

FAQ

Where can I get more information on my system?

Our Customer Service Team are more than happy to help – give them a call on **0800 HRV 123 (0800 478 123)**. If you would like information on any of our additional products such, please refer to our website.

I've had my HRV system for a while – why do I have a black ring around my outlet vent?

In some houses the air passing out of ceiling outlets will cause a static charge to build up. This can cause household dust inside the room to become attracted to the charge. Simply wipe away the dust ring with a dry cloth, then open the diffuser plate of the vent a little further to help stop this from recurring. If this persists call us to arrange a visit from one of our Customer Service Team.

My 'Replace Filter' light is on, what does this mean?

This icon provides an approximate timeline for your system's Service and Filter Change. We recommend that filters are replaced with a new genuine HRV filter every two years to ensure the performance of your HRV system isn't compromised and you continue to get the best from your system.

What do the ventilation levels on my Keypad mean?

At different times of the year more or less air is needed to clear condensation in your house. Higher levels will bring more cold air into a house. A balance between condensation clearing and reducing the amount of cold air allowed into a house is needed dependant on each house. Adjust to suit: spring, summer and autumn: lower ventilation levels (1 – 3). Winter: higher ventilation levels (3 – 6).

My HRV is working great, but I still get condensation occasionally on some windows – why is this?

Even though your home is now dry, cold or damp weather conditions may still lead to some misty windows – certainly far less than what you would have had without your HRV. No system can guarantee zero condensation but rest assured your HRV is getting you as close as possible.



Instruction Manual

Using your HRV



How it works

Use the **TEMP** button to select the temperature you would like your HRV to try to achieve in your home. Pressing this button will cycle through the available temperatures, 18 – 26. If the air in the roof cavity would take your home closer to the temperature you would like, the system will go full speed, displaying either the heating or cooling light. If the air in the roof would take the home away from the temperature you would like, the system will switch to ventilation mode, introducing a smaller volume of air. This smaller volume (the ventilation level) is adjustable using the instructions under “Adjusting the Ventilation Level” on the next page.

The **ON/OFF** button will toggle the system on and off. The system will automatically turn itself on again in 8 hours – this is because your HRV should never be off! We can disable this feature for you if required.

Holding the **FUNC** button for 3 seconds will lock the buttons on the controller – great for those with young kids. To unlock, just hold the **FUNC** button again for 3 seconds. If your system has an Air Tempering Unit installed, the **FUNC** button will enable and disable this heater with a single press (this replaces the lock feature). The heater is enabled and fully automatic when the light is on; it is completely disabled when the light is off. You can also set this to “Force Heat” by holding the **FUNC** button until it beeps and the light starts blinking. To return the heater to normal automatic operation, hit **FUNC** again.

Holding the **TEMP** button for 3 seconds will set your HRV to full speed, no matter what. ‘Burnt toast mode’, as we like to call it, overrides the system, puts fan on 100% speed, pumping more air into the house for one hour. The system will go back to normal with a single press of the **TEMP** button. While active, burnt toast mode will cause a red light to flash on the temperature scale to the left of your control.

Adjusting the Ventilation level

This setting determines how much air your HRV will deliver when the temperature inside your roof cavity is undesirable – for example, on a cold winter night or hot summer day. To change this setting, first turn the system **OFF** with a single press of the **ON/OFF** button. The screen will be blank.

Next, hold the temperature button for 3 seconds, until you hear a beep. The screen will light up displaying 01 in the roof, and another number in the house. Release the **TEMP** button as soon as the screen has lit up.

The number shown in the house (bottom figure) is the ventilation level. Use single presses of the **ON/OFF** button to cycle this value from 1 (the least aggressive) through 6 (the most aggressive). You will want to have the ventilation level set as high as possible, but not so high as to over ventilate on winter nights or summer days. Choose an appropriate level, and press the **FUNC** button once to return to normal operation.



There are few times you will ever need to adjust your HRV – it is a smart, fully automatic system. Remember, it already knows what temperature your home is, and what temperature you want your home to be, so it can easily run itself.

Seasonal Suggestions for Ventilation level

Whilst your ventilation level is a personal preference and makes the HRV adaptable to any home, it is suggested that you lower the ventilation level to 1 during the summer months and increase it during winter to above 3. Having it above 3 in winter will ensure any condensation is minimised.

My HRV was installed a couple of days ago, and it seems to be working, but my windows are still fogging up. What's wrong?

There's nothing wrong, your HRV is doing its job perfectly! While you should notice an improvement the very next day, best results are obtained a few weeks down the track, after your HRV has had time to dry out walls, flooring, bedding and so on.

It's working great, but I still get a mist occasionally on some windows – why is this?

Even though your home is now dry, especially cold or damp weather conditions may still lead to some misty windows – certainly far less than what you would have had without the HRV. Having a party or cooking a big meal will also cause a bit of extra moisture, but your HRV will set to clearing this out over the next day. No system can guarantee zero condensation, but rest assured your HRV is getting you as close as is possible!

The heating and cooling lights are both off – what is it doing?

This will happen in two situations:

- Your HRV has already achieved the temperature you want (no heating or cooling necessary)
- The roof temperature is undesirable; e.g. colder than the house when you want the home warmer.

Why does my house feel cooler on winter mornings and/or warmer on summer days?

The system's ventilation setting is too aggressive. In winter, this will help to achieve maximum condensation control, but having this too high may make your home a little cooler in the morning. In summer, this same setting may make the home a little warmer during the day. You can adjust this setting and find a comfortable median using the instructions under “Adjusting the Ventilation Level”.