INSTALLATION & USER MANUAL

air+health HAVEN **PLUS**



Whole Home Protection™

PLEASE READ THESE INSTRUCTIONS CAREFULLY AND COMPLETELY
before proceeding with the installation.

Scan QR: install guide
airhealth.com/diy-installation/

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Thank you

Thank you for choosing to buy an Air+Health air purifier.

We **BELIEVE** in safe spaces.

We are **DEDICATED** to making the best air purifiers on earth to enable you to live your healthiest life.

We **STRIVE** to apply the best technology and research into delivering you safe and clean air.

This Air+Health™ Haven Plus unit is designed to produce germicidal UVC rays, which sterilize and reduce airborne microorganisms and reduce Volatile Organic Compounds (VOCs) by a combination of photo-catalytic chemical reaction and carbon absorption as air passes through a heating or air conditioning system. It is installed in the main supply or return duct and operates continuously to automatically purify the air in the home 24 hours a day.

QUESTIONS?

PHONE 1.866.765.1587

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E-MAIL Techsupport@airhealth.com

WEB airhealth.com

The latest version of this user manual can be found on **airhealth.com**

Safety Considerations

WARNING

Never expose eyes or skin to UVC light from any source.

- Looking directly at the UVC light may cause permanent eye damage or blindness.
- Never operate the Air+Health™ Haven Plus out of the plenum.
- Designed for a closed duct system. Do not mount near a supply or a return air opening.
- All duct openings in direct line of site of the UV light must be sealed with aluminum tape or equivalent sealing methods.
- Wear supplied safety glasses during installation.

WARNING

UVC light will break down plastic materials not rated for UV exposure: (Examples: wire insulation, flex duct, drain pans and humidifiers)

- The unit must be mounted at least 30” from the above stated type of materials.
- If it is necessary to mount the unit in direct line of sight of these types of materials, they must be shielded with aluminum foil, aluminum foil tape, or sheet metal.

WARNING

DO NOT mount this unit outdoors.

- This product is designed for indoor installation only (i.e. Attics, crawl spaces, basements, etc.).

WARNING

Never touch broken lamp or internal contents of lamp. The lamp contains mercury.

- After opening the carton, unpack and inspect the unit and lamp for damage. Do not install this unit if any damage is noticeable. If lamp is damaged, cracked or broken, do not touch lamp or other contents in carton. Close carton and return to seller immediately.
- In case of accidental exposure to internal contents of lamp, wash hands and any other affected skin area with mild detergent. Remove affected clothing immediately. If skin surface is pierced, seek medical attention immediately.

NOTE: If you touch the glass of the lamp, you should wipe the glass clean with isopropyl alcohol and a lint free wipe. If the lamp is not cleaned, the film of hand oils causes a reduction in the light intensity.

WARNING

Before installing or servicing a humidifier, air filter, heat system, this unit, etc., always turn all power OFF and have unit unplugged. Electrical shock can cause personal injury or death. Never expose eyes or skin to direct UVC light from any source.

WARNING

To prevent water damage or electric shock, do not mount unit under a humidifier.

WARNING

This product is designed for indoor installation only (i.e. attics, crawl spaces, basements, etc.). For use on gas fired, oil fired, electric and split system heat pump forced air systems*. This product is NOT designed to be mounted outside on gas fired or heat pump packaged units**.

*Split system heat pumps are systems where the air handler and the air conditioning compressor are separate units.

**Packaged units are systems where the air handler and the air conditioning compressor are built together and are installed outside of the building.

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Meet Your New Haven Plus

Items included:

1. **Mounting Base**
   Attaches to ballast
2. **Preinstalled Filters**
   PRO-Cell™ technology
3. **UVC Lamp**
   Ultraviolet bulb
4. **Mounting Plate**
   Duct board mounting bracket
5. **Ballast**
   Air+Health power unit
6. **Safety Glasses**
   Keep for future use when maintaining this product
7. **Screws (x4)**
   4 sheet metal screws
8. **Alcohol Wipe**
   For cleaning the lamp



Tools Required:

- ◯ Marker
- ◯ Power Drill
- ◯ Gloves
- ◯ Screwdriver (Flat Head)
- ◯ Metal Shears
- ◯ Duct Tape

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Identify Your HVAC System Type

Why is this step important?

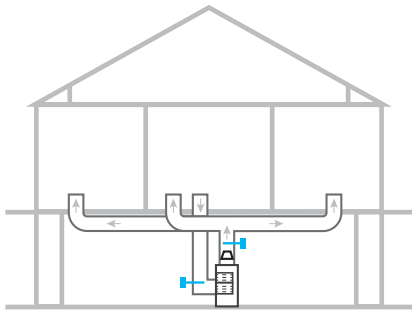
Use the diagram (**Figure A**) to determine what kind of HVAC system you have. This will help you determine a location for your Haven Plus unit. Haven Plus is designed to fit into supply and return air ductwork as well as fit into HVAC systems.

