Homestar™ Home User Guide

**Introduction**

It’s normal to expect a user guide when you buy a new TV – or even a new car. So wouldn’t it be nice to get some instructions when you buy or rent a new house? Homestar™ recommends that a home user guide (HUG) is put together for every home – and it helps you get a higher rating if you’ve got one.

Ideally it should include any available house and renovation plans, warranties and guarantees, appliance manuals and operating instructions for any energy saving, heating, water saving or indoor environment systems, as well as a maintenance log. It doesn’t need to be complicated and you can add to it over time. The important thing is that it gathers all the information together into a single place – and then makes it available to the next occupant of the home.

This document can be used as a template to help you put together a home user guide for your home. Print out a copy, fill in as much as you can, and then collect up as many of the relevant documents as you can find (you know, the ones that are probably sitting in a pile in the second drawer down in your kitchen…). That’s all there is to it.

**Key Documents**

**House Plans**

House plans can be very useful documents to keep safe and in one place. If you have any of this information (and not everyone does), include it here and check it off:

* Copy of the Certificate of Title
* Site plan
* Floor plan
* Elevations
* Floor slab plan (including slab insulation detail if relevant)
* Door and window schedule
* Foundation and lintel details
* Construction details
* Electrical plan and lighting layouts
* Plumbing and drainage plans
* Changes to house plans including any renovation plans
* Landscaping plans
* Any resource consent, building consent or council information
* Code of compliance certificates for any work done

**Renovation Records**

If you have had any renovation work done on the house record details of it here:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Renovation** | **Product Name / Model** | **Installation company contact details and installer name** | **Completion Date** | **Notes** |
| Hot water system |  |  |  |  |
| Heating system |  |  |  |  |
| Insulation |  |  |  |  |
| Glazing |  |  |  |  |
| Mechanical vents (bathroom extraction fans and kitchen rangehoods) |  |  |  |  |
| Other\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |  |  |  |  |
| Other\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |  |  |  |  |

**Useful contact details**

Use this section to record any useful numbers such as builders and tradespeople

|  |  |  |  |
| --- | --- | --- | --- |
| **Contact Type** | **Name** | **Individual or company contact details** | **Notes** |
| Builder |  |  |  |
| Electrician |  |  |  |
| Plumber |  |  |  |
| Interior designer |  |  |  |
| Architect |  |  |  |
| Handyman |  |  |  |
| Landscaper / Gardner |  |  |  |
| Cleaner |  |  |  |
| House wash contractor |  |  |  |
| Garden Waste Collection |  |  |  |
| Power / Gas Supply Company |  |  |  |
| Telephone / Internet |  |  |  |
| Landlord |  |  |  |
| Other\_\_\_\_\_\_\_\_\_\_ |  |  |  |

**Key house operation information**

The aim of this section is to capture relevant information relating to the day to day running of the house.

## Overall house design strategy

Outline the overall strategy of how the house should be run for best performance. Include any details of specific design features of the house such as big windows on the North side to let sun and warmth into the house, insulation levels to keep the heat in, natural ventilation through opening windows or louvers, external shading devices to protect from overheating in summer, heat recovery systems etc.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

## Energy, Health and Comfort

The main fuse box is located\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

The main form of **space heating** is: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Notes on use and maintenance: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Heating appliance instructions attached/included

* YES
* NO

The main form of **water heating** is: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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Notes on use and maintenance: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Hot water heater appliance instructions attached/included: ☐ YES ☐ NO

Designated ‘Noisy Room’ location (if applicable): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

## Water

Mains water shut off tap is located\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

The water meter (if present) is located\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Rainwater Tank: ☐ YES ☐ NO

Notes on use and maintennance\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Greywater system: ☐ YES ☐ NO

Notes on use and maintennance\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

## Waste

Rubbish collection day is on: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_(e.g. Tuesday mornings)

Rubbish collection information: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (e.g. pre-pay bag outside house)

Recycling collection day is on: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_(e.g. Tuesday mornings)

Recycling information: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_(e.g. in Council provided bin beside letterbox)

Composting Facilities: ☐ YES ☐ NO

Notes on use and maintennance\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Other important waste information (e.g. local facilities for waste and recycling): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Warranties and Guarantees**

Insert any warranty or guarantee information for any aspects of your home. This might include builder’s guarantees, warranties for roofing, or perhaps appliances in the home such as dishwashers, heat-pumps, solar water heaters etc.

