

INSTALLATION INSTRUCTIONS AND USER GUIDE



PRO301 HEAT RECOVERY VENTILATOR

VENMAR VENTILATION INC., 550 LEMIRE BLVD., DRUMMONDVILLE, QC. CANADA J2C 7W9
WWW.VENMAR.CA



* This product earned the ENERGY STAR® by meeting strict energy efficiency guidelines set by Natural Resources Canada and the US EPA. It meets ENERGY STAR requirements only when used in Canada.

⚠ RESIDENTIAL INDOOR USE ONLY ⚠

READ AND SAVE THESE INSTRUCTIONS



ABOUT THIS GUIDE

First, we want to congratulate you on your purchase of this excellent unit which will allow you and your family to enjoy clean and healthy air throughout your home for years to come!

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

Identifies 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.

ABOUT THESE UNITS

LIMITATION

For residential (domestic) installation only. Installation work and electrical wiring must be done by a qualified person(s) 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. If you have questions, contact the manufacturer at the address or telephone number listed in the warranty.
2. We recommend that your unit be inspected by a specialized technician once a year.
3. Before servicing or cleaning the unit, disconnect power cord from electrical outlet.
4. This unit is not designed to provide combustion and/or dilution air for fuel-burning appliances.
5. When cutting or drilling into wall or ceiling, do not damage electrical wiring and other hidden utilities.
6. Do not use the unit with any solid-state speed control device other than the ones listed below:

MAIN CONTROL	AUXILIARY CONTROL
LITE-TOUCH PRO	20-MINUTE LIGHTED PUSH BUTTON

7. 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.
8. Do not install in a cooking area or connect directly to any appliances.
9. Do not use to exhaust hazardous or explosive materials and vapors.
10. When performing installation, servicing or cleaning the unit, it is recommended to wear safety glasses and gloves.
11. Due to the weight of the unit, two installers are recommended to perform installation.
12. When applicable local regulations comprise 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 premature clogged filters, turn OFF the unit 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.
4. Intended for residential installation only in accordance with the requirements of Part 9 of the National Building Code of Canada.
5. Do not run any air ducts directly above or closer than 2 ft (0.61 m) to any 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 not closer than 9' 10" (3 m) from this plenum connection to the furnace.
6. The ductwork is intended to be installed in compliance with all applicable 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).

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1. TYPICAL INSTALLATIONS

Use the following illustrations as guidelines to help you decide on how the unit will be installed.

All the units should be hung from the joists.

In every case, bathroom fans and a range hood could be used to exhaust stale air. However, please note that an optional bathroom installation kit (part no. IKBV1000 or IKBB1000) is available for house where there is no bathroom fans. Also, for homes with more than one level, we recommend one exhaust register at the highest level.

There are 3 installation methods: Fully Ducted System, Central Draw Point and Simplified Installation.

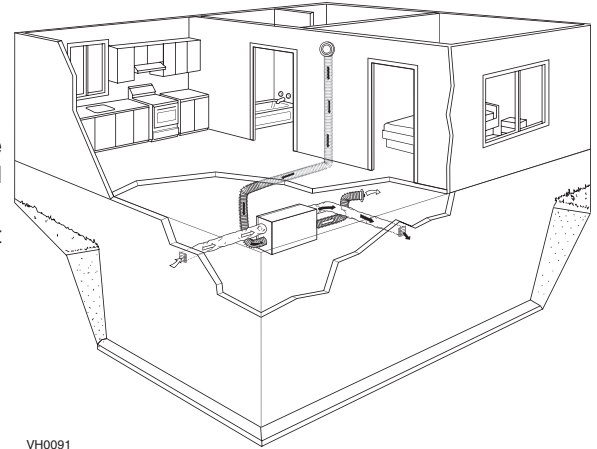
NOTE: An electrical outlet has to be available within 3 feet of the unit.

1.1 FULLY DUCTED SYSTEM (PRIMARYLY FOR HOMES WITH RADIANT HOT WATER OR ELECTRIC BASEBOARD HEATING)

Stale air coming from the register located at the highest level of the house is exhausted to the outside. Fresh air from outside is filtered and supplied by the register located in the lowest liveable level.

Homes with more than one level require at least one exhaust register at the highest level.

See figure at right.



VH0091

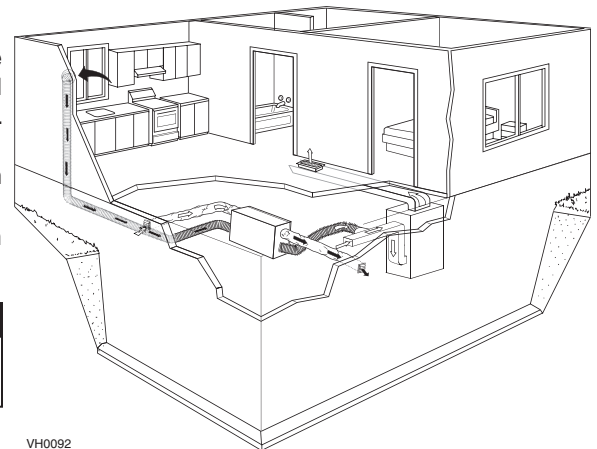
1.2 CENTRAL DRAW POINT (CONNECTION TO A FORCED AIR SYSTEM)

Stale air coming from the register located at the highest level of the house is exhausted to the outside. Fresh air from outside is filtered and supplied to the return (plenum) or the supply duct of the forced air unit. See figure at right.

For this type of installation, it is not essential that the forced air system blower runs when the unit is in operation, but we recommend it.

NOTE: Home with multiple forced air systems should have one unit on each system.

CAUTION
Do not connect the unit to any forced air system supply duct.



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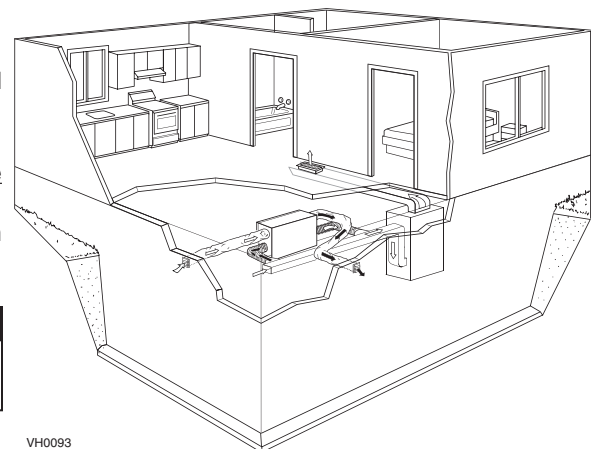
1.3 SIMPLIFIED INSTALLATION (CONNECTION TO A FORCED AIR SYSTEM)

Stale air is exhausted to the outside. Fresh air from outside is filtered and supplied to the return (plenum) or the supply duct of the forced air unit. See figure at right.

To avoid cross-contamination and achieve the highest efficiencies, the forced air system blower must always be ON.

