



Love the feeling  
of coming home

# HOME SOLUTIONS GUIDE

HRV AIRSENSE™  
HOME VENTILATION

NEW FOR 2022



# HRV: your trusted partner for home health and comfort

At HRV we're here to help every Kiwi family love the feeling of coming home.

From ambitious beginnings in 2003, we've grown to help more than 500,000 New Zealanders enjoy a drier, warmer, more comfortable home.

That's a good start. But with 700,000 New Zealanders living with asthma or respiratory illness, we've still got work to do!

We started with HRV home ventilation, and that's still the heart of our product range. Today, we also offer leading-edge heat pumps and air conditioners, panel heaters, water filtration and even EV charger installation.

This year - as we approach 20 years in business - is a huge year for HRV customers like you. We're proud to announce the biggest development in home health and comfort since we brought HRV home ventilation to the market.

HRV AirSense™ is a revolution in every way. It's a New Zealand home ventilation system that is scientifically proven to reduce moisture<sup>2</sup>, and helps prevent mould. So when you need a system you know will perform, there's really just one choice.

You can read more about HRV AirSense™ on pages 13-23.

2022 is a big year for another reason too, and maybe a more important one. We're thrilled and thankful that New Zealanders have voted HRV as **New Zealand's most trusted home ventilation brand** in the 2022 Reader's Digest **Trusted Brands Survey**.



If you're considering an HRV product for your home, thank you and I hope we can lend a hand.

If you already have an HRV product and are thinking about upgrading or investing in a different category, thank you too. Our business is built on your trust and satisfaction and that means everything to me.



Norman Woods  
Group General Manager



# Whole-home health and comfort with HRV

 HRV-installed ducted or single-room heat pumps and air conditioners heat and cool your home efficiently.

 HRV home ventilation improves your air quality by filling your home with drier, filtered air.

 HRV water filtration removes impurities from the water your family drinks and washes with.

 HRV electric vehicle charger installation delivers on the highest safety and quality standards.



# Our mission at HRV

At HRV, our mission is to make all kiwi homes healthier.

We all want healthy families, healthy communities and to stay healthy ourselves. And since we all spend so much time inside – and we did even before Covid limited our horizons – making your home as healthy as it can be is vital.

We've built HRV on that mission, and today we offer a product range that makes it easier for anyone to create the healthiest possible place to live.

As New Zealanders, breathing clean air and drinking pure water

is a big part of who we are. At HRV we believe that's something worth protecting!

So wherever you live, in a classic villa or a modern townhouse, in the semi-tropical far North or amidst the climatic extremes of the Mackenzie Basin, we're here to help. Every HRV expert lives in the community they serve, so has long experience in what home ventilation, heating and cooling, or water filtration solution will work best for you and your family.



## Why HRV is a name you can trust

More than 500,000 New Zealanders are living in a home with one or more of our products. We didn't achieve that level of success without first earning New Zealand families' trust.

HRV has been in business for almost 20 years. In that time we've grown to a company that serves every community in New Zealand. All built around those honest, one-to-one kitchen table conversations we had with our customers from day one.

HRV is now owned by Vector. Vector is an innovative New Zealand energy

company which runs a portfolio of businesses delivering energy and communication services to more than one million homes and commercial customers across Australasia and the Pacific.

HRV offers solutions that address many of the biggest home health issues New Zealanders face. From our reinvented AirSense™ home ventilation range, to single room or whole-home heating solutions, to water filtration systems for any type of home, we've got you covered!

# Healthy homes by the numbers

At HRV, we say everyone should love the feeling of coming home. But there's more to what we do than just a feeling! Here's some of the science that sits behind what we do.



## COLD ISN'T COOL.

The World Health Organization recommends a minimum indoor temperature of 18°C, or 20°C for houses with young children, elderly people or ill people<sup>i</sup>.



## DOWN WITH DAMP!

Dampness and mould growth can exacerbate asthma and increase the risk of asthma onset<sup>ii</sup>. Indoor dampness and mould is also associated with an increased risk of respiratory tract infections and bronchitis<sup>iii</sup>.



## VENTILATE AND BREATHE EASY.

Ventilation helps remove or dilute indoor airborne pollutants coming from indoor sources. This reduces the level of contaminants and improves indoor air quality (IAQ)<sup>iv</sup>.



## NEW ZEALAND'S DAMPNESS EPIDEMIC.

More than one in five New Zealand homes are damp some or all of the time, and for renters, dampness is more than twice as common than for those who own their home or hold it in a family trust, according to Stats NZ<sup>v</sup>.

### SOURCE:

- i. <https://www.ehinz.ac.nz/indicators/indoor-environment/about-the-indoor-environment-and-health/> 'Cold and damp houses and health'.
- ii. Braubach M, Jacobs DE, Ormandy D (Eds.). 2011. Environmental burden of disease associated with inadequate housing: A method guide to the quantification of health effects of selected housing risks in the WHO European Region. Copenhagen, Denmark: WHO Regional Office for Europe. Available online: <http://www.euro.who.int/en/health-topics/environment-and-health/Housing-and-health/publications/2011/environmental-burden-of-disease-associated-with-inadequate-housing.-a-method-guide-to-the-quantification-of-health-effects-of-selected-housing-risks-in-the-who-european-region>
- iii. Fisk W, Eliseeva E, Mendell M. 2010. Association of residential dampness and mold with respiratory tract infections and bronchitis: a meta-analysis. Environmental Health, 9(1): 72. doi: 10.1186/1476-069X-9-72
- iv. [https://www.epa.gov/indoor-air-quality-iaq/improving-indoor-air-quality#:~:text=Ventilation%20and%20shading%20can%20help,indoor%20air%20quality%20\(IAQ\).](https://www.epa.gov/indoor-air-quality-iaq/improving-indoor-air-quality#:~:text=Ventilation%20and%20shading%20can%20help,indoor%20air%20quality%20(IAQ).) Source: EPA United States Environmental Protection Agency



## TOO COOL (AND DAMP) FOR COMFORT.

Half of New Zealanders surveyed who own or rent their home have moved house in the past five years. More than one in five (21%) said that warmth, damp or mould was the main reasons for doing so<sup>vi</sup>.



## 10X MORE EFFECTIVE.

In modern homes built to current standards, mechanical ventilation is 10 times more effective than built-in passive ventilation at supplying fresh air to the whole house<sup>vii</sup>.



## 3RD LEADING CAUSE OF DEATH.

Respiratory disease affects 700,000 people in New Zealand and is the third leading cause of death<sup>viii</sup>.



## OUR ASTHMA EPIDEMIC.

Asthma affects 1 in 8 adults and 1 in 7 children in New Zealand<sup>viii</sup>.



## WATER WORRIES.

89% of kiwis are concerned about the drinking water quality in New Zealand<sup>ix</sup>.



- v. <https://www.stats.govt.nz/news/one-in-five-homes-damp> 29 October 2019. Source: Statistics NZ October 2019
- vi. Source: The HRV State of the Home Survey was conducted by Camorra Research Limited from 4-21 June 2021. A nationally representative sample of 1,006 respondents was surveyed (based on age, gender, and region). The margin of error on this sample is ±3.2% at a 95% confidence interval level.
- vii. BRANZ Study Report | SR341 [2015]: The Role of Ventilation in Managing Moisture Inside New Zealand Homes
- viii. <https://www.asthmafoundation.org.nz/research/key-statistics> 'The impact of respiratory disease in New Zealand: 2020 update'
- ix. [https://www.waternz.org.nz/Attachment?Action=Download&Attachment\\_id=4358](https://www.waternz.org.nz/Attachment?Action=Download&Attachment_id=4358), page 7. New Zealand Water Consumer Survey 2017 Report. Attachment?Action=Download&Attachment\_id=4358, page 7. New Zealand Water Consumer Survey 2017 Report.



### VENTILATION

Reduce moisture and the conditions mould needs to grow, and filter pollen, dust, mould spores and other common allergens from the air your family breathes. HRV home ventilation is a New Zealand classic – and this year we’ve reinvented it with the launch of HRV AirSense™. See page 13



### WATER FILTRATION

They say you are what you eat – but we reckon what you drink is just as important! HRV home water filtration starts with simple, affordable single-tap solutions and extends to our ultimate whole-home systems. Mains water, tank or bore, hard water area... talk to us about how we can make every drop cleaner and delicious. See page 30



### HEAT PUMPS AND AIR CONDITIONING

Wherever you live in New Zealand there are days (and nights) when it’s either too hot or too cold for comfort. Cold homes can be unhealthy too! A heat pump or air conditioner is a very efficient way to keep your living areas or your whole home at the ideal temperature all year round. See page 26



### ELECTRIC VEHICLE CHARGING

Electric vehicles are a great choice for the environment – and your pocket. To make the most of your new vehicle, your home charger needs to be safely and professionally installed. At HRV our installer network is trusted by leading New Zealand vehicle distributors to install, certify and service home electric vehicle chargers.



