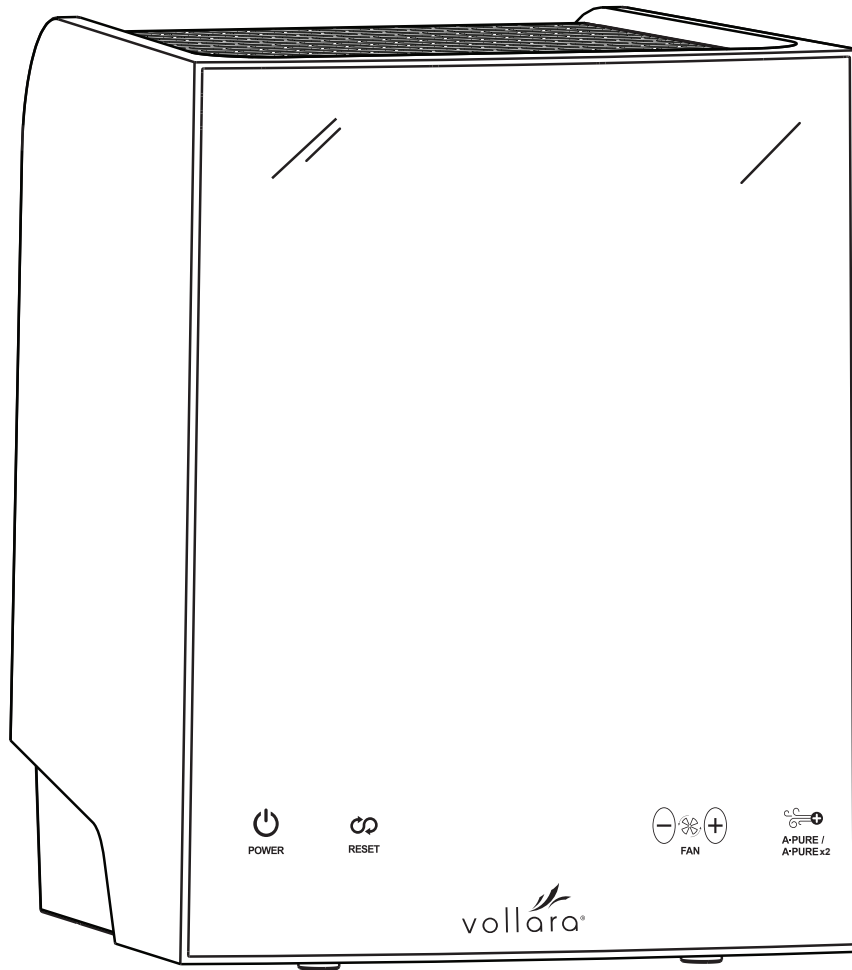


vollara®  
**AIR & SURFACEPRO**



Model: A1040F



Portable Air & Surface Purification System

**Read manual carefully for proper use and optimal operation.**

# General Information

## Product Overview

Congratulations on your purchase! Your new Vollara® Air & Surface Pro utilizes ActivePure® Technology, and other complementary technologies to provide 24/7 air purification and surface decontamination in indoor spaces up to 2,000 sq. ft. Please read and follow all safety warnings and instructions outlined in this owner's manual, before operating or performing maintenance.

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## Fill In and Save

Record information regarding your new Vollara Air & Surface Pro here. Retain for future reference.

Model No. \_\_\_\_\_ Serial No. \_\_\_\_\_ Date of Purchase \_\_\_\_\_

Name: \_\_\_\_\_ Phone No. \_\_\_\_\_

Address: \_\_\_\_\_

Vollara Independent Business Owner: \_\_\_\_\_

## Storage and Disposal

Do not dispose of this product as household waste. Electrical waste and electronic products should be appropriately recycled as required by practices established by your local authority.



If you have any questions concerning this product, please contact your Vollara Independent Business Owner or Customer Service at 800.989.2299 or email [customerservice@vollara.com](mailto:customerservice@vollara.com)

## Specifications

### Vollara Air & Surface Pro \_\_\_\_\_

- Sales Number: 9940062
- Model Number: A1040B

**Meets California ozone emissions limit. CARB Certified. Validated to UL 2998.**

### Technology \_\_\_\_\_

- ActivePure® Technology — (2) 6" Cell Assemblies
- Activated Carbon Filter
- HEPA Filter Screen
- Carbon Brushes

### Electrical \_\_\_\_\_

- Input Voltage: 100-240 Volts; 50/60 Hz
- Power: 43 Watts Max
- External Power Supply: DC 24 Volts; 1.5 Amps

### Mechanical \_\_\_\_\_

- Nominal Airflow Rate: 40-60 CFM
- Adjustable Speed Fan

### Safety \_\_\_\_\_

- Conforms to UL 867

### Sound Level \_\_\_\_\_

- 45 dB(A) on low; 55 dB(A) on high

### Weight & Dimensions \_\_\_\_\_

- 7.6 lbs (3.5 kg)
- 11.8" H x 9.5" W x 10" D (29.8 cm x 24.1 cm x 25.4 cm)

### Operating Temperature \_\_\_\_\_

- 34°F – 100°F (1.1 °C – 37.8 °C)

### Coverage \_\_\_\_\_

- Up to 2,000 sq. ft. (185 m<sup>2</sup>) with uniform air diffusion.<sup>1</sup>

### Warranty \_\_\_\_\_

- Limited three (3) year warranty

**We reserve the right to change or modify any specification without notice.**

- 1 Recommended ceiling height to not exceed 10 feet. Solutions should be customized based upon a variety of factors including HVAC system capabilities and settings, air flows taking into account walls, air pressure, and doors, ambient air temperatures and humidities, variable occupant density, known VOC concentrations, and other layers of protection.



