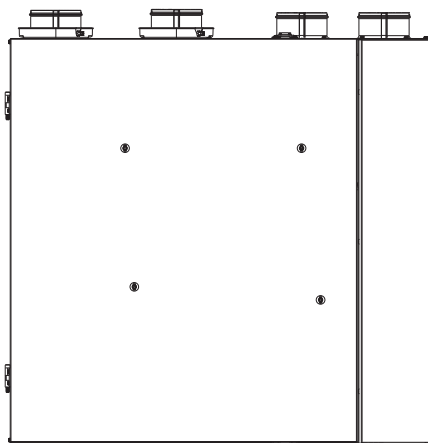




USER GUIDE

HEAT RECOVERY VENTILATORS MODELS G2400H ECM AND G3000H ECM AND ENERGY RECOVERY VENTILATOR MODELS G2400E ECM AND G3000E ECM



VB0185

**PLEASE READ AND SAVE THESE INSTRUCTIONS
INSTALLER: LEAVE THIS MANUAL WITH HOMEOWNER**

vänEE, 550 Lemire Blvd., Drummondville, QC, Canada J2C 7W9
www.vanee.ca



These products earned the ENERGY STAR® by meeting strict energy efficiency guidelines set by Natural Resources Canada and the US EPA. They meet ENERGY STAR requirements only when used in Canada.



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Congratulations!

You have made an excellent choice! The operating principle of your Heat Recovery Ventilator or your Energy Recovery Ventilator will give you personal comfort you have never known before.

We have prepared this User Guide especially for you. Please read it carefully to ensure you obtain full benefit from your unit. Over the coming months, you will increasingly appreciate the feeling of living in a more comfortable house.

Please take note that this manual uses the following symbols to emphasize particular information:

⚠ WARNING

Identifies an instruction which, if not followed, might cause serious personal injuries including possibility of death.

CAUTION

Identifies an instruction which, if not followed, may severely damage the unit and/or its components.

NOTE: Indicates supplementary information needed to fully complete an instruction.

We welcome any suggestions you may have concerning this guide and/or the unit, and we would appreciate hearing your comments on ways to better serve you.

Please forward all correspondence to us at the address indicated on the product registration card included with this guide.

CAUTION

Make sure at all times that the outdoor intake and exhaust hoods are free from any snow during the winter season. It is important to check your unit during a big snow storm, so it doesn't draw in any snow. If this is the case, please operate the unit in the recirculation mode, or turn it OFF for a few hours.

Do not use your unit during construction or renovation of your house or when sanding drywall. This type of dust may damage your system.

Since the electronic control system of the unit is incorporated with a microprocessor, it may not operate correctly because of external noise or very short power failure. If this happens, unplug the unit and wait approximately 10 seconds. Then, plug the unit in again.

CAUTION

When leaving the house for a long period of time (more than two weeks), a responsible person should regularly check if the unit operates adequately. If the ductwork runs through an unconditioned space (e.g.: attic), the unit must operate continuously except when performing maintenance and/or repair. Also, the ambient temperature of the house should never drop below 18°C (65°F). At least once a year, the unit mechanical and electronic parts should be inspected by qualified service personnel.

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REPLACEMENT PARTS AND REPAIR

In order to ensure your ventilation unit remains in good working condition, you must use v nEE genuine replacement parts only. v nEE genuine replacement parts are specially designed for each unit and are manufactured to comply with all the applicable certification standards and maintain a high standard of safety. Any third party replacement part used may cause serious damage and drastically reduce the performance level of your unit, which will result in premature failing. v nEE also recommends to contact a v nEE certified service depot for all replacement parts and repairs.

1. DEFROSTING MODE

When the outdoor temperature is below -5°C (23°F), recovery of heat in HRV units creates frost in the core. For ERV units, when the outdoor temperature is below -10°C (14°F), recovery of energy creates frost in the core.

To maintain its proper operation, the unit is programmed to defrost the recovery core. The defrost frequency varies according to the outdoor temperature.

During the defrost cycle, the dampers of the unit close and the unit speed can be set on high or low, according to your needs, using the Gold-Touch main wall control. Refer to the *Main and auxiliary wall controls user guide* (included with your unit and also available at www.vanee.ca) for more details.

