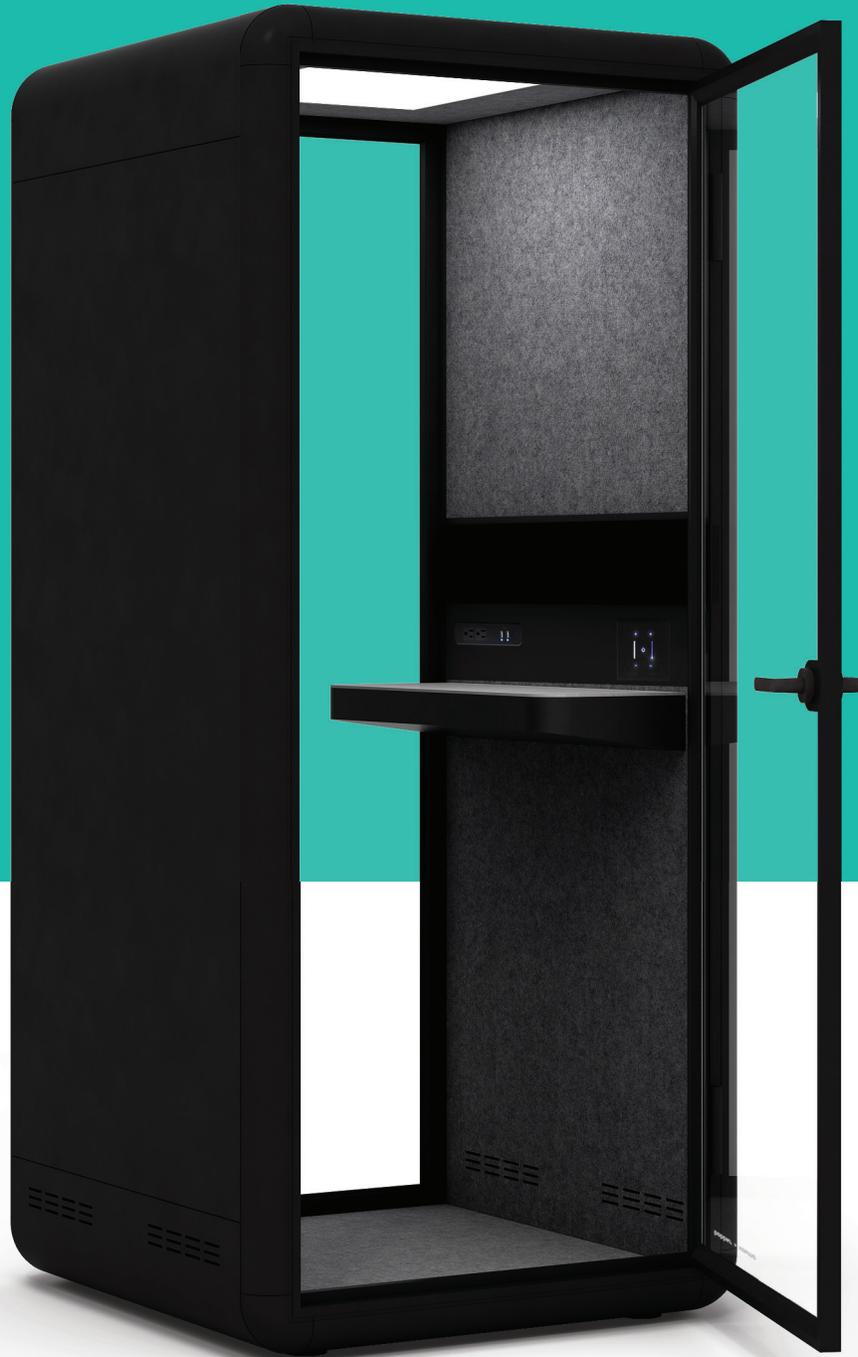


PoppinPod Kolo FAQ



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The PoppinPod Kolo

Just how soundproof is the PoppinPod Kolo?

The acoustic technology utilized in the PoppinPod Kolo is designed to absorb the sound of conversations and ambient office noise. So, what does that mean for you? Simply put, the PoppinPod is designed to keep the conversations inside private.

What does it sound like inside a PoppinPod Kolo?

The PoppinPod Kolo, by design, is not 100% soundproof. Users inside the phone booth will still hear muffled sounds from the outside, which keeps your conversations private while letting you stay aware of your environment.

Is the PoppinPod Kolo ventilated?

Absolutely! The PoppinPod Kolo fan achieves a comfortable, temperature-regulated air flow without compromising acoustic performance.

What is the amount of air flow inside the PoppinPod Kolo?

