

COMPLETE PORTABLE COUNTERTOP DISHWASHER

USER MANUAL

Model : ZMW-DUHA01

* HOME APPLIANCES

If you are having problems using this dishwasher
Please email : **service@airmsen.com** or call **1-844-725-2333**
for assistance : **www.airmsen.com**

To best serve you, our AIRMSEN Representatives are available
to answer your calls Monday to Friday, 10:30 AM - 6:30 PM EST.

THANK YOU FOR MAKING AIRMSEN APPLIANCES A PART OF YOUR HOME.

Deutsch / Français

Please visit the website WWW.AIRMSEN.COM to view the electronic version of the user manual.
Or email Service@airmsen.com. Thanks for your support.

CONSTANT INNOVATION
TO ALLOW CONSUMERS TO GET BETTER PRODUCTS

Take “technology, innovation, health” as its core value, to be the preferred brand of household products in your healthy and quality life.

AIRMSEN focus on researching, developing and manufacturing various kinds of household supplies with advanced technologies and the idea of sustainable development, to promote the evolution and transform of our lifestyle, to make it more healthy, green, intelligent and with high quality, and to bring a happy, healthy and eco-friendly home life to around the world.

AIRMSEN

SAFETY

Your safety and the safety of others is very important.

We have provided many important safety messages in this manual and on your appliance. Always read and obey all safety messages.



This is the safety alert symbol.

This symbol alerts you to potential hazards that can cause serious injury to you and others.

All safety messages will follow the safety alert symbol.

All safety messages will tell you what the potential hazard is, tell you how to reduce the chance of injury, and tell you what can happen if the instructions are not followed.

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important safeguards

Congratulations on your new Airmsen dishwasher. This manual contains important information on the installation, use, and care of your appliance. Please take time to read this manual to take full advantage of your dishwasher's many benefits and features.

Notice: The dishwasher passed the water test in the factory. A small amount of water remains, which is a normal phenomenon. Please feel free to use it.

Please read this manual carefully before using the product and keep it properly.

The product, accessories, user interface and other illustrations in the manual are schematic diagrams for reference only. Due to the update and upgrade of the product, the actual product and the diagram may be slightly different, please refer to the material item.

What you need to know about the safety instructions

Warnings and Important Safety Instructions in this manual do not cover all possible conditions and situations that may occur. It is your responsibility to use common sense, caution, and care when installing, maintaining, and operating your dishwasher.

California Proposition 65 Warning

⚠ **WARNING: Cancer and Reproductive Harm - www.P65Warnings.ca.gov.**

⚠ **WARNING**

When using your dishwasher, follow basic precautions, including the following:

1. Read all instructions before using the dishwasher.
2. Use the dishwasher only for its intended function.
3. Use only detergents or wetting agents recommended for use in a dishwasher and keep them out of the reach of children.
4. When loading items to be washed:
   - locate sharp items so that they are not likely to damage the door seal, and
   - load sharp knives with the handles up to reduce the risk of cut-type injuries.
5. Do not wash plastic items unless they are marked "dishwasher safe" or the equivalent. For plastic items not so marked, check the manufacturer's recommendations.
6. Do not touch the HEATING ELEMENT during or immediately after use.
7. Do not operate your dishwasher unless all ENCLOSURE panels are properly in place.
8. Do not tamper with the controls.
9. Do not abuse, sit on, or stand on the door or dish rack of the dishwasher.
10. To reduce the risk of injury, do not allow children to play in or on the dishwasher.
11. Under certain conditions, hydrogen gas may be produced in a hot-water system that has not been used for two weeks or more. HYDROGEN GAS IS EXPLOSIVE. If the hotwater system has not been used for such a period, before using the dishwasher turn on all hot-water faucets and let the water flow from each for several minutes. This will release any accumulated hydrogen gas. As the gas is flammable, do not smoke or use an open flame during this time.
12. Remove the door to the washing compartment when removing an old dishwasher from service or discarding it.

SAVE THESE INSTRUCTIONS

CAUTION

- After unpacking the dishwasher, keep the packaging out of the reach of children.
- The dishwasher is extremely heavy. Do not attempt to move or carry the dishwasher by yourself. Two or more people are needed to move a dishwasher and avoid potential injuries.
- As with any equipment using electricity, water, and moving parts, potential hazards exist.
- Do not install the dishwasher near electrical components. Keep the dishwasher away from open flames.
- Install and level your dishwasher on an uncarpeted floor that can support its weight.
- Your dishwasher must be properly grounded. Never connect it to an ungrounded outlet.
- After the dishwasher is installed, check that the drain hose is properly connected and that there is no leakage from the hose connectors. If the drain hose is loose, it may cause property damage.
- The water supply line is susceptible to breakage. As time goes by, it becomes less flexible. Check the line periodically. If it is swollen, torn, cut, or there is a water leak, replace it immediately.
- To safely operate this appliance, familiarize yourself with its operations and exercise care when using it.
- Do not put gasoline, solvents, or other flammable materials inside the dishwasher. Do not wash dishes exposed to these materials.
- Keep your dishwasher detergent out of the reach of children. Detergent has an adverse effect on human organs. It contains elements for polishing and is corrosive. Avoid letting the detergent come into contact with your skin and eyes.
- Do not push or place pressure on the door when it is open, as this may damage the dishwasher or cause harm.
- Do not allow children to play in or on the dishwasher. They may harm themselves or damage the dishwasher.
- Disconnect the power cable (or set the circuit breaker to off) before servicing your dishwasher.
- Do not repair, replace, or service any part of your dishwasher yourself. Disassembly, repairs, and modifications are permitted by authorized service technicians only. Work done by an unauthorized person may void your warranty.
- Before disposing of your dishwasher, remove the door of the washing compartment or the door latch so that children or small animals cannot get trapped inside.
- If the dishwasher is left unused for an extended period of time, turn off the water supply.
- This dishwasher is intended for residential use only.

