



# OWNERS MANUAL

## SPHERE (120V)



# IMPORTANT SAFETY INSTRUCTIONS

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

The Sphere 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 grounded power cable provided with your device. The plug fits securely into a compatible grounded 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., M4-CX-08, Manufactured by LCD Lighting Inc.**

**⚠ WARNING: Do not allow the device to become clogged with dust or other debris. Check it regularly and replace the catalytic Sael 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 Sphere device is not a toy. Use caution when children are nearby. Children should be kept away unless continuously supervised. Do not allow children to play with the Sphere device.
5. This Sphere device is not intended for use by persons (including children) with reduced physical or reasoning capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction about the use of the Sphere device by a person responsible for their safety.
6. Sphere 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 Sphere 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 Sphere 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 Sphere 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 Sphere 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 Sphere device.
17. In order to avoid overheating, do not cover the Sphere device.
18. For the best performance, place the Sphere device where air intake and top grill are unobstructed.
19. Turn off all controls before unplugging. Always unplug Sphere device from the power outlet when it is not in use.
20. If the Sphere 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 Sphere 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 Sphere 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 Sphere 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
- Sphere 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 Sphere device. Before using the Synexis System, please take a few minutes to:

- ✓ Familiarize yourself with the Sphere 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® Sphere device
- ✓ 1 Custom UV-A Bulb
- ✓ 1 Power Cord (Type B Plug, 9 Ft. Cable)
- ✓ 1 Quick Start Guide
- ✓ 1 Torx T10 T-Handle screwdriver (for locking screw)
- ✓ 1 Security Torx T10 “L” shaped tool (for Bulb Cover)
- ✓ 1 Stand (already installed)
- ✓ 1 Wall mount bracket

## Starter Kit (Ships Separately)

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

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.

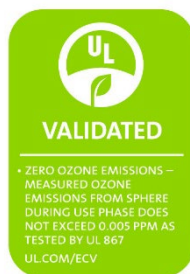
Using ambient humidity and oxygen naturally present in your environment, Synexis Technology creates a very low level of hydrogen peroxide ( $H_2O_2$ ) gas, which reduces unwanted microbial contamination in the air and on surfaces. Because DHP is a pure gas, it can reach the toughest and most out-of-reach 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

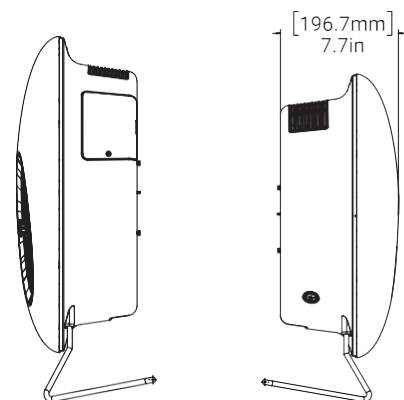
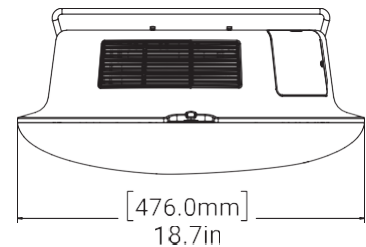
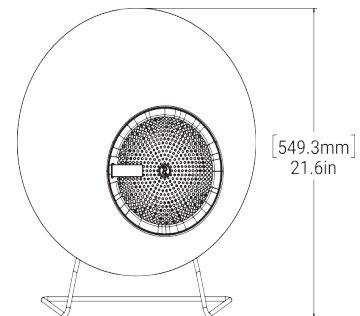
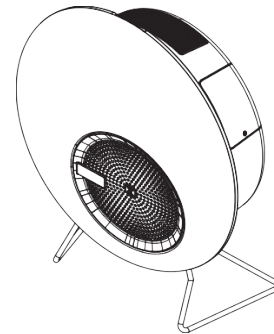
While every attempt is made to ensure the accuracy of the information contained in this manual, Synexis accepts no liability for errors or omissions, or any consequences deriving from the use of information contained herein. This Sphere manual is provided “as is” and without any representation, term, 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.



