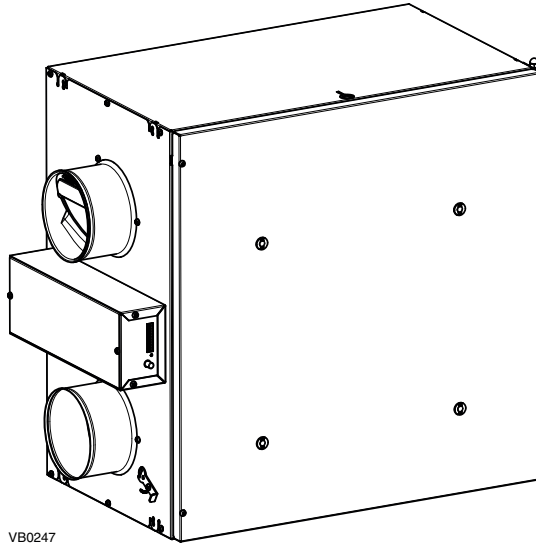


USER AND INSTALLER MANUAL

CR12HRV, CR12ERV,
65HRV AND 65ERV



VB0247

BEFORE INSTALLATION:

CR12HRV AND 65HRV: READ SECTION 2.1, PAGE 4 FOR IMPORTANT INFORMATION ABOUT CONDENSING PLATE.

ALL UNITS: READ SECTION 2.1, PAGE 5 FOR IMPORTANT INFORMATION ABOUT BACKDRAFT DAMPERS ORIENTATION.

IF CONNECTING THE DUCTWORK OF THIS UNIT TO THE FURNACE SUPPLY DUCTWORK, READ NEW INSTRUCTIONS ON PAGES 6, 7 AND 8 BEFORE PERFORMING INSTALLATION.

INSTALLER: READ THESE INSTRUCTIONS

SAVE THEM FOR USER

RESIDENTIAL USE ONLY



7 72371 13743 1



* THESE PRODUCTS EARNED THE ENERGY STAR[®] BY MEETING STRICT ENERGY EFFICIENCY GUIDELINES SET BY NATURAL RESOURCES CANADA AND THE US EPA. THEY MEET ENERGY STAR REQUIREMENTS ONLY WHEN USED IN CANADA.

Please take note that this manual uses the following symbols to emphasize particular information:

⚠ WARNING

Identifies an instruction which, if not followed, might cause serious personal injuries including possibility of death.

CAUTION

Denotes an instruction which, if not followed, may severely damage the unit and/or its components.

NOTE: Indicates supplementary information needed to fully complete an instruction.

LIMITATION

For residential (domestic) installation only. Installation work and electrical wiring must be done by a qualified person in accordance with all applicable codes and standards, including fire-rated construction codes and standards.

⚠ WARNING

TO REDUCE THE RISK OF FIRE, ELECTRIC SHOCK, OR INJURY TO PERSON(S) OBSERVE THE FOLLOWING:

1. Use this unit only in the manner intended by the manufacturer.
2. Before servicing or cleaning this unit, disconnect power cord from electrical outlet.
3. This unit is not designed to provide combustion and/or dilution air for fuel-burning appliances.
4. When cutting or drilling into a wall or ceiling, do not damage electrical wiring and other hidden utilities.
5. Do not use this unit with any solid-state speed control device other than those specified in section 3.1.
6. This unit must be grounded. The power supply cord has a 3-prong grounding plug for your personal safety. It must be plugged into a mating 3-prong grounding receptacle, grounded in accordance with the national electrical code and local codes and ordinances. Do not remove the ground prong. Do not use an extension cord.
7. Do not install in a cooking area or connect directly to any appliances.
8. Do not use to exhaust hazardous or explosive materials and vapors.
9. When performing installation, servicing or cleaning this unit, it is recommended to wear safety glasses and gloves.
10. When applicable local regulation comprises more restrictive installation and/or certification requirements, the aforementioned requirements prevail on those of this document and the installer agrees to conform to these at his own expenses

CAUTION

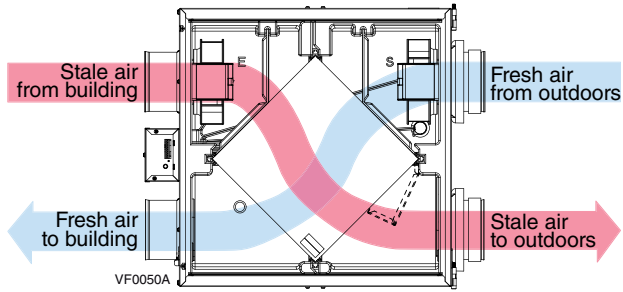
1. To avoid prematurely clogged filters, turn the unit OFF during construction or renovation.
2. Please read specification label on product for further information and requirements.
3. Be sure to duct air outside – Do not intake/exhaust air into spaces within walls or ceiling or into attics, crawl spaces, or garage. Do not attempt to recover the exhaust air from a dryer or a range hood.
4. Intended for residential installation only in accordance with the requirements of NFPA 90B (for a unit installed in U.S.A.) or Part 9 of the National Building Code of Canada (for a unit installed in Canada).
5. Do not run any air ducts directly above or within 2 ft (0.61 m) of a furnace or its supply plenum, boiler, or other heat producing appliance. If a duct has to be connected to the furnace return plenum, it must be connected 10' (3.1 m) away from plenum's connection to the furnace.
6. The ductwork is intended to be installed in compliance with all applicable local and national codes.
7. When leaving the house for a long period of time (more than two weeks), a responsible person should regularly check if the unit operates adequately.
8. If the ductwork passes through an unconditioned space (e.g.: attic), the unit must operate continuously except when performing maintenance and/or repair. Also, the ambient temperature of the house should never drop below 18°C (65°F).
9. Do not use your unit during construction or renovation of your house or when sanding drywall. Certain types of dust and vapors may damage your system.
10. At least once a year, the unit mechanical and electronic parts should be inspected by qualified service personnel.
11. Make sure at all times that the outside intake and exhaust hoods are free from any snow during the winter season. It is important to check your unit during a big snow storm, so it doesn't draw in any snow. If this is the case, please turn the unit OFF for a few hours.
12. Since the electronic control system of the unit uses a microprocessor, it may not operate correctly because of external noise or very short power failure. If this happens, unplug the unit and wait approximately 10 seconds. Then, plug the unit in again.

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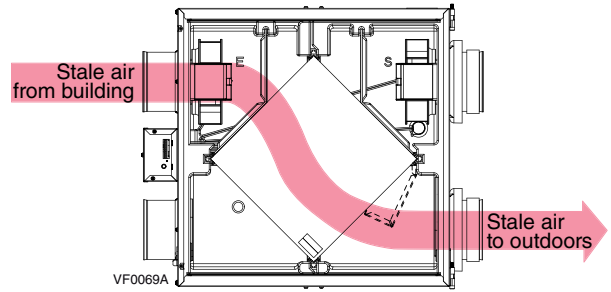
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1. TECHNICAL DATA

1.1 AIR DISTRIBUTION (NORMAL OPERATION)



1.2 AIR DISTRIBUTION (DEFROST MODE)



NOTE: The dimensions, performance charts, defrost cycle tables and specifications are listed on the specification sheets of the unit. Visit our website at www.venmar.ca or www.vanee.ca.

2. INSTALLATION

⚠ WARNING

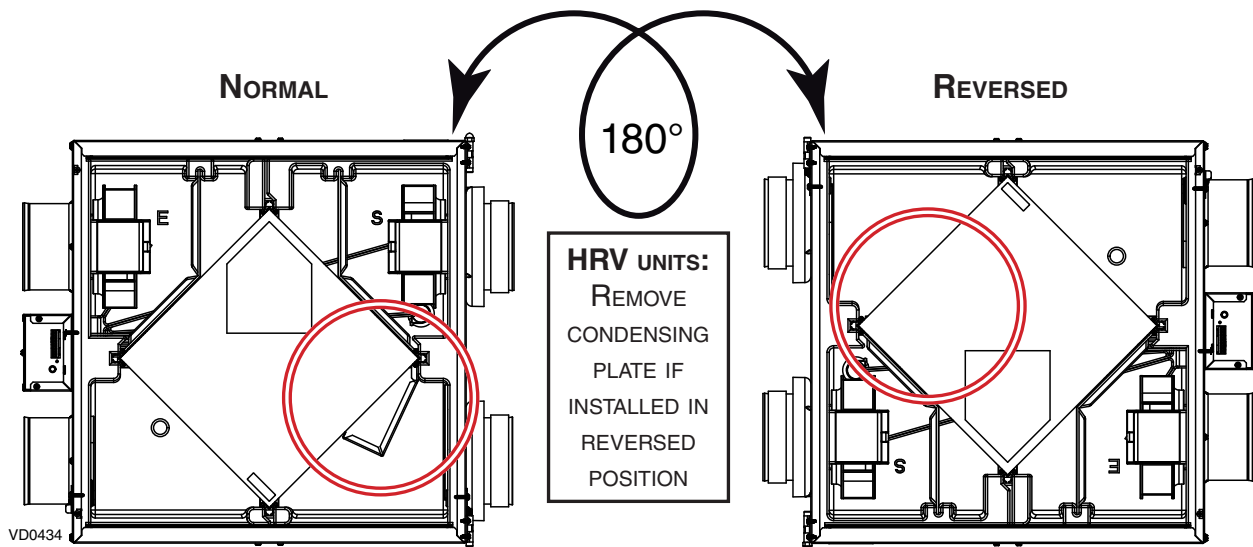
When performing installation, servicing or cleaning the unit, it is recommended to wear safety glasses and gloves.

