

# HOME MAINTENANCE FREQUENTLY ASKED QUESTIONS

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**Please familiarize yourself with the following instructions on how to operate the various systems in your home to prevent issues and prolong the life of the systems. If you need further assistance, please feel free to contact us!**

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## **HRV MAINTENANCE**

Help keep your house a clean, healthy living environment by maintaining your HRV. Check your Greentek owner's manual or visit their website for instructions on cleaning the heat exchange core and filters. Remember to always unplug the unit before servicing. Once a year or as needed, vacuum the core and wash with soap and water. Four times a year or as needed vacuum the filters, and replace them once a year. Also, vacuum exhaust grilles and clean the fan blades of bathroom fans to help ensure good airflow.

<https://www.greentek.ca/installation-and-maintenance/>

### ***What is an HRV?***

A Heat Recovery Ventilator (HRV) is a mechanical system that is used to help regulate relative humidity (RH) in a home. These fairly simple units are often located near the furnace and have ducts which connect to the return air for the heating system, registers in several areas of the house, and insulated ducts that attach to vent hoods on the exterior walls.

The main function of an HRV is to remove excessive moisture from the air in a home and replace it with drier, fresh air from outside. This is done by passing the incoming and outgoing air through a "box" which recovers some of the heat from the outgoing air, making the exchange more energy-efficient. These units often have extra filters to prevent clogging of the components and to prevent excessive debris from being circulated through the house.

One critical component of this system is a control, typically located in the central portion of the living space near the furnace thermostat, which has an integral humidistat. The idea is to set the humidistat to a desired RH, allowing the unit to activate when that level is exceeded in the house air. This humidistat is an RD-2 model, which is simple and easy to use.

The HRV is also connected to on/off switches with timers in the bathrooms. These switches allow quick dehumidification of isolated areas which are not near the main control, preventing excessive moisture from showers and baths.



## **HRV MAINTENANCE CONTINUED...**

### *How do I use an HRV?*

We want to use the HRV primarily to replace humid indoor air with drier outside air to reduce the RH in our homes, preventing condensation and mold growth.

In the winter, this works well, as the outside air is much colder and can hold much less moisture than the warm inside air. When the HRV comes on, it will bring in much drier air than we have inside the home, reducing the RH inside the home.

In the summer, especially when we are running the air conditioning, the air outside the house can be much warmer and hold much more moisture than the air indoors. Running the HRV will bring this elevated humidity into the home while exhausting the drier air-conditioned air. This is contrary to the purpose of the HRV and will make the air conditioner work much harder and increase electricity consumption. Therefore, when the air conditioner is on the HRV should only be used to remove moisture from bathrooms.

The proper procedure is to set the humidistat control somewhere between 25 and 40 per cent in the heating season, which will engage the HRV only when the RH in the home exceeds that level. As the weather gets colder outside, you should lower the setting on the control to prevent condensation on colder windows and other surfaces that may lead to mold growth.

## **THERMOSTAT OPERATION**

The standard Thermostat provided is a Honeywell T6 Pro. This is an easy to use programmable thermostat, with a filter change reminder function and a 5-year warranty. Optional upgrade a T6 Pro Smart is available for those who want a Wi-Fi connected system. Please review the User Guide online at [www.honeywellhome.com](http://www.honeywellhome.com).

<https://www.honeywellhome.com/T6-Programmable-Thermostat-TH6220U2000-TH6210U2001#tabs-8c3fa460-4515-44dd-87ba-f09ce343d353>

## **FURNACE MAINTENANCE**

Your furnace is a Concord Model 95G2V, which has a 95% AFUE efficiency rating and a variable speed motor to help save you money on energy costs. Check your filter regularly, and replace it every 90 days or as needed.

<https://www.concord-air.com/products/gas-furnaces/95g2v>

## **AIR CONDITIONER MAINTENANCE**

Your air conditioner (if applicable) is a Concord Model 4AC13L, which has a 13 SEER efficiency rating. Keep the outside unit clean, and remember to change the furnace air filter regularly to keep the air conditioner running smoothly.

