

TROUBLESHOOTING & MAINTENANCE

ISSUE	CHECK	FIX
Device not working	Check the power supply and the switch	Connect the power supply again and turn it ON
NO atomization	Check the power supply ; check the pump working or not; check the working status (working time or pause time)	Connect the power supply again to check the pump and set the program again
Small atomization amount	Check the atomizer if block or not	Clean the atomizer and change the pump
Oil Leaking	Check if the oil bottle is loose or not; Check if the bottle seal is lost or not	Tighten the oil bottle and bottle seal
Abnormal sound	Check if the pump is loose or not	Make sure the pump in right location

ADDING OIL

Operation: Adding or Replacing Oil

For first-time setup, ensure the oil bottle is securely tightened before connecting power. Set your working time and aroma intensity as needed.

To add or change the oil:

1. Turn off the power.
2. Open the device and rotate the empty oil bottle counterclockwise to remove
3. Refill or replace the bottle, then twist it back clockwise until it is firmly in place
- 4.Reconnect power to resume operation.

WARRANTY

All eligible machines are covered under warranty for 180 days from the date of purchase. During this period, we will provide free repairs and replacement parts (excluding oils).

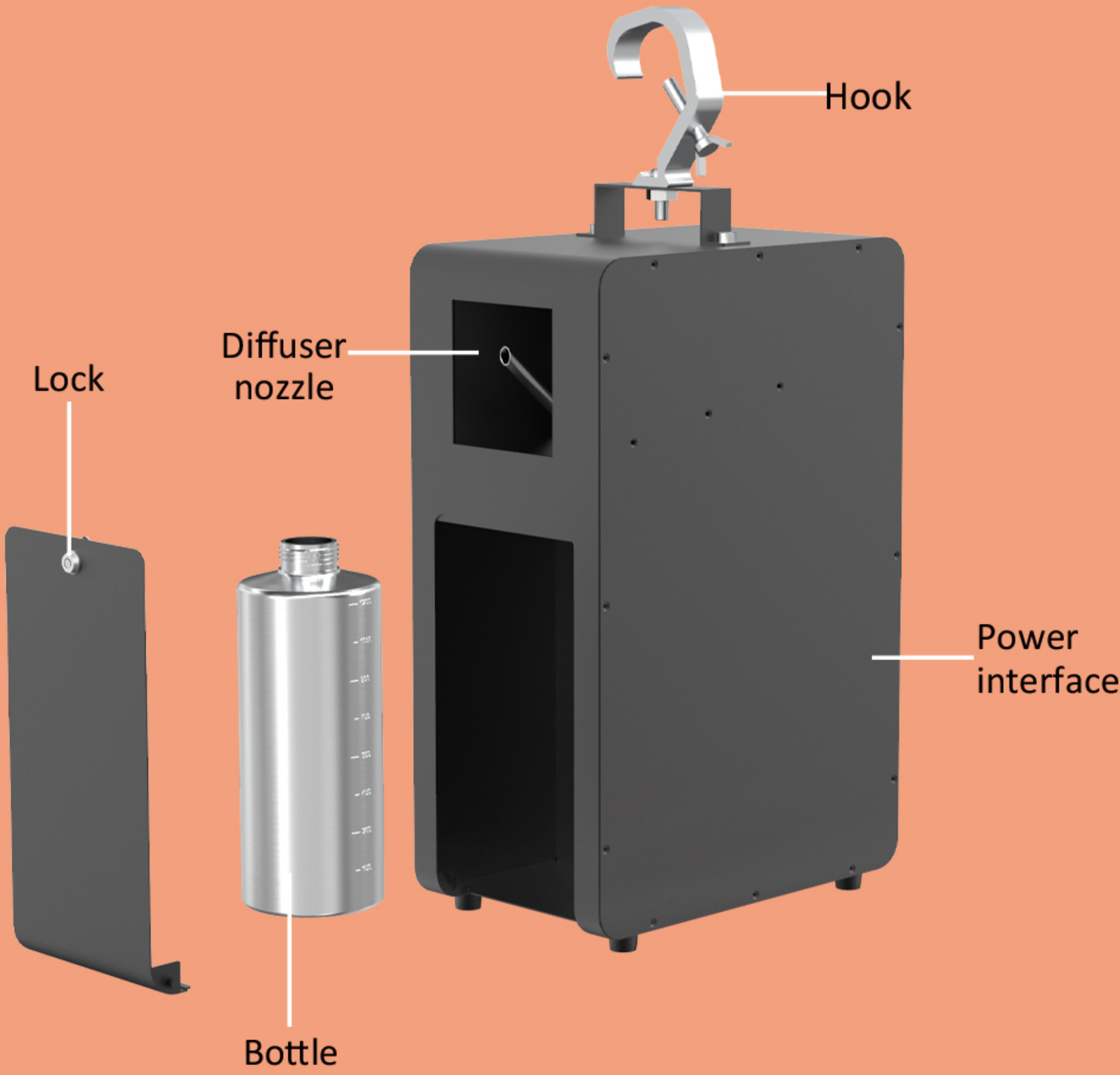
Proof of purchase is required for any service requests. Please contact hello@whiffedaromas.com for assistance.

