**Frequently Asked Questions**

<https://atmosair.com/about/faq/>

**AtmosAir™ is ready to answer your questions about Indoor Air Quality.**

Learn more about AtmosAir™ technology and discover why improving the air you breathe can improve your long-term health.

1. **Why is Indoor Air Quality (IAQ) important?**

Indoor Environmental Quality (IEQ) or Indoor Air Quality (IAQ) is extremely important to our health and well-being. The Environmental Protection Agency named IAQ as one of the top five environmental health risks, because improvements in energy efficient construction materials have led to reduced air circulation indoors - and that causes a dangerous accumulation of disease-causing particles in the air we breathe. The EPA notes that indoor air pollution rates are two to five times worse than outdoor air pollution rates. Indoor air pollution contributes to significant health problems, such as lung disease, respiratory tract infections, asthma and lung cancer. With the general population spending more than 90% of our time indoors, the correlation between indoor air quality and long-term health is more important than ever before.

1. **What is Bi-polar Ionization (BPI)?**

AtmosAir Bi-polar ionization (BPI) is the indoor air purification technology used by AtmosAir™. AtmosAir BPI works by adding an engineered amount of both positive and negative oxygen ions to the supply air of an air handling system. An ion is an atom or molecule that has gained or lost an electron. Both positive and negative ions exist in the air. Negative, or charged, oxygen ions attract unwanted particles such as mold and VOCs, then fall to the floor, thus improving air quality to 'fresh air' levels

1. **What are air ions?**

Positive air ions are generally molecules of hydrogen that have lost an electron. Negative air ions are generally a molecule of oxygen that has gained an electron. Negative ions in the air attract particles of pollution and give them a negative charge, making them seek electrical "ground.". This causes the charged ion to fall harmlessly to the floor or be returned to a filter. Nature constantly produces air ions to combat the pollution in the air. For example, have you ever noticed how the air is stuffy before a thunderstorm and afterwards it is refreshing? This is because lightning produces a high concentration of air ions, which purifies the air and makes it invigorating. The same is true of rain forest environments, beach environments, areas around a waterfall, and mountains.

1. **Why is AtmosAir technology better than other air purifiers on the market?**

AtmosAir™ technology has tested to a greater than 125 Clean Air Delivery Rate (CADR) for dust and mold. Most technologies you see on the market today are “passive” technologies – for example, a filter that catches particles in the return air stream is one of the most common passive filtration systems. AtmosAir™ is a proactive air purification system. Our AtmosAir™ technology cleans the air you breathe in the space you are breathing - it does not rely on filtration that may or may not capture unwanted particles.

1. **How is AtmosAirTM different than UV lights?**

UV lights are only effectively on a handful of contaminants of concern, and to keep cooling coils clean. Contaminants have to pass through the UV light rays for a period of time long enough to be effective. UV lights do not treat any of the air in the occupied space, nor are they effective on VOCs and odors. UV lights require that the air be returned to the air handling system -we label this a "reactive" system. However, UV lights can help the performance of your AtmosAirTM system and overall IAQ. Many healthcare facilities utilize both AtmosAirTM and UV lights in order to be as proactive as possible against bacteria, virus, and germs.

1. **Does humidity affect AtmosAir™ Bipolar Ionization?**

Yes, humid air yields lower ionization levels than dry air. When we engineer and design AtmosAir systems, we take into account local environments so that your AtmosAir system will be effective.

1. **Does AtmosAir™ have a device that measures ion levels?**

Yes, we have a specially designed ion meter that will read ion levels.

1. **Does the ionization system increase the oxygen content in air?**

No. The technology increases the number of oxygen ions, not the number of oxygen molecules. It revitalizes stable oxygen molecules into unstable oxygen ions - these ions want to react with pollutants by trading electrons to become stable again.

1. **How do I know that my AtmosAir™ system is working properly?**

First, ensure that the green light on the front of your ionization unit is illuminated. If the green light is not on, call the contractor who installed your unit and have them service it. If the green light is on, but you do not feel that the air is being cleaned sufficiently, you can turn the ionization control knob up until you are satisfied with the air quality. If your AtmosAir MCC ionization tube has not been replaced within the last 24 months, you should contact your distributor or contractor and have the tube replaced. If your AtmosAir glass ionization tube has not been replaced within the last 12 months, you should contact your distributor or contractor and have the tube replaced.

