

Customer Support Guide

For support inquiries, please **use a single email address** to avoid duplication across departments. Where possible, please prioritize contacting the **general department emails** provided instead of individual Condair personnel.

Condair Office

+1 (866) 667-8321
Press 0 for general inquiries with our main reception
Press 1 for Technical Support
Press 2 for the Parts Department
Press 3 for Order-Related Inquiries
Press 4 to leave a message for Application Engineering
Press 5 to leave a message for Accounts Receivable
Press 6 to leave a message for Accounts Payable

Accounting

na.ar@condair.com:

- Inquiries regarding invoices, payments or credits

Application Engineering

na.applications@condair.com:

- Pre-sales product application support
- General humidification application knowledge
- Design/retrofit/replacements of legacy or competitor products
- Quotes of products not in the Help software, specials or customs

Warranty

na.warranty@condair.com:

- Warranty claims
- Information or status claims
- Verification of warranty coverage
- Restocking and returns requests
- Rework requests

How to Find Spare Parts

- 1. Condair Spare Parts Manuals:** All available spare parts are listed in the product manuals which can be downloaded from the following location on our website: www.condair.com/downloads. Additional information, such as parts quantity required per unit model, is given in the manuals as well.
- 2. Condair Help Software:** The spare parts catalog in Help contains a complete offering of Condair spare parts, controls, and accessories. Search by part number, description, or technology group, and place your order directly on the platform.
- 3. CondairParts.com:** This platform contains detailed parts information including: part numbers, prices, photos, and compatibility info and allows you to place an order with the click of a button. Contact us at na.info@condair.com if you require registration or order support.

General Inquiries

na.info@condair.com:

- End-customer sales inquiries
- General inquiries and questions
- Inquires for departments not listed on this sheet

Customer Service

na.orders@condair.com:

- New order submissions with purchase orders

na.inquiries@condair.com:

- Inquiries regarding existing/shipped orders
- Tracking information
- Lead times
- Pricing (if not available through Help or condairparts.com)

Technical Support

na.support@condair.com:

- After-sales technical support
- Installation and commissioning questions
- Equipment troubleshooting

na.parts@condair.com:

- Inquiries regarding replacement parts
- Parts identification
- Spare parts quotes

Field Service

na.service@condair.com:

- Scheduling field service and site visits
- Preventative maintenance services
- Emergency on-site support

Locations

Canada Office:
Condair Ltd.
2740 Fenton Road
Ottawa, Ontario K1T3T7

Canadian Customers
All POs must be made out to:

Condair Ltd.
2740 Fenton Road
Ottawa, Ontario K1T 3T7

USA Office:
Condair Inc.
1021 6th Street
Racine, WI 53403

US Customers
All POs must be made out to:

