

Avalon 1

Troubleshooting Guide

WESGROUP

Unit 910, Four Bentall Centre
1055 Dunsmuir Street
Vancouver, BC, V7X 1L3

T: 604-648-1800 | F: 604-632-173

CONTENTS

DRYER VENT: LOCATION	3
DRYER VENT: CLEANING	4
DINING DIMMER	7
SMOKE DETECTOR	7
NUHEAT RESET	11
FIRE SPRINKLER AND ALARM NOTIFICATION DEVICE	12
HEAT VENTILATOR	13
HOOD FAN	15
WATER ISSUES	17
RADIANT HEAT	19
GAS COOKTOP	20
OUTLET ISSUES	21
POT LIGHT ISSUES	21
BUILDING MANAGER	22
AWM ALLIANCE	22

DRYER VENT: LOCATION

INTERIOR | LINT FILTER AND TRAP

Dryer Lint Filter

Located inside of the dryer

The lint trap should be cleaned every time you operate the dryer.



Secondary Lint Trap

Located in the top right or left of dryer



Why should you clean dryer lint build-up?

Lint builds up in the lint trap, as well as inside the dryer vent and ductwork, reducing airflow and drying efficiency. Lint can cause humidity levels to rise around vents causing mildew and mold to develop in walls and insulation.

Most importantly: Lint is combustible. Lint build-up causes fires.¹

¹ <https://www.thespruce.com/dryer-vent-lint-fire-hazard-2145839>

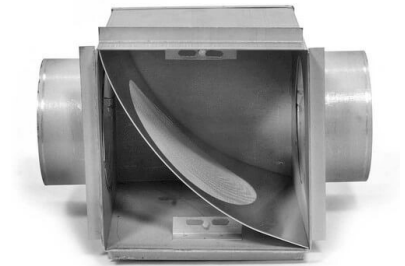
DRYER VENT: CLEANING

HOW TO CLEAN THE SECONDARY LINT TRAP ABOVE THE DRYER

Remove the lint trap by pulling the ring away.



Vacuum the lint fibers inside the lint trap.



There are two sets of springs on each side of the cover.

Slide the wires in the holes and let go.



Exterior Dryer Duct Cleaning

How often?

Exterior

Dryer exhaust vents should be inspected and cleaned at least once a year depending on the size of the household and dryer usage.

Please contact Strata Property Management for further information.

Why?

Dryer vents accumulate highly flammable lint, and failure to clean out lint is the leading cause of dryer fires.

When?

A telltale sign that the **dryer vent needs cleaning** is that clothes take longer and longer to dry.

When it takes 2-3 cycles to dry a load of towels, it's time to check things out. Another indication of poor or obstructed venting is that the dryer's external cabinet or its control area is hotter than usual. If that happens, disconnect the dryer and **check the vent**.

EXTERIOR | CEILING AND WALL VENT LOCATIONS

Balcony Ceiling



**Exterior Wall
Beside Window**



DINING DIMMER

INSTALLATION

We recommend hiring a certified electrician for installation.

If you have any questions or concerns about which wires to connect, please contact Customer Care at customercare@wesgroup.ca

If the homeowner or an unlicensed electrician damages the wires, then the warranty is void.

SMOKE DETECTOR

BRK Battery Powered Smoke and Carbon Monoxide Alarm.



Please replace a new smoke and carbon monoxide alarm by 2029.



HOW TO REPLACE BATTERY OF SMOKE & CARBON MONOXIDE ALARM

Push the lever to the left and open battery drawer.

Take out the old battery and replace with a new V9 batter.

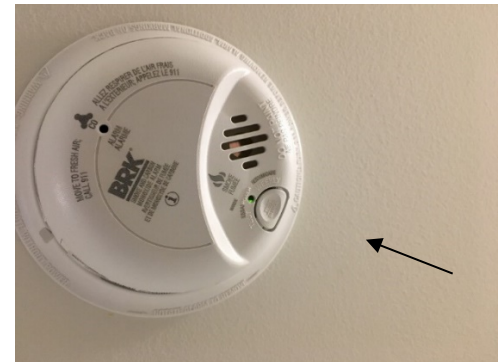
Close the battery drawer.



