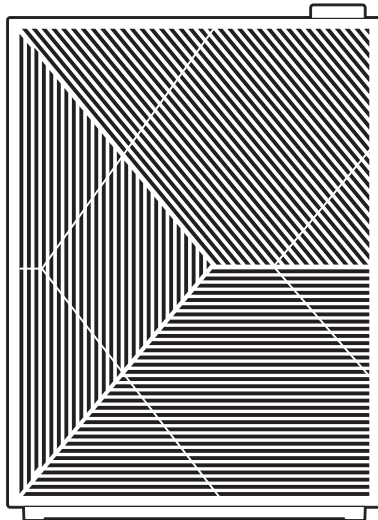


coway AIRMEGA

Coway Air Purifier Airmega 240(W) / Airmega 240(I)

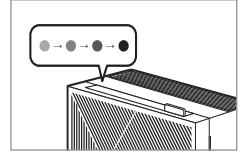
This product is for the domestic market only. Product voltage does not work overseas.
Please read this user manual before use for your safety and proper product use.
A warranty card is included in this user manual.



FEATURES

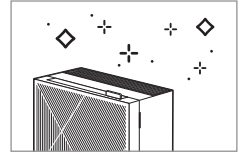
| Real-time Air Quality Display

The air quality sensor allows you to check the "Indoor Air Quality (IAQ)" in real-time through the four-level color display.



| Superior Air Cleaning

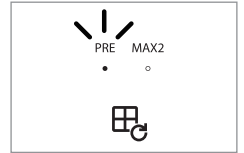
Coway Airmega 240 is equipped with a powerful Green True HEPA™ filter and smartly optimizes filter system to remove contaminants according to the room's current air quality.



| Filter Replacement Indicator for Cleaning and Replacement

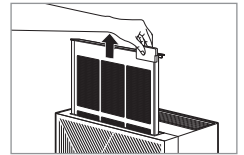
It notifies the filter cleaning and replacement cycles for customers' filter management convenience.

- Pre-filter, Max2 filter



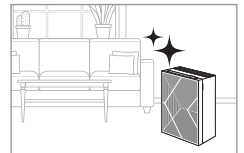
| Customizable High-Performance Filter System

Its structure allows customers to remove the filter easily for cleaning / replacement.



| Sophisticated Design

Slim and sophisticated design that fits everywhere.



Thank you for purchasing the **Coway air purifier**.
Please read this user manual carefully for correct use and maintenance.
You can refer to the user manual to troubleshoot product issues while using it.
Please keep this user manual in a safe place as it includes the product warranty.

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 - Caution
- | 07 | PART NAMES
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- | 13 | HOW TO USE
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Maintenance

- | 15 | HOW TO CLEAN
 - Product
 - Filter
- | 17 | HOW TO REPLACE FILTER

Others

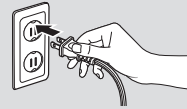
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- Please keep the user manual in an accessible area where it can be seen. -

SAFETY INFORMATION

The following information is for user safety that should be observed.

It is to ensure user safety and prevent property damage. Please read the precautions carefully and use the product correctly.




120 V~, 60 Hz only





⚠ DANGER : Failing to follow the precautions below may result in serious injury or even death.

- ⚠ Do not use damaged power plugs or loose sockets.
- ⚠ The power plug must be plugged into 120 V~, 60 Hz.
- ⚠ Do not pull on the power cord to move the device.
- ⚠ Do not touch the power plug with wet hands.
- ⚠ To avoid damaging or warping the power cord, do not use excessive force to bend the power cord or put heavy objects on top of it.
- ⚠ Do not repeatedly connect and disconnect the power plug.
- ⚠ If water enters the power supply, unplug the power and completely dry before using again.
- ⚠ Be sure to unplug the power during product repair, maintenance or part replacement.
- ⚠ If the power plug's pins or contact area become covered in dust or water, wipe them thoroughly.
- ⚠ Do not plug several electric appliances into one socket, and use only a dedicated socket.
- ⚠ Unplug the power when not used for a long time.
- ⚠ Do not carelessly connect or tamper with the power cord.
- ⚠ If the power cord is damaged, do not replace it yourself. Contact a service center to have it replaced.
- ⚠ Do not install near electric heaters.
- ⚠ Do not put on top of electric products like heaters or televisions.














- ⚠ Do not install in places with a lot of humidity or dust or places where water (rainwater) splashes.
- ⚠ Do not use or store combustible gases or flammable materials near this product.
- ⚠ If there is a strange sound, burning smell, or smoke from the device, immediately unplug the power plug and contact a service center.
- ⚠ Never immerse the product in water.
- ⚠ Do not spray flammable materials such as insecticides or air fresheners on the intake.
- ⚠ Do not open, repair, or modify the device yourself.
- ⚠ Do not put bowls of water, chemicals, food, small metal objects, or flammable materials on top of this product.
- ⚠ Unplug the power before cleaning.
- ⚠ If the purifier falls over and gets wet during use, A/S maintenance is required before further use.
- ⚠ Do not spray water directly on the device or use benzene, thinners, etc. to wipe it during cleaning.
- ⚠ Do not insert sharp objects such as picks into the air quality sensor.
- ⚠ Do not put fingers or foreign matter (pins, sticks, coins, etc.) into the vent.
- ⚠ Do not let children hang from or climb on the purifier.
- ⚠ Be careful that children do not put their hands in the vent.
- ⚠ Replace the filter with a new one when the time comes.
- ⚠ Do not spray water directly on the purifier.