# HRV home ventilation explained



What's the best way to understand HRV home ventilation? Walk into a home that has it!

Our customers tell us that there's just nothing like coming home to the fresher, drier air that an HRV home ventilation system delivers.

HRV home ventilation works by replacing the stale, damp air in your home with drier, filtered air from your roof space or from an outside vent. It's a simple idea, but one that delivers powerful results.

## REDUCED MOISTURE LEVELS:

Everyday activities like cooking, showering, laundry and even breathing create moisture that lingers in your home. That means mould and mildew are more likely, condensation appears on windows and certain health conditions can be made worse. HRV home ventilation forces damp air out and replaces it with drier air, 24/7!

## BREATHE FILTERED AIR, NOT NASTIES:

When your home has HRV home ventilation, the air coming in is filtered before it reaches your living areas. HRV home ventilation filters pollen, dust, mould spores and other allergens. This is great news if you have an allergy sufferer in the family!

## A HOME THAT'S EASIER TO HEAT:

Damp air takes more energy to heat than dry air<sup>3</sup>. So reducing moisture levels with HRV home ventilation means you'll need less energy to stay warm, whether that's electricity, gas or even firewood.

## A SAFER, QUIETER HOME:

Opening all your doors and windows will certainly help with ventilation, but that's not always a great idea. Open windows can let in street noise, pollution and cold air, and you don't want to leave doors and windows open when you're out! With HRV home ventilation your home is being ventilated 24/7, even when all the doors and windows are closed.

“PRIORITISING YOUR HEALTH IS A MUST”  
- HEAR WHAT SOME OF OUR CUSTOMERS  
HAVE TO SAY ABOUT HRV HOME VENTILATION



“We had HRV put in and we are so happy with it. During the colder months our house felt so much drier and warmer, and now we have a newborn baby we need the house to be warm and also the air cleaner. We wish we had done it years ago. We found dealing with HRV was great because they were very professional. Would definitely recommend HRV.”

The Nowell Family

“Since having HRV installed, we’ve noticed a great difference in ventilation around the house. It is so lovely to know that we are breathing in fresh air, especially as we are working from home a lot now. My partner and I both struggle with allergies and have noticed having HRV has made a significant difference for us.

We no longer have mould on our bathroom windows, and all our windows in the house are consistently dry. We know that by having HRV in our home, it has also added resale value as we can honestly say our home is warm and dry.”

The van Eeden Family

“Best long-term investment so far! Especially since we’re in the midst of a pandemic, prioritising your health is a must. We have peace of mind that we have a good, working ventilation system in place and we can entertain guests without opening doors and windows. It made a real difference against condensation, as no more crying windows during the winter months. Kudos to the whole HRV team and highly recommended!”

The Bergonia Family



AIRSENSE™

## THE NEXT GENERATION OF HOME VENTILATION

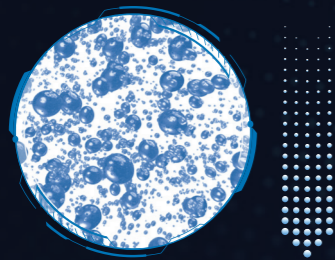
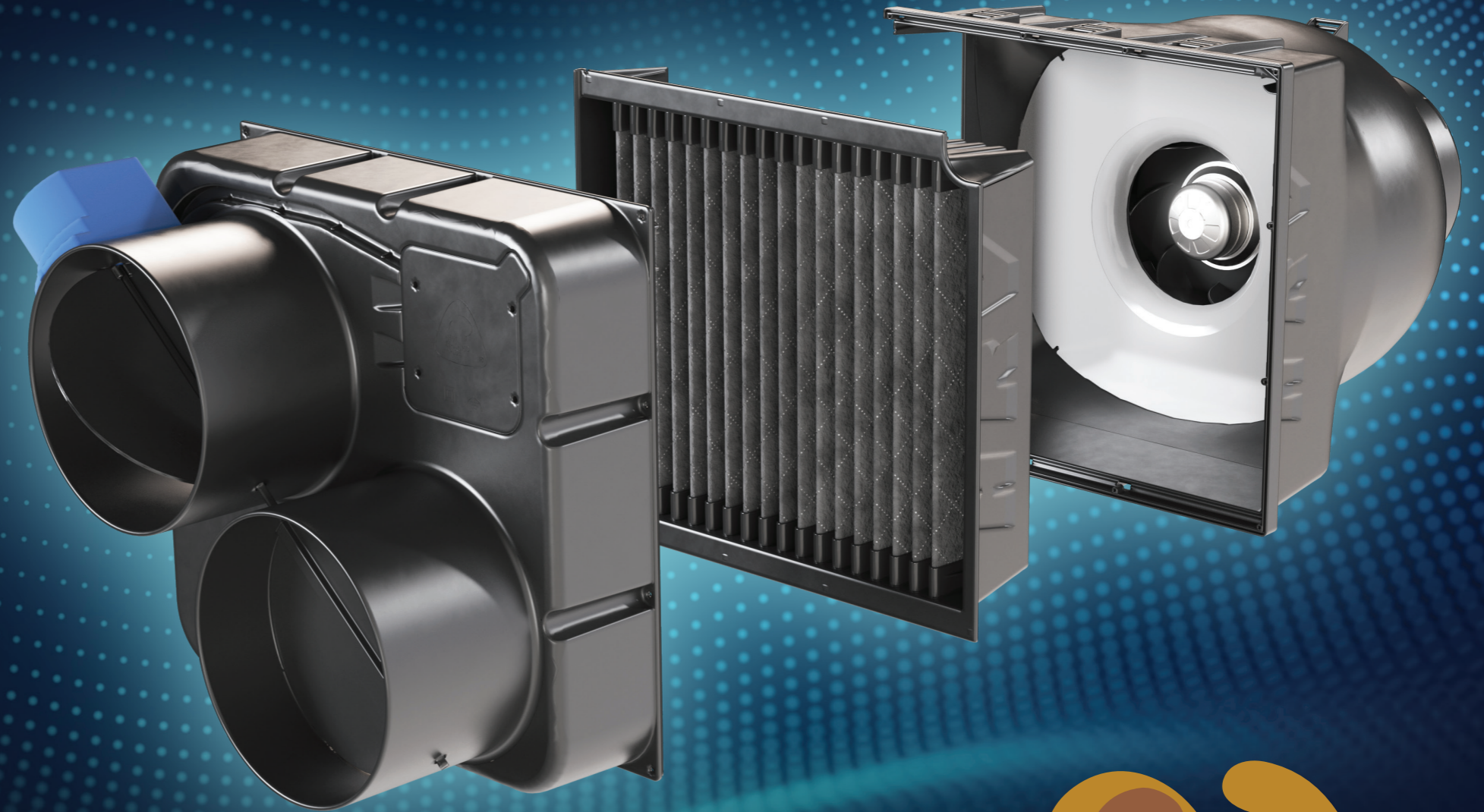
**If you’ve been considering home ventilation, there’s never been a better time! The HRV engineering team and our partners have been developing a revolution in home ventilation: HRV AirSense™.**

HRV AirSense™ builds on almost two decades of proven ventilation technology and gives it a 21st-century upgrade. From our affordable HRV AirSense™ Lite and right through the range, we’ve never offered a more capable, advanced way for you and your family to love the feeling of coming home.

THE SCIENCE BEHIND  
**AIRSENSE™**

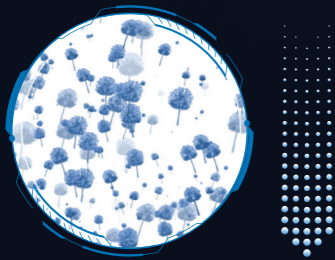
HRV AirSense™ is a New Zealand home ventilation system that's scientifically proven to reduce moisture<sup>2</sup>, and helps prevent mould.

We worked closely with researchers at Auckland's Unitec to test HRV AirSense™ home ventilation in real-world conditions. The results speak for themselves.



LESS MOISTURE:

In a study of 15 homes over 12 weeks, most homes with HRV home ventilation showed reductions in humidity.



PREVENT MOULD:

In the same real-world study, homes with HRV home ventilation were observed (by homeowners) to help prevent mould.

MORE EFFECTIVE:

The University of Canterbury Engineering Department showed that HRV AirSense™ moves 10% more fresh air than our previous range<sup>4</sup>.