Builders Guarantee □ YES □ NO □ Not Applicable

Roofing Guarantee □ YES □ NO □ Not Applicable

Cladding Guarantee □ YES □ NO □ Not Applicable

Paint / finishing systems Guarantee □ YES □ NO □ Not Applicable

**Main Appliances**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Type** | **Make** | **Model** | **Energy and/or water ratings** | **Manual / Information Included** |
| Oven / Stove |  |  |  |  |
| Fridge |  |  |  |  |
| Dishwasher |  |  |  |  |
| Washing Machine |  |  |  |  |
| Dryer |  |  |  |  |
| Space Heater |  |  |  |  |
| Water Heater |  |  |  |  |
| Rangehood |  |  |  |  |
| Other\_\_\_\_\_\_\_\_\_ |  |  |  |  |
| Other\_\_\_\_\_\_\_\_\_ |  |  |  |  |

**Local Information**

This would be a good place to insert any useful local information about your area such as public transport route maps and timetables, local civil defence or neighbourhood watch information, and information about facilities and services in your area.

|  |  |  |  |
| --- | --- | --- | --- |
| **Contact Type** | **Name** | **Individual or company contact details** | **Notes** |
| Local Council |  |  |  |
| Nearest police station |  |  |  |
| Noise control |  |  |  |
| Library |  |  |  |
| Other\_\_\_\_\_\_\_\_\_\_ |  |  |  |
| Other\_\_\_\_\_\_\_\_\_\_ |  |  |  |
| Other\_\_\_\_\_\_\_\_\_\_ |  |  |  |
| Other\_\_\_\_\_\_\_\_\_\_ |  |  |  |

**Maintaining your home**

Regular maintenance will make your home last longer and increase its value. Through regular maintenance, you can identify work that needs to be done in advance, whether the job is small or large. Maintenance is also important for the performance of your home. Small problems, such as leaks or draughts, will affect how well your home improvements work. Leaky roofs, for example, will undo the good your ceiling insulation does, as well as damaging your home in the long term. The good news is that a lot of maintenance is quite easy to do yourself. The table below can help remind you to do maintenance regularly and capture any notes specific to the job. We suggest you keep a maintenance log cataloguing what was done, by whom and when. Keep the log somewhere all the adults in the home know about, and hand it over when you sell the house.

| **Maintenance** | **Why is it important?** | **How often?** | **Notes (e.g. contact details of tradespeople used etc.)** |
| --- | --- | --- | --- |
| Clean your gutters of leaves and silt. | Make sure your gutters can carry away rainwater without overflowing into your home. | Beginning of winter. |  |
| Prune any trees away from your roof. | Reduce leaves in your gutter and rainwater system. Get winter sun into your home. |  |  |
| Check your roof for popped-up nails, loose tiles and cracks in cement. | Prevent leaks into your home. | Get these fixed before winter. |  |
| Have your chimney/flue swept regularly. | Get maximum warmth in a safe environment from your wood or pellet burner. | Beginning of winter. |  |
| Check and repair your stormwater drains. Clean out any sludge. | Ensure they work efficiently to get water off your property. | Before winter. |  |
| Wash your roof and walls and treat any moss and lichen. | Prevent damage to your roof and walls (before it lets in water) |  |  |
| Check doors and windows for draughts.  | Keep the heat in your home to be warmer and make more efficient use of your heating. | Before winter – ideally when it’s still warm and dry. |  |
| Check all your windows to make sure they shut securely. Replace catches if necessary. | Keep the heat in your home to be warmer and make more efficient use of your heating. |  |  |
| Clean and check all aspects of your rainwater tank system. Any water treatment systems will need more regular care. | Prevent leaks and overflows of water into your home or property. Ensure clean water for use. | Yearly. |  |
| If you have a greywater system, this will need regular maintenance.  | Ensure your systems work as efficiently as possible. | Some systems need weekly maintenance such as using chlorine tablets. |  |
| Test Residual Current Devices (RCDs). | RCDs monitor the current of electricity and shut off the circuit in case of a fault or live connection to the ground. The devices should be check to ensure they respond correctly.  | Every 6 months |  |
| Replace / clean filters in heat pump and ventilation systems. | Ensure your systems work as efficiently as possible to use less energy and be more effective. | Yearly or more frequently as per your system instructions. |  |
| Clean outlets and intakes in ducted and heat transfer systems. | Ensure the systems work effectively and avoid spreading dust. | Every few months. |  |
| Clean outlets and intakes in extractor fans and rangehoods. | Ensure they work effectively to take moisture out of your house. | Every few months. |  |
| Clean any solar panels for solar hot water or photovoltaic. | Maximise the solar energy that your systems can get. | Yearly. |  |
| Check in your ceiling and under your floor to make sure your insulation is still in place. Rearrange it if it has been shifted. | Keep as much warmth in your home as possible. | Yearly, and after you have had any work done in these areas. |  |
| Clean materials and finishes, both inside and outside the house. | Materials will last longer, crucial to prevent corrosion in metals which are not rain washed. | Yearly. |  |
| Clean any mould off walls, ceilings and windows. | For better indoor health. | As soon as you notice it.  |  |
| Check the battery in your smoke detectors. | Safety | Every six months. |  |
| Emergency first aid/food kit(see <http://www.getthru.govt.nz/> for more details) | Safety | Yearly |  |
| Paint exterior walls |  | Every 5-7 years |  |
| Other:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |  |  |  |
| Other:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |  |  |  |