Before using your dishwasher

WARNING



Tip-Over Hazard

- Do not use the dishwasher until it is correctly installed.
- Do not push down on the dishwasher door when it is open.
- Do not place excessive weight on the dishwasher door when it is open.



Electric Shock Hazard

Failure to follow these instructions can result in death, fire, or electric shock:

- Electrically ground the dishwasher
- Do not use an extension cord.

SAVE THESE INSTRUCTIONS

before you start

Be sure to have your installer follow these instructions closely so that your new dishwasher works properly and that you're not at risk of injury when washing dishes.

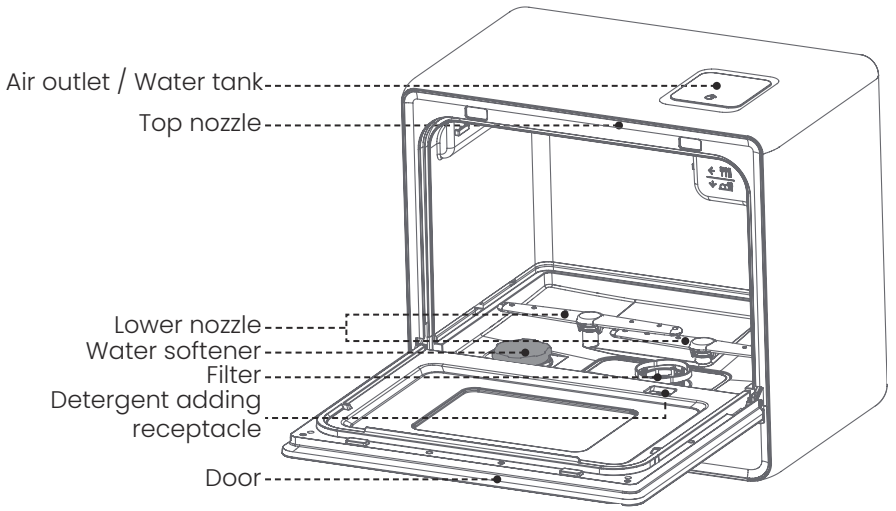
Unpacking your dishwasher

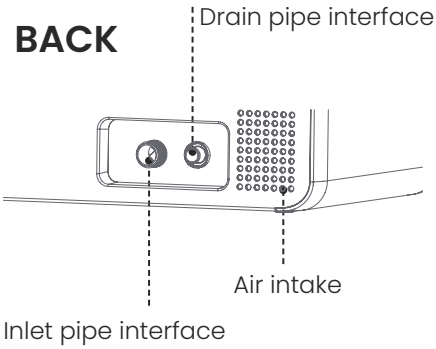
- Once your new dishwasher has been delivered to you, carefully unpack it and check for any damage.
- If the dishwasher has been damaged. Do not install the dishwasher, and contact Airmsen Customer Service (**Email: service@airmsen.com**).
- If there is no damage to the product, you can proceed with the installation. If you are going to install it yourself, make sure to read through the installation guide and follow the directions inside.
- After unpacking your dishwasher, keep the packaging out of the reach of children to ensure their safety.

Checking parts

When your dishwasher has been unpacked, make sure you've received all the parts shown below.

If your dishwasher was damaged during shipping, or if you do not have all the parts, contact Airmsen Customer Service at **service@airmsen.com.**

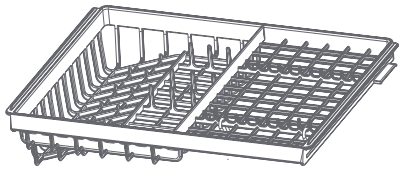




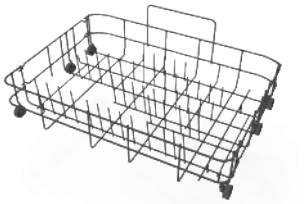
WARNING

Do not cover the air outlet and air inlet of the dishwasher to avoid machine failure.

Accessories



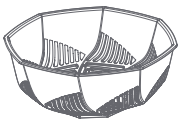
Upper rack



Lower rack

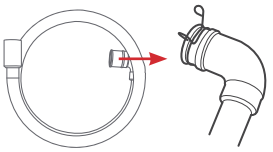


Pitcher



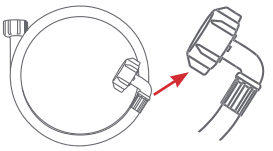
Fruit basket

Connect the machine drain outlet



Drain pipe

Connect the machine water inlet



Inlet pipe

Notice: If you need an extension for your inlet hose or Drain hose, please purchase one at www.airmsen.com.

