

puroair

PUROAIR 400
USER MANUAL

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SAFETY PRECAUTIONS

In order to avoid possible injury or financial loss to you or others, please pay attention to the following safety precautions.

If the power cord is damaged, do not attempt to repair it at home.

WARNING



Do not touch power plug with wet hands.



Before cleaning the purifier, make sure that the power supply has been disconnected.



Only 120V ~AC power supply should be used.



Fully plug in the air purifier before turning on.

If the plug is not fully inserted into the socket, it may cause electric shock or overheating.

Do not use damaged plugs or loose power outlets.



Do not damage the power cord and socket.

When using the purifier, do not bind the wires. Using damaged wires may lead to electric shock, short circuit or fire.

Do not cut, twist, poke and pull wires, or place heavy objects on wires or sockets.



Please clean the power plug regularly.

Pull out the power plug and clean it with a dry cloth (do not use a wet cloth).

If the appliance is not used for a long time, the power plug should be removed.



If you need to move the product, please disconnect the power first.

Be sure to move the product slowly.

Do not move the product by pulling the power cord.

Do not move the machine while the product is in operation. If you need to move the machine, please turn off the power.



Do not use if:

If a switch does not work.

If the power cord or plug is abnormally hot.

If the fuse burns out.

If you notice a burnt odor or abnormal sound or vibration.

If there is any other abnormal phenomenon or fault.

WARNING



Do not disassemble or refit the air purifier without authorization.



Do not place rods or metal objects near or in the air outlet or opening.



Do not use benzene, thinner or other solvents to clean the air purifier.



Do not use this air purifier in a place with a high temperature, high humidity or a wet environment such as a bathroom.



Do not use the air purifier in a room with fumigation insecticides.

Chemical residues may accumulate in the unit and then be released from the air outlet which can be dangerous.

After using insecticide, the room should be thoroughly ventilated before using the air purifier.



Do not let volatile substances or combustible materials, such as tobacco and sparks, float into the purifier.

ELECTROMAGNETIC FIELDS

This product has been tested and evaluated for electromagnetic fields (EMF) emissions in accordance with applicable safety standards. The product is designed to comply with the international guidelines established by the International Commission on Non-Ionizing Radiation Protection (ICNIRP) and the Institute of Electrical and Electronics Engineers (IEEE) for exposure to electromagnetic fields.

The levels of EMF generated by this product are well below the limits recommended by these standards, ensuring that the product is safe to use under normal operating conditions. The product has been tested in compliance with the relevant electromagnetic compatibility (EMC) and radio frequency (RF) safety standards, including:

IEC/EN 62233: Measurement methods for electromagnetic fields of household appliances and similar apparatus with regard to human exposure.

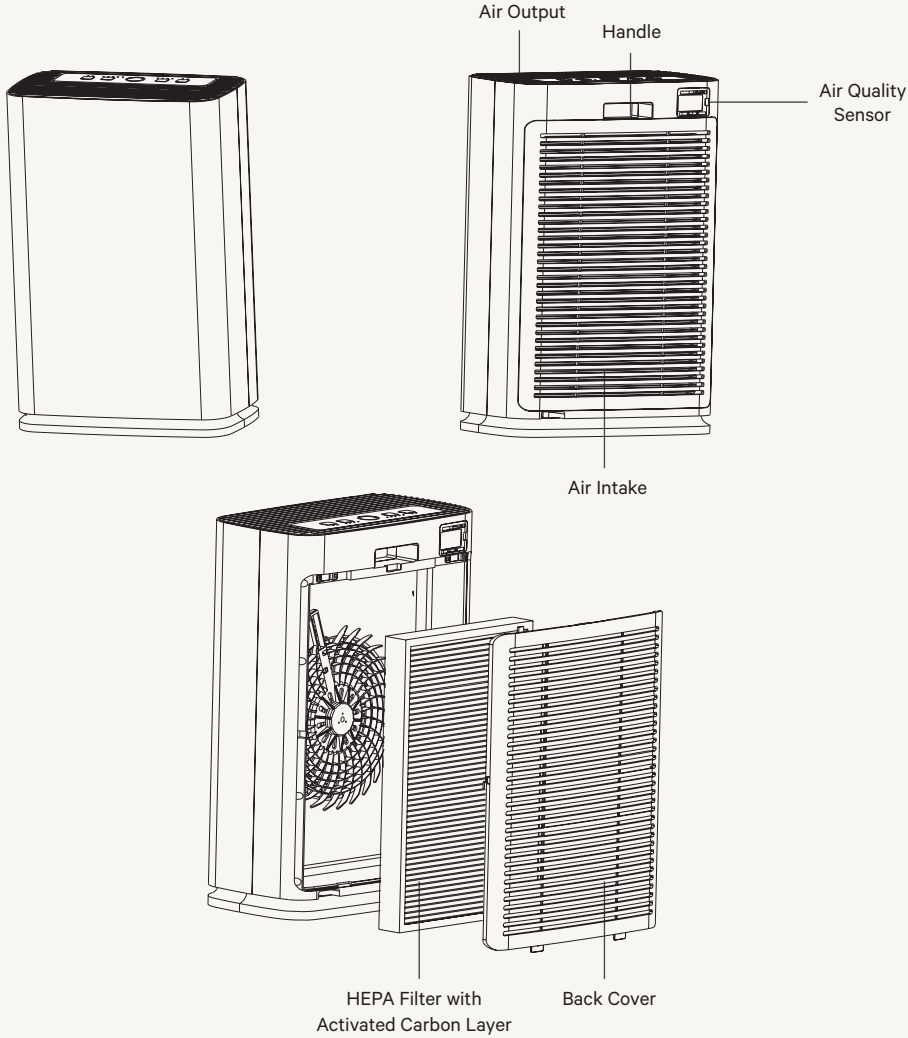
IEEE C95.1-2019: IEEE Standard for Safety Levels with Respect to Human Exposure to Electric, Magnetic, and Electromagnetic Fields.

