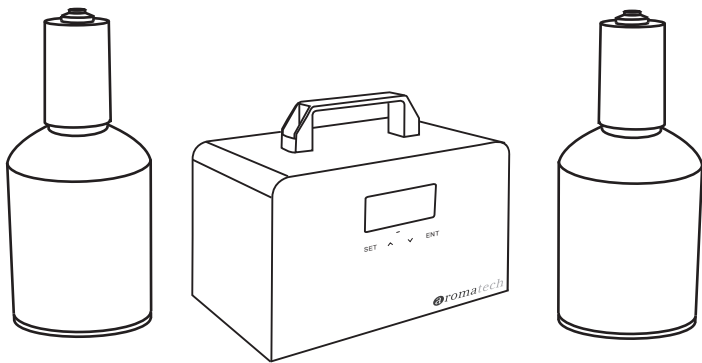


# aromatech

Think Scent



**Air Stream Duo Manual**  
Essential Oil Nebulizing Diffuser



## IMPORTANT

Please comply with the following for safety reasons.

---



Do not modify or disassemble the scent machine without first consulting AromaTech.

In case of product failure please contact us.

---



Do not use the power cord if it is damaged, kinked or cut. It's a fire hazard.

---



To avoid electrical shock, do not touch the power adaptor or the machine while plugged into the electrical socket during a thunderstorm or lightning.

---



Do not dismantle or try to repair the machine while it is plugged into the electrical outlet or in operation.

---

## CONTENTS

DISCOVER THE POWER OF SCENTING! .....	3
FEATURES .....	3
TECHNOLOGY .....	4
SPECIFICATIONS .....	5
DIAGRAM OF PARTS .....	6
ACCESSORIES .....	6
WHERE TO PLACE THE DIFFUSER .....	7
INSTALLATION INSTRUCTIONS .....	8
HVAC INSTALLATION .....	10
TIMER SETTINGS.....	15
INTENSITY AND CONSUMPTION.....	18
AROMA OIL CONSUMPTION.....	19
MAINTENANCE.....	20
TROUBLESHOOTING.....	21
CAUTIONS.....	22
FAQs .....	24

## DISCOVER THE POWER OF SCENTING!

Scent is a fantastic way to express yourself, reduce stress, enhance happiness, give your memory a boost, increase your energy, sleep better, and uncover a host of other benefits. The Air Stream Duo will change what you think about scent and enable a multitude of ways to use scenting in your home or business. Simply add your favorite AromaTech scents and transform your space to whatever you want it to be. The Air Stream Duo allows you to easily tailor your scent experience to your preferences and your space. With unique cold-air diffusion technology, this diffuser scents your environment subtly and consistently while preserving the quality of your 100% Essential or Aroma Oils.

## FEATURES

- Scents 15,000 sq.ft. of space
- Heat-free cold-air diffusion technology that subtly disperses essential oils into the air
- Connects to HVAC / AC system
- Adjustable fragrance intensity levels with an internal digital timer
- Programmable timer for operating hours
- Quiet and energy efficient
- Eco-friendly and made from recycled aluminum
- Features two 4 liter oil drums
- No water or heat required
- Nanoparticles leave no residue

## TECHNOLOGY

The Air Stream Duo uses nebulization (cold-air diffusion) to diffuse our aroma oil blends. This is a process that breaks down the oils into a very fine, dry mist. Nebulization preserves the intention and integrity behind our oils while maximizing their olfactive and therapeutic powers, without diluting in water, solvent, or using heat.

This patented nebulizing technology, combined with our commercial fragrance oil blends, produces nanoparticles that suspend in the air for several hours creating a clean and consistent ambient scent, without chemical undertones.

Commercial fragrance diffusers help to create an emotional connection with consumers by creating lasting impressions, memories, and multi-sensory responses. At the same time they increase energy, inspire brand loyalty, improve sales, mask unpleasant odors, reduce dust, pet dander allergens, and other airborne allergens from non-living matter. Cold-air diffusers support healthy indoor air quality while providing ambience and well-being for you, your employees, and clientele.

Diffusing helps to reduce dust, pet dander allergens, and other airborne allergens from non-living matter (e.g. dust mite matter allergens). While AromaTech's 100% all natural diffuser blends bring nature's goodness into your space by supporting harmony and balance.