Press Test/Silence Button and hold for over 20 seconds.

Once you hear a beep sound, release the button.

This specific smoke alarm is synchronized with the rest of the smoke alarms.



COMMON Q & A

Why do I hear the low battery “chirp” if the battery is new?

Any of these situations can cause a low battery chirp:

- Does your smoke alarm have a separate silence button? If so, the button may have been pressed by mistake. The alarm will now "chirp" once a minute for up to 15 minutes.
- Are you sure it's the smoke alarm? Other devices have similar low battery chirps or warning tones. The source of a single chirp is often hard to pinpoint. Be sure to check wall outlets that may have other devices like carbon monoxides alarms in use.
- Even "new" batteries may not be fresh. If batteries are stored, especially in cold areas like refrigerators, they lose their charge more quickly. Always check the freshness date on the package when buying new batteries.
- <http://www.brkelectronics.com/faqs/newconstruction/low-battery-chirp-if-battery-is-new>

Why do smoke alarms chirp intermittently?

The "chirp" will only be caused by issues surrounding the battery or miss-wiring. However, a homeowner may confuse the chirp with an intermittent alarm.

A “chirp” will have a higher pitched tone and sound in equal intervals about once every minute. An intermittent alarm will be random, sound usually for several seconds and have a lower pitched tone. Any of these situations can cause unwanted chirps:

- **Battery Pull-tab is Still in the Alarm**
The battery pull-tab must be removed after AC power is provided to the alarm.
- **The Battery Drawer is Open**
The battery drawer must be completely closed for the battery to contact the terminals.
- **Low Battery**
As the battery in a smoke alarm becomes weak, the smoke alarm will "chirp" about once a minute to alert you that the battery needs to be replaced. Note: Only the alarm with a low battery will chirp. No signal is sent through the interconnect wire. The other alarms will be silent.
- **Battery is Present, but Part of the Terminal is Obstructed**
The battery may not be fully contacting the terminals in the alarm. Check to be sure the battery pull-tab or some other obstruction is completely removed.
- **A different Device or Appliance**
Security systems, monitors, carbon monoxide alarms, and other devices have similar low battery or alert signals.
- <http://www.brkelectronics.com/faqs/newconstruction/why-do-smoke-alarms-chirp-intermittently-new-construction>

Why can't I use rechargeable batteries?

Never use rechargeable batteries because they do not always provide a consistent charge and are not approved for use in our alarms at this time.

<http://www.brkelectronics.com/faqs/newconstruction/rechargeable-batteries>

Why can smoke alarms go into alarm when no smoke is present?

Any of these situations can cause unwanted alarms

- **Cover or Sensor Chamber is Covered by Dust or Dirt**
Alarms may look clean, but dust can accumulate inside the cover, especially in newly built homes. Gently vacuum smoke alarms regularly using the soft brush attachment. Be sure electricians install the provided dust cover to keep alarm clean during construction.
- **Insects Covered or Clogged the Sensor Chamber**
Clean the smoke alarm with the soft brush attachment on your vacuum.
- **Alarm was Triggered from Another Part of the Home**
In a system of interconnected AC or AC/DC alarms, the unit triggering the alarm is in another part of the home - smoke may be present, but you can't see it.
- **Power Interruptions to AC/DC Smoke Alarms**
Smoke alarms may alarm briefly when power is interrupted, then restored. Power interruptions are common in areas where utility companies switch grids in the early hours of the morning.
- **A Loose Electrical Connection on AC or AC/DC Smoke Alarms**
In AC or AC/DC smoke alarms, a loose hot wire connection can intermittently disconnect power to the smoke alarm. The effect is the same as a power failure. When power is restored, the units may alarm briefly. Note: A loose or disconnected neutral wire may cause the alarm to chirp or go into alarm. For residential applications, connecting stranded 18 AWG wire from the smoke alarm to solid 14 AWG wire can be difficult. Be sure wire is making a reliable connection.
- **Are there any appliances on the same circuit as the alarms?**
A large current load, like a vacuum cleaner, on the same circuit may cause nuisance alarms. This situation is aggravated if the load is located at the end of the wiring run, that is, electrically far away from the circuit box, and if the resistance of the wiring to the load is large. The voltage drop of the wiring to the load will be imposed on the interconnect wire thus causing the alarm to sound. Note: According to the NEC smoke alarms are required to be tied to general lighting or outlet circuits in bedrooms. This was done so it would be more likely a homeowner would recognize their circuit breaker had tripped and power was interrupted to their alarms versus when alarms were on dedicated circuits where they would have to recognize the power light was off on their alarm. Unfortunately, this may increase the chance for nuisance alarms.
- **Humidity**
Ionization smoke alarms are more susceptible to nuisance alarms when placed near a bathroom or other potentially high humidity area.