2.1 LOCATING AND MOUNTING THE UNIT

CAUTION

These units can be installed upside down if needed.

- Once the unit has been properly suspended with the chains, if required, rotate both backdraft dampers to make sure they are positioned in such a way that the word "TOP" is up and that gravity allows them to close properly.
- For CR12HRV and 65HRV units, if unit is installed in reversed position, remove the condensing plate from the core by removing the core from the unit, and removing both screws holding the plate to the core.



2.1 LOCATING AND MOUNTING THE UNIT (CONT'D)

Choose an appropriate location for the unit:

- Within an area of the house where the **ambient temperature is kept between 10°C (50°F) and 40°C (104°F)**;
- Away from living areas (dining room, living room, bedroom), if possible;
- So as to provide easy access to the interior cabinet for maintenance, and to the control panel on the side of the unit;
- Close to an exterior wall, so as to limit the length of the insulated flexible ducts to and from the unit;
- HRV units only: close to a drain. If no drain is close by, use a pail to collect run-off;
- Away from hot chimneys, electrical panel and other fire hazards;
- Within 6 feet of a power source (standard outlet).

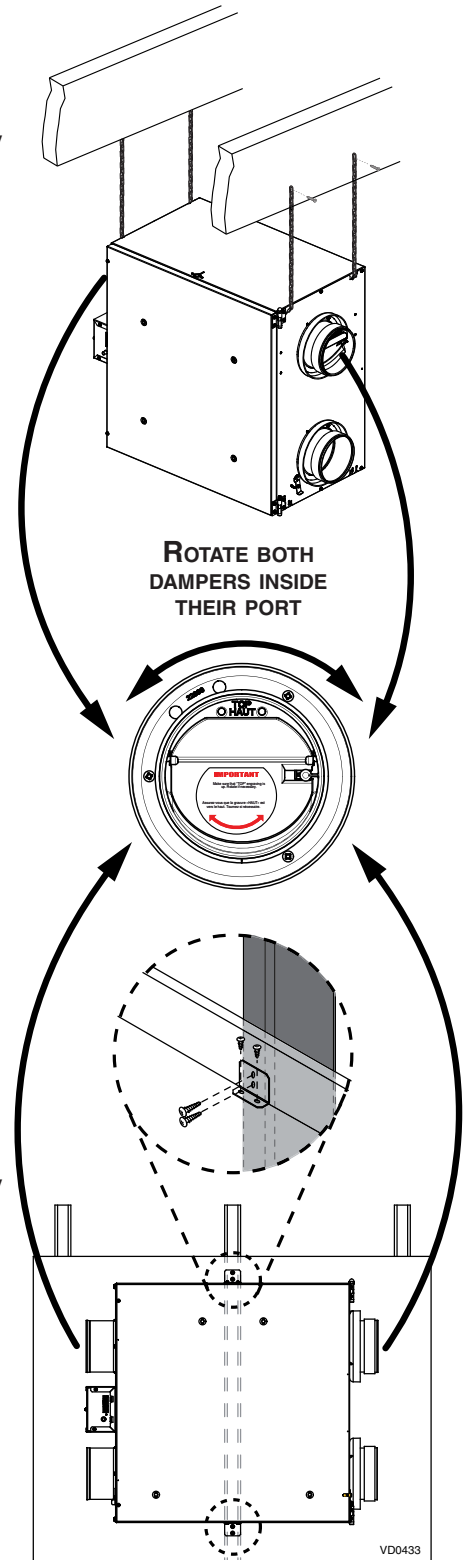
Suspended to the joists:

- Hang the unit to the joists using the provided chains. Springs are not required.
- Always make sure that the unit is no more than 1/4" off level.
- If required, rotate both backdraft dampers to make sure they are positioned in such a way that the word "TOP" is up and that gravity allows them to close properly.

OR

Wall mounted:

- Using the provided no. 8 x 3/8" screws, install both provided brackets on the unit – one on top, one at the bottom of the unit.
- Using the provided no. 8 x 1 1/2" screws, secure the unit to the wall making sure that all screws engage into a stud.
- Always make sure that the unit is no more than 1/4" off level.
- If required, rotate both backdraft dampers to make sure they are positioned in such a way that the word "TOP" is up and that gravity allows them to close properly.



2.2 INSTALLING THE DUCTWORK AND THE REGISTERS

⚠ WARNING

Never install a stale air exhaust register in a room where there is a combustion device, such as a gas furnace, a gas water heater or a fireplace.

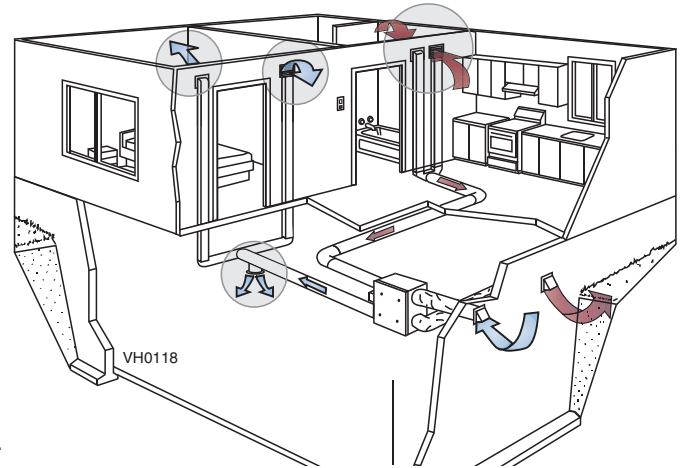
2.2.1 FULLY DUCTED SYSTEM

STALE AIR EXHAUST DUCTWORK:

- Install registers in areas where contaminants and humidity are produced: Kitchen, bathrooms, laundry room, etc.
- Install registers on an interior wall, 6 to 12 inches (152 to 305 mm) away from the ceiling OR in the ceiling.
- Install the kitchen register at least 4 feet (1.2 m) away from the range.
- Bathroom fans and range hoods can be used to better exhaust stale air.
- Homes with more than one level require at least one exhaust register at the highest level.

FRESH AIR DISTRIBUTION DUCTWORK:

- Install registers in bedrooms, dining room, living room and basement.
- Install registers in the ceiling OR high on the walls with the airflow directed towards the ceiling.
- If a register must be installed in the floor, direct the air flow up the wall.



2.2.2 EXHAUST DUCTED SYSTEM

⚠ WARNING

When performing duct connection to the furnace, installation must be done in accordance with all applicable codes and standards. Please refer to your local building code.

STALE AIR EXHAUST DUCTWORK:

Same as for Fully Ducted System, described on point 2.2.1.

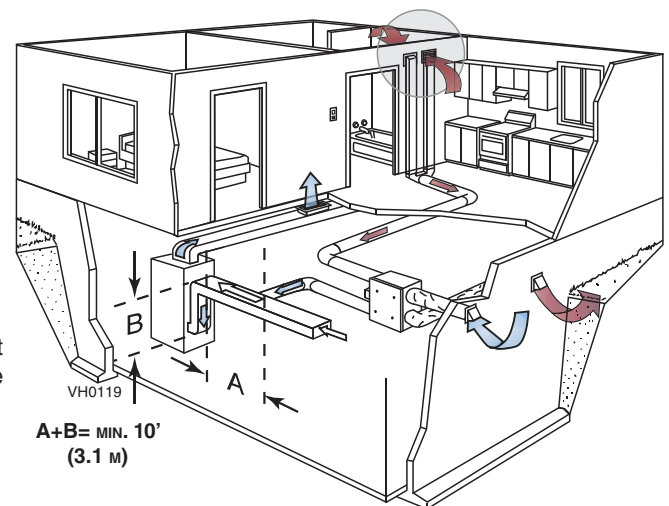
FRESH AIR DISTRIBUTION:

- Connect the fresh air distribution duct of the unit to the furnace return duct at least 10 feet (3.1 m) away from the furnace (A+B).

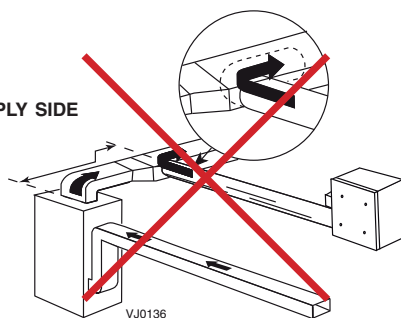
CAUTION

For this type of installation, you must perform steps in section 2.2.4 to make sure that the pressure in the return duct of the furnace allows the unit to operate properly.

NOTE : The furnace blower operation can be synchronized with the unit (see Section 3.3). It is recommended, but not essential that the furnace blower run when the unit is in operation.



