



## INDEX

### **1.0 Your New Home in CONCORD GARDENS**

#### **1.1 Building Overview – Main Floor– Parkade – Amenities**

### **2.0 What to do in an Emergency**

#### **2.1 City of Richmond Emergency Telephone Numbers**

#### **2.2 Building Emergency Telephone Numbers**

### **3.0 Addressing Your Concerns**

#### **3.1 In-Suite Warranty Items**

#### **3.2 Common Area**

#### **3.3 Enteralphones, Proximity Readers and Key Fobs**

#### **3.4 Appliances**

### **4.0 Customer Care Centre**

#### **4.1 Roles and Responsibilities**

#### **4.2 Reporting an In-Suite Warranty Item**

#### **4.3 Customer Service Request Form (On-Line)**

### **5.0 The Warranty Program**

#### **5.1 Customer Service**

#### **5.2 Transfer of Warranty**

### **6.0 Living in CONCORD GARDENS**

#### **6.1 Strata Council: Roles and Responsibilities**

#### **6.2 Property Management: Roles and Responsibilities**

#### **6.3 Common Property**

#### **6.4 Strata Fees**

#### **6.5 Insurance**

#### **6.6 Restrictions and Exterior Appearances**

#### **6.7 Renovations to your suite**

#### **6.8 Bike Storage**

#### **6.9 Garbage/Recycling Room**

#### **6.10 Moving In and Out**

#### **6.11 Renting out your Suite**

### **7.0 Building Entry Security**

#### **7.1 Visitor & Access Control System Operations**

##### **7.1.1 Visitor access to your Suite**

##### **7.1.2 Visitor Call Waiting**

##### **7.1.3 Key Fob Access Control**

##### **7.1.4 Keys**

#### **7.2 Building Security**

### **8.0 Opening your Utility Accounts**

- 8.1 Cablevision**
- 8.2 Hydro**
- 8.3 Telephone**
- 8.4 Internet Access**
- 8.5 Local Area Network (LAN)**

### **9.0 Care and Maintenance of your Home**

- 9.1 Appliances**
- 9.2 Bathroom Sinks & Tubs (Acrylic)**
- 9.3 BBQ BOXES (Gas)**
- 9.4 Brass Fittings and Faucets**
- 9.5 Cabinetry**
- 9.6 Chrome and Nickel Fittings and Faucets**
- 9.7 Closet Shelves**
- 9.8 Countertops**
- 9.9 Drains**
- 9.10 Electric Car Plug-ins**
- 9.11 Electrical Breakers**
- 9.12 Electrical Outlets**
  - 9.12.1 Kitchen Counter Electrical Outlets**
  - 9.12.2 Switched Outlets**
- 9.13 Fan Timer Switch**
- 9.14 Flooring**
  - 9.14.1 Marble & Porcelain Tile Flooring**
  - 9.14.2 Laminate Flooring**
  - 9.14.3 Carpet**
- 9.15 Ground Fault Circuit Interrupter (GFCI)**
- 9.16 Heating/Cooling**
- 9.17 Kitchen Backsplash**
- 9.18 Light Fixtures**
- 9.19 Mirrors and Mirror Frames**
- 9.20 Painted Surfaces**
- 9.21 Plumbing Fixtures**
- 9.22 Smoke Alarm**
- 9.23 Stainless Steel Sinks**
- 9.24 Suite Alarm Systems**
- 9.25 Taps**
- 9.26 Water Pressure**
- 9.27 Water Shut off Valves**
- 9.28 Wall Tiles**
- 9.29 Window Blinds (Roller)**
- 9.30 Windows**

### **10.0 Legal Disclaimer**

- 10.1 Disclaimer**

## 1.0 Your New Home in CONCORD GARDENS

### 1.1 BUILDING OVERVIEW

Award-winning GBL Architects has created the CONCORD GARDENS complex to be appreciated by its residents for years to come. Each building is strategically placed to allow for maximum flow of light, and the everyday enjoyment of spectacular vistas, gardens and landscape features. The thoughtful placement of balconies and green rooftops create beautiful and functional spaces for the homeowner to use and enjoy throughout the year.

This development consists of two partially connected towers and has a combined total of 259 residential suites.

The following is a brief orientation to help you locate the various facilities in your complex.

#### 2nd Floor (Lobbies)

The Building Lobbies, Mailboxes and the Concierge Desk are located on the second level of your building.

**Hazelbridge Building**      - Music and Karaoke Room  
   - Meeting Room

**Ketcheson Building**      - Library

#### Third Floor Amenities Area

The Landscape Pavilion, Outdoor Seating with Fire Pit, Play Area

**Hazelbridge Building**      - Exercise Room  
   - Ping Pong Room  
   - Mahjong and Card Room

**Ketcheson Building**      - Reading Room and Study Area  
   - Tai Chi and Yoga/Dance Studio

#### Parkade

P1:      Parkade Entrance located on **Patterson**: Residential parking, bike storage and Lockers as well as Garbage and Recycling rooms

P2:      Parkade Entrance located on **Hazelbridge**: Visitor and Residential parking, residential storage lockers and bike storage

## 2.0 WHAT TO DO IN AN EMERGENCY

### 2.1 RICHMOND EMERGENCY TELEPHONE NUMBERS

<b>Ambulance</b>	<b>For a medical emergency</b> Non-emergency 604-872-5151	<b>Call 911</b>
<b>Police</b>	<b>For a security emergency</b> Non-emergency 604-278-1212	<b>Call 911</b>
<b>Fire Department</b>	<b>For an emergency</b> Non-emergency 604-278-5131	<b>Call 911</b>
<b>Power Outages &amp; Electrical Emergencies (BC Hydro)</b>		<b>1-888-769-3766</b>
<b>City of Richmond Bylaw and Parking Enforcement</b>		<b>604-233-3147</b>
<b>Poison Control Center</b>		<b>604-682-5050 or 604-682-2344</b>
<b>Gas Leaks &amp; Gas Odor Emergencies (Fortis BC, Gas)</b>		<b>1-800-663-9911</b>
<b>Earthquake, Flood, Dangerous Goods Spills, Tsunami</b>		<b>1-800-663-3456</b>

\*Additional emergency and non-emergency numbers can be found by searching [yellowpages.ca](http://yellowpages.ca)

### 2.2 BUILDING EMERGENCY TELEPHONE NUMBERS

Please report all **common area and in-suite emergencies** to the property management personnel at the time that it is occurring. This will get the quickest response in the building to mitigate any possible damage. If it is between 9:00 am and 5:00 pm (Monday – Friday), please also call to Customer Care Centre (**refer to Section 4.0**) to advise us of any in-suite emergency situations.