- **Near Cold Air Returns**
Smoke alarms placed near a cold air return are more susceptible to nuisance alarms because dusty air can be blown through the alarm sensing chamber.
- **Smoke Alarm May Need to be Relocated**
If possible, install smoke alarms at least 20 feet from appliances like furnaces and ovens, which produce combustion particles. Alarms should be at least 10 feet from high humidity areas like showers and laundry rooms, and at least 3 feet from heat/AC vents and fluorescent lights whenever possible. In areas where a 20-foot (6 meter) distance is not possible – in modular, mobile, or smaller homes, for example – it is recommended the Smoke Alarm be placed as far from these fuel-burning sources as possible. The placement recommendations are intended to keep these Alarms at a reasonable distance from a fuel-burning source, and thus reduce “unwanted” alarms. Unwanted alarms can occur if a Smoke Alarm is placed directly next to a fuel-burning source. Ventilate these areas as much as possible.

NUHEAT RESET

MANUFACTURE RESET FOR NUHEAT INFLOOR HEATING

From the home screen, access the Factory Reset by pressing:
Settings → Factory Reset

Factory Reset allows you to reset the thermostat back to factory default settings. This can be done for new owners or for troubleshooting purposes.

Warning – Factory reset will delete all information you may have entered in the thermostat, including energy usage data.

FIRE SPRINKLER AND ALARM NOTIFICATION DEVICE

Wall mounted fire sprinkler_

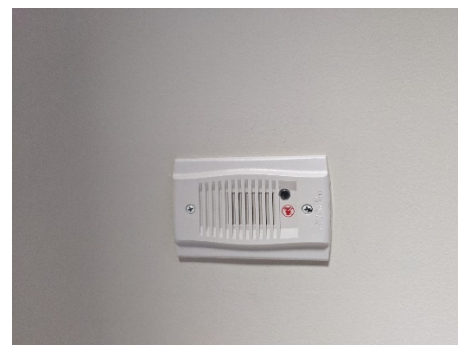


Ceiling box cover

Concealed fire sprinkler



Fire alarm notification device



HEAT VENTILATOR

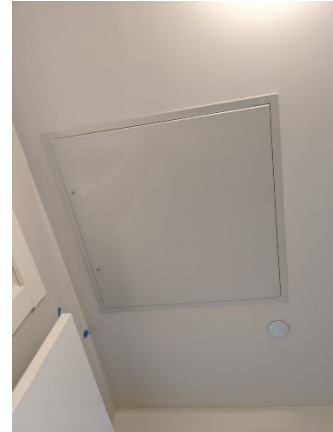
HEAT RECOVERY VENTILATOR (HVR)

Heat and Energy Recovery Ventilators are ventilation systems designed to bring a continuous supply of fresh air into the entire home while exhausting an equal amount of stale air.

The HRV filters are located inside the units. There are 2 of them and they are washable.

