Greenwave® Broadband EMI Meter

The Greenwave® Broadband EMI Meter is a revolutionary device for measuring the level of dirty electricity (a.k.a., electrical noise, line noise, power line EMI, microsurge electrical pollution) flowing along the wiring in buildings.

The meter can be used to...

- Find out whether dirty electricity on your electrical wiring is higher than desirable.
- See and hear the difference dirty electricity filters make in reducing the electrical pollution on your wiring.
- Guide the installation of dirty electricity filters for optimal results.
- Identify sources of dirty electricity in your environment.

The display screen on the meter above shows the average level of dirty electricity (EMI) at an electrical outlet before a Greenwave filter was installed in the outlet (506 mV), the new level of dirty electricity (EMI) after the filter was plugged in (48 mV), and the percent reduction in local “electrical noise density” that occurred as a result of installing the dirty electricity filter (90%).

Key Features

- **Easy to use!**
  
  Simply plug the meter into electrical outlets to find out how much dirty electricity is present on nearby wiring. The electronic display shows readings in millivolts (mV), a standard electrical unit of measure.

- **Makes “BEFORE filter” and “AFTER filter” comparisons easy.**
  
  The meter can display “BEFORE” filter and “AFTER” filter dirty electricity measurements on the same screen simultaneously (in millivolts).

  The “AFTER filter” display screen also shows the percent reduction in local “electrical noise density” that occurs when a dirty electricity filter is plugged into an outlet.

- **Includes special audio feature that lets you LISTEN to dirty electricity and HEAR the difference filters make!**
  
  The meter converts dirty electricity frequencies into representative audio so you can listen to the electrical noise on your wiring when the meter is plugged in. Hear the noise decrease as dirty electricity filters are installed in outlets.

- **Measures dirty electricity over a broader range of frequencies than similar plug-in meters.**
  
  Measures dirty electricity frequencies from approximately 3 kilohertz up to 10,000 kilohertz (i.e., 10 megahertz), a range that extends approximately 5 times lower and 20 times higher than the range covered by some other plug-in dirty electricity meters on the market. The meter is most sensitive starting at around 10 kilohertz.

- **Can be used in many countries around the world.**
  
  The meter is compatible with 50/60Hz AC electrical circuits with voltage anywhere between 100V and 240V.

(Instructions on Next Page)

Updated 12-12-22
USING THE GREENWAVE® BROADBAND EMI METER

Read these instructions in their entirety before using the Greenwave Broadband EMI Meter. The first two pages explain how to use the meter to take basic dirty electricity (a.k.a., electrical noise, line noise, power line EMI, microsurge electrical pollution) measurements. The remaining pages describe how to use the meter to guide installation of dirty electricity filters throughout a home (or other space).

IMPORTANT NOTE:

There are 4 different types of EMF pollution now common in homes and other settings: 1) 60 Hz AC electric fields, 2) 60 Hz AC magnetic fields, 3) radio frequency (RF) radiation, and 4) dirty electricity. Different types of EMF pollution typically require different measurements tools. Most consumer-level meters for measuring AC electric fields, AC magnetic fields, and radio frequency (RF) radiation are NOT effective instruments for measuring dirty electricity or the effectiveness of dirty electricity filters.

Special Safety Note

Greenwave's Broadband EMI Meter and dirty electricity filters may be used by children 12 years and above and persons with reduced physical, sensory, or mental capabilities as long as these individuals have been given supervision or instruction concerning the safe use of the meter/filters and clearly understand the hazards involved. Children should NOT play with the meter/filters and should NOT clean or maintain them in any way without supervision.

STEP 1
Make sure your Greenwave meter is compatible with the input voltage in the building and electrical outlets where you will use it.

The Greenwave Broadband EMI Meter can be used to measure dirty electricity on 50/50Hz AC circuits with voltage anywhere between 100V and 240V.

(For example: 100V, 110V, 115V, 120V, 127V, 220V, 230V, 240V).

Do NOT attempt to use the meter to measure dirty electricity on circuits with voltage outside this range. Doing so will damage the meter and void the warranty.

Also, do NOT exchange or adapt the cord/plug that came with the meter in an effort to make it fit non-standard outlets in your environment (e.g., special outlets required for some large appliances such as ovens/ranges, dryers, and electric water heaters). These non-standard outlets typically have a higher voltage rating than the remainder of a building’s outlets. Attempting to plug the meter into non-standard outlets will damage the meter and void the warranty.

