



Ultrasonic Diffuser for Essential Oils

*For a short video on care, use and maintenance of your diffuser, visit:
www.australescence.com/video.php*

OPERATION AND SAFETY INSTRUCTIONS

1. Please watch the video and read the operating instructions thoroughly. If in doubt, contact us at www.australescence.com. We will be happy to offer you assistance.
2. Only use the H2EO® power adapter supplied with this diffuser.
3. Never plug in the adapter before filling the diffuser to the correct level with water.
4. DO NOT OVERFILL WITH WATER. DO NOT MOVE THE DIFFUSER WITH WATER IN IT. OVERFILLING AND CARRYING WITH WATER IN IT MAY BLOCK THE AIRWAY AND DAMAGE THE DIFFUSER.
5. Use only pure essential oils from a reputable source. DO NOT use vegetable or massage oils, perfumes, or "fragrances" - which contain mostly synthetic chemicals.
6. Operate the diffuser on a hard, flat, level surface. Do not operate on a carpet, towel, cloth or other soft surface that may restrict airflow to the fan in your diffuser's base.
7. Unplug and empty the diffuser before moving it.
8. Should a fault arise (lights flash, diffuser does not work correctly), unplug the diffuser, wait for a minute, plug adaptor back in, and press the POWER button. In most cases, this "re-boot" will solve the problem automatically.
9. Do not attempt to disassemble the diffuser - there are no user-serviceable parts inside.
10. Clean your diffuser with alcohol wipes or a soft, damp cloth. Do not use abrasive cleaners or sharp objects.
11. The diffuser automatically stops when the water level is low. Refill and restart to resume. Sometimes users don't realize that the low water level has been reached and they believe their diffuser is not working. So check to make sure you have sufficient water for your diffuser to operate.
12. Only use your diffuser indoors. Keep it safely away from young children and animals.

CLEANING YOUR DIFFUSER

- Some essential oils may contain small amounts of natural plant waxes or resins. These may build up over time in the bowl unless removed by occasional cleaning.
- Some essential oils, for example clove oil and cinnamon bark oil, may cause discoloration of the bowl (this does not affect diffusion).
- At least once per week empty the diffuser bowl and wipe it out with an alcohol wipe, or a soft, damp cloth or facial tissue.
- DO NOT use abrasives or chemical cleaners in the bowl or on the transducer in the bottom of the bowl.
- Periodically, fill the bowl with 8 oz (240 mL) of clean pure water, and add a few drops of a mild dish detergent or vinegar. Run the diffuser for a few minutes, empty the bowl and rinse with pure water. Empty again and refill to operating level. Add your pure essential oil and enjoy!

TROUBLESHOOTING – SITUATIONS AND SOLUTIONS

When switched on, diffuser does not operate:

- Check that there is water in the bowl and that the water level is correct.
- Check that you are using the correct power adapter.
- Check that the power adapter is securely plugged into the wall socket.
- Check that the power supply is securely plugged into the socket at the back of the diffuser.
- Users often unknowingly get water inside the diffuser through overfilling, bumping or moving the diffuser while full, or operating with the director nozzle upside down, broken, or missing altogether. After a certain amount of water and essential oil enter the diffuser it will quit working. Rather than immediately send it in for service, try this: empty the diffuser, unplug it, and let it sit for a day or two to "dry out". Then refill and try it again. Quite often the moisture will evaporate and the diffuser will again work, saving you the expense and inconvenience of sending it in for service. However, if this does happen to you, please try to be more careful, as water and essential oils inside the diffuser will over time cause it harm.

No diffusion, or lower than usual:

- Check for correct water level.
- Check that the fan inlet is not obstructed, and that the air flow is not restricted. Only operate the diffuser on a level, hard surface.
- Check to see if the water level sensor is stuck...it should be free to float to the top of the sensor post.
- Check to see if the transducer is clean; NEVER use abrasive cleaning agents or sharp objects - just remove any oil or wax with a soft moistened cloth.
- Re-check Volume Mist Output setting.
- Check that the lid and director nozzle are securely fitted.
- Then turn power off, unplug, wait a minute, re-plug and restart the diffuser.

