



**BROAD AIR**

Clean Air Shared By All Humans

BROAD CLEAN FRESH AIR MACHINE

SQ1000, SQ1500, SQ3000

## USER'S MANUAL



400-883-9333

Username:

2-YEAR WARRANTY

2022 11 En



## SAFETY INSTRUCTIONS

1. Please read this manual carefully and retain for future use.
2. Make sure that the power voltage is consistent with the voltage indicated in the label pasted on the machine.
3. The power cord shall comply with local standards. If it is damaged, it must be repaired or replaced by the manufacturer or a qualified professional to avoid electric shock.
4. The grounding wire shall well insulated.
5. When opening the machine door, do not press the safety switch with hands or other objects to prevent electric shock and avoid scratching.
6. Clean the internal parts of the machine or cut off the power before maintenance, and remove the baffle and protective cover for cleaning, Water is not allowed inside.
7. Do not block the exhaust vent and air supply vents of the fresh air machine.
8. This product is not suitable for people with low physical function and intelligence level (including children) to operate.
9. Do not dispose this product with ordinary garbage. Take it to a qualified electrical waste station for recycling.

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## TO USERS

Dear Users,

Thank you for choosing BROAD Clean Fresh Air Machine.

Since its establishment, BROAD has been adhering to the service motto of "Sincerity, Diligence and Strictness", and the philosophy of "Providing.

Unique Value for Customers". BROAD has been continuously improving our service and our quality to ensure that all BROAD's clean fresh air systems provide indoor air that is 100 times cleaner than outdoor air, and this commitment will be fulfilled throughout the product's lifespan.

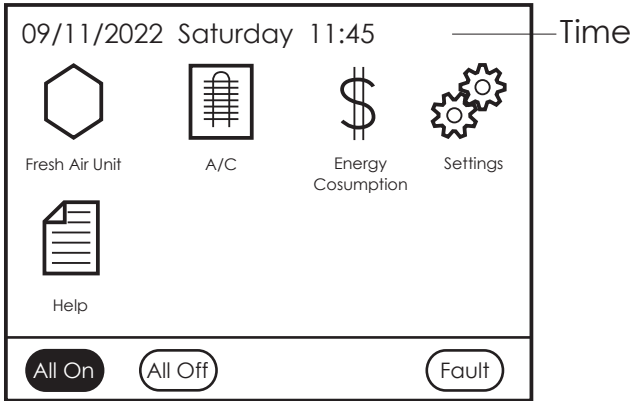
In order to ensure the long-term stable operation of the product to create a healthy and comfortable working and living environment, we have made a Scope of Work for BROAD service engineers to follow. We appreciate your support and supervision, and welcome your comments.

1. The engineer must make an appointment in advance with the user for on-site service. If the engineer cannot keep the appointment for any reason, a call to the customer should be made at least 15 minutes in advance.
2. The engineer must train the user on machine operation, and should demonstrate electrostatic cleaner dust scraping and cleaning, as well as purification efficiency testing during the first site service.
3. Air quality standard: The air from the fresh air outlet must be 1,000 times cleaner than the outdoor air, and the indoor air must be 100 times cleaner than outdoor air (or up to acceptance standard).
4. The engineer must conduct air detection after service. If not meeting the standard, a written explanation and improvement recommendation should be made.
5. The working site must be cleaned after the service is finished.
6. All service work must be well recorded.

This manual serves as a maintenance guide book, which is of great significance to the operation and management of the fresh air machine. Please keep it handy.

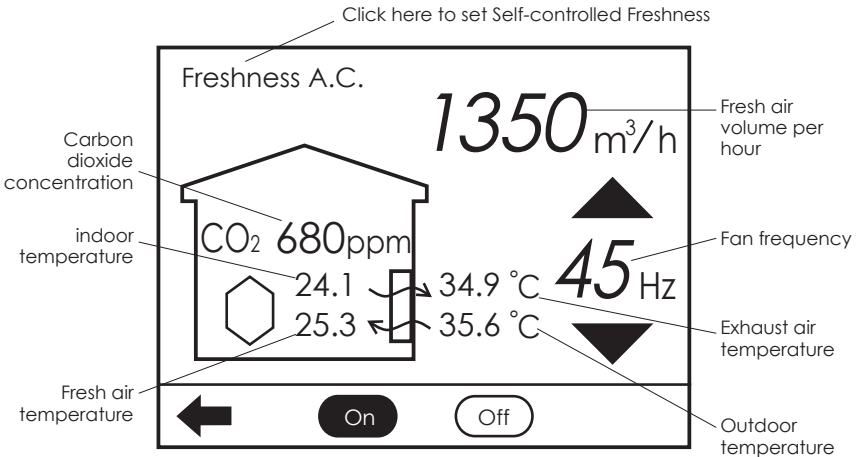
Thank you again for your support. We appreciate your supervision and valuable suggestions.

# CONTROLLER INTERFACE



Power on: Press "All On", or enter the control interface of each component to start up

Power off: Press "All Off", or enter the control interface of each component to start down (only for linkage items)



To turn on the Fresh Air Machine, press "On"

To turn off the Fresh Air Machine, press "Off"

Air Volume Frequency Adjustment ▲ press ▼

Others: Press "←" to return to the main interface (It will revert automatically with no operation for 2 minutes. The same below)

## OPERATION

Energy consumption			
Time	Heat	Fan	A/C
Real time kW	2.43 (55.10%)	0.751	0
Today kWh	18.26	11.27	0
Month kWh	821	496	0

- To get the energy consumption data of the current year, current month and current day
- "Heat recovery" refers to the heat recovery efficiency of fresh air

Energy consumption			
Time	Heat	Fan	A/C
This year kWh	11982	4307	0
Last year kWh	21948	7714	0

Settings	
Timer	
Linkage selection	Bypass valve setting
Date and time	E&F air rate setting
ECO mode	
Screen timeout selection	
Touch calibration setting	

- Press "Settings" in the main interface to enter the corresponding setting interface
- Set up auto on / off, select the linkage component, correct the time, set up the screen display time, and calibrate the touch screen

## OPERATION

### Time mode

- Everyday     Once only  
 Working days (from Monday to Friday)

Everyday On~off time

Timing1 08:00 ~ 12:00

Timing2 14:00 ~ 18:00

Timing3 20:00 ~ 23:30



- Only one timing mode can be selected each time (The black dot in the center of the circle indicates valid selection)
- Multiple time periods can be selected for the on/ off timing mode (The "✓" in the box indicates valid selection)
- Press the time in the box and a numeric keypad will pop up. Complete the time modification
- When setting the timing, the Clean Fresh Air Machine icon must be selected in the linkage selection interface

