



OWNERS MANUAL

SENTRY XL



IMPORTANT SAFETY INSTRUCTIONS

BEFORE USING THIS DEVICE READ ALL INSTRUCTIONS AND CAUTIONARY STATEMENTS IN THIS MANUAL AND ON THE DEVICE.

The Sentry XL is an electrical device. Please read the safety instructions and considerations before use and take the necessary precautions to reduce the risk of fire, electric shock or injury. **The Limited Warranty applies only if the unit is used in accordance with these instructions.**

✓ Use the power cable provided with your device. The plug fits securely into a standard outlet. Do not alter the plug in any way.

CAUTION: TO REDUCE THE RISK OF FIRE OR ELECTRIC SHOCK, USE INDOORS ONLY. SEE INSTRUCTIONS.

⚠ WARNING: Electrical shock can cause personal injury or death.

⚠ WARNING: Skin or eye damage may result from directly viewing the light produced by the lamp in this apparatus. Always disconnect power before relamping or servicing. Replace Lamp with Lamp Model No. E1008, manufactured by EMS.

⚠ WARNING: Do not allow the device to become clogged with dust or other debris. Check it regularly and replace the catalytic Sail or filter if they become clogged.

⚠ WARNING: To reduce the risk of fire or electric shock, do not use this product with any solid-state speed control device.

When using an electrical device, basic precautions should always be observed, including the following:

⚠ WARNING

These warnings apply to the Synexis[®] device and, where applicable, to all tools and accessories TO REDUCE THE RISK OF FIRE, ELECTRIC SHOCK OR SERIOUS INJURY:

1. Keep combustible materials, like bedding, clothing, curtains, furniture and paper at least three feet away from the device when it is plugged in.
2. Use only as described in this Synexis Operating Manual. Do not perform any maintenance other than what is shown in this manual. Any other use, not specifically recommended by the manufacturer, may result in fire, electric shock or injury.

3. Make sure device is assembled by following manufacturer's instructions completely. Do not dismantle the device.
4. This Sentry XL device is not a toy. Use caution when children are nearby. Do not allow children to play with the Sentry XL device.
5. This appliance can be used by children aged from 8 years and above under supervision. This appliance can be used by persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved.
6. Sentry XL device is suitable for dry locations ONLY. DO not use outdoors, on or near wet surfaces. Do not use in bathrooms, laundry areas or similar indoor locations. Never place the Sentry XL device where it may fall into a bathtub or other water container. Do not use or store near a bath or shower, or a swimming pool.
7. Do not use the Sentry XL device in areas where fuel, paint, or flammable liquids are used or stored where their vapors are present.
8. Do not use in conjunction with or directly next to an air freshener or similar products.
9. Do not handle any part of the plug or Sentry XL device with wet hands.
10. UV light source. Disconnect power cord before opening cover.
11. Do not sit on or place any object on this device.
12. Do not use with a damaged power cord or plug. If the power cord is damaged, it must be replaced by Synexis, its service agent or similarly qualified persons in order to avoid a hazard.
13. Unplug power cord from outlet before performing any type of maintenance. Do not unplug the Sentry XL device by pulling on the power cord. To unplug, grasp the plug, not the cord and remove from the power outlet.
14. Do not stretch the power cord or place the cord under strain. Keep the power cord away from heated surfaces.
15. Do not run the power cord underneath carpeting. Do not cover cord with throw rugs, runners or similar coverings. Do not route cord under furniture or other appliances. Avoid placing power cord in high traffic areas and where it could be tripped over.
16. To prevent a possible fire, do not use with any opening or exhaust blocked, and keep free of dust, lint, hair, and anything that may reduce airflow. Do not put any object into the inlet grill or exhaust opening as this may cause electric shock or fire, or damage to the Sentry XL device.
17. In order to avoid overheating, do not cover the Sentry XL device.
18. For the best performance, place the Sentry XL device where air intake and top grill are unobstructed.
19. Turn off all controls before unplugging. Always unplug Sentry XL device from the power outlet when it is not in use.