SAFETY INFORMATION

 **WARNING** : Failing to follow the precautions below may result in considerable physical injury or property damage.

-  Do not unplug by pulling on the power cord.
-  Plug into a power socket connected to an earth leakage circuit breaker (current sensitivity 30 mA or less).
-  If extending the power cord, only use with sockets and cords of 250V / 15A and use by itself.
-  Do not use in baths, showers, swimming pools, or other areas where the purifier may be in direct contact with water.

 **CAUTION** : Failing to follow the precautions below may result in slight physical injury or property damage.

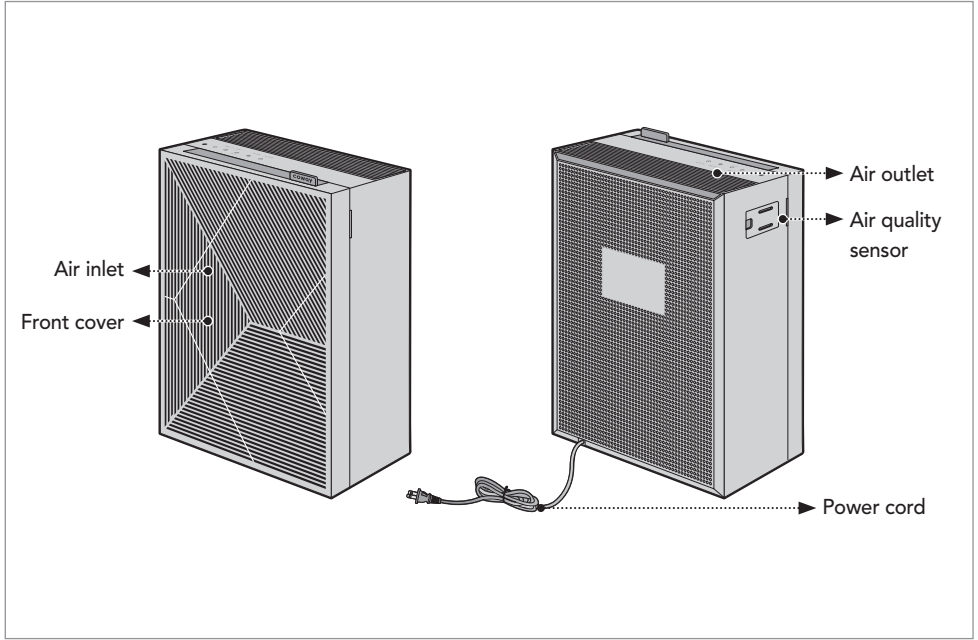
-  Do not unplug the power or move the purifier while it is operating.
-  If unusual sound, odor, or smoke comes from the purifier, immediately unplug the power and call our service center.
-  Do not install on a slope.
-  Do not excessively impact or use excessive force on this product.
-  Use at least 20 cm away from walls or other objects on each side.
-  Install the purifier in a place where it is not blocked on any side so air can circulate well.
-  Install at least 2 m away from TVs and other electronic items.
-  Do not use in BBQ or other restaurants where odor, smoke, or oil may occur.
-  Do not use in direct sunlight.
-  Do not install in a high place.
-  Do not use extreme force on the purifier.
-  Do not push or lean on the purifier. The purifier may fall over.
-  Do not use for a long time in places that are sealed or where children, the elderly, or sick people are.

- ⚠ Do not block the vent with laundry or curtains.
- ⚠ Remove dust from the pre-filter with a vacuum cleaner or water.
- ⚠ Periodically wash the pre-filter and dry it well in a shady place with good ventilation.
- ⚠ People with physical, sensory, or mental impairment as well as children must be supervised or guided while using the device.
- ⚠ It is advisable to supervise children so they do not play with the device.
- ⚠ This appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved.
- ⚠ This appliance has a polarized plug(one blade is wider than the other). To reduce the risk of electric shock, this plug is intended to fit in a polarized outlet only one way. If the plug does not fit fully in the outlet, reverse the plug. If it still does not fit, contact a qualified electrician. Do not attempt to defeat this safety feature.

