



## Frequently Asked Questions

Reliant Home Solutions<sup>SM</sup>

Reliant Filters Made Easy<sup>®</sup>

### Q. Why should I routinely replace my filters?

A. A dirty air filter:

- ✦ May cause your HVAC system to work harder and may lead to avoidable maintenance issues.
- ✦ Consumes more energy and reduces the air quality in your home.
- ✦ Can block your HVAC ducts.
- ✦ May increase your energy costs and makes your home less efficient.
- ✦ May increase your energy bills.

### Q. How do I find my air filter?

A. The air filter is typically located at the point where the return duct enters the air handler. Look for a removable door or cover. If your house has more than one unit, you likely have more than one filter, and you may have filters installed at your returns as well.

### Q. What are my filter dimensions?

A. Air filters come in a wide range of sizes. The most common width is 1", but height and length will vary. Most standard filters print the dimensions on the filter frame, which you can use to select your filter(s) for your home.

If your filter is not marked, measure it using a ruler or tape measure. If your dimensions are in fractions of an inch, just round the fractional dimensions up to the nearest whole number. So if length is, for example 17  $\frac{3}{4}$ ", round that dimension up to 18".

Our standard filters are exactly  $\frac{1}{2}$ " smaller than the listed length and height. For example, a filter listed as 16" x 25" x 1" will have the dimensions 15  $\frac{1}{2}$ " x 24  $\frac{1}{2}$ ". Almost all filters available today use a similar approach to dimensions. If you need a filter with exact dimensions, we offer a custom filter size solution.

**Q. What filter sizes does Filters Made Easy offer?**

**A.** Filters Made Easy offers a huge selection standard home air filter sizes. The big box retailers and local hardware stores treat many of our standard sizes as custom sizes. We treat them as standard, we fulfill your orders in less than 48 hours, and we charge you as if these are standards.

**Q. Does Filters Made Easy offer custom sizes?**

**A.** Yes we do. If you don't see your size in our list of sizes, contact us about ordering a filter cut to your specific dimensions.

**Q. What is a MERV rating?**

**A.** MERV stands for Minimum Efficiency Rating Value. This rating allows you to compare filters. A MERV rating ranges from 1 (lowest efficiency) to 16 (highest efficiency) and tells you how well the filter captures and holds dirt and dust of a certain size. At Reliant Filters Made Easy, we've selected ranges that should work for most home owners.

**Q. What kind of filter should I use?**

**A.** Our site gives you the choice of a Merv 8, Merv 11, or a Merv 8 + carbon activation for odor control. All of our filters are pleated with enough filter media to offer you excellent filtration. In choosing between the Merv 8 (Better) and Merv 11 (Best), consider whether your HVAC service provider has given you a recommendation.

Picking a higher MERV-rated filter is generally not the right answer. Most HVAC should use a filter with a rating no higher than 11. Older systems should use a filter with a MERV rating of no higher than 8. If you are looking for odor control from pet odors, for example, you should choose our Mer 8 plus carbon activation option.

**Q. How long will my filter last?**

**A.** Your replacement schedule will vary based on your personal situation. Filters Made Easy air filters are designed to last up to 90 days before requiring replacement. If you have pets or if you live in a dusty or pollen-rich location, you may need to replace more often. We recommend checking your filter monthly. If you see that it is becoming dirty more quickly, sign into your Filters Made Easy account and increase the frequency of your filter deliveries.



**Q. How much does the Filters Made Easy Service Cost?**

**A. MERV 8 filter:** 1" - \$16.95; 2" - \$22.95; 4" - \$28.95; 6" - \$34.95 (add \$3.00 if height or length exceeds 26"). Whole house air filters are priced individually.

**MERV 11 filter:** 1" - \$18.95; 2" - 24.95; 4" - 32.95; 6" - \$38.95 (add \$5.00 if height or length exceeds 26"). Whole house air filters are priced individually.

**MERV 8 + activated carbon:** 1" - \$25.95; 2" - \$30.95; 4" - \$35.95 (add \$5.00 if height or length exceeds 26"). Whole house air filters are priced individually depending upon size and configuration.

Certain filter sizes are custom and require an additional charge.

**Q. How will I be billed for my Filters Made Easy service?**

**A.** After you select your size, quality, and schedule, you will see your per-shipment delivery price in Step 4 of the site. We will charge your credit card or PayPal account for the shipment amount each time it ships your filters on the schedule and terms you have selected.