

VANCOUVER
HOUSE



HOMEOWNER'S MANUAL

WELCOME TO YOUR NEW HOME

Dear Homeowner:

Welcome to Vancouver House. We are proud to welcome you to your new home in the total work of art we have created in Vancouver's Beach District.

If "gesamtkunstwerk" was our first defining philosophy, then Vancouver House is its manifestation. Since we were introduced to the concept and began its creation, Vancouver House has become one of the most watched and studied urban development projects in the world. Seven years in the making, we brought together everything that we learned through dozens of complex projects, with the best design and consultant team that could be assembled. It is now apparent that this cumulative effort has resulted in a giant leap forward – not only from a technical and environmental perspective but by bringing to our country a degree of artistry and of beauty that is unparalleled.

This Homeowner's Guide and the even more comprehensive website, mynewhome.westbankcorp.com, will assist you in getting the most from your new home for many years to come.

Congratulations on your new home, and thank you for choosing Vancouver House, the total work of art.

Sincerely,

The Vancouver House Customer Care Team

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VANCOUVER HOUSE

Our goal with Vancouver House is to inspire. Already recognized as one of the most beautiful projects in the world, Vancouver House marks a point in time in the history of our very young city when rather than simply relying on our city's natural beauty we are working to ensure our built environment can also live up to our reputation, as one of the world's most beautiful cities. When we first began Vancouver House, we envisioned this project as a catalyst to inspire the complete transformation of the surrounding area. To achieve this we are revealing, reviving and energizing the streetscape below the deck and ramps of the Granville Bridge, to create a vibrant, active and people-centric new neighbourhood around the project called the Beach District. We hope that when Vancouver House is complete and when Rodney Graham's glittering six-metre Spinning Chandelier is spinning below the bridge, people everywhere will recognize this as city-building at its very best.

BEACH DISTRICT

Applying the "Total Design" philosophy to an entire district and building on the success of Granville Island across False Creek, Vancouver House is not just an architectural breakthrough but the active core of a new waterfront neighbourhood called the "Beach District". The pedestrian connections from Granville Street Bridge and proposed Greenway, a panoramic walking and bike pathway to Granville Island and the retail and entertainment district along South Granville, create a diverse and lively zone for living and shopping in a highly connected neighbourhood.

VANCOUVER

Vancouver is consistently ranked at or near the top of every list for livability, including the Mercer and The Economist magazine rankings, for its stunning natural setting, economic and cultural vitality, and high-level public amenities (include schools and universities). The city is globally lauded for its achievements in advancing green urbanism, offering its citizens an extraordinary quality of life.

GESAMTKUNSTWERK

German: [gəˈzamtˌkʊnstvɛɐ̯k] – **Total Design**

A word coined by a German Philosopher first widely used by composer Richard Wagner in the mid-19th century, then adopted by Le Corbusier and Walter Gropius in the 1920s. It means the "total work of art," representing the integration of all the creative arts and all scales of design.

BJARKE INGELS GROUP (BIG)

Leading architect and global thought-leader Bjarke Ingels, founded Bjarke Ingels Group (BIG) in Copenhagen in 2005 after working at Rem Koolhaas' firm OMA in Rotterdam. Today BIG is considered one of the most prominent architecture studios in the world. Recent acclaimed projects include the West 57 housing development in New York and the Danish Pavilion at the Shanghai World's Fair. Ingels has been named The Wall Street Journal's "Innovator of the Year" and described as "rapidly becoming one of the design world's rising stars". The architect was also included in the "Top 100 Most Creative People in Design" by Fast Company and was awarded a Golden Lion from the Venice biennale, along with two American Institute of Architecture awards, the World Architecture Festival award for Housing, and numerous other prestigious accolades. His accomplishments also include multiple teaching opportunities at Harvard, Yale, and Columbia, as well as being a frequent speaker for Wired, TED and the World Economic Forum.

PUBLIC ART

Spinning Chandelier by renown Vancouver-based artist Rodney Graham is a monumental 25.5 ft x 14 ft faux-crystal chandelier, suspended beneath the Granville Street Bridge. Descending twice a day at a fixed time, the chandelier is released and spins rapidly downward before ascending slowly back to its starting point. The sculptural installation transforms the unused underbelly of the Granville Bridge, adding an indelible new feature to Vancouver's civic landscape while introducing a provocative new concept for public artwork globally.

FACTS

1.23 MILLION
total man hours to complete

44,008 M³
of concrete used to
build Vancouver House

OVER 3500
people participated in
creating Vancouver House

539,360 LBS
of steel used to build
Vancouver House

158.4 METERS
Vancouver House Height
(519.7 feet)

1600 FT/MIN
elevator speed
among the fastest in canada

Vancouver House targets both LEED Platinum with future connection to low carbon district energy and LEED Certification for Neighbourhood Development

Vancouver House's sustainability features include a connection to Creative Energy's district heating system in downtown Vancouver. Creative Energy is investigating the creation of new cost-effective, low carbon energy sources, including the recovery of heat from water stored in downtown's Emergency Fire Suppression system under downtown streets. All this is in conjunction with an expansion into the Beach District, South Downtown and North East False Creek

For every home sold in Vancouver House, Westbank partnered with World Housing to build a home for a family in need in Cambodia.

GENERAL INFORMATION

MAILING ADDRESS

The mailing address for your suite is specific to your address:

(your suite number), 1480 Howe Street
Vancouver BC, V6Z 1C4

STRATA AGENT

The Strata Agent for this building is First Service Residential. They will be providing information and forms to homeowners.

First Service Residential
700 - 200 Granville St
Vancouver, BC
Tel: 604.683.8900
fsresidential.com

Property Manager: Nagry Ngauv
Main Line: 604.683.8900
Email Contact: vancouverhouse@fsresidential.com

UTILITIES

Owners are responsible for setting up accounts for their electricity, television, internet and home phone.

BC Hydro - Electricity
Tel: 800.224.9376 bchydro.com

TELUS - TV, Internet, Home Phone
Tel: 604.310.3343 telus.com

SETTING UP YOUR BC HYDRO ACCOUNT

Go to www.bchydro.com
Select "Sign Up" or "Log In" on BC Hydro's website
Your MyHydro profile will allow you to access services such as bill payment, address changes and consumption rates.

In some circumstances, MyHydro may not recognize your new home address as their computer system has not been updated with the permanent meter numbers. Please reference your new home address and request for a "New Building – Move in Application." If you are experiencing any issues, please call the BC Hydro customer service line at 1.800.224.9376

APPLIANCES

Please see the contact information on page 25.

INSURANCE

CONDOMINIUM (STRATA) INSURANCE

Your Strata Corporation is insured with liability, earthquake, fire, and flood coverage. A Strata Corporation retains insurance coverage against a direct loss to the common property, common assets and the building shown on the Strata Plan. This includes replacement coverage for fixtures built or installed at the time of original construction and located within a strata lot by the developer, however, coverage may not be applicable against such perils should the cause be determined due to negligence, neglect or any action or lack thereof by the Owner, occupant or guests. Appliances normally are not covered by the strata insurance.

HOMEOWNER IMPROVEMENTS

Any modifications and upgrades to your Strata Lot requires Strata Council approval. You will need to acquire additional insurance coverage for these modifications and upgrades as they are not included under the Strata Corporation coverage.

PERSONAL PROPERTY

You should obtain adequate coverage for your personal possessions and contents, as well as liability insurance to provide coverage against claims that may occur. These types of insurance coverages can generally be obtained in a Condominium Homeowners Package policy. If you presently have some form of coverage, we suggest that you have your agent contact the Strata Corporation's insurance agent to ensure that there are no gaps, deficiencies or overlaps between the two policies.

When permitted under the Strata Corporation bylaws, Owners who rent their Strata Lot may add protection for a potential loss of rental income.

It is suggested that owners contact their insurance broker to add Strata Corporation Deductible Coverage to the insurance for their individual strata lot. This extra coverage will pay for Strata Corporation deductibles, which may be charged back to the Strata Lot as a result of a claim where the cause of loss originated in the Strata Lot.

CONDOMINIUM INSURANCE

To inquire about the insurance coverage required under the Strata Property Act for the common property of your condominium, please contact your local insurance broker.

WHAT IS A STRATA COUNCIL?

A Strata Corporation is often likened to a small community and, as such, is also governed by a group of Owners volunteering as your Strata Council. At the Annual General Meeting of the Strata Corporation, Owners will be requested to elect a Strata Council consisting of maximum of seven peers as outlined in the Bylaws. The Strata Council is responsible for the affairs and conduct of the Strata Corporation as well as provides direction regarding the maintenance and repair of the common property and common facilities, through the assistance of the Property Manager. The Strata Council carries out the duties of the Strata Corporation. This includes establishing budgets for operating expenses.

WHAT ARE THE BYLAWS?

The amendments to the schedule of standard Strata Corporation Bylaws under the Strata Property Act are set forth in Exhibit "C" of the Disclosure Statement. In addition to requirements set out by Provincial Statute, all Strata Corporations will be governed in two additional ways:

- by the individual Schedule of Standard Bylaws, which may be amended from time to time by way of the Owners approving a Resolution proposed at a General Meeting to meet the requirements and standards of your home; and
- by the Rules introduced by the Strata Council from time to time and ratified by the Owners at the next Annual General Meeting.

WHAT DOES THE STRATA AGENT DO?

The amendments to the schedule of standard Strata Corporation Bylaws under the Strata Property Act are set forth in Exhibit "C" of the Disclosure Statement. The Strata Agent is retained under contract by the Strata Corporation to facilitate policies and decisions made by the Strata Council. The Strata Agent's involvement includes all areas of financial management, administrative services, owner communications, day-to-day operating and maintenance needs and guidance to the Strata Council and Owners inquiring on certain policy matters. However, it should be noted that while acting on behalf of the Strata Corporation, the Strata Agent does not set policy. Typically, the Strata Agent is the liaison between the Strata Corporation (via the Strata Council) and anyone providing services to the Strata Corporation (lawyer, consultants, contractors, utilities, etc.).

HOW IS THE OPERATING BUDGET PREPARED?

The interim operating budget of the Strata Corporation is set forth in Exhibit "E" of your Disclosure Statement. The developer has prepared the budget based on costs incurred by comparable projects and historical costs. The next budget will be prepared by the Strata Corporation, assisted by First Service Residential and included in the first Annual General Meeting Agenda for all Owners' approval. As an important note, your elected Strata Council will make the decisions and will be responsible for approving all expenditures required to operate your complex. Be aware that if monies are not spent during the fiscal year, the next Annual General Meeting the Owners can decide by a vote whether to transfer any remaining surplus funds to the Contingency Reserve Fund, or to remain in the Operating Fund to reduce Strata Fees or to keep this as part of the Operating Fund term.

KEY CHANGES

Once you have taken possession of the keys to your new home, you will be able to rekey your locks, if so desired. Should you elect to, we encourage you to ensure that it is mastered with the building's master key, so that in the case of an emergency, the on-site staff will be able to enter your suite and minimize possible damage to the property. If the locks are not mastered, Owners will be responsible for providing emergency access to their suites. If a forced entry is required in the case of an emergency, the Owner may be responsible for any damage to the suite door and lock. Please note that the developer will continue to have access to the master key after you have taken possession for warranty repairs but will not enter your suite unless they have written authorization from you.

MOVE INS / MOVE OUTS

Please contact the Building Concierge at least 72 hours in advance to arrange for a move into or out of a suite. The elevator can be locked off to facilitate loading and unloading and is subject to availability. Please ensure that the protective pads have been installed in the hallways, mirrored ceiling and elevator before using it. Further information about moving procedures can be found in the Strata Plan Bylaws and you can contact First Service Residential if you have questions.

STRATA LOT, COMMON PROPERTY & LIMITED COMMON PROPERTY

STRATA LOT

Definition: A strata lot is owned individually by the owner(s) and is often referred to as a strata unit. In condominiums and townhouses, the strata lot usually ends at the center of the perimeter walls, floors and ceilings.

Examples: interior doors, finishing, interior plumbing and light fixtures, walls, ceilings, flooring and contents in the home

Who's Responsible: Homeowner(s)

COMMON PROPERTY

Definition: Any part of the land and buildings shown on the strata plan that is not part of a strata lot is common property. Common property is owned collectively by the strata lot owners, as tenants in common.

Examples: Hallways, Elevators, Garbage Rooms, Parkade, Recreational Amenities and Building Exteriors such as the roof.

Who's Responsible: Strata Council

LIMITED COMMON PROPERTY

Definition: Limited common property (LCP) is common property that has been designated on the strata plan or on a sketch plan filed at the Land Title Office for the exclusive use of one or more strata lots.

Examples: Balcony, Parking Space, Patio, Private Garages

Who's Responsible: Strata Council

PROPERTY & AMENITIES INFORMATION

BUILDING EMERGENCIES

In the case of a building emergency (such as flooding, power outage, elevators out of service, etc.), please contact First Service Residential at 604.683.8900 (24 hours, 365 days a year). In the case of fire or a life-threatening emergency, call 9-1-1 immediately, then notify First Service Residential afterwards. An emergency is a situation requiring immediate attention – a situation that cannot wait until the next day.

MAIL DELIVERY

The mailing address for your suite is your suite number, followed by the street name, city, and postal code.

(your suite number), 1480 Howe Street,
Vancouver BC, V6Z 1C4

Individual mailboxes have been installed in the lobby and 3 keys to your pre-assigned mailbox are provided in your completion package. Be sure to let Canada Post know your new address and visit the local post office for details on their relocation services. The Canada Post locations nearest to you are located at:

Shoppers Drug Mart
1295 Seymour Street
Vancouver, BC V6B 3N0

Urban Choice Market
732 Davie Street
Vancouver, BC V6Z 1B0

GARBAGE & RECYCLING

The main garbage and recycling room is located on P2. For Estate Series (Level 47 – 58), there is a garbage room located on each floor in the corridor. All garbage must be bagged and tied to avoid spillage and cans and bottles must be clean before depositing into the bin. Recycling containers are identified for the material that should be appropriately deposited.

Garbage, bags, boxes or door mats are not permitted to be left in the hallways, staircases and other common areas.

AMENITIES

Vancouver House offers an impressive set of private residential amenities designed for your personal use, health and enjoyment which includes:

Elevated Garden Courtyard – Level 8
Heated Swimming Pool – Level 8
Relaxing Hot Tub – Level 8
State of the Art Fitness Centre – Level 7
Resident Lounge – Gallery Lobby
Multipurpose Entertainment Lounge with Kitchen – Level 7
Golf Simulator – Level P6
Storage Lockers – Parkade Levels
Bicycle Lockers – Parkade Levels
BMW Car Share Vehicles – Level P2

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CONTRACTORS AND RENOVATION WORK

Owners must contact Strata Council through First Service Residential in writing in advance for approval before beginning any work.

PET RESTRICTIONS UNDER THE STANDARD BYLAWS

The Bylaw provides that an owner, tenant or occupant must not keep any pets on a strata lot other than one or more of the following:

- two dogs or two cats or one dog and one cat;
- up to two caged birds;
- a reasonable number of fish or other small aquarium animals;
- a reasonable number of small caged mammals.

The Standard Bylaws also require owners, tenants, occupants or visitors to ensure that all animals are leashed or otherwise secured when on the common property or on land that is a common asset.

RENTING / LEASING APARTMENTS

A homeowner may lease his or her strata lot in accordance with Part 8 of the Strata Property Act and the Strata Corporation Bylaws. Within two weeks of leasing, the owner must present a copy of the Notice of Tenant's Responsibility (Form K) signed by the proposed tenant to First Service Residential.

WINDOW COVERINGS

If an owner wishes to change the window drapes or blinds, these must be in a color that is consistent with the exterior of the building and must be approved by the Strata Council.

GENERAL QUESTIONS

If you have any questions about building procedures, bylaws or use of the facilities, please contact First Service Residential at 604.683.8900.

We trust this information is useful and provides an insight into condominium living at Vancouver House. If there are any details you would like to discuss regarding the Strata Corporation, please contact First Service Residential.

BUILDING SECURITY SYSTEM

The access control system secures the common area doors for the building including, but not limited to, front doors, amenity doors, and overhead gates. Residents will receive two types of FOBs. One type is a key tag and the other type is a remote control (transmitter) with a built-in proximity chip inside the back of the remote control.

The remote-control FOB will come with 4 buttons to operate the overhead gates and the proximity chip located inside. By placing the back of the remote control or a key tag by a card reader, it will grant access to the adjacent door. Each time you use your FOB to access a door, your access is controlled and monitored via a computer. If you lose a FOB, please report it immediately to the concierge so they can delete it from the system, thereby maintaining the security of your building.

Remote button 1 shall be used for the main gate from the street, the remote button 2 shall be used for the residential gate once you have entered the parkade. The remote button 3 will be for private garage access and the 4th button and red button shall be kept for future use.

Additional FOBs are available for purchase from your concierge during regular business hours.

Biometric access is provided to allow you to use your fingerprint to access key entry points including for the main entry doors, elevator lobby doors and elevator cabs to your floor. To enroll, please see the concierge in person to register your fingerprints. Once enrollment is complete, your fingerprint should grant access when you present your finger on the biometric card reader.

OVERHEAD GATES

When approaching the main gate press the first transmitter button. If you are a valid user, the gate will open, allowing passage into the parkade areas. The gate will close automatically after the programmed time elapses. To operate the residential gate, press the first button. The residential overhead gate will require the use of your FOB 24 hours a day for both entering and exiting to provide you with additional security.

