



Mar 8, 2023

FAQ of 3M Respirators

Division	3M™ Surgical Face Masks	Nexcare™ Face Masks		3M™ N95 Respirators			
Model Number	T1926	Earloop Mask	Comfort Mask	N95 Particulate Respirator	9205+ N95 Particulate Respirator	N95 Health Care Particulate Respirator	
Relevant Product Picture							
5	Distribution Channels	3M Authorized Distributors: Clinicon Medical - 2730-1883 Jacobson Medical - 2596-1832 Healthy Medical - 8338-3333 and official online shop at HKTVMall (http://bit.ly/2XMLLSO)	Designated pharmacies, homeware stores and official online shop at HKTVMall (http://bit.ly/2XMLLSO)	Designated Mannings, pharmacies, cosmetics stores, department stores, book shops, homeware stores and official online shop at HKTVMall (http://bit.ly/2XMLLSO)	Builderhood (https://tinyurl.com/2p82bas4) iFi eStore (https://tinyurl.com/5b69r9k) HKTVMall (https://tinyurl.com/wueacyb) Home Delight (https://tinyurl.com/yck6dsxr) ASHOP (https://tinyurl.com/4pze8uzk) 3M Authorized Distributors: Henry Chemical – 2881 6833 Atlas International – 2797 9193 Safetech - 2687 4038	Builderhood (https://tinyurl.com/35ksbws) iFi eStore (https://tinyurl.com/3u8ee6mc) Home Delight (https://tinyurl.com/2uikunr8) ASHOP (https://tinyurl.com/ylyc7y6kk) 3M Authorized Distributors: Henry Chemical – 2881 6833 Atlas International – 2797 9193 Safetech - 2687 4038	Builderhood (https://tinyurl.com/2p9fu7mb) iFi eStore (https://tinyurl.com/2p8va2ua) Home Delight (https://tinyurl.com/y4ve6wa) ASHOP (https://tinyurl.com/wefjv9dd) 3M Authorized Distributors: Henry Chemical – 2881 6833 Atlas International – 2797 9193 Safetech - 2687 4038
6	Suggested retail price (recommended by 3M, but each distributor can set the selling price at its own discretion)	HKS65 per box (50 pieces)	HKS12 per pack (5 pieces)	HKS37 per box (1 piece)	8210: HKS165/Box (20 pieces) 9010CN: HKS280/Box (50 pieces)	HKS4,630/Carton (400 pieces) 1860/1860S: HKS300/Box (20 pieces) 1870+: HKS350/Box (20 pieces)	
7	How about the current supply of respirators?	Available	Available	Available	Available	Available	
8	How to check the expiry date of the respirator?	Please refer to the expiry date on the packaging 	Shelf life: 3 years	Shelf life: 5 years (from the manufacture date on the packaging) 	Normal shelf life: 5 years (from the manufacture date on the packaging) Please refer to the best-use-before date on the following packaging 		
9	How to differentiate an authentic respirator from a counterfeit?	A 3M logo should be found at the lower right hand corner of the mask	Nexcare brand and the lot number should be found on the packaging and the product.	Nexcare brand and the lot number should be found on the packaging and the product	Customers are advised to purchase 3M™ N95 respirators from 3M authorised distributors or 3M official online flagship stores to ensure that they get the genuine and authorised products. Any suspected case of counterfeit, please visit the URL below: https://engage.3m.com/covid19-fraud-bill-hk or report to the Customs and Excise Department.	Any suspected case of counterfeit, please visit the URL below: https://engage.3m.com/covid19-fraud-bill-hk or report to the Customs and Excise Department.	
10	What are the correct procedures to don a mask or respirator?	1. Cover the nose and mouth with the mask, and the metallic strip should be on top. 2. The blue side of the mask should face outwards with the metallic strip on top. 3. Position the elastic bands around the ears and keep the mask securely in place. 4. Cover the nose, mouth and entire chin with the mask. 5. Press the metallic strip against the nose bridge with fingers.	1. Tie the black bands on both sides of the mask to form earloops. 2. Cover the mouth, nose and chin with the white lining side. 3. Position the earloops around the ears to secure the mask in place. 4. Press the metallic strip on the nose bridge to form a custom seal.	1. People wearing glasses should remove the glasses first. 2. Loosen the two headbands in advance (applicable for 8210). 3. Cover the nose and mouth with the respirator, and the metallic nose strip should be on top. 4. Pull the upper headband up and over the head, place it on the back of the head, right above the ears. 5. Pull the lower headband up and over the head, place it behind your neck, right below the ears. 6. Press the metallic strip along your nose bridge by using the forefingers and middle fingers until it form a complete seal-to-face fit. 7. Positive pressure check (for respirators without exhalation valve): Cover the respirator completely with both hands and exhale. The respirator should be slightly bulging. If the air leaks from the edge of the respirator, it indicates improper wearing. Please reposition the respirator or readjust the metallic nose strip. 8. Negative pressure check (for respirators with exhalation valve): Cover the respirator with both hands and inhale vigorously. The respirator should be slightly curving in. If air enters from the edge of the respirator, it indicates improper wearing. Please reposition the respirator or readjust the metallic nose strip.			