# Sphere Device Specifications

DEVICE	SPHERE 120
INSTALLATION	Stand or Wall Mount
TYPICAL COVERAGE*	1000 ft <sup>2</sup> / 93 m <sup>2</sup>
INPUT VOLTAGE REQUIREMENTS	100-130V 50/60 Hz
ELECTRICAL CURRENT REQUIREMENTS	0.75A 90 Watts
WEIGHT	14 lbs / 6.4 kg
COLOR	White and Gray
MATERIALS	Polycarbonate (PC)
DIMENSIONS	Height: 21.6" (549.3 mm) Width: 18.7" (476 mm) Depth: 7.7" (196.7 mm)
FAN	3 Fan Speeds
FAN NOISE	High: 64.5 dB Medium: 54.3 dB Low: 52.4 dB
CONSUMABLE REPLACEMENTS*	6 Months <ul style="list-style-type: none"> <li>• Catalyst (Sail)</li> <li>• MERV 11 filter</li> <li>• Carbon filter</li> </ul> 2 Years <ul style="list-style-type: none"> <li>• Fluorescent UV-A bulb</li> </ul>

\*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.

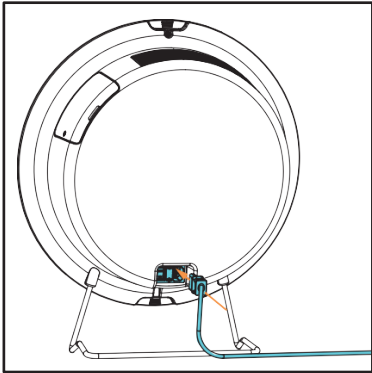




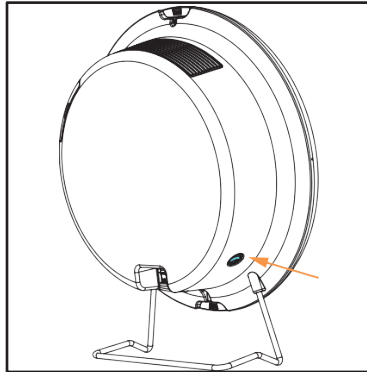
# Installation

The Sphere device requires the installation of the Filters, Sail, and UV-A Bulb before operating.

## Getting to know your device:

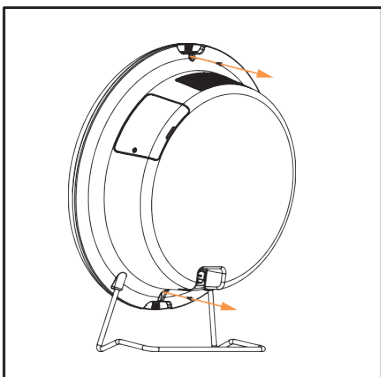


The power cord and power switch are located on the back of the device.

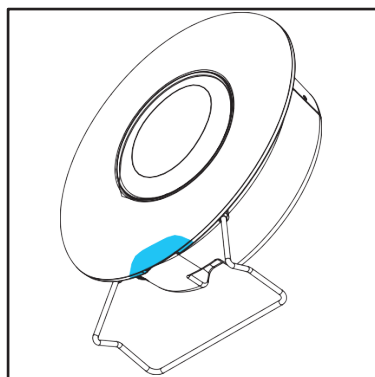


To adjust the device airflow, use the fan speed control switch located on the side of the device.

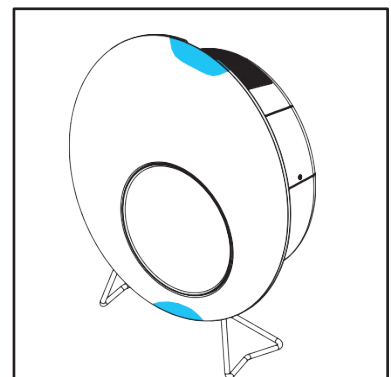
## Opening the cover:



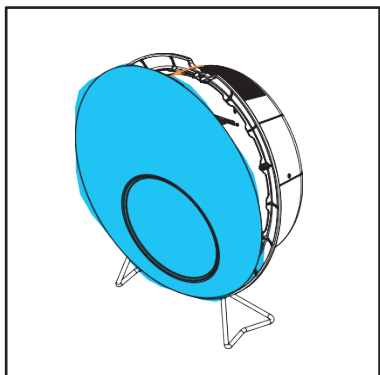
Remove the safety screws at the top and bottom.



