

Please keep this Reference guide in an easily accessible location in your suite

**Questions for the Customer Care team?** Use our On-Line Customer Service Request Form. Simply log onto [concordpacific.com](http://concordpacific.com) and click on the 'Customer Care' tab to submit your requests.

**NOTE:** We can only accept Service requests from Suite Owners or their Rental Managers  
Tenants, please report any service requests directly to your Landlords

<p><b>PROPERTY MANAGEMENT</b></p> <p>Questions or concerns regarding Building Management please contact your Property Manager:</p> <p><b>Nicole Huang</b> <a href="mailto:nhuang@ranchogroup.com">nhuang@ranchogroup.com</a> 604-331-4285 (direct line) 604-684-1956 (fax)</p> <p><b>Building Emergencies - 24 hours</b> <b>604-684-4508</b></p> <p>Problems in the common area of MONET, such as in the exterior, landscaping, recreation areas, or parkades, are the responsibility of your property management company.</p>	<p><b>BC Hydro</b></p> <p><b>Account Set-up</b></p> <p><u>Immediately</u> contact Hydro at: <a href="http://bhydro.com/moving">bhydro.com/moving</a> Please know that The Developer has notified BC Hydro of your Possession Date and no longer accepts responsibility for hydro billing from this date.</p>	<p><b>CUSTOMER CARE</b></p> <p>Questions or Concerns regarding in-suite items at The MET</p> <p>Please contact our Customer Relations Officer</p> <p><b>Karen Curry</b> 604-899-7224 <a href="mailto:karen.curry@concordpacific.com">karen.curry@concordpacific.com</a></p> <p>OR</p> <p><b>Santa Chow</b> 604-899-7243 <a href="mailto:santa.chow@concordpacific.com">santa.chow@concordpacific.com</a></p> <p>By Fax: 604-899-9183</p>
<p><b>Water Shut off Valves</b></p> <p>Please take the time to locate your water shut off valves. They are usually located behind the square panel in your storage room or bedroom closet.</p> <p>In case of any water emergencies, turn off the valves to help reduce any water damage to your suite.</p>	<p>For Care and Maintenance of specific materials in your home please refer to the <b>HOMEOWNERS MANUAL</b></p> <p>Found online at: <a href="http://www.concordpacific.com">www.concordpacific.com</a> <b>CUSTOMER CARE Tab</b></p>	<p><b>Moving in/Out</b></p> <p>You must contact the Concierge to book a designated elevator time for moving in or out. Kindly phone <b>604-674-6021</b> and they will book your time.</p>
<p><b>Washer/Dryer</b></p> <p><b>NOTE:</b> <u>Only use "HE" (high-efficiency) detergent in front loading washing machines.</u> </p> <p>Failure to do so can result in damage to the washer as well as add the risk of flooding and water damage to your/other suites. Regular detergent will create excessive suds that can back up into the drain system causing considerable damage.</p> <p><b>Please remember to clean the Dryer lint trap between each use.</b></p>	<p><b>Keys &amp; Fobs</b></p> <p>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.</p> <p><b>Phone &amp; Cable Installation</b></p> <p>Contact the Property Manager for access to the Mechanical rooms that will allow Trades to install your Phone, Cable &amp; Internet services.</p>	<p><b>Bathroom Fan Timers</b></p> <p>A timer located in your closet controls your bathroom fan. Richmond building code requires your fan to run for a minimum of 2, 4 hour periods every day. You can adjust the timer to run automatically at any time of day you choose. There is an instruction manual for this timer on your on-line Homeowner's Manual at: <a href="http://concordpacific.com">concordpacific.com</a>. You will find it under the Customer Care tab.</p>
<p><b>Home Owner/Tenant Insurance</b></p> <p>For your protection, we feel that it is necessary to remind you of the importance of Home Owner Insurance. Please see Section 6.5 located under "Living in MONET" in your Homeowner's Guide.</p> <p>*Owners &amp; Tenants should have their own in-suite insurance coverage for their personal possessions and liability coverage. An insurance policy should be obtained from your Insurance Broker to provide adequate in-suite insurance coverage, prior to your move in date.</p>	<p><b>Window Restrictors</b></p> <p><b>DO NOT REMOVE</b> or tamper with the window restrictors.</p> <p>Window restrictors are a building code safety requirement and must not be removed.</p>	

## APPLIANCES

For complete instructions on the operation and care of your appliances, please refer to the manuals located under the Appliance Manuals tab of this CD. It is important to read through all manuals before using the appliances.

