

If you have any of the following problems with your humidifier, please check the humidifier as follows:

### **1. No mist out.**

First, please test with other normal sockets to see if it can be returned to normal.

Second, please lift the water tank and put it down to reset the humidifier. In case the water tank and the base contact is not in place, resulting in the humidifier no mist.

Third, please give the humidifier a thorough cleaning. The incrustation can affect the normal operation of the atomizer of humidifier.

- 1). Fill the water tank with 2L warm water and add 2 Tablespoons of white vinegar. Shake the tank thoroughly, let it sit on base for 20 minutes. Vinegar solution will drain into base and loosen mineral buildup.
- 2). Empty tank and rinse with plain water.
- 3). Scrub the base with a small brush, wipe with a soft cloth. Make sure to clean the transducer, as mineral buildup can cause the humidifier to malfunction.
- 4). Empty base & rinse with plain water.

Please note: Never immerse the base in water. Also make sure to pour water away from the fan outlet when emptying. Then please dry the humidifier for 1-2 days.

### **2. Leaking**

#### **Don't**

- 1). Did you ever add essential oils in the water? **Please Do Not** add Essential oils, it will damage the machine.
- 2). **Please Do Not** directly add water to the base or from the nozzle.
- 3). **Please Do Not** wet the inlet and outlet while cleaning the humidifier. Keep the inside of the base dry.

#### **Do**

- 1). Can you find any cracking in the water tank? Or is the leaking coming from the bottom? We would appreciate it if you could provide us with a picture.
- 2). Please ensure that the water tank cover is tightened.
- 3). Please empty the humidifier, let it dry for two days, and then add water to test whether the humidifier can return to normal. ( In order to verify whether these can solve your problem, you can tell us the test results two days later, we will wait for you)

### **3. Noise**

#### **Don't**

Please do not put the humidifier on the carpet or towel, or the humidifier will absorb dust or fiber, which will cause the fan to not work as well as before.

#### **Do**

- 1). Please send us a video of the noise to analyze the problem.

2). It is unavoidable that electronic devices may make noises when in operation. If you're a light sleeper, we recommend that you keep the humidifier away from the bedside table, you can put it on the floor or table of your room.

3). Please empty the humidifier, let it dry for two days, and then add water to test whether the humidifier can return to normal.

4). We have imported the new version and added dustproof cotton at the bottom. The noise problem has been improved. If the noise really exceeds 38 decibels, we'll give you a new humidifier for free.

#### **4. Wet the desktop**

Would you mind sending some photos or videos for further checking? Could you please set it on lower mist to see if the same issue exists?

The wet mess can result from several things:

- 1) The air inlet is blocked and the mist height is shortened. --Do not place the machine on a carpet or put a towel underneath
- 2) Enclosed spaces (closed doors and windows) leads to high humidity.
- 3) Small Room and low indoor temperature(<25°C) leads to liquefaction.
- 4) Defective Machine

#### **5. hubble-bubble sound**

Technically speaking, every bottom fill humidifier always has more or less blub-blub sound, because water needs to be filled from the tank to the base to keep suitable pressure for the transducer.

#### **6. The fan will keep running for another 1-2 minutes after the shutdown**

When switching off the humidifier, the fan will continue spinning for up to 1-2 minutes after shutoff to ensure the tube and outlet are dried. This was designed to dry the residue moisture in the device which leads to an extended product life.

Could you check how long it will run after you turn it off?

#### **7. The LED display will not be black when turned off**

This model is designed in such a way that the led display screen will always show the current environments humidity level when the humidifier is constantly powered up.

The only way to turn off the screen is to turn on sleep mode. You can check the specification for details.

#### **8. There are too many restrictions in the specification book**

The instructions are a reminder of all possible problems. You don't have to follow the instructions exactly to operate the humidifier.