Questions before purchase

Q:Is it a fogless (mist free) humidifier?

A:Yes, the diffusion of water molecules is invisible , does not carry other solid impurities, do not need to worry about secondary pollution and damage to the furniture!

Q: Decompose formaldehyde?

A:Can directly decompose formaldehyde, according to our laboratory tests, the air through a high-efficiency HEPA filter , be effectively washed and purified 99.95% of particles as small as 0.1 micron. Formaldehyde CADR value of 120/²m/h , it is recommended to use it a long time, more effective removal of formaldehyde!

Q:Cleaning and replacement?

A:Filter recommended replacement 6-12 months, every 2 weeks using tap water to rinse the surface of T-type water washing filter .

Q:T3 filter set price?

A:The T3 package contains one hepa filter and one T-type water washing filter, and it costs only $35 , and we often have promotional activities.

Q:Can use humidification and purification alone?

A: When not add water, means not humidification, only use the purification function alone, no washing air, the purification effect may be a little worse!

Q:Can connect the Alexa?

A: Currently supports button control and APP remote control, the main operation is to add water ,to turn on/off it , to adjust the fan speed, so that the machine can automatically run it!

Q: Can catch pet hair?

A: Can effectively remove particles, hair, dust and other solid matter and formaldehyde, benzene and other harmful gases.

Q:Applicable area?

A:The air cleaner is suitable for spaces up to 15 m², such as bedrooms or apartments .

Q:What kind of water to add?

A:The product applies to water quality: tap water, pure water, mineral water

Q: What is the material of the filter?

A: Silver ion material.

Q:Can remove the smell of fumes, paint flavor?

A: By washing the air in the way, can effectively remove odors in the air.

Q:Whether it can be moved, there are no wheels?

A: There is no wheel , the net weight of the machine 4.6kg, easy to move

Q:Whether you can charge it?

A:Need to connect the power supply , not equipped with batteries

Q:Can always work?

A: It is also recommended to open a long time, continue to purify the water washing air, care for the health of the family! just daily replenishment of the water tank .

Q:Can you customize the humidity?

A: Currently does not support the setting of a certain humidity, you can open the intelligent operating gear, according to the indoor air environment, automatically adjust the operating gear, and control the humidity in the human body comfortable 45-55 °

Q:Need to close the windows and doors when the air purifier is working?

A: When using the machine is recommended to close the windows and doors ,the efficiency of the work will be better it!

Q:Humidification reaches a certain value whether the automatic stop humidification?

A: Humidification is constantly washing purification , will not stop humidification, you can set the intelligent running gear, control humidity in the 45-55 °

Q:Can you reduce humidity?

A: It does not come with the function of reducing humidity, you can open the intelligent operation of the gear, control humidity in the 45-55 °

Q:Manufacturer, official certification?

A: All of our products are produced and designed by our own factories issued by the quality of products are CE FCC ETL

Q: Usually have to often clean up?

A: purifier filter is recommended to use 2 weeks for a daily cleaning, 6-12 months according to the situation for replacement

Q: Water tank can be removed separately?

A: The water tank design can be separated is a large caliber , easy to add water at the same time, you can take out the water tank for rinsing, the water tank cover can be removed to clean without dead ends!

Q:Evaporation method?

A:1: cold wind simulation of natural evaporation, the diffusion of water molecules is very small invisible to the naked eye, does not carry other solid impurities

2: Evaporation of water molecules diffusion ability, can quickly diffuse to the entire space, the realization of air humidification, wet more evenly.

3: Cold evaporation principle can be added directly to tap water, the filter intercepts and filters calcium and magnesium ions and other impurities in the water, blowing out healthy water molecules.

Q:How to change the filter ,whether the machine give remind?

A:the filter light shows orange, to remind the replacement, after the correct replacement of the new filter, long press the sleep/timer for 3 seconds, the filter reminder light off.

Questions after purchase

Q: The water tank light keeps flashing?

A: 1.The water tank is not installed in place and the machine does not recognize the water tank.

2.Shut down the machine first, unplug the power cord, lift up the water tank again, and assemble it. There is a sinking feeling and a click sound. After installing the power cord, try to turn it on.

Q: The humidity percentage on the display keeps jumping?

A:1. The machine does not recognize the humidity sensor or air quality sensor.

2. Shut down the machine first, unplug the power supply, reassemble the filter element water tank, etc., then try to turn it back on again

Q: When the machine is turned on normally, only the orange filter replacement light is displayed , with no other display and the machine cannot be turned on.