FRONT DOOR AND PARKADE DOORS

Simply present the back side of your transmitter or key tag to the reader, it will beep letting you know that it has read your FOB. When your valid credentials are verified the light turns green to indicate that you can now enter through that specific door. The front door has an option for fingerprint reader.

ELEVATOR CABS

You must use your fob to allow access to the elevator cab floor button whether you are going to the parkade or to your suite. The only floor that will not require a fob is the ground.

This floor is always accessible from the elevator and therefore your visitors do not need to be walked out of the building when they leave. The elevator card reader has an option for fingerprint scanning.

CAMERA SYSTEM

A number of cameras are located throughout the building, including the lobby, parkade and elevator. These cameras are color cameras and are connected to a digital recorder which records 24 hours a day seven days a week. The cameras are intended to act as a deterrent as well as aid in prosecution should a crime be committed.

VISITOR ENTRY SYSTEM

This visitor entry system operates with your existing telephone or cell phone. Your guest simply dials your code number or selects your name by scrolling through the electronic directory on the lobby panel and your telephone will ring. When answered, you will be communicating with your guest. Random codes, which do not identify your apartment, have been chosen for security reasons.

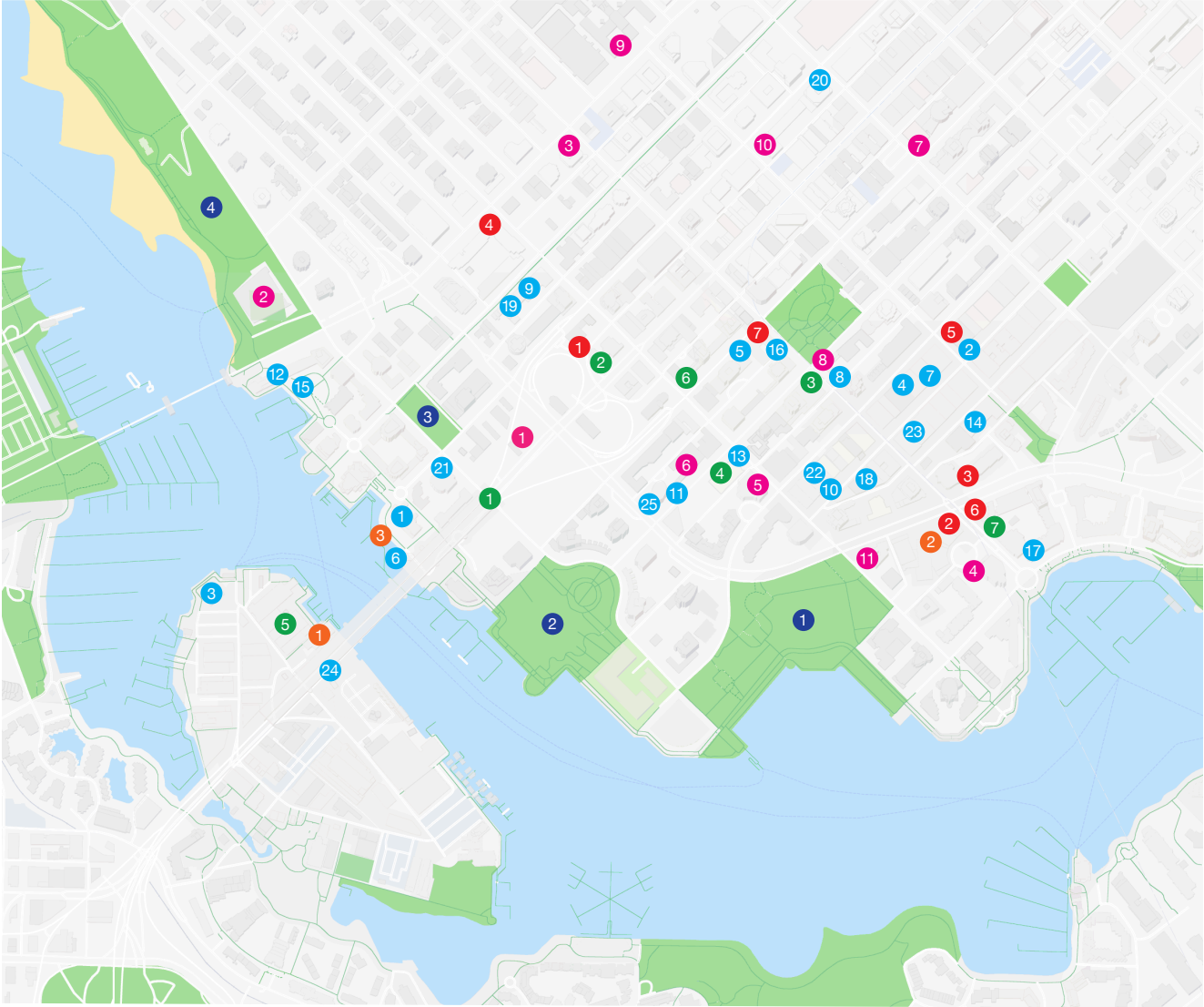
To unlock the main door, press “6” on your telephone. To refuse entry, simply hang up. When you unlock the door the elevator cabs will be released to allow the visitor to get to your floor.

If you have “call waiting” feature on your phone, while engaged in a conversation with the outside line, a distinct tone will be heard when a visitor places a call. Flash the hook switch to answer the call. This action will automatically put the outside line “on hold”. While on-line, you can open the main door by dialing the digit “6” or flash the hook switch to refuse entry. Both actions will automatically reconnect you to the previously “on hold” caller to continue your conversation.

DAS – DISTRIBUTED ANTENNA SYSTEM

The building is equipped with a cellular repeater system in the parkade and elevator cabs. This means that you will have cellular signal in this building that will allow you to use your phone. Please note there may be some weak spots that may occur and is subject to the signal strength outside and repeated to the inside.

YOUR NEIGHBOURHOOD



Vancouver House has a walk score of 95, a transit score of 94, and a bike score of 62. Getting from Point A to Point B has never been easier! Here is a directory of some of the great shops and services in your neighborhood:

GROCERIES

- 1 **Fresh St. Market**
1423 Continental Street
www.freshstmarket.com
- 2 **London Drugs**
1431 Continental Street
www.londondrugs.com
- 3 **Choices Markets**
1202 Richards Street
Tel: 604.633.2392
- 4 **Farm to Table Market**
1312 Richards Street
Tel: 604.559.6406
- 5 **Granville Island Public Market**
1669 Johnston Street
Tel: 604.666.6655
- 6 **Shoppers Drug Mart**
1295 Seymour Street
Tel: 604.801.5708
- 7 **Urban Fare**
177 Davie Street
Tel: 604.975.7550

BANKING

- 1 **Scotiabank**
1408 Continental Street
- 2 **Coast Capital Savings**
120 Davie Street
Tel: 604.517.7000
- 3 **RBC Royal Bank**
1195 Pacific Boulevard
Tel: 604-668-8200
- 4 **TD Canada Trust**
1200 Burrard Street
Tel: 604.654.3572
- 5 **CIBC**
1096 Homer Street
Tel: 604.665.1640
- 6 **HSBC Bank**
1196 Pacific Boulevard
Tel: 1.888.310.4722
- 7 **BMO Bank of Montreal**
1004 Hamilton Street
Tel: 604.668.1550

RESTAURANTS & CAFES

- 1 **Ancora Waterfront Dining and Patio**
2 – 1600 Howe Street
Tel: 604.681.1164
- 2 **Blue Water Café**
1095 Hamilton Street
Tel: 604.688.8078
- 3 **Bridges Restaurant**
1696 Duranleau Street
Tel: 604.687.4400
- 4 **Brix & Mortar**
1138 Homer Street
Tel: 604.915.9463
- 5 **Chancho Tortilleria**
1206 Seymour Street
Tel: 604.428.8494
- 6 **Chang'An**
1/F 1661 Granville Street
Tel: 604.681.1313
- 7 **Cioppino's Mediterranean Grill**
1133 Hamilton Street
Tel: 604.688.7466
- 8 **Coo Coo Coffee**
477 Davie Street
Tel: 604.558.3332
- 9 **Giardino**
1328 Hornby Street
Tel: 604.669.2422
- 10 **House Special**
1269 Hamilton Street
Tel: 778.379.2939
- 11 **Kaide Sushi Bar**
1375 Richards Street
Tel: 604.681.5886
- 12 **M8**
3 – 1010 Beach Avenue
Tel: 604.620.9586
- 13 **Matchstick**
1328 Richards Street
Tel: 604.558.0639
- 14 **Minami**
1118 Mainland Street
Tel: 604.685.8080
- 15 **Najia Restaurant**
1018 Beach Avenue
Tel: 778.379.3787
- 16 **Nuba**
508 Davie Street
Tel: 604.661.4129
- 17 **Provence Marinaside**
1177 Marinaside Crescent
Tel: 604.681.4144
- 18 **Rodney's Oyster House**
1228 Hamilton Street
Tel: 604.609.0080
- 19 **Sushi Hiyori**
1348 Hornby Street
Tel: 604.685.8381
- 20 **Sushi Jin**
750 Nelson Street
Tel: 604.559.8834
- 21 **Tartine Bread & Pies**
770 Beach Avenue
Tel: 604.685.7437
- 22 **Tasty Indian Bistro**
1261 Hamilton Street
Tel: 604.423.3300
- 23 **The Flying Pig**
1168 Hamilton Street
Tel: 604.568.1344
- 24 **The Sandbar Seafood Restaurant**
1535 Johnston Street
Tel: 604.669.9030
- 25 **Trees Organic Coffee**
1391 Richards Street
Tel: 604.689.1020

WELLNESS

- 1 **HOUSE Concepts**
701 – 1431 Continental St
houseconcepts.com
- 2 **Vancouver Aquatic Centre**
1050 Beach Avenue
Tel: 604.665.3424
- 3 **Downtown Wellness Centre**
605 – 1200 Burrard St
Tel: 604.687.5712
- 4 **LifeLabs**
136 Davie Street
Tel: 604.507.5070
- 5 **Limelight Wellness Centre**
488 Drake Street
Tel: 604.262.1002
- 6 **Pacific TCM Holistic Wellness**
1351 Richards St
Tel: 604.899.8998
- 7 **Alaia Physiotherapy Sports & Wellness**
310 – 997 Seymour St
Tel: 604.812.4286
- 8 **Sage Clinic**
487 Davie St
Tel: 604.697.0397
- 9 **St. Paul's Hospital**
1081 Burrard St
Tel: 604.682.2344
- 10 **Westcoast Forest Medical Spa**
1090 Howe St
Tel: 604.563.7890
- 11 **Yaletown Medical Clinic**
1296 Pacific Boulevard
Tel: 604.633.2474

RECREATION

- 1 **Arts Club Theatre Company**
1585 Johnston St
Tel: 604.687.1644
- 2 **Roundhouse Art & Recreation Centre**
181 Roundhouse Mews
Tel: 604.713.1800
- 3 **False Creek Yacht Club**
1661 Granville St
Tel: 604.682.3292

PARKS

- 1 **David Lam Park**
1300 Pacific Boulevard
- 2 **George Wainborn Park**
450 Beach Crescent
- 3 **May & Lorne Brown Park**
801 Beach Avenue
- 4 **Sunset Beach Park**
1204 Beach Avenue

IMPORTANT CONTACTS

SAFETY & EMERGENCY

Call 9-1-1 for Emergencies - Ambulance, Police, Fire, Rescue
If you smell GAS, call Fortis BC's emergency line at
1.800.663.9911.

Fire (Non - Emergency)

Tel: 3-1-1

vancouver.ca/fire

Police VPD (Non-Emergency)

Tel: 604.717.3321

vancouver.ca/police

Poison Control

Tel: 604.682.5050

dpic.org

CITY SERVICES

Call 3-1-1 or go to: City of Vancouver - General Inquiries

vancouver.ca

TRANSPORTATION

Vancouver International Airport

Tel: 604.207.7077

yvr.ca

Translink

Tel: 604.953.3333

translink.ca

Black Top and Checker Cabs

Tel: 604.731.1111

btccabs.ca

MacLures Cabs

Tel: 604.831.1111

maclurescabs.ca

BUILDING EMERGENCIES

In the case of a building emergency (such as flooding, power outage, elevators out of service, etc.), please contact First Service Residential at 604.683.8900 (24 hours, 365 days a year). In the case of fire or a life-threatening emergency, call 9-1-1 immediately, then notify First Service Residential afterwards.

PROPERTY MANAGEMENT

Strata Agent for First Service Residential

Tel: 604.683.8900

fsresidential.com

CONCIERGE

The Concierge is located in the Gallery Lobby.

To contact the Concierge, please call 604.323.3603

Concierge service available 24 hours daily, using staff trained by Fairmont Pacific Rim. A fleet of BMW vehicles are available for reservation through the Concierge.

YOUR ROLE AS A HOMEOWNER

There are four things you should keep in mind as a homeowner to ensure your warranty serves you well.

Read all operation manuals that were supplied with your home. It is recommended, although not essential, that you fill out any warranty cards that were provided with the appliances.

Use and maintain all equipment properly as recommended in their respective manuals. This is especially true in regards to your humidity control, bathroom fans and other moisture control devices within your home.

Keep informed of the work of your Strata Council, especially in regards to the warranty for common areas. Remember that the common area warranty starts with the first possession or occupancy of the first home. Thus, the expiry for the common area warranty will be different than the expiry for residential homes.

If you wish an item to be covered by your warranty and corrected by the builder, please do not attempt the repairs yourself or contract anyone else to do the work. Please note this does not apply to very minor paint or drywall flaws that are not covered by your warranty. You can correct these at any time.

OWNER'S DUTY TO MITIGATE DAMAGE AND MAINTAIN THE SUITE

As per your National Home Warranty certificate, you are required to maintain your new home and mitigate any damage to your new home, including damage caused by defects or water penetration. You must take all reasonable steps to restrict damage to your new home if the defect requires immediate attention (i.e. turn off water system in the event of a burst pipe). For defects covered by National Home Warranty, the duty to mitigate is met through timely notice in writing to your builder and National Home Warranty. An owner's duty to mitigate survives even if:

- the new home is unoccupied,
- the new home is occupied by someone else other than the homeowner,
- water penetration does not appear to be causing damage, or
- the owner advises the strata corporation about the defect.

Unfortunately, if a defect occurs or is made worse due to an owner's failure, it is not covered by warranty.

HOMEOWNER MAINTENANCE

Unfortunately, if a defect occurs or is made worse due to an owner's failure, it is not covered by warranty.

This section includes useful information on how to maintain your new home. Please note this is just a general guideline. For further details on maintaining your new home, we recommend you seek advice from a professional.

Our Customer Service team does not assist with the following items as they are considered the responsibility of the homeowner:

- changing of light bulbs;
 - sealing of tile grout / stone;
 - damage caused by homeowners or normal wear and tear; and
 - resetting circuit breakers in the electrical panel if tripped.
- Here are some items that you need to care for around your new home:

MAINTENANCE TIPS

- Check for signs of water leaks around toilets, under sinks and around dishwasher regularly.
- **Drains:** Clean and freshen sink drains by flushing with warm water and baking soda.
- **Caulking:** Check all the caulking in your home around sinks, tubs, showers and toilets to ensure it is in good condition and there are no leaks, gaps, seepage, or mildew.
- Examine caulking around windows and doors and repair or renew as necessary.
- **Grout:** Examine and repair grout in bathrooms and tile floors to prevent moisture damage - materials' shrinkage may occur during the hot season.
- **Lights:** Avoid halogen and only put LED bulbs in the potlights when replacing
- **General:** Avoid overloading circuits with heaters, light decorations or appliances during the winter. In Winter (and all year) occasionally open windows to allow the house to air out and if the weather permits.
- Wear soft shoes
- Substantially cover traveled, dining areas, and bedroom areas with area rugs
- Install soft pads under the legs of furniture
- Install soft pads on cupboard doors and drawers

WHEN DOES MY IN-SUITE WARRANTY COVERAGE EXPIRE?

All homeowners are provided with a 12-month warranty from the date of possession. This warranty covers defects in labour and materials as well as the appliances in your home. All cosmetic items such as drywall cracks, nail pops, tile cracks, etc, will only be investigated at the expiration of your one (1) year warranty. Please make sure to submit these items as part of your year-end service request to our warranty website at mynewhome.westbankcorp.com.

ACCESSING YOUR HOMEOWNER WARRANTY PORTAL

To ensure a successful ownership experience, we have provided you with an online Homeowner Portal which is also accessible from your mobile device. Together, these resources give you everything you need to manage and protect your investment.

You can access your homeowner portal wherever you have internet access – simply visit the website: mynewhome.westbankcorp.com

Your login ID and password can be found on the label located on the interior side of your electrical panel. To further personalize your experience, you can register your email address and set your own password. You will then be able to receive messages from your Builder as well as timely notifications for warranty milestones and maintenance reminders. For more information on the warranty portal, please refer to the pamphlet included in your homeowner package.

DRYWALL CRACKS & NAIL POPS

Drywall cracks and nail pops are most often caused by the normal shrinkage of building materials occurring during the drying process after construction. As a result, they are not regarded as warrantable defects unless they are considered excessive.

When determining whether drywall cracks are warrantable, we apply standards accepted by the industry; that is, the drywall cracks must be deemed excessive (i.e., cracks that exceed 1/16" in width or 12" in length or that are considered excessive in number).

Regarding nail pops, we will accept claims involving nail pops that crack the wall surface, appear in a prominent place, or are considered excessive in number. Painting after such repairs is generally not covered by the warranty.

SHELVING

Load ratings for shelves are subject to dimensions. The wider the span the less per square foot load should be placed on them.