Built-in LED lamp

The LED light comes on when the dishwasher door is open. After the door is closed, the LED light will automatically turn off after 2 minutes. If the dishwasher door is left open for more than 5 minutes, the LED light will automatically turn off.

CAUTION

- Do not wash items that are covered with ash, sand, wax, lubricating grease, or paint. These materials will damage the dishwasher. Ash does not dissolve and will spread inside the dishwasher.
- Remove food remains such as bones, fruit seeds, etc. and waste such as toothpicks, paper napkins, etc. from your dishes. Food remains and waste can make noise, cause the dishwasher to malfunction, and damage your dishes and dishwasher.

Unsuitable items for the dishwasher

WARNING

Wash only items such as glass, porcelain, and cutlery which the manufacturer states is dishwasher safe. Do not wash aluminium (e.g. grease filters). The dishwasher may damage aluminium, or in extreme cases, cause a severe chemical reaction.

Do not wash the following items in the dishwasher.

- Copper, brass, tin, ivory, and aluminium items or items with adhesive.
- Non-heat resistant plastics.
- Craft items, antiques, valuable vases, and decorative glassware.
- Pottery or glazed-ceramic items.
- Wooden cutlery and crockery or items with wooden parts.
- Delicate glassware or glassware containing lead crystal. Clouding may occur on the glassware after frequent washing.

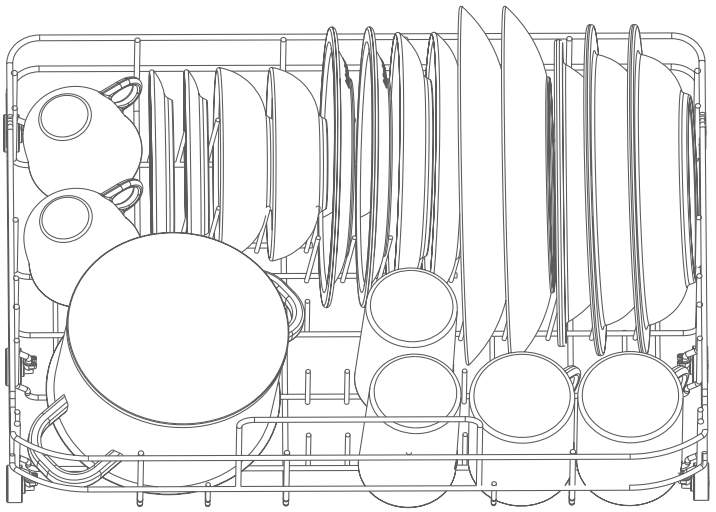
NOTE

Silverware that has contacted food containing sulphur may become discoloured. Food with sulphuric content include egg yolks, onions, mayonnaise, mustard, fish, fish brine, and marinades.

using your dishwasher

Loading the lower rack

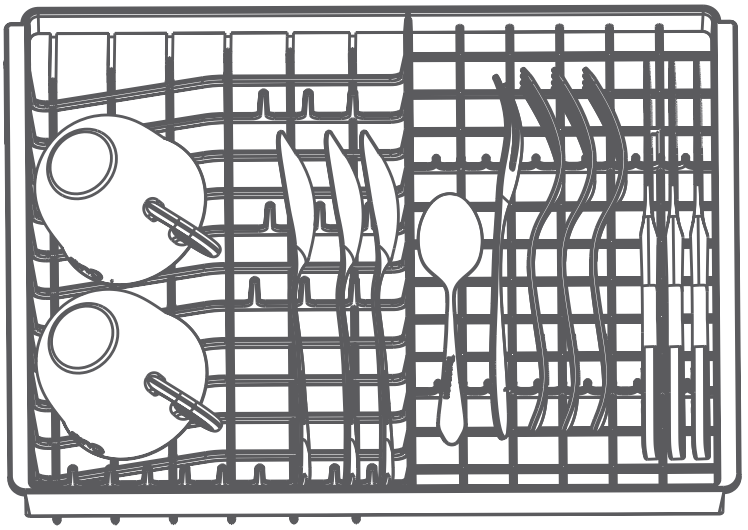
See the recommended loading patterns below.



Loading the upper rack

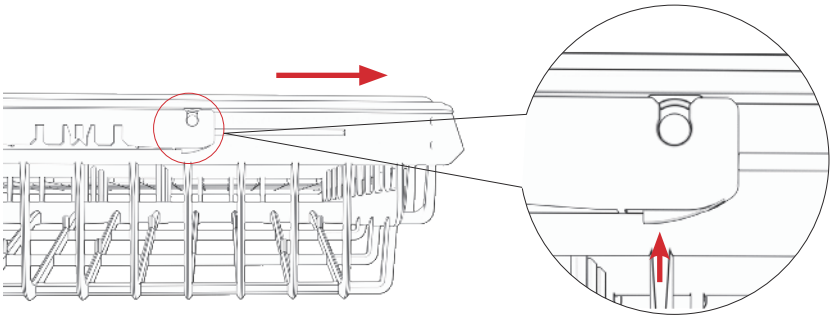
See the recommended loading patterns below.

