

建議將該《快速指引》放置于屋內較顯眼的位置

對客戶服務有疑問? 請使用網上客戶服務表格 (Customer Service Request Form) .
登陸 CONCORDPACIFIC.COM, 點擊 'Customer Care' 并提交您的申請。

溫馨提示: 我們只接受業主及租管代理人的客戶服務表格, 懇請租戶先與您的房東或租管代理人取得聯繫并反映相關問題。

<p>Rancho 物業管理公司</p> <p>物業經理: Vicky Kao vkao@ranchogroup.com 604-331-4294 (直線) 604-684-1956 (傳真) 緊急聯絡熱線 - 24 小時 604-684-4508</p> <p>主要負責 Omega 大樓公用設施及公共區域的物業管理工作。</p>	<p>BC Hydro 開戶</p> <p>電費賬單起始日期為房屋交付日, 詳詢請致電 BC Hydro 服務熱線。</p> <p>電話: 604-224-9376</p>	<p>Concord Pacific 客戶服務</p> <p>有關房屋內部保養的相關問題, 請詢:</p> <p>Karen Curry 604-899-7224 karen.curry@concordpacific.com</p> <p>Larry Cheng (程先生) 604-899-7200 larry.cheng@concordpacific.com</p> <p>Fax: 604-899-9183</p>
<p>水閥總開關</p> <p>請熟悉您住所的水閥總開關位置, 以便使用, 通常會安裝在您其中一個衣櫃的內部。</p> <p>如遇緊急情況, 請關閉水閥開關以避免不必要的損失。</p>	<p>長時間的外出</p> <ul style="list-style-type: none"> - 當您的住所需空置長達兩星期以上時, 請確保關閉煤氣、冷水及熱水開關, 以避免不必要的麻煩。 - 寒冷天氣中, 建議保持屋內溫度在 15 攝氏度以上。 <p>提示: 當您長期外出時, 建議邀請您的親屬或朋友幫助打理您的住所, 如檢查郵箱、保養水槽及坐便器的 U 型下水管 (每兩周沖水一次以阻隔異味) 等。</p>	
<p>洗衣機/乾衣機</p> <p>洗衣提示: 請使用  高效洗滌劑。</p> <p>使用普通洗滌劑可能導致下水道堵塞, 從而造成漏水及地板的財產損失。</p> <p>乾衣提示: 請在每次使用乾衣機前, 清理隔離網中的棉絨, 以避免火警危險。</p>	<p>鎖匙 & 門禁遙控</p> <p>請您試用鎖匙及門禁遙控器, 如需離開您的住所, 建議隨身攜帶門禁遙控以便您更方便地使用電梯及各種通道等設施。</p> <p>安裝電視、電話及網絡</p> <p>如安裝電視、電話及網絡時, 技術人員需使用到地下機房, 請與物業經理聯繫。</p>	<p>浴室抽風定時器</p> <p>室內定時器是為了控制浴室抽風機, 以達到列治文房屋規範中關於抽風機每日應運轉兩次, 每次 4 小時的要求。</p> <p>您可以根據您的需要設置抽風機自動運轉的時間, 我們在官方網站上為你提供了操作指南, 詳情請登陸: CONCORDPACIFIC.COM</p>
<p>房屋/租賃保險</p> <p>為保障住戶利益, 我們認為有必要提醒住戶購買房屋/租賃保險. 詳見網站住戶指南 -- CONCORDPACIFIC.COM "Living in OMEGA" Section 6.5</p> <p>*業主及住戶都應在搬入前為各自住所的財產及相關責任購買保險。保險細則請詳詢保險公司經紀人, 多謝合作。</p>	<p>窗口開啟角度</p> <p><u>切勿</u> 自行更改門窗的開啟角度。</p> <p>門窗是建築安全規範中一項非常重要的要求, 請勿自行更改。</p>	

APPLIANCES

For complete instructions on the operation and care of your appliances, please read the Manufacturers Operating manuals that we have supplied. It is important to read through all manuals before using the appliances.

All Manuals can be found under the APPLIANCE MANUALS tab on line, at concordpacific.com

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

24" Appliances

APPLIANCE	BRAND	MODEL #	SERVICE	PHONE
Cook Top	Blomberg	F4GK24*1/FBCTG24100	Trail Appliances	604-777-3300 (Ext.2)
Oven	Blomberg	BWOS24100		
Hood Fan	Faber	Cristal24SS		
Refrigerator	Blomberg	BRFB 0900		
Microwave*	Panasonic	NN-T795		
Dishwasher* (24")	Blomberg	DW 55100 FBI		
Washer*	Blomberg	WM77110NBL00		
Dryer*	Blomberg	DV17542		

30" Appliances

APPLIANCE	BRAND	MODEL #	SERVICE	PHONE
Cook Top	Blomberg	F4GK30*1/FBCTG30100	Trail Appliances	604-777-3300 (Ext.2)
Oven	Blomberg	BWOS30100		
Hood Fan	Faber	Cristal30SS		
Refrigerator	Fhiaba	B17490T		

*Standard in ALL suites

PAINTED SURFACES / 油漆色號

Your in-suite paint schedule is shown below.

PAINT SCHEDULE (ALL SUITES) ALL PAINT IS FROM Dulux Paints

WALLS	Pratt & Lambert - 33-11 - Windyam Eggshell - semi-gloss
Ceilings	Pratt & Lambert - 33-1 - Windyam - flat
Wood Trim	Pratt & Lambert - 33-1 - Designer White-semi-gloss
Interior Doors	Pratt & Lambert - 33-1 - Designer White-semi-gloss

Dulux Paints - **Phone: 604-273-1501**

8360 Granville Avenue Richmond, BC V6Y 0A7

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

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.*

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.