

FREQUENTLY ASKED QUESTIONS

DEAR VENTA AIRWASHER CUSTOMER:

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

HOW DOES THE VENTA AIRWASHER HUMIDIFY?

The Venta Airwasher operates by the process of cold evaporation; you will not see any white residue, vapors or mists. The disk stack rotates in the water creating a surface area of over 45 sq. ft. (LW 45). When dry air meets the surface area of the disk stack, the water evaporates and is sent out into the room. By using the cold evaporation process, any excess humidity can be virtually ruled out.

HOW DOES THE VENTA AIRWASHER PURIFY?

Airborne particles, such as dust, pollen and smoke are drawn in and passed over the rotating disk stack. The particles adhere to the wet disk 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 lower housing and can be rinsed/wiped out every 10–14 days.

CAN PARTICLES OR EVEN WATER TREATMENT ADDITIVE COMPOUNDS ENTER THE ROOM AIR WITH THE AIRWASHER SYSTEM?

The Airwasher uses the well-known, highly effective principle of cold evaporation. Cold evaporation technology prevents particles or aerosols from being released into room air. As proof of this statement, the TÜV Nord was requested to carry out tests. The TÜV Nord confirmed in these tests that no aerosols capable of entering the lungs were released into the room air, regardless of whether or not the water treatment additive was used.

WHEN IS THE BEST TIME TO RUN THE VENTA AIRWASHER?

That depends on individual needs. Because the Venta Airwasher is very energy efficient, operating costs are very low even when used all the time. For consistent results, it should be run continuously.

WHAT LEVEL OF HUMIDITY CAN BE EXPECTED AND HOW OFTEN SHOULD THE LOWER HOUSING BE FILLED?

Under ideal conditions, a humidity level of 40–55% can be expected. Some factors effecting humidity level are: heating/cooling, home insulation, layout of the home, air circulation and amount of water in the appliance. For severely dry areas or during the first days of use, you may notice the water evaporates more quickly and/or a lower humidity level will be reached. The water level of the lower housing should be checked and topped off daily.

WHERE IS THE BEST PLACE FOR THE VENTA AIRWASHER?

If possible the Venta Airwasher should be placed in the center of the room, or along a wall away from windows and a heat source. When using your Venta Airwasher for multiple rooms (larger model Venta Airwashers) it should be placed centrally between rooms. Allow 18–20 inches above and on either side of the Venta Airwasher to allow air circulation.

WILL OPEN OUTSIDE DOORS AND WINDOWS AFFECT THE EFFICIENCY OF THE VENTA AIRWASHER?

The appliance works best in closed rooms to maintain a consistent level of humidity – just as windows and outside doors are closed when the air conditioning is running! Doors between rooms may be left open to allow for air circulation.

IS IT NECESSARY TO USE THE VENTA WATER TREATMENT ADDITIVE?

The water treatment additive helps prevent mineral deposits from becoming hard and difficult to remove – any sediment can be easily rinsed out. In addition, the water treatment additive helps improve the efficiency of the Venta Airwasher by allowing the water to sheet on the disk stack instead of “beading” up – allowing maximum use of every square inch of the disk stack. The water treatment additive also helps prevent odors and improves the performance of the Venta Airwasher.

WHAT HAPPENS IF THE WATER EVAPORATES AND THE APPLIANCE CONTINUES TO RUN?

First and foremost, the Venta Airwasher is only humidifying and purifying when water is in the appliance. However, the water treatment additive holds dirt and dust particles down on the bottom of the lower housing. LW 14/24/44: the motor will continue to run without water and will not be damaged. The LW 15/25/45 will shut off automatically as soon as there is insufficient water in the lower housing.

SHOULD MORE WATER TREATMENT ADDITIVE BE ADDED WHEN THE APPLIANCE HAS RUN DRY?

No, because the ingredients of the water treatment additive do not evaporate. Simply add fresh water to reactivate the water treatment additive. One dose will help keep the Venta Airwasher from scaling up with mineral deposits for 10–14 days.

WHAT HAPPENS WHEN THE VENTA AIRWASHER HAS NOT BEEN RUN FOR AN EXTENDED PERIOD OF TIME?

Simply give the appliance a general cleaning with the Venta Cleaner before using the Venta Airwasher again. Tip: use of the Venta Cleaner is recommended before storing the appliance for an extended period of time to remove any mineral deposits that can harden over time. Or call 1-888-333-8218 for details.

WHAT IS THE BEST WAY TO CLEAN THE VENTA AIRWASHER?

Every 10–14 days the lower housing should be rinsed/wiped out with a damp sponge. The disk stack should be rinsed off and/or brushed off with a soft brush or sponge. Periodically, the Venta Cleaner can be used for a thorough cleaning. At all times care should be taken to keep water away from the motor. Please see user manual for more information.

WHICH VENTA AIRWASHER IS RIGHT FOR ME?

Measure your room (length x width) and choose the corresponding Venta Airwasher (see technical data on brochure). For factors such as vaulted ceilings, rooms with fireplaces, desert conditions, higher heating temperatures, musical instruments, exotic plants or pets, we suggest going up one size to maintain ideal conditions.

THE VENTA WATER TREATMENT ADDITIVE:

Designed to maintain conditions to improve the evaporation process. One bottle of 35 fl. oz. is sufficient for approximately five months. Recommended usage: every 10–14 days.

THE VENTA CLEANER:

Designed to thoroughly clean the disk stack of your Venta Airwasher. Each bottle contains 8 fl. oz. and is sufficient for one cleaning. Recommended usage: once every six months.

WHERE CAN I PURCHASE MORE VENTA WATER TREATMENT ADDITIVE AND OTHER VENTA PRODUCTS?

Venta products are available through participating retailers or directly from Venta Airwasher.

MY VENTA AIRWASHER DOES NOT APPEAR TO BE HUMIDIFYING MY ROOM AS DESIRED.

Our goal is to achieve 100% customer satisfaction. Initial product performance is largely based on room size and the overall humidity level of the contents within a room. Dry furnishings (textiles, leather, wood, books, etc.) will require a longer period of time to absorb moisture until their humidity level is increased to a satisfactory level. Therefore, we highly recommend that you take this into consideration when evaluating the performance of your product. Dry rooms can take up to one week of continuous adding of humidity to achieve an optimal humidity level. Important is that you are adding water to your unit regularly. In the event that you are dissatisfied with the performance of your product, please call us at 1-888-333-8218

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