

9. MAINTENANCE

⚠ WARNING

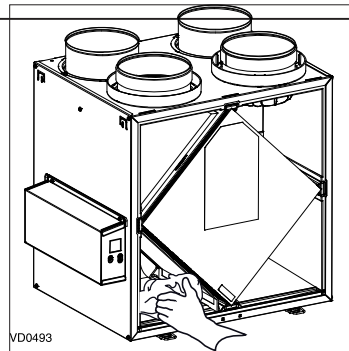
High voltage risk. During maintenance or repairs, always stop the unit then unplug it to prevent any risk of electric shock. The wearing of safety glasses and gloves is recommended when handling unit components to prevent any risk of injury that could be caused by the presence of thin metal.

9.1 QUARTERLY

1. Disconnect power cord.
2. The door of this unit is hinged and maintained closed by 2 latches. Open them and set aside.
3. Clean the inside of the door with a damp cloth.
4. Clean filters:
 - Remove filters.
 - Vacuum to remove most of the dust.
 - Wash with a mixture of warm water and mild soap. You may add bleach if you wish to disinfect (one tablespoon per gallon). Rinse thoroughly. Shake filters to remove excess water and let dry.

Note: The optional MERV13 filter is a disposable filter. It should be replaced when it is too dirty.

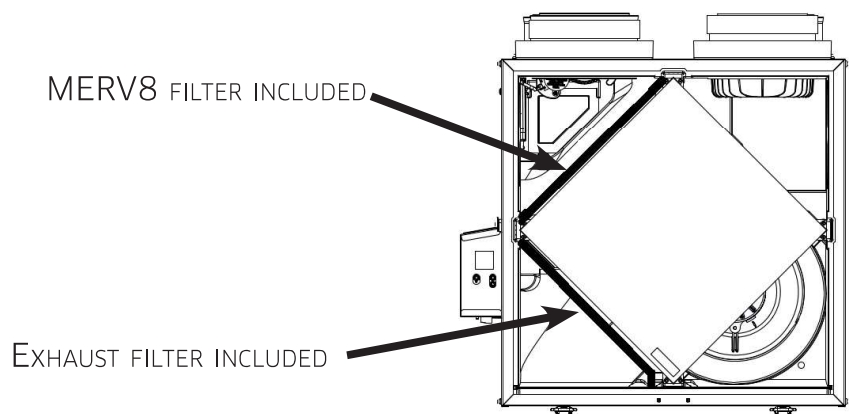
5. Clean the condensing tray with a damp cloth.
6. Check the exterior air intake hood:



CAUTION

A blocked air vent or filter, even partially, could cause the unit to malfunction. The comfort provided by the unit could be reduced and the risk of unit frost could increase. This could cause unit breakdown and/or damage to property.

- Make sure there are no leaves, twigs, ice or snow that could be drawn into the vent.
 - Clean if necessary.
7. Reassemble the components. Pay special attention to the filters by making sure that they are engaged in their slots.
 8. Rotate the blower wheels by hand. If one of the wheels does not rotate easily, contact your installer.
 9. Close the unit door and reconnect power supply.
 10. Reset filters, if required. If using an optional main wall control (DEHUMIDISTAT OR AUTOMATIC), press on the INT/AUTO button for 5 seconds to reset the filters. If using the ADVANCED optional main wall control, follow the instructions on the touch screen.

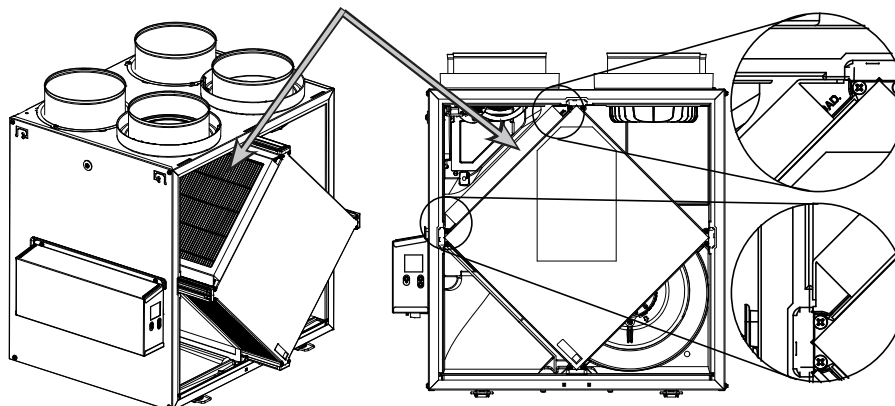


MERV8 FILTER INCLUDED

EXHAUST FILTER INCLUDED

OPTIONAL MERV13 FILTER (EXHAUST FILTER NOT INCLUDED)

Pull the core 3" to 4" out.
Install the MERV13 filter over the core as illustrated hereafter.
Push the core and the MERV13 filter to the bottom of the unit.



NOTE: The optional MERV13 filter replaces the MERV8 filter.

9. MAINTENANCE (CONT'D)

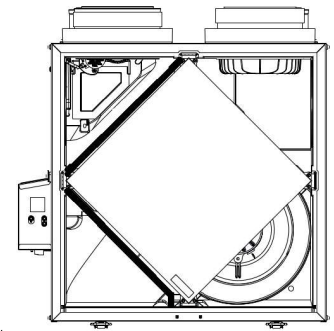
9.2 ANNUAL (AT FALL)

1. Repeat steps 1 to 6 from the previous section and continue with the following steps:

CAUTION

- Handle the recovery core with care.