20. If the Sentry XL device is not working as it should, has been dropped, struck, damaged, left outdoors, or dropped into water, do not use and contact your Synexis Account Representative.
21. Contact Synexis when service or repair is required. Do not disassemble the Sentry XL device, as incorrect re-assembly may result in electric shock or fire.
22. To avoid a tripping hazard, secure power cord when not in use.
23. Do not use Sentry XL device near furnaces, fireplaces, stoves or other high-temperature heat sources.
24. Do not spray or apply perfumes directly on or near the filter. Keep essential oils and chemicals away from the Sentry XL device.

READ AND SAVE THESE INSTRUCTIONS

Contents

- Welcome..... 5**
- Included Parts 5**
- About Dry Hydrogen Peroxide (DHP®)..... 6**
- Indications for Use..... 6**
- Legal Notice..... 6**
- Sentry XL Device Specifications 7**
- Installation 8**
- Troubleshooting 11**
- Maintenance..... 12**
- Cleaning Instructions..... 12**
- Getting the most from your Synexis System 13**
- Warranty 13**

Welcome

Thank you for choosing Synexis®, developers of Dry Hydrogen Peroxide (DHP®) and this Sentry XL device. Before using the Synexis System, please take a few minutes to:

- ✓ Familiarize yourself with the Sentry XL device
- ✓ Familiarize yourself with the installation steps and required tools
- ✓ Inspect your system and parts

Please contact your Synexis Account Representative for questions or additional information.

Included Parts

- ✓ 1 Synexis® Sentry XL device
- ✓ 2 Custom UV-A LED Lamps (already installed)
- ✓ 1 Power Cord

Starter Kit (Ships Separately)

- ✓ 1 Sail
- ✓ 1 Carbon filter
- ✓ 1 MERV 11 filter

Optional Wall Mount Kit (Ships Separately)

- ✓ 1 Wall mount plate
- ✓ 2 Phillips head screws

After opening the box, unpack and inspect your device for damage.

DO NOT OPERATE THIS DEVICE IF ANY DAMAGE IS NOTED. If the device is damaged, contact your Synexis Account Representative.

About Dry Hydrogen Peroxide (DHP®)

Synexis is the sole developer of hydrogen peroxide gas and DHP technology for occupied spaces. Using DHP, our patented microbial reduction technology allows for the natural and continuous reduction of microbial contamination in occupied spaces. Synexis Systems are patented for use in the United States and around the world. By encompassing all areas of an enclosed space, DHP can reach the most important areas of a facility.

Using ambient humidity and oxygen naturally present in your environment, Synexis Technology creates a very low level of hydrogen peroxide (H₂O₂) gas, which reduces unwanted microbial contamination in the air and on surfaces. Because DHP is a pure gas, it can reach the toughest and most out-of-reach areas of your facility. Dry Hydrogen Peroxide is effective because of its state of matter and method of action.

Indications for Use

This product is not sold as a medical device and is not intended to be used to diagnose any disease or condition, nor should it be used in the mitigation, treatment, or prevention of any disease or condition.

