

PHILIPS

Automotive
Car Air Purifier

GoPure



FAQs

General	P.1
Operation issues	P.2-3
User experience issues	P.4
Filter issues	P.5
App connection and usage issues	P.6



General

Question [What is air clean effectiveness?](#)

Answer It's the measurement of the rate of filtration for the removal of targeted pollutants, expressed as a percentage.

Question [What is the Clean Air Delivery Rate \(CADR\)?](#)

Answer CADR is the air filtration rate for the removal of targeted pollutants, expressed in unit "m³/h".

Question [What does 10 or 13 minutes to clean air mean?](#)

Answer It's the time it takes for the concentration of PM2.5 to be reduced by 50% in a 3m³ space. Note: 3m³ is roughly the volume of the interior of sedan car.

Question [How does the Air Quality Indicator \(AQI\) work? What does the blue/ yellow/red \(or 6 colors for GP9111\), or the number display \(seen on GP9111 and on the Air Matters APP\), tell me?](#)

Answer For models with a color AQI display, please refer to the user manual for the definition of air quality that each color represents. For a number display, this is a real-time measurement of the concentration of PM2.5 particles in the car.

Question [My car has a Cabin Air Filter \(CAF\) already, should I still get a GoPure?](#)

Answer Yes. Philips GoPure removes fine particulate pollutants and toxic gases with its unique SelectFilter/SelectFilter Plus technology, which standard CAFs are unable to do.

Question [What is Airmid? And why is it good to have Airmid testing?](#)

Answer Airmid Healthgroup is a respected biomedical research organization. Philips SelectFilter Plus was independently tested by Airmid, which showed the SelectFilter Plus technology removes up to 90% of airborne pollen allergens. The Airmid tests prove this filtration level is achieved in just a single pass of air through this filter (known as the single pass efficiency test). With these irritating particles removed, anyone suffering from hay fever can now enjoy clean air.

Question [Do you have spare parts available for replacement e.g. a power cable or top cover?](#)

Answer There are no spare replacement parts like power cables or top covers for sale. In the event you need specific support, please contact your retailer for assistance.

Question [What is Automotive Grade Quality? Why is it good to know a product is Automotive Grade Quality?](#)

Answer Automotive Grade Quality is a measure of the reliability of a product, and refers to the demanding ISO automotive standards that have to be met. This is a mark of quality that gives you extra confidence in the design and manufacturing standards of your air purifier.

Question [Can I use Philips GoPure in a truck?](#)

Answer No, you cannot use Philips GoPure in a truck as the power supply from a truck is 24V, which is not suitable for operating a GoPure car air purifier (which requires 12V).

Operation issues

Question Philips GoPure Automotive Clean Air System does not start.

Answer Verify that the 12V power supply is connected. Check the cable connection, making sure it is properly inserted in the socket. Ensure the top cover is closed properly. Then press the power button again. If your device still does not start properly, please contact your retailer.

Question The GoPure air quality indicator shows a blue light, but I can still smell some odor in the car.

Answer Philips GoPure air quality indicator only detects and displays a measurement of the dust related pollution in the air. It does not indicate the level of any chemical pollution, the likely source of any odor. However, Philips GoPure is still removing both dust and chemical pollutants when it is running. Let the device perform its cleaning process and the air quality will rapidly improve.

Question The Air Quality indicator (AQI) has not changed for a very long time, is it broken?

Answer It may simply indicate that the air quality is stable. It may also indicate that the air intake slots are obstructed or polluted. Make sure the air slots are free from any blockage, so the air can flow freely through the device, then restart it. If the problem persists 1) unplug the device, then 2) press the power button to start the device. If the device still does not start properly, please contact your retailer.

Question The color of the GoPure Air Quality Indicator (AQI) changes frequently.

Answer This is normal and the device is working properly. When the air quality is poor, the device performs its cleaning process. However, the air quality indicator reflects the air quality near the device. At times, this may result in a more frequent fluctuation of the displayed air quality. Allow the GoPure device to perform its cleaning process. When the air reaches a good quality throughout the cabin, the healthy air indicator will turn blue as described.

Question Why does the purifier turn off automatically after two hours?

Answer This is a normal. In some cars the cigarette lighter still outputs 12V DC, even when the engine is turned off. So in order to prevent consumption of your car's battery, most GoPure car air purifier will automatically shut down after two hours. To start the device again, simply press the power switch. (Except for GPC50 & GP3211)

Question Some cars continue to power the 12V outlet when the engine is off, will the GoPure device drain my battery?

Answer Most of Philips GoPure will automatically shut down after two hours of continuous running, to avoid draining the car battery. To restart your device, press the power button. For GPC50 & GP3211, please unplug the device when you get off the car.

Question The Philips GoPure motor stops running for a short while.

Answer This is normal and is a built in voltage protection feature, because at times the voltage supply may vary. In these cases, the fan will stop until the voltage returns to normal, preventing the device from being damaged. Simply press the power button to restart the device.

Operation issues

Question [The Philips GoPure is too noisy.](#)

Answer Firstly, any noise assessment should be made when the car is in motion, as this is the only time the device will be functioning. Due to the noise of the engine, it should be quite hard to hear the GoPure device.

Any noise from the device is mainly produced by the motor, an important component that allows air to pass quickly through the purification filter. The more powerful the motor, the more quickly you can clean the air. So there is always some balance between motor power and acceptable noise levels.

This product is designed to effectively purify the air in your car, so Philips uses one of the world's best motors in the GoPure. The first generation model has two air speeds: normal, which is quiet, and high speed, which is a little louder than normal mode. The second generation model has three speeds: mute, ordinary and high speed.

You only need to use high speed mode when the air pollution levels are very high. As soon as pollution levels drop you can revert to a quieter mode. However, if the noise is annoying you, we suggest you place the product in the rear of the car, or under the front seats, to reduce the noise.