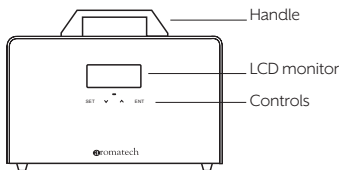
Using only AromaTech essential and aroma oil blends will guarantee the best performance of your diffuser. No mixing or diluting with water, carrier oils or alcohol is required. Simply fill the bottle with what nature created and enjoy!

## SPECIFICATIONS

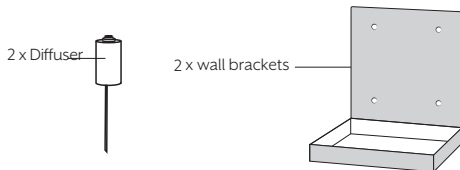
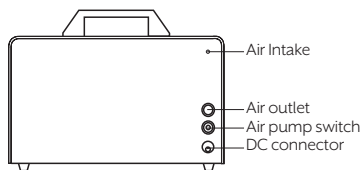
[ Model ]	Air Stream Duo
[ Dimensions ]	305 x 150 x 150 mm / 12" w x 6" h x 6" d
[ Machine N.W. ]	10lbs without oil
[ Voltage ]	Input: AC100V-240V 50/60Hz Output: DC12V 2A Cable length: 100cm / 3.3ft
[ Technology ]	Cold Air Diffusion Technology
[ Power ]	110-240 volt power source
[ Coverage ]	1500 sq.m / 15,000 sq.ft
[ Bottle capacity ]	2 x 4 liter drums
[ Materials ]	Machine: iron, acrylic Bottle: aluminum Connecting tube: PU
[ Accessories ]	Power adapter, Manual, PU tube, HVAC Adaptor, Silencer, Nails, Screws, Wall bracket, PTFE tape, Hose Guide for HVAC connection.

## DIAGRAM OF PARTS

### Front Panel of Air Pump



### Back Panel of Air Pump



## ACCESSORIES



Check and make sure the packaging is complete when you first open it, if parts are missing, please contact us.

## WHERE TO PLACE THE DIFFUSER

**Applications:** aromatherapy, ambient scenting and odor control in home or business.

**Location:** The Air Stream line is designed to scent spaces from 1,000 square feet and up. By discretely connecting to your ventilation system, this HVAC scent machine covers medium to large size spaces such as hotel lobbies, guest corridors, retail floor, gyms, conference rooms, homes and much more.

**Scenting Coverage:** Air Stream Duo can be adjusted to scent an area ranging from 1,000 sq.ft. to 15,000 sq.ft. (100 to 1500 sq.m)

**Scent Intensity:** Adjust your scenting experience and hours of operation through the internal touch LCD timer.

**Device Location:** The most important element of your scenting experience is to properly position the device in the room, to ensure optimal performance and control.



## INSTALLATION INSTRUCTIONS

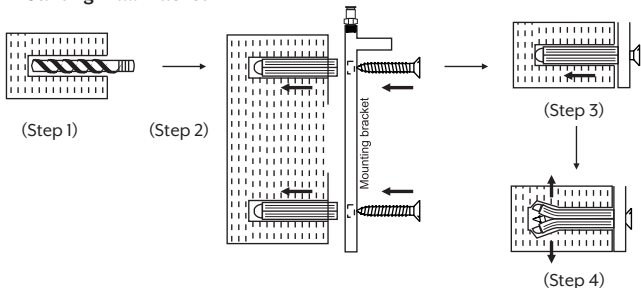
Air Stream Duo directly connects to your HVAC/AC system, please follow the below instructions.

### Parts and Tools Required

You will require the following tools to wall mount or connect the Air Stream Duo to your HVAC.

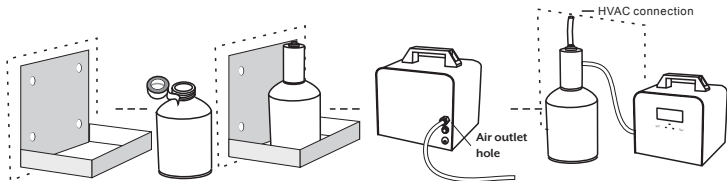
1. A level to ensure the wall mount bracket is exactly vertical.
2. A hammer for the dry wall anchors.
3. A Phillips screwdriver to match the screws provided, or any other screwdriver that matches the screws, to attach to the anchors you have selected.

