

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>Vicky Kao</b> vkao@ranchogroup.com 604-331-4294 (direct line) 604-684-1956 (fax)</p> <p><b>Building Emergencies - 24 hours 604-684-4508</b></p> <p>Problems in the common area of OMEGA, such as in the exterior, landscaping, recreation areas, or parkades, are the responsibility of your property management company.</p>	<p><b>BC Hydro Account Set-up</b></p> <p><b>Immediately contact the Customer Automated Service Line at 604-224-9376. Please know that The Developer has notified BC Hydro of your Possession Date and no longer accepts responsibility for hydro billing from this date.</b></p> <p>For Care and Maintenance of specific materials in your home please refer to the HOMEOWNERS MANUAL provided on the Concord Pacific Web Site at: <a href="http://concordpacific.com">concordpacific.com</a></p>	<p><b>CUSTOMER CARE</b></p> <p>Questions or Concerns regarding in-suite items at OMEGA</p> <p>Please contact our Customer Relations Officer</p> <p><b>Karen Curry</b> 604-899-7224 (direct line) <a href="mailto:karen.curry@concordpacific.com">karen.curry@concordpacific.com</a></p> <p><b>Larry Cheng</b> 604-899-7200 (direct line) <a href="mailto:larry.cheng@concordpacific.com">larry.cheng@concordpacific.com</a> By Fax: 604-899-9183</p> <p><b>Moving in/Out</b></p> <p>You must contact the Property Manager to book a designated elevator time for moving in or out. Kindly phone the Concierge at <b>604-343-7706</b> and they will assist in booking your time.</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 a closet.</p> <p>In case of any water emergencies, turn off the valves to help reduce any water damage to your suite.</p>	<p><b>Extended Absence</b></p> <ul style="list-style-type: none"> <li>- If your suite will be unoccupied for an extended period of time either between tenants, or while you are on vacation please shut off both the Hot &amp; Cold water supply lines to your suite (located in your closet).</li> <li>- During cooler weather, always maintain a minimum 15°C temperature in your suite, even while on vacation.</li> </ul> <p><b>NOTE: If you will be away for more than 2 weeks, you should have someone (friend/relative) come in (once every 2 weeks) to turn on the water, flush all of the toilets and run water in the sinks and bathtubs so that the P-traps do not dry out allowing sewer gasses to enter the suite. Then turn off the supply line again.</b></p>	
<p><b>Washer/Dryer</b></p> <p><b>NOTE: Only use "HE" (high-efficiency) detergent in front loading washing machines.</b></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 suite 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 in the MANUALS section on-line. You will find it on the Concord Pacific Web Site at: <a href="http://concordpacific.com">concordpacific.com</a></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 OMEGA" 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 or tamper with the window restrictors.</b></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 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](http://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		
Dishwasher* (24")	Blomberg	DW 55100 FBI		
Microwave*	Panasonic	NN-T795		
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

Your in-suite paint schedule is shown below.

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

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