After defrosting, the unit returns to the operating mode selected by the user.

2. BOOTING SEQUENCE

The unit and Gold-Touch wall control booting sequence is similar to a personal computer booting sequence.

Each time the unit is plugged after being unplugged, or a power failure occurs, the unit will perform a 30-second booting sequence before starting to operate.

During the booting sequence, the unit is checking and resetting the motorized damper position, while the Gold-Touch wall control screen displays 5%, 10%, 15%, etc. (up to 100%). Once the motorized damper position completely set, the booting sequence is done.

NOTE: No command will be taken until the unit is fully booted.

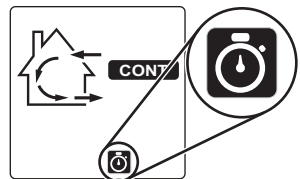
3. MAIN AND AUXILIARY CONTROLS

The only main control compatible with these units is the Gold-Touch (purchase separately).

Only one main control can be connected per unit.

Up to five 20/40/60-minute push button auxiliary controls can be used.

NOTE: When used, the 20/40/60 minute activation will override the Gold-Touch operation, as well as the unit defrost cycle. The chronometer icon appears on Gold-Touch screen as long as the 20/40/60 minute is activated.



For more information about your unit controls, refer to the *Main and auxiliary wall controls user guide* (included with your unit and also available at www.vanee.ca).

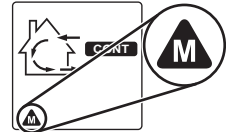
4. MAINTENANCE

⚠ WARNING

Risk of electric shock. Before performing any maintenance or servicing, always disconnect the unit from its power source. When cleaning the unit, it is recommended to wear safety glasses and gloves.

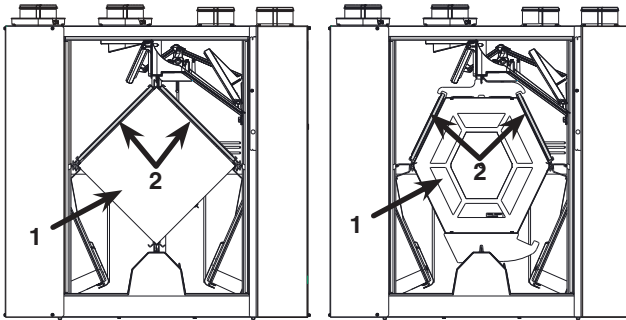
These units need regular and annual maintenances.

When the maintenance icon flashes on Gold-Touch main wall control screen, perform the maintenance. The maintenance icon should flash about 4 times a year (3 regular maintenance and one annual maintenance per year).



Maintenance icon

Refer to illustration below to identify the inner parts of your unit (unit door removed to ease understanding).



VD0382

- 1) HRV or ERV core
- 2) Core filters

- 1) ERV core
- 2) Core filters

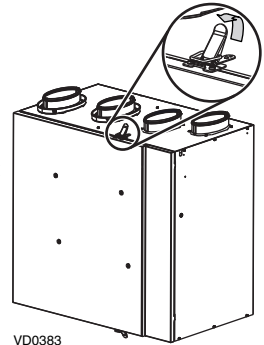
4. MAINTENANCE (CONT'D)

4.1 REGULAR MAINTENANCE

1. Unplug the unit.

2. Lift both top and bottom door latches, then open the unit door.

NOTE: If space in front of unit is limited, lift up the door to disengage it from its hinges and set it aside.



3. Slide out both filters from the top of the recovery core.

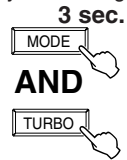
4. Wash both core filters under lukewarm water with mild soap. Rinse thoroughly and let dry completely before reinstalling on the core.

5. Slide the cleaned filters into the unit.

6. Close the door and plug back the unit.

NOTE: The unit will return to its previous setting after a 30-second delay for booting sequence.

7. Reset the Maintenance Indicator by pressing simultaneously on both MODE and TURBO keys for 3 seconds on Gold-Touch main wall control; this will erase the maintenance icon from the screen.



