

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](http://www.concordpacific.com), 點擊 'Customer Care', 並點選 "Homeowner" 與對應的專案, 以獲取表格。

**溫馨提示: 我們只接受業主及租管代理人的客戶服務表. 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。**

<p><b>Rancho 物業管理公司</b></p> <p>物業經理 <b>Gus Ramirez</b> <a href="mailto:gramirez@ranchogroup.com">gramirez@ranchogroup.com</a></p> <p>604-331-4251 (直線) 604-684-1956 (傳真) 604-331-4223 (國語) 604-331-4243 (粵語)</p> <p><b>緊急聯絡熱線 - 24 小時</b> <b>604-684-4508</b></p> <p>主要負責 Park Boulevard 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。</p> <p>請參考 Rancho 的新用戶指南獲取更多信息。</p>	<p>掃碼提交 客戶服務表</p> 	<p><b>Concord Pacific 客戶服務</b></p> <p>有關房屋內部保養的相關問題, 請諮詢:</p> <p>Lorelei Lambert <a href="mailto:Lorelei.Lambert@concordpacific.com">Lorelei.Lambert@concordpacific.com</a> 電話: 604-899-7235</p> <p>Ellen Xiang (國語) <a href="mailto:Ellen.Xiang@concordpacific.com">Ellen.Xiang@concordpacific.com</a> 電話: 604-899-7224</p>
<p><b>煤氣及水閥總開關</b></p> <p>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。</p> <p>如遇緊急情況, 請關閉水閥開關以避免不必要的損失。</p>	<p><b>長時間的外出</b></p> <ul style="list-style-type: none"> <li>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。</li> <li>寒冷天氣時, 建議保持屋內溫度在 17 攝氏度以上。</li> </ul> <p>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。</p>	
<p><b>洗衣機/乾衣機</b></p> <p>洗衣提示: 請使用  高效洗滌劑。</p> <p>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。</p> <p>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。</p>	<p><b>大門鎖匙 &amp; 門禁遙控</b></p> <p>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。</p>	<p><b>BC Hydro 開戶</b></p> <p>請即登錄 <a href="http://bchydro.com/moving">bchydro.com/moving</a></p> <p>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。</p>
<p><b>房屋/租賃保險</b></p> <p>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 -- <a href="http://CONCORDPACIFIC.COM">CONCORDPACIFIC.COM</a> - the Homeowner Manual "Living in Park Boulevard" Section 6.5</p> <p>*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。</p>		<p><b>窗口開啟角度</b></p> <p>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。</p>

**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](http://www.concordpacific.com) > Customer Care > Park Boulevard > Manuals

APPLIANCE	MODEL #	SERVICE
24" Bosch Fridge/Freezer	B09IB81NSP	<b>Trail Appliances</b> <b>1-888-416-2990</b> <a href="mailto:homeownercare@trailappliances.com">homeownercare@trailappliances.com</a>
24" Bosch Cook Top	NGM5456UC	
24" Bosch Oven	HBE5451UC	
24" Bosch Dishwasher	SHVM4AYB3N	
30" Bosch Hood Fan	HCP30E52UC	
30" Bosch Fridge/Freezer	B30IB900SP	
30" Bosch Cook Top	NGM5056UC	
30" Bosch Oven	HBL5351UC	
Panasonic Microwave	NNST775S	
Blomberg Washer	WM72200W	
Blomberg Dryer	DV17600W	

### PAINTED SURFACES/油漆色號

Location	Colour	Product Description	Paint Code
All Walls Throughout	CC-30 Oxford White	Benjamin Moore Ultra Spec 500 - Interior Low Sheen Eggshell	K537
Bathroom walls, ceilings and all trim/woodwork	CC-30 Oxford White	Benjamin Moore Ultra Spec 500 - Interior Semi-gloss	K539
Ceilings	CC-30 Oxford White	Sherwin Williams ProMar 400 Zero VOC Interior Latex	Promar 400 Zero VOC Flat

### HARD SURFACES/材料保養

<p><b>Laminate &amp; Engineered Flooring</b></p> <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><b>Porcelain Tile:</b></p> <p>Regular maintenance of your tile backsplash will keep it looking as good as it did when it was installed. Wash with water and a pH neutral cleaner; rinse with warm water and allow to dry. Always wipe up spills/splashes immediately to prevent staining of the grout. <b>NOTE:</b> It is every homeowner's responsibility to re-seal the grout with a certified grout sealant annually. You can purchase grout sealer from any local home improvement store.</p> <p><b>Engineered Stone:</b></p> <ul style="list-style-type: none"> <li>*Do not sit, stand or place heavy objects on countertops.</li> <li>*Do not place hot items directly on the stone surface.</li> <li>*Always wipe up spills immediately to prevent staining.</li> <li>*Always use a cutting board; DO NOT cut any items directly on the countertop.</li> </ul> <p>Do not use abrasive cleaners, scouring pads, and similar materials as they may damage the surface. Clean with a soft, clean cloth, mild detergent and water or use a product specifically formulated for use on these materials.</p> <p>Care should be taken in choosing a detergent additive that will not damage the luster of the polish of the engineered stone. High acidic or high alkaline content will remove the shine. Only products specifically designed for use on engineered stone should be used.</p> <p>Products which are an acid or alkali such as perfume, shampoo, toilet bowl cleaners, Windex, juices, vinegar, soda, etc. will damage these surfaces.</p>
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