

Alen A350 Air Purifier

USER MANUAL



We would love to hear from you. If you have any questions, please
contact us at **1(800) 630-2396** or email service@alen.com.

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AIR PURIFIER SAFETY

This manual provides 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, dryers, or heaters.
- Do not block air vent openings.
- Never insert fingers or foreign objects into air vents.
- Do not place air purifier on a soft or unstable surface such as a bed or sofa.
- Do not use in a window.
- Do not use next to a source of heat such as a range, heater, or dryer.
- Do not use near any source of water such as a sink, bath, shower, or swimming pool.
- Operate indoors only.

Electrical and Safety Requirements — Reduce the risk of fire or electric shock.

Failure to follow these instructions can result in property damage, injury, or death.

- Do not connect unit to any electrical socket that is damaged.
- Do not plug the air purifier into an outlet controlled by a dimmer switch.
- Do not insert or pull out plug with wet hands, it may cause electric shock.
- Do not use an adapter. Do not use an extension cord.
- Use only in the proper electrical socket type. Socket type (voltage & hertz) can be found on the unit's back panel label. Incorrect socket use can damage/destroy the unit.
- Do not exceed the rating of the power outlet or connection device. May cause electric shock or fire due to excess heat generation.
- Never try to take apart or repair the unit by yourself.
- Disconnect power immediately if you notice strange sounds, smells, or smoke.
- Change your filter at the recommended interval to avoid particle and dust buildup.
- Ensure filter is correctly installed before turning on unit. Do not run unit without a filter.
- Do not cover the unit or impede airflow.
- Do not drop the unit, as this can result in damage.
- Do not place heavy objects on the power cord and be sure the cord is not compressed as there is danger of fire or electric shock.
- Do not spray insecticides or any other flammable sprays near the unit. It may cause explosion or fire.
- **WARNING!** 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

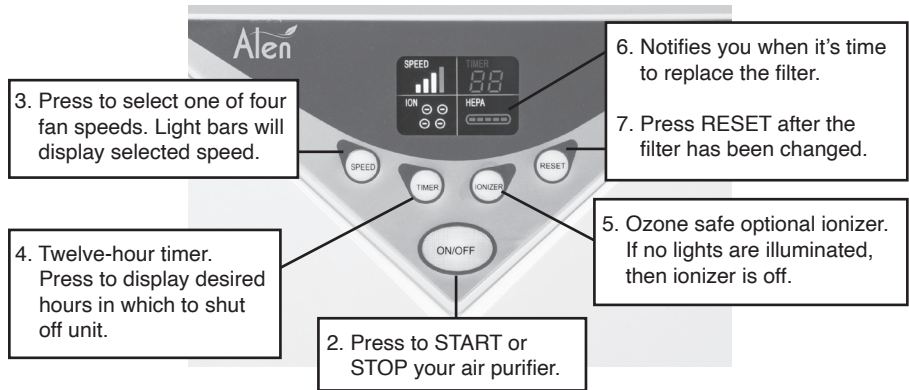
Operating Your Unit:

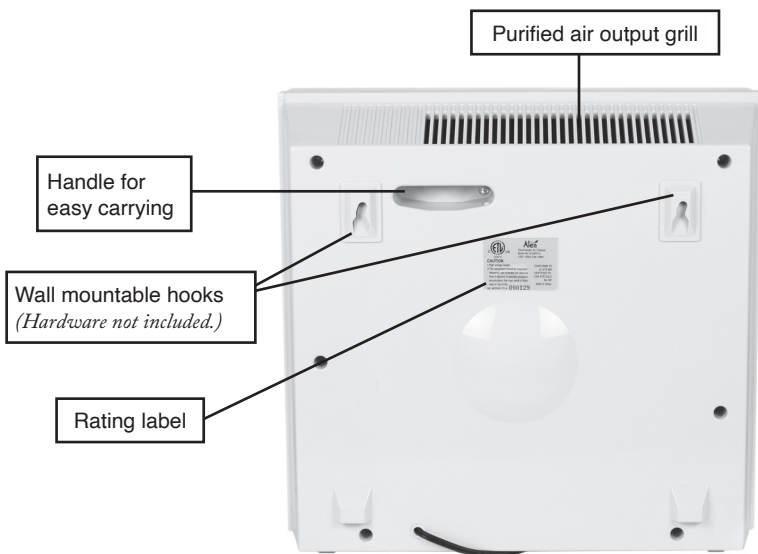
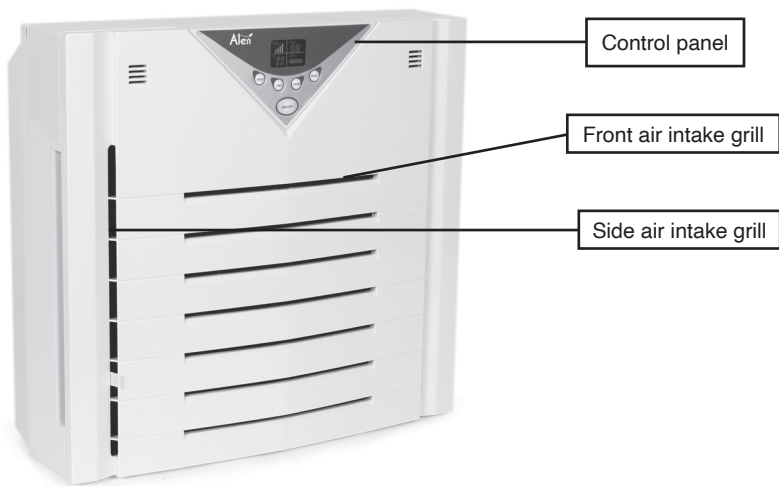
1. Plug your air purifier into a grounded outlet.
2. Press ON/OFF to start the air purifier. When your unit is on, the control panel screen will light up. To stop the air purifier, press ON/OFF and the screen will turn off.
3. Press SPEED and watch the indicator lights until desired fan speed is achieved.

