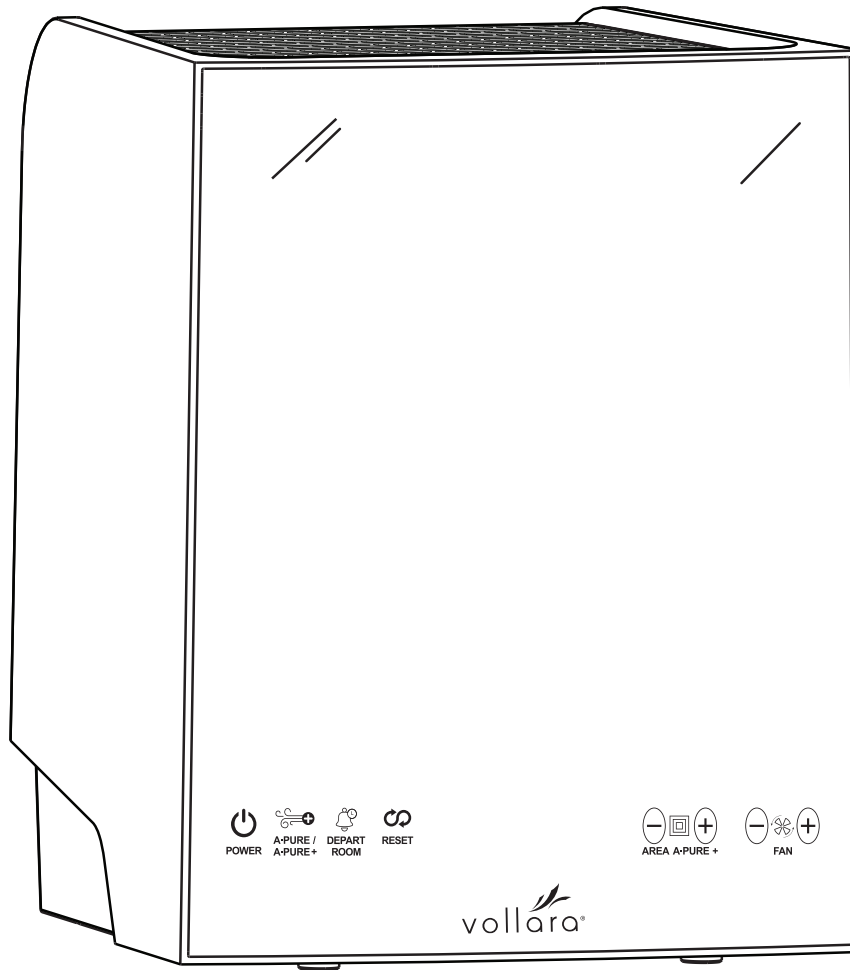


vollara®
AIR & SURFACEPRO⁺



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, remove our powerful, PCO-A (Photocatalytic Oxidation – Advanced) 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.



Specifications

Vollara Air & Surface Pro+ _____

- Sales Number: 9940063
- Model Number: A1041B

DOES NOT meet California requirements and cannot be shipped to California or Canada.

Technology _____

- PCO-A Technology (Photocatalytic Oxidation – Advanced) – (1) 6" Cell Assembly
- Activated Carbon Filter
- HEPA Filter Screen
- Carbon Brushes
- Purification Plate (O₃)

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

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 m²) with uniform air diffusion.¹

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.

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

Important Safety Instructions



- 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
- The Depart Mode feature of this unit is to be operated in unoccupied areas only. No people or pets should be in the area