How to identify your HVAC system type

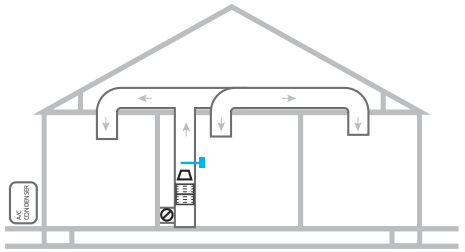
1. Use Figure A to identify which type of system you have.
2. Determine where your air handler is located.
3. Choose the best location for installation per Figure B on page 9.

FIGURE A

Basement Installation

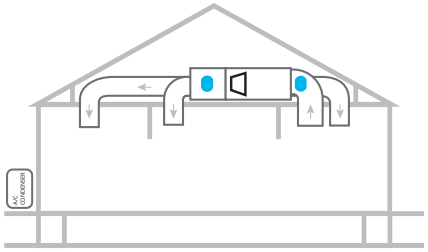


Closet Installation

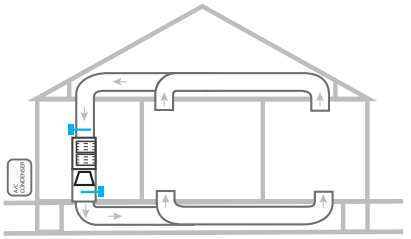


- DO NOT mount near a return air register grill.

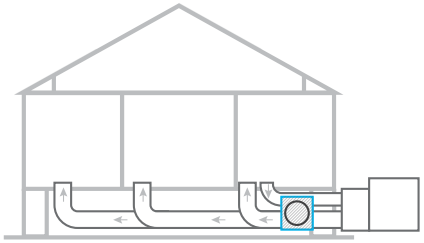
Attic Installation



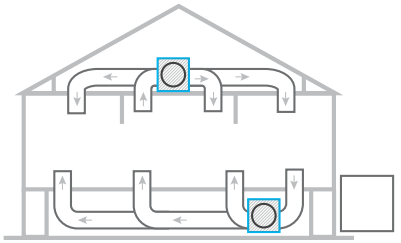
Heat Pump with Separate Air Handler



Package System or Heat Pump (with no separate air handler)



Heat Pump with Separate Air Handler (in the attic or crawl space)





- DO NOT mount unit on plastic flexible duct.
- Mount unit on metal housing if any metal duct available.
- If a metal housing is not available, you may need to fabricate a mounting box.

Select a Location

CAUTION

Investigate and determine the location of the AC coil prior to drilling holes in duct for mounting unit. Use care to avoid damage to the coil and any wiring or other components while installing the Haven Plus unit.

WARNING

To prevent water damage or electric shock, do NOT mount unit under a humidifier.

1. Determine the air flow direction.

Now that you have located your air handler and where the HVAC system is in your home, it is time to choose an install location. Choosing the best location is dependent on what layout the HVAC system has; Down Flow, Up Flow, or Horizontal Flow. (Reference **Figure B** to see which layout matches your HVAC.)