* The entire upper rack can be removed if more space is needed on the lower rack for larger items.

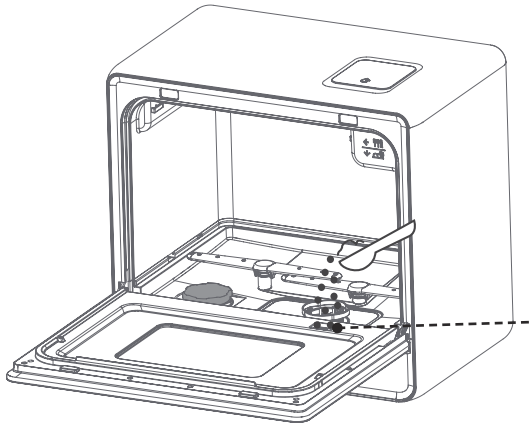


To remove the upper rack

Pull the upper rack towards the front and then remove it by pressing the elastic buckles at the bottom of the left and right rails and pulling it towards the front. See the illustrations below.



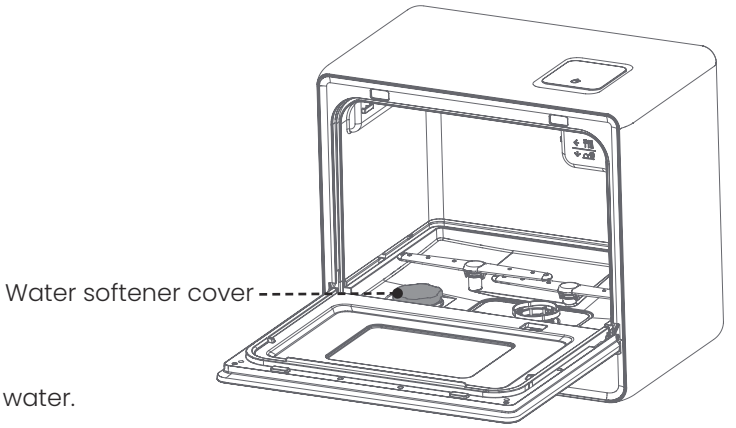
Adding detergent



Add the recommended amount of detergent to the wash detergent compartment.

Adding dishwasher water softener salt

1. Turn the cover counterclockwise and pull it upwards.
2. Add dishwasher salt: add no more than 500g (17.63oz) of water softener salt for the first time, then add water and stir until full, taking care not to overflow.
3. Subsequent additions: Softening salt can be directly added to the water softener (it is normal to find the water softener full of water when adding softening salt later).
4. Tighten the water softener cover clockwise.
5. After adding, it is recommended to run a quick wash cycle with no load.



Water softener cover

⚠ **NOTE:** Please use specialized dishwasher salt for softening water.

Adding water to dishwasher

Faucet Mode

- Remove the silica gel plug from the water inlet on the back of the machine. Then, attach one end of the water inlet hose onto water inlet of the machine.
- Connect the other end of the water inlet hose to your faucet and make sure it is fastened tightly in place. Turn on the faucet valve.
- Press the **POWER** button to start the dishwasher and choose a wash cycle. Then, press the **START/Pause** button to start the wash cycle.

If the included water inlet hose does not fit your faucet, you may need to buy a threaded faucet adapter from a plumbing supply manufacturer. If you are unsure of what to do, please feel free to contact our customer service team.

⚠ **NOTE:**

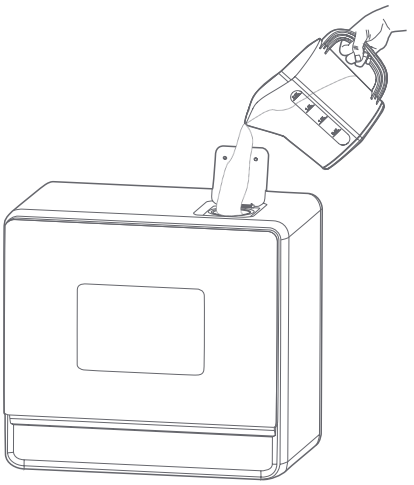
After pressing the START/Pause button, a faucet icon will appear on the display panel, indicating that the water tank is filling.

When the water tank is full, the faucet icon on the display panel will go out and the machine will sound three alarm sounds. There is no need to add more water during the washing process.

When the machine starts running a wash cycle, it does not mean that the water tank is filled with water. Do not close the faucet water valve. If the water tank filling process is interrupted, the machine will stop running, the red water shortage icon and faucet icon on the display panel will flash, and an alarm will sound. After normal water filling resumes, the START/Pause button needs to be pressed again to start the washing process.

When the water tank is filled with water, you can choose to close the faucet valve or remove the water inlet pipe according to your needs (This is not required).

