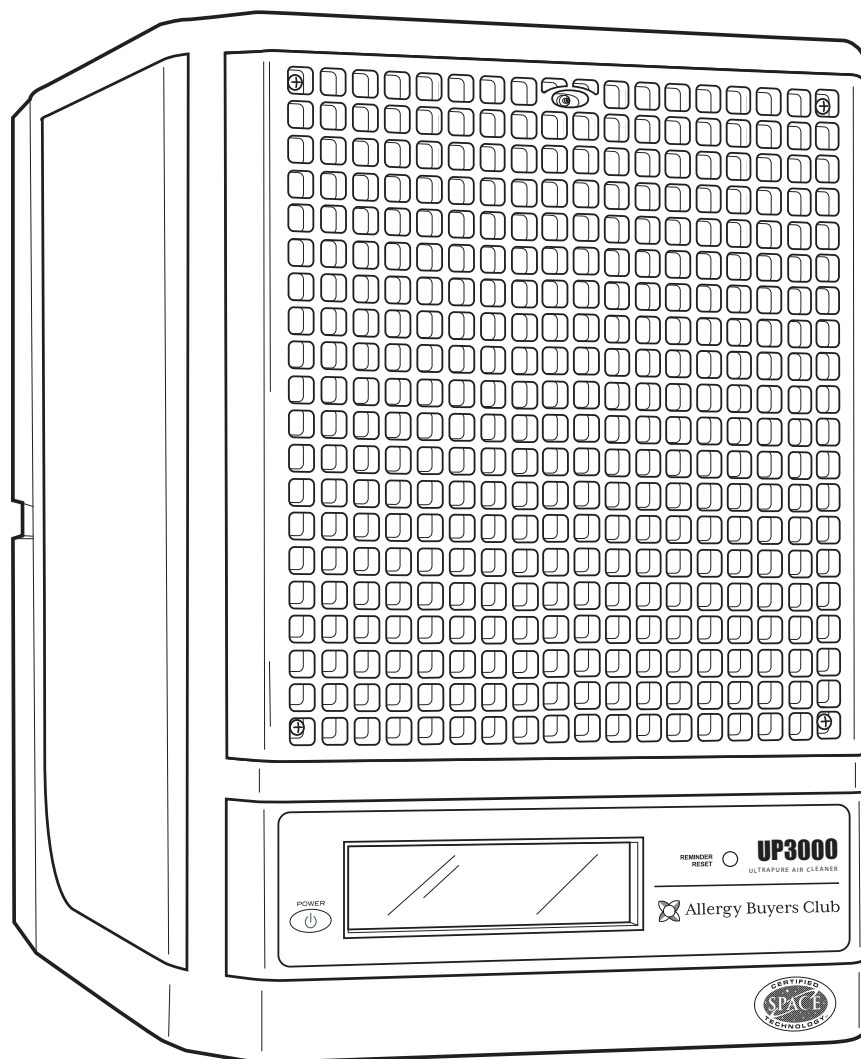




Allergy Buyers Club



# UP3000

ULTRAPURE AIR CLEANER

READ AND KEEP THIS MANUAL FOR REFERENCE PURPOSES

## Introduction

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Congratulations, you have purchased one of the most effective, technologically advanced air purifiers available. Your new UP3000 UltraPure Air Cleaner is designed to provide years of trouble-free, low maintenance operation. Be sure to read and follow all service procedures outlined in this Owner's Manual, and to use only genuine UP3000 UltraPure Air Cleaner replacement parts.

If you have any questions concerning this product, contact Customer Service at 888.236.7231 or email [support@allergybuyersclub.com](mailto:support@allergybuyersclub.com).

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## Important Safety Instructions

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**WARNING:** Do not operate this unit without the Filter Assembly AND Back Cover installed.



**WARNING:** Do not operate unit near heat sources, open flame, or combustible vapors or gases.



**CAUTION:** Disconnect Power Cord before servicing.



**CAUTION:** Do not look directly at the glowing lamp. Prolonged exposure, even to reflected UV light, can cause eye damage according to the American Conference of Governmental Industrial Hygienists (ACGIH) Standards.

Please record the serial number of your UP3000 UltraPure Air Cleaner:

Serial # \_\_\_\_\_

## Specifications

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### Electrical:

- 100 ~ 240 VAC 50/60 Hz External Power Supply
- 48 watts, 475 LFM power consumption
- Negative Ion Generation

### Size:

- Dimensions: 12" high x 9" wide x 12" deep
- Weight: 10.2 pounds

### Coverage:

- Covers a range of 250 sq. ft. (23 m<sup>2</sup>) to 3000 sq. ft. (279 m<sup>2</sup>)\*

\*Depends on variables such as severity and frequency of pollution, humidity, and temperature

### Warranty:

- One (1) year limited warranty (See page 17 for details)

## **Your UP3000 UltraPure Air Cleaner**

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- Eliminates smoke, odors, and tobacco smoke
- Includes AP Hydroxyl Certified Space Technology
- High-intensity UVC Lamp
- Removes odors from your home, office, car, boat, RV, etc.
- Improves the quality of air indoors up to 3,000 sq. ft. (279 m<sup>2</sup>)
- Customizable to your environment using either the included Remote or the controls on the front of the unit
- Maintenance Reminders alert you when normal maintenance needs to be performed or service is required

