



## FAQ



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### **What is the IONI MASK made from?**

It is made from an XL EXTRALIGHT® anatomic shell, a material that is soft and light, antimicrobial, free from latex, nickel and heavy metals, with a self-regenerating silver ion filter using patented FAG+® technology.

### **What type of equipment is the IONI MASK?**

The IONI MASK is neither a medical device nor PPE, but rather a high-technology mask that can offer protection in various situations during our day, manufactured in compliance with Article 16, paragraph 2 of Italian Decree Law no. 18 of 17 March 2020.

### **How long does the IONI MASK filter last?**

The special filter technology makes it practically everlasting, thanks to its regenerating properties.

### **When and how should the mask be used?**

We recommend using the mask as protection against dust, wind, saliva and mucus. Please always follow the current instructions as regards medical devices and PPE, when compulsory.

### **How can I wash and take care of my IONI MASK?**

You can wash your Ioni Mask whenever you prefer. It is recommended to wash the shell with simple water and neutral soap or with alcoholic solution. For the filter, once it has been separated from the mask's shell, it can be washed only with simple water.

### **Condensation sometimes forms when wearing the mask: is that normal?**

Breathing inside the shell of the mask can sometimes cause condensation, especially if the device, although correctly fitted to the face, is worn without interruption for long periods during the day. To avoid irritation from the damp interior, it is recommended that the mask be removed for occasional breaks, in risk-free areas, and the interior of the shell dried with a cloth or paper towel.

### **Is it true that wearing an IONI MASK is not permitted in certain places?**

Please always respect the laws and regulations in force in the areas you are in, and remember especially that IONI is not a substitute for medical devices and PPE. IONI MASK CANNOT be worn in any area where its use is specifically forbidden.

### **What are the main differences between the IONI MASK and other masks?**

IONI MASK works constantly because of its special filter technology.

### **Is it possible to buy spares?**

This option is not available at the moment

### **How do I insert the filter and filter cover?**

If the filter cover is opened to clean the filter, the filter can simply be reinserted into the thicker shell, then the thinner part (the cover) can be reattached using slight pressure.

### **Is the IONI MASK a medical device? Is it PPE?**

The IONI MASK is neither a medical device nor PPE, but rather a mask that is freely sold for generic use (by the public), manufactured in compliance with Article 16, paragraph 2 of Italian Decree Law no. 18 of 17 March 2020.



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### **What is the composition of the filter?**

The FAg+ filter is made from a special anodised aluminium mesh, which is subsequently treated to chemically bind the oxide surface molecules to innovative compounds with silver ions that alter the structure, enabling the surface to trap the phospholipid membranes of the bacterial cells. Thanks to the strong bond with the aluminium oxide, this treatment remains effective over time and is highly effective against pathogens. The filter does not need to be replaced, but merely washed in tap water or, ideally demineralised water. We strongly advise against the use of alcohol-based solutions and products such as bleach, hydrogen peroxide and soda. Always use pH neutral products (7+/-1). Blow drying is recommended, using compressed air or a hair dryer, or it can be simply left to dry in the sun

### **How effective are the masks in protecting against the risk of contracting COVID-19?**

Using a mask is essential in preventing the spread of diseases. However, every individual must follow certain guidelines to ensure optimum protection. IONI MASK helps to prevent contagion and the spread of fluids and droplets from the nose/mouth into the environment.

### **Is it possible to return or replace an IONI MASK?**

As this is a product that comes into contact with the skin, returns cannot be accepted once the original packaging has been opened.

### **I need help with my IONI MASK**

If you need assistance, you can write to [info.ionimask@xextralight.com](mailto:info.ionimask@xextralight.com) or contact the retailer from which you purchased your mask.