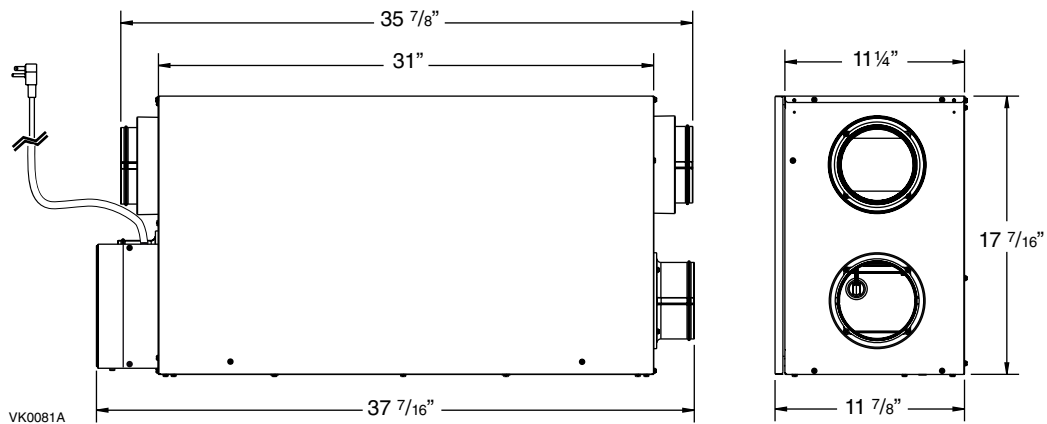
NOTE: Home with multiple forced air systems should have one unit on each system.

CAUTION
Do not connect the unit to any forced air system supply duct.



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2. DIMENSIONS



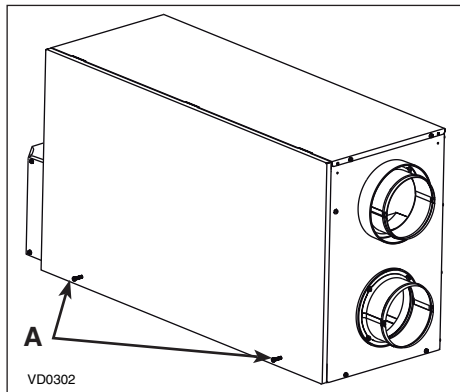
3. INSTALLATION

3.1 INSPECT THE CONTENT OF THE BOX

NOTE: Before proceeding to the installation, check the content of the box. If items are missing or damaged, contact the manufacturer. Remove all packaging material from the unit.

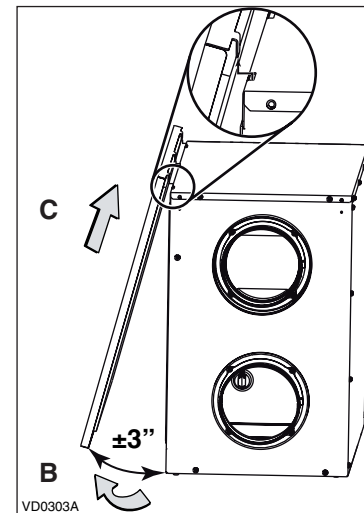
- Inspect the exterior of the unit for shipping damage. Ensure that there is no damage to the door, ports, power cord, etc.
- Using a Phillips or a Robertson screwdriver, loosen both door screws (A).

NOTE: The screws will stay attached to the door.



CAUTION

In order to prevent damages to the door hooks, do not open completely the unit door; tilt it about 3" from the unit base and lift it up. See illustration below.



- Inspect the inside of the unit for damage. Ensure that blower assembly, heat recovery core, core filters, insulation, dampers, etc. are all intact, then reinstall the unit door.

3. INSTALLATION (CONT'D)

3.2 INSTALLATION KIT, TOOLS AND MATERIAL

The installation kit needed to perform most installations is no. IKSP1000. Following are the tools and material needed:

- Phillips no. 2 or Robertson no. 2 screwdriver
- Small flat blade screwdriver (for wall control connection)
- Wire stripper (for wall control connection)
- Hammer and flat blade screwdriver (for plenum connection installation only, to make holes in existing metal duct)
- Scissors or utility knife (to cut duct tape)
- Measuring tape
- Duct tape
- Tin snips or metal shear (for plenum connection installation only, to cut ductwork)
- Aluminum duct tape (for plenum connection installation only)
- Jig saw
- Caulking gun and caulking.

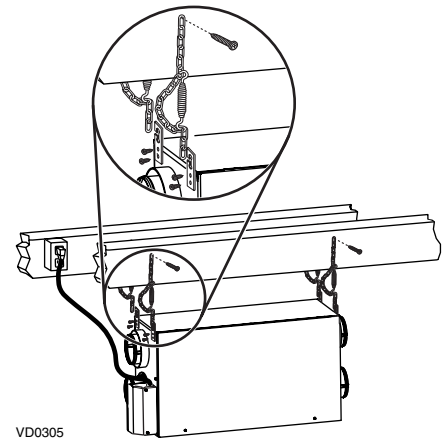
3.3 LOCATING THE UNIT

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 of the unit, for maintenance.
- Close to an exterior wall, so as to limit the length of the insulated flexible duct to and from the unit.
- Away from hot chimneys and other fire hazards.
- Allow for a power source (standard 3-prong grounding outlet).
- Close to a drain. If no drain is close by, use a pail to collect run-off.

Hang the unit with the four hooks, chains and springs provided. See illustration at right.

CAUTION
Make sure the unit is level.



3.4 PLANNING OF THE DUCTWORK

- Keep it simple. Plan for a minimum of bends and joints.
- Keep the length of insulated ducts to a minimum.
- Do not ventilate crawl spaces or cold rooms. Do not attempt to recover the exhaust air from a dryer or a range hood. This would cause clogging of the filters and recovery module.
- If the house has two floors or more, be sure to plan for at least one exhaust register on the highest lived-in level.

3.5 INSTALLING NON-INSULATED DUCTS AND DIFFUSERS

3.5.1 FULLY DUCTED SYSTEM (AS ILLUSTRATED IN SECTION 1.1)

WARNING
Never install a stale air exhaust diffuser in a closed room where a combustion device operates, such as a gas furnace, a gas water heater or a fireplace.

Stale air exhaust ductwork

- Install the stale air exhaust diffuser in the main area where the contaminants are produced: kitchen, living room, etc. Position the diffuser as far from the stairway as possible and in such a way that the air circulates in all the lived-in spaces in the house. If desired, you can install another diffuser (sold separately).
- If a diffuser is installed in the kitchen, it must be located at least 4 feet (1.2 m) from the range.
- Install the diffuser 6 to 12 inches (152 to 305 mm) from the ceiling on an interior wall OR install it in the ceiling.