** Local level of dirty electricity (EMI) refers to the level of dirty electricity (EMI) on an AC circuit in the vicinity of a particular electrical outlet.

STEP 2
Measure the local level of dirty electricity (EMI)** at an outlet.

- Plug the Greenwave Broadband EMI Meter into the top socket of an outlet.

Initial Dirty Electricity (EMI) Reading:

After you plug the meter in, the top mV (millivolt) reading on the display screen will flash numbers until the average level of dirty electricity (EMI) at the outlet is calculated. Once this average is calculated, the top mV reading will stop flashing.

[NOTE: Once the average dirty electricity level has been calculated and locked in as the top mV reading, the bottom mV reading will continue to flash numbers, showing the ongoing fluctuations in dirty electricity at the outlet. It will continue to flash until you either unplug the meter or plug a dirty electricity filter into the outlet.]

Audio function:

When you plug the meter in, you will be able to hear the dirty electricity “noise” on the wiring. It will sound similar to the static you hear on a radio when the radio is not tuned to a station.

- Continue to STEP 3 if you would like to install a dirty electricity filter in the outlet and see the new (AFTER-filter) local level of dirty electricity (EMI) and the percent reduction in “electrical noise density.”

If you do NOT want to continue to STEP 3 at this time, simply unplug the meter.

Repeat STEP 2 in outlets throughout your environment. This is important because dirty electricity levels vary in different rooms due to the concentration of electronics, appliances, energy-efficient lights, and other electrical devices used in each area. (When you are done, unplug the meter. Do NOT leave it plugged in unless you are actively using it to take measurements.)

Updated 12-12-22
**STEP 3**
Find out how much the local level of dirty electricity (EMI)** decreases by installing a dirty electricity filter in the outlet

- Leave the Greenwave Broadband EMI Meter plugged into the top socket of the outlet. It will continue to show the average local level of dirty electricity (EMI) at the outlet as the top mV reading on the screen.

- Plug a dirty electricity filter into the bottom socket of the same outlet.

  **AFTER-Filter Dirty Electricity (EMI) Reading:**
  The new local level of dirty electricity (EMI) following installation of the filter will appear in millivolts (mV) below the original reading on the meter’s display screen. In the example on the previous page, the initial local level of dirty electricity (EMI) at the outlet was 506 mV. The new local level, after plugging a dirty electricity filter into the outlet, was 48 mV.

  **% Reduction Reading:**
  The AFTER-filter display screen will also show the percent reduction in “electrical noise density” that occurs on nearby wiring as a result of installing the filter. In the example on the previous page, there was a 90% reduction in local noise density when a dirty electricity filter was installed in the outlet.

  NOTE: The % Reduction reading relates to “electrical noise density” NOT the percent change in voltage. If you would like to calculate the percent reduction in voltage, subtract the AFTER-filter dirty electricity mV measurement from the initial mV measurement and divide the result by the initial mV measurement. In the example on the previous page, the % reduction in voltage would be calculated at:

  \[
  (48 \text{ mV} - 506 \text{ mV}) \div 506 \text{ mV} = -.91
  \]

  This is a 91% reduction.

  **Audio function:**
  When you plug in the filter, the sound of the dirty electricity “noise” coming from the meter should decrease.

- **Unplug the meter.**
  Do NOT leave the meter plugged in unless you are actively using it to take measurements.

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**RECOMMENDED EMI LEVELS**

<table>
<thead>
<tr>
<th>Level</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;25 mV</td>
<td>Ideally, dirty electricity (EMI) levels should be below 25 millivolts (mV).</td>
</tr>
<tr>
<td>25-50 mV</td>
<td>Levels between 25 and 50 mV are marginal and should be reduced if possible.</td>
</tr>
<tr>
<td>&gt;50 mV</td>
<td>Levels above 50 mV are undesirable and steps should be taken to lower them.</td>
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</table>

A good rule of thumb is to reduce local levels of dirty electricity (EMI) to less that 50 mV or by at least 80% on a majority of outlets in your environment. The lower you can get dirty electricity, the better!

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**IDENTIFYING DIRTY ELECTRICITY SOURCES**

Greenwave’s Broadband EMI Meter can be used to help identify sources of dirty electricity in homes and other settings.

- **Plug the Greenwave Broadband EMI Meter into the top socket of an electrical outlet or into one socket on a regular (i.e., non-surge protective) power strip.** (If using a power strip, plug the meter into the socket closest to the cord end of the strip.)

  After you plug the meter in, the top mV (millivolt) reading on the display screen will flash numbers until the average level of dirty electricity (EMI) at the outlet is calculated. Once this average is calculated, the top mV reading will stop flashing. This is your initial reading.