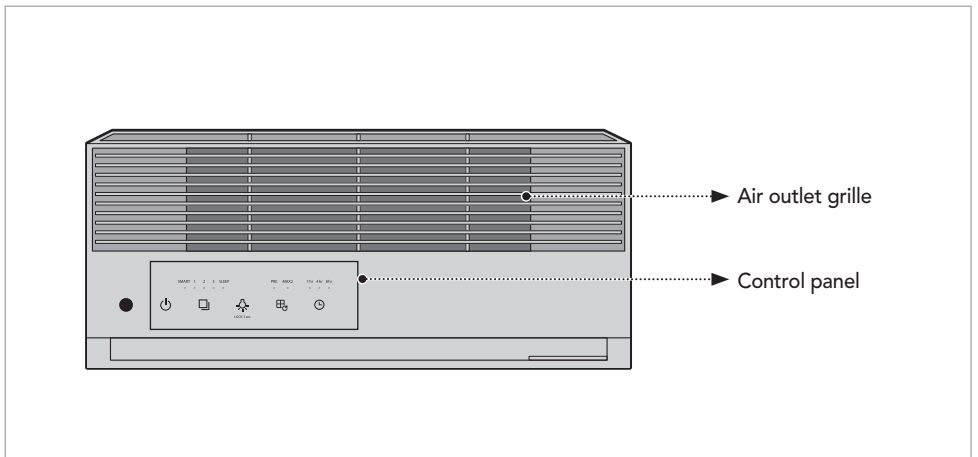
READ AND SAVE THESE INSTRUCTIONS

PART NAMES

| Front / Rear



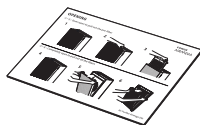
| Top



| Accessories



USER MANUAL



CARD-FILTER REPLACEMENT

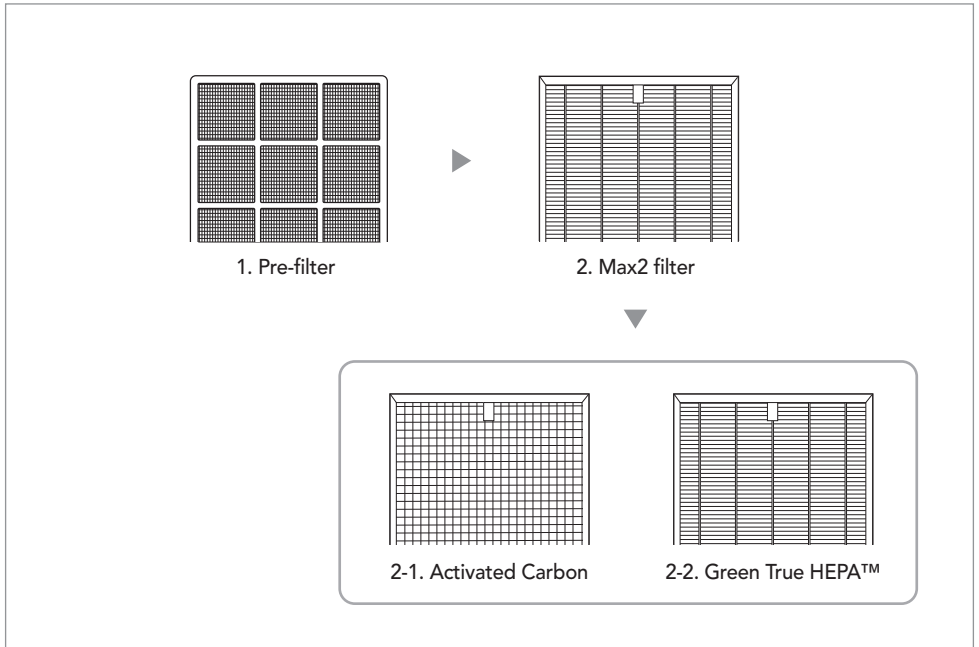
MANUAL-PRODUCT
REGISTRATION

| Pre-filter

Removes large dust particles, mold, hair, and pet hair.

| Max2 filter (Activated Carbon + Green True HEPA™)

Captures and reduces more than 99 % of VOCs and odors such as NH_3 , CH_3CHO , CH_3COOH . It also captures and reduces up to 99.97 % of airborne particles, allergens, and contaminants down to 0.3 microns in size.



| Please check before use!

⚠ This product is for 120 V~, 60 Hz only.

Make sure to connect the power plug to a grounded 120 V~, 60 Hz outlet.

| How to Install Filter

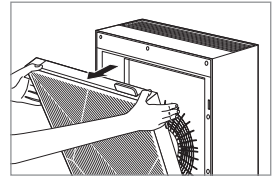


Tips

- Be sure to remove the packaging plastic wrapping before installing the filter.
- Use the filter indoors only.
- Unplug the power cord from the outlet when not using the product.
- Check the front of the filter when installing it.

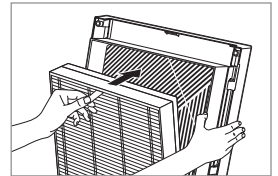
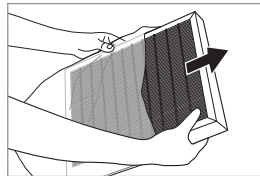
1. Open the front cover.

Pull the top of the front cover to open it.



2. Take out the filter and remove the packaging plastic wrapping.

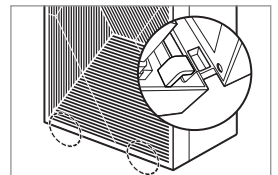
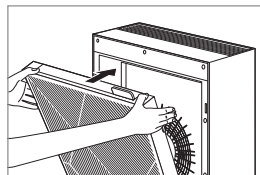
Remove the packaging plastic from all filters except the pre-filter and assemble the product according to the filter assembly sequence.



