

FAQ - Frequently Asked Questions

1) What area does an IQAir effectively cover?

Depending on the pollution concentration and the fan speed at which the unit is operated, one IQAir system can cover approx. 50-90 square metres at average ceiling height. If doors to adjacent rooms are left open, these adjacent areas will also benefit from the clean air produced by the IQAir system.

2) What guarantee do I have that the IQAir system performs as advertised?

While many air cleaner brands *boast* very high filtration efficiencies, they usually fall short of these claims in real-life conditions. IQAir goes a vital step further than just making efficiency claims by individually testing and certifying each IQAir system for *actual* air delivery and *actual* filtration efficiency. Each IQAir's individual test results are recorded on the hand-signed *Certificate of Performance* supplied with the system. That is your guarantee that each IQAir system will meet (and in most cases even exceed) the advertised performance.

3) Do IQAir systems produce ozone? Why do IQAir systems not use ion-technology?

All IQAir air purifiers are 100% ozone-free. Ozone is a lung irritant also produced by ionizers and electronic air cleaners. Even small amounts of ozone are undesirable and can be harmful for allergy and asthma sufferers.

4) Which IQAir model is right for me?

The *IQAir Personal Health Series* offers four different IQAir models, each one featuring a distinct filter combination for specific air hygiene problems. To select the most suitable IQAir model for your specific requirements, the most important question is of course which airborne pollutants you are most concerned about:

a) particulate pollutants (e.g. allergens, diesel soot, bacteria, viruses, mould spores, PM_{2.5}, PM₁₀)

or

b) gaseous pollutants and odours (e.g. formaldehyde, VOCs, ozone, nitrogen oxides, sulfur oxides).

- If only **a)** above is of concern, then the *HealthPro 100* is ideal.
- If the main concern is **a)** and the secondary concern is **b)**, then the *HealthPro 150* is recommended.
- If there is equal concern for **a)** and **b)**, the *HealthPro 250* should be considered.
- If the main concern is **b)** and the secondary concern is **a)**, then the *GC MultiGas* should be selected.
- If only **b)** above is of concern, then also the *GC MultiGas* is the recommended model.

If you are undecided and would like further advice, your local *Authorised IQAir Dealer* will be able to provide assistance with the selection of the most suitable IQAir model for your individual air hygiene and pollution control needs.

5) Where should I place my IQAir for best results?

To get the maximum benefit from your IQAir system, it should be positioned in the room where you and your family spend most of your time when at home (usually the bedroom, children's room, nursery or living room) or at work. IQAir systems are supplied with casters which allow the unit to be moved easily from room to room.

6) Which fan speed should I select to get the best performance?

For best results the IQAir system should be run continuously at the highest fan speed you feel comfortable with. When the air quality is improving or when the room is not occupied, it is recommended that fan speed 1 or 2 is selected rather than switching the IQAir off completely. If the room is habitually unoccupied for specific hours each day or on selected weekdays, the system's advanced timer can be programmed to automatically switch to a lower fan speed during these times (see next paragraph).

7) Can I set the IQAir to run only at certain times or on specific weekdays?

Yes. The advanced timer allows the programming of different fan speeds at different times. This enables you to set a different fan speed for *day-time* and for *night-time* usage or to set the unit to switch on automatically only during office hours (e.g. Mon-Fri, 8 a.m. to 6 p.m.). The IQAir system will then automatically switch on and off (or to a lower fan speed) at the desired times.

8) How long will the filters last?

IQAir systems use large surface and high-capacity filters for extra-long filter life. Assuming average usage (12 hours per day) at average fan speed and average pollution levels, the different filters can be expected to have the following life span (in months):

	Pre-Filter	Gas- & Odour Filter	HEPA Filter/Post-Filter
HealthPro® 100	12 – 18	n/a	36 – 48
HealthPro® 150	9 – 15	(see Pre-Filter)	36 – 48
HealthPro® 250	12 – 18	15 – 21	36 – 48
GC MultiGas™	9 – 15	18 – 30	18 – 30

Note: Low pollution levels and occasional usage at low fan speeds will increase a filter's life. Heavy usage and high pollution concentrations will shorten a filter's life.

9) How will I know when filters need to be replaced?

The life span of the filters within any effective air cleaner will depend on 3 main factors:

- 1) actual hours of usage
- 2) actual fan speed
- 3) pollution concentration

Note: This simple fact shows that the *fixed* filter replacement periods which are stipulated by many air cleaner brands (e.g. "change filters every 6 months") are illogical and inaccurate.

By contrast, IQAir systems features an *Intelligent Filter Life Monitor* which takes the above 3 factors into account when calculating each individual filter's remaining life span. The monitor allows the user to check the calculated remaining life time (in hours) of each individual filter at any given moment. When a specific filter comes to the end of its calculated life span, the user is alerted (via a red LED light on the control panel) that this filter needs to be changed. This maximises filter life and reduces filter replacement costs.

10) I live in a very polluted city. Does the IQAir system take this factor into account when calculating the remaining filter life?

Yes. If you know that pollution levels in your environment are "high" or "very high" you can adjust a *filter load index* for each individual filter to reflect the actual pollution levels more accurately. The IQAir's *Filter Life Monitor* then takes the programmed pollution levels into account when calculation the remaining life span of each individual filter.

11) Will I still get replacement filters for my IQAir in several years time?

Yes. In a short-lived world, where companies come and go, we are proud to look back on an unique almost 50-year track record in air filtration. Since IQAir systems are made to last, we offer a full 15-year availability guarantee for replacement filters to match the longterm performance.

12) Is the IQAir system silent?

No air cleaner currently on the market produces more 99.97% particle-free air at a lower noise level than IQAir. The decibel levels at the different fan speeds are 22, 33, 41, 47, 52 and 57 dB (tolerance: +/- 3 dB).

To clean the air effectively, an air cleaner must have

- a) high-efficiency filters that are
- b) extremely well sealed and
- c) a powerful fan to circulate as much room air as possible through these filters.

Note: This fact means that no effective air cleaner can be totally silent. If an air cleaner is advertised as "silent", it either has no fan, a weak fan or ineffective filters.

13) Do IQAir systems require any maintenance?

Apart from filter changes, IQAir systems are 100% maintenance free.