IMPROVED INDOOR AIR QUALITY:

In the Unitec real-world study, levels of particulate matter (things like dust, pollen and mould spores) and carbon dioxide all dropped when HRV home ventilation was installed.

Now that AirSense™ home ventilation is on the market, we'll be building on these studies and working with our research partners to learn more about how it can help New Zealanders create the healthier homes that every family deserves.





FILTRATION REINVENTED:  
THE PURE GENIUS INSIDE

# AIRSENSE™

Reducing moisture levels in your home's living area is just one way HRV AirSense™ home ventilation can transform your family's environment.

But what if it could also filter the air they breathe, before it enters your home?

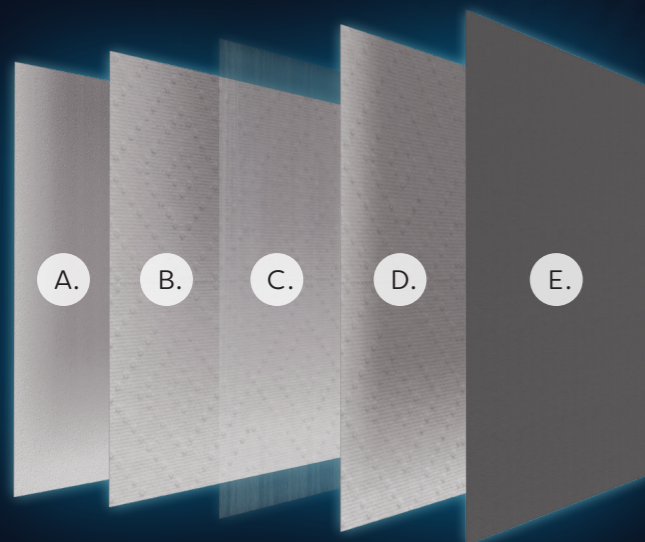
That's exactly what the advanced WoolCare™ filter at the heart of your HRV AirSense™ home ventilation system does. An AirSense™ home ventilation system filters dust, pollen, mould spores and other common allergens from the air you breathe.

Your WoolCare™ filter cartridge is a completely new design that's only available with HRV AirSense™. Its pleated base layer is made from recycled New Zealand wool, and is

designed to maximise effective surface area and filtration effectiveness.

HRV AirSense™ ventilation systems feature nanofibre filtration technology, FilterLayr™, that helps to improve your home's indoor air quality by filtering ultrafine particles, including common airborne asthma and allergy triggers from the incoming vented air, meeting both ePM1 and MERV 15 ratings according to ISO 16890:2016 and ANSI/ASHRAE - 52.2-2017 standards respectively<sup>5</sup>.

Your WoolCare™ filter cartridge cares for the environment as well as your family. In addition to being made from recycled wool and recycled plastic, the cartridge is designed so as much of its plastic portion as possible can be recycled when it's returned to HRV as part of your system service and filter replacement.



5 LAYERS OF FILTRATION  
FOR HIGHER EFFICIENCY

- A. Recycled New Zealand wool base layer
- B. Pre-filter
- C. New Zealand-made FilterLayr™ antimicrobial nanofibre
- D. Polypropylene
- E. Carbon filter

**WOOLCARE™**  
FILTER



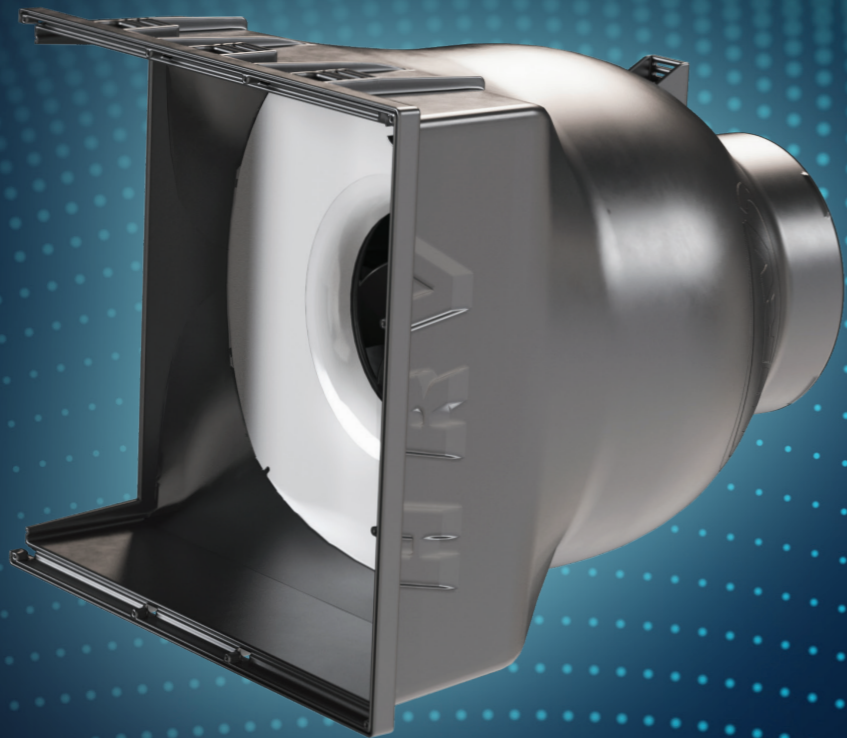
MĀNUKA OIL-INFUSED  
FILTERLAYR™ TO ADD AN  
EXTRA LAYER OF PROTECTION

Kiwis are familiar with the healing and antibacterial properties of the mānuka tree. Not only does mānuka honey taste great, it's good for you too. How about taking the benefits of the mānuka tree a step further? At HRV we have worked closely with our partner NanoLayr to develop this next generation functional FilterLayr media. The first line of defence that we use in our WoolCare™ filters is a strong physical barrier: recycled wool to filter any small particles, followed by tightly overlapping electrospun nanofibres that trap<sup>5</sup> and eliminate<sup>6</sup> harmful particles from outside air. The next line of defence is the naturally occurring antimicrobial agent: mānuka oil<sup>7</sup>. By binding the nanofibres with this bioactive oil, FilterLayr™ can help protect against infectious pathogens, including bacteria, viruses, and fungi<sup>5,7</sup>, giving you extra peace of mind.

INSIDE

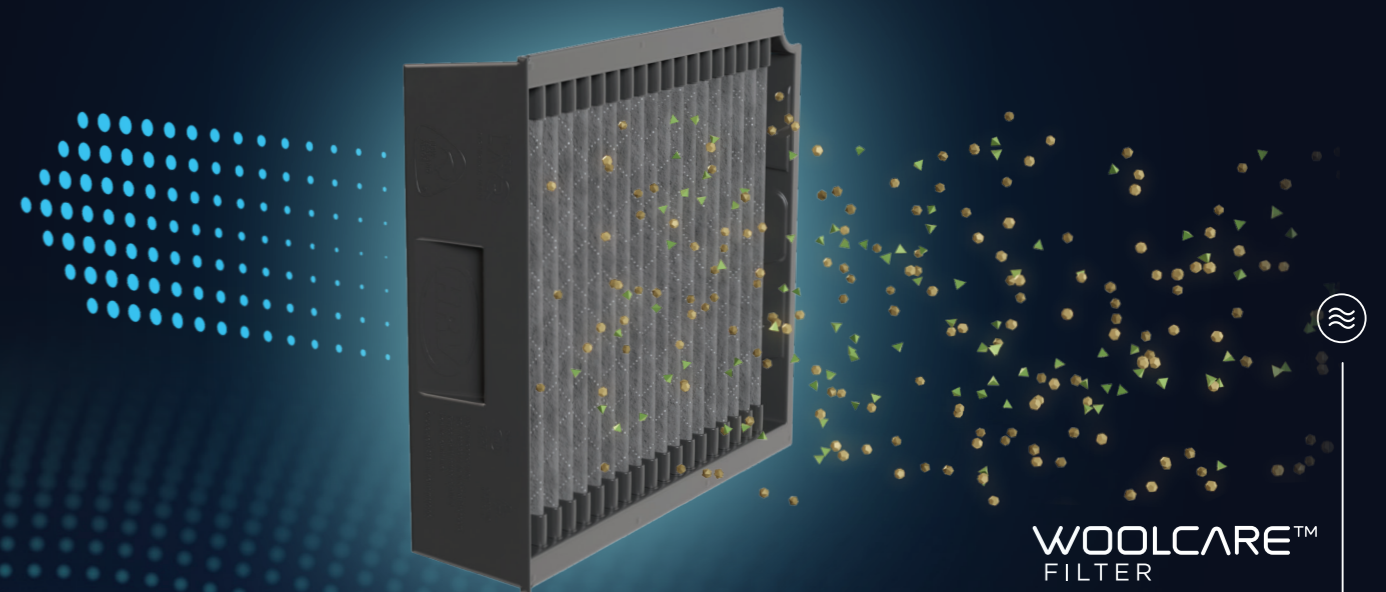
# AIRSENSE™

## LEADING-EDGE TECHNOLOGY FOR HOME COMFORT AND HEALTH



### AIRSENSE™ FAN ENCLOSURE

We've completely redesigned the heart of our system to maximise airflow and efficiency. An advanced German-made fan and aerodynamically designed housing ensure smooth, efficient airflow.