2. Choose a suitable location for the unit.

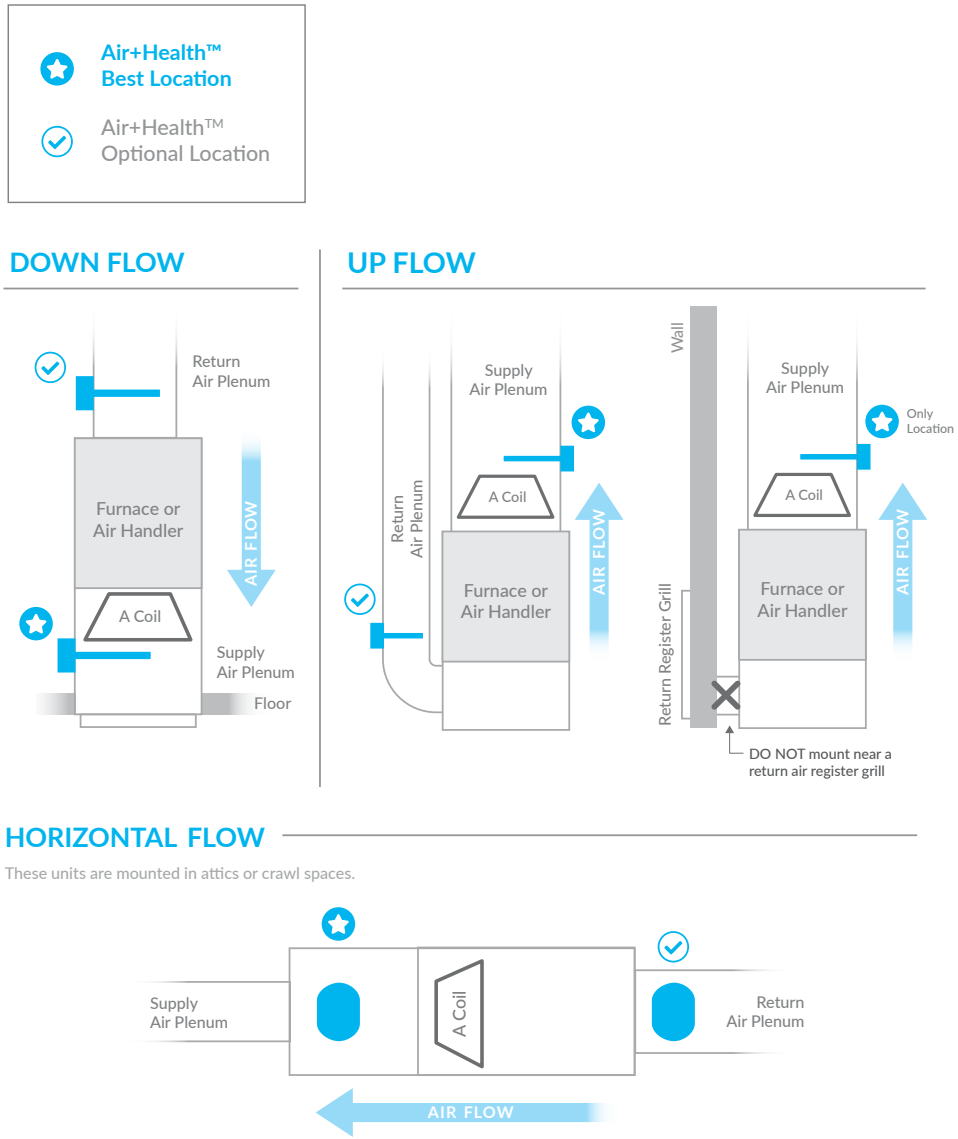
Possible locations are downstream from the 'A' coil (Air Conditioning Coil) in the supply plenum **OR** in the return plenum; preferably downstream from the air filter.

For optimum "cleaning" effect on the 'A' coil, mount the unit in the supply plenum as close as possible to the 'A' coil.

(Reference **Figure B** to pick the best install location for your system's air flow direction.)

NOTE: SEAL the joints and seams of the plenum near the mounting location to reduce any direct viewing of UV light.

FIGURE B



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Installation

SAFETY PROCEDURE

Please wear supplied safety glasses during installation. They will protect from debris while drilling.

1. Using the Mounting Plate, trace cut lines onto duct.

Hold or temporarily tape the supplied mounting plate in the location chosen for installation, and use the plate as a template to mark the duct along the outermost slots in the plate (see **Figure 2-3**). Alternatively, a 5 ⅜" square may be marked on the duct.

2. Drill a pilot hole. (For Metal Plenums Only)

Using a drill. Drill a pilot hole somewhere along the lines drawn. This will make cutting into the metal plenum easier. **Ignore this step if you have a soft duct board plenum.**

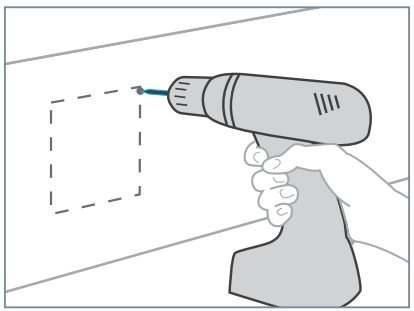


FIGURE 1

3. Cut out the opening for the unit.

Cut out the opening for the unit in the duct using metal shears, make sure to cut slightly outside the marked lines if the mounting plate was used as a template. Remove the mounting plate unless you are using it to mount to a fiberglass duct board. (See **Figures 2-4**)



FIGURE 2

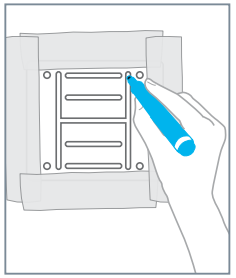


FIGURE 3

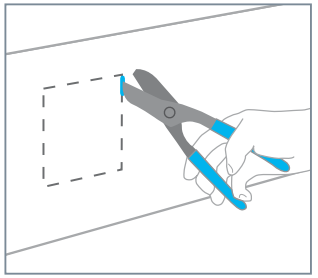


FIGURE 4

Before proceeding...