### Mounting Wall Bracket



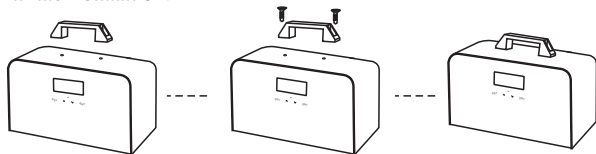
1. Using drill bit, make a hole in the drywall the size of the plug.
2. Insert the drywall plug. If needed, tap lightly with a hammer to fully insert the plug.
3. Screw the bracket to the wall, aligning with drywall plugs.

## Wall Mount Installation:



1. Use the screws to fasten the bracket to the wall.
2. Wrap the neck of the bottle with PTFE tape to seal it and screw the bottle to the diffuser.
3. Connect the air tubes to the pump's air.
4. Connect the other end of the air tube to the diffuser.
5. Take an HVAC adaptor and screw it to the top of the diffuser.
6. Connect a separate 6 - 12 inch air tube to the diffuser top.
7. Drill a hole the size of the hose guide in the air duct. Insert the hose guide into the air duct and point the slanted end of the hose guide with the air flow. Make sure the hose guide hole is pointing with the air flow.
8. Fasten the hose guide to the duct.
9. Connect the 10 mm air tube to the hose guide. Cut the air tube to length avoiding any slack. Insert the other end into the diffuser.
10. Connect with power supply and turn on the air pump by pushing in the green button on the air pump.

## Handle installation:



## HVAC INSTALLATION

### HVAC Pre-installation Checklist

Please complete this checklist before installing the scent diffuser

1. Plan the area to be scented.
2. Locate the Air Handling Unit or duct that serves the area to be scented.
3. Make sure the Air Handling Unit does not use an open gas flame.
4. Locate and mark the optimal position for the Scent Point. (See Fig A page 13)
5. Locate and mark the exact location for placement of the scent diffuser. (See Fig A page 13)
6. Confirm the distance between the Scent Point and the proposed scent diffuser location. (Air tube should be max.3 feet. Avoid dips and coils or lows in the air tube. The Scent Point should ALWAYS be higher than the scent diffuser.)
7. Locate and install 110V or 220V AC power outlet close to the diffuser installation location. Avoid placing the power outlet directly under the scent diffuser.

### Scent Diffuser Positioning

It is important to locate an insertion point where the scent output will be smoothly drawn into and mixed with the airflow. This usually means those parts of the AHU where the static pressure is negative.

#### Ideal locations:

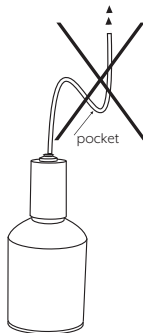
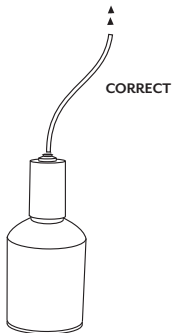
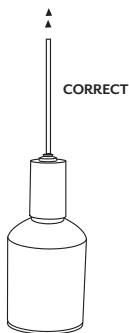
- In front of the supply fan with injection through the wall of the AHU. Position immediately before the fan and after the coils if possible, or in the mixed air chamber.
- Behind the blower with the entire scent diffuser mounted inside the AHU in the mixed air chamber.
- Outside the AHU in the Supply Air duct.

Best practice when installing in an AHU is to place the hose guide after the heating and cooling coils. If this is not possible, the scent output can pass over hot water, steam, chilled water, and DX coils.

**Open gas flames should absolutely be avoided. If installation must be over gas heated coils or open gas flames, contact AromaTech Technical Support.**

The best location for the Scent Machine is below the Scent Point. The air tube should run upward as short a distance as possible, and NEVER MORE THAN 3 FEET. If an upward air tube run is not possible, care should be taken to support the hose to prevent sagging or any low spots. This is to avoid any possibility of condensation and liquid collection which will block the scent output. Give the air tube an upward slant along its run. (See below)

#### **Air Tube Connection on Air Duct**



**INCORRECT**  
Tube has a pocket, this part will fill up with oil.

## Connecting the Diffuser to HVAC.

Refer to the Air Stream Duo HVAC Connection Diagram FIG A.