- **Leave the Greenwave Broadband EMI Meter plugged in.** It will continue to show the average local level of dirty electricity (EMI) at the outlet as the top mV reading on the screen.

- **Plug the device you want to test (e.g., laptop, lamp with compact fluorescent or LED bulb, etc.) into the bottom socket of the same outlet or another outlet on the power strip.**

  The new local level of dirty electricity (EMI) after plugging in the device will appear in millivolts (mV) below the original reading on the meter’s display screen. If the new level of dirty electricity is higher than the initial level, the device you’re testing is generating dirty electricity. The greater the increase, the more dirty electricity it’s creating.

Continue reading for information about using Greenwave’s Broadband EMI Meter to guide the installation of dirty electricity filters throughout a home (or other space).

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*Updated 12-12-22*
USING THE GREENWAVE BROADBAND EMI METER
TO HELP INSTALL DIRTY ELECTRICITY FILTERS THROUGHOUT A HOME

STEP 1
Check for wiring errors.

Prior to installing Greenwave filters, we recommend testing the electrical circuits in your environment for wiring errors. To test for BASIC wiring errors, you can use a circuit (outlet/receptacle) tester to check EACH outlet prior to plugging in Greenwave filters. These testers are inexpensive and can be purchased at most hardware stores.

(NOTE: Greenwave filter kits for the U.S. and Canada include a free outlet tester for your convenience.)

If any wiring errors are found, please contact an electrician to correct the error(s) before installing filters. Wiring errors can cause electrical hazards in homes and other settings and can also create elevated AC magnetic fields in buildings. These magnetic fields can be amplified when any electrical devices, including dirty electricity filters, are plugged into outlets that are part of circuits affected by the wiring errors.]

STEP 2
Select a room in which to start the installation process. Turn on lights, electronics, and other electrical devices commonly used in the room.

We recommend beginning in the room with the heaviest concentration of devices known to create dirty electricity. Examples include computers, printers, TVs and other entertainment systems, compact fluorescent lights, light dimmer switches, appliances with variable speed motors such as blenders/mixers, etc.

STEP 3
Choose an outlet in the room that is close to one or more devices known to create dirty electricity. Take an initial dirty electricity (EMI) reading in the top socket of the outlet.

- If the dirty electricity (EMI) reading is BELOW 50mV, move to STEP 4.
- If the dirty electricity (EMI) reading is ABOVE 50mV, leave the meter plugged in. Then, plug a dirty electricity filter into the bottom socket of the outlet. The meter will show the new level of dirty electricity (EMI) at the outlet and the percent reduction in local "electrical noise density."

Leave the filter plugged into the outlet and move to STEP 4.

STEP 4
Move to another outlet in the same room. Take an initial dirty electricity (EMI) reading in the top socket of the outlet.

- If the dirty electricity (EMI) reading is BELOW 50mV, move to STEP 5.
- If the dirty electricity (EMI) reading is ABOVE 50mV, leave the meter plugged in. Then, plug a dirty electricity filter into the bottom socket of the outlet. The meter will show the new level of dirty electricity (EMI) at the outlet and the percent reduction in local "electrical noise density."

Leave the filter plugged into the outlet and move to STEP 5.

STEP 5
Repeat this process for all of the outlets in the room. When you are done, move to STEP 6.

NOTE: You will probably NOT need to install a dirty electricity filter in every outlet in the room. It typically takes between 1 and 4 filters to reduce dirty electricity to acceptable levels in a room. Only install a filter in an outlet if the dirty electricity (EMI) measurement in the outlet is higher than you want it to be.

STEP 6
Repeat this process in all rooms within the home.

Work on rooms with heavy concentrations of devices known to create dirty electricity before rooms with fewer devices.

The overall goal is to reduce local levels of dirty electricity (EMI) to less than 50 mV on a majority of outlets in all rooms. The farther below 50 mV, the better, and it’s best for readings to be below 25 mV if possible.

STEP 7
Once you’ve installed filters throughout your home, go back and take dirty electricity (EMI) readings in each room to confirm that levels are reasonable.

See next page for some additional filter installation tips and ideas for troubleshooting possible problems.

Updated 12-12-22
**Additional Filter Installation Tips**

- Do NOT plug Greenwave filters into electrical outlets that are incompatible with the voltage (V) or amp (A) specifications shown on the back label of the filters. (See the table of voltage and amp specifications on the next page of these instructions for more details.)

