

## FREQUENTLY ASKED QUESTIONS

### GENERAL QUESTIONS

#### ***Do you have a catalog?***

Yes, you can either download a PDF file from our [Products Page](#) or [Contact Us](#) and we will send a brochure directly to you.

#### ***How does the system work?***

Misters Unlimited™ transforms virtually any outdoor environment into your comfort zone through “flash evaporation.” Our Outdoor Comfort System™ is a HIGH pressure (1000psi) and LOW volume system (1gph/jet). The combination of our High Pressure Marine grade pumps and ultra fine Mister Jets™ create microscopic droplets that are finer than fog! When exposed to the surrounding sun light, the water molecules instantly “flash evaporate” while cooling the area, purifying the air and naturally repelling insects.

#### ***What voltages are the Mister Pumps available in?***

The Mister Pump is available standard 115V, 230V or 12V DC, with European Voltage available upon request.

#### ***Do you have examples of installed systems?***

Yes! Check out our [Photo Gallery](#) to see the most recent installations.

#### ***Are you the only company that sells Mister Unlimited™ products?***

Misters Unlimited™ currently has authorized distributors in TX, NC & FL. Click here for [Distributor's](#) information.

#### ***What kind of warranty is offered?***

Click [here](#) to see our Warranty Information.

#### ***Do you ship outside of the United States?***

Where ever you are, we will ship to you.

#### ***How long after I place my order will the products ship?***

Standard systems will normally ship within 3 to 5 business days. Rush shipments are available. For customized system orders, shipping will vary depending on product availability but normally ships within 2 weeks. In stock accessory part orders will ship within 24 hours of ordering.

#### ***Which shipping carriers do you use?***

We use both Federal Express and DHL to ship all of our products. If you prefer one carrier over the other, please let us know when you place your order.

## **PRODUCTS QUESTIONS**

### ***How do I know which system is best for me?***

If you are uncertain about which system is right for you, please complete our [Custom Design Form](#). Based on the information that you submit, we will recommend the right system for your area.

### ***How much temperature reduction can I expect from a misting system?***

Depending on humidity, perimeter misting can reduce temperatures up to 30 degrees in Arizona and 15 degrees in Florida. A typical AC unit is 18 degrees on first pass in perfect conditions.

### ***What is the water consumption?***

The water consumption of each Misters Unlimited™ system is determined by the number of jets misting at any one time. The consumption of each jet is easily calculated. Each jet consumes only 1 gallon per hour (1 gph/jet). If you have 4 jets going for the 3 peak heat hours of the day, 12 gallons of water will be misted.

### ***What is the recommended water pressure?***

We recommend setting the pressure gauge at 1000psi when running the system to achieve the “flash evaporation” affect. The higher the pressure - the finer the mist. If you choose to run the system at less than 1000psi, the mist will have a tendency to linger in your area, creating larger water droplets and moisture accumulation.

### ***What is the purpose of the Mister Jets™?***

The purpose of our Mister Jet™ is to finely mist an area without getting you wet. Our standard Mister Jet™ has an orifice .008" (8/1000 of an inch) which is smaller in diameter than a human hair. This allows the Mister Jet™ to have the “flash evaporation” affect.

### ***Do you offer Brass Mister Jets™?***

We do offer Brass Mister Jets™. Brass Mister Jets™ are standard for landscaping projects because they are less obvious and actually blend in with the foliage better than stainless steel jets. In other applications, we use Stainless Steel Mister Jets™.

### ***What is the Anti-Drip Adapters?***

The Anti-Drip Adapter consists of ball and spring. When installed prior to the Mister Jets™, it helps prevent jet leakage when the system is shut off.

### **What maintenance is required?**

- For the Mister Jets™: Periodic cleaning of the jets is recommended if the jets become clogged. Soak the jets in CLR or Vinegar to clean the jets.
- For the PM10 Mister Pump: Maintenance and service for our PM10 Mister Pump is easy. The filter, located in the large external canister, should be replaced approximately every 3 months (depending on use). Simply unscrew the clear filter canister, dispose of the used filter, rinse canister clean, replace with new filter and reattach new filter-canister to the PM10 Mister Pump. Thus, the need to ever have to enter the sealed PM10 Mister Pump compartment is eliminated. It is that easy!
- For the Mister High Capacity Pump: An annual “check-up” for the pump is recommended. This check-up should include changing of the oil and the filter elements. Oil changes are required after 500 hours of use. Filter elements are dependant on local water conditions, but at a minimum should be changed once each season.

Note: If the installation is subject to freezing and is not in use, the system should be completely drained of water, including the emptying of the filter canisters each fall and placed indoors for winter.

### **What parts need to be replaced, if any?**

Depending on use, the filter cartridge should be replaced every 3 months or once each season. The Mister Jets™ need to be replaced approximately every year.

## **INSTALLATION QUESTIONS**

### **When deciding where to place the pump, what should be considered?**

Location, location, location. The pump needs to be placed in an accessible area in order to be able to turn the system on and off and to perform maintenance on the pump. The location of the water source and electrical source also need to be considered. For a standard 115V system, all that is required is a standard electrical outlet and a water source. It is not a problem if the water source and electrical source are not together. Prior to designing your system, you will have to decide where the pump will be installed and then the distance each source is from the pump.

### **What are the spacing recommendations for the Misters Jets™?**

Spacing is determined by the height of the overhang you are attaching the Mister Jets™ to.

- 8' should have Misters every 36"
- 10' should have Misters every 30"

- 12' should have Misters every 24"

If you are misting a landscaping area or an area without an overhang, spacing is dependent on the amount of mist that you desire. The closer the spacing the more mist you will get.

***At what angle should the Mister Jets™ be pointed?***

A 45 degree angle away from the area to be cooled works best with the least amount of residual moisture.

***How long does it take to install the system?***

Misters Unlimited™ has been designed with the installer in mind. Your Misters Unlimited™ system can be up and misting in a matter of hours depending on your system application. Installs can take anywhere from a few hours, to a day's work.

***Will Misters Unlimited™ install my system for me?***

Depending on your location, Misters Unlimited™ or one of our [Authorized Distributors](#) can assist you with your installation - either by doing the installation for you or helping you plan out your installation when designing your system. Please [Contact Us](#) for more information.

***Is an electrician needed to install the system?***

No. The system was designed for easy installation. As long as a standard electrical outlet is available, an electrician is not needed. If you would like to have an electrical switch separate from the pump in order to turn the system on and off, you would have to have an electrician install that switch.

***What do I do if the system is installed but doesn't work?***

See our [Troubleshooting](#) Section to determine where the problem is.

***Still have questions?***

[Contact Us](#) directly.