WOOLCARE™  
FILTER

### AIRSENSE™ WOOLCARE™ FILTRATION

Recycled New Zealand wool forms the first layer of our completely redesigned filter. Followed with a New Zealand-made FilterLayr™ nanofibre medium to effectively filter out particles as small as 0.3 microns<sup>6</sup>. The deep-pleated design means increased effective surface area and greater filtration efficiency.



### AIRSENSE™ SMART TOUCH CONTROLLER AND APP

We've gone widescreen! AirSense™ gives you greater control and more information than ever, so all models other than AirSense™ Lite include a 5" wide-format touchscreen controller. Download the HRV AirSense™ app and you'll have full control from your mobile phone or tablet too.



**CIRCULAR DIRECTIONAL**

Suited for HRV and designed to direct air over the ceiling for ultimate air distribution.



**EGG GRATE**

Suited for bathroom and laundry extraction.



**DOWN JET**

Ideally suited to direct airflow with temperature downwards, also has the ability to regulate airflow with the built-in airflow adjusters. (Not available with AirSense™ Lite.)



**LOUVRE GRILL**

Suitable for external venting.



**AIRSENSE™ DUCTING AND OUTLETS**

Efficiency counts! That's why we've redesigned the way HRV home ventilation delivers drier, filtered air to your living areas. A high capacity, wide-diameter central duct carries air from the central fan unit, then individual ducts deliver it to your rooms. In your ceiling, a new range of outlet vents let you select the perfect airflow and aesthetic.

# AIRSENSE™

## THE AIRSENSE™ RANGE

Your HRV-certified home ventilation expert will work with you to recommend a custom-made AirSense™ system that's perfect for your home, your family and your budget.

Every HRV AirSense™ home ventilation system is custom-fitted based on the size and layout of your home and your choice of outlet and other component locations. Our competitive pricing is individual to each installation and will be provided to you after your free home assessment.

### AirSense™ Lite



The affordable, capable way into the HRV AirSense™ range. AirSense™ Lite features the same advanced fan box and WoolCare™ filter cartridge as the rest of the AirSense™ range, connected to a wall-mounted control and display unit. Lite price doesn't mean you'll compromise on performance though: every AirSense™ model delivers the same scientifically proven effectiveness in reducing moisture<sup>2</sup>, and helps prevent mould.



Standard LCD controller

## AirSense™ Essential

For full visibility and greater control of your HRV home ventilation system, step up to HRV AirSense™ Essential. Your Essential system adds a wide-screen Smart Touch control panel, showing a wide range of air quality information including humidity, volatile organic compounds (VOCs) and CO<sub>2</sub>. AirSense™ Essential also allows complete system control and visibility via the AirSense™ app.



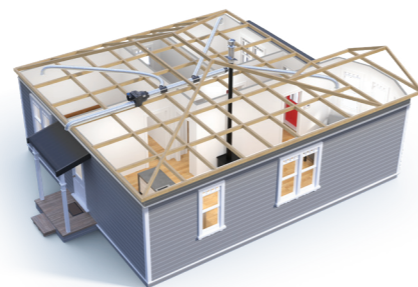
Flow controller for system fine tuning



Smart Touch controller and Smartphone app

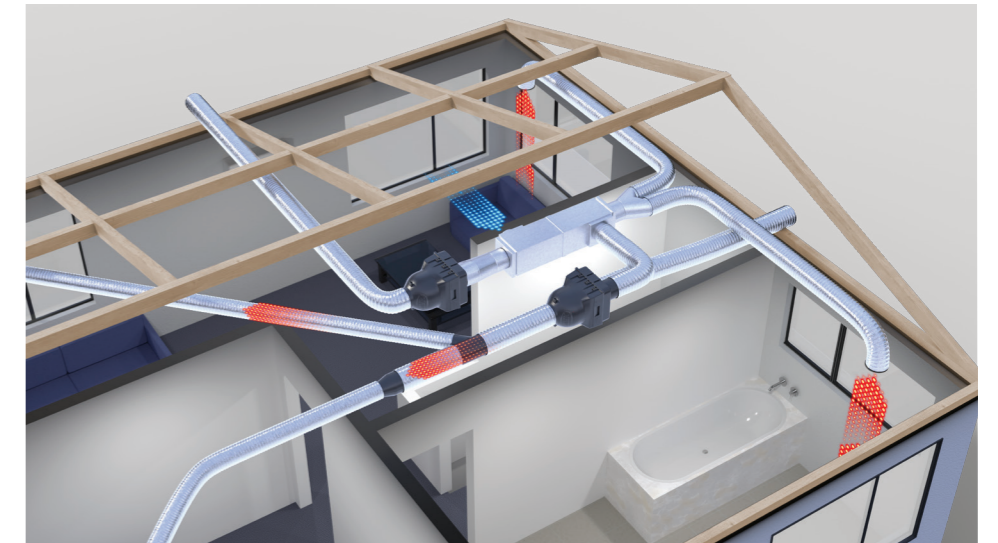
## AirSense™ Essential+

Want to make every room the coolest room in the house? AirSense™ Essential+ shines in summer, bringing cooler air from an outside wall on the southern side of your home and adding it to the ventilation mix. Just set the desired temperature on your Smart Touch panel or app and let AirSense™ Essential+ take care of the rest.



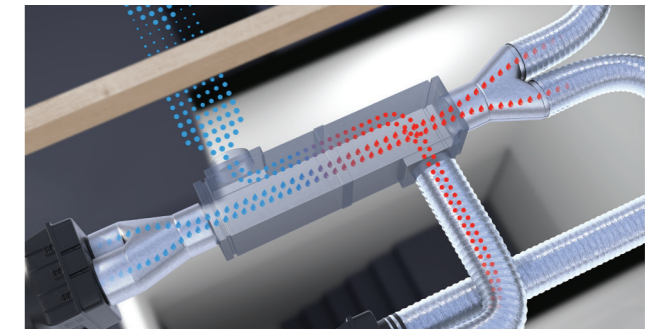
Summer Kit draws fresher, cooler air inside

## AirSense™ Balanced



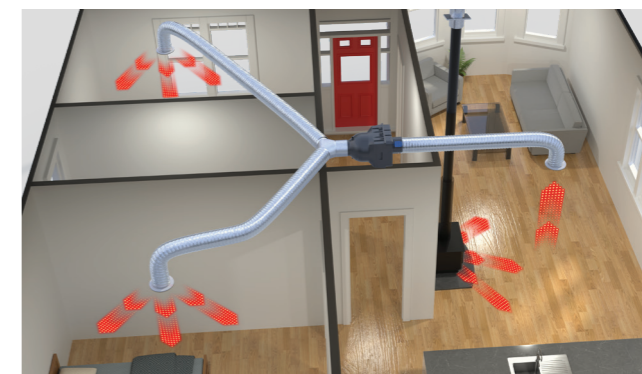
Heat recovery efficiency

Modern homes with their tightly fitting doors and windows can be a challenge for home ventilation systems – that stale, damp air just can't escape! AirSense™ Balanced solves that problem, so any homeowner can now enjoy living with HRV home ventilation. AirSense™ Balanced also features a heat exchanger, capturing up to 85% of the heat energy from outgoing air. So you pump out the damp, stale air, not the heat!



Heat exchanger

## Air Transfer Kit option



The HRV Air Transfer Kit is an optional accessory to the HRV AirSense™ range. It uses a centrifugal fan to evenly distribute warmer or colder air to all other rooms of the house.



# THE HRV ACCESSORY RANGE

While your HRV AirSense™ home ventilation system forms the heart of your home health and comfort solution, our accessory range lets you add the finishing touches.



## CAVIUS SMOKE ALARM

The Cavius Wireless Family Mains Powered Photoelectric smoke alarm has the optimal chamber size for photodiode amplifiers and a micro-controller, which ensures precise signal processing. The Wireless Family alarms interconnect to each other using innovative radio frequency technology so when one alarm activates, they all sound.