# Important Safety Instructions

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- Eye damage may result from directly viewing the light produced by the bulb used in this product; always turn off & unplug unit before removing filters or bulbs
- DO NOT operate this unit without the Filter Assembly and Back Cover installed
- Disconnect Power Cord before servicing
- When using electrical appliances, basic precautions should always be followed to reduce risk of fire, electric shock, and injury to persons, including the following:



- Allow your Vollara® Air & Surface Pro to warm to room temperature before operating; damage may result from turning on a cold unit
- DO NOT operate unit near heat sources, open flame, or combustible vapors or gases

Read this manual in its entirety before using your Vollara Air & Surface Pro.  
Keep out of the reach of children.

- **NEVER** place your unit where it may fall into a bathtub or other water container; to protect against electrical hazards, **DO NOT** immerse in water or other liquids
- **DO NOT** touch the control panel or plug with a wet hands
- **DO NOT** run cord under carpeting; **DO NOT** cover cord with throw rugs, runners, or similar coverings; arrange cord away from traffic area and where it will not be tripped over
- **DO NOT** insert or allow foreign objects to enter any ventilation or exhaust opening as this may cause an electric shock or fire, or damage the air cleaner
- To prevent a possible fire, **DO NOT** block the air intakes or exhaust in any manner; **DO NOT** use on soft surfaces, like a bed, where openings may become blocked
- To avoid fire or shock hazard, plug the unit directly into an electrical outlet
- To disconnect the unit, turn controls to OFF, then remove plug from outlet; pull firmly on the plug, **DO NOT** unplug by pulling on the cord
- Always unplug the unit before moving or cleaning, or whenever the unit is not in use
- **DO NOT** use outdoors or on wet surfaces
- **DO NOT** attempt to repair or adjust any electrical or mechanical functions on this unit, doing so will void your warranty
- Connect to properly grounded outlets only
- To reduce the risk of electrical shock, do not change the plug in any way; **DO NOT** use adapters

**Save these instructions.**

# For Canadian Customers Only

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## Vollara® Air & Surface Pro

Sales No. : 9940062

This UV device helps reduce the spread of viruses in the air.

**Keep out of the reach of children.**

**Please read the label and owner's manual before using: [vollara.com/manuals](https://vollara.com/manuals)**

### PRECAUTIONS:

**WARNING:** UV radiation emitted from this device. Unintended use of the device, or damage to the housing, may result in exposure to ultraviolet radiation. Ultraviolet radiation may cause eye and skin irritation. Avoid exposing eyes and skin to ultraviolet radiation.

**FIRST AID INSTRUCTIONS:** Please contact your healthcare provider in the event of injury caused by this device.

### DIRECTIONS FOR USE:

Plug the cord into a working electrical outlet, leaving at least one inch of open area to allow for airflow. Please see this manual for detailed instructions on using, handling, storing and disposing of the device, and procedures to mitigate any associated risks.

The use of this device is a supplement to and not a substitute for standard infection control practices; users must continue to follow all current infection control practices, including those related to the cleaning and disinfection of environmental surfaces.

### FOR INQUIRIES CONTACT:

Aerus Canada, Inc.

Laird Business Park

3480 Laird Road, Units 2–5

Mississauga, Ontario, Canada, L5L 5Y4

W. Parrell, Manager

(905) 569-9399

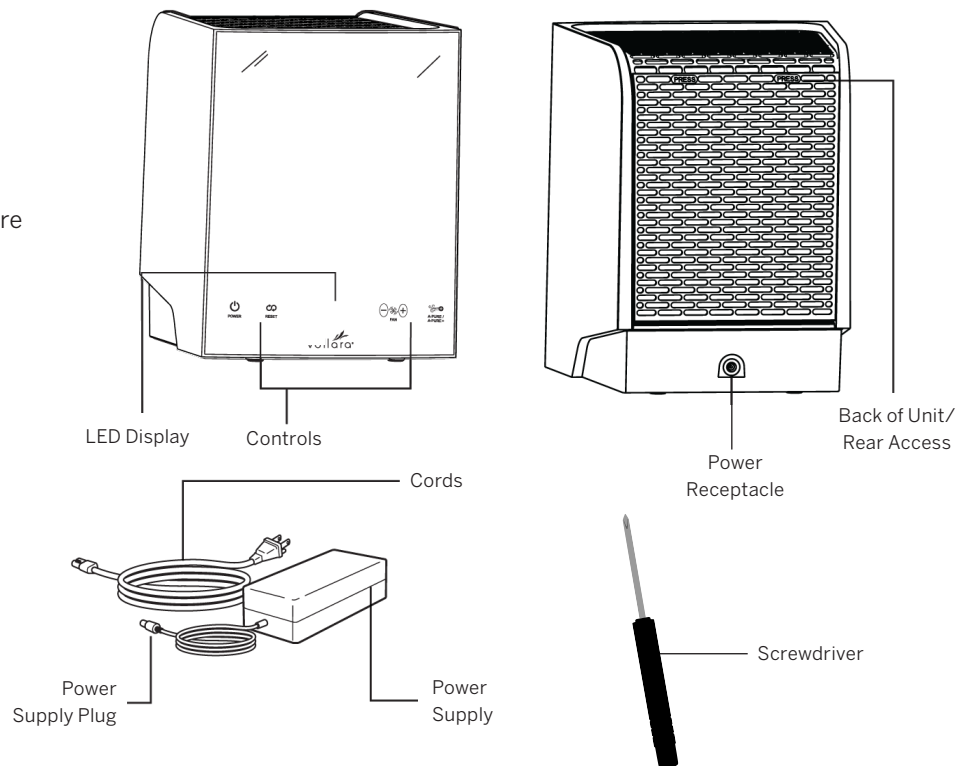
[wparrell@aerusonline.com](mailto:wparrell@aerusonline.com)

