

FREQUENTLY ASKED QUESTIONS

Regarding the optimal use of the Venta Kuube L-T, Kuube XL-T, Kuube XL Airwashers.

DEAR VENTA AIRWASHER CUSTOMER:

Thank you for placing your confidence in the Venta Airwasher. We are convinced that you will appreciate your Venta Airwasher's trouble-free operation, ease of cleaning and sturdy, simple technology. The following questions and answers will help you fully understand the unique Venta Airwasher technology.

HOW DOES THE VENTA AIRWASHER HUMIDIFY?

The Venta Airwasher utilizes the process of cold evaporation. A rotating Disc Stack with a surface area of 26.9 sq. ft. collects water from the water tray. The unit's fan pulls the dry air from the room and passes it over the wet Disc Stack. The air picks up the moisture from the Disc Stack and then is sent back into the room perfectly humidified. This process never allows for over-humidification and produces no white dust, no vapor, and no mist.

HOW DOES THE VENTA AIRWASHER PURIFY?

Airborne particles, such as dust, pollen, and smoke are drawn in and passed over the rotating Disc Stack. The particles adhere to the wet Disc Stack and are pulled down into the water. Water evaporates; dirt and dust do not evaporate. The collected particles remain on the bottom of the water tray and can be rinsed/wiped out every 10-14 days.

CAN PARTICLES OR HYGIENE DISC COMPOUNDS BE RELEASED INTO THE AIR BY THE AIRWASHER?

No. The Airwasher uses the well-known, highly effective principle of cold evaporation. Cold evaporation technology prevents particles or aerosols from being released into the air. As proof of this statement, the TÜV Nord was requested to carry out tests and confirmed that no aerosols capable of entering the lungs were released into the room air, regardless of whether a Hygiene Additive was used.

HOW QUICKLY WILL THE AIRWASHER HUMIDIFY THE ROOM?

After the introduction of the Airwasher into the room, the amount of time it takes for the environment to reach the optimum humidity level will be dependent upon the size of the room, the initial humidity level in the room, and the contents of the room (wooden furniture, leather, textiles etc.). Very dry environments may require up to a week of continuous operation to achieve the optimal humidity level. After this level is reached, the Airwasher will work to regulate and maintain the humidity.

IS THE AIRWASHER EFFECTIVE AGAINST TOBACCO SMOKE?

Yes, the Airwasher is effective in removing tobacco smoke and odor. For the best results, allow the unit to run continuously on the highest speed overnight after the smoking has ended. In the morning, the air will be clean of any stale smoke and odor.

WHERE IS THE BEST PLACE FOR THE VENTA AIRWASHER?

The Airwasher should be placed either in the center of the room or along the wall away from windows and heating sources. If being used for multiple rooms, it should be located centrally between the rooms. Allow at least 2 inches of space on all sides (6in. recommended) from the wall or any furniture to allow for proper air circulation.

WHAT IS THE OPTIMAL RUNTIME OF THE AIRWASHER?

It depends on the individual conditions and requirements. Longer runtimes will result in more extensive cleaning and humidification of the air. Because of the Airwasher's cold evaporation system, however, the air will never become over-humidified.

WHAT IS THE CORRECT WAY TO VENTILATE THE ROOM?

We recommend to briefly air out the room several times a day. (Intermittent ventilation – windows that are always open significantly reduce the cleaning and humidification effect.)

CAN THE DEVICE RUN FOR 24 HOURS A DAY?

Yes. The Airwasher is suitable for continuous operation, and has extremely low power consumption: less than 20 watts (Kuube L-T) at the highest speed.

WHAT HAPPENS IF THE DEVICE DOESN'T HAVE ENOUGH WATER (KUUBE L-T, KUUBE XL-T ONLY)?

If the Yellow "Fill Tank" indicator appears in the display, the water tank has run empty but there is still water in the tray. As such, humidification and purification are still taking place. When both the tank and the tray have run empty, the "Fill Tank" indicator glows Red and the unit switches off automatically – humidification/purification is no longer taking place.

WHAT HAPPENS WHEN THE AIRWASHER IS NOT USED FOR AN EXTENDED AMOUNT OF TIME?

The Airwasher can be put back into operation at any time without problem. However, the tank and tray (Kuube L-T, Kuube XL-T only) should be emptied and cleaned prior to storage or extended periods of non-usage to prevent lime-scale sediment from hardening.

HOW CAN I CLEAN THE AIRWASHER?

Every 10-14 days, we recommend emptying the remaining water from the tank and the tray (Kuube L-T, Kuube XL-T only). Then rinse the tank, tray, and Disc Stack under fresh, flowing water.

The unit also features an automatic, intensive self-cleaning program. The cleaning process requires (1) 250ml bottle of Venta Cleaner. The interactive display screen will notify you when it is time for a cleaning and will also guide you through the process. You may also perform additional cleanings at any time based on your discretion. The process lasts approx. 1-2 hours.

