

Wellness Install FAQ

May 2025

The purpose of this FAQ is to help guide teams as they navigate conversations related to indoor wellness solutions.

1. What will be installed in my home?

Based on an initial evaluation of your home and installation environment, we may install some variation of the following:

- Portable air purification unit (approximately 2-6 per home depending on square footage and # of bedrooms)
- Kitchen point-of-use under sink water filter (1 per kitchen sink on the cold-water line)
- Nightlight (1 per full bathroom)
- Excess humidity control switch (1 per full bathroom)

2. How long will it take to install all enhancement features?

It should take 2-3 hours for all enhancement features to be installed.

3. What specifically does the water filtration solution help do/filter?

This water filtration technology is specifically designed to address several different contaminants that may be present in the water and is NSF 53 certified for the removal of cysts, lead, as well as perfluorooctanoic acid (PFOA) and perfluorooctane sulfonate (PFOS) – also known as forever chemicals.

4. If you're installing an air purification unit, what will it do that is *not* already being done? Is the air quality in my home currently poor?

No, we have no reason to believe that the air quality in your home is poor or unsafe. When it comes to indoor air quality, daily activities such as cooking, cleaning and sharing spaces with pets generate particulate and chemical pollutants that can linger in the air at high concentrations. Air purifiers work to reduce these pollutants, helping to improve the overall air quality of your home.

Additionally, air purifiers in your home can reduce outdoor pollutants, such as pollen or smoke, that may get inside.

5. What specifically does the air purification solution help do/purify?

These standalone purifiers help filter the air throughout your home, reducing airborne pollutants like mold spores, dust (down to 0.3 microns), pet dander, smoke and pollen.

6. How long will these products be in my home?

The wellness solutions (i.e., products) will remain through the duration of your residency.

7. Why isn't my home receiving wellness upgrades?

This first phase of homes was chosen based on a variety of like-type home factors, including floor plan, location, etc. The first phase of the wellness expansion will allow us

to gain data and feedback on the selected variety of homes and better prepare for the remainder of the expansion. We are committed to further expansion to all homes within our portfolio and continue to work with the Army to best serve our residents.

8. My home didn't get these product upgrades. Does that make it less safe?

There is no information to indicate that your home is not safe without these products. At this time, we are installing select wellness products in a phased approach, with a subset of residences to start. Phase 2 timing is to be determined. These products are designed to simply enhance your experience.

9. How do I prepare for installation?

Prior to installation, we ask that you remove any items from under your sink.

10. Will residents be charged for these products?

No, we provide the products and installation at no charge. We will also provide ongoing maintenance services and filter replacements on a regular schedule.

11. Can I move the air purifier?

The air purifiers have been positioned for optimal performance and impact throughout your home. As a result, the air purifiers can't be moved.

12. How often do I need to change the filters?

Maintenance technicians will change the air and water filters every 12 months.

13. Can I turn off the air purifier or change the setting?

You can adjust the setting per the guidance listed in the one-page leave behind, but you should still refrain from moving any hardware.

14. What should I do if a weather app or some other source advises that the air quality in my area is poor?

Fan speed can be increased to high-P3 or turbo-P4 depending on the severity. If choosing P4, it is recommended to use it only for a short period. Additionally, it is recommended to close windows and turn off window AC units to minimize indoor air pollution during these events.

15. Will I be charged if any of the products are removed or damaged during my tenancy?

Yes, these products will be considered as appliances and will be subject to the same expectations as outlined in the Resident Responsibility Guide (RRG).

16. What if I don't want these installed in my home?

Each of the wellness solutions is designed with you and your family in mind to boost resident comfort and enhance your indoor living experience.

17. Does this cost me anything? What about the extra electricity cost?

The products are being installed at no extra cost to you as long as they are not damaged and remain in the home upon move-out. They use a minimal amount of electricity.

18. How often will you need to access my home and for what?

Corvias Property Management maintenance technicians will perform ongoing preventative maintenance. In limited cases, Vitacorps technicians may service the solutions.