Shelving units with and without drawers have been produced between 15" w to 24" w and are more capable of heavier loads per shelf.

Common sense prevails and generally speaking open back closet systems are primarily intended for clothing but not designed for pantry type storage.

Melamine Faced Board Cleaning Instructions. Clean with a soft clean damp cloth or sponge. The surface must be totally dry after cleaning. Clean with a clean cloth and warm water and normal domestic cleaners or dish soap.

HARDWOOD FLOORS

Hardwood floors must be protected from heavy and sharp object including high-heeled shoes, furniture, and animal claws. Preventative measures will help preserve the beauty of your home. Some suggestions to protect your hardwood flooring:

- Vacuum your floor with a brush attachment.
- Do not wet mop your floor.
- Use furniture pads for heavy items.
- Never allow for water to remain standing on your wood flooring, any liquids not immediately wiped up will damage the wood.
- Pet's nails will scratch and mark the floor's finish. Keep pet's nails trimmed to minimize damage to the surface.

For detailed maintenance, please visit kentwoodfloors.com/ca/support/living-your-kentwood-floor Ensure that environmental conditions are always maintained with a temperature of 15-26°C and humidity at 30-50%. Hardwood flooring reacts to changes in the environment. Excessive heat or dryness can result in gapping or splitting; excessive humidity can result in cupping.

In general, the Condominium By-laws state that an owner, tenant or occupant of a condominium lot or any of their visitors must not make undue noise or use the strata lot in a manner which would create undue noise which would disrupt the owner, tenant or occupant of another condominium lot or any of their visitors. It is your responsibility to comply with all Strata by-laws.

Some suggested ways of reducing impact noises on tiled surfaces or other hard surfaces such as hardwood are:

MAINTENANCE TIPS CONTINUED

- Please ensure reasonable means are taken to mitigate any potential disruption/noise effects. Be aware that although construction has followed all avenues to minimize the potential of noise transmission, further precautions may be necessary on your part.

LAUNDRY

VENTILATING THE INSTALLATION AREA

Your home is equipped with a condensing dryer which extracts water from damp clothes and stores in a special container. Therefore, the dryer is vent-less. It is recommended to open the laundry door to allow for air circulation to ensure drying process is completed efficiently. Insufficient ventilation may lead to the drying cycle taking longer time than usual.

It is important that you empty the water container after every drying session. The container indicator light turns on when the maximum water level in the container has been reached. Follow the below steps to empty water container:

- Pull out the condenser water container.
- Carry the container levelly so that water does not pour out. Hold it by the handgrip panel and the end.
- Empty the condenser water container. Return it to the dryer.

Note that the condensed water is not potable and not suitable for drinking or other purposes as it could cause health problems for humans and pets.

WINDOWS

During cold weather, a draft may appear around a window even though it is adequately glazed, fitted and weather-stripped. With some possible exceptions, such as extreme wind conditions, the draft may be due to vertical air movement over the face of the window. A draft may also be commonly experienced when standing or sitting close to a window. This chill may be due to the heat radiating from your body to the colder window.

Condensation and frost on windows will occur if high relative humidity is maintained inside the unit during periods of very cold weather. Please note condensation issues are caused by the humidity in your home being too high. This is not a warrantable issue. We recommend leaving on the humidistat in your home to minimize condensation from occurring

ROLLER SHADES

Regular dusting is recommended. When necessary, the shades can be lightly vacuumed with a brush attachment. More severe soiling can be removed by using a soft cloth and a mild detergent and water solution. To dry, use the cool setting of the hair dryer.

DO NOT use steam, hot water, bleach or any abrasive or solvent-based cleaners. To ensure proper drying, provide adequate ventilation for shades.

KITCHEN

GRAY QUARTZ/MARBLE COUNTERTOPS

MAINTENANCE

Product Recommendation: Aqua Mix “Concentrated Stone & Tile Cleaner” or TileLab “Grout & Tile Concentrated Cleaner”. Do not use any product not specifically designed for stone.

Equipment: Sponge, or soft-bristle brush and bucket

Coverage: Approximately 1,250 – 5,500 sq. ft. per 1 litre

Procedure:

- Sweep surface.
- Mix 2 to 4 ounces of “Concentrated Stone & Tile Cleaner” per gallon of water.
- Apply solution onto surface.
- Allow solution to sit for 3 to 5 minutes on heavy soiled areas.
- Agitate with sponge or soft-bristle brush.
- Wipe up dirty solution.
- Rinse thoroughly with clean water, changing water every 500 sq. ft. or as needed.

HEAVY DUTY MAINTENANCE

Product Recommendation: Aqua Mix “Stone Deep Clean” or Aqua Mix “Heavy Duty Grout & Tile Cleaner” or TileLab “Heavy-Duty Stripper & Cleaner” (Note A)

Equipment: Soft-bristle brush or scrub machine utilizing white nylon scrub pad

Coverage: Approximately 125 – 160 sq. ft. per 1 litre

Procedure:

- Sweep or vacuum surface.
- Mix 1 part of “Stone Deep Clean” or “Heavy Duty Grout & Tile Cleaner” to 3 or 4 parts water.
- Apply solution onto surface.
- Allow solution to sit for 3 to 5 minutes on heavy soiled areas.

- Agitate with soft-bristle brush.
- Wipe up dirty solution.
- Rinse thoroughly with clean water, changing water every 100 sq. ft. or as needed.

Note A: To help scrub off heavy surface contamination we can recommend applying the “Aqua Mix Nano Scrub” directly on top of the Cleaner(s) solution to help scrub the surface clean.

These recommendations are intended as general guidelines for the care and maintenance of stone. The actual product dilution ratios and maintenance requirements may vary depending on the use and contaminants common to the area. READ PRODUCT DIRECTIONS THOROUGHLY PRIOR TO USE. ALWAYS TEST FIRST.

WHITE AVONITE SOLID SURFACE COUNTERTOPS

Maintaining your countertop:

Cleaning - Soap and water will clean most stains. For more stubborn stains, use a green Scotch-Brite® pad and an abrasive cleanser.

Scratches - To remove scratches, start sanding with 240 grit paper and then clean with an abrasive cleanser and a green Scotch-Brite® pad.

Remember to periodically go over the entire matte surface with a dry green Scotch-Brite® pad to return the original finish.

DO's and DON'Ts

- Always use a hot pad or trivet under hot pots or heat producing appliances.
- Always use a cutting board.
- Never stand on your counters.
- Avoid harsh chemicals such as drain cleaners and paint removers.

GARBAGE DISPOSAL

99% of issues related to garbage disposals are caused by homeowner misuse and are not warranty related. The following is a general guideline on how to maintain your garbage disposal and avoid unnecessary repair costs.

DO'S and DON'Ts

- DON'T dispose fats or grease collected during cooking as it will solidify in the grind chamber and drain line resulting in blockage. It is best to collect fat or grease in a container, allow it to harden, and then throw it away.
- DON'T place hard food waste such as shellfish, large bones or fruit pits in the garbage disposal as it will dull the grinding blades.
- DON'T dispose fibrous or starchy food waste, such as coffee, celery, artichokes, eggshells, corn husks, and banana peels into the garbage disposal. These items should be cut into small pieces before it is placed in the grind chamber or it can be composted or thrown in the trash.
- DON'T overfill a garbage disposal as it will most likely lead to a jam and cause the garbage disposal to be inoperable until the jam can be safely removed.
- DON'T attempt to put fingers down the garbage disposal when the machine is operating. Wait for the blades to completely stop before.
- DO operate the garbage disposal immediately to remove food waste from the appliance.
- DO run a strong flow of cold water while operating the disposal and for 30 seconds after all food waste has been ground up and drained away.

REGULAR MAINTENANCE

We recommend homeowners to perform the following regularly to properly maintain their garbage disposals:

- Fill the sink with clean cold water, pull the drain stop and allow the water to drain. The flushing action of the water leaving the sink through the drain will purge the drain line of any loose food waste.
- Put ice cubes into the sink with running cold water and turn on the garbage disposal to grind up the ice cubes. This will help to sharpen the shredding blades and remove the accumulation of food waste.
- To clear out strong food smells or odours, place lemon, lime, orange, grapefruit or any citrus rinds in the garbage disposal and ground-up to provide a fresh citrus scent.

COPPER GLASS KITCHEN BACKSPLASH

The copper glass backsplash is an easy to maintain product and it will keep its beautiful appearance with just minimal effort. It is recommended that a small test area be conducted with any glass cleaning product before applying it to the entire area. Please consider the following:

The following are things to DO:

- Clean glass when dirt and residue appear
- Avoid cleaning tinted and coated glass surfaces in direct sunlight
- Soak the glass surface with a clean water and soap solution to loosen dirt and debris
- Use a mild, non-abrasive commercial window cleaning solution
- Use a squeegee to remove all of the cleaning solution
- Clean one small window and check to see if procedures have caused any damage
- Be aware of and follow the glass supplier's specific cleaning recommendations
- Watch for and prevent conditions that can damage the glass
- Clean surface of silicone sealant with isopropyl alcohol in order to remove any surface contaminants utilizing the two rag wipe method, and allow solvent to dry. "TWO - RAG WIPE" or "TWO CLOTH" Cleaning Method: Clean, soft, absorbent, lint free cloths along with the appropriate choice of solvent must be used. The two-cloth cleaning method consists of a solvent wipe followed by a dry wipe cloth to lift and remove the solvent and contaminants suspended in the solvent.

The following are things to NOT to do:

- DO NOT use scrapers of any size or type for cleaning glass
- DO NOT allow dirt and residue to remain on glass for an extended period of time
- DO NOT clean tinted or coated glass in direct sunlight
- DO NOT allow water or cleaning residue to remain on the glass or adjacent materials
- DO NOT begin cleaning without rinsing excessive dirt and debris
- DO NOT use abrasive cleaning solutions or materials
- DO NOT use scrapers of any size or type for cleaning glass

- DO NOT trap abrasive particles between the cleaning materials and the glass surface
- DO NOT allow splashed materials to dry on the glass surface

MARBLE KITCHEN BACKSPLASH

MAINTENANCE

Product Recommendation: Aqua Mix “Concentrated Stone & Tile Cleaner” or TileLab “Grout & Tile Concentrated Cleaner”

Equipment: Sponge, or soft-bristle brush and bucket

Coverage: Approximately 1,250 – 5,500 sq. ft. per 1 litre

Procedure:

- Sweep surface.
- Mix 2 to 4 ounces of “Concentrated Stone & Tile Cleaner” per gallon of water.
- Apply solution onto surface.
- Allow solution to sit for 3 to 5 minutes on heavy soiled areas.
- Agitate with sponge or soft-bristle brush.
- Wipe up dirty solution.
- Rinse thoroughly with clean water, changing water every 500 sq. ft. or as needed.

HEAVY DUTY MAINTENANCE

Product Recommendation: Aqua Mix “Stone Deep Clean” or Aqua Mix “Heavy Duty Grout & Tile Cleaner” or TileLab “Heavy-Duty Stripper & Cleaner” (Note A)

Equipment: Soft-bristle brush or scrub machine utilizing white nylon scrub pad

Coverage: Approximately 125 – 160 sq. ft. per 1 litre

Procedure:

- Sweep or vacuum surface.
- Mix 1 part of “Stone Deep Clean” or “Heavy Duty Grout & Tile Cleaner” to 3 or 4 parts water.
- Apply solution onto surface.
- Allow solution to sit for 3 to 5 minutes on heavy soiled areas.
- Agitate with soft-bristle brush.
- Wipe up dirty solution.
- Rinse thoroughly with clean water, changing water every 100 sq. ft. or as needed.

Note A: To help scrub off heavy surface contamination we can recommend applying the “Aqua Mix Nano Scrub” directly on top of the Cleaner(s) solution to help scrub the surface clean.

These recommendations are intended as general guidelines for the care and maintenance of stone. The actual product dilution ratios and maintenance requirements may vary depending on the use and contaminants common to the area. READ PRODUCT DIRECTIONS THOROUGHLY PRIOR TO USE. ALWAYS TEST FIRST.

STAINLESS STEEL SINK

Caring for your stainless steel sink:

Follow one simple rule to keep your sink in good condition: Clean it regularly.

Daily

- Clean the sink with a sponge or a soft cloth.
- Use mild soap (dish soap) or an all-purpose, non-abrasive liquid cleanser that contains no chlorines or acid.
- Always rinse with warm water and wipe with a dry cloth to prevent calcium buildup.
- Use a bottom grid to protect the metal from wear and scratches.

Precautions

- Do not scrub the sink with steel wool or scouring pads.
- Do not use abrasive cleansers or products containing chlorines or acid.
- Do not use silver polish or grout cleaning products, which can discolor the finish and leave stains.
- Use a water and vinegar solution to loosen calcium buildup.
- Mustard, mayonnaise, lemon juice, grease, fat, and other food residue can cause rust and stains if left to sit.
- Be sure to rinse your sink with plenty of water.
- Do not place a rubber mat on the bottom of your sink.
- Food, water, and cleaning products can cling to it and create stains.

BATHROOM

ESTATE SERIES ENSUITE VANITY SINK

MAINTAINING YOUR SINK:

Cleaning - Soap and water will clean most stains. For more stubborn stains use a green Scotch-Brite® pad and an abrasive cleanser.

Scratches - To remove scratches, start sanding with 240 grit paper and then clean with an abrasive cleanser and a green Scotch-Brite® pad.

Remember to periodically go over the entire matte surface with a dry green Scotch-Brite® pad to return the original finish.

To keep sink color bright, clean occasionally with liquid bleach and water. Fill the sink 1/4 full with water, add 1 to 2 cups of bleach, wipe the sides of the sink and let stand for 15 minutes. Then drain the sink and rinse.

DO's and DON'Ts

- Never stand on your counters.
- Avoid harsh chemicals such as drain cleaners and paint removers.
- Always run cold water when pouring boiling water into Avonite Surfaces sinks.

BATHTUB/TOILET/SINK

CARE INSTRUCTIONS:

Ceramic has many positive properties: it is resistant to heat and cold, abrasion and scratch-resistant, light-fast and hygienic. As a natural raw resource, it is completely safe to use and also extremely durable. Please observe the following cleaning and care instructions so that you can enjoy your ceramic for as long as possible:

- Only use cleaners and equipment that are suitable for the application.
- Follow the manufacturer's instructions for the cleaner.
- Never mix cleaners.

A mild commercially available sanitary cleaner is suitable for daily cleaning; lime scale stains can be removed using an acidic vinegar or citrus based cleaner (pH value 1-4). The harder the water is, the greater the quantity of cleaner that should be used. Metallic marks resulting from use (black dots/lines, e.g. due to rubbing of rings) cannot be removed using mild cleaners. Only treat the affected area with Stahlfix (German brand) or equivalent stainless-steel cleaner, car polish or a ceramic hob cleaner.

How often?

Regularly clean the coated surface, or clean immediately if soiled. If the cleaning is not carried out regularly enough, soiling, e.g. limescale and soap stains, cosmetic residues, rust and mold, may become visible and subsequently more difficult to remove.

How?

- Clean the surface with a soft clean cleaning cloth and warm water.
- When tackling stubborn dirt, wait a few minutes to allow the cleaner to take effect.
- Tip! An advantage of using gels and foaming cleaners is that they also adhere well to sloping surfaces. You can also soak a cloth in the cleaner then place it on the soiled area.
- Rinse with clean warm water to remove all traces of the cleaner.
- Dry the surface.

PLUGGED TOILETS AND DRAINS

Toilets are very susceptible to blockage. New toilet designs use very little water per flush. This results in a lower volume of water carrying away the waste. Repeated flushing may be required in some instances to remove solid waste. Dense tissue paper and some thick toilet papers are unsuitable for these toilets. Never dispose of hair, grease, lint, diapers, sanitary products, "Q-tips" or plastic in the toilet. Please note that a plugged toilet is not a warrantable item. Hair, grease, large food particles or other solid forms of waste can plug drains. Should they become plugged, a plunger can be used. Once partially cleared, very hot water may complete the job. A more severe blockage may require a plumber. As commercial drain cleaners are very corrosive, they are not recommended.

CAULKING

Caulking is used to seal seams and prevent water from entering behind the enclosure. If a separation occurs around your bathtub between the tub and the wall tiles or between the wall and the enclosure itself, it should be filled immediately with a tub sealer or caulking compound available at any home supply center.

Leaving the gap unsealed may cause serious water damage to adjacent materials.

Follow the manufacturer's recommendations for application.

VENTILATION

The Jaga mechanical system is a centralized, low temperature heating and cooling system designed to control the climate inside the suites.

This system uses a high-performance, fan-assisted European style perimeter radiator providing comfort cooling and heating to the residents at Vancouver House.

It is unobtrusive, quiet and elegant in design with radiators that are highly responsive and flexible in their controllability.

For more information on how to use this energy efficient system, please refer to the thermostat manual provided in your homeowner package. You will also find a copy of the manual online at mynewhome.westbankcorp.com

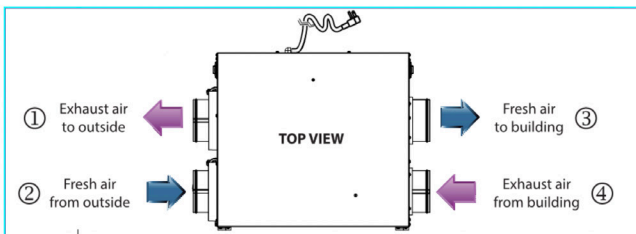


Figure 1

There are two washable foam filters (one each on supply and return side) which must be inspected, cleaned or replaced as required to ensure optimum operation of the ERV.