3. INSTALLATION (CONT'D)

3.5 INSTALLING NON-INSULATED DUCTS AND DIFFUSERS (CONT'D)

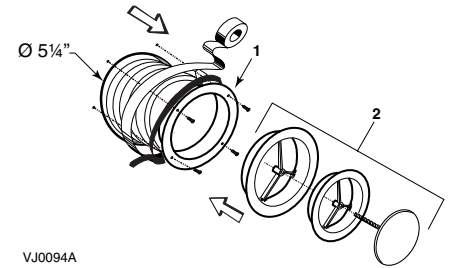
3.5.1 FULLY DUCTED SYSTEM (AS ILLUSTRATED IN SECTION 1.1) (CONT'D)

Fresh air distribution ductwork

- Install the fresh air distribution diffuser in a large, open area in the lowest level to ensure the greatest possible air circulation.
- Keep in mind that the fresh air diffuser must be located as far as possible from the stale air diffuser. If desired, you can install another diffuser (sold separately).
- Install the diffuser either in the ceiling OR 6 to 12 inches (152 to 305 mm) from the ceiling on an interior wall. (The cooler air will then cross the upper part of the room and mix with room air, before descending to occupant's level.)
- If a register must be floor installed, direct the airflow up the wall.

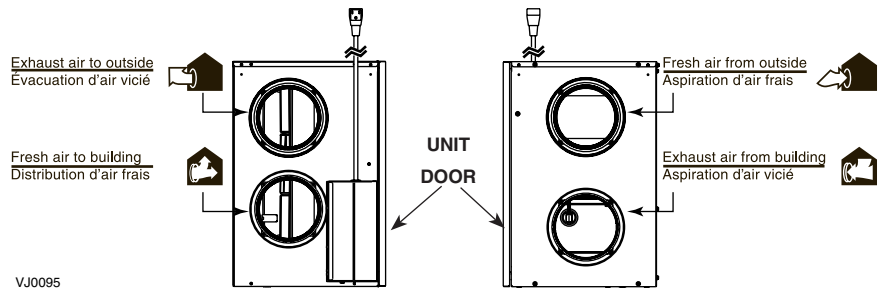
HOW TO CONNECT THE FLEXIBLE DUCTS TO THE DIFFUSERS

Once the diffusers location is determined, cut out 5¼" diameter hole. Run one end of the flexible duct through the hole and fix it to the diffuser base (1), using a tie wrap and duct tape. Assemble the diffuser base to the wall (or ceiling) using its 4 no. 8 x 3/4" screws. Then, slide in the diffuser (2). See illustration at right.



UNIT PORTS IDENTIFICATION

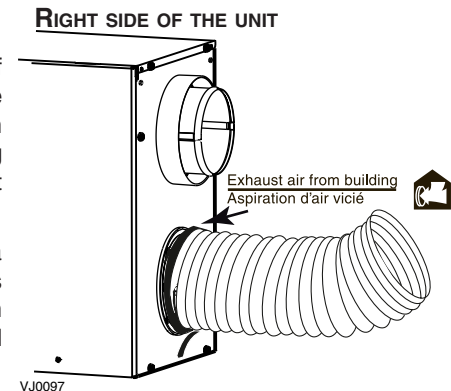
Each unit port has an identification label beside it to avoid wrong duct connections to the unit. Always refer to these labels before performing any duct and port connection.



HOW TO CONNECT THE FLEXIBLE DUCTS TO THE UNIT PORTS

Both flexible ducts attached to the diffusers must be connected to the bottom ports of the unit. When facing the unit door, the fresh air to building port is located on left side and the exhaust air from building port is on the right side. Refer to the identification labels affixed beside each unit ports. Using tie wrap, attach the fresh air to building duct to its corresponding port, then do the same for the exhaust air to building duct and port. See illustration at right.

NOTE: Use an insulated duct (not included) if the duct will have to go through a space where it is possible to experience extreme temperature conditions (eg: in northern area, unheated attic in winter or uncooled attic in southern area). Also, if you plan to stop the unit for more than 12 hours, we recommend to cover the duct with R12 insulation.



3.5.2 CENTRAL DRAW POINT (AS ILLUSTRATED IN SECTION 1.2)

Stale air exhaust ductwork

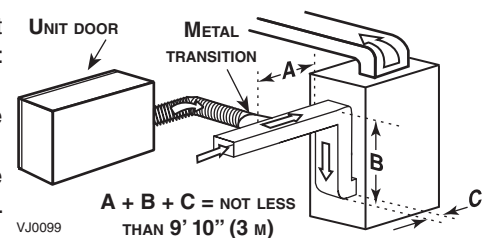
Same as for Fully Ducted System, described in step 3.5.1

Fresh air distribution ductwork

⚠ WARNING

When performing duct connections, always use approved tools and materials. Respect all corresponding laws and safety regulations. Please refer to your local building code.

- Locate the opening for fresh air ductwork on the forced air unit return duct at a minimum linear distance of 9' 10" (3 m) upstream (from forced air unit drop: **A+B+C**). Cut out a 5" Ø hole in this location, using metal shear.
- Use a metal transition (not included, available in hardware store) to connect the unit duct to the forced air unit return duct.
- Attach the other end of the flexible duct to the Fresh air to building port (see icon on the left side of the unit). Use tie wrap and duct tape to seal the connection. See illustration at right.



3. INSTALLATION (CONT'D)

3.5 INSTALLING NON-INSULATED DUCTS AND DIFFUSERS (CONT'D)

3.5.3 SIMPLIFIED INSTALLATION (AS ILLUSTRATED IN SECTION 1.3)

Fresh air distribution ductwork (return side connection)

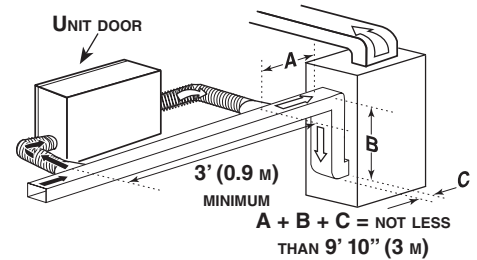
Same as for Central Draw Point, described in step 3.5.2

Stale air exhaust ductwork (return side connection)

⚠ WARNING

When performing duct connections, always use approved tools and materials. Respect all corresponding laws and safety regulations. Please refer to your local building code.

- Locate the opening for stale air ductwork on the forced air unit at least 3' (0.9 m) from fresh air ductwork connection. Cut out a 5" Ø hole in this location, using metal shear.
- Use a steel transition (not included, available in hardware store) to connect the unit duct to the forced air unit return duct.
- Attach the other end of the flexible duct to the Exhaust air from building port (see icon on the right side of the unit). Use tie wrap and duct tape to seal the connection. See illustration at right.



CAUTION

Make sure the furnace blower operation is synchronized with the unit operation! See Section 5.

3.6 INSTALLING INSULATED FLEXIBLE DUCTS

CAUTION

Make sure the vapor barrier on the insulated ducts does not tear during installation to avoid condensation within the ducts.