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

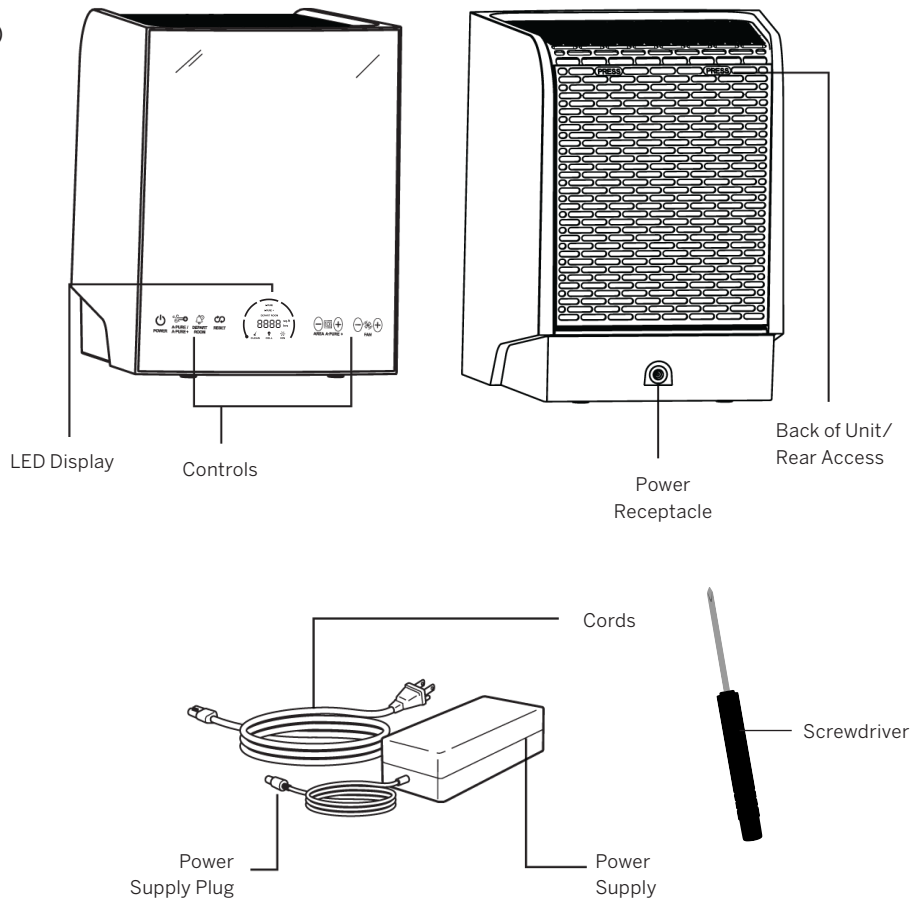
Save these instructions.

Inspection & Installation

1. Remove protective packaging.
2. Remove unit from shipping carton.
3. Remove all protective materials.
4. Check for shipping damage and loose or broken parts.
5. Read Owner's Manual thoroughly prior to installation.
6. Determine placement location for the unit (see "**Operation**" on page 6).
7. 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.
8. Using the Power Button, turn the unit **ON**.

Unit Features

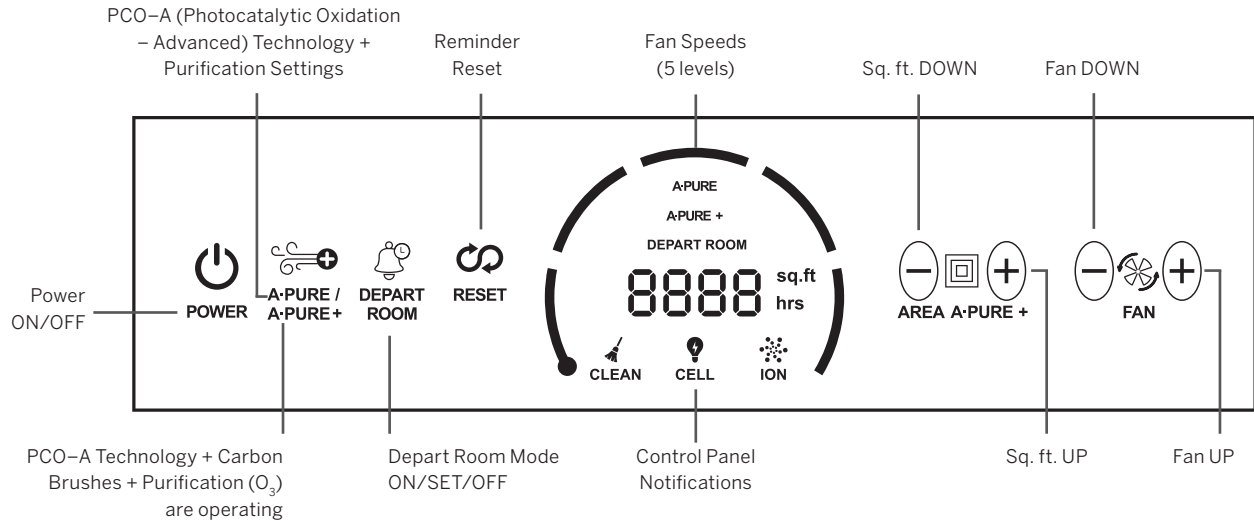
- PCO-A (Photocatalytic Oxidation – Advanced) Technology - (1) 6" Cell Assembly
- Activated Carbon Filter
- HEPA Filter Screen
- Multiple Carbon Brushes aid in the capture of contaminants
- Purification Plate (O₃)
- Five-Speed Fan
- LED Display
- Maintenance Reminders
- Removable Rear Grill
- Universal Power Supply with Cords
- Adjustable Purifier Control (A·PURE+ only)
- Depart Room Mode w/Adjustable Digital Timer