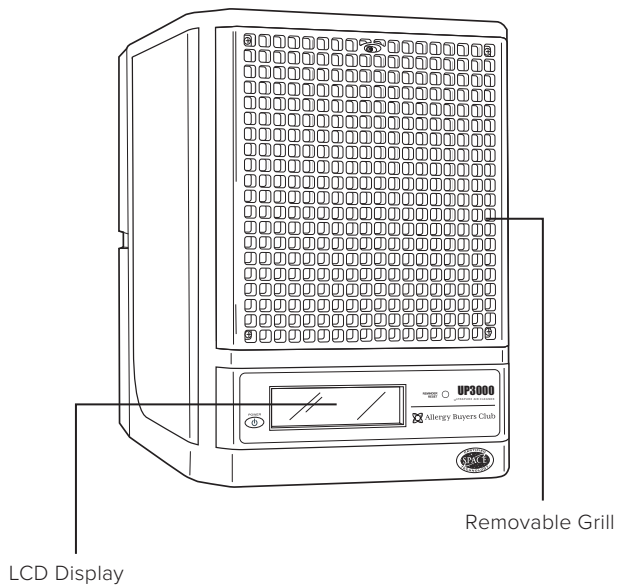
## **Inspection & Installation**

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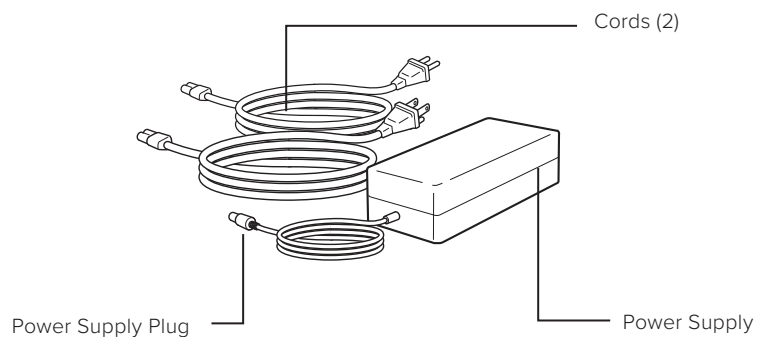
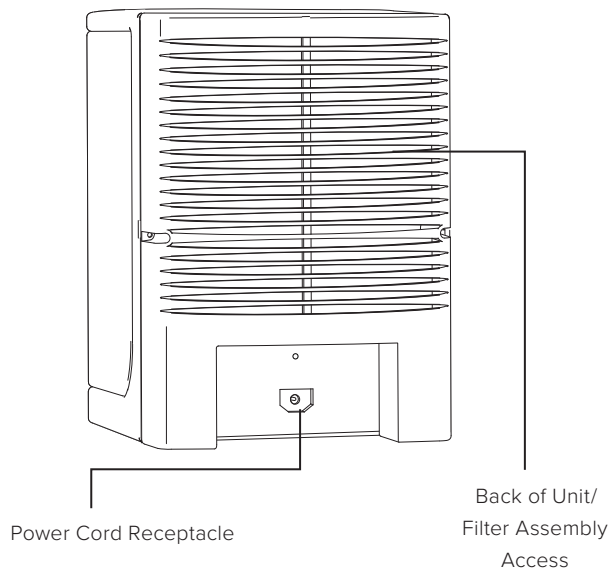
1. Remove unit from shipping carton.
2. Remove all protective materials.
3. Check for shipping damage and loose or broken parts.
4. Read Owner's Manual thoroughly prior to installation.
5. Install batteries in Remote Control.
6. Determine placement location for the unit (See "Placement of Unit" on page 6).
7. Insert the Power Supply Plug into the power receptacle on the rear of the unit. Plug the appropriate cord into the Power Supply and into a working electrical outlet.
8. Use either the Remote Control or the Power Button to turn the unit ON.

## Unit Features

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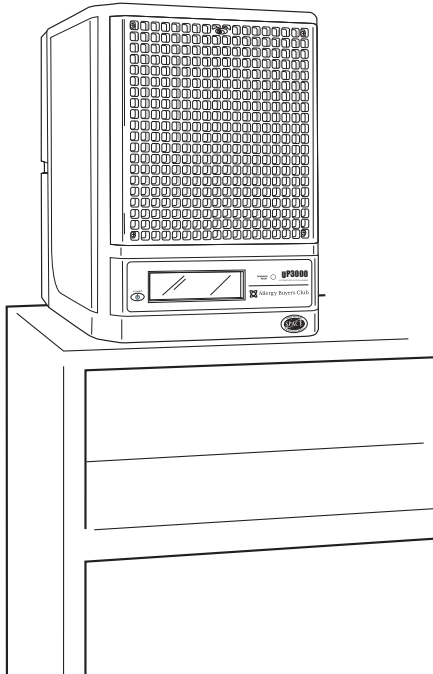
- Exclusive AP Hydroxyl Technology
- Needlepoint and RF Ion Generation
- Five Speed Fan
- LCD Display
- Maintenance Reminders
- Remote Control or Manual Operation
- Uses Standard Household Current
- Washable PreFilter
- Washable Foam Filter
- Washable Honeycomb Filter
- Replaceable AP Hydroxyl Cell
- Removable Front Grill
- Universal Power Supply with Two (2) cords



## Placement of Unit



**CAUTION:** To prevent injury, be sure the Power Cord is not accessible to small children.



Place the unit as high as possible to ensure the best purification. (On top of a bookshelf, high cabinet, etc.)

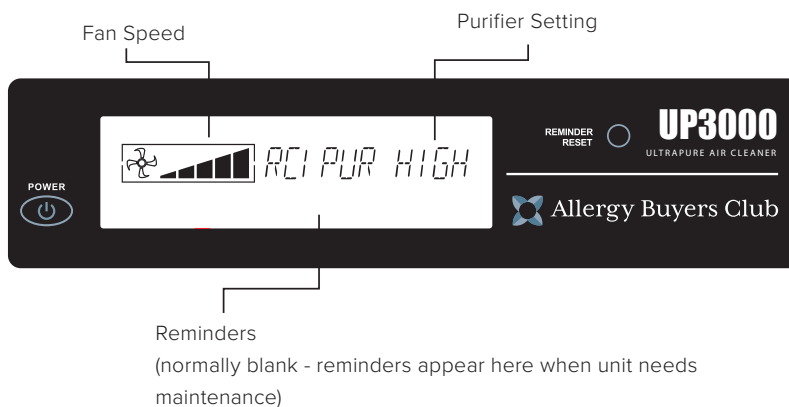
Suggested locations listed in the order of preference:

1. Nearest the source of the worst pollution
2. Near a cold-air return to thoroughly circulate the benefits of your UP3000 UltraPure Air Cleaner throughout the area
3. In the area most heavily used to achieve maximum benefit

**NOTE:**

- The back of the unit should always have at least one inch of open area to allow unrestricted airflow
- Point the unit towards the center of the room for maximum dispersion of ions

## LCD Display



The LCD Screen is used to display all current settings (see above) as well as any Maintenance Reminders.