## SONAIR VENTILATION SYSTEM

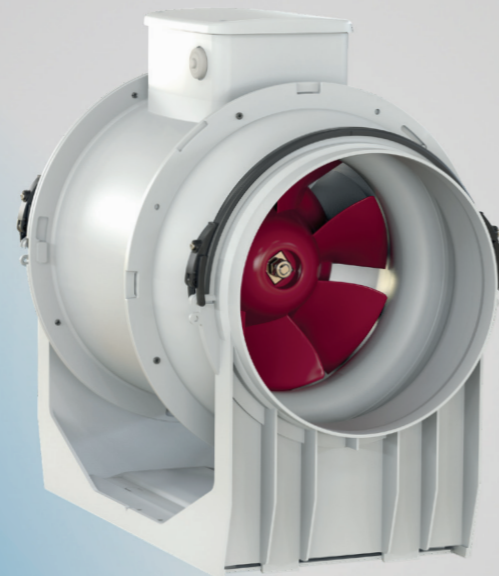
Not every style of home is suitable for HRV AirSense™ home ventilation, especially when your home doesn't have a roof space or under-floor cavity. A Sonair ventilation system could be just what you need.

A Sonair system provides filtered air to single rooms within homes and apartments that don't have a roof cavity. Your Sonair unit is wall mounted and offers a single-room ventilation option.



## VORTEX EXTRACTOR FAN

Even with an HRV home ventilation system operating, some rooms in your home need fast, targeted moisture removal. A Vortex extractor fan in your bathrooms or laundry provides powerful extraction of moist air when you need it, where you need it.



## INTELLISWITCH CONTROLLER

A Vortex extractor fan can also be paired with an optional HRV IntelliSwitch which is an automatic timer to allow your extractor to do its job and then automatically switch itself off, even when you've left for work.



# HEATING AND COOLING SOLUTIONS

Wherever you live in New Zealand there are times when it's too cold – or too hot – for comfort.

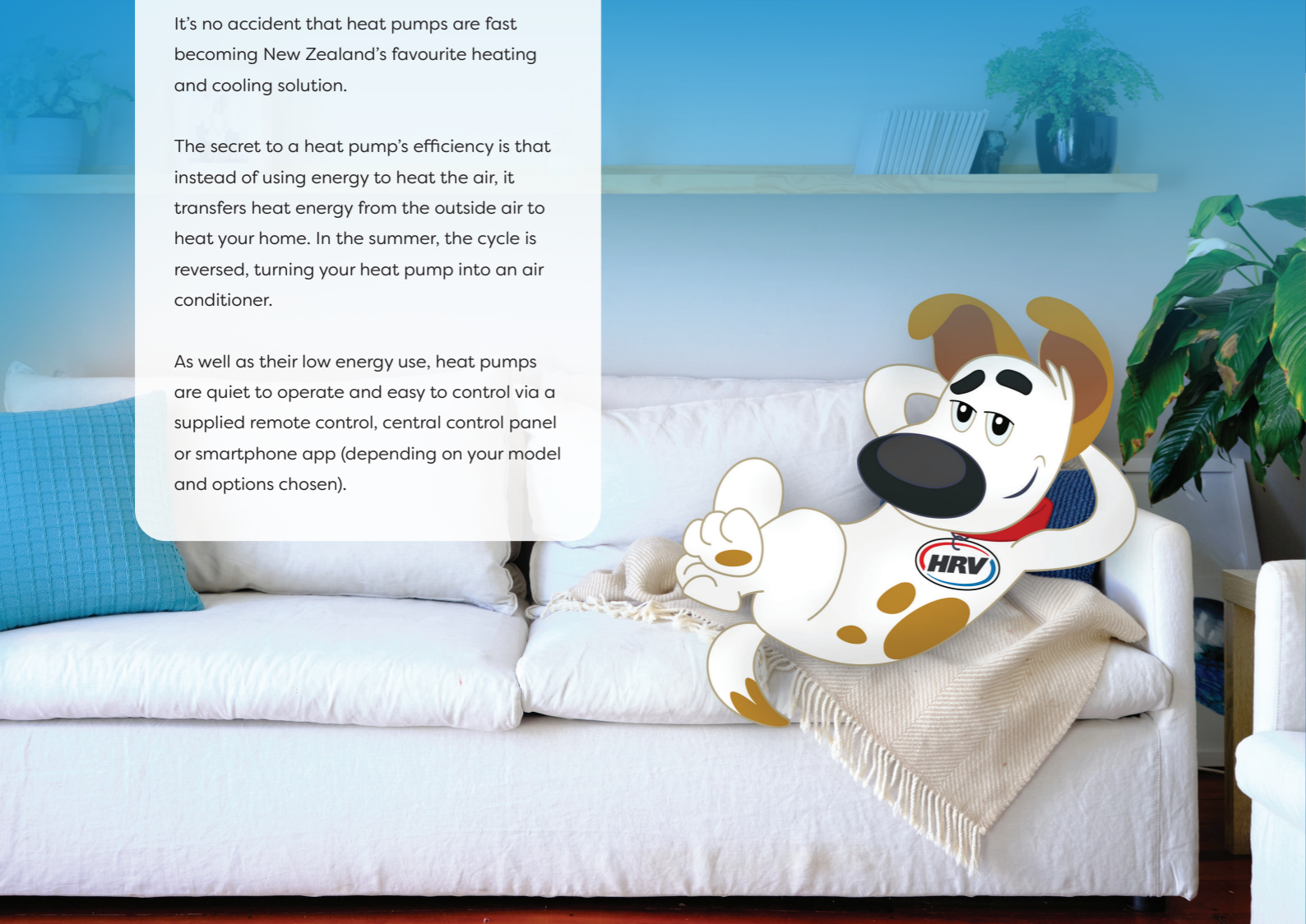
That's where HRV's range of heating and cooling solutions comes in. A heat pump (also known as an air conditioner) is the best way we know to efficiently heat or cool your home. For heating single rooms, our Nobo panel heaters are simple and effective. And if you're a die-hard open fire fan, or have other existing heating in parts of your home, an HRV Air Transfer Kit can move warm or cool air to the parts of the home that need it most.

## HEAT PUMPS AND AIR CONDITIONING

It's no accident that heat pumps are fast becoming New Zealand's favourite heating and cooling solution.

The secret to a heat pump's efficiency is that instead of using energy to heat the air, it transfers heat energy from the outside air to heat your home. In the summer, the cycle is reversed, turning your heat pump into an air conditioner.

As well as their low energy use, heat pumps are quiet to operate and easy to control via a supplied remote control, central control panel or smartphone app (depending on your model and options chosen).



## HIGH WALL HEAT PUMPS

If you have just one or two rooms to heat or cool – such as a bedroom, living area or home office – a high wall heat pump could be a great solution. An indoor unit sits near the ceiling, directing warm or cool air into the room. Outside, your outdoor unit sits against an external wall.



## FLOOR MOUNTED HEAT PUMPS

A floor mounted heat pump does everything a high wall unit does, except the inside unit is installed on your floor against the wall.



