

MEDAIR

601 and 504

air treatment unit

questions and answers



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當使用內置靜電集塵器的 ElectroMed 時，為什麼有時會聽到一些閃爍聲音，是否正常及安全嗎？

29. Will the sound of sparkle non-stop to disturb us when we are not able to wash the EP chamber immediately?

如我們不能立刻清洗靜電過濾倉時，該閃爍聲音會不停發出嗎？

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我們經常要清潔 MEDAIR 的組件嗎？

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我們可以很容易作自行清潔靜電集塵器 (EP) 嗎？

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MEDAIR 的內置等離子 (Plasma) 釋放器會令檯面或地板做成大量塵埃污垢嗎？

37. Why and how to set disconnect with EP filtration chamber?

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39. What will happen if we not to clean up the MEDAIR machine regularly?

如果我們不定期清潔內部過濾倉，會有什麼問題發生？

40. Can we add addition filter inside the MEDAIR machine to provide better filtration efficiency?

如果我們自行增加額外的過濾器網於機內，MEDAIR 會做出更好的過濾效果嗎？





MedAir Q&A

Learn more about Med Air Treatment Unit



41. Can we add additional filter on machine if we have a serious pet fur problem?

如家中寵物的毛髮脫落情況實在太嚴重時，可外加過濾網嗎？

42. Can we source the consumable parts e.g. HEPA and Carbon filter from outside?

我們可以使用非原廠的消耗品(如 HEPA 或活性碳濾層)嗎？

43. Where can we buy the consumable parts and will they be stop to provide after few years?

MEDIAIR 的消耗品會否停產及怎樣購買？

44. Can we longer the lifetime of the consumable parts e.g. filter?

我們自己可以延長 HEPA 或活性碳濾層的壽命嗎？

45. What will happen if we do not replace the consumable parts e.g. HEPA filter etc...?

如果我們不定時更換如 HEPA 等的耗材部件，會有什麼影響呢？

46. Can we replace the existing filtration chamber with different one e.g. make ElectroMed to HEPAMed etc...?

我家在裝修後買了 CarbonMed，現在我想把它轉為 ElectroMed 可以嗎？

47. Can we change the color of the machine front & back cover to suit for my new home decoration style?

我們可以隨意改變機身的顏色，以配合新居裝修格調嗎？

48. Can MEDIAIR movable to different room?

MEDIAIR 可隨意移動到不同房間嗎？

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為何 PM2.5 數值經常升高到 9999

51. How to clean up the Sensor Head?

如何清潔監測頭？





MedAir Q&A

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1. How MEDAIR silent for user?

MEDAIR 的噪音如何？

From lowest 8dB to highest 50dB, which is an extreme silent design for an air purifier on market today. For reference, user may nearly can not hear any noise in our bedroom at mid-night when we set to speed 2 or speed 3 (12dB and 28dB). At speed 3, the noise is just similar to a normal split type air-conditioner.

MEDAIR 是現今市場上使用風扇運作的空氣淨化器中最寧靜的產品，最低只有 8dB 而最高風速運行時則為 50dB。當睡眠時設置自動模式 (S2-S3)運作下，噪音只有 12dB 至 28dB，用戶幾乎聽不到任何擾人的聲音，感覺一如分體式空調機運作時的風聲。

2. How MEDAIR energy saving design?

MEDAIR 省電嗎？

Model: 601 (12 to 65)w and model: 504 (10 to 50)w, it's just a normal light bulb in our home. For reference: Use 10 hours per day, it's just around HK\$18 per month of electricity charges.

MEDAIR 的 601 與 504 型號耗電量分別為 12-65w 及 10-50w，只是我們家中一個普通燈泡的耗電量。如每天運作 10 小時，一個月的電費只約 18 元港幣左右。

3. Why MEDAIR is permanent use design?

為什麼 MEDAIR 是非常耐用，不需更換耗材？

For MEDAIR ElectroMed: The filtration parts of metal Pre-filter and metal PCO filter are washable, LED UV and Plasma Ion Generator can last up from 5 – 10 years, the empower filtration chamber metal Electrostatic Precipitator (EP) is also washable. So the model ElectroMed is a real permanent use design machine on market. For other 3 models, user is just need to replace the empower filtration chamber only.

MEDAIR 的 ElectroMed 是空氣淨化器市場上的特別產品，系統內的標準淨化層內所有濾網都以金屬物料制造，包括納米銀抗菌濾層與光觸媒 TiO₂ (PCO)過濾層，均可定時以清水洗。LED 紫外光燈、等離子釋放器及專利註冊極度靜音直流(DC)感應馬達均為非常耐用的部件(壽命可以長達 5 - 10 年)，專用主淨化層的金屬靜電集塵器 (EP) 也可以輕易拆下清洗，基本上無須更換，永久使用。對於另外 3 種的型號，用戶也只是需要相隔一段時間後更換主淨化層內的 1 種消耗品。

4. Why MEDAIR programming as a “Humanization” design?

MEDAIR 的“人性化”運作程序容易使用嗎？

Unlike other machine on market, user can set up her own style program at any time, MEDAIR humanization programming design is the only one that user can find on market today.

有別於市場上的其他產品，MEDAIR 內置多種人性化的運作設定，用戶可以根據自己的風格自由選擇運作方式甚至運作時段，非常細心。

5. What's the benefit of the LCD light touch control design?

MEDAIR 的液晶顯示屏連輕觸模式控制面板有何優點？

Sensitive and accuracy, style and advance, easy to clean and durable to use can be found out from this LCD light touch control display. 它的準確度非常高而且靈敏，容易清潔及非常耐用，與機身設計配合得天衣無縫。



6. Dose MEDAIR machine remote controller with program setting function?

MEDAIR 的遙控器可設定程式嗎？

No. The machine remote controller can provide normal machine operation feature for user today only.

