



## Installation & Owner's Manual

English



**Manufactured by:**  
ClairiTech Innovations Inc.  
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Boudreau-Ouest, NB  
Canada E4P 6N4

**READ AND SAVE THESE INSTRUCTIONS**

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### 1.0. Introduction

Congratulations on the purchase of your new Hybrid 200. The HumiFresh® Hybrid 200 is a complete all-season, all-climate ventilation system for your **whole home**. From basement to bedroom, and everywhere in between, our only dual-core air exchange system available on the market covers all your needs. The Hybrid 200 replaces contaminated, humid air with fresh air in every level of your home, in any climate, without unwanted condensation or the need to defrost. Consequently, no unsightly drains or annoying defrost schedules to hinder your enjoyment of a comfortable, contaminant-free living environment.

This Installation and Operation Manual will help you get acquainted with the functions and operation of your Hybrid 200, as well as ensure an efficient and hassle-free installation of your new ventilation system.

#### **Caution**

This manual shows the suggested installation method. Any structural alterations necessary for installation must comply with all applicable building, health, and safety

#### **Caution**

This unit is intended for general ventilation only. Do not use to exhaust hazardous or explosive material and vapors

#### **Caution**

This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety

#### **Caution**

Children should be supervised to ensure that they do not play with the appliance

## 2.0. Service and Warranty

### 2.1. For Customer Assistance

To help in answering questions if you call for service or warranty purposes, please record below the model and serial number located on the side of the unit.

Product Name:
Model #:
Date of Manufacturing:
Date of Purchase:
Serial #:
Dealer Name (If Any):

**Please Note** the above information before contacting us.

**For the Following Inquiries:**

- Service
- Parts
- Accessories
- Additional Customer Information

**Please contact us by:**

Phone: 1-888-533-1348

Email: [support@clairitech.com](mailto:support@clairitech.com)

Website: [www.humidex.com](http://www.humidex.com)

**IMPORTANT**

To properly validate your warranty, you must complete and return the warranty card within 90 days. If your device is not registered, proof of purchase will be required if it requires service after approval from our Service Department. You can also register your warranty using the Hybrid 200 mobile application or online <http://www.clairitech.com/support/register>.

## 2.2. Consumer Limited Warranty

ClairiTech Innovations Inc. warrants to the first consumer that this product, when shipped in its original container, will be free from defective workmanship and materials, and agrees that it will, at its discretion, either repair the defect or replace the defective Product or part thereof with a new or remanufactured equivalent at no charge to the purchaser for the period(s) set forth below. The defective part must be returned to the manufacturer ClairiTech Innovations Inc. All transportation charges are the sole responsibility of the purchaser.

This warranty does not cover any appearance items of the product nor if the items or product have been damaged, defaced, subjected to improper voltage, abnormal service or handling, has been altered or modified in design or construction or was installed and has been rendered inoperable for an extended period of time.

In order to enforce the rights under this limited warranty, the purchaser must fill out and return the warranty card within 90 days.

Neither the sales personnel of the seller nor any other person is authorized to make any warranties other than those described herein, or to extend the duration of any warranties beyond the time period described herein on behalf of ClairiTech Innovations Inc.

The warranties described herein shall be the sole and exclusive warranties granted by ClairiTech and shall be the sole and exclusive remedy available to the purchaser. Correction of defects, in the manner and for the period described herein, shall constitute complete fulfillment of all liabilities and responsibilities of ClairiTech to the purchaser with respect to the Product, and shall constitute full satisfaction of all claims, whether based on contract, negligence, and strict liability or otherwise. In no event shall ClairiTech be liable, or in any way responsible, for any damage or defects in the Product which were caused by repairs or attempted repairs performed by anyone other than an authorized servicer, unless approved by ClairiTech in writing. Nor shall ClairiTech be liable or in any way responsible for any incidental or consequential economic or property damage.

Warranty Period for this product:	Two (2) years on all electrical and electronic components Five (5) years on cabinet Five (5) years ERV core (If and only if, the customer takes care to regularly clean the dust filters every 6 months) Five (5) years HRV core (If and only if, the customer takes care to regularly clean the dust filters every 6 months)
Additional Items Excluded from Warranty Coverage (If Any):	Appearance items of the product, Exterior vent, and any printed material.
Where to obtain service:	From the Manufacturer. (Refer to Page 3)

### 2.3. Hybrid 200 Limited Warranty

ClairiTech Innovations Inc. offers a five-year limited functionality warranty for Hybrid 200 system.

#### **Liability Limitation:**

ClairiTech Innovations inc. cannot be held responsible for any changes, modifications, **or** updates made by third parties (platforms, operators, etc.) which could alter the proper functioning of the system and the Hybrid 200 application.

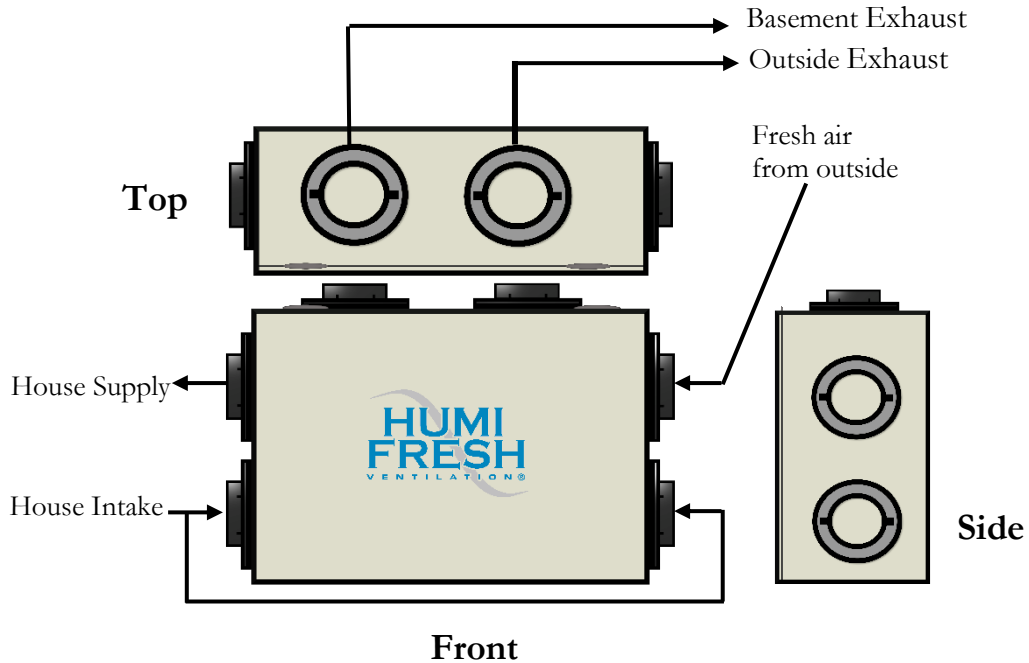
**This warranty is non-transferable and applies to residential use only.**

To obtain supply, accessory, or product information, contact us.