**Building Emergencies - 24 hours - Rancho - 604-684-4508**

**NOTE: We ask for your cooperation in calling after hours & weekends ONLY in an emergency situation.** Emergency service is generally considered that which affects electrical, heating, or water supply and requires immediate attention.

## 3.0 ADDRESSING YOUR CONCERNS

### 3.1 IN-SUITE WARRANTY ITEMS

All requests for service on warranty items in your suite must be made **in writing** to the Customer Care Centre unless it is an emergency (please see section 2.0 - What to do in an Emergency).

For your convenience, we have created an On-Line Customer Service Request form. It can be found on the Concord Pacific Web site under the Customer Care Tab.

**Please Log onto [concordpacific.com](http://concordpacific.com), then click on the Customer Care Tab, then select "Owner" to access the On-Line Service Request Form.**

You will be prompted to enter your Building Name, Strata Lot and Suite Number to access the Request Form. Then simply enter the information as prompted, print a copy for your records before you hit SUBMIT. You will then be contacted by one of our Customer Care agents who will then follow up on your request.

**NOTE: Please remember that the Customer Care Centre cannot accept requests from your tenants to repair items in your suite.**

### 3.2 COMMON AREA

Problems in the common area of CONCORD GARDENS, such as in the lobby, elevators, landscaping, recreation areas, or parkades, are the responsibility of your property management company. Please follow the reporting procedures indicated by the property management company.

Rancho Management Services (B.C.) Ltd. Inc. can be reached 24 hours at (604) 684-4508.

**To report a natural gas emergency call the 24-hour Fortis Gas emergency line at 1-800-663-9911. An emergency is generally considered to be a gas leak that requires immediate attention.**

### 3.3 ENTERPHONES, PROXIMITY READERS AND KEY FOBS

If you have a problem with the operation of any of your key fobs, or if one is lost or stolen, please report this immediately to your property management company. In addition, problems with the proximity readers and Enterphones in your building fall under the responsibility of your property management company, which can be reached 24 hours at 604-684-4508 or by contacting the Concierge.

### 3.4 APPLIANCES

All appliances carry a one-year warranty directly with the manufacturer. If you encounter problems with your appliances, please refer to your owner's manual and, if necessary, contact the manufacturer's service department directly.

**NOTE:** For a complete list of Appliances, Model numbers and Service contacts please refer to section 9.1 of this manual

## **4.0 CUSTOMER CARE CENTRE**

### **4.1 ROLES AND RESPONSIBILITIES**

Your new home has been designed to provide you with many years of gracious living and our Customer Care Centre has been created to help ease the transition into your new home. Our agents are available to answer your questions about your new home in CONCORD GARDENS and the Concord Pacific Community. They are also available to solve your in-suite warranty concerns.

**During office hours 9:00 am to 5:00 p.m., Monday to Friday at:**

#### **Customer Care Centre**

In the Concord Pacific Presentation Centre

#### **Located at:**

88 Pacific Boulevard

Vancouver, B.C.

**Tel: (604) 899-8800**

**Fax: (604) 899-9183**

**Address: CONCORD GARDENS**

#### **Tower Address'**

**8833 Hazelbridge Way, Richmond BC V6X 0N3**

**3131 Ketcheson Road, Richmond BC V6X 0N4**

**Questions or Concerns Regarding Warranty**

**Sanfy Lin**

**Customer Care Officer**

**Tel: 604-899-7202**

**Email: [Sanfy.Lin@concordpacific.com](mailto:Sanfy.Lin@concordpacific.com)**

## 4.2 REPORTING AN IN-SUITE WARRANTY ITEM

All in-suite service requests must come from the Owner of the suite and must be made **in writing** to the Customer Care Centre unless it is an emergency (please see Section 2.0 - What to do in an Emergency).

To report an in-suite warranty item and receive service for your new home, please follow these procedures:

For your convenience, we have created an On-Line Customer Service Request form. It can be found on the Concord Pacific Web site under the Customer Care Tab.

**Please Log onto [concordpacific.com](http://concordpacific.com), then click on the Customer Care Tab. Log in by using your building name, CONCORD GARDENS, and your Strata Lot, then follow the links to the On-Line Service Request Form.**

You will be prompted to enter your Building Name, Strata Lot and Suite Number to access the Request Form. Then simply enter the information as prompted, print a copy for your records before you hit SUBMIT. You will then be contacted by one of our Customer Care agents who will then follow up on your request.

**NOTE: Please remember that the Customer Care Centre cannot accept requests from your tenants to repair items in your suite.**

## 4.3 CUSTOMER SERVICE REQUEST FORM (On-Line)

**To Access our On-Line Customer Service Request form please Log onto [concordpacific.com](http://concordpacific.com), and follow the instructions in the above section (4.2)**

## 5.0 THE WARRANTY PROGRAM

From the very outset, expert planning, design resources and high quality construction go into building each new home in CONCORD GARDENS.

At completion, you or your appointed representative will be invited to collect your keys, the day AFTER your official completion date. At this time, a Warranty Commencement Date Certificate will be available for the purchaser. The Developer will forward the completed Warranty Commencement Date Certificate for each strata lot to Travelers Guarantee Company of Canada. Travelers Guarantee will then issue their Warranty Certificate directly to each purchaser at their given mailing address. The Warranty Certificate will include some additional information relating to the home warranty coverage and some instructions on how to contact Travelers Guarantee if there are any questions or concerns.

The warranty insurance is required by the Strata Property Act.

Your warranty covers defects in workmanship and repair or replacement of defective materials but it does not include maintenance of your suite. Proper maintenance is your responsibility and failure to carry out proper maintenance could void your warranty.