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.

NOTE: If you are operating your central heating and air conditioning fan or other ventilation system continuously, set the coverage up to the total ventilated indoor area. Otherwise, set the coverage up to the size of the room. Do not exceed the size of the ventilated indoor area when setting the purifier level.



POWER (STAND BY)

Turns the unit ON and OFF.

NOTE: The PCO-A Cell Assembly is not working until the **A·PURE (bold)** button is pressed

A·PURE/A·PURE+

Toggles the unit between **A·PURE** Mode (PCO-A Technology + Carbon Brushes) and **A·PURE+** Mode (PCO-A Technology + Carbon Brushes + Purification Plate).

DEPART ROOM

Turns on and adjusts the timer for highly concentrated purification of a designated area. Each press of the **DEPART ROOM** button will change the time by 2/4/8 hours, up to eight hours, then off. **The DEPART ROOM Mode should be operated in unoccupied areas only.**

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 PCO-A Cell Assembly.

ION

Illuminates to indicate the Carbon Brushes are operating.

AREA A·PURE+

Works when unit is in **A·PURE +** Mode to set the Purification level for the indoor area. The level is indicated by both a horizontal bar graph and square footage. The unit will switch to **A·PURE** Mode, if the Purifier DOWN button is pressed.

FAN UP/FAN DOWN

Adjusts the 5-speed fan UP and DOWN.

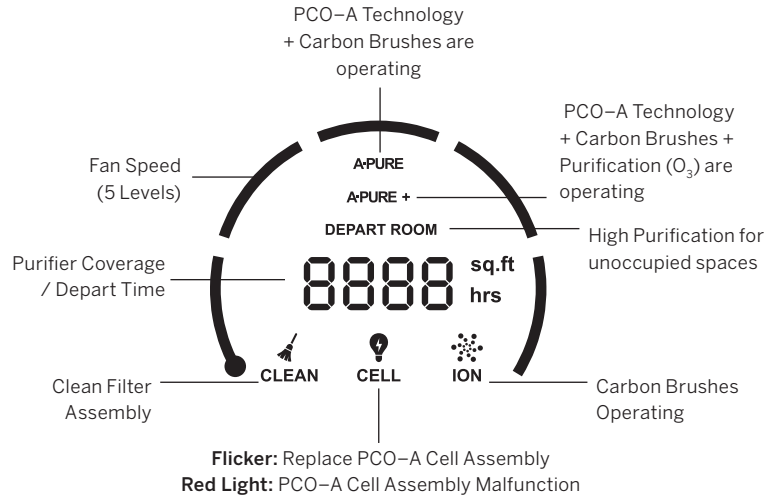
NOTE: “Unoccupied areas” includes pets. Some pets, like humans, may experience adverse reactions from exposure to increased levels of ozone and should not be present during DEPART ROOM MODE operation.

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** icon is pressed or the service problem is corrected.

NOTE: If you are operating your central HVAC system or other ventilation system continuously, set the coverage up to the total ventilated indoor area. Otherwise, set the coverage up to the size of the room. Do not exceed the size of the ventilated indoor area when setting the Purifier level.




Operation



WARNING

Do not operate the Vollara Air & Surface Pro+ without the Filter Assembly and Back Cover properly installed.



