

The ERV & HRV



Performance Calculator

FREQUENTLY ASKED QUESTIONS

Find answers to the most commonly asked questions about the Performance Calculator.

Web Application and Security

Q: Why I am required to provide the user details within the sign-up form?

A: Providing user details is crucial for maintaining the privacy and security of your data and projects. By collecting this information, we can ensure that all data and projects are securely assigned to your account, preventing unauthorized access. This helps provide a personalized experience while safeguarding your information. Additionally, it allows us to provide better support and assistance tailored to your specific needs

Q: I did not receive the verification code after I registered.

A: If you didn't receive the verification code, you can take the following steps. First, check your spam or junk folder. Ensure that the email address you provided is accurate. If everything looks correct, try resending the verification code from the sign-up page. Also, make sure you have a stable internet connection, as this is necessary to receive emails promptly. If you've tried all these steps and still haven't received the code, please contact our support team for further assistance at 800-558-1711.

Q: Will my project information be visible to other users?

A: No, the projects associated with your user login are only visible as well as, accessible by yourself and Broan-Nutone Website administrators.

Q: Why is there a Broan project number attributed to my project?

A: This number is to assist our customer service department in locating your project(s) should you have any problems troubleshooting requirements.

Q: Do I need to fill all of the project information within the "edit project" page?

A: No. Mandatory fields that are notated with an asterisk.

Q: Where's the performance report saved?

A: If you click on "download report" button, the report will be automatically downloaded to your personal "download" folder.

Calculating Performance

Q: My project needs to comply with IECC Commercial 2021 requirements, does the performance calculator provide compliance verification for this code?

A: The calculator reports the enthalpy recovery ratio as per ASHRAE 90.1 and evaluates compliance for applicable non-transient dwelling type as per section 6.5.6.1.1. These are the same requirements as per IECC-C 2021 section C403.7.4.1.

Q: How can I find the closest weather station from my project location?

A: The information bubble across the weather station field includes two weather station finder Websites that can be used.

Q: What are the recommended choices for heating or cooling percentile within the design conditions section?

A: Default values are set to 99.6% and 1% for heating and cooling percentile respectively as per ASHRAE 90.1 definitions. Other standards such as ACCA Manual J may use values for these fields. 99.6% heating and 0.4% cooling percentile days will account for the extreme typical weather conditions while 99% heating and 2% cooling will provide more relaxed target.

Q: Is it possible to change the elevation field value?

A: Yes, the default elevation is the one from the selected weather station, but it could be overrode by another value. The performance calculations will take into consideration any overridden value within this field.

Q: Why are the net supply and net exhaust airflow rate limited to 35 to 225 CFM (16.5 to 106 L/s) range?

A: The airflow input ranges are set in accordance with Broan-Nuton and Venmar residential H/ERV product lineup.

Q: Why is the unbalance between the net supply airflow and exhaust rate limited to 25%?

A: This unbalance limit is aligned with the maximum recommended imbalance for our residential H/ERV. Should you have specific request to operate beyond this limit, please contact Broan-Nutone customer service directly.

Q: Why is there only one choice of model, port location or power connection within the unit selection section under the "select by model" mode?

A: The model, port location, and power connection selection list are automatically updated in accordance with your selection. This filters out the models or configurations that don't match your selection. Depending on your selections, it is possible that only one model or configuration of port location or power connection is available for such combinations.

Q: Why is the latent effectiveness equal to 0 for certain models?

A: The heat recovery ventilators (HRV) only transfer sensible heat from one flow to another and as a result exhibit a 0% latent effectiveness. Such models are identified with an "H" at the 5th position of the model number as per the following example: B160**H**65RT.

Should you have other questions contact us at 800-567-1711



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