Location

The HVR is located in the walk-in closet ceiling.



Fan Speed

There are two fan speeds: low or medium.



HEAT RECOVERY VENTILATOR VENTS-US MANUAL



HRV/ERV 80/100/120/150 AC/EC

TECHNICAL MAINTENANCE



DISCONNECT THE UNIT FROM POWER SUPPLY BEFORE ANY MAINTENANCE OPERATIONS!

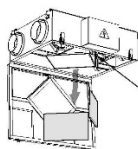
Maintenance operations of the unit are required 3-4 times per year. Maintenance includes general cleaning of the unit and the following operations:

1. Filter maintenance.

Clogged filters increase air resistance in the system and reduce supply air volume. The filters require cleaning not less than 3-4 times per year. Clean the filters with a vacuum cleaner or rinse the filters with water and let them dry out.

Steps for removal of the filters:

- Disconnect the unit from power mains.
 - Open the service panel.
 - Turn the latch to release the filters and the recovery core.
 - Pull the filter frames to remove.
 - Pull the filter fabric on the edge and detach it from the frame.
- After cleaning insert the dry filter fabric into the frame and fix it on the edges to get it fixed to the glued contact tape on the frame. Install the filters in the reverse order.
- Multiple cleaning is allowed until the filters get mechanically worn out. For new filters of the type stated in the technical data, please contact to the Product Seller.



Turn the latch to release the filters and the recovery core

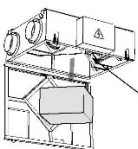
2. Recovery core maintenance (once per year).

Some dust may accumulate on the recovery core even in case of regular maintenance of the filters. Regular cleaning is required to maintain the high recovery efficiency.

To clean the recovery core pull it out of the unit and clean it with a vacuum cleaner. Optionally cleaning with warm detergent solution is allowed. Only the dry recovery core must be installed!

Steps for removal of the heat recovery core:

- Disconnect the unit from power mains.
 - Open the service panel.
 - Turn the latch to release the filters and the recovery core.
 - Pull recovery core to remove it.
- After cleaning reinstall the dry recovery core in the reverse order.



Turn the latch to release the filters and the recovery core

3. Fan maintenance (once a year).

Even in case of regular maintenance of the filters, some dust may accumulate inside the fans and reduce the fan performance and supply air flow. Clean the fans with a soft cloth, brush or using compressed air. Do not use water, aggressive solvents or sharp objects as they may damage the impeller.

4. Technical maintenance of the air intake devices (twice per year).

The supply duct grille may get clogged with leaves and other objects reducing the unit performance and supply air delivery. Check the supply grille twice per year and clean it as required.

5. Technical maintenance of the air duct system (every 5 years).

Even regular fulfilling of all the maintenance operations prescribed above may not completely prevent dirt accumulation in the air ducts which reduces the unit capacity. Duct maintenance means regular cleaning or replacement.

6. Technical maintenance of the control unit (as required).

The control unit is located inside of the unit casing. For accessing the control unit remove the fixing screws on the front panel and pull out the control unit front panel with the mounting panel as shown in page 17.

Troubles and troubleshooting		
Trouble	Possible reasons	Troubleshooting
The fan(s) do(es) not get started during activation of the unit.	No power supply.	Make sure the power supply line is connected correct. Otherwise troubleshoot a connection error.
	Jammed motor, soiled impeller blades.	Turn the unit off. Troubleshoot the motor jamming. Clean the blades. Restart the unit.
	System failure.	Turn the unit off. Contact the product Seller.
The unit does not get started, the LED lights LED 1 and LED 2 are permanently on.	Breakout or short circuit of the temperature sensor.	Contact the product Seller.
Automatic circuit breaker tripping following the unit start-up.	Overcurrent as a result of short circuit in the electric circuit.	Turn the unit off. Contact the product Seller.
Low air flow.	Low set fan speed.	Set higher speed.
	Clogged filters, fans or recovery core.	Clean or replace the filters. Clean the fans and the recovery core.
	Clogged or damaged air ducts, diffusers, lower shutters, grilles or other ventilation system components.	Clean or replace the air ducts, diffusers, lower shutters, grilles or other ventilation system components.
Low supply air temperature.	Clogged extract filter.	Clean or replace the extract filter.
Noise, vibration.	Clogged impeller.	Clean the impellers.
	Loose screw connection in the fans or in the unit casing.	Tighten the screws of the fans or the casing against stop.
	No anti-vibration connectors on the connection spigots.	Install the rubber anti-vibration connectors.
Water outflow (applicable only for HRV units).	Clogged or damaged drain line. Wrong installation of the drain line.	Clean the drain line. Check the installation angle of the drain line, the U-trap operation and heat insulation.

