



## 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

| 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%   |
| <p><b>*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.</b></p> |   |

\* 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.

*This document is intended as general recommendations and best practices for home maintenance and does not replace or alter the warranty certificate or the obligations of the builder and/or homeowner with regards to the warranty policy*

# IT'S WHO WE ARE