TROUBLESHOOTING

Problem	Possible Solution
Air purifier will not turn on or respond to button controls.	Plug in the air purifier.
	Check to see if the power cord is damaged. If it is, stop using the air purifier and contact **Customer Support** (see page 27).
	Plug the air purifier into a different outlet.
	The air purifier may be malfunctioning. Contact **Customer Support** (see page 27).
Airflow is significantly reduced.	Make sure the filter is removed from its packaging and properly in place (see page 7).
	Tap to increase the fan speed.
	Leave 15 inches / 38 cm of clearance from the front of the air purifier.
	The pre-filter may be clogged by large particles, such as hair or lint, blocking airflow. Clean the pre-filter (see page 18).
	Replace the filter (see page 19).
Air purifier makes an unusual noise while the fan is on.	Make sure the filter is properly in place with plastic packaging removed (see page 7).
	Make sure the air purifier is operating on a hard, flat, level surface.
	Replace the filter (see page 19).
	The air purifier may be damaged, or a foreign object may be inside. Stop using the air purifier and contact **Customer Support** (see page 27). **Do not** try to repair the air purifier.
Poor air purification quality.	Tap to increase the fan speed.
	Make sure no objects are blocking the front, sides, or top of the air purifier (the inlet or outlet).
	Make sure the filter is removed from its packaging and properly in place (see page 7).
	Close doors and windows while using the air purifier.
	If the room is larger than 219 ft^2 / 20 m^2, air purification will take longer.
	Replace the filter (see page 19).

TROUBLESHOOTING (CONT.)

Problem	Possible Solution
Strange smell coming from the air purifier.	Clean the filter, or replace if necessary.
	Contact **Customer Support** (see page 27).
	Make sure not to use your air purifier in an area with high humidity or while diffusing essential oils.
Air Quality Indicator always stays blue, even when the air quality is poor.	Clean the dust sensor lens (see page 20).
	The dust sensor detects airborne particles, but it cannot detect gas. Make sure there aren't gasses polluting the air.
Air Quality Indicator always stays red.	Clean the dust sensor lens (see page 20).
	If you're using an ultrasonic humidifier near the air purifier, the mist may affect the accuracy of the dust sensor. The dust sensor will detect the large mist particles, and the Air Quality Indicator may turn red. Avoid using an ultrasonic humidifier near the air purifier, or avoid using Auto Mode.
Air purifier randomly turns off.	Air purifier is malfunctioning. Stop using the air purifier and contact **Customer Support** (see page 27).
is still on after replacing the filter.	Reset the Check Filter Indicator (see page 17).
has not turned on after 9 months.	is a reminder for you to check the filter and will light up based on how much the air purifier has been used, as well as other factors (see page 17). If you don't use your air purifier often, will take longer to turn on.
turned on before 9 months.	is a reminder for you to check the filter and will light up based on how much the air purifier has been used, as well as other factors (see page 17). If you run your air purifier frequently, will turn on sooner.
The display does not stay on in darkness room.	Make sure that the Light detection is off (see page 11).
The purifier always shuts off automatically in a dark room.	Make sure that the Light detection is off (see page 11).

If your problem is not listed, please contact **Customer Support** (see page 27).

VESYNC APP TROUBLESHOOTING

My smart air purifier isn't connecting to the VeSync 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.
    - There should be no spaces at the beginning or end of the password.
    - Test the password by connecting a different electronic device to the router.
    - If you're manually typing in the SSID and password, double check that both are entered correctly.
- Try moving your air purifier closer to the router. Your phone should be as close as possible to your air purifier.
- Your router may need to be at a higher location, away from obstructions.
- Make sure your air purifier and router are away from appliances (such as microwave ovens, refrigerators, electronic devices, etc.) to avoid signal interference.
- If you're using a VPN, make sure it's turned off while setting up your air purifier.
- Disable portal authentication for your Wi-Fi network. If portal authentication is enabled, the air purifier will not be able to access your Wi-Fi network, and setup will fail.

Note: *Portal authentication means that you need to sign in to your Wi-Fi network through a web page before you can use the Internet.*

My air purifier is offline.

- Make sure the air purifier is plugged in and has power, then refresh the VeSync menu by swiping down on the screen.
- Make sure your router is connected to the internet and your phone's network connection is working.
- Delete the offline air purifier from the VeSync app. Swipe left (iOS®) or press and hold (Android™), then tap **Delete**. Reconfigure the air purifier with the VeSync app.

Note: *Power outages, internet outages, or changing Wi-Fi routers may cause the air purifier to go offline.*

If your problem is not listed, please contact **Customer Support** (see page 27).