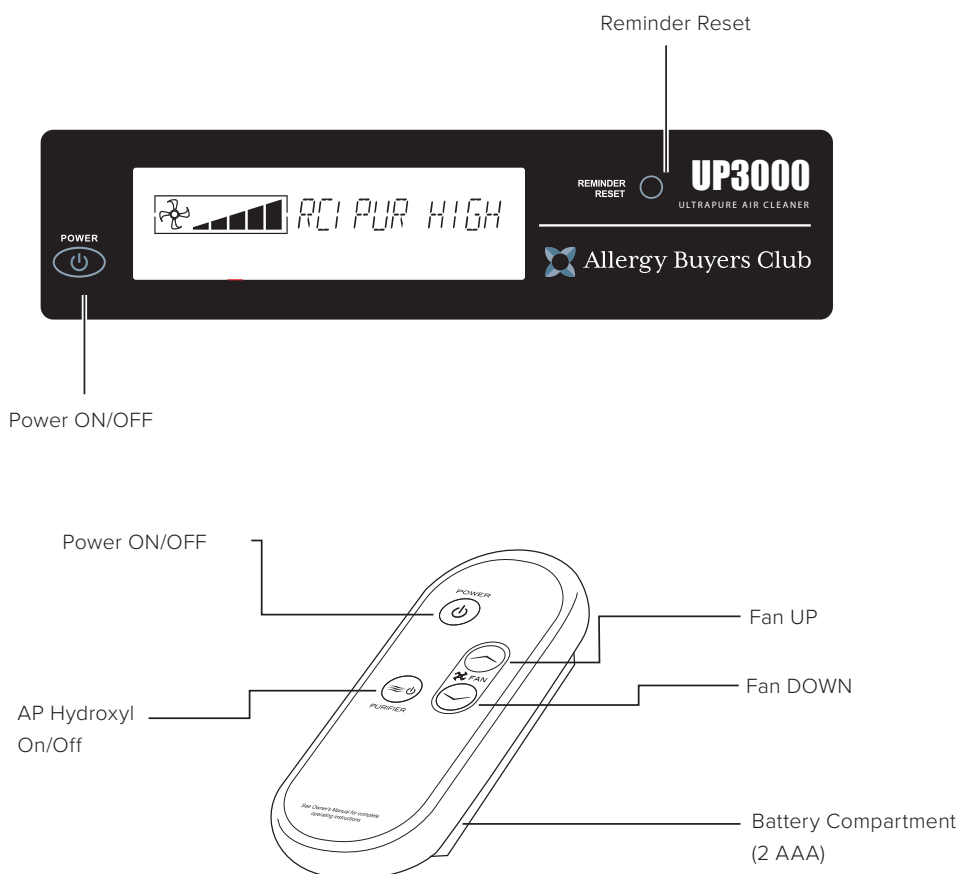
**If a Maintenance Reminder or a Service Reminder appears, the backlight will brighten and constantly flash until the Reminder Reset button is pressed or the service problem is corrected.**

### LCD SCREEN BACKLIGHT

As adjustments are being made, the LCD screen backlight will brighten and the settings on the screen will change. After 3 seconds without change, the backlight will return to normal.

## Settings and Adjustments

The UP3000 UltraPure Air Cleaner can be turned on or off and adjusted using either the included Remote Control or the Control Panel on the front of the unit. With the exception of the Reminder Reset button, both the Remote and the Control Panel Buttons have the same functions.



### **POWER** (stand by)

Turns the unit ON and OFF. The UP3000 UltraPure Air Cleaner can be turned on or off using either the included remote or the Control Panel on the front of the unit.

### **FAN UP/FAN DOWN** Adjusts the five speed fan.

#### **PURIFIER**

Turns the AP Hydroxyl Cell(s) on or off:

- RCI PUR. OFF Fan and Ionization ON, AP Hydroxyl Cell(s) OFF
- RCI PUR. LOW Fan and Ionization ON, AP Hydroxyl Cell 1 ON
- RCI PUR. HIGH Fan and Ionization ON, AP Hydroxyl Cell 1 ON, Cell 2 ON

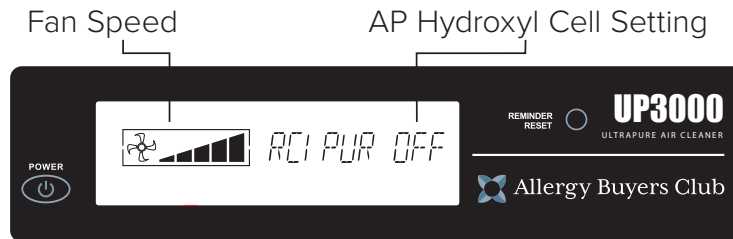
### **Reminder Reset** (Control Panel only)

Resets the Maintenance Reminders after performing routine maintenance.

