

Your Client Cares about Humidifier Serviceability; But it's not your problem... Is it?

All humidifier companies say their humidifiers are simple to service...
Serviceability may not be **your** immediate problem - but your client definitely cares about it.
They will the first time they try to service their new humidifier!

Start at the beginning... How is humidification created?

Most commercial applications that require humidification use a humidifier that boils water to generate atmospheric steam.

That's easy enough!

When potable water is boiled, scale is left behind. Scale is the calcified mineral deposits that remain after the water is gone. Of course, different water quality gives different scale quality. **Now, try to get rid of it.**

That's hard, and a problem for your client.

Choices to handle the challenge:

1. **Use a replaceable canister type unit.**
 - **Pros:** No service other than simply replacing the canister
 - **Cons:** Canisters may require frequent replacement, and canisters are expensive. Your customer won't know the cost or frequency until the canisters have to be replaced.

2. **Use a humidifier that can operate using reverse osmosis (RO) or deionized (DI) water**
 - **Pro:** Little or no service at all. Since there are so few minerals in RO or DI water, there are little or no minerals remaining after the water evaporates to create scale.
 - **Con:** The humidifier, depending on the manufacturer, may cost a little or a lot more. The RO or DI machine can be a very expensive device. If the owner has a device already and there is capacity available, there is a great opportunity to limit the service on the humidifier. If not...

3. **Use a cleanable humidifier:**
 - **Pro:** The least expensive long-term option
 - **Con:** The humidifier needs regular service

Every humidifier manufacturer builds their units differently. When evaluating service, here are some suggestions of things to look for:

1. How does the service person gain access? Tools and screws? Removable panels? Bolts?
2. From where is access gained? Top? Side? Is it full access?
3. Is there an enclosure or insulation to remove?
4. How do you get around the elements? Do you have to remove the heat exchanger?
5. Does the heat exchanger require cleaning? Scraping? (Elements should not require cleaning.)
6. Do floats or level sensors require service?
7. Is the drain full of scale? If so, is it easy to access? Does the plumbing need to be removed?

For reference, here are the links to a number of different leading suppliers O&M manuals, referencing specific pages for maintenance.

Electric

- [Neptronic](#) (pdf) reference pages 30-32
- [Dristeem](#) (pdf) reference pages 65-68
- [Nortec](#) (pdf) reference pages 66-71
- [Pure](#) (pdf) reference page 12
- [Carel](#) (pdf) reference pages 56 and 57
- [Armstrong](#) (pdf) reference pages 13-16

Gas Fired

- [Neptronic](#) (pdf) reference pages 4-5
- [Dristeem](#) (pdf) reference pages 61-69
- Nortec: Ships with humidifier
- [Pure](#) (pdf) reference pdf page 23. what to do - not how
- Carel: not posted.
- [Armstrong](#) (pdf) reference pdf pages 24-27

We did not include service information on steam to steam humidifiers. It's worth a look too.

Below is an example of the ease of servicing Neptronic's gas fired humidifier. Neptronic is dedicated to keeping their humidifiers online by making their electric, gas fired, and steam-to-steam humidifiers easy to service. Neptronic isn't the best known brand of humidifier, but clients say it is the easiest to service.

5 easy steps to access heat exchanger and scale cleaning!



- 1 Ensure the evaporation chamber is empty by opening manual drain valve.
- 2 Disconnect water connection quick connect. Install plug to avoid water spitting.
- 3 Disengage evaporation chamber band clamp.
- 4 Hold handle and push down on button with thumb to control the descent of evaporation chamber .
- 5 Remove water chamber for scale cleaning.

If you are interested in talking in more detail please call me directly at (414) 351-7744 or by email at tom@airflowinc.biz.

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