- Install filters as close as possible to known sources of dirty electricity, for example: computers, printers, cordless phones, TVs, video game consoles, Wi-Fi systems, fax machines, copiers, scanners, and other electronic equipment; light dimmer switches; fluorescent and compact fluorescent lights; SMART meters; and appliances/devices with variable-speed motors such as blenders/mixers and hair dryers. (Installing 2 filters in outlets near computers, printers, cordless phones, TVs, video game systems, and other similar electronic equipment is recommended.)

- When possible, install at least 2 filters near the main electrical panel in your home. (This is the point where electricity enters your home from neighborhood power distribution lines.) This will help reduce the amount of dirty electricity that enters your home's electrical system from outside sources (via power lines).

- To minimize exposure to electromagnetic fields (EMF), it is generally advisable to plug electronics of ALL kinds, including Greenwave filters, into outlets that are located at least 1 - 3 feet away from specific locations where people stand, sit, or recline for extended periods of time (for example: beds, office chairs, couches, easy chairs, etc).

  All electronics emit a localized AC magnetic field when operating. The strength of the field and the distance it will extend from the electronic device will depend upon the particular device in question. The good news is that these localized AC magnetic fields generally decrease back down to ambient levels within several inches or feet of their sources. The AC magnetic field emitted by a Greenwave filter, for example, will typically decrease to ambient levels within 6 – 12 inches of the filter.

- If possible, avoid plugging a Greenwave filter into an outlet controlled by a light switch. If the switch is turned off, the filter will be unable to do its job. If you need to plug a filter into a switch-controlled outlet, remember to leave the switch turned on.

- Plug-in dirty electricity filters are not always compatible with solar energy systems and the storage back-up units they use. Check with your solar system manufacturer before installing Greenwave filters.

- Greenwave filters and other dirty electricity filters that utilize capacitance technology should NOT be used in buildings being powered by a generator (for example during power outages). If you have a generator to provide electricity during power outages or at other times, make sure to UNPLUG your Greenwave filters while the generator is operating. You can plug them back in when power to the grid has been restored and the generator is no longer running.

**Trouble Shooting Possible Installation Problems**

**I plugged a filter into an outlet and it started to buzz. Is there a problem?**

This usually means the filter is overloaded. In other words, there is more dirty electricity on nearby wiring than the filter can reduce sufficiently on its own. This problem can usually be resolved by installing another filter in the same outlet (using an electrical tee or power strip) or an additional 1 to 2 filters in nearby outlets or power strips. If the buzzing doesn’t stop after installing additional filters, contact Greenwave.

**I saw a small spark and heard a popping sound as I plugged in a Greenwave filter. Is this normal?**

Yes, this is normal as electrical energy “loads into” the capacitor technology used by the filters. It is not dangerous to you, your Greenwave filters, or other equipment you have plugged into outlets. Greenwave filters undergo rigorous safety testing and are safety certified.

When disconnecting a filter, it may take a few seconds for small accumulations of electrical charge to completely discharge from the filter. It is advisable to avoid touching the plug on the filter for a few moments after removing the filter from the outlet.

**I plugged a filter into an outlet in my kitchen and the dirty electricity reading on my Greenwave meter went up rather than down. What should I do?**

This is unusual, but does occur on occasion. First, use an outlet (receptacle) tester to check the outlet for the following basic wiring errors: open ground, open neutral, open hot, hot/ground reverse, and hot/neutral reverse. If any of these wiring errors exists, we recommend contacting an electrician to repair it. If none of these errors is present, the trouble may be resonance or a shared neutral wire between the sockets in the outlet. Occasionally, the two receptacles (sockets) in an outlet are fed by different electrical circuits, but share a neutral connection. This tends to be more common in kitchens than other rooms, and is not an ideal wiring configuration. You may want to talk with an electrician about rewiring the outlet.

When installing filters, we recommend skipping this outlet and moving on to the next one in the room.

*Updated 12-12-22*
**Plug-Through Technology (Built-In Outlet)**

Greenwave filters for the United States, Canada, and some other countries include a built-in outlet at their base for plug-through convenience. When you need an outlet, most electronics and other devices can be plugged into Greenwave filters to access power to run. Keep the following in mind when using the built-in outlet in Greenwave filters:

- The built-in outlet in the filters can be used ONLY when the filters are plugged into outlets that are compatible with the voltage (V) and amp (A) specifications shown on the back label of the filters and ONLY with devices that are also compatible with these specifications. See the table of voltage and amp specifications to the right for more details.