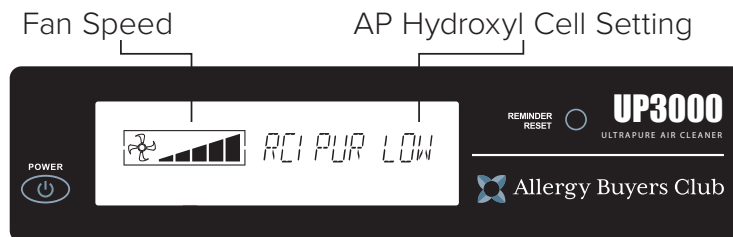
## Operation

1. Adjust the fan speed to your preference, keeping in mind that higher fan speeds will give better results.
2. Using the PURIFIER button, set the unit to RCI PUR. LOW for increased effectiveness.

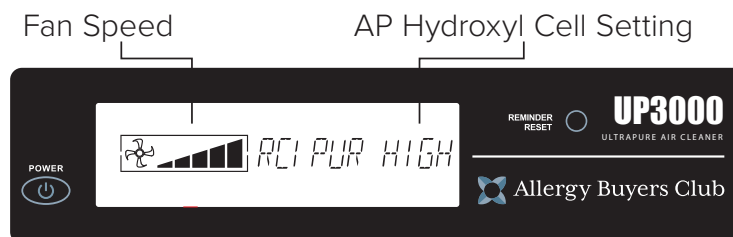
**NOTE:** When unit displays RCI PUR. LOW, AP Hydroxyl Cell 1 is on. When unit displays RCI PUR. HIGH, both cells are on.



RCI PUR. OFF: Fan and ionization are on. The AP Hydroxyl Cell is turned off.



RCI PUR. LOW: Fan, ionization, and AP Hydroxyl Cell is on. Use this setting for general usage.



RCI PUR. HIGH: Fan, ionization, and both AP Hydroxyl Cells are on.



## Maintenance Reminders

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### REPLACE AP HYDROXYL CELL

The AP Hydroxyl Cell is no longer working correctly or may be improperly installed. Replace the AP Hydroxyl Cell. See Removal and Installation instructions on pages 14 - 15.

Contact Customer Services for replacement AP Hydroxyl Cells at 888.236.7231 or via email at [support@allergybuyersclub.com](mailto:support@allergybuyersclub.com).



### PERFORM CLEANING (approx. every 30 days)

The unit requires cleaning. See the General Maintenance section of this Owner's Manual.

We recommend you:

- Clean the Filter Assembly (see page 10)
- Vacuum the AP Hydroxyl Cell
- Vacuum front and rear grill openings

### RESETTING THE REMINDERS

The only reminder you need to reset is the PERFORM CLEANING reminder (after performing maintenance, press the Reminder Reset button and the screen will momentarily display CLEARED to let you know the reminder has been cleared). All the other Service Reminders will clear automatically once the unit has been turned off and back on and the problem has been corrected.

**NOTE:** Be sure to press the Reminder Reset button to clear the reminder following regular maintenance.

## General Maintenance

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**CAUTION:** Unplug the unit before performing any maintenance procedures.

*Periodic maintenance is required to ensure that your UP3000 UltraPure Air Cleaner operates properly. The unit will display a PERFORM CLEANING reminder when it is time to perform regular maintenance. If you are operating your unit in a severely polluted environment, cleaning of the unit, AP Hydroxyl Cell, and Filter Assembly should be done more frequently. Shown here are basic procedures that should be carried out to keep your unit running at top performance.*

### **CLEANING THE CASE:**

Wipe the unit with a soft cloth dampened (not wet) with water. Do not use chemicals or solvents. Vacuum the front and rear grills periodically to remove any lint buildup.

### **CLEANING THE AP HYDROXYL CELL:**

Remove the AP Hydroxyl Cell(s) and carefully vacuum accumulated lint. Do not wash the AP Hydroxyl Cell. Damage from water may result.

### **FILTER ASSEMBLY CLEANING:**

You have two options to clean the Filter Assembly (including the PreFilter, Foam Filter, and Honeycomb Filter) when it is visibly dirty:

1. Remove the Filter Assembly from the unit (see page 11 for removal instructions), and with a hand-held vacuum, remove the heavy particulate from all parts. This method will extend the life of the filters; or
2. Remove the Filter Assembly from the unit (see page 11 for removal instructions), carefully vacuum all parts, then wash them in hot water (do not use soap). Allow to dry prior to reinstalling. Replace if damaged.

### **FILTER ASSEMBLY REPLACEMENT:**

Contact Customer Service to order replacement filters (see page 11 for removal and installation instructions). Contact Customer Service by calling 888.236.7231 or via email at [support@allergybuyersclub.com](mailto:support@allergybuyersclub.com).

### **CHANGING THE AP HYDROXYL CELL:**

The AP Hydroxyl Cell should be changed when REPLACE RCI CELL appears on the display or every twelve (12) months when used continuously or two (2) years if used less than 12 hours a day, whichever comes first. To change an AP Hydroxyl Cell, follow the removal and installation instructions on pages 14 - 15.

## Removing The Filter Assembly

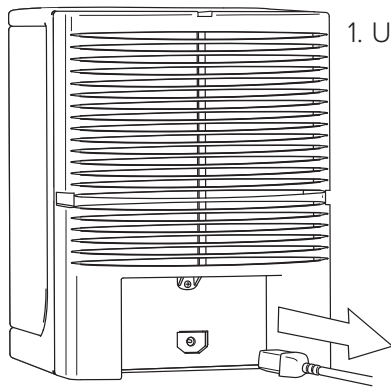


**CAUTION:** Unplug the unit before performing any maintenance procedures.

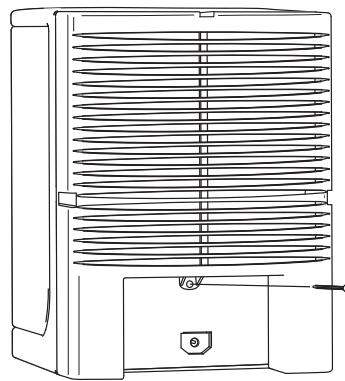


**WARNING:** Do not operate the UP3000 UltraPure Air Cleaner without the Filter Assembly and Back Cover properly installed.

