

HealthMate Plus[®]

Frequently Asked Questions

1. What is the square foot coverage of the HealthMate Plus?

While it is difficult to offer a general recommendation due to room variables (room dimensions, amount of chemicals, gasses and odors), a general guide is that one HealthMate Plus can support a room of 300 sf ft. (assuming 8' ceiling). Contact urban-gro for guidance.

2. How often is the air circulated / filtered?

The HealthMate Plus is designed to cycle and scrub the air of a 300 sq ft room (8' ceiling) 5 air changes per hour. Contact urban-gro for guidance.

3. Does this capture the COVID virus?

99.97% of all particles larger than 0.3 microns and 95% of all particles larger than 0.1 microns. According to the **US National Library of Medicine** ^[1], the COVID-19 virus is approximately 0.125 microns. It is important to note that studies on the effectiveness for COVID-19 have not been completed.

4. Is COVID-19 airborne?

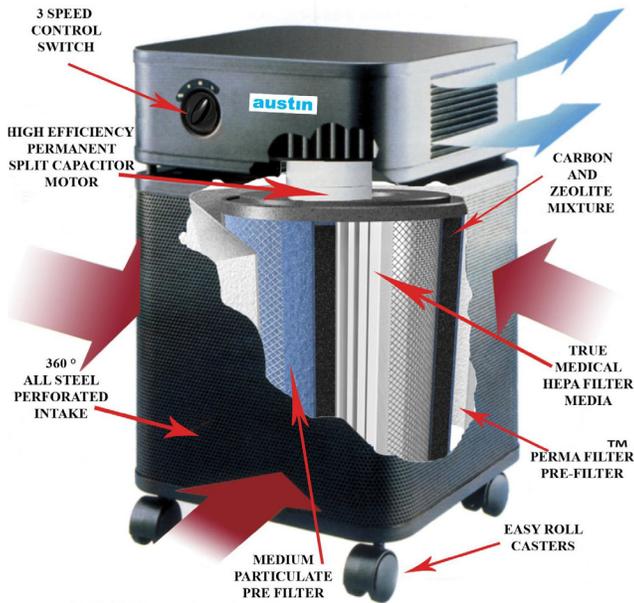
The virus that causes **COVID-19 is mainly transmitted through droplets** ^[2] generated when an infected person coughs, sneezes, or speaks. You can be infected by breathing in the virus if you are within 6 feet of a person who has COVID-19, or by touching a contaminated surface and then touching your eyes, nose or mouth before washing your hands. With the HealthMate Plus, we are improving the overall air quality while also improving one's chances of not encountering the virus.

It is important to note that the virus can also be spread via surfaces and human contact. According to the **World Health Organization (WHO)** ^[3], it is not certain how long the virus that causes COVID-19 survives on surfaces, but it seems to behave like other coronaviruses. Therefore, it is vital that we regularly wash our hands and practice social distancing.

5. How does HEPA filtration work?

A High Efficiency Particulate Air (HEPA) filter captures microbes, dust, and particulates down to 0.3 micron. HEPA filters consist of a complicated mix of filaments and fibers that carry a static charge which lures various microbes and particles like a magnet. While the particles travel through the air filtration system, they're captured and retained within the filter. Additionally, an interesting scientific effect occurs known as Brownian Motion which causes particles in certain media states (such as fluid) to bounce around and become trapped.





6. How can a HEPA air purifier help lower the spread of the COVID-19 virus?

Research studies have been conducted to test the efficacy of HEPA filtration on moisture droplets containing viruses. Most viruses are in the range of 0.5-3 micron. This means that HEPA air purifiers can effectively capture the microbes contained within the aerosol particles. A **NASA HEPA Study** [4] study indicated that HEPA filters were able to capture sub-micron particulate down to 0.1 micron.

7. What is the MERV rating of the filter? How often do filters need to be replaced?

The HealthMate Plus filter is medical grade which would be the equivalent of a MERV rating of 17. According to an EPA study on Critical Assessment of Building Air Cleaner Technologies (**read study PDF here** [5]), a MERV rating of 17 indicates the filter's ability to capture $\geq 99.97\%$ for 0.3 micron particles. HEPA replacement filters have up to a 5-year life expectancy.

8. When will my unit be shipped?

If you order is placed before 11am MST, your unit will be shipped the same day and delivered to you via Federal Express ground shipping, unless otherwise specified on your order. Larger orders may take 1-2 days to process due to special shipping requirements.

Disclaimer: HealthMate Plus® technology has been tested by third-party companies to capture viruses and bacteria. It has not been tested on coronavirus (COVID-19). HealthMate Plus is not a medical device, and no air purifier will capture the virus with 100% certainty.

- [1] **US National Library of Medicine**
<https://www.ncbi.nlm.nih.gov/pmc/articles/PMC4369385/>
- [2] **COVID-19 is mainly transmitted through droplets**
<https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/how-covid-spreads.html>
- [3] **World Health Organization (WHO)**
<https://www.who.int/news-room/q-a-detail/q-a-coronaviruses>
- [4] **NASA HEPA Study**
<https://ntrs.nasa.gov/search.jsp?R=20170005166>
- [5] **Read study PDF here**
https://oaspub.epa.gov/eims/eimscomm.getfile?p_download_id=499474