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MEDAIR 安置在什么高度, 方能发挥最佳效果呢?



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MEDAIR 安置在室内什么位置，方能发挥最佳效果呢？

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

为什么 MEDAIR 会提供的「最大」与「建议最佳」使用范围，有何作用？

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

为什么 MEDAIR 建议室内空间每小时需要 5 次净化换气率 (Air Change Per Hour-ACH)?

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

污染物的浓度与人流如何影响空气净化器的使用范围？

24. Shall we use MEDAIR for 24 hours continuously?

MEDAIR 可否或需要 24 小时连续运作吗？

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

MEDAIR 如 24 个小时不停运作安全吗？

26. Is MEDAIR mechanical and design safety for user?

MEDAIR 净化器有安全设计吗？

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

MEDAIR 会从机体内泄漏紫外线吗？

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

当使用内置静电集尘器的 ElectroMed 时，为什么有时会听到一些闪烁声音，是否正常及安全吗？

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

如我们不能立刻清洗静电过滤仓时，该闪烁声音会不停发出吗？

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

MEDAIR 的自动模式机有什么功能？

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

为何原厂设定不是自动调节至最高速？

32. What's MEDAIR warranty provide and included?

MEDAIR 提供怎样的保养条款？

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

MEDAIR 净化器整机之寿命有多久？

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

我们经常要清洁 MEDAIR 的组件吗？

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

我们可以很容易作自行清洁静电集尘器 (EP) 吗？

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

MEDAIR 的内置等离子 (Plasma) 释放器会令台面或地板做成大量尘埃污垢吗？

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

为什么设有 EP 独立断电功能呢？

38. Shall MEDAIR provide service scheme including cleaning?

MEDAIR 会为用户提供清洁服务的计划呢？

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

如果我们不定期清洁内部过滤仓，会有什么问题发生？

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

如果我们自行增加额外的过滤器网于机内，MEDAIR 会做出更好的过滤效果吗？





MedAir Q&A

Learn more about MedAir Treatment Unit



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

如家中宠物的毛发脱落情况实在太严重时，可外加过滤网吗？

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

我们可以使用非原厂的消耗品(如 HEPA 或活性炭滤层)吗？

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

MEDAIR 的消耗品会否停产及怎样购买？

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

我们自己可以延长 HEPA 或活性炭滤层的寿命吗？

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

如果我们不定期更换如 HEPA 等的耗材部件，会有什么影响呢？

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

我家在装修后买了 CarbonMed，现在我想把它转为 ElectroMed 可以吗？

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

我们可以随意改变机身的颜色，以配合新居装修格调吗？

48. Can MEDAIR movable to different room?

MEDAIR 可随意移动到不同房间吗？

49. Why I can not remote the MEDAIR machine?

为何不能使用遥控器？

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

为何 PM2.5 数值经常升高到 9999

51. How to clean up the Sensor Head?

如何清洁监测头？





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 是现今市场上使用风扇运作的空气净化器中最宁静的产品，最低只有 8dB 而最高风速运行时则为 50dB。当睡眠时设置自动模式 (S2-S3) 运作下，噪音只有 12dB 至 28dB，用户几乎听不到任何扰人的声音，感觉一如分体式空调机运作时的风声。

2. How MEDAIR energy saving design?

MEDAIR 省电吗?

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 与 504 型号耗电量分别为 12-65w 及 10-50w，只是我们家中一个普通灯泡的耗电量。如每天运作 10 小时，一个月的电费只约 18 元港币左右。

3. Why MEDAIR is permanent use design?

为什么 MEDAIR 是非常耐用，不需更换耗材?

