



## Restore Solutions MYSP Professional Hydroxyl Unit Instruction Manual

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Restore Solutions MYSP Professional Hydroxyl Unit



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## Thank you

Thank you for purchasing your

## Operational Instructions

Your Professional unit is ideal for small to medium spaces such as work areas and conference rooms, waiting rooms, classrooms, homes, etc. The device should not be operated in a closed space with no air exchange. With 1 air exchange per hour, the ideal surface area should be 40 – 70 m<sup>2</sup>. The device can treat up to 70 m<sup>2</sup> assuming a 3m ceiling with an air exchange of 3 times per hour and 10% fresh air. The effective treatment area will vary depending on the demand and conditions of the treatment area. It will be less than 70 m<sup>2</sup> if the air exchange is higher, the fresh air percentage is greater, or the ceiling is higher.

The hydroxyls generated by the Professional unit will destroy bacteria, viruses, mould, allergens and odour from the air. Surfaces in the operating area will also be treated, reducing or eliminating these contaminants. Your Professional Unit is designed to protect you and your environment.



**NOTE:** HGPU is an acronym for Hydroxyl Generator Professional Unit, and it is referred to as either Optic Assembly or HGPU in this user manual.

## Safety Warnings – Please read and save this manual.



- High Voltage Components Skin or eye damage may result from direct exposure to the light/UV source in this apparatus.
- Do not look at the light directly.
- Do not expose skin to the light.
- The device must be turned off before unplugging from the mains.
- Disconnect/unplug power before removing the cover, replacing the HGPU or servicing.
- The device is not intended to be used in wet/pooling environments.
- The device is not to be used by children, nor should children be permitted to play with the device.
- The device is not to be used by people with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instructions.
- AC or DC power input must only be supplied with a voltage corresponding to the markings on the device.
- If the device is obviously damaged, it must not be operated.
- Keep objects away from moving parts.
- Keep liquids away from the appliance and do not wash.

- Do not expose UV sensitive materials to the light.
- Always replace the UV source with parts supplied by the manufacturer.

 <b>CAUTION</b>	
	High intensity Ultraviolet Light. Avoid eye and skin exposure.

## Getting Started

Your Professional unit is ready to go right out of the box, if you'd like to adjust the settings you can connect directly to the unit through your mobile device.

When your Professional Unit is plugged in to a power point you can simply flip the red switch to the ON position. Once powered on, the fan and HPGU will automatically start treating your air and surfaces.

- Indicates unit is off



- Indicates unit is on

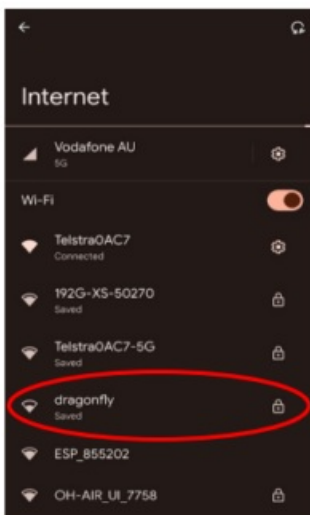


- Comms port for troubleshooting and integration



## Connecting to your device

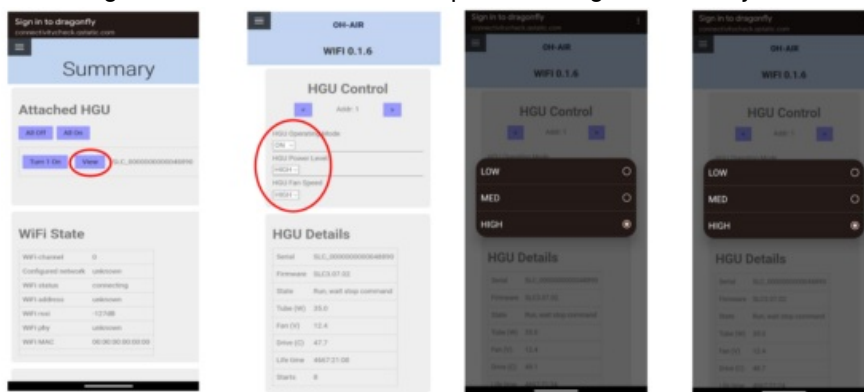
To connect to your device, go to your WiFi connections menu on your mobile. Search for “dragonfly” and enter password as shown below.



