

Please keep this Reference Guide in an easily accessible location in your suite.

**Submitting a Service Request? Scan the QR code below ↓, or visit our website at [www.customercare.concordpacific.com](http://www.customercare.concordpacific.com), then select "Homeowner" and the applicable project to access the customer service request 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**

### Property Management

Enquiries regarding Building Management please contact your Property Manager:

**Charisse Lee**

[clee@ranchogroup.com](mailto:clee@ranchogroup.com)

604-331-4227 (Direct Line)

604-684-1956 (Fax)

604-331-4223 (Mandarin)

604-331-4243 (Cantonese)

**Building Emergencies (24 hours)  
604-684-4508**

Questions about common areas of Da Vinci, 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.

### Scan & Submit a Customer Service Request Form



### Customer Care

Enquiries regarding in-suite items please contact Customer Care:

Ellen Xiang  
Tel: 604-899-7224

[Ellen.xiang@concordpacific.com](mailto:Ellen.xiang@concordpacific.com)

### Moving In/Out

Please contact Katy Leuven  
604-331-4242

[katy.leuven@ranchogroup.com](mailto:katy.leuven@ranchogroup.com)

After August 1, 2023, please contact  
Concierge  
604-786-7171  
[Da.Vinci@rservice.ca](mailto:Da.Vinci@rservice.ca)

For Care and Maintenance of specific materials in your home, please refer to the **HOMEOWNER'S MANUAL** located at:

[concordpacific.com/customercare](http://concordpacific.com/customercare)

### Water/Gas Shut-off Valves

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.

Gas Shut Offs are located behind the drawer in the Kitchen either beside or directly under the Cooktop. Please refer to your Component Map for location.

In case of emergencies, turn off the valves to help reduce any damage to your suite.

### Extended Absence

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 & Cold water supply lines to your suite.

During cooler weather, always maintain a minimum 17°C temperature in your suite, even while on vacation.

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.

### Washer/Dryer

NOTE: Only use "HE" (high-efficiency) detergent in front-loading washing machine.



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.

### Keys & Fobs

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.

### Hydro Accounts

**Immediately contact Hydro**  
[bhydro.com/moving](http://bhydro.com/moving)

To register your new account, please know that The Developer has notified BC Hydro of your Possession Date and no longer accepts responsibility for hydro billing from this date.

### Homeowner/Tenant Insurance

For your protection, we feel that it is necessary to remind you of the importance of Homeowner Insurance. Please see Section 6.5 located under "Living at Da Vinci" in the Homeowner's Manual at [concordpacific.com](http://concordpacific.com).

\*Owners & 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.

### Heating and Cooling

A fan coil unit is generally located in the ceiling of the hallway of our suite. Please note that maintenance of fan coil unit is at owner's expense and for conducting the maintenance, it is recommended to contact your property management.

## APPLIANCES

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](http://www.concordpacific.com) > Customer Care > Da Vinci > Manuals

APPLIANCE	MODEL #	APPLIANCE	MODEL #	SERVICE
24" Miele Fridge	KFN37232ID	30" Miele Fridge	KFN9855IDE	<p style="text-align: center;"><b>Toll Free Number</b> <b>1-888-416-2990</b></p> <p><a href="mailto:homeownercare@trailappliances.com">homeownercare@trailappliances.com</a></p>
24" Miele Gas Cooktop	KM2012GSS	30" Miele Gas Cooktop	KM2032GSS	
24" Miele Wall Oven	H2265-1B	30" Miele Wall Oven (Convection)	H6280BPSS	
24" Miele Dishwasher	G5056SCVI	30" Miele Hood Fan	PUR88W	
24" Bosch Fridge	B09IB91NSP	30" Miele Hood Fan (Custom)	PUR88WC	
24" Bosch Gas Cooktop	NGM5456UC	30" Bosch Fridge	B30IB905SP	
24" Bosch Wall Oven	HBE5453UC	30" Bosch Gas Cooktop	NGM5056UC	
24" Bosch Dishwasher	SHVM4AYB3N	30" Bosch Wall Oven	HBL5351UC	
Miele Washer	WXD160WCS	30" Bosch Hood Fan	HCP30E52UC	
Miele Dryer	TXD160WP	Panasonic Microwave	NNST785S	

## PAINTED SURFACES

Area	Product	Code	Color
General Ceiling Paint Throughout	Sherwin Williams	B30WQ8451	Oxford White BM-CC-30
General Wall Paint Throughout	Sherwin Williams	B20W3050	Oxford White BM-CC-30
Colour Match For Townhome Entry Doors	Sherwin Williams	B66T1154	SW-2856 Fairfox Brown

## HARD SURFACES

Laminate & Engineered Flooring	Porcelain Tile
<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><b>Routine Maintenance:</b></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><b>Environmental Protection:</b></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.</li> <li>- Keep your pet's nails trimmed to prevent them from scratching your floor.</li> </ul>	<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>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.</p> <p><b>Engineered 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> <p><b>Refer to Homeowner's Manual for care and maintenance information</b></p>