Water Tank Mode



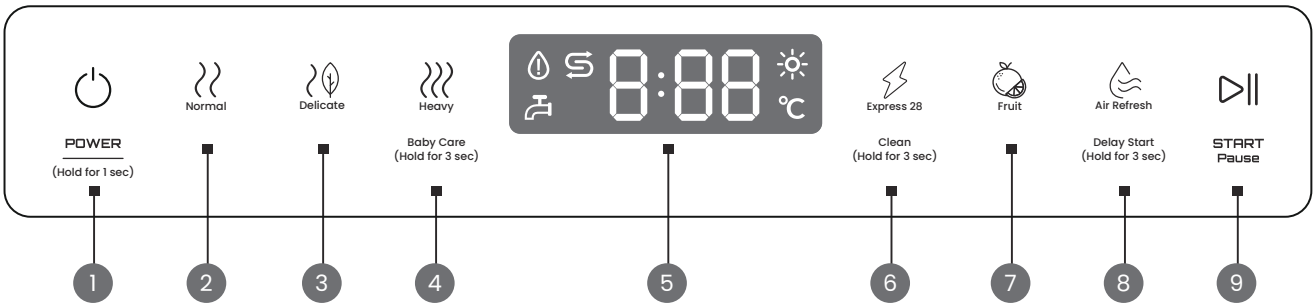
- Open the water tank lid and fill with about 1.37 gallons(5.2 L) of water, or approximately 3 pitchers. When the tank is full, 3 beeps will be heard.
- Press the **POWER** button to start the dishwasher and choose a wash cycle. Then, press the **START/Pause** button to start the wash cycle.

NOTE

If the water tank is not full when the wash cycle starts, the red water shortage indicator light on the display panel and the faucet indicator light will flash and an alarm will sound. Once the water tank is filled, the machine will automatically restart the wash cycle you selected with no need to press the START/Pause button again.

operations

Control panel



1 POWER	When you press the Power button, the Cycle On light for the most recently started cycle turns on. When the selected cycle is complete, the dishwasher powers off automatically.
2 Normal	Use this cycle for normally soiled dishes.
3 Delicate	Use this cycle for soiled, fragile items such as fine glassware and crystal glass (wine glass). Do not use this cycle for other glassware because clouding or etching may occur.
4 Heavy	Use this cycle for heavily soiled dishes.
5 Display	Displays information about the current cycle including the cycle time, remaining time, Delay Start settings, and other cycle-specific information. If a problem occurs during operation, an information code appears with a warning sound. Refer to the information codes on page 17.
6 Express 28	Use this cycle when you need to wash dishes quickly. It takes about 28 min.
7 Fruit	Use this mode to wash hard surface fruits with room temperature water. There is no need to add detergent.
8 Air Refresh	• 72 hours of automatic intermittent ventilation to remove odors and facilitate storage. • After turning on the machine and selecting the desired wash cycle, press and hold for 3 seconds to enter the schedule settings. Press the **Air Refresh** button to select the time you want to reserve (2H-12H). Press the **START/Pause** button to start running the program.
9 START / Pause	Press this button to start or pause a wash cycle.

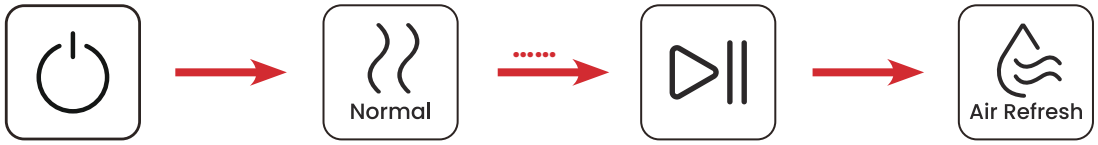
If you need to cancel the scheduled setting or the current wash cycle, please restart the machine via the POWER button.

Indicators



	Icon stays on: Water is added to the tank through the water inlet pipe. **Icon off:** The water tank is filled with water. **Icon flashes:** Water tank is short of water.
	Water tank is short of water.
	Hot air drying or 72 hours ventilation cycle storage
℃	The current water temperature in the dishwasher.
	Lack of salt in the dishwasher water softener.

Starting a wash cycle



Step 1 Step 2 Step 3 Step 4

Step1 : Press and hold for 1 second to turn on the power.

Step2 : Choose the right wash cycle. **(Normal, Delicate, Heavy, Express 28, Fruit, Air Refresh)**.

Step3 : Press the **START/Pause** button to start the wash cycle.(During the washing process, you can still press the **Air Refresh** button to turn on/off the 72-hour air circulation storage.)

Step4 : Press the **Air Refresh** button to turn off/on the 72-hour air circulation storage according to your needs. According to your needs, long press the **Air Refresh** button for 3 seconds to enter the reservation settings, and short press the **Air Refresh** button again to adjust the reservation duration.

Cycle chart

Cycle	Cycle time (min)	Water [Gal (L)]	Cycle sequence	Temp [˚F (˚C)]	Available options
Normal	58	1.8/1.4 (6.8/5.2)	Mainwash > Rinse > Rinse > Hot Rinse > Hot Dry > End	Mainwash: 131 (55) Hot Rinse: 154 (68)	Air Refresh (auto)
Delicate	88	1.4 (5.2)	Mainwash > Rinse > Hot Rinse > Hot Dry > End	Mainwash: 109 (43) Hot Rinse: 135 (57)	Air Refresh (manual)
Heavy	78	1.8/1.4 (6.8/5.2)	Mainwash > Hot Rinse > Rinse > Hot Rinse > Hot Dry > End	Mainwash: 131 (55) Hot Rinse: 167 (75)	Air Refresh (auto)
Express 28	28	1.4 (5.2)	Mainwash > Rinse > Hot Rinse > Hot Dry > End	Mainwash: 122 (50) Hot Rinse: 144 (62)	Air Refresh (auto)
Fruit	9	1.4 (5.2)	Rinse > Rinse > End	×	×
Air Refresh	60	×	Hot Dry > End	×	Air Refresh (auto)

"1.8/1.4 (6.8/5.2)" in the above table represents the difference in water consumption between faucet mode and tank mode under "Normal" cycle and "Heavy" cycle.

