

# AspenAir

## Frequently Asked Questions

- 1. Why doesn't your system come in different colors, such as white?** Our systems are designed to be installed in places where they are typically out of sight. For example, our filter grille systems install behind the door of filter grille housings. What one typically sees when they look at filter grille housing is a white or lightly colored painted grille, with either darkness or the color of a media filter behind it. That being said, we thought it made sense for our systems to be dark as well.
- 2. High efficiency electronic air cleaners seem so costly when compared to other filtration methods. Why is that?** All high-efficiency, electronic air filtration systems are costly, especially when compared to the simple, media-only solutions being sold today. But that is an unfair comparison because those media-only products don't perform nearly as well as our products do. We are working hard to hold our costs down so that our systems may be priced lower than other high efficiency electronic air cleaners, even though our product performance is superior. We've evaluated costs and prices so that our products are properly positioned in the market place. We believe that our products are priced competitively and fairly, and provide an excellent value to our customers. When you look beyond the initial purchase price into the total cost of ownership, we are confident that we provide the best value on the market today. Ongoing operating costs need to be factored into your buying decision. Our systems consume 95% less energy than most of our competitor's products. And when you factor in the easy and infrequent maintenance and the low cost for our replacement media, there simply is no lower cost high efficiency whole-house electronic air cleaner on the market today.
- 3. How do you achieve your outstanding level of filtration efficiency using that lightweight fiberglass media?** Our media when used by itself, outside of our system, is not very effective at removing small particles from the air. But place that same media inside our system, which brings 24,000 volts of safe cleaning power to bear on the problem of separating particulates from the air, it becomes supercharged. Lab tests showed that using this media, our system removed 99% of particulates as small as 0.1 microns. It's an outstanding air cleaning system.
- 4. Does your system replace the metal filter grille housing too?** No. Our filter grille systems fit inside the existing filter grille housing. Our furnace mount systems fit inside the existing filter or EAC housing, or if necessary, can be installed in its own housing, which is sold separately.
- 5. Low ozone is important to me. How does your system perform in this area?** Our systems tested well below the safe level of ozone production which is listed at 50 PPB (parts per billion). Testers identified "trace amounts of ozone", because it was below their ability to accurately quantify. We believe that the ozone emitted from our systems pose no health risk to homeowners.
- 6. When installing if my contractor runs the low voltage wires inside the ducts, does he need to use plenum rated wiring?** We leave questions such as these

up to the licensed HVAC contractors who install our units. HVAC contractors are always encouraged to follow all the laws and codes that are in force in the municipalities where they are licensed.

7. **Do your systems emit any odors?** No.
8. **Are your systems really quiet? Our electronic air cleaner keeps me awake all night.** Our systems are very quiet. There are no popping or crackling noises common to outdoor bug zappers (and many of our competitor's products). If you're standing right next to our system, and it's very quiet, you may be able to hear a faint electronic hum. And since our systems are intended to be on only when your fan is on, even this is unlikely. The ambient noise of the HVAC system completely covers up any sound that our system might produce.
9. **If we install your unit, will I still have to dust my house as often?** There are many factors that will determine how often you will need to dust. If you leave your windows open, large, heavy, visible particles will still enter your home, fall out of air and onto your furniture. We can't prevent that from happening. Remember, 99% of the stuff in the air is invisible to the naked eyes and it is not dust. This is the stuff that can make you sick, and it's the stuff that we're most effective at removing from indoor air.
10. **You say your system generates 24,000 volts of cleaning power. Isn't that dangerous?** No. voltage by itself isn't dangerous. It's amperage that is dangerous and the amperage from our system is very low. Our systems are safe to handle both by HVAC contractors and homeowners. People who touch our systems while they are operating may experience a slight static shock, similar to what one may experience after walking across carpet and touching metal.
11. **Am I required to use your collection media?** We recommend that you use our collection media. All of our performance claims are based on testing using our media. Our warranty becomes invalid if you do not use our recommended media in your system. In regards to performance, we make no claims whatsoever regarding the performance of our systems using any media other than what we supply.
12. **What do I do if I can't find replacement media?** If you get into a bind and cannot find it, or your contractor cannot supply it, contact AspenAir Inside. We will make sure that have access to AspenAir approved collection media.
13. **I have three filter grille housings in my home. Do I need to install one of your units in every one?** Of course, we would recommend that you install an AspenAir system in all three housings. If that is not possible, we would recommend that AspenAir be installed in the largest FG housing or the two largest housings, our assumption being that the largest housings are located in the areas where the most air will be entering the duct to return to the heating and cooling system. Another option would be to install one furnace mount system. This option would require that your contractor determine if there is enough space adjacent to your furnace or air handle to accommodate our furnace mount system.
14. **May I use washable collection media in my system?** After years of testing and use, we have determined that our proprietary disposable media works best in our system, both in terms of collection efficiency and in maintaining low static pressure. We are evaluating a washable media which may be available at a later date. Keep an eye on our website for further details.
15. **Why haven't I heard about AspenAir Inside before now?** We're relatively new to selling in-duct whole-house high-efficiency indoor air filtrations systems -

nationally since January, 2007 Founded in 1981. AspenAir manufactured plug-and-play room ionizers that were sold direct to consumers. It has taken us twenty-eight years to become an over-night success.

16. **Why do many of your competitor's electronic air cleaning systems make those irritating snapping and popping sounds? Why don't your systems make those sounds?** The predominant technology deployed in many of our competitor's systems are a lot like used in outdoor "bug zappers". They utilize ionizing wires that charge the particles and these charged particles become attached to grounded plates or to some sort of collection media. Some particles make the system spark and arc when they come into contact with these wires, and thus the noises. As these systems become dirtier, the sparking and arcing occurs more frequently and thus the irritating racket. Our systems do not utilize this technology. We do not use ionizing wires or grounded plates. In our systems, particles are charged as they pass through the front grids, which are made of a non-metallic material and are coated with a proprietary material that enables them to conduct electricity evenly and uniformly across the grid. This causes the particles to agglomerate which means they attach to each other and to the collection media. This process is virtually silent. Not only are our systems more effective at removing dangerous particles from the air, they do it quietly.
17. **Do your systems require frequent cleaning and maintenance and are there wires to scrape and metal plates to clean like so many of the other electronic air cleaners?** No, our systems have completely eliminated the need for traditional ionizing wires and grounded plates that require frequent and difficult maintenance. Maintenance of our systems involves changing the media "once or twice a year" and occasionally wiping the surfaces of the grids with a clean, dry cloth. That's it.
18. **What kind of warranty do you offer?** We offer a five year limited warranty. The bottom-line here is this: if you or your contractor believes that your system is not performing, call us. If we find that your system is not performing properly under the terms of our warranty, we will repair or replace it for a period of five years from date of purchase. Please be sure that your system is properly registered in our warranty database.
19. **I am very interested in the Green Movement and want to do everything I can to reduce my carbon footprint. Is there anything Green about your products?** Absolutely. Without going into detail, here's a partial list our Green attributes: high-efficiency air filtration, low energy consumption – two watts, low static pressure resulting in low energy draw/usage by the air handler, extensive use of recyclable materials in production, fully recyclable media, fully recyclable packaging materials And we've been doing this for years. We were Green long before it was cool to be Green.