

Scent Diffuser Troubleshooting Guide

Problem	Solution
Motor Running but Device Not Scenting	<ul style="list-style-type: none">• Make sure there is oil in the bottle.• Ensure the oil pipette is securely attached to the inner black nozzle located in the top inner cavity of the diffuser.• Ensure the oil pipette reaches the bottom of the bottle.• Fill an empty bottle with ¼ inch of rubbing alcohol and run it through the diffuser for 3-5 minutes.• Replace nozzle.
Remote	<ul style="list-style-type: none">• Ensure the plastic battery protection film has been removed from the back of the remote control.• Press the green Aroma button on the remote for 30 seconds. It may take up to a minute if the remote has been inactive for a prolonged period of time.• If there is no light, replace the remote battery.• If the light flashes but the unit is not reacting, resync the remote.• Steps are as follows:<ul style="list-style-type: none">◦ First, you must unplug the power from the back of the unit.◦ You must press the 35% Button for at least 5 Sec before simultaneously plugging the power back in the unit.◦ Once you see a flashing red light you will know that your remote is synced to the unit.
Loud Noise	<ul style="list-style-type: none">• Unit has been overused. Contact Customer Service as the unit can be sent in for repair.
Motor Not Running	<ul style="list-style-type: none">• Device may in pause/rest mode between cycles. Press the green "aroma" button and the device will run continuously.• Open the unit and inspect the metal prongs on the inside cavity of the device to make sure they are not pushed down as this will impede the operation of the pump/motor. If they are out of place, simply pop the prong up to retore connectivity.• Reattach the unit and ensure the top/bottom of the unit is aligned and firmly closed.
Leaking	<ul style="list-style-type: none">• The device may have been knocked over or tilted.• The bottle threading may be misaligned. Remove the bottle and re-attach ensuring it is straight/even.