FCC CFR 47 Part 15: Radio Frequency Devices, including RF exposure limits.

This product is safe for use as intended and does not pose any significant risk to health due to EMF exposure. Please follow the safety instructions provided in the user manual to ensure proper usage and handling of the product.

PRODUCT INFORMATION

PRODUCT ANATOMY





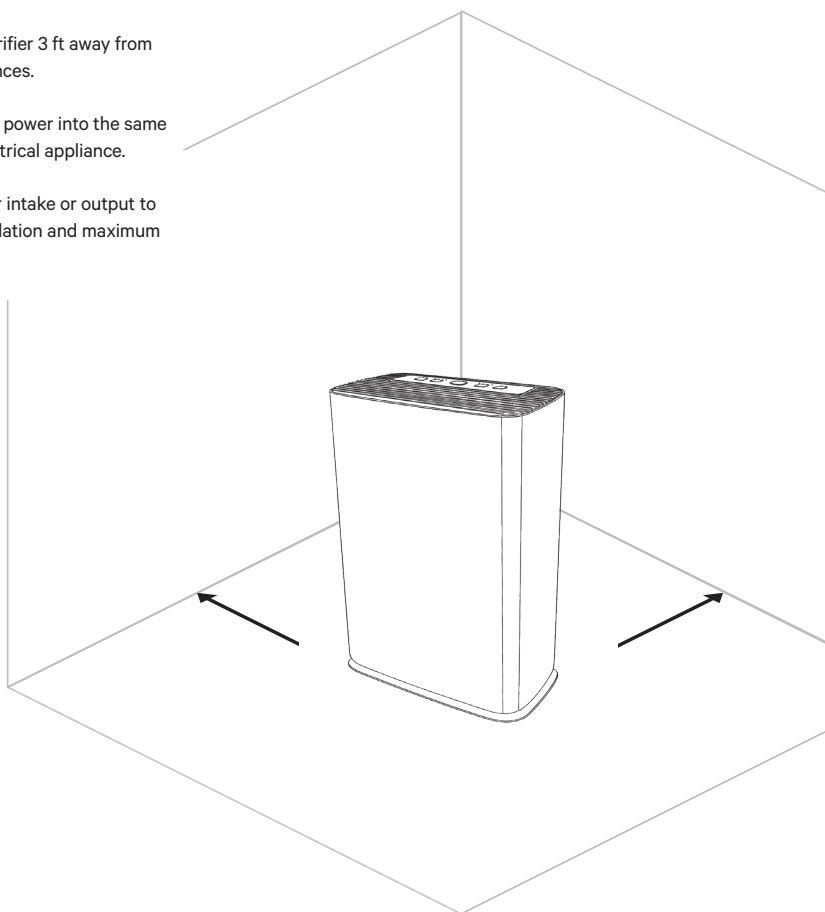
PLACEMENT OF AIR PURIFIER

In order to achieve optimal air circulation and filtration, make sure the air intake and output of the machine are more than 8 inches away from any obstacles.