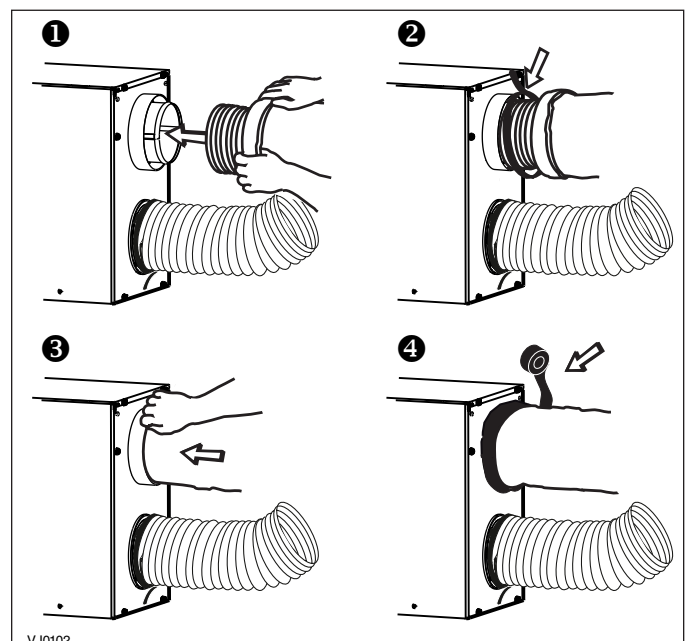
3.6.1 CONNECTION TO THE UNIT PORTS

Use the following procedure for connecting the insulated flexible ducts to the unit ports (Exhaust air to outside and Fresh air from outside). Refer to identification labels before performing any duct and port connection.

CAUTION

Avoid compressing the insulation when you pull the tape tightly around the joint. Compressed insulation loses its insulation properties and causes water dripping due to condensation on the exterior surface of the duct.

- 1 For both remaining ducts, pull back the insulation to expose the interior flexible duct.
- 2 Connect the interior flexible duct to the smaller part of the inner ring of the port using a tie wrap.
- 3 Pull the insulation over the joint and tuck it between the inner and outer rings of the port. Pull the vapor barrier over the insulation and over the outer ring of the port.
- 4 Apply duct tape gently to the joint in order to make an airtight seal. See figures at right.



3. INSTALLATION (CONT'D)

3.6 INSTALLING INSULATED FLEXIBLE DUCTS (CONT'D)

3.6.2 LOCATING EXTERIOR PORTS

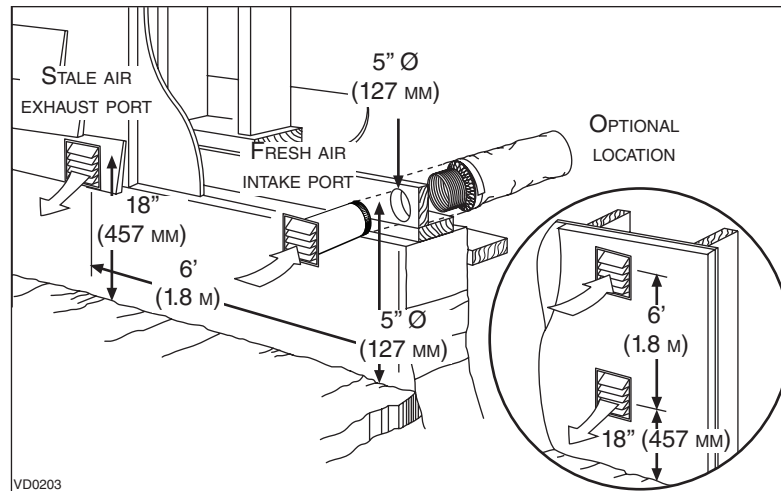
Choose an appropriate location for installing the exterior ports:

- There must be a minimum distance of 6' (1.8 m) between the hoods to avoid cross-contamination
- There must be a minimum distance of 18" (457 mm) from the ground

⚠ WARNING

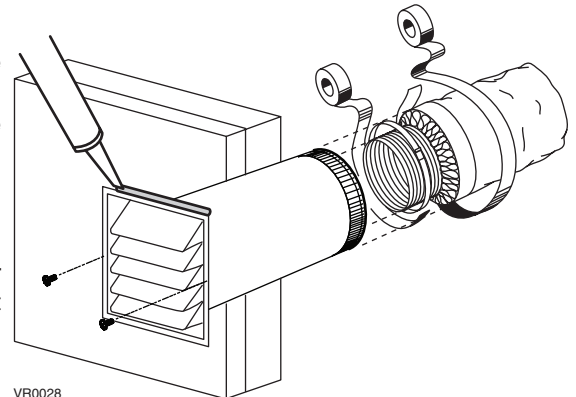
Make sure the fresh air intake port is located at least 6 feet (1.8 m) away (or more, as per applicable building codes or standards) from sources of contamination such as:

- **Dryer exhaust, high efficiency furnace vent, central vacuum vent**
- **Gas meter exhaust, gas barbecue grill**
- **Garbage bin**
- **Any exhaust from a combustion source**



3.7 CONNECTING INSULATED DUCTS TO EXTERIOR PORTS

- For each exterior port, using a jig saw, cut a 5" diameter hole in the exterior wall.
- From the outside, slide the exterior port in place and attach it to the exterior wall, using 2 no. 8 x 1½" provided screws. Seal the outline with silicone.
- From the inside, pull back the insulation to expose the flexible duct and, using a tie wrap, attach it to the exterior port rigid duct. Carefully seal with duct tape. Pull the insulation over the joint. Pull the vapor barrier over the insulation and over the joint. Apply gently duct tape to the joint making an airtight seal. See illustration at right.

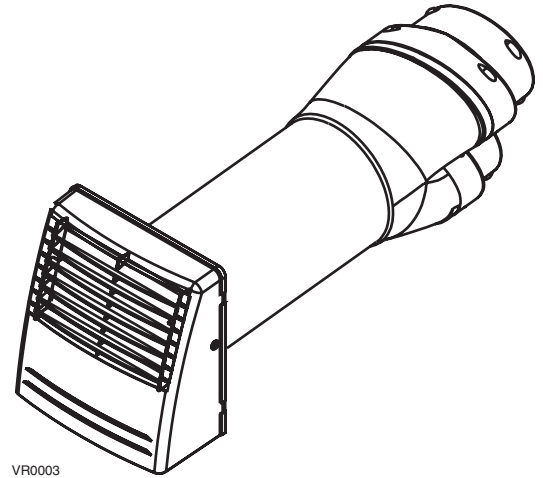


3. INSTALLATION (CONT'D)

3.8 INSTALLING TANDEM® TRANSITION* KIT

If desired, it is possible to perform insulated ducts connection with the outside using the Tandem transition kit (purchase separately, part number 14690). The joist opening needed to install the Tandem transition must be 9¾" minimum. The maximum height of the Tandem transition is 8¾". To connect the insulated flexible ducts to the Tandem transition (Exhaust air to outside and Fresh air from outside), follow the instructions included with the kit.

