

PoppinPod Om FAQ



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PoppinPod Om FAQ

The PoppinPod Om

JUST HOW SOUNDPROOF IS THE POPPINPOD OM?

The acoustic technology utilized in the PoppinPod Om 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 OM?

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

IS THE POPPINPOD OM VENTILATED?

Absolutely! The PoppinPod Om fan achieves a comfortable, temperature-regulated air flow that circulates air from outside the pod.

WHAT IS THE AMOUNT OF AIR FLOW INSIDE THE POPPINPOD OM?

The maximum output of the ventilation fan is 55.7 liters/second for the PoppinPod Om office phone booth.

ARE THE FANS LOUD?

The fans 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 Om.

HOW DO THE LIGHTS AND FANS WORK?

When you enter the PoppinPod Om office privacy pod, both the light and fan will turn on automatically. The sensor is set to turn them off automatically after five minutes of no motion within the booth.

DOES THE POPPINPOD OM HAVE A RIGHT-HANDED OR LEFT-HANDED DOOR? CAN IT BE CHANGED?

The default installation of the PoppinPod Om Sit is left-handed reverse. The default installation of the PoppinPod Om Stand is right-handed reverse. The swing on the doors cannot be changed.

HOW MUCH SPACE DOES THE POPPINPOD OM NEED?

The footprint of the assembled PoppinPod Om Sit (with the door closed) is 77.6"H x 47" W x 32.5"D.

The footprint of the assembled PoppinPod Om Stand (with the door closed) is 83.25"H x 39"W x 35.25"D.

When the door is opened fully, it adds 33.5" to the overall depth.

We recommend allowing 4-6" of space between each PoppinPod and 6" above to allow for sufficient air circulation.

DOES THE POPPINPOD OM COME WITH SEATING?

The PoppinPod Om can be paired with our furniture kits for your seating needs.

HOW DO THE ROLLERS ON POPPINPOD OM WORK?

The PoppinPod Om's breakthrough technology has rollers built into the base. These rollers are engaged when the PoppinPod Om is lowered onto them. When the rollers are engaged, the PoppinPod Om will move forward and backward—not left or right. (Think of them like rolling pins!) To turn the PoppinPod Om, simply push it—the rollers are designed to slide when they're engaged.

HOW DO I MOVE THE POPPINPOD OM AROUND MY OFFICE?

Follow these 3 easy steps:

1. Remove the carpet from the PoppinPod Om to expose the wood underneath.
2. Use the handy Allen key (it's conveniently located in the slot in the wood!) to lower the PoppinPod Om onto its rollers.
3. Move the PoppinPod Om to the desired location, then reengage the feet with the Allen key before replacing the key and carpet.

Just make sure to unplug the PoppinPod Om before you move it!

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Power + Connectivity

WHAT KIND OF POWER OUTLETS ARE IN THE POPPINPOD OM?

Each PoppinPod Om comes with an AC power outlet, 2 USB charging outlets and an Ethernet port.

HOW LONG IS THE POPPINPOD OM'S POWER CORD?

The power cord measures 9.84 feet (300cm).

HOW DOES THE POPPINPOD OM 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 OM?

Sure do! The PoppinPod Om will not block any wireless signals.

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 Om has a standard flat White Glove installation fee of \$750.

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 PoppinPod Om (within 6' of an outlet), then provide a minimum of 6'x6' of cleared space around.

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

WHAT ARE THE DIMENSIONS AND WEIGHTS OF THE CARTONS?

The dimensions of the outer carton of the **PoppinPod Om Sit** are:

- 83.6"H x 51"W x 36.5"D and the weight is 600 lbs.

The dimensions of the outer carton of the **PoppinPod Om Stand** are:

- 89"H x 43.5"W x 39"D and the weight is 595 lbs.

WHAT IF MY BUILDING REQUIRES A COI?

Our Project Management team will provide COIs from our installers.

WHAT IF MY 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.

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Safety

WHAT KIND OF GLASS IS USED IN THE DOOR?

Anti-shatter glass in the PoppinPod Om provides impact resistance and greater structural stability. 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 Om. Pricing and installation recommendations for the seismic anchoring brackets are available upon request.

IF I USE A SEISMIC KIT, CAN I MOVE MY POPPINPOD OM?

Once your seismic kit is installed, the PoppinPod Om cannot be moved without uninstalling the seismic kit.

Legal

HOW LONG IS THE POPPINPOD OM WARRANTY?

The PoppinPod Om has a warranty of 5 years.

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 OM 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 OM RETURN POLICY?

Free 120 Day Returns

Returns of PoppinPod 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 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 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 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.