Please keep the air purifier 3 ft away from other electrical appliances.

Please do not plug the power into the same socket as another electrical appliance.

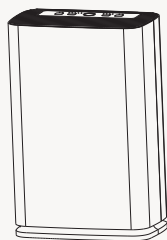
Do not obstruct the air intake or output to ensure adequate ventilation and maximum efficiency.



FILTER INSTALLATION

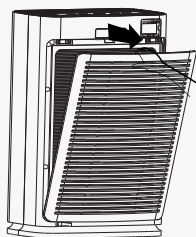
Step 1

Remove all packaging materials and place the machine on a dry, stable, level surface.



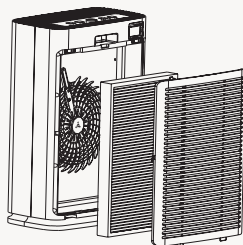
Step 2

Press the groove on the rear cover plate by hand, pull the cover plate outward at the same time, and gently pull the cover plate upward.



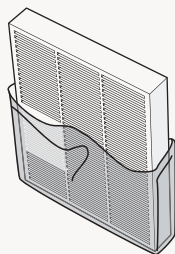
Step 3

Remove the filter screen inside the purifier.



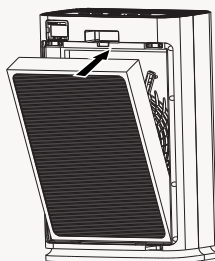
Step 4

Remove the plastic bag around the filter if present.



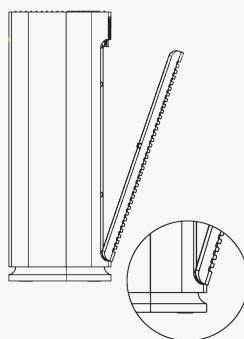
Step 5

Place the filter into the purifier, with the white side facing outward.



Step 6

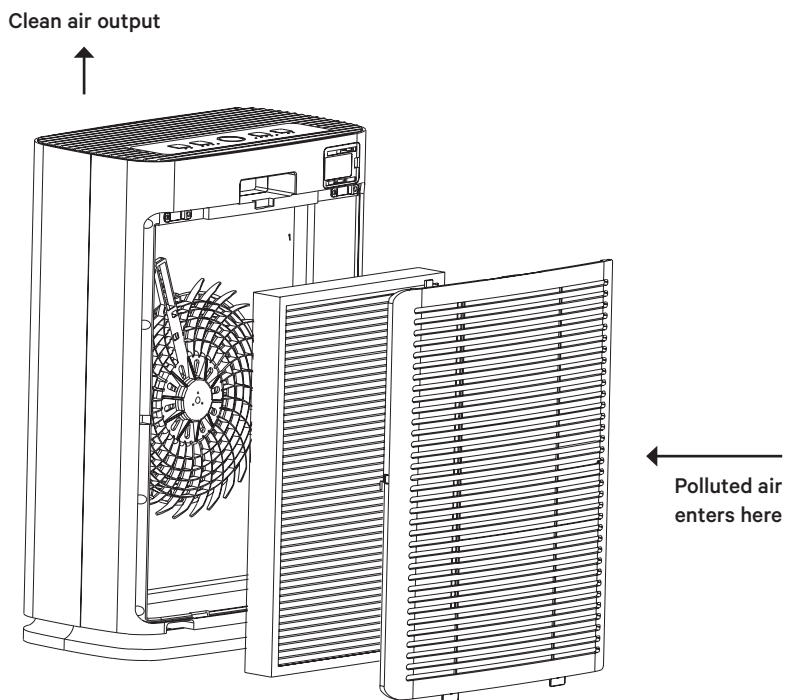
Reattach the rear cover plate, align and insert into the fixed groove.