DO NOT CONNECT TO THE SUPPLY SIDE OF THE FURNACE



2.2.3 SIMPLIFIED INSTALLATION

CAUTION

For this type of installation, the furnace must always be synchronized with the unit. See Section 3.3.

⚠ WARNING

When performing duct connection to the furnace, installation must be done in accordance with all applicable codes and standards. Please refer to your local building code.

Fresh air and exhaust air flow through the furnace ducts, which simplifies the installation.

The use of bathroom fans and a range hood is suggested to exhaust stale air.

FRESH AIR DISTRIBUTION:

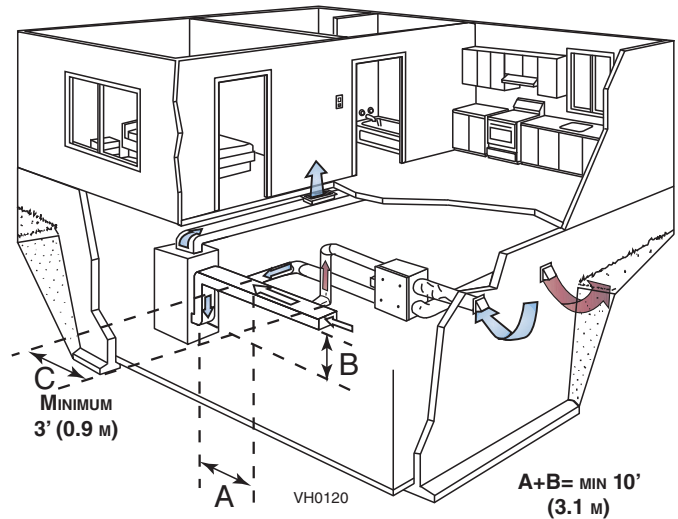
Connect the fresh air distribution duct of the unit to the furnace return duct at least 10 feet (3.1 m) away from the furnace (A+B).

CAUTION

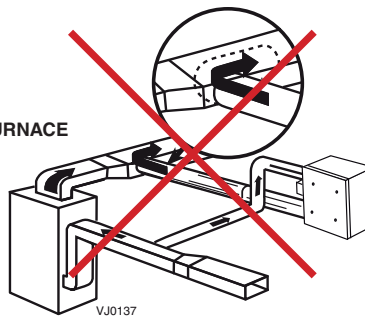
For this type of installation, you must perform steps in section 2.2.4 to make sure that the pressure in the return duct of the furnace allows the unit to operate properly.

STALE AIR EXHAUST DUCTWORK:

Connect the stale air intake port of the unit to the furnace return duct at least 3 feet (0.9 m) ahead of the fresh air distribution from the unit.



DO NOT CONNECT TO THE SUPPLY SIDE OF THE FURNACE



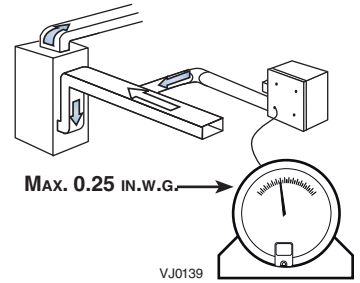
2.2.4 MEASURING THE PRESSURE INSIDE THE DUCTWORK

CAUTION

This procedure applies to installations where the ductwork of the unit is connected to the return duct of the furnace (sections 2.2.2 and 2.2.3). Failure to perform this step may severely decrease the performance of the ventilation system and damage the unit and the furnace.

After connecting the ductwork as instructed in sections 2.2.2 and 2.2.3, you must make sure that the pressure in the return duct of the furnace allows the unit to operate properly.

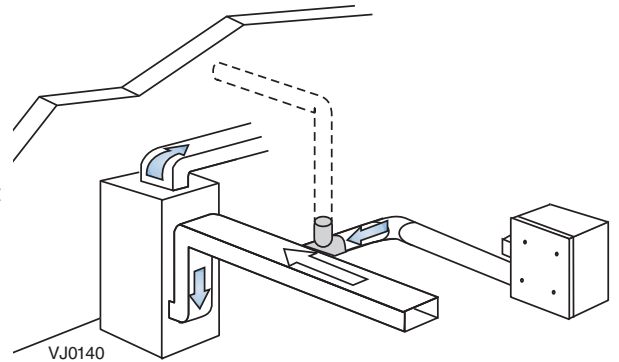
1. Turn the unit OFF.
2. Turn the furnace ON at the highest speed.
3. Prepare to measure the pressure:
 - Seal all the ductwork with tape. Close all windows and doors.
 - Turn off all exhaust devices such as a range hood, dryer and bathroom fan.
 - Make sure the unit's integrated balancing dampers are fully open.
 - Make sure all the filters are clean.
4. Place a magnehelic gauge on a level surface and adjust it to zero.
5. Connect tubing from the gauge to the fresh air to the house pressure tap. If the pressure is below 0.25 in. w.g., and the fresh air distribution duct connection is least 10 feet away from the furnace, no action has to be taken. **If the pressure exceeds 0.25 in. w.g., or if the fresh air distribution duct cannot be connected at least 10 feet away from the furnace, perform the following step.**



CAUTION

If you have to perform the following step, the furnace blower must be synchronized with the unit for all types of installations. See Section 3.3.

6. Install a metal T coupling at the junction of the fresh air to the house duct and the furnace return duct (shaded part in illustration).



WARNING

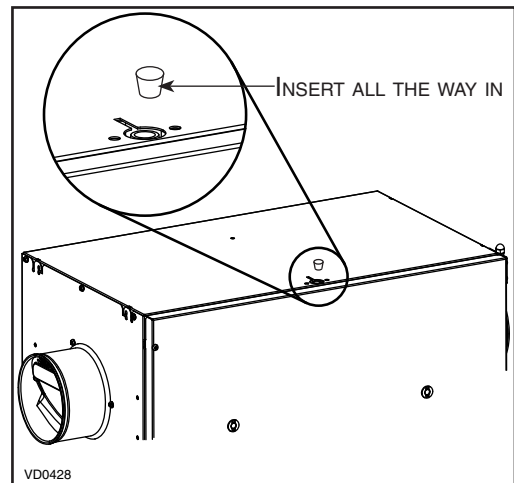
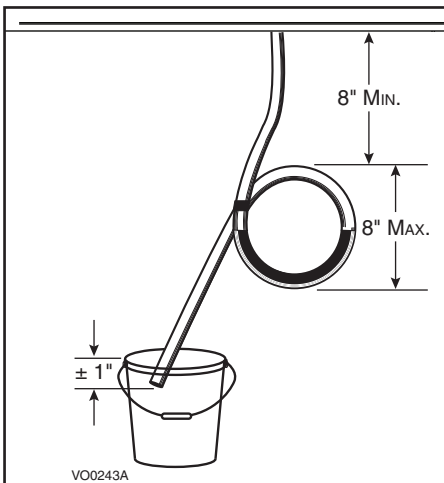
In presence of a combustion furnace in a closed room, an additional duct must be connected to the T metal coupling to allow air intake from outside this room (dotted line).

2.3 CONNECTING THE DRAIN (CR12HRV AND 65HRV ONLY)

CAUTION

A drain tubing (included) must be installed on these units.

- Make a water trap loop in the tube to prevent the unit from drawing unpleasant odors from the drain source. Run the tube to the floor drain or to an alternate drain pipe or pail.
- **IMPORTANT:** If using a pail to collect water, place the tube end approximately 1" inside the pail in order to prevent water from being drawn back up into the unit.
- Fully insert a drain plug (included in parts bag) in alternate drain fitting located on top of the unit.

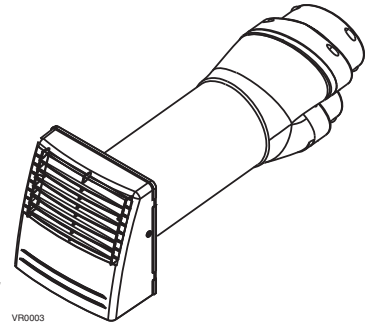


2.4 INSTALLING DUAL EXTERIOR HOOD USING TANDEM® TRANSITION KIT (OPTIONAL)

If desired, a Tandem transition kit can be used instead of 2 exterior hoods; but take into account this device will generate approximately an additional 0.2 in w.g. static pressure depending on the installation. If using the Tandem hood, we recommend to use 6-in. ducts to minimize the reduction caused by the tandem hood restriction.

The minimum joist opening needed to install the Tandem® transition is 9¾". The maximum height of the Tandem transition is 8¾".

To connect the insulated flexible ducts to the Tandem transition (*Exhaust air to outdoors and Fresh air from outdoors*), follow the instructions included with the Tandem transition kit (part no.14690).



2.5 INSTALLING THE EXTERIOR HOODS

Choose an appropriate location for the exterior hoods:

- At least 6 feet (1.8 m) between both hoods to avoid cross-contamination
- At least 18 inches (457 mm) away from the ground

⚠ WARNING

Make sure the intake hood is at least 6 feet (1.8 m) away from any of the following:

- **Dryer exhaust, high efficiency furnace vent, central vacuum vent**
- **Gas meter exhaust, gas barbecue-grill**
- **Any exhaust from a combustion source**
- **Garbage bin and any other source of contamination.**

Refer to illustration at right for proper connection method of the insulated ducts to the hoods. An "Anti-Gust Intake Hood" should be installed in regions where a lot of snow is expected to fall.