CAUTION

- To prevent injury, be sure the Power Cord is not accessible to small children
- If you are operating your central HVAC system or other ventilation system continuously, set the coverage up to the total ventilated indoor area; otherwise, set the coverage up to the size of the room; Do not exceed the size of the ventilated indoor area when setting the purifier level

- Take your Vollara® Air & Surface Pro+ unit out of the shipping carton and remove all protective materials.
- 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.
- 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.
- Push the **POWER** button once to turn the unit on. The PCO-A Cell Assembly + Carbon Brushes will be operating. **CELL**, **ION** and **A-PURE** will illuminate on the screen.
- Push the **A-PURE/A-PURE+** button once to activate the PCO-A Cell Assembly + Carbon Brushes + Purification (O₃) at the 500 sq. ft. setting. **A-PURE+** will illuminate on the screen.
- Push the **A-PURE/A-PURE+** button a second time to turn off the Purification (O₃). The PCO-A Cell Assembly + Carbon Brushes will still be operating.
- Push the **+** or **-** on the **AREA/A-PURE+** button to change the size of the area treated. The range is from 500 sq. ft. up to 3,000 sq. ft. The area chosen will display on the LED screen.
- 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.
- To operate the **DEPART ROOM** feature, in unoccupied areas only,* press the **DEPART ROOM** button until the desired time is reached (2/4/8 hours). The unit will display **DEPART ROOM** and the remaining time. To interrupt the **DEPART ROOM**, press the **A-PURE/A-PURE+** button.

NOTE: "Unoccupied areas" includes pets. Some pets, like humans, may experience adverse reactions from exposure to increased levels of ozone and should not be present during DEPART ROOM MODE operation.

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.



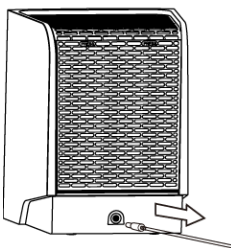
PERFORM CLEANING

- The perform cleaning **CLEAN** indicator will come on approximately every 40 days; for optimal performance, it is recommended to perform cleaning on your unit every 30 days
- Clean the Filter Assembly (see Page 9)
- Vacuum the PCO–A Cell Assembly
- Clean the Purification Plate (see Page 9)
- Vacuum Top and Rear Grill openings

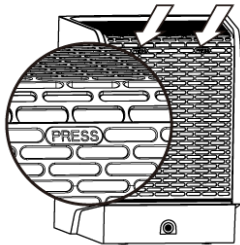
NOTE: Be sure to press the **RESET** button to clear the reminder following regular maintenance (see below).

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

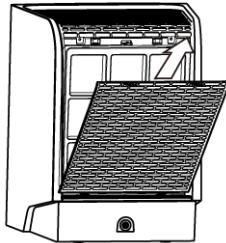
Follow the steps below to remove the Filter Assembly and clean it. While powered on, hold the **RESET** button, approximately three seconds, until you hear a beep sound alerting you that it has been cleared.



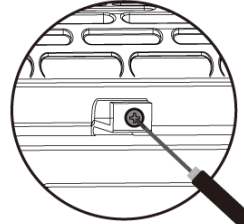
1. Unplug unit



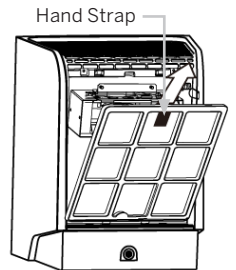
2. Press the top of the Back Cover to release the back panel



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



REPLACE PCO–A CELL ASSEMBLY

The **CELL** indicator will illuminate if the PCO–A Cell Assembly is no longer working. To order a new PCO–A Cell Assembly, please contact your Vollara Independent Business Owner or Customer Service at 800.989.2299 or email customerservice@vollara.com.

For optimal performance, we recommend that you replace the PCO–A Cell Assembly every 12 months if run 24/7/365.

If run 12 hours or less per day, or less than 7 days per week, the PCO–A Cell Assembly should be changed every 24 months: or even longer if run less than that.

Maintenance Reminders (continued)

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 use, the **CELL** indicator starts flashing.
- After the user replaces the new PCO–A Cell Assembly according to the maintenance steps on page 11-13 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 PCO–A Cell Assembly is not properly installed.
- After disconnecting the Power Supply, reinstall the PCO–A Cell Assembly 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 PCO–A Cell Assembly is possibly damaged. In this case, please contact your Vollara Independent Business Owner or Customer Service at 800.989.2299.

Resetting the Reminders

The reminders you need to reset are **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.

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

General Maintenance



WARNING

Unplug the unit before performing any maintenance procedures.



