

# FREQUENTLY ASKED QUESTIONS

## FAQ

### For Tower Fan Filters

**Question:** What is the fan filter material made of and why is it effective?

**Answer:** The advanced technologies of the PollenTec filtration material is that it is designed with a unique filtering effect, made of 100% precisely spun polyester that is then put through a proprietary coating process. The combination of the spun polyester and coating attracts pollen and dust like a magnet and traps them inside the fine fibrous grid of the material. Certified by the European Center for Allergy Research Foundation (ECARF). The material was hospital clean room tested in Berlin, Germany by physicians for its effectiveness in capturing airborne particles down to the micron level.

**Question:** How often will I need to clean my filter and what's the best way to clean it?

**Answer:** (See image to the side) If your filter starts looking like this, that's too much. You should have received installation cleaning instructions with your filter purchase. If not, or you lost them, we're happy to email you instructions. Or go to <https://www.buypollentec.com/product/tower-fan-filters/>



**Question:** I noticed that when I removed my dirty filter, there was dirt on the fans vent grid?

**Answer:** The filter will do a great job on capturing most of the dust and dirt from entering your fan. As the dust and dirt builds up on the filter, the power of the fan will inevitably pull some through. This is the fine line of capturing particles and allowing ample air flow.

**Question:** How long can I expect my filter to last and be effective?

**Answer:** Depending on use and care, a minimum of one year. We have had them on the same fans for two years and longer.

**Question:** Will using a filter decrease my fans air flow?

**Answer:** You will experience a 10% air flow loss with a clean filter. Keep in mind that if you neglect to clean your filter air flow will decrease.

**Question:** If I need new Velcro strips for my fan after a while can I buy them through Amazon or PollenTec?

**Answer:** Yes, you can get them through our website at <https://www.buypollentec.com/product/tower-fan-filters/>  
Scroll down the page and click the link [Order new Velcro strips for my fan.](#)

**For any questions, feel free to reach out to us at [info@pollentec.com](mailto:info@pollentec.com)**