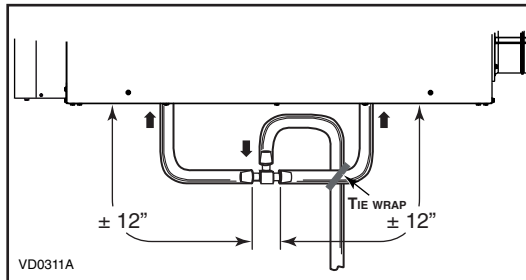
*Patented.



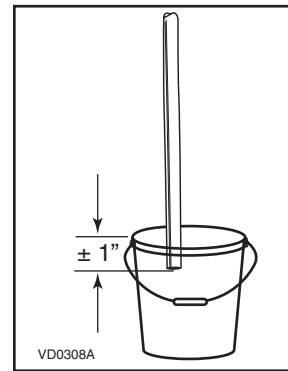
VR0003

Tandem transition kit

3.9 CONNECTING THE DRAIN



Cut two sections of plastic tubing, approximately 12" long, and connect each one to both inner drain fittings located under the unit as shown. Join these both sections to the "T" junction and main tube as shown, to prevent the unit from drawing unpleasant odors from the drain source.



Run the tube to the floor drain or to an alternative drain pipe or pail.

IMPORTANT

If using a pail to collect water, locate the tube end approximately 1" from the top of the pail in order to prevent water from being drawn back up into the unit.

4. CONTROLS

This unit is equipped with an integrated defrost control located under the electrical compartment of the unit. Plug the unit.

4.1 BOOTING SEQUENCE

The unit booting sequence is similar to a personal computer boot sequence. Each time the unit is plugged after being unplugged, or after a power failure, the unit will perform a booting sequence before starting to operate.

During the booting sequence, the integrated defrost control LED (2 in illustration below) will be OFF for 3 seconds, and then will turn RED for the rest of the booting sequence (approximately 15 seconds). During this RED light phase, the unit is checking and resetting the motorized damper position. Once the motorized damper position completely set, the booting sequence is done; the color of the LED will show on which defrost cycle the unit is set.

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

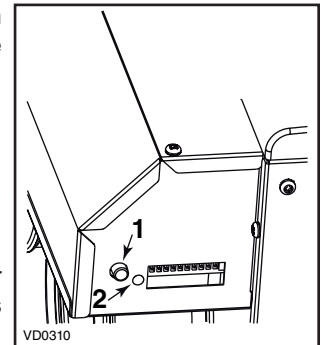
If a problem occurs during the unit operation, its integrated control LED (2) will blink. The color of the blinking light depends on the type of error detected. Refer to Section 9 Troubleshooting on last page for further details.

4.2 DEFROST CYCLES

Five seconds after the booting sequence is done, the LED (2) will light and stay lit to show in which defrost cycle the unit is set. Use the push button (1) to change the defrost cycle of the unit (see table below).

LED COLOR	DEFROST CYCLE
GREEN	STANDARD
RED	PLUS
AMBER	DISCRETION

NOTE: There is a 15-minute delay for the new defrost cycle choice to be kept in memory; if a power failure occurs during this time delay, when the power returns, the unit resume to its previous setting.



According to your need, there are 3 defrost cycles available:

STANDARD: This is the factory set defrost cycle, which is the most commonly used to suit normal weather conditions. When needed, the unit will perform defrost cycle on high speed.

PLUS: This mode has been created for people who live in cold region (outside temperature -27°C [-17°F] and lower). This setting makes the unit perform defrost cycle on high speed for a longer period of time.

DISCRETION: When needed, the defrost cycle will be performed on the same speed than the unit ventilation speed. For example, if the unit is set on high speed, the defrost cycle will be done on high speed, but if the unit is set on low speed, the defrost cycle will be done on low speed.

4. CONTROLS (CONT'D)

4.3 LITE-TOUCH PRO MAIN WALL CONTROL INSTALLATION

NOTE: If the 20-minute lighted push-button is used, if activated, this optional auxiliary control will override the main control operation.

⚠ WARNING

Always disconnect the unit before making any connections. Failure in disconnecting power could result in electric shock or damage of the wall control or electronic module inside the unit.

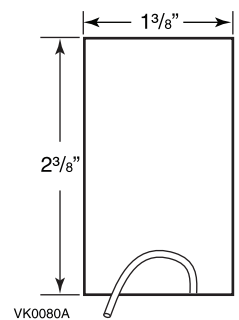
CAUTION

Failure to comply with the following can cause erratic operation of the unit and/or the wall control:

- Never install more than one main wall control per ventilation unit;
- Keep control low voltage wiring at least 1 foot (305 mm) away from motors, lighting ballast, light dimming circuit and power distribution panel. Do not route control wiring alongside house power wiring;
- Ensure the wires are securely connected.

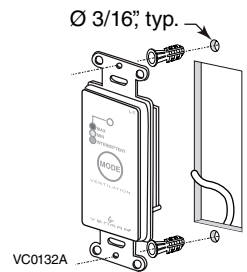
❶ Unplug the unit.

❷ Cut a $2\frac{3}{8}$ " x $1\frac{3}{8}$ " hole in a wall, at a convenient location for the wall control. Route the control cable (included) from the unit to this hole. See figure at right.



❸ Temporarily place the switch over the hole and mark both mounting screw hole positions.

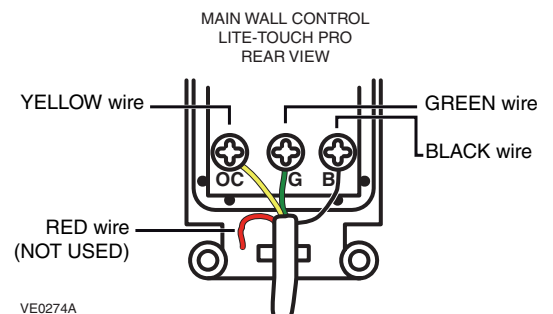
❹ Remove the switch, drill both screw holes ($3/16$ " Ø) in wall and insert the wall anchors.



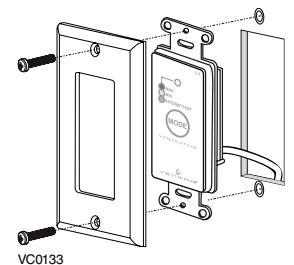
❺ Strip the end of the cable to access the wires.

NOTE: Although this is a 4-wire cable, only 3 of them will be used for connection; do not use the RED one.

Strip the end of BLACK, GREEN and YELLOW wires. Connect each wire to its corresponding terminal: YELLOW wire to "OC", GREEN wire to "G" and BLACK wire to "B". See illustration at right.



❻ Mount the wall control to the wall.