A:1.After changed HEPA filter the machine is not closed or the air purification filter is not installed in place.

2.Shut down the machine first, unplug the power cord, take out the HEPA filter and reinstall it, then plug it in again and try to turn it on again.

Q: The humidity is low and humidification has no effect.

A:1. There are many dry and easily absorbable items indoors, such as fabrics and knitted products or turning on the heating. In this case, it will take longer working time and higher wind speed to notice the changes in humidity. It is recommended to close the doors and windows during use.

2. It is recommended to turn on the 4 level during the day and turn on the sleep mode at night. It is not recommended to turn on the automatic mode when you first start using it. When the indoor air quality and humidity reach a comfortable level, then turn on the automatic mode.

Q: When running in automatic mode, the humidity cannot be effectively increased.

A:1. The automatic mode automatically adjusts the fan speed according to the indoor air quality, and controls the humidity at 45-55°. The air quality is good, the fan speed is low, and the humidification reduced.

2. When turning on the heating, it is recommended to use manual high-speed operation to better increase the humidity.

Q: After using it for a long time, the air blown out by the machine smells strange?

1. The water-washed purification filter needs to be cleaned regularly to maintain good work efficiency.

2. Rinse and purify the filter with water for about 2 weeks. To remove the odor, you can mix baking soda with 1L: 60g of water and soak it for about an hour.

Q:CADR?

A:1. The CADR value of an air purifier indicates the size of the space that can be purified per hour. The greater the CADR value, the larger the purified area. However, the larger the CADR value, not the better. Because the environmental area that the purifier needs to serve is not fixed. Choosing an air purifier with a CADR value that is too large may result in over utilization of materials. Therefore, it is recommended to choose based on the house area.

2. The greater the CADR value, the corresponding power consumption and noise will be greater, and the price will be more expensive. Therefore, we recommend choosing the right product to avoid unnecessary costs.

Q: What are the dangers of ultrasonic humidifiers?

1. Principle of ultrasonic humidifier: The ultrasonic atomization piece generates high-frequency vibrations to break the water into ultra-fine water droplets of 1-5

microns, and then use a pneumatic device to blow these small water droplets into the air;
Disadvantage 1: Impurities such as calcium and magnesium ions in the water are broken up and ejected together with the water. They are taken into the air and then inhaled into the lungs, which can easily cause pneumonia and other diseases. Therefore, only purified water or distilled water can be added;
Disadvantage 2: Water mist will deposit in large amounts and wet the floors and walls, causing rot on the floors, wardrobes, and desktops;
Disadvantage 3: The diffusion capacity of small water droplets is limited. It only humidifies locally around the humidifier and cannot diffuse like water molecules for whole-house humidification.

Q: What is the principle of mist-free humidification?

A: The working principle of the mist-free humidifier is that the spiral wind generated by the high-speed fan inside the humidifier blows the water molecules evaporated from the water-absorbing filter into the air. Just like the natural evaporation of seas and lakes, the water-absorbing filter can It effectively filters out impurities such as calcium and magnesium ions in the water, so you can add tap water directly.

Q: What are the advantages of mist-free humidification?

A:1. Cold wind simulates natural evaporation, and the diffused water molecules are extremely small and invisible to the naked eye. They do not carry other solid impurities, so there is no need to worry about inhalation "humidifier pneumonia";
2. The evaporated water molecules have strong diffusion ability and can quickly spread to the entire space to achieve air humidification and more uniform humidification;
3. The principle of cold evaporation allows you to add tap water directly. The filter intercepts impurities such as calcium and magnesium ions in the filtered water and blows out healthy water molecules.

Q: Cleaning the evaporation filter?

A: There is no need to soak and clean the purified filter frequently with tap water. When the product has the following two conditions, it can be soaked and cleaned:
① If the air sent out has a peculiar smell, according to the ratio of water: baking soda = 1L: 60g, after fully dissolving the baking soda, soak in water to wash and purify the filter element for about 60 minutes.
② If you need to remove impurities on the water-washed and purified filter element, follow the ratio of water: citric acid = 1L: 6.5g. After fully dissolving the citric acid, soak the water-washed and purified filter element for about 60 minutes.
<Note: It is recommended to wash it 2-3 times at most> Please rinse with clean water 2-3 times after soaking. If citric acid and baking soda remain, the machine will produce odor and malfunction.