

请将本《参考指南》保存在房内易于取用的位置

对物业房屋有疑问? 请扫下列二维码, 或登录我们的网站 <https://www.concordpacific.com/customer-care/>, 然后选择“Homeowner”, 并访问项目名称, 以获取客户服务表格。

注意: 我们只能接受业主或其租赁经理的服务请求。您若是租户, 请直接向您的房东或其租赁经理报告任何服务请求和问题。

### Property Management 物业管理公司

如有任何关于楼宇管理的疑问, 请联络物业经理:

**Charisse Lee 物业经理**

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

604-331-4227 (直线)

604-684-1956 (传真)

604-331-4223 (国语)

604-331-4243 (粤语)

**紧急热线 (24 小时)**

**604-684-4508**

主要负责 Da Vinci 大楼公共区域的物业管理工作, 例如管理费, 购买额外门禁遥控, 公共设施预定问题。

请参考 Rancho 的新用户指南获取更多信息。

### 扫二维码提交 客户服务表格



### Customer Care 客服服务

有关房屋内部保养的相关问题请咨询:

Ellen Xiang  
Tel: 604-899-7224

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

关于房屋内各种装修材料的保养及护理, 请参阅官网网站上的 **HOMEOWNER'S MANUAL**

[www.concordpacific.com/customer-care](http://www.concordpacific.com/customer-care)

### 搬家

请确保您在搬入或搬出前致电物业公司, 并预约搬运电梯及相关安排。

以下是联系人及电话和邮箱:

Katy Leuven 604-331-4242

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

2023 年 8 月 1 日起, 请联络  
前台礼宾人员 604-786-7171

[Da.Vinci@rservice.ca](mailto:Da.Vinci@rservice.ca)

### 煤气及水阀开关

请熟悉您住所的水阀开关位置, 以便使用, 其通常会安排安装在您其中一个衣柜的内部。煤气阀门位于灶台下方两侧。

如遇紧急情况, 请及时关闭相关阀门, 避免不必要的损失。

### 长时间外出

当您的住所需要空置长达两周以上时候, 请确保关闭冷水和热水的阀门, 以避免不必要的麻烦。寒冷天气时候, 建议保持室内温度在 17 摄氏度或以上。

温馨提示: 当您长期外出时, 建议您邀请您的亲属或者朋友帮忙打理您的住所, 如检查信箱, 保养水槽及座便器的 U 型下水管 (两周冲一次水以阻隔异味) 等。

### 洗衣机/干衣机

温馨提示: 请使用“HE”(高效洗涤剂)



洗衣机使用其他的普通洗涤剂可能会导致下水道堵塞, 从而造成漏水及其他地面的财产损失。

干衣机提示: 请在每次使用干衣机前, 清理隔离网里的棉绒, 以避免火警危险。

### 大门钥匙&门禁遥控

请您使用钥匙及门禁遥控器。如果离开您的住所, 建议随身携带门禁遥控以便您能使用电梯及各种通道等设施。

### BC Hydro 开户

请登录 [bchydro.com/moving](http://bchydro.com/moving) 电费账单起始日期为房屋交付日, 有关开户及付款各种细节和疑问, 请咨询 BC Hydro。

### 房屋/租赁保险

为保障住户利益, 我们认为有必要提醒住户购买房屋/租赁保险, 详见网站住户指南 **CONCORDPACIFIC.COM - The Homeowner Manual "Living at Da Vinci" Section 6.5**

\*业主及住户都应该搬入前为各自住所的财产及相关责任购买保险。保险细节请咨询保险经纪人, 非常感谢您的合作。

### 空调系统 (制冷/制热)

房主负责进行年度风机盘管维护, 请事前联络物业管理公司, 以查询及安排维护和清理。

### APPLIANCES/ 电器产品概括

说明书已详尽列明所有电器产品的操作及保养之完整细节，请使用前，务必先参阅所有说明书。

所有说明书可从网页找到 [www.concordpacific.com](http://www.concordpacific.com) > Customer Care > Da Vinci > Manuals

| 电器                    | 型号 #       | 电器                               | 型号 #       | 服务  |
|-----------------------|------------|----------------------------------|------------|---|
| 24" Miele Fridge      | KFN37232ID | 30" Miele Fridge                 | KFN9855IDE | <p>免费查询热线<br/><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/ 油漆色号

| 范围                                    | 产品               | 型号        | 颜色                    |
|---------------------------------------|------------------|-----------|-----------------------|
| 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 Fairfax Brown |

### HARD SURFACES/ 材料保养

| 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> |