CAUTION

- Damage may result from soaking the Purification Plate longer than 10 minutes
- Damage may result from using a Purification Plate when not completely dry
- Use genuine Aerus 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, Purification Plate, PCO-A Cell Assembly, 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, we reserve 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 PCO-A CELL ASSEMBLY

1. Remove the PCO-A Cell Assembly and carefully vacuum accumulated lint.
2. Do not wash the PCO-A Cell Assembly with water. Damage from water may result.

CLEANING THE PURIFICATION PLATE

1. For optimal performance, the Purification Plate needs to be cleaned every few months.
2. Remove the Filter Assembly (see page 10).
3. Carefully remove the Purification Plate from the card cage by grasping the middle of the edge nearest to you, and slowly pull it straight out.

NOTE: If you are in an environment where there are fats, oils, or grease, such as in a kitchen, start by cleaning with denatured alcohol and a soft bristle brush. This will cut the grease without leaving a residue.

4. **For all applications** - Clean with a mixture of one part water and one part ammonia to remove contaminants.
5. Place the plate into a shallow dish, and pour enough of the water/ ammonia solution into the dish to just cover plate.
6. Allow the plate to soak for no more than 10 minutes.
7. Remove purification plate and scrub with a soft bristle brush.
8. Rinse thoroughly.
9. Let air-dry for 24 hours or use a blow dryer to dry thoroughly.

NOTE: Using a Purification Plate that is NOT completely dry may damage the plate.

General Maintenance (continued)

REPLACING THE FILTER ASSEMBLY

1. Contact your Independent Business Owner or Customer Service at 800.989.2299 to order 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 PCO–A CELL ASSEMBLY

1. The PCO–A Cell Assembly should be replaced when **CELL** illuminates on the screen, or at twelve (12) months when used 24/7/365.
2. To change the PCO–A Cell Assembly, please follow the instructions on pages 10-13.

REPLACING THE PURIFICATION PLATE

1. For optimal performance the Purification Plate needs to be replaced every 1-2 years or 2,000 hours of operation, whichever occurs first.
2. To replace the Purification Plate, please follow the instructions on pages 12-13.

NOTE: You will notice a lack of ozone (O₃) production when the Purification Plate is at the end of its life.

Filter Assembly

Vollara filter technology makes the Vollara Air & Surface Pro+ incredibly quiet. Units come with one Filter Assembly and an 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.

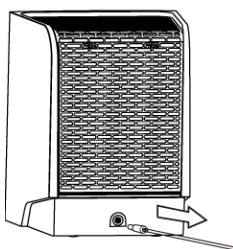
For optimal performance we recommend that you replace the Filter Assembly every 12 months if run 24/7/365.

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

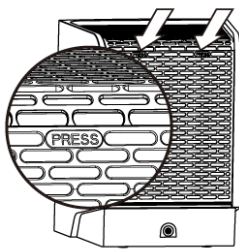
Removing the Filter Assembly



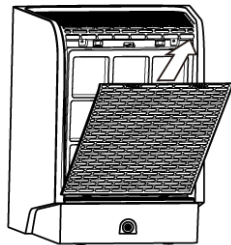
Unplug the unit before performing any maintenance procedures.



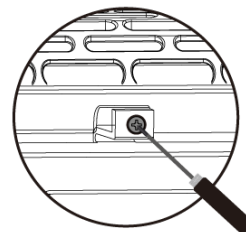
1. Unplug unit.



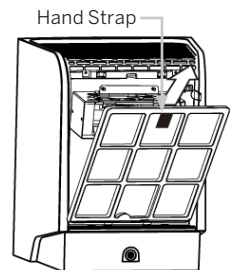
2. Press the top of the Back Cover to release the back panel.



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.

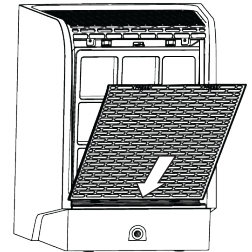
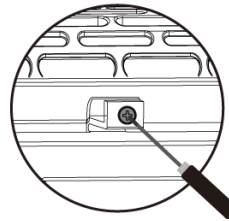
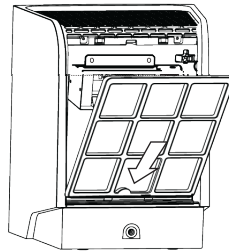
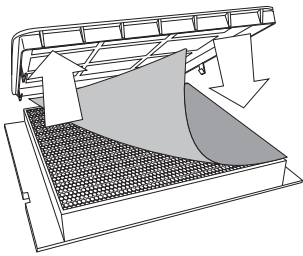
Removing the Optional HEPA Filter Sheet



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



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.

