

Support FAQ

How do I set up CleanSlate UV?

CleanSlate UV is easy to set up in and requires limited assembly. Unboxing Instructions and the Operators Manual are included in the box. If you need further assistance, please see a video guide of the unboxing process here.

How do I order new bulbs?

When you need to order new bulbs please send an email to orders@cleanslateuv.com or contact your account manager.

What maintenance is required?

Like all machines the CleanSlate UV requires periodic maintenance in order to provide you with the best experience possible. Please refer to our Maintenance Guide which can be found here.

Why isn't the gear button working?

The gear icon on the LCD screen requires pressure to be applied to it in order to register commands. Please try again and apply more force and use the full pad of your finger.

How long do the bulbs last?

The bulbs in your CleanSlate are rated for six months of continuous use.

How do I dispose of bulbs?

Our UV-C bulbs contain a small amount of mercury and should be disposed of according to local standards.

I still see an error 107 after changing the bulbs, what do I do?

Before installing a new set of bulbs in your CleanSlate UV please ensure that you are resetting the bulb timer. To do so you must firmly press on the gear icon in the top left hand corner of the LCD screen, press maintenance, and bulb. This will begin a cooldown timer and reset the bulb timer in the machine. Once the cooldown has completed please go ahead and replace the bulbs.

Why are the bulbs on when the unit is not in use?

The bulbs in your CleanSlate UV are always on to prevent the machine from warming up every time you use it. By keeping the machine on we can ensure that the bulbs are always running properly to maintain our high efficacy.

Who do I contact if I need help?

The CleanSlate UV team is happy to assist you with any issue that you may have. Please contact us at support@cleanslateuv.com or at 1-877-553-6778 ext: 2. Please provide as much information as possible, such as:

- What happened
- Time and date
- Photos when applicable
- Any other necessary information



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