**Main paint and flooring finishes information:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Area** | **Finish Type and colour** | **Last painted / updated** | **Notes** |
| **Exterior** |  |  |  |
| Exterior Walls |  |  |  |
| Exterior Walls 2 |  |  |  |
| Exterior Walls 3 |  |  |  |
| Exterior windows 1 |  |  |  |
| Exterior windows 1 |  |  |  |
| Roof |  |  |  |
| Front Door |  |  |  |
| **Interior** |  |  |  |
| Interior Walls |  |  |  |
| Lounge |  |  |  |
| Kitchen |  |  |  |
| Dining |  |  |  |
| Hall |  |  |  |
| Bathroom 1 |  |  |  |
| Bathroom 2 |  |  |  |
| Bathroom 3 |  |  |  |
| Bed 1 |  |  |  |
| Bed 2 |  |  |  |
| Bed 3 |  |  |  |
| Bed 4 |  |  |  |
| Bed 5 |  |  |  |
| Other\_\_\_\_\_\_\_\_\_\_\_\_ |  |  |  |
| Other\_\_\_\_\_\_\_\_\_\_\_\_ |  |  |  |
| Ceilings |  |  |  |
| **Flooring** |  |  |  |
| Carpets |  |  |  |
| Timber Floors |  |  |  |
| Concrete / slate  |  |  |  |
| Other Floors |  |  |  |

#

**Further guidance and information**

This is a good section to store any further information that you think might be useful to the operation and overall maintenance of your home. A very detailed home user manual full of useful information about operating New Zealand homes has been prepared by Beacon Pathway and is available for a free download from: <http://www.beaconpathway.co.nz/files/docs/A10042_002_Homeowner_Manual_2010_Final_web_20100722.pdf>

The **Homeowner Manual** includes advice and information on:

* The simple steps you can take to keep heatinsideyour home
* A comparison of different heaters - what is right for you?
* How to save (both energy and water) with an efficient water heater
* Getting rid of dampness
* Keeping cool in summer
* Using less energy (appliances, lighting, tips)
* Using less water (appliances, tap ware, tips)
* Making the most of free water
* Maintenance and why it is important
* And much more!

A printed copy of this could be a useful addition for any household.

## Other websites of interest:

[www.energywise.govt.nz](http://www.energywise.govt.nz)

This EECA-run website is the centre of information on Government programmes to encourage energy efficiency, solar water heating and space heating options.  Visit here to find out what the options are and what Government subsidies exist to help you.  Visit here to find out about Energy Star products, the mark awarded to the top 25% most energy efficient appliances.

[www.energyadvice.org.nz](http://www.energyadvice.org.nz)

An independent, not-for-profit service, the Home Energy Advice Centre provides free, impartial advice to help you decide on energy efficient options and upgrades for your home.

Call their toll-free number **0800 388 588** to speak to an advisor.

[www.smarterhomes.org.nz](http://www.smarterhomes.org.nz)

Run by the Department for Building & Housing, Smarter Homes is a comprehensive guide to making your home perform better.  It covers energy, water, indoor environment, design, materials, construction, siting and landscaping, with good general advice on what to think about.  You can download two key publications: *Your Guide to Smarter Living* and *Your Guide to Smarter Insulation*.

[www.consumer.org.nz](http://www.consumer.org.nz) / [www.consumerbuild.org.nz](http://www.consumerbuild.org.nz)

Visit the Consumer website for independent, testing evaluations of appliances and heating/energy products and systems.  Find out which brand is rated as giving the best performances and what issues to watch out for.  The Consumerbuild website has independent advice on buying, building, renovating and maintaining homes.

[www.level.org.nz](http://www.level.org.nz)

Developed by BRANZ (an independent building research company) in tandem with Smarter Homes, Level gives more detailed advice on building and renovating for the construction industry.  Expect to find more technical detail here.

[www.rightlight.govt.nz](http://www.rightlight.govt.nz)

Find out more information on how to reduce household power bills through efficient lighting options.

[www.mfe.govt.nz](http://www.mfe.govt.nz)

Go to the Ministry for the Environment website to find lists of wood and pellet burners which meet national environmental standards for emissions.

[www.accreditedsolar.org.nz](http://www.accreditedsolar.org.nz)

Find out which solar water heating products comply with the New Zealand Building Code and find an accredited supplier and installer who have a proven competence to install the systems.

[www.enviro-choice.org.nz](http://www.enviro-choice.org.nz)

The Environmental Choice tick tells you that a product has been made with the environment in mind. Find out what products you should select.

[www.wanz.org.nz](http://www.wanz.org.nz)

WERS is a star rating system for windows - five stars is the highest rating, one the lowest. WERS assessment covers performance on winter heating, summer cooling, and prevention of fading. Find advice on selecting the most energy efficient windows and glass.