- Some battery-charging devices are not compatible with the high capacitance technology employed by dirty electricity filters. For this reason, we recommend that you do NOT plug battery chargers, back-up power supplies, and electric devices that include built-in chargers (such as electric toothbrushes and shavers) directly into the built-in outlet of Greenwave filters or into the same wall outlet or power strip as Greenwave filters.

If you have any questions about using Greenwave’s dirty electricity meter or filters, please contact us via phone or e-mail.

customerservice@greenwavefilters.com
1-800-506-6098 or 1-415-275-3485

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<table>
<thead>
<tr>
<th>Filter Model</th>
<th>Appropriate Voltage Range</th>
<th>Maximum Amps</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Spectrum 2500i</strong></td>
<td>AC 100V – 120V</td>
<td>Up to 15A</td>
</tr>
<tr>
<td><strong>Broadband 1500</strong></td>
<td></td>
<td></td>
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<tr>
<td><strong>Broadband 1500G</strong></td>
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</table>

These filter models are designed for use in the U.S. and Canada, as well as other countries with Type A or Type B electrical sockets with voltage up to 120V and an amp rating of 15A or less. Do NOT plug Spectrum 2500i, Broadband 1500, or Broadband 1500G filters into electrical outlets with voltage higher than 120V or with an amp rating higher than 15A. Also, do NOT use the built-in outlet in these filters with devices that will draw more than 15A of electrical current. *

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<tbody>
<tr>
<td><strong>Spectrum 2500-EF</strong></td>
<td>AC 220V – 240V</td>
<td>Up to 16A (@ 40C)</td>
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</tbody>
</table>

Spectrum 2500-EF filters are designed for use in European countries and other areas around the world with Type E or Type F electrical sockets. Do NOT plug Spectrum 2500-EF filters into electrical outlets with voltage outside the 220V – 240V range or an amp rating higher than 16A. Also, do NOT use the built-in outlet in these filters with devices that will draw more than 16A of electrical current. *

<table>
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</thead>
<tbody>
<tr>
<td><strong>Spectrum 2500-J</strong></td>
<td>AC 220 V – 240V</td>
<td>Up to 10A (@ 40C)</td>
</tr>
</tbody>
</table>

Spectrum 2500-J filters are designed for use in Switzerland and other countries with Type I electrical sockets. Do NOT plug Spectrum 2500-J filters into electrical outlets with voltage outside the AC 220 – 240V range or an amp rating higher than 10A. Also, do NOT use the built-in outlet in these filters with devices that will draw more than 10A of electrical current. *

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</thead>
<tbody>
<tr>
<td><strong>Spectrum 2400G</strong></td>
<td>AC 100V – 240V</td>
<td>Up to 15A</td>
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</tbody>
</table>

Spectrum 2400G filters do NOT have a built-in outlet at their base. They can be used in electrical outlets with voltage anywhere from 100V up to 240V. They come with a Type B plug, but can be used with high quality plug adapters designed for 24/7 use.

* The maximum amount of electrical current (i.e., amps) that a device will draw from an outlet is typically listed on the label of the device.
Greenwave® Filter Disclaimer and Customer Satisfaction Guarantee

Our goal at Greenwave International is to reduce the overall level of dirty electricity (a.k.a. electrical noise, line noise, power line EMI, microsurge electrical pollution) on the wiring in buildings where people spend significant amounts of time (e.g., homes, schools, businesses). Greenwave filters target erratic electrical energy (i.e., harmonics and voltage transients) on building wiring, which is one potential source of RF radiation in buildings. They do NOT eliminate the extremely low frequency (AC 50/60Hz) electric and magnetic fields emitted from wiring, cords, and electrical devices, and do NOT filter ambient ELF, RF, or microwave frequencies directly from the air. While some scientists have shown improvements in health when dirty electricity is reduced in buildings and many individuals have reported such benefits anecdotally, Greenwave cannot guarantee health improvements from the installation of Greenwave filters.

It is important to test the electrical circuitry of a building for wiring errors before installing any sort of electronics and other electrical devices, including Greenwave filters. We advise that you check for wiring errors and correct any problems identified before installing these filters. Wiring errors can cause electrical hazards in homes and other settings, and can also create elevated AC magnetic fields in buildings. These magnetic fields can be amplified when any electrical devices, including Greenwave filters, are plugged into outlets affected by the wiring errors.

We also recommend that you plug electronics and other devices (including Greenwave filters) into outlets or power strips that are at least 1 - 3 feet from beds, desks and chairs, and other places where you or others are stationary for extended periods of time.

