

AROMA360

VanGogh360 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.
Loud	<ul style="list-style-type: none">• Ensure the oil bottle compartment is closed.• The pump may have gotten loose during shipping so customer service will advise on next steps.• The pump may need to be replaced if diffuser used over a prolonged period.
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 the bottle is tightly secured and threading is properly lined up.
4. 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,

HVAC Setup

1. If using with the HVAC duct work, ensure the tubing is firmly secured to device and approximately 3 inches of tubing is in the duct.
2. If using with the HVAC, ensure the thick tubing is completely vertical and without any curvature.
3. Thick tubing should be no longer than 3 feet long. The shorter the better. Trim off any excess tubing.
4. Check thermostat settings to make sure fan is set to "always on" as opposed to "auto".

Stand-Alone Setup

1. Ensure the diffuser is in an upright position and is placed in an open area so the scent can travel without obstruction.
2. Ensure the fan setting is switched on for optimal scent dispersion

Settings

1. The diffuser works on military time. The time on the display should correspond to the current time. To adjust the current time, 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 top of the diffuser.