LIMESTONE/MARBLE TILES

MAINTENANCE

Product Recommendation: Aqua Mix “Concentrated Stone & Tile Cleaner” or TileLab “Grout & Tile Concentrated Cleaner”

Equipment: Sponge, synthetic mop or soft-bristle brush and bucket with wringer

Coverage: Approximately 1,250 – 5,500 sq. ft. per 1 litre

Procedure:

- Sweep or vacuum surface.
- Mix 2 to 4 ounces of “Concentrated Stone & Tile Cleaner” per gallon of water.
- Apply solution onto surface.
- Allow solution to sit for 3 to 5 minutes on heavy soiled areas.

- Agitate with sponge, synthetic mop or soft-bristle brush.
- Mop up dirty solution. A wet/dry vac may be used.
- Rinse thoroughly with clean water, changing water every 500 sq. ft. or as needed.

MAINTENANCE – PERIODIC HEAVY-DUTY

Product Recommendation: Aqua Mix “Stone Deep Clean” or Aqua Mix “Heavy Duty Grout & Tile Cleaner” or TileLab “Heavy-Duty Stripper & Cleaner” (Note A)

Equipment: Soft-bristle brush or scrub machine utilizing white nylon scrub pad

Coverage: Approximately 125 – 160 sq. ft. per 1 litre

Procedure:

- Sweep or vacuum surface.
- Mix 1 part of “Stone Deep Clean” or “Heavy Duty Grout & Tile Cleaner” to 3 or 4 parts water.
- Apply solution onto surface.
- Allow solution to sit for 3 to 5 minutes on heavy soiled areas.
- Agitate with soft-bristle brush.
- Wipe up dirty solution.
- Rinse thoroughly with clean water, changing water every 100 sq. ft. or as needed.

Note A: To help scrub off heavy surface contamination we can recommend applying the “Aqua Mix Nano Scrub” directly on top of the Cleaner(s) solution to help scrub the surface clean.

These recommendations are intended as general guidelines for the care and maintenance of stone. The actual product dilution ratios and maintenance requirements may vary depending on the use and contaminants common to the area. **READ PRODUCT DIRECTIONS THOROUGHLY PRIOR TO USE. ALWAYS TEST FIRST.**

RESEALING

Depending on usage and the frequency and type of maintenance carried out, grout lines must be resealed periodically. Most commercial installations should be resealed every 1 to 3 years. One indicator that resealing is required is if the installation begins to absorb water or stains. Strip off all existing surface sealers or enhancers, clean any specific stain areas and reseat as per manufacturers new installation instructions.

QUARTZ COUNTERTOP

If your countertop a Quartz material some care and maintenance is required. Quartz is an artificial stone that is hard and has a nonporous surface which makes it effortless to clean, so you can always maintain the shine. In most cases, a little soap and water or a touch of mild detergent is all you need.

MINIMAL MAINTENANCE

Virtually maintenance-free, Quartz require no sealing to renew its luster and are simple to clean. In most cases, soap and water or a mild detergent is enough to keep your Quartz surfaces looking like new. If necessary, use a non-abrasive soft soap along with a non-scratch or delicate scrub pad. Afterwards, thoroughly rinse with clean water to remove residue.

STUBBORN STAINS OR DRIED SPILLS

If needed, apply a non-abrasive household cleaner (an abrasive cleaner will dull the surface shine) and rinse to remove residue. To remove adhered material such as food, gum, nail polish or even dried paint, first scrape away excess material with a plastic putty knife and then use a damp cloth to remove any marks or residual dirt. For extra-stubborn stains, a no-scratch pad is recommended along with the non-abrasive cleaner such as Method Daily Granite.

SCRATCH RESISTANT

Quartz is a highly scratch resistant surface; however, avoid abuse of the surface by refraining from use of sharp objects such as sharp knives or screw drivers directly onto the surface.

CLEANING AGENTS TO AVOID

It's important to be aware that like any other surface, Quartz can be permanently damaged if exposed to strong chemicals and solvents that can damage its physical properties. Never clean your Quartz surface with products that contain Trichloroethane or Methylene chloride, such as paint removers. Avoid the use of highly aggressive cleaning agents such as oven/grill cleaners and dishwasher polishing agents that have high alkaline/pH levels (pH 8.5 or higher). Products containing oils or powders may leave a residue and should be rinsed off thoroughly. Should your surface accidentally be exposed to any of these damaging products, rinse immediately with clean water to neutralize the effect.

CARE AND CONSIDERATION

If preventive maintenance is practiced, stains should not be a problem. However, if an accident occurs, the following steps should be taken:

Cosmetics

Includes stains such as: hair shampoo, medical creams, make-up

Cleaning Products

- Method Daily Granite
- Alcohol

OUTLETS

All receptacles in a new home are tamper resistant. These are designed to prevent children from inserting objects like hairpins, keys and nails which could cause them to receive a shock. Please be advised that this new design makes it more difficult to insert the prongs of the plug. You must press the plug in straight and firmly. The new receptacles have a built-in shutter system that prevents anything from going into just one hole. The shutters will open only if two prongs are heading into the holes at the same time. The receptacles work just like any other electrical outlet except it has a built-in, spring loaded shutter system behind the face plate that closes off the contact openings or slots of the receptacle. When a plug is inserted into the receptacle, both springs are compressed and then open, allowing the metal prongs of the plug to make contact and create an electrical circuit. Because both springs must be compressed at exactly the same time, the shutters will not open when an object is inserted into only one receptacle opening. Consequently, there is no contact with electricity and an injury or tragedy is avoided.

SWITCH OPERATED RECEPTACLES

In some of the rooms you will find a receptacle that seems as though it isn't working. This receptacle is known as a "½ hot". This is because one outlet (usually the top) is controlled by a switch on the wall, while the other outlet is standard and has power to it at all times. This outlet has been provided so that a lamp can be plugged into the receptacle and controlled by a light switch.

SMOKE DETECTORS

Aside from detecting smoke from a fire, your smoke detector also acts as a carbon monoxide detector. They are wired directly with a backup battery in case of power outages and are sensitive. They may give a false alarm from smoke associated with cooking, insects, or dust particles. The manufacturer recommends vacuuming the device periodically to help eliminate false alarms and not obstruct airflow around the smoke detector. Change in temperature and humidity can also cause false alarms.

ELECTRICAL TROUBLESHOOTING

CIRCUIT BREAKERS

A breaker protects each circuit in your home. This breaker will trip (shut off) any time that there is an overload on one of your circuits. All breakers are located in the electrical panel. After opening the door of the electrical panel, you will see several breakers.

These breakers should be in the ON position for normal use. If for some reason a breaker has tripped, you should do the following:

- Unplug everything that is plugged into the circuit that is not working.
- Go to the electrical panel and find the breaker that is in the trip position.
- Move the breaker in the trip position to the OFF position; doing this will take a little effort, it must be pushed hard. When done correctly, the breaker will stay in the OFF position even after your hand is removed.
- Now you may turn the breaker ON. This should restore power to the circuit.

GROUND FAULT CIRCUIT INTERRUPTERS

There is another safety device that is located in your home, a Ground Fault Circuit Interrupter (GFCI). The GFCI controls all the receptacles that are located in any of the following locations:

- Bathrooms
- Receptacles near any sink, such as the kitchen or utility room.

The GFCI is a receptacle that has two buttons located on the front. One button is a test button and the other is a reset button.

If any of the receptacles that are in the above areas are not working, then you will need to locate the GFCI receptacle and reset it. You can do this by unplugging any item that is connected to the receptacle and then pressing the reset button.

MECHANICAL

The Jaga mechanical system is a centralized, low temperature heating and cooling system designed to control the climate inside the suites.

This system uses a high performance, fan assisted, European style perimeter radiators providing comfort cooling and heating to the residence at Vancouver House.

It is unobtrusive, quiet and elegant in design with radiators that are highly responsive and flexible in their controllability.

For more information on how to use this energy efficient system, please refer to the thermostat manual provided in your homeowner package. You will also find a copy of the manual online at mynewhome.westbankcorp.com.

CONDENSATION & RELATIVE HUMIDITY

Too much humidity can produce a host of difficulties for householders including condensation on windows, wet stains on walls and ceilings, moldy bathrooms, musty smells, and damage to suite finishes, particularly wood. Issues often occur during the heating season when windows are closed, and indoor air circulation and ventilation are reduced. Too little humidity can also be an annoyance and cause chapped skin, static and sparks, breathing problems, and even issues with electronic equipment. Your new home performs best when the interior environment is controlled to stay within a relative humidity range of 30 to 50 per cent and a temperature range between 15°C and 27°C.

THE IMPORTANCE OF BATHROOM AND KITCHEN FANS

Providing adequate ventilation is necessary to maintain acceptable levels of humidity, temperature and contaminant levels in the air. While the building heating and cooling system can address temperature and humidity, ventilation helps keep the air healthy for end users to breathe.

Common source of contaminants in a building include odors generated by people, cooking or from external sources such as dust and allergens.

For many years, natural ventilation was being used as primary source where fresh air is let into the building by natural pressure differential between exterior and interior via windows, doors, or the envelope but with this approach leads to higher energy consumption via increased heating and cooling loads and also reduces thermal comforts due to drafts. Vancouver House suites rely on state-of-the-art mechanical ventilation which is a more reliable and common mean of ventilation where mechanical equipment creates a pressure difference between interior and exterior and move air. Heat recovery ventilators (HRV) use air to air heat transfer such that the stale air and fresh air never physically contact each other. Heat recovery ventilators in residential and rental suites will not be connected to the DDC system. They will run continuously 24/7.

There are two fans/blowers for moving supply and return air through the HRV core which keeps the system in balanced state. The exhaust fan draws exhaust air from the conditioned space into the core and supply fan brings fresh supply air into the core where heat and moisture exchange take place between exhaust and supply air. This preconditioned supply air is then supplied to the suite via a supply air grille. There are usually two inline dampers and filters provided on supply and return side which must be maintained regularly for longevity of the unit.

PAINT CODES

The paint in your suite is supplied by Coverdale Paint.

LEVEL 2 - 28

| DESCRIPTION + LOCATION | FORMULA | PRODUCT | COLOUR |
|--|----------|---------|----------------------------|
| Walls throughout including concrete columns | 007A0683 | 03250 | BM 2125-70 Wedding Veil |
| Ceilings in all rooms | 007A0684 | 03760 | BM 2125-70 Wedding Veil |
| Woodworks (baseboards, door trims, doors) | 060A0279 | 03923 | RAL 9010 White |

LEVEL 29-58

| DESCRIPTION + LOCATION | FORMULA | PRODUCT | COLOUR |
|--|----------|---------|----------------------------|
| Walls throughout including concrete columns | 007A2842 | 03250 | BM OC-65 Chantilly Lace |
| Ceilings in all rooms | 007A2901 | 03760 | BM OC-65 Chantilly Lace |
| Woodworks (baseboards, door trims, doors) | 060A0279 | 03923 | RAL 9010 White |

RECOMMENDATIONS FOR WASHING PAINTED SURFACES

Please note the type of paint as listed on the colour chart, above.

FLAT PAINTS

Spot clean only. Use a mild detergent (such as liquid dish soap) with a damp sponge.

Wipe gently. DO NOT RUB. Rinse gently with clean water and sponge.

EGGSHELL PAINTS

This surface is washable, and marks can be easily removed. Wash the same way as you would wash flat paint, but it is okay to apply some pressure.

SEMI-GLOSS PAINTS

Semi-Gloss is a very washable paint and can withstand heavy washing / rubbing.

APPLIANCES

Should you require warranty work on any of your appliances; please contact Carly Jones at Edmonds Fine Appliances. You are not required to have your model or serial numbers ready to place a call as Edmonds has a record of this information.

Please be reminded to read all of your User and Care Manuals. Warranty does not cover misuse or neglect, so it is important to be familiar with the operation of each appliance.

Appliance Warranty Contact:
Edmonds Customer Service
Carly Jones
support@edmondsappliances.ca
Tel: 604-434-8711 Ext. 1456

1-2-5-10 YEAR NEW HOME WARRANTY

Our warranty team is here to assist you during the applicable warranty time with any deficiencies within your home. Submit your warrantable deficiency on our website at mynewhome.westbankcorp.com directly.

Any concerns with the Common Property or Limited Common Property should be reported to the Strata Manager.

WHAT IS COVERED?

YEAR 1 — Any defect in materials and labour.
Note: Wall and nail pops is part of the drywall warranty. We recommend homeowners to wait until the building settles and request the repair closer to the 1-year mark.

YEAR 2 — Any defect in materials and labour supplied for the electrical, plumbing, heating, ventilation and air condition delivery and distribution systems. Any defect in materials and labour supplied for the exterior cladding, caulking, windows and doors that may lead to detachment or material damage to the new home and any building code defect.

YEAR 5 — Any building envelope defect in the new home including a defect which permits unintended water penetration such that it causes, or is likely to cause, material damage to the new home.

YEAR 10 — Any structural defects that results in the filature of a load bearing part of the new home and any defect which causes structural damage that materially and adversely affects the use of the new home for residential occupancy.

WHAT IS NOT COVERED?

- Normal wear and tear, deterioration consistent with normal industry standards
- Damages caused or made worse by the homeowner(s) without taking reasonable steps to mitigate
- Materials, design and workmanship provide and supplied by homeowner(s)
- Damages caused by insects, rodents and other animals

For complete warranty information on coverage, and guidelines, please refer to the National Home Warranty and the BC Housing Residential Construction Performance Guide.
www.bchousing.org/publications/Residential-Construction-Performance-Guide.pdf

ONLINE INFORMATION & REPORTING CONSTRUCTION RELATED DEFICIENCIES

Go to mynewhome.westbankcorp.com and you will be able to find information on your suite, copies of the Homeowner's Manual, and copies of appliance manuals. Login information can be found on the interior side of your electrical panel.

Please note that when reporting construction defects to our team, it is the homeowner's responsibility to provide access for our team. For your convenience, our site supervisor will have access to a master key to your suite but will not enter your premise without written confirmation from you prior. Our team is not responsible for any damages or loss when accessing your suite using the master key to perform reviews or repairs.

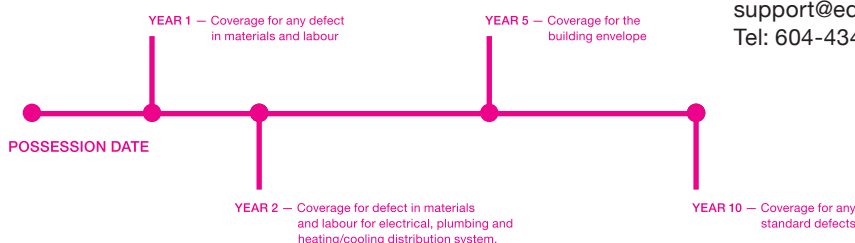
Please note the warranty website is not for emergency issues. Should your concern be emergency in nature, please contact your Strata Agent immediately or dial 911.

NATIONAL HOME WARRANTY

Should you require warranty work on any of your appliances; please contact Carly Jones at Edmonds Fine Appliances. You are not required to have your model or serial numbers ready to place a call as Edmonds has a record of this information.

Please be reminded to read all of your User and Care Manuals. Warranty does not cover misuse or neglect, so it is important to be familiar with the operation of each appliance.