2. Clean the recovery core:



HRV MODELS	ERV MODELS
<ul style="list-style-type: none">• Remove the core.• Let it soak in a mixture of cold or lukewarm water and mild soap (dishwashing liquid).• Rinse thoroughly.• Shake the core to remove excess water and let it dry.	<p>Remove the dust on the core using a vacuum cleaner and a soft brush attachment.</p> <p>CAUTION: DO NOT SOAK THE ENERGY RECOVERY CORE IN WATER</p>

3. Clean the blower assemblies. Do not disassemble the blower assemblies.
4. Remove the dust using a vacuum cleaner with a soft brush attachment.
5. Reassemble the components.
6. Reconnect power supply.

10. USER'S TROUBLESHOOTING

Contact customer service at 1-800-567-3855 for any unresolved issue.

PROBLEM	TRY THIS
1. Nothing works.	<ul style="list-style-type: none">• See if the unit is plugged in.• See if the unit is receiving power from the house circuit breaker or fuse.
2. Noisy unit.	<ul style="list-style-type: none">• Clean the unit (see Section 9). If the problem is not solved, contact your installer.
3. Condensation inside windows under cold weather conditions.	<ul style="list-style-type: none">• Operate the unit at MAX speed during activities generating excess humidity (family gatherings, extra cooking, etc.).• Leave curtains half-open to allow air circulation.• Store all firewood in a closed room with a dehumidifier or in a well ventilated room, or store the wood outdoors.• Keep the temperature in your house above 18°C (64°F).
4. Humidity inside under hot/humid weather conditions.	<ul style="list-style-type: none">• Operate the unit in MIN speed.• Temporarily switch to INT mode (if available).• Use a dehumidifier.
5. Air too dry.	<ul style="list-style-type: none">• Operate the unit at MIN speed.• Temporarily switch to INT mode (if available).• Temporarily use a humidifier.
6. Air too cold at the air supply register.	<ul style="list-style-type: none">• Make sure the outdoor hoods are not blocked.• Operate the unit at MIN speed.• Install a duct heater (contact your installer).

11. WARRANTY

This ventilation unit is a high quality product, built and packaged with care. The manufacturer warrants to the original purchaser of its product, that such products will be free from defects for the period stated below, from date of original purchase. For all units, the warranty covers parts only against any operational defect. This 5-year warranty is subject to performance of the core maintenance according recommendations in this manual. The heat recovery core (HRV) has a limited lifetime warranty, and the energy recovery core (ERV) has a 5-year warranty. If any defect should occur, we urge you to read the user guide carefully. If the problem persists, observe the following rules:

RULES TO FOLLOW

If the unit is defective, contact your ventilation contractor (see address on your manual's cover page). The contractor will determine with you the reason for the defect, and if needed, do the replacement or repair. If ever it is impossible to reach your ventilation contractor, call 1-800-567-3855 (in North America); the personnel will be pleased to give you the phone number of a distributor or a service center near you.

REPLACEMENT PARTS AND REPAIR

In order to ensure your ventilation unit remains in good working condition, you must use the manufacturer's genuine replacement parts only. The manufacturer's genuine replacement parts are specially designed for each unit and are manufactured to comply with all the applicable certification standards and maintain a high standard of safety. Any third party replacement part used may cause serious damage and drastically reduce the performance level of your unit, which will result in premature failing. The manufacturer also recommends that you contact a service depot certified by the manufacturer for all replacement parts and repair.

BILL OF PURCHASE

No replacement or repair covered by the warranty will be carried out unless the unit is accompanied by a copy of the original bill of purchase. Please retain your original.

MISCELLANEOUS COSTS

In each case, the labor costs for the removal of a defective part and/or installation of a compliant part will not be covered by the manufacturer.

CONDITIONS AND LIMITATIONS

These units are created for residential use only and must be used in a building as defined below:

Building: All structures zoned and/or erected for the act, process or art of human or animal habitation and/or the storage or warehousing of goods.

Residential use: Dwelling, lodging, suite: Building, or part of a building, intended to act as either the domicile to one or several people which can include general sanitary, food consumption and rest facilities. Buildings of only one room or a group of rooms including those occupied by a tenant or owner; comprise the lodgings, the individual rooms of the motels, hotels, rooming/lodging houses, boarding/half-way/foster homes, dormitories, and suites, as well as the stores and the business establishments constituted by only one room in a dwelling.

Commercial use: Agricultural establishment, commercial establishment for assembly, care, or detention: Building or part of a building that does not contain a dwelling, situated on land dedicated to agriculture or farming and used primarily to shelter animals, or for the production, the storage or the treatment of agricultural or horticultural products or animal food. Building or part of a building, used for the display or retail of goods, professional or personal services, or commodities. Building, or part of a building used by persons gathering for civic activities, religious or political assembly, tourism, educational/vocational training, recreation or the consumption of food or drink. Building, or part of a building used to shelter persons of impaired physical or psychological states, persons requiring palliative care or medical treatments, or persons for reasons out of their control, cannot escape harm or threat of danger autonomously.

Industrial use: Building, or part of a building, used for the assembly, the manufacture, the creation, the treatment, the repair or the storage of products and combustible materials and that contain fuels that when ignited or exploded in sufficient quantity may constitute a risk of fire.

The above warranty applies to all cases where the damage is not a result of poor installation, improper use, mistreatment or negligence, acts of God, or any other circumstances beyond the control of the manufacturer. Furthermore, the manufacturer will not be held responsible for any bodily injury or damage to personal property or real estate, whether caused directly or indirectly by the unit. This warranty supersedes all prior warranties.