



## Help Software User Guide

Streamline and simplify the tasks associated with sizing, selecting, and working with humidification systems.

***Thank you for choosing Condair.***

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## Icon Quick Reference Guide

Action Button	Action
	Add: creates a new project
	Archive: Archives the selected project
	Copy: Creates a copy of any selected projects.
	Collaborate: invites others to selected project
	Delete: Deletes any selected projects.
	Edit: Edits a selected project. You can also edit a project by clicking directly on the name.
	Flag: Places or removes a flag beside any selected projects.
	More Info: Directs to Condair's humidity.com website, providing more information about the product.
	Product Document Exporter: Creates a custom document based on selections for file format and included sections.
	Project History: Lists sequence of events of the project and who made changes
	Save to Cloud: Saves the project to the cloud
	Save Locally: Saves the project locally to the device. Can be loaded in the Load Sizing Project Homepage
	Save as Template: saves the project as a template to be used as a basis for similar or repetitive projects
	Share
	Weather Data: Edit local weather conditions or choose to use Condair Weather Data

# The Condair Help Software

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## Welcome

Welcome to the Help software. Help is designed to streamline and simplify the tasks associated with sizing, selecting, and working with humidification systems. Help combines an intuitive wizard based approach, a powerful calculation system, schedule and specification generation, and access to your local representatives in one convenient package serving all of your humidification needs.

## Getting Started

In order to properly use Help, please ensure that an up to date browser is being used. Help currently supports the following browsers:

- Firefox 4.0 and higher
- Internet Explorer 9 and higher
- Google Chrome (all versions)
- Apple Safari (all versions)
- Opera (all versions)


If unsure of what browser you are currently using, please visit [www.whatbrowser.org](http://www.whatbrowser.org) to view your browser version.

Help has been optimized for use on a desktop or laptop computer. Help will function on many mobile devices such as phones and tablets, however the layout has not yet been optimized for these devices and not all functions may work. Basic Help functionality on browsers such as Safari (iOS), Chrome (Android), and Internet Explorer (Windows Phone) has been demonstrated to work. Due to the high variability between devices and browser versions the Help experience may vary on mobile devices.

## Registration

To use Help, you must first register for an account. The registration steps are outlined below:

1. Contact your sales cluster manager for a registration link. When you receive this link, click it to begin the registration process.
2. Complete the form by filling in the required information (\* denotes a required information field). If you are a Condair Agent/Distributor or Condair Employee be certain to check the box that says **Condair Agent/Staff**. This checkbox will notify Condair that the account requires review.



**Account Information**

\* Email Address:

\* Password:

\* Retype Password:

Salutation:

\* First Name:

\* Last Name:

**Address Information**

\* Company Name:

\* Address:

Address2:

\* Country:

\* State/Province:

\* City:

\* Zip/Postal Code:

**Company Information**

\* Position:

**Contact Information**

Phone Number:

Mobile Number:

Fax Number:

**Condair Agents and Product Distributors**

I am a Condair Agent/Distributor: ☐

Save

Cancel

**Figure 1: Help Registration Form**

3. Select the **SAVE** button at the bottom-left of the browser window once the form has been completed.
4. You will receive a confirmation message on screen, as well as an email with a link. To activate your account, follow the link in the email. This process is used to validate your email address. *Note: Some email clients or security settings may require you to copy and paste the link.*
5. Once the email validation process has been successfully completed, another confirmation message will be sent stating that registration is now complete.

Congratulations, you are now registered and can log into the software!

# Getting Started

## Editing Your Account Information

The first time you log in to Help, you will be prompted to select your local office. Selecting your local office allows you to quickly and easily submit requests for quotations and work with your agent.

**Note:** For Condair Agents/Employees, the software will automatically select the correct location. This helps to associate the account with the specific location and ensures that you will receive the correct information.

You can change or view your local agent at any time by selecting **Edit Profile** at the top-right of the browser window, shown in Figure 2: Edit Profile and Agent Info.

The screenshot displays the Condair Help software interface. At the top, there is a header bar with the Condair logo, a row of international flags, and a welcome message: "Welcome agent@condair.com". To the right of the welcome message are two links: "Edit Profile" (highlighted with a red box) and "Logout". Below the header is a blue navigation bar with icons and labels for "News", "Projects", "Product Catalog", and "Orders". The main content area is divided into several sections, each with a title and an edit icon (pencil):

- Account Information:** Displays "Mr. Condair Agent", "agent@condair.com", and "Condair Agent". A link "Change password" is visible below.
- Account Address:** Displays "Condair AG", "Talstrasse 35-37", "Pfaffikon, Switzerland", and "8808".
- Contact Information:** Displays "Phone Number: +41 55 416 6111", "Fax Number:", and "Mobile Number:".
- General Preferences:** Displays "Preferred Units: Metric" and "Preferred Chart Type: Mollier".
- Agent Info:** Displays "Condair AG", "Talstrasse 35-37", "Pfaffikon, Schwyz, Switzerland", "8808", "(P) +41 55 416 61 11", "(F) +41 55 416 61 12", "Olivier.Deschenaux@condair.com", and "www.condair.ch".

At the bottom of the interface, there is a blue footer bar containing the copyright notice "© 2015 Condair AG Version 01.00.44" on the left and the Condair logo on the right.

**Figure 2: Edit Profile and Agent Info**



While in the Edit Profile section, you can also select your preferred units of measure by clicking on the **Edit** button to the right of the **General Preferences** section. You can also change your units on a per-project basis when creating a project or editing an existing one. Additionally, any information entered during the registration process can be changed through the Edit Profile section.

To change your name and contact information, select the **Edit** button to the right of **Account Information** and to the right of **Contact Information**, respectively.

To change the account password, select **Change Password** in the Account Information field and then proceed to enter in the required information.

## Your Projects

Humidifier calculations and equipment selections are stored in files called **Projects**. Projects are saved within the application and are accessed through the **Projects** menu shown below. Here you can create new projects, edit existing projects, share projects, and maintain your project list.










**Figure 3: Projects Menu**

**Projects** provide an intuitive question-based approach towards selecting humidifiers. Moving down the page from step to step, the software helps you to calculate a load and then select appropriate humidifiers, distributors, and controls to serve this load.

Selecting **List all Load Sizing Projects** from the Projects menu will take you to the lists for each respective type of project. The following options are shown in Table 1: Project Functions

**Table 1: Project Functions**

Action Button	Action
	Edit: Edits a selected project. You can also edit a project by clicking directly on the name.
	Copy: Creates a copy of any selected projects.
	Delete: Deletes any selected projects.
	Flag: Places or removes a flag beside any selected projects.
	Archive: Sends selected projects to an archive folder.
	Share: Sends a copy of a selected project to another Condair Help user.
	Collaborate:

These functions are used with existing projects saved in the cloud which are listed on the Projects page. Selecting a project from the list will highlight the icons that you are able to use. The procedure to create a new project will be described in the following section.

## Creating a New Project

Select one of the technology icons highlighted in Figure 4: Creating a New Project to create a project. This will redirect you to a new project page based on the type of humidifier technology you have selected. You may also load a locally saved project from your hard drive by selecting the **Browse** icon.

