

# Resident Handover Booklet

*Your journey to a more energy  
efficient and comfortable home*



# Key Information

The Customer Liaison Officer (CLO) will be your main point of contact before, during and after the work is completed to provide you with support and answer any questions you may have.

Your Customer Liaison Officer is:

**Thomas Barlow**

Contact details:

Phone number: **07825 329526**

Email: **[Thomas.barlow@bromford.co.uk](mailto:Thomas.barlow@bromford.co.uk)**

The works carried out in your home were overseen by a LivGreen Retrofit Project Manager.

If you need to contact your Project Manager, have any feedback or want to make a complaint, please email **[contact@livgreen.co.uk](mailto:contact@livgreen.co.uk)** or call LivGreen on **01752 910280**

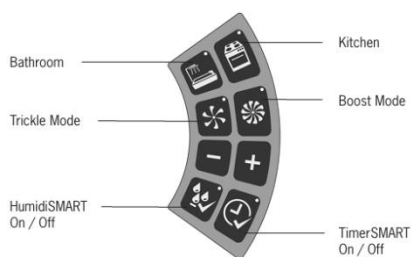
All of our staff and contractors carry ID and will show you who they are before they enter. If you're in any doubt about whom they are, please call us on 0845 646 1566 to check.

# How to care for- Ventilation

Your home is fitted with a Unity CV2GIP / CV2SVGIP decentralised mechanical extract ventilation (dMEV) fan. This unit runs continuously to extract stale, moist air from wet rooms such as kitchens, bathrooms, WCs, utility rooms, and ensuites. It helps prevent condensation and mould while improving indoor air quality as part of a whole-home ventilation system.



The fan runs quietly in trickle mode at all times, and switches to boost mode either when the light or GS2 switch is turned on, or when it detects a rapid rise in humidity from activities like showering. SMART features—TimerSMART and HumidiSMART—help minimise unnecessary noise and energy use. TimerSMART adjusts the boost overrun time based on how long the switch is active (up to 15 minutes). HumidiSMART detects short spikes in humidity and only activates boost briefly, avoiding continuous operation due to seasonal changes.



To view or adjust settings, press any button on the control panel to activate the display. Indicator lights show current status, and buttons allow you to toggle HumidiSMART and TimerSMART on or off (both are off by default). You can activate either or both features at any time.

Maintenance is easy. The motor is sealed and doesn't need oiling. Clean the outer cover gently with a damp cloth, and always switch off the power before doing so. Avoid using solvents. Children should not carry out maintenance unsupervised. Power cuts won't erase your fan's settings. Refer to the Commissioning Record (page 10 of the full guide) for your home's installation details. For help, visit [www.greenwood.co.uk](http://www.greenwood.co.uk) or contact Greenwood Technical Services on 01276 408402.

# What to expect - Loft insulation

## Check for Dampness or Mold

Insulation is most effective when it remains dry. If you notice any signs of dampness or mold in your loft, please contact us immediately. Moisture can compromise the insulation and lead to long-term damage, so it's important to address any damp issues promptly.

## Avoid Storing Items in the Loft

To ensure the insulation remains effective, it's important not to store items in your loft that could compress or disturb the insulation. Heavy boxes or items that are not stored properly can displace the insulation and reduce its efficiency

## Ensure Proper Ventilation

Good ventilation is key to maintaining the effectiveness of your loft insulation. Ensure that your loft vents are not blocked by insulation or other items allowing proper airflow



# How to care for – Solar PV

Your system is designed to help save energy and reduce costs. Here's a guide on how to care for it and ensure it continues to run efficiently:



**Keep the Inverter Area Clear:** Your inverter, which manages the energy from your Solar PV system, is installed close to your fuse box. Keep this area clear of any items to allow for good airflow and easy access if maintenance is needed.

**Avoid Touching the Panels or Inverter:** The Solar PV system is designed to operate automatically. There's no need to adjust the panels or touch the inverter. If you experience any issues, contact a professional to handle the maintenance.

**Regular Roof Inspections:** Although solar panels are built to withstand various weather conditions, it's helpful to periodically check the roof for any debris, particularly after storms or high winds. If anything seems off, contact our team to arrange for a safe inspection and cleaning.

**Pathway Clearance:** The installation process may have required scaffolding that obstructed pathways. Now that the work is complete, you should have full access. If you plan future roof work that requires scaffolding, communicate with any contractors to ensure pathways remain clear.

**Stay in Touch for Any Support:** Your Customer Liaison Officer is available for any questions you might have about the system. Don't hesitate to reach out if you notice any issues or have questions.

# Resident Guide and Maintenance – PV and Inverter

## Safety Guidelines

The Fox ESS S Series Inverter is designed for safe and efficient solar energy conversion. Installation, maintenance, and servicing must be carried out by a qualified professional. The inverter should be mounted on a well-ventilated wall, away from direct sunlight, rain, or flammable materials, ensuring at least 300 mm clearance on all sides for proper airflow. Never open the unit while it is powered on, as high voltage is present. After switching off, wait at least five minutes before handling.



## Operation

The inverter operates automatically, turning on when solar energy is available and shutting down at night. The LCD screen and LED indicators provide system status updates: a green light means normal operation, while a red light indicates a fault. The trickle current function ensures continuous energy conversion. Do not switch off the inverter unless necessary.



Object	Name	Function
A	LCD Screen	Display the information of the inverter.
B	Indicator LED	Green: The inverter is in normal state.
C		Red: The inverter is in fault mode.
D	Touch Key	The touch key is used to set the LCD to display different parameters. Press time <1s (short press): Next; Press time >2s (long press): Enter. Wait time 15s: Return to start.

## Shutdown Procedure

To power down the inverter, first switch off the AC isolation switch, then turn off the DC isolation switch, and wait five minutes before

touching the unit. If restarting, ensure all connections are properly secured before switching it back on.

## **Maintenance**

Regular six-month checks are recommended. Clean the cooling fins to prevent overheating, inspect wiring for damage, and ensure the indicator lights display normal operation. If the red LED is on, check the LCD screen for fault codes and refer to troubleshooting guidelines. Persistent issues should be addressed by a professional technician.

## **System Features**

The inverter includes overvoltage, short-circuit, and anti-islanding protection for enhanced safety. It also supports optional monitoring via WiFi, LAN, or GPRS, allowing real-time performance tracking. To maintain efficiency, the system must remain connected at all times.

## **Support and Contact Information**

For troubleshooting, maintenance, or software updates, visit [www.fox-ess.com](http://www.fox-ess.com) or contact a certified technician for assistance.

## Get involved – Have your say!

We understand that having work done in your home can be a bit worrying, and you may have wondered how it would affect you.

Now that the improvements are complete, we would greatly appreciate your feedback on your experience. By sharing your thoughts, you can help us understand what went well and where we might improve.

Your feedback is invaluable in helping us refine our process, and it will also guide us in supporting future residents through similar upgrades. Thank you for helping us make the retrofit journey even better!

**SCAN ME!**



Simply scan the QR code to be taken to our 'Contact Us' page on [LivGreen.co.uk](https://www.livgreen.co.uk). Use the boxes provided to leave your feedback and share your experience.

We may contact you to discuss your feedback further.