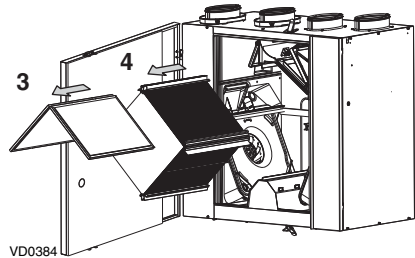
4.2 ANNUAL MAINTENANCE

Perform steps 1 and 2 of the Regular Maintenance (Section 4.1), then continue with the following steps:

3. Slide out both filters (3) and recovery core (4) from the unit.

4. Clean the inside walls of the unit with a damp cloth, then wipe with a clean dry one.

5. Wash both core filters under lukewarm water with mild soap. Rinse thoroughly and let dry completely.



4. MAINTENANCE (CONT'D)

4.2 ANNUAL MAINTENANCE (CONT'D)

6. Clean the core (refer to table below).

HEAT RECOVERY CORE CLEANING	ENERGY RECOVERY CORE CLEANING
Allow the recovery core to soak for 3 hours in a solution of warm water and mild soap (liquid soap). Rinse lightly, let dry and reinstall.	Remove the dust on the core using a vacuum cleaner and a soft brush attachment.

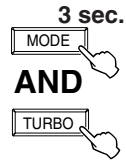
CAUTION

Do not soak the energy recovery core in water. This core can easily be damaged especially if it is soaked.

- Slide the cleaned core into the unit.
- Slide the cleaned filters into the unit.
- Close the unit door.
- Clean the exterior hoods, then plug back the unit.


NOTE: The unit will return to its previous setting after a 30-second delay for booting sequence.

- Reset the Maintenance Indicator by pressing simultaneously on both MODE and TURBO keys for 3 seconds on Gold-Touch main wall control; this will erase the maintenance icon from the screen.



5. TROUBLESHOOTING

If the unit does not work properly, reset the unit by unplugging and then replug it. If it still not working properly, refer to table below.

PROBLEMS		TRY THIS
1.	Nothing works.	<ul style="list-style-type: none">• See if the unit is plugged in.• See if the unit is receiving power from the house circuit breaker or fuse.
2.	An error code starting with E0 (E01, E02, etc.) is displayed on Gold-Touch wall control screen.	<ul style="list-style-type: none">• Ensure that the color coded wires have been connected to their appropriate place.• Ensure that the wires are correctly connected.• Press and hold simultaneously for 10 seconds on % HUM, MODE and TURBO keys to reset the wall control. The user preferences will have to be reset.
3.	An error code starting with E2 (E21, E22, etc.) is displayed on Gold-Touch wall control screen.	<ul style="list-style-type: none">• Problem with the ventilation unit. Contact your installer.
4.	A 10-second countdown is displayed on Gold-Touch wall control screen.	<ul style="list-style-type: none">• Wait until the end of the countdown, without pressing any key.
5.	The snowflake icon is flashing on Gold-Touch wall control screen. 	<ul style="list-style-type: none">• The ventilation unit is in Protection mode; it will get out of this mode by itself.• If this situation occurs regularly, or when outdoor temperature is higher than -20°C, contact your installer.
6.	Condensation on windows (air too humid).	<ul style="list-style-type: none">• Operate the unit on TURBO or CONT mode until the situation is corrected.• Leave curtains half-open to allow air circulation.• Store all firewood in a closed room with a dehumidifier or in a well ventilated room, or store the wood outdoors.• Do not adjust the thermostat of your heating system below 18°C (64°F).
7.	Inside air too dry.	<ul style="list-style-type: none">• Operate the unit in 20 min/h mode or in RECIRC. mode.• Temporarily use a humidifier.
8.	Air too cold at the air supply grille.	<ul style="list-style-type: none">• Check if the exterior hoods are not blocked.• Operate the unit in 20 min/h mode or in RECIRC. mode.• Install a duct heater.
9.	The Gold-Touch main control does not work.	<ul style="list-style-type: none">• The 30-second boot sequence is not completed. See Section 2 on page 4.• A 20/40/60-minute push button auxiliary control is in use. See Section 3 on page 4.• The protection mode overrides the Gold-Touch operation (snowflake icon). Refer to point 5.

If the problem is still not solved, call your installer or the nearest approved Service Center. Also, you can reach the Customer Service Department at the following phone number:
1-800-567-3855.