

For your convenience, to follow are the most commonly asked questions and their answers about our company and products. If you do not see the answer to your question here, please contact us. We welcome all inquiries.

1. [Where are your products made?](#)
2. [Do you have retail locations where I can purchase products?](#)
3. [Can people, pets and plants remain in the area where your products are working?](#)
4. [What do you mean by “neutralizing odors”?](#)
5. [Will the offensive smell return?](#)
6. [Do your products have a smell?](#)
7. [I have severe asthma/allergies. Can I use your product?](#)
8. [How are your systems different from ozone or ion precipitators?](#)
9. [Are your products toxic?](#)
10. [Which of your fragrances controls smoke \(including tobacco\) best?](#)
11. [How often should I change the filter on my air cleaner?](#)
12. [How long should I use a Restorator to treat odor problems in vehicles?](#)
13. [Do you have any product testimonials that I can read?](#)
14. [Do you do provide private label or specially configured products for distributors and other manufacturers?](#)
15. [Do you have dealers in foreign countries?](#)

1. Where are your products made?

Vaportek manufactures and/or assembles all of its products in Sussex, Wisconsin. We partner with suppliers from all over the world; however, the vast majority of our components are sourced from the **United States**.

2. Do you have retail locations where I can purchase products?

Generally, our products distributed through a network of authorized dealers across the country and around the world. Please contact our customer service department for information about where our products may be purchased. In market of Hong Kong and Macau, please contact info@hkapc.org

3. Can people, pets and plants remain in the area where your products are working?

Yes, it is very safe to do so. In fact, Vaportek's products are ideal for environments where animal odors are a problem, such as pet shops, groomers and veterinarian clinics.

4. What do you mean by “neutralizing odors”?

Traditional odor control has involved either masking odors with a heavy perfume or desensitizing the olfactory senses of the persons subject to a smell. Our product works by **combining, or pairing**, our aromatic oils compound with malodors. The result is either a substantially reduced odor or no odor at all. We have additional product literature available to address this matter.

5. Will the offensive smell return?

Vaportek products work safely and quickly to remove imbedded odors by permeating surfaces in affected areas with a neutralizing, dry vapor that is created by diffusing natural aromatic oils into the air. If the source of the odor is removed prior to treatment, malodors will not return.

6. Do your products have a smell?

Yes, our products use a compound containing a complex blend of over 30 natural oils. These oils have aromatic qualities, such as pine, eucalyptus, orange and more. Our products do have a characteristic scent; however, when used correctly, Vaportek should not be perceived as a very strong presence. See our [Aroma Selection Guide](#) for more information.

7. I have severe asthma / allergies. Can I use your product?

Generally, Vaportek's products do not cause negative reactions. However, for individuals with severe allergies to trees, plants or flowers, Vaportek's line of air treatment products could produce allergic reactions.

8. How are your systems different from ozone or ion precipitators?

Ozone is a regulated toxic gas often touted as a solution to all types of indoor pollutants and interior contamination after disasters. You can find out more about the whole story of ozone generators from the U.S. government's EPA web site (www.epa.gov/iaq/pubs/ozonegen.html). Ozone oxidizes everything it contacts. People are advised not to be around running ozone generators for health reasons. Our system does not oxidize; instead, our products emit a dry vapor, composed of natural oils, to control odors in the air and odors imbedded in porous surfaces.

9. Are your products toxic?

Our products are generally regarded as safe and non-toxic when used as directed. We would be happy to supply **Material Safety Data Sheets (MSDS)** upon request.

10. Which of your fragrances controls smoke (including tobacco) best?

Our S.O.S. (Smoke Odor Solution) was specifically formulated for use in fire and smoke restoration situations. It is an alternative to the original 3X Industrial formula, which counteracts smoke in addition to just about any other problem odor. S.O.S. is available for use in the Heavy-duty Standalone Cartridge, Restorator, VaporShark and Portable Industrial.

11. How often should I change the filter on my air cleaner?

If you presently own a Vaportek air cleaner, we recommend that the filter element be changed at 90-day intervals for best performance.

12. How long should I use a Restorator to treat odor problems in vehicles?

Typically, auto detailers use the units for 1-3 hours to get rid of imbedded odors. The nature and extent of contamination will require adjusting length of treatment time to suit the problem. Detailed guidelines are available.

13. Do you have any product testimonials that I can read?

We have dozens of product use stories. Contact customer service or e-mail us your needs.

14. Do you provide private label or specially configured products for distributors and other manufacturers?

Absolutely. We provide millions of products under well-known brand names, and would be pleased to work with you for special products. Let us know the details of your needs and we can let you know our ideas.

15. Do you have dealers in foreign countries?

Yes. Please [contact](#) Vaportek for a listing. In market of Hong Kong and Macau, please contact info@hkapc.org / 852-34210167