3. Close the front cover.

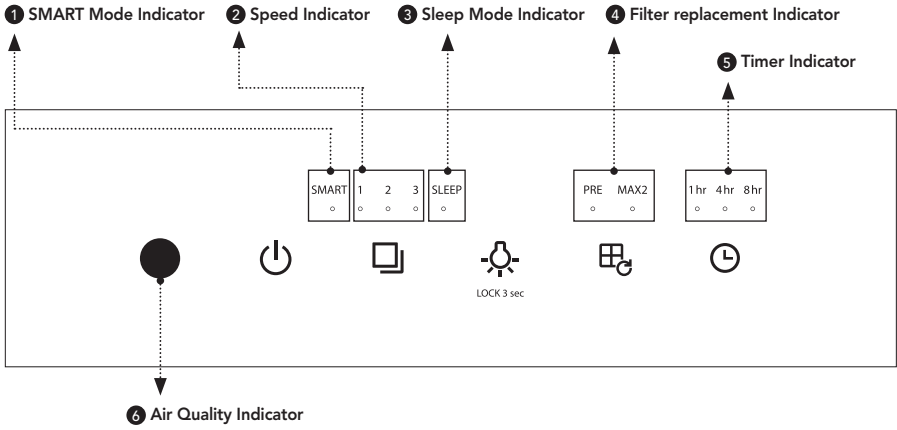
Align the two projections on the bottom of the front cover with the grooves and push in the cover to fix it.

* The product will not operate if the front cover is not fixed correctly.



INDICATORS AND BUTTONS

| Indicators



1 SMART Mode Indicator
It turns on when the SMART mode is activated.

2 Speed Indicator
It shows the current fan speed. Each indicator is turned on as per its airflow speed.

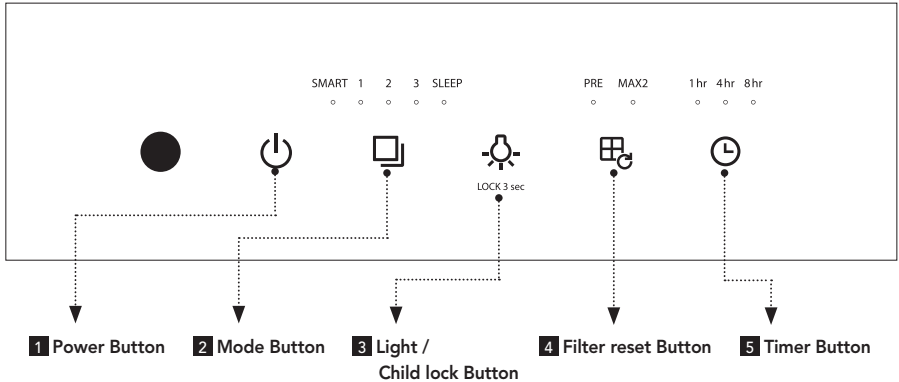
3 Sleep Mode Indicator
It turns on when sleep mode is activated.

4 Filter replacement Indicator
Replace the filter when this indicator is on. Refer to filter replacement cycle for each filter.

5 Timer Indicator
It turns on when the timer is activated.

6 Air Quality Indicator
It displays the current pollution level of the room.

| Buttons



1 Power Button
 Use this button to turn the air purifier on or off.
 * To power off, press and hold the power button for one second.



2 Mode Button
 Use this button to adjust the fan speed. Available settings for the fan speed are SMART → 1 → 2 → 3 → SLEEP.



3 Light / Child lock Button
 Use when turning ON / OFF the Air Quality Indicator. The Air Quality Indicator is turned off after pressing the button once. The Air Quality Indicator is turned on after pressing the button one more time.
 Press and hold for 3 seconds to lock all functions on the control panel. Press and hold for 3 seconds again to unlock.



4 Filter reset Button
 When the filter replacement indicator is turned on, press the corresponding button for more than 3 seconds after cleaning and replacing the filter. The indicator stays on during the filter cleaning/replacement cycle. When the cleaning cycle or life becomes less than 2%, the corresponding indicator will emit an orange color light.



5 Timer Button
 Touch the timer button until the indicator light displays the desired time.

HOW TO USE



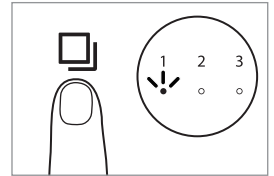
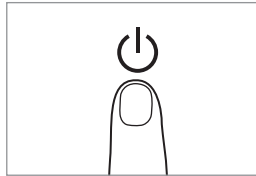
Tips

- Plug the air purifier into an outlet before operating the product.
- The product operates in SMART mode by default when turned on.

| Manual & SMART Mode

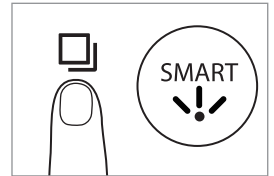
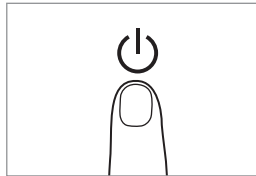
Press the Power button and then select the speed of the fan by pressing the Speed button.

(SMART → 1 → 2 → 3 → SLEEP)



| How to Use SMART Mode

Press the Power button and select the SMART mode by pressing the Speed button.



| SMART Mode

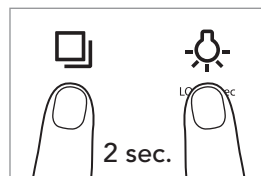
Automatically optimizes the speed setting 1 through 3 based on the level of indoor air quality detected by dust sensor. This mode is recommended for general users.

| | Pollution Level 1 | Pollution Level 2 | Pollution Level 3, 4 |
|-------|-------------------|-------------------|----------------------|
| Speed | Auto Level 1 | Auto Level 2 | Auto Level 3 |

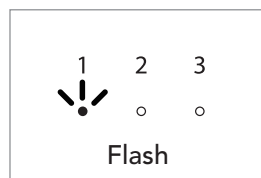
| How to adjust the sensitivity of the air quality sensor

The air quality sensor is set to standard sensitivity when the product is shipped out. If the pollution level stays at the highest level after 2 hours of operation or remains at the lowest level for more than 1 hour when the air does not seem clean. In that case, users can adjust the sensitivity of the air quality sensor as follows.