STORAGE AND TRANSPORTATION REGULATIONS

- Store the unit in the manufacturer's original packaging box in a dry closed ventilated premise with temperature range from +41 °F (+5 °C) to +104 °F (+40 °C) and relative humidity up to 70 %.
- Storage environment must not contain aggressive vapours and chemical mixtures provoking corrosion, insulation, and sealing deformation.
- Use suitable hoist machinery for handling and storage operations to prevent possible damage to the unit.
- Follow the handling requirements applicable for the particular type of cargo.
- The unit can be carried in the original packaging by any mode of transport provided proper protection against precipitation and mechanical damage. The unit must be transported only in the working position.
- Avoid sharp blows, scratches, or rough handling during loading and unloading.
- Prior to the initial power-up after transportation at low temperatures allow the unit to warm up at room temperature for at least 3-4 hours.

HOOD FAN

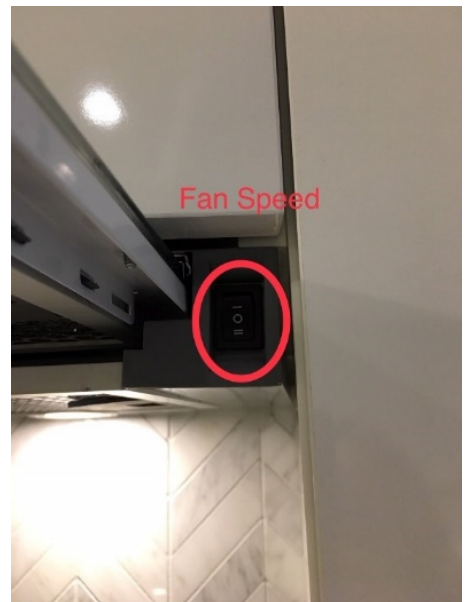
AEG HOOD FAN GUIDE

The hood fan is turned on when you pull out the side.

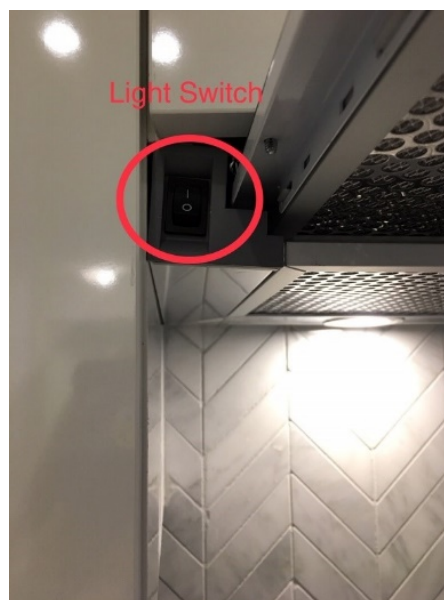


The fan switch is located on the right side.

The fan has three settings: off, low speed, and high speed.



The lamp switch is located on the left side of the hood.



Use and Care

You can remove the filters for cleaning by unhitching the back-clips. For the highest efficiency, this filter should be removed and cleaned periodically.



CLEANING YOUR HOOD FAN

Start by soaking the filter in hot water and mild soap or detergent. Rinse thoroughly and repeat if necessary.