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Ogdensburg, NY 13669

Contacts

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Core Product Highlights

Adiabatic

Product	Equipment Type	Capacity (lb/hr)	Voltage	Water Quality	Install Type	Common Applications	USPs	Control Accuracy
	Evaporation	65-2200	120V/1/60Hz	Potable, RO	In-duct 25-167" W x 25.5-157" H up to 886 fpm media face velocity	Data Centers	Up to 7 stages of control	±8% Steady State ±15% on Start-up and Shutdown
						Warehouses	Less than 0.3kW operation	
						Aerospace	Antimicrobial Additive	
						Office Towers	In-Duct or External Hydraulics	
	High-Pressure Atomization System	22-1100	208V/3/60Hz	RO/DI	In-space Spray heads: Vita Sky, Stream, Space, or Line	Printing & Packaging	Water Lubricated Pump	±2-4%
						Electronics	VDI and DGUV Certified	
						Food & Beverage	8000+ Hour Service Interval	
						Automotive	Large Capacity Range	
	High-Pressure Atomization System	1100-9900	208V/3/60Hz 480V/3/60Hz	RO/DI	In-space Spray heads: ML Princess, Solo, Flex, or Micro)	Printing & Packaging	Water Lubricated Pump	±2-4%
						Wood	VDI and DGUV Certified	
						Tobacco	8000+ Hour Service Interval	
						Warehouses	Large Capacity Range	
	High-Pressure Atomization Nozzle System	33-2200	208V/3/60Hz 480V/3/60Hz	RO/DI	In-duct 27.5-236" W x 27.5-173" H 250-787 fpm	Printing	Water Lubricated Pump	7 Stage ±4% 15 Stage ±2%
						Electronics	On-board RO Treatment	
						Data Centers	Redundancy Options	
						Healthcare	Clean-in-place water disinfection	
	Hybrid (Pressurized Atomization & Evaporation)	11-2200	Type A: 200-240V/1/60Hz Type B: 100-240V/1/60Hz	RO/DI	In-duct 18-331" W x 18-158" H 100-787 fpm	Healthcare	HygienePlus System	Type A ± 2-3% Type B ±3-4%
						Pharmaceutical	Independently Certified	
						Clean Rooms	Precise Control	
						Airports	No Comparable Products	
	Compressed Air Atomization	11-66	120V/1/60Hz	Potable, RO	In-space	Printing	Self-Cleaning Nozzles	±4.5%
						Textiles	IP54 Rated Cabinet	
						Cold Storage	5 Micron Best Droplet Size	
						Food & Beverage	Advanced Hygiene Features	
Adiabatic Spray Heads								
Product	Dimensions	Capacity (lb/hr)	Voltage	Noise	Mount	Common Applications	USPs	Clearances
	21" x 21" x 12"	Princess 2: 44 or 80 Princess 2 Max: 114	120V/1/60Hz	55 dB	Ceiling	Warehouses	Hung from Ceiling	10ft From Walls, 16" Directly Below 20" Above, 13 or 18ft To The Floor 20ft Minimum Between Heads
							Integrated Fan	
						High Ceiling Open Areas	360 Degree Distribution	
							Large Capacity	
	7.1" x 5.9" x 6.7"	Solo 1: 5.5 Solo 2: 11	24 VAC (120V to 24V transformer included)	43 dB	Wall Ceiling	Manufacturing	Economical	8ft For Solo 1 and 10ft For Solo 2 To The Floor, 10ft Front. Min 18ft Between Heads
						Production	Integrated Fan	
	In-line	3.3, 5.5, 10, 14.3	N/A	32 dB	Wall Ceiling	Explosion Proof	Single or Double Sided Nozzles	10lbs/hr: 19ft Ceiling 5.5lbs/hr: 13-19ft Ceiling 3.3lbs/hr: 6.5-13ft Ceiling 10ft Front
						Dust control		
	3.9" x 2.3" x 7.2": (with wall bracket)	3.3	24 VAC (120V to 24V transformer included)	< 34 dB	Wall Ceiling	Offices	Quiet Operation	> 8ft Ceilings
						Quiet Areas		

Dehumidification

Product	Equipment Type	Airflow (CFM)	Drying Capacity (lb/hr)	Voltage	Install Type	Common Applications	USPs	Control Accuracy
	Desiccant	300, 400, 600, 800, 1400, 2000, 2400	@68F, 60% RH 300: 7.3 400: 11 600: 16 800: 22 1400: 30 2000: 32 2400: 44	208V/3/60Hz 480V/3/60Hz 600V to 480V Transformer Available	In-duct, In-space	Cold Storage	Insulated Double-wall Housing	±5%
						Food Processing	PTC Heaters	
						Electronics	Vertically Mounted Rotor	
						Ice Rinks	Direct Drive Variable Speed Fans	

