



THE ATOMISER CONNECT FAQs

ABOUT THE ATOMISER CONNECT

Q: What is the difference between The Atomiser Connect and the Home Fragrancer?

A: The Atomiser Connect uses nebulising technology, which uses pressurised air to disperse and diffuse the liquid essential oils into the air. This means no heat is required to diffuse the oils. The Home Fragrance requires you to place a couple of drops of essential oil onto the stone, which then heats up, causing the essential oil to evaporate into the air.

Q: What is the difference between The Atomiser Connect and the Atomiser?

A: The Atomiser Connect is App Controlled via an iPhone or Android. Its inbuilt dual pods allows you to interchange between blends with ease and the app enables you to create scent-scaping schedules as well as reset with its colour therapy breathing exercise.

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Q: What is nebulising/Atomising technology?

A: Nebulising technology uses pressurised air to disperse and diffuse the pure liquid essential oils into the air in a micro fine mist. This means no heat or water is required, maintaining the purity of the oils to fill your home with the power of Aromatherapy.

USING THE ATOMISER CONNECT WITHOUT THE APPLICATION (APP)

Q: How long should I use The Atomiser Connect for?

A: The Atomiser Connect has 3 run time options - the top button on the back of The Atomiser Connect allows you a choice of 3-time settings: 30 mins / 1 hour / 3 hours, after which The Atomiser Connect will automatically stop.

The second and third button allows you to set the intensity of diffusion: Standard Mode or Boost Mode.

Standard mode alternates between 13 seconds of diffusion and 47 seconds without diffusion for the run time length selected.

The Boost Mode alternates between 4 minutes of diffusion and 6 minutes without diffusion for the run time selected; we recommend only using Boost mode for 30 minutes at a time and should only be used once a day.



Q: How long does it take to fully charge The Atomiser Connect?

A: 8 hours

Q: How will I know if The Atomiser Connect is fully charged?

A: When charging, a red light will be displayed to the right of the USB-C charging port. When fully charged this light will turn green.

Q: How long does the charge last for?

A: Full charge lasts for 9 hours in Boost mode and 16 hours in Standard mode.

Q: Can it be left charging overnight?

A: Yes, it can be left charging overnight.

Q: Can I use The Atomiser Connect when it is charging?

A: Yes it can be used when charging. Note that it may take a little longer to fully charge if being used at the same time as charging.

Q: Does diffusion automatically stop? For example, can I turn it on before bed and be sure it will stop diffusing if I fall asleep?

A: Yes; The Atomiser Connect will stop diffusing and turn off after the run time selected has finished.

Q: Can I use other brands blends in The Atomiser Connect?

A: It is possible to use other essential oils in The Atomiser Connect, however the Aromatherapy Associates 100% Pure Essential Oil Blends have been crafted specifically for use without water or dilution. Therefore, for best results & to be eligible for warranty, we recommend use with Aromatherapy Associates 100% Pure Essential Oil Blends. Please note that artificial fragrance or impurities may harm the unit. In addition, it is not recommended to use highly viscous single essential oils, such as Sandalwood or Vetivert on their own (i.e. not in a blend) as they could clog the Diffusion Head.

Q: How do I clean the ceramic?

A: Use a damp, soft cloth to clean the ceramic body of The Atomiser Connect.

Q: How do I clean the metal disc lid?

A: Use a damp, soft cloth to clean the disc of The Atomiser Connect, ensuring you dry the metal lid with a dry cloth after cleaning.

Q: How do I clean the diffusion head?

A: Please refer to the The Atomiser Connect [instruction manual](#) for full details.



Q: What do I do with the empty bottle it comes included?

A: This is for transportation purposes, please use with Aromatherapy Associates Pure Essential Oil Blends. It can be easily recycled.

Q: How much oil does The Atomiser Connect use on each setting? How quickly will I use up a 10ml bottle of essential oil?