Aerus Canada, Inc. is affiliated with Vollara, LLC

1300 Valley Drive, Bristol, Virginia 24201

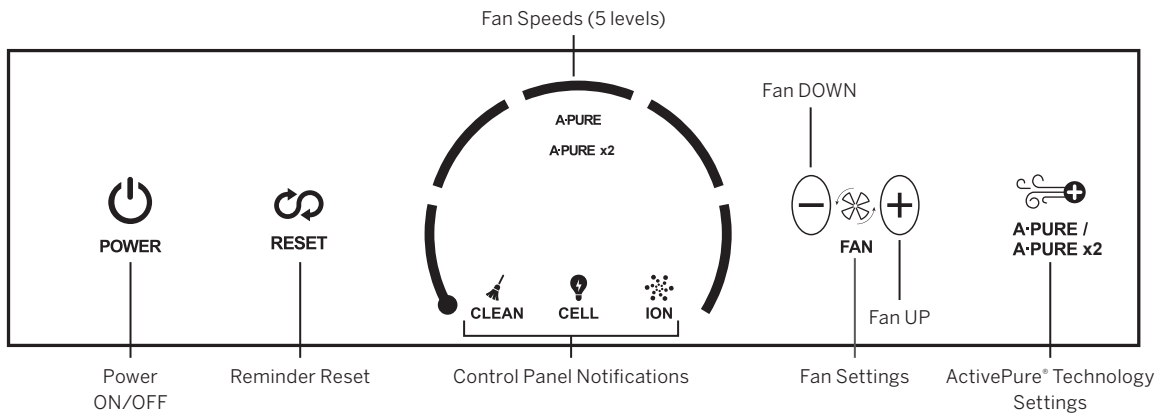
# Unit Features

- Patented ActivePure® Technology
- Activated Carbon Filter
- HEPA Filter Screen
- Multiple Carbon Brushes aid in the capture of contaminants
- Five Speed Fan
- LED Display
- Maintenance Reminders
- Replaceable ActivePure Cell Assemblies
- Removable Rear Grill
- Universal Power Supply with Cords



## Settings & Notifications

The Vollara Air & Surface Pro can be turned on or off, and adjusted, using the control panel on the front of the unit.



**POWER (STAND BY)**  
Turns the unit ON and OFF.

**RESET**  
Clears the maintenance reminders after performing routine maintenance.

**CLEAN**  
Illuminates when cleaning is required.

**CELL**  
This light will flicker when it is time to replace your ActivePure® Cell Assemblies.

**ION**  
Illuminates to indicate the Carbon Brushes are operating.

**FAN**  
Adjusts the 5-speed fan UP and DOWN.

**A-PURE/A-PURE x2**  
Toggles the unit between **A-PURE** Mode and **A-PURE x2** Mode.

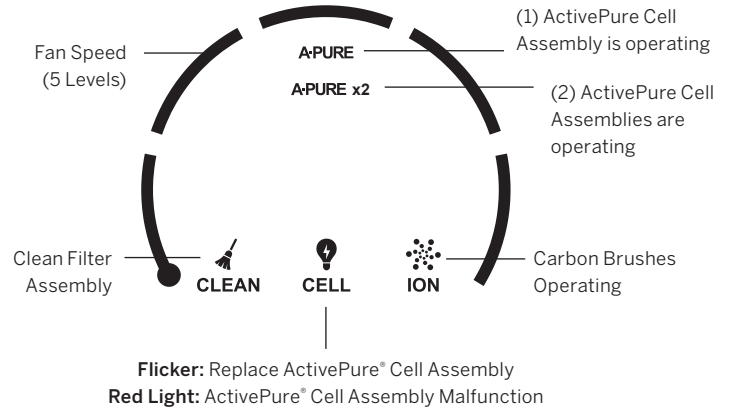
- **A-PURE:** One ActivePure Cell Assembly + Carbon Brushes are operating.
- **A-PURE x2:** Two ActivePure Cell Assemblies + Carbon Brushes are operating.

**NOTE: ActivePure Technology is not working until the A-PURE/A-PURE x2 button is pressed once.**



# LED Display

The LED Screen is used to display all current settings (see below) as well as any maintenance reminders.

If a maintenance reminder or a service reminder appears, the backlight will brighten and constantly flash until the **RESET** button is pressed or the service problem is corrected.



## Operation

 <b>WARNING</b>	<b>DO NOT operate the Vollara Air &amp; Surface Pro without the Filter Assembly and Back Cover properly installed</b>
 <b>CAUTION</b>	<b>To prevent injury, be sure the Power Cord is not accessible to small children.</b>

1. Take your Vollara® Air & Surface Pro unit out of the shipping carton and remove all protective materials.
2. Place your unit in an appropriate location which should be four feet or higher from the ground. Never set it on the floor. Place in a location away from the HVAC return duct. The rear of the unit requires one inch or more of open area to allow unrestricted airflow.
3. Insert the Power Supply Plug into the power receptacle on the rear of the unit. Plug the appropriate cord into the Power Supply and into a working electrical outlet.
4. Push the **POWER** button once to turn the unit on. **CELL** and **ION** will illuminate on the screen.
5. Push the **A-PURE/A-PURE x2** button once to activate One ActivePure Cell Assembly + Carbon Brushes. **A-PURE** will illuminate on the screen.
6. Push the **A-PURE/ A-PURE x2** button twice to activate Two ActivePure Cell Assemblies + Carbon Brushes. **A-PURE x2** will illuminate on the screen.
7. Push the **FAN +** button four times to reach the highest speed (5th level) to initially clear the air in the room. Once the air is cleared, set to the desired fan speed.

**NOTE: ActivePure Technology is not working until the APURE/APUREx2 button is pressed once.**

# Maintenance Reminders



Unplug the unit before performing any maintenance procedures.

When maintenance is required, the Display Screen will brighten and flash and the Maintenance Reminder will appear.