4. CONTROLS (CONT'D)

4.4 WALL CONTROL(S) CONNECTION TO THE UNIT

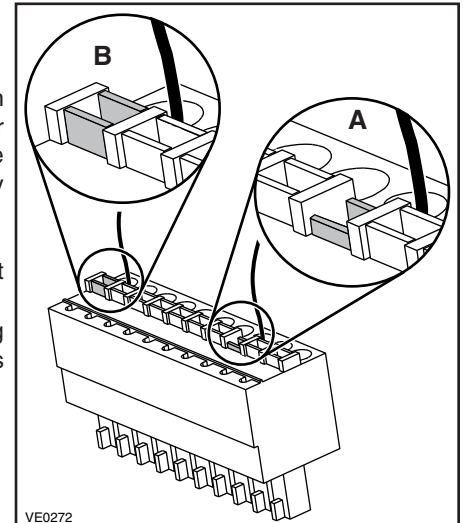
Use the terminal connector included in the installation kit to perform the electrical connection for main and optional wall controls. Check if all wires are correctly inserted in their corresponding holes in the terminal block. (A wire is correctly inserted when its orange receptacle is lower than another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

Splice back the end of the cable to access the wires.

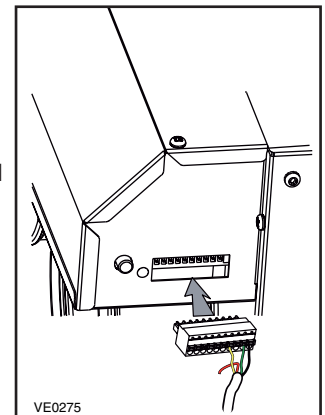
NOTE: Although this is a 4-wire cable, only 3 of them will be used for connection; do not use the RED one.

Strip the end of BLACK, GREEN and YELLOW wires. Connect each wire to its corresponding terminal: YELLOW wire to "Y", GREEN wire to "G" and BLACK wire to "B". Check if all wires are correctly inserted in their corresponding holes in the terminal block.

Connect the auxiliary control cable, if installed (not shown).



Once the control(s) connection have been made, insert the terminal connector in the electrical compartment interface. Plug the unit.

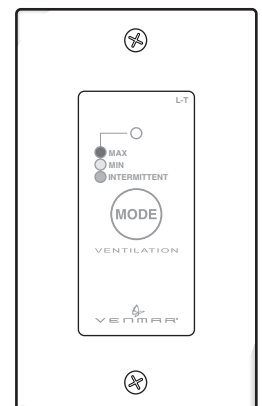


4.5 LITE-TOUCH PRO USE

When power is applied for the first time or after a power failure, this control is in OFF mode.

Activate the wall control by pressing on MODE; the light indicator will show clearly in which operating mode the unit is.

Light Indicator Color	Mode	Suggested Use
GREEN	INTERMITTENT	Select this mode when you are away from the house for a few days. Also, when you deem the inside air is too dry in heating season, or too humid during cooling season. In this mode, the unit is OFF for 40 minutes per hour and ventilates at minimum speed the remaining 20 minutes of the hour.
YELLOW	MIN	Minimum ventilation speed for normal daily operation.
RED	MAX	Maximum ventilation speed for excess pollutants and humidity (parties, odors, smoke, etc.)
No light	OFF	Turn off the unit before performing maintenance.



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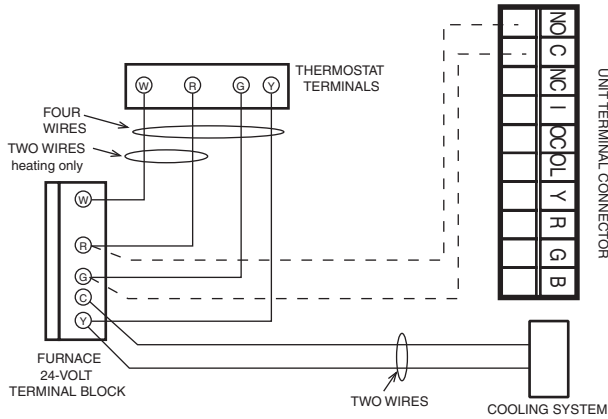
5. ELECTRIC CONNECTION TO THE FURNACE

⚠ 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.

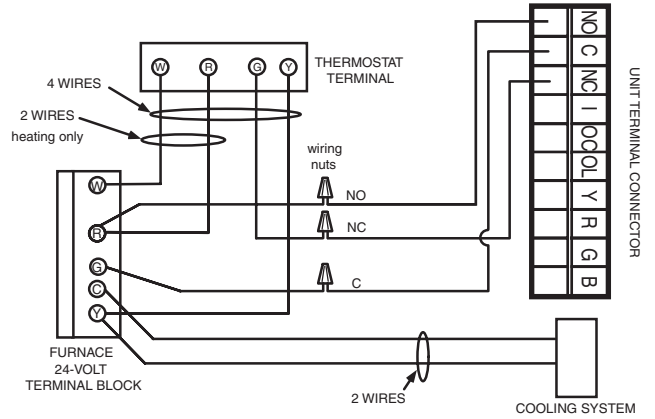
On some electronic thermostats, energizing the “R” and “G” terminals at the furnace has the effect of energizing “Y” at the thermostat and thereby turning on the cooling system (if present). If you identify this type of thermostat, you must use the ALTERNATE FURNACE INTERLOCK WIRING.

STANDARD FURNACE INTERLOCK WIRING (MECHANICAL THERMOSTAT)



