

# ActivePure® Surface & Air Guardian Portable Air Purification System for Princess House®

## Frequently Asked Questions

### PLACEMENT

**Q: What is the coverage area of the unit?**

A: Up to 2,000 square feet in an open plan space.

**Q: Do I need to keep doors and windows closed for the unit to work effectively?**

A: To achieve maximum performance, it is recommended to keep windows and exterior doors closed. Opening windows or doors allows outside air into the space, which may contain undesirable airborne pollutants.

**Q: Does the system work effectively in areas with high humidity?**

A: YES. ActivePure technology is designed to work in varying indoor environments, including those with higher levels of humidity.

**Q: Can I use the unit outdoors?**

A: NO. The unit is for indoor use only.

**Q: Can I use the unit in the bathroom?**

A: NO. It is not recommended to place the unit in bathrooms. Moisture in the air from the shower could affect the operation of the unit.

**Q: Is there an optimal temperature or climate for the unit to work best?**

A: The unit is designed to operate between 34°F ~ 100°F (1.6°C ~ 38°C). Typical indoor environments are 65°F to 75°F, which would be considered optimal.

**Q: The instructions say that the unit needs to be 4 feet from the ground. I don't have a shelf that high, what should I do?**

A: 4 feet is a standard recommendation based on an average ceiling height of 8 feet. Provided the unit is placed between 2 and 6 feet from the floor with adequate airflow behind and above, the unit will perform as designed. Never place the unit directly on the floor.

**Q: How close to the ceiling can I place the unit?**

A: 2 feet from the ceiling or lower.

### OPERATION

**Q: How often should I leave the unit on?**

A: For the best results, run your unit 24 hours a day, 7 days a week giving you the benefit of ActivePure technology day and night.

**Q: Does the unit make noise while it's running? If so, how loud is it?**

A: The unit is very quiet in operation – 45dB(A) on low; 55dB(A) on high.

**Q: Is it OK to have my air conditioning or heating on while using the unit?**

A: YES.

**Q: Is the unit expensive to run?**

A: NO. The power usage is very low. It is the equivalent cost of using a 40-watt light bulb.

**Q: Will the unit shut down or continue running if the filter becomes completely clogged?**

A: The unit will continue to run if the filter becomes clogged. A reminder will be displayed to clean the unit every 30 days.

**Q: Are there different operating modes for different air quality conditions?**

A: The unit has (2) ActivePure cells. It is recommended to use both cells 100% of the time for optimal performance. However, it is possible to run the unit with only one cell.

**Q: Can I add oils to the filter to change the smell?**

A: NO. Never insert or allow foreign objects to enter the unit. They may cause electric shock or fire and damage the unit.

**Q: Can I use the unit in another country with a plug adapter?**

A: NO. To reduce the risk of electric shock, DO NOT change the plug in any way. DO NOT use adapters.

**Q: Does the unit get hot?**

A: NO. The unit remains cool to the touch in use.

**Q: Is the unit compatible with any smart home devices for remote control or monitoring?**

A: NO. The unit was designed for simplicity in use – simply plug in and turn on.

**Q: If the unit is turned off, how long does the air in the room remain purified?**

A: The amount of time cleaning agents remain in the air is dependent on several factors:

- Size of the area/contaminant load/air flow/temperature/if the area is sealed or a door or window is open.
- The unit needs to be turned on to provide air purification benefits. The cleaning agents that are created are very reactive and will be depleted as they encounter contaminants. It would be difficult to determine an exact time as each environment is different.

## MAINTAINANCE

**Q: How much maintenance is required?**

A: Very little. When used as directed, we recommend replacing ActivePure cells once a year, which is comparable to the maintenance of other cleaning technologies. HEPA filters and activated carbon filters in ActivePure units need replacement about once every 6-12 months. We recommend that the filter assembly should be vacuumed every 30 days.

**Q: Is the unit hard to maintain?**

A: The unit is easy to maintain – replacing the cells and filters can be performed by you in a matter of minutes. See your user manual for maintenance requirements.

