UV-CLEAN FAQ.

DEVICE PURPOSE

Q. What bacteria will UV-CLEAN kill?

A. UV-C light (like that from your UV-CLEAN device) will disinfect for all known virus and bacteria that can cause infection. There are a variety of factors that can affect the speed and efficacy of the disinfection. Please review our _NSF International test results_ and _peer-reviewed whitepaper_ for more detailed information on the UV-CLEAN device.

DEVICE SETTINGS

Q. What is the coverage area of the UV-C light?

A. The device is designed to offer disinfection up to 24 inches away. For a clearer understanding, please refer to our third-party testing and the relevant UV-CLEAN coverage area map for each configuration.

Q. What is the radius of the motion sensor?

A. The motion sensor sees infrared light in a 35 to 42-degree cone. The cone extends three feet around, and for every three feet, it extends up to nine feet away.

Q. How long should I let each cycle run? Is there an industry standard?

A. There is no industry standard of how long a device should run, but there is an abundance of scientific research that shows how much UV-C light is required to disinfect what target pathogens.

UV-CLEAN is set up by default to disinfect 99.9% of known pathogens within the set parameters. You can make changes to lengthen or shorten the cleaning time if you wish.

Q. Can I change the settings?

A. Yes, you can change some settings, like how long the UV-C light will stay on, how often the device will begin a cleaning cycle or how long the device will wait to clean after an event that triggers the UV-C light.

Q. Why isn't the motion sensor recognizing my movement?

A. The motion sensor must not be blocked by solid items. Also, sometimes environmental conditions can create interference.

To troubleshoot:

Is the device located near heaters or windows? Both can create rare situations that veil you and your movement. If the device is located near or behind the user, try turning it slightly to make the user's body more delineated from other large heat sources.

Is the device too close to an object that the sensor is being blocked? *Note: The sensor is a white dome located on the bottom of the device.*

Have you tried rotating the device upwards, so the motion is more apparent to the motion sensor?

More on that: Out of the box, we have provided default settings that we have found to be efficient in hospital settings. These areas are almost always high traffic areas. If you will be mounting this to your personal workstation using the Surface Mount (UVC-SM), we suggest you increase the 'no motion' time. This is effective because the UV-C light will wait longer after motion detection to clean. In this case, 30 minutes is suggested, although, one hour between automatic cleanings, referred to as 'wait time', is default and still perfectly applicable. Leaving a workstation less frequently affords less cleaning cycles.

UV-CLEAN FAQ.

AUDIT INFORMATION & SOFTWARE

Q. Does UV-CLEAN connect to my network?
A. No, your UV-CLEAN device will locally store information, including the date and time a cleaning cycle was initiated, how long the cycle ran and if the cycle ran complete or was interrupted by motion. The device will store the most current 29,000 or more activities.

Q. How do I retrieve the audit information?
A. The audit information is saved onboard the device. It may be viewed in the audit software, where it can also be downloaded as a spreadsheet file. The data is transferred to the audit software via a micro-USB cable (provided) when the *UV-CLEAN audit software* is installed on a computer.

Q. Why is the audit software information for the device, such as serial number and firmware, blank or gray?
A. The audit software has a refresh from device button. It must be pressed first.

To troubleshoot:

Is the micro USB cable, used for data exchange, plugged into the back of the device fully?

Is the other end plugged into the computer you are using to view the software?

Is the power cable for the device still plugged in at both the device and the wall or USB power source?

Q. Why do the time defaults not look correct when I plug in my device, even after I changed them last time it was plugged in?
A. The actual device settings will populate the time area once the refresh from device button is pressed. The device is not automatically exchanging information when it is plugged into the computer.

Q. Why do the changes I make to the settings in the audit software not transfer to the device?
A. The save to device button must be pressed in the audit software after a change is made, in order for it to transfer to the device firmware.

To troubleshoot:

Is the micro USB cable, used for data exchange, plugged into the back of the device fully?

Is the other end plugged into the computer you are using to view the software?

UV-C BULB

Q. What is the blue light I see coming from the bulb?
A. It is not an indication of an issue. This light is ambient energy, not UV-C light, which is why you can see it. The light is a byproduct of the energy being created.

Q. How long does the bulb last? Is it replaceable?
A. All UV-CLEAN devices are designed to exceed the warranty of two years, even with extreme use. The exact life of a bulb is related to actual usage, which can vary depending on the exact settings and environment in which it is placed. Please note, the bulb is not replaceable .We do not recommend opening the device. Internally, high voltage is present when the device is powered.

Q. How do I know if the bulb isn't working?
A. The UV-CLEAN logo on the front of the device is an indicator light. if it is a blinking blue and white, an issue is occurring. The audit software can tell you more about the current health of your bulb. This is explained in the instructions.

To troubleshoot:

- Is the barrel/cylinder shaped power plug pushed all the way in or is it partially installed in the back of the UV device? Is the plug fully installed at the wall adapter or USB source?
- Is the USB source a 3.0 USB? This is required.
- Have you tried unplugging and then plugging back in the power plug?

If the indication persists, the bulb may have become damaged or the end of its lifespan.

Q. What happens if the bulb were to break?
A. UV-C bulbs do contain a trace amount of mercury (as do many other commonly used bulbs such as Compact Fluorescent Bulbs), and if broken, should be handled with care. All visible bulb components should be carefully swept into a sealable bag, box or jar and taken outdoors. Do not vacuum. Read the *EPA guidelines* for more information.

UV-CLEAN FAQ.

UV-C LIGHT SAFETY

Q. Is there danger of UV-C light shining in eyes or on a body?

A. While the level of UV-C expected to emit, the device has been shown to be generally safe for humans. We recommend never shining the light in your eyes or anywhere else on your body.

Q. How is the danger of UV-C different then from what you hear about UV and being in the sun?

A. UV-C is different from UV-A and UV-B. UV-A and UV-B are the versions used in tanning beds and associated with rapid damage to the skin and sun burn. We do not receive UV-C from the sun.

ADDITIONAL QUESTIONS

Q. How do I remove the tape?

A. Please see our removal directions on the website.

Q. Where can I locate the serial number for my device?

A. A label has been placed on the box, on the inside of the visor of the product and saved into the device firmware. The serial number is retrievable when connected to the audit software.

Q. Are you made in America?

A. We design and build our products in the USA. We source parts from all over the world.

ADDITIONAL INFORMATION

For more information regarding UVC disinfection visit: **https://iuva.org/uv-faqs**

UV-CLEAN IS JUST WHAT THE DOCTOR ORDERED.

Schedule a consultation today. **1.800.437.8111**