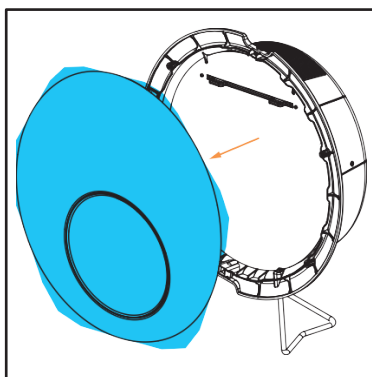
Hold the bottom of the device.



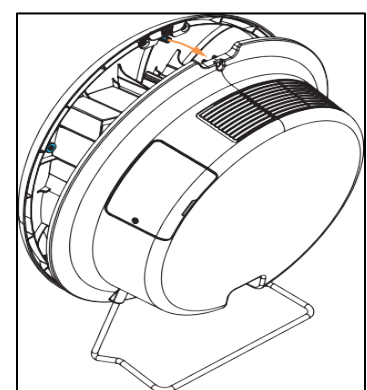
Grab the recess on the top of the device.



Pull the top and bottom of the cover to disengage the magnets.



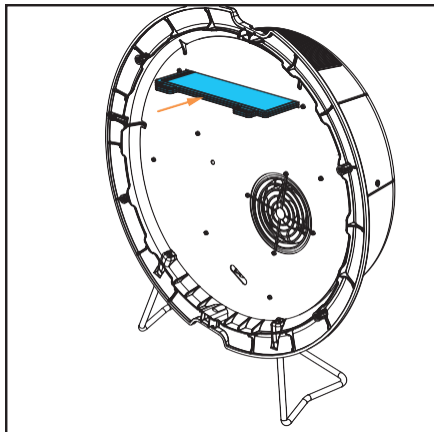
Remove the cover.



To put the cover back on, position the top and bottom pins over the slots. Let the magnets reengage. Fasten the safety screws.

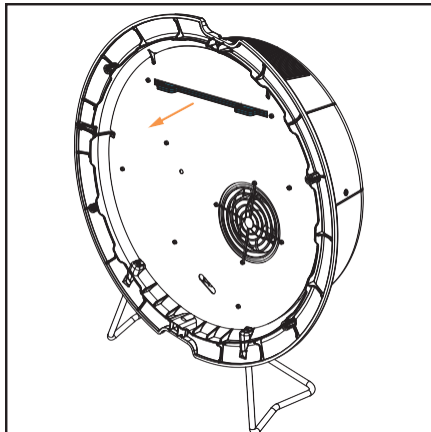
## Installation (cont.)

### Inserting the Sail:

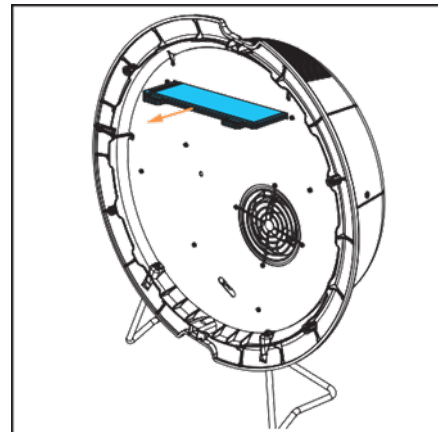


Hold tabs and insert the Sail flat and horizontally into the slot near the top of the device.

### Replacing the Sail:

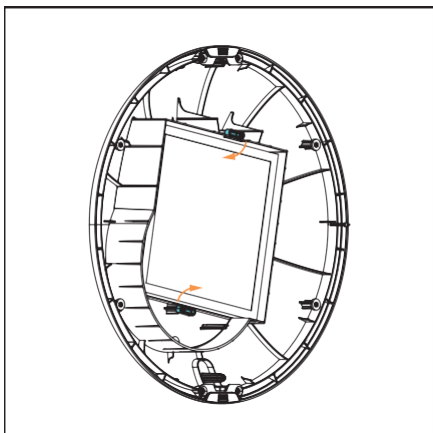


Hold the tabs of the Sail and pull toward you.