**Q: How often should I clean/replace the filter assembly?**

A: Filter may be vacuumed every 30 days if needed. After 180 days of use the cleaning reminder is displayed (follow directions on page 10 of the Owner's Manual).

Do not use water or cleaners to clean the filter – vacuum only.

Replace filter assembly every 6-12 months, depending on environment.

**Q: What are the replacement parts needed for the unit?**

A: Part # 10501 – ActivePure Filter Assembly (1) – Clean every 30 days, replace 6-12 months.

Part # 10502 – ActivePure Cells (2) – Replace yearly, or when prompted by the unit.

**Q: Do I replace the filters and the cells at the same time?**

A: Filter may be vacuumed every 30 days if needed. After 180 days of use the cleaning reminder is displayed. The ActivePure cell should be replaced annually.

**Q: Can I just replace one cell?**

A: If only one cell is used during operation, it is possible to replace only that cell.

**Q: How often should I vacuum the filters?**

A: For optimal performance, it is recommended to perform cleaning on your unit every 30 days.

**Q: Can the filter be washed and reused, or does it need to be replaced each time?**

A: The filter cannot be washed, only vacuumed. It should be replaced after 6-12 months, depending on the environment.

**Q: How do I clean the outside of my unit?**

A: Wipe the unit with a soft cloth dampened (not wet) with water. Do not use chemicals or solvents. Vacuum the top and rear grills periodically to remove any lint buildup.

**Q: Can I buy replacement cells and filters directly from you or are they available in general appliance stores?**

A: All replacement cells and filters must be purchased directly from Princess House as they are configured specifically for the ActivePure for Princess House unit. To order replacement parts, contact your Princess House Consultant or Customer Service.

**Q: Can I buy replacement cells and filters directly from ActivePure?**

A: NO. All replacement cells and filters must be purchased directly from Princess House as they are configured specifically for the ActivePure for Princess House unit. To order replacement parts, contact your Princess House Consultant or Customer Service.

**Q: Are there any specific cleaning products I should avoid using on the unit?**

A: It is recommended to clean the case with a damp cloth using water.

**Q: What is the process for disposing of used filters and cells?**

A: Used filters can be discarded with normal household garbage. Used ActivePure cells should not be discarded with normal trash but properly recycled. Follow the recommendations of state or local municipality.

**Q: Will the unit work without the filter?**

A: NO. The filter engages a safety switch to prevent operation without the filter in place.

## TECHNOLOGY

**Q: Can the unit be used around babies and small children?**

A: The ActivePure Medical Guardian unit was cleared for use in occupied healthcare settings. The Princess House Surface & Air Guardian uses the same set of technologies and filters that are being used in thousands of homes, schools, businesses, and hospitals.

**Q: Can the unit be used around pets?**

A: While no testing has been done on animals, please refer to the answer regarding the technology's clearance for use in occupied healthcare settings for an alternate ActivePure unit.

**Q: Can the unit be used around people with severe allergies or respiratory conditions?**

A: Yes. The unit does not produce ozone or other harmful chemicals and people from these affected groups make up a large portion of our customer base.

**Q: Does the unit emit any UVC lights outside the device?**

A: Part of the electrical safety review and approval measures the amount of UV energy which is emitted outside the unit. No UV is emitted outside the unit. You may see a glow from the top of the machine when the lights in the room are off or low. You cannot directly view the UV lamp during normal operation.

**Q: Will the unit overheat if used continuously?**

A: NO. The unit is designed to work 24 hours a day, 7 days a week.

**Q: Are there any materials or substances that should not be near the unit for safety reasons?**

A: Do not operate near an open flame, combustible vapors, or gases.

**Q: Is the unit CARB certified?**

A: YES. The unit has been approved for sale by the California Air Resources Board (CARB).

**Q: Does ActivePure Technology produce ozone?**

A: Every electronic device has the potential to produce a negligible amount of unintentional ozone. The California Air Resource Board (CARB) and UL 2998 require that air cleaning devices do not produce more than 0.05 ppm of ozone. CARB and UL have cleared every ActivePure device presented. The ActivePure® Surface & Air Guardian Portable Air Purification System for Princess House®, for instance, has been shown to produce a peak ozone level of 0.0008 ppm – less than 0.02% of CARB’s permissible limit.