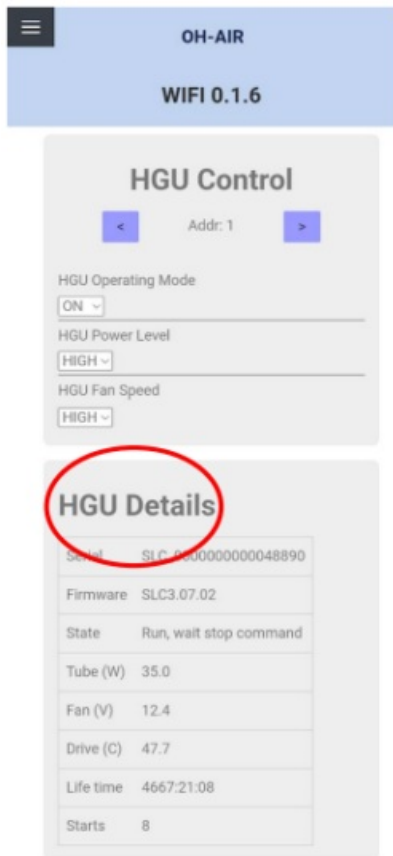
Once connected the control panel summary page will display. You can directly control the unit using the “ALL OFF / ALL ON” Buttons



Power level & fan control: Allows the output of Hydroxyls & Fan speed to be adjusted – Normally these should be left on high. Your Professional Unit is preset to High unless adjusted.



Details about your unit

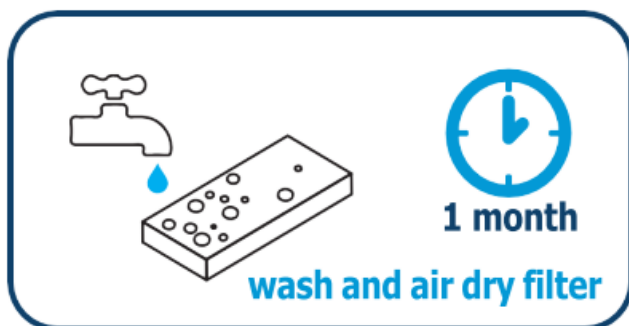


## Caring for your Professional unit

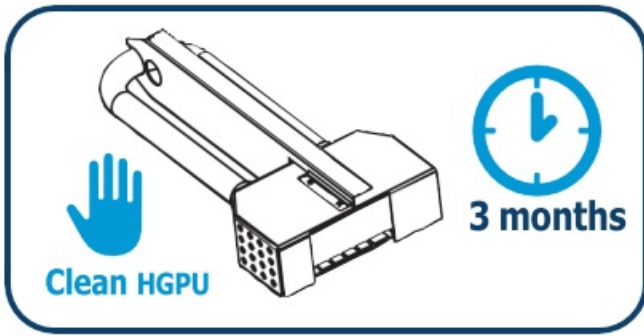
**CAUTION:** Unplug the device from the mains before performing any cleaning activities. Do not allow water to enter the device or to come into contact with the internal components. Do not use commercial surface cleaners.

The exterior surface of your Professional unit can be cleaned with a soft cloth dampened with a dilute solution of dishwashing detergent and water.

It is recommended to remove and wash the air filter monthly, more regularly if it's being used in a dusty area, by removing the cover as below, extracting the air filter and rinsing under the tap to remove large contaminants. Once cleaned, it needs to be thoroughly air-dried before reinsertion.



It is recommended to clean the internal chamber and the optic assembly (HGPU) quarterly, more regularly if it's being used in a dusty area, to maintain its peak efficiency to eliminate odors, bacteria, viruses and other volatile organic compounds (VOCs) in the air and on surfaces. If the HGPU is in continuous operation, it is recommended to replace the HGPU annually with a new HGPU purchasable via the website.