If mounting to duct board, continue with steps A-C.
If mounting to a metal plenum, skip steps A-C.

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Duct Board Mounting

A. Fold mounting plate tabs into the duct.

If you haven't already, tape the mounting plate to the install location. Then, bend both tabs down and through duct at the first bend point. (See **Figure 5**)

Bend both tabs at the second bend point (up and down) to pinch and grip the duct material. (See **Figure 6**)

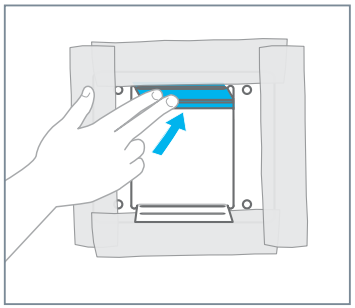


FIGURE 5

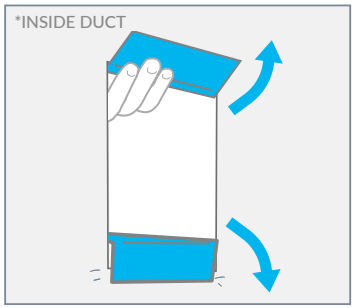


FIGURE 6

B. Poke holes for mounting.

Using a screwdriver or pointed object, locate mounting holes by poking holes through the duct tape. (See **Figure 7**)

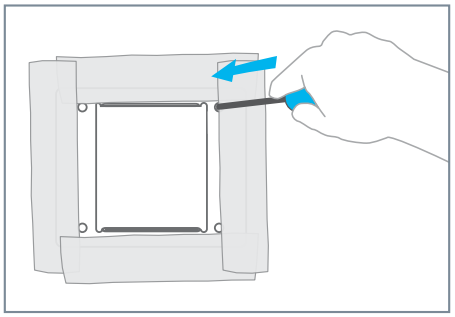


FIGURE 7

C. Continue with installation on page 14.

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Installation (Continued)

4A. Prep the unit for air flow type.

The Haven Plus unit must be facing the correct way for airflow. The white, round mounting base on the front of the metal unit can be removed and the unit can be rotated so that the view port is always easy to access.

Directions for airflow:

Up Flow: The unit should be mounted as shipped.

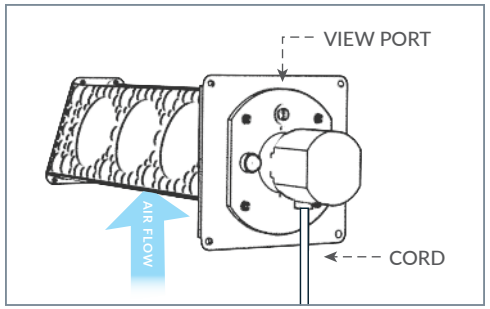


FIGURE 8

Horizontal Flow: The entire unit (including the ballast) should be rotated to the right or left so that the open side of the "V" is facing into air flow.

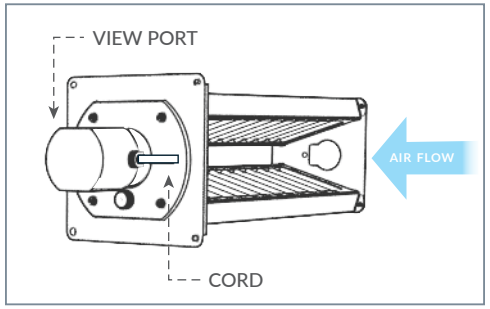


FIGURE 9

Down Flow: The metal portion of the unit must be rotated 180˚ (**Figure 10**). Rotate everything except the white, plastic mounting base. Follow **step 4B** below.

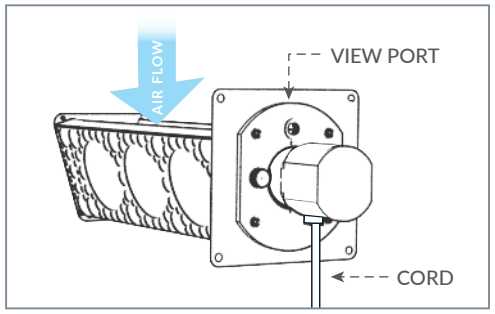


FIGURE 10

4B. Rotate the Haven Plus unit. (Down Flow Only)

Unscrew the four screws and remove the white mounting base from the metal flange and unit. Rotate the metal filter housing 180˚ so that the open side of the "v" is facing up. Re-attach the mounting base to the metal flange and unit. The unit should now look like **Figure 10** (above).

