

Normally when a customer comments that the “Sensor is Not Working” it usually relates to dust or other contaminants being on or near the sensor. We find that one of the following easy fixes will usually rectify the problem:

Unplug the unit, and then:

1. Clean the sensor area with a clean cloth and plain water to remove any dust or debris on or near the sensor.
2. Clean the pre-filter by rinsing it under plain water in the sink. Allow it to dry before inserting it back into the unit and turning it on. Excess dust and dirt on the pre-filter can sometimes affect the sensor. This step should be done once a month to keep the unit working at its maximum efficiency.
3. Use a damp cloth to clean the inside of the front panel to remove any dust or dirt that may be clinging to the back of the inside front panel. Dust and dirt on the inside of the front panel could be contaminating the sensor.

Unplug the unit before performing the above steps. Once these cleaning steps have been completed, plug the unit back in and turn it on. Run the unit at a high fan speed for 20 minutes. This usually corrects the problem.

If the above steps do not correct the problem, it could possibly be a defective sensor, but this is rare. In the event of a defective sensor Winix will be happy to replace the unit free of charge for your customer.

Another thing to consider is that when a customer says “Sensor is not working”, we need to know about the quality of the environment that the unit is in. If the air in the room is clean because the unit has cleaned it, then there is nothing for the sensor to sense and so it won’t come on. If the air quality is very poor, then the unit could still be working to clean it and so the sensor will stay on.