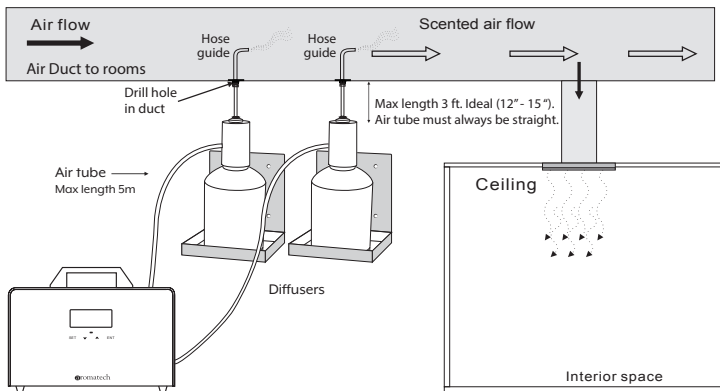
The Air Stream Duo is a versatile and powerful commercial HVAC system scent diffuser. Diffusing the scent via HVAC will allow you to cover multiple rooms and zones. To scent the right zones, check with your HVAC provider or Mechanical Engineer to determine which HVAC unit to connect to.

The Air Stream Duo can cover 15,000 sq.ft. of space.

1. You need to choose the air handler you want to connect to. If you have multiple air handlers, select the one that will cover the area you wish to be scented. Consult your HVAC supplier if needed.
2. With a metal drill bit designed to drill through sheet metal, drill a hole in the air duct directly after the blower. Make sure you are tapping into the supply side of your duct, not the return side.
3. **IMPORTANT:** Never install before the coils or filters as the filters will dilute the scent and you will not get the same result.
4. Once the hole is made, insert the hose guide. The hole on the end of the hose guide should be pointing with the air flow not against it. This allows the scent to travel in the same direction as the air flow.
5. Secure the hose guide by screwing it to the duct.
6. Screw the supplied HVAC adaptor into the hose guide.
7. Take a second HVAC adaptor and screw it into the Air Stream Duo.
8. Either wall mount the Air Stream Duo to the duct, the wall or place on a shelf directly under the Scent Point connection. It's important to keep the Air Stream Duo as close as possible to the scent point. MAX. AIR TUBE LENGTH SHOULD BE 3 FEET.

- Cut supplied air tube to the correct length to go from the Air Stream diffuser. The distance between the Air Stream diffuser and air tube should be as short as possible. MAX. 3 FEET. Do not leave any slack. Coiling or excess air tube will create air pockets and buildup of scent inside the tube.
- Connect the AirStream Duo to the 110V-240V plug and set the timer.

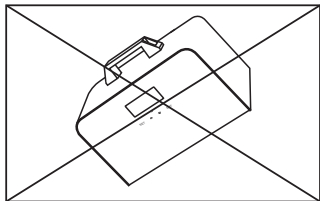
### Air Stream Duo HVAC Connection Diagram (Figure A)



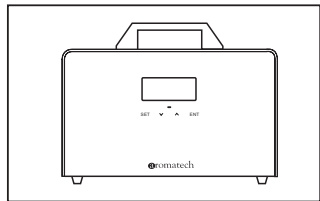
**IMPORTANT:** Do not drill through a coil, or before the filters.

**Warning:**

After installation, please keep the machine vertical. Tilting or placing it flat may cause an oil overflow. If the Air Stream Duo is tilted, the oil will over flow inside and may potentially damage the machine.

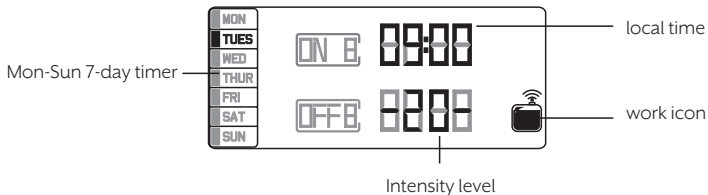


**INCORRECT**



**CORRECT**

## TIMER SETTINGS



### Power ON

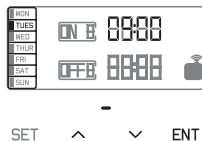
Connect the 12V adaptor to the outlet and turn ON the power switch. Local time and scent intensity level will appear.

