



TROUBLESHOOTING

Before Calling for Service

If there is a problem with the product, check the following first before calling for service.

Problem	Possible Cause	Solutions
Air purifier does not turn on.	<ul style="list-style-type: none"> • Power cord not plugged in. • Incorrect power rating. 	<ul style="list-style-type: none"> • Plug cord securely into socket. • Make sure outlet is rated for 115V.
Air output is weak, product makes a noise.	<ul style="list-style-type: none"> • Pre-filter is clogged. • Dust accumulation on the Puricare Main Filter. 	<ul style="list-style-type: none"> • Clean the pre-filter. • Replace the Puricare Main Filter.
Air purification does not work well.	<ul style="list-style-type: none"> • Indoor air quality is very bad. • Dust has built up on the pre-filter or Puricare Main Filter. • Usage area is too large. • Nearby objects are blocking air circulation. • The product is installed in a corner. 	<ul style="list-style-type: none"> • Ventilate the room before using the air purifier. • Clean the pre-filter or replace the Puricare Main Filter. • Use the product in a smaller area or an area more protected from the influx of outside air. • Remove nearby obstacles or move the product to a different location. • Move the product.
Strange odor coming from air outlet.	<ul style="list-style-type: none"> • Installed in area with heavy smoke or odors. • Odor coming from deodorizing filter. 	<ul style="list-style-type: none"> • Very heavy smoke or odors may degrade the performance of the filters. Ventilate the area before using the air purifier. • Replace the deodorizing filter.
There is an odor, but the Indicator lamp does not change.	<ul style="list-style-type: none"> • Odor sensor may not respond to food odors as harmful. 	<ul style="list-style-type: none"> • Odor sensor may not respond to food odors as harmful, but odors are removed by the deodorizing filter.
Air quality shows red continuously.	<ul style="list-style-type: none"> • Air purifier may be unable to process amount of contamination in air. • Water or oil sprayed near air purifier. 	<ul style="list-style-type: none"> • Try moving product to another room to clear the indicator. • Do not spray water or oil near the air purifier.
Buttons do not work.	<ul style="list-style-type: none"> • Lock function is enabled. 	<ul style="list-style-type: none"> • Press and hold Speed button and Indicator button for 3 seconds to disable the Lock function.



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There has been no change in micro dust concentration.	<ul style="list-style-type: none"> • Sensor may be dirty or blocked by foreign material. • Air purifier may be in enclosed area. 	<ul style="list-style-type: none"> • See instructions for cleaning sensor. • Indoor air quality may stay the same in an enclosed area.
The fine dust concentration value keeps showing high.	<ul style="list-style-type: none"> • Air purifier installed in area with constant influx of outside air. 	<ul style="list-style-type: none"> • Levels can remain high in areas where there is a constant influx of outside air.
Air quality light remains red/orange while PM levels show low/normal.	<ul style="list-style-type: none"> • Air quality issue is from odor. 	<ul style="list-style-type: none"> • The air quality indicator is an overall evaluation based on odor and dust. If an odor is strong while PM levels are low, the light may remain on red/orange.
The air quality indicator differs from the EPA guide.	<ul style="list-style-type: none"> • The air purifier and EPA air quality values are measured differently. 	<ul style="list-style-type: none"> • The EPA guide indicates an average value during a given time period and the air purifier's air quality indicator measures and displays on a real-time basis.
The filter produces odors.	<ul style="list-style-type: none"> • The deodorizing filter has become dirty. • The air purifier is being used instead of a vent hood while cooking. 	<ul style="list-style-type: none"> • Replace the filter. Filter life-expectancy can vary based on usage environment. • Filter life can be greatly reduced if the air purifier is used while cooking strong-smelling or oily food. Do not use the product in place of a vent hood. Ventilate the area during cooking to remove strong odors and oily splatter, then use the air purifier to eliminate any remaining odors.