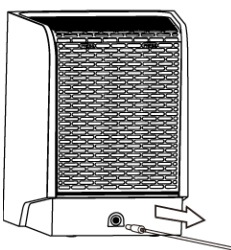


## PERFORM CLEANING

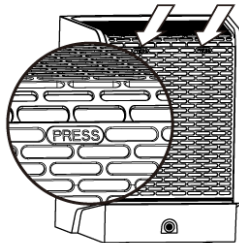
- The perform cleaning **CLEAN** indicator will come on approximately every 180 days; for optimal performance, it is recommended to perform cleaning on your unit every 30 days, if you see dust building up on the back of the unit
- Clean the Filter Assembly (see Page 9)
- Vacuum the ActivePure Cell Assemblies
- Vacuum Top and Rear Grill openings

**When the CLEAN indicator starts flashing, it reminds you to clean the Filter Assembly.**

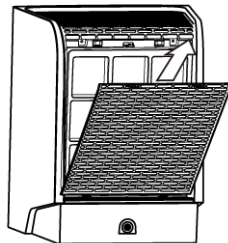
Follow the steps below to remove the Filter Assembly and clean it. While powered on, hold the **RESET** button, approximately three seconds, until you hear a beep sound alerting you that it has been cleared.



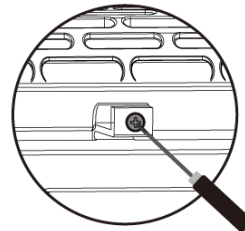
1. Unplug unit



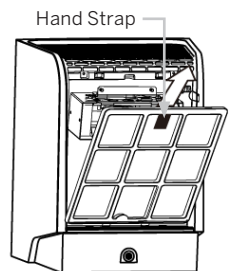
2. Press the top of the Back Cover to release the back panel



3. Lift up to remove the back panel



4. Use the included screwdriver to unscrew the Filter Assembly



5. Lift the Filter Assembly up and out to remove

**NOTE:** Be sure to press the **RESET** icon to clear the reminder following regular maintenance (see below).



## REPLACE ACTIVEPURE® CELL ASSEMBLIES

The **CELL** indicator will illuminate if the ActivePure Cell Assemblies are no longer working. To order new ActivePure Cell Assemblies, please contact your Vollara Independent Business Owner or Customer Service at 800.989.2299 or email [customerservice@vollara.com](mailto:customerservice@vollara.com).

**For optimal performance, we recommend that you replace the ActivePure Cell Assemblies every 12 months if run 24/7/365.**

**If run 12 hours or less per day, or less than 7 days per week, the ActivePure Cell Assemblies should be changed every 24 months; or even longer if run less than that.**

# Maintenance Reminders (continued)

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**When the CELL indicator starts flashing, you will need to perform the following operations to reset:**

- After the equivalent of 1 year of 24/7/365, the **CELL** indicator starts flashing
- After the user replaces the new ActivePure Cell Assemblies according to the maintenance steps on page 12 of the manual, long press the **RESET** button for three seconds under the **POWER OFF/STANDBY** state, you will hear a beep sound to let you know the reminder has been cleared

**When the CELL indicator starts flashing in red, you will need to perform the following operations to reset:**

- The **CELL** indicator flashes in red to remind the user that the ActivePure Cell Assemblies are not properly installed
- After disconnecting the Power Supply, reinstall the ActivePure Cell Assemblies and check whether the socket is installed properly
- After the installation is successful, there is no need to press the **RESET** button, the red light will automatically turn off
- After the above operations, if the indicator remains flashing in red, the ActivePure Cell Assemblies are possibly damaged; in this case, please contact your Vollara Independent Business Owner or Customer Service at 800.989.2299 or email [customerservice@vollara.com](mailto:customerservice@vollara.com)

## Resetting the Reminders

The reminders you need to reset are the **CLEAN** and **CELL** indicators (after performing maintenance, press the **RESET** button and the screen will stop flashing to let you know the reminder has been cleared, please see above instructions for each indicator).



# General Maintenance



Unplug the unit before performing any maintenance procedures.



Use genuine Vollara replacement parts only; parts from anyone other than an authorized Vollara Representative may damage your unit and void your warranty

Periodic maintenance is required to ensure that your Vollara Air & Surface Pro operates properly. The unit will display a **CLEAN** reminder when it's time to perform regular maintenance. If you are operating your unit in a severely polluted environment, cleaning of the unit, ActivePure Cell Assemblies, and Filter Assembly should be done more frequently. Shown here are basic procedures that should be carried out to keep your unit running at top performance.

For optimal performance, and to prevent damage not covered by your warranty, install the Optional HEPA Filter Sheet. Failure to perform routine maintenance could adversely affect the proper function of the unit or cause it to fail prematurely.

**NOTE:** If a unit is returned for repair, and it is determined that neglect of the unit or unauthorized tampering with any mechanical or electronic component of the unit caused the failure, Vollara reserves the right to void the product warranty. This will require the owner to pay for any required repairs.

## CLEANING THE CASE

1. Wipe the unit with a soft cloth dampened (not wet) with water. Do not use chemicals or solvents.
2. Vacuum the Top and Rear Grills periodically to remove any lint buildup.

## CLEANING THE FILTER ASSEMBLY

1. When visibly dirty, simply remove the Rear Filter Assembly from the unit (see page 10), and with a hand-held vacuum, remove the heavy particulate. This method will extend the life of the Filter Assembly.
2. If the Filter Assembly can't be cleaned by vacuuming, replace the Filter Assembly.

## CLEANING THE ACTIVEPURE CELL ASSEMBLIES

1. Remove the ActivePure® Cell Assemblies and carefully vacuum accumulated lint.
2. Do not wash the ActivePure Cell Assemblies. Damage from water may result.

