

## TRUBLESHOOTING

### Before Calling for Service

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

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

ENGLISH

Problem	Possible Cause	Solutions
<p><b>There has been no change in micro dust concentration.</b></p>	<ul style="list-style-type: none"> <li>• Sensor may be dirty or blocked by foreign material</li> <li>• Air purifier may be in enclosed area</li> </ul>	<ul style="list-style-type: none"> <li>• See instructions for cleaning sensor.</li> <li>• Indoor air quality may stay the same in an enclosed area.</li> </ul>
<p><b>The fine dust concentration value keeps showing high.</b></p>	<ul style="list-style-type: none"> <li>• Air purifier installed in area with constant influx of outside air</li> </ul>	<ul style="list-style-type: none"> <li>• Levels can remain high in areas where there is a constant influx of outside air.</li> </ul>
<p><b>Air quality light remains red/orange while PM levels show low/normal</b></p>	<ul style="list-style-type: none"> <li>• Air quality issue is from odor</li> </ul>	<ul style="list-style-type: none"> <li>• 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.</li> </ul>
<p><b>The air quality indicator differs from the EPA guide</b></p>	<ul style="list-style-type: none"> <li>• The air purifier and EPA air quality values are measured differently</li> </ul>	<ul style="list-style-type: none"> <li>• 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.</li> </ul>
<p><b>The filter produces odors.</b></p>	<ul style="list-style-type: none"> <li>• The deodorizing filter has become dirty</li> <li>• The air purifier is being used instead of a vent hood while cooking</li> </ul>	<ul style="list-style-type: none"> <li>• Replace the filter. Filter life-expectancy can vary based on usage environment.</li> <li>• 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.</li> </ul>