2.6 CONNECTING THE DUCTS TO THE UNIT

CAUTION

- **If ducts have to go through an unconditioned space (e.g.: attic), always use insulated ducts.**
- **Do not use screws to connect the ducts or transitions to the ports.**

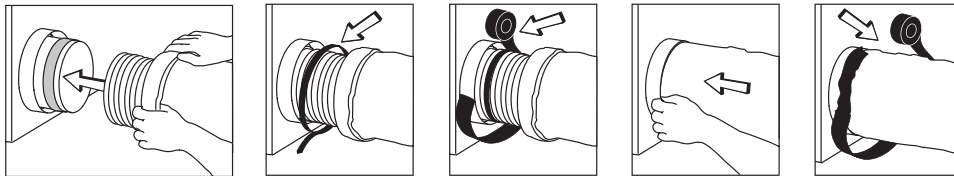
INSULATED FLEXIBLE DUCTS

Use the following procedure to connect the insulated flexible ducts to the ports of the unit (exhaust to outside and fresh air from outside).

1. Expose the flexible duct by pulling back the insulation, and place it **over** the inner port ring.
2. Attach the flexible duct to the port using a tie wrap, making sure that the tie wrap is positioned over the foam band on the port.
3. Seal the joint using duct tape.
4. Pull the insulation and vapor barrier over the joint, tuck them **between the inner and outer rings** of the double collar and fasten them in place using duct tape.

CAUTION

Avoid tearing the vapor barrier on the insulated ducts during installation to avoid condensation within the ducts.



VJ0138

TRANSITIONING TO 6-IN. DUCTS

If using 6-in. ducts, install 5-in. to 6-in. transitions on the ports, and secure using duct tape only (do NOT use screws). If rigid ducting is used, install a 12-in. section of flexible duct between the transition and the rigid ducting (see below).

RIGID DUCTS

To prevent potential water leakage in cold side rigid ducting insulation, seal all rigid ducting joints with duct tape.

To avoid transmission of vibrations, always use a 12-inch section of flexible duct to connect rigid ducts to the unit. To connect insulated rigid ducts to the unit (cold side) using insulated flexible ducts, follow instructions in section 2.5. To connect regular rigid ducts (warm side) to the unit using non-insulated flexible ducts, use a tie wrap.

3. CONNECTIONS

3.1 ELECTRICAL CONNECTION TO OPTIONAL MAIN WALL CONTROL

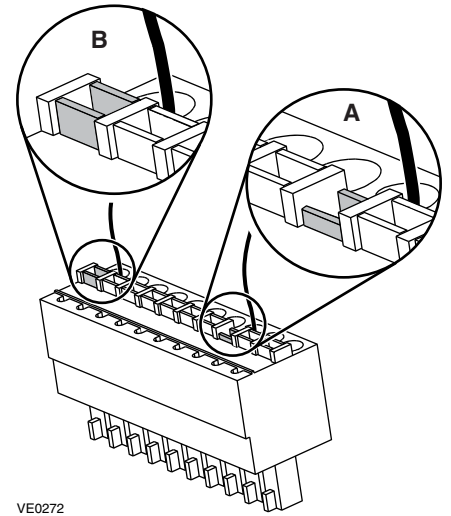
⚠ WARNING

Always disconnect the unit before making any connections. Failure to cut power could result in electrical shock or damage to the wall control or electronic module inside the unit.

CAUTION

Never install more than one optional main wall control per unit. Make sure that the wires do not short-circuit between themselves or by touching any other components on the wall control. Avoid poor wiring connections. To reduce the risk of electrical interference (noise), do not run wall control wiring next to control contactors or near light dimming circuits, electrical motors, dwelling/building power or lighting wiring, or power distribution panel.

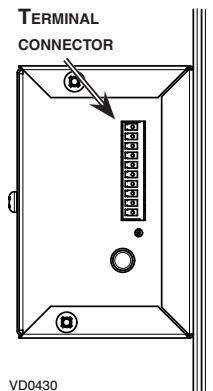
Use the terminal connector included in the installation kit to perform the electrical connection for main and optional wall controls. Check if all wires are correctly inserted in their corresponding holes in the terminal block. A wire is correctly inserted when its orange receptacle is lower than another one without a wire. On illustration at right, wire **A** is correctly inserted, but not wire **B**.



Once the wall control connections have been made, insert the terminal connector in the electrical compartment.

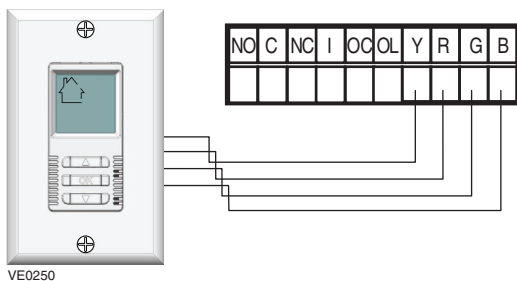
NOTES : For information about the operation of the wall control, refer to the *Main and auxiliary wall controls user guide*, available at www.venmar.ca and www.vanee.ca.

The integrated control **must be turned OFF (no LED lighted on)** to use an optional main control.



3.1.1 ELECTRICAL CONNECTION TO DECO-TOUCH MAIN WALL CONTROL

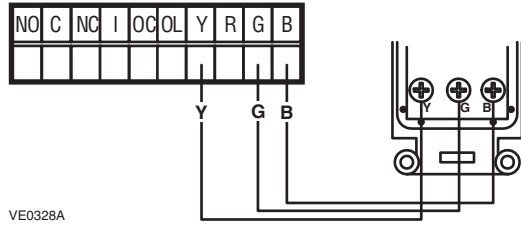
(RECIRCULATION MODE NOT AVAILABLE FOR THESE UNITS)



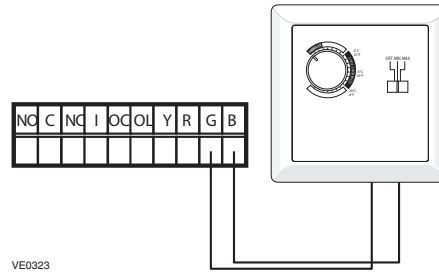
3. CONNECTIONS (CONT'D)

3.1 ELECTRICAL CONNECTION TO OPTIONAL MAIN WALL CONTROL (CONT'D)

3.1.2 ELECTRICAL CONNECTION TO LITE-TOUCH CONSTRUCTO AND LITE-TOUCH BRONZE

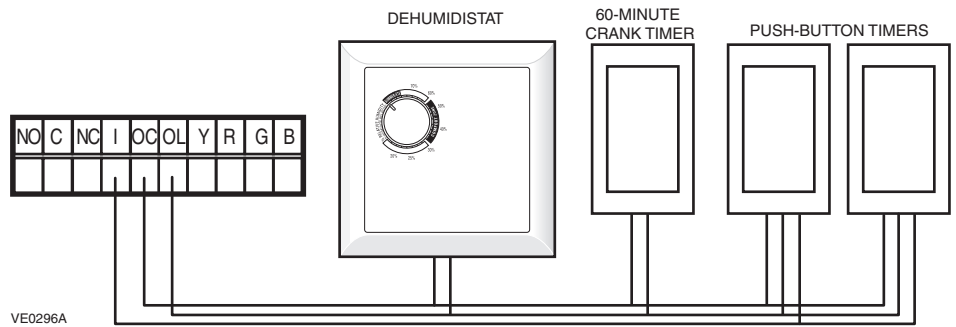


3.1.3 ELECTRICAL CONNECTION TO CONSTRUCTO AND BRONZE MAIN WALL CONTROLS



3.2 ELECTRICAL CONNECTION TO OPTIONAL AUXILIARY WALL CONTROLS

NOTE: If an auxiliary wall control is first activated, and the Dehumidistat is activated afterwards, the operation of the latter will override the operation of the first.



3.3 CONNECTION TO THE FURNACE

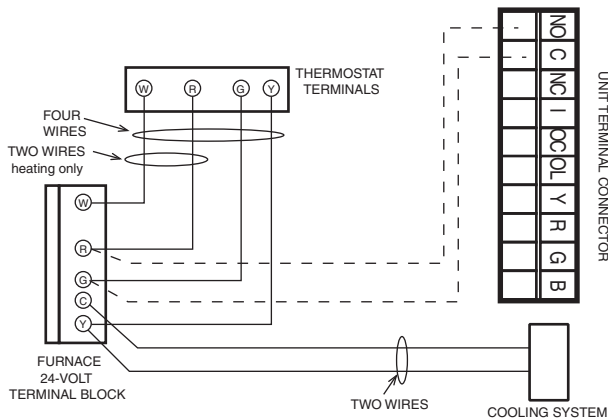
⚠ WARNING

Never connect a 120-volt AC circuit to the terminals of the furnace interlock (standard wiring). Only use the low voltage class 2 circuit of the furnace blower control.