NOTE

- Please hold the **Heavy** button 3 second to run **Baby Care** cycle.
- To clean the interior of the dishwasher to remove any dirt or food particles, please hold the **Express 28** button for 3 seconds to run **Clean** cycle.
- After turning on the machine and selecting the desired wash cycle, press and hold the **Air Refresh** button for 3 seconds to enter the schedule settings, selecting the time you want to reserve (2-12H). Press the **START/Pause** button to start running the program.
- For the **Delicate** Wash cycle, enable Automatic Intermittent Ventilation by pressing the **AIR Refresh** button after selecting the **Delicate** Wash option. The dishwasher will then engage this feature automatically upon completion of the wash cycle.
- For **Normal/ Heavy/ Baby Care / Express 28 / Clean** wash cycles, the dishwasher will automatically initiate automatic intermittent ventilation after the one-hour hot dry phase. To cancel this feature, press the Air Refresh button twice immediately after selecting the desired wash cycle.
- After washing, the automatic intermittent ventilation will be kept for 72 hours by default. Tap the **Air Refresh** key to switch to 7-day automatic intermittent ventilation(the display shows 7D), and then press the **Air Refresh** key to turn off the **Air Refresh** function.

maintenance

Cleaning

Keep the dishwasher clean to improve performance, reduce unnecessary repairs, and lengthen its lifecycle.

Exterior

Clean spills on the surface of the dishwasher as they occur. Use a soft, damp cloth on the control panel to gently wipe away spills and dust.

CAUTION

- Do not use benzene, wax, thinner, chlorine bleach, alcohol, or other chemical substances. These materials may discolour the surface of the dishwasher and cause stains.
- The dishwasher has electric parts inside. Do not sprinkle water directly onto the dishwasher. Protect electrical components from coming in contact with water.

Interior

Clean the interior of the dishwasher on a regular basis to remove any dirt or food particles. Wipe inside the dishwasher and inside the door with a wet dishcloth.

To remove white spots and odors from the interior of the dishwasher, place 0.35 oz (10g) detergent in the lower basket of an empty dishwasher. Close the door and run a **Clean** cycle.

NOTE

For regions with hard water, it is recommended to place 0.35-0.7 oz (10-20g) detergent with a descaling function or lemon juice to remove limescale.

Use a damp cloth to remove lime scale or grease deposits inside the dishwasher. Alternatively, apply some detergent, and then run an empty cycle using the highest rinse temperature.

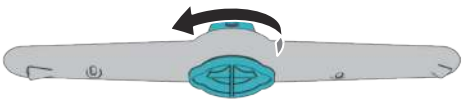
CAUTION

- Do not remove the front seal (the long rubber seal enclosing the opening of the dishwasher). The seal keeps the inner side of the dishwasher sealed.

Nozzles

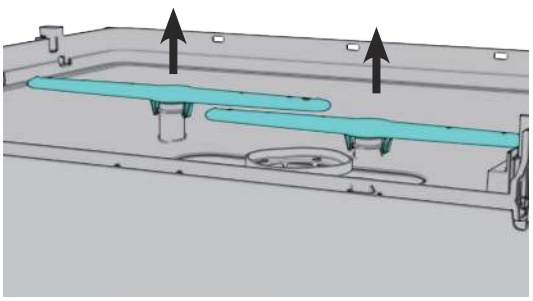
To prevent the nozzles from being clogged or if the nozzles are clogged, remove and clean each nozzle. Use caution when removing the nozzles as they may break.

Top nozzle



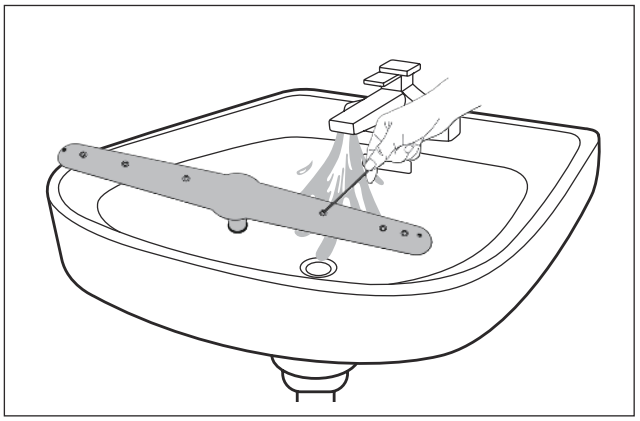
1. Open the door, and then pull out the upper rack and lower rack. The top nozzle is visible on the top.
2. Turn counter clockwise and remove the nozzle cap, and then remove the nozzle.
3. Unclog and clean the nozzle.
4. Reinsert the nozzle, and then tighten the cap clockwise.
5. Rotate the nozzle by hand to make sure the nozzle is engaged correctly.