The filter may be cleaned in the dishwasher.

Heavy grease build-up may not be cleaned easily, thus the filter may need to be replaced.

WATER ISSUES

WATER SHUT-OFF VALVES

Main Water Shut-Off

If the valves align, then the water pipe is on and vice versa.

This is for both hot and cold water.



Main Water Shut-Off Locations

Most are inside the Storage Room and some are inside Master Bedroom walk-in Closet.

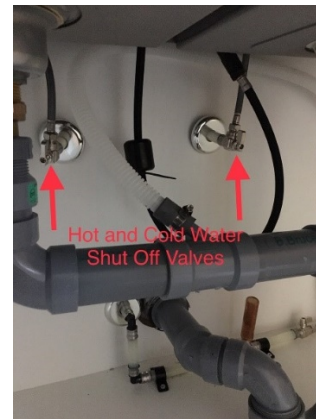
Others are located inside the lower cabinet of the ensuite.



Kitchen Sink Water Shut-Off

Hot and cold shutoffs for each sink are on the water line under the sink.

If the valves align, then the water pipe is on and vice versa.



Dishwasher Water Shut-Off

Dishwasher shutoff is on the water lines under the sink.

If the valves align, then the water pipe is on and vice versa.



RADIANT HEAT

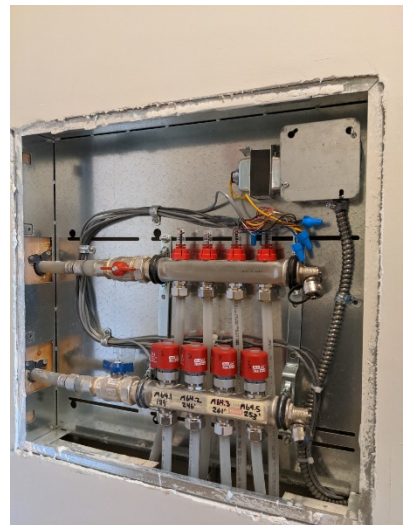
Radiant heat shut-off

This is for both hot and cold heat.



Locations

The radiant heat shut-off can be in the storage room, inside the closet, or inside the walk-in closet.



GAS STOVETOP

No Gas from Cooktop

First gas shut-off valve is located inside of the Lazy Susan.

Left of the gas stove.



Second gas shut-off valve is located inside the lower cabinet.

Left of the gas stove.



Third gas shut-off valve is located inside the back of the middle drawer.

Left of the gas stove.



OUTLET ISSUES

BATHROOM AND LIVING ROOM

There are dedicated switches in the bedroom and living room. Look for the red dot on light switches and try turning it on/off.

Check the breaker.

Please see homeowner manual.

KITCHEN POWER PLUG IS STIFF

It is normal for this plug to feel hard to put in since it is designed to be child-proof. There is not an issue with the plug itself.

POT LIGHT

ONE OR A FEW OF THE POT LIGHTS ARE NOT WORKING

After 30 days of possession, the pot light is the responsibility of the homeowner.

We recommend replacing the light bulb in question with a new one first. If there is still an issue after replacing the bulb, submit a service request to customercare@wesgroup.ca

BUILDING MANAGER

AWM ALLIANCE'S BUILDING MANAGER

Contact Building manager for requests such as:

- Purchasing additional key fobs and key tags
- Changing or updating enter-phone name and phone number
- Dispatch for services when common area issues arise, such as elevator issues
- Garbage room is overfilled
- Parkade gate is not opening or closing
- There is a water-leak in the parkade or storage locker

Building Manager

Alliance Maintenance

manager.avalon12@gmail.com

T: 236-558-6056

AWM ALLIANCE

AWM Alliance is the strata property management company managing Avalon 2.

They are whom strata fees are paid, move ins and outs are booked, building amenity spaces are booked, and common area concerns are dealt by.

Strata Agent

Jason Scott

jason@awmalliance.com

T: 604-638-7374