**Refer to Page 3 for Contact Information.**

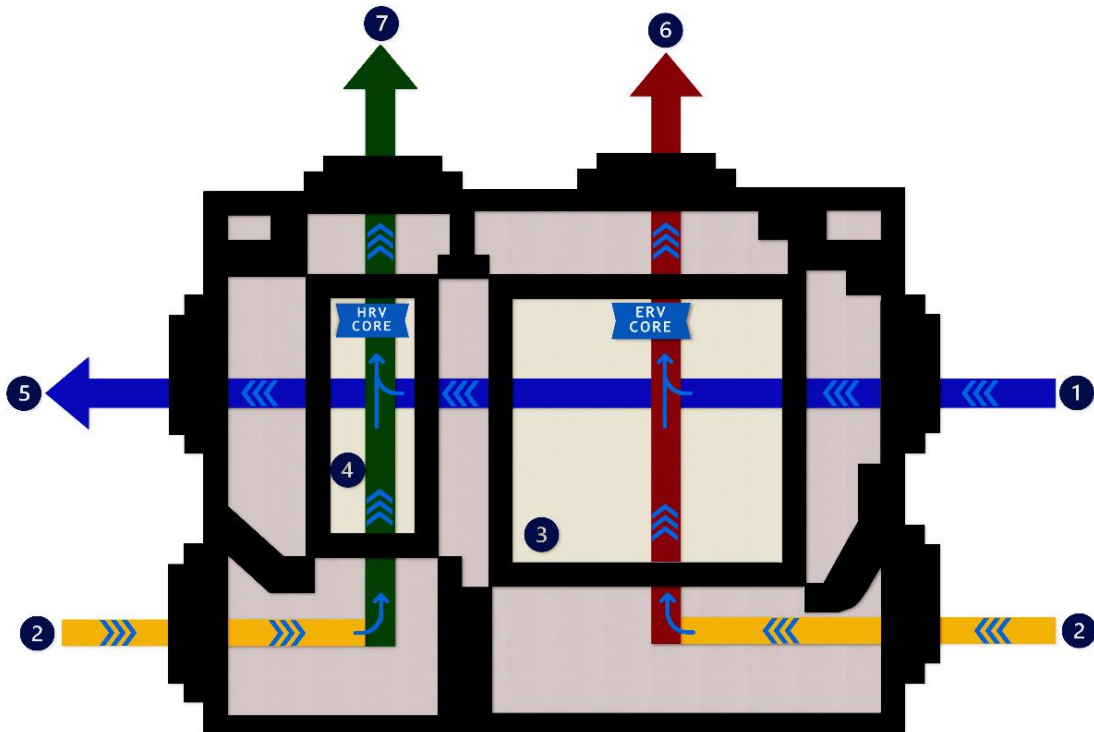
## Hybrid 200

### 3.0. Specifications



<b>Dimensions</b>	35" W x 25.5" H x 10.25" D
<b>Weight</b>	35 lb (16 kg)
<b>Access</b>	Latched and hinged front, access to filters and cores
<b>Duct connecting</b>	Six start collars with 6" round connections
<b>Mounting</b>	Mounted from joist
<b>Electrical</b>	24V DC (DC voltage)/ 5.13A (DC current)
<b>Filters</b>	Cleanable polyester air filter with easy access
<b>Defrost</b>	Processor controlled balanced frost prevention system
<b>Air Flow</b>	50 to 120 CFM
<b>Warranty</b>	Two (2) years on all electrical and electronic components Five (5) years on cabinet Five (5) years ERV core (If and only if, the customer takes care to regularly clean the dust filters every 6 months) Five (5) years HRV core (If and only if, the customer takes care to regularly clean the dust filters every 6 months)

#### 4.0. How It Works



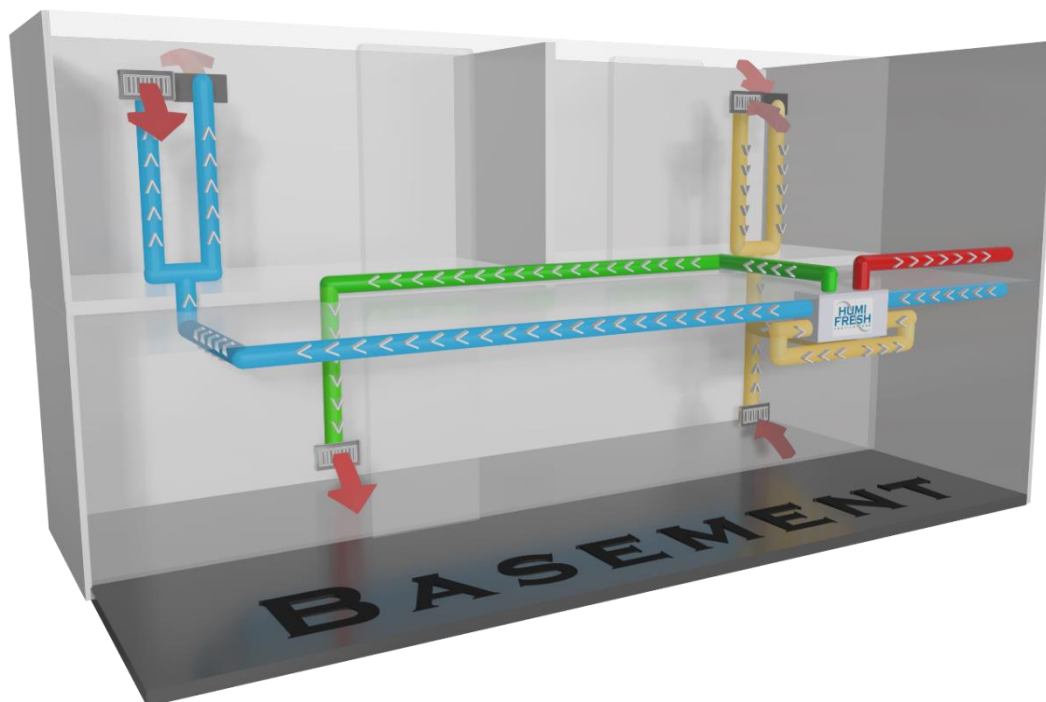
1. Fresh outdoor air enters the unit and flows through the ERV and HRV cores.
2. Stale air and toxins from upper levels, basement, and crawl spaces enter the unit from the bottom ports.
3. In the summer, the ERV core transfers the excess humidity and temperature from the incoming air to the outgoing air. The preferred humidity and temperature level from the inside environment is then transferred to the incoming fresh air. The process is reversed in winter.
4. The second core, the HRV core, is dedicated completely to the basement. The newly adjusted humidity level of the fresh air is maintained, but the temperature levels are transferred.
5. The resulting fresh air with temperature and humidity levels similar to the interior environment is distributed throughout the house.
6. Stale air and toxins are expelled to the outside of the house.
7. The added benefit of the Hybrid-200 circulated air to the basement. This air helps control the basement's air quality and virtually eliminates humidity to create a completely livable space.