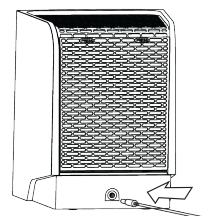
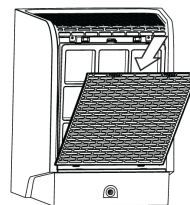
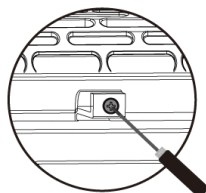
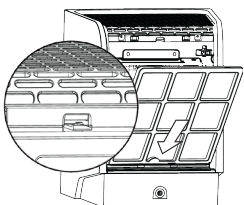
Installing the Filter Assembly



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



Use genuine Vollara replacement parts only; parts from anyone other than Vollara 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.

PCO–A Cell Assembly

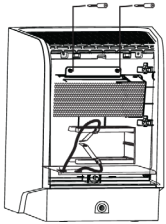
Our proprietary PCO–A Cell Assembly that is found in the Vollara Air & Surface Pro+ uses PCO–A Technology to produce molecules that inactivate contaminants found in the air and on surfaces in indoor spaces.

For optimal performance we recommend that you replace the PCO–A Cell Assembly every 12 months if run 24/7/365. If run 12 hours or less per day, or less than 7 days per week, the PCO–A Cell Assembly should be changed every 24 months; or even longer if run less than that.

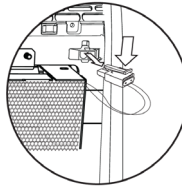
Removing the Purification Plate & PCO–A Cell Assembly



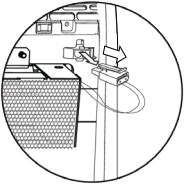
- Unplug the unit before performing any maintenance procedures
- DO NOT look directly at the glowing lamp. Prolonged exposure, even to reflected UV light, can cause eye damage according to the American Conference of Governmental Industrial Hygienists (ACGIH) Standards



1. To remove the Purification Plate, grasp edge of plate in the center and gently pull out.



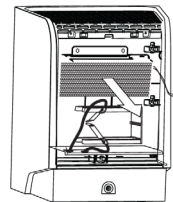
2. Unlock the PCO–A Cell Assembly connector by pressing on the connector's locking tabs.



3. Pull the connector straight out to unplug.



4. Remove two (2) thumbscrews



5. Slide the PCO–A Cell Assembly down and out of unit.

NOTE: If the plate is difficult to remove, gently press down on the lower metal contact tab.



Visit lamprecycle.org for proper bulb disposal regulations

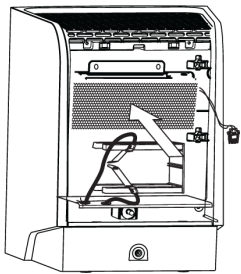
Installing the Purification Plate & PCO–A Cell Assembly



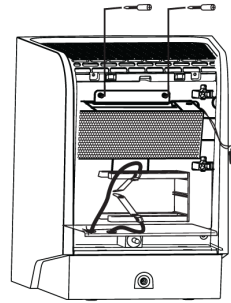
- Unplug the unit before performing any maintenance procedures
- DO NOT operate the Vollara Air & Surface Pro+ without the Filter Assembly and Back Cover properly installed



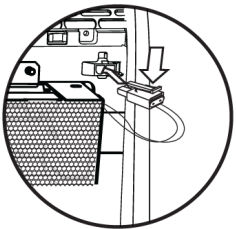
- For optimal performance and to maintain the limited 3 year warranty, it is required to replace the PCO–A Cell Assembly every year, even if the PCO–A Cell appears to be operating normally
- Use genuine Vollara replacement parts only; parts from anyone other than an authorized Vollara Representative may damage your unit and void your warranty



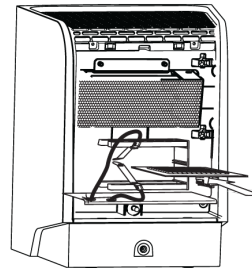
1. Slide the PCO–A Cell Assembly up and into the unit. Be sure the back lip of the PCO–A Cell Assembly engages the two slotted protrusions at the rear of the plate cage, and that the angle brackets and studs are correctly aligned.