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 是空气净化器市场上的特别产品，系统内的标准净化层内所有滤网都以金属物料制造，包括纳米银抗菌滤层与光触媒 TiO₂ (PCO) 过滤层，均可定时以清水洗。LED 紫外光灯、等离子释放器及专利注册极度静音直流(DC)感应马达均为非常耐用的部件(寿命可以长达 5 - 10 年)，专用主净化层的金属静电集尘器 (EP) 也可以轻易拆下清洗，基本上是无须更换，永久使用。对于另外 3 种的型号，用户也只是需要相隔一段时间后更换主净化层内的 1 种消耗品。

4. Why MEDAIR programming as a "Humanization" design?

MEDAIR 的“人性化”运作程序容易使用吗?

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.

有别于市场上的其他产品，MEDAIR 内置多种人性化的运作设定，用户可以根据自己的风格自由选择运作方式甚至运作时段，非常细心。

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

MEDAIR 的液晶显示屏连轻触模式控制面板有何优点?

Sensitive and accuracy, style and advance, easy to clean and durable to use can be found out from this LCD light touch control display. 它的准确度非常高而且灵敏，容易清洁及非常耐用，与机身设计配合得天衣无缝。



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

MEDAIR 的遥控器可设定程序吗？

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

不能. 遥控器暂可提供一般操作功能如：开 / 关及风速选择等

7. How many series and models of MEDAIR provide?

MEDAIR 共有多少个型号选择？

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 智能空气净化器共有 2 个系列(601 与 504)共 4 种型号 ElectroMed, MediaMed, ChemMed and CarbonMed, 可便不同面积、不同环境中使用，使用面积由 600 ft² 至最大 900 ft²。

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

MEDAIR 的 4 种加强『主净化层』分别有何功能？

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 各型号均经过精心设计，系统内的『专用主净化层』佳为针对不同环境中的空气染物而设。影响室内空气质素(IAQ)的污染物其实可分为 4 个主要种类：微生物（细菌和病毒），颗粒状污染物（灰尘，花粉，霉菌），化学气体（TVOC，甲醛....）和臭味。简单来说 ElectroMed 和 MediaMed 主要加强针对微生物及颗粒状污染物，ChemMed 和 CarbonMed 主要加强针对严重的化学气体和臭味而设。

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

什么是『标准净化层』？

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 系列内置的『标准净化层』均有 4 个标准的过滤过程：纳米银抗菌滤层与光触媒 TiO₂ (PCO)过滤层，再加上 LED 紫外光灯和等离子释放器。以上的过滤程序其实已经比市面上同级产品更为优胜了。但不要忘记，各型号中另加有『主净化层』中的专业组件。

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

我们应怎样选择最适合我们的型号呢？

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 设有详细的选型指南，使用户可以轻松选择最合适的型号。MEDIAIR 也有现有客户的使用范例可供用户参考，请随时与我们联系。



11. What's PM2.5 and PM10?

什么是 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 其实指空气中固态与液态微粒的混合物(不是单指固体的微粒物质)。PM 即是粒状类(particulate matter)，它们是非常细小的固体或液态的悬浮物质，以灰尘、熏烟、雾滴等型态存在。此类烟尘污染物常飘浮于地球的大气层中并分散于大气气胶(atmospheric aerosol)内。PM 的来源众多，来自自然界如森林火灾、风侵蚀等。人为因素包括建筑、工业、汽车排放及燃烧对象等所引致。这些颗粒状悬浮粒子可对人体健康有严重的影响，甚至可以改变气候和降雨。

不论大气粒子(atmospheric PM) 中为直径 10 微米或以下的悬浮粒子 (SPM) 及可吸入悬浮粒子(RSP)、直径 2.5 微米或以下的微尘(fine particle)，均统称为 PM10 和 PM2.5。

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

MEDIAIR 上的 PM2.5 实时监察器有什么用途?

As an professional 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.

作为一个专业级的室内空气处理系统，MEDIAIR 首创将先进的 PM2.5 光学扫描仪安装到所有型号上!

此扫描仪安装于系统的进气位置内，可以实时测量室内空间中 PM2.5 水平，并在液晶显示屏上连续以数字方式显示，令用户可以准确监察污染数据。有别于传统空气净化器简单的尘埃传感器，这种昂贵的光学扫描仪通常只用于一些专业空气测量设备上。

另外系统亦会分析此数据并于自动模式下准确调控风扇运作速度，提供最合适当时的净化运作要求。

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

MEDIAIR 是否有效去除 0.3 微米的微尘污染物?