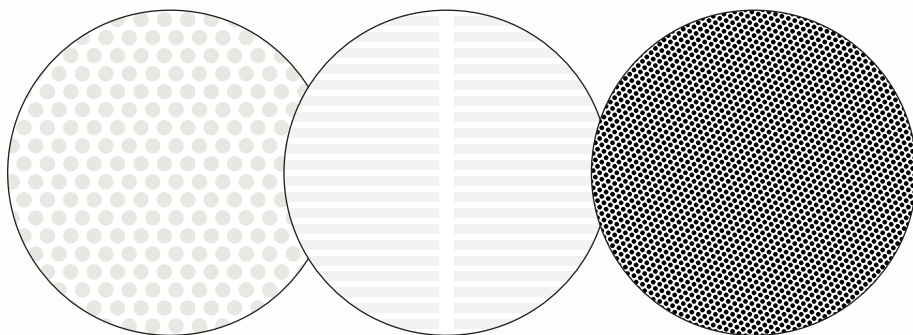
- Do not operate the purifier without a filter.
- Only use genuine PuroAir filters with this purifier. Alternative filters can cause operational issues and impact the quality of air purification.



UNDERSTANDING THE ROLE OF FILTERS



UNIQUE TRIPLE PURIFICATION TECHNOLOGY



Prefilter
Screen



High Efficiency
PuroAir Filter



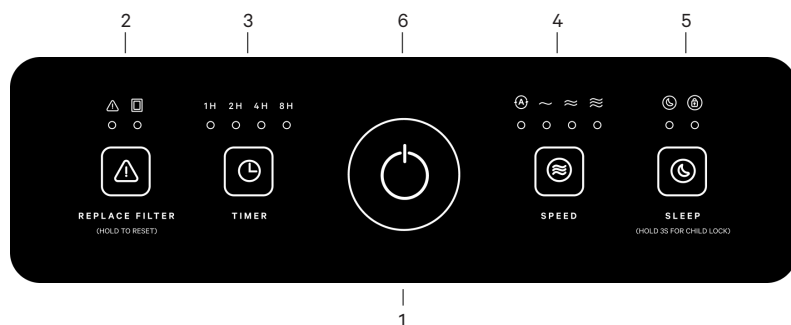
High Efficiency
Activated Carbon

High efficiency HEPA & activated carbon are combined in the same filter.



USING THE PURIFIER

CONTROL PANEL KEY

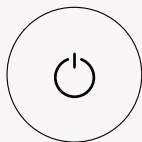


- ① Power
- ② Filter reset
- ③ Timer
- ④ Fan speed
- ⑤ Sleep and child lock
- ⑥ Air quality indicator light



FUNCTIONS IN DETAIL

Powering on or off



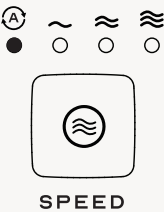
Press the power button to power on the purifier. The machine will enter auto mode and the automatic light will illuminate and the air quality indicator will display colors while the purifier calibrates.

After a 10-20 second calibration, the air quality indicator will be displayed based on the quality of the air surrounding the unit. When the purifier is running in auto mode, the fan speed will be selected automatically based on the air quality detected.

To turn off the product, press the power button again.

Color	Air Quality	Fan Speed	Air Quality Index (AQI)
●	excellent	low	0-50
●	general	medium	51-150
●	poor	high	>150

Auto mode



After powering on, the air purifier will enter standby mode. Press the power button to start the air purifier. To enter auto mode, press the fan speed adjustment button (labelled “auto/mode”). To manually set the fan speed, press the auto/mode button again until the unit reaches the fan speed as desired. If you continue to press this button, it will cycle through low, medium, high, and sleep. After adjusting the fan speed, the product runs continually at that speed.

When in auto mode, the purifier will automatically adjust the fan speed and air quality indicator light based on the quality of air surrounding the unit.

If indoor air humidity is high, it can trigger a poor air quality reading and may increase the fan speed. This is normal. To override, manually adjust the fan speed.

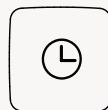
Fan speed



SPEED

To enter auto mode, press the fan speed adjustment button (labeled “auto/mode”). To manually set the fan speed, press the auto/mode button again until the unit reaches the fan speed as desired.

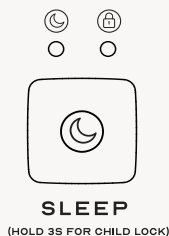
Timer



TIMER

To run the purifier for a specific amount of time, select the timer button. The purifier can be selected in 2 hours, 4 hours, 6 hours or 8 hours.

Sleep mode and child lock

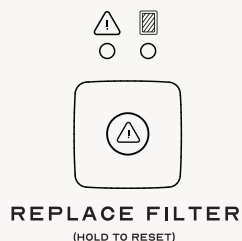


When the product is running, press the fan speed button until the sleep indicator is illuminated. When in sleep mode, the fan will run at a low speed, and other indicators will be off.