The mounting base must be tightly attached in order to activate the built-in safety switch. (Figure 20)

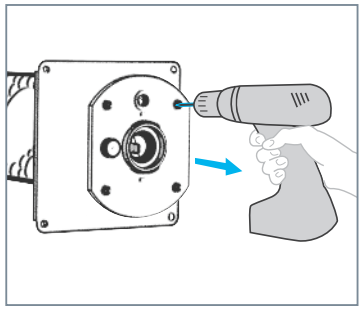


FIGURE 11

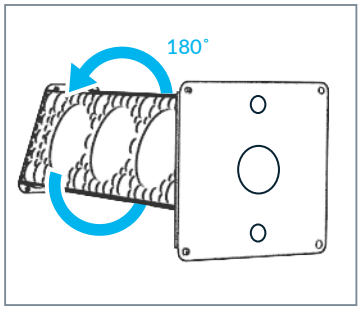


FIGURE 12

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Installation (Continued)

5. Insert Haven Plus unit into the duct.

Insert the unit (mounting base attached to metal filter housing) into the duct opening and attach it to the duct (or mounting plate) with the four included sheet metal screws. (**Figures 13-14**)

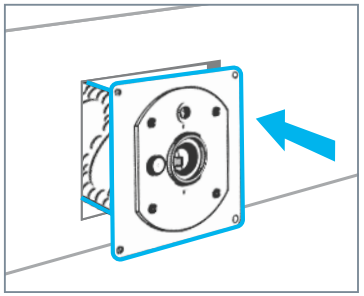


FIGURE 13

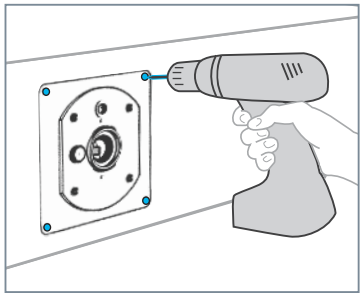


FIGURE 14

NOTE: The Haven Plus model is configured for upward or horizontal air flow direction as shipped. If the direction of airflow in the duct is downward, the metal filter housing of the unit must be rotated, so that airflow matches **Figure 10**. Reference **steps 4A & 4B.**

6. Install UVC lamp into ballast.

Wearing gloves, plug the base of the UVC lamp into the ballast assembly lamp socket. (See **Figure 15**)

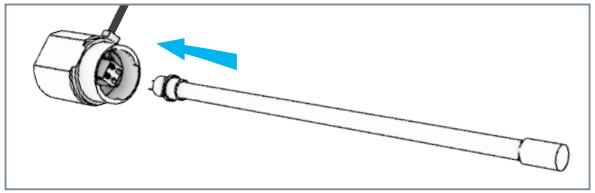


FIGURE 15

7. Wipe off UVC lamp with alcohol wipe.

Wipe off the lamp glass with the supplied alcohol wipe.

8. Insert the UVC lamp and ballast into the mounting base hole.

Insert the UVC lamp through the center hole of the mounting base. (See **Figure 16**) The power cord must be 90° to the view port hole on the mounting base. (See **Figure 17**)

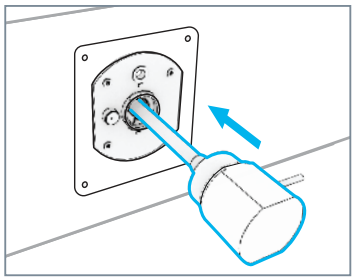


FIGURE 16

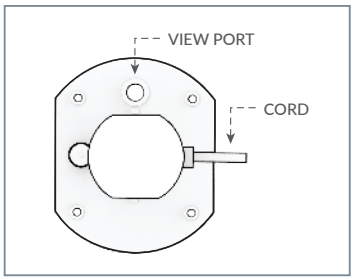


FIGURE 17

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Installation (Continued)

9. Secure the ballast to the mounting base.

With the ballast pressed against the mounting base, rotate the ballast clockwise 90° to secure it to the base. When the ballast is fully attached, the power cord will be aligned with the view port hole. (See **Figures 18 & 19**)

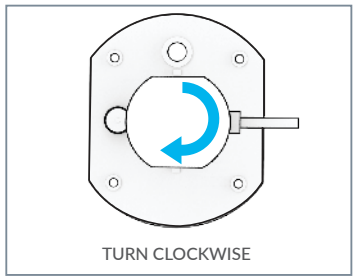


FIGURE 18

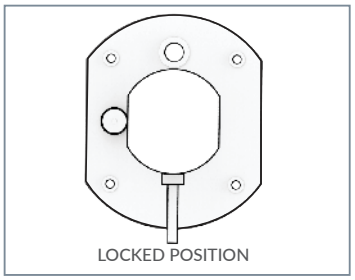


FIGURE 19

10. Plug Haven Plus in.

Plug the power supply cord into a standard electric wall outlet. Check lamp operation by looking through the view port hole.