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.

型号 MediaMed 使用真正高密度纤维过滤层(HEPA Filter)，可有效过滤空气中细至 0.3μm 的微尘，效能达 99.97%(HEPA 的国际标准)，也可去除一般小至 0.3 微米或以上的细菌。

14. How MEDIAIR effective for 0.01um or smaller?

MEDAIR 能处理小于 0.01μm 的污染物吗？

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 主净化层内的金属静电集尘器 (EP) 能有效去除空气中的微粒, 包括细菌(细菌的大小一般超过几微米), 及病毒(大多数病毒的大小细至 0.1μm 或更小)。EP 的特性是污染物尺寸越小, 过滤的效果就越好。实际上, EP 不仅可以去除 0.01 微米或以上的污染物, 更加可以有效处理小于 0.01 微米而且重量更轻的超微细物质, 包括病毒。通常我们只能在描述 EP 效能的测试报告及一些文献中看到 EP 去除 0.01 微米粒子有效性, 并不是指应付 0.01 微米已是 EP 的极限, 只是当今世界上很小有测量小于 0.01 微米粒子的认证测量设备而已。

15. How MEDAIR effective to kill bacteria and virus?

MEDAIR 如何真正有效杀死细菌和病毒？

Not only the standard filtration parts on all MEDAIR 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.

系统内置的『标准净化层』均有 4 个标准的过滤过程: 纳米银抗菌滤层与光触媒 TiO₂ (PCO) 过滤层, 再加上 LED 紫外光灯和等离子释放器。此等空气过滤器材及程序已普遍应用在医疗及实验室的设备内。型号 MediaMed 使用的真正高密度纤维过滤层(HEPA Filter) 可以有效地过滤细菌, 乃为今天医院内的中央冷气系统(HVAC), 尤其是手术室内指定安装的设备。而型号 ElectroMed 内的 EP 系统更是可令空气中的细菌和病毒立即「碳化」而死, 是真正实时杀灭细菌及病毒的过程。

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

什么类型的细菌和病毒可以被 MEDAIR 杀死？

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 MEDAIR ElectroMed can effective to kill all kinds of bacteria and virus at indoor.

细菌通常是多细胞结构而病毒则是单细胞结构, 其细胞膜(蛋白质)结构非常薄弱, 容易被紫外光(UV)渗透及外部能源如高温或高压静电破坏。所以系统内的净化程序已足够去除及杀灭空气中多种细菌及病毒, 不论它们是沙士(SARS)或禽流感, 有多强或多有害。

ElectroMed 内的 EP 系统高压静电电压高达 6,000 - 9,000 V, 足以破坏所有细菌和病毒的细胞结构甚至令其死亡(被实时碳化)。注: 需要“高压静电”电压高达 6,000 - 9,000 V, 但与我们家庭电器使用的“市电压”220V 不同, 所以静电电压是不会伤害人体, 而所有 MEDAIR 更不会产生任何电磁墙或辐射等对人体有害物质。

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

MEDAIR 如何有效去除有害化学气体和异味？

Photocatalytic Oxidation (PCO) process by the MEDAIR 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 MEDAIR 系统的『标准净化层』中都设有光触媒 TiO₂ (PCO) 过滤层, 可以有效地氧化空气中的化学气体 (如 VOC, HCHO 等) 和异

味，转变成无害的物质如二氧化碳(CO₂)和水份(H₂O)。

而型号 ChemMed 中专有的蜂窝状金属催化化学过滤层更可加强其氧化过程，令效果更佳。

而型号 CarbonMed 中专有的蜂窝状活性炭过滤层，则是现今市面上一种最有效吸收化学气体及异味的材料。



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

哪种化学物质和臭味可以被 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.