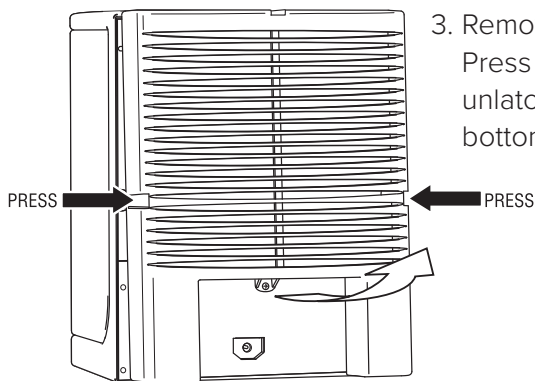
TO REMOVE THE FILTER ASSEMBLY FOLLOW STEPS 1 - 5



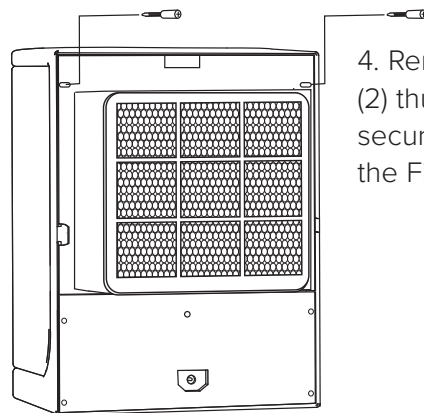
1. Unplug unit.



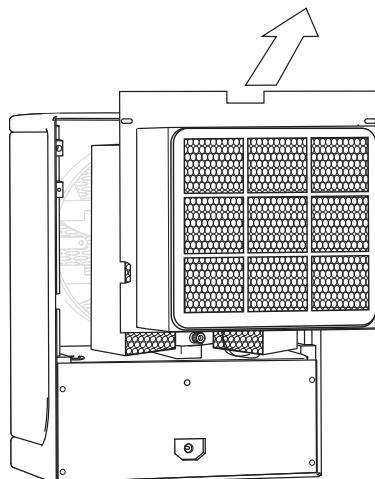
2. Remove the Back Cover screw.



3. Remove Back Cover. Press the sides to unlatch, then tilt the bottom out to remove.



4. Remove two (2) thumbscrews securing the top of the Filter Assembly.



5. Remove the Filter Assembly by pulling back the top, then lifting up and out.

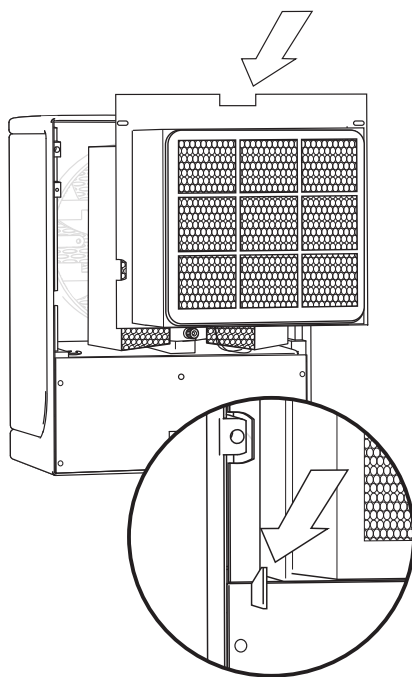
## Installing The Filter Assembly



**WARNING:** Do not operate the UP3000 UltraPure Air Cleaner without the Filter Assembly and Back Cover properly installed.

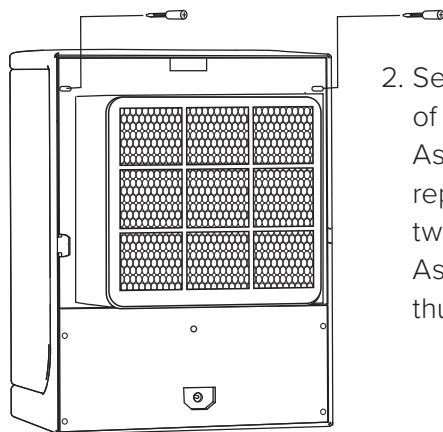
TO INSTALL THE FILTER ASSEMBLY FOLLOW STEPS 1 - 5

Item #US70730 - Filter Assembly

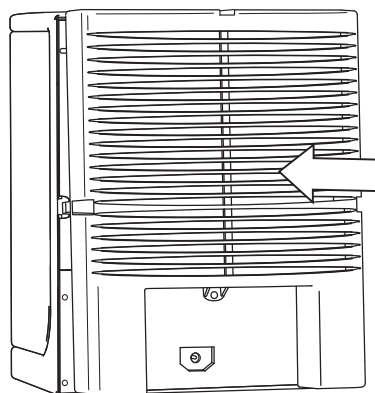


1. Insert the bottom of the Filter Assembly first.

**NOTE:** The bottom of the Filter Assembly is held into place by two alignment guides (see inset).

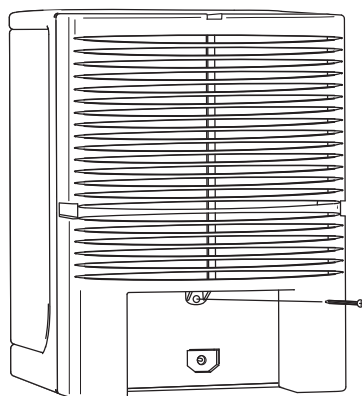


2. Secure the top of the Filter Assembly by replacing the two (2) Filter Assembly holder thumbscrews.

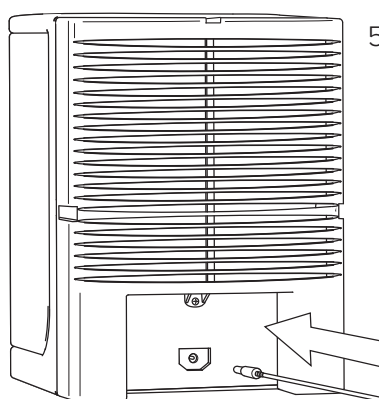


3. Replace the Back Cover by snapping into place.

**NOTE:** Be sure the tab is correctly inserted.



4. Replace the Back Cover screw.



5. Insert the power cord.

## Optional Harsh Environment Prefilter

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**CAUTION:** Unplug the unit before performing any maintenance procedures.