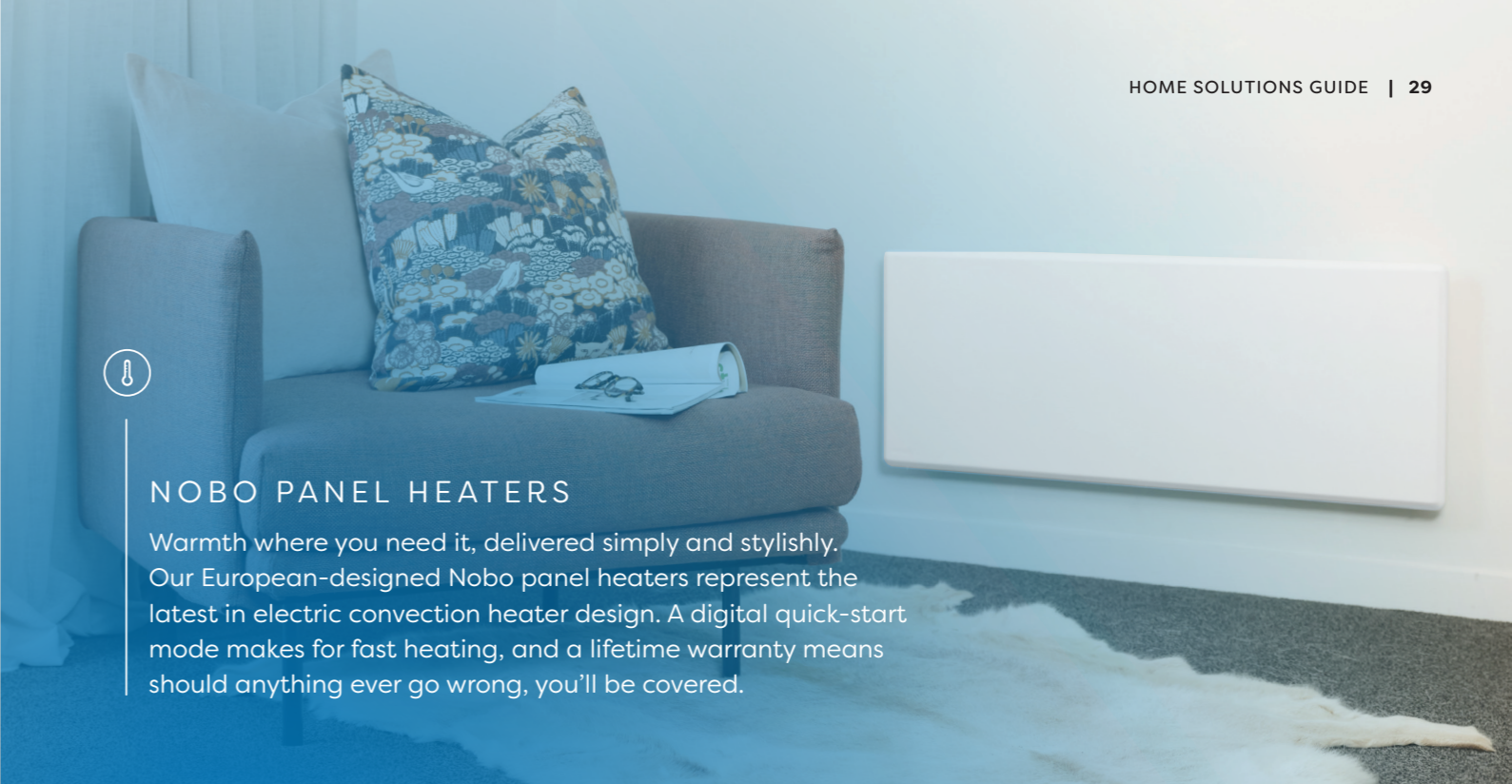
### DUCTED HEAT PUMPS

Ready to step up to the ultimate home comfort solution? A ducted heat pump could be just what you need. A ducted system delivers warm or cool air to every room in the house via discreet ceiling or floor outlets. In the roof space and out of sight, a central unit supplies your vents, connected to a single outdoor unit. Control is via a central wall-mounted panel, remote control or smartphone app, depending on your system and options.



### MULTI-SPLIT HEAT PUMPS

A multi-split system is ideal when you want heating or cooling available to several rooms but won't always want them heated or cooled at the same time. A single outdoor unit connects to up to five separate indoor units and your choice of high wall, floor console, ceiling cassette or mini ducted units.



### NOBO PANEL HEATERS

Warmth where you need it, delivered simply and stylishly. Our European-designed Nobo panel heaters represent the latest in electric convection heater design. A digital quick-start mode makes for fast heating, and a lifetime warranty means should anything ever go wrong, you'll be covered.

## HRV HOME VENTILATION AND HEAT PUMPS: NAME A HOTTER COMBO!

**We often meet homeowners who are trying to decide whether to invest in an HRV home ventilation system or a heat pump. Often, they end up choosing both, and here's why.**

HRV home ventilation fills your home with fresh, filtered, drier air. While it may have a warming effect on sunny days in winter (thanks to the warmer air in your roof space), most homes will still need a heating source.

A heat pump is an effective, efficient way to heat any home. What heat pumps don't typically do, though, is ventilate your home. If your home has dampness issues, then your heat pump will have to work harder too. Damp air needs more energy to heat, meaning it will take longer to get your home to a comfortable and healthy temperature, and cost more to do it.

Combining HRV home ventilation and a heat pump is a win-win. You'll enjoy all the benefits of good ventilation – cleaner, drier, fresher air, reduced pollen particles and mould spores and less condensation – plus your heat pumps will work more efficiently and could cost you less to run.



Your HRV expert will explain how both systems work together and whether this is a good solution for you as part of your free home assessment.





# HRV WATER FILTRATION

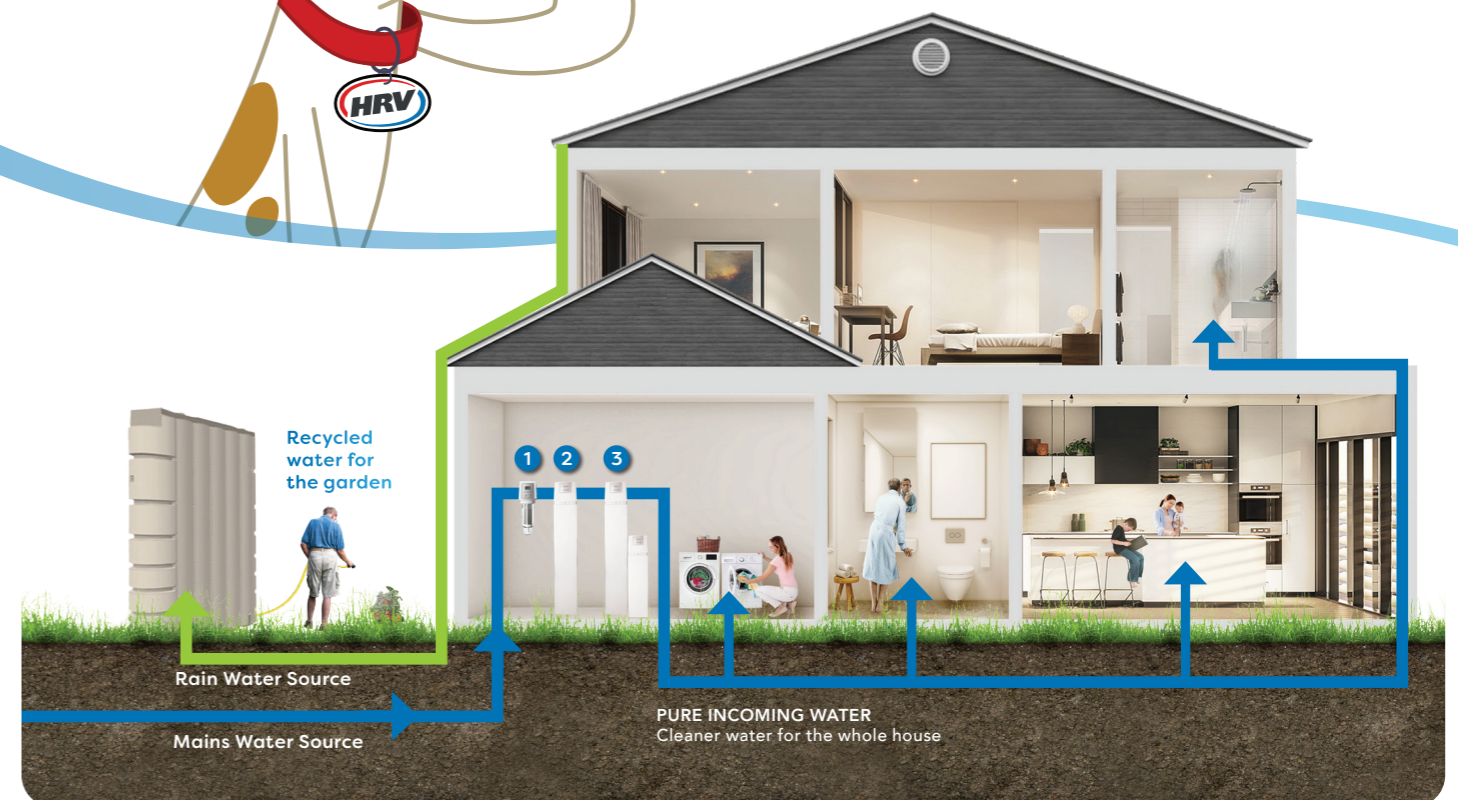
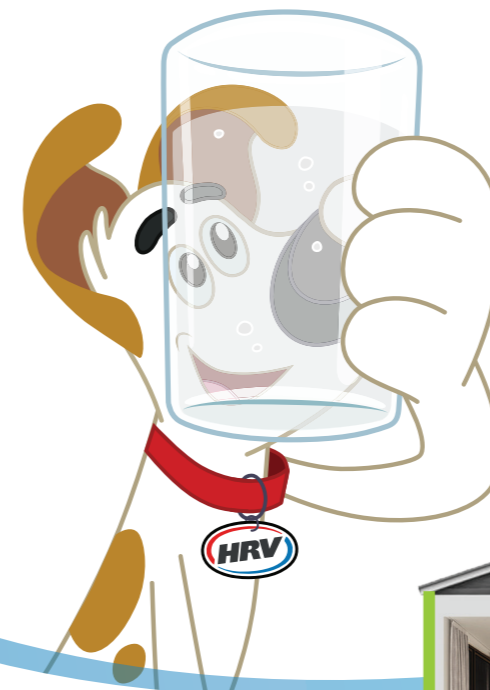


# WHEN IT COMES TO WATER, EVERY DROP MATTERS

At HRV we've been in the home health business since day one. So to move from filling homes with fresh, filtered air to providing clean, pure water for your family was an obvious next step.