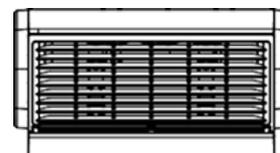
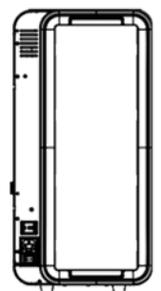
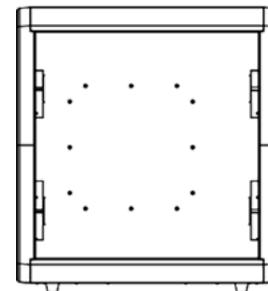
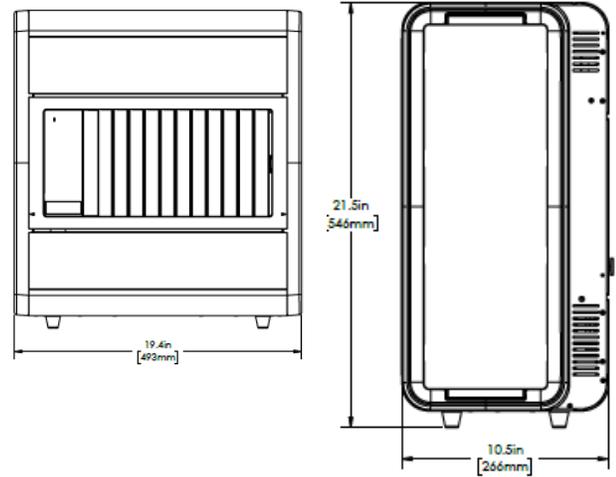
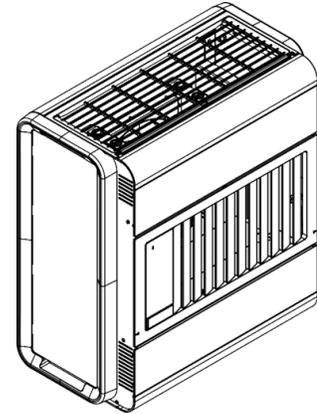
Legal Notice

While every attempt is made to ensure the accuracy of the information contained in this manual, Synexis accepts no liability for errors or omissions, or any consequences deriving from the use of information contained herein. This Sentry XL manual is provided “as is” and without any representation, term, condition or warranty of any kind, either express or implied. To the extent permitted by law, Synexis shall not be liable to any person or entity for any loss or damage which may arise from the use of this manual. We reserve the right at any time and without any notice to remove, amend or vary any of the content which appears herein.



Sentry XL Device Specifications

DEVICE	SENTRY XL
INSTALLATION	Freestanding or Wall Mount
TYPICAL COVERAGE*	3000 ft ² / 279 m ²
INPUT VOLTAGE REQUIREMENTS	100-130V 50/60 Hz
ELECTRICAL CURRENT REQUIREMENTS	1.3A 156 Watts
WEIGHT	25 lbs / 11.3 kg
COLOR	White
MATERIALS	Polycarbonate, stainless steel, and aluminum
DIMENSIONS	Height: 21.5" (546 mm) Width: 19.4" (493 mm) Depth: 10.5" (266 mm)
FAN	3 Fan Speeds
FAN NOISE ¹	High: 68.0 dB Medium: 58.6 dB Low: 48.6 dB
CONSUMABLE REPLACEMENTS*	6 Months <ul style="list-style-type: none"> • Catalyst (Sail) • MERV 11 filter • Carbon filter 5 Years <ul style="list-style-type: none"> • LED UV-A bulbs



¹ The A-weighted emission sound pressure level is below 70 dB(A)

*Coverage and consumable replacements vary by application and are dependent on factors such as typical indoor air contaminants, occupancy, and other variables. Please consult with Synexis technical experts to validate coverage and consumable replacements.

Installation

The Sentry XL device requires the installation of the Sail and Filters before operating (LED Bulbs are already installed).

1. To insert the Sail, lift the top curved panel on the front and rotate the white latch 90 degrees clockwise. Insert the Sail horizontally, re-secure the latch, and close the panel.



Installation (cont.)

- 2. Open the louvered panel and rotate the white retention latches. First, insert carbon filter, then place the MERV 11 filter on top of the carbon filter with airflow arrows pointing toward the device.



- 3. Re-secure the white retention clips and close the access panel.



Installation (cont.)

4. Plug in and power device on.



5. The UV-A lamps will begin to glow. At any point, to turn the bulbs off, turn the power switch off.



6. To adjust device airflow, use the 3-way switch on the side panel.



Troubleshooting

Issue 1: Is the green indicator light on the front of the device lit?

Check the green indicator light on the front of the unit. If the GREEN indicator LED is NOT LIT, then the unit is not getting power. Follow resolution actions below until LED is on. If the GREEN indicator LED is LIT, then the unit is getting power; continue to ISSUE 2 below for fan check.

