

## 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 (Customer Service Request Form).  
登陸 [CONCORDPACIFIC.COM](http://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><b>Rancho 物業管理公司</b></p> <p>物業經理: Joseph Tsang <a href="mailto:josephsang@ranchogroup.com">josephsang@ranchogroup.com</a></p> <p>604-331-4253 (直線) 604-684-1956 (傳真) 604-331-4223 (國語) 604-331-4243 (粵語)</p> <p><b>緊急聯絡熱線 - 24 小時</b> <b>604-684-4508</b></p> <p>主要負責 W1 大樓公共區域的物業管理工作, 例如管理費、購買額外的門禁遙控、公共設施預訂問題。</p>	<p><b>BC Hydro 開戶</b></p> <p><b>請即登錄</b> <a href="http://bchydro.com/moving">bchydro.com/moving</a></p> <p>電費賬單起始日期為房屋交付日, 有關開戶的各種細則及疑問, 請詳詢 BC Hydro。</p>	<p><b>Concord Pacific 客戶服務</b></p> <p>有關房屋內部保養的相關問題, 請詢:</p> <p><b>W1 WEST - Brent Hampton</b> 604-899-7243 (Direct Line) <a href="mailto:Brent.Hampton@concordpacific.com">Brent.Hampton@concordpacific.com</a></p> <p><b>W1 EAST - Ellen Xiang</b> 604-899-7224 (Direct Line) <a href="mailto:Ellen.Xiang@concordpacific.com">Ellen.Xiang@concordpacific.com</a></p> <p>By Fax: 604-899-9183</p>
<p><b>煤氣及水閥總開關</b></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。煤氣閥門則位於爐灶下方兩側。</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><b>關於房屋內的各種裝飾物料的保養及護理, 請參照官方網站上的 HOMEOWNER'S MANUAL</b></p> <p><a href="http://concordpacific.com">concordpacific.com</a> <b>CUSTOMER CARE Tab</b></p>	<p><b>搬家</b></p> <p>請確保您在搬入或搬出前致電您的物業公司, 以預約搬運電梯及作相關安排。</p> <p>即日起至 2019 年 3 月 31 日預約請聯繫 <b>(604) 331-4291 或 <a href="mailto:alai@ranchogroup.com">alai@ranchogroup.com</a>.</b></p> <p>在 2019 年 4 月 1 日之後, 請聯繫服務台 <b>(604) 423-3400 或 <a href="mailto:W1@ranchogroup.com">W1@ranchogroup.com</a>.</b></p>
<p><b>洗衣機/乾衣機</b></p> <p><b>洗衣提示: 請使用  高效洗滌劑。</b></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><b>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。</b></p>	<p><b>長時間的外出</b></p> <ul style="list-style-type: none"> <li>- 當您的住所需要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。</li> <li>- 寒冷天氣中, 建議保持屋內溫度在 17 攝氏度以上。</li> </ul> <p>提示: 當您長期外出時, 建議您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><b>大門鎖匙 &amp; 門禁遙控</b></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能夠使用電梯及各種通道等設施。</p>
<p><b>房屋/租賃保險</b></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 -- <a href="http://CONCORDPACIFIC.COM">CONCORDPACIFIC.COM</a> - the Homeowner's Manual "Living in W1" 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><b>安裝電視、電話及網絡</b></p> <p>如技術人員在安裝或維修時, 需使用到地下機房, 請與客戶服務部聯繫。</p>	<p><b>空氣循環</b></p> <p>房屋規範要求您的浴室抽風系統每天 24 小時運行, 不需要安裝抽風定時器。此設置旨在提高效率 and 成本效益。</p> <p><b>窗口開啟角度</b></p> <p><b>切勿</b> 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>

For complete instructions on the operation and care of your appliances, please refer to the manuals located under the Appliance Manuals tab. 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)

One Bedroom Package				
Appliance	Model	Location	Service	Contact Info
24" Miele Fridge	KFNS37232iD	All	Trail Appliances	Email: homeownercare@trailappliances.com  Phone#: 604 777 3300 Ext. 1909  Online Request: www.trailappliances.com
24" Miele Cooktop	KM360GSS	All		
24" Miele Oven	H2261B	All		
Miele Dishwasher	G4998SCVi	All		
Miele Hoodfan	DA398-7	All		
Panasonic Microwave	NNST775S	All		
Miele Washer	W1753	All		
Miele Dryer	T7634	All		
Two & Three Bedroom Package				
Appliance	Model	Location	Service	Contact Info
30" Miele Fridge	KFN9855iDERE or KFN9855iDELI	All	Trail Appliances	Email: homeownercare@trailappliances.com  Phone#: 604 777 3300 Ext. 1909  Online Request: www.trailappliances.com
30" Miele Cooktop	KM2030GSS	All		
30" Miele Oven	H6180BPSS	All		
Miele Dishwasher	G4998SCVi	All		
Miele Hoodfan	DA398-7	All		
Panasonic Microwave	NNST775S	All		
Miele Washer	W1753	All		
Miele Dryer	T7634	All		

PAINT SCHEDULE (ALL SUITES) ALL PAINT is from Sherwin Williams

PAINTED SURFACES / 油漆色號

Item #	Area	Color	Paint Code	Sheen	Supplier
1	Walls and Ceilings	BM-CC30 Oxford White	P-1 (03250)	Master Painter Hi-Hide Eggshell	Cloverdale Paint
2	Sills and Baseboards	BM-CC30 Oxford White	P-1A (03250)	Premium Classic Hi-Performance Semi-Gloss	Cloverdale Paint

FLOORING / 地面保養

<p><b>Laminate &amp; Engineered Wood Flooring</b></p> <p>A few moments of care and a little common sense can go a long way in keeping your new floors looking their best.</p> <p><u>Routine Maintenance:</u></p> <ul style="list-style-type: none"> <li>- 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.</li> <li>- 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.</li> <li>- Periodically clean the floor with cleaning products made specifically for laminate/wood floor care.</li> <li>- 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.</li> <li>- Do not use steel wool, abrasive cleaners, or strong ammoniated or chlorinated type cleaners.</li> <li>- Do not use any type of buffing or polishing machine.</li> </ul> <p><u>Environmental Protection:</u></p> <ul style="list-style-type: none"> <li>- Entry mats will help collect the dirt, sand, grit and other substances that might otherwise be tracked onto your floor.</li> <li>- To prevent slippage of area rugs, use an approved vinyl rug underlayment.</li> <li>- Use floor protectors and wide-load bearing leg bases/rollers to minimize the chance of indentations and scratches from heavy objects.</li> <li>- 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.)</li> <li>- Keep your pet's nails trimmed to prevent them from scratching your floor.</li> </ul>	<p><b>Tile Flooring</b></p> <p>Wash with water and a PH neutral cleaner; rinse with warm water and allow drying. Always wipe up spills immediately to prevent staining of the grout.</p> <p><b>NOTE:</b> 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.</p>
	<p><b>Carpet</b></p> <p>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.</p>