不能。遙控器暫可提供一般操作功能如：開 / 關及風速選擇等

7. How many series and models of MEDAIR provide?

MEDAIR 共有多少個型號選擇？

2 series: 601 for large area and 504 for small area. 4 models: ElectroMed, MediaMed, ChemMed and CarbonMed. Services from up to 600 ft² to 900 ft²

MEDAIR 智能空氣淨化器共有 2 個系列(601 與 504)共 4 種型號 ElectroMed, MediaMed, ChemMed and CarbonMed, 可便不同面積、不同環境中使用，使用面積由 600 ft² 至最大 900 ft²。

8. What's the MEDAIR 4 different filtration chamber function for?

MEDAIR 的 4 種加強『主淨化倉』分別有何功能？

As the empower purpose for specify IAQ pollutants in the environment. IAQ pollutants can be classified as 4 main kinds: Microorganism (Bacteria & Virus), Particles pollutant (dust, pollen, mold...), Chemical Gas pollutant (TVOC, HCHO....) and Bad Smell. ElectroMed and MediaMed focus for Microorganism & Particles, ChemMed and CarbonMed focus for Chemical Gas & Bad Smell mainly.

MEDAIR 各型號均經過精心設計，系統內的『專用主淨化層』佳為針對不同環境中的空氣染物而設。影響室內空氣質素(IAQ)的污染物其實可分為 4 個主要種類：微生物（細菌和病毒），顆粒狀污染物（灰塵，花粉，黴菌），化學氣體（TVOC，甲醛....）和臭味。簡單來說 ElectroMed 和 MediaMed 主要加強針對微生物及顆粒狀污染物，ChemMed 和 CarbonMed 主要加強針對嚴重的化學氣體和臭味而設。

9. What's the standard air purification process by MEDAIR?

什麼是『標準淨化層』？

Together with the 4 different empower filtration chamber, all MEDAIR 601 and 504 series and model will design with 4 standard filtration process: Pre-filter, PCO Filter, LED UV and Plasma Ion Generator.

MEDAIR 的 601 和 504 系列內置的『標準淨化層』均有 4 個標準的過濾過程：納米銀抗菌濾層與光觸媒 TiO₂ (PCO)過濾層，再加上 LED 紫外光燈和等離子釋放器。以上的過濾程序其實已經比市面上同級產品更為優勝了。但不要忘记，各型號中另加有『主淨化層』中的專業組件。

10. How can we to know which model is suitable for our case?

我們應怎樣選擇最適合我們的型號呢？

From the MEDAIR Selection Guide, user can easy to choose out the most suitable model for our case. MEDAIR have try to list out some of the most popular case for user as reference. Then recommendation provide for user to consider.

MEDIAIR 設有詳細的選型指南，使用戶可以輕鬆選擇最合適的型號。MEDIAIR 也有現有客戶的使用範例可供用戶參考，請隨時與我們聯絡。



11. What's PM2.5 and PM10?

什麼是 PM2.5 和 PM10 ?

Atmospheric particulate matter - also known as particulates or particulate matter (PM) - are tiny pieces of solid or liquid matter associated with the Earth's atmosphere. They are suspended in the atmosphere as atmospheric aerosol, a term which refers to the particulate/air mixture, as opposed to the particulate matter alone. However, it is common to use the term aerosol to refer to the particulate component alone. Sources of particulate matter can be man made or natural. They can adversely affect human health and also have impacts on climate and precipitation. Subtypes of atmospheric particle matter include suspended particulate matter (SPM), respirable suspended particle (RSP; particles with diameter of 10 micrometres or less), fine particles (diameter of 2.5 micrometres or less). PM2.5 and PM10 has been recognized as one of the most harmful air pollutant substance for human health today. PM 其實指空氣中固態與液態微粒的混合物(不是單指固體的微粒物質)。PM 即是粒狀類(particulate matter)，它們是非常細小的固體或液態的懸浮物質，以灰塵、煙煙、霧滴等型態存在。此類煙塵污染物常飄浮於地球的大氣層中並分散於大氣氣膠(atmospheric aerosol)內。PM 的來源眾多，來自自然界如森林火災、風侵蝕等。人為因素包括建築、工業、汽車排放及燃燒物件等所引致。這些顆粒狀懸浮粒子可對人體健康有嚴重的影響，甚至可以改變氣候和降雨。

不論大氣粒子(atmospheric PM) 中為直徑 10 微米或以下的懸浮粒子 (SPM) 及可吸入懸浮粒子(RSP)、直徑 2.5 微米或以下的微塵(fine particle)，均統稱為 PM10 和 PM2.5。

12. How MEDIAIR provide PM2.5 real time monitoring?

MEDIAIR 上的 PM2.5 實時監察器有什麼用途？

As an professional medical air treatment unit, the advance technology design of the PM2.5 optical scanner sensor has been installed into all the MEDIAIR machine, such device can measure the real time PM2.5 level from the machine air intake location and display the figure on the LCD display continuously. Such valuable sensor is normally be used on some of the professional air measurement equipment only, but MEDIAIR has put it into each air treatment machine today now.

作為一個專業級的室內空氣處理系統，MEDIAIR 首創將先進的 PM2.5 光學掃描儀安裝到所有型號上!

此掃描儀安裝於系統的進氣位置內，可以實時測量室內空間中 PM2.5 水平，並在液晶顯示屏上連續以數字方式顯示，令使用者可以準確監察污染數據。有別於傳統空氣淨化器簡單的塵埃傳感器，這種昂貴的光學掃描儀通常只用於一些專業空氣測量設備上。

另外系統亦會分析此數據並於自動模式下準確調控風扇運作速度，提供最適合當時的淨化運作要求。

13. Does MEDIAIR effective to remove 0.3 um particles pollutant?

MEDIAIR 是否有效去除 0.3 微米的微塵污染物？

The MediaMed;s true HEPA can effective to filter out 99.97% of fine dust particles including bacteria as small as 0.3 um or above.