NOTE: The view port hole is made of glass and will not allow any UVC rays to pass through. A blue glow should be seen in the duct.

TROUBLESHOOT

If blue glow is not seen, make sure the base is properly installed. There is a proving switch located on the base that needs to be seated properly onto the duct. **Make sure that when base is mounted that the plated washer on the switch is raised approximately 3⁄16" and the switch is fully engaged.** (See **Figure 20**)

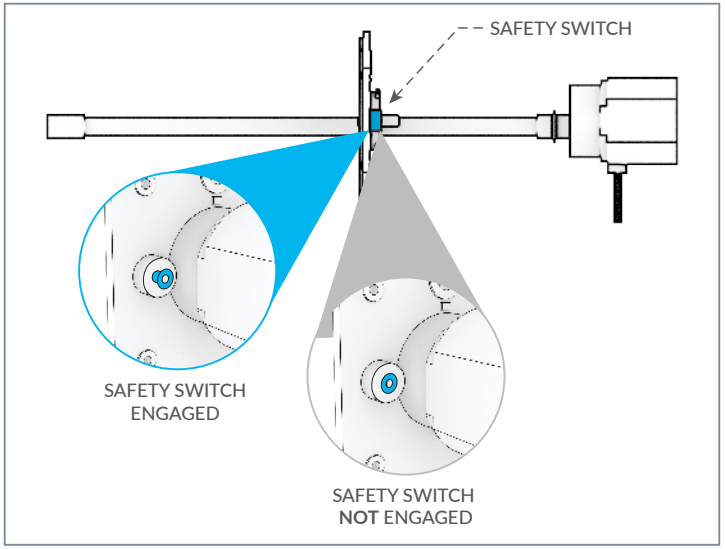


FIGURE 20

11. Seal all joints and seams.

With standard duct tape, seal any joints and seams near the mounting location to reduce any direct viewing of UV light.

12. Place replacement reminder magnet in a safe spot.

Write the date of installation on the magnet and place it in a spot that you will see often. Replace the UVC lamp once a year.

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Maintenance

WARNING: UNPLUG

Unplug unit from outlet before commencing inspection and cleaning.

SAFETY PROCEDURE

Please wear disposable, non-absorbent protective gloves prior to inspection procedure in case of accidental breakage of glass.

1. Inspect and clean UVC lamp every 6 months.

We recommend inspecting and cleaning the UVC lamp at least every 6 months depending upon your home environment, condition of conventional filters and duration of use and their replacement cycle.

2. Inspect and clean UVC lamp annually.

To maintain the lamps maximum output intensity, replace your UVC lamp annually, depending upon your home environment using the replacement procedure below. The lamp should operate continuously for maximum lamp life and light effectiveness.

3. Do not clean the filters (catalytic aluminum substrate) with solutions.

Do not attempt to clean the catalytic aluminum substrate core with cleaning solutions. The catalyst is radiated with short wave ultraviolet light during period of non-air flow and is self-cleaning. If there is build up blocking the catalytic cells, sit the unit on end (on a flat surface) with electrical enclosure facing up. Use low-pressure, compressed air to blow the surface of the catalytic cells free of blockage.

REPLACEMENT PARTS LIST

UVC Germicidal Lamp
Part Number: 602607301

For replacement parts, contact Air+Health at:

PHONE 1.866.765.1587
FAX 1.866.253.1029
E-MAIL Techsupport@airhealth.com
WEB airhealth.com

Scan QR: install guide
airhealth.com/diy-installation/

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UVC Lamp Replacement

WARNING: UNPLUG

Unplug unit from outlet before starting replacement procedure.

SAFETY PROCEDURE

Please wear disposable, non-absorbent protective gloves prior to inspection procedure in case of accidental breakage of glass.

1. Unlock ballast assembly.

Rotate the Air+Health™ ballast assembly counter-clockwise until it stops. (See **Figure 21 & 22**)

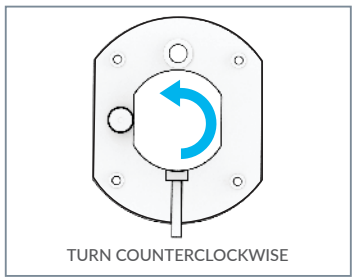


FIGURE 21

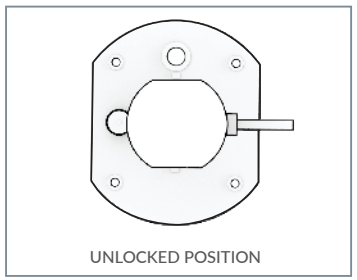


FIGURE 22

2. Remove the ballast assembly and lamp.

Pull the ballast assembly and lamp out of the mounting base. (See **Figure 23**)