**Figure 4: Creating a New Project**

# Load Sizing Projects

## Project Home

To create a Load Sizing project, hover your mouse over the **Projects** menu in the main navigation bar and select **List all Load Sizing Projects** from the menu and select one of the technology icons. Once you have created a new project you will be taken to the project home page shown below. The project home page has several useful sections.

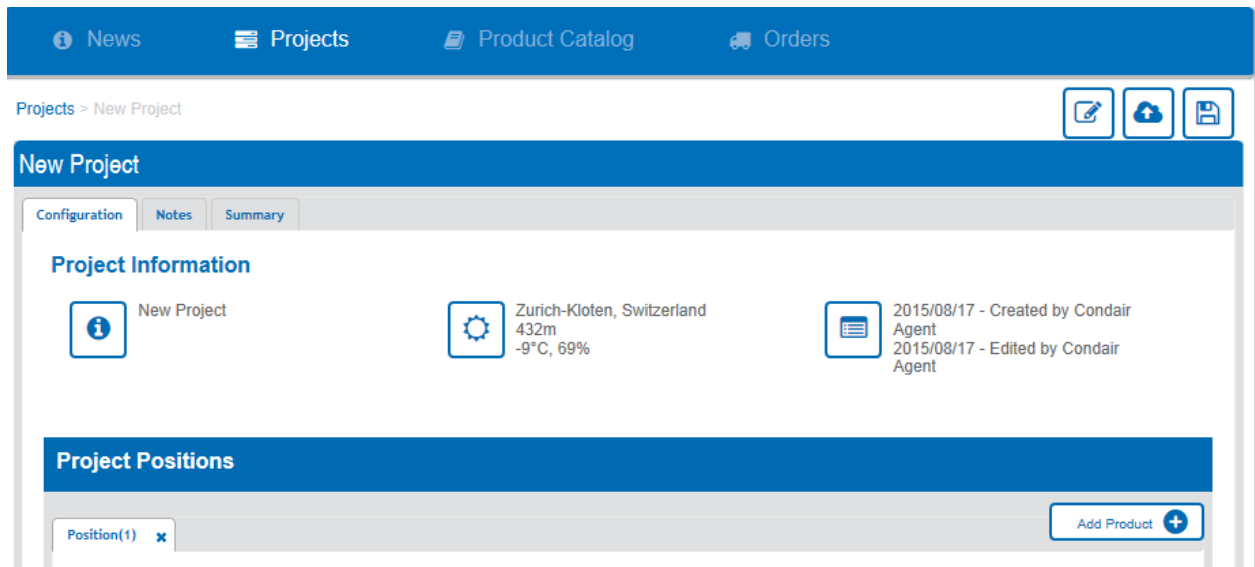





Figure 5: Project Home Page

### Configuration Tab

	Information Icon
	Weather Data Icon
	Project History Icon

The **Project Information** section displays the project’s assigned name and optional project number, the date the project was initially created, the optional requested completion date, as well as the units of measure. These can be changed later by clicking on the **Information** icon.

Here, you may also choose to share this project with other users in your office (Collaborate) or to keep it a private project which only you will have access to.

IMPORTANT: Once you have entered data information in the Project Information dialog and clicked **Save**, the project will be saved to the cloud and all future changes will be saved automatically.

The **Weather Data** section displays the general outside conditions for the project. These can be either manually entered or retrieved from Help's internal weather database. Help contains a database of weather design data to help you determine accurate humidification design conditions for your region. If you would like to take advantage of this data check the **Use Weather Data** box and choose your country and region from the drop-down lists. Weather Data applies to all positions within a project, but can be overridden on a position by position basis if necessary. The location and subsequent weather information can be edited by clicking the **Weather Data** icon.

Help recommended design data comes from ASHRAE Weather Data 4.0 and includes over 6000 stations worldwide. The monthly average conditions are sourced from NASA Surface Meteorology data. They represent the average air temperature and humidity 10m above the surface for a given latitude and longitude based on over 20 years of data.

Any **Project History** information can also be seen in the configuration tab of the project home page. Clicking on the **Project History** icon will give you a more detailed breakdown.

Below project information is section called **Project Positions**. "Positions" or zones as they are often called, is where you will input design criteria for your project. This is further described in the section Project Positions. A project can contain multiple positions (zones).

### Notes Tab

Allows you to make notes on the project. Text in this field is kept private and will not be transferred when the project is copied or shared. The text will be visible to colleagues in your office who are collaborating on a project with you.

### Summary Tab

Serves to display the complete bill of materials for the project. This tab also gives you access to tools for exporting technical documents and requesting pricing from your local sales office.

## Project Positions

A humidification project consists of one or more **Positions**. Positions, also called zones, represent sections within a building in that they contain a humidification system serving a single ventilation system or conditioned space. Each project must contain at least one Position, and can have an unlimited amount of Positions. If your project has multiple ventilation systems requiring humidification, you should create a Position for each ventilation system.

The Position list is shown in Figure 6: Position List.

To create a new position, select the **Add Product** icon where a drop down menu will appear. Simply select the type of humidification technology you would like to use in your new position to create a new position tab. Once a new tab is created, you may change the position name from the default under the section labeled **General**.

You may change the order of the positions by clicking and holding a position tab and dragging it in to the desired sequence.

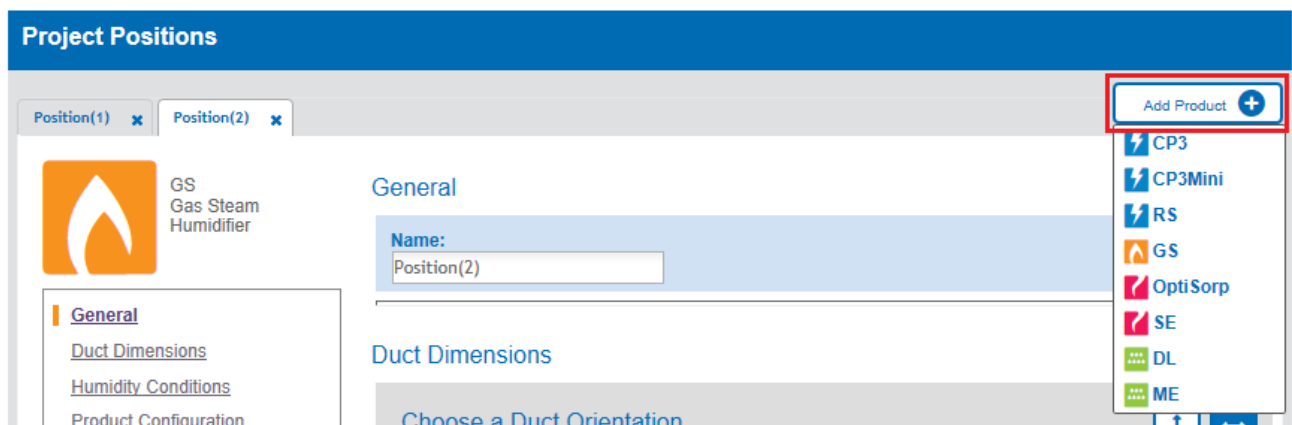


Figure 6: Position List

## Load Sizing and Product Selection

Once you have created a new Position, you will be taken through the steps required to size the load for the current Position and to make product selections.