When the product is running (except for sleep mode), press and hold the sleep button for 3 seconds to enable child lock. Child lock prevents any other functions from being used.

To disable child lock, press and hold the child lock button for 5 seconds and all functions will return to normal.

Filter reset



When the replace filter lights are illuminated or flashing, the current filter needs to be replaced with a new one. Filters can be found at getpuroair.com.

Press and hold for 10 seconds to reset the filter sensor.

MAINTENANCE & CLEANING



Unplug the power plug before cleaning the product.

Do not immerse the product in water or any other liquid.

Do not use abrasives or corrosive cleaning agents.

The filter is not washable.

Clean air purifier

Clean the inside and outside of the purifier body regularly to prevent dust accumulation.

- Use a soft dry cloth to wipe the dust off the purifier.
- Clean the air intake and output with a soft dry cloth.



MACHINE TROUBLESHOOTING

Problem?

Our Phoenix based team is here to help.

Email us at help@getpuroair.com!



State	Possible causes	Possible solution
Machine won't turn on	The power plug is not in place	Pull out the power plug and plug in the power again
	The power plug or wire is damaged	Contact us at help@getpuroair.com
Fan is not working	The machine is not on	Plug in the power and turn on the machine again
	The motor is damaged	Contact us at help@getpuroair.com
	Motor loose or foreign particles inside the machine	Contact us at help@getpuroair.com
Poor purification performance or suboptimal purification capacity	The filter was not replaced	Replace with a new filter (you can find filters at getpuroair.com)
	The air inlet or outlet of the machine is blocked	Contact customer service center or dealer
	The plastic package of the filter is not removed	Remove the plastic package of the filter screen for reuse
	There is not proper clearance or space around the machine to ventilate it	Make sure that the air inlet and outlet of the machine are not less than 3 feet away from the obstacles
	There is no filter in the machine	Make sure that the filters are placed in the machine in the order indicated
	More than expected room coverage	Recheck whether the area of the used room is consistent with the specified area of the purifier

BROWSE OUR OTHER PRODUCTS:

AIR PURIFIERS



PuroAir 240



PuroAir 400



Whole Home Bundle

REPLACEMENT AIR FILTERS:



Whole Home+ Bundle



PuroAir 240 Filter



PuroAir 400 Filter

SAVE \$15 with code **UM15** on new purifiers.

getpuroair.com

READY TO REPLACE YOUR AIR FILTER?

Join our Filter Subscription program and receive amazing benefits:

Cost Savings

Every filter you receive through your subscription comes with a discount, saving you money compared to one-time purchases.

Lifetime Warranty:

Your purifier is covered under our Lifetime Warranty for as long as your subscription remains active.

Hassle-Free:

No need to remember when to reorder filters—they arrive at your doorstep just when you need them.

Flexible Management

You can skip shipments or adjust your delivery schedule anytime to fit your needs.

Order your replacement filter today:





WARRANTY INFORMATION

Congratulations on your purchase of a PuroAir purifier! We stand by the quality of our products and are pleased to offer you peace of mind with our comprehensive warranty coverage.

Purifier Limited Warranty:

All PuroAir purifiers purchased directly from us or through our authorized reseller include a 2-year warranty with registration. This covers any defects or issues with your device for up to two years from the date of purchase.

Purifier Lifetime Warranty:

We go even further for our loyal customers. By maintaining an active filter subscription, your purifier is covered under our exclusive Lifetime Warranty. This means as long as your filter subscription remains active, your purifier is protected against any defects or issues.

For detailed warranty information, please visit getpuroair.com/policies/refund-policy



100-DAY CLEANER AIR GUARANTEE

At PuroAir, your satisfaction is our top priority. That's why we offer our 100-Day Cleaner Air Guarantee with a 100% Refund Return Policy. If, for any reason, you are not completely satisfied with your PuroAir purifier purchased from PuroAir, you have 100 days from the date of shipment to request a full refund. This includes a refund of any shipping charges.

Please note that purifiers are not eligible for return after 100 days. If you choose to return your purifier, you may also cancel any active filter subscriptions at the time of return.

Your journey to cleaner air should be worry-free, and we're here to ensure just that.