### Linkage selection

- Broad clean fresh air machine  
 A/C coils  
 Humidifier



Confirm

- The On/Off, All On, All Off, Timing and other controlling systems are only effective for those items selected for linkage control
- The unselected items will not be functioning simultaneously
- After the linkage items are selected, go to the main interface for "All On" or "All Off" to run the machine
- Please go to the engineer interface for linkage setting

### Date and time

Engineer's password

Time 08:40

Date 2022/11/09

Language  中文  
 English



Confirm

- The modification of date and time value is the same as "Timing"
- Only one language can be selected each time (the black dot in the center of the circle indicates valid selection)
- "Engineer Password" is for service engineers only


## OPERATION

Energy conservation mode

Shut down when no person

Shut down when no person around

8 h

 Confirm

- The Fresh Air Machine will automatically stand by on auto-off mode and resume operation immediately when detecting people
- The postpone time can be set as per actual need
- Press the time value to enter the setting interface. After entering the value, press Confirm to save the modification


Screen timeout selection

10 Seconds

30 Seconds

60 Seconds


2 Hours

 Confirm

- Set up the screen display time
- Only one of the above times can be selected each time (the black dot in the center of the circle indicates valid selection)
- Press Confirm for confirmation

Touch calibration setting

Touch the box



- For touchscreen deviation
- If you do not want to continue after entering the calibration interface, press the "Back" key
- Press the prompt cursor "■" to complete all operations and save the parameters

# INFORMATION

## Brief description

1. The automatic freshness control refers to the control of CO<sub>2</sub> concentration. When the CO<sub>2</sub> concentration is too high, the air speed will increase automatically to reduce the CO<sub>2</sub> concentration below the set value. Vice Versa.
2. On the automatic freshness control mode, the fan frequency rises and falls automatically to ensure the freshness and comfort of the indoor environment, while at the same time saving energy.

- Press "Help" to enter this interface
- "Brief Description" introduces matters that need attention during operation
- Press the left button to return, press the right button for troubleshooting query. See page 12 for details



## Troubleshooting

Phenomena	Causes	Solutions
Big noise	<ol style="list-style-type: none"> <li>1. Fan speed is too high</li> <li>2. Fan bearing or rotor failuer</li> <li>3. Wall or ground is uneven</li> </ol>	<ol style="list-style-type: none"> <li>1. Lower fan frequency</li> <li>2. Repair*</li> <li>3. Fasten the bolts or level the wall or ground *</li> </ol>
No blow	<ol style="list-style-type: none"> <li>1. The door is not properly closed</li> <li>2. Fan motor failure</li> </ol>	<ol style="list-style-type: none"> <li>1. Close the door again</li> <li>2. Replace it *</li> </ol>

- Go to the page after "Brief Description" in the "Help" interface
- Seek specific solution for troubleshooting
- Press the left button to return, press the right button for more troubleshooting solutions(See page 12 for details. For items marked with \*, please seek immediate help from BROAD or a BROAD authorized service provider)



## Fault

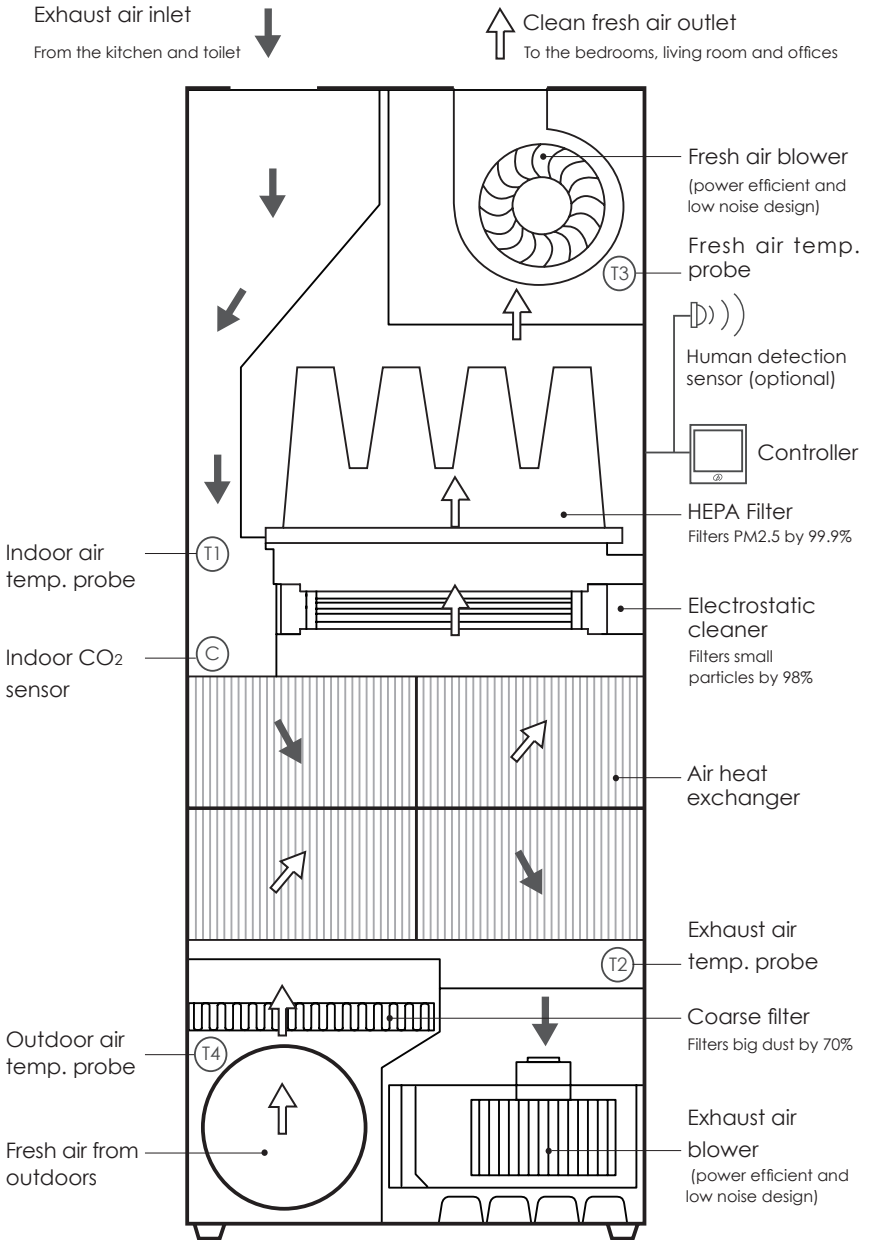
Fresh air machine	Indoor air temperature probe fault