### Step 1: Duct Dimensions

This step is required for all load types, you must enter the specifications for your duct in the current position. Descriptions for the duct requirements are found in the following table:

**Table 2: Duct Dimensions**

Section	Requirement	Description
Duct Dimensions	Duct Orientation	Select whether the humidifier will be placed in a horizontally or vertically aligned duct.
	Duct Type	Gives the option between a rectangular or round duct.
	Internal Width/ Height	Enter the duct or air handling unit interior width and height dimensions.
	Thickness	Enter in the thickness of the duct or air handling unit wall material.

### Step 2: Humidity Conditions

In this step, you will choose which load sizing calculation method you would like to use for the current Position. There are three methods:




1. **Calculate Load:** This method is the default and offers the most complete and accurate solutions. In this mode you will be required to indoor and outdoor conditions as well as airflow rates and duct temperatures.
2. **Calculate Entering/Leaving Load (Also called Cooling):** This method focusses on the specific conditions surrounding the humidifier. In this case you will be required to specify duct conditions entering and leaving the humidifier.
3. **Manually Enter Load:** This method allows you to manually type load. This can be very useful if you have calculated a load elsewhere, are entering positions from a schedule, or just looking for a rough selection.

## Calculate Load

The humidity conditions required for the Calculate Load method can be seen in Figure 7: Calculate Load Method and the required fields are described in Table 3: Calculate Load Method Descriptions.

### Humidity Conditions

Choose a Calculation Method



Air Volume

Fresh Air (%):  
100

Fresh Air (m³/h):  
0

Air Volume (m³/h):  
0

Air Velocity (m/s):  
0

Outdoor

Temperature (°C):  
-9

Altitude (m):  
432

Relative humidity (%):  
69.28

Absolute humidity (g/kg):  
1.27

Setpoints

Temperature (°C):  
22

Relative humidity (%):  
40

Absolute humidity (g/kg):  
6.91

Humidity increase (g/kg):  
5.64



Humidifier Conditions

Entering Temp (°C):  
13.00

Entering Humidity (%):  
0

Figure 7: Calculate Load Method

**Table 3: Calculate Load Method Descriptions**

Section	Field	Description	
Air Volume	Fresh Air	Enter the quantity of outside air being circulated through the system as a percentage of the total volume. For example, enter 100% for a make-up air system or a lower percentage for a return air system.	
	Air Volume	Enter the volume flow rate of the ventilation system.	
	Air Velocity	Enter the velocity of air in the ventilation system	
Outdoor	Weather Data		Selecting this icon will tell Help to use Weather Data from the database for outside design conditions
			Selecting this icon will override Weather Data conditions and allow you to manually enter in local temperature and humidity levels. This only applies to the selected position.
Setpoints	Temperature	Enter in the desired temperature of the conditioned space.	
	Relative Humidity	Enter in the desired humidity level in the conditioned space.	
	Absolute Humidity	Enter in the desired humidity level in the conditioned space.	
	Humidity Increase	Enter in the desired humidity increase in the conditioned space.	
Humidifier Conditions	Entering Temp.	Enter the temperature of air that will be entering the humidifier / steam distributor. Default: 13°C	
	Entering Humidity	Displays the relative humidity entering the humidifier. This field is calculated and cannot be directly edited.	


### Calculate Entering/Leaving Load


The humidity conditions required for the Calculate Entering/Leaving Load Method can be seen in Figure 8: Calculate Entering/Leaving Load Method with descriptions found in Table 4: Calculate Entering / Leaving Load Method Descriptions.




## Humidity Conditions

Choose a Calculation Method









### Air Volume

Air Volume (m³/h)



Air Velocity (m/s):




### Entering


Temperature (°C):

Altitude (m):

Relative humidity (%):




Absolute humidity (g/kg):




### Leaving

Temperature (°C):

Relative humidity (%):



Absolute humidity (g/kg):



Humidity increase (g/kg):




Figure 8: Calculate Entering/Leaving Load Method

**Table 4: Calculate Entering/Leaving Load Method Descriptions**

Section	Field	Description
Air Volume	Fresh Air	Enter the quantity of outside air being circulated through the system as a percentage of the total volume. For example, enter 100% for a make-up air system or a lower percentage for a return air system.
	Air Volume	Enter the volume flow rate of the ventilation system.
	Air Velocity	Enter the velocity of air in the ventilation system
Entering	Temperature	Enter the temperature of air that will be entering the humidifier / steam distributor. Default: 13°C
	Altitude	Enter in the altitude of Position location.
	Relative Humidity	Enter in the humidity level of the outdoor air.
	Absolute Humidity	Enter in the humidity level of the outdoor air.
Leaving	Temperature	Enter in the desired temperature of the conditioned space.
	Relative Humidity	Enter in the desired humidity level in the conditioned space.
	Absolute Humidity	Enter in the desired humidity level in the conditioned space.
	Humidity Increase	Enter in the desired humidity increase in the conditioned space.

## Manually Enter Load

If you choose to manually enter the load amount for the Position, no conditions will be required. Simply enter a load amount into the empty field shown below in Figure 9: Manually Enter Load.

### Humidity Conditions



The interface shows a grey header bar with the text "Choose a Calculation Method" on the left and three icons on the right: a keyboard, a double-headed arrow, and a water drop. The water drop icon is highlighted with a red border. Below the header is a white box with an orange border. On the left of this box is an orange square icon with a white flame. To its right is the text "Humidification Load (kg/h):" followed by a text input field containing the number "0".

**Figure 9: Manually Enter Load**

## Total Load

Once one of the methods are used to calculate a load size for the Position, the total load is displayed as shown below:


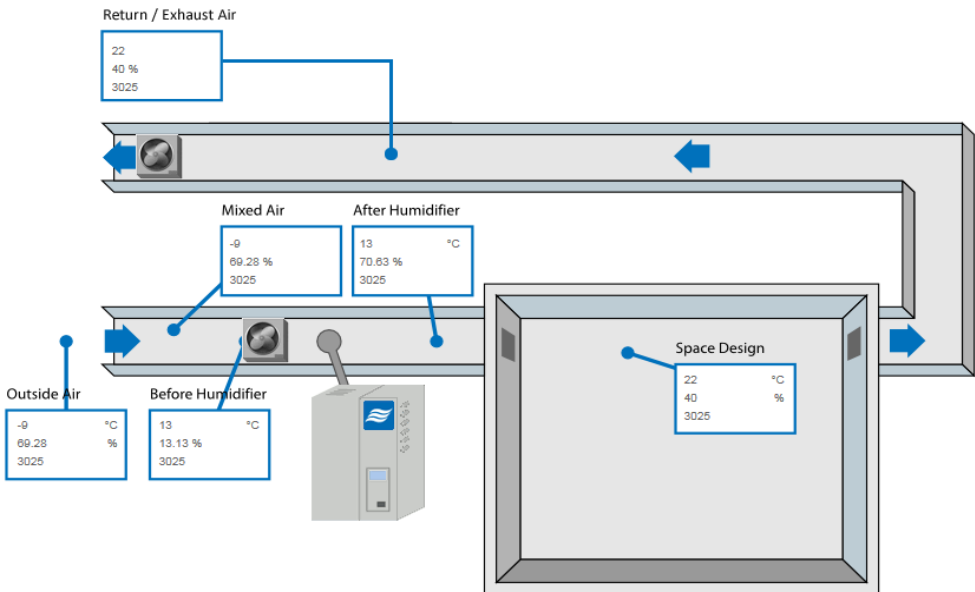

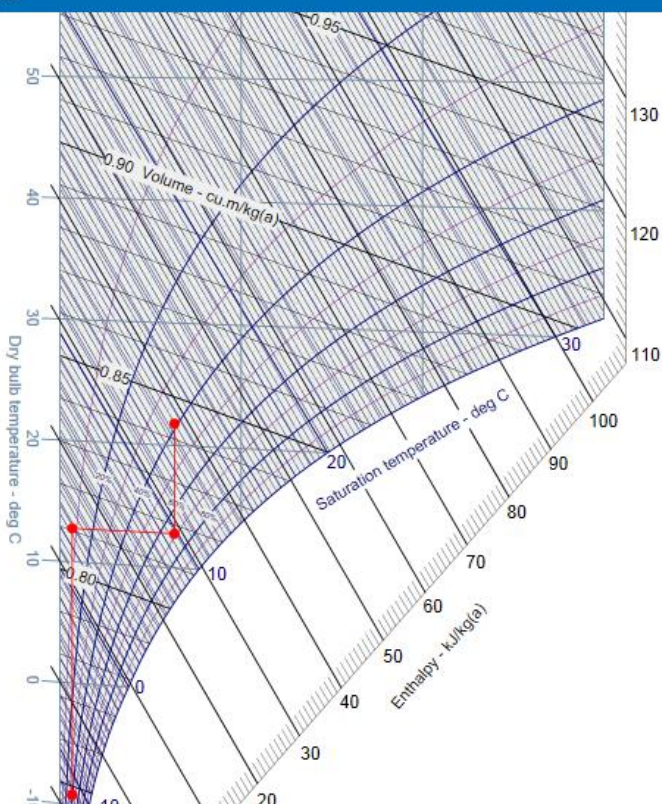



The interface shows a white box with an orange border. On the left is an orange square icon with a white flame. To its right is the text "Total Load (kg/h) : 19.16". On the right side of the box are three icons: a person, a bar chart, and a grid. These three icons are highlighted with a red border.

**Figure 10: Total Load**

If you have used either the Calculate Load or Calculate Entering/Leaving Load method you will be able to see additional diagrams related to the calculated load. Selecting one of the icons highlighted in Figure 10: Total Load will open a new dialogue box which will display the chosen diagram. There are three options outlined in Table 5: Total Load Diagrams.

**Table 5: Total Load Diagrams**

Icon	Name	Description
	Schematic	Provides a visual representation of the corresponding data entered in the fields above.
<div> <div>Schematic</div>  </div>		
	Chart	Displays either a Psychrometric or Mollier H-x chart, depending on the project's chart settings.
<div> <div>Show Psychrometric Chart</div>  </div>		

Icon	Name	Description
	Parameters	Displays the calculated parameter values for each state point in the system.

Parameters										
Air Volume	DB (°C)	WB (°C)	RH (%)	W (kgH <sub>2</sub> O/kgair)	Ws (kgH <sub>2</sub> O/kgair)	Pw (Pa)	Tdp (°C)	Vsd (m <sup>3</sup> /kgda)	h (kJ/kgda)	m (kg/hr)
Outside Air	-9.00	-10.02	69.28	0.00127381	0.00184031	196.71	-13.10	0.7894	-5.89	3398.49
Space Design	22.00	13.73	40.00	0.00691249	0.01757422	1057.90	7.82	0.8901	39.70	3398.49
Exhaust	22.00	13.73	40.00	0.00691249	0.01757422	1057.90	7.82	0.8901	39.70	3398.49
Return Air	22.00	13.73	40.00	0.00691249	0.01757422	1057.90	7.82	0.8901	39.70	0.00
Mixed Air	-9.00	-10.02	69.28	0.00127381	0.00184031	196.71	-13.10	0.7894	-5.89	3398.49
Before Humidifier	13.00	3.50	13.13	0.00127381	0.00983237	196.71	-13.10	0.8552	16.29	3398.49
After Humidifier	13.00	10.11	70.63	0.00691249	0.00983237	1057.90	7.82	0.8629	30.53	3398.49


  


DB	Dry Bulb Temperature
WB	Wet Bulb Temperature
RH	Relative Humidity
W	Absolute Humidity
Ws	Absolute Humidity at Saturation
Pw	Vapor Pressure
Tdp	Dew Point Temperature
Vsd	Specific Volume
h	Enthalpy
m	Mass Flow of Air

### Step 3: Product Configuration

After the load has been calculated, Help will determine which humidifier sizing is appropriate for your application and display the **Solution** in the section shown below labeled **Product Configuration**. You will have the option to configure parameters in the drop down menus, highlighted in the Figure 11: Product Configuration below, in order to customize the Help selection.

#### Product Configuration




[Learn more about this product](#)

**Model:**  
Room air-dependent unit ▼

**Destination Country:**  
Switzerland ▼

**Gas Type:**  
G20 ▼

**Solution**  
1 x GS-E40,G20 Gas fired Humidifier - 230/1/50  
Nominal Humidifier:  
40 kg/h  
Minimum Calorific Value:  
0.46 kW  
Maximum Calorific Value:  
36.5 kW  
Total Weight:  
140 kg

Figure 11: Product Configuration

Selecting the **Learn More about this Product** icon will redirect you to the Condair product's webpage where you will have access to a more detailed description of the product as well as additional specifications.

#### Step 4: Distributor Configuration

Help will also size an appropriate steam distributor for the Position based on the calculated load. The **Solution** is displayed in the section shown below labeled **Distributor Configuration**. You have the option to configure the type of distributor you want. There are three options in the drop down menu highlighted in Figure 12: Distributor Configuration:

1. Duct Mounted Steam Distributor
2. Duct Mounted OptiSorp
3. No Distributor

In some cases, a distributor type may not be appropriate for the Position load. If this distributor type is chosen from the drop down menu, Help will give a warning indicating that it is not suitable for the application.

#### Distributor Configuration



**Steam Distribution:**  
Duct mounted steam distribu ▼

**Solution**  
  
1 x Steam Distribution Pipe 81-350  
Humidification distance lower limit reached. (Theoretical value: 1.775 m)  
**Humidification Distance:**  
2.13 m  
**Distance to Bend:**  
2.13 m  
**Distance to Sub Micron Filter:**  
2.13 m  
**Distance to Humidity Sensor:**  
2.13 m

Figure 12: Distributor Configuration

## Step 5: Product Options and Accessories

Once both humidifier and distributor have been selected, you may choose product options and accessories to add to the Position. Possible options are grouped into categories usually determined by the product configurations made in the previous steps. However, some options are common for most humidifier and distributor selections. These are:

1. Humidity Controls: Controls include wall and duct mounted humidistats and sensors, as well as air flow and limit switches, for controlling a humidifier.
2. Steam Hoses: Steam Hoses allow connections between the humidifier and the steam distributor.
3. Building Automation and Online: Automation cards allow the humidifier to communicate through a building network.

An example of the **Product Options and Accessories** section layout can be seen below in Figure 13: Product Options and Accessories for a gas humidifier selection.

