Frequently Asked Questions

1. **Do your solar vents vent have a thermostat or humidistat?**  
   Our solar vents are designed to work all day, as long as the solar panel is receiving UV rays. They will work on sunny days and most cloudy days.   
     
   The only model which has a thermostat is the All Seasons Gable Fan. Our other models do not have a thermostat or humidistat.
2. **How long is the warranty/what does it cover?**  
   Our warranty is 10 years. This covers the entire unit for any product defects including motor, solar panel, flashing, etc.
3. **Does it have a battery or store any energy?**  
   Our solar vents do not have a battery or store any energy. The benefits of not having a battery include longer lifespan and lower cost.
4. **Do they still work at night?**  
   At night, the solar vent will act as a natural passive vent and will ventilate depending on how much NFA (Net Free Area) that specific model has.
5. **Do they still work during cloudy days?**  
   UV Rays are still passing through the clouds on an overcast day. With the exception of some extremely dark overcast days our solar vents should work during most daylight conditions, even during cloud cover.
6. **Do they need to be facing South?**

For optimal performance, it is recommended that the solar powered vents are installed facing South however even if the vents are not directly facing the sun, as long as they are receiving enough UV rays and are facing the sky they will still operate.

1. **Is there an on/off switch?**  
   There is no on/off switch. The solar vent will work right out of the box as soon as they come in contact with UV rays
2. **Are they noisy?**  
   No. Our vents are especially quiet.
3. **What kind of material is it made of?**4 Seasons and 4 Seasons PRO - Polycarbonate and ABS which is both strong and flexible.   
   4 Seasons HP – Galvanized steel   
   4 Seasons Flat Roof - Spun aluminum.
4. **Should they be working during the winter?**

Yes, your attic should be the same temperature on the inside as it is outdoors at all times, especially winter! During the winter these vents will pull out heat and condensation while promoting healthy air circulation inside. This will helps prevent against common problems related to a warm attic in winter such as a condensation, attic rain, mold and wood rot.

1. **Are the vents hail resistant?**

Yes, our vents use solar panels which are protected by a tempered glass coating and are up IEC (International Electrotechnical Commission) standards. Testing involves dropping a 150g steel ball on the vent and checking for cracks, dents and damage. All our solar vents have passed this test!

1. **Is there any wiring or assembly required?**

No, Canada Go Green solar vents are ready to install right out of the box.

1. **Will this vent draw heat from my home during the winter?**

This will not be a problem if your home is properly insulated**.** Even regular passive vents can draw heat from your home if you are lacking proper insulation.

1. **Can I mix solar vents with regular passive vents?**

The most efficient way to utilizes our products is to install only one type of vent.

Should you decide to place a solar powered vent on the same roof as a static vent, it is recommended to space the vent at least 3 feet apart from another exhaust vent to minimize cross ventilation.

a passive vent on the same roof as an active vent will become an intake, however since our product is variable in speed and power this is not always the case. While a solar vent may pull from a nearby passive vent, it will also be pulling air from the intake vents and attic.

It is worth noting that Canadian National Building Code (CNBC) and International Building Code (IBC) do not prohibit mixing active vents with passive vents.

1. **What happens if it stops working?**If at any time the vent is not receiving UV rays the unit will still be ventilating as a passive vent. How much will depend on the NFA (Net Free Area) of the model.
2. **What is the lifespan of a solar vent?**

The lifespan of our solar vents relies on the longevity of the brushless DC motor which can operate for more than 15 years. Solar panels remain sensitive for more than 20 years.

1. **Who can install a solar vent?**

Any roofing contractor with experience installing shingles and roof vents should be able to install a solar vent, as there are no differences in the actual installation. However, if you would like a contractor who is familiar with our products and uses them regularly you can find the one closes to you at [www.canadagogreen.com/installers](http://www.canadagogreen.com/installers).

1. **What is the point of installing solar vents on my roof?**Solar powered vents work to actively ventilate your attic space. Some benefits include;   
   - Promote healthy air circulation inside your attic  
   - Pull out moisture which can help against mold, rotting plywood and attic rain  
   - Ensure the temperature inside your attic is the same as the outdoors  
   - Pulls out hot air which will prevent your attic from extreme heat buildup during the summer
2. **Where are they made?**

Our products are assembled and quality control tested at our warehouse in Etobicoke, ON

1. **Should I nail the vents in?**

We recommend installing these vents with screws.

1. **How long is the warranty?**

10 Years and will cover any product defects including motor, solar panel, flashing, etc. We will send a free replacement vent and request the defective unit back

1. **What happens when it gets covered with snow?**

If totally buried in snow, our vent will active as a passive vent. The black solar panel and passive warm air exhausting from the attic will help melt or clear the snow from the vent.

1. **What is the maximum pitch for the products?**

4 Seasons – 2/12 – 12/12  
4 Seasons HP – 2/12 – 10/12

4 Seasons PRO – 2/12 – 18/12

4 Seasons Flat Roof – No Pitch