- If a fault occurs, the "Fault" button on the main interface will turn into a white background automatically, press "Reset" to clear the alert
- If the CO<sub>2</sub> concentration exceeds the upper limit, please immediately increase the air volume of the fresh air machine
- If the electrostatic cleaner cleaning prompt appears, clean or replace as soon as possible
- For fresh air machine component failure, please seek immediate help from BROAD or a BROAD authorized service provider





# COMPONENTS



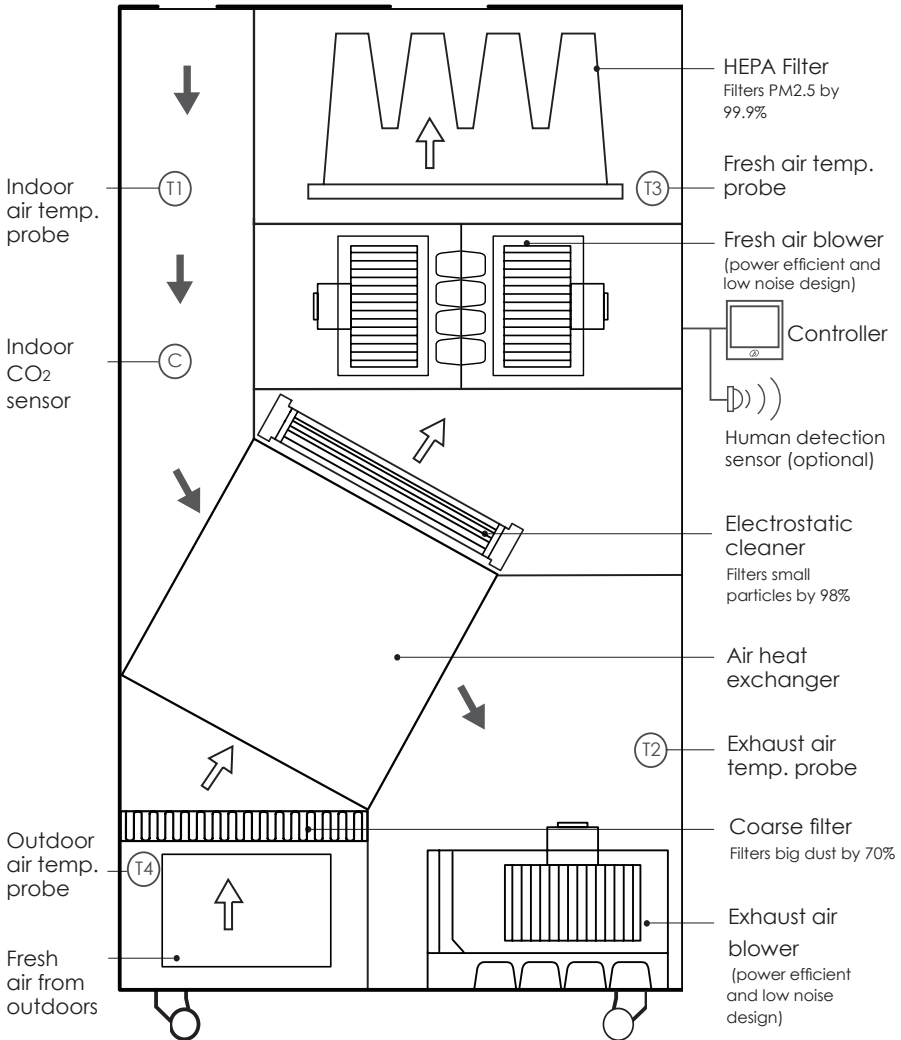
Exemplified Mode: SQ1000

# COMPONENTS

Exhaust air inlet  
From the kitchen  
and toilet

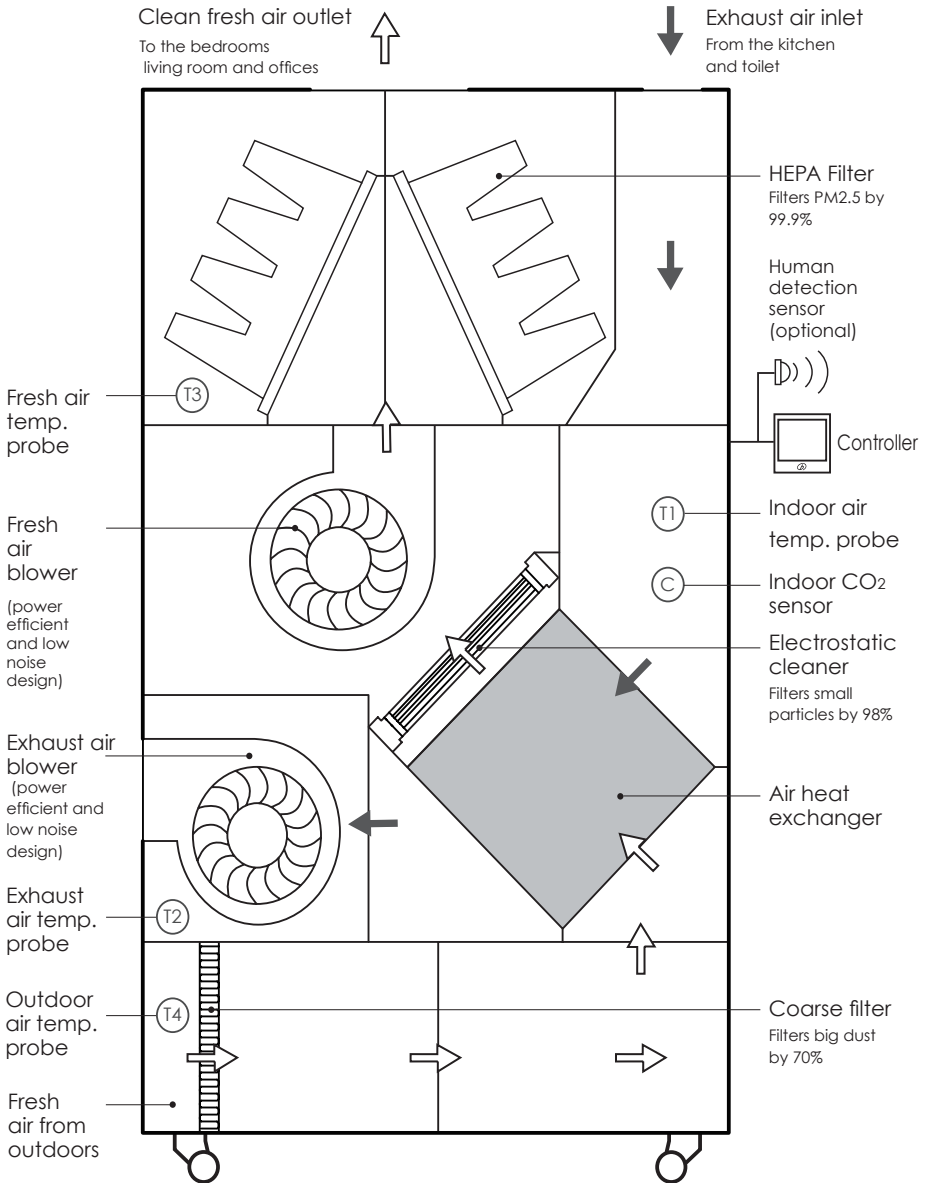


Clean fresh air outlet  
To the bedrooms  
living room and offices



Exemplified Mode: SQ1500

# COMPONENTS



Exempld Mode: SQ3000

# MAINTENANCE & WARRANTY

## Filter Cleaning and Replacement

1. Electrostatic cleaner cleaning
  - Frequency: 1~3 months, depending on dust thickness
2. Coarse filter cleaning
  - Frequency: Every 1~3 months, depending on dust thickness
3. HEPA replacement
  - Frequency: Every 1~2 years, depending on dust thickness
  - Record the next replacement time on the new HEPA filter
4. Air heat exchanger cleaning
  - Frequency: Every 2~4 years
  - Remove the exchanger, clean with detergent and then rinse with clean water (Air dry)
5. Internal component cleaning
  - Frequency: Every 1~3 years
  - Wipe the fan and the machine's inner case with a wrung wet towel, be careful

Note: the ventilation function will deteriorate if the HEPA filter is plugged up

## Lifetime Service

BROAD provides optional lifetime service for its clean air products, since the date of purchase, free 2-year product warranty. After the warranty expires, the user can sign an annual maintenance agreement with BROAD, who will provide various value-added services such as cleaning, maintenance, and testing. The service cost is about 5% of the equipment price