### Product Options and Accessories

▶ Humidity Controls

▼ BMS Modules

Option	Quantity	Unit Price	Part Number	Description
<input type="checkbox"/>	1		2544062	BMS Set Master BACnet GS
<input type="checkbox"/>	1		2544063	BMS Set Master LON GS
<input type="checkbox"/>	1		2544064	BMS Set Slave GS

▶ Flue Gas Pipe Adapters

▶ Steam Hoses

▶ Accessories

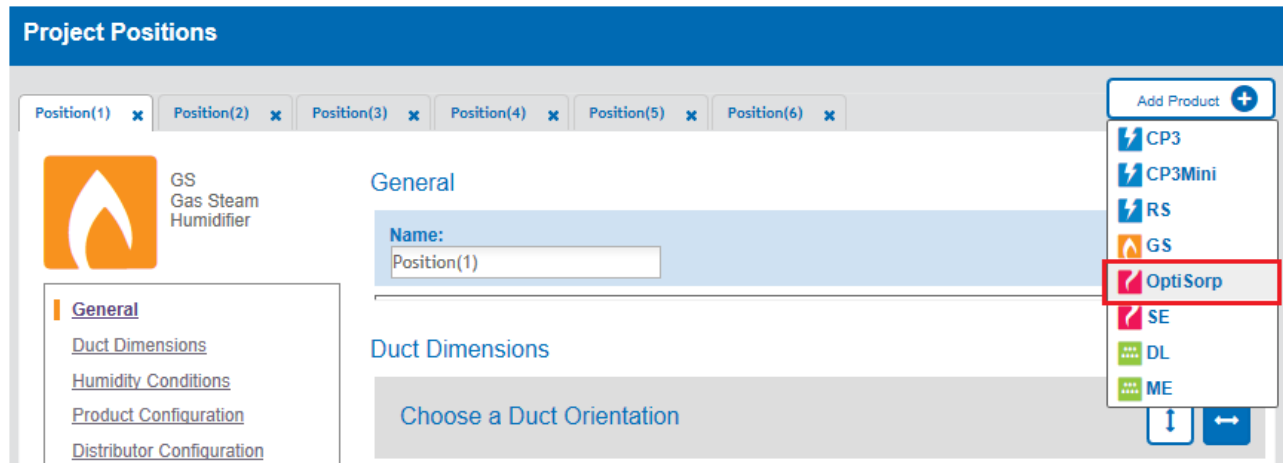
▶ Other

Figure 13: Product Options and Accessories

## OptiSorp Distributor

When creating a new Position, you may choose to only select an OptiSorp distributor for this Position without sizing a humidifier. The load sizing and product selection steps will remain the same, however, you will skip **Step 3: Product Configuration** described in the previous section.

When creating a new position, you will select the **Add Product** icon on the left hand side of the page as usual, and then select the OptiSorp product highlighted in the figure below:



**Figure 14: Optisorp Selection**

This will create a new position based on the OptiSorp selection. You will have to input **Duct Dimensions** as well as **Humidity Conditions** for the current position. Once the total load is calculated, Help will display an OptiSorp solution that is appropriate for your application under the **Distributor Configuration** section.

You will have the option to configure the number of steam connections required in the drop down menu, highlighted in the figure below, in order to customize the Help selection. It is recommended that you used the default **Calculated** selection, as this will allow Help to optimize the connection selection. During the selection, Help will give a warning if you have selected a configuration that is not feasible.

An example of the **Distributor Configuration** section is shown in Figure 15: OptiSorp Distributor Configuration.



## Distributor Configuration



### Number of Steam Connections:

Calculated



### Solution

1 x OptiSorp System 1/800/800

Needed Amount of Steam Hoses:

1

Number of vertical tubes:

6

Nominal Humidifier:

9 kg/h

Condensate Loss:

1.56 kg/h

Humidification distance lower limit reached. (Theoretical value: 0.378 m)

Humidification Distance:

0.453 m

Distance to Bend:

0.453 m

Distance to Sub Micron Filter:

0.453 m

Distance to Humidity Sensor:

0.453 m

Collector Length:

800 mm

Collector Distance D1:

800 mm

Collector Distance D2:

800 mm

Wall Distance 1:

140 mm

Wall Distance 2:

150 mm

Total Weight:

0 kg

**Figure 15: OptiSorp Distributor Configuration**

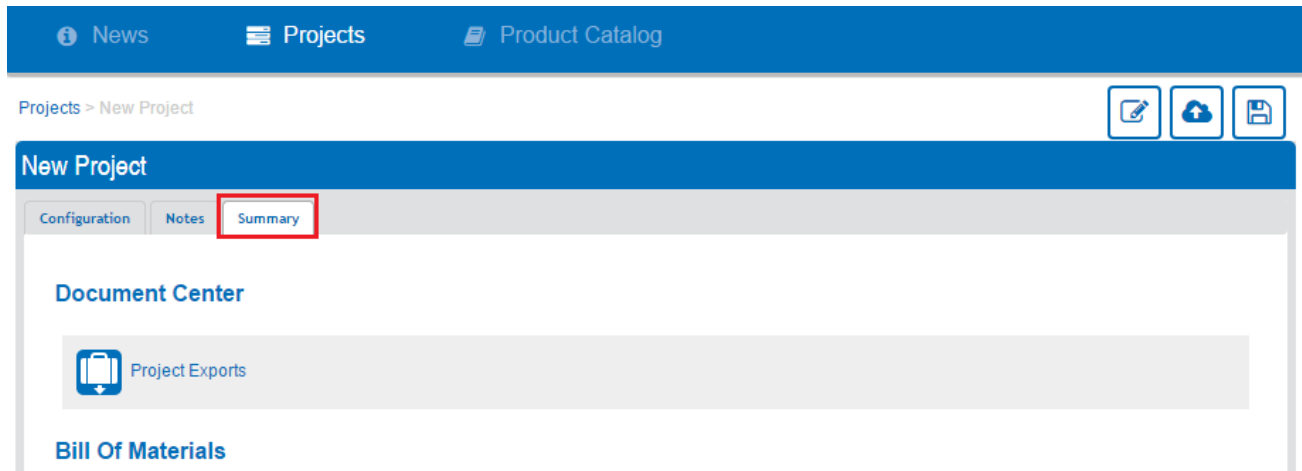
The displayed Solution will have a detailed list of the selected distributor's configuration. The descriptions of the values are outlined in Table 6: Optisorp Configuration Descriptions

**Table 6: Optisorp Configuration Descriptions**

Value	Description
Vertical Tubes	The number for tubes distributing steam into the duct.
Nominal Humidifier	Capacity of the OptiSorp.
Condensate Loss	Estimated losses of steam to condensate.
Humidification Distance	The basic distance for steam to be absorbed in to the airstream. The absorption distance is defined as the distance after which steam is not expect to condense on surfaces in the air duct. Small wisps of steam may be evident beyond the absorption distance.
Bend	Recommended distance between the OptiSorp and a bend in the ductwork.
Sub-Micron Filter	Recommended distance between the OptiSorp and an air filter or fine dust filter.
Humidity Sensor	Recommended distance between the OptiSorp and a humidity sensor or high limit switch.
Collector Length	The length of the horizontal OptiSorp headers.
Collector Distance	The vertical distance between the horizontal OptiSorp headers.
Wall Distance	The distance between the Optisorp and the duct walls.