The UP3000 UltraPure Air Cleaner's Optional Harsh Environment Prefilter is designed specifically for areas with tobacco smoke, multiple pets, or anywhere excessive levels of contamination are in the air.

- Protects your air purifier from indoor contaminants, which may shorten the life of your product.
- Reduces monthly maintenance and cleaning time up to 90%
- Helps reduce odors
- Replaces easily, once a month, when cleaning unit
- Great in kitchen environments
- Helps reduce VOC's and other contaminants

Item #9950123 - Optional Harsh Environment Prefilter

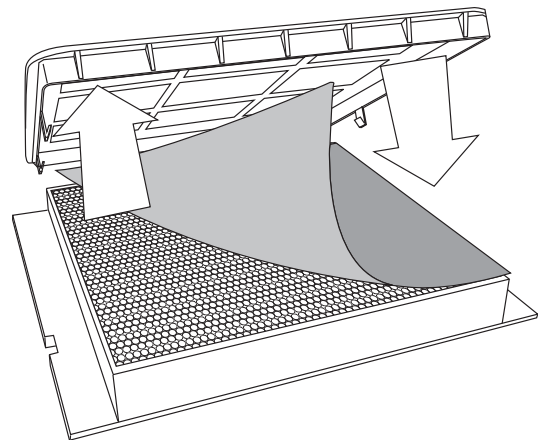
## Installing The Optional Harsh Environment Prefilter

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SEE PAGE 11 TO REMOVE THE FILTER ASSEMBLY FROM THE UNIT

Remove the Filter Assembly frame by unsnapping the sides.

1. (a) For first install, cut the Optional Harsh Environment Prefilter to size and place on top of Prefilter.  
(b) For replacing, remove Optional Harsh Environment Prefilter and replace with a new one.



**NOTE:** Use genuine UP3000 UltraPure Air Cleaner replacement parts only. Parts not intended for the UP3000 UltraPure Air Cleaner may damage your unit and void your warranty.

SEE PAGE 12 TO INSTALL THE FILTER ASSEMBLY ON THE UNIT

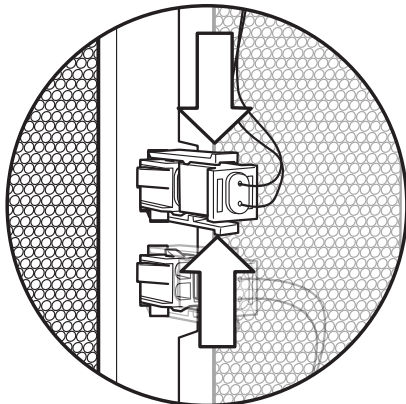
## Removing The AP Hydroxyl Cell



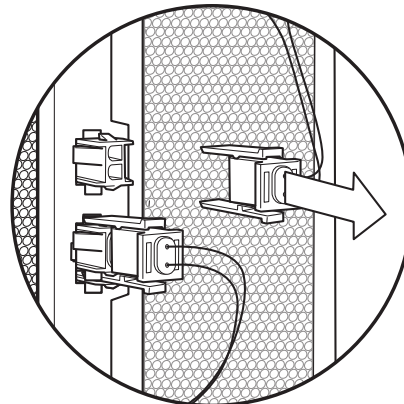
**CAUTION:** Unplug the unit before performing any maintenance procedures.

SEE PAGE 11 TO REMOVE THE FILTER ASSEMBLY FROM THE UNIT

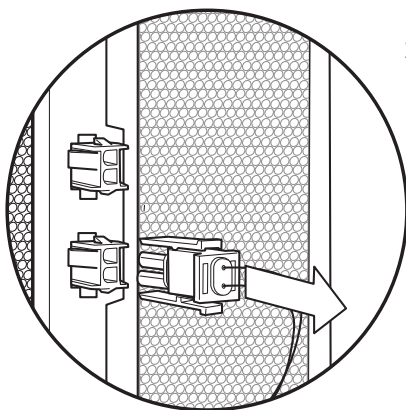
TO REMOVE THE AP HYDROXYL CELL FOLLOW STEPS 1 - 5



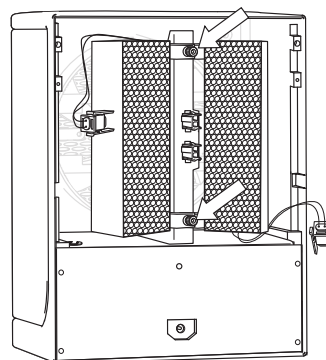
1. Unlock the AP Hydroxyl Cell connector by pressing on the connector's locking tabs.



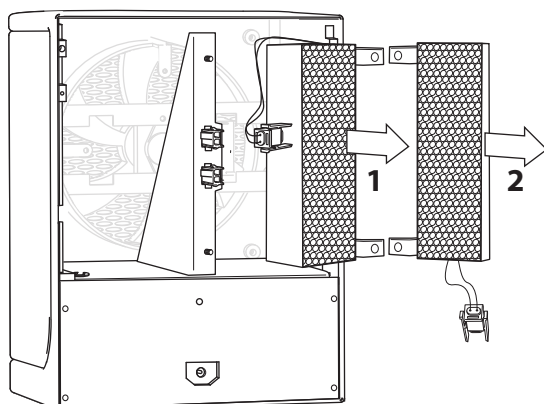
2. Pull the connector straight out to unplug.