**For a complete description of these warranties, please refer to Section 5, Sub-section 5.2 in your Disclosure Statement.**

### 5.1 CUSTOMER SERVICE

Your satisfaction, protection and peace-of-mind are the main priorities of service offered by Concord Pacific's Customer Care Centre.

**To obtain prompt service for your home, please direct all requests in writing to our Customer Care Centre (refer to Section 4.2 in this guide).**

### 5.2 TRANSFER OF WARRANTY

The warranties provided by the Travelers Warranty Program are transferable, so if you are selling your suite, please have the **Transfer of Warranty form** completed and forwarded to our office. This form enables us to keep an accurate record of the ownership of the suite and to provide the same level of customer service to the new owners.

**NOTE:** This form can be found in the CUSTOMER CARE section on the Concord Pacific Web Site at [concordpacific.com](http://concordpacific.com)



## 6.0 LIVING IN CONCORD GARDENS

### 6.1 STRATA COUNCIL: ROLES AND RESPONSIBILITIES

The Strata Council is responsible for the maintenance and administration of the common property and the democratic enforcement of the Strata Corporation Bylaws, Rules and Regulations. Members of the Strata Council are elected from, and by, the registered Owners at the Annual General Meeting that is held each year. Following their election, the Strata Council members meet to discuss the operation and management of the building.

### 6.2 PROPERTY MANAGEMENT: ROLES AND RESPONSIBILITIES

A property management company is hired by the Strata Council to oversee all common property of the building. The primary concern of the Property Manager is to ensure the protection of the interests of the owners including insurance, building maintenance, and good communication within the development.

Your property is professionally managed by:  <b>Rancho Management Services (B.C.) Ltd.</b> #600-1190 Hornby Street Vancouver, B.C. V6Z 2K5  <b>604-684-4508 (office)</b> <b>604-684-1956 (fax)</b>	Property Manager:  <b><u>CONCORD GARDENS</u></b>  <b>Nicole Huang</b> <b>nhuang@ranchogroup.com</b> <b>604-331-4285 (direct line)</b> <b>604-684-1956 (fax)</b> <b>ranchovan.com</b>
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**Rancho Management Services (B.C.) Ltd. has provided you with a Welcome Package** containing information on strata living and the responsibilities of the strata council and the property management. For building procedures and use of the facilities in the building, please refer to the printed package provided to you at your walk-through or to the PDF version found on the **myRanchoStrata** page at [www.ranchovan.com](http://www.ranchovan.com).

### **Rancho Property Management phone line for CONCORD GARDENS is:**

**604 684-4508**

### **Concierge Phone Number:**

**604-285-7728**

### **Concierge Fax Number:**

**778-297-1851**

### 6.3 COMMON PROPERTY

The common property includes all areas beyond each owner's strata lot (i.e. hallways, foyers, parking areas, bike storage, elevators, gardens, recreational facilities, meeting rooms, etc.). Common property also includes all pipes, wires, cables, chutes, ducts, facilities for the passage of water, sewage, drainage, gas, oil, electricity, heating and cooling systems, and other services contained within a floor, wall or ceiling of a building, where the center of the floor, wall or ceiling forms the common boundary between two strata lots or between a strata lot and common property.

Common property may also be designated for "exclusive use" which is termed limited common property. Patios, balconies and parking spaces are examples of this designation.

### 6.4 STRATA FEES

Strata Fees are paid to the Property Management Company and are due on the first day of each month. (No invoices will be issued by the Property Management Company) If you would like to do this using a monthly pre-authorized payment plan, you may do so by filling out the **PRE-AUTHORIZED PAYMENT PLAN FOR STRATA FEES** form and submitting it along with a void cheque to your Property Management Company.

### 6.5 INSURANCE

The building insurance arranged by your strata corporation is through:

**BFL Canada Insurance Services**

**Phone: 604-669-9600 Fax: 604-683-9316**

In addition to this, **you must have your own homeowner's insurance policy.** Please ensure that this includes adequate insurance coverage for your personal contents, personal liability and any betterments made to your strata lot.

### 6.6 RESTRICTIONS TO EXTERIOR APPEARANCES

To retain a neat and uniform appearance, bylaws have been established which clearly outline what is permissible and what is not in regards to the external appearance of the building. Please familiarize yourself with these policies provided by your Property Manager to avoid problems at a later date. The most common restrictions prohibit "For Sale or Rent" signs in windows or on the common property, drapes that are not of a neutral colour, aluminum foil in the windows, and the alteration of landscaped areas.

## 6.7 RENOVATIONS TO YOUR SUITE

**Please contact the property management company before undertaking any renovation/upgrade work in your suite.** You may require Strata Council's approval and have to follow building by-laws/code requirements.

## 6.8 BIKE STORAGE

Storage for bikes has been provided for you in the Parkade of CONCORD GARDENS. Arrangements for use of these storage rooms can be made through your Property Management Company or Concierge.

## 6.9 GARBAGE/RECYCLING ROOM

The Garbage/Recycling room is located in the Parkade on the P3 level of your building. To access the Garbage/Recycling area, simply swipe your FOB against the reader.

## 6.10 MOVING IN AND OUT

Prior to move in or out of the building, you **MUST** contact your property management to schedule a date and time. They will reserve an elevator for your use and hang protective padding in the elevator cab. It is essential that you make prior arrangements with the property management to use the elevator to avoid conflicts with other move-ins and any scheduled repairs to the elevator.

## 6.11 RENTING OUT YOUR SUITE

As an owner, you may choose to rent out your suite. However, you must ensure that your tenants are knowledgeable about in-suite features and building procedures. Please familiarize them with the "I am a Tenant" information located in the Customer Care Tab on the Concord Pacific web site.

**NOTE: Please remember that the Customer Care Centre cannot accept requests from your tenants to repair items in your suite.**

The owner of the suite must report warranty items directly to the Customer Care Centre. We appreciate your cooperation in this matter.

Some owners may wish to hire a property management company to handle the rental of their suite. Prompton Real Estate Services Inc. is the recommended agent for the buildings developed by Concord Pacific and offers a full Rental Management Service. Please contact them at 604-899-2333 for full details of their services.