ACTIONS:

- Verify power cord is securely inserted in wall outlet and device
- Verify power switch is in the 'ON' (-) position
- Verify wall power outlet is active – suggest checking with lamp, phone charger, voltmeter, etc.
- Check Fuse – Locate fuse compartment between power cord and on/off switch. Squeeze the tabs on the sides of the fuse compartment and pull out. If fuse is blown, replace fuse with provided replacement.
- Check for proper fit of device filter door by opening and closing it firmly
- If none of the above are successful, contact your Synexis Account Representative at +1-844-352-7680 or email clientservices@synexis.com



Issue 2: Is the fan audible and air blowing out of the top of the unit?

If the green LED indicator is LIT (see 1 above), and fan is not running / blowing air from top of device, contact your Synexis Account Representative at +1-844-352-7680 or email clientservices@synexis.com.

Issue 3: Are all eight (8) UV LEDS illuminated in bulbs?

If Sail is installed, remove it and look through the air outlet louvers to see if all the LEDs are illuminated. If any of the UV LEDs are not illuminated, a replacement bulb with installation instructions can be sent. Contact your Synexis Account Representative at +1-844-352-7680 or email clientservices@synexis.com.



Maintenance

If your purchase of the Synexis System includes a maintenance contract, the following recommendations are handled by *Synexis Field Engineers* during regular scheduled visits.

Consumables:

Bulb Replacement

The LED UV-A bulbs should maintain the same intensity no matter the speed of the fan. Bulbs are warranted for 5 years. The maximum bulb rating is 17V, 6 W. Replace Lamp with Lamp Model No. E1008, manufactured by EMS.

Filters and Sail Replacement

Filters and Sails should be replaced every 6 months; more challenging environments may require more frequent maintenance.

Each Sail comes pre-packaged in a food-grade plastic bag to maintain quality before use. For best performance, the Sail should not be removed from the bag until it is time to insert it into the device.

The filters and Sail can be disposed of in regular trash or as recyclable fiber and plastic (frame and polyester fabric). No special handling conditions are required.

Routine Cleaning:

To keep your device(s) in top condition, we recommend routine cleaning. Refer to cleaning instructions below.

Cleaning Instructions

Cleaning and user maintenance shall not be made by children without supervision.

Always disconnect the device from electrical power source prior to cleaning/disinfecting. In typical-use environments with no disinfectant requirements periodically use a vacuum to remove dust collected around the air inlet and a cloth damp with water to wipe down external features of device.

For environments that require regular disinfecting of the external features of the device, replace the damp cloth with a disinfectant wipe. Apply disinfectant according to manufacturer's use instructions and ensure that no liquid from the wipe drips through the vents onto the catalyst coated sail. If there is a possibility of the cleanser dripping on the sail, replace the sail and continue the use of the device.

Getting the most from your Synexis System

It is important to work with your Synexis Account Representative to determine the proper number of units for the size and configuration of your space. In some cases, multiple Synexis devices will be necessary. Be sure to change the Sail according to the recommended replacement schedule. Leave unopened Sails in their plastic bag and store them in a dark, dry location until you need to replace the current Sails in your device.

Close your windows and outside doors

The Sentry XL is designed for enclosed spaces, so it is important to keep all external windows and doors closed as much as possible. Open windows and/or doors can significantly reduce the efficiency of your system by allowing the DHP® to dissipate out of the facility.

Run your Synexis System 24 hours a day

The Sentry XL is designed to operate 24 hours a day, 7 days a week. DHP is meant to be a continuous clean technology as opposed to a temporary clean technology. The DHP molecule is delicate and safe at low concentration. Producing it continuously ensures a proper equilibrium concentration in your space for effective decontamination. Visit synexis.com for more information.

1-Year Limited Warranty

Contact your Synexis Account Representative for any device questions, service material needs or device issues. When contacting Synexis for a system issue that is under warranty, please be prepared to provide the following:

- ✓ A copy of the bill of sale
- ✓ Invoice or receipt of purchase
- ✓ An explanation of the problem or defect

This page intentionally left blank



Synexis LLC
8905 Lenexa Drive
Overland Park, KS 66214 USA

+1 844-352-7680
info@synexis.com

Original Instructions