

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 access the form.

**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>Joseph Tsang</b>  <a href="mailto:josephtsang@ranchogroup.com">josephtsang@ranchogroup.com</a></p> <p>604-331-4253 (Direct Line)          604-684-1956 (Fax)          604-331-4223 (Mandarin)          604-331-4243 (Cantonese)</p> <p><b>Building Emergencies - 24 hours</b>  <b>604-684-4508</b></p> <p>Questions about the common area of W1, such as strata fees and payments, purchasing additional Fobs or reporting lost Fobs, amenity bookings, landscaping, parkades, and concierge service must be directed to the property management company. Please refer to Rancho's Welcome Package for more information.</p>	<p><b>BC Hydro Account Set-up</b></p> <p><b>Immediately contact Hydro at <a href="http://bchydro.com/moving">bchydro.com/moving</a> to register your new account.</b></p> <p>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 W1</p> <p>Please contact:</p> <p>W1 - East and West Towers  <b>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>Water &amp; Gas 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 den/storage room or bedroom closet.</p> <p>Gas Shut Offs are located behind the drawer in the Kitchen either beside or directly under the Cook Top.</p> <p>In case of emergencies, turn off the valves to help reduce any damage to your suite.</p>	<p>For Care and Maintenance of specific materials in your home, please refer to the <b>HOMEOWNER'S MANUAL</b></p> <p>Found online at:  <a href="http://concordpacific.com">concordpacific.com</a>  <b>CUSTOMER CARE Tab</b></p>	<p><b>Moving in/Out</b></p> <p>To book a designated time and date for moving in or out from now until March 31, 2019, contact property management at:  <b>T: 604-331-4291 / Email: <a href="mailto:alai@ranchogroup.com">alai@ranchogroup.com</a></b></p> <p>As of April 1, 2019, contact the Concierge at  <b>T: 604-423-3400 / Email: <a href="mailto:W1@ranchogroup.com">W1@ranchogroup.com</a></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>Air Recirculation</b></p> <p>City code requires your fan system to run 24-hours a day, eliminating the need for a programmable fan timer. This setup is intended to be more efficient and cost-effective over typical fan timer systems with limited potential for user error.</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 W1" in the Homeowner's Manual at <a href="http://concordpacific.com">concordpacific.com</a>.</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>Phone &amp; Cable Installation</b></p> <p>If your phone service provider advises you of any difficulty with the phone line installation, kindly fill out a CSR form to bring to our attention so we can be of assistance.</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. 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	Trail Appliances Service and Repair Phone: 604-777-3300 Toll Free: 1-888-804-3111  Email <a href="mailto:customercare@trailappliances.com">customercare@trailappliances.com</a> or <a href="mailto:homeownercare@trailappliances.com">homeownercare@trailappliances.com</a>  Online Request: <a href="http://www.trailappliances.com">www.trailappliances.com</a>
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	Trail Appliances Service and Repair Phone: 604-777-3300 Toll Free: 1-888-804-3111  Email <a href="mailto:customercare@trailappliances.com">customercare@trailappliances.com</a> or <a href="mailto:homeownercare@trailappliances.com">homeownercare@trailappliances.com</a>  Online Request: <a href="http://www.trailappliances.com">www.trailappliances.com</a>
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 Cloverdale Paint)

### PAINTED SURFACES

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

<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> <hr/> <p><b>Quartz Counters</b></p> <p>Quartz countertops are composed of ground quartz stone, pigments, and resin. They are naturally glossy and should not require polishing.</p> <p>In order to care for your quartz countertops, use non-abrasive cleaners for cleaning. Avoid hard pressure and quick changes in temperature. Do not use metal utensils to remove stuck on material.</p>
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