Holiday Home Package: For those owners who do not plan to occupy their suite full time or intend to rent it out to a tenant, Prompton Real Estate Services Inc. offers a Holiday Home Management Service. Prompton will provide regular visits to your suite while you are absent from Vancouver. For full details of this service, please contact them at 604-899-2333.

## **7.0 BUILDING ENTRY SECURITY**

### **7.1 VISITOR & ACCESS CONTROL SYSTEM OPERATIONS**

#### **7.1.1 Visitor Access to your Suite**

The building is equipped with a MESH 15" KP visitor entry system that allows you to control access to the building from within your suite by use of your telephone and television.

The MESH 15" KP system utilizes a "phone-line" system that enables visitors to connect to your phone whether you are using standard phone service, Voice Over IP (VOIP) Cellular, or digital phone systems as your main telephony device.

When a visitor calls you from the MESH 15" KP visitor entry panel, pressing "6" on your telephone keypad will release the door for your visitor to enter the building and issue a credit to allow him time to enter the elevator and press your floor number.

Once you have pressed "6" you will hear the confirmation tones from the MESH 15" KP panel letting you know that the operation was successful.

To deny access, simply hang up.

For security reasons, the elevator time credit issued is only for a short period of time and only for the floor on which you live.

#### **7.1.2 Visitor Call Waiting**

If you subscribe to Call Waiting with your phone service provider, then you can use this feature for calls from the entry system while you are on an outside call. Typically, you will hear the "call waiting" tones on the telephone, which indicate that you have a visitor. You can then put the outside call on hold and you will now be connected to your visitor at the entry panel. You can then grant access to the visitor by pressing the number "6" on your telephone. To deny access to the visitor, press the "Star" key on the telephone.

### **7.1.3 Key Fob Access Control**

To operate the key fob, simply present it at the proximity reader located at the door, gate or elevator you are entering. Your key fob will unlock the door or gate for only a few seconds to allow you to enter. Your key fob also activates the elevator to stop only at the floor you live on. When you enter the elevator, first present your key fob to the proximity reader and then press the elevator button for your floor.

Each key fob has a unique number. The number on your key fob has been assigned to your suite and programmed for access to your floor only. If you own more than one suite, you cannot interchange the key fobs. If any of your key fobs are lost or stolen, notify your property management company immediately.

**Additional key fobs can be purchased from your Property Management Company.**

**NOTE:** It is important that you carry your key fob with you when you leave your suite, even if you do not intend to leave the building. You will need it to return to your floor.

### **7.1.4 Keys**

You will receive three suite keys and three mailbox keys with your suite. You may have additional keys cut at your expense by any locksmith.

## **7.2 BUILDING SECURITY**

Some of the security features in your building include:

- secure parking for residents in the underground Parkade
- an enhanced Enterphone system
- key fobs replacing keys for entry to the building and parkade. These fobs can be deactivated if lost or stolen; and
- restrictive elevator access on each floor allowing residents on every floor to have the maximum in security and exclusivity. Your key fob activates the elevator to stop only at the floor you live on and your visitors are given a credit time to enter the elevator and press your floor only. When you enter the elevator, first present your key fob to the proximity reader and then press the elevator button for your floor.

**NOTE: Please ensure that the Garage door is fully closed every time you enter or exit the Parkade. Building security is the responsibility of every CONCORD GARDENS resident.**

## 8.0 OPENING YOUR UTILITY ACCOUNTS

### 8.1 CABLEVISION

Cable TV services are available from either Novus or Telus. Cablevision outlets are already supplied and ready for hook-up. To begin your service, please contact the customer service representatives at:

**Novus**      **604-642-6688**      [novusnow.ca](http://novusnow.ca)

### 8.2 HYDRO

Please be advised that the electricity for each suite is individually metered by BC Hydro. It is important that you make an immediate **new account application** to BC Hydro. This can be done through the **B.C. Hydro automated service line at 604-224-9376 or on-line at [bchydro.com/moving](http://bchydro.com/moving)**

**You are responsible for your in-suite meter utility effective on the legal possession date [i.e. the next day after the closing date]. You should use this possession day after your suite closes as the date for commencement of your Hydro service.**

If an account application is not made quickly, your power supply will be disconnected and will result in additional re-connection charges. We strongly recommend you take immediate action. **Direct all your calls regarding residential account inquiries and new accounts to the BC Hydro automated service line at 604-224-9376.**

### 8.3 TELEPHONE

#### **NOVUS**

To obtain Novus' Home Phone service, please call Novus at **604-642-6688**

### 8.4 INTERNET ACCESS

Internet access is available from either Novus or Telus. To begin your service, please contact the customer service representatives at:

**Novus**      **604-642-6688**      [novusnow.ca](http://novusnow.ca)

## **8.5 LOCAL AREA NETWORK (LAN)**

Your residence has been pre-wired for a Local Area Network (LAN); this enables you to connect two or more computers in your home. Please note that the router to make home networking possible is not included.

**Please contact your Local Cable/Internet Service provider for product options and available services.**

Your network provides many advantages relative to the use of a stand-alone computer. Most importantly, networks enable multiple users to share data and devices. They allow for centralized administration of hardware and software.

The LAN has been pre-wired to allow many different network configurations with a location set aside for the installation of a network router. Connection of the owner supplied network router to the LAN is completed within the communications box located in your closet.

## 9.0 CARE AND MAINTENANCE OF YOUR HOME

Remember that nothing is maintenance free. Proper care and cleaning is required to preserve the quality of your home. This section is designed to assist you with this. If you have questions regarding the care and maintenance of your suite, please contact the Customer Care Centre and our officers will do their best to provide answers to your questions.

### 9.1 APPLIANCES

For complete instructions on the operation and care of your appliances, please refer to the appliance manuals located under the Appliance Manuals tab in the Customer Care section of the [concordpacific.com](http://concordpacific.com) web site.

It is important to read through all manuals before using the appliances.

A paper copy of all Appliance Manuals was left in your kitchen drawer during your suite Walk-Through.