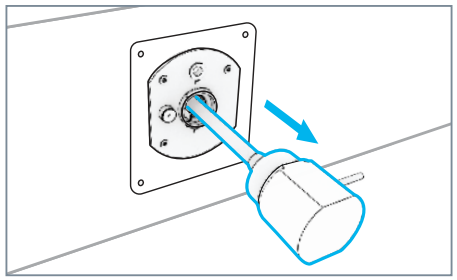


FIGURE 23

3. Remove old UVC lamp.

Remove the old lamp from the lamp socket. (See **Figure 24**)

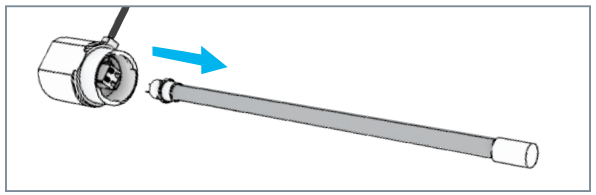


FIGURE 24

4. Install replacement UVC lamp.

Install replacement lamp into lamp socket. Do not handle the lamp with bare hands. Oils on the hands may reduce lamp intensity. (See **Figure 25**)

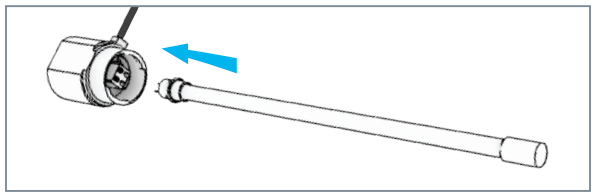


FIGURE 25

WARNING: NEVER EXPOSE EYES OR SKIN TO UVC LIGHT FROM ANY SOURCE. LOOKING DIRECTLY AT THE UVC LIGHT MAY CAUSE PERMANENT EYE DAMAGE OR BLINDNESS. NEVER OPERATE THE AIR+HEALTH™ AIR PURIFYING SYSTEM OUT OF THE PLENUM. AVOID TOUCHING THE GLASS PORTION OF THE LAMP WITH YOUR HANDS.

UVC Lamp Replacement
(Continued)

5. Wipe off UVC lamp with alcohol wipe.

Wipe off the glass with the supplied alcohol wipe.

6. Insert the UVC lamp into the mounting base hole.

Position the ballast assembly power cord 90° to the view port hole on the mounting base. Slide the lamp through the hole in the mounting base. (See **Figure 26**)

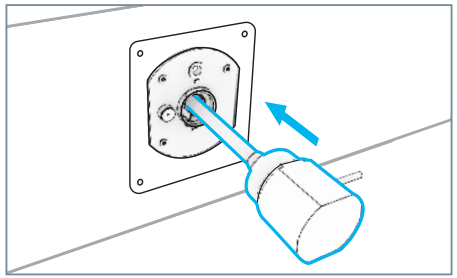


FIGURE 26

7. Secure the ballast to the mounting base.

Press the ballast against the mounting base and rotate the ballast assembly clockwise until it stops. (See **Figure 27 & 28**)

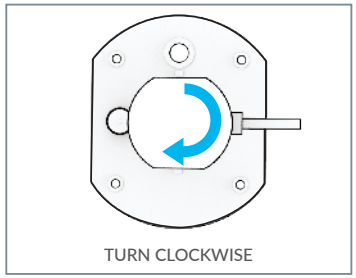


FIGURE 27

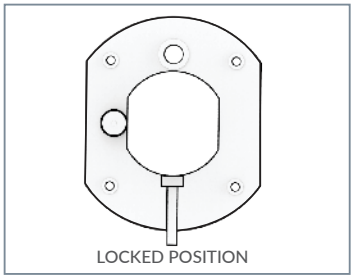


FIGURE 28

8. Plug Haven Plus in.

After assembly is firmly in place, plug the power supply cord into a standard electrical wall outlet. Check lamp operation by looking through the view port hole. A blue glow should be seen in the duct.

NOTE: If blue light leaks through any portion of plenum and/or around mounting plate, unplug power supply cord immediately and seal affected areas and/or rotate ballast and repeat step #8 above.

9. Dispose of the old UVC lamp according to local regulations.

UVC lamps contain a small amount of mercury, like a typical fluorescent lamp. Check with your local waste management authority for local disposal or recycling requirements. According to the EPA's Universal Waste Rule, these types of lamps may be disposed of into household waste.

WARNING: Never touch broken lamp or internal contents of lamp. The lamp contains mercury.

NOTE: In case of accidental exposure to internal contents of lamp, wash hands and any other affected skin area with mild detergent. Remove affected clothing immediately. If skin surface is pierced, seek medical attention immediately.