Whether your home or bach is on mains supply, tank, or bore water, our water purity experts can assess the quality of your water and recommend a solution that's right for you. We can even help out if you're having issues with hard water.

From a capable, compact under-bench unit to filter and purify your drinking water to a top of the line whole-home system, HRV water filtration is a clear choice!





# WHOLE-HOME SYSTEMS

Your HRV Whole-Home Water Filtration system is installed at the incoming water supply of your home. Not only will you enjoy filtered drinking water, but you will also have that same filtered water for bathing, showering and gardening – even your pet’s drinking water!

An advanced multi-stage sediment filter reduces sediment, chlorine, and a range of heavy metals, allowing you to enjoy the benefits of filtered water from every tap.



## PRE-FILTER

YOUR FIRST LINE OF DEFENCE (RECOMMENDED)

### Cleaner, lower-sediment water

Designed to clean all water coming into the home, protecting taps, shower heads and all water-using appliances. The Pre-Filter is intended for use on municipal potable water (mains) to reduce fine sand, sediment and rust particles from 70 microns upwards in size (a human hair is between 20 and 200 microns wide).

- Automatic backwash (self-cleaning)
- Transparent outer housing
- Includes quick connect attachment to plumbing
- Stainless steel filter screen
- Polypropylene filter head with LCD screen for automatic pre-filter



## WATER PURIFIER

THE HEART OF YOUR WATER SOLUTION

### Reduce impurities and taste the difference

Carbon and KDF (kinetic degradation fluxion) technology for the reduction of sediment, chlorine, asbestos, heavy metals, and unwanted taste and odours from every tap in the home.

- Low ongoing maintenance, easy installation



## WATER SOFTENER

FOR HARD WATER AREAS (OPTIONAL)

### Water quality you can feel

Water softening is the reduction of calcium, magnesium, and certain other metals from hard water. It can reduce problems such as lime scale build-up, shortened appliance and plumbing life, and the formation of soap scum.

- Cleaner, shinier glass and silverware
- Improve soap lathering
- Soft water preserves the life of coffee machines, ice makers, dishwashers, washing machines and other water-using appliances



## UNDER BENCH EVERPURE

HIGH FLOW FILTER SYSTEM WITH DESIGNER TAP

The Under Bench – Everpure High Flow Filter System introduces great-tasting, crisp, clean filtered water at the prep sink, pot filler and the wet bar. The highly engineered submicron reduces unwanted lead and chemical impurities also preventing scale build-up in kitchen appliances.



## UNDER BENCH REVERSE OSMOSIS

DIRECT FLOW SYSTEM WITH DESIGNER TAP

The Under Bench – Reverse Osmosis uses a high-recovery reverse osmosis-encapsulated membrane with a 1:1 pure water ratio, plus poly spun and carbon block pre-filter to give you access to pure water at all times. The reverse osmosis water is delivered through our commercial grade stainless steel tap.



## SHOWER FILTER

The High Output Shower Filter is designed for the simple and effective removal/reduction of chlorine from your shower water. The internal cartridge uses a 15-stage filtration process.



# RAINWATER (TANK) SOLUTION

## A WHOLE-HOME SYSTEM THAT'S JUST RIGHT FOR YOU

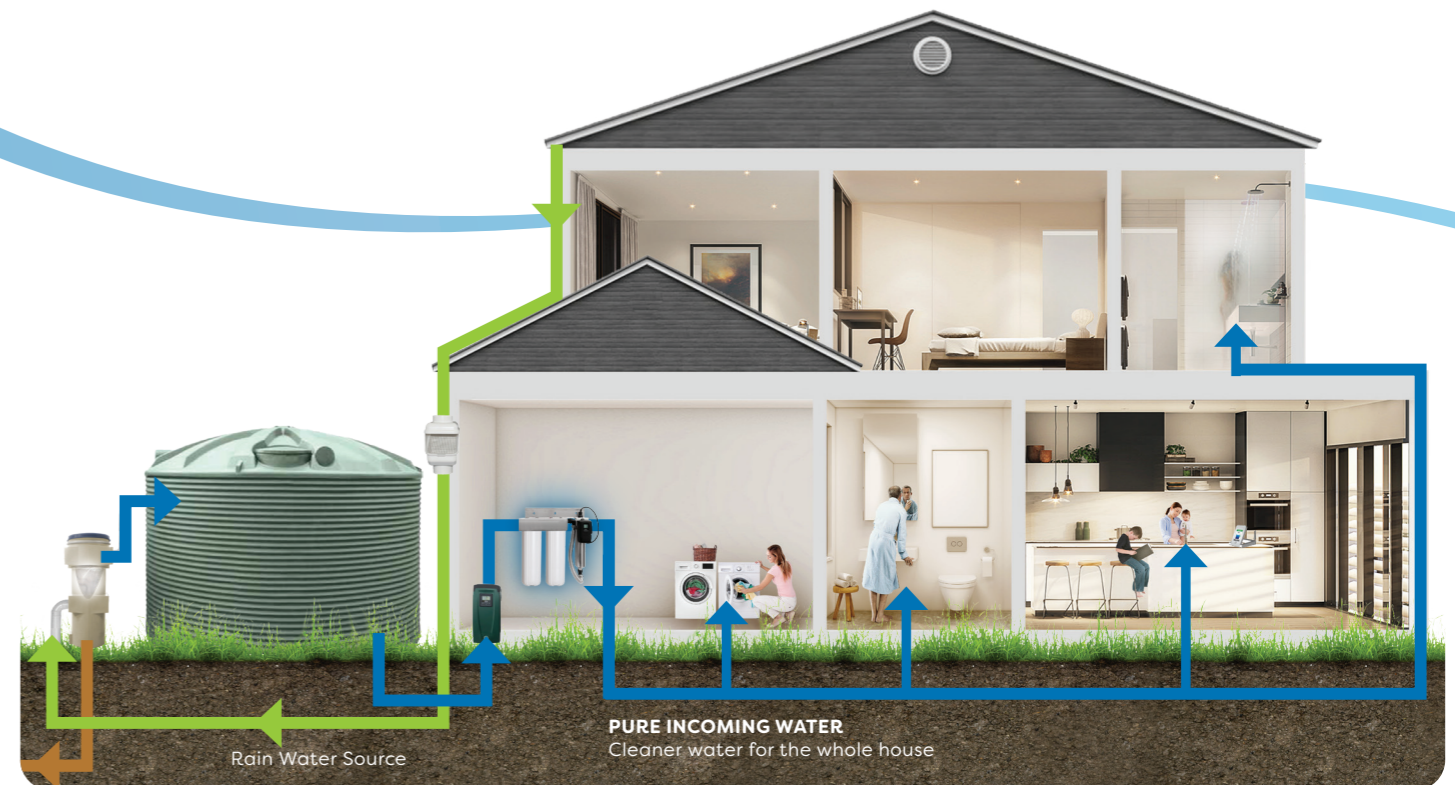
Depending on the size of your home, we offer a choice of two advanced whole-home systems.

Both units are installed next to the existing/new water pump where power is accessible. Because they filter all water entering your home, you'll enjoy cleaner, filtered water from every tap, showerhead and appliance.

Our systems also include ultraviolet (UV) sterilisation to reduce the risk of illness caused by microbial contamination.

### Rainwater Tank Solution

Homes in rural areas have unique water filtration needs. Talk to us about our rainwater tank and bore solutions or call us on 0800 478 123 to arrange a free home assessment.



# WHOLE-HOME FILTRATION WITH UV STERILISATION



## UV CONTROLLER FUTURE-PROOF YOUR UV SYSTEM

With the latest technology in UV controllers. A colour user interface allows for easy visual identification of remaining lamp life, and other diagnostic messages.

## WHOLE-HOME UV FILTRATION



**SMALL HOME**  
1 bathroom  
(1-2 bedrooms)



**LARGE HOME**  
2-3 bathrooms  
(2+ bedrooms)



### 1ST AND 2ND STAGE SEDIMENT AND CARBON FILTRATION

The 1st stage includes a dual-grade polyspun cartridge designed to remove coarse/fine sediment prior to the 2nd stage which utilises carbon filtration technology. Collectively both cartridges work in combination to reduce Giardia and Cryptosporidium cysts, chemicals, pesticides, insecticides, asbestos, rust, sediment, taste and odour.