**NOTE: Dryer: Please clean out the dryer lint traps between each load**

#### Boutique:

APPLIANCE	BRAND	MODEL #	SERVICE	PHONE
Fridge – 1 BEDROOM	Blomberg 24	BRFB1050FFBIN	Trail Appliances	604-777-3300 (Ext.2)
Cook Top	Blomberg 24	F4GK24S1-NB		
Oven	Blomberg 24	BWOS24102		
Dishwasher	Blomberg 24	DW55100FBI		
Hood Fan	Faber 24	CRIS24SS		
Microwave	Panasonic	NNST775S		
Washer	Blomberg	WM77120		
Dryer	Blomberg	DV17542		
Fridge – 2 BEDROOM	Fhiaba 30	BI7490TST3U or BI7490TST6U		
Cook Top	Blomberg 30	F4GK30S1-NB		
Oven	Blomberg 30	BWOS30100		
Dishwasher	Blomberg 24	DW55100FBI		
Hood Fan	Faber 30	CRIS30SSH		
Microwave	Panasonic	NNST775S		
Washer	Blomberg	WM77120		
Dryer	Blomberg	DV17542		

#### Coture:

APPLIANCE	BRAND	MODEL #	SERVICE	PHONE
Fridge – 1 BEDROOM	Miele 24	KFNS37432iD	Trail Appliances	604-777-3300 (Ext.2)
Cook Top	Miele 24	KM360GSS		
Oven	Miele 24	H22461BSS		
Dishwasher	Miele 24	G4286SCVi		
Hood Fan	Miele 24	DA3460		
Microwave	Panasonic	NNST775S		
Washer	Miele	W1623		
Dryer	Miele	T7634		
Fridge – 2 BEDROOM	Miele 30	KFN9855IDERE or KFN9855IDELI		
Cook Top	Miele 30	KM2030GSS		
Oven	Miele 30	H6180BPSS		
Dishwasher	Miele 24	G4286SCVi		
Hood Fan	Miele 30	DA3480		
Microwave	Panasonic	NNT795S		
Washer	Miele	W1623		
Dryer	Miele	T7634		

To report a **Natural Gas Emergency**, call the 24-hour **FORTIS BC Emergency Line\*** at **1-800-663-9911**. \*An emergency is generally considered to be a gas leak which requires immediate attention. Please note that FORTIS BC, as well as other companies, charge for service calls that do not constitute an emergency.



## 9.2 BATHROOM SINKS & TUBS (Acrylic)

With proper care and maintenance, your Acrylic bathtubs & sinks will give you many years of enjoyment.

### **Cleaning and Maintenance Instructions:**

- 1- To clean the surface it is recommended that you use common household cleaners (for example: Lysol Basin, Tub & Tile Cleaner, Glass Plus, Simple Green, Mr. Clean, or a mild dishwashing detergent such as Ivory Liquid) Rinse well and dry with a clean cloth.
- 2- Never use abrasive cleaners
- 3- DO NOT allow your sink or tub to come in contact with products such as acetone (nail polish remover), nail polish, dry cleaning solution, lacquer thinners, gasoline, pine oil, wintergreen, etc.
- 4- Remove dust and dirt with a soft, damp cloth.

## 9.3 BBQ BOXES (Gas) (Some Suites)

Inside the BBQ box cover on your balcony or patio there are 2 adaptors for the connection of gas appliances, initial connection should only be done by a licensed gas fitter. **NOTE: You cannot attach a Propane BBQ to the gas line.**

## 9.4 BRASS FITTINGS AND FAUCETS

The use of some hand lotions, soaps, cosmetics, hair sprays and household cleaners may introduce silicone or lanolin to the lacquered surface. Silicone and lanolin are mildly acidic and can destroy the lacquer finish and, thereby, tarnish the brass. You must also be careful with rings and keys as they can scratch the lacquered finish. Brass fittings will not be replaced because of tarnishing.

## 9.5 CABINETRY

### **Veneer Cabinets**

Dust veneer cabinets frequently with a soft, lint-free cloth. You may dampen the cloth slightly with water.

Clean up spills, splatters and water spots as they occur. Pay special attention to the areas near the sink and dishwasher as they are more likely to come in contact with moisture. To clean cabinets, use a clean, microfiber cloth and mild soap diluted in water if necessary.

Ensure you wipe the cabinet surface dry with a soft, clean cloth. **Do not use abrasive cleaners, scouring pads, steel wool or powdered cleaners.** Do not use aerosol sprays containing silicones or paste waxes, ammonia or ammonia based cleaners. Do not leave wet cloths on or near cabinets. Do not allow oven cleaners or other caustic cleaners to contact the cabinets.

## 9.6 CHROME & NICKEL FITTINGS AND FAUCETS

Finishes are very durable, however special care must be given in order to maintain many years of service and quality appearance. Do not use abrasive cleaners (Comet, Ajax, etc.) or chemical sprays (Windex, Formula 409, Fantastic, etc.) as they may cause de-plating of the finishes or damage to the plastics. Do use warm water and chamois to remove any soiling. Buff with a soft clean cloth.

## 9.7 CLOSET SHELVES

The shelves of your closet system are designed to support light items such as clothing. Care should be taken not to place luggage and other heavy objects on the shelves. Excessive weight may collapse the shelves.

## 9.8 COUNTERTOPS

### Engineered Stone:

- \***Do not sit, stand or place heavy objects on countertops.**
- \***Do not place hot items directly on the stone surface.**
- \***Always wipe up spills immediately to prevent staining.**
- \***Always use a cutting board; DO NOT cut any items directly on the countertop.**

Do not use abrasive cleaners, scouring pads, and similar materials as they may damage the surface. Clean with a soft, clean cloth, mild detergent and water or use a product specifically formulated for use on these materials.

Care should be taken in choosing a detergent additive that will not damage the luster of the polish of the engineered stone. High acidic or high alkaline content will remove the shine. Only products specifically designed for use on engineered stone should be used.

Products which are an acid or alkali such as perfume, shampoo, toilet bowl cleaners, Windex, juices, vinegar, soda, etc. will damage these surfaces.