## 5.0. Installation Scenarios

### 5.1 Fully Ducted System

(For homes without any existing ductwork)



This installation scenario will require a completely new duct system throughout the entire house.

Stale, humid air is exhausted from the highest humidity areas of the house including the basement, bathrooms, kitchen, and laundry room. Fresh air taken from outside is filtered and passed through the ERV and HRV exchange elements where humidity and temperature are exchanged with the stale air leaving the building. The fresh air is then supplied to the bedrooms, and other principal living areas to create a comfortable, contaminated-free living environment.

A dedicated air recirculation system for the basement, one of the promising features of the Hybrid 200, will transform the dampest, mustiest basement into a dry, comfortable living area or storage space. The recirculation system takes fresh, dry air from the upper levels of the house and recirculates it to the basement before exhausting it back to the outside.

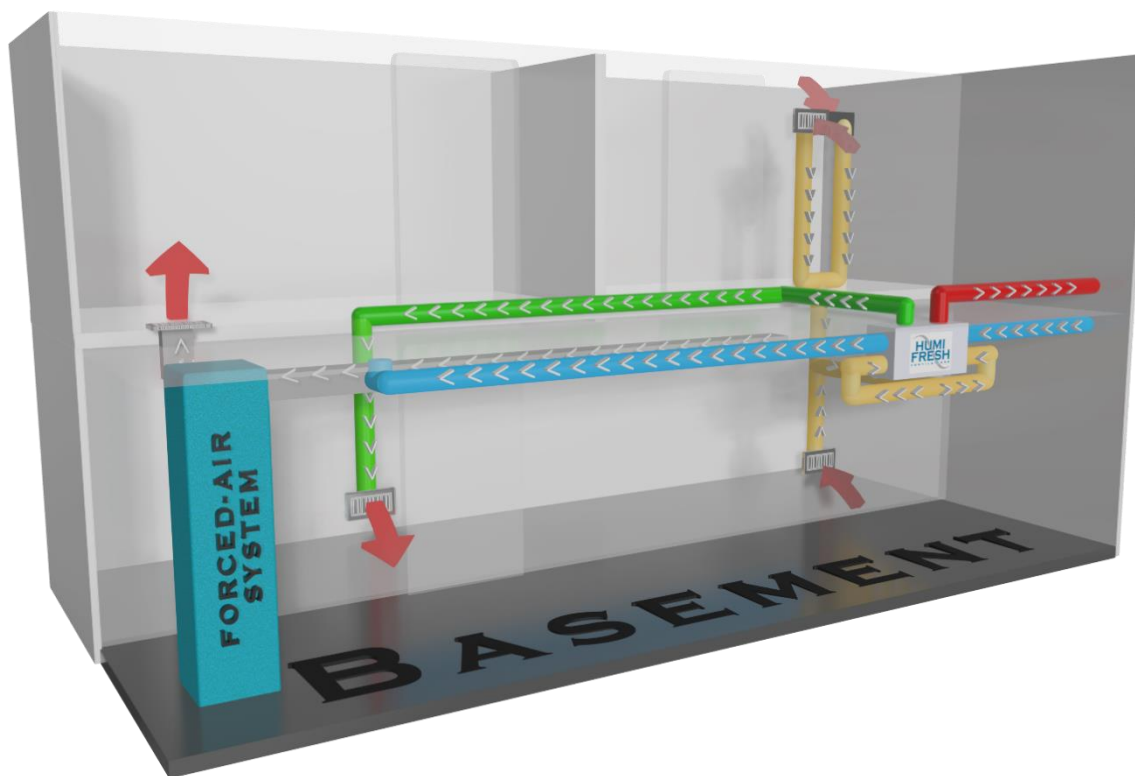
Homes with more than one story require at least one exhaust vent at the highest level of the house.

In the basement, it is recommended to have at least one exhaust vent close to the floor as the humidity in the basement tends to concentrate near the floor.

### 5.2 Pre-existing Ductwork

(For homes with existing ductwork due to an existing forced-air system.)

### 5.2.1. New Exhaust & Recirculation



This installation scenario will require new ductwork for the exhaust and recirculation systems, and a tie-in to the existing ductwork of a forced-air system for the fresh air supply.

Stale, humid air is exhausted from the highest humidity areas of the house including the basement, bathrooms, kitchen, and laundry room. Fresh air taken from outside is filtered and passed through the ERV and HRV exchange elements where humidity and temperature are exchanged with the stale air leaving the building. The fresh air is then supplied to the return plenum of the air handler and distributed to the bedrooms, and other principal living areas via the air handler's existing duct system.

A dedicated air recirculation system for the basement, one of the promising features of the Hybrid 200, will transform the dampest, mustiest basement into a dry, comfortable living area or storage space. The recirculation system takes fresh, dry air from the upper levels of the house and recirculates it to the basement before exhausting it back to the outside.

**For this kind of installation, it is not obligatory that the forced-air system blower runs when the unit is in operation. The Hybrid 200 is powerful enough to circulate fresh air to all rooms of the house without blower assistance.**

Homes with more than one story require at least one exhaust vent at the highest level of the house.

In the basement, it is recommended to have at least one exhaust vent close to the floor as the humidity in the basement tends to concentrate near the floor.