### 3RD STAGE UV STERILISATION

Ultraviolet sterilisation uses UV light to sterilise your water. This safe and highly effective process doesn't change the taste or colour of the water. UV sterilisation reduces the risk of illness caused by microbial contamination and ensures the reduction of bacteria and viruses, including E. coli and Giardia.



## UNDER BENCH ULTRAFILTRATION

The Under Bench - Ultrafiltration system utilises Ultrafiltration Membrane technology - a technology usually only used in large-scale community-based projects. Now you can have this same technology in your home, school or business. Enjoy peace of mind that your water has been filtered for remarkable purity. The system filters down to 0.04 microns to provide physical reduction of bacteria (E. coli), and physical reduction of cysts (Cryptosporidium). Reduce chemical contamination in your water by reducing levels of chlorine, pesticides, alkenes, aromatic hydrocarbons and trihalomethanes.



## CUSTOMER SERVICE

### ONGOING CUSTOMER SERVICE

We've got a local customer service team in your area so we're always on hand to provide answers and assistance when you need us. Our website and YouTube channel are loaded with how-to videos, product information and manuals – in case you need a helping hand.

### INSTALLATION

HRV products are installed by a local team of friendly, professionally trained specialists. The installation is completed at a time that is convenient for you. The install team clean up and then follow up with a full explanation of how to create a perfect home environment.

### EASY OWNERSHIP

Easy-pay options are available to make the decision to improve your home an easy one. Talk to your HRV representative about payment options or visit [hrv.co.nz/finance](http://hrv.co.nz/finance).

### WARRANTIES

All products installed by HRV are warranted. Ventilation and water filtration systems require servicing, and filter changes are recommended to ensure you get the best performance from your system.

## HRV SERVICE: NATIONWIDE, PROFESSIONAL AND RELIABLE

More than 500,000 New Zealanders live in a home with an HRV ventilation, heating, cooling or water product. Keeping everything in 100% condition is a big job! That's where our nationwide network of qualified service technicians comes in.



### SERVICE FOR YOUR HRV HOME VENTILATION SYSTEM

We care about keeping your home comfortable, warm and dry.

For that to happen, your HRV home ventilation system needs to be regularly serviced and, most importantly, have its filter changed when it's due.

Like any filter, over time your genuine HRV filter will become clogged and lose efficiency. That's why it's important that we change your filter and service your system every two years (premium HRV system F8 filter) or every 12 months (HRV Lite F7 filter). If you own an HRV AirSense™ home ventilation system, your system will alert us when your filter needs changing so we can get in touch to arrange a service visit.

Changing your filter(s) is just one part of an HRV service. Your technician will work through a 12-point checklist to make sure every part of your system from the fan unit in your roof space to your outlet vents is in top condition.

If your filter change icon is flashing, please give us a call on 0800 478 123 to arrange a service at a time to suit.



### WATER SERVICE

Great-tasting water that's low in impurities is important to everyone. So at HRV we offer a range of water filtration and purification options to suit all kinds of homes and water supplies. Because your filter works by removing unwanted elements from your water supply, the filter element itself will become blocked over time, reducing efficiency and water pressure.

That's why it's vital that you replace your water filter regularly.

How do you know when your filter needs replacing? Simple: either the replacement date will be written by our technician on a sticker on your system, or your system's display will indicate that the filter needs replacing.

Your taps and shower can also be clues. If they don't seem to be running at full pressure, or if your washing machine is taking longer to fill, check your filter.

To request a filter replacement please give us a call on 0800 478 123 to arrange a service at a time to suit.



## OUR PARTNERS

### SENSITIVE CHOICE

HRV is approved by the Sensitive Choice programme which has a focus on Kiwis breathing purer, cleaner, fresher air and reducing allergic reactions.



While Sensitive Choice-approved products do not claim to offer cures or treatment for conditions, HRV conscientiously works to help improve the personal environments in which we all live and breathe.

### ALLERGY NEW ZEALAND

You'd be hard-pressed to find a Kiwi that doesn't suffer, or know someone who suffers, from allergies. So we've partnered with Allergy New Zealand to help raise awareness and find relief for those who live with allergies.



### ASTHMA AND RESPIRATORY FOUNDATION NEW ZEALAND

- 700,00 New Zealanders live with a form of respiratory disease<sup>1</sup>
- 26,000 children live with respiratory disease in New Zealand<sup>1</sup>
- 86,000 hospital admissions each year are attributed to respiratory disease<sup>1</sup>



Fresh, dry, filtered air is important to every Kiwi family. If you or a family member are one of the many New Zealanders living with asthma or respiratory illness, this goes double.

While damp, stale air isn't the only cause of asthma, the Asthma and Respiratory Foundation NZ sees it as a major contributor. That's why HRV has joined forces as an official Friend of the Foundation.

## YOUR HRV PRODUCT WARRANTY

We take your trust seriously. So everything we sell and install is backed by one of the best warranties in the business. If anything goes wrong during the warranty period, get in touch and we'll take care of it.

PRODUCT	WARRANTY PERIOD FROM INSTALLATION
HRV ventilation systems and accessories	5 years
Sonair ventilation systems	2 years
Panasonic heat pumps and air conditioning	5 years
Heat pump condensate pumps	3 years
Cavius smoke alarms	10 years
Vortex extractor fans	2 years
IntelliSwitch	5 years
Kitchen rangehoods	2 years
Water filtration and purification systems	3 years
Electric vehicle chargers	2 years



## WAYS TO PAY

### MORE WAYS TO PAY FOR YOUR HRV SOLUTION

After almost 20 years of helping Kiwis love the feeling of coming home, we've learned that not only is every home different, so is everyone's financial life. While sometimes it makes sense to pay for your HRV home ventilation system by bank transfer or credit card, there will be times when it makes more sense to choose alternative payment options.

So at HRV we're always working with our trusted partners to provide ways to make it easy to own our solutions.

Your HRV expert can take you through our available finance options. Credit and lending criteria, and fees apply.

Terms and conditions apply. Visit [hrv.co.nz/finance](http://hrv.co.nz/finance) to learn more.

### NEW FOR 2022

Use your Airpoints Dollars™ towards your HRV home ventilation system.



HRV is New Zealand's only home ventilation provider that lets you pay for part of your new HRV ventilation system with Airpoints Dollars™ at the Airpoints™ Store. Excludes HRV Lite. The ventilation purchase must be at full RRP.

Once you have had a free home assessment with HRV and confirmed that your home is suitable for an HRV ventilation system, just use your Airpoints Dollars™ towards your HRV ventilation purchase. Let your HRV expert know you'll be part paying with Airpoints Dollars™ and you can put up to \$1500 in total of your Airpoints Dollars™ towards the purchase of your HRV AirSense™ home ventilation system.

For more information and full terms and conditions please visit [hrv.co.nz/airpoints](http://hrv.co.nz/airpoints).

## NOTES

AirSense, HRV Lite, HRV Essential, HRV Essential+, HRV Balanced and WoolCare are trademarks of Cristal Air International Limited trading as HRV.

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For information about HRV's privacy practices, including how we collect, use and disclose your information, please read the HRV Privacy Statement, which covers all our products and services, and all our interactions with you. This statement is available at [hrv.co.nz/privacy-policy](https://hrv.co.nz/privacy-policy)

Images of actual HRV customers have not been used in this brochure.

1. Source: Asthma and Respiratory Foundation of NZ Impact of Respiratory Disease 2021.
2. Based on a scientific study of 15 New Zealand homes conducted by Unitec Institute of Technology (Auckland) on behalf of HRV during winter and spring 2021. Results may vary depending on design and geographic location of a home.
3. Moisture in the home – Consumer NZ <https://www.consumer.org.nz/articles/moisture-in-the-home>
4. Excludes AirSense™ Lite model. University of Canterbury, Acoustics Research Group Report, Performance Comparison HRV Gen-3 and Gen-4 air transfer ventilation units, Brian Donohue, no. 482, issue 1.0, 9 Dec 2021.
5. NanoLayr, Technical Data Sheet FilterLayr™ Pure, page 2, Filtration Activity
6. NanoLayr, Technical Data Sheet FilterLayr™ Pure, page 3, Bacteria/Virus activity
7. Mānuka Oil – A Review of Antimicrobial and Other Medicinal Properties: <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC7694078/>



AT HRV  
WE WANT  
EVERY KIWI  
FAMILY TO  
LOVE THE  
FEELING OF  
COMING  
HOME.

YOUR IN-HOME EXPERT

NAME

PHONE



Love the feeling  
of coming home

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