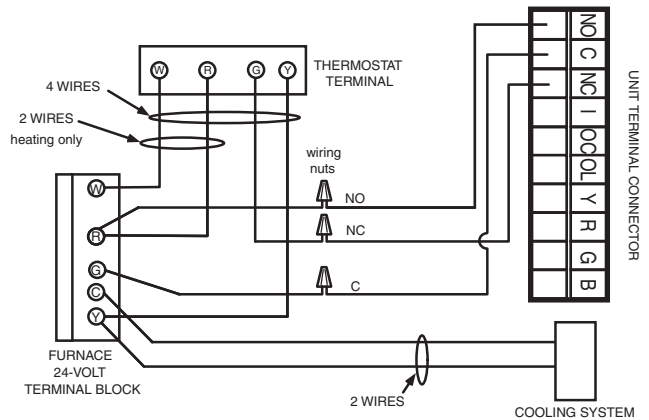
FOR A FURNACE CONNECTED TO A COOLING SYSTEM:

On some older thermostats, energizing the "R" and "G" terminals at the furnace has the effect of energizing "Y" at the thermostat and thereby turning on the cooling system. If you identify this type of thermostat, you must use the ALTERNATE FURNACE INTERLOCK WIRING.

STANDARD FURNACE INTERLOCK WIRING



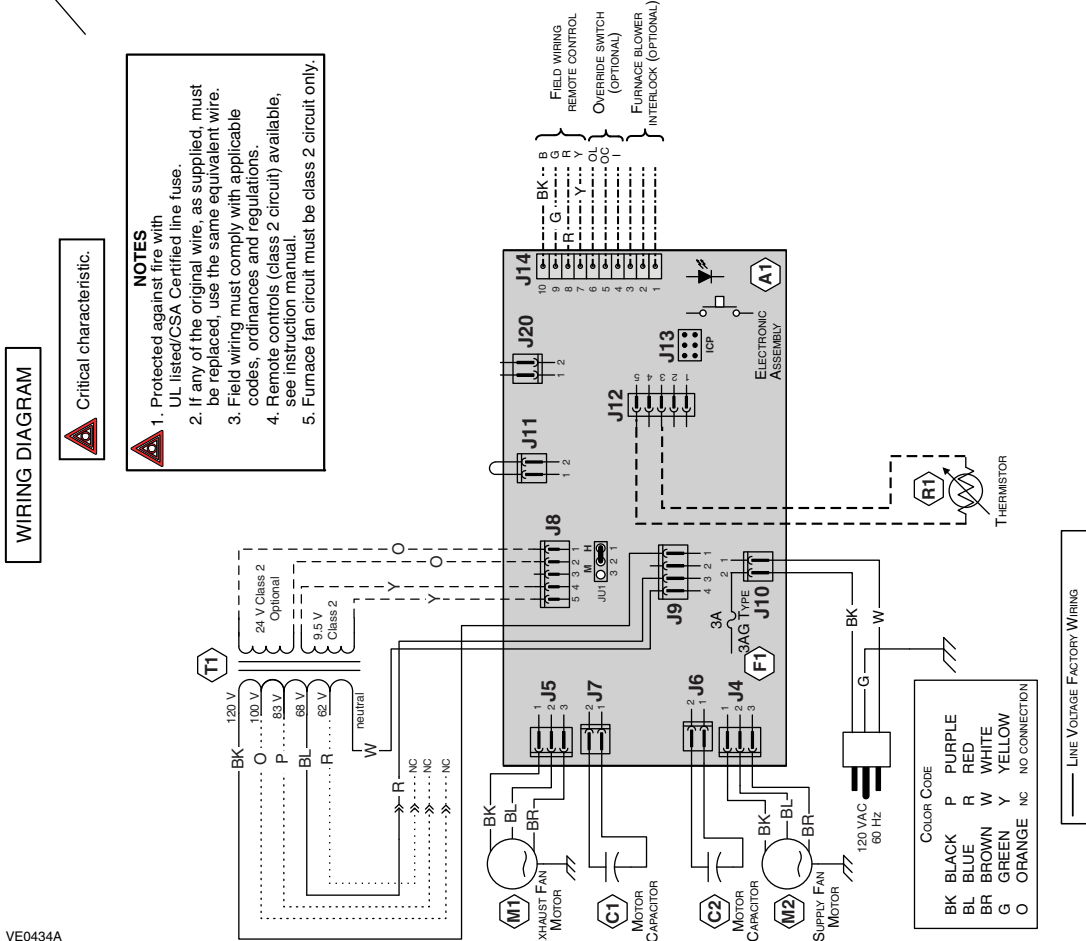
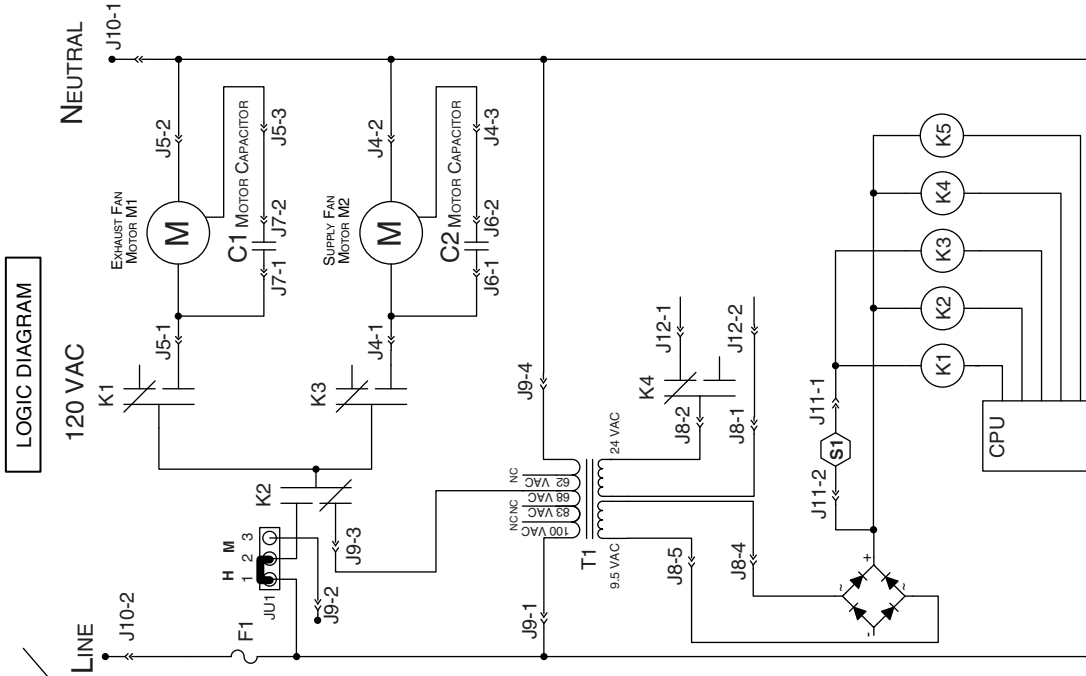
ALTERNATE FURNACE INTERLOCK WIRING



4. WIRING DIAGRAM

⚠ WARNING

- Risk of electric shocks. Before performing any maintenance or servicing, always disconnect the unit from its power source.
- This product is equipped with an overload protection (fuse). A blown fuse indicates an overload or a short-circuit situation. If the fuse blows, unplug the product from the outlet. Discontinue using the unit and contact technical support.



WIRING DIAGRAM

⚠ Critical characteristic.

- NOTES**
1. Protected against fire with UL listed/CSA Certified line fuse.
 2. If any of the original wire, as supplied, must be replaced, use the same equivalent wire.
 3. Field wiring must comply with applicable codes, ordinances and regulations.
 4. Remote controls (class 2 circuit) available, see instruction manual.
 5. Furnace fan circuit must be class 2 circuit only.

COLOR CODE

BK	BLACK	P	PURPLE
BL	BLUE	R	RED
BR	BROWN	W	WHITE
G	GREEN	Y	YELLOW
O	ORANGE	NC	NO CONNECTION

— LINE VOLTAGE FACTORY WIRING
 - - - CLASS 2 LOW VOLTAGE FACTORY WIRING
 ······ CLASS 2 LOW VOLTAGE FIELD WIRING
 ······ OPTIONAL

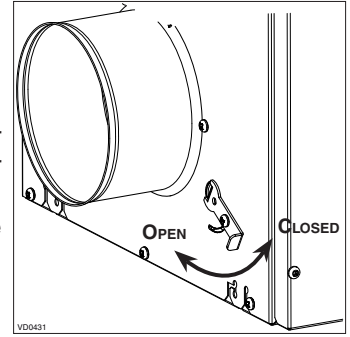
ref: 24594_REV-A

5. BALANCING THE UNIT

PREPARATION

Follow these steps to ensure accurate measurements:

- Seal all the ductwork with tape. Close all windows and doors.
- Turn off all exhaust devices such as range hood, dryer and bathroom fans.
- Make sure the balancing dampers are fully open.
- If the installation is in any way connected to the ductwork of the cold air return of a furnace/air handler, make sure that the furnace/air handler blower is ON. If not, leave furnace/air handler blower OFF.
- If the outside temperature is below 0°C/32°F, make sure the unit is not running in defrost while balancing by waiting 10 minutes after plugging the unit in.
- Set the unit to high speed.