## Removing Cover for Cleaning Air Filter and Replacing HGPU

**CAUTION:** Unplug the device from the outlet before removing the cover.

**Step 1** – Place the device on a soft surface with power cord removed

**Step 2** – Remove four cover screws "1 – 4" with a PH2 Phillips screwdriver

**Step 3** – Lift cover up and towards you to remove the cover

**Step 4** -Remove the HGPU, grasp the center baffle "B" and gently manipulate side to side while firmly pulling it away from the connector and lifting out.

**Step 5** – Re-assemble cover in reverse order

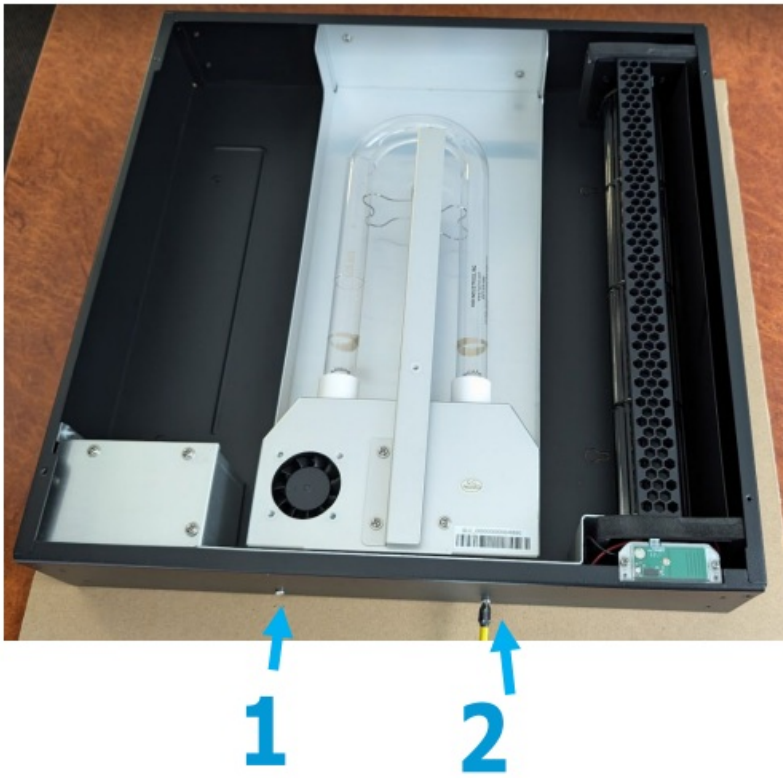
## Cleaning and Replacement

**Step 1** – Lay the unit flat on a safe working surface. Remove 4 screws with a Phillips head screwdriver to remove the front cover. Lift the cover with both hands tilting up towards you to expose the optic assembly (HGPU).

