

AROMA360

Museum360 Troubleshooting Guide

Problem	Solution
Scent Too Strong or Too Soft	<ul style="list-style-type: none">• Increase scent level by pressing "mode" three times and a number will appear that represents the scent level as a percentage. Use the up arrow to increase the intensity. Use the down arrow to decrease the intensity. Once adjusted, press "mode" three more times to adjust any other operating intervals.
Not Scenting	<ul style="list-style-type: none">• Make sure power cord is plugged into wall and unit and the unit is powered on.• Make sure the display does NOT say "CLOSE, OFF" or "WORK, PAUSE" because that means the unit is not set to be working at that time.• Display must say "WORK, ON" for the scent to disburse.• Put ½ an inch of rubbing alcohol in an empty bottle and run it through the machine for 5 minutes. Discard the alcohol and replace with your favorite Aroma360 scent.
No LCD Indication	<ul style="list-style-type: none">• Power is not getting to the unit or the unit is turned off
Oil Leaking	<ul style="list-style-type: none">• The oil bottle is loose or screwed in incorrectly.• The thick tubing that goes into the duct has a bend/curvature or is directing the scent downwards. The thick tubing must point upwards from the atomizer and go straight into the duct
Oil in Tubing	<ul style="list-style-type: none">• Ensure there are no kinks/curves in the thick tubing that goes into the duct. That tubing must be pointed directed upwards into the duct and must be in a straight line.• The fan setting on the thermostat may be set to "auto" as opposed to "always on". You may have either AC or heat running but the fan needs to be on while the diffuser is scheduled to be working
Buttons are not working	<ul style="list-style-type: none">• The unit settings may be locked. Hold down the "SET" button for ten seconds until you hear a beep. The sound will indicate "lock mode" has been disable.

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Setup

1. Check that the power cord is securely plugged into the wall and diffuser.
2. Ensure there is oil in the fragrance canister.
3. Ensure thin tubing is firmly secured to the back of the unit and atomizer.
4. Ensure thick tubing is firmly secured to atomizer and is 3 inches of tubing is in the duct.
5. Is the bottle is tightly secured and threading is properly lined up.
6. Ensure the thick tubing is completely vertical and without any curvature.
7. Thick tubing should be no longer than 3 feet long. The shorter the better. Trim off any excess tubing.
8. Check thermostat settings to make sure fan is set to "always on" as opposed to "auto".
9. Unscrew the oil bottle and ensure oil pipette is attached to the inside of the atomizer. Also check to see that the pipette is long enough to reach the bottom of the oil bottle.

Settings

1. Is the current time set to military time? The time on the display should correspond to the current time. To adjust, press set, use the up and down arrows and press set to confirm.
2. Reset the diffuser to factory settings by pressing "mode" for 30 seconds until you hear a beep. Factory settings are 8am-10pm at 60%.
3. When display says "work, on", it means the diffuser is in a "working" interval and should be emitting air pressure from the back of the diffuser. To ensure there is proper air pressure, remove the thin tubing from the back of the diffuser by pressing down on the black ring that is holding the tubing.
4. If there is air pressure, re-attach the thin tubing.
5. To ensure the atomizer is working, remove the thick tubing from the duct and there should be a light mist coming from thick tubing while the diffuser is in "working" mode.