## REPLACING THE FILTER ASSEMBLY

1. Contact your Vollara Independent Business Owner or Customer Service at 800.989.2299 for replacement filters.
2. See removal and installation instructions to change the Filter Assembly on pages 10 - 11.

**NOTE:** Filter Assembly life will vary based on the operating environment.

## REPLACING THE ACTIVEPURE CELL ASSEMBLIES

1. The ActivePure Cell Assemblies should be replaced when **CELL** illuminates on the screen, or at (12) months when used 24/7/365.
2. To change the ActivePure Cell Assemblies, please follow the instructions on pages 12-13.

**For questions on maintenance procedures, please contact your Vollara Independent Business Owner or Customer Service at 800.989.2299 or email [customerservice@vollara.com](mailto:customerservice@vollara.com).**

# Filter Assembly

Vollara filter technology makes the Vollara Air & Surface Pro incredibly quiet. Units come with one Filter Assembly and optional HEPA Filter Sheet (installed).

The Filter Assembly filters out airborne particles (dust, pollen, pet dander, mold spores, and other airborne particles). To maximize filter effectiveness, particles are negatively charged before reaching the filter.

**For optimal performance, we recommend that you replace the Filter Assemblies every 12 months if run 24/7/365.**

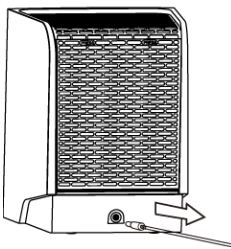
**If run 12 hours or less per day, the Filter Assemblies should be changed every 24 months.**

## Removing the Filter Assembly

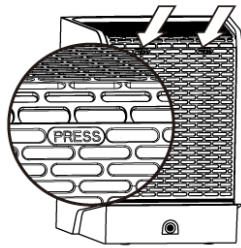


**WARNING**

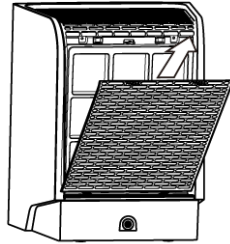
**Unplug the unit before performing any maintenance procedures**



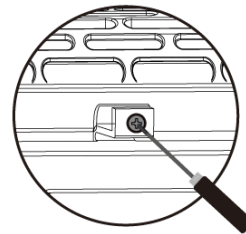
1. Unplug unit.



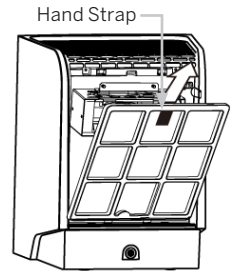
2. Press the top of the Back Cover to release the back panel.



3. Lift up to remove the back panel



4. Use the included screwdriver to unscrew the Filter Assembly.



5. Lift the Filter Assembly up and out to remove.

## Removing the Optional HEPA Filter Sheet



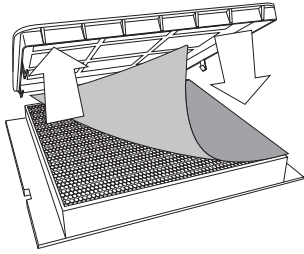
**WARNING**

**Unplug the unit before performing any maintenance procedures**

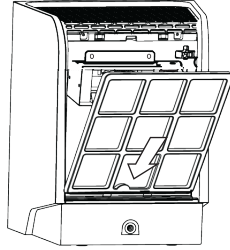
The Optional HEPA Filter Sheet is designed specifically for areas with tobacco smoke, multiple pets, or anywhere contaminants in the air could be prevalent.

- Protects your unit from indoor contaminants, which may shorten the life of your product
- Reduces monthly maintenance and cleaning time up to 90%
- Helps reduce odors
- Great in kitchen environments
- Helps reduce VOC gases and other contaminants

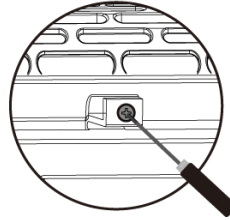
## Removing the Optional HEPA Filter Sheet (continued)



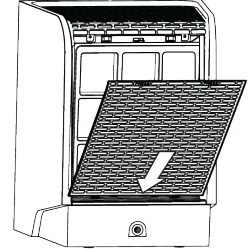
1. Remove the Filter Assembly (see Page 10).
2. Remove the Optional HEPA Filter Sheet on top of the Prefilter.



3. Replace the Filter Assembly, inserting the bottom of the Filter Assembly first.



4. Use the included screwdriver to screw in the Filter Assembly.



5. Place the Back Cover by inserting the bottom in first and snapping into place.

**NOTE:** Removing the Optional HEPA Filter Sheet will increase the airflow of the unit.

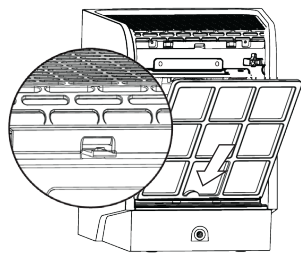
## Installing the Filter Assembly



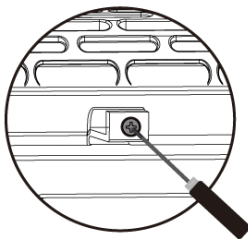
- Unplug the unit before performing any maintenance procedures
- DO NOT operate the Vollara Air & Surface Pro without the Filter Assembly and Back Cover properly installed



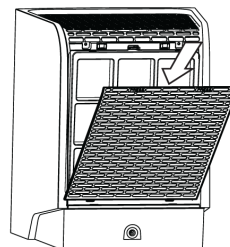
Use genuine Vollara replacement parts only; Parts from anyone other than an authorized Vollara Representative may damage your unit and void your warranty.



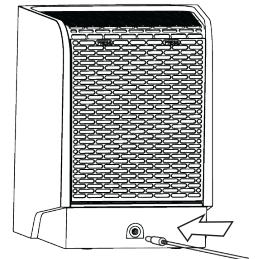
1. Install the Filter Assembly by inserting at the bottom.