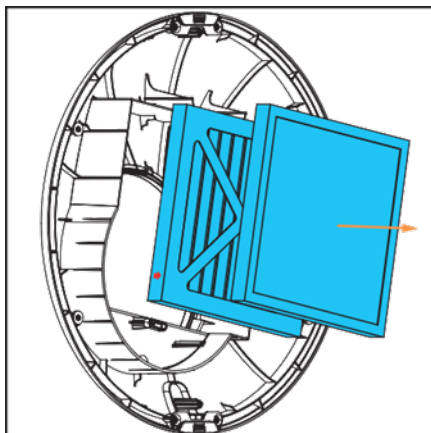


Remove and insert new Sail.

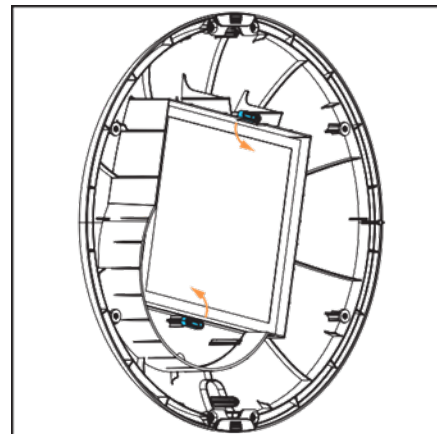
### Installing / Replacing the Filters:



Turn the tabs 90 degrees.



Remove the old filters and replace with new filters\*.



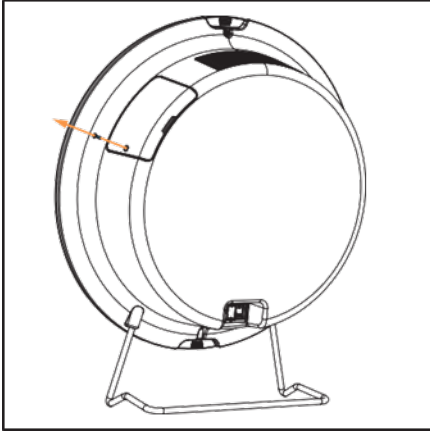
Turn tabs 90 degrees to secure the new filters in place, then reinstall the cover.

\*First, insert the pleated MERV 11 filter (white or blue) and place on the bottom with the arrows pointing toward the fan. The carbon filter (black) is placed on top, closest to the fan. The carbon filter can be installed in any direction.

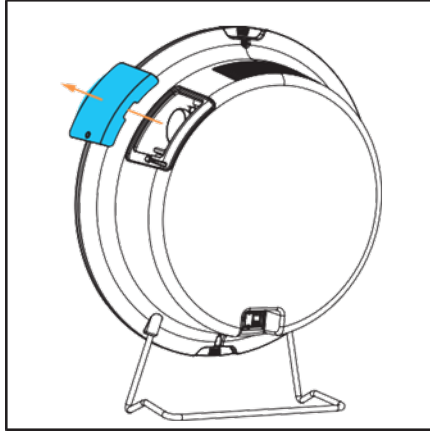
## Installation (cont.)

**CAUTION:** Unplug the device before opening/removing bulb cover.

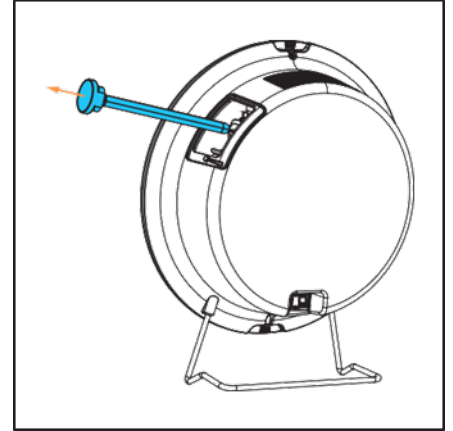
### Inserting or replacing the Bulb:



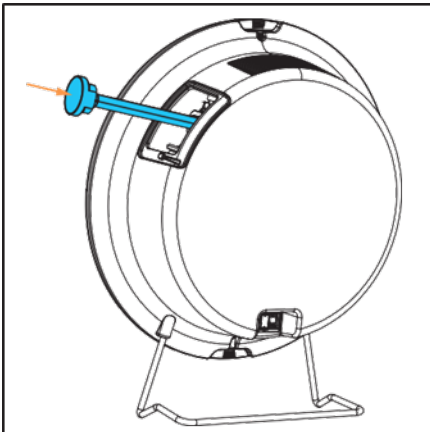
Remove the safety screw on the bulb cover, using the "L" shaped Torx Tool.