1. **How often should I change the AtmosAirtm ionization tubes?**

Our new AtmosAir MCC (mono-core composite) tubes will degrade and become ineffective after approximately 2 years. In this case the tubes should be changed once every two years.

1. **Is it dangerous to look at the ionization tube while it is operating?**

No. Unlike UV lamps, which can harm your eyes, there is no danger in looking at an AtmosAir ionization tube.

1. **Is touching the ionization tube dangerous?**

Yes. If the ionization unit is powered and you touch the tube, you could be injured. Therefore, before touching the tube or removing it for annual replacement, make sure the power to the unit is off by unplugging it from the power source.

1. **Should the ionization tubes be cleaned periodically?**

Clean tubes produce more ions than dirty tubes. In a typical residential or commercial project the tubes do not need to be cleaned. However, in a heavily polluted commercial or industrial environment, such as a casino, garbage room or wastewater treatment plant, plan to inspect and clean the tubes periodically.

1. **What maximum temperature is safe for the ionization tubes?**

The tubes should not be subjected to temperatures exceeding 200°F.

1. **Will I still need to change the filters in my heating and air conditioning system?**

Yes, because the AtmosAir™ equipment is not a catch­ and-grab filter. It does not trap particles, but rather reduces airborne pollutants and particles in the occupied space - where you live, eat, sleep, etc. In fact, because your AtmosAir™ system causes airborne particles to stick together, your filters will become more efficient by trapping these larger particles.

1. **Does AtmosAir™ have any information that will help determine the tube size for my project?**

Yes, we have a chart that outlines tube sizes for different size systems in the U.S. It is important to note that most commercial projects are evaluated on a project-by-project basis. Different areas of the world have different contaminants of concern. We take pride in custom designing our systems to work in your environment.

1. **Can an AtmosAir™ system harm my pets?**

Not at all. They, like you, will benefit from living in a cleaner environment. The AtmosAir™ system effectively eliminates odors generated by both humans and pets.

1. **Will my unit work properly with my windows open?**

There is no harm to the unit by opening up your windows. Ions will be attracted to the outdoor air, but they will also be cleaning the space inside your space.

1. **What is the warranty of my system?**

AtmosAir warranties the life of the system for two calendar years.

1. **What is sick building syndrome?**

Sick building syndrome (SBS) occurs when occupants of a building experience acute health effects that seem to be linked to time spent in a building, but no specific illness or cause can be identified. The complaints may be localized in a particular room or zone, or may be widespread throughout the building. Frequently, problems result when a building is operated or maintained in a nner that is inconsistent with its original design or prescribed operating procedures. Sometimes indoor air problems are a result of poor building design or occupant activities.

1. **Is AtmosAir ™ effective in 100% outside air units?**

AtmosAir™ systems are equally effective whether the air system is 100% outside air and exhaust air, or 100% recirculated air, or something in between. AtmosAir™ systems generate bipolar ions that are then carried by the supply air and distributed through the supply diffusers into the indoor space.

We engineer our systems to saturate the space with ions, which allows the ions to react with contaminants within the space. Even in a recirculation air system, ions survive the trip back. As long as your AtmosAir™ system is designed and engineered correctly, the indoor space will be enriched with bipolar ions, resulting in cleaner air.

1. **How many people have allergies?**

Allergic rhinitis, often called hay fever, is a common condition that causes symptoms such as sneezing, stuffy nose, runny nose, watery eyes and itching of the nose, eyes or the roof of the mouth. These nasal allergies affect approximately 50 million people in the United States, and its prevalence is increasing. As many as 30 percent of adults and up to 40 percent of children suffer from airborne allergies. *Source: American College of Allergy, Asthma* & *Immunology.*