VE0108A

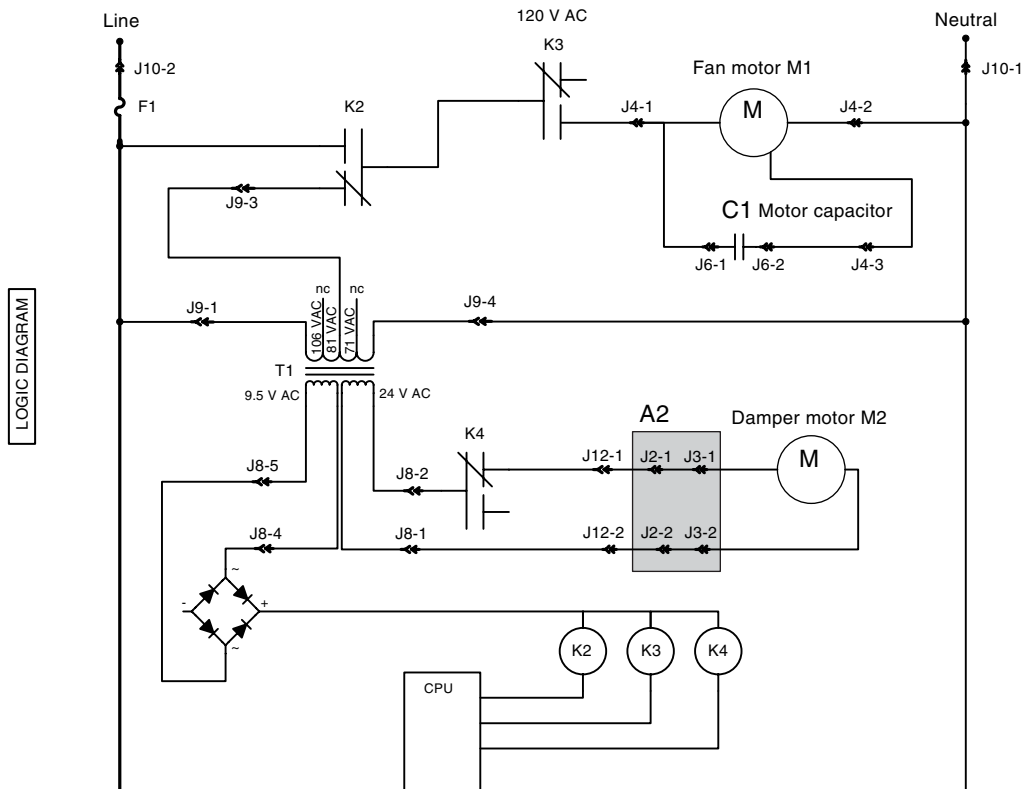
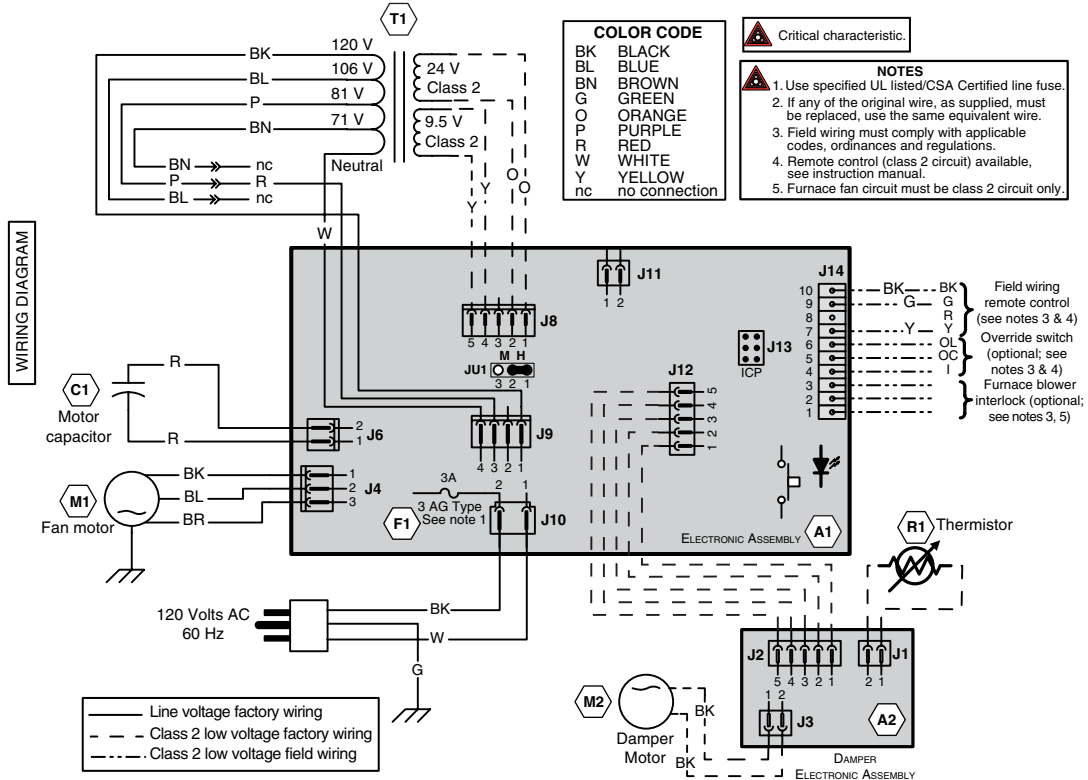
ALTERNATE FURNACE INTERLOCK WIRING (RECOMMENDED FOR FURNACE WITH ELECTRONIC THERMOSTAT)



6. 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 and check the polarity and voltage output from the outlet. Replace the fuse as per the servicing instructions (refer to wiring diagram for proper fuse rating) and verify the product. If the replaced fuse blows, it may be a short-circuit and the product must be discarded or returned to an authorized service center for examination and/or repair.



7. MAINTENANCE

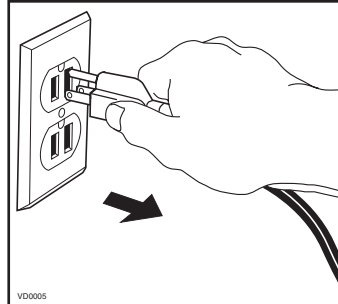
⚠ WARNING

Risk of electric shock. Before performing any maintenance, always turn off and disconnect the unit from its power source.

Regular maintenance should be performed every 3 months. Annual maintenance should take place every fall season.

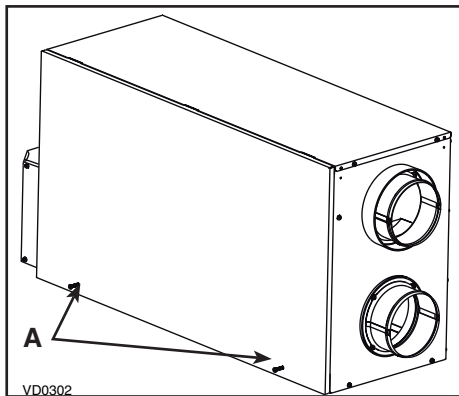
7.1 EVERY THREE MONTHS

- 1 Turn the unit OFF and unplug it.



- 2 Using a Phillips or a Robertson screwdriver, loosen both door screws (A).

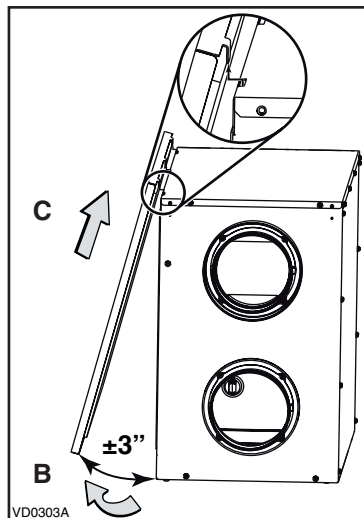
NOTE: The screws will stay attached to the door.



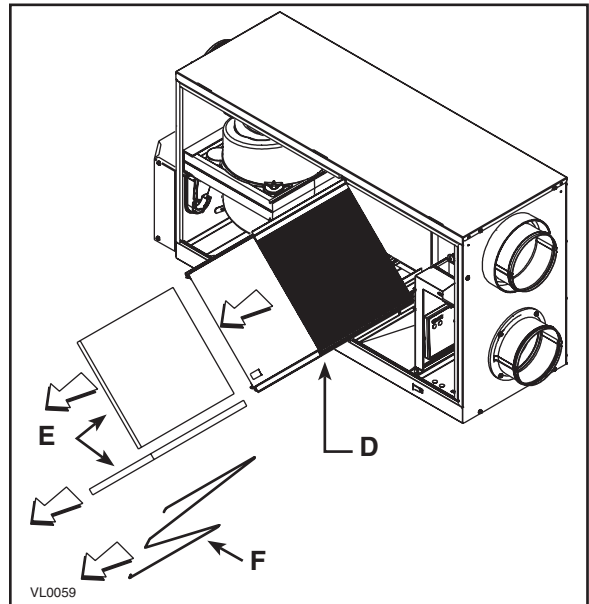
- 3 Open (B) and lift out the door (C).