1. While the product is operating, press the Mode button and the Light button at the same time for more than 2 seconds.

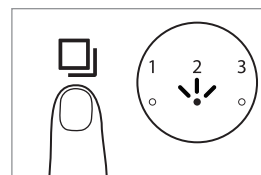


2. The speed indicator flashes at an approximately 0.5 second interval.



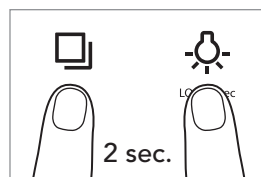
3. Press the Mode button to adjust to the desired sensitivity. The speed indicator blinks as shown below once sensor sensitivity is selected.

| Level 1 | Level 2 | Level 3 |
|---------|----------|---------|
| High | Standard | Low |



4. Press the Mode button and the Light button simultaneously for more than 2 seconds, the selected sensitivity will be inputted, and the product will start operating normally.

* If the Mode button and the light button are not pressed for 10 seconds, the selected sensitivity of the sensor is automatically entered.



HOW TO CLEAN

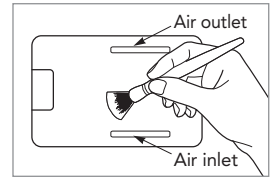


Tips

- Always unplug the air purifier before cleaning.
- Do not use detergents that contain organic solvents (solvent, thinner, etc), bleach, chlorine, or abrasives.
- Do not put the air purifier in water or spray water directly on it.

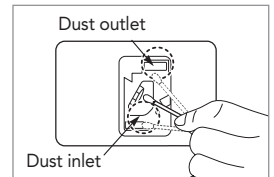
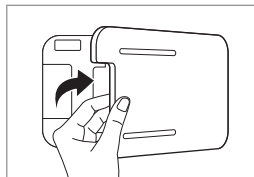
| Cleaning the Air Quality sensor (every 2 months)

1. Use a soft brush or vacuum cleaner to clean the air quality sensor's air inlet and outlet.



2. Open the air quality sensor cover on the right-hand side of the product. Wipe the lens, dust inlet, and dust outlet with a dry cotton swab.

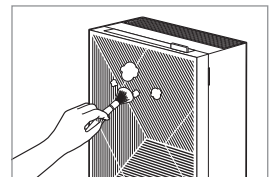
- * Without regular cleaning, the performance of the air quality sensor deteriorates.
- * The cleaning cycle differs depending on the operating environment. When using the product in a dusty environment, clean the sensor more often.



| How to Clean Front Cover

Use a soft cloth or brush to wipe off the dust on the surface of the front cover.

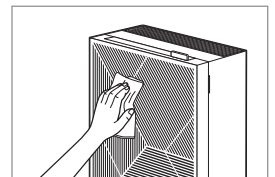
- * Use a slightly wet cloth to wipe when contamination is high (Do not use abrasive).



| How to Clean Main Body of Product

Use a dry and soft cloth to wipe it.

- * Use a slightly wet cloth to wipe when contamination is high (Do not use abrasive).



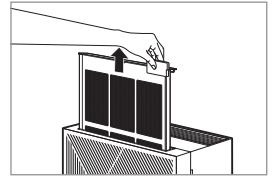


Tips

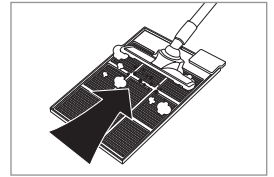
- Always unplug the air purifier before cleaning the filter.
- The pre-filter can be restored by removing dust or washing with water.
- Failure to clean the pre-filter for a long time may result in poor product performance.
- The Max2 filter cannot be restored by cleaning.
Never wash these filters with water.

| Pre-filter (every two weeks)

1. The pre-filter can be easily removed without disassembling the product.
Pull the Pre-filter handle to take it out.

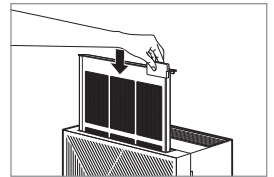


2. Remove dust with a vacuum cleaner or water depending on the degree of pollution.



3. Dry the pre-filter entirely and install the filter on the product.

- * You may hang dry the wet pre-filter on the front cover of the product using the hook at the top of the pre-filter.
- * To install the pre-filter, insert it entirely into the product.



HOW TO REPLACE FILTER

| How to Replace

- Refer to the filter installation method on page 10 to replace the filter.
- Be sure to check the front side when installing the filter.
- Use a genuine Coway filter to maintain the optimal performance of the product.
- Always unplug the power cord before replacing the filter.

| Filter Cleaning and Replacement Cycle

| Filter | Cycles | Method |
|-------------|-----------------|-------------|
| Pre-filter | Every 2~4 weeks | Cleaning |
| Max2 filter | Every 1 year | Replacement |

* It is based on 8-hour use per day at level 3 speed.

