

## Honeywell Steam Humidifier

# FAQ

**Q: How many square feet will a 9 Gallon or 12 Gallon Honeywell Steam Humidifier cover?**

**A:** The Honeywell Steam Humidifier should only be installed if it has been sized properly. Never use square feet for the measurement. Moisture fills a volume, so use cubic feet: width x length x ceiling height. Also take into consideration the “tightness” of the home construction.

**Honeywell Steam Humidifier Recommended Sizing**

Construction Type	8,000 CU FT	12,000 CU FT	16,000 CU FT	20,000 CU FT	24,000 CU FT	28,000 CU FT	32,000 CU FT
Tight	9 GPD	9 GPD	9 GPD	9 GPD	12 GPD	9 GPD X2	12 GPD X2
Average	9 GPD	12 GPD	9 GPD X2	9 GPD X2	12 GPD X2	12 GPD X3	12 GPD X3
Loose	12 GPD	9 GPD X2	12 GPD X2	12 GPD X3	12 GPD X3	12 GPD X4	12 GPD X4

**Q: I have a warranty on an old TrueSTEAM unit. Can I get a new unit with the RO for exact cost exchange? The homeowner won't pay me more on a warranty exchange.**

**A:** The standard Honeywell warranty return process applies. You will receive full credit for your TrueSTEAM or Honeywell Steam Humidifier which can be applied to the purchase of a new Honeywell Steam Humidifier. In addition if your application only requires a new tank, you can warranty return the tank for the improved tank and gasket.

**Q: Do I have to install the provided RO kit?**

**A:** In most applications, the RO kit is a required part of the steam humidifier system. Please refer to the included water test strip kit. If the tested water falls within the hardness range that requires a water softener, use a whole-home water softener in lieu of the RO system.

**Q: Why do some of the units come with a tank on the RO kit and some don't?**

**A:** Both units will service the humidifier properly. Our testing shows that the tankless RO unit provides less pressure drop. If you get a version with a tank, you may install it with or without the tank.

**Q: Why do I have to use a high temperature rated condensate pump?**

**A:** The pump will have to manage hot water up to 212 F so it must be rated appropriately. Per the manual, use Hartell A3X-115 condensate pump or equivalent (212 degree F rating, >1 GPM pump flow rate).

**Q: How often should the tank gasket be replaced?**

**A:** The gasket should be replaced every 5 years.

**Q: How much scaling can there be in the bottom of the humidifier tank?**

**A:** The amount of scale varies based on individual run time and water quality. Some scaling because of the mineral deposits in the water supply is normal. The homeowner should expect to see some buildup in the tank and on the heating element. Honeywell recommends that the Honeywell Steam Humidifier be manually cleaned at least once each humidification season.



**Q: Do I have to run dedicated electrical circuit for the 9 gallon unit? 12 gallon unit?**

**A:** The 12 gallon unit requires a 12A dedicated circuit and the 9 gallon requires 10A.

**Q: What material should I use to run my drain line? What temp should it be rated?**

**A:** Always consult and follow local plumbing codes for drain pipe size and maximum temperature requirement. In most cases, use the included drain line.

**Q: How often should the water level sensors be changed?**

**A:** Water level sensors should be changed as needed. Install a new sensor if excessive mineral deposits are present, or if gaskets around the sensor are in poor condition.

**Q: Can I use copper for my incoming line instead of the flex tube provided?**

**A:** Yes. Use the 1/4-inch plastic water line provided or 1/4-inch copper water line.

**Q: What is the warranty on the RO kit?**

**A:** There is a 5 year warranty on the RO kit.

**Q: Do I have to hook up to cold water?**

**A:** Yes. Cold water is required to cool boiling water to safe draining temperatures.

**Q: What kind of maintenance does the RO kit require?**

**A:** Canisters numbered 1 and 2 need to be replaced annually.

**Q: How often do the RO filters need to be replaced or cleaned?**

**A:** RO filters must be replaced annually.

**Q: Can the homeowner/customer replace the RO canisters?**

**A:** These canisters are available only through professional contractors.

**Q: Can the homeowner buy the filters online or at retail store?**

**A:** No, retail canisters will not fit on our RO units.

**Q: How much do replacement canisters and filters cost?**

**A:** Please consult your local supplier for pricing.

**Q: Are the diagnostic codes the same on the new unit?**

**A:** Yes, all codes remain the same.

**Q: What if I have a 6 gallon unit fail under warranty? Are you going to provide a 9 gallon replacement at the 6 gallon price? What about the additional cost of the RO?**

**A:** A 6 gallon steam humidifier will no longer be available. However the standard Honeywell warranty return process applies. You will receive full credit for your 6 gallon TrueSTEAM™, which can be applied to the purchase of a new Honeywell Steam Humidifier. In addition, if your application only requires a new tank, you can warranty return the 6 gallon tank for the improved tank and gasket.

**Q: What is the expected install time for an RO filter?**

**A:** Approximately 30 minutes.

**Q: Can the RO filter be installed on the whole house and then fed to the steam humidifier or does it have to be dedicated to a water line going only to the humidifier?**

**A:** Our included RO filter is designed to deliver water for the steam humidifier. Diverting water away from the humidifier may result in a failure to fill error in the humidifier. Therefore we suggest that the water line go only to the humidifier.