BALANCING PROCEDURE

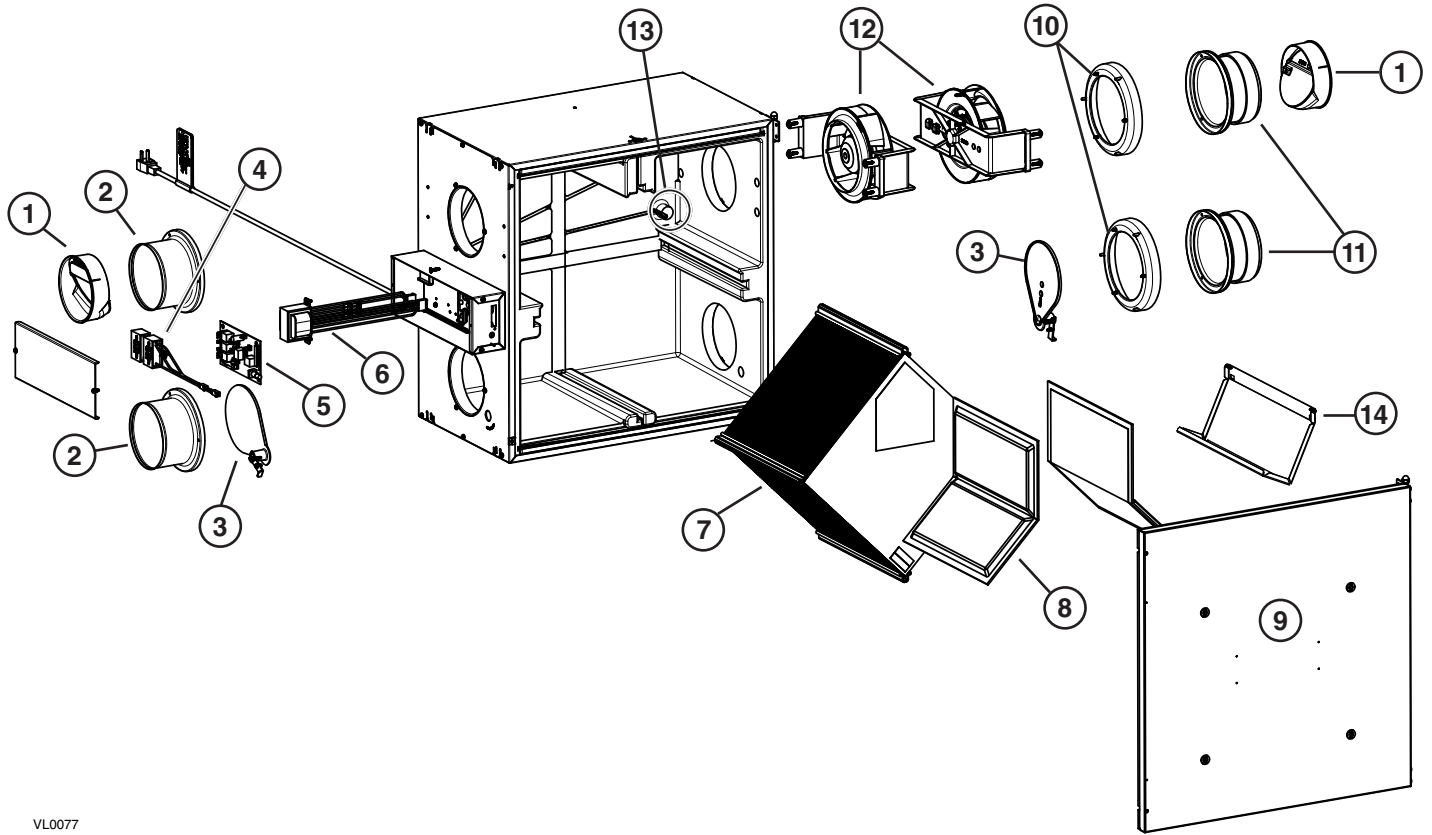
1. Place the magnehelic gauge on a level surface and adjust it to zero.
2. Connect tubing from gauge to EXHAUST airflow pressure taps (see diagram on unit door).
3. Be sure to connect the tubes to their appropriate high/low fittings. If the gauge drops below zero, reverse the tubing connections.
4. Note the CFM value from balancing chart on the unit.
5. Repeat steps 3 and 4, but to FRESH airflow pressure taps.
6. Using the appropriate adjustable balancing damper, lower the highest value so it matches the lowest value. A difference up to ± 10 cfm is acceptable.

CAUTION

The fresh air flow must not be higher than the exhaust air flow.

7. Secure both dampers in place with a fastening screw (included in the hardware kit).
8. Write the required airflow information on a label and stick it near the unit for future reference (date, maximum speed air flows, your name, phone number and business address).

6. SERVICE PARTS



VL0077

ITEM	DESCRIPTION	PART NUMBER	QUANTITY			
			CR12HRV	65HRV	CR12ERV	65ERV
1	Backdraft damper assembly	SV63818	2	2	2	2
2	Metal port 5"	SV63828	2	2	2	2
3	Balancing damper	SV63823	2	2	2	2
4	Capacitor 5 μ F	SV63822	2	2	2	2
5	Electronic board	SV63821	1	1		
		SV63838			1	1
6	Transformer	SV63831	1	1	1	1
7	Heat recovery core	SV63825	1	1		
	Energy recovery core	SV63837			1	1
8	Filter (2)	SV63827	1	1	1	1
9	Door with screws for CR12HRV	SV63829	1			
	Door with screws for 65HRV	SV63830		1		
	Door with screws for CR12ERV	SV63835			1	
	Door with screws for 65ERV	SV63836				1
10	5" Port collar	SV63820	2	2	2	2
11	5" Insulated metal port	SV63819	2	2	2	2
12	Motor assembly (including item 4)	SV63824	2	2	2	2
13	Thermistor	SV63833	1	1	1	1
14	Condensing plate	SV63834	1	1		
*	Hardware bag	SV63832	1	1	1	1

* Not shown.

REPLACEMENT PARTS AND REPAIRS

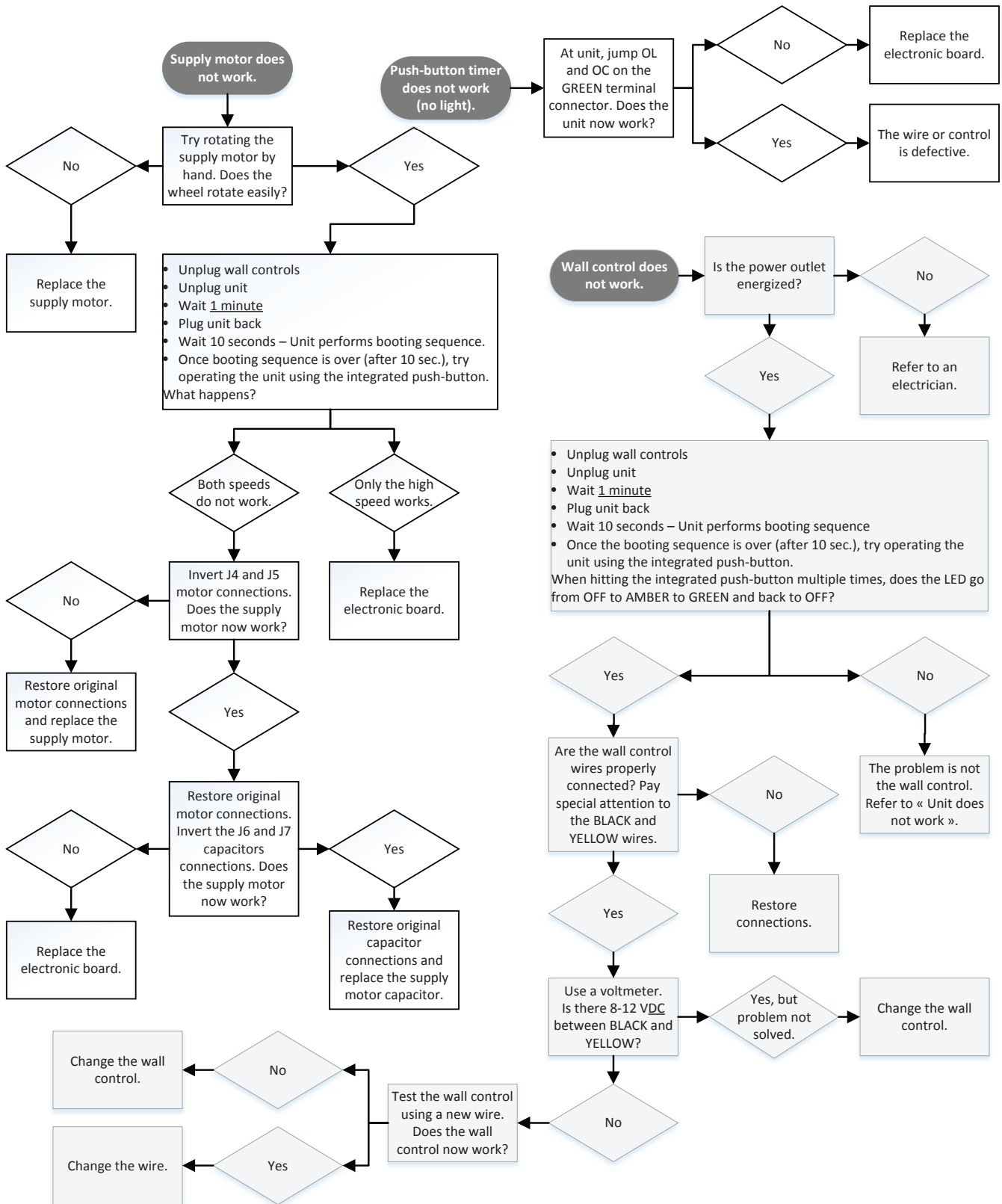
In order to ensure your ventilation unit remains in good working condition, you must use the manufacturer's genuine replacement parts only. The manufacturer's genuine replacement parts are specially designed for each unit and are manufactured to comply with all the applicable certification standards 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 recommends to contact a certified service depot for all replacement parts and repairs.