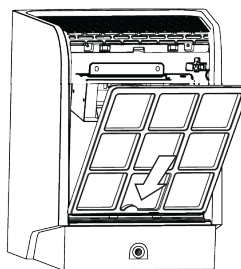
2. Insert the two thumbscrews and tighten. Insert the PCO–A Cell Assembly connector into the plug on the plate cage.



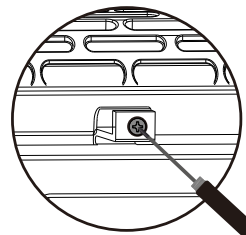
3. Press the connector firmly until the two tabs lock into place.



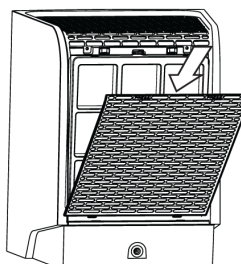
4. Gently insert the Purification Plate between the guides (inside the cage) until it stops.



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



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



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

Troubleshooting

INDICATORS OF OPERATION

When the unit is on, the LED display will show either the fan setting and **A·PURE**, or the fan setting, purifier setting (**A·PURE+**), and square footage. If the unit is in Depart Room, it will display **DEPART ROOM** plus the hours and minutes remaining (see page 5 for more information).

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
- Make sure the electrical outlet is capable of providing power to the unit
- Check the Filter Assembly seating, as it engages a safety switch which turns off the unit

2. The fan is operating but the Purification Plate is not working. What's wrong?

- The unit is in **A·PURE** Mode (press the **A·PURE/A·PURE+** switch to change to **A·PURE+** Mode)
- Check the Purification Plate for serviceability; if it is cracked or broken, the Purification Plate will require replacement
- Ensure maintenance procedures required for the Purification Plate have been performed according to the "Maintenance" section of this Owner's Manual. Order new Purification Plates from your Vollara Independent Business Owner or Customer Service.

3. The Purification Plate is making a noise, has a burning smell, and/or appears to arc or spark. What is the problem?

- The Purification Plate is most likely cracked
- Refer to the answers for question # 2, as it would apply to this question also

4. The UV Bulb is not functioning/I'm getting a replace CELL Message.

- Check PCO–A Cell Assembly for proper installation
- Replace the PCO–A Cell Assembly

5. 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:** Strong odors still remain within the environment after placement
- **Problem:** Purification setting is too low, improper placement of the unit, or the source of the odor has not been eliminated
- **Symptom:** A strong odor of ozone is present within the environment
- **Problem:** Too much ozone accumulation within the environment as a result of improper Purification control setting, and/or lack of air movement
- **Symptom:** Visual haze of smoke and/or particulate remain within the environment
- **Problem:** No air movement/Carbon Brushes not operating

6. 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 PCO–A Cell Assembly clean?

7. How can I tell if the PCO–A Cell Assembly is functioning?

- The PCO–A Cell Assembly will produce a glow that is visible through the Top and Rear Grill under low light conditions

8. 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?