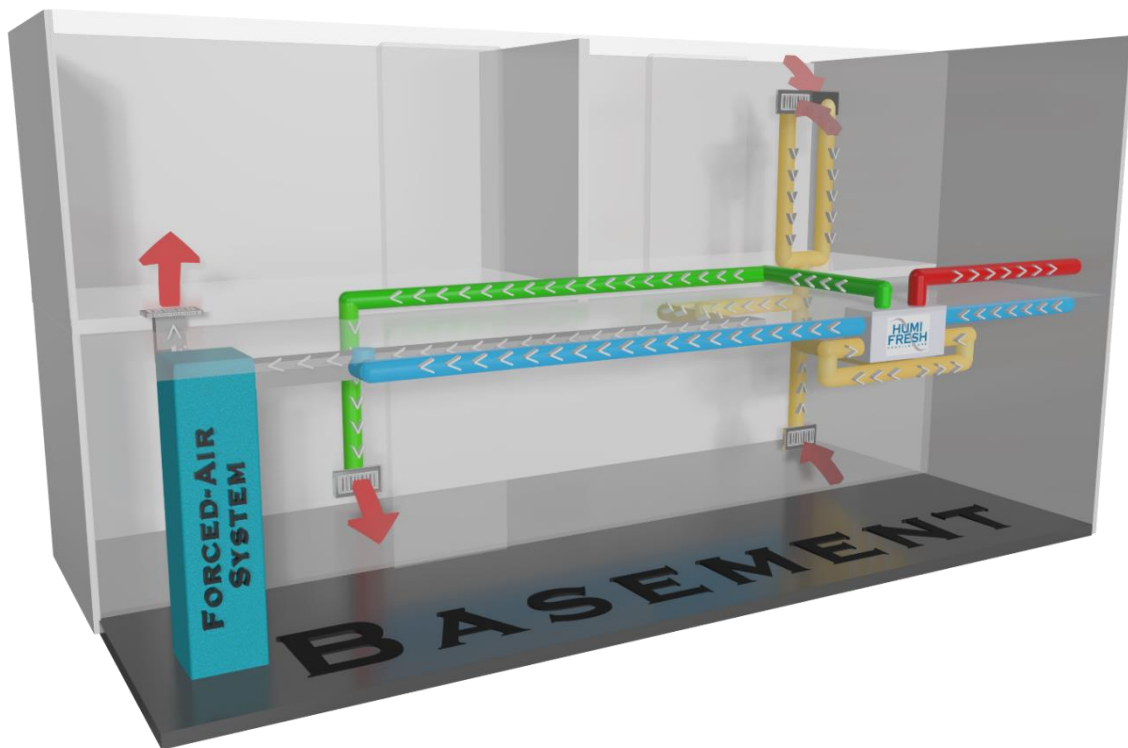
## Hybrid 200

### Caution

Do not connect the Hybrid 200 unit to any forced-air system supply duct

#### 5.2.2. New Recirculation only

Regarding this installation scenario, new ductwork for the recirculation system, and a tie-in to the existing ductwork of a forced-air system for both the stale air exhaust and fresh air supply are required.



The air handler's existing duct system removes contaminated, humid air from high humidity areas such as the basement, bathrooms, kitchen, and laundry room. This air is drawn into the 200 Hybrid's ERV and HRV exchange units through the air handler's return plenum. Fresh air from outside is also passed through the ERV and HRV exchange units, exchanging humidity and temperature with the contaminated air before being expelled from the building. The fresh air is then delivered to the return plenum of the air handler and distributed to main living spaces like bedrooms, and other areas through the air handler's existing duct system.

Stale, humid air is exhausted from the highest humidity areas of the house including the basement, bathrooms, kitchen, and laundry room via the air handler's existing duct system. The stale air is drawn through the air handler's return plenum and into the Hybrid 200's ERV and HRV cores. At the same

## Hybrid 200

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time, the fresh air taken from the outside is filtered and passed through the two cores (ERV and HRV) where humidity and temperature are exchanged with the stale air leaving the building. The fresh air is subsequently supplied to the return plenum of the air handler and distributed to the bedrooms, and other principal living areas via the air handler's existing duct system.

A dedicated air recirculation system for the basement, one of the promising features of the Hybrid 200, will transform the dampest, mustiest basement into a dry, comfortable living area or storage space. The recirculation system takes fresh, dry air from the upper levels of the house and recirculates it to the basement before exhausting it back to the outside.

**For this kind of installation, it is obligatory that the forced-air system blower runs in synchronization with the Hybrid 200 unit.**

Homes with more than one story require at least one exhaust vent at the highest level of the house.

In the basement, it is recommended to have at least one exhaust vent close to the floor as the humidity in the basement tends to concentrate near the floor.



### Caution

**Do not connect the Hybrid 200 unit to any forced-air system supply duct**

## 6.0. Pre-Installation

### 6.1. Included Components

Before installing your Hybrid 200 system, be sure that you have the right model and accessories. The following items should be included in the accessory box. If parts are missing, contact our customer service at US 1-888-533-1348, Can. 1-800-416-9111.

Hybrid 200 unit
1x Owner's Manual
1x Warranty Card
1x AC/DC Power Supply
1x Power Cord
4x Chains

### 6.2. Pre-Installation Survey

Before arriving with your full complement of tools and parts ready to start cutting holes and laying ductwork, it is important to do a pre-installation survey of the residence to determine the appropriate installation scenario and plan the most effective and efficient layout.

## Hybrid 200

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### 6.2.1. Locate the Unit

- In the new construction, the unit should typically be located in the dedicated mechanical or utility room. These rooms are ideally located in the basement, away from living and sleeping areas and close to available power sources (and existing ductwork in the case of installation scenario 5.2).
- If a dedicated mechanical or utility room is not present, which is likely the case in most retrofit situations, you should take the following considerations when determining the best location to hang the Hybrid 200:
  - Location must allow for easy access to all duct connections, and the unit's interior filters.
  - It is best to hang the unit close to an exterior wall to keep exterior supply and ventilation lines as short as possible.
  - Unit should be hung away from any hot surfaces or potential fire hazards.
  - Location must allow for a power source (standard outlet).
  - Consider proximity to existing forced-air blower in the case of installation scenario 5.2.

### 6.2.2. Plan the Ductwork

Once the best location for hanging the Hybrid 200 was considered, it is time to begin developing a plan for your ductwork. You should take the following considerations when developing this plan:

- Duct size - We recommend 8" flex duct connecting to and from the unit, tapered to 6" ductwork throughout the house for optimal flow and noise reduction. This is a recommendation only.
- Do not install or tie-in to ducts smaller than 4" in diameter as air flow decreases considerably.
- Insulated flex ducts must be used for all exterior connections and are recommended for use in all bedroom connections for additional noise reduction.
- Keep it simple. Locate exhaust and supply vents in practical but inconspicuous places. Plan for a minimum of bends and joints. Keep the length of insulated flex ducts to a minimum.
- Exhaust vents should be located in the kitchen, all bathrooms and the basement. Supply vents should be located in the living room, all bedrooms, and the basement. Be sure to include one exhaust register on the highest lived-in level of the house in the case of residences with two or more stories.
- Do not use wall cavities as ducts.

## 7.0. Installation Instructions

### Warning

**This manual describes the recommended installation method only. Any structural alterations necessary for installation must comply with local building, fire, health, and safety code requirements.**

Before beginning the installation, inspect the unit and the contents of the box for:

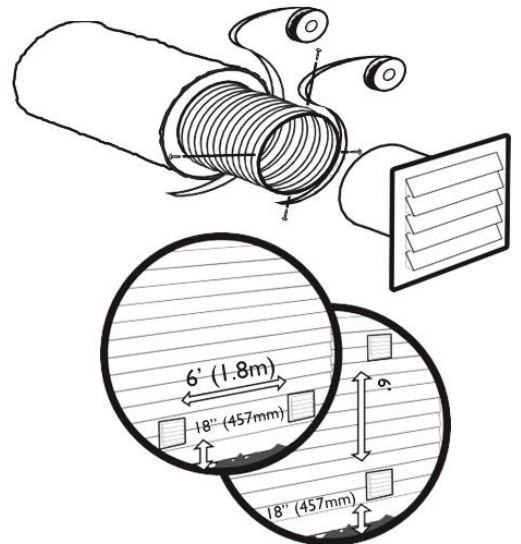
- Damage - Inspect both the exterior and interior of the unit for any shipping damage to the door, latches, hinges, dampers, duct collars, filters, motor assembly, etc.
- Accuracy - Refer to the attached parts list to ensure no parts are missing.

