

Question time

Q Why do I sometimes still get misting or condensation in some rooms of the house?

A Firstly, it is essential to adequately ventilate **and** heat your home in order to control condensation, and maintain an acceptable comfort level (the World Health Organisation recommends maintaining your indoor room temperatures above 16°C).

All air contains water vapour, but can only hold a limited amount without becoming saturated. The higher (warmer) the temperature, the more the air can hold. Therefore, if the temperature becomes too cold in your home, some moisture will condense on the cold surfaces of the house, e.g. windows and un-insulated walls. So that's why you need to ensure that you have adequate heating in your home (see centrespread for a range of options).

Secondly, try and leave the doors to those rooms open during the day and at night. Open curtains and blinds fully during the day, and leave slightly open at night (if possible) to ensure adequate airflow can reach window surfaces.

Thirdly, the problem could be as simple as extra vapour in the air caused by pots boiling on the stove, the breathing of an increased number of people in your home, or even a sudden drop in temperature (e.g. if a Southerly hits, the windows on the south side of your house may temporarily mist). In these instances, simply increasing the fan speed on your DVS® system for an hour or two should control the extra misting. However, if the problem persists, please call us on 0800 DVS DVS (387 387).

Q Why do I need to replace my air filter every year? Can't I just wash it?

A A dirty or clogged filter can result in poor airflow and reduced performance from your DVS®. Secondly, a blocked filter puts a strain on the DVS® Air Handling Unit (fan), causing it to wear out prematurely or break down. We expect our fans to last at least eight to 10 years, but a blocked filter can reduce this life span by several years or more. A dirty filter can also potentially constitute a health risk as it allows a breeding ground for bacteria and fungi.

We recommend that you replace your filter every 12 months. If you wash it, it loses much of its weave, allowing pollen and airborne dust particles to pass through it and into your home (thereby defeating the purpose of having the filter in the first place!) Replacing your filter annually also ensures that your 5-year parts and labour warranty remains valid.

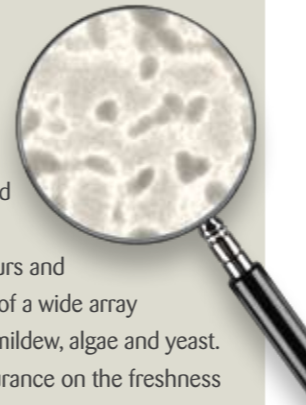
Not sure when your filter was last changed? Call us on 0800 DVS DVS (387 387) and we can check our database for you. Remember, you can change it yourself, or get us to fit it for you for an additional charge.

Banish bugs with BioShield®

You already know just how important clean, fresh air is to your health – after all, you already have a DVS®! But what you may not know is that DVS® Ltd can now offer you an even greater level of protection from airborne nasties, simply by applying **BioShield® Healthy Infusion treatment** to your next DVS® air filter.

BioShield®75 is a non-leaching, non-toxic treatment that you can have applied to your air filter to protect against odours and prevent the growth of a wide array of bacteria, mould, mildew, algae and yeast. It's like an extra insurance on the freshness and healthiness of the air that comes into your home and it costs just \$5 more than your standard filter.

To order, or find out more, call us on 0800 DVS DVS (387 387).



FRESH!

What's new this season for DVS® households

WINTER 08

Building a strong future for DVS®

On 1 February this year, DVS® Ltd was acquired by Fletcher Building – a name synonymous in New Zealand business with strength and longevity. The company will remain as a separate operating unit reporting into Winstone Wallboards Limited, a division of the Fletcher Building Group of Companies.

For DVS® customers, the new ownership means that their home ventilation solutions now have the backing and support of one of New Zealand's great business icons. And because innovation has always been a key factor in Winstone Wallboards' success to date, DVS® customers can also expect to see the DVS® product range develop in line with changing customer needs.