### Screen Lock and Unlock

The LCD screen will automatically lock itself after 10 seconds if not used. Press **SET** and hold for 5 seconds to unlock the display.

### Local time setting

Press **SET** button for 3 seconds until you hear a beep to enter local time setting menu. Press **▼** or **▲** button to choose the correct day. Then press **ENT** button to move to local time setting. Press **▼** or **▲** button to change the number. Press **ENT** button to move to another position. Press **SET** to confirm (Figure 1).



(Figure 1)



## Setting Hours of Operation

There are 5 working periods available to set the hours of operation (Figure 2).

Touch **SET** button to set working period 1 (ON 1 & OFF 1).

Press ▲ or ▼ button to adjust the ON time hours, then press **ENT** to move to the next position.

Press ▲ or ▼ button to adjust the ON time minutes, then press **ENT** to move to the next position.

Press ▲ or ▼ button to adjust the OFF hours, then press **ENT** to move to the next position.

Press ▲ or ▼ button to adjust the OFF minutes, then press **ENT** to move to the next position.

Now select the Day(s) of the Week for this working period. Use the ▲ or ▼ button to turn ON (Figure 3) or OFF (Figure 4) the day for this time period. Press **ENT** to move to the next day. When you have your day(s) selected press **SET** to move to Time Period 2.

For multiple start and stop times, repeat the above for time periods 2 through 5 as desired. Please note that if you only want one start and stop time per day, you can touch **SET** several times until the display shows the current time of day.



SET   ▲   ▼   ENT

(Figure 2)



SET   ▲   ▼   ENT

(Figure 3)



SET   ▲   ▼   ENT

(Figure 4)

(The first working period is set to factory default setting, 07:00 ON and 21:00 OFF.  
The rest are set to 00:00)

Available working period	07:00	00:00	00:00	00:00	00:00
	21:00	00:00	00:00	00:00	00:00
MON	ON/OFF	ON/OFF	ON/OFF	ON/OFF	ON/OFF
TUES	ON/OFF	ON/OFF	ON/OFF	ON/OFF	ON/OFF
WED	ON/OFF	ON/OFF	ON/OFF	ON/OFF	ON/OFF
THUR	ON/OFF	ON/OFF	ON/OFF	ON/OFF	ON/OFF
FRI	ON/OFF	ON/OFF	ON/OFF	ON/OFF	ON/OFF
SAT	ON/OFF	ON/OFF	ON/OFF	ON/OFF	ON/OFF
SUN	ON/OFF	ON/OFF	ON/OFF	ON/OFF	ON/OFF



SET ^ v ENT

(Figure 5)

### Setting Scent Intensity

You are now ready to start scenting. Remember, the Air Stream Duo is a high performance adjustable device capable of scenting spaces from 1,000 to 15,000 sq.ft. Once the fragrance is in the device, basic operation is simply adjusting the scent level to match the room size, conditions, and your taste. There are 1-20 grades of intensity.

Using the UP ▲ button and DOWN ▼ button to control the scent intensity.

Start at minimum and watch the scent spread throughout your space. If needed, adjust the buttons to increase or decrease the intensity accordingly.

This is a unique and powerful performance feature of the Air Stream Duo. Once you have chosen the right setting, you should only have to adjust slightly with the different fragrances.

## INTENSITY AND CONSUMPTION

### Intensity level and Time Cycle

Grade	ON (seconds)	OFF (seconds)
G1	15s	300s
G2	15s	150s
G3	20s	120s
G4	20s	85s
G5	25s	80s
G6	30s	75s
G7	30s	60s
G8	30s	50s
G9	30s	40s
G10	30s	33s
G11	33s	30s
G12	40s	30s
G13	50s	30s
G14	60s	30s
G15	75s	30s
G16	80s	25s
G17	85s	20s
G18	120s	20s
G19	150s	15s
G20	300s	15s

Using the UP ▲ or DOWN ▼ button allows you to control the intensity of the fragrance output.