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 ionizer. Activation of IONIZER enhances your unit's ability to remove airborne particles (similar to the way dust is attracted to a TV screen). 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 Alen 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 prefilter, captures large dust and hair. This layer is held on with Velcro®-like strips. Once removed, the Alen prefilter can be washed or vacuumed to maintain efficient operation of the unit.

Why You Should Replace Your Filter

- You purchased an Alen Air Purifier to improve the quality of your indoor air.
Changing your filters on time is the only way to maintain an optimal level of air quality.
- Excessively dirty filters can compromise the level of clean air your air purifier can provide.

ALEN'S FILTER SUBSCRIPTION PLAN — Pure Air Made Simple

Regular replacement of your filter will extend the life of your air purifier and keep your air clean. 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 Filter Subscription Plan, your filters will be shipped right to your door, exactly when needed.

Savings — Save 5% over retail and get FREE SHIPPING on every filter.

Convenience — Choose your desired shipping frequency and never run out of filters.

Superior Coverage — Alen's exclusive Forever Guarantee begins when you complete Product Registration and activate your Filter Subscription (see page 9 for details).

To get started, simply visit www.alen.com/activate or call 1-800-630-2396.

How To Replace The Filter

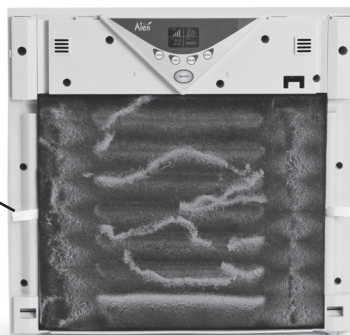
1. Always unplug the unit when installing a filter.
2. Distinguish the front side from the back side of the filter.
3. It is recommended to wear gloves while discarding the used filter.
Place the used filter in a plastic bag to prevent dust from reentering the air.



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.

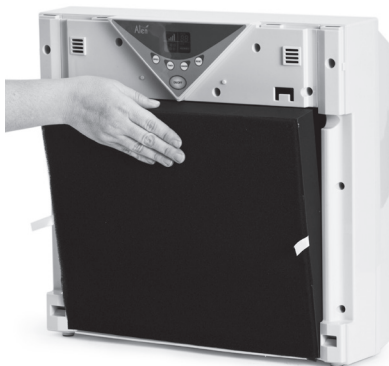
2. After pulling up, push the grill towards the display panel at the top of the unit.

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 electrical 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 mesh layer on the front of the filter, known as the Prefilter, captures large dust and hair. This layer is held on with Velcro®-like strips. This Prefilter can be vacuumed in place 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.alen.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.

WARRANTY INFORMATION

FACTORY WARRANTY

With valid proof of purchase and an intact ratings label, we warrant your Alen Air Purifier to be free from defects in materials or workmanship for one year from the date of purchase.

If terms of this warranty are met, 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. Replacements at Alen's option may be certified refurbished units, in like-new condition. Alen's sole obligation under the factory warranty is to replace defective parts or replace your air purifier free of charge.

LIFETIME WARRANTY

Alen offers the industry's first transferrable LIFETIME WARRANTY across our full line of air purifiers. Provided that the unit is registered and enrolled in a filter subscription program directly with Alen (within 12 months of purchase), we warrant your Alen Air Purifier to be free from defects in materials or workmanship for the life of the unit.

All Alen warranties are transferrable.

To activate the lifetime warranty, please register your Alen purifier and enroll in a filter subscription at www.alen.com/register within 12 months of purchase.

What if I do not sign up for a filter subscription?