## 9.9 DRAINS

Maintenance of all drains for plumbing as well as water drainage on balconies and terraces is a maintenance issue and is the responsibility of the owner. Clearing clogged drains is not a warranty issue.

## 9.10 ELECTRIC CAR PLUG-INS

The Parkade has been equipped with 110v, Electric Vehicle Charging parking stalls. If you have purchased one of these stalls, please consult your Property Manager for further details on use and billing procedures.

## 9.11 ELECTRICAL BREAKERS

The electrical breakers, located in the breaker panel box, measure the current passing through a circuit. If there is an excessive draw, the power is interrupted. To reset, open the door of the breaker panel box. All breakers are labeled. Locate the tripped breaker and flip it "Off", then back to the "On" position. If the problem persists, unplug or turn off electrical devices before resetting the tripped breaker.

**NOTE:** Breakers usually trip because of overloads caused by plugging too many appliances into the circuit, a worn or defective appliance, or operating an appliance with too high voltage or wattage requirement for the circuit. The sudden starting of an electric motor can also trip a breaker. If a breaker trips repeatedly check for any of the above causes before contacting Customer Relations.

## 9.12 ELECTRICAL OUTLETS

### 9.12.1 Kitchen Counter Electrical Outlets:

Each electrical outlet is split in two so that the top and bottom receptacles are on separate circuits. This allows you to plug in two high draw appliances in the same outlet without tripping a breaker.

### 9.12.2 Switched Outlets:

One half of one of the electrical outlets in those rooms which have no overhead light fixture (e.g. living room, bedroom, etc.) is "switched" and is operated by the light switch (marked by a blue dot). A lamp plugged into this receptacle can then be operated by the turning on the light switch. One of the receptacles is "switched" (indicated by a blue dot) and the other is "live" and operates in the same manner as a regular outlet.

## 9.13 FAN TIMER SWITCH

The fan timer allows for the pre-programmed operation of one suite fan, in either the main bathroom or the ensuite bathroom. This pre-programmed fan operation helps with the daily exchange of air in the suite. Bathroom and kitchen fans also help eliminate excess moisture in your home, which can create condensation.

### PROGRAMMING THE TIMER

Please follow the programming instructions found in your Timer's Manual.

The Timer should always be left on the "AUTO" setting.

**NOTE: City Code states that you must run your fan for a MINIMUM of two, 4-hour operating periods per day. This will remove excess moisture from the air and aid in maintaining a healthy home by daily exchanging the ambient air in the suite.**

Please follow the Timer Manual for detailed programming instructions.



Fan Timer



Typical Bathroom Fan

## 9.14 FLOORING

The highest quality flooring materials have been installed in your home, and their life will be prolonged with regular cleaning. For preventative maintenance, an entrance mat is the most basic requirement.

**Please note that rubber, foam back or plastic mats may discolour some flooring materials.**

### 9.14.1 Marble & Porcelain Tile Flooring:

Wash with water and a pH neutral cleaner; rinse with warm water and allow to dry. Always wipe up spills immediately to prevent staining of the grout.

**NOTE: It is the homeowner's responsibility to re-seal the grout with a certified grout sealant. This should be done on an annual basis. You can purchase a grout sealer from your local home improvement store.**

### 9.14.2 Laminate Flooring:

A few moments of care and a little common sense can go a long way in keeping your new laminate floor looking its best.

#### **Routine Maintenance:**

- 1) Use a damp cloth to blot up spills as soon as they happen as excess water can damage the surface and seep into the seams of the flooring.
- 2) Sweep, dust or vacuum the floor regularly (once or twice a week). Use a broom with soft bristles and/or a vacuum with the hardwood attachment only.
- 3) Periodically clean the floor with cleaning products made specifically for laminate floor care.
- 4) DO NOT wash or wet mop the floor with soap, water, oil-soap, detergent, or any other liquid cleaning material. This could cause swelling, warping, delamination, and joint-line separation, and void the warranty.
- 5) Do not use steel wool, abrasive cleaners, or strong ammoniated or chlorinated type cleaners.
- 6) Do not use any type of buffing or polishing machine.

#### **Environmental Protection:**

- 1) Entry mats will help collect the dirt, sand, grit and other substances that might otherwise be tracked onto your floor.
- 2) To prevent slippage of area rugs, use an approved vinyl rug underlayment.
- 3) Use floor protectors and wide-load bearing leg bases/rollers to minimize the chance of indentations and scratches from heavy objects.
- 4) Remember, preferable temperature should be approximately 17-23°C (62-73°F with a relative humidity of 54-60%. Humidity should never be allowed to drop below 30% as this may cause gapping. (Proper humidity levels should be maintained by using your exhaust fan, which has a timer switch on the wall in the closet.)
- 5) Avoid excess exposure to water during periods of inclement weather.
- 6) Keep your pet's nails trimmed to prevent them from scratching your floor

### 9.14.3 Carpet:

Regular vacuuming is the most important maintenance step. Remove spills immediately. DO NOT RUB THE CARPETS. Have your carpets professionally cleaned as required.

Consider wearing slippers as the oil from bare feet and socks can rub off on the carpet and cause the surface of the carpet to mat.

**Caution Note:** Flooring surfaces can be damaged by high-heeled shoes due to the extremely high compression force they generate. Such footwear can produce dynamic loads in excess of 1000 pounds per square inch, even when worn by someone of slight or average build. Floor protectors (Felts) should also be used on the feet of furniture to avoid scratches.

## 9.15 GROUND FAULT CIRCUIT INTERRUPTER (GFCI)

All the outlets in the bathrooms and kitchen are connected to a GFCI. If there is ground fault, the power is interrupted. To reset, simply push the designated reset button on the outlet. Test the GFCI outlet once a month to ensure it is working properly. To test, simply press the test button while operating an appliance (e.g. razor). Pressing this button creates a short and power should be terminated. To reset, press the designated reset button on the outlet.

## 9.16 HEATING/COOLING

**IMPORTANT** - A setting of at least 17 degrees Celsius/62 degrees Fahrenheit is required to maintain the interior finishes in your suite.

