Smart-Vent Frequently Asked Questions:

Pre-Purchase

Q. How does the Smart-Vent system actually work?

A. In winter your roof space is generally drier and sometimes warmer than inside your home. This system is designed to draw this drier air, filter it and distribute via diffusers around your home. This system is controlled by the temperature in the roof space and when it is within the set temperature range the system will draw air from your roof space. This drier air mixes with the air in the house and reduces the level of moisture in the air of the house. At the same time it pressurise the house causing air to be forced out through gaps under door, around windows etc.

Q. What happens to the system outside of these set temperatures?

A. When your roof space temperature **falls below** your lowest set temperature (set on the controller by yourself or the system default setting of 10 degrees) your system will do one of two things. The system will either turn your heater on (if installed) and start distributing warmed air into your home or turn the fan to low speed if you do not have a heater installed. When the temperature in your roof space **rises above** your set highest temperature (set on your controller by yourself or by using the system default setting of 25 degrees) your system will do one of two things. It will either change the damper over and start bringing cooler air in from outside (if you have the summer feature installed) or turn the fan to low speed or off (set on your controller by yourself).

Q. What does the optional Heater offer?

A. In the colder winter months installing a heater will assist to warm the filtered air that you are distributing throughout your home. These 1kW heaters are not designed to replace your home heating system they are designed to temper the incoming air of your Smart-vent system.

Q. What added benefit does the summer feature system provide.

A. With the summer feature installed, in the summer months instead of bringing hot air from your roof space into your already warm home the system automatically switches to draw cooler air from outside into your home. This provides a system that ventilates all year round maintaining a comfortable and healthy living environment for you and your family.

Q. What does the digital controller provide?

A. The 'smart' digital controller has been specifically designed to allow the user to customise the operation of the Smart-Vent systems to meet their individual needs. This system automatically adjusts to the temperature in your roof space, while also ensuring your pre-set comfort settings are maintained. With a heater installed there are several timer functions which once set will work in tune with your lifestyle. When your filter requires replacing an LED will flash and the convenient customer service menu provides you the contact details to source a replacement. A child lock facility ensures no meddling fingers can change your preferred settings. These and many more features are included in your stylish Smart-Vent controller.

Q. Don't I require an in-home quotation?

A. There is no longer any need for your home to be quoted by a pushy salesman. Through 24 years experience in the ventilation industry we have created a foolproof selection chart

which allows you, the homeowner to design your own home ventilation system. We provide all the information you will require so that you can decide which Smart-vent system best suits your needs, simply follow the easy 3-step selection chart it couldn't be simpler!

Q. Where can I purchase this system?

A. We have listed our distributors on the website, simply choose the region that you are in and this will direct you to your nearest distributor. Please contact your nearest distributor in the first instance to ascertain availability.

Q. How do I work out which system I require?

A. Use the brochure or go to our website and click on the 'Smart-Vent Selection Chart' option on the left. This will direct you through a simple 3-step selection chart to find out the perfect system for your home. This system is based on your house size. Simply follow the three questions to determine which system will be suitable for your home.

Q. What is the difference between an SV02 system with 2 outlet extension kits and an SV04 system?

A. There is a big difference. All systems are based on house size, a larger house requires a higher performing fan to push enough air throughout your home. Each fan has been carefully chosen to meet your house size ventilation requirement. If you installed a smaller system than the flow chart recommends e.g. you install an SV02S when the flow chart recommends an SV04S and you just added extension kits, your system may not resolve your condensation, mould or mildew issues. If you installed a larger system than the flow chart recommends then your system may introduce more air than is necessary – surplus air that may need to be heated by your home heating system – adding significant cost to your heating bill.

Q. What does the building code recommend for Home Ventilation Systems?

A. The NZ Building code requires a minimum of 0.35 Air Changes per hour (ACH). Smart-Vent systems are designed to provide at least 1 ACH in optimal conditions

Q. Will dust and other contaminants enter my home from the roof or outside?

A. No, Smart-vent systems use high-grade filters to greatly reduce harmful particles entering your home. The two smaller systems include a G4 sock filter, while the other models include a high quality F7 hospital-grade filter that captures 80-90% of fine pollens, dusts and allergens from the air, making it cleaner and safer to breathe. A high quality F7 filter is a must for families with asthma and allergy sufferers.

Q. What does the 'Smart-Vent' system cost to run?

A. The most common model (SV04S, 4 outlet system with summer feature) will cost **as little as 15c per day** to run. This calculation is based on a $0.14 kilowatt/hour electricity cost and is subject to consumer settings and duty ratio.

Q. How much does the heater cost to run?

A. The Smart-Vent 1kW heaters will cost 14c per kilowatt/hour, based on a $0.14 kilowatt/hour electricity cost. The cost per day is dependant on how frequently the heater will be used.

Q. Is the Controller low voltage?
A. Yes the 'Smart-Vent' control panel in your living area is low voltage, so it is safe for your family.

Q. What is included in the one outlet extension kit?
A. This kit provides all the components required to add an additional outlet to your Smart-Vent system. It includes a y-branch, 3 metres of Acoustic ducting, an outlet diffuser, duct tape and installation instructions.

Q. Will this Smart-vent system work with my Heat Trans system?
A. These systems offer two quite different solutions. Smart-Vent's aim is to reduce condensation, mould and mildew through introducing drier filtered air from your roof space (or outside) into your home. A Heat Trans system however is designed to warm rooms in your home through distributing already heated air from one room (warmed room) to another. Both of these systems provide benefits to your home and family and we would recommend both systems being installed in parallel.

Installation and Post Purchase:

Q. Can I install this in my 2 or 3 storey house?
A. Yes, Smart-Vent systems can be installed into a multi-storey house. Inlets can be mounted in the top storey rooms only but better ventilation will be achieved by spreading the inlets between the storeys. The back of cupboards, wardrobes or other available voids would need to be used to run ducting down to lower floors.

Q. Where should the outlets go?
A. We recommend that you place an outlet in your living areas and bedrooms. With regard to placement within each room, the outlets should be located centrally within each rooms. Away from any windows and doors so the air has time to circulate within the room prior to escaping out any windows or doors.

Q. Can I install the system myself?
A. Electrical work is required and we therefore strongly recommend an electrician install your system to meet building code requirements. Our distributors should be able to recommend an electrician to install this system for you. However a competent DIY handyman could install the rest of the system.

Q. How long does it take to install a system?
A. From feedback we have received, a four outlet system without the summer feature should take approx 3 hours to install. While a four outlet system including the summer feature should take approx 5 hours to install.
Please note: these times are based on an experienced electrician installing Smart-Vent into a one storey home.

Q. Once installed how often would I need to change my filter?
A. The system calculates % usage of the filter based on the fan speed. The system through the controller will keep you up to date with filter % usage and advise you when the filter needs changing. A Smart-Vent system operating on low speed will take approx 1½ years before reaching 100% filter usage. Personal fan speed preferences will affect the % filter usage rate.

Q. How do I know which replacement filter I require.

A. The Smart-Vent systems have either a G4 sock filter or an F7 in-line filter. If you unsure which filter your system incudes you may need to look in your roof cavity. You can purchase your replacement filter from any of our distributors, simple quote the 'order code' as listed below.

Box Filter:
Order code: DCT2093

Sock Filter:
Order code: DCT1411