CLEANSPACE POWERED RESPIRATORS
PRODUCT SUPPORT

REVOLUTIONARY RESPIRATORY PROTECTION

WWW.CLEANSPACETECHNOLOGY.COM
CLEANSPACE POWERED RESPIRATORS  PRODUCT SUPPORT

Respiratory protection is a business critical issue for our customers. We understand that respiratory protection is more technical than most other personal protective equipment. While CleanSpace Powered Respirators are designed to be easy to use, durable and reliable, from time to time our customers require product support. Furthermore CleanSpace Respirators aim to achieve a long term effective respiratory protection program for Companies and their employees. To assist our customers we have an easy to access, responsive and streamlined Product Support System.

We have identified a number of reasons why customers may contact us for support: Training/Fit testing, Questions and Reporting a fault. For a fast and seamless after sales service, CleanSpace offers a simple step process users can access via email or online.

TRAINING AND FIT TESTING

We recommend that training and fit testing be conducted for all CleanSpace Respirators. CleanSpace offers a number of training tools to assist with fast and effective deployment.

Please contact our customer support team (cleanspacetraining@paftec.com) for information on:

- Fit testing
- TSI portacount testing
- Online Training Videos and Tests
- Training Presentations (Power point)
- Quick Guides: Operations and Care/Storage
- Donning and Doffing – Wall Charts

After consultation with you, our team of product specialists can recommend and organise training that best suits your team and fit testing for your Company.

PRODUCT QUESTIONS:

For questions on the products including respirators, filters, masks and accessories there are two (2) options:

1. Our website has a comprehensive database of PRODUCT INFORMATION including datasheets, battery and filter information, filter life, simple cleaning and care instructions and more.

   Visit www.cleanspacetechnology.com/resources

2. For specific questions about your site/application, please EMAIL sales@paftec.com. In order for our team of respiratory specialists to answer your question as quickly as possible it is helpful to send us background information on your application and workplace environment, copy the following template into your email, fill out and send to sales@paftec.com or your CleanSpace Product Specialist.

   | Company: |
   | Industry: |
   | Site application or tasks |
   | Airbourne hazards (please provide MSDs if available): |
   | Other respiratory equipment being used: |
   | Issue or question: |

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REPORTING A FAULT:

DURING THE WARRANTY PERIOD

All CleanSpace Respirators and accessories have a one (1) year warranty. During the warranty period we will replace any faulty CleanSpace products. Please contact us to enquire further about faulty or damaged equipment via the website REPORT A FAULT FORM (http://www.cleanspacetechnology.com/troubleshooting). One of our customer service team will contact you to discuss the issue and outline next steps to replace the equipment if required.

OUTSIDE THE WARRANTY PERIOD

We will also consider replacing parts if you experience faults outside the warranty period. Please contact us to enquire further about faulty or damaged equipment via the website REPORT A FAULT FORM (http://www.cleanspacetechnology.com/troubleshooting). One of our customer service team will contact you to discuss the issue and outline next steps to replace the equipment if required.

THE PROCESS FOR REPORTING A FAULT AND REPLACING EQUIPMENT

If you are experiencing any difficulty with one of your CleanSpace respirators, there are two steps to resolving these and replacing the product:

STEP 1: To assist in quickly identifying a resolution, Download and read the Troubleshooting Guide: http://www.cleanspacetechnology.com/troubleshooting

   In the majority of cases, preforming a simple manual RE-CALIBRATION will resolve software or electronic issues.

STEP 2: If this does not resolve the issue and the fault is still present OR if there is an obvious mechanical or structural fault, please do NOT USE the respirator and contact us via the REPORT A FAULT FORM on our website: http://www.cleanspacetechnology.com/troubleshooting

   Once the fault has been registered, you will receive a follow up email from our Customer Service Team who will walk you through a simple and fast process to replace the product. Our Customer Service Team will work with our safety supplier partner in your market for product replacements.
PROCESS FOR REPLACING CLEANSPACE PRODUCTS:

There are three (3) steps we need you to do.

**STEP 1.PERFORMING A RECALIBRATION ON THE FAULTY UNIT**

If the fault is with the respirator (not mask or accessories), we recommend downloading the Troubleshooting Guide (www.cleanspacetechnology.com/troubleshooting) and perform the re-calibration on the respirator. If you have already done this and you are still experiencing difficulties, for product improvement purposes, we would like to exchange your faulty unit with a new CleanSpace Respirator in order for our engineering team to examine your faulty unit. See Step 2.

**STEP 2. CONTACT US TO INITIATE THE REPLACEMENT PROCESS**

To initiate the replacement process go to the link (www.cleanspacetechnology.com/troubleshooting) and complete the REPORT A FAULT FORM on our website. You will receive a follow up email from our Customer Service Team who will ask you to confirm the following information:

**INFORMATION REQUIRED**

<table>
<thead>
<tr>
<th>Your Safety Supplier:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Company Name:</td>
</tr>
<tr>
<td>Shipping address:</td>
</tr>
<tr>
<td>(This cannot be a Post Office Box)</td>
</tr>
<tr>
<td>Contact phone and email:</td>
</tr>
<tr>
<td>Serial No of the faulty respirator:</td>
</tr>
<tr>
<td>Date of purchase:</td>
</tr>
<tr>
<td>Airbourne Hazards in Workplace:</td>
</tr>
<tr>
<td>Do you work with asbestos? Y/N</td>
</tr>
</tbody>
</table>

The Customer Service Team will work with our safety supplier partner in your market for product replacements.

**STEP 3. REPLACING THE FAULTY PARTS - IMPORTANT INFORMATION**

The final step is for you to return the faulty Unit to your Safety Supplier.

All returned units must be PACKAGED. If the fault is with the respirator (and not with the mask or accessories) leave your current filter in place AND do NOT return your mask, neck pads or other accessories. WRAP THE UNIT IN A CLEAR PLASTIC BAG AND SEAL THE BAG. The bagged unit can be then placed in a bag or a box and write the serial number of the outside.

Return the faulty unit to your Safety Supplier to receive a new replacement respirator. We will organise the pick up from your safety supplier with our freight forwarder.