不论空气中有害的化学气体或异味有多强烈，常见如装修后遗留的挥发性有机化合物(VOC)、甲醛(HCHO)或垃圾异味等，均可被系统内的光催化或蜂窝状活性炭过滤层氧化及吸收。在最恶劣的环境中，如污水处理厂，都利用活性炭过滤器或化学物过滤器作为主要过滤材料。如于香港的沙田污水处理厂，他们也选择采用 MEDAIR 型号 601 ChemMed 于厂内写字楼使用，提高整体室内空气质素水平。

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

MEDAIR 安置在什么高度，方能发挥最佳效果呢？

All kinds of air purifier should be positioned between the level of our Knee and Head, then we can breathe 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...

无论在睡房、客厅甚至办公室的空间使用任何的空气净化器，最好放置在我们的膝盖和头部之间的水平，这高度使我们最容易呼吸到已净化的空气。我们建议 601 可以直接放在地板上使用。504 型号则最好放在台面或柜面等高度上使用，但如果用在细小房间如公司细小的会议室，或家中睡房较细小地方时，也可以放在地板上使用而不会影响其净化效能。因 504 本身设计的有效使用面积为最大 400 - 600 ft.²。

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

MEDAIR 安置在室内什么位置，方能发挥最佳效果呢？

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.

当选择好放置高度后，也要选择合适的位置。建议不应在靠近门或窗的地方放置，最好在房间找一个中间位置，然后贴近墙壁摆放您的 MEDAIR。也要留意墙壁及其它对象要与净化器的进风与出风位置保留最少约 50mm(2 吋)的距离。这样净化器才可以产生更流畅的气流，充份发挥其性能。

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

为什么 MEDAIR 会提供的「最大」与「建议最佳」使用范围，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.

很多人说很多空气净化器制造商夸大其产品的使用范围以获得最好的销量。但其实他们未必是在说谎，只是他们声称的数据仅是在一个受控的空间，即是如实验室等可控制环境下测试而获取，而在实际使用环境下未必可以做到同样的结果。MEDAIR 为了让用户都可以得到最佳的效果，我们会提供最大使用面积（类似于实验室测试结果）与建议最佳的便用面积数值以供用户作为参考，避免用家产生误会而得不到预期想要的净化效果。

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

为什么 MEDAIR 建议室内空间每小时需要 5 次净化换气率 (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.

换气率（ACH）是指室内空间内的空气每小时内更换 5 次，即是每小时将室内污浊空气排走，再更换新鲜的空气达 5 次。在现代中央空调系统（HVAC）的设计中，一般办公室至少需有 3-5 次换气率(ACH)，对空气质素有严格要求的地方会要求至少要有 5 次的 ACH。为确保能有效地更换室内空气，MEDAIR 会建议一个最佳使用范围予用户以确保系统可以提供 5 次净化 ACH，以对应一般基本中央空调系统设计的换气率，市面上其它空气净化器的设计是极少可以达到这要求，即他们声称的最大有效使用面积时，极小能提供 5 次净化 ACH。

注：当一个净化器于一个地方之净化 ACH 是少于该地方本身的基本空调系统（HVAC）ACH 时，该净化器便不可能合理地及有效地净化该地方。而在一般家居使用情况下，我们也可要求其净化器能同样提供 5 次净化 ACH。

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

污染物的浓度与人流如何影响空气净化器的使用范围？

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.