Appliance Warranty Contact:
Edmonds Customer Service
Carly Jones
support@edmondsappliances.ca
Tel: 604-434-8711 Ext. 1456





网上信息和施工相关的缺陷报告

您可以在 <http://mynewhome.westbankcorp.com> 上找到您的公寓信息，业主指南副本，设备指南副本。您的登陆信息可以在您的电表上找到。

请注意，在向我们的团队报告施工缺陷时，房主有责任为我们的团队提供访问权限。为方便起见，我们的网站主管可以访问您套房的主密钥，但未经您事先书面确认，不会使用该权限。当使用万能钥匙进行检查或维修时，我们的团队不对任何损坏或损失负责。

请注意，保修网站不适用于紧急问题。如果您的所报告的缺陷属于紧急情况，请立即联系您的物业或拨打911。

国家家庭保修

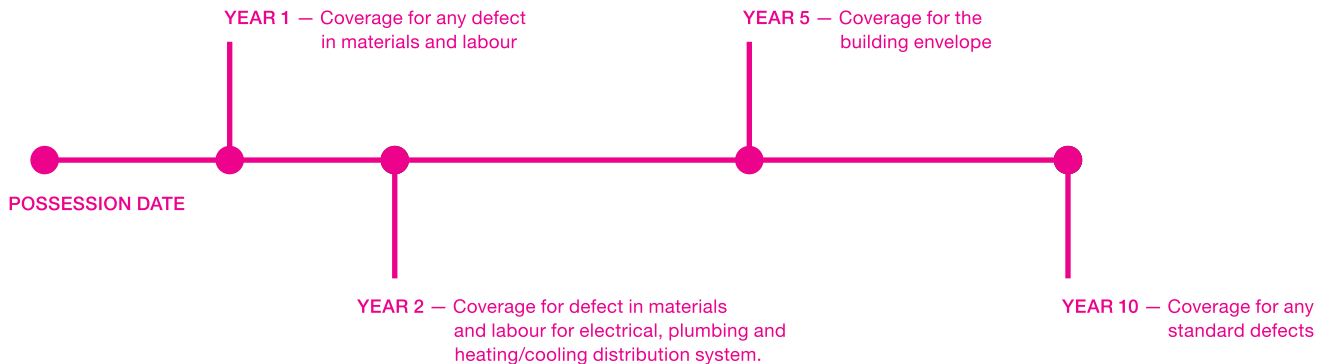
全国家电保修将通过邮件向您提供2-5-10年的家庭保修证书。请务必仔细阅读本文档并妥善保管。如果您出售房屋，保修将留在家中，并传递给后续的房主。

2 - 5 - 10年的家庭保修证书详细说明了保修范围，定义了任何除外责任，并概述了报告新家保修缺陷的过程。您应参阅HPO住宅建筑性能指南，以帮助您识别和报告全国家电保修的缺陷。

请注意，保护新的家庭保修范围要求您妥善维护新家。请参阅维护手册，以帮助您在未来几年内保护这项重要投资。

您可以在以下网址找到HPO住宅建筑性能指南的副本，以及有关保修范围，维护建议以及如何提出索赔等其他重要信息：<http://www.nationalhomewarranty.com/>

1年-2年-5年-10年新屋保障



我们的修缮部门将在相关保障期内协助您处理好房屋出现的所有问题。您可直接在网站 (<http://mynewhome.westbankcorp.com>) 上提交保障范围内的问题。如您有任何公用物业或有限公用物业方面的问题,应向分契土地管理人员汇报。

保障范围

第1年——所有材料和人工问题。

注释： 墙壁和钉眼属于干墙的保障范围。建议房主等到建筑建成后快1年时提出维修申请。

第2年——电力系统、管道系统、暖风空调系统、配电系统方面的所有材料和人工问题。外露包层、嵌缝、窗户和门方面的所有材料和人工问题（这可能会造成新屋拆除或出现重大损坏现象），以及所有建筑规范问题。

第5年——新屋的所有建筑外围护结构问题，包括发生意外渗水情况，对或可能对新屋造成重大损坏现象。

第10年——所有会使新屋承重部分出现故障的结构问题，以及所有引起结构损坏（进而对新屋的居住使用造成重大不利影响）的问题。

非保障范围

- 符合正常行业标准的正常磨损和老化情况
- 由于房主未采取合理的纾缓措施而引起或使情况变得更糟的损坏情况
- 房主提供的材料、设计及工艺
- 昆虫类、啮齿类及其他动物造成的损坏情况

关于完整的保障范围及指南，请见国家房屋保障和 BC 住房建设指南。

<https://www.bchousing.org/publications/Residential-Construction-Performance-Guide.pdf>

家用设备

如果您哪个家用设备需要保修部门做售后服务，请联系Edmonds Appliances设备中心的 Carly Jones, 在打电话时您不必提供您的产品型号或序列号，因为设备中心已登记过您产品信息。

请阅读您所有设备的使用和维护手册，熟悉每个家用设备的操作方法非常重要，因为由于个人疏忽或者误用造成的设备故障不在保修部门保修范围。

设备保修部门联系方式：

Edmonds Customer Service
Carly Jones
support@edmondsappliances.ca
电话：604.434.8711转1456

油漆色号

套房内的油漆由 Coverdale Paint提供。

2层 - 28层

| 描述和位置 | 配方 | 产品 | 颜色： |
|-------------------|----------|-------|----------------------------|
| 整个墙壁包括混凝土柱 | 007A0683 | 03250 | BM 2125-70 Wedding Veil |
| 所有房间的天花板 | 007A0684 | 03760 | BM 2125-70 Wedding Veil |
| 木制品（护壁板，门饰， 门） | 060A0279 | 03923 | RAL 9010 White |

29层 - 58层

| 描述和位置 | 配方 | 产品 | 颜色： |
|-------------------|----------|-------|----------------------------|
| 整个墙壁包括混凝土柱 | 007A2842 | 03250 | BM OC-65 Chantilly Lace |
| 所有房间的天花板 | 007A2901 | 03760 | BM OC-65 Chantilly Lace |
| 木制品（护壁板，门饰， 门） | 060A0279 | 03923 | RAL 9010 White |

清洗涂漆表面的建议

请注意上面颜色表中列出的油漆类型。

平涂料

现场清洁。使用温和的清洁剂（如液体洗洁精）和湿海绵。

轻轻擦拭。不要摩擦。用清水和海绵轻轻冲洗。

蛋壳涂料

该表面是可清洗的，并且可以轻易地去除标记。

采用与清洁平面漆相同的方法洗涤，但可以施加一些压力。

半光涂料

半光涂料是一种非常耐洗的涂料，可以承受大量的洗涤/摩擦。

机械

我们所使用的 Jaga 机械系统是一个集成控制的低温加热和冷却系统，旨在控制单元内的气候。

该系统采用高性能、风扇辅助的欧式散热器，可以为温哥华一号公馆内的单元提供舒适的制冷和供暖。

此散热器设备的优点是体积小，安静，并且设计精美，具有反馈响应灵敏和灵活的可控性。

有关如何使用这种节能系统的更多信息，请参阅您的房主包中提供的自动调温器手册。您也可以在我的网站 mynee.westbankcorp.com 网站上找到这本手册

冷凝和相对湿度

室内太潮湿会给业主带来一系列麻烦，如窗户结冰，墙壁和天花板潮湿，浴室发霉，室内发出腐烂的味道，家具表面（尤其是木质家具）受损。在炎热的季节，如果家中窗户紧闭，此时，室内的空气循环和通风都减少了，将更容易发生此类问题。室内太干燥也会带来烦恼，引起皮肤干燥，起静电，呼吸困难，甚至家电出现问题。您的新家需要保持稳定的室内环境，使其相对湿度保持在30%至50%的范围内，温度保持在15°C至27°C之间。

浴室和厨房排风扇的重要性

提供足够的通风是必要的，那样才能保持适当的湿度，温度和控制空气的污染水平。虽然大楼所用的加热和冷却系统可以解决温度和湿度，但通风有助于保持清新的空气以供用户呼吸。大楼内部常见的污染物主要来源于人、烹饪或外来的灰尘、过敏原等。多年以来，自然通风一直被作为主要方式来更换新鲜空气，这种方式是自然地利用大楼内外之间的压差通过窗户，门，或邮件箱来实现通风，但是这样通过增加热负荷和冷负荷导致更高的能源消耗，同时也降低了由于气流引起的热舒适性。而温哥华一号公馆依靠最先进的机械通风，这是一种更可靠和更普遍的通风方式，机械设备会在室内外产生压差并流转空气。热回收通风机（HRV）利用空气之间的热传递效应，避免浑浊的空气和新鲜空气产生物理接触。

有两个风扇/鼓风机用于通过 HRV 核心来移动供给和回风，以保持系统的平衡状态。排风机将空调空间的排风吸进核心，送风机将新鲜送风吸进核心，排风与送风之间进行热湿交换。这种预调节的供应空气然后通过供应空气格栅供应到套房。通常有两个内联阻尼器和过滤器提供在供应和返回端，必须定期维护的单位寿命。

源插座 (通常是最上面的一个) 是由墙上的开关来控制, 另外一个插座则会一直保持通电, 正常运作。这样当电灯插在这个插座时, 就可以由电灯的开关来直接控制。

烟雾探测器

除了检测火灾产生的烟雾外, 您的烟雾探测器还可以作为一氧化碳探测器。烟雾报警器一直与备用电池相连, 以防忽然断电。烟雾探测器非常敏感, 可能由于烹饪、昆虫或烟尘等发出错误警报。制造商建议定期对设备进行除尘, 以帮助消除误报。另外, 温度和湿度的变化也会导致误报。

电路故障检修

电流断路器

每个断路器都可以保护您家里的所有电路, 当某条电路上电流过大时, 断路器会自动切断电流。所有的电路器都安装在电板里面, 打开电板的小门后, 就能看到几个断路器。

通常情况下, 为正常使用, 断路器应放在“ON”位置, 如果断路器跳闸, 那您应按照如下操作:

1. 拔掉所有插在电路上未使用的电器电源线。
2. 打开电板, 找到处于“Trip” (跳闸) 位置的断路器。
3. 把电路器从“Trip”调到“OFF”位置; 在这过程中, 要多用力, 使劲按下去。如果操作正常, 断路器就会处于“OFF”位置, 这时您移开手, 断路器还会保持OFF位置。
4. 现在您可以把断路器调到ON, 这时就有电流通过电线了。

接地故障断路器

您室内装有接地故障断路器, 用来保证您家里的用电安全。接地故障断路器 (GFCI) 控制以下所有位置的插座:

1. 浴室
2. 厨房、杂物间等所有水槽附近的插座

接地故障断路器是一个插座, 有两个按钮, 分别是测试按钮和重设按钮。

如果安装在上述位置的插座不能正常使用, 那您需要找出GFCI插座进行重设: 拔掉插在此插座上的电器, 然后按reset按钮。



抗划伤性

大理石是一种高度抗划的材料;但是, 请避免直接在表面上使用尖锐的物体 (如锋利的刀具或螺丝刀)。

需避免的清洁剂

意识到这一点是非常重要的, 与任何其他表面一样, 如果暴露在可能损害其物理特性的强化学品和溶剂中, 大理石可能会永久性损坏。切勿使用含有三氯乙烷或二氯甲烷的产品清洁大理石表面, 例如油漆去除剂。避免使用具有高碱性/ pH 值 (pH 8.5 或更高) 的高强度清洁剂, 如烤箱/烤架清洁剂和洗碗机抛光剂。含有油或粉末的产品可能会留下残留物, 应彻底冲洗干净。如果您的表面不小心暴露在任何这些有害产品中, 请立即用清水冲洗以中和效果。

友情提醒

如果进行预防性防护, 应该不会产生污渍。但是, 如果发生意外, 应采取以下步骤:

化妆品

包括污渍, 如: 洗发水, 药妆, 化妆品

清洁产品

- Method Daily Granite 清洁剂
- 酒精

使用说明

小心地将少量清洁产品涂抹在湿布上或直接涂抹在大理石表面上。擦拭干净, 污渍轻松溶解。

电力

电源插座

新公寓内的所有电源插口都是要抗干扰的。这些电源插口的设计可以防止孩子往里塞发卡、钥匙、铆钉等物体从而引起触电。

请注意, 这些电源插口的设计使得插头不太容易能插进去, 您必须牢牢笔直地把插头按压进去。新插座的内置遮板系统能防止物体进入插孔里面, 遮板系统只有在两个插头同时插进插孔里才会打开。

插座的工作原理如普通电源插口, 除了在面板 (关闭插座的接触窗口-或插槽) 后有弹簧加压的内置遮板系统。在插头插进插座时, 两头的弹簧就会受压打开, 从而使得插头的金属尖头接通上电路。两头的弹簧必须同时受压, 否则遮板系统不会打开。当试图往其中一个插口里面塞东西时是无法通电的, 这样就能避免触电、受伤等悲剧的发生。

开关式插座

在某些房间里, 有个插座看似并不工作。这个插座被称作“½ hot”, 这是因为这个电



设备： 合成拖把、带拧干器的水桶、软毛刷或有白色尼龙擦洗垫的磨砂机

覆盖范围： 每加仑约 125 至 160 平方英尺

步骤：

1. 清扫表面，或用真空吸尘器清扫表面。
2. 将 1 份“石材深层清洁产品”或“大型水泥表面和瓷砖用清洁剂”混入 3 份或 4 份水中。
3. 将溶液涂抹到表面上。
4. 遇到非常脏的地方时，等待 3 至 5 分钟。
5. 遇到大型商业区时，用软毛刷轻轻擦拭，或使用有白色尼龙擦洗垫的磨砂机。
6. 擦去弄脏的溶液。可使用干湿两用真空吸尘器。
7. 用净水彻底冲洗，每清洗 100 平方英尺（或需要时）更换一次水。

注释 A： 擦去表面上严重污染物时，建议直接在清洁剂表面使用“Aqua Mix 纳米磨砂”，有助于将表面擦拭干净。

这些建议是石材保养和维护的通用指南。具体产品稀释率和维护要求可能会随具体区域的用途和常见污染物而有所变化。使用前请仔细阅读产品说明。通常应首先进行测试。

重新填缝

必须定期根据具体使用情况和已进行维护的频次，对所有灌浆线进行重新填缝。对大部分商用装置来说，应该每1至3年进行一次重新填缝。决定是否需要重新填缝的指标是看装置是否开始吸水或污渍。去除表面上已有的所有密封剂或补强剂，将污渍区清洗干净，然后按新装置的说明进行重新填缝。

石英台面

如果您的台面是一种石英材料，那需要适当的保养和维护。

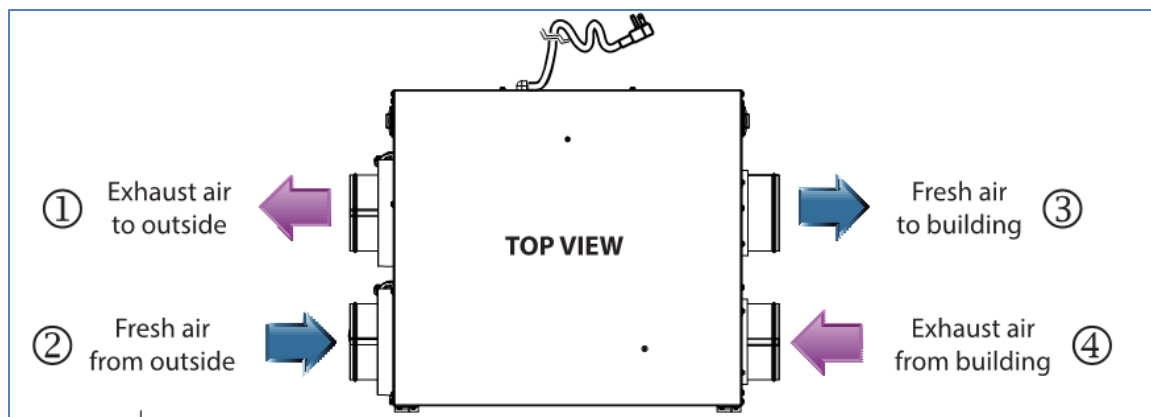
石英是一种坚硬的人造石头，便于清洁并能始终保持光泽。在大多数情况下，您只需要一点肥皂和水，或者一点温和的洗涤剂清洁即可。

最简单的保养和维护

石英台面保养方式很简单，在大多数情况下，肥皂、水或温和的洗涤剂足以让您的石英表面保持光泽。如有必要，使用无摩擦性的软肥皂和不会产生划痕的擦洗垫，用清水彻底清洗去除残留。

去除顽固的污渍或干溢

如有需要，可使用无摩擦性的家用清洁剂(带有摩擦性的清洁剂会使表面失去光泽)并冲洗以去除残留物。要去除附着的材料，如食物、口香糖、指甲油，甚至是干漆，首先用塑料刀刮掉多余的材料，然后用湿布除去痕迹或残留的污垢。对于特别顽固的污渍，建议使用不会产生划痕的垫片和非磨料清洁剂清洁。



图示 1

有两个可清洗的聚酯聚氨酯泡沫过滤器（进风口和出风口各一个），必须根据需要进行检查，清洁或更换，以确保 ERV 在最佳的运行状态。

石灰石/大理石瓷砖

常规维护

推荐产品： Aqua Mix“石材和瓷砖用浓缩清洁剂”或 TileLab“水泥表面和瓷砖用浓缩清洁剂”

设备： 海绵、合成皂或软毛刷、带拧干器的水桶

覆盖范围： 每加仑约 1250 至 5500 平方英尺

步骤：

1. 用抹布或用真空吸尘器清扫表面。
2. 将 2 至 4 盎司“石材和瓷砖用浓缩清洁剂”混入单位加仑的水中。
3. 将清洗液涂抹到表面上。
4. 遇到非常脏的地方时，等待 3 至 5 分钟。
5. 应使用海绵、合成皂或软毛刷来回搅动。
6. 擦去弄脏的溶液。可使用干湿两用真空吸尘器。
7. 用净水彻底冲洗，每清洗 500 平方英尺（或需要时）更换一次水。

定期大型维护

推荐产品： Aqua Mix“石材深层清洁产品”或 Aqua Mix“大型水泥表面和瓷砖用清洁剂”或 TileLab“大型水泥表面剥离剂和清洁剂”（注释 A）

清洁频率

定期清洗卫生制品的表面，如有污渍，应立即清洗进行处理。如果不定期进行清洁，那么如水垢、肥皂污渍，化妆品残留物，锈迹和霉菌等污渍将变得明显可见，日后将更难去除。

如何清洁

- 使用温和的清洁剂和水清洁卫生制品表面。
- 面对顽固污渍时可耐心地等上几分钟，待清洁剂完全发挥作用后即可清除。

小贴士：使用凝胶或泡沫清洁剂，这会使它们能很好地黏附在表面上。也可以把一块布浸在清洁剂里，然后把它放在有污渍的地方。

- 用干净的温水清洗，以去除清洁剂的所有痕迹。
- 保持表面干燥。

厕所和下水道的堵塞

马桶一般性很容易会有堵塞的现象，新式的马桶设计利用了节水功能，所以每次用较小的水量就能处理掉排泄物，但有时较硬的排泄物可能需要您多冲刷几次。成团的包装纸或厚的卫生纸最好不要扔在马桶内。请勿往马桶内投掷头发、油脂、线头、尿布、棉签、塑料袋或卫浴产品。请注意，马桶堵塞不在保修范围内，因为头发、油脂、尿布、大型食物残渣或其他硬质排泄物很容易堵塞下水道。如果下水道堵塞，您可以使用活塞，等到清除掉部分堵塞物后，您再用温度很高的热水就可以解决此难题；如果堵塞比较严重，您可以雇佣水管工，但是，商用清洗剂腐蚀性大，所以并不建议您使用。