## Summary, Document Export and Submittals

Once all Position selections have been made, you can proceed to the **Summary** tab highlighted in Figure 16: Summary Tab. The Summary tab displays a complete **Bill of Materials** listing of all the components that make up the Project as well as gives you access to the **Document Center**.



**Figure 16: Summary Tab**

### Saving

There are three icons found at the top of the project page that will allow you to save the current project. You can save the project in three ways:

1. **Save as Template:** this will save the position as a template. Future projects created with the a technology that has a template associated will have options and conditions already populated to save time.
2. **Save to Cloud:** this will save the current project to the cloud where you may access it from another computer or location or share the project with others. Once you have saved a project to the cloud the first time, any future changes will be automatically saved. If you have already saved the project through the Project Information Dialog there is no need to additionally save to the cloud.
3. **Save Locally:** this will save the current project locally on you current device where you can load it into Help from the Load Sizing Project Homepage.

### Bill of Materials

The complete Bill of Materials for the project is listed at the bottom of the Summary tab. The list will give you a description of each component of the project, as well as individual part numbers, quantities and in which Position the component belongs. You can export the bill of materials in either PDF or CSV format by using the icons at the top right hand side of the list.

## Document Center

The Document Center is located at the top of the Summary tab. Here, you will be able to generate product documents by selecting the Project Exports icon. A dialogue box, shown in Figure 17: Custom Document Generator, will appear listing various useful outputs from the software.

Outputs are available in multiple formats:

**.rtf** (Rich Text Format) is a document format suitable for editing in word processor such as Microsoft Word.

**.csv** (Comma Separated Values) is a document format suitable for editing in a spreadsheet program such as Microsoft Excel.

**.pdf** (Portable Document Format) is a read-only format viewed in Adobe Acrobat or Acrobat Reader ([www.adobe.com](http://www.adobe.com)).

To download a document, simply select the format you would like. Available documents are described in Table 7: Export Center Options.

**Custom Document Generator**

Select the project report you would like to download or create a custom position report by selecting the file format, and the sections you would like to include, then hit Generate when completed.

**Project Exports**

Document Title	Downloads		
Bill Of Materials	rtf	pdf	csv
ME Order Sheet	rtf	pdf	csv

**Position Exports**

Zone	Schematic Diagram	Psychrometric Chart	Position Parameters
Position(1)	pdf	pdf	csv

NOTE: Data may be missing for some products.

**Position:**  **Format:**

**Options**

**Details:** ☒ **Product description:** ☐

**h-x diagram:** ☐ **Text for tender:** ☐

**Installation overview:** ☐

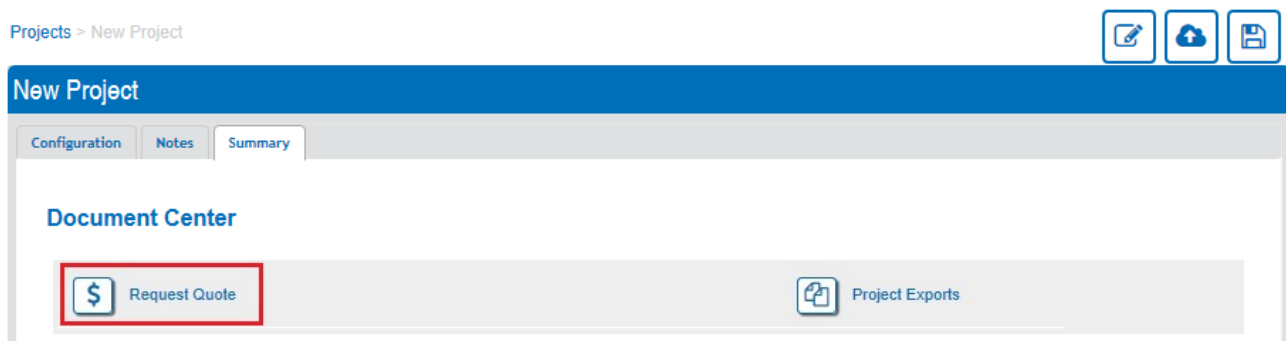
**Figure 17: Custom Document Generator**

**Table 7: Export Center Options**

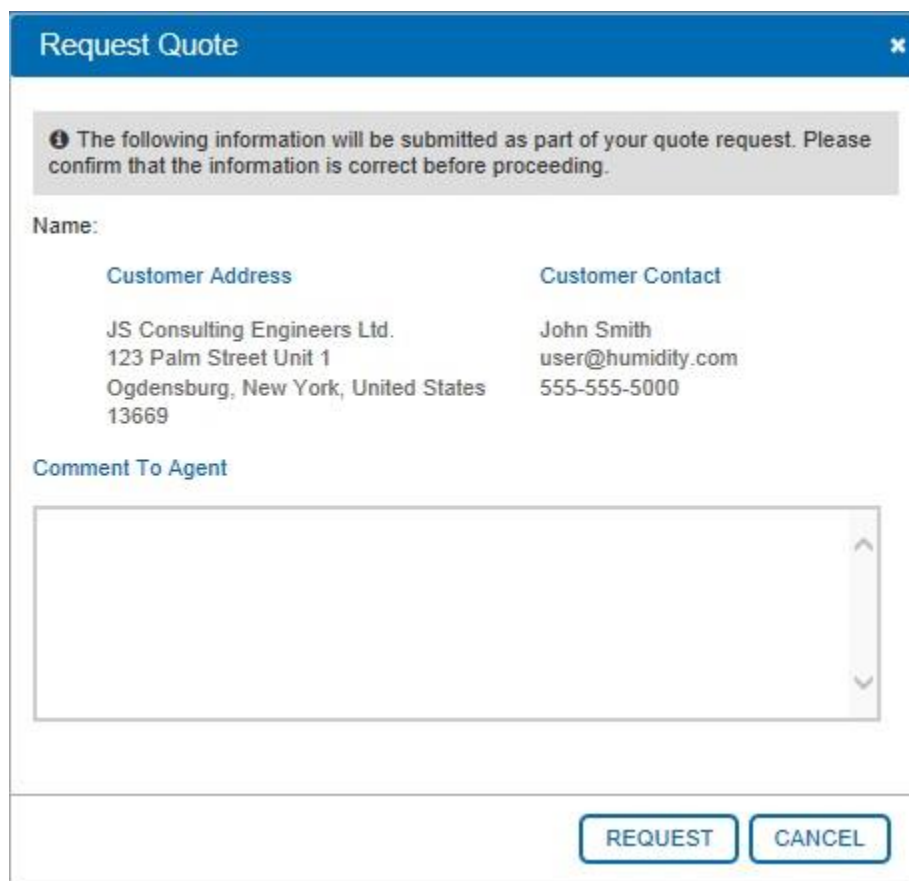
Option	Description
Bill of Material	Export a bill of material list with part number, quantity, and description.
Humidifier Schedule	Export an engineering schedule listing performance information and humidifier capacities for inclusion in a mechanical schedule or specification.
Specification	Export reference specification text for the products included on the project. For inclusion in a project specification.
Submittal Package	Export submittal information and performance data for the humidifiers included on a project.
Position Table	Export a detailed summary of the psychrometric parameters and the load for each position.
Schematic Diagram	Export the visual representation of the ventilation system and key parameters as shown on the Load Sizing tab.
Psychrometric Chart	Export a psychrometric/Mollier chart for a given position as shown on the Load Sizing tab.
Position Parameters	Export the table of parameters as shown on the Load Sizing tab.
Custom Submittal Report	Export a Submittal package containing information from only positions that you select.
Custom Specification Report	Export a Specification containing information from only positions that you select.