当我们使用空气净化器时，除了考虑需要净化房间的面积，我们也要评估该空间的潜在污染物水平和人流数量。例如我们把 MEDAIR 的 504 型号放在一个超高污染物水平或人流很高的房间中使用，我们需要理解为最佳的使用面积会由 600ft² 会减少至如 400ft² 或可能更细。这并不是 MEDAIR 之能力问题，而是所有市场上不同空气净化器也同样需这样考虑。

24. Shall we use MEDAIR for 24 hours continuously?

MEDAIR 可否或需要 24 小时连续运作吗？

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 的设计是可以 365 天 24 小时不停运作的。但除非在一些有特定要求的地方，否则一般地方如居室或办公室则无需要长期时间不停运作的。例如我们于 100ft² 睡房使用 504 时选择静音 Speed 2 风速(只有 25dB)，系统每小时已经在该房间提供 6 次净化换气率，该房间的空气已经很干净了。所以我们建议用户只需要睡觉前在定时器上预定最多约 3 个小时的运作时间也非常足够。用户也可以设置运作程

序，如系统会在睡觉时间开启 3 小时后自动关闭，然后在早上 5 时再自动开启 3 小时运作后自动关机，这是 MEDAIR 系统的优点。（当然用户可以设置自动模式让系统分析空气质素的结果来自行运作）。我们可理解是所有污染物如尘埃或细菌等，它们需要时间累积或繁殖，它们不会因我们关机后便立刻变回出来影响我们健康的。当然，如我们明知因一些原因这些尘埃或细菌会不断地产生时，我们当然可考虑 24 小时不停运作该净化器了。



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

MEDAIR 如 24 个小时不停运作安全吗？

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

MEDAIR 各系列及型号已通过欧洲 CE, RHOS, ISO9001, CQC, CNAF, IAF 等国际安全认证，可放心使用。

26. Is MEDAIR mechanical safety for user?

MEDAIR 净化器有安全设计吗？

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 机身与面板间设有安全锁，如接触机内任何组件（如 EP 或风扇）必须先开启面板及触动安全锁，整个系统会立即切断电源。这个安全设计也防止小孩可以轻易打开面板，触碰机内组件。而且也可令用户在安全的条件下轻松作定期清理或更换过滤网。

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

MEDAIR 会从机体内泄漏紫外线吗？

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.

不会，LED 紫外光(UV)灯安装在系统内部，只会在机体内发挥其作用，不会泄漏，使用时完全安全。

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

当使用内置静电集尘器的 ElectroMed 时，为什么有时会听到一些闪烁声音，是否正常及安全吗？

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.

静电集尘器 (EP) 需要以高电压运作，当使用了一段时间，例如，几个月后，可能会产生轻微而零星的闪烁声音，是因为有过多尘粒被收集在 EP 的正负极集尘金属板上而产生轻微且正常而受控的短路现象，但这并非代表系统发生故障，更不会对使用者做成危险。当有此现象发生，只需要把该静电过滤仓取出清洗后，该声音便会消失。

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

如果我们不能立刻清洗静电过滤仓时，该闪烁声音会不停发出吗？

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 亦设有程序监察上述现象，每当静电集尘器因积尘而发生声响，系统会立即把静电集尘器的电压由 9,000V 下降至 4,500V 以停止其轻微的短路现象及相关的闪烁声音，但使用者仍要定期清洗该集尘器，以确保净化器整体的过滤效果。如使用 ElectroMed 后的闪烁声音次数变密时，如从 1 至 2 个月一次变成 1 至 2 星期一次，更随后每天一次变成一天两三次时，我们便要立刻清洗静电过滤仓了。

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

MEDAIR 的自动模式机有什么功能？

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.

于自动模式下，系统会透过内置的 PM2.5 光学扫描仪和电子化学气体探测器来分析实时的空气质素状况，此灵敏的空气监察系统会随着空气污染物(包括尘粒、化学气体及异味)的变化来控制机内马达的运行速度。当发现污染物增加时(例如突然有吸烟者燃点香烟)，系统会指令马达增速至最高 S3 或 S4 水平，相反亦会自动减速以免做成不必要的风噪。

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

为何原厂设定不是自动调节至最高速？

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 设计师及工程师是考虑到大多数使用者的需要及环境未必接受其特然而来于高速运作之情况下所产生的明显声响，所以默认于自动模式情况下最高速只为 3 至 4 速，当然用家可因应其实际环境之情况而自行调节至最高速。

32. What's MEDAIR warranty provide and included?

MEDAIR 提供怎样的保养条款？

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 提供维修中心风扇马达 5 年及电子组件 3 年免费保养予用户，请联系当地之供货商以了解详细的保养条款。

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

MEDAIR 净化器整机之寿命有多久？

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 设计的理念，可清洗金属初过滤网，金属 PCO 过滤网，LED 长寿紫外光灯及等离子产生器再配合不锈钢

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



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

我们经常要清洁 MEDAIR 的组件吗?