填缝材料

填缝材料可用来填补缝隙、防止水从隔板后渗进来。如果浴缸和墙上瓷砖（或者墙面和隔板本身）中间有缝隙，那么请您立即使用浴缸缝隙剂或者堵缝填料堵住缝隙，这些产品可以在家用设备商店里找到。如果您不及时填补缝隙，可能会发生更多水分渗出损坏周围材料的情况。

用户请遵循厂商的使用说明。

通风

我们所使用的 Jaga 机械系统是一个集成控制的低温加热和冷却系统，旨在控制单元内的气候。

该系统采用高性能、风扇辅助的欧式散热器，可以为温哥华一号公馆内的单元提供舒适的制冷和供暖。

此散热器设备的优点是体积小，安静，并且设计精美，具有反馈响应灵敏和灵活的可控性。

有关如何使用这种节能系统的更多信息，请参阅您的房主包中提供的自动调温器手册。你也可以在 mynewhome.westbankcorp.com 网站上找到这本手册

卫生间

房屋水槽套装

水槽维护：

清洁——用肥皂盒水可以洗掉大部分污垢。遇到较顽固的污垢时，使用Scotch-Brite绿色擦洗垫和研磨性清洁剂。

刮痕——清除刮痕时，先用240粒度的砂纸打磨，然后用研磨性清洁剂和Scotch-Brite绿色擦洗垫清洗。

记得定期用干燥的Scotch-Brite绿色擦洗垫仔细打磨整个无光面，再现原来的光泽度。

液体漂白剂和水偶尔用于清洗水槽，使其色泽鲜亮。水占水槽的1/4时，加入1至2杯漂白剂，擦洗水槽各个侧面，然后等候15分钟。将水槽中的脏水排尽，然后再冲洗。

注意事项

- 坚决不要站在柜台上。
- 避免使用下水道清洁剂和脱漆剂等刺激性化学品。
- 将废水倒入采用Avonite表面的水槽时，通常要打开冷水。

浴缸/厕所/水槽

护理指南

陶瓷具有耐热、耐寒、耐磨、耐刮伤、耐光、卫生等优点。作为一种天然的原始材料，使用起来是完全安全且耐用的。请遵守以下清洁和护理指南，以便您更好地享用，尽可能地延长它的使用寿命

- 使用适合卫生用具的清洁剂或清洁设备。
- 根据清洁剂生产商的要求使用。
- 切勿和别的混合清洁剂一起使用

从市面上购买温和的卫生清洁剂用于日常清洗。可以使用酸性醋或柑橘类清洁剂(pH 值 1-4)去除淡黄色污渍。如果水质较硬，使用的清洁剂的量就要越多。

如在使用过程中因摩擦产生金属痕迹(黑色的点或线)，且温和的清洁剂无法去除的情况下，可使用德国品牌 Stahlfix 或相等作用的不锈钢清洁器、汽车抛光或陶瓷滚刀清洁器进行处理。

注意事项

- 不得用钢丝绒或百洁布擦拭水槽。
- 不得使用含氯或酸的研磨性清洁剂或产品。
- 不得使用会使面漆褪色、造成污渍的银擦亮剂或灌浆料清洗产品。
- 水和醋组成的溶液用于减少钙沉积。
- 如果滞留芥末、蛋黄酱、柠檬汁、油脂、脂肪及其他食物残留物在水槽中会使其生锈，并产生污渍。
- 确保用大量的水冲洗水槽。
- 不得将橡胶垫放在水槽底部。
- 食物、水和清洁产品会沾到水槽上，产生污渍。

康健娱乐设施

温哥华一号公馆为广大的业主提供了一系列的康健娱乐设施，如下所列：

步骤：

1. 清扫表面。
2. 将 2 至 4 盎司“石材和瓷砖用浓缩清洁剂”混入单位加仑的水中。
3. 将溶液涂抹到表面上。
4. 遇到非常脏的地方时，等 3 至 5 分钟。
5. 用海绵或软毛刷来回搅动。
6. 擦去弄脏的溶液。
7. 用净水彻底冲洗，每清洗 500 平方英尺（或需要时）更换一次水。

大型维护

推荐产品： Aqua Mix“石材深层清洁产品”或 Aqua Mix“大型水泥表面和瓷砖用清洁剂”或 TileLab“大型水泥表面剥离剂和清洁剂”（注释 A）

设备： 合成拖把、带拧干器的水桶、软毛刷或有白色尼龙擦洗垫的磨砂机

覆盖范围： 每加仑约 125 至 160 平方英尺

步骤：

1. 可以用抹布或用真空吸尘器清扫表面。
2. 将 1 份“石材深层清洁产品”或“大型水泥表面和瓷砖用清洁剂”混入 3 份或 4 份水中。
3. 将清洗液涂抹到表面上。
4. 遇到非常脏的地方时，等 3 至 5 分钟。
5. 遇到大型商业区时，用软毛刷轻轻擦拭，或使用有白色尼龙擦洗垫的磨砂机。
6. 擦拭干净
7. 用净水彻底冲洗，每清洗 100 平方英尺（或需要时）更换一次水。

注释 A： 擦去表面上严重污染物时，建议直接在清洁剂表面使用“Aqua Mix 纳米磨砂”，有助于将表面擦拭干净。

这些建议是石材保养和维护的通用指南。具体产品稀释率和维护要求可能会随具体区域的用途和常见污染物而有所变化。使用前请仔细阅读产品说明。通常应首先进行测试。

不锈钢水槽

应定期维护不锈钢水槽。

只需一步便能将水槽保养好：定期清洗干净。

日常维护

- 用海绵或软抹布将水槽清洗干净。
- 应使用温和的洗碗皂或不含氯或酸的万用非研磨性清洗液。
- 通常应使用温水冲洗，然后用干抹布擦净，防止发生钙沉积。
- 台底网格用于防止金属发生磨损和刮伤现象。

- 如垃圾处理装置中有强烈的食物气味，可使用柠檬、橙子、酸橙、葡萄或柑橘果皮等经过垃圾处理装置磨碎后，散发新鲜气味。

铜色玻璃厨房后挡板

铜色玻璃挡板是一个易于维护的产品，它仅需很少的打理就能保持长久的靓丽效果。建议在使用任何玻璃清洁产品之前，先对整个区域进行小范围的测试。请考虑以下几点：

建议操作：

- 玻璃上有污物和残留物时，应将其清理干净。
- 避免在阳光直射时清洁有涂层的有色玻璃表面。
- 将玻璃表面浸泡在有肥皂液的净水中，清除污物和碎屑。
- 应使用温和的非研磨性商用风挡清洗液。
- 应使用橡胶扫帚清除所有清洗液。
- 首先按照上述步骤清洁一个小窗户，并查看是否会造成任何损坏。
- 谨记并遵照玻璃供应商提供的具体清洗建议。
- 注意并预防可能损坏玻璃的情况。
- 使用异丙醇清洗硅密封条的表面，利用两块布擦拭法清除表面的污染物，并擦干溶剂。“两块布擦拭”或“两块布清洗”法：必须使用干净、柔软、有吸附性的不起毛抹布，并选择合适的溶剂。两块抹布清洗法包括使用蘸有溶剂的抹布擦拭和干抹布擦拭两部分。先使用蘸有溶剂的抹布擦拭，再使用干抹布擦拭，从而擦除溶剂，并清除悬浮在溶剂中的污染物。

禁止事项：

- 请勿使用任何尺寸或类型的铲刀清洗玻璃。
- 注意不要让玻璃上长时间存有污物和残留物。
- 请勿在阳光直射时清洗有色玻璃或涂层玻璃。
- 请勿在玻璃材料或其周边材料上留有水或清洗残留物。
- 请勿在未冲去过多污物和碎屑之前开始进行清洗。
- 请勿使用研磨性清洗溶液或材料。
- 清洗设备的金属零部件不得接触玻璃。
- 请勿将研磨颗粒掺杂到清洗材料和玻璃表面之间。
- 请勿将飞溅的材料在玻璃表面上吹干。

大理石厨房后挡板

日常保养

推荐产品： Aqua Mix“石材和瓷砖用浓缩清洁剂”或 TileLab“水泥表面和瓷砖用浓缩清洁剂”

设备： 海绵、软毛刷和水桶

覆盖范围： 每加仑约 1250 至 5500 平方英尺

维护您的台面：

清洁——用肥皂水可以洗掉大部分污垢。如遇到较顽固的污垢时，使用Scotch-Brite绿色擦洗垫和研磨性清洁剂。

刮痕——清除刮痕时，先用240粒度的砂纸打磨，然后用研磨性清洁剂和Scotch-Brite绿色擦洗垫清洗。

记得定期用干燥的Scotch-Brite绿色擦洗垫仔细打磨整个无光面，再现原来的光泽度。

注意事项

- 通常火锅或发热设备下面应垫上隔热垫或三角座。
- 通常应使用砧板。
- 坚决不要站在柜台上。
- 避免使用下水道清洁剂和脱漆剂等刺激性化学品。

垃圾处理装置

垃圾处理装置如有损坏，99%的情况都与垃圾处理不当有关。以下的使用指南列举了如何正确处理垃圾，以避免花费不必要的维修费用。

注意事项

- 切勿将在烹饪过程中所产生的的餐余油脂直接扔入排泄管道中，因为油脂会在管道内凝固并导致堵塞。建议将油脂放在容器中使之变硬后处理。
- 切勿将贝类、大骨头、果核等坚硬的食物垃圾倒入垃圾处理装置中，因为这会导致装置内的刀片变钝。
- 切勿将咖啡、芹菜、洋葱、蛋壳、玉米皮和香蕉皮等纤维性或淀粉性的食物垃圾扔入装置内。可应将这些食物切成小块，再放在粉碎装置内磨碎，或把它们收集在一起扔入垃圾桶。
- 切勿在垃圾处理装置中倒入过多的垃圾，因为这可能会导致堵塞及无法处理垃圾。
- 切勿在机器运行中的时候将手升入到机器中，必须要等到剃刀完全停止运行。
- 完成垃圾处理操作后请立即清除电器中的剩余垃圾。
- 在垃圾处理过程中使用大量冷水，30秒后所有食物垃圾会被碾碎及沥干。

日常保养

我们建议使用者根据以下指示对垃圾处理装置进行日常保养及维护。

- 用干净的冷水灌满水槽，拉下排水口把水排尽。当水流过排水管道时能清除排水沟中剩余的食物垃圾。
- 将冰块放入水槽并注入冷水，打开垃圾处理装置将冰块磨碎。这有助于清除磨碎刀片上堆积的食物垃圾。

厨房

灰色石英/大理石台面

日常保养

推荐产品： Aqua Mix“石材和瓷砖用浓缩清洁剂”或 TileLab“水泥表面和瓷砖用浓缩清洁剂”。请务必使用专门为此类产品设计的清洁剂。

设备： 海绵或软毛刷和水桶

覆盖范围： 每加仑约 1250 至 5500 平方英尺

步骤：

1. 清扫表面。
2. 将 2 至 4 盎司“石材和瓷砖用浓缩清洁剂”混入单位加仑的水中。
3. 将溶液涂抹到表面上。
4. 遇到非常脏的地方时，等 3 至 5 分钟。
5. 用海绵或软毛刷来回搅动。
6. 擦去变脏的溶液。
7. 用净水彻底冲洗，每清洗 500 平方英尺（或需要时）更换一次水。

大型维护

推荐产品： Aqua Mix“石材深层清洁产品”或 Aqua Mix“大型水泥表面和瓷砖用清洁剂”或 TileLab“大型水泥表面剥离剂和清洁剂”（注释 A）

设备： 软毛刷或有白色尼龙擦洗垫的磨砂机

覆盖范围： 每加仑约 125 至 160 平方英尺

步骤：

1. 清扫表面，或用真空吸尘器清扫表面。
2. 将 1 份“石材深层清洁剂”或“大型水泥表面和瓷砖用清洁剂”混入 3 份或 4 份水中。
3. 将溶液涂抹到表面上。
4. 遇到非常脏的地方时，等 3 至 5 分钟。
5. 用软毛刷轻轻擦拭擦洗。
6. 反复擦拭表面。
7. 用净水彻底冲洗，每清洗 100 平方英尺（或需要时）更换一次水。

注释 A： 擦去表面上严重污染物时，建议直接在清洁剂表面使用“Aqua Mix 纳米磨砂”，有助于将表面擦拭干净。

这些建议是石材保养和维护的通用指南。具体产品稀释率和维护要求可根据区域的用途和常见污染物而有所变化。使用前请仔细阅读产品说明。通常使用之前应先进行测试。

白色光滑的 AVONITE 台面

- 用地毯覆盖主行通道，用餐区和卧室区域
- 在家具的腿下安装软垫
- 在橱柜门和抽屉上安装软垫

请确保采取合理措施以减少产生的影响和噪音。业主请注意，虽然装修时已按照所有途径尽量减少噪音的传播，但同时您应该尽可能采取进一步的预防措施。

洗衣

安装区域的通风

您的家中都配有一个冷凝烘干机，它的工作原理是将水从潮湿的衣物中提取出来再存储到一个特殊的水容器中。因此，烘干机是封闭无孔的。同时我们也建议打开洗衣间门，可以让空气循环，以确保有效地完成干燥过程。通风不足可能导致烘干周期比平时花费更长的时间。

记得每次完成整个烘干流程之后，您必须清空水容器。当水容器中的水位达到最大时，容器指示灯就会亮起。按照以下步骤清空水容器：

1. 拉出冷凝水容器。
2. 将水容器水平放置，以免水倒出。握住手柄面板和末端。
3. 清空冷凝水容器。把它送回烘干机。

注意冷凝水不宜饮用，可能会对人和宠物造成健康问题。

窗户

即使是一块镶嵌无暇、完美尺寸，并可防风防雨的窗户，在寒冷天气里也有可能会有风声。在某些暴风等恶劣极端天气中，流经窗户表面的垂直气流可能会造成窗户透风。通常情况下，在您坐/站在窗户边时，您有时也会感受到微风，这可能是由于您身体的热量向外散发而与窗户边的冷空气对流所产生的。

在非常寒冷的天气下，如果室内相对潮湿，那么窗户也会结霜冻结。需要注意的是，冻结问题通常是因为室内的温度过高，这项并不属于单元的保修内容。我们建议保持温度调节器正常运行以减小冻结产生的可能性。

滚动式窗帘

建议您定期清除灰尘，如有必要，可以用带毛刷的真空吸尘器轻轻清扫窗帘。柔软的棉布、温和的清洁剂和清水可以帮您解决更严重的污渍。

不要用蒸汽、热水、漂白剂、研磨剂、溶剂。要保证窗帘通风、干燥。

石膏板裂缝和冒出的钉子

如果您发现有石膏板裂缝和钉子冒出现象，这大多数情况下是由于施工后干燥过程中建筑材料收缩而引起的。因此，除非缺陷过多，否则这些缺陷不在保修范围内。

在判断石膏板裂缝是否在保修范围内，一般鉴定的标准是看石膏板裂缝是否过多，也就是在任何一项以下情况发生时（比如：在裂缝宽度超过 1/16”，或者长度超过 12”，或者裂缝数量被认为过多的时候）。

关于钉子冒出墙面的情况，以下任何一种情况都包含在保修范围内：由于钉子造成墙面而出现裂缝，钉子出现在显眼的位置，冒出的钉子数量过多。修补后的油漆粉刷通常不包含在保修范围之内。

架子

- 架子的载重率取决于其尺寸大小。跨度越大，架子上单位平方英尺承受的载重越小。
- 无论是否带抽屉，架子单元的制作尺寸均为 15"w 至 24"w，使各个架子能承受更大的载重。
- 根据常识，总体上来说敞开式壁橱系统主要用于存放衣物，而不是存放餐具。
- 三聚氰胺贴面板清洗说明用柔软干净的湿抹布或海绵清洗。清洗后必须将表面完全擦干。清洗时，用干净的抹布蘸上温水和合适的国产清洁剂或洗碗皂。

硬木地板

硬木地板要避免高跟鞋、家具和动物尖爪等沉重或尖锐物体的划伤。做好防护措施可以帮助您更好地维护您美丽的家。以下几条可帮助您该如何保护硬木地板：

- 用附带毛刷的真空吸尘器清理地板
- 不要用湿拖把拖地板
- 用温和的清洁剂定期清理地板，不要使用任何尖锐的物体
- 用家具拖板来搬运沉重物体；不要让水份残留在您的地板上
- 动物的脚爪会划伤、弄脏地板，请修剪动物的脚爪来尽可能地减少对地板表面的损伤

如果需要进一步了解，可访问网站：<https://kentwoodfloors.com/ca/support/living-your-kentwood-floor>

任何时候都要保持温度在 15-26°C，湿度在 30-50%。硬木地板会受到环境变化的影响。过高的温度或过度干燥可能引起地板裂缝，湿度过大则可能导致地板翘起。

一般而言，共管公寓附例规定，业主，租客，占用人或其任何访客不得发出不适当的噪音或不适当的使用地板，产生不当噪音影响业主，租户或其他访客。遵守物业管理条例是每个业主的义务。