Bob Batenburg (pictured right), formerly Marketing Manager for the GIB® brand, has been appointed as General Manager of DVS® Ltd. One of Bob's key drivers is his desire to educate as many



New Zealanders as possible on the dangers of poor air quality, and the benefits of a dry and healthy home through managed ventilation. "Unventilated New Zealand homes have some of the worst indoor air quality anywhere in the developed world," he says. "Independent studies show that nearly 40 per cent have a mould and mildew problem as a result – consequently, New Zealand has one of the worst incidences of asthma in the world."

While Bob's primary focus will be on developing and providing ventilation solutions to improve air quality in New Zealand homes, he'll also be looking at products which can add value to ventilation systems – such as the new Fujitsu Heat Pumps – so that customers can achieve the ultimate in healthy, comfortable living environments.

Focus on Asthma NZ

Asthma NZ is a not-for-profit organisation dedicated to helping people with asthma – a respiratory illness that affects more than 600,000 Kiwis and costs the country approximately \$1 billion per year (including both direct and indirect costs).



Asthma NZ hosted a fund-raising event to promote asthma awareness on World Asthma Day (6 May 2008). DVS® Ltd General Manager, Bob Batenburg (left), was on hand to present Asthma NZ President, Richard Thorogood (centre) and Linda Thompson, with the first quarterly cheque which will go towards funding asthma education and research in the Auckland area.

"Our aim is to teach good asthma management techniques to people affected by asthma by providing them with education, information and support," says Linda Thompson, Asthma NZ's Fundraising Manager. In order to do this, Linda says they mostly rely on donations from individuals and companies such as DVS® Ltd, an Asthma NZ partner.

The partnership is an obvious fit for DVS® as the DVS® ventilation system has been proven by Massey University to reduce the mould and fungal spores that can be triggers for people with asthma. In addition, DVS® air filters can virtually eliminate the pollens and other airborne particles and irritants that can be so devastating for people who suffer from respiratory illnesses such as asthma.

So what's Linda's best tip for anyone who suffers from asthma? "Ask your doctor for an asthma management plan. It could mean the difference between you taking control of your asthma, or letting the asthma control you," she says.

For more information and advice, see the Asthma NZ website at www.asthma-nz.org.nz



All set for winter?

We're well into the winter weather now, so make sure you have your DVS® system set to the right operating mode.

All climate-controlled models (such as DVS® 1, 5 and 5E) should be set to 'Winter' mode or, if you have a DVS® G3®, change the fan profile setting to 'Winter 7' (see your Operating Guide for full instructions on how to do this). This ensures that the fan will speed up when the air in your roof space is warm, bringing more of that warm air into your home when you need it most.



Left: DVS® G3®

Far left: DVS® 5E

FREE 'BIG NIGHT IN' GIFT BOX with any purchase of a Fujitsu Heat Pump from DVS®

When you purchase a Fujitsu Heat Pump from DVS®, you won't want to leave home this winter – so enjoy a big night in on us! We'll give you everything you need for a cosy night on the couch: a DVD, hot chocolate, coffee, marshmallows, chocolate fish, shortbread, chips and a magazine*.



Simply purchase any Fujitsu Heat Pump from DVS® between 7 June 2008 and 31 August 2008, complete the form that your DVS® consultant will give you and send it back to us. We'll then courier your box of goodies ASAP. Your first step is to call us on 0800 387 387 and book a FREE, no-obligation appointment. A DVS® consultant can then assess your heating requirements and give you a quote for the Fujitsu Heat Pump best suited to your needs.



*DVD titles will vary; other box items may vary subject to availability and comparable brands may be substituted.

For more information, call us on 0800 387 387



Heart of a Healthy Home™

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Heart of a Healthy Home™



Winter warmers

It's widely recognised that both adequate heating AND continuous ventilation are needed to create warmer, healthier homes and prevent the build up of excess moisture.

Ventilation is the most fundamental need – and it's something you've already got covered with your DVS®. However, heating is also important as it will raise the temperature in your home and allow the air to hold more moisture.

Your DVS® is already supplementing your existing home heating by capturing the free, solar-heated warm air from your home's roof space on sunny days and circulating it throughout your home. It's also making your home drier, and a drier home requires less energy to heat than a damp one. But do you have enough existing heating to keep you warm and comfortable this winter? And is it energy-efficient enough to keep your power bills under control?