Question [Is the noise that comes from the product very loud?](#)

Answer The GoPure only operates when the vehicle is in motion, so any sound from the device is drowned out by the engine noise. However, if you're concerned about the noise, we recommend locating the device near the rear window. And by using the GoPure in low speed mode, you can also minimize any noise.

Question [Does the position of the device in the car affect cleaning efficiency? Is there any difference between installing on the arm rest and the head rest?](#)

Answer No, it does not have significant affect. As long as there is no blockage to the air inlet and outlet, the cleaning performance won't be affected by different locations in the vehicle.

Question [Which is the better position, under the front seat or on the head rest?](#)

Answer Both positions will result in an effective clean, but the head rest location gives the GoPure the optimum space to operate, and will marginally outperform a position under the front seat.

Question [What is the device's operating temperature? Can I use it in sub-zero temperatures?](#)

Answer The GP9111 has an operating temperature of between -20 and 70°C. All other models have an operating temperature between -30 to 80°C. So unless you're driving to the South Pole, you should be good.

Question [The AQI indicator doesn't seem to be working well, can I clean the sensor in my GoPure device? I have a home purifier and it's recommended to regularly clean the particle sensor.](#)

Answer This is not the case for Philips GoPure devices. The particle sensor is protected within the machine, and you can't reach it to clean.

User experience issues

Question [My Philips GoPure has been running for a long time, yet my new car continues to produce an unpleasant odor.](#)

Answer With new cars, unpleasant odors may be released from a variety of sources for a long time. Worry not, your GoPure device will continue to purify the air. To speed up the process if you're in a new car, run the device in "Boost" mode to clean the air faster.

Question [Can I reduce the amount of PM2.5 and VOC pollution in my car by opening the windows?](#)

Answer Driving with the car windows open does not help you reduce the chemical pollution inside your car. That's because PM2.5 levels are much higher outside your car than inside it. So although it feels like it, you're not letting in cleaner air.

The only way to solve the problem of high concentrations of pollution is to install an air purifier. By doing this you will not only get to breathe fresh air, you will also reduce fuel consumption (open windows increase aerodynamic friction) and you'll be safer (open windows increase risk of injury in an accident, especially at high speed).

Question [Why can I still smell some odors even after I've turned on the car air purifier?](#)

Answer The leather, glue, and plastic materials that make up your car can all produce persistent and harmful chemical pollution, such as formaldehyde and toluene.

These materials will continue to produce pollution even if you're filtering the air through a purifier, which is why you might still be able to smell it. To ensure fresh air inside your car, we highly recommend keeping your GoPure device switched on for the duration of every drive.

Filter issues

Question [How long do the filters last?](#)

Answer The SelectFilter lifetime is about 350 hours. It depends on the number of hours the device is switched on, and how polluted the air being filtered is, but you can expect to change the filter once every 3-6 months. If you drive infrequently, a filter could last significantly longer than this. Rest assured, changing the filter is easy and inexpensive.

Question [When should I replace the filters in my Philips GoPure?](#)

Answer When the filter nears the end of its life, the filter replacement indicator will flash to prompt you to change the it. (Note: Filter replacement indicator is available on selected models only.)

Question [Are the filters washable?](#)

Answer The SelectFilter and SelectFilter Plus for GoPure are not washable. Only the pre-filter of the SelectFilter Plus is vacuum cleanable.

Question [After replacing the filter, the Air Quality indicator \(for model GP5211\), or the Filter Replacement Indicator \(all other models\), remains red when I restart the device.](#)

Answer This indicates the filter replacement reset was not completed correctly. Repeat the reset steps as described in the “Quick Start Guide and User Manual”. If the Filter Replacement indicator is now off, or the AQI no longer remains red, the device has been reset properly.

Question [Why should I reset my Philips GoPure after replacing a filter?](#)

Answer The reason you need to reset the device is to activate the counting system for the new filter. If you do not reset the appliance after fitting a new filter, the appliance will think it's still equipped with an old one and will warn you to replace the new filter far earlier than its actual life span. In other words, resetting the device ensures the filter replacement warning system works correctly.

Question [How do I choose the right replacement filter for my GoPure?](#)

Answer Simply search for the replacement filter based on the GoPure's model name. Then visit online stores or your nearby Philips GoPure retailers.

Question [What is the difference between SelectFilter and SelectFilter Plus?](#)

Answer SelectFilter Plus is better able to remove car exhaust fumes. And its increased ability to remove harmful pollen means it has gained Airmid certification for allergy protection.

App connection and usage issues

Question [What is Air Matters? Can I use other apps?](#)

Answer Air Matters is an app that shows you the real-time concentration of PM2.5 particles in your car, compared with the air quality outside your vehicle (as published by the government, and based on your location).

Question [Are there specific requirements for a smart phone in order to use the Air Matters app?](#)

Answer The Air Matters app (available in iOS and Android) works well on most popular smartphones.

Question [I cannot pair the GoPure with my smartphone via Bluetooth, even though Air Matters is installed correctly.](#)

Answer Please check your phone to ensure the Bluetooth feature is switched on, and likewise, check your Philips GoPure device is on. Then repeat the pairing procedure.

Question [Can I connect to more than one GoPure device?](#)

Answer You can pair with multiple Philips GoPure devices from your smartphone, so if you had two vehicles your phone will remember both Bluetooth connections. But you can only connect to one GoPure device at a time.

Question [Does my phone need to be turned on all the time when the GoPure device is on?](#)

Answer No. The Philips GoPure will keep running for up to two hours, until it automatically switches off (this is a feature to preserve your car's battery when the engine is off). Connection to your device is needed if you want to view the air quality, or remotely control the unit, from your phone.