## Warranty

BROAD clean air products take "Best Purification Effect", "Minimum Energy Consumption", "Zero Downtime" and "40-Year Lifespan" as its maintenance goals.

For cleaning and maintenance, please refer to "Operation and Cleaning" posted on the machine and the user manual for more details. Each maintenance must strictly follow the maintenance procedures and record the steps in detail.

The maintenance work for commercial users is suggested to be completed or supervised by BROAD service engineers (or BROAD authorized service providers).

Domestic users can perform maintenance by themselves or entrust BROAD

## Precautions

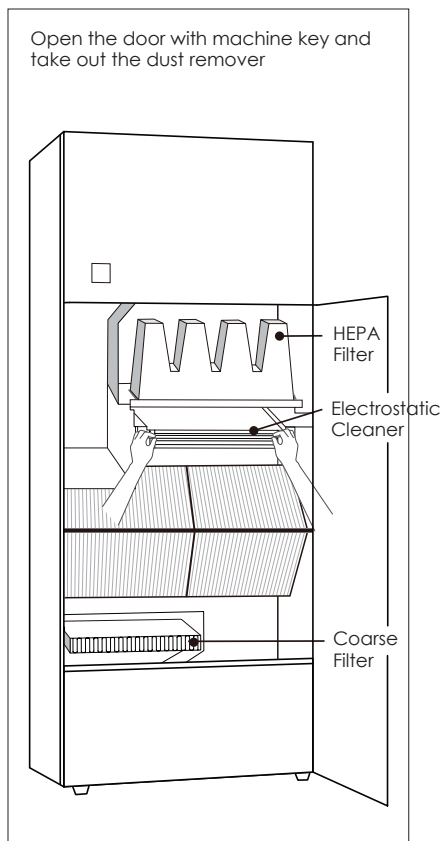
1. It is recommended to keep the fresh air machine running at 30 ~ 40Hz, which can be tuned higher when the number of people increases. Do not run it at full load if not necessary
2. Keep the doors and windows closed tightly to ensure a slight positive pressure indoor
3. Turn off the range hood and exhaust fan immediately after cooking
4. Note that smoking and incense burning will affect air quality
5. When there is no one in the room for a long time, set an automatic 15-minute running for every morning and evening to ensure the basic cleanliness of the room

# ELECTROSTATIC CLEANER CLEANING

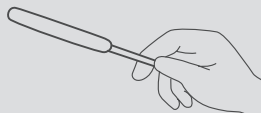
Clean the electrostatic cleaner every 1~3 months. If the electrostatic cleaner has collected over 1.5 mm of dust, it must be cleaned immediately

## ■ Remove the electrostatic cleaner

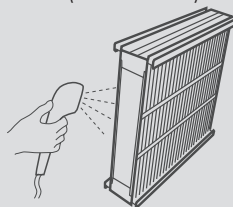
Open the door with machine key and take out the dust remover



2. Use the special brush to brush clean the grille (Pay attention not to scrape off the tungsten filament)

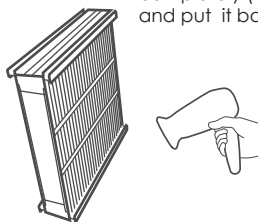


3. Rinse the electrostatic cleaner with clean water (cool or warm)



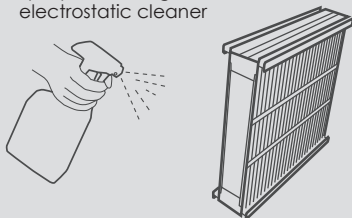
## ■ Blow dry after cleaning

Dry the water and dry it completely (or sun dry) and put it back



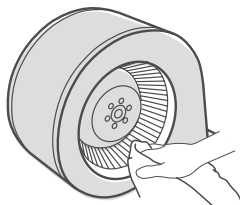
## ■ Cleaning Method: Detergent Cleaning