2. Use the included screwdriver to secure the Filter Assembly.



3. Place the Back Cover on by inserting the bottom of the Back Cover first.



4. Plug unit into outlet and turn power on.

# ActivePure® Cell Assemblies

Our proprietary ActivePure Cell Assemblies found in the Vollara Air & Surface Pro uses light waves and a catalytic process to produce ActivePure molecules that inactivate contaminants found in the air and on surfaces.

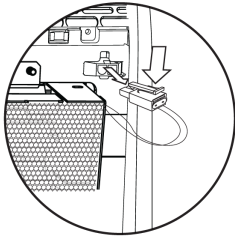
**For optimal performance, we recommend that you replace the ActivePure Cell Assemblies every 12 months if run 24/7/365.**

**If run 12 hours or less per day, or less than 7 days per week, the ActivePure Cell Assemblies should be changed every 24 months; or even longer if run less than that.**

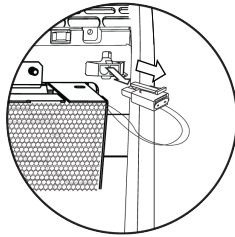
## Removing the ActivePure® Cell Assemblies



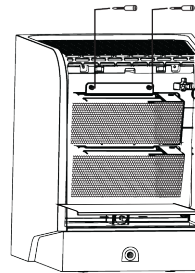
- Unplug the unit before performing any maintenance procedures
- **DO NOT** look directly at the glowing lamp; prolonged exposure, even to reflected UV light, can cause eye damage according to the American Conference of Governmental Industrial Hygienists (ACGIH) Standards



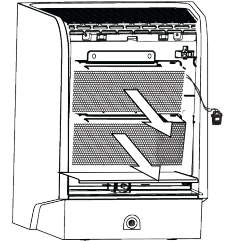
1. Unlock the ActivePure Cell Assemblies connector by pressing on the connector's locking tabs.



2. Pull the connector straight out to unplug.



3. Remove two (2) thumbscrews



4. Slide the ActivePure Cell Assemblies down and out of the unit.



Visit [lamprecycle.org](http://lamprecycle.org) for proper bulb disposal regulations

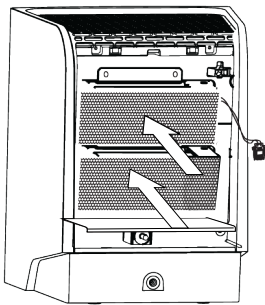
# Installing the ActivePure® Cell Assemblies



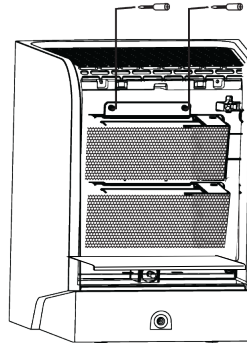
- Unplug the unit before performing any maintenance procedures
- DO NOT operate the Vollara Air & Surface Pro without the Filter Assembly and Back Cover properly installed



Use genuine Vollara replacement parts only; parts from anyone other than an authorized Vollara Representative may damage your unit and void your warranty

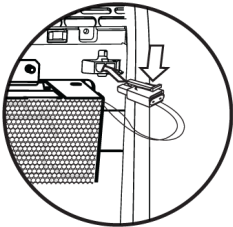


1. Slide the ActivePure Cell Assemblies up and into the unit. Be sure the back lip of the ActivePure Cell Assemblies engage the two slotted protrusions at the rear of the unit, and that the angle brackets and studs are correctly aligned.

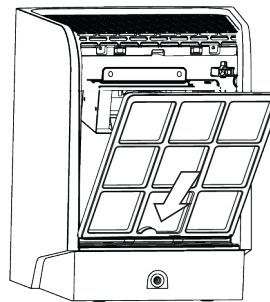


2. Insert the two thumbscrews and tighten. Insert the ActivePure Cell Assemblies connector into the plug at the rear of the unit.

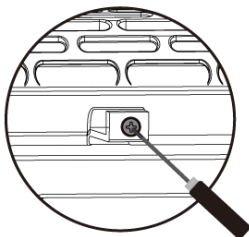
Watch Maintenance Video:  
<https://vimeo.com/807573268>



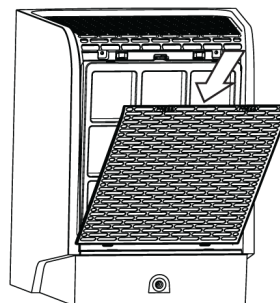
3. Press the connector firmly until the two tabs lock into place.



4. Replace the Filter Assembly, inserting the bottom of the Filter Assembly first.



5. Use the included screwdriver to screw in the Filter Assembly.



6. Replace the Back Cover by inserting the bottom in and snapping into place.

For questions on maintenance procedures, please contact your Vollara Independent Business Owner or Customer Service at 800.989.2299 or email [customerservice@vollara.com](mailto:customerservice@vollara.com).

# Troubleshooting

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## INDICATORS OF OPERATION

When the unit is on, the LED display will show either the fan setting and **A·PURE**, **A·PURE x2**, or **ION**.

## TROUBLESHOOTING — WHAT TO LOOK FOR FIRST

**1. I have plugged in the unit, pressed the ON button on the Vollara® Air & Surface Pro, and nothing happens.**

**What's wrong?**

- Make sure the Power Cord is inserted completely into the receptacle on the back of the unit
- Check the Filter Assembly seating, as it engages a safety switch which turns off the unit
- Make sure the electrical outlet is capable of providing power to the unit

**2. The ActivePure Cell Assembly is not functioning / I'm getting a replace CELL Message.**

- Check ActivePure Cell Assembly for proper installation
- Replace the ActivePure Cell Assembly

**3. What are the most typical application problems?**

- **Symptom:** A belief that the proper equipment is placed in the environment and the equipment appears unsuccessful
- **Problem:** Lack of air movement, improper placement of the unit
- **Symptom:** Visual haze of smoke and/or particulate remain within the environment
- **Problem:** No air movement/Carbon Brushes not operating

**4. Air flow is restricted or reduced.**

- Is the unit properly placed away from objects that may obstruct air flow?
- Are the Filter Assembly, Back Cover, and Top and Rear Grill clean?
- Is the ActivePure Cell Assembly clean?

