

Frequently Asked Questions

Order Questions

- How do I place an order?
You can place an order via email to orders@sheldonmfg.com.
- What is the MSRP price for SMO5-2-M and SMO28-2-M?
SMO5-M starting at \$3840 MSRP.
SMO5-2-M starting at \$3904 MSRP.
SMO28-2-M starting at \$8085 MSRP.
(International prices may vary depending on shipping location)
- When can I expect my order to arrive?
Orders should ship from our factory in Oregon 2-3 weeks from order date.
- Will these units be available for purchase in the future?
These specifically featured units will only be available for a limited time.

Unit Questions

- How many shelves does each oven come with?
The SMO5-M/SMO5-2-M comes with 4 shelves. The SMO28-2-M comes with 14 shelves.
- Are the shelves removable from the chamber? Is the shelf height adjustable?
Yes, the shelves are easy to remove and may be adjusted to fit your desired height at 0.5" increments.
- What are the dimensions of the shelf?
The SMO5-M shelves measures 20.6" wide by 18.8" deep. The SMO28-2-M shelf size measures 30.1" wide by 24.0" deep.
- As the SMO5-M and SMO28-2-M are special products, are there special item numbers associated with these units?
Yes, these special units have different item numbers from the standard ovens. The ordering SKUs for these will be SMO5-M, SMO5-2-M, and SMO28-2-M.
- Do the units have operational manuals with drawings available?
There will be instructions provided on how to use the special shelving in these ovens.
- Are these ovens hermetically-sealed? Do the ovens feature intake or exhaust filters?

No, these forced-air convection ovens are not hermetically-sealed and do not have intake or exhaust filters. We recommend attaching an evacuation line to the exhaust vent to prevent the release of particles from the oven exhaust during baking.

- During operation, how much air leaks from the ovens?
As these ovens are not hermetically-sealed, we recommend attaching an evacuation line to the exhaust vent during the baking process to ensure particles are not releasing from the oven exhaust.
- How many times can you disinfect and re-use N95 face masks without losing its main filtration purposes and quality?
Unfortunately, we are unable to provide a definitive number of cycles because of the varying respirator types and regional guidelines on respirator re-use. We cannot account for the variations of construction and quality of N95 masks as brands differ. There are also guidelines enforced by local authorities and health care providers that have to be taken into account.
- Can the same oven be used to recycle 3 ply surgical face masks with the same objective?
As regional protocols differ, we have to refer to local authorities to assess whether 3 ply surgical masks would meet requirements and/or withstand exposure to ovens and the number of cycles.
- How many states have used these ovens for this purpose?
We currently do not have user statistics to report for the oven as this is a newly released promotion. Other customers may certainly be using the ovens, but we have no confirmed statistics or solicited data from them.
- Are these units certified or supported by the NIH/CDC for approved recycling of N95 face masks?
Currently, such certifications are not being issued. However, you may refer to the NIH study and guidelines linked below this document and e-blast.

<https://www.nih.gov/news-events/news-releases/nih-study-validates-decontamination-methods-re-use-n95-respirators>

- Do these ovens have any safety certifications?
These ovens have NRTL safety certifications from TÜV SÜD America.