Isothermal

Product	Equipment Type	Capacity (lb/hr)	Voltage	Water Quality	Install Type	Common Applications	USPs	Control Accuracy
	Electrode	5, 10, 20, 30, 50, 75, 100, 150, 200	110-120/1, 208/1, 220-240/1, 277/1, 380-415/1, 440-480/1, 550-600/1, 208/3, 220-240/3, 380-415/3, 440-480/3, 550-600/3	Potable	In-duct, In-space	Commercial Space	Auto-Adaptive Cycle	±5%
						Clean Rooms	HCAI Certified	
						Manufacturing	Extreme Drain Water Cooling	
						Hot Yoga	Outdoor Enclosure	
	Electrode	Duct: 5, 8.7, 10 Space: 4, 6.9, 8	110-120, 208, 220-240/1/60Hz	Potable	In-duct, In-space	Residential	Economical	±5%
							Auto-Adaptive Cycle	
						Small Commercial	Built-in Blower	
							Easy Maintenance	
	Electrode	3.9, 6.7, 7.8	110-120, 208, 220-240/1/60Hz	Potable	In-duct	Residential	Smartphone Functionality	±5%
							Auto-Adaptive Cycle	
						Small Commercial	Cloud-based Monitoring	
							Easy Maintenance	
	Resistive	10, 15, 20, 30, 45, 65, 90, 130, 180	208/1, 220-240/1, 440-480/1, 550-600/1, 208/3, 220-240/3, 440-480/3, 550-600/3	Potable, RO/DI	In-duct, In-space	Museums	Incoloy Heating Element	±1%
						Schools	Solid State Relay	
						Printing Plants	Scale Collector Tank	
						Clean Rooms	Outdoor Enclosure	
	Gas	50, 100, 150, 200, 300, 450, 600	120V/1/60Hz 208V/3/60Hz (Outdoor)	Potable, RO/DI	In-duct, In-space (Remote BP Only)	Universities	Built-in F&T and P-trap	±5%
						Libraries	Heat Treated 316 SS Exchanger (3-year warranty)	
						Manufacturing	Sacrificial Anode	
						Museums	Outdoor Enclosure	
	Steam-to-Steam	50, 100, 175, 250, 375, 525, 750, 1050	110-120V/1/60Hz	Potable, RO/DI	In-duct, In-space (Remote BP Only)	Institutional Buildings	Built-in Traps and Water Cooling	±5%
						Government Buildings	Heat Treated 316 SS Exchanger	
						Educational Facilities	Sacrificial Anode	
						Hospitals	HCAI Certified Option	
Steam Distribution								
Product	Equipment Type	Capacity (lb/hr)	Compatibility	Options	Install Type	Variations	Min/Max Dimensions	Applications
	In-duct Distribution	15psi: 145, 263, 416, 593 50psi: 284, 540, 916, 1258	LS (2-50 psig)	Insulated, DI, Insulated DI, F&T or Bucket Trap	In-duct	Steam Tube Length	LS1/LS2: 12-48" in 6" increments 60-144" in 12" increments LS3: 24-48" in 6" increments 60-144" in 12" increments	Horizontal Vertical
	In-space Distribution	<=100	Built-on: EL, RS Remote: EL, RS, GS, SE	High and Low Speed, Built-on or Remote	In-space	Built-on or Remote	One-Size	Horizontal
	In-duct Distribution	SSD: 10, ASD: 25 BSD: 35, CSD: 115	EL, RS, RH, GS, SE	None	In-duct	Steam Tube Length	ASD: 10"-66" W x 8"+ H BSD: 10"-102" W x 10"+ H CSD: 24"-144" W x 14"+ H	Horizontal Vertical
	In-duct Distribution	<=1200 @ atm <=3200 Pressurized <=210 Mini	EL, RS, GS, SE, LS	Insulation, Stand, 304 or 316 SST, Seismic Cert.	In-duct	Inlet Quantity, Size, and Length, Header Length, Center Spacing, Tube Height	Mini SAM-e: 8-36" W x 8-36" H SAM-e: 18-144"W x 18-144"H	Horizontal Vertical

Water Treatment

Product	Equipment Type	Capacity @ 15°C (L/hr)	Compatibility	Voltage	Options	Footprint (L x W x H)	USPs	Tank Size
	Water Treatment	26	RO-HM: RS, JS,	110-240 V/1/60Hz	None	18.5" x 15.2" x 9.8"	Small Footprint	HM: 4.8 gal HB: 3.17 gal
							Cost-effective	
							Wall-mountable	
	Water Treatment	RO-E: 98, 181, 352, 513 RO-E+: 59, 114, 218, 312	RO-E: RS, GS, SE RO-E+: JS, ME, DL, HP, ML	120V/1/60Hz 230V/1/60 Hz	Modular design w/ many options, see manual	23.11" x 19.06" x 31.18"	RO-E/RO-E+: Modular Design, Integration with RS Units	40/100: 6.6 gal internal 200/300: 15, 20, 32, 44, 85, 119 gal options
							RO-E+: Improved Output Purity, Enhanced Hygiene	
	Water Treatment	275, 500, 750, 1000, 1500, 2600, 3900	MLRO: RS, GS, SE, ME, ML, HP, JS, Vita MLRO-DL: DL	208V/3/60Hz 480V/3/60Hz	UV Lamp, EC REG 1,6,8, BMS Integration, Clean-in-place, Pulse Generator	300-500: 34" x 28" x 63" 500-3000: 56" x 28" x 63"	Skid-mounted	50L Mounted, 200/500/1000L External
							Fully Assembled & Tested	
							Redundancy Options	
	Water Treatment	275, 500, 750, 1000, 1500, 2600, 3900	ML	208V/3/60Hz 480V/3/60Hz	Water Meters, Conductivity Control, Redundancy Options	34" x 28" x 63"	Skid-mounted	50L Mounted, 200/500/1000L External
							Fully Assembled & Tested	
							BACnet IP/MSTP Standard	
	Water Treatment	200, 500, 800	HP	208V/3/60Hz 480V/3/60Hz	VFD, Conductivity Sensors	200, 500: 34" x 28" x 63" 800: 56" x 28" x 63"	Skid-mounted	50L Mounted, 200/500/1000L External
							Fully Assembled & Tested	
	Water Treatment	100, 300, 500	RS, GS, SE, ME, JS, Vita	208V3/60hz	RFI & leak detection	100: 64"x 30" x 30" 300-500: 64" x 38" x 30"	Skid-mounted	100: 25L 300-500: 80L Mounted
							Fully Assembled & Tested	