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, 但为确保用户获得最高效能, MEDAIR 的管理系统每运作 500 小时(以每天运作 10 小时计, 约 2 个月) 会于 LCD 显示屏上以图标显示清洁讯息, 提醒用户清洁特定的过滤仓 Electro Chamber。但在一些污染严重的空间中, 可能需要缩短清洁的相隔时间。例如 ElectroMed 的用户如频繁的听到闪耀声音, 即代表系统内的静电集尘系统(EP)已集满尘粒, 尽管 LCD 显示未出现清洁提醒的讯息, 用户也最好清洁该集尘器了, 这意味用户最好根据他们的实际环境情况来对系统进行定期清洁, 以确保净化系统发挥最佳的性能。

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

我们可以很容易作自行清洁静电集尘器 (EP) 吗?

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 各系列均附送清洁套件 MEDAIR Service Pack, 套件内包括电筒放大镜, 电池, 毛巾和不同大小的刷子, 使用户可以很轻松地清洁静电集尘器、空气监测仪及空气导入口等组件。

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

MEDAIR 的内置等离子 (Plasma) 释放器会令台面或地板做成大量尘埃污垢吗?

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 的等离子释放器产生的等离子, 不像传统的负离子产生器, 等离子会将直接飘到空气中作净化和清洁空气, 而不会使大量尘埃积聚在净化器附近。

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

为什么设有 EP 独立断电功能呢?

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).

这是一个安全设计, 系统运作时可以独立关闭静电集尘器 (EP) (适用于 ElectroMed 型号)。但系统内其它组件仍可如常运作, 包括风扇、LED UV 灯及其它过滤层。其此设计可避免清洗 EP 后误把残留的水份带进其 EP 主净化仓, 损坏机件或做成危险。

(备注: 水份可能会令使用高电压设计的 EP 及整机系统损坏)。

38. Will MEDAIR provide service scheme including cleaning?

MEDAIR 会为用户提供清洁服务的计划呢?

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 供货商一般设有度身订造的定期上门清洁服务计划，专为商用及家居用户而设，每年共提供四次服务，欢迎查询。

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

如果我们不定期清洁内部过滤仓，会有什么问题发生?

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. 不仅 MEDAIR 空气净化系统，其实市场上绝大多数的空气净化器都应作定期清洁及更换消耗品，以发挥其最佳的性能。如长期不打理，实际上不会产生危险，但会降低净化器的过滤效率，甚至最终损坏净化器。

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

如果我们自行增加额外的过滤器网于机内，MEDAIR 会做出更好的过滤效果吗?

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.

不仅是 MEDAIR 空气净化系统，其它品牌的空气净化器我们都强烈建议用户不要于机内自行添加额外的过滤网。每一款空气净化器的设计都经过其制造商的风流量计算，令其产品发挥最好的过滤效率，额外增加的过滤网可能会减低其风流量，实际使用时减少房间每小时的净化换气率(ACH)，影响净化效果，做成得不偿失，甚至更有可能增加马达的负荷，使其寿命下降。但于部份恶劣环境之情况下如家中宠物的毛发脱落情况实在太严重时，我们也无可奈何地可外加一片市面上容易买到的冷气机用静电初过滤网于入风口处，使其其他的净化仓可更为耐用或延长需清洗时间。

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

如家中宠物的毛发脱落情况实在太严重时，可外加过滤网吗?

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.