## AROMA OIL CONSUMPTION

	Air Stream Duo									
Consumption(ml/h)	G1	G2	G3	G4	G5	G6	G7	G8	G9	G10
	0.15	0.30	0.46	0.61	0.75	0.91	1.05	1.21	1.36	1.51
	G11	G12	G13	G14	G15	G16	G17	G18	G19	G20
	1.66	1.81	1.96	2.11	2.25	2.41	2.55	2.71	2.86	3.02

- Note:** 1. Above data is based on using AromaTech aroma oil.  
2. Using another type of oil may affect the consumption rate.

### Recommended Intensity Settings.

The grading system starts from 1 being the lowest and ends with 20 being the highest. Short but frequent bursts are recommended. Using the lower settings will allow for a subtler scenting experience without being over powering. Intensity setting is personal and depends on multiple factors, such as air flow, the location of the scent machine and how subtle or strong you want the scent to be. Use your discretion and start at Grade 1 and work your way up if needed.

To test if the intensity is too strong or too light, leave the scented area for at least 5 minutes and re-enter after getting some fresh air. Only then will you be able to tell if the intensity grade needs to be adjusted up or down.

Please note that the human nose gets used to a fragrance after 30 minutes of exposure. If at any point during the diffusion process you don't smell the scent any more simply leave the scented area and re-enter after getting some fresh air.

## MAINTENANCE

### Machine cleaning:

1. We recommend cleaning the Air Stream Duo every 8-12 months.
2. When changing oil clean out the diffuser.
3. If scent diffusion becomes weak, cleaning is recommended.

### Cleaning steps:

1. Empty the oil from a canister and replace with 100-200 ml of rubbing alcohol.
2. Screw the bottle into the diffuser and turn the machine ON for 20 minutes to clean out the diffuser head and tube.
3. Pour out the rubbing alcohol (no rinsing required) and replace with your favorite aroma oil blend.

### Tips:

You can start using the scent machine immediately after cleaning it. There is no need to wash the tube.

### IMPORTANT

- If the screen crashes, press **ENT** and hold for 5 seconds to reset the machine and bring it to factory settings.
- After installation make sure the diffuser, bottle and pump box are ALWAYS vertical and not tilted or on their side.
- When the machine is on pause and not diffusing the atomization icon will be displayed.

## TROUBLESHOOTING

Before submitting a warranty claim, please try the below steps to diagnose the problem and fix the issue. For warranty information, please contact AromaTech at (for home) +1.888.276.6245, (for business) +1.877.347.5239 or send us an email at [help@aromatechsystems.com](mailto:help@aromatechsystems.com).

<b>Problem</b>	<b>Solution</b>
No diffusion	<ul style="list-style-type: none"><li>- Check if the power is ON or OFF.</li><li>- The pump is damaged and needs replacing.</li><li>- If there is no diffusion or it is weak, replace the oil with rubbing alcohol and run it through the machine for 5 minutes.</li></ul>
Little or no spray coming out	<ul style="list-style-type: none"><li>- Atomization head is blocked. Clean diffuser by running rubbing alcohol through it. Or replace diffuser core.</li><li>- Diffuser core with straw is missing or damaged. Replace with a new one.</li><li>- Pump is damaged and may need replacing.</li></ul>
Diffuser spraying liquid	<ul style="list-style-type: none"><li>- Diffuser core is damaged. Replace diffuser core.</li><li>- Machine is tilted or angled. Make sure it is upright at all times.</li></ul>
Oil leaking	<ul style="list-style-type: none"><li>- Bottle is loose. Screw it in properly and ensure it is straight.</li><li>- Seal is broken or missing. Replace the supplied seal that came with the machine.</li></ul>
Abnormal sound	<ul style="list-style-type: none"><li>- Pump is loose or damaged. Tighten or replace the pump.</li></ul>
No display on screen	<ul style="list-style-type: none"><li>- Make sure the power is ON. Press SET for 5 seconds.</li><li>- Check the plug for damage. Try another outlet. If plug is damaged replace.</li><li>- Display screen is damaged. Replace.</li></ul>