To read more about air purifier safety considerations, please visit <https://www.princesshouse.com/activepure-science>

## TROUBLESHOOTING

**Q: My unit isn’t turning on after pressing the ON button. How can I tell if the issue is with the power supply or the unit?**

A: There is a green LED Indicator on the power supply. If the green LED Indicator light is not on, verify the outlet is operational, or try another outlet. The next step is to ensure the power cord connector is fully inserted into the receptacle on the back of the unit, and the filter assembly/back cover is properly installed and seated on the unit. If the green LED Indicator light comes on, then goes out, there may be an issue with the unit. Please contact Customer Service.

**Q: How can I tell if both cells are working?**

A: On the far right of the unit in front, there is an “A-Pure/A-Pure x2” button. When you turn on the unit, it will be operating in “A-Pure” mode by default, utilizing the top cell only. Switch the setting to “A-Pure x2” to activate both top and bottom cells. If a power outage occurs, you will need to reactivate the setting “A-Pure x2” if operation of both cells is desired.

**Q: When is it time to replace the cell? I see a flashing blue cell status indicator.**

A: The blue cell status indicator means that it is time to replace the ActivePure® Cell.

(Follow directions on page 10 of the Owner’s Manual).

After replacing the cells, the unit needs to be reset. Plug in the unit, but leave it powered off. Press and hold the “Reset” button until you hear a beep. Turn the unit back on and the “Cell Indicator” will no longer be flashing.

**Q: How can I tell if the ActivePure® Cell is functioning? I see a red cell status indicator.**

A: The ActivePure® Cell will produce a blue/green glow that is visible through the top and rear grill under low light conditions. There is also a status indicator on the front panel. If the glow from the cell is not visible, and the status indicator is not displaying on the front panel, check the ActivePure® Cell for proper installation.

Unplug the unit, open the back, and make sure the cell connectors are plugged in all the way (Follow directions on page 10 of the Owner’s Manual).

Close the unit, follow the reset process mentioned above, and turn the unit back on.

**Q: The Cell Indicator is flashing red after checking cell connectors. What is the next step?**

A: Replace the ActivePure® Cell and follow the reset process mentioned above.

If the cell status indicator is still red after the cell replacement, the unit needs to be inspected. Contact Customer Service for further assistance.

**Q: I tried to vacuum the filters, but they are still dirty. What should I do?**

A: If the filters cannot be cleaned using the vacuum, they are clogged and need to be replaced. Please follow the replace filter instructions in your Owner’s Manual.

**Q: What are the most typical application problems?**

**Symptom: The functionality of the equipment appears unsuccessful. A visual haze of smoke and/or particulate remain within the environment.**

**Problem:** Lack of air movement, improper placement of the unit

**Solution:**

- Is the unit properly sized for the environment?
- Is the unit properly placed away from objects that may obstruct air flow?
- Are the filter assembly, back cover, and top and rear grill clean?
- Are the ActivePure® Cells clean?

**Q: What are the most typical application problems?**

**Symptom:** Air flow is restricted or reduced within the environment.

**Problem:** Lack of air movement

**Solution:**

- Is the unit in an appropriate location? Recommended four feet or higher from the ground and off the floor?
- Is the unit properly placed one inch away from objects that may obstruct air flow?
- Is the unit properly placed away from the HVAC return duct?
- Are the filter assembly, back cover, and top and rear grill clean?
- Are the ActivePure® Cells clean?

## SCIENCE

**Q: What is ActivePure Technology?**

A: ActivePure is an air and surface purification technology. It has been proven in both laboratory and field testing to quickly reduce bacteria, viruses, mold spores, and VOC2 gases in indoor spaces. A more complete list of tested pathogens can be found at <https://www.princesshouse.com/activepure-science>

**Q: How does ActivePure Technology work?**

A: ActivePure works by replicating the cleansing power of the sun; this is known as photolysis. Sunlight cleanses the air we breathe by creating hydrogen and oxygen-based molecules that inactivate viruses, bacteria, mold spores, and unwanted gases at the molecular level. ActivePure Technology creates and distributes these same molecules indoors. The molecules are released into the air of a room, traveling safely to quickly inactivate pathogens in the air and on surfaces.