19. What data will be collected in my home? Will I be able to see it?

For Prototype Program and audit homes only, the data collected (which will not be visible to you) helps calibrate and optimize the performance of the program. Some of the data is also required to be submitted as part of the WELL for residential certification application. Below are some examples of what we will be measuring:

- **Air, Temperature & Humidity:** We will monitor carbon dioxide, particulate matter (such as dust, dirt, pet dander, smoke), total volatile organic compounds (chemical smells from foods, furniture, cleaning supplies and other common sources), relative humidity and temperature.
- **Water:** We will look at concentrations of any heavy metals, chlorine and microorganisms, among other contaminants.
- **Light:** We will measure light levels, light color and how well the light renders the color of other objects.

20. Is air quality testing happening in my home as part of this prototype?

The air quality monitoring sensors installed in the home will identify different sizes of particulates – which could reflect pet dander, dust, dirt, smoke or other airborne materials – as well as total volatile organic compounds, relative humidity and temperature.

21. Why was my home chosen for a follow-up performance evaluation?

IWBI has chosen a select number of homes at random to evaluate the performance of each wellness solution in your home. This is part of the WELL for residential certification effort.

22. Will I be able to see the data from the performance evaluation?

All data from the performance evaluation is maintained by our delivery partner, Vitacorps. We can request that information for you as soon as it is ready.

{Note for the Corvias team: If a resident requests this information, please notify your RCS. The RCS will connect with Jim Curtis at Vitacorps.}

Product Troubleshooting Questions and Answers

1. What should I do if the filter light on my air purifier turns on?

If the indicator light turns on, signaling that it has been 6 months since the last filter change, please enter a work order through the Resident Portal or by contacting your community center to replace the filter if a service hasn't been scheduled already.

2. What should I do if the front cover on my air purifier falls off?

Carefully lift the front cover and place it back onto the device; once the cover is securely in place, you can power the unit back on using the power button on the side panel.

3. What should I do if my air purifier stops working?

Try the following troubleshooting steps:

- a. **Step 1:** Confirm the unit is plugged into a working outlet.
- b. **Step 2:** Confirm the front cover is correctly in place. This may require removing the front cover and putting it back on.
- c. **Step 3:** If the air purifier still does not power on, please enter a work order through the Resident Portal or by contacting your community center

4. What should I do if the indicator light on my under-sink water filter is blinking blue or red?

- a. **Blinking blue:** The blinking blue light indicates that the timer was set correctly. Each blink represents 3 months of remaining filter life. No immediate action is required.
- b. **Blinking red:** A blinking red light signals that the filter timer needs to be reset. Report this issue to please enter a work order through the Resident Portal or by contacting your community center

5. My water filter is leaking, what should I do?

Please turn off the water supply if it is safe to do so. Then, immediately enter a work order through the Resident Portal or by contacting your community center.

6. What should I do if I hear an unusual noise from my air purifier?

If you detect an unusual noise from the air purifier, it is likely due to an obstruction in the fan or the vent. Prior to any investigation, please unplug the unit immediately to prevent any potential damage or safety hazards. Then please enter a work order through the Resident Portal or by contacting your community center. They will inspect and address the problem, ensuring that the unit is safe and functional before it is used again.

7. What should I do if the water tastes unusual after installing a new filter?

If the filter was recently installed, let the water run for a few minutes before drinking it for the next couple of days; if problems persist, please enter a work order through the Resident Portal or by contacting your community center

8. What should I do if there is a power outage and my breaker is reset?

Turn the air purifier back on by pressing the power button and selecting the appropriate fan speed; next, press the sun/moon icon until the front display indicator is no longer illuminated.

9. What should I do if my water pressure is low?

Please enter a work order through the Resident Portal or by contacting your community center.

10. What should I do if my light bulbs are flickering or stop working?

Make sure the light switch is flipped to the “off” position. Next, confirm the bulb is screwed in properly; then please enter a work order through the Resident Portal or by contacting your community center if the problem continues.