型號 MediaMed 使用真正高密度纖維過濾層(HEPA Filter)，可有效過濾空氣中細至 0.3µm 的微塵，效能達 99.97%(HEPA 的國際標準)，也可去除一般小至 0.3 微米或以上的細菌。

14. How MEDIAIR effective for 0.01um or smaller?

MEDIAIR 能處理小於 0.01µm 的污染物嗎？

The ElectroMed's electrostatic precipitator (EP) is effective to remove the fine dust particles including bacteria and virus as small as 0.01 um or above. Actually, not only can say 0.01 um or above, but also more and more effective for 0.01 um or small, that's the reason of the theory of EP is to attract the pollutant substance, small the size or lighter the weight of the particle including bacteria and virus, the easier to be attracted by the EP finally. Today, we can easy to find out some of the documents and papers to describe and proof the effectiveness of EP on 0.01 um only, the reason is there is difficult to use any certified measurement equipment for measuring particles smaller than 0.01 um on worldwide today.

ElectroMed 主淨化層內的金屬靜電集塵器 (EP) 能有效去除空氣中的微粒，包括細菌(細菌的大小一般超過幾微米)，及病毒(大多數病毒的大小細至 0.1µm 或更小)。EP 的特性是污染物尺寸越小，過濾的效果就越好。實際上，EP 不僅可以去除 0.01 微米或以上的污染物，更加可以有效處理小於 0.01 微米而且重量更輕的超微細物質，包括病毒。通常我們只能在描述 EP 效能的測試報告及一些文獻中看到 EP 去除 0.01 微米粒子有效性，並不是指應付 0.01 微米已是 EP 的極限，只是當今世界上很小有測量小於 0.01 微米粒子的認證測量設備而已。

15. How MEDIAIR effective to kill bacteria and virus?

MEDIAIR 如何真正有效殺死細菌和病毒？

Not only the standard filtration parts on all MEDIAIR machine: Nano-silver Antimicrobial Pre-filter, PCO Filter and Plasma Ion Generator, their theory has been commonly and widely be used by most of the hygiene equipment today, the theory of HEPA (MediaMed) can effective to filter out bacteria that's why most of the HVAC system in hospital especially for the area of OT Room has been installed, the EP of ElectroMed is extreme powerful to kill bacteria and virus by "Carbonization" immediately.

系統內置的『標準淨化層』均有 4 個標準的過濾過程：納米銀抗菌濾層與光觸媒 TiO₂ (PCO)過濾層，再加上 LED 紫外光燈和等離子釋放器。此等空氣過濾器材及程序已普遍應用在醫療及實驗室的設備內。型號 MediaMed 使用的真正高密度纖維過濾層(HEPA Filter) 可以有效地過濾細菌，乃為今天醫院內的中央冷氣系統(HVAC)，尤其是手術室內指定安裝的設備。而型號 ElectroMed 內的 EP 系統更是可令空氣中的細菌和病毒立即「碳化」而死，是真正即時殺滅細菌及病毒的過程。

16. What kind of bacteria and virus will be killed by MEDIAIR?

什麼類型的細菌和病毒可以被 MEDIAIR 殺死？

Firstly, despite how strong, powerful or harmful of the bacteria and virus e.g. SARS or Avian Flu etc... bacteria normally structured from multiple cells and virus structured by single cell, their cell membrane (Protein) is very weak that easy be penetrated by UV light or destroyed by outside energy e.g. High Temperature or High Voltage Electrostatic. The high voltage 9,000V power of the ElectroMed EP chamber can easy to breakthrough and destroy the bacteria and virus cell and kill (Carbonize) them totally. So, we may say MEDIAIR ElectroMed can effective to kill all kinds of bacteria and virus at indoor.

細菌通常是多細胞結構而病毒則是單細胞結構，其細胞膜（蛋白質）結構非常薄弱，容易被紫外光(UV)滲透及外部能源如高溫或高壓靜電破壞。所以系統內的淨化程序已足夠去除及殺滅空氣中多種細菌及病毒，不論它們是沙士(SARS)或禽流感，有多強或多有害。

ElectroMed 內的 EP 系統高壓靜電電壓高達 6,000 - 9,000 V，足以破壞所有細菌和病毒的細胞結構甚至令其死亡（被即時碳化）。注：需要“高壓靜電”電壓高達 6,000 - 9,000 V，但與我們家庭電器使用的“市電壓”220V 不同，所以靜電電壓是不會傷害人體，而所有 MEDIAIR 更不會產生任何電磁牆或輻射等對人體有害物質。

17. How MEDIAIR effective to remove harmful chemical gas and bad odor pollutants?

MEDIAIR 如何有效去除有害化學氣體和異味？

Photocatalytic Oxidation (PCO) process by the MEDIAIR PCO filter is one the standard filtration process provided from each machine, chemical gas and bad odor is easy and effective be oxidized to become harmless substance e.g. CO₂ and H₂O. Together with the ChemMed's catalytic chemical filter, it will empower the oxidization process. Or the carbon filter by CarbonMed, the carbon material is one of the most effective material to absorb chemical gas or bad odor on market till today.

各 MEDIAIR 系統的『標準淨化層』中都設有光觸媒 TiO₂ (PCO)過濾層，可以有效地氧化空氣中的化學氣體（如 VOC，HCHO 等）和異

味，轉變成無害的物質如二氧化碳(CO2)和水份(H2O)。

而型號 ChemMed 中專有的蜂窩狀金屬催化化學過濾層更可加強其氧化過程，令較果更佳。

而型號 CarbonMed 中專有的蜂窩狀活性炭過濾層，則是現今市面上一種最有效吸收化學氣體及異味的材料。



18. What kind of chemical and bad smell will be effective removed by MEDAIR?

哪種化學物質和臭味可以被 MEDAIR 有效去除？

Despite how strong or harmful of the chemical gas or how bad or concentrate of the odor, most of the chemical gas or odor can be oxidized or basically all of the gas or odor can be absorbed by carbon material. E.g. the worst case of chemical gas and odor environment – waste water treatment plant, carbon filter and chemical filter still as the main filtration material for them till today. Remarks: The Shatin Waste Treatment Plant in Hong Kong, they're selected to use MEDAIR 601 ChemMed in their office to total improve their indoor air quality.

