

## Scentsy Air Purifier FAQ

### How does the Scentsy Air Purifier work?

The Scentsy Air Purifier cleans the air using a HEPA H13 filter while also dispersing signature Scentsy fragrance via Scentsy Pods (sold separately). The unit draws air in and passes it through a sensor. Whenever the sensor detects particles of a given amount and size, the Air Purifier's air quality indicator light goes from white to red; if the unit is on Auto mode, the fan will switch to High mode to quickly clean the air.

### What Scentsy fragrance product does the Air Purifier use?

The Air Purifier is designed to be used with Scentsy Pods and can hold up to two pods at a time. As the unit releases clean air back into your environment, the air flows through the Scentsy Pods to fill your space with fragrance.

### Are there different settings?

Yes. The Air Purifier cleans the air in three modes: Auto, Low and High. Auto mode's default fan speed is low, but once the Air Purifier detects pollutants it switches to a high fan speed to quickly clean the air. Once the device has sensed clean air, it returns to Low mode. Low and High modes do not switch automatically and must be manually changed using the fan speed button.

### What type of filter does the unit come with?

Every Scentsy Air Purifier comes with one HEPA H13 filter, which is capable of removing at least 99.95% of airborne particles as small as 0.3 microns ( $\mu\text{m}$ ), including dust, pollen, mould and bacteria.

### Why doesn't the unit use a carbon filter?

Carbon air filters are designed to filter gases through a bed of activated carbon (also called activated charcoal) and are typically used to combat volatile organic compounds (VOCs) and eliminate odour. Because our Air Purifier is designed to also release fragrance into the air, using a carbon filter would compromise the fragrance experience.

### Can I purchase filters separately?

Yes. Replacement filters are available to purchase separately and can also be added to Scentsy Club subscriptions. With a Scentsy Club subscription, you can get 10% off replacement HEPA filters and Scentsy Pods (on orders over £36/€44) and other great perks.

### How much are the replacement filters?

Replacement filters are £42/€51 each.

### How often do I need to replace the filter?

The default life of the filter is 950 hours in High mode or 1,200 in Low mode, so it depends on how frequently it's being used and the quality of the air it has filtered. For example, the filter will last 40 days if used continuously 24 hours a day, seven days a week; it will last 120 days or approximately four months if used eight hours a day. The life of the filter will also vary based on numerous environmental factors (e.g., the volume of particulates in the air). Once the filter's hour limit has been reached, a small red light will appear under the filter icon in the front of the device to indicate it needs to be replaced. To reset the Air filter replacement indicator, hold down the power button for approximately 3 seconds (the

unit should turn off as part of this process).

#### How do I know when to replace the filter?

A small red light will appear under the filter icon on the front of the Air Purifier when the filter needs to be changed.

#### How long does it take the Air Purifier to clean the air in a 150-square-foot (14-square-metre) room?

Approximately 30 minutes in Auto mode.

#### How long can I leave the unit on?

The unit is designed to run continuously. You can also choose to set the timer for two, four or eight hours by using the timer button.

#### What area size is the Air Purifier designed for?

The Air Purifier is ideal for spaces up to 200 sq. ft. (19 sq. metres), like nurseries, bedrooms, home offices and more.

#### Does the unit have light?

Yes. A large white ring around the buttons lights up to indicate when the unit is on and that the unit detects good air quality. This same ring turns red when it detects poor air quality. This light can be turned off by pressing the light button (the unit will still continue to clean the air). There is also a small red light above the ring that indicates when the default air filter replacement life has been reached, and small blue light that indicates a timer is activated.

#### Is the product safe?

Yes. The Scentsy Air Purifier meets all standard electrical requirements.

#### Is the unit quiet?

Yes. The Scentsy Air Purifier emits a soft fan sound. On High mode, the unit measures 47.9 decibels (dBA).

#### Does the Air Purifier get hot while in use?

No. The unit does not get hot.

#### Does the Scentsy Air Purifier have advantages over Scentsy's Warmer and Diffuser systems?

While all Scentsy systems provide an exceptional fragrance experience, the Air Purifier removes at least 99.95% of airborne particles as small as 0.3 microns ( $\mu\text{m}$ ), including dust, pollen, mould and bacteria, while filling the air with fragrance.

#### Will existing Scentsy products activate the Air Purifier?

Maybe. After testing the Air Purifier with all Scentsy products, we determined that the unit can be triggered when placed in a confined area with a Scentsy Diffuser and Oils. This is because the Air Purifier is designed to identify and filter out particles similar in size to the oil particles dispersed by the Diffuser. Scentsy Room Sprays and Fragrance Flowers can also set off the device if placed/sprayed too close to the purifier.

**Does the Air Purifier work with a humidifier in the same room?**

Yes. When tested with a humidifier, the unit was not impacted by humidity.

**Can the Scentsy Air Purifier replace my air purifier?**

Yes, this unit can replace your existing air purifier.

**Does the Air Purifier have the same warranty as Scentsy Diffusers?**

Yes. The Scentsy Air Purifier is guaranteed to be free from defects in material and workmanship for the lifetime of the product. Any unit found to be defective or damaged under normal use and care within 30 days of purchase will be replaced with the same, or comparable, product at Scentsy's discretion at no cost to the consumer. After 30 days, Scentsy will replace any of these products but will require a £55/€66 processing fee.

**What will void the limited lifetime warranty?**

Misuse or abuse of the product, such as submerging the unit in water, is one of the few conditions that will void the limited lifetime warranty. In the spirit of Generosity, we will honour the warranty for most issues but reserve the right to refuse replacement in extreme circumstances.

**Who pays for the warranty shipping?**

To redeem the warranty, the consumer is responsible for paying the £55/€66 shipping and processing costs. For more details on the Scentsy Air Purifier warranty, visit [scentsy.com/shipping-warranty-return-information](https://scentsy.com/shipping-warranty-return-information).

**Is the Scentsy Air Purifier eligible for Host Rewards?**

Yes. The Scentsy Air Purifier can be purchased with both Host Credit and Half-Price Credits. Products £230/€269 and over require three half-price items to save 50%.

**Is the Scentsy Air Purifier eligible for Perpetual Party Rewards?**

No.

**Will there be Bundle & Save options available for the Scentsy Air Purifier?**

No.

**How big is the Scentsy Air Purifier?**

28 cm tall.

**Why are Air Purifiers so popular?**

It has been proven that most people spend about 90% of their time indoors, where pollutant levels can be higher than they are outside. (Source: [EVI.A.eu](https://www.evia.eu))

**What is HEPA?**

HEPA is a type of pleated mechanical air filter. It stands for "high efficiency particulate air [filter]," as officially defined by the U.S. Dept. of Energy. Using a HEPA H13 filter, the Scentsy Air Purifier is designed to remove at least 99.95% of airborne particles as small as 0.3 microns ( $\mu\text{m}$ ) including dust, pollen, mould and bacteria.