<https://www.concord-air.com/products/air-conditioners/4ac13l>

## **SMOKE ALARM MAINTENANCE**

Your home is equipped with interconnected smoke and CO2 detectors. These units are wired into your electrical system, and contain a battery backup. The batteries are internal, and cannot be changed, so once they have reached their 10 year lifespan they should be replaced. Remember to test and clean all of the alarms at least every 6 months.

Any of these situations can cause unwanted alarms;

- Cover or sensor chamber is covered by dirt or dust
- Insects covered or clogged the sensor chamber
- Alarm was triggered from another part of the house
- Power interruptions
- When the furnace is turned on after long periods of disuse
- High humidity
- Ceiling and directional fans within close proximity
- Diffusers within close proximity

## **RANGE HOOD MAINTENANCE**

Above your stove there will be a range hood. Although the models vary, you will need to clean or replace the filter approximately every 3 months depending on your usage. Metallic filters should be removed and submerged in a degreasing solution until the grease has been dissolved, then washed in soap and water. Charcoal filters will need to be replaced, as they cannot be cleaned but should last about a year depending on your usage. While the filter is off, it is a good practice to take a look at the fan and the vent to see if there is a build up of dirt and grease, and clean if necessary with a degreasing solution.

## **WATER SOFTENER MAINTENANCE**

Depending on your location and preferences, your house may be equipped with a water softening system. If you have a softener system, you will need to check on the salt levels in the brine tank every month, and top up as recommended by the manufacturer.

## **WATER FILTER MAINTENANCE**

Depending on your location and preferences, your house may be equipped with a water filtration system. As there are many different types available such as 2 and 3 stage media filters, UV treatment, and Reverse Osmosis, you will need to refer to the manufacturers recommendations for any general maintenance, which usually requires only an occasional filter replacement.

## **SEPTIC SYSTEM MAINTENANCE**

Should your home require a septic system, there will be some maintenance involved. For best results we recommend having the inlet and outlet baffles cleaned, and pumped out approximately every 3 to 5 years.

The only elements that should enter your septic system are as follows;

- Tap water
- Consumable liquids
- Soft bite-sizes edibles
- Natural soaps and hair products
- Soft sanitary tissues
- Bodily waste

Items to avoid putting in your septic system include but are not limited to;

- Medications
- Flush-able wipes
- Certain laundry detergents (look for "low suds" or "biodegradable" types)
- Certain dishwasher detergents (look for "Phosphate free" types)
- Antibacterial soaps
- Automatic toilet cleaners
- Drain cleaners
- Solvents

## **SEWAGE PUMP MAINTENANCE**

Should your home require a septic system, you may also require a sewage pump due to the grading of the lot and how deep your foundation goes. This is a pump that grinds and move black water or sewage to the septic tank. The unit will have a life expectancy of about 7-10 years if maintained properly. The following items are easy checks that can be performed by the home owner to ensure the unit is functioning properly.

- Inspect sewage grinder pump motor chamber for oil level and contamination
- Inspect the pump impeller and body for excessive build-up or clogging
- Inspect the pump motor and bearings
- Inspect the grinder pump motor seal for wear or leakage

Examples of things to keep out of a sewage grinder pump system include but are not limited to;

- Ashes such as from a fireplace
- Baby wipes
- Cat litter
- Chemicals and drain cleaners
- Cooking oil, fat, grease, or lard
- Cigarettes, cigarette butts, filters
- Condoms
- Cotton swabs or wipes
- Dental floss
- Diapers
- Explosive or combustible liquids or materials
- Glass fragments or debris
- Gravel or stones such as from an aquarium
- Hair
- Metal fragments or scrap
- Plastic toys, scraps, fragments, plastic-stemmed Q-tips
- Rubber gloves
- Sanitary wipes, tampons



