

FAQs

What is an air filter subscription? How does it work?

FilterTime offers a hassle-free air filter subscription service that delivers the right filters to your properties at the right time. Simply set up a plan based on your property's needs, and we'll handle the rest—ensuring clean air and efficient HVAC systems without the upkeep hassle.

How much does air filter delivery cost?

Air filter cost varies depending on the filter type and how many filters you ship to a given address at a time. [Click here](#) to view our pricing sheet. Note, these prices do not include state tax and shipping is always free.

How do I roll out air filters for my properties or tenants?

Rolling out FilterTime is simple! You can enroll individual units or entire portfolios, customize filter sizes, and choose the delivery schedule that works best. Filters can be shipped directly to tenants or to your management office for easy distribution. [Click here](#) for a detailed breakdown of how to upload your properties to your FilterTime dashboard.

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What type of air filter do you ship?

We offer MERV 8, MERV 11, and MERV 13 filters in all standard sizes, including box filters (3–5 inches thick). Need a precise fit? You can customize your filter size down to an eighth of an inch, ensuring the perfect match for your HVAC system.

What payment types are accepted?

We accept credit cards, ACH (bank payments), and checks for flexible and convenient billing.

What quality filter do I ship? Is it possible to vary filter quality by property [upgrade]?

We offer MERV 8, MERV 11, and MERV 13 filters in all standard sizes, including box filters (3–5 inches thick). Most property managers use our MERV 8 filters as these are standard filters that typically only need to be changed every 90 days. However, if you have properties in warmer states like Florida, Texas, or Arizona, it may be recommended to replace the filter every month. You can certainly vary filter quality by properties. If you have a tenant with severe allergies, you may opt in to a higher quality filter such as a MERV 11 or MERV 13 (note: these filters capture more particles and may need to be changed more frequently). Our program is designed to fit you and your residents' needs, offering a completely customizable subscription type.

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What timeline should I ship filters on? Is it possible to ship on varying timelines?

Yes, you can ship air filters on varying timelines. The timeline of your shipment is completely up to you. We recommend shipping air filters in bulk on a quarterly, 4-month, 6-month, or annual basis as this is the most cost effective option. [Click here](#) to check out our pricing sheet. The second page of this sheet displays three of our most popular shipment timelines and filter types.

Is the process integrated?

FilterTime currently integrates with APM Help, RentCheck, Piñata, and Latchel. To learn more about these integrations, contact us at team@filitertime.com.

Are air filters date stamped?

Yes, we date stamp all of our filters.

Are FilterTime air filters pleated filters or some other type?

Yes, we use pleated air filters (not the collapsable filters).

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How am I billed? Is there a monthly recurring fee?

You are billed each month with a net-30 day billing cycle. You will receive a monthly invoice via email that includes an itemized, detailed list of your shipment billing history from the previous month.

Is there an Agreement?

Yes. The two page Agreement outlines FilterTime's obligation to ship filters on your behalf and your obligation to add and maintain property information and filter details. It also includes details for your subscriptions: shipping timeline, filter quality. The Agreement is not binding and can be canceled at any time.

What does the onboarding process look like?

Once you sign the agreement, you will receive an email invite to set up your account. Once you access your account, you can begin uploading your properties. [Check out this article here](#) for a detailed walkthrough on how to upload your properties.

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How do I login?

[Click here](#) to access the log in page. You can also get to this link from filtertime.com by clicking on "Subscription Log In" in the top right corner.

How do I add a box filter? I can't find 3", 4", 5" size options.

If you need to add a box filter to your account, click on the orange button that says "+ Add New Box Filter Subscription" from your FilterTime dashboard.

How do I submit/request a reshipment?

FilterTime is happy to send a complimentary replacement if a filter order is damaged, lost in transit or a wrong size is received due to fulfillment error. A request should be made by visiting [this page here](#) and submitting the form. No photo documentation is needed.

If the property was uploaded with the wrong filter size and you need a shipment out of your normal shipping cycle, you can make the modification in the portal and email team@filtertime.com with the subscription number and filter update/request. FilterTime will help facilitate the off schedule shipment.

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How do I set up the frequency on my user template?

In column F of the [template](#), you'll see "Frequency." Here, you will type a number which represents the number of month(s) you want to ship to the filters out. For example, if you want to ship the filters out every 3 months, you would put "3."

I have a lot of properties that need an air filter subscription.

Can I upload them in bulk?

Yes, you can upload properties in bulk. To do so, fill out [this template here](#). Once you fill out the template, click on "Import" at the top of your dashboard. Select the file and upload your template. A member from the FilterTime team will review your data to ensure everything was imported correctly. Once a team member approves your upload, the air filters will start being processed based on the start date you selected in the template.

I can't find the filter I need. Is it available?

Yes, we provide custom air filter sizes down to an eighth of an inch, ensuring the perfect match for your HVAC system. When adding your properties, click on the "Size" drop down under the "Air Filters" section and select "Custom Size." From here, you can enter your custom sizes.

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How can I ensure my resident is changing their filters?

While FilterTime can't directly verify filter changes, we've partnered with [RentCheck](#), a resident-led property inspection platform, to help property managers track replacements. With the FilterTime + RentCheck integration, residents receive a work order and are required to upload photos of their old and new filters at replacement time. The system prevents duplicate photo uploads, and our filters are date-stamped for added verification. Beyond this integration, you can implement best practices like automated email reminders to encourage residents to stay on top of their filter changes, helping maintain HVAC efficiency and air quality.

Why can't I change the air filter quality for my uploaded properties?

When setting up your subscriptions or making adjustments to a current subscription, you might find that you don't have the ability to select a different air filter quality. Since our pricing varies based on air filter quality, we do not allow users to change that air filter quality/type from the backend, as this will affect your pricing. If you wish to change the air filter quality for any of your properties, please contact us at team@fildertime.com and we would be happy to assist.

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My tenant did not receive their filter even though the status says delivered. What should I do?

If a tenant does not receive an air filter with a "delivered" status, simply fill out the form on [this page here](#) and we will send the tenant a complimentary replacement filter, no questions asked.

My tenant received a damaged air filter. What should I do?

If a tenant receives a damaged air filter, simply fill out the form on [this page here](#) and we will send the tenant a complimentary replacement filter, no questions asked.

Have a question you don't see mentioned? Send us an email at team@filtertime.com and we'll be happy to help.