

HVAC Filter Delivery details

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

Regularly changing your air filter greatly reduces the risk of an HVAC related issue occurring while you live in your home by preventing dirt, dust, and other contaminants from accumulating within the duct work or on the mechanics of your HVAC system. 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 prior in line with the stamped expiration date on each filter, you'll maintain compliance with your lease agreement.

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 call their customer care center at **1-800-308-1186** or email them at **hello@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 call their customer care center at **1-800-308-1186** or email them at **hello@secondnature.com**.

