

AIR PURIFIERS & FILTERS

Frequently Asked Questions

Q: How do I clean my air cleaner?

A: Always turn the unit off and unplug before cleaning. Once unplugged, use a soft, damp cloth and a non-abrasive cleaner (optional) to wipe the grill area and outside of the unit clean.

Q: How do I know when to replace my filter?

A: Many of our models include a filter indicator light or digital display to take the guesswork out of when filter replacement is needed.

Q: How does an air purifier work?

A: Dirty air is drawn into the air purifier through the inlet grill. Some of the units have a washable pre-filter that traps larger airborne particles. Air then passes through the carbon filter with help reduce odors and captures larger particles. The air then passes through the HEPA filter made of tightly woven fibers. Some units have electronic ionizers which further assist in particle removal. The fan then redistributes the filtered air throughout the room.

Q: What is the order of the filters inside an air purifier?

A: From the furthest point out, you will first find the pre-filter (located on the unit door). In front of the pre-filter, you will find the carbon filter. The HEPA filter is then in front of the carbon filter, and will be the last filter air passes through.

Q: How often do I need to replace my filter?

A: The carbon filter needs to be replaced every 3-6 months depending on usage, while the HEPA filter needs to be replaced every 12-18 months depending on usage.

Q: What contributes to poor indoor air quality?

A: Today's homes often are built energy efficient to "hold" air inside - avoiding heat loss in the winter and heat gain in the summer. Of course, what's better for your energy bills isn't necessarily better for indoor air quality. This type of "tight" construction often doesn't allow the home to breathe.

Q: What is a CADR?

A: Clean Air Deliver Rate (CADR) is an acronym and measurement developed by AHAM. CADR is the amount of clean air measured in cubic feet per minute that an air cleaner delivers to a room. It is tested on its ability to remove smoke, dust and pollen over time. This measurement is usually found on the back of the air cleaner packaging in the AHAM seal. Air purifiers without an AHAM seal have generally not been certified for CADR. Please see www.cadr.org for a more detailed explanation of CADR.

Q: What is a Carbon filter?

A: Carbon filters capture larger particles and help reduce unpleasant odors.

Q: What is a micron?

A: The size of airborne particles that an air purifier captures are measured in microns. A micron is approximately 1/25,400 inch or approximately 100 times smaller than a human hair. Particles that size are not visible to the naked eye.

Q: What is an electrostatic Filter?

A: Electrostatic filters use static electricity. They have a static charge, which causes airborne particles to cling to the filter, just like static charged clothing sticks together.

Q: What is an Ionizer?

A: Some Air Purifiers have an independently controlled ionizer, which, when turned on, releases negative ions into outgoing filtered air. Ions are tiny particles that carry a positive or negative charge. These ions exist naturally around us, in the air, water and ground. Both positive and negative ions are colorless, odorless and completely harmless. Negative ions help the air purification process by attaching themselves to very small airborne particles in the room.

These particles take on a negative charge and may join with positively charged particles such as dust, pollen, smoke and pet dander to form larger particles that are then more readily captured by the filter system, or may be attracted to positively charged surfaces throughout the home, like walls or floors. This may occur more frequently when the filter is nearing the end of its functional life expectancy and is able to capture less of the charged particles.

You may also note after extended use, that dust may have collected around the grills or front panel. This is from the ionization affect caused by the negative ions exiting from the air outlet. This is additional evidence of the air cleaning effectiveness of negative ions. The dust can be easily removed with a clean, damp cloth or soft brush.

Finally, using your ionizer may result in an occasional popping or cracking sound. This is a normal sound, generally caused by particles of dust that are interrupting the flow of ions, causing a small build-up of ions that, when discharged, cause the popping or cracking sound.

NOTE: It is important to replace the HEPA filter at the recommended intervals.

Using the ionizer in conjunction with dirty filters may result in dirty particles exiting the air purifier and being attracted to walls, carpets, furniture or other household objects. These dirty particles may prove very difficult to remove. Homes with excessive amounts of pet dander, dust, or smoke may decrease the life expectancy of the HEPA filtration system. You may want to run the ionizer less often and check the condition of the HEPA filter(s) more frequently.

Q: What is HEPA?

A: HEPA stands for High Efficiency Particulate Air (filter). It was a technology developed in the 1940's by the U.S. Atomic Energy Commission to full-fill a top-secret need for an efficient way to filter radioactive particulate contaminants. HEPA is a type of highly efficient filtration media that removes microscopic particles from air passing through the filter. There are different ranges of efficiencies depending on the particle size. The most efficient form of HEPA removes 99.97% of particles with a size of 0.3 microns that pass through the filter. A HEPA air purifier will not capture chemical gasses.

Q: What is washable foam?

A: Washable foam helps capture larger particles and can be easily cleaned. Simply remove the foam from your machine and wash it in warm, soapy water. Rinse and drip dry the foam thoroughly before replacing it.

Q: What room sizes can an air purifier clean?

A: The performance of all air purifiers is rated by AHAM. Look for the AHAM seal on the packaging for room size information. Most air cleaners also have appropriate room size reference on the front of the packaging. All room size recommendations are based on AHAM test results. They can vary from 6' x 9' to 20' x 24'

Q: What should I do if I notice decreased air flow?

A: Check to make sure nothing is blocking the air inlet. If there is nothing obstructing the inlet and there is decreased air flow, the HEPA or carbon filters may need to be changed. Check filter condition and replace if necessary.

Q: What should I do if my air cleaner won't operate?

A: Check to make sure the unit is plugged in and the electrical outlet (or circuit breaker) is working properly. Make sure the unit is turned on by pressing an operating speed button. If the door is ajar the unit will not operate. Make sure the filters are properly installed and firmly close the door.

Q: What types of particulate does an air purifier filter?

A: An air purifier filters dust, smoke, pollen, pet dander, mold spores, and other airborne particulate as small as 0.3 microns.

Q: When did Borg become part of JCS?

A: The introduction of BORG products will begin in March 2009 when BORG fans become available at Bed Bath & Beyond. Heaters, Humidifiers, Air Purifiers, and Scales will follow in August/September of 2009.

Q: Who is AHAM?

A: AHAM is an acronym for the Association of Home Appliance Manufacturers. It is an organization that certifies the testing results of home appliances such as refrigerators, room air conditioners, dehumidifiers and room air cleaners. They use outside labs to test products and rate a variety of appliances. Please see www.aham.org for more information.

Q: Why are air purifiers needed?

A: The air inside many homes is many times more polluted than outside air. Here are some little known facts about the air inside many homes: · The Environmental Protection Agency (EPA) estimates that indoor air pollutant levels may be as many as two to five times higher than the pollutant levels outdoors. · Indoor air pollution is one of the top environmental concerns in the country. · Americans spend up to 90 percent of their time indoors. · Indoor air pollutants such as tobacco smoke, pollen, mold, dust and animal dander often are associated with asthmatic and allergic reactions in persons.

Q: Why would I buy an air purifier?

A: An air purifier filters common airborne particulate that may aggravate allergy and asthma symptoms, and improve overall indoor air quality.

Q: On the website it says the HAPF300 is a 2pk, what does that mean?

A: This package contains one HAPF300DCS. One HAPF300DCS consist of two single filters" If we get an order for 1pc then we will ship a box containing two filters.

Q: Do Ionizers affect Pacemakers?

A: Provide the customer with unit information (watts, ozone output from the manual) and ask that the customer consult with their physician.