1. Spray the detergent over the electrostatic cleaner



## ■ Fan Cleaning

Clean the fan and the inner case every 1~3 years

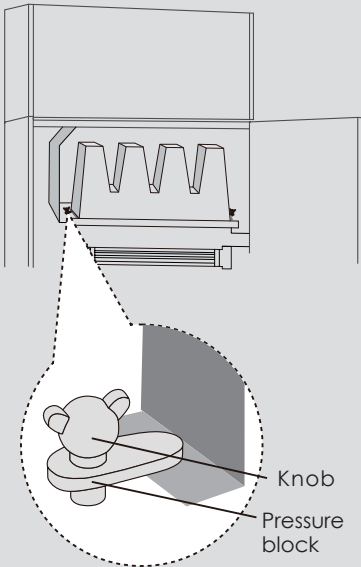


## COARSE FILTER/HEPA FILTER REPLACEMENT

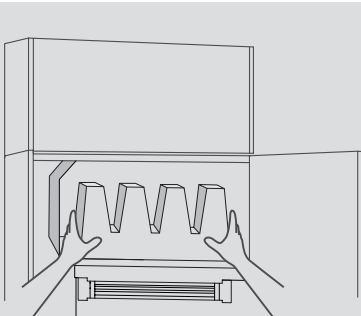
The Coarse filter must be replaced every 1~3 months, the HEPA filter should be replaced every 1~2 years. If the indoor air quality is not up to standard, replace filter immediately

### Take out the old filter

1. Open the door



2. Turn the knob clockwise to loosen the pressure block (2 pressure blocks per filter)



3. Hold the HEPA filter evenly with both hands, pull it out

### Load the new HEPA filter

- The steps of loading a new filter are opposite to those of taking out an old filter
- Keep the arrow direction marked on the filter same as before (as shown in the left figure)
- Hold the new filter with both hands and push it vertically and parallel
- Turn the knob clockwise to make the pressure block press the HEPA filter (pay attention to keeping the long side of the pressure block press the HEPA filter)
- Write the next replacement date on the identification strip of the new filter
- After the new filter is installed, the dust concentration at the fresh air inlet must be tested according to the "Indoor Air Quality Checklist". If the dust concentration of fresh air exceeds the standard, check whether the filter is damaged or firmly installed

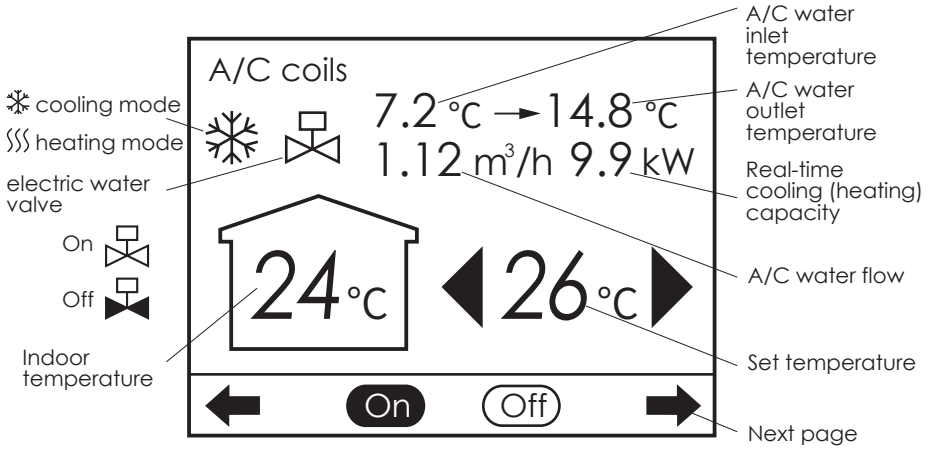
Note: Please consult BROAD before replacing the HEPA filter. You can replace the filter by ordering from BROAD or call 400-883-9333 for on-site service

## TROUBLESHOOTING

No.	Problem	Cause	Solution
1	The fan is making noise	1.Fan speed is too high 2.The fan bearing or rotor is faulty 3.The wall/floor surface is uneven	1.Turn down the fan speed 2.Examine and repair * 3.Fasten the bolts or smooth the wall/floor surface
2	There is no air coming out from the machine	1.The door is not closed 2.The fan is faulty	1.Close the door 2.Examine and repair *
3	The screen is messy	Electrostatic interference	Open the door once and then close it to restore
4	The electrostatic cleaner does not absorb dust	1.The tungsten filament is broken 2.The electrode grid is bent 3.Power failure	Repair or replace the electrostatic cleaner *
5	Bad dust absorption performance	The electrostatic cleaner or the power connection is faulty*	Replace the electrostatic cleaner or power supply*
6	electrostatic cleaner, Poor purification effect	The dust collector is full of dust	If the dust thickness of the dust collector reaches 1.5mm, it should be cleaned immediately
7	The electrostatic cleaner does not fit	The electrostatic cleaner is installed backward	Install in the direction of the arrow
8	The cleaning prompt appears repeatedly	If the dust collector does not suck much dust, but the cleaning reminder is too frequent	Reset the "cleaning cycle"
9	There is a cracking sound	1.The electrostatic cleaner is installed after washing 2.after running for a while	1.The electrostatic cleaner is not dried thoroughly, remove it and blow dry 2.The electrostatic cleaner has collected too much dust, clean it
10	The heat exchange effect is not obvious	Small indoor and outdoor temperature difference	This is a normal condition
11	The fresh air volume is insufficient	1. Wrong frequency setting 2. The air inlet/outlet is blocked 3. The coarse filter has collected too much dust 4. The HEPA filter has collected too much dust	1. Reset 2. Clear the inlet/outlet immediately 3. Clean or replace the coarse filter immediately 4. Replace the HEPA filter with a new one

Note: for items marked with \*, seek help from BROAD or a BROAD designated service provider immediately

## OPTIONAL A/C FUNCTION



Note: This interface is equipped with a heat meter

Turn on A/C Press "ON", the button will be highlighted

Turn off A/C Press "OFF", the button will be highlighted

Temperature adjustment Press ◀ or ▶, adjustment range:

$5 \sim 35^{\circ}\text{C}$

Others: Press "➡" to enter the A/C mode selection interface, as follows

❄ Cooling mode, 🌊 heating mode, "auto switch" mode: The system automatically switches cooling/heating modes according to the water temperature of the A/C

A/C functions

Cooling

Heating

Auto switch

---

◀ Confirm

- "Cooling", "Heating", "Auto switch" only choose one
- Auto switch: the system automatically switches between cooling and heating modes according to the water temperature of the A/C (Turn on only once)
- Press "Confirm" to save changes