A: In Standard mode:

- 30 minutes of diffusion daily on Standard Mode = 64 days of diffusion from the 10ml essential oil bottle
- 1 hour of diffusion daily on Standard Mode = 31 days of diffusion from the 10ml essential oil bottle
- 3 hour of diffusion daily on Standard Mode = 10 days of diffusion from the 10ml essential oil bottle

In Boost Mode:

- 30 minutes of diffusion daily on Standard Mode = 34 days of diffusion from the 10ml essential oil bottle
- 1 hour of diffusion daily on Standard Mode = 17 days of diffusion from the 10ml essential oil bottle
- 3 hours of diffusion daily on Standard Mode = 5 days of diffusion from the 10ml essential oil bottle

Q: Is it safe to use The Atomiser Connect in the bathroom?

A: Yes! However please ensure that the unit is not plugged in/charging and is on a flat, stable surface away from direct contact with water and areas of high humidity.

Q: What is the warranty for The Atomiser Connect?

A: This product carries a limited 12-month warranty from proof of purchase on manufacturer defects. Please contact Aromatherapy Associates Customer Services on

info@aromatherapyassociates.com

or call +44 (0) 2085697030 for enquiries or product maintenance.

Warranty does NOT apply for: • Damage of accessories due to extended use/depreciation over time • Damage due to abuse or improper use of the product • Damage of non-household use (i.e. commercial use, natural disaster such as flood) • Failure to provide proof of product damage and purchase We reserve the right to take a final decision of free product maintenance provided within mentioning period and any other conditions.



HEALTH AND WHO

Q: Can I use The Atomiser Connect if I am pregnant &/or breastfeeding?

A: Before using aromatherapy products, we always recommend you consult with a qualified Medical Practitioner. The Atomiser Connect is recommended to use in well-ventilated areas on Standard Mode (S) with Aromatherapy Associates Pure Essential Oil Blends, but it is not recommended for use when physically breastfeeding. We do not advise using essential oils from other brands because we cannot guarantee their safety. The Aromatherapy Associates Pure Essential Oil Blends have been formulated without oils that are not recommended during pregnancy.

Q: Can I use The Atomiser Connect around children?

A: Before using aromatherapy products, we always recommend you consult with a qualified Medical Practitioner. The Atomiser Connect can be used around children aged 8 years or more in well-ventilated areas if supervised by a responsible adult on Standard Mode (S). It is recommended to use the lower run time options. We do not advise using essential oils from other brands because we cannot guarantee their safety. The Atomiser Connect is not recommended for use around children aged under 8 years, infants or babies.

Q: Can I use The Atomiser Connect around pets?

A: We have not tested The Atomiser Connect or Pure Essential Oil Blends on animals. It is recommended to consult with your Veterinary before introducing your pets to essential oils and The Atomiser Connect. We advise to always use The Atomiser Connect around pets in well-ventilated areas on Standard Mode (S) if they are not caged or contained and the pet is free to leave the area should it wish to do so – it is recommended to use on the lower run time options. We do not advise using essential oils from other brands because we cannot guarantee their safety. Keep out of reach of pets. The Atomiser Connect or Pure Essential Oil Blends are not recommended for use around aquatic life, birds, reptiles, amphibians, small mammals or invertebrates.

Q: Can I use The Atomiser Connect if I suffer from a medical condition?

A: If suffering from a medical condition we recommend you consult with a qualified Medical Practitioner before using The Atomiser Connect.

Q; Is it safe to diffuse neat essential oils?

A: Yes, it is safe to diffuse Aromatherapy Associates Pure Essential Oil Blends in accordance with the provided instructions and guidance. For further guidance we recommend you consult with a qualified Medical Practitioner.



Q: What do I do if have adverse reaction to the essential oils?

A: In the event of adverse reaction we recommend you immediately discontinue use. If symptoms persist consult with a qualified Medical Practitioner. If the Pure Essential Oil comes into contact with skin immediately rinse thoroughly with copious amounts of water and soap. Ensure you wash your hands after handling the Pure Essential Oil Blends, particularly if preparing food or coming into contact with the eyes or sensitive skin areas.