不論空氣中有害的化學氣體或臭味有多強烈，常見如裝修後遺留的揮發性有機化合物(VOC)、甲醛(HCHO)或垃圾異味等，均可被系統內的光催化或蜂窩狀活性炭過濾層氧化及吸收。在最惡劣的環境中，如污水處理廠，都利用活性炭過濾器或化學物過濾器作為主要過濾材料。如於香港的沙田污水處理廠，他們也選擇採用 MEDAIR 型號 601 ChemMed 於廠內寫字樓使用，提高整體室內空氣質素水平。

19. What's the MEDAIR machine positioning level, ground floor or table top?

MEDAIR 安置在什麼高度，方能發揮最佳效果呢？

All kinds of air purifier should be positioned between the level of our Knee and Head, then we can breath the purified air despite we're sleep, sit or standing up. So, we're recommend user should position your 504 on table top and 601 on ground floor. Of course, we can also direct put the 504 directly on floor, there should be without any decrease on the filtration efficiency when the area or room is small e.g. our bedroom or small conference room etc...

無論在睡房、客廳甚至辦公室的空間使用任何的空氣淨化器，最好放置在我們的膝蓋和頭部之間的水平，這高度便我們最容易呼吸到已淨化的空氣。我們建議 601 可以直接放在地板上使用。504 型號則最好放在檯面或櫃面等高度上使用，但如果用在細小房間如公司細小的會議室，或家中睡房較細小地方時，也可以放在地板上使用而不會影響其淨化效能。因 504 本身設計的有效使用面積為最大 400 - 600 ft.2。

20. Where should we put the MEDAIR machine in our home?

MEDAIR 安置在室內什麼位置，方能發揮最佳效果呢？

Select the right level for the machine, then we always remind user never put anything will direct disturb the air flow intake and should not locate near the window or door, then there should be functioning well by MEDAIR. Remember please have a 25mm to 50mm (1" to 2") space for the machine air intake with the wall.

當選擇好放置高度後，也要選擇合適的位置。建議不應在靠近門或窗的地方放置，最好在房間找一個中間位置，然後貼近牆壁擺放您的 MEDAIR。也要留意牆壁及其它物件要與淨化器的進風與出風位置保留最少約 50mm(2 吋)的距離。這樣淨化器才可以產生更流暢的氣流，充份發揮其性能。

21. Why MEDAIR need to provide effective service area and recommended best effective service area?

為什麼 MEDAIR 會提供的「最大」與「建議最佳」使用範圍，有何作用？

Most of the air purifier manufacturer always just provide the effective area (the largest area) that is never achieve actually, that's not the reason of such manufacturer is on lying, manufacturer have the responsibility to tell user the effective area that was tested in laboratory

(under control environment), but such result we never can get when we use in a actual environment. To make all user can get the best performance (similar result with laboratory test) when using MEDAIR machine, manufacturer also suggest the Best Effective Service Area for user as reference.

很多人說很多空氣淨化器製造商誇大其產品的使用範圍以獲得最好的銷量。但其實他們未必是在說謊，只是他們聲稱的數據僅是在一個受控的空間，即是如實驗室等可控制環境下測試而獲取，而在實際使用環境下未必可以做到同樣的結果。MEDAIR 爲了讓用戶都可以得到最佳的效果，我們會提供最大使用面積（類似於實驗室測試結果）與建議最佳的便用面積數值以供用戶作爲參考，避免用家產生誤會而得不到預期想要的淨化效果。

22. Why MEDAIR need to tell us suggest area with purification 5 ACH?

爲什麼 MEDAIR 建議室內空間每小時需要 5 次淨化換氣率 (Air Change Per Hour-ACH) ?

Air Change Hour (ACH) refer to the number of air change per hours in the room, which is always apply on where with centralize air conditioning system (HVAC), for office area with 3 – 5 ACH normally. So, we're highly recommend an air purifier should provide purification 5 ACH for the area, means it can cover the normal HVAC ACH, otherwise we can not believe your air purifier can effective enough to purify the room air.

換氣率 (ACH) 是指室內空間內的空氣每小時內更換 5 次，即是每小時將室內污濁空氣排走，再更換新鮮的空氣達 5 次。在現代中央空調系統 (HVAC) 的設計中，一般辦公室至少需有 3-5 次換氣率(ACH)，對空氣質素有嚴格要求的地方會要求至少要有 5 次的 ACH。爲確保能有效地更換室內空氣，MEDAIR 會建議一個最佳使用範圍予用戶以確保系統可以提供 5 次淨化 ACH，以對應一般基本中央空調系統設計的換氣率，市面上其它空氣淨化器的設計是極少可以達到這要求，即他們聲稱的最大有效使用面積時，極小能提供 5 次淨化 ACH。

注：當一個淨化器於一個地方之淨化 ACH 是少於該地方本身的基本空調系統 (HVAC) ACH 時，該淨化器便不可能合理地及有效地淨化該地方。而在一般家居使用情況下，我們也可要求其淨化器能同樣提供 5 次淨化 ACH。

23. Pollutants level and number of users how to affect the effective service area of an air purifier?

污染物的濃度與人流如何影響空氣淨化器的使用範圍？

When we put a common air purifier to purify the room area, we should consider the potential pollutant level and also the number of users in the environment. For reference, if we put MEDAIR 504 ElectroMed inside a room with expected high pollutant level e.g. confirm with cross-contamination happen and many user inside e.g. over 1x user, then we can not expect the machine can still serve for 600 ft.2, for that case, we're recommend for nearly 400 ft.2 or smaller only. Note: That's not the limited ability of MEDAIR, we should reasonable to apply that concept on all air purifier on market.