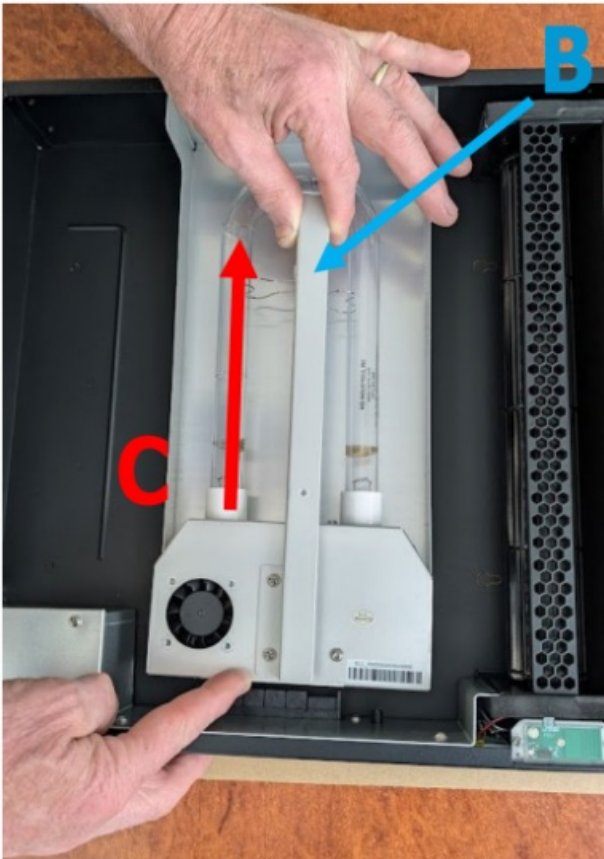


**Step 2** – Remove screws "1 and 2" using a PH1 Phillips head screwdriver.





**Step 3** – To remove the HGPU, grasp the center baffle “B” and gently manipulate side to side while firmly pulling “C” it away from the connector and lifting out.



**Step 5** – Gently clean the optic with a lint-free cloth. Ensure optic is completely dry before re-insertion.

**Step 6** – While the HGPU is out, remove dust from the Unit and clean with a dry cloth.



## **Frequently Asked Questions (FAQs)**

### **What are hydroxyls?**

Hydroxyls (HO•) are naturally occurring radicals. They are created in our atmosphere when the sun's ultraviolet rays react with water vapor in the air. Hydroxyls are an important agent that scrub and cleanse our planet's environment. Professional unit Hydroxyl Generators replicate this naturally occurring process and bring it indoors.

### **How do hydroxyls clean surfaces and hard-to-reach places?**

Once the hydroxyls are created, they are sent to 'seek and destroy' odour molecules, bacteria, viruses, mould, VOCs and other chemicals.

This system does not require all of the contaminants within a room to pass through the processing chamber. Outside the unit the hydroxyls immediately begin a cascade reaction in the air, thus creating even more hydroxyls. The cascade of hydroxyls quickly disperses throughout the air and penetrates surfaces and objects and reaches places that otherwise can't be reached. Other technologies only clean or filter the air that passes through the unit (a small percentage of the air in a room).

### **How does it kill mould?**

As well as directly destroying spores, the Professional system treats infected areas by cutting off the food source for mould. As a result, there is nothing for mould to feed on since the very bacteria and micro-organisms that it relies on to survive have been killed off. Only this way can mould be rendered inert.

### **Are hydroxyl generators safe to run in occupied areas?**

Hydroxyl generators are safe to run (and have been independently tested) in occupied areas. Unlike ozone and harsh chemicals, hydroxyls are completely safe for people, pets and plants. They will not damage rubber, plastic, leather, vinyl, electronics or other sensitive materials. They will also not bleach or discolour items – wet or dry.

### **How long does it take to work?**

Hydroxyls are very fast-acting and do their work through a chemical reaction. There needs to be a high enough concentration – If there is no noticeable reduction in odour, a second or stronger unit may be required. Results are often noticed within the first few minutes of operation, with heavy odours being permanently eliminated after 3 – 4 days.

### **Do hydroxyls smell?**

Hydroxyls themselves don't have any smell. When hydroxyls interact with the environment, that may create some odour. If the odour is too strong, turn the fan speed on your Professional unit to lower settings. The odour may be stronger initially as a room is first treated.

### **The odour/mould I was treating is gone, will it come back?**

Air and Surfaces will be fully treated. If the cause (urine, feces, smoke, cleaning agents, mould, etc) is within/embedded in the material, the unit will need to be run until the source is exhausted or removed. You can also damp (wet) down the surface and re-treat to improve results.

## **Documents / Resources**

Thank you for purchasing your  
Professional Unit



[Restore Solutions MYSP Professional Hydroxyl Unit](#) [pdf] Instruction Manual  
MYSP, MYSP Professional Hydroxyl Unit, Professional Hydroxyl Unit, Hydroxyl Unit, Unit

## References

- [User Manual](#)

[Manuals+](#), [Privacy Policy](#)

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