



Customer Care Guide

Stopping condensation and mould with your Air+ PIV with automated heater and controls.

Please remember:

- Air+ PIV is a continuously running central system that works for the entire house. It has been commissioned based on your properties unique requirements. Any adjustment to the product could reduce its effectiveness.
- Automatic sensors control the input speed as well as when the heater is needed. No actions are required by you.
- Make sure the ceiling diffuser is free of blockages and nothing is attached to that could cause air to be obstructed.

These simple measures will ensure your fans give years of trouble free service and by reducing condensation they will help to make your home a pleasant place to live in.

Please do not:

- Tamper with the fan, wires or fuse in any way; the fans contain sophisticated electronics that will be damaged by inexpert handling.
- Block the air vents in your home.
- Block any chimney.
- Cover the input diffuser.

Should you experience any problems with these fans please telephone 01904 701117, but please first check that:

- The electricity supply is on.
- That the fuse has not blown either in the fuse spur that the fan is wired to or in the fuse box near your meter.

York Ventilation Service can accept liability in the event of failure due to misuse or unauthorised tampering with any of its equipment.

Air+ PIV

Positive Input Ventilation

How to reduce condensation

Your home has been fitted with an advanced Air+ PIV (positive input ventilation) unit that will control condensation and hinder the development of mould growth. It needs no adjustment by yourself as it has integral sensors which will adjust the operation of the PIV depending on the conditions within your home.

Condensation will occur on cold windows and walls when you are cooking, washing and bathing. If there is inadequate ventilation, condensation will accumulate and leave pools of water and damp that will encourage the growth of unsightly black mould. Although the kitchen and bathroom are generally the main places that create steam and humidity, the condensation and mould is more likely to occur in colder areas such as bedrooms and behind cupboards.

Simple steps you can take to reduce condensation

While the Air+ PIV will improve conditions within your home you can help yourself by taking a few simple precautions. Make sure windows are open to allow cross flow of ventilation when humidity rises after bathing and cooking. Also ensuring that if you use a tumble drier the hose is vented outside.

When using the kitchen or bathroom keep the door closed. Closing bedroom doors as well prevents water vapour finding its way into rooms that may be colder than the room where the humidity is being generated.

Reduce the amount of steam created when cooking by covering boiling pans. This simple action will actually speed up cooking times and save money by reducing gas or electricity consumption.

Condensation is dramatically affected by outside temperature. In cold weather use background heating, such as panel heaters or radiators where fitted. It is better and certainly no more expensive to leave radiators on a constant lower heat than turning them up high for short periods. Avoid the use of paraffin and bottle gas heaters as these create a lot of excess moisture.

Dry clothes outside or in the bathroom with the door closed and the window slightly open.

How much do the fans cost to run?

Due to the unique control platform all operations on the Air+ PIV are automated, meaning the unit will select the most efficient setting to run in, whilst curing the mould and condensation issues with the home. The heater will only be on for a short period of time periodically throughout the year. When not active the Air+ PIV will cost around 2p per day to run. When the heater is active this will increase to 8p per day but having the heater on will stop cold air from being circulated.

Due to the inbuilt sensors, running cost might vary depending on the severity of conditions within the home. The levels of heating around the property will also have an effect on the speed selection of the unit.

