

From 1 Oct 2024 (External FAQ)

Sign Up for 5Gbps/ 10Gbps D2D Broadband Plan and receive a FREE PRISM+ Air Purifier Aura/ Vortex Pro

Q1: How can I get the Free PRISM+ Air Purifier Aura/ Vortex Pro?

A: Simply sign up for any eligible 5Gbps/ 10Gbps Broadband plan per the below.

Plan	Price	Free Premium	Includes	Other Benefits
5Gbps Broadband (WiFi 6)	\$45/mth	PRISM+ Air Purifier Aura (worth \$279)	ONR WiFi 6 router	<ul style="list-style-type: none">• Amazon Prime for 3 mths on us• Installation & Activation Fee waived (worth \$148)
5Gbps Broadband (WiFi 7)	\$48.92/mth	PRISM+ Air Purifier Aura (worth \$279)	ONT WiFi 7 router	
10Gbps Broadband (WiFi 7)	\$69.95/mth	PRISM+ Air Purifier Vortex Pro (worth \$399)	ONT WiFi 7 router	<ul style="list-style-type: none">• Amazon Prime for 3 mths on us• Premiere League for 24 mths• Disney+ for 24 mths• Installation & Activation Fee waived (worth \$148)

Q2: How do I sign up for this promotion?

A: You can sign up via any of our StarHub New Homeowners roadshow or via our website [here](#).

Q3: How do I redeem my Free PRISM+ Air Purifier Aura/ Vortex Pro?

A: Upon successful sign up and installation of your StarHub Broadband service, PRISM+ representative will contact you within 10 working days to arrange the delivery of your Free PRISM+ Air Purifier Aura/ Vortex Pro to your StarHub Broadband registered address.

Q4: What do I do if I need to make changes to the delivery date and time of my Free PRISM+ Air Purifier Aura/ Vortex Pro?

A: You may visit PRISM+ [Contact Us](#) page for any modification requests to your agreed date or time of delivery.

Q5: Does my Free PRISM+ Air Purifier Aura/ Vortex Pro come with warranty?

A: Yes, your free PRISM+ Air Purifier Aura/ Vortex Pro comes with 1 year warranty from PRISM+ and no registration is required. Warranty is automatically registered by PRISM+ upon delivery. Disclaimer: StarHub will not be liable for any defects of the free premiums.

Q6: Does my Free PRISM+ Air Purifier Aura/ Vortex Pro come with a filter?

A: Yes, your free PRISM+ Air Purifier Aura/ Vortex Pro comes with one filter according to the model selected.

Q7: What are the available colour choices of my Free PRISM+ Air Purifier Aura/ Vortex Pro?

A: The FREE PRISM+ Air Purifier Aura and Vortex Pro is only available in white colour, which is their most popular choice of colour.

Q8: What happens if I do not receive a copy of the Delivery Order from PRISM+?

A: You may contact PRISM+ directly for your Delivery Order via their [Contact Us](#) page.

Q9: Where can I learn more about PRISM+ Air Purifier Aura/ Vortex Pro?

A: For more information, [click here](#) for PRISM+ Air Purifier Aura and [click here](#) for PRISM+ Air Purifier Vortex Pro.

Q10: I have received my PRISM+ Air Purifier Aura/ Vortex Pro but have some FAQs such as Pairing Guide etc.

A: For more information, [click here](#) for PRISM+ Air Purifier Aura and [click here](#) for PRISM+ Air Purifier Vortex Pro.