If there is any damage or any parts are missing, please contact your local distributor immediately. All claims must be made within 30 days of delivery.

### 7.1. Installing Exterior Hoods & Vents

Now that you know where your unit will be located and how your ductwork will be laid out, you can begin the actual installation. Start by choosing an appropriate location for installing the exterior hoods and vents:

- Maximize your distance between the fresh air supply vent and the stale air exhaust vent to prevent cross-contamination. We recommend a minimum distance of 6 feet (1.8 m) between vents.
- Both exhaust and supply vents must be installed at a minimum distance of 18 inches (45.7 cm) from the ground.
- The exhaust vent should not dump stale air into an enclosed space.
- Make sure the supply vent is at least 6 feet (1.8 m) away from any of the following:
  - Dryer exhaust, central vacuum vent, furnace vent, etc.
  - Gas meter exhaust, gas barbecue grill.
  - Garbage bins and other sources of possible contamination.
  - Any exhaust from a combustion source, etc.



Once you have established an appropriate location for your exterior vents and hoods, drill the necessary holes and proceed with the installation.

## Additional instructions

- The exhaust and supply vents should be screened against insects and vermin with screening material no less than ¼” or as per local building codes.
- OPTIONAL: Vents can be covered with suitable hoods to prevent against the entry of rain or snow; however, this may reduce air flow volume to and from the unit.
- If you are installing vents and corresponding insulated flex ducts through an abrasive surface such as concrete, use a solid metal thimble to avoid tearing of the flexible material.
- Insulate all exterior openings with appropriate spray foam insulation once flex ducts are securely in place.
- Do not secure any ductwork to the unit itself until Section 7.4 - Connecting Ducts to the Unit.

## 7.2. Installing Interior Ductwork & Vents



**Never install a stale air exhaust vent in a room where a combustion device operates, such as a gas or oil furnace, a gas water heater, or a fireplace.**

### 7.2.1. Fully Ducted System (See illustration section 5.1)

#### Exhaust System

Begin by installing vents in areas where contaminants and excessive humidity are produced – kitchen, bathrooms, basement, laundry rooms, etc.

If the residence has two or more stories, ensure at least one exhaust vent is installed at the highest level of the house.

Typically, exhaust vents should be installed on an interior wall, 6 to 12 inches from the ceiling.

#### Steps:

- Measure vent and register, wall grill, or diffuser, and cut hole accordingly.
- Secure vent flanges to wallboard or floorboard using sheet metal screws.
- Attach flex duct to vent collar through the spiral flex wire using sheet metal screws.
- If using insulated flex duct, be sure to pull the insulation back to expose the actual flex duct before attaching. Do not screw through insulation.
- Secure and seal the connection appropriately.
- Insert the register, wall grill, or diffuser into the top side of the opening.

### **Supply System**

Once your exhaust vents and ductwork are installed, begin installing fresh air supply vents in the bedrooms and other living areas.

Typically, supply vents should be installed in the ceiling or on an interior wall as close to the ceiling as possible, with air flow directed towards the ceiling.

In retrofit situations, limited access to the ceiling and/or interior walls may make it necessary to install a supply vent in the floor. If this is the case, direct the air flow up the wall.

#### **Steps:**

- Repeat connection steps outlined above in Exhaust System installation.

### **Recirculation System**

The basement recirculation system will be the final series of vents and ductwork installed. If your basement contains multiple rooms, recirculation supply vents can be installed in the largest rooms, or in each separate room if so desired. In all cases, there should be a minimum of 10 feet between exhaust and recirculation supply vents.

The recirculation exhaust vent should be ducted to the main level of the house, either with a separate duct or via the main exhaust system.

Recirculation vents should be installed in the ceiling or on an interior wall as close to the ceiling as possible, with air flow directed towards the ceiling.

#### **Steps:**

- Repeat connection steps outlined above in Exhaust System installation.

### **7.2.2. Pre-existing Ductwork**

#### **7.2.2.1. New Exhaust and Recirculation**

(See illustration Section 5.2.1)

### **Exhaust System**

Refer to point 7.2.1 of chapter 7.2 – Fully Ducted System. Considerations and installation are identical.



## Hybrid 200

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### Supply System

#### **Warning**

**When performing duct connections to an existing forced-air system, installation must be done in accordance with all applicable codes and standards. Please refer to your local building code.**

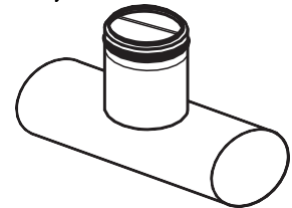
In the case of a pre-existing forced-air heating or cooling system, the Hybrid 200 will use the existing ductwork and supply vents to supply fresh air to the bedrooms and living areas. Ensure all supply vents are at least 10 feet away from all exhaust vents.

Since forced-air configurations vary between suppliers and builders, it is recommended that there be at least one supply vent on each main living level of the house, as well as in the basement.

Because forced-air blowers operate at much higher CFM rates than the Hybrid 200, a metal T-duct with a backdraft vent must be installed at the primary connection point to prevent excessive air flow through the Hybrid 200 when the blower is engaged.

#### **Steps:**

- Make sure the blower is turned off.
- Measure and cut hole for metal T-duct in the return plenum of the forced-air handler.
- Secure T-duct to return plenum with sheet metal screws. Seal appropriately.
- Attach backdraft vent to one side of T-duct.
- Attach flex duct from the supply vent of the Hybrid 200 to the other side of the T-duct. Secure through spiral flex wire with sheet metal screws. Seal appropriately.



### Recirculation System

Refer to point 7.2.1 of chapter 7.2 – Fully Ducted System. Considerations and installation are identical.

#### **7.2.2.2. New Recirculation Only**

(See illustration Section 5.2.1)

### Exhaust System

This scenario will use the forced-air heating or cooling system and ductwork to exhaust contaminated air from the house through the Hybrid 200.

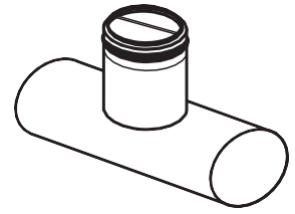
Since forced-air configurations vary between suppliers and builders, it is recommended that there be at least one exhaust vent in the basement and on each main living level of the house.

## Hybrid 200

Because forced-air blowers operate at much higher CFM rates than the Hybrid 200, a metal T-duct with a backdraft vent must be installed at the primary connection point to prevent excessive air flow through the Hybrid 200 when the blower is engaged.

