

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 (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。

溫馨提示: 我們只接受業主及租管代理人的客戶服務表. 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: **Joseph Tsang**

josephsang@ranchogroup.com

604-331-4253 (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

主要負責 Avenue One 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。

請參考 Rancho 的新用戶指南獲取更多信息。

掃碼提交
客戶服務表



Concord Pacific 客戶服務

有關房屋內部保養的相關問題, 請諮詢:

Prab Grewal

Prab.Grewal@concordpacific.com

Phone: 604-899-7232

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 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

Vivian Cheung

604-331-4291 or

Vivian.cheung@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, 從
而造成漏水及地板的財產損失。

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。

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。

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 Manual "Living in Avenue One" Section
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*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。

For complete instructions on the operation and care of your appliances, please refer to 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 > Avenue One > Manuals
(Paper copies were left in your Kitchen drawer during your Walk-Through inspection)

APPLIANCES/ 電器概覽

Contact Info of Trail Appliances: 1-888-416-2990, homeownercare@trailappliances.com

Appliance	Model	Appliance	Model
24" Miele Fridge	KFN37232iD	24" Miele speed oven	H6100BMSS
30" Miele fridge	KFN9855iDELi or KFN9855iDERe	24" Miele dishwasher	G4998SCVi
36" Miele French door fridge	KFN9955iDE	30" Miele chimney hood fan	PUR88W
24" Miele wine fridge	KWT2601Vi or KWT2602Vi or KWT2611Vi	36" Miele island hood fan	PUR98D
24" Miele gas cooktop	KM360GSS	Panasonic microwave	NNST775S
30" Miele gas cooktop	KM2032GSS	Miele washing machine	WWB020
24" Miele oven	H2265B	Miele dryer	TWB120WP
30" Miele convection oven	H6180BPSS		

PAINTED SURFACES/ 油漆色號

Area	Product	Code	Color
All Walls Throughout Exposed Concrete Columns in Suite Level 16 and Level 17	Benjamin Moore	K356	CC-30 Oxford White
Primer - All Walls Throughout	Benjamin Moore Store	K354	CC-30 Oxford White
Bathroom Walls and Ceilings Throughout All woodwork Throughout	Benjamin Moore Store	K539	CC-30 Oxford White
Primer - Bathroom Walls and Ceiling All Woodwork	Benjamin Moore Store	K534	CC-30 Oxford White
Dropped GWB Ceilings	Sherwin Williams	Promar 400	CC-30 Oxford White
Primer - Dropped GWB Ceiling	Benjamin Moore Store	K354	CC-30 Oxford White

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. (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

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.