# FLATMASTER-PLUS USER INSTRUCTIONS



## Positive Input Ventilation

**The FLATMASTER-PLUS Positive Input Ventilation (PIV) system has been specifically designed to ventilate homes without a loft space. It can also be used to ventilate basements, cellars, and other areas that would benefit from a continuous supply of filtered air.**

The unit draws air directly from outside. This is then filtered to ensure that allergens, including outdoor pollutants such as pollen, are minimised.

The air is then gently dispersed into the home at a continuous rate. The filtered air entering the property creates a slight positive pressure that forces stale, damp air and pollutants out through the natural leakage points found in UK properties, both old and new.

Positive Input Ventilation is a highly trusted, cost-effective and simple solution to ensure cleaner air flows freely throughout your home, making poor indoor air quality a thing of the past. PIV units are used for a number of reasons, including the displacement of indoor pollutants, as well as stagnant and humid air.

Nuaire's ventilation systems are designed to help protect both your home and your wellbeing. With low running costs, the FLATMASTER-PLUS will help prevent damp and mould, improve indoor air quality, and create a more comfortable living environment for you and your family.

## Controls and Features

The FLATMASTER-PLUS can be installed in either left or right-hand orientations.

› **Digital Display**
The FLATMASTER-PLUS includes a daily run monitor and a 7-segment display.

› **3 Temperature Settings**
The unit has a choice of three temperature settings. By default, the unit is set to Setting 1. The setting can be altered when necessary using the UP/DOWN buttons on the Digital Display.

› **6 Speed Settings**
The unit has a choice of six speeds. By default, the unit is factory set at Speed Setting 3. We recommend that the unit is operated at Speed Setting 3 and the setting reduced or increased when necessary.

## Warranty

The 5-year warranty starts from the date of delivery and includes parts and labour for the first year. The remaining warranty period covers replacement parts only. Failure to maintain the unit as recommended will invalidate the warranty.

**5 YEAR WARRANTY**

## SAFETY INFORMATION

- The provision of the electrical supply and the connection of the unit to the electrical supply must be carried out by a qualified electrician in accordance with the latest edition of the wiring regulations.
- Isolate the unit from the power supply before removing any covers. During installation or maintenance ensure all covers are fitted before switching on the mains supply. In the event of a fire, industry best practice is to cut the power to the unit.
- All-pole disconnection from the mains as shown in the wiring diagram must be incorporated within the fixed wiring and shall have a minimum contact separation of 3mm in accordance with the latest edition of the wiring regulations.
- This unit must be earthed.
- Ducting must be securely fixed to the spigots using screws to prevent access to hazards. Duct runs terminating close to the FLATMASTER-PLUS must be adequately protected by suitable guards. Precautions must be taken to avoid the backflow of gases into the room from the open flue of gas or other fuel-burning appliances.
- This appliance should not be used by children or persons with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning the safe use of the appliance by a person responsible for their safety. Children shall not play with the appliance. Cleaning and user maintenance shall not be carried out by children.
- All maintenance and installation conducted upon this product, including filter cleaning or replacement, must be completed by a competent, qualified service engineer with reference to all guidance within this document.

# FLATMASTER-PLUS
# FREQUENTLY ASKED QUESTIONS

## How do I "maintain" the unit?

**For your safety, installation, servicing, and filter replacement should only be performed by a qualified engineer following the instructions provided with the unit.**



## How often should the filter be changed?

**Filters should be replaced every 12 months to maintain performance and energy efficiency. In some environments, more frequent replacements may be required.**

A **"C"** on the display indicates that the filter needs replacing. Once the filter has been changed, reset the filter reminder by following the instructions in this guide.

**Always isolate from the power supply before removing any covers.**

## Temperature settings

**When selecting a comfortable temperature,** three modes are available and can be toggled between using the **"UP"** button and confirmed using the **"DOWN"** button. Once confirmed, or after **2 minutes** without a selected option, the unit will return to the set fan speed.

## Why is the FLATMASTER bringing in cold air?

**If the heater does not appear to be working, first check that the air filter and all air vents are clean and free from obstructions. If everything is clear, switch the unit off at the mains power supply for approximately 20 minutes, then switch it back on. If the unit detects a problem, it will stop operating and display an error code:**

Make a note of the error code and contact Nuaire Aftercare Support. Providing the error code will help us identify and resolve the issue more quickly.

| Display | Fault |
|---|---|
| F | A flashing F indicates a fan fault. |
| E + 3 numbers | Other faults will be shown as E followed by three numbers. |

## How do I change the unit speed and temperature?

**Both functions can be changed using the 'setting' adjustment buttons on the LED display on the unit.**

The unit has six speed settings and is factory-set to Speed 3. We recommend operating the unit at Speed 3 and only adjusting the speed when necessary.

Under normal operating conditions, the seven-segment display shows the current speed setting. The speed can be adjusted using the **"UP"** and **"DOWN"** buttons.

| Temperature Control Mode | Behaviour |
|---|---|
| 1 (default) | When inlet temperatures exceed 23°C, the unit will enter standby mode. |
| 2 | When inlet temperatures exceed 27°C, the unit will enter standby mode. |
| 3 | The unit will operate continuously at the selected speed, 24 hours a day, 7 days a week, regardless of temperature. |

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**If I need some advice, who do I contact?** In the first instance, please contact your housing provider or house builder. Nuaire has a team of technical experts on hand to help. Our operating hours are 9am to 5pm Monday to Friday (excluding Bank Holidays).

**Contact us on 029 2085 8400.** When calling Nuaire, if possible, please check your unit for the serial number located on the unit label.