### Steps:

- Make sure the blower is turned off.
- Measure and cut hole for metal T-duct in the return plenum of the forced-air handler.
- Secure T-duct to return plenum with sheet metal screws. Seal appropriately.
- Attach backdraft vent to one side of T-duct.
- Attach flex duct from the supply vent of the Hybrid 200 to the other side of the T-duct.
- Secure through spiral flex wire with sheet metal screws, seal appropriately.



### Supply System

Refer to sub-point 7.2.2.1 of point 7.2.2 – New Exhaust and Recirculation. Considerations and installation are identical.

### Recirculation System

Refer to point 7.2.1 of chapter 7.2 – Fully Ducted System. Considerations and installation are identical.



### Caution

**In the case of a New Recirculation Only installation, ensure that the forced-air blower operation is synchronized with the unit operation.**

## 7.3. Mounting the Unit

With all of your vents and ductwork now successfully installed, it is time to mount the Hybrid 200 in the location you chose in section 6.0:

- Use the 4 chains provided to suspend the unit directly from the floor joists overhead. See illustration at right.
- Make sure the unit is level.
- Make sure the power cord and AC/DC adapter reach the nearest electrical outlet or make provisions for a new outlet to be installed near the unit.

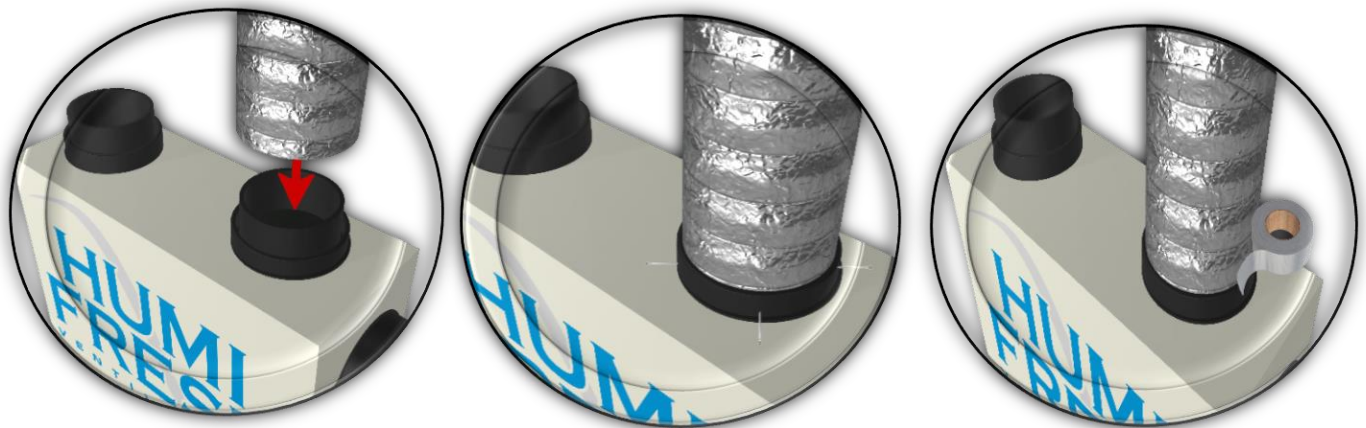


## 7.4. Connecting Ducts to Unit

Your unit is now firmly in place and your ductwork is laid and fully installed. It is now time for the final step – connecting your carefully planned ductwork to the Hybrid 200. In most installations, you will use a combination of 8" insulated and non-insulated flexible ducts for these connections.

### Flex Ducts:

- Typically coming from interior supply, exhaust and recirculation lines.
- Before connections are made to the unit itself, a T-duct must be attached to the main exhaust line, allowing the main exhaust line to be connected to both the exhaust and recirculation ports of the Hybrid 200. Refer to the identification labels affixed beside each unit's port.
- Slide exhaust lines over collars (6") of exhaust and recirculation ports.
- Secure with sheet metal screws. Seal appropriately.
- Repeat this procedure for the fresh air supply lines, making sure to connect the basement recirculation line and the upper-level(s) supply line to their corresponding port.



### Insulated Flex Ducts:

- Typically coming from exterior supply and exhaust lines, except in instances where additional noise reduction is required on interior lines.
- Pull back the insulation to expose the flex duct underneath.
- Slide flex duct over collars (6") of exhaust port.
- Secure with sheet metal screws. Seal appropriately.
- Carefully pull the insulation back over the joint and tuck it between the collar (6") or over top of the flex duct (8").
- Pull the vapor barrier back over the insulation and over the collar of the exhaust port (6") or over top of the entire assembly (8").