HOW DOES THE HUMIDITY DISPLAY WORK?

The unit is equipped with an integrated air humidity sensor, and the current relative humidity level of the room (from 20% - 90%) is displayed on the interactive screen. The accuracy of the humidity reading is approx. $\pm 3\%$. After initial setup, it may take a little time for the humidity level in the room to be accurately measured and displayed.

HOW CAN I CHECK IF THE HUMIDITY SENSOR IS WORKING?

Use a hair dryer to blow air into the humidity sensor. After a while, the displayed humidity level will drop. This shows that the humidity sensor is working properly.

HOW CAN I SET THE DESIRED HUMIDITY LEVEL?

The desired humidity level can be set in 5% increments from 30% - 70% by pressing the "Humidity" button on the interactive display screen. Once the unit has humidified the air to the desired level, the disc stack will stop turning and humidification and purification will stop.

WHAT DOES THE GREEN CIRCLE IN THE COMFORT ZONE DISPLAY MEAN?

If the white circle is inside the green circle, then both the relative humidity and room temperature are in the feel-good range.

DOES THE AIRWASHER HAVE AN AUTOMATIC MODE?

Yes. In "Auto" mode, which can be activated via the interactive display screen, the unit will automatically raise or lower the speed of the fan to regulate the humidity to the optimal level of 50%.

CAN THE AIRWASHER BE SWITCHED OFF AUTOMATICALLY AFTER A SPECIFIED TIME?

Yes. By setting the "Timer" function on the interactive display screen to a specified number of hours (1 / 3 / 5 / 7 / or 9), the unit will automatically turn off after the specified number of hours have elapsed.

DOES THE AIRWASHER HAVE A NIGHT MODE?

Yes. Activating the "Sleep Mode" via the interactive display screen reduces the fan speed to level 1 and dims the brightness of the display screen. This mode is useful for people who are sensitive to noise or light while sleeping but still want the unit to operate overnight. The unit can be taken out of Sleep Mode at any time.

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DOES THE AIRWASHER EMIT RADIATION?

The Airwasher meets all standards regarding electromagnetic fields (EMF). It is strongly recommended to operate the Airwasher according to Venta's operating instructions. The operating instructions are included in the original manufacturer's box or can be downloaded from the Venta website at any time.

THE AIRWASHER ISN'T WORKING. WHAT CAN I DO?

Make sure that the Airwasher is securely and properly connected to a working electrical outlet.

The Airwasher is running, but the interactive display screen is not reacting. Check if the "Child Lock" function is activated. When activated, this function disables the display screen controls. To deactivate, press and hold the "Child Lock" button for 3 seconds.

The "Fill Tank" display is glowing red (Kuube L-T and Kuube XL-T only). Make sure that the water tray is inserted properly and there is water in the tank.

If the problem persists, please contact the VENTA customer service department (see contact info on page 5)

I CAN'T FIND MY PROBLEM AND/OR MY QUESTION. WHAT CAN I DO?

Please contact VENTA's customer service department in your country. If there is no service department in your country, please contact your local VENTA dealer.

WHAT IS THE FUNCTION OF THE VENTA HYGIENE DISC?

The Hygiene Disc maintains hygienic operation and prevents mineral deposits (lime, calcium, etc.) from forming and hardening within the unit.

WHY SHOULD NO OTHER ADDITIVES BE USED?

The only additives and accessories approved for use in the Airwashers are those offered by Venta. They have been designed and formulated specifically to coordinate with the high-grade Venta plastics. Additives, oils, and cleaners produced by other manufacturers can have a corrosive effect on the plastic of the Airwashers. Venta assumes no liability for damage caused by products from other manufacturers.

WHERE CAN I ORDER VENTA ADDITIVES AND ACCESSORIES?

Check with your local retailer or order direct:
Venta Airwasher Inc., US Headquarters, 300 N Elizabeth St., Suite 220B, Chicago, IL 60607, www.venta-usa.com, info@venta-usa.com, 1-888-333-8218

THE HYGIENE PROGRAM:

- Venta Hygiene Disc: for continuous, hygienic operation. Available in packages of 1 or 3.
- Venta Cleaner: for biannual, intensive cleaning. Available in 8.5 fl. oz. bottles.

HOW DOES THE VENTA HYGIENE DISC WORK?

The Hygiene Disc is filled with water softening granules and rotates in the water tray together with the Disc Stack. The water is passed through the rotating Hygiene Disc, and the granules soften the water through ion exchange. Ion exchange is the replacement of lime-forming cations (Ca⁺⁺ and Mg⁺⁺) with sodium ions (Na⁺). Unlike lime, these sodium ions form soluble salts and will not harden and form deposits.

HOW OFTEN DOES THE HYGIENE DISC NEED TO BE REPLACED?