3. Unlock and remove the connector for Cell 2 (if installed).



4. Remove two (2) thumbscrews.



5. Remove the AP Hydroxyl Cell(s) from the unit.

*AP Hydroxyl Cell(s) must be replaced every two (2) years even if the UV lamp is still operating.*

*Item #US71090 - AP Hydroxyl Cell*

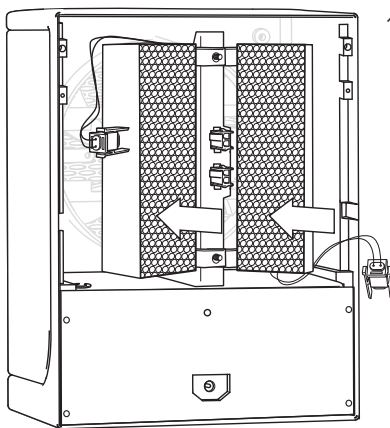
**NOTE:** Use genuine UP3000 UltraPure Air Cleaner replacement parts only. Parts not intended for the UP3000 UltraPure Air Cleaner may damage your unit and void your warranty.

## Intalling The AP Hydroxyl Cell

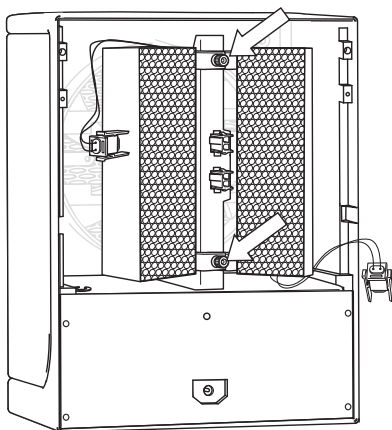
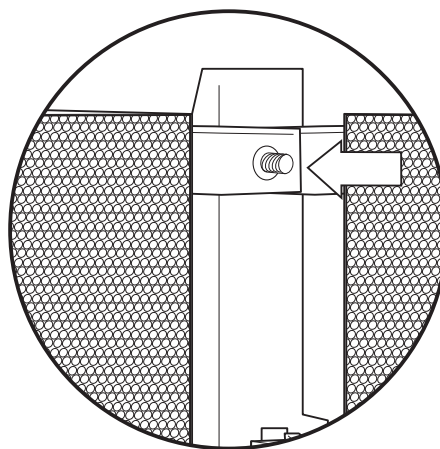


**CAUTION:** Unplug the unit before performing any maintenance procedures.

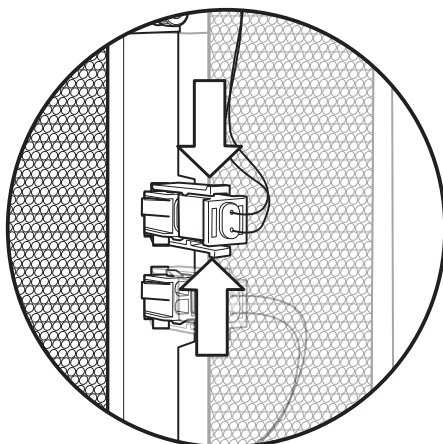
TO INSTALL THE AP HYDROXYL CELL FOLLOW STEPS 1 - 3



1. Replace the AP Hydroxyl Cell(s) in the unit by aligning the holes in the AP Hydroxyl Cell brackets and the studs on the AP Hydroxyl Cell hangers.



2. Replace the two (2) thumbscrews and tighten.



3. Insert the AP Hydroxyl Cell connector into the plug on the AP Hydroxyl Cell bracket. Press connector firmly until the two tabs lock into place. Repeat for Cell 2.

SEE PAGE 12 TO REPLACE THE FILTER ASSEMBLY ON THE UNIT

## TroubleShooting

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### INDICATORS OF OPERATION:

When the unit is on, the LCD display will show the fan setting and RCI PUR. OFF or RCI PUR LOW or RCI PUR. HIGH.

### TROUBLESHOOTING - WHAT TO LOOK FOR FIRST

**1. I have plugged in the unit, pressed the ON button on the remote (or the unit), and nothing happens... what's wrong?**

- Make sure the power cord is inserted completely into the receptacle on the back of the unit
- Make sure the electrical outlet is capable of providing power to the unit
- Make sure the Filter Assembly and Back Cover are properly installed.
- Check to see if the proper fuse is installed and that it is operational

**2. The UV lamp is not functioning/I'm getting a "Replace RCI Cell" message.... what's wrong?**

- Check AP Hydroxyl Cell for proper installation.
- Replace the AP Hydroxyl Cell.

**3. What are the most typical application problems?**

- **Symptom:** A belief that the proper equipment is placed in the environment and the equipment appears unsuccessful  
**Problem:** Lack of air movement, improper placement of the unit
- **Symptom:** Strong odors still remain within the environment after placement.  
**Problem:** Improper placement of the unit, or the source of the odor has not been eliminated
- **Symptom:** Visual haze of smoke and/or particulate remain within the environment  
**Problem:** Lack of ionization and/or air movement

**4. Air flow is restricted or reduced.**

- Make sure the unit is properly placed away from objects that may obstruct air flow
- Make sure the Filter Assembly, Back Cover, and front grill are clean
- Make sure the AP Hydroxyl Cell is clean

**5. How can I tell if the AP Hydroxyl Cell is functioning?**

- The AP Hydroxyl Cell will produce a glow that is visible through the front grill under low light conditions



**CAUTION:** Do not look directly at the glowing lamp. Prolonged exposure, even to reflected UV light, can cause eye damage according to the American Conference of Governmental Industrial Hygienists (ACGIH) Standards.