The maximum output of the ventilation fan is 55.7 liters/second for the Kolo 1, 111.4 liters/second for the Kolo 2 and Kolo 1 Plus, 222.8 liters/second for the Kolo 4, and 334.2 liters/second for the Kolo 6.

Are the fans loud?

The fans inside the office pod don't create any additional, noticeable noise in the open office; they're designed to create airflow and provide white noise without disrupting the soundproofing of the PoppinPod Kolo.

Is there a way to customize ventilation and lighting?

When you enter the PoppinPod Kolo, both the lights and fan will turn on automatically. The sensor is set to turn them off automatically after five minutes of no motion within the phone booth. The lighting is totally customizable: The lights can be dimmed, and the color temperature of the office pod can be adjusted from warm to cool white.

Does the PoppinPod Kolo have a right-handed or left-handed door? Can it be changed?

The default installation of the PoppinPod Kolo door is right-handed reverse (meaning the door swings outward), but if you would like to have a left-handed door, simply let your Project Manager know in advance.

Does the PoppinPod Kolo come with seating?

The PoppinPod Kolo 1 office pod can be purchased with a built-in stool.

You can also choose to outfit any PoppinPod with a variety of Poppin furniture, all sold separately.

What is a PoppinPod decal?

A frosted PoppinPod decal offers partial visual privacy for your PoppinPod Kolo phone booth. When you order a PoppinPod Kolo with a decal, the decal will arrive in separate packaging and require additional installation services. A Poppin Project Manager will schedule the installation of both your PoppinPod Kolo and the decal.

Power + Connectivity

What kind of power outlets are in the PoppinPod Kolo?

Each PoppinPod Kolo office phone booth comes with 2 AC power outlets and 2 USB charging outlets. In addition, the Kolo 1 Plus, Kolo 4, and Kolo 6 will come with an Ethernet port.

The PoppinPod Kolo 4 and Kolo 6 models also include a concealed power point under the floor tiles to power tabletop convenience outlets, conferencing equipment, or devices.

How long is the PoppinPod Kolo power cord?

The power cord measures 9.84 feet (300cm).

How does the PoppinPod Kolo connect to power?

The power cord is UL E88265 rated and can be plugged into a grounded 15A outlet.

What are the input and output values?

Input: 110 - 240 VAC, 10.1 A, 50 - 60 Hz
Output: DC 5V, 2.1A

Do WiFi and cellular work in the PoppinPod Kolo?

Sure do! The PoppinPod Kolo phone booth office pod will not block any wireless signals.

What is the power consumption of the PoppinPod Kolo?

When the light is running at full brightness, plus the fan, the PoppinPod Kolo 1 pulls 22 watts; the PoppinPod Kolo 1 Plus and PoppinPod Kolo 2 pulls 24 watts; the PoppinPod Kolo 4 pulls 48 watts; the PoppinPod Kolo 6 pulls 72 watts. Power consumption will increase depending on which other devices might be plugged into the A/C outlets inside the booth.

Delivery + Installation

How does White Glove assembly and installation work?

With our White Glove installation, a team of professional installers will arrive on a date arranged ahead of time to unpack, assemble, and place your new PoppinPod office pod exactly where you want it. They will also make sure everything is clean and remove all pallets, trash, and packaging.

How much does required White Glove delivery + installation cost?

The PoppinPod Kolo 1 has a standard flat White Glove installation fee of \$750; PoppinPod Kolo 1 Plus has a standard flat White Glove installation fee of \$900; the PoppinPod Kolo 2 has a standard flat White Glove installation fee of \$1,000; the PoppinPod Kolo 4 has a standard flat White Glove installation of \$2,000; and the PoppinPod Kolo 6 has a standard flat White Glove installation of \$2,500.

Standard flat fees will be automatically applied at checkout. Additional White Glove fees may apply for non-standard installations (e.g. stair carry, weekend or after-hours delivery).

I've placed my order! How should I prepare to receive my PoppinPod?

Poppin will reach out to you with some questions to determine if any unique preparation is needed—then we'll take it from there. You'll need to determine where you'd like the assembled PoppinPod phone booth, then provide the required cleared space around it for assembly.

The minimum required cleared space for the PoppinPod Kolo 1, Kolo 1 Plus, and Kolo 2 is 12'x12'; the Kolo 4 requires 12'x20'; and the Kolo 6 requires 12'x28'.

Our White Glove installation includes delivery, assembly, and clearing away the boxes and pallets.

What are the dimensions and weights of the cartons?

Outer carton of the PoppinPod Kolo 1 is 32.75"H x 41.75"W x 91"L and the weight is 696 lbs.

