

ALLEN®  
PURE AIR FOR LIFE



# Alen A350 HEPA Air Purifier

USER MANUAL



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## AIR PURIFIER SAFETY

Provided in this manual are important safety messages regarding your electrical home appliance. Always read, follow and save all safety directions.

### Location Requirements

- Use a level surface at least 6" (15.2cm) from heat sources such as ranges or heaters.
- Do not block air vent openings or place air purifier on a soft surface such as a bed or sofa.
- Never insert fingers or foreign objects into air grills or vents.
- Operate indoors only.

**Electrical and Safety Requirements** — Reduce your risk of fire or electrical shock. Failure to follow these instructions can result in death, fire or electrical shock.

- Do not connect unit to any electrical socket that is damaged.
- Ensure filter is correctly installed before turning on unit.
- Always turn off the air purifier when not in use and before unplugging.
- Do not use next to a source of heat, such as a ranger, heater or dryer.
- Do not use near a bath, shower, swimming pool or where a unit can get wet.
- Do not plug the air purifier into an outlet controlled by a dimmer switch.
- Do not use in a window.
- Unplug air purifier before servicing.
- Do not use adapter.
- Do not use an extension cord.
- Always unplug the unit before changing the filter.
- Do not cover the unit or impede air flow.
- Change your filter on a regular basis, so dust and particles do not build up.
- Do not exceed the rating of the power outlet or connection device. May cause electric shock or fire due to excess heat generation.
- Do not insert or pull out plug with wet hands, it may cause electric shock.
- Never try to take apart or repair the unit by yourself.
- Disconnect the power if strange sounds, smell or smoke comes from it.
- Do not try to change the filter during operation.
- Do not drop the unit, as this can result in damage.
- Do not place heavy objects on the power cord and take care so that the cord is not compressed as there is danger of fire or electric shock.
- Do not climb up or sit on the unit. You may be injured if you fall or if the unit falls over.
- Do not spray insecticides or any other flammable sprays near the machine. It may cause explosion or fire.
- Use only in the proper electrical socket type. Socket type (voltage & hertz) can be found on the product sticker on the side or bottom of the unit. Plugging the unit in to the incorrect socket type can damage/destroy the unit.
- To reduce the risk of electric shock, this equipment has a polarized plug (one blade is wider than the other). This plug will fit in a polarized outlet only one way. If the plug does not fit fully in the outlet, reverse the plug. If it still does not fit, contact qualified personnel to install the proper outlet. Do not alter the plug in any way.

# USING YOUR AIR PURIFIER

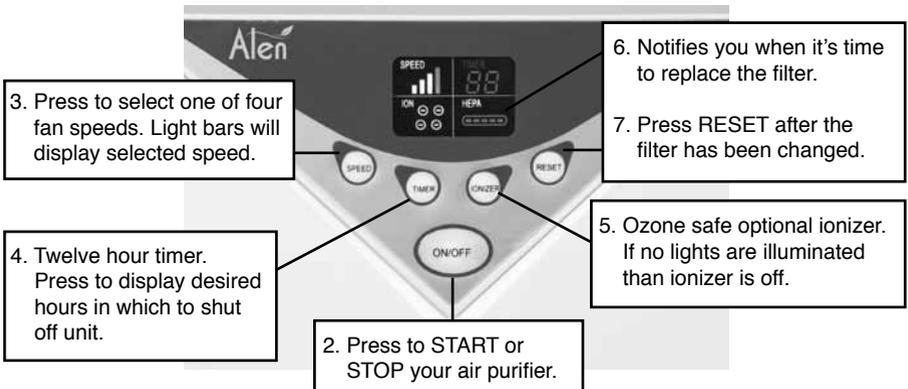
## Operating Your Unit:

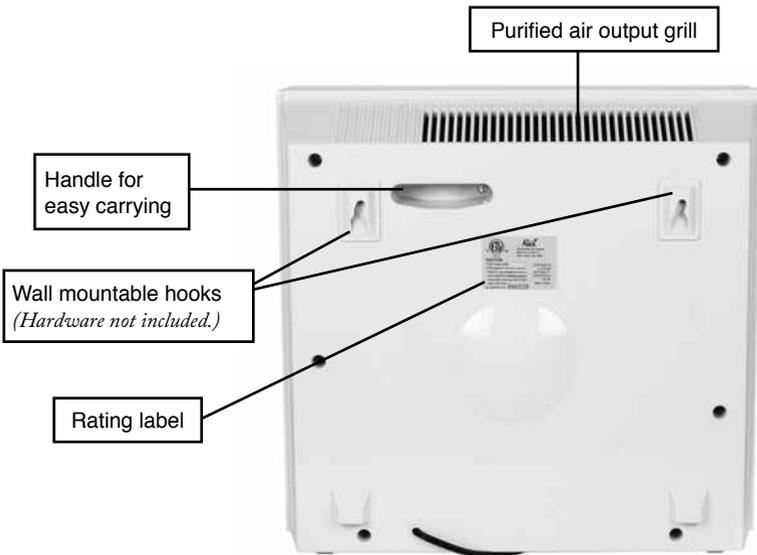
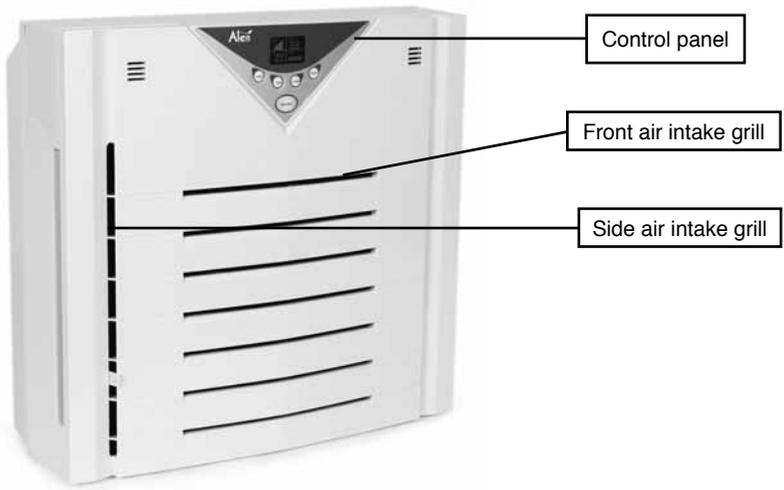
1. Plug your air purifier into a grounded outlet.
2. Press ON/OFF to start the air purifier. When your unit is on the control panel screen will light up. To stop the air purifier press ON/OFF and the screen will turn off.
3. Press SPEED and watch the indicator lights until desired fan speed is achieved.

Fan Speed	Result
Level 1	Quietest operation
Level 2	Basic cleaning power
Level 3	Moderate cleaning power
Level 4	Maximum cleaning power

4. Press TIMER to have the air purifier automatically turn off in a set amount of hours. Up to 12 hours.
5. Press IONIZER to activate the ozone safe built in ionizer. Activation of IONIZER enhances your unit's ability to remove airborne particles (similar to the way dust is attracted to a TV screen) and keep the air fresh. Press IONIZER again to turn off.
6. Filter replacement indicator — Light bar will progressively illuminate as filter collects particles. There are two green, two yellow and one red bar. Each bar represents approximately one month of continuous operation. Once all five bars are fully illuminated (red being the last), it is time to change the filter.
7. After changing the filter, RESET the filter indicator by pressing RESET.

## Identification Of Parts:





# KNOW YOUR AIR PURIFIER

When using the air purifier for the first time in a room, many prefer to use a higher fan speed like speed three or four, for at least two hours in order to clean the room's air initially. Then, it is recommended that the air purifier is left on to run continuously.