Water in diffuser is hot, level is high:

- Diffuser has been overfilled. Turn off and unplug diffuser, empty and allow it to cool down. Refill and restart. If diffuser will not restart, it has been damaged by the overfilling and probably needs repair. Note: Warranty does not cover misuse.

Water in diffuser is hot, level is normal:

- Fan air intake is restricted. If there is a towel or cloth under diffuser, remove it.
- Hair or other object is caught in fan blades. Remove and ensure that the blades turn freely.
- Turn off and unplug diffuser, allow it to cool down. Refill and restart. If diffuser will not restart, it has been damaged by the overfilling and must be repaired. Note: Warranty does not cover misuse.

Lights flash, diffuser will not start:

- Unit has developed a malfunction or has detected a fault. Unplug, refill if necessary, reconnect and turn the diffuser on again. If it will not restart, your diffuser may require inspection by qualified service personnel.

STILL NEED SERVICE? Please see next page...

H2EO® PRODUCT WARRANTY

The Australian Essential Oil Company, subject to the exclusions noted below, warrants its H2EO® AirCare Ultrasonic Diffuser Product to be free from defects in materials and workmanship under normal consumer usage for a period of 12 calendar months from the date of purchase.

Warranty is transferable with provision of original purchase receipt.

This warranty does not cover:

1. Defects or damage resulting from use of the Product in other than its normal and customary manner;
2. Defects or damage from misuse, accident, or neglect;
3. Defects or damage from use of other than distilled, demineralized, deionized, or purified bottled water;
4. Defects or damage from use of impure or adulterated essential oils, or blends containing vegetable or massage oils, or synthetic carrier oils;
5. Defects or damage from improper testing, operation, maintenance, installation, adjustment, or any alteration or modification of any kind;
6. Breakage or damage caused by use of other than the specified mains supply voltage (120/240 VAC country-specific), or use of other than the as-supplied power adapter;
7. Products disassembled or repaired by other than The Australian Essential Oil Company, so as to adversely affect performance or prevent adequate inspection, verification, and testing to verify any warranty claim;
8. Products with labels removed or illegible serial numbers;
9. Defects or damage due to overfilling or spilling;
10. Marring such as scratches on any plastic surfaces and externally exposed parts resulting from normal use; and/or
11. Damage resulting from normal wear and tear.

Please retain your purchase invoice. In the event of a need for repair, warranty claim, or purchase of spare parts, contact The Australian Essential Oil Company.

STILL NEED WARRANTY OR REPAIR SERVICE?

Before sending your diffuser in for service, we suggest you try all the troubleshooting tips on page 1, including emptying, unplugging it and letting your diffuser sit for a day or two to “dry out”.

If it is still not working, send your diffuser along with a copy of your invoice - plus the lid, director nozzle, and adapter - to The Australian Essential Oil Company (AEOC). Be sure to include your address, email, and telephone number so that we can contact you when we have inspected your diffuser.

Warranty Claim Determination of the origin of any fault is the sole responsibility of AEOC. Repair or full replacement is at the sole discretion of AEOC. Shipping cost to AEOC is the responsibility of the owner. On service for a manufacturing fault, the diffuser will be shipped back to the customer at AEOC's expense.

Non-Warranty Repair Damage to the diffuser or power adapter will be assessed by AEOC, and an invoice for repair and return shipping will be issued. Upon acceptance and payment of the invoice, the serviced diffuser will be returned to the owner. Non-warranty repair costs of shipping to and from AEOC are the owner's responsibility.

After-Sale Service and Spare Parts (director nozzles, lids and power adapters) are available through www.australescence.com



The Australian Essential Oil Company Pty Ltd

P.O. Box 158, Coraki NSW 2471, Australia
Tel 0266 832 124 or info@australescence.com

www.australescence.com

Copyright © 2012 Australian Essential Oil Company