* Filter replacement cycle is a recommendation and may vary depending on the environment.



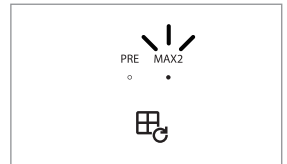
Tips

- The cover with the filter attached may damage if it is dropped while moving, so do not move it upside down.
- Max2 filters are consumables.

How to Replace Max2 filter (Replace every 12 months)

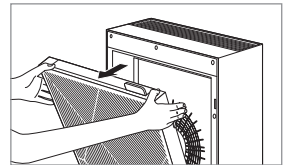
PRE LED: Pre-filter

MAX2 LED: Max2 filter

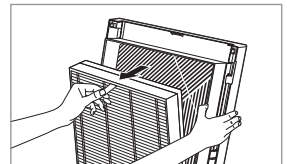


1. Open the front cover and remove the filter set entirely.

- * It prevents dust generation inside the space.

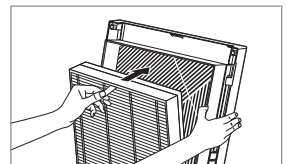


2. Move to where the filter replacement is possible and separate the Max2 filter.

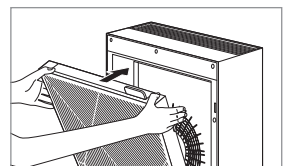


3. Clean / Wash the area except for the filter and dry it before assembling the new filter.

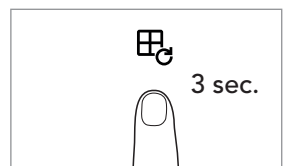
- * Check the front display of the filter.
- * Assemble the Max2 filter
- * Put the Max2 filter, then push the fastening material areas of the frame.



4. After assembling to the product, close the front cover.



5. Reset the indicator by pressing the air quality indicator light on/off button & filter replacement button for 3 seconds.



TROUBLESHOOTING

The air purifier may operate abnormally not because of the product malfunction but because of minor causes or because the user is not familiar with the product use. In such a case, problems can be solved easily even without help from the service center just by checking the following. If the problem persists after checking the following, contact the service center.

| Problems | Check | Possible solutions |
|--|---|---|
| No air is blowing. | • Is the power cord connected ? | Connect the power cord to an electric outlet for 120 V~, 60 Hz. |
| | • Is the display part all turned off ? | Press the power button and then select the desired function. |
| | • Isn't the power gone out ? | Use the air purifier after the power comes back on. |
| | • Is the front cover closed ? | Close the front cover properly. |
| The airflow speed does not change. | • Isn't it in manual ? | Set the desired operating mode. |
| The airflow speed is significantly weaker than before. | • Isn't the filter cleaning or replacement time passed ? | Check the filter cleaning and replacement cycles and then clean / replace the filter(s) if necessary. |
| A bad smell comes out of the air outlet. | • Isn't the filter cleaning or replacement time passed ? | Check the filter cleaning and replacement cycles and then clean / replace the filter(s) if necessary. |
| The color of the air quality indicator always stays the same. | • Isn't there dust on the air quality sensor's lens ? | Clean the lens of the air quality sensor. |
| | • Does the pollution level keep indicating a high level ? | Adjust the sensitivity of the air quality sensor to Insensitive or standard. |
| | • Does the pollution level keep indicating a low level ? | Adjust the sensitivity of the air quality sensor to sensitive or standard. |
| The air quality indicator is flashing. | • Ask service center. | |
| When other functional problems are detected. | • Check the symptoms, unplug the product, and ask service center. | |

► For more information, please contact us: INFO@COWAYMEGA.COM / 1-800-285-0982

SPECIFICATION

Others

| | |
|------------------------------|--|
| Product name | Air Purifier |
| Model name | Airmega 240(W) , Airmega 240(I) |
| Rated voltage | 120 V~, 60 Hz |
| Power consumption | 60 W |
| Filter | Washable Pre-Filter + Max2 filter set (Activated Carbon + Green True HEPA™) |
| Installation location | Indoor |
| Coverage area | 403 ft ² (43 m ²)* |
| Size (WxDxH) | 16.7 x 8.3 x 22.8 inch (42.3 x 21 x 58 cm) |
| Product weight | 21 lb (9.5 kg) |

- ▶ There may be slight changes to the specifications for improving the product's performance.
- ▶ The energy efficiency of this ENERGY STAR certified model is measured based on a ratio between the model's CADR for Smoke and the electrical energy it consumes, or CADR/Watt.

MEMO

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LIMITED WARRANTY (USA/CANADA/MEXICO)

ARBITRATION NOTICE: THIS LIMITED WARRANTY CONTAINS AN ARBITRATION PROVISION THAT REQUIRES YOU AND COWAY TO RESOLVE DISPUTES BY BINDING ARBITRATION INSTEAD OF IN COURT, UNLESS YOU CHOOSE TO OPT OUT. IN ARBITRATION, CLASS ACTIONS AND JURY TRIALS ARE NOT PERMITTED. PLEASE SEE THE SECTION TITLED "PROCEDURE FOR RESOLVING DISPUTES" BELOW.