當我們使用空氣淨化器時，除了考慮需要淨化房間的面積，我們也要評估該空間的潛在污染物水平和人流數量。例如我們把 MEDAIR 的 504 型號放在一個超高污染物水平或人流很高的房間中使用，我們需要理解爲最佳的使用面積會由 600ft² 會減少至如 400ft² 或可能更細。這並不是 MEDAIR 之能力問題，而是所有市場上不同空氣淨化器也同樣需這樣考慮。

24. Shall we use MEDAIR for 24 hours continuously?

MEDAIR 可否或需要 24 小時連續運作嗎？

MEDAIR machine is design for 24 hrs 365 days non-stop operation that user can continuously to use the machine. Actually, we should ask shall we need and why we need? For reference, if we put MEDAIR 504 ElectroMed at our bedroom ((100 ft.2) and turn on to speed 2 (25 dB only, silent than your split type air conditioner), the machine will provide 6 ACH, then we are suggest user just need to set the timer 1 – 3 hours, your bedroom should be clean enough. We should know bacteria & virus, dust or mold spore etc... will need time to accumulate to start to affect our health, then we will wake up for works or school before the air become polluted. (Of course, user can operate the machine over-night to provide the best air quality continuously).

MEDAIR 的設計是可以 365 天 24 小時不停運作的。但除非在一些有特定要求的地方，否則一般地方如居室或辦公室則無需要長期時間不停運作的。例如我們於 100ft² 睡房使用 504 時選擇靜音 Speed 2 風速(只有 25dB)，系統每小時已經在該房間提供 6 次淨化換氣率，該房間的空氣已經很乾淨了。所以我們建議用戶只需要睡覺前在定時器上預定最多約 3 個小時的運作時間也非常足夠。用戶也可以設置運作程

序，如系統會在睡覺時間開啓 3 小時後自動關閉，然後在早上 5 時再自動開啓 3 小時運作後自動關機，這是 MEDAIR 系統的優點。（當然用戶可以設置自動模式讓系統分析空氣質素的結果來自行運作）。我們可理解是所有污染物如塵埃或細菌等，它們需要時間累積或繁殖，它們不會因我們關機後便立刻變回出來影響我們健康的。當然，如我們明知因一些原因這些塵埃或細菌會不斷地產生時，我們當然可考慮 24 小時不停運作該淨化器了。



25. Is MEDAIR electrical safety for user to use 24 hours?

MEDAIR 如 24 個小時不停運作安全嗎？

YES, MEDAIR has been passed with Europe CE, RHOS, ISO9001, CQC, CNAF, IAF

MEDAIR 各系列及型號已通過歐洲 CE，RHOS，ISO9001，CQC，CNAF，IAF 等國際安全認證，可放心使用。

26. Is MEDAIR mechanical safety for user?

MEDAIR 淨化器有安全設計嗎？

YES, to open MEDAIR machine to contact / touch the internal parts e.g. the EP chamber or fan, user must open the front cover firstly that children can not easy to operate or open, then the machine safety door lock will function to cut off whole the machine power, user also can easy to clean up the machine or replace the filter under a safety condition.

MEDAIR 機身與面板間設有安全鎖，如接觸機內任何組件（如 EP 或風扇）必須先開啓面板及觸動安全鎖，整個系統會立即切斷電源。這個安全設計也防止小孩可以輕易打開面板，觸碰機內組件。而且也可令用戶在安全的條件下輕鬆作定期清理或更換過濾網。

27. Shall MEDAIR UV light leakage out from the machine?

MEDAIR 會從機體內洩漏紫外線嗎？

No, the LED UV lamp is installed inside the machine that with ZERO leakage, that LED UV lamp will function inside the machine body only.

不會，LED 紫外光(UV)燈安裝在系統內部，只會在機體內發揮其作用，不會洩漏，使用時完全安全。

28. Shall MEDAIR danger when we hear a sound of sparkle inside the machine?

當使用內置靜電集塵器的 ElectroMed 時，為什麼有時會聽到一些閃爍聲音，是否正常及安全嗎？

No. (that is only happen in model: ElectroMed). Being of the high voltage EP design of model: ElectroMed, we will hear a sound of similar to a small sparkle inside the machine after we used a period of time e.g. few months, such happen because of there is much dust particles has been trapped inside the EP chamber, a temporary safety short circuit happen. Now, we should take out the EP chamber for washing, then the sound will be disappear when we put back the clean up EP chamber into the machine for use. Such sparkle is commonly for all EP design device in worldwide, which will never danger us that happen inside the machine EP chamber only and also never damage the stainless steel EP chamber.

靜電集塵器 (EP) 需要以高電壓運作，當使用了一段時間，例如，幾個月後，可能會產生輕微而零星的閃爍聲音，是因為有過多塵粒被收集在 EP 的正負極集塵金屬板上而產生輕微且正常而受控的短路現象，但這並非代表系統發生故障，更不會對使用者做成危險。當有此現象發生，只需要把該靜電過濾倉取出清洗後，該聲音便會消失。

29. Will the sound of sparkle non-stop to disturb us when we are not able to wash the EP chamber immediately?

如我們不能立刻清洗靜電過濾倉時，該閃爍聲音會不停發出嗎？

The MEDAIR programming and circuit design make the EP high voltage drop down immediately from 9,000V to 4,500V when there is

safety short circuit happen, then the sparkle and sound will immediate stop, the program instruct the EP chamber step up back to 9,000V after few minutes and such sparkle and sound will disappear. So we can only hear 1 – 2 times of sparkle sound within few seconds normally. For reference, under our experience that we can clean up the EP chamber over 1 – 2 months since the 1st time we can hear the sparkle sound, because we will hear the sound become frequent e.g. from 1 – 2 months to 2 – 3 weeks, then 1 -2 weeks to few days, then we're highly recommend we should clean up the EP chamber now.