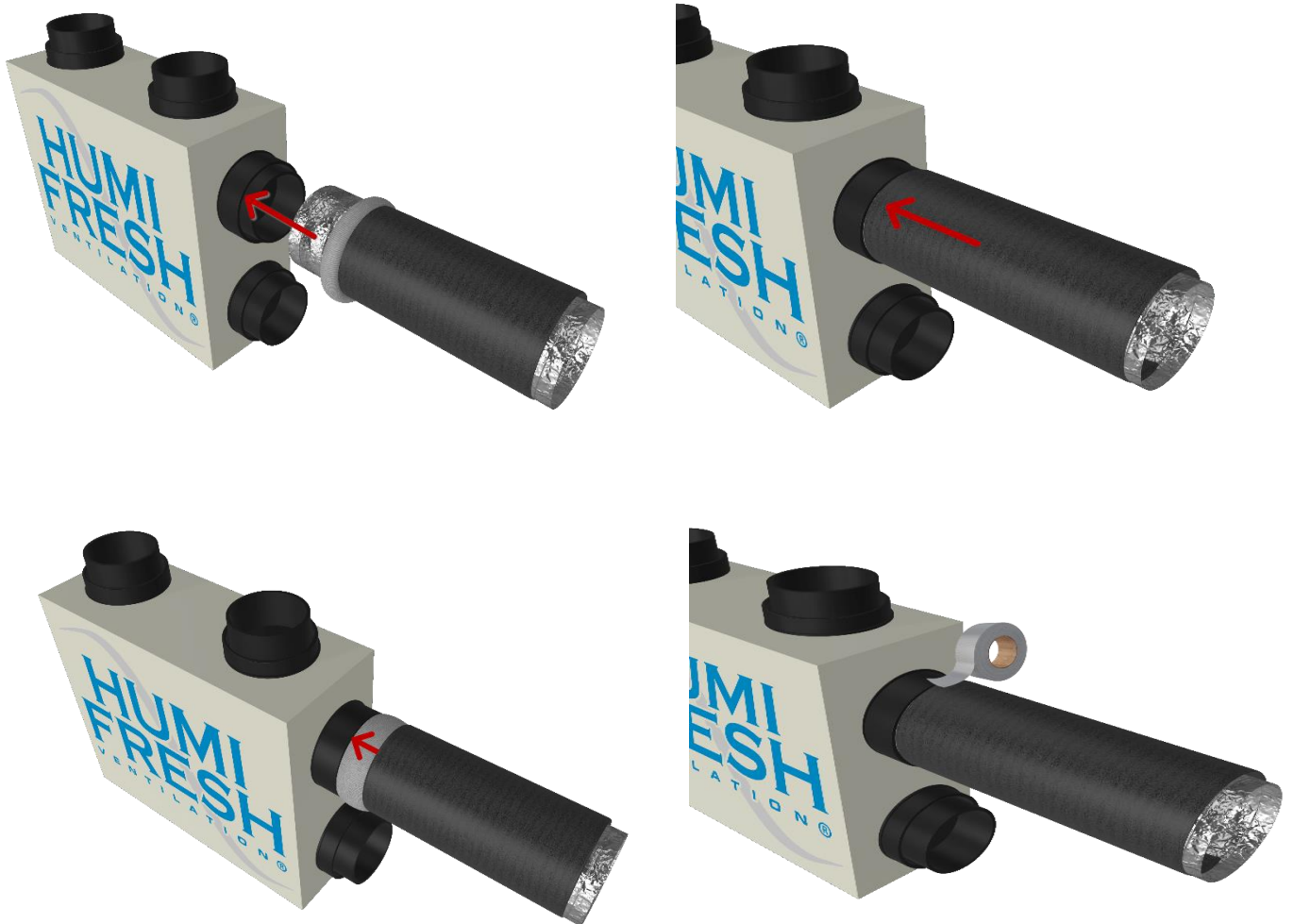
## Hybrid 200

- Seal joints appropriately. Try to avoid compressing the insulation while sealing, as compressed insulation loses its R value and may lead to unwanted condensation.

### Caution

Do not tear the vapor barrier on the insulated ducts during installation. A torn vapor barrier may create condensation within the duct.

### Insulated Flex Ducts: Visual Steps



## Hybrid 200

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### 8.0. Control

The unit is equipped with an AC/DC adapter “GST160A24-R7B”. The Hybrid 200 should be powered using the provided AC/DC power supply. If the main service door is closed, the unit will start running immediately. A safety disconnect switch cuts all power to the unit when the main service door is opened or removed.

The Hybrid 200 unit can be directly controlled from the Hybrid 200 mobile application available on the Google play store for android devices and the App Store for Apple devices. Once installed, the application will walk you through its different features and show you how to link your Hybrid 200 unit to your mobile device. The mobile application will provide you with the ability to monitor conditions and modify settings of your unit.

### Wi-Fi internet connection and mobile application


The Hybrid 200 possesses many cool and new features that allows you to monitor your home’s air quality, view outside conditions, and more... To have access to these features, the Hybrid 200 unit must be connected to the internet. Provided you have Wi-Fi internet connection in the home, this can be done by downloading the Hybrid 200 mobile application and configuring your system with it. This is a one-time process that will allow your system to connect to your internet and access all the necessary information needed.

To download the mobile app, you can search within the app store using keywords such as “ClairiTech” and “Hybrid 200”.

### System Reboot

The System Reboot allows users to manually reboot the entire system. To reboot the system, simply press 6 times or more the push-button installed on the unit’s door.

9.0. Maintenance

 **Warning**

**Before performing any maintenance or servicing, always turn off and disconnect the Hybrid 200 unit from its power source.**


If you will not be the primary user of this unit, review with the primary user the following steps required for regular maintenance of his/her new Hybrid 200 system:

**Twice per year or as needed:**

- Clean the filters – Open the main service door and remove all three filters. Wash or replace filters as necessary.
- Clean the cabinet interior and main service door.

**Once per year or as needed:**

- Clean the main exchange cores – Open the main service door and remove the cores. Vacuum or wash as necessary, then replace. **DO NOT USE A PRESSURE WASHER!**

 **Caution**

**Do not run the unit while filters are removed due to the risk of contaminants entering the home and eventually clogging the main exchange cores.**

10.0. Troubleshooting

Problem	Possible Causes	Possible Solutions
Nothing is working	<ul style="list-style-type: none"> <li>• Unit is not plugged in or plugged in improperly.</li> <li>• Circuit breaker in main electrical panel is tripped.</li> <li>• Main service door is open or improperly secured.</li> </ul>	<ul style="list-style-type: none"> <li>• See if the unit is plugged in or remove and re-plug.</li> <li>• Reset the breaker. If the problem persists, verify with a multimeter that the outlet in question is receiving power.</li> <li>• Verify that the main service door is completely closed and latched.</li> </ul>
Condensation on windows	<ul style="list-style-type: none"> <li>• Unit is set improperly.</li> <li>• Air around windows is not properly circulated.</li> <li>• Thermostat of your home heating system is set too low.</li> </ul>	<ul style="list-style-type: none"> <li>• Verify the mobile application if the unit is set properly.</li> <li>• Leave your curtains open at least half-open to allow proper air circulation around the windows.</li> <li>• Do not set your home heating</li> </ul>