## Features

- HEPA type filtration captures dust, allergens and airborne pollutants
- Activated Carbon layer traps light odors and chemicals (VOCs) from common household products
- Ionizer charges smaller particles, causing them to clump together for improved filtration
- Energy efficient and environment friendly—Energy Star certified
- 4 fan speeds with a 12 hour timer to control air circulation
- Filter change indicator light keeps replacements on schedule
- Wall-mountable for space saving or can be placed on the floor
- Digital display with simple and intuitive touch button controls
- Auto-off safety feature when front cover is removed
- Filter designed for easy replacement

For electrical specifications, please refer to the rating label on your unit.

# CARE & MAINTENANCE

## Replacing The Filter

The filters used in all of Alen HEPA Air Purifiers are not designed to be washed, cleaned or otherwise reused. Over time, the filters become overloaded with particles, decreasing their filtration performance. We recommend regular filter replacements (at least every 6 months with normal use) to extend the life of your air purifier and maximize performance.

The black foam layer of the filter, known as the Pre-Filter, captures large dust and hair. This layer is held on with Velcro®. Once removed, the Alen Pre-Filter can be washed or vacuumed to maintain efficient operation of the unit.

## Why You Should Replace Your Filter

- Fulfills the terms of Alen's Lifetime Limited Warranty which clearly states that the filters are required to be changed on a regular basis in order to prevent excessive stress on the unit.
- You have bought an Alen HEPA Air Purifier to improve the quality of your indoor air. Changing your filters will maintain the level of air quality you require. Excessively dirty filters can compromise the level of clean air your air purifier can provide.

## Alen's *AutoShip* Filter Plan — Convenience, Pure Air and Savings

Regular replacement of your filter will extend the life of your air purifier and keep your air pure. Alen filters provide efficient filtration for 4 months of heavy usage, 6 months of normal usage and 8 months of moderate usage. With Alen's convenient *AutoShip* Filter Plan your filters will be shipped FREE right to your door, exactly when needed.

**SAVE** — Get FREE LIFETIME SHIPPING on every filter.

**CONVENIENCE** — Your filters are delivered right to your door exactly when needed. Choose a 4, 6 or 8 month plan and cancel at anytime.

**LIFETIME LIMITED WARRANTY** — An Alen *AutoShip* plan is the convenient way to extend the life of your air purifier and benefit from the Lifetime Limited Warranty.

To sign up and save just visit [AlenCorp.com/filters](http://AlenCorp.com/filters) or call 1-800-630-2396.

## How To Replace The Filter

1. Always unplug the unit when installing a filter.
2. Distinguish the front side from the back side of the filter.
3. It is recommended to wear gloves while discarding the used filter. Place the used filter in a plastic bag to prevent dust from reentering the air.



1. With the front of the unit facing up, pull up on the lower left or right corner of the front inlet air intake grill.

2. After pulling up, push the grill towards the display panel at the top of the unit.



3. Remove the used filter by lifting the pull string.

4. Take the new filter out of the plastic bag and insert it into the air cleaner with the arrow pointing inward.

5. Insert the top of the inlet grill first and then snap in the lower part of the grill.



## TROUBLESHOOTING TIPS

### ***How do I reset the filter indicator lights? I put in a new filter but the bars are still illuminated.***

After changing the filter, RESET the filter indicator by holding down RESET while the unit is ON until the illuminated bars disappear.

### ***How do I find out what electric specifications my unit needs?***

Please refer to the rating label on the side of the unit. Here you will find your units voltage, hertz, amp and outlet requirements.

### ***Can I clean the filter?***

The black foam layer of the filter, known as the Pre-Filter, captures large dust and hair. This layer is held on with Velcro®. Once removed, the Pre-Filter can be washed or vacuumed to maintain efficient operation of the unit. No other layers or parts of the filter can be washed, cleaned or otherwise reused. Please replace the filter regularly to maintain optimal performance.

***I have an issue not listed in this manual.***

Please visit [www.AlenCorp.com](http://www.AlenCorp.com) and send us a message or call 1-800-630-2396. A customer service representative will respond to your inquiry in a timely manner, in most cases within a couple of hours.