MEDAIR 亦設有程序監察上述現象，每當靜電集塵器因積塵而發生聲響，系統會立即把靜電集塵器的電壓由 9,000V 下降至 4,500V 以停止其輕微的短路現象及相關的閃爍聲音，但使用者仍要定期清洗該集塵器，以確保淨化器整體的過濾效果。如使用 ElectroMed 後的閃爍聲音次數變密時，如從 1 至 2 個月一次變成 1 至 2 星期一次，更隨後每天一次變成一天兩三次時，我們便要立刻清洗靜電過濾倉了。

30. What's the Auto Mode of MEDAIR machine function for?

MEDAIR 的自動模式機有什麼功能？

Other than the normal manual speed setting from 1 (Lowest) to 5 (Highest), the Auto Mode for user to let the machine to continuous monitoring the indoor air quality including PM2.5 and TVOC chemical gas level, machine will turn to speed 3 or speed 4 (Factory Setting) automatically to purify the environment when the air pollutant level is high, then the machine will turn to speed 1 automatically when the indoor air become clean enough. For reference, when the machine is under auto mode, it detect the smoke from cigarette or chemical gas from detergent or smell from kitchen cooking, the machine will function the above speed 3 or 3 then turn down to speed 1 automatically.

於自動模式下，系統會透過內置的 PM2.5 光學掃描儀和電子化學氣體探測器來分析實時的空氣質素狀況，此靈敏的空氣監察系統會隨著空氣污染物(包括塵粒、化學氣體及異味)的變化來控制機內馬達的運行速度。當發現污染物增加時(例如突然有吸煙者燃點香煙)，系統會指令馬達增速至最高 S3 或 S4 水平，相反亦會自動減速以免做成不必要的風噪。

31. Why the factory setting is not turn to speed 5 (Highest)

為何原廠設定不是自動調節至最高速？

The factory setting speed 3 or 4 at auto mode is under consideration and research, MEDAIR's designer and engineer understand that the speed 5 will provide faster air purification process, but most people always concern the sudden sound in her environment e.g. bedroom, managing room, hospital ward or classroom etc..., MEDAIR suggest speed 3 or 4 should be the most welcome for user, case and environment. Of course, user can manual set up the machine to speed 4 or 5 under her actual situation and requirement at any time. MEDAIR 設計師及工程師是考慮到大多數使用者的需要及環境未必接受其特然而來於高速運作之情況下所產生的明顯聲響，所以預設於自動模式情況下最高速只為 3 至 4 速，當然用家可因應其實際環境之情況而自行調節至最高速。

32. What's MEDAIR warranty provide and included?

MEDAIR 提供怎樣的保養條款？

Warehouse 5 Years free warranty for Fan Motor and 3 Years free warranty for LCD Control Display and electronic parts e.g. PCB are provided by MEDAIR. Please contact your local distributor / dealer for details.

MEDAIR 提供維修中心風扇馬達 5 年及電子組件 3 年免費保養予用戶，請聯繫當地之供應商以了解詳細的保養條款。

33. What's the MEDAIR air treatment unit lifetime?

MEDAIR 淨化器整機之壽命有多久？

Permanent use is one of the features of MEDAIR, the washable Nano-silver antimicrobial metal pre-filter, metal PCO filter, metal EP Chamber, long service lifetime time of LED UV lamp, Plasma Ion generator and the patented extreme silent Magnetic Induction power fan, it make the whole MEDAIR machine can be expected will operate over 5 – 10 years. Then we may think shall we go to source or replace a new or more advance model again.

永久使用之概念是 MEDAIR 設計的理念，可清洗金屬初過濾網，金屬 PCO 過濾網，LED 長壽紫外光燈及等離子產生器再配合不銹鋼

Electro Chamber, 使 MEDAIR ElectroMed 能用上 5 - 10 年且完全不需更換耗材。



34. How long time we should clean up the MEDAIR machine?

我們經常要清潔 MEDAIR 的組件嗎？

When there is a cleaning icon display on the machine LCD display, that means the machine has been accumulated to be operated for 500 hours (10 hours a day, means nearly 2 months), then we can go to clean up the EP chamber (model: ElectroMed) and also the metal pre-filter. Or when we hear the sparkle sound (model: ElectroMed) become frequent, then we shall not wait for the cleaning icon display. User can determine the actual cleaning time under her actual environment and situation. (Remarks: MEDAIR is highly recommend user should clean up the machine regularly to maintain the best performance provided by MEDAIR).

不需要的，但為確保用戶獲得最高效能，MEDAIR 的管理系統每運作 500 小時(以每天運作 10 小時計，約 2 個月) 會於 LCD 顯示屏上以圖標顯示清潔訊息，提醒用戶清潔特定的過濾倉 Electro Chamber。但在一些污染嚴重的空間中，可能需要縮短清潔的相隔時間。例如 ElectroMed 的用戶如頻繁的聽到閃耀聲音，即代表系統內的靜電集塵系統(EP)已集滿塵粒，儘管 LCD 顯示未出現清潔提醒的訊息，用戶也最好清潔該集塵器了，這意味用戶最好根據他們的實際環境情況來對系統進行定期清潔，以確保淨化系統發揮最佳的性能。

35. Can we easy to clean up the machine by ourselves?

我們可以很容易作自行清潔靜電集塵器 (EP) 嗎？

The professional MEDAIR Service Pack is provided with the machine, user can easy clean up the machine with the tools and device inside. The Pack included flashlight with magnifier, cell, towel and different size of brush. User can use for EP chamber, air monitoring sensor head and machine air intake louver cleaning.

MEDAIR 各系列均附送清潔套件 MEDAIR Service Pack，套件內包括電筒放大鏡，電池，毛巾和不同大小的刷子，使用戶可以很輕鬆地清潔靜電集塵器、空氣監測儀及空氣導入口等組件。

36. Will MEDAIR plasma ion generation make the environment dirt especially table or floor location near the machine?

MEDAIR 的內置等離子 (Plasma) 釋放器會令檯面或地板做成大量塵埃污垢嗎？

No, Unlike other traditional ionizer device, MEDAIR plasma ion will direct flow out into the environment for air purification and freshening, you will never see any dirt near the machine.

