25 Sep 2026
Leak alerts and valve behavior	Controlled test recorded	CO-TST-06; 25 Sep 2026
Backup loads and recovery	Specialist test recorded	CO-TST-07; 25 Sep 2026
Records and access custody	Owner receipt recorded	CO-CUS-01; 26 Sep 2026
Completion defects	Zero open in this mock	CO-PUNCH-01 revision 3

Training completed in the example

26 September 2026: the owner and estate manager practiced arrival, lighting scenes, shades, music, television, climate adjustment and security arming. The estate manager also practiced alert acknowledgment, a support request and retrieving the current records.

Guest instructions and the household emergency plan were reviewed separately. Topic recordings are indexed as CO-TRN-01 through CO-TRN-04; no real recordings are included in this sample.

Receipt and follow-up

Illustrative owner receipt: handbook and records received on 26 September 2026; daily-use demonstration completed; no unresolved completion defects recorded. Signature fields remain unsigned because this is a fictional example.

A 30-day experience review is proposed for 26 October 2026 to refine preferences after occupancy. Preference refinements are recorded separately from installation defects.

KEEPING DECISIONS CONNECTED

Service visits and future changes

Before a provider arrives

Give the provider the current room and asset identifiers, symptom history and relevant record revision. Confirm access, the work scope, any cost authorization and which systems may be interrupted. Notify occupants before a planned outage.

Before changing the system

Describe the desired result in everyday language. IMARA or the appointed coordinator can assess affected interfaces; the responsible provider proposes the work. The owner approves scope and expenditure before execution.

After the work, the provider demonstrates the affected functions and supplies updated records. The custodian updates this handbook if operation, maintenance, location or support responsibility has changed.

Sample service history

Date and ID	Work and result	Record impact
24 Sep 2026 SV-001	Primary blackout close limit adjusted; full travel retested	SH-01 r1.0; CO-TST-02
25 Sep 2026 SV-002	Dining scene reduced to owner preference; keypad labels checked	CTL-01 r1.0; CO-TST-01
26 Sep 2026 SV-003	Final backup captured and owner access demonstrated	CO-CUS-01; backup BAK-01

An example change after move-in

Request CH-001: the owner wants Courtyard lighting to end at 10:30 pm instead of 11 pm. The coordinator identifies CTL-01 and handbook page 7 as affected records. After owner approval, the integrator changes the schedule, checks operation and provides the revised configuration. The custodian issues handbook revision 1.1 with the new time.

CH-001 is a process illustration and has not been applied to this mock. The current handbook schedule remains 11 pm. Native backups, test evidence and the readable owner guide must stay aligned after a change.

DOCUMENT CONTROL AND REFERENCE

Keeping this handbook current

Use the latest dated issue in Current Owner Records. The estate manager keeps the printed copy aligned with that issue. Tell the custodian when a provider, account, asset, room name, setting or maintenance requirement changes.

Issue	Date	Purpose
1.0	26 September 2026	Mock final handover for Casa Oliva; created for IMARA service demonstration

What this sample demonstrates

An owner receives a practical guide that connects daily living to the underlying residence record. IMARA’s role is to preserve the owner’s requirements, decisions and technical history so future providers can understand what was delivered and why.

A real project edition must replace every invented property fact with the verified installation record. It must include actual contacts, approved operating procedures, linked source documents, credential custody, contracted service terms and signed handover evidence.

Safety and account-security references

[1] US Fire Administration. Fire Safety for Older Adults. General guidance to leave a fire, remain outside and call for emergency help.

https://www.usfa.fema.gov/downloads/pdf/publications/fa_221.pdf

[2] Ready.gov. Power Outages. General outage preparation and generator safety.

<https://www.ready.gov/power-outages>

[3] Cybersecurity and Infrastructure Security Agency. Secure Our World. Strong passwords, multifactor authentication and software updates.

<https://www.cisa.gov/secure-our-world>

References reviewed 26 September 2026. They support the general guidance on pages 4, 10 and 13. Installed-equipment manuals and qualified provider instructions are required for product-specific operation.

Edition notes

All residence details, service arrangements, asset records, warranty examples, test results and closeout entries are fictional. Architectural imagery is conceptual. No actual construction completion, technical certification, contracted service or owner acceptance is represented.