**HEATING/COOLING** - Your heating and cooling is provided by an in-suite "water source" fancoil unit. The fancoil pushes air across a hot water (Heating) or chilled water coil (Cooling). When your Thermostat calls for heating, a control valve will open and hot water will flow through the fancoil's heating coil, the fan will force air across the coil and heat your suite. When the Thermostat calls for cooling, a control valve will open and chilled water will flow through the fancoil's chilled water coil, and cool your suite. When your suite temperature meets the Thermostat setting, the coil valve will close.

The fancoil unit is generally in the ceiling of the Flex space or Closet of your suite. There is an access panel with either a single or double panel door, (depending on the suite size) that will allow access for servicing. Air is distributed throughout your suite in ductwork located near the ceiling.

Fancoils have heating and chilled water lines connected to the building's water source supply lines. The units also have a condensate drain line which collects condensed water during the summer months when you operate in cooling mode. Condensate collects in a pan located at the end of the unit then drains into a building drain riser.

**NOTE: It is very important to regularly service your fancoil unit. Condensate pans and drain lines can become plugged with dust and debris during regular operation. If not serviced, drain lines can become blocked and result in water backing up and spilling into your suite damaging finishes.**

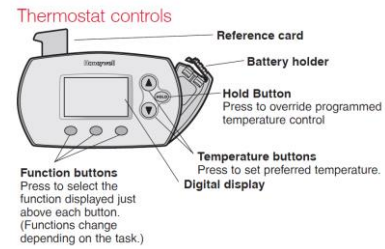
**Twice yearly service, with filter changes, cleaning of the fancoil drain pans and testing of the heating and cooling valves are required to maintain units and ensure proper operation. \*Please contact a professional HVAC Service Company to clean the drain pans and test the heating and cooling valves regularly.**

**Regular ongoing fancoil filter maintenance is also the responsibility of the Homeowner. Filters need to be changed twice a year (Spring & Fall). Filters can be purchased at the Concierge Desk in One Pacific.**

**Failure to maintain the fancoil on a regular basis will void the warranty.**

## 9.16 HEATING/COOLING (Continued)

### Focus PRO 6000 Thermostat



### Display screen

**Low battery warning**

**Auxiliary heat** (Only for heat pumps with auxiliary heat)

**Temperature setting**

**System Status**

**Cool On:** Cooling system is on.  
**Heat On:** Heating system is on.

**Current inside temperature**

Press the **SET** button to change:

**Clock:** Current time.  
**Day:** Current day.  
**Schedule:** Current thermostat program schedule.

Press the **FAN** button to select:

**Auto:** Fan runs only when heating or cooling system is on.  
**On:** Fan runs continuously.

**Function buttons**  
Press the button beneath each function to view or change settings (functions change depending on the task)

Press the **SYSTEM** button to select:

**Heat:** Heating system control.  
**Cool:** Cooling system control.  
**Off:** All systems off.  
**Auto:** Thermostat automatically selects heating or cooling depending on the indoor temperature.  
**Em Heat:** Emergency & Auxiliary Heat control. Compressor is locked out. (Select models only.)

### Battery replacement

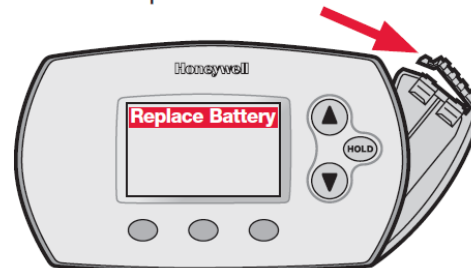
Batteries are optional (to provide backup power) if your thermostat was wired to run on AC power when installed.

Install fresh batteries immediately when the **REPLACE BATTERY** warning begins flashing. The warning flashes about two months before the batteries are depleted.

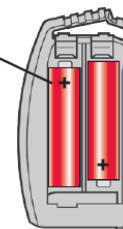
Even if the warning does not appear, you should replace batteries once a year, or before leaving home for more than a month.

If batteries are inserted within two minutes, the time and day will not have to be reset. All other settings are permanently stored in memory, and do not require battery power.

Press and pull to remove.



Insert fresh AA alkaline batteries, then reinstall battery holder.



## 9.17 KITCHEN BACKSPLASH

**Tile:** Regular maintenance of your tile backsplash will keep it looking as good as it did when it was installed.

Wash with water and a pH neutral cleaner; rinse with warm water and allow to dry. Always wipe up spills/splashes immediately to prevent staining of the grout.

**NOTE: It is the homeowner's responsibility to re-seal the grout with a certified grout sealant. This should be done on an annual basis. You can purchase a grout sealer from your local home improvement store.**

## 9.18 LIGHT FIXTURES

The ceiling above your Dining room has been wired for a ceiling fixture. A temporary fixture has been provided for inspection purposes. Please use a licensed electrician when installing your decorative fixture.

**\*Please note that light bulbs and tubes are a maintenance item. These can be purchased from an electrical supply store. Before requesting warranty service, ensure that you have tried replacing the bulb or tube in your fixture.**

## 9.19 MIRRORS AND MIRROR FRAMES

To clean the mirror, use a soft cloth with just water first. Foam base cleaning solution is preferred, but you may use a non-alkaline base and ammonia free cleaning solution if necessary. Never use abrasive material on mirrors which can "attack" the surface of the glass or which can cause scratches. Put the cleaning solution directly on the cloth instead of spraying directly on mirrors and do not leave the cleaning solution on the mirror after cleaning. On the mirrors frosted frame, please use a clean cloth which has been lightly dampened with water, no harsh cleaners or ammonia should be used on the frame.

**\*Please also be aware of cleaner and moisture on the silver backing of the mirror, as this may cause spoiling.**

## 9.20 PAINTED SURFACES

The colours of the walls and wood trim paint have been chosen by an interior designer to coordinate with your in-suite colour scheme. Your in-suite paint schedule is shown below.