1. **What well-known brands utilize AtmosAirTM for their air purification?**

AtmosAir™ technology is installed in many well-known buildings for many well-known clients. Some of our clients include: Staples Center (CA), TD Garden (Boston), Dallas Cowboys, Cleveland Cavaliers, Bridgestone Arena, UCLA, USC, Chicago Cubs, Los Angeles Lakers, Dallas Mavericks, New England Patriots, Pittsburgh Pirates, Kansas City Chiefs, Jacksonville Jaguars, New York Sports Club, SoulCycle, Hospital for Special Surgery (NY), Stryker Laboratories, Wilson Memorial Hospital (NY),VA Maryland Health Care System, Carolinas Health Care System, Syracuse VA Medical Center, Walter Reed Medical Hospital, Winthrop-University Hospital (NY), Centennial Hospital (TN), Rivers Casino (Pittsburgh), SugarHouse Casino (Philadelphia), Stations Casinos (Nevada and California), Revel Casino (Atlantic City), Cosmopolitan Hotel and Casino (Las Vegas), Twin River Casino (Rhode lsland), Seminole Hard Rock Hotel and Casino (Tampa), Seminole Gaming (Florida Casinos), Deloitte, Google, UBS, Facebook, DirecTV, Herbalife, NBC Universal (30 Rock), JP Morgan Chase, Empire State Realty Trust, Nomura Securities, Dressbarn, Limited Brands, Wells Fargo, Hilton Hotels and Resorts, Loews Hotels and Resorts, Hyatt Andaz, Trump Hotel Collection, Homewood Suites by Hilton, Norwegian Cruise Line, Gaylord Hotel (Texas), Jefferson Hotel (Washington DC) and the Hard Rock Hotel.

1. **What markets is AtmosAir™ effective in?**

Check out our selected markets here; [Case Studies](https://atmosair.com/case-studies/) Our most popular markets include healthcare, hospitality and gaming, education and schools, sports facilities, gyms, airports, commercial real estate, the military, food service, senior living/assisted living, manufacturing and wastewater treatment plants.

1. **Does Clean Air Group and AtmosAir™ provide air testing?**

Yes, we have been in the air testing business for over 15 years. We have the ability to test many parameters of indoor air quality, including most voes and particulate sizes. Examples of air quality sampling include: Particulate Matter 2.5 (PM2.5), Particulate Matter 1 (PM1), Total Volatile Organic Compounds (TVOC), Radon, Methane, Propane, Ammonia, Benzene, Acetone and others.

1. **Can Indoor Air Quality be monitored in real­ time?**

Yes, we now offer real time air quality sensors that look at various contaminants of concern, including Particulate matter, formaldehyde, CO2, temperature, RH, VOCs, ozone, noise and light. These sensors and measurements can be viewed on a computer, tablet or phone.

1. **My room smells of smoke. Will AtmosAir™ help?**

Yes, cigar bars and casinos count on AtmosAir™ to reduce the pollutants and discomfort associated with smoke.

Smoke mitigation is one strength of the AtmosAir™ system, and our technology reduces the gaseous elements and particulate.

1. **My room has mold. Will AtmosAir™ help? Does the AtmosAirTM technology kill mold?**

Yes, AtmosAir™ reduces and breaks down airborne pathogens such as mold. The AtmosAir™ bipolar ionization process makes the pathogens stick together and fall out of the breathing zone. Independent testing performed by one of the world's most respected laboratories confirms our results. AtmosAir™ also inhibits mold growth by penetrating the cell's split zone, causing oxidation.

1. **Should I place a unit in my basement, or will my unit upstairs cover my basement too?**

Some HVAC systems serve their basements. In many cases, the units do not serve the basement, thus we recommend our standalone systems that move air and effectively distribute ions into a space that is not served by an HVAC system.

1. **For a multiple floor home, is it better to get a unit for each floor? and if so, why is it better?**

It all depends if your HVAC system serves the entire space. We are trying to generate ions in the space. If you have multiple HVAC systems within your house, you may need multiple AtmosAir™ systems.

1. **Why does the P2000 unit use a filter when your other units do not require them? How often do you need to replace or wash the filter?**

The AtmosAir P2000 and P2002 both come equipped with a catch and grab filter. The P2000 still generates lots of ions within the space, but it is also has the ability to further reduce particle levels by having a filter inside the unit.

Copyright 2015 Clean Air Group, Inc. I Website Design by lmagemark