## A/C COIL TROUBLESHOOTING

No.	Problem	Cause	Solution
1	Only air, no cooling/heating	<ol style="list-style-type: none"> <li>1. When the room temperature reaches the set value, only the fresh air function</li> <li>2. A/C is not turned on</li> <li>3. The A/C valve (automatic valve) is stuck</li> </ol>	<ol style="list-style-type: none"> <li>1. This is a normal condition</li> <li>2. Turn on the A/C (or outdoor unit)</li> <li>3. Check the circuit or replace the A/C valve*</li> </ol>
2	The cooling/heating of the air outlet is obviously not enough	<ol style="list-style-type: none"> <li>1. The automatic exhaust valve is blocked</li> <li>2. The water filter is clogged</li> </ol>	<ol style="list-style-type: none"> <li>1. Unscrew the exhaust valve, if there is still no air, then close the two manual valves and check the exhaust valve*</li> <li>2. Close 2 manual valves, remove and wash the water filter</li> </ol>
3	The room temperature cannot drop down/rise up	<ol style="list-style-type: none"> <li>1. The temperature setting is wrong</li> <li>2. The air volume is too small</li> <li>3. The water temperature of the A/C is not low/high enough</li> </ol>	<ol style="list-style-type: none"> <li>1. Reset</li> <li>2. Increase the wind speed</li> <li>3. Lower/increase the water temperature of the A/C</li> </ol>
4	Condensation nearby after a period of shutdown	The A/C valve cannot shut off the water	check the circuit or replace the A/C valve*
5	The effect of the A/C is getting worse	<ol style="list-style-type: none"> <li>1. The filter is too dirty</li> <li>2. Coil vent valve blocked</li> <li>3. The water filter is blocked</li> <li>4. Other room pipe traffic adjustment valve is too large</li> </ol>	<ol style="list-style-type: none"> <li>1. Washed or replaced immediately</li> <li>2. Open the exhaust valve, if still no air, turn off 2 manual valves and repair the exhaust valve *</li> <li>3. Turn off 2 manual valves, remove and wash water filter</li> <li>4. Turn down flow control valves on coils in other rooms</li> </ol>
6	Water stains outside the A/C pipeline	<ol style="list-style-type: none"> <li>1. The pipeline insulation is not strict, resulting in condensation</li> <li>2. Cracks and leaks in the pipeline</li> </ol>	<ol style="list-style-type: none"> <li>1. Re-insulation, ensure no gaps at the interface, and the insulation material should be airtight (rubber and plastic materials)*</li> <li>2. Check pipes and repair*</li> </ol>

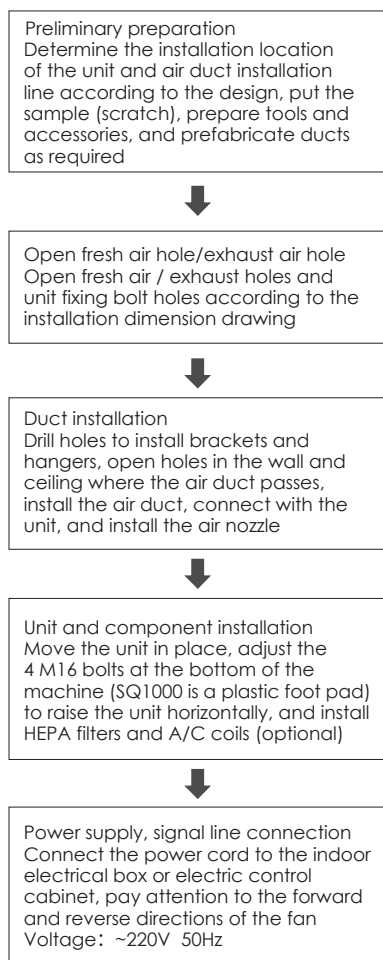
Note: For items marked with \*, seek help from BROAD or a BROAD designated service provider immediately

# HANDLING AND INSTALLATION

## Handling

- The lower part of SQ1500 and SQ3000 unit has steering casters, which can be pushed slowly on the flat ground
- If the channel size is limited, SQ3000 can be moved in separately and then assembled
- Before handling, the forklift must be carefully inspected in accordance with professional requirements to prevent safety accidents, and must not be moved recklessly to avoid irreparable losses

## Installation process



## Precautions

1. Preliminary preparation
  - The unit is better to be installed in the machine room or indoors, sunshade and rainproof measures are required for outdoor installation
  - The materials are complete without damage, the tools are safe and reliable
  - Prepare a film to avoid dust pollution in the room
2. Open fresh air hole/exhaust air hole
  - Holes opening should be kept away from beams and load-bearing walls, and the outer hole of the wall should be slightly lower than the inner hole by 5-10mm to prevent rainwater from flooding into the room
  - The fresh air duct and exhaust air duct must be firm and must be installed on the same day (air duct are prepare by users)
3. Machine and component installation
  - Use the bolts or plastic foot pads to raise the four corners of the SQ unit, adjust the level, and the inclination does not exceed 2°, so that the unit is lifted off the ground
  - It is conducive to indoor air circulation, and all air outlets cannot be blocked by obstacles
  - The condensate pipe should be sloped to ensure smooth discharge of condensate
  - There is enough maintenance space around (1.5 meters above, the door can be opened back and forth)
4. Fresh air / exhaust air pipe installation
  - Try to lay along the wall without damaging the decoration
  - There should not be too many elbows, and try to avoid sharp bends and abrupt changes in order to reduce wind pressure loss along the way
  - The bracket hanger is more than 200mm away from the joint of the pipe mouth, and the joint of the air pipe is sealed with a rubber strip
  - The air duct in the machine room shall be installed after the unit and components are installed, and all fresh air ducts (including branch pipes) should be insulated

## Test run

- After installation, check the controller settings according to the "Operation" guidance stipulated in this manual
- Focus on the particle purification effect, temperature and carbon dioxide concentration
- Take out the electrostatic cleaner for inspection after one day of operation. If the cleaner collected no dust, there must be a fault. Please inform BROAD immediately