MEDAIR 的等離子釋放器產生的等離子，不像傳統的負離子產生器，等離子會將直接飄到空氣中作淨化和清潔空氣，而不會使大量塵埃積聚在淨化器附近。

37. Why and how to set disconnect with EP filtration chamber?

為什麼設有 EP 獨立斷電功能呢？

As a safety purpose design, user can select ONLY power off the Electrostatic Precipitator Chamber (EP) for ElectroMed, the machine fan is still on functioning. Which design can let user to totally dry up the EP chamber (after cleaning) when put back into the machine. For detail of setting, please refer to MEDAIR Programming Manual. (Remarks: please make sure the EP chamber is totally dry up before power on the EP function back. Otherwise the high voltage design of the EP may damage the machine).

這是一個安全設計，系統運作時可以獨立關閉靜電集塵器 (EP) (適用於 ElectroMed 型號)。但系統內其它組件仍可如常運作，包括風扇、LED UV 燈及其它過濾層。其此設計可避免清洗 EP 後誤把殘留的水份帶進其 EP 主淨化倉，損壞機件或做成危險。

(備註：水份可能會令使用高電壓設計的 EP 及整機系統損壞)。



MedAir Q&A

Learn more about MedAir Treatment Unit



38. Will MEDAIR provide service scheme including cleaning?

MEDAIR 會為用戶提供清潔服務的計劃呢？

YES. MEDAIR concern that most of the user may difficult or inconvenience to carry the machine cleaning works, MEDAIR supplier will provide on-site service of cleaning for user. Standard scheme is including quarterly on-site cleaning. For details, please contact your local distributor / dealer.

MEDAIR 供應商一般設有度身訂造的定期上門清潔服務計劃，專為商用及家居用戶而設，每年共提供四次服務，歡迎查詢。

39. What will happen if we not to clean up the MEDAIR machine regularly?

如果我們不定期清潔內部過濾倉，會有什麼問題發生？

Not only MEDAIR air treatment unit, all the air purifier on market should be clean up or parts replace regularly to maintain the best performance. Actually, there is no any harmful or dangerous will happen, it may decrease the filtration efficiency of the machine finally. 不僅 MEDAIR 空氣淨化系統，其實市場上絕大多數的空氣淨化器都應作定期清潔及更換消耗品，以發揮其最佳的性能。如長期不打理，實際上不會產生危險，但會降低淨化器的過濾效率，甚至最終損壞淨化器。

40. Can we add addition filter inside the MEDAIR machine to provide better filtration efficiency?

如果我們自行增加額外的過濾器網於機內，MEDAIR 會做出更好的過濾效果嗎？

Not only for MEDAIR air treatment unit, we are always highly recommend user should not add additional filter into any air purifier at anytime, we should trust that the manufacturer original design including the filtration efficiency should be the best, additional filter will prevent the machine air flow and decrease the ACH finally, we can never know there is total improvement or not finally. Of course, for a serious pollutant environment e.g. the room with a pet with much fur, then we may consider to add a additional electrostatic pre-filter at machine air intake to extend the service lifetime of the different filtration chamber inside.

不僅是 MEDAIR 空氣淨化系統，其它品牌的空氣淨化器我們都強烈建議用戶不要於機內自行添加額外的過濾網。每一款空氣淨化器的設計都經過其製造商的風流量計算，令其產品發揮最好的過濾效率，額外增加的過濾網可能會減低其風流量，實際使用時減少房間每小時的淨化換氣率(ACH)，影響淨化效果，做成得不償失，甚至更有可能增加馬達的負荷，使其壽命下降。但於部份惡劣環境之情況下如家中寵物的毛髮脫落情況實在太嚴重時，我們也無可奈何地可外加一片市面上容易買到的冷氣機用靜電初過濾網於入風口處，使其其他的淨化倉可更為耐用或延長需清洗時間。

41. Can we add additional filter on machine if we have a serious pet fur problem?

如家中寵物的毛髮脫落情況實在太嚴重時，可外加過濾網嗎？

There is the only one case that MEDAIR would not prevent user to add an additional common used electrostatic filter before the MEDAIR metal pre-filter and the air intake louvre. For case of serious pet fur, please remember replace the additional filter regularly to maintain the sufficient purification ACH in the area. Note: common used electrostatic filter is widely used for normal air conditional in our home. (Remarks: MEDAIR would not prevent user to use additional electrostatic filter is not means recommend user to use, MEDAIR believe that our machine can still provide a best performance for user under the case with serious pet fur, user may just need to clean up the washable metal pre-filter and the EP Chamber (ElectroMed) more frequently.

於此情況下，是唯一 MEDAIR 不反對用家自行外加靜電過濾網的，但用家必須定時更換以確保其淨化器能提供最大的風量。

注: MEDAIR 不反對用家自行外加靜電過濾網並非代表贊成用家此做法, 因 MEDAIR 確信用家只需定時更換或清洗原有的過濾倉便更能讓用家得到最佳的淨化效能。



42. Can we source the consumable parts e.g. HEPA and Carbon filter from outside?

我們可以使用非原廠的消耗品(如 HEPA 或活性碳濾層)嗎?

Different air purifier's filter with different size design, user should contact your air purifier supplier for parts replace including MEDAIR. MEDAIR 每個部件及過濾倉均精心配搭及經過精密的效能計算, 使用第三方的部件會降低淨化效能甚至損壞系統。而且系統內的過濾倉各有不同的尺寸及厚薄, 非第三方可以提供, 用戶應聯繫 MEDAIR 的供應商, 以更換零件與消耗品。

43. Where can we buy the consumable parts and will they be stop to provide after few years?

MEDAIR 的消耗品會否停產及怎樣購買?