减少瓷砖地面或其他硬地面（如硬木）产生噪音的一些建议：

- 穿软底鞋

下面几条小贴士，提醒您需要关注的物品：

维修小贴士

- 定期检查厕所，水槽周围和洗碗机周围是否漏水
- 排水 - 用温水和小苏打冲洗清洁和通水槽
- 缝隙 - 检查您家里水槽、浴缸、喷头、厕所等所有的缝隙，以确保没有发生渗漏、充气、渗水、发霉现象。检查窗户和房门处缝隙，必要时请维修或者更换窗户房门。
- 泥浆 - 检查和修补浴室和瓷砖地板处泥浆，以防造成受潮损坏 - 在热季时材料可能会收缩。
- 灯泡 - 避免使用卤素灯泡，更换时只放置 LED 灯泡
- 综述 - 避免在冬季超负荷使用热水器、照明灯等设备。在冬季（或者全年）条件下，请时不时地打开窗户通风

我的室内房屋保修范围何时到期？

所有业主从占有房屋开始有 12 个月的保修期。保修范围包括人力和材料的缺陷以及原配有的电器设备。石膏板缝隙、钉子凸起、瓷砖裂缝等装饰物品只会在您的 1 年保修期到期后检查。请确保把这些物体提交到我们的保修网站。<http://mynewhome.westbankcorp.com>。

进入您的房屋保修网站

为了确保业主感受到良好的入住体验，我们为您提供了一个在线业主网站，您也可以通过移动设备访问该网站。这些资料为您提供管理和维护您房屋的一切信息。

您可以随时上网进入该网站

<http://mynewhome.westbankcorp.com>。

您的登录 ID 和密码可以在家里电气面板内侧的标签上找到。为了进一步提供个性化体验，您可以注册您的电子邮件地址并设置自己的密码。然后，您就可以从开发商得到最新信息，并及时收到保修里程碑和维护提醒。有关保修新房信息，请参阅业主指南的小册子。

业主的角色

您入住的第一年非常重要，以下四条可以帮助您更好地理解您的保修服务：

1. 请阅读您房屋所有设备的操作手册，推荐(非强制)您填写所有的家用设备保修卡。
2. 按照对应手册的说明，合理使用、保养所有的设备。这一点对您家里的湿度控制、厨房排风扇等其他湿度调节器尤为重要。
3. 关注物业管理委员会（特别是公共区域保修方面）的工作。请记住：公共区域的保修时间是从该住宅楼首家物业单元被占有/入住开始算起的，因此，公共区域保修终止时间与您单元的保修到期时间是不一致的。
4. 如果您需要保修物品并由建造商维修的话，请不要自行尝试维修或找第三方维修。请注意，保修范围不包括轻微的油漆或墙壁缺陷。这些小瑕疵您可以随时进行维修。

业主减轻房屋损害和维护公寓的义务

根据全国房屋保修 (National Home Warranty) 2-5-10 房屋保修证书，您需要维护好自己的新房屋并减少对房屋的损坏，包括由缺陷或者渗水引起的损坏。如果缺陷需要立即修补，那么您必须采取合理措施来防止缺陷对房屋的进一步破坏，如水管爆破后您要关闭水阀。对于全国房屋保修内的缺陷，您减轻房屋破坏的义务就是及时书面通知您的开发商和全国房屋保修局。即使在以下情况中，业主也尽减轻房屋损坏的义务；

- 您的新房屋还未被入住
- 您的新房屋是由非业主入住
- 渗水看似未引起房屋损坏，或者
- 业主向物业管理委员会汇报了此缺陷

如果由于业主的不当行为而导致缺陷的发生或者恶化，那该缺陷就不在保修范围内。

业主维护

本节会包含有关如何维护新房的信息。请注意，这只是最基本的指导原则。有关维护新房的更详细信息，我们建议您咨询专业人士。

下面事宜是业主的责任，我们的客户服务小组并不会协助处理：

- 更换电灯泡
- 补瓷砖缝/石材
- 由于业主或者正常材料损耗而引发的房屋损坏。和
- 如果跳闸，请在电器面板重新接通。

重要信息联系方式

安全与紧急情况

紧急情况下拨打 **9-1-1** - 联系救援，救护车，警察，消防

如果您闻到煤气味道，请致电 Fortis BC 的紧急热线 **1.800.663.9911**.

| | |
|------------------------|---|
| 火警（非紧急）电话：3-1-1 | http://vancouver.ca/fire |
| 警察（非紧急）电话：604.717.3321 | http://vancouver.ca/police |
| 中毒电话：604.682.5050 | http://dpic.org |

城市服务

致电 3-1-1 或一般咨询前往官网 <http://vancouver.ca>

交通

| | |
|---------------------------|---|
| 温哥华国际机场：604.207.7077 | http://yvr.ca |
| 城市交通：604.953.3333 | http://translink.ca |
| 黑顶出租车：604.731.1111 | http://btccabs.ca |
| MacLures 出租车：604.831.1111 | http://maclurescabs.ca |

大楼紧急情况

如果发生紧急情况（如洪水，停电，电梯停止服务等），请拨打 604.683.8900（365 天，24 小时服务）联系物业管理公司“First Service Residential”。如果发生火灾或危及生命的紧急情况，请立即拨打 9-1-1，然后通知“第一住宅服务”。

物业管理公司

First Service Residential
电话 604.683.8900
fsresidential.com

礼宾部

礼宾部位于东北大楼的大堂。如需联系礼宾部，请致电 604.323.3603

礼宾部24小时营业，其员工都是由费尔蒙酒店培训过的；同时礼宾部那里备有BMW的专车以供使用。

健康护理机构

- 1 **HOUSE Concepts**
701 – 1431 Continental St
houseconcepts.com
- 2 **Vancouver Aquatic Centre**
1050 Beach Avenue
Tel: 604.665.3424
- 3 **Downtown Wellness Centre**
605 – 1200 Burrard St
Tel: 604.687.5712
- 4 **LifeLabs**
136 Davie Street
Tel: 604.507.5070
- 5 **Limelight Wellness Centre**
488 Drake Street
Tel: 604.262.1002
- 6 **Pacific TCM Holistic Wellness**
1351 Richards St
Tel: 604.899.8998
- 7 **Alaia Physiotherapy Sports & Wellness**
310 – 997 Seymour St
Tel: 604.812.4286
- 8 **Sage Clinic**
487 Davie St
Tel: 604.697.0397
- 9 **St. Paul's Hospital**
1081 Burrard St
Tel: 604.682.2344
- 10 **Westcoast Forest Medical Spa**
1090 Howe St
Tel: 604.563.7890
- 11 **Yaletown Medical Clinic**
1296 Pacific Boulevard
Tel: 604.633.2474

娱乐休闲场馆

- 1 **Arts Club Theatre Company**
1585 Johnston St
Tel: 604.687.1644
- 2 **Roundhouse Art & Recreation Centre**
181 Roundhouse Mews
Tel: 604.713.1800
- 3 **False Creek Yacht Club**
1661 Granville St
Tel: 604.682.3292

公园

- 1 **David Lam Park**
1300 Pacific Boulevard
- 2 **George Wainborn Park**
450 Beach Crescent
- 3 **May & Lorne Brown Park**
801 Beach Avenue
- 4 **Sunset Beach Park**
1204 Beach Avenue

餐厅 & 咖啡店

- 1 **Ancora Waterfront Dining and Patio**
2 – 1600 Howe Street
Tel: 604.681.1164
- 2 **Blue Water Café**
1095 Hamilton Street
Tel: 604.688.8078
- 3 **Bridges Restaurant**
1696 Duranleau Street
Tel: 604.687.4400
- 4 **Brix & Mortar**
1138 Homer Street
Tel: 604.915.9463
- 5 **Chancho Tortilleria**
1206 Seymour Street
Tel: 604.428.8494
- 6 **Chang'An**
1/F 1661 Granville Street
Tel: 604.681.1313
- 7 **Cioppino's Mediterranean Grill**
1133 Hamilton Street
Tel: 604.688.7466
- 8 **Coo Coo Coffee**
477 Davie Street
Tel: 604.558.3332
- 9 **Giardino**
1328 Hornby Street
Tel: 604.669.2422
- 10 **House Special**
1269 Hamilton Street
Tel: 778.379.2939
- 11 **Kaide Sushi Bar**
1375 Richards Street
Tel: 604.681.5886
- 12 **M8**
3 – 1010 Beach Avenue
Tel: 604.620.9586
- 13 **Matchstick**
1328 Richards Street
Tel: 604.558.0639
- 14 **Minami**
1118 Mainland Street
Tel: 604.685.8080
- 15 **Najia Restaurant**
1018 Beach Avenue
Tel: 778.379.3787
- 16 **Nuba**
508 Davie Street
Tel: 604.661.4129
- 17 **Provence Marinaside**
1177 Marinaside Crescent
Tel: 604.681.4144
- 18 **Rodney's Oyster House**
1228 Hamilton Street
Tel: 604.609.0080
- 19 **Sushi Hiyori**
1348 Hornby Street
Tel: 604.685.8381
- 20 **Sushi Jin**
750 Nelson Street
Tel: 604.559.8834
- 21 **Tartine Bread & Pies**
770 Beach Avenue
Tel: 604.685.7437
- 22 **Tasty Indian Bistro**
1261 Hamilton Street
Tel: 604.423.3300
- 23 **The Flying Pig**
1168 Hamilton Street
Tel: 604.568.1344
- 24 **The Sandbar Seafood Restaurant**
1535 Johnston Street
Tel: 604.669.9030
- 25 **Trees Organic Coffee**
1391 Richards Street
Tel: 604.689.1020

杂货店

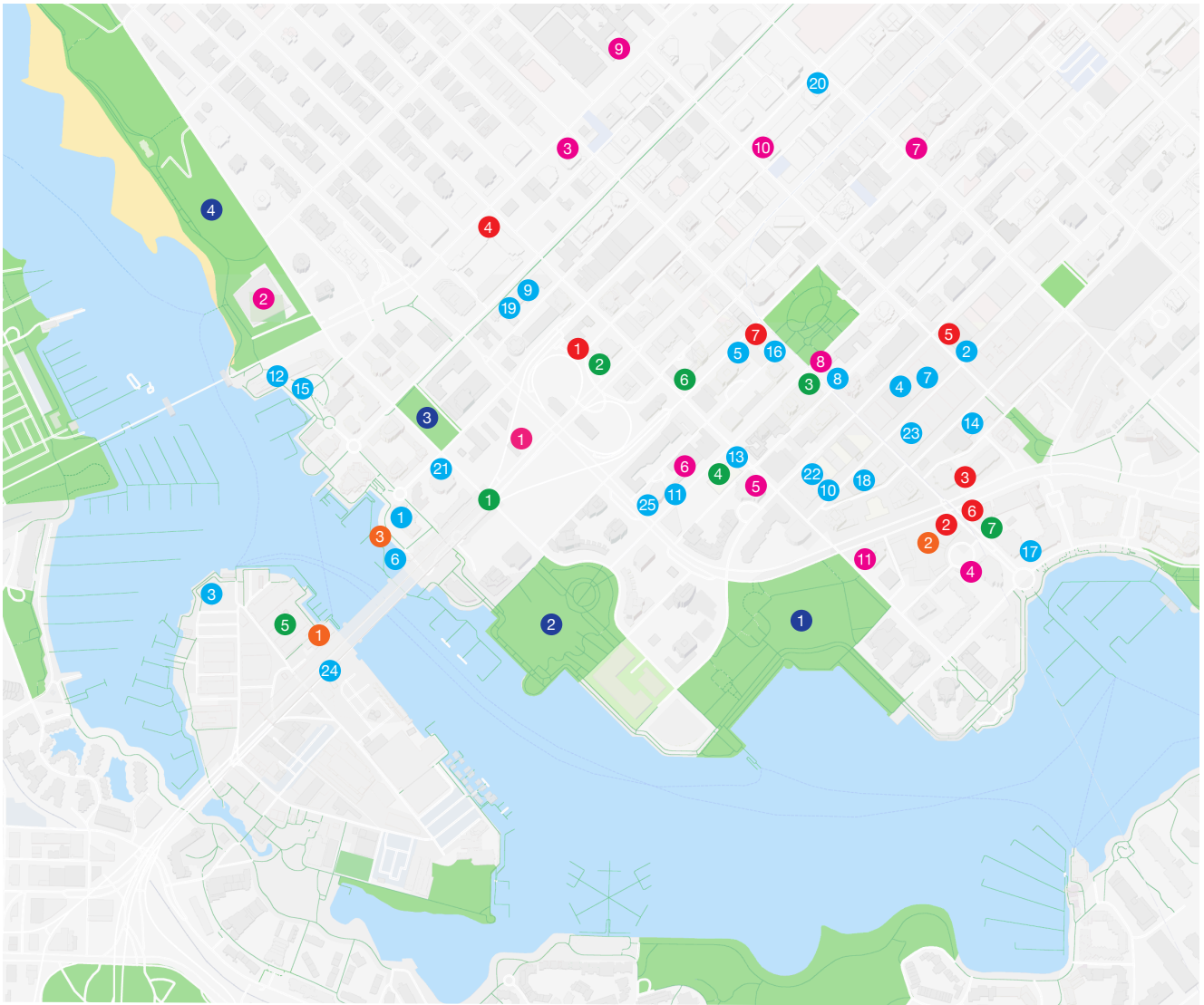
- ① **Fresh St. Market**
1423 Continental Street
www.freshstmarket.com
- ② **London Drugs**
1431 Continental Street
www.londondrugs.com
- ③ **Choices Markets**
1202 Richards Street
Tel: 604.633.2392
- ④ **Farm to Table Market**
1312 Richards Street
Tel: 604.559.6406
- ⑤ **Granville Island Public Market**
1669 Johnston Street
Tel: 604.666.6655
- ⑥ **Shoppers Drug Mart**
1295 Seymour Street
Tel: 604.801.5708
- ⑦ **Urban Fare**
177 Davie Street
Tel: 604.975.7550

银行

- ① **1. Scotiabank**
加拿大丰业银行
1408 Continental Street
- ② **2. Coast Capital Savings**
海岸资本银行
120 Davie Street
Tel: 604.517.7000
- ③ **RBC Royal Bank**
皇家银行
1195 Pacific Boulevard
Tel: 604-668-8200
- ④ **TD Canada Trust**
道明加拿大信托银行
1200 Burrard Street
Tel: 604.654.3572
- ⑤ **CIBC**
加拿大帝国商业银行
1096 Homer Street
Tel: 604.665.1640
- ⑥ **HSBC Bank**
汇丰银行
1196 Pacific Boulevard
Tel: 1.888.310.4722
- ⑦ **BMO Bank of Montreal**
蒙特利尔银行
1004 Hamilton Street
Tel: 604.668.1550

您的社区

温哥华一号公馆的步行分数为95，交通分数为94，自行车分数为62。从A点到B点从未如此简单！以下是大楼附近的一些比较推荐的商店和服务配套：



摄像监控系统

在整个大楼里会有许多摄像头分布在不同的区域包括大堂，停车场和电梯间。这些摄像机是彩色的，并且与一个数字存储器相连，它能够每周 7 天 24 小时不间断地记录。这些监控探头的存在目的是作为一种威慑，同时也可以作为一种抑制犯罪的辅助手段。

访客进入系统

这个访问者输入系统与您现有的电话或手机一起运行。您的客人只需通过滚动浏览大厅面板上的电子目录拨打您的号码或选择您的名字，您的电话就会响起。在您接通电话后，您将能够与访客对话。由于安全原因，您公寓的代码将会是随机的，代码不会显示您公寓的单元号。

如需要解锁大门，请按电话上的“6”。如拒绝进入，只需挂断电话即可。当您解锁大门时，电梯轿厢的保安系统会自动解放，允许访客到达您所去的楼层。

如果您的手机上有“呼叫等待”功能，如您在与外线进行对话时，当访客拨打电话时，您会听到特别的音调。转线接听电话。此操作将自动将外线转入“保持状态”。在线时，您可以通过拨打“6”打开大门或把转线呼叫关掉以拒绝进入。这两个操作后会自动为您重新转到之前“保守状态”的对话。

DAS——分布式天线系统

住宅楼的停车场和电梯中配有手机信号放大器系统。这样，即使在住宅楼内也可以使用手机。请注意，可能会存在一些信号可能较弱的地方，此时需要接收外界信号，然后再传递到内部。

大楼的安全系统

门禁控制系统控制了整个公共区域的出入，包括但不限于，正门，休闲区的门，和通往上层的门。居民将得到两种类型的密钥 FOB。一种类型是钥匙扣挂坠，另一种类型是远程控制器，它的背面内置了一个感应芯片。

遥控器 FOB 上的 4 个按钮用作于主楼的进出，使用遥控器内部的感应芯片可以方便地出入大门。通过放置读卡器的遥控器或钥匙标签，读取器将允许对相邻的门的访问。每次使用 FOB 访问门时，您的访问通过计算机来控制 and 监视。如果您丢失了遥控器 FOB，请立即向礼宾部报告，以便他们可以从系统中删除，从而维护您公寓楼的安全性。

遥控按钮 1 是用来开启通往大街的大门；遥控按钮 2 是用来开启连接停车层的大门；遥控按钮 3 是用来打开私家车库；遥控按钮 4 和红色按钮将会被用作其他用途。

如要申请购买额外的密钥 FOBS，可在工作时间至大堂的前台办理。

被公寓楼的门禁系统还包括生物识别门禁系统，通过使用指纹进入主入口门、电梯厅门和通往您所在楼层电梯轿厢等重要入口。记录指纹需要亲自到礼宾部登记。指纹录入完成后，只有将对应手指放到生物识别读卡器上才能进入。

主楼门禁

接近主楼大门时，按下遥控发射器上的第一个按钮。如果您是有效住户，门将会打开，被允许进入停车区域。在系统设定好的时间内，门将自动关闭。而如果要操作住宅门，请按遥控发射器上的第二个按钮。关于住宅的主楼大门，每天 24 小时需要用到您的 FOB 进入和离开，这将会为您提供额外的安全保障。