***What information do I need when I contact customer service for warranty?***

Please refer to the rating label on the side of the unit. This rating label has your unit's lot code and other important information we need to assist you.

## **LIFETIME LIMITED WARRANTY**

### **What Is Covered?**

Alen offers the industry's first LIFETIME LIMITED WARRANTY program for all our air purifiers. We warrant your Alen HEPA Air Purifier to be free from defects in materials or workmanship for as long as you own it. Register your Alen HEPA Air Purifier at [www.alencorp.com/register](http://www.alencorp.com/register).

### **What Will Alen Do?**

Alen will, at its option, either furnish a replacement part or replace your air purifier provided the product is determined by Alen to be defective as a result of faulty material or workmanship while in normal use. Replacement parts or units will, at Alen's option, be either new or refurbished. Alen's sole obligation under this warranty is to replace defective parts or replace your air purifier free of charge. All parts or units that are replaced become the property of Alen.

### **How To Get Service?**

This warranty will be valid only for units in possession of the original purchaser. Proof of purchase must be presented to Alen's warranty service representative. To help us validate your warranty, we encourage you to register your Alen HEPA Air Purifier at [www.alencorp.com/register](http://www.alencorp.com/register).

To obtain warranty service, complete our online form or call 1-800-630-2396. The defective product or part must be shipped or delivered to Alen's authorized service center. All postage, insurance and shipping charges are the responsibility of Alen and included in this warranty.

### **Your Lifetime Limited Warranty Program Remains In Effect Only If:**

Your Alen HEPA Air Purifier is operated in accordance with the instructions provided in the Alen user manual. This includes replacing the filter at least once a year to prevent excessive stress on the motor.

Your Alen HEPA Air Purifier is connected to a proper power supply (see voltage label on unit).

Your Alen HEPA Air Purifier shows no evidence of tampering, mishandling, neglect, accidental damage, modification, and/or repair by anyone other than authorized Alen service personnel.

Ownership of the air purifier has never been transferred.

### **DISCLAIMERS/LIMITATIONS**

ALEN'S LIFETIME LIMITED WARRANTY IS VALID ONLY FOR THE ORIGINAL PURCHASER AND IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR USE OR PURPOSE. ALEN'S SOLE LIABILITY WITH RESPECT TO DEFECTS IN MATERIALS AND WORKMANSHIP IN THE AIR PURIFIER SHALL BE, AT ALEN'S OPTION, TO FURNISH REPLACEMENT(S) OF THE DEFECTIVE PART(S) OR REPLACE THE AIR PURIFIER ON THE BASIS DESCRIBED ABOVE. ALEN WILL NOT INSTALL ANY REPLACEMENT PARTS IT PROVIDES OR PROVIDE LABOR WITH RESPECT TO THE SAME. EXCEPT AS STATED IN THE IMMEDIATELY PRECEDING SENTENCE, ALEN SHALL HAVE NO LIABILITY, WHETHER UNDER A CAUSE OF ACTION IN TORT, STRICT LIABILITY, CONTRACT, OR OTHERWISE, TO ANY PERSON FOR ANY CLAIM, INJURY, LOSS, DAMAGE OR EXPENSE (INCLUDING ANY DIRECT, INDIRECT, SPECIAL, CONSEQUENTIAL, INCIDENTAL, PUNITIVE OR EXEMPLARY DAMAGES) IN ANY WAY ARISING OUT OF OR RELATING TO THE AIR PURIFIER OR ITS USE BY ANY PERSON.

SOME STATES DO NOT ALLOW LIMITATIONS ON AN IMPLIED WARRANTY OR HOW LONG AN IMPLIED WARRANTY LASTS, SO ANY SUCH LIMITATION IN ALEN'S LIFETIME WARRANTY MAY NOT APPLY TO YOU. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL OR OTHER DAMAGES SO ANY SUCH EXCLUSIONS OR LIMITATIONS IN ALEN'S LIFETIME WARRANTY MAY NOT APPLY TO YOU. ALEN'S LIFETIME LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS. YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE.



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