Customer can contact your local MEDAIR supplier or direct order online www.medair.asia (Overseas) / www.medair.com.hk (Hong Kong / Macau / Mainland China). Guarantee Policy: MEDAIR 10 years supply policy effective from the customer's machine purchase date. MEDAIR 奉行型號停產後持續供應零件及消耗品 10 年的政策, 以保障我們的客戶。客戶可以直接聯繫我們或網上訂購 MEDAIR 的配件及消耗品。

44. Can we longer the lifetime of the consumable parts e.g. HEPA and Carbon filter?

我們自己可以延長 HEPA 或活性碳濾層的壽命嗎?

In worldwide, under the existing technology and skill, all the true HEPA filter and true carbon filter must be replaced regularly, we just can use our limited method to longer the filter lifetime. E.g. regularly vacuum up or normal packing box used adhesive tape to stick out the large size pet hair or particles on the HEPA filter surface, or place the carbon filter under sunlight for long period of time. Remember, such kinds of methods is not very effective enough for us to use the filters as likes as a new one, those filters efficiency will continuous drop down, we just can little bit to longer the filter lifetime only. (Remarks: when we decide to vacuum the HEPA filter, user must consider if your vacuum machine is without leakage of pollutant back into your indoor).

根據現有的技術, 所有真正專業用的 HEPA 和活性碳過濾層必須根據廠方建議的時限作定期更換。我們也可以做一些措施來保養上述消耗品, 例如定期吸塵等, 但作用有限, 濾層的效率也會持續下降的。

(備註: 當我們使用吸塵機來作 HEPA 表面清理時, 要注意吸塵機會否洩漏塵粒回空氣中)。

45. What will happen if we do not replace the consumable parts e.g. HEPA filter and carbon filter etc...?

如果我們不定時更換如 HEPA 等的耗材部件, 會有什麼影響呢?

For HEPA filter, dust particles will jam the small hole of the filter, filter filtration efficiency will drop down, clean air delivery volume decrease and also decrease the machine ACH finally. For carbon filter, the filter can not effective to absorb the chemical and bad odor furthermore, if we continuous to use the machine, the chemical gas and odor inside the filter will be flow out back into the environment finally. For reference, we can easy to feel the cigarette smoke smell come out from the machine after we have used a period of time inside a smoking room..

如果是 HEPA 過濾層, 灰塵微粒會堵塞濾層內的纖維小孔, 過了更換期限後, 系統抽入污濁空氣的效能會大受影響, 也令潔淨空氣的輸送量減少, 同時降低了室內空間的淨化換氣率(ACH)。

如果是蜂窩狀活性炭過濾層過了指定更換期限後, 過濾層不能有效地吸收化學物質和難聞的氣味, 如果再不理會, 過濾層內遺留的化學氣體和異味甚至可能從新從機內回流到室內空氣中。



MedAir Q&A

Learn more about MedAir Treatment Unit



46. Can we replace the existing filtration chamber with different one e.g. from CarbonMed become to ElectroMed etc...?

我家在裝修後買了 CarbonMed，現在我想把它轉為 ElectroMed 可以嗎？

YES. A user purchase a CarbonMed for new house decoration, decoration works completed and chemical gas and odor from painting or new furniture has been totally removed after a period of time e.g. few months..., user can just replace a EP Chamber instead of the existing machine's Carbon Chamber, then we can have the fully protection feature of a original ElectroMed now.

絕對可以! 用戶可以隨時改變「專用加強淨化倉」內的過濾組件，以適應環境的轉變。當你的新房子裝修了一段時間後，新家私及裝飾工程後遺留的化學氣體和異味已經由 CarbonMed 清除了，這時你只需要購買一組新的靜電集塵系統(Electro Chamber)以取代 CarbonMed 內的蜂窩狀活性炭濾層，這樣你便無需要從新添置新淨化器，因為你的 CarbonMed 已變成 ElectroMed，可獲得另外的空氣質素保障。

47. Can we change the color of the machine front & back cover to suit for my new home decoration style?

我們可以隨意改變機身的顏色，以配合新居裝修格調嗎？

YES. User can purchase only the machine front and back cover at any time. To satisfy for different user needs and style at different time and environment, which is also the MEDAIR machine concept and style.

MEDAIR 設有多種色彩的機箱面板，可滿足不同室內的裝修格調和用戶的風格。更可讓您隨意更換面板顏色以配合您每天的心情。

48. Can MEDAIR movable to different room?

MEDAIR 可隨意移動到不同房間嗎？

Yes. The optional MEDAIR stainless lockable roller can let user easy to move the machine to anywhere

可以. MEDAIR 附加之不銹鋼帶鎖可移動滑輪能讓用家輕鬆地移動 MEDAIR 到不同房間內使用。

49. Why I can not remote the MEDAIR machine?

為何不能用到遙控器？

The remote controller's Signal Receiver on machine is located inside at the air outler side of machine handle, the remote signal is "Infra-red" type: Signal is linear only, user should direct point to the receiver position to operate the machine.

MEDAIR 遙控接收器是位於主機之出風口上則之提手內，用家須直接把遙控器指向該位置操作主機。(此遙控器訊號是以紅外線式設計)。

50. Why the PM2.5 figure always raise up to 9999?

為何 PM2.5 數值經常升高到 9999

When the machine has been operated for long time, there may be much dust particles contaminated the PM2.5 sensor head, then the sensor may detect there should be higher on PM2.5 level and always indicate the higher figure. Now, user should clean up the sensor head and make the sensor become working normal back.

當 MEDAIR 淨化器使用一段時間後，PM2.5 監測頭有可能被塵埃沾污了，此時用家需把監測頭進行清潔使其回復正常運作及準確性。

51. How to clean up the Sensor Head?

如何清潔監測頭？

User can easy clean up the sensor head by direct spray common used duster cleaner into the sensor head hole to blow out the dust.

用家可使用一般壓縮氣罐直接噴進監測頭孔內把塵埃噴出即可，該壓縮氣罐可於一般售賣電子配件店買到。(約為 HK\$30 - \$40, 可用多次)