Outer carton of the PoppinPod Kolo 2 is 41"H x 51.25"W x 86"L and the weight is 1,321 lbs.

Outer carton of the PoppinPod Kolo 1 Plus is 35.25"H x 51.25"W x 86.6"L and the weight is 1,123 lbs.

Outer carton of the PoppinPod Kolo 4 is:
Pallet 1: 41"H x 51.25"W x 86"L and the weight is 1,321 lbs.
Pallet 2: 40.25"H x 52.36"W x 86.25"L and the weight is 668 lbs.

Outer carton of the PoppinPod Kolo 6 is:
Pallet 1: 41"H x 51.25"W x 86"L and the weight is 1,321 lbs.
Pallet 2: 40.25"H x 52.36"W x 86.25"L and the weight is 668 lbs.
Pallet 3: 40.25"H x 52.36"W x 86.25"L and the weight is 668 lbs.

Please note: These dimensions/weights also exclude the weight of the pallet.

What if my building requires a COI?

Our Project Management team will provide COIs from our installers.

How long does it take to assemble the PoppinPod?

The assembly of the PoppinPod Kolo 1 office pod typically takes under two hours; the PoppinPod Kolo 1 Plus and Kolo 2 office pod typically take under three hours; the PoppinPod Kolo 4 office pod typically takes under three hours; and the PoppinPod Kolo 6 office pod typically takes under six hours.

What if my PoppinPod phone booth needs to be repaired?

Please reach out to our customer service team at (888) 676-7746 with a description of the problem to get started on a solution.

I'm placing a pre-order...how will my delivery be scheduled?

You will be contacted within 1 business day of placing your order to answer some quick questions about your building and delivery. As soon as the pre-order items are available, we will reach back out to you to schedule installation.

Safety

How often is the air in the PoppinPod Kolo refreshed?

Air inside the PoppinPod Kolo is completely refreshed every five minutes. The PoppinPod fan is located at the top of the pod, so it pulls fresh air from close to the ceiling, where it's unlikely to be contaminated by droplets from breathing, talking, or coughing. From there, the fan pushes fresh air down to the bottom of the pod, pushing any droplets in the "old" air down out and out of the pod. Since droplets are heavier than air, they'll stay low, where they won't be breathed in by employees.

What kind of glass is used in the door?

Tempered glass provides impact resistance and greater structural stability in the office pod. It's designed with a mitigation film that holds the glass together in the case of impact, preventing it from shattering. Safety glass has also been found to have more sound-blocking qualities than standard glass.

What do I need to know about fire suppression?

Requirements for fire suppression vary depending on your building's fire codes; your Account Executive and Project Manager can assist with recommendations based on local regulations.

What do I need to know about earthquakes?

Seismic requirements vary depending on your city's building codes; your Account Executive and Project Manager can help determine if you require the optional seismic kit for the PoppinPod office phone booth. Pricing and installation recommendations for the seismic anchoring brackets are available upon request.

Legal

How long is the PoppinPod warranty?

Each PoppinPod has a warranty of 5 years. The stool in the PoppinPod Kolo 1 with Stool has a 2 year warranty on the fabric, foam, and pneumatic gas lift cylinder.

Damages that include, but are not limited to, misuse, user-inflicted damage, liquid damage, mold or infestation, are not covered under this warranty.

What kind of certificates does the PoppinPod Kolo have?

PoppinPod meets ISO 50001 and 14001 requirements.

PoppinPod is built using UL and CE certified electrical components.

PoppinPod holds the Indoor Advantage™ Gold standard, which conforms to the ANSI/BIFMA Furniture Emissions Standard and is awarded by third-party certifier Scientific Certification Systems. It is awarded by SCS to products that do not exceed the VOC emission criteria established in the BIFMA X7.1 Emission Standard and/or meet the more stringent California Section 01350 criteria.

What is the PoppinPod Kolo return policy?

Free 120 Day Returns

Returns of PoppinPod Kolo products are accepted within 120 days of receipt free of charge, provided that the product is in new condition. To place a return within 120 days of receipt, please contact Poppin via email (returns@poppin.com) with your order number and details on the items you'd like to return. For more details on our PoppinPod Kolo Return Policy, please read below.

Please note: If the product returned is no longer in new condition, the customer will be assessed a minimum 20% refurbishing charge that will be deducted from your refund.

Any White Glove delivery and installation fees are non-refundable.

All refunds for eligible returns will be processed within 10 business days of receipt.

Damages + Defects

Please inspect shipments for any visible carton damage and note that on the paperwork when signing for the delivery. Once assembled, inspect the product for any damage. If the product arrives damaged, contact us within 5 days to arrange an exchange at no cost to you.