The following situations are not covered by the warranty:

- (1) Damage caused by accidents or fire
- (2) Improper use or incorrect operation
- (3) Repairs done by unauthorized personnel thatresult in further damage
- (4) Damage during transport
- (5) No proof of purchase
- (6) Lack of regular cleaning or maintenance
- (7) Exceeding the recommended operation time
- (8) Use of parts or machines not supplied by us
- (9) Products purchased from unauthorized sellers or unofficial channels
- (10) Retuming machines without prior approval

BIG ONE

COMMERCIAL DIFFUSER



CHANGING THE ATOMIZING CORE

Step 1: Unscrew the oil bottle and unplug the atomizing core. Remove the suction pipe.

Step 2: Insert the oil suction pipe into the small hole of the new atomizing core.

Step 3: Press the new atomizing core into place with the suction pipe securely inserted

NOTICE

Please read carefully before use and keep these instructions for future reference.

Before moving the device, make sure the oil bottle isemptied to prevent leakage and potential damage.

Always keep the diffuser upright when filled with oil. Donot tilt or invert, as this may cause leakage and damageinternal components.

Avoid using overloaded power outlets, damaged cords, orbroken plugs, as these may pose safety risks or causefire. Never tamper with the lithi-um battery.

Do not attempt to open or disassemble the machine yourself. If you ex-perience any issues, please contact us for support.

whiffed.
A R O M A S



PRODUCT INTRODUCTION:

The Big One diffuser is designed for large commercial spaces. Using advanced atomization technology, it transforms oils into a fine fragrance mist that spreads evenly with the airflow. The scent intensity and timer settings can be customized through the Whiffed Aromas app. For added safety the PCB program can be locked after setup.

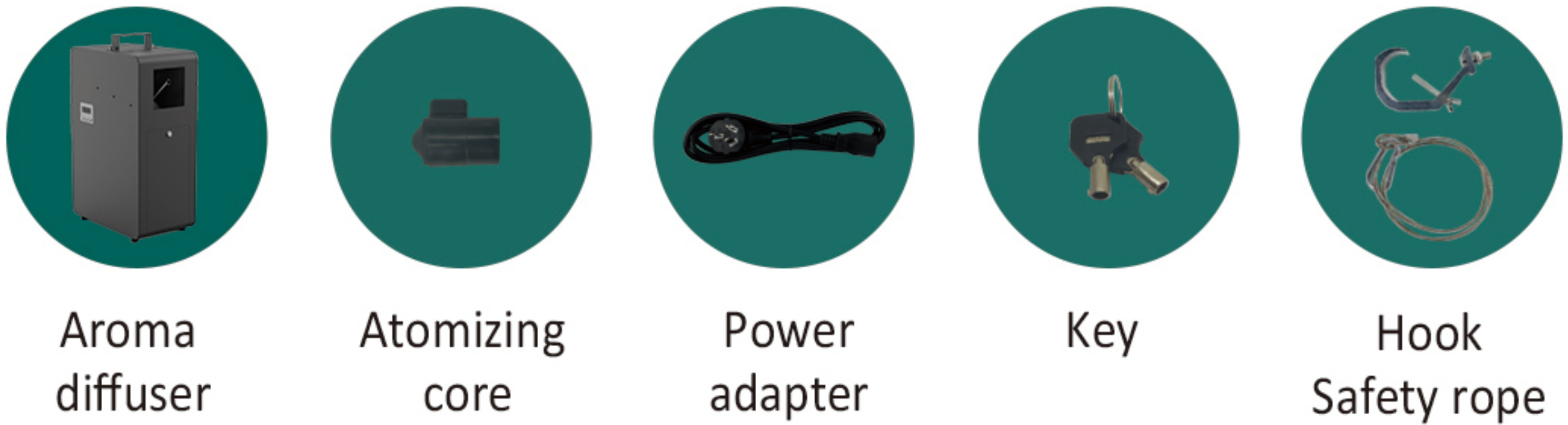


Technical parameters:

Capacity:1200ml
Volt :AC110V/220V
Power: 26W

Coverage: 5000-8000CBM
Decibel: <60dba
Weight: 8.5KG

- Included accessories: Big One, power adapter, atomizer core, key, hook, safety rope, user manual, and more.
- The intelligent diffuser allows you to adjust fragrance intensity, set working hours, and control power settings to suit different environments and preferences.



STEP:



First :
Use the key to open the device door.



Second:
Turn clockwise to remove the oil bottle.



