



ARE YOUR HOMEOWNERS READY FOR WINTER'S HARSH WEATHER?

Many homeowners don't realize newer, energy-efficient homes tend to fall victim to problems of high humidity more often.

We recommend you make it a priority to help your homeowners understand managing humidity in their home, is their responsibility.

The following are some basic steps to controlling the humidity inside the home; we also have this information available under "homeowner resources" on our website.

WE SUGGEST YOU REACH OUT TO YOUR HOMEOWNERS

Help them understand why managing humidity levels is important to a home's performance and in preventing unintended damage.

- HRV (Heat Recovery Ventilator) Operation
 - Setting humidity levels appropriate for winter (see chart)
 - Run-time intervals
 - Depending on humidity levels in the home, settings may require regular review and adjustment. At minimum, 20 mins/60 or possibly on full/max cycle settings
 - Filters are clean
- Primary Ventilation Fan (Homes equipped with ventilation fans instead of an HRV) Operation
 - Know where the switch is and turn it on
- Kitchen & Bathroom Fan Operation
 - Reduce Manufactured Humidity Inside the Home
 - Run for a minimum of 60 minutes after cooking or showering
- Heat Ducts & Airflow Clear of Obstructions
 - Allow for proper airflow in a room

* If your Homeowners are unsure of any of these points, discuss in more detail or call us for support.

Do your homeowners know what to do if they see an issue?

- It is important your homeowners do not ignore an issue if it appears.
- Ensure they know how to reach you and your team as well as our team for further support.

* *If you ever require more information for your homeowners please do not hesitate to reach out to us.*

Important: Winter Settings	
Outside Air Temp	Max Indoor Relative Humidity (RH) at 20 degrees
-20 °C or below	20%
-5 °C to -19 °C	25%
-4 °C to +5 °C	30%

*General runtime of 20 minutes/60 may be sufficient for proper operation. If humidity levels cannot be reduced to meet suggested RH % above, run time setting may be required to be adjusted to full/max setting.