**5. How can I tell if the ActivePure Cell Assembly is functioning?**

- The ActivePure Cell Assemblies will produce a glow that is visible through the Top and Rear Grill under low light conditions

**6. Unit does not operate.**

- Is the unit plugged in?
- Are you sure the outlet is active?
- Are the Filter Assembly and Back Cover installed properly?

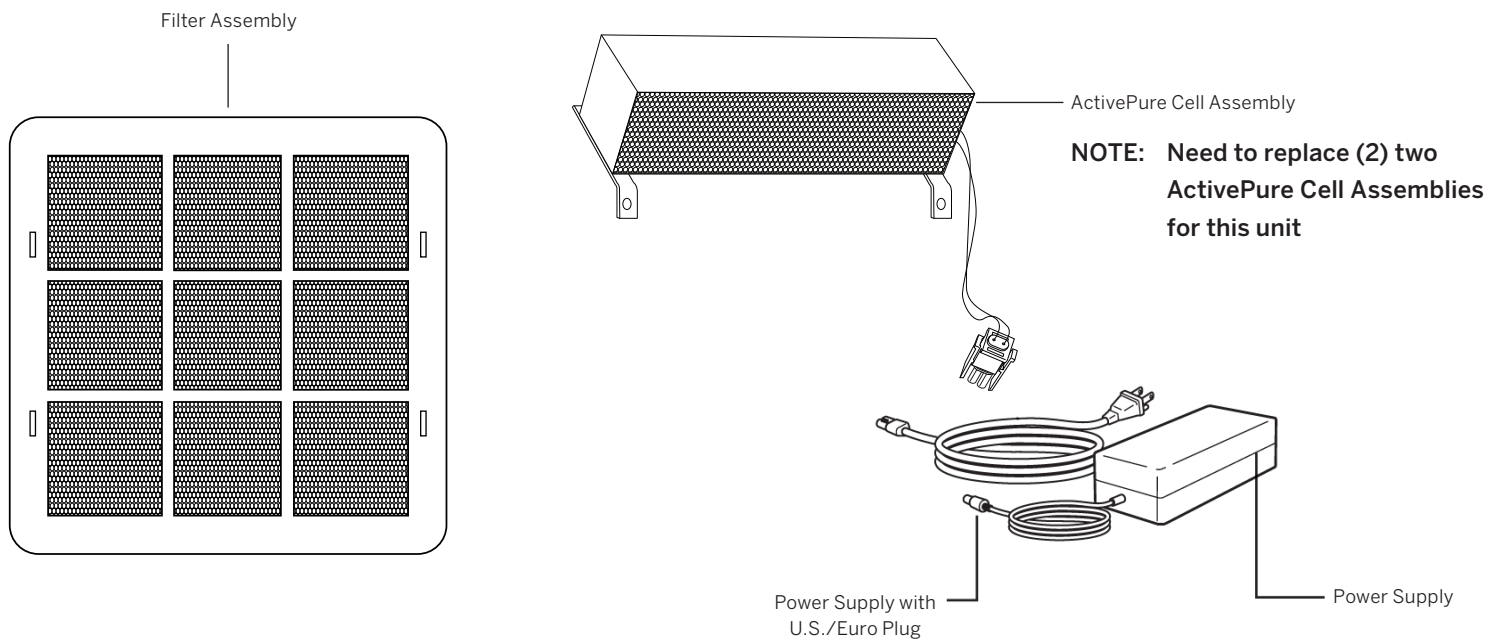
**For questions on troubleshooting, please contact your Vollara Independent Business Owner or Customer Service at 800.989.2299 or email [customerservice@vollara.com](mailto:customerservice@vollara.com).**

# Replacement Parts & Service



Use genuine Vollara replacement parts only; Parts from anyone other than an authorized Vollara Representative may damage your unit and void your warranty.

REPLACEMENT PARTS	PART NUMBER
ActivePure® Cell Assembly - (1) 6" Cell Assembly <b>NOTE: Need to order (2) ActivePure Cell Assemblies for this unit.</b>	9950240
Filter Assembly	9950238
Power Supply with U.S./Euro Plug	9950242



To order replacement parts, please contact your Vollara Independent Business Owner or Customer Service at 800.989.2299 or email [customerservice@vollara.com](mailto:customerservice@vollara.com).

# Warranty Information

## Limit Three (3) Year Warranty

To register your Vollara Air & Surface Pro unit, please visit [vollaraintl.com/vollara/warrantyregistration.aspx](http://vollaraintl.com/vollara/warrantyregistration.aspx) or contact Customer Service at 800.989.2299 or email [customerservice@vollara.com](mailto:customerservice@vollara.com).

Customer should not repackage and ship the Vollara Air & Surface Pro unit due to possibility of irreparable damage. For questions on warranty service, please contact Customer Service at 800.989.2299 or email [customerservice@vollara.com](mailto:customerservice@vollara.com).