## **CHANGING YOUR GARAGE DOOR OPENER'S CODE**

Follow these simple steps if you would like to add, program or change the code of your LiftMaster keyless entry:

- **Step 1:** Locate the Learn button on your opener. If you have a wall control, use this button. If you don't, use the Learn button on your opener. You will need a ladder to access this.
- **Step 2:** Press and release the Learn button. You'll have to press and release twice if your LiftMaster opener is equipped with a MyQ Control Panel.
- **Step 3:** Within 30 seconds, enter a new four-digit code on the keypad and press ENTER.
- **Step 4:** Depending on your model of opener, the LED lights will either go out or the opener lights will blink to indicate the keypad PIN has been successfully set.
- **Step 5:** Wait approximately 10 seconds and then try out your PIN.

We suggest choosing a PIN that's easy for you and your family to remember but not obvious for strangers. Avoid codes that include your street address, postal code or phone number, for example. If you ever suspect an unauthorized person has somehow learned the code to your garage door opener keyless entry pad, be sure to change it right away and notify your family of the new code.

## **OPENING YOUR GARAGE DOOR WITHOUT POWER**

Virtually all garage door openers have a bypass switch for situations such as when the power goes out, a motor goes awry, or the remote opener dies. On most garage door openers there is a rope with a handle on the end (usually red). This manual release handle disengages the trolley from the attachment point to the rail. Pulling on this rope will put the garage into manual mode so if the door is up, it might come crashing down. To be safe, always activate the handle when the garage door is closed.

To reengage the trolley attachment, simply pull down on the cord but this time towards the garage opening to keep the lever from engaging. Pull up on the door until it snaps into place and you're back in automatic mode. If that's too confusing, simply hit the button on the remote opener and the track will force the spring attachment back into place.

For more information, please visit the Garaga website noted below.

<https://www.garaga.com/ca/blog/opening-garage-door-power-outage>



## **HOW TO OPERATE YOUR GAS FIREPLACE**

Should your home come with a gas fireplace, there will be a dedicated thermostat connected to it within the same room that the fireplace is located. Operation of the fireplace will be controlled by this thermostat, so you will simply need to adjust the thermostat to a higher temperature for the fire to start. The fire will go out once this raised temperature is reached.

Should your fireplace not come on, chances are that the pilot light has gone out. This can easily and safely be done yourself by following the steps below, which are directly from the Owner's Manual provided by the manufacturer. This manual can be found online at <https://www.majesticproducts.com/Products/Mercury-Direct-Vent-Gas-Fireplace.aspx>.

- Step 1: Turn off all electric power to the appliance.
- Step 2: Push in gas control knob slightly to turn clockwise to "OFF".  
Note: Knob cannot be turned from "PILOT" to "OFF" unless knob is pushed in slightly. NO NOT force.
- Step 3: Open the fixed glass assembly. You may need to remove the decorative front.
- Step 4: Wait five (5) minutes to clear out any gas. Then smell for gas, including near the floor. If you smell gas, STOP! Follow "B" in the Safety Information located at the top of (the safety) label.
- Step 5: Find the pilot. The pilot is inside the combustion chamber next to the main burner.
- Step 6: Turn knob on gas control counterclockwise to "PILOT".
- Step 7: Push in control knob all the way and hold in. Immediately depress red or black piezo button. It may require several depressions of the red or black piezo button until PILOT lights. If PILOT light does not light after 10 seconds, return to step 2. Continue to hold the control knob in for about one minute after the pilot is lit. Release knob and it will pop back out. Pilot should remain lit. If it goes out, repeat steps 2 through 5.
- Step 8: Reinstall fixed glass assembly. Reinstall decorative front.
- Step 9: Turn gas control knob counterclockwise to "ON".
- Step 10: Turn on electric power to the appliance.
- Step 11: To light burner, turn the thermostat temperature up higher.