



建議將該《快速指引》放置于屋內較顯眼的位置

對物業房屋有疑問? 請使用網上客戶服務表格 (Customer Service Request Form).

請登入 www.concordpacific.com, 點擊 'Customer Care', 並點選 "Homeowner" 與對應的專案, 去取得表格.

溫馨提示: 我們只接受業主及租管代理人的客戶服務表格. 若您是租戶, 請與您的房東或租管代理人聯繫反應相關問題。

Rancho 物業管理公司

物業經理: **Nicole Huang**

nhuang@ranchogroup.com

604-331-4285 (直線)

604-684-1956 (傳真)

604-331-4223 (國語)

604-331-4243 (粵語)

緊急聯絡熱線 - 24 小時

604-684-4508

大樓管理員聯絡:

直線: **604-370-6634**

郵件地址: SouthEstates@ranchogroup.com

主要負責 South Estates 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。

BC Hydro 開戶

請即登錄

bchydro.com/moving

電費賬單起始日期為房屋交付日, 有關開戶及付款各種細則及疑問, 請詳詢 BC Hydro。

Concord Pacific 客戶服務

有關房屋內部保養的相關問題, 請詢:

Sanfy Lin

Email: Sanfy.Lin@concordpacific.com

Phone: 604-899-7202

Fax: 604-899-9183

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

concordpacific.com
CUSTOMER CARE Tab

搬家

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。

預約請聯繫 **Amra Brajlovic**

604-331-4260

or

abrajlovic@ranchogroup.com.

煤氣及水閥總開關

請熟悉您住所的水閥總開關位置, 以便使用, 其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。

如遇緊急情況, 請關閉水閥開關以避免不必要的損失。

長時間的外出

- 當您的住所需要空置長達兩星期以上時, 請確保關閉冷水及熱水開關, 以避免不必要的麻煩。
- 寒冷天氣時, 建議保持屋內溫度在 17 攝氏度以上。

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。

洗衣機/乾衣機

洗衣提示: 請使用  高效洗滌劑。

使用普通洗滌劑可能導致下水道堵塞, 而造成漏水及地板的財產損失。

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。

大門鎖匙 & 門禁遙控

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。

空氣循環 / 濕度控制

房屋規範要求您的浴室排風系統每天 24 小時運行, 以助控制家中的濕度水平。

浴室排氣扇可通過開關來切換高/低速的運行模式。

房屋/租賃保險

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 - the Homeowner's Manual "Living at South Estates" Section 6.5

*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。

窗口開啟角度

切勿 自行更改門窗的開啟角度。

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。



APPLIANCES/電器概覽

For complete instructions on the operation and care of your appliances, please refer your appliance manuals. It is important to read through all manuals before using the appliances.

All Manuals can be found at www.concordpacific.com > Customer Care > South Estates > Manuals

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

Appliance	Model	Contact Info
24" Bosch Fridge	B09IB81NSP	Trail Appliances 604-777-3300 customercare@trailappliances.com Online Request: https://www.trailappliances.com/forms/service-request-form/
24" Bosch Cooktop	NGM5456UC	
24" Bosch Oven	HBE5451UC	
Bosch Dishwasher	SHVM4AYB3N	
Bosch Hood Fan	HCP30E51UC	
Panasonic Microwave	NNST775S	
Blomberg Washer	WM77120	
Blomberg Dryer	DV17542	
30" Bosch Fridge	B30IB80OSP	
30" Bosch Cooktop	NGM5056UC	
30" Bosch Oven	HBL5351UC	

PAINTED SURFACES/油漆色號

Item #	Area	Color	Paint Code	Sheen	Supplier
1	Walls	BM-CC30 Oxford White	601214349	Low Sheen Eggshell	Sherwin Williams
2	Drop Ceilings	BM-CC30 Oxford White	601224371	Flat	Sherwin Williams
3	Woodwork	BM-CC30 Oxford White	650335557	Semi-Gloss	Sherwin Williams

HARD SURFACES/材料保養

Laminate & Engineered Wood 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.
- Keep your pet's nails trimmed to prevent them from scratching your floor

Marble Tile

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.

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.

Quartz Counters

Quartz countertops are composed of ground quartz stone, pigments, and resin. They are naturally glossy and should not require polishing.

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.