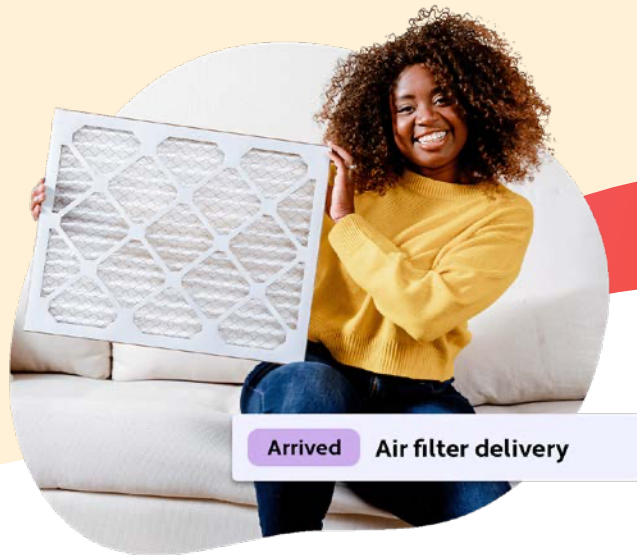


FREQUENTLY ASKED QUESTIONS

Air Filter Delivery



Why is it important that I change my air filter regularly?

Regularly changing your air filter greatly reduces HVAC issues and repairs. A clean air filter allows your system to use less energy on a daily basis, leading to a 10-15% reduction in energy costs. By changing your air filter when you receive a new shipment, you'll remain in compliance with your lease agreement and have cleaner air for you and your family.

When will I receive my air filter?

Filters are shipped by Second Nature on a regular cadence to our residents. Your first shipment should arrive within the first 30 days of your move in date.

What kind of air filters does Second Nature send?

Second Nature supplies quality, MERV 8 rated filters which arrive with instructions on how to change your air filter, advice on where your air filter may be located, and direct access to Second Nature's customer service number.

I use high rated filters in my home due to a medical need, can I receive a higher rated filter?

Second Nature will be happy to upgrade the quality of your filter. Please email their customer care center at residenthelp@secondnature.com.

My filter shipment was lost, damaged, included the incorrect size/quantity, what do I do?

Second Nature will gladly send you a free replacement. Please email their customer care center at residenthelp@secondnature.com.