**6. Unit does not operate.**

- Make sure the unit plugged is in
- Make sure the outlet is active
- Make sure the main Power Switch is turned on
- Make sure the Filter Assembly and Back Cover are installed properly

If your unit fails to operate properly after performing trouble-shooting, contact your Customer Service for further assistance. You may also contact Customer Service at:

**Aerus Health Direct, LLC**

**300 East Valley Drive**

**Bristol, VA 24201**

**888.236.7231**

or email [support@allergybuyersclub.com](mailto:support@allergybuyersclub.com)  
for additional support.



## Warranty Information

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### LIMITED 1 YEAR WARRANTY

Customer should not repackage and ship the UP3000 UltraPure Air Cleaner due to possibility of irreparable damage. For warranty service, please contact Customer Service by calling 888.236.7231 or via email at support@allergybuyersclub.com.

### WHAT IS COVERED BY THIS WARRANTY

We warrant the UP3000 UltraPure Air Cleaner to the Customer, subject to the conditions herein, against defects in workmanship and material, for a period of one (1) year from the date of Customer's original retail purchase.

### INSTALLATION AND MAINTENANCE REQUIREMENTS

This warranty is expressly conditioned upon proper installation, operation, cleaning, and maintenance, all in accordance with the Owner's Manual. Failure to meet any of these requirements will void this warranty. Servicing of your UP3000 UltraPure Air Cleaner by parties other than our authorized representatives and/or using parts other than genuine parts will also void this warranty.

### HOW TO OBTAIN WARRANTY SERVICE

Customer must contact Customer Service by calling 888.236.7231 or via email at support@allergybuyersclub.com and provide proof of purchase within the above time periods. We will repair or replace and return the product, without charge and within a reasonable period of time, subject to the conditions herein, if our examination shall disclose any part to be defective in workmanship or material. If we, in our discretion, are unable to repair the product after a reasonable number of attempts, we will provide either a refund of the purchase price or a replacement unit, at the company's option. WE reserve the right to inspect and/or require confirmation of installation method.

### WHAT IS NOT COVERED BY THIS WARRANTY

Not for commercial use. Ordinary wear and tear shall not be considered a defect in workmanship or material. These warranties do not apply for loss or damage caused by accident, fire, abuse, misuse, improper installation, leaking, modification, misapplication, or any repairs other than those provided by our authorized Service Center. This warranty is non-transferable and does not cover consumable items such as filters.

### UNAUTHORIZED CHANNELS

Warranties are voided if a product is purchased through unauthorized channels; this includes websites that are not authorized to use our trademarked names, images, and logos as well as Internet auction sites (e.g. eBay and Craigslist). To confirm warranty coverage prior to purchasing a product, contact Customer Service with the product serial number.

### EXCLUSION OF OTHER WARRANTIES AND CONDITIONS

EXCEPT AS PROVIDED HEREIN, WE MAKE NO REPRESENTATION OR WARRANTY OF ANY KIND. ALL OTHER WARRANTIES OF ANY KIND, EXPRESS OR IMPLIED, ARE HEREBY EXPRESSLY DISCLAIMED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

### LIMITATION OF LIABILITY FOR SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES.

WE SHALL NOT IN ANY CASE BE LIABLE FOR SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES ARISING FROM BREACH OF EXPRESSED OR IMPLIED WARRANTIES, CONDITIONS, GUARANTEES, OR REPRESENTATIONS, BREACH OF CONTRACT, NEGLIGENCE, OR ANY OTHER LEGAL THEORY. Such excluded damages include, but are not limited to, loss of profits or revenue, and loss of the use of the products, and any loss caused by leaks or other water damage.

### FOR U.S. APPLICATION ONLY

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state. Some states do not allow limitations on warranties, or on remedies for breach. In such states, the above limitations may not apply to you.

### FOR CANADIAN APPLICATION ONLY

Exclusion of Subsequent Owners: Except as otherwise required by applicable legislation, this warranty is not transferable. This warranty gives you specific legal rights and you may also have other rights which vary from province to province. Some provinces and territories do not allow limitations on warranties, or on remedies for breach. In such provinces or territories, the above limitations may not apply to you. If any provision of this warranty or part thereof is held by a court of competent jurisdiction to be invalid, illegal, or unenforceable, the validity, legality and enforceability of the remaining provisions or parts thereof will not in any way be affected or impaired within the jurisdiction of that court. This entire warranty shall continue to be valid, legal, and enforceable in any jurisdiction where a similar determination has not been made.

### This warranty is provided by:

Aerus Health Direct, LLC  
300 East Valley Drive  
Bristol, VA 24201 (in US).

### SERVICE

Every effort is made to ensure customers receive an up-to-date instruction manual on the use of our products; however, from time to time, modifications to our products may without notice make the information contained herein subject to alteration. For the latest information, please visit our website.

This equipment has been tested and found to comply with the limits for a Class B device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy, and if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

Reorient or relocate the receiving antenna.

Increase the separation between the equipment and receiver.

Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

Consult the Distributor or an experienced radio/TV technician for help.

## FCC Declaration Of Conformity

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**Name:** UP3000 UltraPure Air Cleaner

**Model:** A1011B

**Manufacturer:** Aerus Health Direct, LLC

This device complies with Part 15 of the FCC Rules.

## Responsible Party


---

Aerus Health Direct, LLC

300 East Valley Drive

Bristol VA, 24201

Ph: 888-764-0693

**Signature:** 

**Printed Name:** Andrew Eide

**Title:** Vice President of Product  
Development and Manufacturing

**Date:** 07/13/2020



# Allergy Buyers Club

For information regarding the use of this product please contact Customer Service.

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