For detailed warranty information, please visit getpuroair.com/policies/refund-policy

AT-HOME SENSOR TEST

One way to test if your purifier is working!

WHAT YOU'LL NEED

1. Your PuroAir Purifier
2. Small towel or washcloth (non-microfiber, preferably a dark color)
3. Baking flour, talcum powder, baby powder, or similar powder.

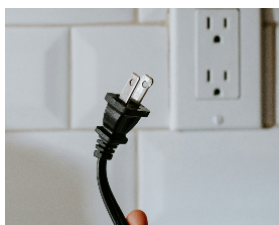
PREP YOUR TEST SPACE

Prepare an area with at least 12 inches of clearance around the air purifier to ensure proper airflow during the test. Choose a solid surface that can be easily wiped down with a cloth after the test. Using a clean cloth, find the sensor on the back of the unit and wipe it down to ensure proper air flow.



Step 1

Place the air purifier in an open area on a hard surface with at least 12 inches of clearance around the unit.



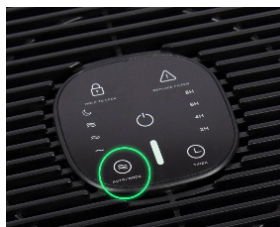
Step 2

Plug in the air purifier to power.



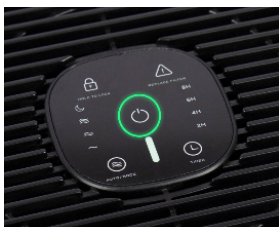
Step 3

The air purifier will beep and begin an automated calibration process cycling through red, yellow, and green colors. The calibration process is complete when all of the panel buttons turn off.



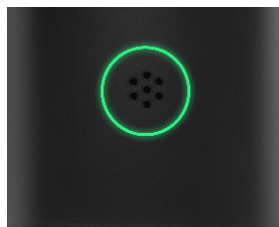
Step 4

Press the power button to turn on the air purifier.



Step 5

Ensure the Auto/Mode is enabled. If not, tap the auto/mode button until it lights up.



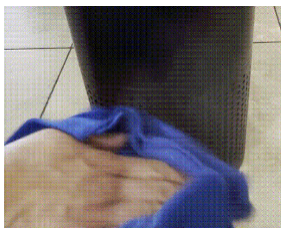
Step 6

Locate the sensor opening on the back of the unit.



Step 7

Take a cloth or paper towel and sprinkle a small amount (no more than 1/8 teaspoon) of talcum powder or baking flour near the sensor opening, holding it approximately 3 inches away.



Step 8

Keep the cloth or paper towel even with the sensor opening and quickly slap it to spread the talcum powder or baking flour into the air. Repeat until all the substance is dispersed.



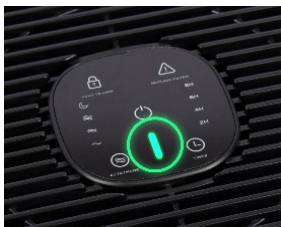
Step 9

Monitor the indicator light on the air purifier to see if it changes to yellow or red.



Step 10

If the indicator changes to yellow or red, the air purifier is working properly. The indicator should return to green within 5 to 10 minutes.



Step 11

If the indicator remains green, repeat Steps 4 through 8.



Step 12

If the indicator continues to stay green after repeating the test, please get in touch with customer service for further assistance.

By following these steps, you can confidently test your PuroAir air purifier to ensure it's doing its job. If you have any issues, our friendly customer service team is here to assist you!

HELP@GETPUROAIR.COM

DUST SENSOR TEST

From time to time, customers may have a need to test the efficacy of the dust sensor located on the back of each purifier unit. This sensor is intended to detect changes in air quality following the Air Quality Index guidelines:

AQI GUIDELINES:

Daily AQI Color	Levels of Concern	Values of Index	Description of Air Quality
Green	Good	0-50	Air quality is satisfactory, and air pollution poses little or no risk.
Yellow	Moderate	51-100	Air quality is acceptable. However, there may be a risk for some people, particularly those who are unusually sensitive to air pollution.
Red	Unhealthy	151-200	Some members of the general public may experience health effects; members of sensitive groups may experience more serious health effects.

CUSTOMER SUPPORT

If you have any questions or concerns about your new product, replacement filters, or your subscription, please contact our US-based Customer Support team.



help@getpuroair.com
+1 (866) 552-9322
Monday-Friday, 8:00am-5:00pm MST



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