PAINT SCHEDULE (ALL SUITES) **ALL PAINT is from Sherwin Williams OR DULUX**

<b>Walls</b>	<b>Colour - BM: CC-30 Oxford White</b>	<b>Dulux Paint Code – 94900.501 (Eggshell)</b>	<b>BLK 0P1 YOX 0P4</b>
<b>Drop Ceilings</b>	<b>Colour - BM: CC-30 Oxford White</b>	<b>Sherwin Williams Paint Code - B30WQ8151.505 (QK Flat)</b>	<b>BLK 0P1+ YOX 0P4</b>
<b>Wood Trim</b>	<b>Colour - BM: CC-30 Oxford White</b>	<b>Dulux Paint Code – 59211.501 (Semi-Gloss)</b>	<b>N1 – 2+1 Y3 – 2+1</b>

The closest **Sherwin Williams** Store is located at:  
105-8555 SEA ISLAND WAY, Richmond, BC V6X 0A8 - Phone: **604-275-8266**

The closest **DULUX** Store is located at:  
8360 Granville Ave #180, Richmond, BC V6Y 1P3 - Phone: **604-273-1501**

## 9.21 PLUMBING FIXTURES

**Plumbing Pipes:** Care should be taken not to bump plumbing pipes while moving objects around in the cabinet under the sinks. You could dislodge the pipes and cause leaking.

**Shower:** The shower fixture is made to conserve water. The showerhead ensures normal pressure while a restricted volume of water is used.

**Toilets:** Please flush only normal waste and toilet tissue down the toilet. Kleenex and paper towels, diapers will not break down sufficiently and may cause blockage if flushed.

**NOTE: DO NOT** use tank cleaners that have chlorine or bleach as they may damage the flapper valve and other components in the toilet tank. Any damage resulting from these products is not covered by the warranty.

**Green Staining:** You may notice a green stain forming on your sinks and bathtubs. This is caused by copper salts in the water and is a normal condition in our water supply. This condition is sometimes referred to as "green rust" and is most noticeable in bathrooms where the grease from hand and body soaps causes it to adhere to bathroom fixtures. Frequent cleaning will prevent build up.

## 9.22 SMOKE ALARM

If the alarm is set off by mistake, open windows to clear any smoke in the area of the detector. To keep your unit in good working order, it should be vacuumed monthly. Use a soft brush or wand attachment, and vacuum all slots in the cover and sides.

**Caution Note:** Check the smoke alarm every week by pressing the test button and holding until the smoke alarm sounds, then release. A loud pulsating sound will indicate it is functioning properly. A continuous green light located behind the slotted case indicates that the smoke alarm is receiving AC power. **DO NOT** disconnect your smoke alarm for any reason.

## 9.23 STAINLESS STEEL SINKS

Clean with a soft cloth, mild detergent and water. To restore the original deep lustre, use a liquid or paste metal polish such as Vim. Do not use abrasives or scouring pads - they will take away the special finish.

Do not use metal scouring pads, as they will scratch and cause rust stains in the sink. If using a rubber sink mat, be sure to remove it when not washing dishes. Organic particles may decay under the mat, causing the sink to stain.



## 9.24 Suite Alarm Systems

Some suites have been equipped with an in-suite security alarm system. Each system includes a keypad, door/window sensors, motion detector, and an audible alarm.

All other suites on levels 3 through 19 have been pre-wired for an alarm system. If you wish to have an alarm system installed in your suite, you may contact any Alarm Company of your choice.

For detailed instructions on how to operate your alarm system, please refer to your operations manual.

**The default master code for your system is 1 2 3 4. You may change your master or access codes; however, it is your responsibility to retain these new numbers if you or your tenant changes the master code.**

**NOTE:** Restoring your personal security codes is not a warranty issue.



Model: DSC PC1616 control panels with the DSC RFK5501 keypad

## 9.25 TAPS

Clean faucets with clear water and dry with a clean soft cloth. Do not use soaps, acids, polish, abrasives, harsh cleansers or a cloth with a coarse surface. They may cause de-plating of the finishes, or damage to the plastics.

## 9.26 WATER PRESSURE

Your building has been designed to Vancouver energy bylaws, which require lower water consumption; therefore, you may notice lower pressure and flows in the plumbing fixtures than you have experienced in other cities or past residences.

## 9.27 WATER SHUT OFF VALVES

The domestic suite water shut off valves are located behind the access panel with the "Hot/Cold Water Shut Off" label affixed to it. It is important to familiarize yourself with this location and to maintain clear access to it at all times.

## 9.28 WALL TILES

Tiles should be wiped down after every shower or bath to help prevent mildew.

A liquid silicone sealer should be applied to wall tiles and grout areas every year to prevent water from penetrating the grout and from seeping into the drywall behind.

**NOTE: It is the homeowner's responsibility to re-seal the grout with a certified grout sealant. This should be done on an annual basis. You can purchase a grout sealer from your local home improvement store.**

## 9.29 WINDOW BLINDS (Roller)

Roller blinds offer privacy and elegance in your new home. To lower or raise the blinds use the attached chains. Note that there is a larger portion of chain that acts as a "roller stop". Do not pull the blind past this "roller stop" as it will damage the mechanism.

Regular dusting with a feather duster, a blind duster or vacuuming will extend the life and beauty of this product.

**DO NOT** use steam, hot water, bleach or any abrasive or solvent-based cleaners. To ensure proper drying, provide adequate ventilation for shades.

## 9.30 WINDOWS

Double glazed thermal windows have been installed in your home. Rainwater should drain out the weep holes. If water starts to accumulate, check that the holes are not blocked. Ensure windows are closed tightly during rainy weather.

**NOTE: DO NOT REMOVE or adjust the window restrictors.**

In accordance with building code safety requirements for window heights, operable windows less than 1070 mm (3'6") above the floor are required to have a restraining device to prevent the window from opening more than 100 mm (4").

## **10.0 LEGAL DISCLAIMER**

### **10.1 DISCLAIMER**

This manual has been prepared on behalf of the Developers of CONCORD GARDENS project for general reference and convenience of the owners in CONCORD GARDENS. The information in this manual was compiled in September 2016 and is generally believed to be accurate at the time of completion. The Developers are not liable for any incorrect information or misrepresentation contained in this manual. Should there be any conflict between the information contained in this manual and provisions of the applicable Purchase Agreement and/or the Disclosure Statement (collectively the "Legal Documents"), the provisions of the Legal Documents govern.