Without a filter subscription, you may extend the factory warranty from one to five years by simply registering the unit at www.alen.com/register within 12 months of purchase.

How do I obtain warranty service?

Email service@alen.com or call 1-800-630-2396. Product registration and filter subscription will be verified by Alen's warranty service representative.

In most cases, the customer will be provided with a return shipping label for the defective unit to be delivered to Alen's authorized service center, at Alen's expense.

Customer is responsible for packaging the unit in its original (or similar) shipping materials, including protective packaging, to avoid further damage. All postage, insurance, and shipping charges to send the replacement unit to you are the responsibility of Alen and included in this warranty.

Product Warranty Conditions

ORIGINAL LABEL: Your purifier's original back-panel ratings label must be intact.

REGISTRATION: Your Alen Air Purifier (with intact ratings label) must be registered at www.alen.com/register. As of June 2, 2020, five-year warranty and lifetime warranty coverage requires product registration with Alen within 12 months of purchase. If the purifier was purchased before June 2, 2020, registration with Alen is required 12 months after your first warranty claim.

FILTER SUBSCRIPTION: As of June 2, 2020, lifetime warranty requires product registration and enrollment in a filter subscription with Alen within 12 months of purchase. If the purifier was purchased before June 2, 2020, product registration and enrollment in a filter subscription with Alen are required 12 months after your first warranty claim.

OPERATION: Your Alen Air Purifier is operated in accordance with the instructions provided in this Alen user manual.

NORMAL USE: Your purifier should show no evidence of unconventional use; e.g., tampering, mishandling, neglect, accidental damage, or modification. Unit must have its original ratings label intact and must have at all times been connected to a proper power supply (see rating/voltage label on unit).

VOIDING WARRANTY

If Product(s) or any part thereof, with the exception of filters, is proved to be defective by reason only of faulty workmanship or materials, Alen will repair or replace the part or product free of charge for labor and materials according to the details of the "Alen Forever Guarantee." This warranty shall not apply to damage caused through misuse, wear and tear, neglect, unauthorized repair; damage caused through installation, adaptation, modification, or use in an improper manner or manner inconsistent with Alen's operating and maintenance instructions; wear or deterioration due to environmental conditions; or damage that occurred during transit. Alen will not be liable under this warranty for any fault or damage arising from defective workmanship, if the Product has been serviced, repaired, or modified by any person other than the manufacturer's authorized service personnel or if the product's back-panel ratings has been removed or tampered with. All products returned for service or repair must be accompanied by a Return Authorization number (RA number). The RA number must be clearly visible on the external packaging. Alen reserves the right to refuse any shipment received without an RA number and return shipment at sender's cost. Alen does not refund shipping, handling, or insurance costs for warranty repairs in the event of a warranty claims found to be void due to any of the use cases listed above once the unit has been inspected by Alen. Alen covers the shipping costs from incoming warranty services requests in the form of a return shipping label. Alen covers the shipping costs going back to the customer for ground shipping only. Should a faster shipping service be required or if the product needs to be shipped outside the continental United States, additional shipping costs will apply and are the responsibility of the end-user. Alen does not extend its warranty nor ship products outside North America. Please call the Alen Customer Experience Team to receive a RA number and shipping instructions prior to shipment.

What if my unit was damaged through unconventional use or improper handling?

Contact Alen warranty service as directed above. Provided the other conditions have been met, a replacement can be purchased for 50% of the Alen regular retail price (MSRP) at the time of replacement (or 50% off of a comparable Alen unit if your purifier model is no longer sold).

FILTER WARRANTY

Your filter is warranted to be free from defects for 30 days from the time of purchase. In most cases, the customer will be provided with a return shipping label for the defective filter to be delivered to Alen's authorized service center, at Alen's expense. Customer is responsible for packaging the filter. All postage, and shipping charges to send the replacement filter to you are the responsibility of Alen and included in this warranty.

DISCLAIMERS / LIMITATIONS

ALLEN'S WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR USE OR PURPOSE. ALLEN'S SOLE LIABILITY WITH RESPECT TO DEFECTS IN MATERIALS AND WORKMANSHIP IN THE AIR PURIFIER SHALL BE, AT ALLEN'S OPTION, TO FURNISH REPLACEMENT(S) OF THE DEFECTIVE PART(S) OR REPLACE THE AIR PURIFIER ON THE BASIS DESCRIBED ABOVE. ALLEN WILL NOT INSTALL ANY REPLACEMENT PARTS IT PROVIDES OR PROVIDE LABOR WITH RESPECT TO THE SAME. EXCEPT AS STATED IN THE IMMEDIATELY PRECEDING SENTENCE, ALLEN 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 ALLEN'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 ALLEN'S LIFETIME WARRANTY MAY NOT APPLY TO YOU. ALLEN'S WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS.



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