**Q: What is meant by "air scrubbing particles"?**

A: ActivePure Technology produces molecules that fly through the air to inactivate pathogens in the air and on surfaces; imagine them scrubbing the air and surfaces clean. ActivePure is an active (as opposed to passive) purification method.

**Q: Can the unit filter out harmful gases, like volatile organic compounds (VOC'S) or carbon monoxide?**

A: ActivePure technology is effective in reducing many types of VOC concentrations. Please refer to the [princesshouse.com/activepure-science](https://www.princesshouse.com/activepure-science) website for effectiveness testing from independent laboratory testing of ActivePure's technology.

**Q: Can the unit help with reducing dust accumulation inside the home?**

A: The unit affects dust by causing it to clump together and drop out of the air. More dust may be noticeable on surfaces during the first weeks of operation as the unit does its job. After that the amount of dust will be less if no new dust is introduced by open windows or doors.

## WARRANTY AND PARTS

**Q: Is Princess house or ActivePure responsible for the warranty on the unit?**

A: This warranty is being offered by ActivePure Manufacturing, LLC. Any warranty claims will be facilitated by Princess House, Inc. Contact Princess House Customer Service, NOT ActivePure, for any questions on the unit.

**Q: Who do I purchase my replacement parts from?**

A: Princess House. To order replacement parts, contact your Princess House Consultant or Customer Service.

**Q: Who do I contact if I have a question about replacement parts or warranty?**

A: Princess House Customer Service.

**Q: Can I order parts directly from ActivePure?**

A: NO. The filters and cells have been specifically configured for Princess House. You can only use parts that are ordered from Princess House. To order replacement parts, contact your Princess House Consultant or Customer Service.

**Q: How do I claim a warranty in case of any defects or issues?**

A: Contact Princess House Customer Service.

**Q: How long after purchase can I make a warranty claim?**

A: Within three years of purchase.

**Q: Is there a warranty for the cell?**

A: YES. There is a one-year warranty.

**Q: Can the warranty be extended beyond the initial period?**

A: NO. The warranty cannot be extended.

## **DISTINGUISHING ACTIVEPURE FROM OTHER TECHNOLOGIES**

**Q: What is the difference between ActivePure vs. other technologies?**

A: Many systems use passive air cleaning technologies, requiring that a contaminant be pulled into and passed through a mechanism to be eliminated from the air. For instance, a filter draws air through it to capture contaminants. Passive systems generally work slowly compared to active systems.

Active purification technologies – such as ActivePure Technology – work by filling the air in a room with active molecules or energy – thereby going to the contaminant. With active technologies, contaminants can be inactivated quickly, even if they are not captured. The ActivePure® Surface & Air Guardian for Princess House® combines effective Active purification AND passive filter purification.

## **PARTNERSHIP**

**Q: Who is ActivePure?**

A: ActivePure is a leading technology company with almost 100 years of experience in purifying air and disinfecting air and surfaces. You may be familiar with the name Electrolux from decades past as the inventor of the vacuum cleaner, even being honored in the Smithsonian Institute as one of the top 100 consumer products ever invented. That legacy of quality and innovation is passed on to ActivePure's latest air and surface purification unit.

**Q: Why did Princess House partner with ActivePure?**

A: This truly is a partnership where the team at ActivePure bring their scientific expertise to the table and we at Princess House, do what we do best – share products for making life happier, healthier, and more beautiful.

**Q: Is this a Princess House product or an ActivePure product?**

A: This is a Princess House product purchased from the manufacturer which is ActivePure technologies.

**Q: Who do I contact if I have a question about the product?**

A: Contact your Princess House Consultant or Princess House Customer Service.

**Q: Does ActivePure partner with other companies?**

A: ActivePure markets similar products mainly for commercial use in hospitals and other environments where air purification is important. However, Princess House has the exclusive rights to market this product in Direct Selling companies like ours and will be offering the opportunity to bring this into homes everywhere at a value no one else can offer!