Lower nozzle



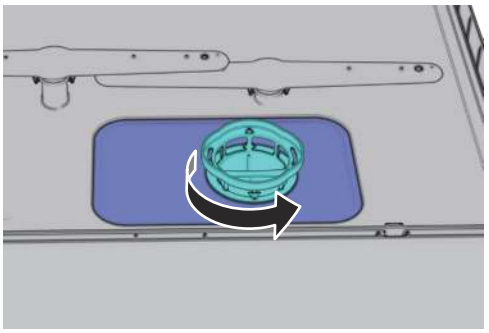
1. Open the door, and then pull out the lower rack. The lower nozzle is visible on the bottom.
2. Remove the nozzle by pulling upwards.
3. Unclog and clean the nozzle.
4. Reinsert the nozzle.
5. Rotate the nozzle by hand to make sure the nozzle is engaged correctly.

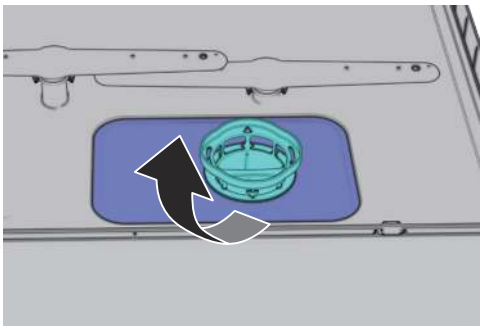
Clean nozzle



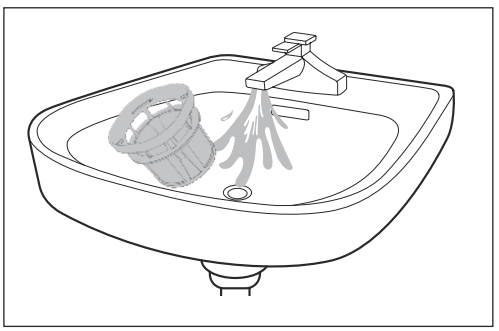
Filter

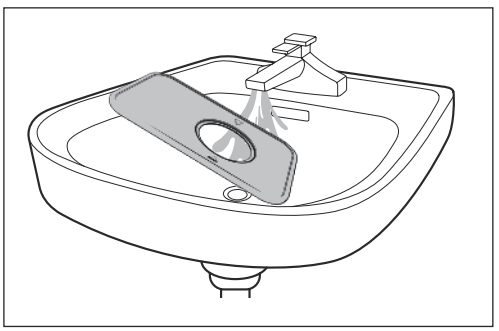
We recommend cleaning the filter every month.



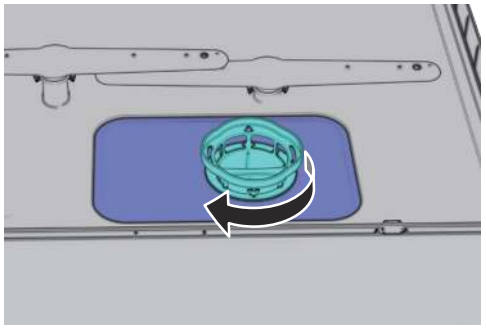


1. Open the door, and then remove the lower rack first.
2. Turn the filter handle counterclockwise to unlock the filter.
3. Remove the filter.





4. Remove any dirt and impurities from the filter.
5. Rinse both filters with running water, and then dry well.
6. Reinsert the filter.
7. Turn the filter handle clockwise to lock.

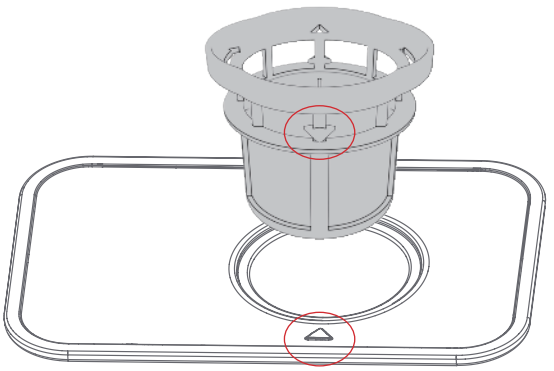


CAUTION

Make sure the filter is closed properly. A loose cover can reduce the filtering performance.

CAUTION

Before using the machine, you need to turn the filter clockwise to tighten the filter and align the triangle indicator arrow.



Long-term care

If you will not use the dishwasher for an extended period of time, first drain the unit completely, and then disconnect the water hose. Shut off the water supply valve and the power outlet. Water remaining in the hoses or the internal components can damage the dishwasher.

Drain the water from the tank

If you need to store your dishwasher for an extended period of time, first drain and disconnect it. If you leave water in the hoses and internal components, you can damage the dishwasher.

After draining and disconnecting the dishwasher, be sure to turn off the water supply valve and power outlet.