## Requesting a Quote

Once you are satisfied with the equipment you have selected, you can request pricing from your local representative by clicking the **Request Quote** icon, shown below, which can also be found under the **Document Center** tab. If you have not yet selected an local sales office, please follow the steps for customer address in the section Editing Your Account Information.

**Figure 18: Requesting a Quotation**

Clicking this button will cause the popup shown in Figure 19: Request Quote Dialog to appear.

A screenshot of a 'Request Quote' dialog box. The dialog has a blue header bar with the title 'Request Quote' and a close button (X). Below the header is a grey informational box with an icon and text: 'The following information will be submitted as part of your quote request. Please confirm that the information is correct before proceeding.' Underneath, there is a 'Name:' label. Below that, the information is organized into two columns: 'Customer Address' and 'Customer Contact'. The 'Customer Address' column contains the text: 'JS Consulting Engineers Ltd.', '123 Palm Street Unit 1', 'Ogdensburg, New York, United States', and '13669'. The 'Customer Contact' column contains: 'John Smith', 'user@humidity.com', and '555-555-5000'. Below these columns is a label 'Comment To Agent' followed by a large, empty text area with a vertical scrollbar. At the bottom right of the dialog are two buttons: 'REQUEST' and 'CANCEL'.

**Figure 19: Request Quote Dialog**

Take some time to validate that your address and contact information is correct. If you require any changes follow the steps in section [Editing Your Account Information](#). Additionally, you may include some comments to the agent. When you have completed the form, click the **Request** button to submit your request for a quote. Requesting a quotation will send a copy of your project and selections to your chosen Condair Agent or distributor. They will contact you shortly regarding pricing and any additional details.

**Note:** Your project and selections will not be affected by any changes the agent makes to the copy of the project that they receive. As well any notes you have entered on the Project Home Page will remain private and will not be transmitted to the agent.

## Product Catalog

In the **Product Catalog**, you will find all of the products available in the Condair Help software. You can learn more about each technology as well as view performance data, diagrams and drawings. Begin by clicking any technology that you would like to view. .

### Navigating the Product Catalog

The Product Catalog is a catalog system that provides information about all of the items contained in the Help software. It is a very useful reference tool that can be used to view performance information, specification text, installation information, and drawings related to a product.

Navigate to the Product Catalog by selecting the **Product Catalog** tab at the top of the screen in the navigation bar. This will take you to the Product Catalog landing page. Alternatively, hovering your mouse over the Product Catalog will cause a shortcut menu, shown in Figure 20: Product Catalog Shortcut Menu, to appear.