### All Manuals can be found under the MANUALS tab on your on-line Homeowner's Guide

(Paper copies were left in your Kitchen drawer during your Walk-Through inspection)

#### Boutique/Couture Alt:

APPLIANCE	BRAND	MODEL #	SERVICE	PHONE
Fridge – 1 BED	Blomberg 24	BRFB1050FFBI or BRFB0900	Trail Appliances	604-777-3300 (Ext.2)
Cook Top	Blomberg 24	F4GK24S1-NB		
Oven	Blomberg 24	BWOS24100		
Dishwasher	Blomberg 24	DW55100FBI		
Hood Fan	Faber 24	CRIS24SS		
Microwave	Panasonic	NNT795S		
Washer	Blomberg	WM77110		
Dryer	Blomberg	DV17542		
Fridge – 2 BED/3 BED	Fhiaba 30	BI7490TST3U or BI7490TST6U		
Cook Top	Blomberg 30	F4GK30S1-NB		
Oven	Blomberg 30	BWOS30100		
Dishwasher	Blomberg 24	DW55100FBI		
Hood Fan	Faber 30	CRIS30		
Microwave	Panasonic	NNT795S		
Washer	Blomberg	WM77110		
Dryer	Blomberg	DV17542		

#### Couture:

APPLIANCE	BRAND	MODEL #	SERVICE	PHONE
Fridge – 1 BED	Miele 24	KFN9753iD	Trail Appliances	604-777-3300 (Ext.2)
Cook Top	Miele 24	KM360GSS		
Oven	Miele 24	H4224BPSS		
Dishwasher	Miele 24	G4286SCVi		
Hood Fan	Miele 24	DA3460		
Microwave	Panasonic	NNT795S		
Washer	Miele	W1623		
Dryer	Miele	T7634		
Fridge – 2 BED/3 BED	Miele 30	KFN9855IDERE or KFN9855IDELI		
Cook Top	Miele 30	KM2030GSS		
Oven	Miele 30	H4844BPSS		
Dishwasher	Miele 24	G4286SCVi		
Hood Fan	Miele 30	DA3480		
Microwave	Panasonic	NNT795S		
Washer	Miele	W1623		
Dryer	Miele	T7634		

## PAINTED SURFACES

### PAINT SCHEDULE (ALL SUITES) ALL PAINT IS FROM DULUX

Walls	Pratt & Lambert - 33-11 - Windham Eggshell	DULUX Paints 8360 Granville Street Richmond, BC V6Y 0A7 Phone: 604-273-1501
Ceilings	Pratt & Lambert - 33-1 - Windham - flat	
Wood Trim	Pratt & Lambert - 33-1 - Designer White - semi-gloss	
Interior Doors	Pratt & Lambert - 33-1 - Designer White - semi-gloss	

## FLOORING

### Laminate Flooring

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

#### Routine Maintenance:

- 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.
- 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.
- Periodically clean the floor with cleaning products made specifically for laminate/wood floor care.
- 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.
- Do not use steel wool, abrasive cleaners, or strong ammoniated or chlorinated type cleaners.
- Do not use any type of buffing or polishing machine.

#### Environmental Protection:

- Entry mats will help collect the dirt, sand, grit and other substances that might otherwise be tracked onto your floor.
- To prevent slippage of area rugs, use an approved vinyl rug underlayment.
- Use floor protectors and wide-load bearing leg bases/rollers to minimize the chance of indentations and scratches from heavy objects.
- 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.)
- Keep your pet's nails trimmed to prevent them from scratching your floor

### 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.

### 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.