### WHAT IS COVERED BY THIS WARRANTY

We warrant the Vollara Air & Surface Pro (excluding Filter Assembly) to the customer, subject to the conditions below, against defects in workmanship or material, provided that the products are returned to an authorized Vollara location within the following time periods:

- Vollara Air & Surface Pro (excluding the Filter Assembly and ActivePure Cell Assemblies) within three (3) year from date of purchase
- ActivePure Cell Assemblies (Qty 2) within twelve (12) months from date of purchase

### MAINTENANCE REQUIREMENTS

This warranty is expressly conditioned upon proper, operation, cleaning and maintenance, all in accordance with the Owner's Manual. Failure to meet any of these requirements will void this warranty. Servicing of your Vollara Air & Surface Pro by parties other than an authorized Vollara Representative and/or using parts other than genuine parts will also void this warranty.

#### This warranty is contingent upon:

- Registration of the product through the approved methods listed above.
- Replacing the ActivePure Cell Assemblies (Qty 2) with a genuine Vollara part once every (12) months if run 24/7/365. If run 12 hours or less per day, the ActivePure Cell Assemblies should be replaced every (24) months (proof of change may be required)
- Cleaning the Filter Assembly every (30-180) days, according to instructions in Owner's Manual
- Replacing the Filter Assembly with a genuine Vollara part every (12) months if run 24/7/365; if run 12 hours or less per day, the Filter Assembly should be changed every (24) months (proof of change may be required)

### HOW TO OBTAIN WARRANTY SERVICE

Customer must register their product at [vollaraintl.com/vollara/WarrantyRegistration.aspx](http://vollaraintl.com/vollara/WarrantyRegistration.aspx) or contact Customer Service at 800.989.2299 or email [customerservice@vollara.com](mailto:customerservice@vollara.com) and provide proof of purchase (including purchase date) within the above time periods. We will repair or replace and return the product, without charge and within a reasonable period of time, subject to the conditions herein, if its examination shall disclose any part to be defective in workmanship or material. If we, in our discretion, are unable to repair the product after a reasonable number of attempts, we will provide either a refund of the purchase price or a replacement unit, at the company's option.

### WHAT IS NOT COVERED BY THIS WARRANTY

Ordinary wear and tear shall not be considered a defect in workmanship or material. These warranties do not apply to filters nor for loss or damage caused by accident, fire, abuse, misuse, modification, or misapplication, failure to maintain the product as provided herein, or by any repairs other than those provided by an authorized Vollara location. This warranty is non-transferable.

### UNAUTHORIZED CHANNELS AND MISSING SERIAL NUMBERS

If a valid serial number is missing from the product, the warranty will be voided. Vollara products are authorized for sale through Vollara Independent Business Owners only. Warranties are voided if a product is purchased through unauthorized channels, this includes websites that are not authorized to sell our products OR to use Vollara trademarked names, images and logos as well as Internet auction sites (e.g. eBay and Craigslist). The only approved Internet presence for Vollara products is [vollara.com](http://vollara.com). To confirm warranty coverage prior to purchasing a product, please contact Customer Service at 800.989.2299 or email [customerservice@vollara.com](mailto:customerservice@vollara.com) with the serial number located on the unit.

### EXCLUSION OF OTHER WARRANTIES AND CONDITIONS

EXCEPT AS PROVIDED HEREIN, AND TO THE EXTENT CONSISTENT WITH APPLICABLE LAWS, WE MAKE NO REPRESENTATION OR WARRANTY OF ANY KIND. ALL OTHER WARRANTIES OF ANY KIND, EXPRESS OR IMPLIED, ARE HEREBY EXPRESSLY DISCLAIMED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

### LIMITATION OF LIABILITY FOR SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES

TO THE EXTENT CONSISTENT WITH APPLICABLE LAWS, WE SHALL NOT IN ANY CASE BE LIABLE FOR SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES ARISING FROM BREACH OF EXPRESSED OR IMPLIED WARRANTIES, CONDITIONS, GUARANTEES OR REPRESENTATIONS, BREACH OF CONTRACT, NEGLIGENCE OR ANY OTHER LEGAL THEORY. Such excluded damages include, but are not limited to, loss of profits or revenue, and loss of the use of the products.

### FOR U.S. APPLICATION ONLY

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state. Some states do not allow limitations on warranties, or on remedies for breach. In such states, the above limitations may not apply to you.

### FOR CANADIAN APPLICATION ONLY

**Exclusion of Subsequent Owners:** Except as otherwise required by applicable legislation, this warranty is not transferable. This warranty gives you specific legal rights and you may also have other rights which vary from province to province. Some provinces and territories do not allow limitations on warranties, or on remedies for breach. In such provinces or territories, the above limitations may not apply to you.

If any provision of this warranty or part thereof is held by a court of competent jurisdiction to be invalid, illegal, or unenforceable, the validity, legality and enforceability of the remaining provisions or parts thereof will not in any way be affected or impaired within the jurisdiction of that court. This entire warranty shall continue to be valid, legal and enforceable in any jurisdiction where a similar determination has not been made.

#### This warranty is provided by:

Vollara, LLC  
1300 Valley Drive  
Bristol, VA 24201

### SERVICE

Every effort is made to ensure customers receive an up-to-date owner's manual on the use of our products; however, from time to time, modifications to our products may without notice make the information contained herein subject to alteration. For the latest information, please view the owner's manual at [vollara.com/manuals](http://vollara.com/manuals).



# FCC Declaration & Responsible Party

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant of part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy, and if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the Independent Contractor for help.

## FCC DECLARATION OF CONFORMITY

**Name:** Vollara® Air & Surface Pro

**Model:** A1040B

**Produced for:** Vollara, LLC

This device complies with Part 15 of the FCC Rules.

## RESPONSIBLE PARTY

Vollara, LLC  
1300 Valley Drive  
Bristol, VA 24201

Ph: 800.989.2299

**Signature:** 

**Printed Name:** Andrew Eide

**Title:** Vice President of Product Development  
and Manufacturing

**Date:** 05/05/2024

For information regarding the use of this product please contact Customer Service at 800.989.2299 or via email at [customerservice@vollara.com](mailto:customerservice@vollara.com).

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