


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

**Submitting a Service Request? Use our online Customer Service Request Form. Go to [www.concordpacific.com](http://www.concordpacific.com) and click on 'Customer Care', then select "Homeowner" and the applicable project to access the customer service request web 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:josephsang@ranchogroup.com">josephsang@ranchogroup.com</a>          604-331-4253 (Direct Line)          604-684-1956 (Fax)          604-331-4223 (Mandarin)          604-331-4243 (Cantonese)</p> <p><b>Building Emergencies (24 hours)          604-684-4508</b></p> <p>Questions about common areas of The ARC, 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.</p> <p>Please refer to Rancho's Welcome Package for more information.</p>	<p><b>Hydro Accounts</b></p> <p><u>Immediately</u> contact Hydro <a href="http://bchydro.com/moving">bchydro.com/moving</a> to register your new account.</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>For Care and Maintenance of specific materials in your home, please refer to the HOMEOWNER'S MANUAL Found online at:   <a href="http://concordpacific.com">concordpacific.com</a>          CUSTOMER CARE Tab</p>	<p><b>Customer Care</b></p> <p>Questions or Concerns regarding in-suite items          Please contact ARC Customer Care:</p> <p><b>Prab Grewal</b>  <a href="mailto:prab.grewal@concordpacific.com">prab.grewal@concordpacific.com</a></p> <p>Phone: 604-899-7232          Fax: 604-899-9183</p>
<p><b>Water/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><b>Extended Absence</b></p> <ul style="list-style-type: none"> <li>- 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 &amp; Cold water supply lines to your suite.</li> <li>- During cooler weather, always maintain a minimum 17°C temperature in your suite, even while on vacation.</li> </ul> <p>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.</p>	
<p><b>Washer/Dryer</b></p> <p>NOTE: <u>Only use "HE" (high-efficiency) detergent in front-loading washing machines.</u></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>Please remember to clean the Dryer lint trap between each use.</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/Humidity Control</b></p> <p>City building code requires that your main bathroom fan runs for a minimum of 8-hours per day to help control humidity levels in your home.</p> <p>The pre-programmed fan timer is located in your laundry closet and has been set to two, 4-hour intervals.</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 at The ARC" 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>Window Restrictors</b></p> <p><u>DO NOT REMOVE</u> or tamper with the window restrictors.</p> <p>Window restrictors are a building code safety requirement and must not be removed.</p>	



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](http://www.concordpacific.com) > Customer Care > The ARC > Manuals

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

Appliance	Model	Contact Info
24" Miele Fridge	KFNS37232iD	<p><b>Trail Appliances</b> <b>604-777-3300</b> <a href="mailto:customercare@trailappliances.com">customercare@trailappliances.com</a></p> <p><b>Online Request:</b> <a href="https://www.trailappliances.com/forms/service-request-form/">https://www.trailappliances.com/forms/service-request-form/</a></p>
24" Miele Cooktop	KM360GSS	
24" Miele Oven	H2265B	
Miele Dishwasher	G4998SCVi	
Miele Hoodfan	DA398-7	
Panasonic Microwave	NNST775S	
Miele Washer	WWF060	
Miele Dryer	TWF160	
30" Miele Fridge	KFN9855iDERE or KFN9855iDELI	
30" Miele Cooktop	KM2030GSS	
30" Miele Oven	H6180BPSS	
Miele Coffee Machine	CVA6800SS	
Miele Wine Cooler	KWT1603V	

### 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

### HARD SURFACES

Laminate & Engineered Wood Flooring	Marble 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. (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>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>
	<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>