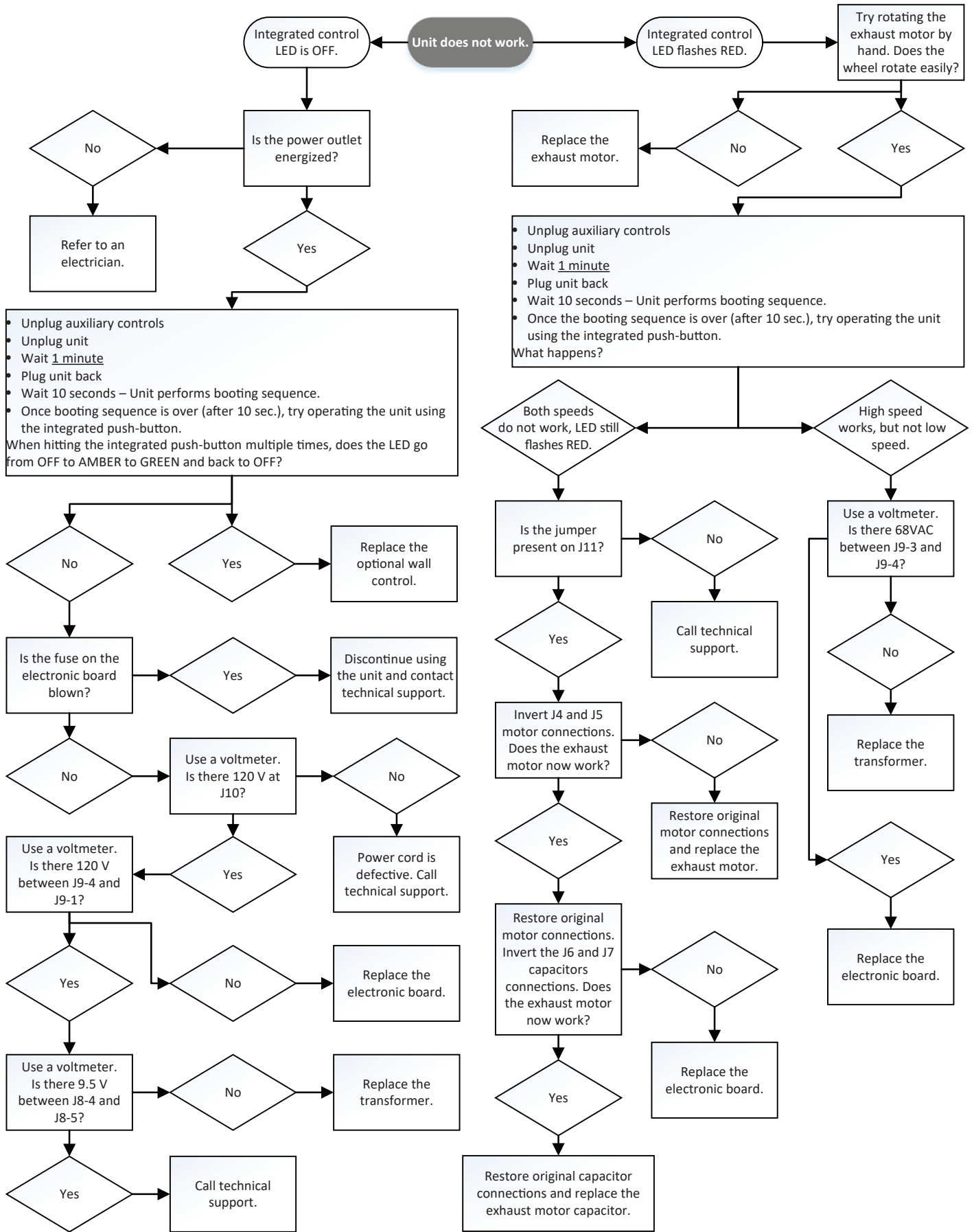
7. INSTALLER'S TROUBLESHOOTING

⚠ WARNING

- A few diagnosis procedures may require the unit to be in operation while proceeding. Be careful with moving and/or live parts.
- Risk of electric shocks. Electronic board connections must be checked by qualified personnel only.

LED Signal	Error Type	Action
LED flashes GREEN (double blink)	Thermistor error (unit still works).	Replace the thermistor kit.





SERVICE TECHNICIANS ONLY: If you require assistance or have questions after performing the above troubleshooting, call: 1-800-649-0372.

8. USING THIS UNIT

8.1 YOUR VENTILATION SYSTEM

This unit is designed to provide fresh air to your home while exhausting stale, humid air. By eliminating accumulated pollutants and humidity, it maintains an optimum air quality and an ideal relative humidity. It is equipped with a recovery core that is designed specifically to control excess humidity and reduce ventilation costs by recovering the energy from the exhausted air, and using that same energy to warm the fresh air being supplied. This recovery process is accomplished in such a way that the stale air is never mixed with the fresh air. When the outdoor temperature is below -5°C (23°F), recovery creates frost in the module. To maintain proper operation, the unit is programmed to defrost the recovery module. The defrost duration and frequency vary according to the outdoor temperature. After defrosting, the unit returns to the operating mode selected by the user.

8.2 INTEGRATED CONTROL

All units are equipped with an integrated control, located in front of the electrical compartment. Use the push button (2) to control the unit. The LED (1) will show which mode the unit is in. For more convenience, these units can be controlled using an optional wall control.

NOTES:

1. The integrated control **must be turned OFF** to use an optional main control.
2. If an optional auxiliary control is used, when activated, it overrides the optional main control.

Refer to this table to operate the unit using the integrated control.

PRESS ON PUSH BUTTON	LED COLOR	RESULTS
ONCE	AMBER	UNIT IS ON LOW SPEED
TWICE	GREEN	UNIT IS ON HIGH SPEED
THREE TIMES	NO LIGHT	UNIT IS OFF

If a problem occurs during the operation of the unit, the integrated control LED (1) will blink. The color of the LED light indicates the type of error detected. Contact your installer.

For wall control problems, refer to the Troubleshooting section in the *Main and auxiliary wall controls user guide*, available at www.venmar.ca and www.vanee.ca.

If the problem is still not solved, contact your installer.

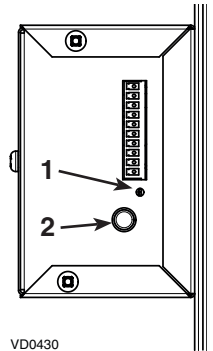
8.2.1 BOOT SEQUENCE

The boot sequence of this unit is similar to the boot sequence of a personal computer. Each time the unit is plugged after being unplugged, or after a power failure, it will perform a booting sequence before starting to operate. During the booting sequence, the integrated control LED (1) will light up and remain GREEN or AMBER for 3 seconds, and will then shut off; the booting sequence is done.

NOTE: No command will be taken until the unit is fully booted.

8.2.2 SETTING EXTENDED DEFROST

The unit is factory set to normal defrost. In cold regions, it may be necessary to setup extended defrost. To do so, during the first 5 seconds of the booting sequence, while the integrated control LED is GREEN, press the push button (2) and hold it until the LED turns AMBER (about 3 seconds).



VD0430

PRODUCT REGISTRATION CARD - FICHE D'ENREGISTREMENT DU PRODUIT

IMPORTANT: Please complete and return this questionnaire within 10 days of your purchase to the address below. Note that only the questions on this side of the page are mandatory. Your answers will be used for market research studies and reports, and will help us to better serve you in the future. **IMPORTANT:** Veuillez remplir ce questionnaire et nous le retourner dans les 10 jours suivant votre achat à l'adresse inscrite en bas de la page. Veuillez noter que seules les questions de ce côté-ci de la page sont obligatoires. Vos réponses serviront à des études de marché et nous aideront à mieux vous servir dans l'avenir.