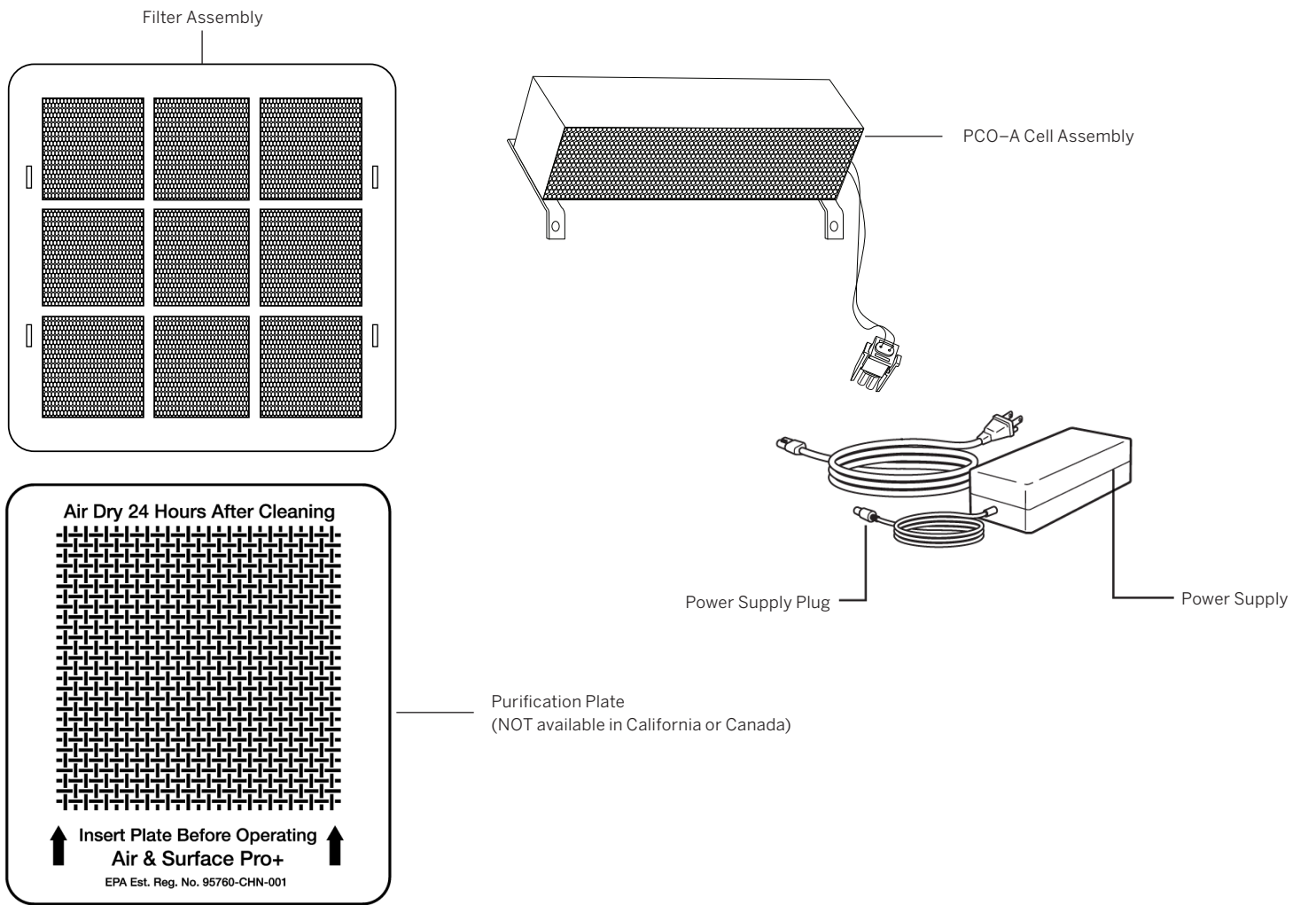
For questions on maintenance procedures, please contact your Vollara Independent Business Owner or Customer Service at 800.989.2299 or email customerservice@vollara.com.

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
PCO–A Cell Assembly - (1) 6” Cell Assembly	9950240
Purification Plate Not available in California or Canada	9950239
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.

Warranty Information

Limit Three (3) Year Warranty

To register your Vollara Air & Surface Pro+ unit, please visit vollaraintl.com/vollara/warrantyregistration.aspx or contact Customer Service at 800.989.2299 or email 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.

WHAT IS COVERED BY THIS WARRANTY

We warrant the Vollara Air & Surface Pro+ (excluding filters) 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 PCO-A Cell Assembly) within three (3) years from date of purchase
- PCO-A Cell Assembly (Qty 1) within (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 PCO-A Cell Assembly with a genuine Vollara part once every (12) months if run 24/7/365. If run 12 hours or less per day, the PCO-A Cell Assembly 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 filter every (12) months if run 24/7/365; if run 12 hours or less per day, the filter 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 or contact Customer Service at 800.989.2299 or email 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 in the above paragraphs, 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. To confirm warranty coverage prior to purchasing a product, please contact Customer Service at 800.989.2299 or email 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.

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.

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: A1041B

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: 06/19/2025

For information regarding the use of this product please contact Customer Service at 800.989.2299 or via email at customerservice@vollara.com.

VOLLARA.COM

