



## **Frequently Asked Questions**

1. **What models are available?**
  - a. AURA AIR Enterprise Solution SKU F00053
  - b. RAY Filter Replacement SKU F01001-SP
2. **How do you connect to each solution?**
  - a. AURA AIR Enterprise Solution via Enterprise Dashboard and App
3. **How many devices can be connected?**
  - a. The enterprise solution can deploy an endless number of units in an endless number of locations
  - b. Mobile app can control up to 5 locations, with 5 units in each location – total of 25
4. **How do we know when filters need to be cleaned and/or replaced?**

Pre-filter (wash – via App notified – monthly)  
Ray filter (replace – via App notified – 6-8 months)
5. **What does the Ray Filter consist of?**

The base technology is of a HEPA filter with antibacterial add-ons; carbon, copper etc. The antibacterial layers are efficient not only against particles but also against bacteria, viruses, mould, fungus, VOCs and more. The patented media of the Ray filter is efficient against a wider range of pollutants. H13 / MERV17
6. **What is the Aura Air life expectancy?**

The manufacturer states a lifespan of +5-years under normal working conditions.
7. **How are faults monitored?**

Aura Air factory monitors all units in the field and users notified via on-boarding information received at initial set-up.
8. **What wavelength do the UVC LED's emit?**

The UVC wavelength is measured at 270-285nm.
9. **Do the LED's and Sterionizer run at full capacity?**

No, they work according to the smart algorithm and increase as air quality decreases.
10. **Can Aura Air be connected to home smart devices?**

Yes, Aura Air works with Alexa and Google assistant.
11. **How can Enterprise Dashboard information be embedded into a BMS?**

Using Aura's open API to connect into 3<sup>rd</sup> party software. Our technical team is able to assist. Also, data log reports can be exported via Excel.
12. **What are the published noise levels?**

Min 33dB – Max 64dB. A Silent Mode is available with noise level <33dB.
13. **What is the manufactures product warranty?**

1 year from the date of purchasing.
14. **Are the units readily available?**

Yes, stocked in our Brisbane store.
15. **What is the standard Aura Air box dimension and weight?**

43cm x 47cm x 19cm High; 7kg
16. **What is the standard Ray Filter box dimension and weight?**

35cm x 35cm x 12cm High; 1.5kg
17. **How does Aura Air Compare to other air purifiers in the market?**

Aura Air is in a class of its own. It eliminates pathogens such as mould, spores, bacteria and viruses effectively and at levels unparalleled by many other purifiers in the market. It has sensors that can detect and report CO, PM2.5, PM10, CO<sup>2</sup>, VOC amongst others. It is the sleekest in looks and lightest in weight and can be wall or ceiling mounted, keeping valuable floor space free of obstructions.