First name - Prénom

Last name - Nom de famille

Address - Adresse

Apt. no. - App.

City - Ville

Province

Postal code - Code postal

Country - Pays

E-mail address - Courriel

Language preferred - Langue de correspondance

Telephone no. (day) - N° de téléphone (jour)

Telephone no. (evening) - N° de téléphone (soir)

Date of purchase - Date d'achat

Model no. - N° de modèle

Serial no. - N° de série

Centre d'enregistrement de produit - Product registration center, 550 boulevard Lemire, Drummondville, Québec Canada J2C 7W9

BACK / VERSO >

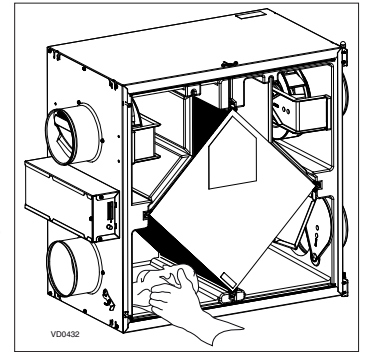
9. MAINTENANCE

⚠ WARNING

Dangerous voltage. During maintenance and repairs, the unit must always be turned off, then unplugged. We take great care to minimize sharp edges; however, please proceed with caution when handling all components. When cleaning the unit, it is recommended to wear safety glasses and gloves.

9.1 TRIMESTRIAL

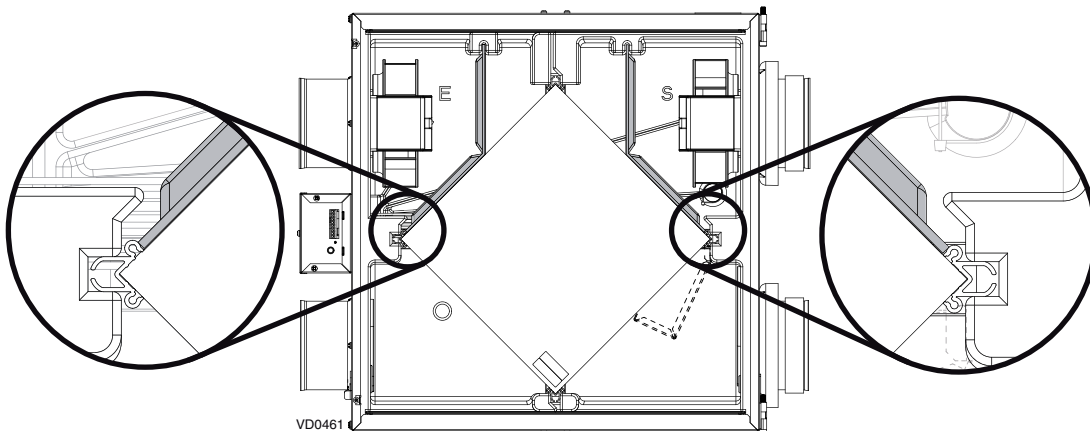
1. Disconnect power cord.
2. The door of this unit is hinged and maintained closed by 2 screws. Remove them and set aside.
3. Clean the inside of the door with a damp cloth.
4. Clean filters:
 - Remove filters.
 - Vacuum to remove most of the dust.
 - Wash with a mixture of warm water and mild soap. You may add bleach if you wish to disinfect (one tablespoon per gallon). Rinse thoroughly. Shake filters to remove excess water and let dry.
5. Clean the condensing tray and plate (if applicable) with a damp cloth.
6. Check the exterior air intake hood:
 - Make sure there are no leaves, twigs, ice or snow that could be drawn into the vent.
 - Clean if necessary.



CAUTION

A blocked air vent, even partially, can cause the unit to malfunction.

7. Reassemble the components. Pay special attention to the filters by making sure that they are engaged in their slots. If a motor wheel touches a filter, the filter is not correctly placed.
8. Rotate the blower wheels by hand. If one of the wheels does not rotate easily, contact your installer.
9. Close the door and plug unit back.



Would you like to receive occasional informational e-mail offers including product updates and special promotions from us? **Yes/No**

What problem were you trying to solve with your purchase? (Check each one that applies to you.)

- | | |
|--|---|
| <input type="checkbox"/> Bad odors | <input type="checkbox"/> Dust |
| <input type="checkbox"/> Respiratory problems | <input type="checkbox"/> Mildew |
| <input type="checkbox"/> Excess of humidity | <input type="checkbox"/> Allergies |
| <input type="checkbox"/> Temperature standardization | <input type="checkbox"/> No specific problems |
| <input type="checkbox"/> Lack of fresh air | <input type="checkbox"/> Others |

Who installed your unit?

- | | |
|--|--|
| <input type="checkbox"/> Home builder | <input type="checkbox"/> Friend / family |
| <input type="checkbox"/> Recommended installer | <input type="checkbox"/> Contractor |
| | <input type="checkbox"/> Yourself |

Please read the following list of criteria carefully. Indicate the importance of your purchase decision on a scale of 1 (less important) to 5 (most important).

- | | |
|----------------------------------|-------------------------------|
| ___ Price | ___ Heat recovery |
| ___ Warranty | ___ Controls |
| ___ Product design | ___ Ease of cleaning |
| ___ Ventilation capacity | ___ Manufacturer's reputation |
| ___ Filter maintenance indicator | ___ Ease of use |
| ___ Filtration quality | ___ Noise level |
| ___ Recirculation | ___ Other |

Aimeriez-vous recevoir plus de détails sur nos promotions, offres de rabais et mises à jour de nos produits? **Oui/Non**

Quels problèmes essayez-vous de résoudre par cet achat? (Cochez toutes les cases pertinentes)

- | | |
|---|---|
| <input type="checkbox"/> Mauvaises odeurs | <input type="checkbox"/> Poussières |
| <input type="checkbox"/> Problèmes respiratoires | <input type="checkbox"/> Moisissures |
| <input type="checkbox"/> Excès d'humidité | <input type="checkbox"/> Allergies |
| <input type="checkbox"/> Uniformisation de la température | <input type="checkbox"/> Pas de problèmes spécifiques |
| <input type="checkbox"/> Manque d'air frais | <input type="checkbox"/> Autres (Précisez SVP) |

Qui a installé l'appareil?

- | | |
|--|---|
| <input type="checkbox"/> Constructeur de la maison | <input type="checkbox"/> Ami/membre de la famille |
| <input type="checkbox"/> Installateur recommandé | <input type="checkbox"/> Entrepreneur |
| | <input type="checkbox"/> Vous-même |

Veillez lire la liste des critères de sélection ci-dessous. Sur une échelle de 1 (étant le moins important) à 5 (étant le plus important), veuillez indiquer l'importance de chacun d'entre eux dans votre décision d'achat.

- | | |
|--------------------------------------|------------------------------|
| ___ Prix | ___ Récupération d'énergie |
| ___ Garantie | ___ Fonctions |
| ___ Design du produit | ___ Facilité de nettoyage |
| ___ Débit de ventilation | ___ Réputation du fabricant |
| ___ Indicateur d'entretien du filtre | ___ Simplicité d'utilisation |
| ___ Recirculation | ___ Niveau de bruit |
| ___ Récupération de chaleur | ___ Autres (Précisez SVP) |

Are you connected? Please do not hesitate to complete the product registration card via our Web site at www.bnv.ca

Enregistrez-vous en ligne! N'hésitez pas à remplir la fiche d'enregistrement du produit sur notre site Internet au www.bnv.ca

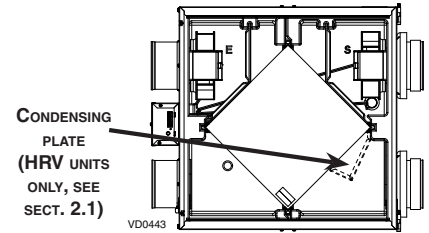
9. MAINTENANCE (CONT'D)

9.2 ANNUAL (AT FALL)

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

CAUTION

- Handle the recovery core with care.
- Do not disassemble the condensing plate from the heat recovery core.



- Clean the recovery core:

CR12HRV AND 65HRV	CR12ERV AND 65ERV
<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. 	Remove the dust on the core using a vacuum cleaner and a soft brush attachment. CAUTION: DO NOT SOAK THE ENERGY RECOVERY CORE IN WATER

- Clean the blower assembly.
- Remove the dust using a vacuum cleaner with a soft brush attachment.
- Reassemble the components.
- 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 on windows (air too humid).	<ul style="list-style-type: none"> Operate the unit at maximum speed (MAX.) 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. Air too dry.	<ul style="list-style-type: none"> Operate the unit at low speed (MIN.). Temporarily switch to the intermittent mode (if available). Temporarily use a humidifier.
5. Air too cold at the air supply grille.	<ul style="list-style-type: none"> Make sure the outdoor hoods are not blocked. Operate the unit at low speed (MIN.). Have the system's balancing checked (contact your installer). Have the unit's defrost system checked (contact your installer). 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 to 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.

Venmar Ventilation ULC, 550 Lemire Boulevard, Drummondville, Qc J2C 7W9 800-567-3855