## DELIVERY SCOPE AND ACCESSORIES LIST

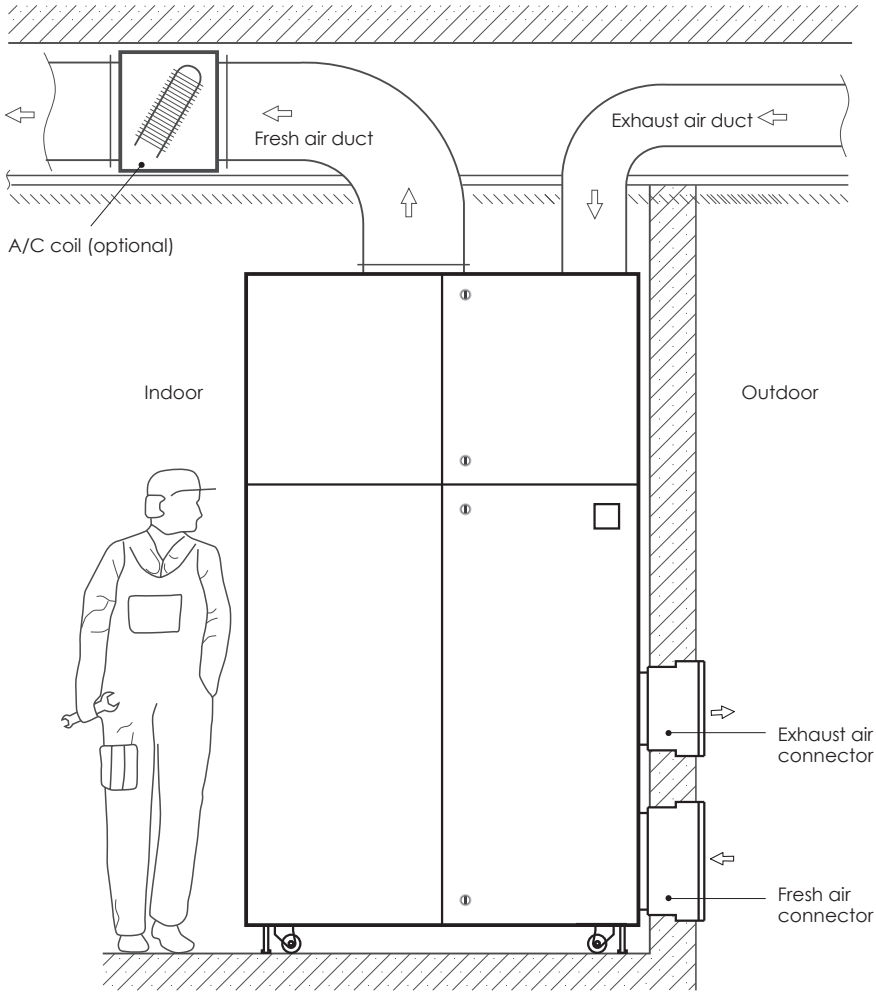
### Delivery scope

No.	Item	Content	Broad	Customer	Description
1	Transportation	From the factory to the construction site		√	BROAD can handle the transportation as an agent
		Transport equipment in place		√	BROAD provides guidance
2	Installation of equipment pipelines	On-site assembly of split units	√		Charge 8% of the standard price of equipment
		A/C water pipes to the side of the equipment		√	Water supply, return water, and condensation water pipes
		Fresh air outlet/exhaust air outlet (optional)		√	Air outlet rain cover
		Fresh air/exhaust air main duct		√	/
3	Electrical installation	Power supply to the side of the equipment		√	~220V 50Hz
		Building automation connection	√		RS485 interface, BROAD protocol
		Grounding wire to the side of the equipment		√	Grounding resistances $\leq 4\Omega$
		Human body sensor installation (optional)	√		Installed in places where there are always people (Automatic start and stop by human body sensor)
4	Commissioning	Cleanliness and other inspections	√		According to BROAD standards
5	Operation and maintenance	User operator training	√		4~10人 On-site training, user assigns 4~10 people
		Cleaning and replacement of filters		√	After 2 years of warranty, an annual service agreement can be signed with BROAD

### Parts List

Model	SQ1000	SQ1500	SQ3000
Sealant strip	1piece	1piece	1piece
Key	1piece	1piece	1piece
Dust collector special brush	6pieces	6pieces	9pieces
Bolts(M6)	/	/	4pieces

## SYSTEM INSTALLATION EXAMPLE

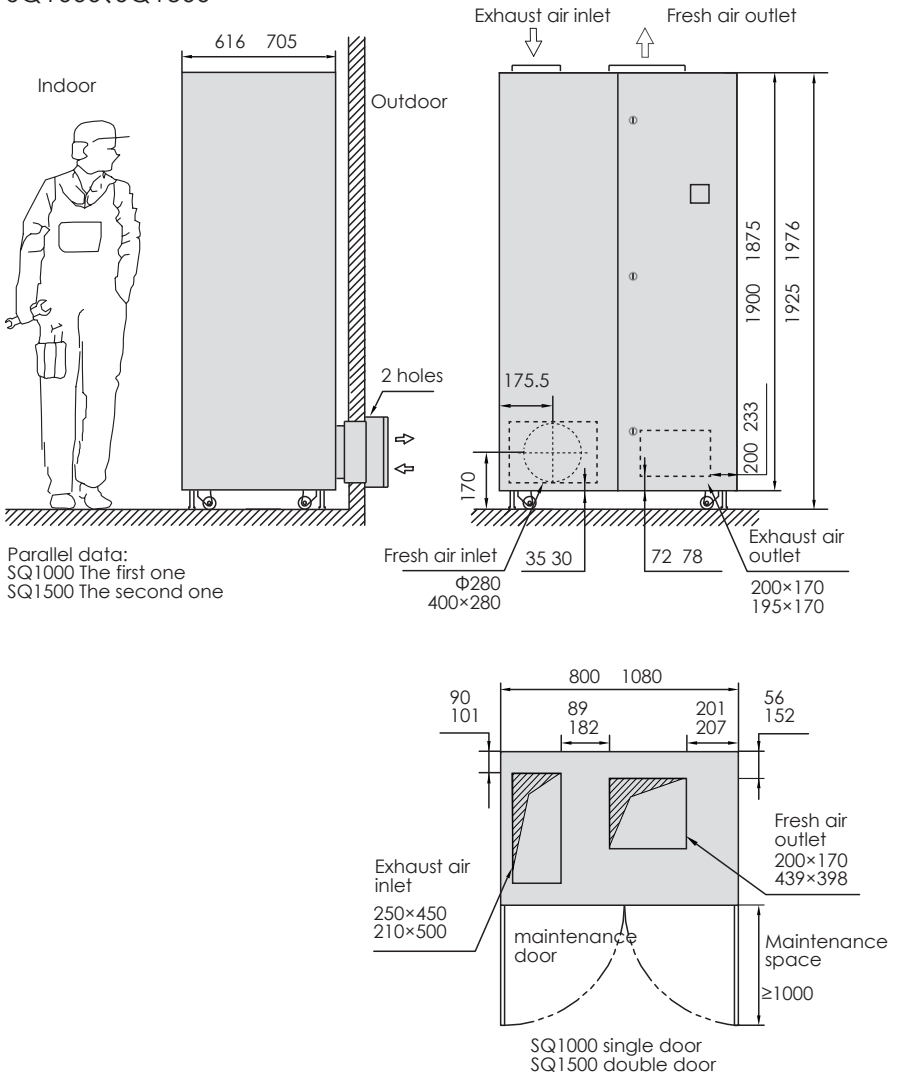


### Special Note:

- This page takes the SQ3000 model as an example
- Installation type: floor installation, connected to the air duct
- The distance between the air inlet and the air outlet should be as far as possible, so that the room area covered by the fresh air can be larger and more energy-saving
- If the height of the machine room is limited, the side air supply connection method can be adopted (the HEPA filter and the coil are installed on the side of the equipment)
- The room should be airtight and fully ventilated by fresh air machine
- Fresh air and exhaust air pipes must prevent rainwater from infiltrating