## CAUTIONS

- Only use the power adaptor supplied with the device.
- Never operate the diffuser if the power adapter is damaged.
- Do not use the diffuser if any part of the device is broken.
- To reduce the risk of electric shock, do not attempt to service the device in any way other than as described in the “Care & Maintenance” section of this manual.
- Do not disassemble or attempt to repair the diffuser; in the event of a problem, please contact us at (for home) +1.888.276.6245 | (for business) +1.877.347.5239 or email [help@aromatechsystems.com](mailto:help@aromatechsystems.com)
- When moving the device, always keep it upright and secure with both hands.
- Always place the unit on a stable, level surface, i.e., a shelf or table.
- Do not plug the unit into the wall socket with wet hands.
- Do not pour water or other liquids into the bottle with aroma oil.
- Do not tilt, move, or attempt to empty or refill unit while in operation.
- To prevent clogging of the diffuser, run rubbing alcohol through once a month for 15 minutes.
- Always turn off and unplug the device during maintenance or when not in use.
- Ensure that the power adapter is not covered or blocked when plugged in; it must be able to dissipate the heat properly.
- Do not cover the diffuser with objects or material while in use.
- Keep the device at least 24” from the ceiling.
- Use only AromaTech diffuser blends; other oils may contain fragrances, base oils or synthetics that could result in malfunction. Some single note essential oils are also too thick or heavy for use in the ultrasonic diffuser. See FAQs for more information.
- In case of smoke, unusual scent, loud noise, or other malfunction, unplug the unit immediately and discontinue use. Further use may result in fire or electric shock.
- Do not immerse the unit in water.
- Always keep unit out of reach of small children and pets.
- Store at 0°C - 50°C (32°F - 122°F) and 5% - 95% humidity.

**CAUTION:** Always be cautious of where you place the Air Stream Duo. Make sure it cannot be tipped over as that may cause some aroma oil to leak out. Keep out of reach of children. Avoid getting aroma oil in contact with wood or other delicate surfaces.

**NOTE:** Do not place the Air Stream Duo near a HVAC return grill, exhaust fan or vent, open door or a window as that will cause the scent to escape the space. Remember you want to work with the natural airflow, not against it.

**IMPORTANT:** Keep nose clear from fragrance output when the device is operating. Instead, wave air towards nose to experience the fragrance.

**TIP:** Start with level 1 and go up from there. When you change a scent level, give the Air Stream Duo some time to equalize the scent level throughout the space before you decide if you need to adjust further.



## FAQs – Air Stream Duo

### **Q: What size room can the Air Stream Duo handle?**

The Air Stream Duo is fully adjustable for different size areas. It is most effective in spaces of up to 15,000 square feet. Depending on the essential or aroma oil you use it may cover more area since some oils are more potent than others.

### **Q: Where can I place the Air Stream Duo?**

You must place the Air Stream Duo on a flat surface. If placing on the table top or a shelf, make sure it doesn't tip over. Alternatively, you can wall mount the diffuser with drum when connecting to your HVAC/AC system. If wall mounting the Air Stream Duo drum with diffuser, make sure it is secured properly. Refer to the User Manual for more details and how to connect to HVAC (air conditioning and heating system).

### **Q: Do I need to adjust the Air Stream Duo?**

Yes! Air Stream Duo is a very powerful device that can handle very large spaces such as casino floors, retail stores, gyms, spas, stadiums and much more. If the scenting system is set too high for the room size, it can cause discomfort for some people. Adjusting scent intensity is easy. Simply touch the up and down button on the device to adjust from level 1 (min.) to level 20 (max.). Start at level 1 and work your way up if needed.

### **Q: How strong should I make the scent?**

Remember, less is more. The Air Stream Duo allows you to get rid of bad odours and create a unique ambience with small amounts of scent. Unlike other air fresheners, the Air Stream Duo can be adjusted with a simple touch. The human nose gets used to scent very fast, so if you don't smell the scent anymore that doesn't mean it's not there. Simply leave the scented area and re-enter to get a better feel of how strong it is.

### **Q: What is the capacity of the Air Stream Duo bottle?**

Air Stream Duo comes with 2 x 4 liter oil drum. To fill the oil drum you need 4 half gallon drums of oil or 16 x 500ml bottles of oil. The fragrance diffuser is designed to only use the AromaTech™ bottle specific to the diffuser and essential and aroma oils.