11	Any precautions to take before and after wearing the masks/respirators?	1. Clean the face and hands thoroughly. 2. Ensure there is no damage to the mask. Beware of the shelf life and check if the original packaging is alright. 3. Do not touch the outside of the mask while removing it. 4. Dispose of the used mask immediately into a lidded trash bin. 5. Wash your hands or rub them with alcoholic disinfectant afterwards.	1. Clean the face and hands thoroughly. 2. Ensure there is no damage to the mask. Beware of the shelf life and check if the original package is alright. 3. Cleaning: dilute mild detergent with water, put the mask in, gently rub it by hand, rinse thoroughly, and dry it in a cool place.	1. Clean the face and hands thoroughly. 2. Beware of your own health conditions. 3. Ensure there is no damage to the mask. Beware of the shelf life and check if the original packaging is alright. 4. Do not touch the outside of the mask while removing it. 5. Dispose of the used mask immediately into a sealed bin. 6. Wash your hands or rub them with alcoholic disinfectant afterwards.			
12	Who are not suitable to wear the masks/respirators?	Allergic to the materials of the face mask	Allergic to the materials of the face mask	No respirator should be used: 1. when the ventilation is poor, one has difficulty in breathing, or while sleeping. 2. on children under 3 years of age for the vital capacity of their lungs is relatively low.	Please don't wear respirators, or consult healthcare professionals before use if you are: 1. suffering from any respiratory diseases, such as asthma or emphysema; or 2. pregnant; or 3. feeling unwell after putting on the respirators, such as feeling difficult to breathe, dizzy or lightheaded.		
13	Does wearing a N95 and surgical face mask help to prevent infectious diseases?	Properly use of 3M™ N95 and surgical masks can help prevent transmission of infectious diseases to a certain extent. Healthcare workers should choose to use those models that are fluid resistant for enhanced protection.	The mask is designed for general comfort and keeping warm.	Properly use of 3M™ N95 and surgical masks can help prevent transmission of infectious diseases to a certain extent. Healthcare workers should choose to use those models that are fluid resistant for enhanced protection.			
14	Any different sizes?	There is only one size for the same model. If you have any special requirements on the mask size, please contact 3M sales representatives.	Children and adults	Children and adults (medium and large)	There is only one size for the same model. If you have any special requirements on the respirator size, please contact 3M sales representatives.		
15	Any suggestions on storage?	1. Avoid keeping the respirators in an environment of high temperature and humidity. 2. the storage space and container should be clean. 3. record the purchase date or keep the invoice.					
16	How to handle the used mask/respirator?	Avoid direct contact with the used mask or respirator. Put it in a plastic bag, wrap up properly, and put it into a lidded trash bin.					
17	How long can a mask/respirator be used? When should it be replaced?	It depends on the individual use and environment, but when you find it difficult to breathe or feel unwell, please leave the high-risk environment immediately (such as a hospital ward or a place with polluted air) and remove the mask. A new mask must be replaced immediately in any following cases: 1. When the mask is contaminated with pollutants, such as blood stains or splash of body fluids, e.g. sputum; 2. When the mask is damaged.					

Other related inquiries

18	How about the current supply of 3M disinfectants?	3M™ Avagard™ D Instant Hand Antiseptic with Moisturizers is available from HKTVMall (https://bit.ly/3aCS11) or please contact 3M authorized distributors: Clinicon Medical Limited - 2730-1883 Jacobson Medical (HK) Ltd - 2596-1832 Healthy Medical - 8338-3333
19	How about the current supply of 3M™ protective eyewear?	We will update the stock of 3M™ protective eyewear from time to time. Please check out the following points of sales for details: Online shops: Builderhood: https://bit.ly/3aTVVHu Henry Chemical eStore: https://bit.ly/2u2FOGQ Or major hardware stores in town.
20	In what circumstances are people not suitable to use the N95 respirators?	Please do not wear the respirators in any environment with an oxygen level lower than 19.5%.
21	Are children suitable to wear N95 respirators?	The N95 respirators currently provided by 3M are designed for occupational safety. The sizes of the respirators may not fit the children's faces, and will adversely affect the effectiveness and efficiency of the respirators. Therefore, we do not recommend children to wear the N95 respirators currently provided by 3M.