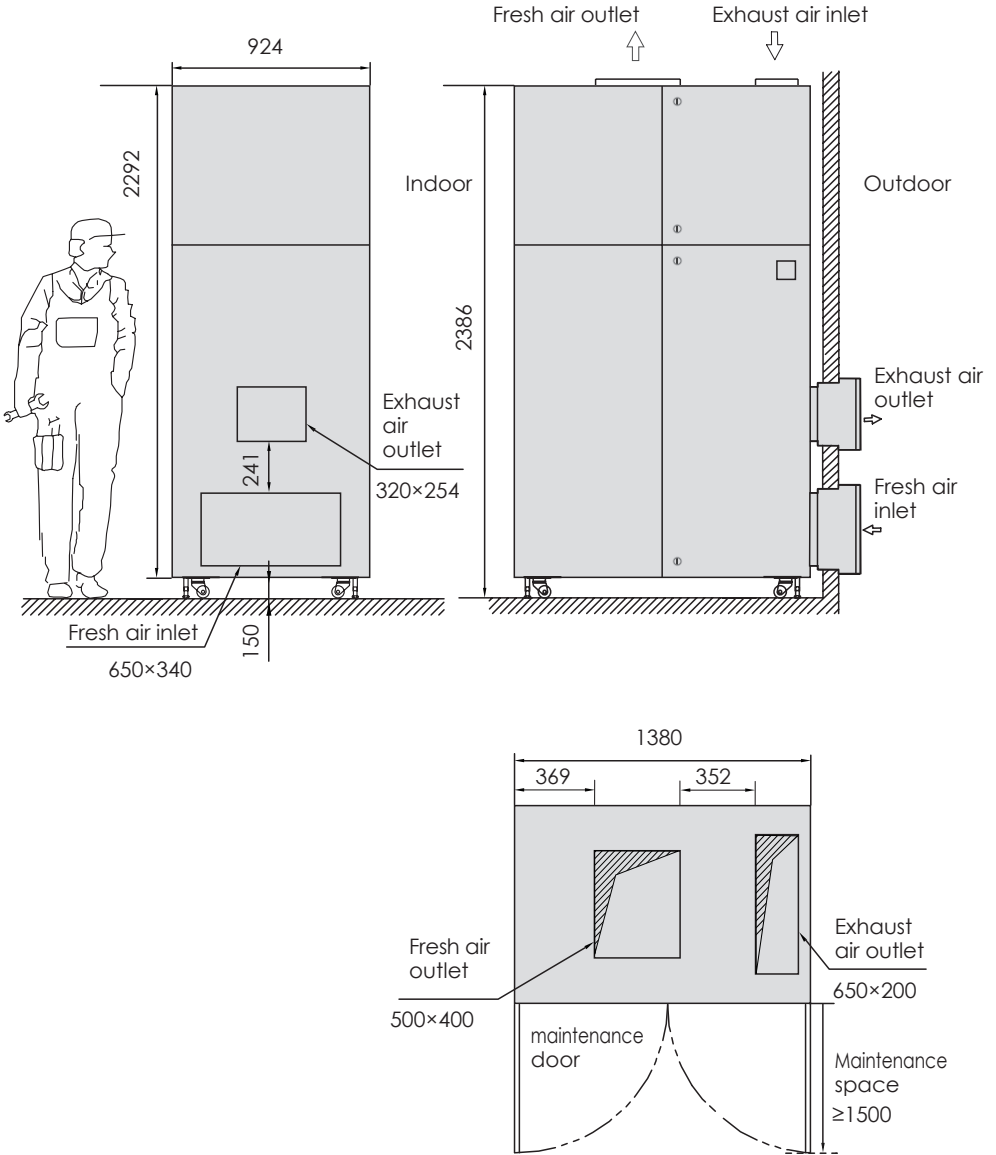
# DIMENSIONS

## SQ1000、SQ1500



# DIMENSIONS

SQ3000



# SERVICE POLICY

## 1. Classification of service items

1. Equipment maintenance and repair
2. Electrostatic cleaner cleaning
3. Coarse filter and HEPA filter replacement

## 2. Warranty (only for service stipulated in 1)

- 2-year warranty from the date of purchase
- For problems caused by design, Manufacturing or factory transportation, Free repair or replacement shall be provided. Repair work will be charged for other causes
- Damages caused by natural disasters, substandard power or human error will not covered by the free warranty
- Free warranty does not include filter cleaning and replacement
- Users can also sign a long-term warranty agreement with BROAD

## 3. Coarse filter and electrostatic cleaner cleaning

- BROAD Customer Center can provide paid single or annual service
- See page 9-10 for self-maintenance method

## 4. HEPA filter replacement

Can be purchased at BROAD shops or through the service hotline

## 5. Service Standards

Item	Standard
Regular maintenance and accessory replacement	Strictly follow maintenance requirements
Maintenance Quality	Ensures the long-term air quality of each unit meets the standard of Indoor Air Quality Checklist

## 6. Service Discipline

It is strictly prohibited for BROAD service engineer to privately collect service fee without permission, or sell other manufacturers' products for profit. Otherwise, the case will be filed as suspected corruption or fraud for further investigation

## 7. Paid Service

### 1. Annual Service Agreement

It is recommended that the user sign an annual service agreement with BROAD (or a BROAD authorized service provider), with the charge be determined by the size, function, number of units and service years of the machine, plus the travel expenses of service personnel. The annual service agreement shall be in standard format

### 2. Single service

- The user can contact BROAD for a single service agreement to purchase spare parts
- If the user decides to do maintenance work by themselves and encounters a major failure of the unit, the user can ask for help from BROAD or a BROAD designated service provider. The maintenance fee will be determined by the parts price and maintenance hours, plus the travel expenses of service personnel

## 8. Service Hotline

Service Hotline 24/7: 400-883-9333  
E-mail: bfw@broad.net



Standard: GB/T21087-2020



**BROAD CLEAN AIR TECHNOLOGY**  
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