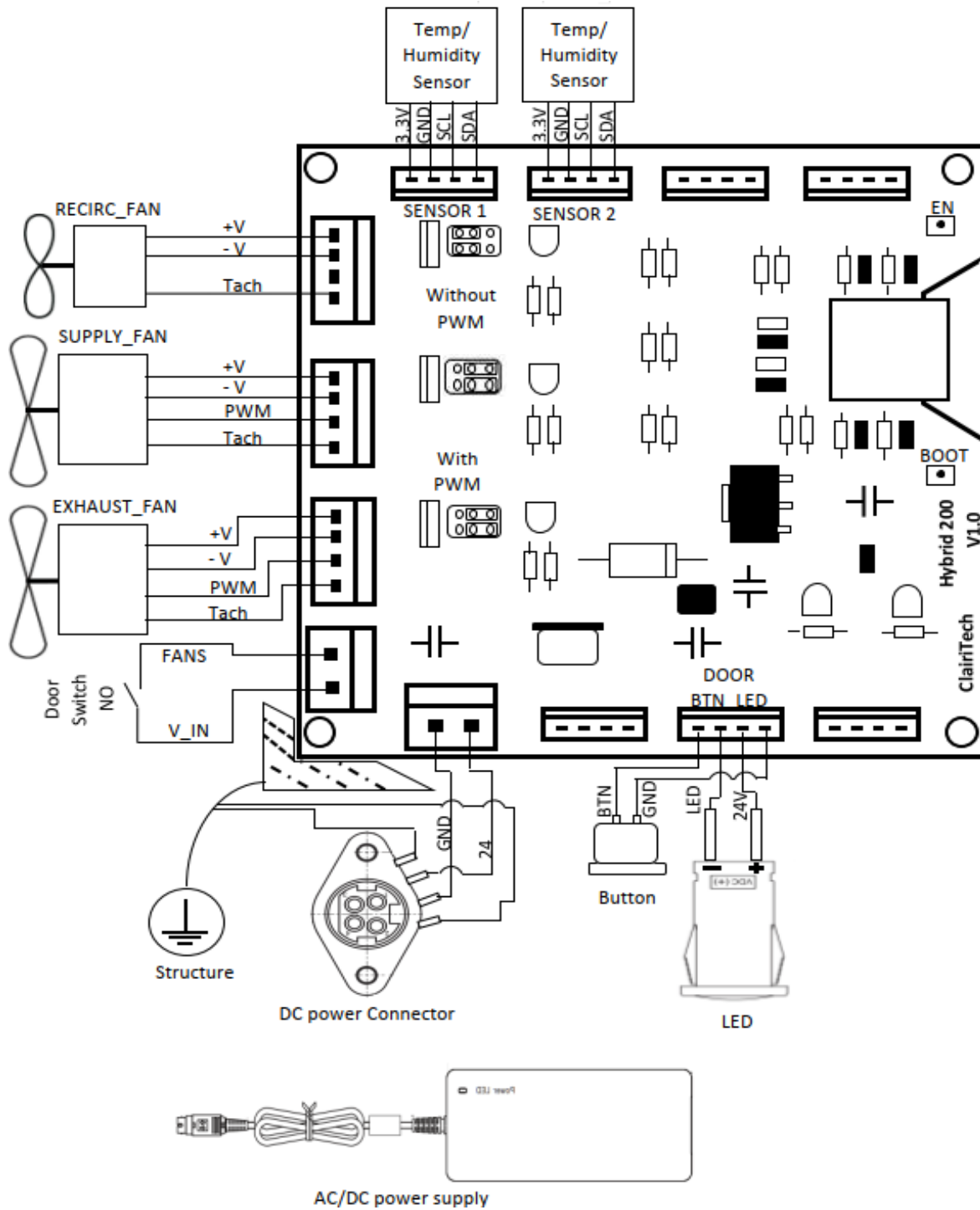
## Hybrid 200

		thermostat below 18°C (65°F).
Indoor air is too dry	<ul style="list-style-type: none"> <li>• Unit is set improperly.</li> </ul>	<ul style="list-style-type: none"> <li>• Verify the mobile application if the unit is set properly.</li> <li>• Temporarily use a humidifier.</li> </ul>
Air coming from air supply grill is too cold	<ul style="list-style-type: none"> <li>• Unit is set improperly.</li> <li>• Outside vents/hoods are blocked.</li> <li>• Filters and cores of unit have become blocked or excessively dirty.</li> </ul>	<ul style="list-style-type: none"> <li>• Verify the mobile application if the unit is set properly.</li> <li>• Inspect and clean outside vents/hoods if necessary.</li> <li>• Inspect and clean filters and cores of unit if necessary.</li> </ul>
Not enough fresh air	<ul style="list-style-type: none"> <li>• Unit is set improperly.</li> <li>• Motor is malfunctioning.</li> <li>• Outside vents/hoods are blocked.</li> <li>• Filters and cores of unit have become blocked or excessively dirty.</li> </ul>	<ul style="list-style-type: none"> <li>• Verify the mobile application if the unit is set properly.</li> <li>• Check the motor operation and call your installer if any motors are not working.</li> <li>• Inspect and clean outside vents/hoods if necessary.</li> <li>• Inspect and clean filters and cores of unit if necessary.</li> </ul>

If your problem is still not resolved after executing all the troubleshooting techniques and rebooting the system, please call Customer service at 1-888-533-1348.



11.0. Electrical Diagram





## 12.0. Return and Exchange Policy

Clairitech Innovations Inc. values its relationship with you and offers you the option to return most products you purchase directly from Clairitech Innovations Inc., as set forth in detail below.

### Policy

#### **Return period of 30 days for unused products and accessories:**

Unless you have a separate agreement with Clairitech Innovations Inc., or subject to the provisions below, all equipment and accessories that have not been used, in new condition and in their original packaging may be returned to Clairitech Innovations Inc. within 30 days of the date of purchase for a refund of their purchase price, an equivalent credit note or the exchange of the product, less shipping and handling charges, resupply fee and applicable taxes, if already paid.

#### **Return period of 15 days for defective or damaged products and accessories:**

Requests for a refund and/or exchange for defective or damaged merchandise can be made within 15 days of receipt of the merchandise. After 15 days, the manufacturer's warranty applies.

Note: Any product returned to Clairitech Innovations Inc. without the prior permission of Clairitech Innovations Inc. will be considered an unauthorized return; the customer will not receive any refunds or credit notes for the product and Clairitech Innovations Inc. will not return the product to the customer.

#### **Damaged products and accessories:**

If you have received damaged items, please contact us by phone or email before destroying or discarding the product and/or packaging. Failure to comply could see your request denied.

### Fees

Unless the product is defective or the return is a direct result of Clairitech Innovations Inc., the refund or credit does not include any shipping and handling charges shown on your packing slip or invoice; you are responsible for those and for any damages incurred during the return shipment.

### Procedure

1. Before returning a product, you must first obtain a Return Authorization Number from Clairitech Innovations Inc. Customer Service before the end of the applicable return period. Proof of purchase will also be required.

To contact Clairitech Innovations Inc. Customer Service, please call **1-888-533-1348** or [Email Us](#)

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Any product returned to Clairitech Innovations Inc. without the prior approval of Clairitech Innovations Inc. will be considered an unauthorized return; the customer will not receive any credit or refund for the product and Clairitech Innovations Inc. will not return the product to the customer.

2. Pack the product in its original package
3. Insert all the documents received concerning the order to be returned. Remember to keep a copy of all the documents provided.
4. To obtain a full refund, the products must be returned in perfect condition, in their original packaging and with all documents, parts and accessories.
5. The return costs must be prepaid; we will not accept deliveries paid at reception.
6. For your protection, we advise you to provide the shipping service
7. Five days after the date of issue of the return authorization number Clairitech Innovations Inc. Customer Service, you must send the product to the following address:

**ClairiTech Innovations Inc.**

**1095 ch. Ohio Service Rd**

**Boudreau Ouest, New Brunswick**

**E4P 6N4 - Canada**

8. Upon receipt of your authorized and compliant return, Clairitech Innovations Inc will issue a credit or refund equal to the purchase price paid, less shipping and handling charges, restocking charges and applicable taxes subject to this policy.

9. For assistance please call **1-888-533-1348** or [Email Us](#)

10. For any questions regarding warranty terms please call **1-888-533-1348** or [Email Us](#)

**NO RETURNS ARE POSSIBLE AFTER 30 DAYS FOLLOWING THE DATE OF THE BILLING DATE.**

**CLAIRITECH INNOVATIONS SHALL NOT BE LIABLE FOR, OR ANY CHARGE OF, A CONSUMER ORDER ERROR.**