于此情况下，是唯一 MEDAIR 不反对用家自行外加静电过滤网的，但用家必须定时更换以确保其净化器能提供最大的风量。

注: MEDAIR 不反对用家自行外加静电过滤网并非代表赞成用家此做法, 因 MEDAIR 确信用家只需定时更换或清洗原有的过滤仓便更能让用家得到最佳的净化效能。



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

我们可以使用非原厂的消耗品(如 HEPA 或活性碳滤层)吗?

Different air purifier's filter with different size design, user should contact your air purifier supplier for parts replace including MEDAIR.

MEDAIR 每个部件及过滤仓均精心配搭及经过精密的效能计算, 使用第三方的部件会降低净化效能甚至损坏系统。而且系统内的过滤仓各有不同的尺寸及厚薄, 非第三方可以提供, 用户应联系 MEDAIR 的供货商, 以更换零件与消耗品。

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

MEDAIR 的消耗品会否停产及怎样购买?

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 奉行型号停产后续供应零件及消耗品 10 年的政策, 以保障我们的客户。客户可以直接联系我们或网上订购 MEDAIR 的配件及消耗品。

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

我们自己可以延长 HEPA 或活性碳滤层的寿命吗?

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).

根据现有的技术, 所有真正专业用的 HEPA 和活性碳过滤层必须根据厂方建议的时限作定期更换。我们也可以做一些措施来保养上述消耗品, 例如定期吸尘等, 但作用有限, 滤层的效率也会持续下降的。

(备注: 当我们使用吸尘机来作 HEPA 表面清理时, 要注意吸尘机会否泄漏尘粒回空气中)。

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

如果我们不时更换如 HEPA 等的耗材部件, 会有什么影响呢?

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 过滤层, 灰尘微粒会堵塞滤层内的纤维小孔, 过了更换期限后, 系统抽入污浊空气的效能会大受影响, 也令洁净空气的吞吐量减少, 同时降低了室内空间的净化换气率(ACH)。

如果是蜂窝状活性炭过滤层过了指定更换期限后, 过滤层不能有效地吸收化学物质和难闻的气味, 如果再不理会, 过滤层内遗留的化学气体和异味甚至可能从新从机内回流到室内空气中。

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

我家在装修后买了 **CarbonMed**，现在我想把它转为 **ElectroMed** 可以吗？

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.

绝对可以！用户可以随时改变「专用加强净化仓」内的过滤组件，以适应环境的转变。当你的新房子装修了一段时间后，新家私及装饰工程后遗留的化学气体和异味已经由 **CarbonMed** 清除了，这时你只需要购买一组新的静电集尘系统(Electro Chamber)以取代 **CarbonMed** 内的蜂窝状活性炭滤层，这样你便无需要从新添置新净化器，因为你的 **CarbonMed** 已变成 **ElectroMed**，可获得另外的空气质素保障。

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

我们可以随意改变机身的颜色，以配合新居装修格调吗？

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 设有多种色彩的机箱面板，可满足不同室内的装修格调和用户的风格。更可让您随意更换面板颜色以配合您每天的心情。

48. Can MEDAIR movable to different room?

MEDAIR 可随意移动到不同房间吗？

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

可以. MEDAIR 附加之不锈钢带锁可移动滑轮能让用家轻松地移动 MEDAIR 到不同房间内使用。

49. Why I can not remote the MEDAIR machine?

为何不能用到遥控器？

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 遥控接收器是位于主机之出风口上侧之提手内，用家须直接把遥控器指向该位置操作主机。(此遥控器讯号是以红外线式设计)。

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

为何 PM2.5 数值经常升高到 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.

当 MEDAIR 净化器使用一段时间后，PM2.5 监测头有可能被尘埃沾污了，此时用家需把监测头进行清洁使其回复正常运作及准确性。

51. How to clean up the Sensor Head?

如何清洁监测头？

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.

用家可使用一般压缩气罐直接喷进监测头孔内把尘埃喷出即可，该压缩气罐可于一般售卖电子配件店买到。(约为 HK\$30 - \$40, 可用多次)