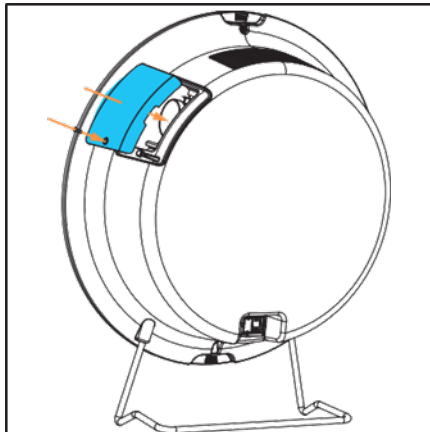
Remove bulb cover.



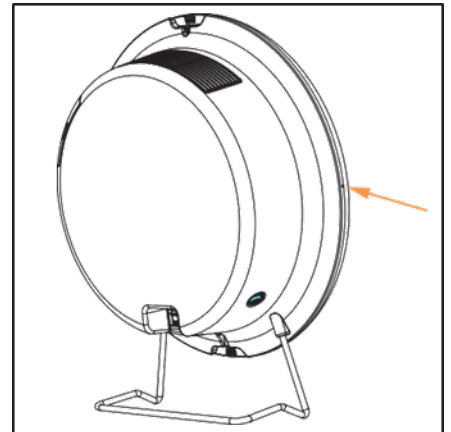
Remove bulb if already inserted.



Align the 4 pins to the female socket connectors and insert the new bulb. The bulb should not rock or move if it is fully seated.



Replace bulb cover and fasten the screw.



Plug in and power on the device. Green indicator will illuminate when power is on.

# Troubleshooting

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

Check the green indicator light on the side of the unit. If GREEN indicator LED is NOT LIT, this means the unit is not getting power. Follow actions below until LED is LIT. If GREEN indicator LED is LIT, this means the unit is getting power; proceed to ISSUE 2, fan check.



Green light

### 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.
- Remove front cover and check for broken parts (could impact proper fit)
- Check for proper fit of device front cover by removing it and reinstalling it in a bottom to top motion.
- If none of the above are successful, contact your Synexis Account Representative at 1-844-352-7680 or email [clientservices@synexis.com](mailto:clientservices@synexis.com)



on/off switch  
– = on  
O = off



Check for broken part

## 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, contact your Synexis Account Representative at 844-352-7680 or email [clientservices@synexis.com](mailto:clientservices@synexis.com).

## Issue 3: Is the UV bulb illuminated?

If UV bulb is NOT illuminated, follow actions below until bulb is on.

### ACTIONS:

- Turn off device for 2 minutes, restart
- Verify bulb is securely seated and does not rock or move in the socket
- If Bulb checks are unsuccessful, contact your Synexis Account Representative at 1-844-352-7680 or email [clientservices@synexis.com](mailto:clientservices@synexis.com)



Illuminated bulb

# 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 UV-A bulb should maintain the same intensity no matter the speed of the fan. Bulb is warranted for 2 years. The maximum bulb rating is 50V, 21 W. Replace bulb with Model No. M4-CX-08, manufactured by LCD Lighting.

**WARNING: UV-A bulbs contain a small amount of mercury similar to any fluorescent bulb. Check with your local waste management authority for disposal or recycling requirements. Additional disposal and recycling information can be found at:** [www.lamprecycle.org](http://www.lamprecycle.org).

### Filters and Sail Replacement

Filters and Sails should be replaced every 6 months; more challenging environments may require more frequent maintenance. Consult the Synexis Application Guide for Detail.

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

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 an EPA registered disinfectant wipe or equivalent approved for use in other jurisdictions. 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 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 Sphere 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 Sphere 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](http://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

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Original Instructions