**Q: How long does the essential oil last in the bottle?**

The Air Stream Duo uses 8 liters of aroma oils that will last approximately 12 months with daily usage, when running about 16 hours a day. To preserve your aroma oil, we highly recommend using the internal 24/7 timer and set it up so that the diffuser doesn't run at night time unless required. Depending on the aroma oil you are using that time may increase or decrease. Some home fragrance oils diffuse a lot faster due to their consistency and viscosity.

**Q: What is the average oil consumption of the Air Stream Duo?**

Oil consumption strongly depends on the essential or aroma oil used. Essential oils diffuse faster than aroma oils. Average oil consumption ranges from 1 ml. – 3 ml. per hour.

**Q: What if my unit does not turn on?**

Check to make sure the power adaptor is properly plugged into the DC power jack and the electrical source. If hours of operation timer is set incorrectly and you are trying to diffuse during the time that the machine is programmed to be off the Air Stream Duo will not scent.

**Q: How do I unlock the LCD if it is locked and I can't control the device?**

The Air Stream Duo's intuitive timer is designed to lock itself (shut off) after 10 seconds if not in use. To unlock the display simply press and hold the SET button for 5 seconds.

**Q: What if my unit does not scent or there is almost no scent coming out?**

Check first that there is aroma oil in the bottle and the bottle is screwed in straight and snug. If there is fragrance in the bottle but you still don't smell anything then either the device is in rest or pause mode, turned off, or the diffuser core is clogged and needs cleaning. Please see "Care & Maintenance" instructions.

**Q: How do I connect the Air Stream Duo to the HVAC (air conditioning system)?**

Depending on the HVAC set up of your business and amount of air handlers that service your entire area, choose the air handler that covers the most area. Refer to the installation instruction on page 8.

**Q: Will the Air Stream Duo scent machine cover my entire area?**

It can, but it depends on how big your space is and how many air handlers you have. If you have more than 1 air handler you will require an additional HVAC scenting system.

**Q: What type of oils can I put in my fragrance system?**

Use only AromaTech™ diffuser blends; other blends and oils may contain base oils that could result in clogging the device. Many single note essential oils should not be used in the diffuser. Single note essential oils may have a thick or heavy consistency that can clog the diffuser and cause it to stop diffusing scent. AromaTech™ diffuser blends have been carefully blended to be effective for you, and safe and easy to use in your cold-air diffuser.

**Q: Is Air Stream Duo safe to use with children and pets?**

Yes. When used as directed and only with AromaTech™ essential and aroma oil blends, Air Stream Duo is the safest cold-air diffuser available. Make sure to request our SDS if you require more info about the oil being diffused.

**Q: How does the Air Stream Duo differ from aerosol and ultrasonic diffusers?**

Aerosol sprays diffuse very large particles that drop to the ground the moment they are sprayed, providing very high concentrations just in the area they were sprayed. The scent effect is very short and can't be controlled. Ultrasonic diffusers use water and vibration to diffuse very tiny amounts of essential and aroma oils. With the Air Stream Duo, there is no diluting with water or other carrier oils required. The scent particles diffused suspend for several hours providing the most subtle and comfortable scented environment. The Air Stream Duo creates, maintains and evenly provides a perfectly balanced scented environment continuously and in low dosage without alcohol, water, propellants or other harmful volatile organic compounds (VOCs).

**Q: Is Air Stream Duo Diffuser Eco-Friendly?**

AromaTech diffusers are the most eco-friendly products on the market. Unlike aerosols, the Air Stream Duo uses no propellants, phthalates and produces no harmful VOCs. Unlike many air fresheners, Air Stream Duo uses no ethanol or similar solvent to enhance the evaporation of essential and aroma oils.

**Q: Warranty and Support?**

All products designed by AromaTech™ come with a 1 year limited warranty. If you have any questions or issues simply call (for home) +1.888.276.6245, (for business) +1.877.347.5239 or email us at [help@aromatechsystems.com](mailto:help@aromatechsystems.com) and we will take care of you.



Designed by AromaTech Inc.  
Vancouver, BC, Canada

**Consumer**

<http://aromatechscent.com>

Toll Free: +1.888.276.6245

**Business**

<http://aromatechsystems.com>

Toll Free: +1.877.347.5239

**Support**

<http://support.aromatechsystems.com>

[help@aromatechsystems.com](mailto:help@aromatechsystems.com)