WARNING: NEVER EXPOSE EYES OR SKIN TO UVC LIGHT FROM ANY SOURCE. LOOKING DIRECTLY AT THE UVC LIGHT MAY CAUSE PERMANENT EYE DAMAGE OR BLINDNESS. NEVER OPERATE THE AIR+HEALTH™ AIR PURIFYING SYSTEM OUT OF THE PLENUM. AVOID TOUCHING THE GLASS PORTION OF THE LAMP WITH YOUR HANDS.

Troubleshooting Guide

UVC LAMP NOT LIGHTING UP:

1. Pull back metal washer on left side of mounting base. If lamp lights up, the base needs tightening to ensure that the safety switch is fully engaged. (Reference **Figure 20** on **page 19**.)
2. If lamp does not light up, rotate ballast slightly clockwise or counter-clockwise.
3. If lamp does not light up after rotating ballast, replace lamp.
4. If unit still does not light up after replacing lamp, replace ballast.

BROKEN LAMPS (see safety considerations)

UV lamps contain a small amount of mercury, like a typical fluorescent lamp. DO NOT touch any of the mercury with your bare hands.

1. While wearing disposable, non-absorbent protective gloves, pick up the large pieces of glass with your hands.
2. Then, vacuum the entire area with a standard household vacuum cleaner ensuring the removal of all lamp material.
3. Dispose of the pieces of glass, the vacuum cleaner bag, and the disposable gloves in a sealed garbage bag.
4. Check with your local waste management authority for local disposal or recycling requirements. According to the EPA's Universal Waste Rule, these types of lamps may be disposed of into household waste.
5. Wash hands and remove and wash clothes for added safety measures.

REPLACEMENT PARTS LIST

UVC Germicidal Lamp
Part Number: 602607301

For replacement parts, contact Air+Health at:

PHONE 1.866.765.1587
FAX 1.866.253.1029
E-MAIL Techsupport@airhealth.com
WEB airhealth.com

Scan QR: install guide
airhealth.com/diy-installation/

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Warranty Information

Visit link for more warranty info:

airhealth.com/warranty-information/

The products of Home Health Products, LLC are warranted to be free from defects in material and workmanship under normal use for 10 years (90 days on UV lamp) from date of purchase. In the event of malfunction or failure of this product, the purchaser shall properly package the entire unit and ship it PREPAID with return address to the address listed below. At the time of request for warranty service, the purchaser must present proof of purchase documentation which includes the date of purchase (for example, a receipt or sales slip). If the malfunction or failure is a result of defects covered by this warranty, Home Health Products will, at its option, repair the product or replace it and return it to the purchaser.

This warranty is limited to the original retail purchaser and is not transferable. The warranty does not cover damage due to accidents, abuse, tampering or misuse, nor does it cover damage resulting from service persons other than Home Health Products. Home Health Products' liability under this warranty is expressly limited to the repair, replacement, or refund of the invoice price of products which prove to be defective in material or workmanship within a period of ninety days from date of purchase. Home Health Products' obligation to repair or replace defective products or refund of invoice price constitutes agreed and liquidated damages for any breach of warranty by Home Health Products.

THIS WARRANTY IS EXPRESSLY GRANTED IN LIEU OF ALL OTHER WARRANTIES, INCLUDING BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. HOME HEALTH PRODUCTS SHALL NOT BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES, WHETHER DIRECT OR INDIRECT.

Some states may not allow the exclusion or limitation of incidental or consequential damages, or limitations on implied warranty, so the above limitations or exclusions may not apply to you. This warranty gives you specific rights and you may also have other rights which vary from state to state.

In the event you have any questions concerning the use and care of your Home Health Products product or concerning service under this warranty or otherwise, please write:

Home Health Products, LLC

2630 Airport Road,

Kinston, NC 28504

WARNING: NEVER EXPOSE EYES OR SKIN TO UVC LIGHT FROM ANY SOURCE. LOOKING DIRECTLY AT THE UVC LIGHT MAY CAUSE PERMANENT EYE DAMAGE OR BLINDNESS. NEVER OPERATE THE AIR+HEALTH™ AIR PURIFYING SYSTEM OUT OF THE PLENUM. AVOID TOUCHING THE GLASS PORTION OF THE LAMP WITH YOUR HANDS.

READ ALL INSTRUCTIONS BEFORE USING.
PLEASE SAVE FOR REFERENCE.

Air+Health Support

Visit **airhealth.com/support** for online help, support videos, general tips, and useful information about Haven Plus and Air+Health's other air treatment solutions.

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airhealth.com
Techsupport@airhealth.com
1.866.765.1587