11. What should I do if my light bulb is making a buzzing sound?

Make sure the light switch is flipped to the “off” position. Next, confirm the bulb is screwed in properly; then please enter a work order through the Resident Portal or by contacting your community center if the problem continues.

12. What should I do if there is a red light on my bathroom outlet nightlight?

Press the reset button, located in the center of the outlet. If the issue continues, please enter a work order through the Resident Portal or by contacting your community center.

13. What should I do if my exhaust fan turns off before I leave the bathroom?

Remove the sensor cover and confirm the timer dial is set to 30 minutes and sensitivity is set to high. If the problem continues, please enter a work order through the Resident Portal or by contacting your community center.



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WATER QUALITY

Being well-hydrated improves our sleep, cognition and mood.¹

Water comprises over 50% of an adult's body weight and facilitates critical functions such as carrying nutrients and oxygen to our cells, removing waste from our bodies, and regulating our body temperature.²

While we tend to take the quality of our tap water for granted, it can contain contaminants such as bacteria, heavy metals and chemical additives that can impact our health in both the short- and long-term.

Hydration with Water Solutions

The selected water quality systems include carbon filtration, filtering contaminants and minimizing chlorine taste and odor, along with the following benefits:

- **Cleaner Water:** Filter contaminants like microorganisms, heavy metals and chemical additives.
- **Carbon-filtered water:** Minimize chlorine taste and odor with carbon filtration.
- **Savings for You and the Planet:** More cost-effective than bottled water, with a lower environmental impact.

1. Harvard T.H. Chan School of Public Health. 2017. The importance of hydration. <https://www.hsph.harvard.edu/news/hsph-in-the-news/the-importance-of-hydration/>. Accessed May 30, 2023.
2. Mayo Clinic Health Systems. Water: Essential for your body. Published September 29, 2022. <https://www.mayoclinichealthsystem.org/hometown-health/speaking-of-health/water-essential-to-your-body>



Over 170 water quality solutions were compared and reviewed using the following criteria:

- Ability to reduce a broad range of contaminants, including the following:
 - PFAS
 - Heavy metals
 - Microorganisms (cysts)
 - Chlorine
 - Taste and Odor
- Undersink filtration systems with 100% recovery
- Ability to connect to water faucet with standard flow rate
- Easy to install and maintain



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LIGHT QUALITY

Light affects many functions of our body, including the sleep-wake cycle, alertness, mood, cognition and metabolism.

Our bodies are naturally programmed to function on a cycle that matches the solar day.

While bright light during the day can help maximize mental acuity and productivity, our light patterns across the 24-hour day should mirror the sun – which means darkness at night. Exposure to light during sleep time – even in small quantities – can dramatically impact our circadian rhythms and lead to melatonin suppression.^{1,2} Exposure to artificial light at night has been found to result in increased subjective alertness and decreased sleep efficiency and total sleep time.³ Night lighting that is dim, contains minimal blue light, and is activated by low ambient light levels can help reduce disruptive bright light exposure at night.

Light has a powerful effect on our bodies, from our moods, energy levels and alertness, to our sleep/wake cycle and cognitive functions.

- Exposure to light regulates your body's circadian rhythm—a biological process that works on a 24-hour cycle and determines your natural sleep-wake cycle.
- Lighting that is designed to support your body's circadian rhythm can help to positively affect your comfort, mood and alertness throughout the day and into the evening.



The selected night lighting provides illumination for safer navigation while minimizing sleep disruption.

- Eliminating blue light exposure at night helps to ensure normal production of melatonin, a hormone that regulates sleep.
- Circadian disruption in the human body has been associated with poor sleep, increased mental and physical stress, type 2 diabetes, and other chronic illnesses.

1. Navara KJ, Nelson RJ. The dark side of light at night: physiological, epidemiological, and ecological consequences. *Journal of Pineal Research*. 2007;43(3):215-224.
2. Phillips AJK, Vidafar P, Burns AC, et al. High sensitivity and interindividual variability in the response of the human circadian system to evening light. *Proc Natl Acad Sci USA*. May 2019;201901824. doi:10.1073/pnas.1901824116.
3. Yang M, Ma N, Zhu Y, et al. The Acute Effects of Intermittent Light Exposure in the Evening on Alertness and Subsequent Sleep Architecture. *Int J Environ Res Public Health*. 2018;15(3).