The Hygiene Disc will need to be replaced approx. every 3 months. However, this estimated lifespan can be affected by the hardness and quality of the water being used as well as the amount of time the Airwasher is in operation.

DOES THE HYGIENE DISC HAVE AN EXPIRATION DATE?

If the packaging remains unopened, the Hygiene Disc can be stored for 1 year.

HOW SHOULD THE VENTA HYGIENE DISC BE STORED?

The Venta Hygiene Disc should be stored unopened in a cool, dry, dark place.

DO THE DEPOSITS IN THE WATER TRAY AND ON THE DISC STACK IMPAIR THE FUNCTION OF THE AIRWASHER?

No. All deposits in the water tray and on the Disc Stack (white, green-yellowish or brownish deposits) do NOT impair the function of the Venta Airwasher. The addition of the Venta Hygiene Disc guarantees flawlessly hygienic operation.

WHAT IS THE VENTA UVC LAMP (KUUBE XL / KUUBE XL-T MODELS ONLY)?

The Airwasher features a built-in UVC lamp. The lamp further maintains the hygienic operation of the Airwasher by preventing and killing any germs or bacteria in the water. The lamp turns on automatically and is active for 4 hours per every 24 hours of operation.

WHAT IS THE LIFESPAN OF THE UVC LAMP?

The intensity of the UVC lamp is exhausted after approx. 3 years and will need to be replaced at that time. Please read all instructions included with the UVC Lamp prior to replacement.

CAN THE FIXED MAINS WATER CONNECTION BE INSTALLED ANYWHERE? (FOR KUUBE XL MODELS ONLY)

The water quality must correspond to the drinking water ordinance of the respective country in which the device is operated. The connection to the domestic water supply must be carried out according to the applicable regulations of the respective country. Also, all devices and mechanisms that are used for the supply of the water to the device must correspond to the applicable regulations of the respective country.

The water supply to the device must take place via a cold water connection that:

- can withstand the operating pressure.
- corresponds to hygiene regulations.
- maintains water pressure between 150 and 600 kpa.

CAN I EXTEND THE STAINLESS STEEL TUBE? (FOR KUUBE XL MODELS ONLY)

An extension of the stainless steel tube is not permitted. A defective stainless steel tube may only be replaced with authorized replacement tubes manufactured by Venta. (Please contact Venta Customer Service for replacement parts).

I SEE SEVERAL WI-FI NETWORKS ("SELECT NETWORK"). WHICH ONE SHOULD I CHOOSE?

1. The one with the name issued by you
2. The Wi-Fi network named on the back of the router
3. The strongest one in your listing

WHICH "SECURITY TYPE" ENCRYPTION SHOULD I CHOOSE?

1. Preferably the one that is recommended. By default this is WPA2/PSK
2. The one that was indicated during the Wi-Fi set-up
3. The one indicated on the rear of the router

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THE WI-FI SYMBOL IS NOT TURNING GREEN.

You have selected the wrong Wi-Fi network. Make sure that you are choosing the right Wi-Fi network.

You have selected the wrong encryption. Check the type of encryption used in your Wi-Fi network.

Your password ("PSK" (ASCII input mode)) is wrong. Make sure that your password is correct. Enter your password again. If your password contains special characters that are not represented on the keyboard, you can generate your entire password as a HEX code at the following website: www.venta-usa.com

Now enter your generated HEX code into the "PSK" field (HEX input mode) and confirm it with the ENTER key. Under "Access", select the internet access privileges you desire.

I CAN'T FIND A WI-FI NETWORK

Check that your Wi-Fi network is switched on. Usually an LED with the designation Wi-Fi glows on the router.

Check if your Wi-Fi network is set to „visible“ in the router. In the "Select network" field, enter the Wi-Fi network name that you know or that is indicated on the back of the router. Then select WPA2/PSK encryption and enter the Wi-Fi -key (either the known key or the one on the back of the router).

Does your router support the 802.11a/b/g or n standard? This can only be specified via the type of the router (technical data), LW-Wi-Fi only supports 802.11a/b/g/n

WHY DO I NEED THE VENTA APP?

The Venta app allows you to remotely operate the Airwasher from anywhere using your smartphone or tablet.

WHERE CAN I DOWNLOAD THE VENTA APP?

The Venta app is available for smartphones and tablets and can be download at the following website: www.venta-usa.com
After download, follow the instructions on your smartphone/tablet screen. You will hear a signal tone once a connection is being established between the app and the Airwasher.

MY VENTA APP ISN'T WORKING. WHAT CAN I DO?

Uninstall the previously downloaded version and then download the Venta app again. Contact the Venta customer service department at 1-888-333-8218

I CAN'T FIND MY PROBLEM AND/OR MY QUESTION. WHAT CAN I DO?

Please contact VENTA's customer service department 1-888-333-8218 or visit www.venta-usa.com.