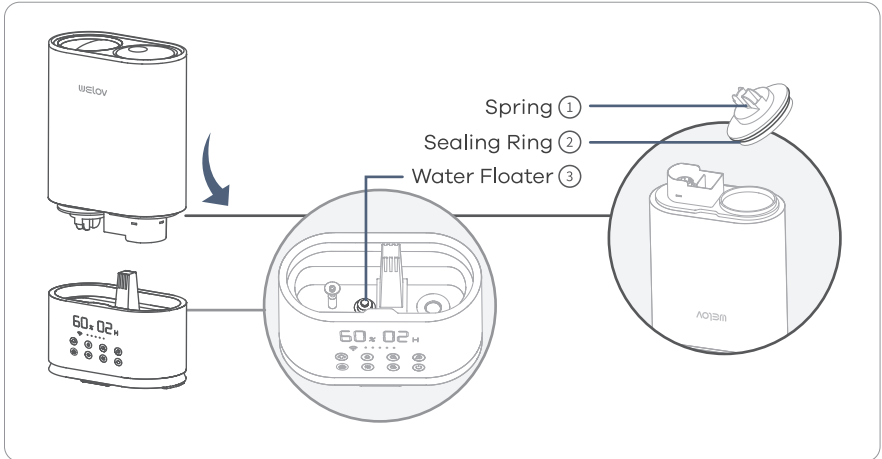


END-OF-SEASON CARE AND STORAGE

- 1 Follow the cleaning instructions when the humidifier will not be used for at least one week, or at the end of the season. Remove all accessories from the humidifier, and allow the humidifier and accessories to dry completely before storing it.
- 2 DO NOT store water in the **Base**, **Water Reservoir** or **Water Tank**.
- 3 Pack the humidifier safely and store it in a cool, dry place.

TROUBLESHOOTING GUIDE

- 1 If you need any further assistance, please feel free to contact us at support@welov.com.
- 2 Failure to keep the humidifier clean and free of mineral deposits may affect the operation of it.



Q1. The water level indicator is off.

Possible Cause	Solution
The humidifier is not plugged in.	Make sure the humidifier is properly plugged into a socket.
No power from the power outlet.	Try to use other power outlets.
The humidifier is not turned on.	Check if the humidifier has been turned on.

Q2. The low water indicator stays red.

Possible Cause	Solution
No water in the Water Reservoir.	Make sure the ① Spring is fixed correctly to the bottom of the tank so that water can pass through to the Base.
③ Water Floater was stuck.	Adjust the ③ Water Floater to a horizontal position and make sure it can rise with water.

Q3. The water level indicator is white but there is no or little mist produced.

Possible Cause	Solution
Not enough water inside the tank.	Refill and place the Water Tank back in place.
Mist level is set too low.	Adjust the humidifier to the maximum mist.
Mineral build up on the Atomizer .	Check if any air comes out from the Nozzle If not, clean water scale on the Atomizer as instructed.
The Base might be overfilled.	Remove the tank, empty the Base , then place the filled tank on the empty Base .

Q4. Tank leakage.

Possible Cause	Solution
Tank may be damaged.	Check for possible cracks in the tank. If yes please replace it.
Tank Cap is not tightened securely.	Tighten the Tank Cap .
① Spring was stuck.	Make sure the ① Spring is fixed correctly to the bottom of the tank so that water can pass through to the Base.
② Sealing Ring was not installed on installed on the Tank Cap .	Make sure the ② Sealing Ring has been installed on the Tank Cap . Please contact us if it is lost.

Q5: The mist makes the surrounding tables or floors damp. Condensation occurs around humidifier or on windows/walls.

Possible Cause	Solution
Mist level is set too high for the room size.	1. Check if the room is too humid and adjust the humidifier to a lower mist 40%-60% works best. 2. Open door and windows or change to a larger room.
Air Inlet was blocked.	Make sure the humidifier is placed ≥ 12 inches away from the wall. Make sure the Nozzle is not facing the wall or window.
Low room temperature leads to liquefaction.	Adjust the room temperature to 25°C/77°F.

Q6. The humidification is too poor.

Possible Cause	Solution
Mist level is set too low for the room size.	1. Adjust the humidifier to the maximum mist. 2. Close door or windows to reduce air ventilation, or change to a smaller room.

<p>Air Inlet was blocked.</p>	<p>Make sure the humidifier is placed ≥ 12 inches away from the wall. Make sure the Nozzle is not facing the wall or window.</p>
<p>Low room temperature leads to liquefaction.</p>	<p>Adjust the room temperature to 25°C/77F.</p>

Q7: White dust appears or the black coating on the base flakes off.

Possible Cause	Solution
<p>The tap water may contain too much minerals.</p>	<p>Please replace it with filtered or distilled water.</p>

Q8: Strange odor.

Possible Cause	Solution
<p>Please clean the humidifier.</p>	<p>1. Please make sure to clean the humidifier according to the instructions. 2. Leave the empty Water Tank in a cool place for 12 hours without covering Tank Cap.</p>

Q9: Strange water noise.


Possible Cause	Solution
<p>Water is going down to the Water Reservoir.</p>	<p>This is normal while it is working</p>

Q10: Humidifier is getting too hot.

Possible Cause	Solution
<p>The humidifier works for too long.</p>	<p>Please power it off and put it in a well-ventilated place for 10 minutes.</p>

AiDot APP TROUBLESHOOTING

Why isn't my humidifier connecting to the AiDot app?

- Make sure your phone has Bluetooth® turned on and is not currently connected to another Bluetooth device.
- During the setup process, you must be on a secure 2.4GHz Wi-Fi network. Confirm that the network is working correctly.
- Make sure the Wi-Fi password you entered is correct.
- Make sure your humidifier and phone are within 30 ft/10 m of each other.
- Reset the humidifier by pressing and holding  for 5 seconds. Then try connecting again.
 - a. Delete the humidifier from the AiDot app. Swipe left (iOS®) or press and hold (Android), then tap Delete. Then reconfigure your humidifier with the AiDot app.
 - b. Press and hold for 5 seconds. Then reconfigure your humidifier with the AiDot app.

My humidifier is offline.

- Make sure the humidifier is plugged in. The humidifier may appear to be offline if it is unplugged, or if the outlet does not have power.
- Refresh the AiDot menu by swiping down on the screen.
- Make sure your router is connected to the internet and your phone's network connection is working.
- Reset the humidifier using one of these options:

Note: Power outages, internet outages, or changing Wi-Fi routers may cause your humidifier to go offline.

The AiDot app is displaying an incorrect humidity percentage while the humidifier is turned on.

- The room may be larger than the humidifier's effective range. Move to a room smaller.
- Moisture may have built up inside the humidity sensor. Turn off the humidifier and allow the sensor to air dry. Make sure the nozzle is facing away from the sensor so that mist does not settle on the sensor.

If your problem is not listed, please contact Customer Support.