CAUTION

After the dishwasher is powered on, in standby mode (POWER button flashes), Hold the **Air Refresh** button and **POWER** button at the same time for 3 seconds to forcefully drain the water in the tank.

Hold the **POWER** button for 1 second to cancel forced draining.

troubleshooting

Check these solutions if your dishwasher...

Problem	Possible cause	Solution
Tableware not completely dry	Tableware not set properly	According to the manual, set the tableware correctly. See page **8**
Tableware not clean	• Powder not enoug • Tableware not set properly • Filter jamed • Select otherwashing mode	• Add correct powder • According to the manual • Clean the filter. See page **13~15** • Select the correct washing mode
Crash in the dishwasher	• Spray arm crash the tableware • Tableware swings with the spray water	• Pause,check che tableware • Lay the tiny tableware on a steady position
White contamination on the tableware	There is scale inside the dishwasher	See page **13**
much foam in wanshing room	Using the wrong detergent	Please use dishwasher-specific dishwashing powder or dishwashing tablets.
Dish basket change colour	Tableware faded	Not wash such tableware
Water shortage light on	• The water supply tap closed, or the water supply pressure is lower than 0.04MPa. • The water inlet pipe abnormal. • The tank is not filled with water. • The water inlet valve of the dishwasher is abnormal.	• Make sure the water supply faucet is open; If the water pressure is lower than 0.04MPa, purchase a water inlet pump. • Smooth the water inlet pipe without bending, squeezing or blocking. • See page **9~10** • Contact AIRMSEN custmer service.
Button doesn't work	• The door is not closed • Dishwasher is running • Door sensor fault	• Close the door • Hold the **POWER** button for 1 second to cancel the current wash cycle, then restart the dishwasher. • Contact AIRMSEN custmer service.

NOTE

After you press and hold the **POWER** button to cancel a wash cycle, the machine will automatically run for a short period of time and all buttons will be disabled.

Information codes

Code	Action
E1	**Water intake fault** Check the faucet or Try to add water;
E2	**Drainage fault**
E3	**Overflow fault**
E4	**Water temperature sensor fault**
E5	**Commuciation fault**
E6	**Heater fault** Reconnect power and restart dishwasher
E7	**Fan fault**

For any codes not listed above, email **service@airmsen.com**

specifications

Model	ZMW-DUHA01
Type	Countertop dishwasher
Power supply	120V / 60Hz AC only, 10 A circuit
Rated power	950W
Capacity	5 Place Settings
Inlet pressure	0.04 ~ 1 Mpa
Water tank capacity	1.4 gallons (5.2 L)
Dry mode	PTC hot air
Product size (H × W × D)	496 × 548 × 360 mm / 19.6 × 21.6 × 14.2 in
Product weight	15.8 kg / 35 lbs

warranty (U.S.A / CA)

Product Name	Countertop Dishwasher
Model Number	ZMW-DUHA01
Default Warranty Period	2 years
For your own reference, we strongly recommend that you record your order number and date of purchase.	
Date of Purchase	
Order Number	

TERMS & POLICY

AIRMSEN warrants all products to be of the highest quality in material, craftsmanship, and service, effective from the date of purchase to the end of the warranty period.

AIRMSEN will replace any product found to be defective due to manufacturer flaws based on eligibility. Refunds are available within the first 30 days of purchase. Refunds are only available to the original purchaser of the product. This warranty extends only to personal use and does not extend to any product that has been used for commercial, rental, or any other use in which the product is not intended for. There are no warranties other than the warranties expressly set forth with each product.

This warranty is non-transferrable. AIRMSEN is not responsible in any way for any damages, losses, or inconveniences caused by equipment failure by user negligence, abuse, or use noncompliant with the user manual or any additional safety or usage warnings included in the product packaging and manual.

This warranty does not apply to the following:

- Damage due to abuse, accident, alteration, misuse, tampering, or vandalism.
- Improper or inadequate maintenance.
- Damage in return transit.
- Unsupervised use by children under 18 years of age.

AIRMSEN assume no liability for damage caused by the use of the product other than for its intended use or as instructed in the user manual. Some states do not allow this exclusion or limitation of incidental or consequential losses, so the foregoing disclaimer may not apply to you. This warranty gives you specific legal rights and you may also have other rights, which may vary from state to state.

ALL EXPRESSED AND IMPLIED WARRANTIES, INCLUDING THE WARRANTY OF MERCHANTABILITY, ARE LIMITED TO THE PERIOD OF THE LIMITED WARRANTY.

Defective Products & Returns

Should your product prove defective within the specified warranty period, please contact Customer Support via **service@airmsen.com** with your order number. DO not dispose of your product before contacting us. Once our Customer Support Team has approved your request, please return the unit with a copy of your invoice and order number.

customer support

We're Here to Help!

If you encounter any issues or have any questions regarding your new product, please contact our helpful Customer Support Team. Your satisfaction is our goal!

Customer Support

Email: **service@airmsen.com**

Website: **www.airmsen.com**

*** To best serve you, our AIRMSEN Representatives are available to answer yourcalls Monday to Friday, 10:30 AM - 6:30 PM EST.**

If you need to purchase product accessories, please visit **www.airmsen.com.**

* Please have your order confirmation number ready before contacting Customer Support.

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