At DVS®, we offer a range of attractive, cost-effective heating solutions that will make your house a place you'll want to come home to on a cold, winter's day.

1. Fujitsu Heat Pumps

A Fujitsu Heat Pump from DVS® is today's safe, easy and economical way to keep individual rooms or your whole home comfortable all year round. Sounds luxurious, doesn't it? But that doesn't mean it's out of your price range. Most people are pleasantly surprised at just how affordable Fujitsu Heat Pumps are.

You'll be warm and cosy in winter, cool and refreshed in summer. At the touch of a button, you select the exact temperature that suits you. You can even set the remote control timer so that your heat pump switches on or off at a pre-set time or day.

The secret of heating with a heat pump is that there is no heating element; it simply uses a compressor to transfer the existing free heat in the air into your home – just as your refrigerator transfers the heat inside out (you can feel the warm air at the back of your refrigerator when it's on). Fujitsu technology is super quiet, no more than a whisper, and no gas or electric elements mean no risk of fires or burnt small fingers.



And because no power is required to create heat, a heat pump is one of the most economical, energy-efficient ways to heat your home. In fact, for every \$1 you would spend on other heating options, you can enjoy up to more than \$4 worth of heat from your Fujitsu Heat Pump. How's that for value?

What's the difference between a DVS® and a heat pump?

In a nutshell, the DVS® delivers fresh air to provide energy-efficient **ventilation**, while the heat pump provides energy-efficient **heating**.

The air that comes out of a wall-mounted heat pump is re-circulated – **not** fresh. The DVS® delivers a controlled amount of **fresh air** and does **not** re-circulate existing air.

Therefore, the two systems are actually complementary and work well together: once the DVS® has ventilated your home with fresh air, controlling moisture and condensation, it will be easier – and therefore cheaper – for a heat pump to heat the dry air.

2. Panel Heaters

We also offer in-home heating solutions with our three brands of panel heaters: Atlantic®, NOBO® and Econo-Heat®. The slim-line design of our Atlantic® and NOBO® panel heaters makes them perfect for bedrooms, hallways and living areas, while our Econo-Heat® flat panel heaters can take the chill off bedrooms and hallways for as little as 5-8 cents per hour. What's more, you can actually paint an Econo-Heat® panel heater to match your décor.

3. DVS® Air-Warmer

A DVS® Air-Warmer is designed to pre-warm (or take the chill off) cooler air from the roof space during winter months before it enters the home. By combining an Air-Warmer with a DVS® G3®, you can run the Air-Warmer only when you need it, as you can set it to operate both on a time-switch and according to the temperature in your roof space. This ensures that the Air-Warmer runs only when you need it most, thereby helping you to keep on top of power costs.

For more information on any of these home heating options, please talk to one of our experienced Call Centre staff by phoning 0800 DVS DVS (387 387).

Go smoke-free this winter

On still nights, smoke from domestic fires (either your own, or your neighbours') can sit around ground level and get drawn into your roof space. Sound familiar? Then call us on 0800 DVS DVS (387 387) and ask about our **Activated Charcoal Filters**. These special filters can remove smoke and other smells from your roof space, and fit easily over the top of your standard air filter. They last for approximately three months (i.e. one per winter) from the time that you open the filter packet.



Cystic Fibrosis scholarship awarded



Each year, one deserving young person with Cystic Fibrosis is awarded the **Mark Ashford Memorial Scholarship** for study, worth \$3,000. This year, the scholarship was presented to Heidi Furlan (pictured with her parents Bronwyn and John Furlan) at the Cystic Fibrosis Association of New Zealand's National Conference in Taupo.

Mark Ashford worked as a valued employee for Fletcher Building and, in 1990, created and printed "The Healthy House Book" which aimed at exploring and improving the indoor environment of New Zealand homes. Winstone and DVS® Ltd are funding the award in line with their desire to improve air quality in New Zealand homes – something that's beneficial to people with Cystic Fibrosis, who often suffer recurrent respiratory infections and chronic coughs as a result of the illness.