

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% |
| *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. | |

* 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