

请将本《参考指南》保存在房内易于取用的位置

如果对物业房屋有疑问? 请使用网上客户服务表 (Customer Service Request Form)

请登录 [www.concordpacific.com](http://www.concordpacific.com) 然后点击 'Customer Care', 并选择 "Homeowner" 然后访问项目名称, 去获取相应表格

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

Enquiries regarding Building Management please contact your Property Manager:

**Joseph Tsang** 物业经理  
[josephsang@ranchogroup.com](mailto:josephsang@ranchogroup.com)

604-331-4253 (直线)

604-684-1956 (传真)

604-331-4223 (国语)

604-331-4243 (粤语)

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

主要负责 Hillside West 大楼公共区域的物业管理, 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:

**Tower 1 & Tower 2:**

**Sanfy Lin**  
Tel: 604-899-7202  
[Sanfy.Lin@concordpacific.com](mailto:Sanfy.Lin@concordpacific.com)

**搬家**

Please contact the Concierge at

604-816-8125 or

[hillsidewest@rservice.ca](mailto:hillsidewest@rservice.ca)

关于房屋内各种装修材料的保养及护理, 请参考官网网站上的

**HOMEOWNER'S MANUAL**  
来自

**concordpacific.com**  
CUSTOMER CARE Tab

**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 18 摄氏度以上。

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 (没两周充一次以阻隔异味) 等。

**洗衣机/干衣机**

温馨提示: **请使用"HE" (高效洗涤剂)**

洗衣机使用普通洗涤剂可能会导致下水道堵塞, 从而造成漏水及地面的财产损失。

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 in Hillside West" 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。过滤器需要每年更换两次并清空滴盘。如未定期更换过滤器可能会导致加热和冷却效率低下, 并可能使您的保修失效。有关更多详细信息, 请参阅您的房主手册第 9 节 - 保养和维护。

APPLIANCES/ 电器产品概括

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 > Hillside West > Manuals

APPLIANCE	MODEL #	SERVICE
24" Bosch Fridge	NGM5456UC	<p><b>Toll Free Number</b> <b>1-888-416-2990</b></p> <p><a href="mailto:homeownercare@trailappliances.com">homeownercare@trailappliances.com</a></p>
30" Bosch Fridge	B30IB81NSP / B30IB800SP / B30IB900SP	
24" Bosch Gas Cooktop	NGM5456UC	
30" Bosch Gas Cooktop	NGM5056UC	
24" Bosch Wall Oven	HBE5451UC	
30" Bosch Oven	HBL5351UC	
24" Bosch Dishwasher	SHVM4AUB3N	
30" Bosch Dishwasher	SHVM4AYB3N	
Bosch Hood Fan	HCP30E51UC	
Panasonic Microwave	NNST775S	
Blomberg Washer	WM72200W	
Blomberg Dryer	DV17600W	
Coffee Machine (Select units only)	BCM8450UC	

PAINTED SURFACES/ 油漆色号

Area	Product	Code	Color
Tower 1- All walls throughout on all levels	Benjamin Moore	K537	BM CC- 30 Oxford White
Tower 1 - All ceilings throughout	Benjamin Moore	Promac 400 Zero VOC B30W04651	BM CC- 30 Oxford White
Tower 2 – All walls throughout on all levels	Benjamin Moore	F537	BM CC- 30 Oxford White
Tower 2 - All ceilings throughout	Benjamin Moore	Pomar 400 Regular	BM CC- 30 Oxford White
Tower 1 & 2 – Baseboards, Bathroom Walls and ceilings	Benjamin Moore	K539	BM CC- 30 Oxford White
Tower 1 & 2-Primer for walls and ceilings	Benjamin Moore	K354	BM CC- 30 Oxford White
Tower 1 & 2- Primer for Baseboards and Bathrooms	Benjamin Moore	K534	BM CC- 30 Oxford White

HARD SURFACES/ 材料保养

<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>Marble Tile</b></p> <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>
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