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EXCESS HUMIDITY MANAGEMENT

Controlling excess humidity does more than just reduce unpleasant damp odors and prevent condensation.

It aids in protecting the quality and comfort of your home.

Bathrooms are often damp environments, which can encourage the growth of mold and mildew or damage surfaces like wood, drywall, paint and metal fixtures. Over time, moisture can cause these materials to rot, peel, warp or rust. This can lead to expensive repairs or replacements.

Reducing humidity can help maintain better air quality in the bathroom and the rest of your home.

Say goodbye to allergens.

Certain rooms, such as bathrooms, are particularly prone to the buildup of excess humidity.

To address this, the selected excess humidity control technology helps reduce moisture levels and improve air circulation. This reduces the potential for allergens to thrive, particularly in geographic areas that are more prone to humid conditions.





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AIR QUALITY

Improved indoor air quality can help our physical resilience and overall well-being.¹

Indoor air quality can be up to 5x worse than the air outdoors.

Indoor environments can influence almost every aspect of our lives, from our moods and energy levels to our sleep and productivity. Although we might not always be conscious of the air we breathe while indoors, indoor air quality (IAQ) can be up to five times worse than the air outside. From mitigating airborne virus transmission to reducing particulate matter generated when cooking with gas stoves, improving IAQ has become a top priority to promote well-being and peace of mind.

Breathe Easier While At Home

The selected advanced air quality technology utilizes HEPA filtration, which is designed and proven to reduce particulate pollutants such as fine particles, pollen, pet dander and airborne pathogens, including mold spores, viruses and bacteria.

The selected air purifier can help improve air quality, which in turn can help to:

- Improve cardiovascular and respiratory health²
- Reduce stress³ and support immune health⁴
- Boost productivity and cognitive performance⁵
- Improve sleep quality⁶
- Mitigate airborne virus transmission⁷



1. Laurent JGC, MacNaughton P, Jones E, et al. Associations between acute exposures to PM_{2.5} and carbon dioxide indoors and cognitive function in office workers: a multicountry longitudinal prospective observational study. *Environmental Research Letters*. 2021;16(9):094047. doi:10.1088/1748-9326/ac1bd82.
2. Weichensthal S, Mallach G, Kulka R, et al. A randomized double-blind crossover study of indoor air filtration and acute changes in cardiorespiratory health in a First Nations community. *Indoor Air*. 2013;23(3):175-184. doi:10.1111/ina.120193.
3. Li H, Cai J, Chen R, et al. Particulate matter exposure and stress hormone levels. *Circulation*. 2017;136(7):618-627. doi:10.1161/circulationaha.116.0267964.
4. Glencross DA, Ho TR, Camiña N, Hawrylowicz CM, Pfeffer PE. Air pollution and its effects on the immune system. *Free Radic Biol Med*. 2020;151:56-68. doi:10.1016/j.freeradbiomed.2020.01.1795.
5. Allen JG, MacNaughton P, Satish U, Santanam S, Vallarino J, Spengler JD. Associations of cognitive function scores with carbon dioxide, ventilation, and volatile organic compound exposures in office workers: A Controlled Exposure Study of green and conventional office environments. *Environmental Health Perspectives*. 2016;124(6):805-812. doi:10.1289/ehp.15100376.
6. Ström-Tejsten P, Zukowska D, Wargocki P, Wyon DP. The effects of bedroom air quality on sleep and next-day performance. *Indoor Air*. 2016;26(5):679-686. doi:10.1111/ina.122547.
7. Nair AN, Anand P, George A, Mondal N. A review of strategies and their effectiveness in reducing indoor airborne transmission and improving indoor air quality. *Environmental Research*. 2022;213:113579. doi:10.1016/j.envres.2022.113579