Should the motor or other electronic parts of Coway's product fail due to a defect in materials or workmanship under normal home use, during the warranty period set forth below, Coway will at its option repair or replace the part and/or the product. This limited warranty is valid only to the original retail purchaser of the product and applies only when purchased and used within the United States, Canada and Mexico. Proof of original retail purchase and the video of the issue are required to obtain warranty service under this Limited Warranty.

| Warranty Period | Scope of Warranty | Remark |
|---|-------------------------------|-----------------|
| One (1) year from date of original retail purchase | Any internal/functional parts | Filter excluded |
| Three (3) years from date of original retail purchase | Motor and electronic parts | |

* Replacement products and parts are warranted for the remaining portion of the original warranty period or ninety (90) days, whichever is greater.

* Replacement products and parts may be new or remanufactured.

THIS WARRANTY IS IN LIEU OF ANY OTHER WARRANTY, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION, ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. TO THE EXTENT ANY IMPLIED WARRANTY IS REQUIRED BY LAW, IT IS LIMITED IN DURATION TO THE EXPRESS WARRANTY PERIOD ABOVE. NEITHER THE MANUFACTURER NOR ITS DISTRIBUTOR SHALL BE LIABLE FOR ANY INCIDENTAL, CONSEQUENTIAL, INDIRECT, SPECIAL, OR PUNITIVE DAMAGES OF ANY NATURE, INCLUDING WITHOUT LIMITATION, LOST REVENUES OR PROFITS, OR ANY OTHER DAMAGE WHETHER BASED IN CONTRACT, TORT, OR OTHERWISE.

Some states, provinces, or countries do not allow the exclusion or limitation of incidental or consequential damages or limitations on how long an implied warranty lasts. Therefore, the above exclusion or limitation may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

THIS LIMITED WARRANTY DOES NOT COVER:

- Service trips to deliver, pick up, or install or repair the product; instruction to the customer on operation of the product; repair or replacement of fuses or correction of wiring or plumbing, or correction of unauthorized repairs/installation.
- Failure of the product to perform during power failures and interrupted or inadequate electrical service.
- Damage caused by leaky or broken water pipes, frozen water pipes, restricted drain lines, inadequate or interrupted water supply or inadequate supply of air.
- Damage resulting from operating the product in a corrosive atmosphere or contrary to the instructions outlined in the owner's manual of the product.
- Damage to the product caused by accidents, pests and vermin, lightning, wind, fire, floods, or acts of God.
- Damage or failure caused by unauthorized modification or alteration, or use for other than the intended purpose.
- Damage or failure of fan caused during the shipment or by misuse of the customer.
- Damage or failure caused by incorrect electrical current, voltage, or plumbing codes, commercial or industrial use, or use of accessories, components, or consumable cleaning products which are not approved by Coway.
- Damage caused by transportation and handling, including scratches, dents, chips, and/or other damage to the finish of your product, unless such damage results from defects in materials or workmanship on the motor or other electronic parts and is reported within one (1) week of delivery.
- Damage or missing items to any display, open box, discounted, or refurbished product.

- Products with original serial numbers that have been removed, altered, or cannot be readily determined. Model and serial numbers, along with original retail sales receipts, are required for warranty validation.
- Increases in utility costs and additional utility expenses.
- Repairs when the product is used for other than normal and usual household use (e.g., commercial use, in offices and recreational facilities) or contrary to the instructions outlined in the product's owner's manual.
- Costs associated with removal of the product from your home for repairs.
- The removal and reinstallation of the product if it is installed in an inaccessible location or is not installed in accordance with published installation instructions, including the owner's and installation manuals of Coway.
- Damage resulting from misuse, abuse, improper installation, repair, or maintenance. Improper repair includes use of parts not approved or specified by Coway.

The cost of repair or replacement under these excluded circumstances shall be borne by the consumer.

TO OBTAIN WARRANTY SERVICE:

Please contact Coway at 1-800-285-0982 between 8:00am and 5:00pm PT, Monday through Friday, to speak with an authorized representative of Coway. Your warranty claim file will be opened, and you will be instructed to send the proof of purchase, video footage showing the alleged defect and the product to the address designated by the representative. Within 45 days from its receipt of said proof, video footage and the product, Coway will either (i) send you the repaired or replaced product at no charge to you or (ii) send you your original product at your costs if your warranty claim is denied, which will be promptly notified by Coway. **THE PROOF OF PURCHASE, VIDEO FOOTAGE AND THE PRODUCT SHALL BE RECEIVED BY COWAY WITHIN 30 DAYS AFTER YOUR WARRANTY CLAIM FILE IS OPENED.**

For additional product information, please visit Coway's website at <http://www.cowaymega.com>

For further assistance, please write:

Coway USA, Inc. 4221 Wilshire Blvd., STE 210 Los Angeles, CA 90010

PROCEDURE FOR RESOLVING DISPUTES:

ALL DISPUTES BETWEEN YOU AND COWAY ARISING OUT OF OR RELATING IN ANY WAY TO THIS LIMITED WARRANTY OR THE PRODUCT SHALL BE RESOLVED EXCLUSIVELY THROUGH BINDING ARBITRATION, AND NOT IN A COURT OF GENERAL JURISDICTION. BINDING ARBITRATION MEANS THAT YOU AND COWAY ARE EACH WAIVING THE RIGHT TO A JURY TRIAL AND TO BRING OR PARTICIPATE IN A CLASS ACTION.