Q: Is The Atomiser Connect suitable for Vegans?

A: Yes, The Atomiser Connect and all Aromatherapy Associates Pure Essential Oil Blends are suitable for vegans and contain no animal-derived ingredients.

Q: What do I do if I get pure essential oil on my skin?

A: If the Pure Essential Oil comes into contact with skin immediately rinse thoroughly with copious amounts of water and soap. Ensure you wash your hands after handling the Pure Essential Oil Blends, particularly if preparing food or coming into contact with the eyes or sensitive skin areas. If irritation or other symptoms persist consult with a qualified Medical Practitioner

Q: What do I do if I ingest the essential oils, can they be used internally?

A: The Pure Essential Oil Blends are for external use only. We strongly advise against ingesting the pure essential oil blends. If accidental ingestion occurs, immediately call emergency services. Do not induce vomiting and follow the instructions of the medical professionals.

Q: I have a nut allergy; can I use The Atomiser Connect?

A: The Pure Essential Oil Blends do not contain nuts. However, we cannot guarantee the manufacturing environment is nut-free. For further guidance we recommend you consult with a qualified Medical Practitioner.



TECHNOLOGY & RELATED PARTS

Q: Can I buy a replacement charging lead? / I have a broken charger cable, what do I do?

A: We do not offer a replacement lead for purchase. The lead is a USB to USB-C with a minimum amp of 1A. Therefore, any USB to USB-C lead which is over 1A will be compatible with The Atomiser Connect; this type of lead is widely available for purchase from other retailers.

Q: Can I buy an Essential Oil opener replacement?

A: We do not offer an Essential Oil opener replacement. Please keep the opener which is supplied with The Atomiser Connect safe.

Q: Where can I buy replacement Diffusion Heads?

A: Replacement Diffusion Heads are available to purchase from aromatherapyassociates.com

Q: There are some spare tubes in my Atomiser Connect, what are these for?

A: These are replacement tubes in case the one provided in the Diffusion Head become damaged. The tube can be easily pulled out of the diffusion head and a new tube gently pushed into the underside of the Diffusion Head.

PURE ESSENTIAL OIL BLENDS

Q: What is the shelf life of the Pure Essential Oil Blends?

A: 12 Months

Q: How do I recycle the Essential Oil Blend bottles?

A: Remove the dropper safely if you can (only ever use our Essential Oil Opener provided with The Atomiser Connect, otherwise please leave the dropper in the bottle); place bottle & dropper into recycling. Carton is fully recyclable.

Q: How to clean up any essential oil spillage?

A: On hard surfaces: Immediately soak up as much oil with towel or strong tissue paper whilst avoiding contact with skin – wear gloves if available. Wipe area with white vinegar, window cleaner or soapy water. Repeat as necessary. Wash towel as soon as possible following usual instructions and dispose of any tissue paper safely in accordance of local regulations.

On clothes & linen: Wash the fabric under cool running water for 2 minutes and allow to soak whilst fully submerged overnight before washing on a cool cycle as per normal instructions. Alternatively, wash the fabric under cool running water for 2 minutes



before treating with pre-laundry stain remover and wash on a cool cycle as per normal instructions.

On soft furnishings or carpets: Immediately soak up as much oil with towel or strong tissue paper whilst avoiding contact with skin – wear gloves if available. Gently sponge the area with soapy water and dab dry with a clean towel. Repeat as necessary. Alternatively, replace the soapy water with a pre-tested stain removal product of your choice. Wash towel as soon as possible following usual instructions and dispose of any tissue paper safely in accordance of local regulations.

Q: How should you store the essential oil blends?

A: To ensure maximum shelf-life and efficacy we recommend storing the Pure Essential Oil Blends in a cool, dark, dry environment with the closure tightly secured, out of reach of children