

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:

Rupinder Bhullar

1.855.273.1967 (客户服务中心)

604-689-4829 (传真)

da.vinci@fsresidential.com

非工作时间紧急热线:

604-683-8900

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 客户服务

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

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

请联络前台礼宾人员

672-727-6617

galleria@fsresidential.com

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

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 > 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 1-888-416-2990</p> <p>homeownercare@trailappliances.com</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>Routine Maintenance:</p> <ul style="list-style-type: none"> - 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. - 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. - Periodically clean the floor with cleaning products made specifically for laminate/wood floor care. - 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. - Do not use steel wool, abrasive cleaners, or strong ammoniated or chlorinated type cleaners. - Do not use any type of buffing or polishing machine. <p>Environmental Protection:</p> <ul style="list-style-type: none"> - Entry mats will help collect the dirt, sand, grit and other substances that might otherwise be tracked onto your floor. - To prevent slippage of area rugs, use an approved vinyl rug underlayment. - Use floor protectors and wide-load bearing leg bases/rollers to minimize the chance of indentations and scratches from heavy objects. - 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. - Keep your pet's nails trimmed to prevent them from scratching your floor. 	<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>Engineered Quartz Counters</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>Refer to Homeowner's Manual for care and maintenance information</p>