

# CALLBACK SOLVED WITH VENTILATION

## A Case Study



AREAS OF FOCUS:



## OVERVIEW

Vic with Comfort Air responded to a callback for a new construction home regarding condensation accumulating on the interior side of the windows.

The AirAdvice IAQ test results showed predictably high humidity levels, but some unexpected results as well.

## IAQ TEST RESULTS



**ELEVATED**  
moisture levels



**INADEQUATE**  
home heating



**HIGH LEVELS**  
of harmful chemicals

The readings for harmful chemicals were off the charts! The severe and unexplained allergies the husband had been experiencing since moving in began to make sense.



## BUILDING FEATURES

**Location:**

Vancouver, WA

**Style:**

One-level ranch, attached garage

**Basement:**

Crawlspace

**Square Footage:**

2,700 square feet

**HVAC:**

Central gas furnace

“REDUCING THE CHEMICALS SUDDENLY BECAME THE TOP PRIORITY!”

## IAQ SOLUTIONS

Comfort Air installed a heat recovery ventilator (HRV) to dilute the chemicals, and the occupants immediately began to see improvement.



**DECREASED**  
relative humidity



**ADEQUATE**  
home heating



**LOWER LEVELS**  
of chemicals and allergies

## OCCUPANT DETAILS

**Occupants:**

A couple in their 50's

**Initial Concern:**

Condensation on windows

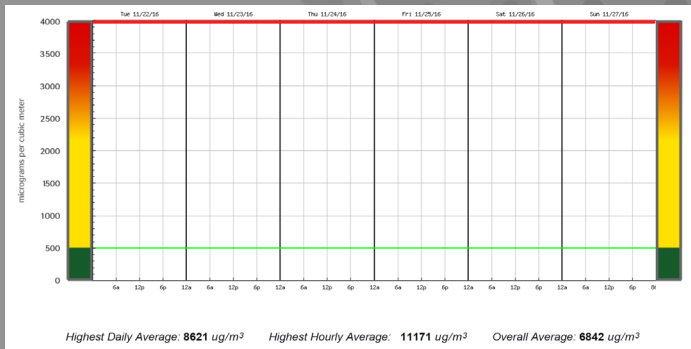
**Health concern:**

Severe allergies

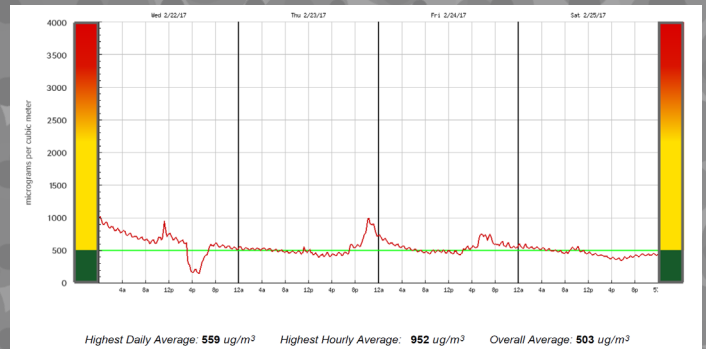


A: 9320 SW Barbur Blvd., Suite 395 Portland, OR 97219  
T: 1-888-959-4686 W: [www.airadviceforhomes.com](http://www.airadviceforhomes.com)

# CHEMICAL LEVELS

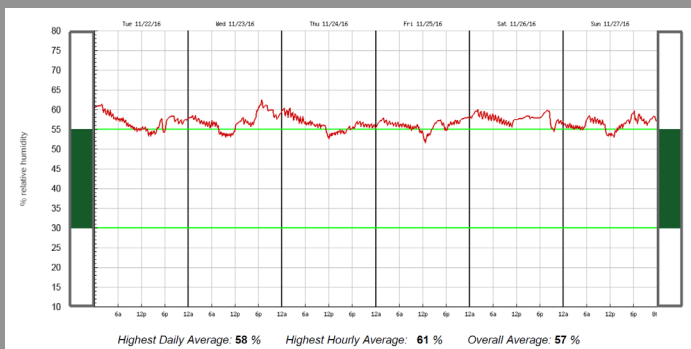


BEFORE: ACTION NECESSARY

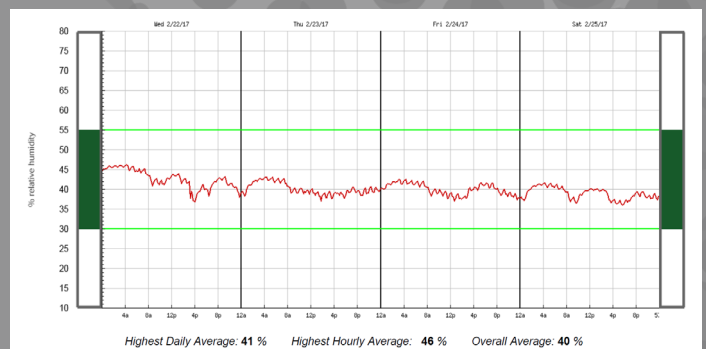


AFTER

# HUMIDITY LEVELS



BEFORE: ACTION RECOMMENDED



AFTER

## SUMMARY

Most callbacks are frustrating and costly for contractors. But in this case, the contractor had an AirAdvice monitor and took the time to test the home and advise the homeowners of both the problem and solution. The customer complaint turned into a success story for all, and a life-changing improvement for the homeowners.

## TAKEAWAYS

Testing a home can turn an emotional situation into a data driven discussion about solutions.

Making sure a home has proper ventilation can have life-changing effects for your clients.

Indoor air quality issues are often undetected. Measuring the air can mean the difference between a success story and unhappy/unhealthy clients. Especially in new homes where it's typical to find high levels of harmful chemicals from off-gassing.