Do NOT plug Greenwave filters into electrical outlets that are incompatible with the AC voltage (V) or amp (A) specifications shown on the back of the filters. Doing so may damage the filters and will void the filter warranty and 60-day money-back guarantee. If your electrical system uses direct current (DC) rather than alternating current (AC), please contact Greenwave before purchasing or installing filters.

Greenwave filters deploy capacitance technology to "short out" (shunt) dirty electricity traveling along the wiring in buildings. Some battery-charging devices are not designed to work with high capacitance technologies. Therefore, battery chargers, back-up power supplies, and electric devices that include built-in chargers (such as electric toothbrushes and shavers) should not be plugged into the same wall outlets or power strips as Greenwave filters. Similarly, these items should not be plugged directly into Greenwave filters that include an outlet at their base. In addition, Greenwave filters are not always compatible with solar energy systems and the storage back-up units they use. You should always check with your solar system manufacturer before buying and installing Greenwave filters.

Greenwave filters and other dirty electricity filters that utilize capacitance technology should NOT be used in buildings being powered by a generator (for example during power outages). If you have a generator to provide electricity during power outages or at other times, make sure to UNPLUG your Greenwave filters while the generator is operating. You can plug them back in when power to the grid has been restored and the generator is no longer running.

For Greenwave filters that include a built-in outlet at their base:
The built-in outlet in Greenwave filters can be used ONLY when the filters are plugged into outlets that are compatible with the voltage(V) and amp (A) specifications shown on the back label of the filters and ONLY with electrical devices that are also compatible with these specifications. (See table of voltage and amp specifications provided earlier in this document for details.) Also, as mentioned above, do NOT plug battery chargers, back-up power supplies, or electric devices that include built-in chargers (such as electric toothbrushes and razors) into the outlet at the base of a Greenwave filter. Doing any of the above may damage the filters and will void the filter warranty and 60-day money-back guarantee. Additionally, some battery back-up systems and electrical devices that include built-in battery chargers will not charge properly or fully charge when they are plugged into or near a Greenwave filter.

Greenwave, and any of its global distributors, are not responsible for inappropriate use of Greenwave-SOLS filters and meters, when used outside of directions and parameters provided with the product installation and use guidelines.

If you’re not completely satisfied with Greenwave filters, you may return them to Greenwave International within 60 days of purchase for a refund or credit. A 5% restocking fee may be imposed on returns, unless the return is due to a manufacturer defect in the product or a shipping error.

Updated 12-12-22
**Greenwave Return Policy**

If you are not completely satisfied with Greenwave® filters, you may return them to Greenwave International within 60 days of purchase for a refund or credit. The Greenwave® Broadband EMI Meter may be returned due to manufacturer defects.

**Restocking Charge:**
A 5% restocking fee may be imposed on all returns, unless the return is due to a manufacturer defect in the product(s) or a shipping error.

**Return Shipping Charges:**
The customer is responsible for return shipping charges, unless the return is due to a manufacturer defect in the product(s) or a shipping error.

**Return Shipping Requirements:**

- An original invoice/receipt must accompany all returns.
- Return products MUST be wrapped/protected in bubble wrap and sturdy packaging similar to that in which they were received.
- Returns will be accepted only if they are undamaged and in saleable condition, unless the return is due to a manufacturer defect in the product(s).
- Return shipments MUST be able to be tracked. Contact Greenwave International with a tracking number for your return shipment.

customerservice@greenwavefilters.com
1-800-506-6098 or 1-415-275-3485

**Disposal Guidelines**

Greenwave dirty electricity (EMI) meters and filters include electronic/electrical components, and therefore, should NOT be thrown away as part of your unsorted municipal waste (i.e., regular trash).

Instead, the meter and filters should be taken to a location that can handle the proper treatment, recycling, or environmentally sound disposal of electronic/electrical equipment. (For example, in many European countries, you can take old electronics and other electrical equipment to a local WEEE collection point.) If you are not sure where to take your old meter or filters, please contact Greenwave for help.

By disposing of your old Greenwave meter and filters properly, you are helping protect the environment, human health, and raw material supplies, and maintain sustainable development.

*(NOTE: The estimated lifespan of Greenwave filters (i.e., mean time before failure) is approximately 200,000 hours, which is ~ 22.8 years.)*

**Returns Due To Product Defects or Shipping Errors:**
For defective products or shipping errors, contact our customer service department for replacements or to arrange for a refund. In these cases, Greenwave International will cover return shipping charges.