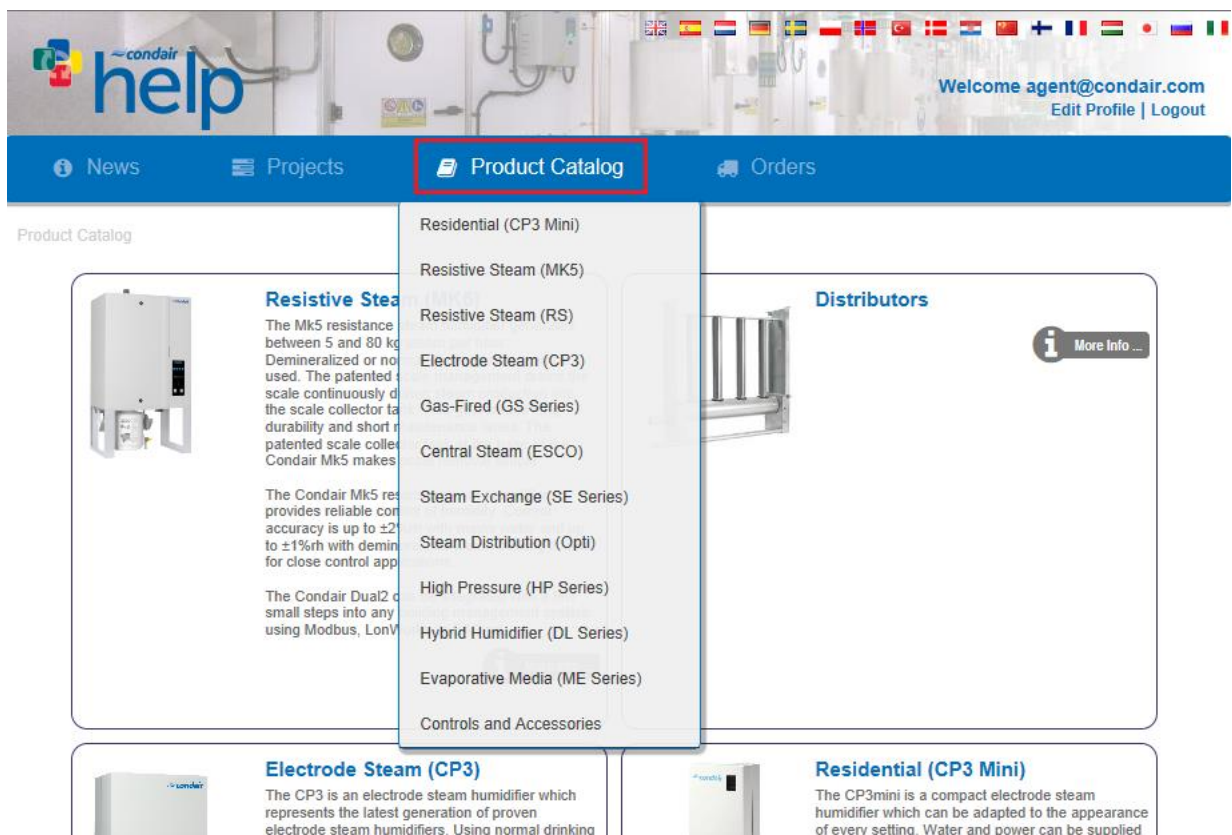


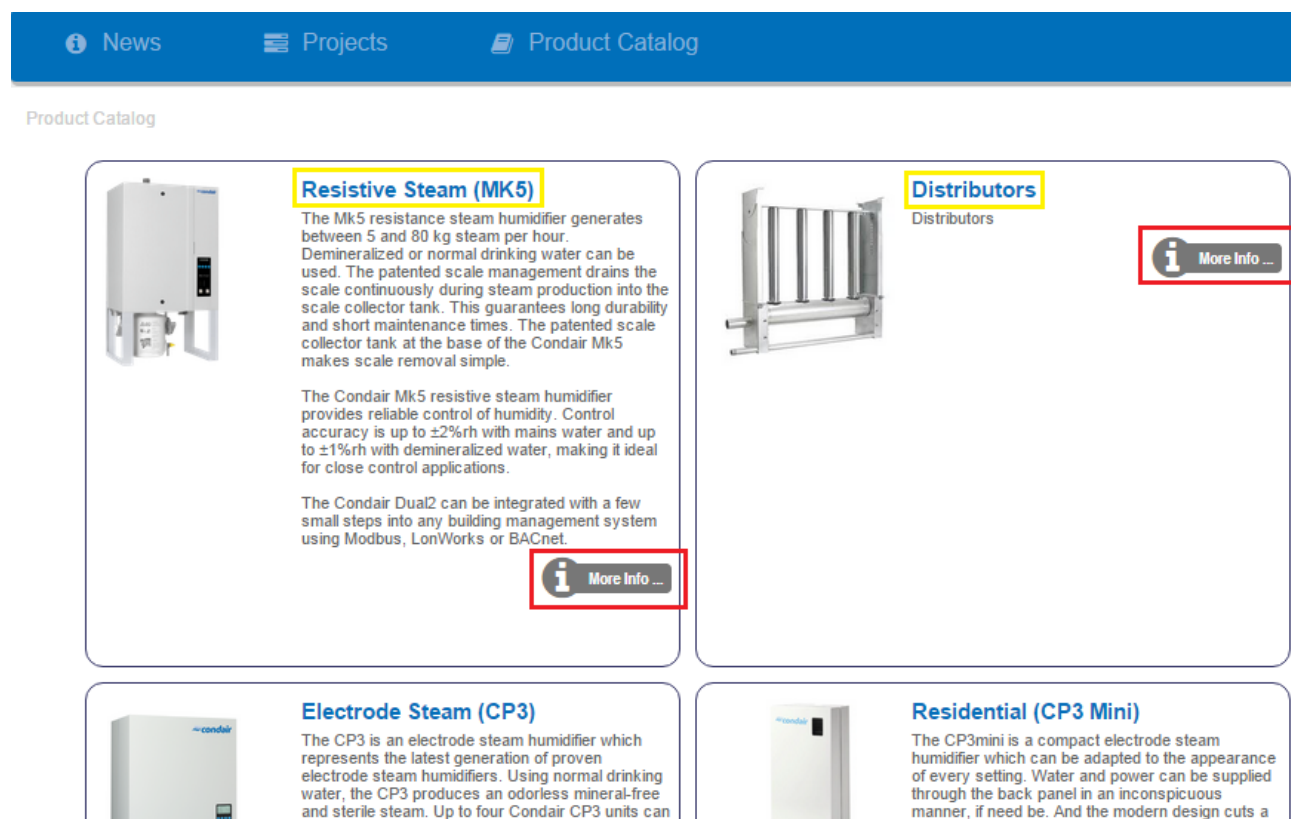
Figure 20: Product Catalog Shortcut Menu

## Product Resources

Once in the product catalog, you will access to a variety of product resources including submittal information and the product page on the Condair website.

### Condair Website

To visit the Condair website page for a specific product, select the **More Info** icon under the desired technology on the product catalog homepage. This icon is shown below in Figure 21: Product Catalog Homepage, outlined in red.



**Figure 21: Product Catalog Homepage**

### Submittal Information

To access submittal information (including schematics, descriptions, specifications, etc.) for a desired product, please select the title of the technology on the main page of the product catalog shown in the figure above outlined in yellow. You will then be redirected to another page with a list of models for the selected technology. Select the **Details** icon beside the desired model.



Now you will be on a unique page for the selected model shown in the figure below:






Figure 22: Product Details Page

Here you will see tabs for extra information that may include, but is not limited to, the following product specific information:

- Product Details
- Product Description
- Installation Instructions
- Specifications
- Wiring Diagrams
- Product Accessories
- Shop Drawings

From this page you may also export Product Documentation, generate 3D models and visit the Condair website by selecting the appropriate icon shown in Figure 22: Product Details Page.

	Product Document Exporter
	3D Models: Clicking this button will open a new window and redirect you to AutoDesk Seek. Seek provides a comprehensive database of Revit Models and is an official source for Condair 3D models.
	More Info (Condair Website)

# Support and Troubleshooting

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## Troubleshooting: Web Browser Issues

To provide a fast and interactive experience Help relies on a variety of technologies found within the latest web browsers. Most problems in the software are caused by use of an incompatible web browser; in particular, older versions of Internet Explorer. Users with such a browser may experience in the following problems:

- Unreadable Text – Blue Text on a Blue Background
- Missing Schematics – Schematic Drawing Not Appearing
- Missing Images and Drawings
- Errors downloading files, exports fail to generate.
- Ignored checkbox or form entries
- Unexpected Behaviors

If you have been experiencing any of the issues identified above, we recommend that you verify your browser version and, if necessary, take steps to upgrade the browser. To determine which version you are using visit [www.whatbrowser.org](http://www.whatbrowser.org). This site will automatically detect your web browser and the version.

If you see that you are using “Internet Explorer 6”, “Internet Explorer 7”, or “Internet Explorer 8”, you will need to perform the steps described below. Internet Explorer 9, 10, 11 and later are fully supported and do not have any issues accessing Condair Help.

There are two options for users with Internet Explorer 6, 7, or 8. They are:

**1.** Upgrade your web browser to Internet Explorer 11.

<http://windows.microsoft.com/en-CA/internet-explorer/downloads/ie>

**Note:** Internet Explorer 9, 10, and 11 are only available to users who are using Windows Vista, Windows 7, or Windows 8. This option is not available to users who are running Windows XP.

**2.** Use a different web browser to access Help. Supported alternatives include:

- Mozilla FireFox ([www.firefox.com](http://www.firefox.com))
- Google Chrome ([www.google.com/chrome](http://www.google.com/chrome))
- Internet Explorer 9, 10, 11 (Preferred) <http://windows.microsoft.com/en-ca/internet-explorer/download-ie>
- Apple Safari (<http://www.apple.com/safari/>)

**Note:** IT staff may find the following link useful for deploying a Google Chrome while still retaining applications that rely on older versions of Internet Explorer to function.

<https://www.google.com/intl/en/chrome/business/browser/lbs.html>

## Troubleshooting Errors

Occasionally users may encounter an “Internal Error” or similar unexpected message. These errors are most often caused by web browsers issues described in Section Troubleshooting: Web Browser Issues.

Internal Errors can also occur as a result of recent updates to the software. Modern browsers store bits of code from frequently visited websites to improve loading speeds upon subsequent visits. In some browsers, this can result in unexpected behaviors or errors after an update since the browser is using a mix of the new and old code. There are two ways to fix this issue.

1. If this issue is localized to a single page try pressure CTRL + F5 on the page. This command forces the browser to reload the page completed from the server and will update the cache with new code.
2. If the issue appears to be occurring throughout the software, it is usually best to clear your browser cache entirely. Clearing the cache will not affect your ability to view websites and will allow your browser to build a fresh cache of code. Follow the instructions included in with your browser for more information. In many browsers, pressing F1 on your keyboard will bring up the browser user guide.

Occasionally, you may encounter an error that cannot be resolved using the methods above. In this case please contact Technical Support as described in Section Support Contact.

You can also share your project with Condair for correction of the issue. To do this, navigate to the Project list and use the share function described in Section Your Projects. Be sure to share the project with [help.Condair@humidity.com](mailto:help.Condair@humidity.com). It is recommended to call Condair’s technical support before doing this.

## Support Contact

For questions and support related to Help, there are several key contacts:

- Contact your local Condair representative. Their information can be found by following this website, <http://www.condair.com/find-your-local-condair-distributor> , and selecting the area closest to you.
- Contact the Help general inbox at [help.nortec@humidity.com](mailto:help.nortec@humidity.com).

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