前门和车库门

只需将遥控发射器的背面或者钥匙扣贴近读卡器，读卡器会发出哔哔声，表示它已经读取了您的密钥 FOB。读卡器在确认信息之后，指示灯将变为绿色，表示您现在可以通过此门。

电梯间

无论您是去停车场还是自己的单元，都必须使用密钥 FOB 才能进入电梯间并操控电梯。唯一不需要密钥 FOB 控制的楼层是大堂一楼。电梯总是可在在大堂一楼停靠，因此您的访客在离开时不需要您的陪伴。

康健娱乐设施

温哥华一号公馆为广大的业主提供了一系列的康健娱乐设施，如下所列：

- 带有电梯花园庭院 - 8 楼
- 加热游泳池 - 8 楼
- 按摩浴缸- 8 楼
- 专业级别的健身中心 - 7 楼
- 公寓楼大厅-礼宾部
- 带有餐厅的娱乐休闲区- 7 楼
- 高尔夫模拟球室 - 停车场 P6 层
- 储物室 - 停车场楼层
- 自行车库 - 停车场楼层
- 宝马共享汽车服务-停车场 P2 层

财产和康健娱乐信息

大楼突发事件

如果遇见洪灾、断电、电梯故障等任何突发事件，请拨打First Service Residential物业公司电话604.683.8900 (一年365天、每天24小时服务)。如果遇到火灾或任何威胁到您生命的突发事件，请立即拨打9-1-1, 然后通知First Service Residential物业公司。

您的邮箱地址

您房子的邮寄地址：房间号 + 街区名字 + 城市 + 邮编 + (塔号) , 如:

(your suite number), 1480 Howe Street, Vancouver BC, V6Z 1C4
(您的单元房号), Howe街1480号, 温哥华, 卑诗省, V6Z 1C4

您的信箱安置在大厅里，我们会提前分配好信箱，并在交房时给您3把钥匙。如果您之前有其他加拿大地址，请确保加拿大邮政局知晓您的新地址，同时，请去当地的邮局了解他们提供的变更地址服务的详情。离您最近的加拿大邮局位于：

Shoppers Drug Mart
1295 Seymour Street
Vancouver, BC V6B 3N0

Urban Choice Market
732 Davie Street
Vancouver, BC V6Z 1B0

垃圾 & 回收

垃圾回收间是在P2。对于47楼-58楼的业主，楼道间有垃圾存放处。请在把垃圾投放在垃圾箱里前，务必包裹好垃圾以防渗漏，瓶子和罐子请务必清空。回收箱按照材料回收方式加以分类。

垃圾，袋子，包或门垫不能放在大厅，楼梯走廊或其他公共区域。

分契单元和公共设施

分契单元

定义：分契地块指所有人个人拥有的地块，常称为分契单元。公寓和联排别墅的物业地块通常在围墙、地板和天花板的中心处终结。

例如，屋内的门、饰面、管道和灯具、墙壁、天花板、地板及其他物项。

负责人：业主

公共设施

定义：公共物业指地块平面图上显示的任何不属于业主地块的土地和建筑部分。公共物业由全体业主（常称为承租人）集体所有。

例如：走廊、电梯、垃圾间、停车场、娱乐设施及屋顶等建筑外部。

负责人：业主代表委员会

专享设施

定义：有限公共物业（LCP）指土地产权办公室归档的分契平面图或草图上指定的公共物业，专用于一个或多个分契地块。

例如：阳台、停车场、楼台、私人车库

负责人：业主代表委员会

出租公寓

在符合《分契物业法》(Strata Property Act) 和《物业管理委员会规章》(Strata Corporation Bylaws) 的前提下，业主可以出租自己的物业单元。在出租后两周内，业主应向First Service Residential 物业公司提交由租客签名的《租客责任通知(Form K)》(Notice of Tenant's Responsibility (Form K))的复印件。

橱窗用品

业主如果想更换窗帘，那窗帘的颜色要与建筑外景相协调，并必须经过物业管理委员会的批准。

常见问题

如果您有任何关于建筑程序、规章或设备使用的问题，请联系物业公司First Service Residential，电话604.683.8900。

我们相信这些信息有助您的入住，如果您愿意讨论有关物业管理委员会司等详情，请联系First Service Residential 物业公司。

钥匙更换

一旦您拥有了您新家的钥匙，您就可以在您觉得必要时换锁。在您决定换锁的时候，我们建议您确保新的锁可以被大楼的主钥匙打开，那么在紧急情况下，现场工作人员就可以进入您的房间，并尽量减少对该物业的损坏。如果大楼的主钥匙无法打开新锁来进入您的单元，业主将要负责提供在紧急情况下进入单元的方式。如果在紧急情况下需要强制进入，业主将会对套间门和锁的损坏负责修缮。需要注意的是，在您提出处理您单元的保障修缮申请之后，开发商将可以拥有使用主钥匙的权利；在获得您的书面同意之前，开发商不会使用主钥匙来进入您的单元。

搬进/搬出大楼

请在搬进、搬出公寓前至少提前72小时联系大楼管理员。他可以安排一部电梯专门用来协助您搬运和卸载。请在使用电梯前确保走廊，镜面天花板和电梯里已安装好防护垫。更多详情请查阅管理协会、规章 (Bylaws), 如有疑问请联系First Service Residential物业公司。

承包商与改建

在进行任何改建前，业主需向业主委员会提前书面申请，以获取批准。

THE STANDARD BYLAWS物业管理章程中对于宠物的限制

The Standard Bylaw 章程中规定：业主、租客或其他入住人不得在公寓内饲养其他任何宠物，除了以下宠物：

- 一到两只狗或猫
- 两只养在笼子里的鸟
- 合理数量的小鱼或其他养在鱼缸里的小型动物；
- 合理数量的养在笼里的小型哺乳动物；

«The Standard Bylaws 标准章程» 同时规定：业主、租客或其他入住人、访客在公共设备或属于共同财产的场地上都要用皮带等拴住动物。

物业信息问与答

什么是物业管理协会？

物业管理协会常被比作是一个小型的社团，是由一组自愿的业主而组成的业主管理委员会。在物业管理协会年度大会上，按照章程 (Bylaws), 业主们将选出一个最多由7人组成的管理委员会。这个管理委员会 (The Strata Council) 在物业经理的辅助下，负责执行立案法团分配的事宜，并指导公共财产和公共设施的保养和维修。

什么是章程 (BYLAWS) ?

物业状况说明书Exhibit C详细阐述了对《分契物业法》(Strata Property Act) 中《分契公司标准章程》(Standard Strata Corporation Bylaws) 的修订。除了省法 (Provincial Statute) 中提出的标准外，所有的分契公司还得参照以下两项额外的条款来进行管理：

- 《个人附表的标准章程》(Individual Schedules of Standard Bylaws) : 这个《个人附表的标准章程》将不时地通过业主们在年度大会上提出的要求和标准而不断地进行修改; 并且,
- 物业管理委员会会不时提出新的规则，一旦在下一年度大会上由业主们修改批准后，也将赋予执行

物业代理 (STRATA AGENT) 的工作？

按照物业公司合同，物业代理应协助物业管理委员会作出政策决定。物业代理将参与所有领域的财务管理、行政服务、联络业主、满足物业管理委员会的日常运营需求、为咨询某些政策问题的业主提供指导。然而，尽管物业代理代表物业管理委员会，他们并不制定政策。

运营预算是如何计算出来的？

物业状况书“Exhibit E”中确定了关于物业管理委员会的临时运营预算。根据类似的项目和以往成本的计算，开发商为本次项目准备好了运营预算。而下一轮的运营预算需由物业管理委员会准备，由物业公司First Service Residential协助拟定，并且需要在首届年度业主大会日程里得到所有业主批准。重要提示，您参与选举出的物业管理委员会将会决定和批准所有关于您大楼的开支费用。业主需要注意的是，如果有相关的款项在整个财务年度中没有用完，那么业主在次年的业主大会上可以通过投票来决定是否将剩余的款项转入到应急备用金，或者留在运营基金中用来抵扣物业费，或者一直保留在运营基金中。

保险

公寓保险

您的物业管理协会已投保于责任、地震、火灾、洪灾险。物业管理协会的投保范围是在公寓平面图（显示在物业状况声明中）上所展示的公共区域、公共资产和建筑楼内所发生的直接损失，这包括开发商起初施工时安装或建造在每一单元内固定设备的更换。但是，赔偿范围不包括由于业主、住客或客人的疏忽、过失或者任何疏忽、过失行为而造成的损害。家用电器一般也不含在物业保险范围内。

业主改造公寓

任何单元内的升级和修改需要您物业管理协会的批准。您需要为这些额外的修补或改造另外进行投保，因为这些修改不含在物业保修范围内。

个人财产

您应该为您的个人财产和相关附属物品购买足够的保险，也要投保责任险以防日后可能产生索赔。这些类型的投保范围一般都在欢迎业主入住包裹 (Condominium Homeowners Package) 里能找到。如果您现在已经投保某种保险，我们建议您让您的代理联系物业公司的保险代理，以确保两种保险政策间就不会产生交叉重复或者有什么冲突遗漏的保险项目。

在经过物业公司细则允许下，出租单元的业主可能需要为潜在的租金损失而购买保险。

我们建议业主联系自己的保险经纪人把物业管理协会免赔保额 (Strata Corporation Deductible Coverage) 加到业主为自己的物业单元缴纳的保险范围内。这额外保障了当业主的物业单元引起损失时，业主所需支付给物业管理协会的赔偿。

公寓保险

如您想咨询在《分契物业法》(Strata Property Act) 下，您公寓的公共财产必需的保险内容，请联系您当地的保险经纪人。

基本信息

邮箱地址

您的邮箱仅用于您本人的住址：

(your suite number您的房号), 1480 Howe Street, Vancouver BC, V6Z 1C4

物业代理

First Service Residential 是温哥华一号公馆的物业代理管理公司，为业主提供信息咨询服务

First Service Residential
700 - 200 Granville St
Vancouver, BC
Tel: 604.683.8900
fsresidential.com

Property Manager 物业经理: Nagry Ngauv
Main Line 主要电话: 604.683.8900
Email Contact 邮箱: vancouverhouse@fsresidential.com

公共设施

业主应自行开通并创建自己的电力、电视、网络、家庭电话费用的专用账户。

| | | |
|-----------------------------|-------------------|--|
| BC Hydro - Electricity 电力公司 | Tel: 800.224.9376 | bchydro.com |
| TELUS - 有线电视，网络，家庭电话 | Tel: 604.310.3343 | telus.com |

建立您的水电账户

请登录卑诗省的水电网站：<https://www.bchydro.com>以便完成账户的注册登记
注册登记通过后，您就可以利用这个网站来支付您的账单，变更地址和其他便利的服务。

在某些情况下，水电公司那里有可能还没有将您的所在地址更新到他们的系统中，所以在开通您的水电账户之前，需要办理“新楼入住申请”。如果您在注册登记的过程遇到问题，可以联系水电公司的售后服务电话：1.800.224.9376

家用设备

请参阅第 40 页的联络信息

项目小知识

- 工程耗费的总工时超过123万个小时。
- 有3500多人参与了温哥华一号公馆的修建。
- 温哥华一号公馆高达158.4米（519.7英尺）。
- 建设中使用了44008立方米的混凝土。
- 建设中使用了539,360磅的钢材。
- 温哥华一号公馆的建设以未来的低碳节能LEED白金标准和社区规划与发展评估（LEED-ND）认证为标准。
- 温哥华一号公馆中采用的可持续性措施包括，连接创新能源（Creative Energy）为温哥华市中心区开发的低碳加热系统。创新能源目前正在研究如何创造经济有效的低碳新能源，包括收集市中心区街道下的紧急灭火系统内存放的水释放的热量。所有这些活动均结合了海滩地区、市中心区南部和福溪东北部的扩建工程。
- 温哥华一号公馆配备的电梯是加拿大速度最快的电梯之一，速度可达每分钟1600英尺。
- 温哥华一号公馆每出售一套，世界住房（World Housing）都为柬埔寨国家中一些最贫困区域的居民建造一套住房。

GESAMTKUNSTWERK

整体艺术

German: [gə'zamt,kunstvɛɐ̯k] – Total Design

德语: [gə'zamt,kunstvɛɐ̯k]——整体设计

19世纪中期，德国哲学家理查德·瓦格纳（Richard Wagner）首次提出了这一说法。19世纪20年代，勒·柯布西耶（Le Corbusier）和瓦尔特·格罗皮乌斯（Walter Gropius）也采用了这一说法。其意思是将所有创造性艺术和各种设计结合到一起。

BIG建筑事务所

全球领衔建筑家和思想家比雅克·英格尔斯（Bjarke Ingels）在鹿特丹港市的雷姆·库哈斯公司工作了一段时间后，2005年在哥本哈根着手创建了Bjarke Ingels Group（BIG）团队。如今，BIG已经成为建筑行业中最著名的国际工作室之一。最新备受推崇的工程包括纽约西57街住宅楼、上海世界博览会丹麦馆。他曾是华尔街日报提名的“年度最佳创新者”，据相关描述，他会“快速成为设计界的新星之一”。比雅克·英格尔斯（Bjarke Ingels）还是杂志《快速公司》公布的“设计界最具创造力的100强设计师”，获得了威尼斯建筑双年展授予的金狮奖、美国建筑协会颁发的两个奖项、世界建筑节颁发的建筑奖以及许多其他骄人的奖项。他还在哈佛、耶鲁和哥伦比亚等完成了许多教学工作，而且经常在Wired、TED和世界经济论坛等场所发表演讲。

公众艺术

来自温哥华的著名艺术家罗德尼·格雷厄姆设计的“旋转枝形吊灯”是一个巨大的人造水晶吊灯，高25.5英尺，宽14英尺，悬挂在格兰维尔街大桥下。每天它会在固定的时间下降两次，吊灯在下降的过程中会快速旋转，然后再慢慢上升回到它的起点。而雕塑的修饰改变了格兰维尔大桥下端未被利用到的空间，为温哥华的城市增添了一个令人印象深刻的景观，同时为全球公共艺术作品引入了一个别具一格的新概念。

温哥华一号公馆

我们寄予温哥华一号公馆的目标是能够给人们带来启示。温哥华一号公馆已经被公认为世界上最美丽的建筑项目之一，她在我们这个年轻的城市历史上占有一席之地，而不是简单地依靠城市的自然美景。作为世界上最美丽的城市之一，我们正在努力确保我们的建筑环境也同样配得上我们的美誉。当我们最初开始设计温哥华一号公馆时，我们设想这个项目是一个催化剂，可以激发周围地区的彻底更新。为了实现这一目标，我们美化了格兰维尔大桥的桥面和坡道下的街景，并且围绕着海滩区域创建了一个充满活力、激情和以人为中心的新社区。我们希望当温哥华一号公馆竣工时，当罗德尼·格雷厄姆(Rodney Graham)那盏闪闪发光的六米高的旋转吊灯在桥下旋转时，世界各地的人们都能将其视为最佳的城市建设。

海滩地区

沿线的格兰威尔岛成功的秘诀是整个地区和建筑全部采用了“整体设计”理念，而温哥华一号公馆不仅在建筑上取得了突破，作为一个新的海滨社区，她还成为了附近“海滩地区”的新活动核心区。在格兰维尔街大桥上的人行道和规划的林荫道拼接成了一个壮观的全景人行道和自行车道，它可以通往格兰威尔岛，并且延伸到南格兰维尔的购物娱乐中心，以此打造一个多样化的热闹中心和便于购物的社区。

温哥华

凭借美丽的自然环境、经济和文化活力以及高水平的公共设施（包括中小学和大学），温哥华在美世公司排行榜、《经济学人》排行榜上几近稳居榜首。温哥华民众的生活质量非常高，并因在推动绿色城市主义方面取得的成就，而受到全世界的赞扬。

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04 基本信息
04 保险
05 物业信息问与答
05 分契单元，共享设施和专享设施
08 物业和康健设施信息
10 大楼的安全系统
12 您的社区
15 重要信息联系方式
16 业主的角色
18 石膏板裂缝和冒出的钉子
18 物品架
18 硬木地板
18 洗衣房的使用流程和建议
19 窗户
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20 厨房
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22 卫生间
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30 机械
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33 国家家庭保修

欢迎入住您的新家

亲爱的业主:

真诚地欢迎您入住温哥华一号公馆。我们非常荣幸地欢迎您入住到我们在温哥华海滨区所打造的这栋完美艺术建筑里。

如果说“Gesamtkunstwerk（整体设计理念）”是我们首要的创意哲学，那么温哥华一号公馆就是我们将这个创意哲学变成了现实。自从我们引入这一理念到实施创作以来，温哥华一号公馆已经成为世界上最受关注和研究的城市发展项目之一。我们花了七年的时间，用最好的设计和顾问团队，把我们从几十个复杂的项目中学到的所有东西浓缩在此项目中。显而易见，这种累积的努力带给我们了一个巨大的飞跃 - 这种飞跃不仅体现在技术和环境的方面，同时也使得我们国家在艺术性和美感层面上达到了一个新高度。

这本业主指南和更具综合性的网站<http://mynewhome.westbankcorp.com>，将帮助您在接下来的日子里能更好地享用这里所有的便利设施。

恭喜您乔迁之喜，同时再次感谢您选择温哥华一号公馆，这个完美艺术项目。

此致

温哥华一号公馆客服部



VANCOUVER
HOUSE

荣狐 爆庞