CAUTION

In order to prevent damages to the door hooks, do not open completely the unit door; tilt it about 3" from the unit base and lift it up. See illustration below.



- 4 Slide out the heat recovery core (D), the core filters (E) and the bottom filter retaining wire (F). See below.



- 5 Clean the inside wall of the unit with a damp cloth, then, wipe with a dry one.
- 6 Remove dust on core using a vacuum cleaner with a soft brush attachment. Wash both core filters under lukewarm water with mild soap. Rinse thoroughly and let dry completely.
- 7 Reinstall the heat recovery core with its filters, as well as the bottom filter retaining wire.
- 8 Reinstall the door, plug back the unit and turn it on.
NOTE: Allow a 20-second delay for boot sequence.

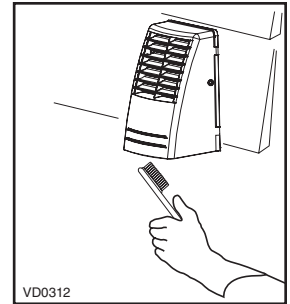
7. MAINTENANCE (CONT'D)

7.2 ANNUAL MAINTENANCE

Repeat steps ① to ⑥ and continue with the following steps:

- ⑦ Allow the heat recovery core to soak for 3 hours in a solution of warm water and mild soap (dishwashing liquid). Rinse carefully, drain off water, and reinstall with its filters as well as the bottom filter retaining wire.

- ⑧ Check the exterior hood; make sure there are no leaves, twigs, ice or snow that could be drawn into the vent. Clean if necessary.



- ⑨ Reinstall the door, plug back the unit and turn it on.

NOTE: The unit will return to its previous setting after a 20-second delay for boot sequence.

8. SERVICE PARTS

If needed, the core filters can be replaced. These items can be purchased at the place the unit was bought, or at an authorized service center (part number 61562, 2 per package).

NOTE: Please note that parts not listed are not available; those parts require assembly knowledge that only manufacturer can guarantee.

REPLACEMENT PARTS AND REPAIRS:

In order to ensure your ventilation unit remains in good working condition, you must use Venmar Ventilation Inc. genuine replacement parts only. The Venmar Ventilation Inc. 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. Venmar Ventilation Inc. recommends to contact a certified service depot for all replacement parts and repairs.

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. TROUBLESHOOTING

If the unit does not work properly, reset the unit by unplugging it for one minute and then replug it. If it is still not working properly, refer to table below.

	Problems	You should try this
1	Unit does not work.	<ul style="list-style-type: none"> • See if the unit is plugged in. • Check if the upper left port is free from packaging material. • See if the unit is receiving power from the house circuit breaker or fuse.
2	Condensation on windows (air too humid).	<ul style="list-style-type: none"> • See Control section, specially 4.5 Lite-Touch PRO Use on page 13. • 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 outside. • Do not adjust the thermostat of your heating system below 18°C (64°F).
3	Inside air too dry (during cold season).	<ul style="list-style-type: none"> • Temporarily use a humidifier. • Set the Lite-Touch PRO main control on min speed. • Set the Lite-Touch PRO main control on intermittent mode for one day or two.
4	Air too cold at the air supply grille (during cold season).	<ul style="list-style-type: none"> • Check if the exterior stale air exhaust hood is not blocked. • Set the Lite-Touch PRO main control on min speed. • Set the Lite-Touch PRO main control on intermittent mode for one day or two. • Change the defrost cycle of the unit to PLUS. See 4.2 Defrost Cycles.
5	The LED of the integrated defrost control is blinking GREEN.	<ul style="list-style-type: none"> • Reset the unit by unplugging it for 30 seconds. • If the problem is not solved, there is a problem with the thermistor. The unit is still working, but will defrost frequently. Contact your installer.
6	The LED of the integrated defrost control is blinking AMBER.	<ul style="list-style-type: none"> • Reset the unit by unplugging it for 30 seconds. • If the problem is not solved, there is a problem with the motorized damper. The unit is OFF. For a 5-hour period, the unit will try to reset the damper every 30 minutes. After 5 hours, if the problem is not solved, the unit stops trying to reset damper. • Contact your installer.
7	The integrated defrost control push-button does not work.	<ul style="list-style-type: none"> • The 30-second boot sequence is not completed, see 4.1 Booting Sequence.

If the problem is still not solved, call your installer or the nearest approved Service Center. Also, you can reach our Customer Service Department at: 1-800-567-3855.



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.)

- Bad odors
 Respiratory problems
 Excess of humidity
 Temperature standardization
 Lack of fresh air
 Dust
 Mildew
 Allergies
 No specific problems
 Others

Who installed your unit?

- Home builder
 Recommended installer
 Friend / family
 Contractor
 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
 Warranty
 Product design
 Ventilation capacity
 Filter maintenance indicator
 Filtration quality
 Recirculation
 Heat recovery
 Controls
 Ease of cleaning
 Manufacturer's reputation
 Ease of use
 Noise level
 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)

- Mauvaises odeurs
 Problèmes respiratoires
 Excès d'humidité
 Uniformisation de la température
 Manque d'air frais
 Poussières
 Moisissures
 Allergies
 Pas de problèmes spécifiques
 Autres (Précisez SVP)

Qui a installé l'appareil?

- Constructeur de la maison
 Installateur recommandé
 Ami/membre de la famille
 Entrepreneur
 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
 Garantie
 Design du produit
 Débit de ventilation
 Indicateur d'entretien du filtre
 Qualité de filtration
 Recirculation
 Récupération de chaleur
 Récupération d'énergie
 Fonctions
 Facilité de nettoyage
 Réputation du fabricant
 Simplicité d'utilisation
 Niveau de bruit
 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

10. WARRANTY

This Venmar ventilation unit is a high quality product, built and packaged with care. Venmar Ventilation ULC warrants to the original purchaser of its products, that such products will be free from defects for the period stated below, from date of original purchase.

For this Venmar unit, the warranty covers parts only against any operational defect.

This is a 2-year warranty.

Subject to perform the core maintenance according to user guide recommendations, the heat recovery core (HRV) has a limited lifetime 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 user manual 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 Venmar Ventilation ULC genuine replacement parts only. Venmar Ventilation ULC 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.

Venmar Ventilation ULC also recommends to contact a Venmar Ventilation ULC certified service depot 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 Venmar Ventilation ULC.

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 Venmar Ventilation ULC.

Furthermore, Venmar Ventilation ULC will not be held responsible for any bodily injury or damage to personal property or real estate, whether caused directly or indirectly by the Venmar unit.

This warranty supersedes all prior warranties.