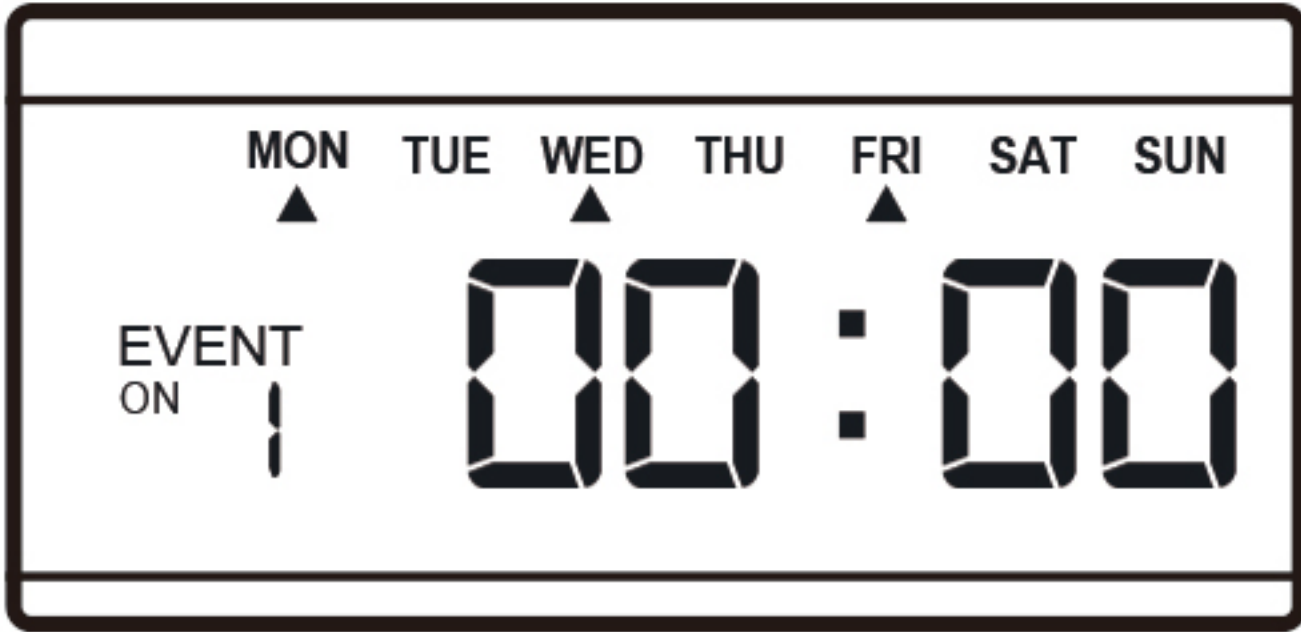
Third :After adding the right amount of oil, put it back into the device and turn itcounterclock-wise to tighten.



Fourth:Lock the device door with the key.

SET THE SYSTEM TIME:

First, press the [SET] button. The “hour” digits on the LCD display will start flashing. Use the [UP/DOWN] buttons to adjust the hour.
Press [SET] again to confirm—this completes the hour setting.
Next, the “minutes” digits will flash. Use [UP/DOWN] to set the minutes, then press [SET] a third time to confirm.
The date will then start flashing. Use [UP/DOWN] to set the current date.
Finally, press [SET] one more time to finish all settings.



TIP:

If the diffuser won’t be used for an extended period, please clean the spray nozzle and internal parts.
To clean:
Fill an empty oil bottle with 95% alcohol and run the machine at 95% intensity for 10–15 minutes.It’s recommended to clean the diffuser with 95% alcohol every two months for optimal performance.

SET UP THE WORK TIME:



You can adjust several functions, including your local time, five different working periods, work/pause intervals, and aroma concentration.



On the main screen, press and hold [MODE] for 10 seconds to restore factory settings.



To begin programming, set the time, date, and aroma concentration as needed.



Press and hold [SET] for 10 seconds to lock or unlock the settings.

Press [UP] to increase values such as time, aroma concentration, or working days. Hold it for 10 seconds to enable AP Mode.

Press [DOWN] to decrease values for the same functions.

SET THE WORKING PERIODS:

- Press [MODE] once to enter the working time settings. The LCD will display the default time. You can set up to 5 working periods.

To set a schedule across midnight, split it into two periods—for example:
- Period 1: 08:00–23:58
- Period 2: 00:02–06:00

- Press [SET] once to set the start time for the first working period. The hour will flash—press [UP]/[DOWN] to adjust.

Press [SET] again to move to the minutes setting, then adjust with [UP]/[DOWN].
- Press [SET] a third time to set the working days. The week indicator will flash. Use [UP] to select a day (fast flashing = selected), and [DOWN] to move right and select additional days.

- Press [MODE] a second time to set the pause (OFF) time for the first working period. The screen will show "EVENT 1 OFF."
Press [SET], then use [UP]/[DOWN] to adjust the hours and minutes.
- Press [MODE] a third time to set the aroma intensity.
Use [UP]/[DOWN] to adjust the spray duration. Each adjustment changes by 5 seconds, with a maximum value of 300 seconds and minimum of 5 seconds.