Definitions. For the purposes of this section, references to "Coway" mean Coway USA, Inc., its parents, subsidiaries and affiliates, and each of their officers, directors, employees, agents, beneficiaries, predecessors in interest, successors, assigns and suppliers; references to "dispute" or "claim" shall include any dispute, claim or controversy of any kind whatsoever (whether based in contract, tort, statute, regulation, ordinance, fraud, misrepresentation or any other legal or equitable theory) arising out of or relating in any way to the sale, condition or performance of the product or this Limited Warranty.

Notice of Dispute. In the event you intend to commence an arbitration proceeding, you must first notify Coway in writing at least 30 days in advance of initiating the arbitration by sending a letter to Coway at Coway USA, Inc., Attn: Legal Department- Arbitration, 4221 Wilshire Blvd., STE 210, Los Angeles, CA 90010. You and Coway agree to engage in good faith discussions in an attempt to amicably resolve your claim. The notice must provide your name, address, and telephone number; identify the product that is the subject of the claim; and describe the nature of the claim and the relief being sought. If you and Coway are unable to resolve the dispute within 30 days, either party may proceed to file a claim for arbitration.

Agreement to Binding Arbitration and Class Action Waiver. Upon failure to resolve the dispute during the 30 day period after sending written notice to Coway, you and Coway agree to resolve any claims between us only by binding arbitration on an individual basis, unless you opt out as provided below. Any dispute between you and Coway shall not be combined or consolidated with a dispute involving any other person's or entity's product or claim. More specifically, without limitation of the foregoing, any dispute between you and Coway shall not under any circumstances proceed as part of a class or representative action. Instead of arbitration, either party may bring an individual action in small claims court, but that small claims court action may not be brought on a class or representative basis.

Arbitration Rules and Procedures. To begin arbitration of a claim, either you or Coway must make a written demand for arbitration. The arbitration will be administered by the American Arbitration Association (“AAA”) and will be conducted before a single arbitrator under the AAA’s Consumer Arbitration Rules that are in effect at the time the arbitration is initiated (referred to as the “AAA Rules”) and under the procedures set forth in this section. The AAA Rules are available online at www.adr.org/consumer. Send a copy of your written demand for arbitration, as well as a copy of this provision, to the AAA in the manner described in the AAA Rules. You must also send a copy of your written demand to Coway at Coway USA, Inc., Attn: Legal Department- Arbitration, 4221 Wilshire Blvd., STE 210, Los Angeles, CA 90010. If there is a conflict between the AAA Rules and the rules set forth in this section, the rules set forth in this section will govern. This arbitration provision is governed by the Federal Arbitration Act. Judgment may be entered on the arbitrator’s award in any court of competent jurisdiction. All issues are for the arbitrator to decide, except that issues relating to the scope and enforceability of the arbitration provision and to the arbitrability of the dispute are for the court to decide. The arbitrator is bound by the terms of this provision.

Governing Law. The law of the state of your residence shall govern this Limited Warranty and any disputes between us except to the extent that such law is preempted by or inconsistent with applicable federal law.

Fees/Costs. If you prevail in the arbitration, Coway will pay your attorneys’ fees and expenses as long as they are reasonable, by considering factors including, but not limited to, the purchase amount and claim amount. Notwithstanding the foregoing, if applicable law allows for an award of reasonable attorneys’ fees and expenses, an arbitrator can award them to the same extent that a court would. If the arbitrator finds either the substance of your claim or the relief sought in the demand is frivolous or brought for an improper purpose (as measured by the standards set forth in Federal Rule of Civil Procedure 11(b)), then the payment of all arbitration fees will be governed by the AAA Rules. In such a situation, you agree to reimburse Coway for all monies previously disbursed by it which are otherwise your obligation to pay under the AAA Rules.

Hearings and Location. If your claim is for \$25,000 or less, you may choose to have the arbitration conducted solely on the basis of (1) documents submitted to the arbitrator, (2) through a telephonic hearing, or (3) by an in-person hearing as established by the AAA Rules. If your claim exceeds \$25,000, the right to a hearing will be determined by the AAA Rules. Any in-person arbitration hearings will be held at a location within

the federal judicial district in which you reside unless we both agree to another location or we agree to a telephonic arbitration.

Opt Out. You may opt out of this dispute resolution procedure. If you opt out, neither you nor Coway can require the other to participate in an arbitration proceeding. To opt out, you must send notice to Coway no later than 30 calendar days from the date of the first consumer purchaser’s purchase of the product by either: (i) sending an e-mail to support@coway-usa.com with the subject line: “Arbitration Opt Out” or (ii) calling 1-800-285-0982. You must include in the opt out e-mail or provide by telephone: (a) your name and address; (b) the date on which the product was purchased; (c) the product model name or model number; and (d) the serial number (the serial number can be found on the product).

You may only opt out of the dispute resolution procedure in the manner described above (that is, by e-mail or telephone); no other form of notice will be effective to opt out of this dispute resolution procedure. Opting out of this dispute resolution procedure will not affect the coverage of the Limited Warranty in any way, and you will continue to enjoy the full benefits of the Limited Warranty. If you keep this product and do not opt out, then you accept all terms and conditions of the arbitration provision described above.

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