

# Holmes®



Large Room  
Smart Humidifier  
WeMo® enabled



## Owner's Guide

Read and Keep These Instructions

[www.holmesproducts/wemo](http://www.holmesproducts/wemo)

# Holmes®

© 2015 Sunbeam Products, Inc. doing business as Jarden Consumer Solutions. All rights reserved.  
Distributed by Sunbeam Products, Inc. doing business as Jarden Consumer Solutions, Boca Raton, Florida 33431.

Wi-Fi® is a registered trademark of Wi-Fi Alliance.

© 2015 Belkin International, Inc. All rights reserved.  
App Store is a service mark of Apple Inc. Android and the "Google Play" logo are trademarks of Google Inc. Amazon Apps is a service mark of Amazon.com.

The WeMo® name, logo and associated marks are trademarks of Belkin International, Inc. These marks are used under license by Sunbeam Products, Inc. doing business as Jarden Consumer Solutions.

For inquiries regarding recycling and proper disposal of this product, please contact your local waste management facility.

Printed in China  
GCDS-HOL4002S-SL

P.N. 181618  
HCM3955C\_15EM1

HCM3955

## IMPORTANT SAFEGUARDS

When using electrical appliances, basic safety precautions should always be followed to reduce the risk of fire, electric shock, and injury to persons, including the following:

1. Read all instructions before using the appliance.
2. To avoid fire or shock hazard, plug the appliance directly into a 120V AC electrical outlet.
3. Keep the cord out of heavy traffic areas. To avoid fire hazard, NEVER put the cord under rugs or near heat registers.
4. DO NOT place your Humidifier near heat sources such as stoves, radiators, and heaters. DO locate your Humidifier on an inside wall near an electrical outlet. The Humidifier should be at least 4 inches (10 cm) away from the wall for best results.
5. When using your Humidifier where accessible to children, close supervision is required. NEVER use Humidifier in a closed room, particularly where a child may be sleeping, resting, or playing (a closed room may result in excessive humidity).
6. Do not attempt to refill your Humidifier without first unplugging the unit from its electrical outlet. Failure to heed this warning may cause personal injury. Be sure to unplug the unit by pulling on the plug and not the cord.
7. NEVER drop or insert any object into any openings, including the water tanks.
8. DO NOT operate any appliance with a damaged cord or plug, after the appliance malfunctions, or if it has been dropped or damaged in any manner. Return appliance to manufacturer for examination, electrical or mechanical adjustment, or repair.
9. Use appliance only for intended household use as described in this manual. Any other use not recommended by the manufacturer may cause fire, electric shock, or injury to persons. The use of attachments not recommended or sold by the manufacturer may cause hazards.
10. DO NOT use outdoors.
11. Always place your Humidifier on a firm, flat, level surface. A waterproof mat or pad is recommended for use under the Humidifier.
12. NEVER tilt, move, or attempt to empty unit while it is operating. Shut off and unplug before removing the water tank and moving the unit. Remove water from unit prior to moving.
13. This Humidifier requires daily and weekly maintenance to operate appropriately. Refer to the instructions in the CLEANING/MAINTENANCE section and use only cleaners and additives recommended.
14. DO NOT attempt to repair or adjust any electrical or mechanical functions on this unit. Doing so will void your warranty. The inside of the unit contains no user serviceable parts. All servicing should be performed by qualified personnel only.

## IMPORTANT SAFEGUARDS

15. Do not place humidifier under water flow or immerse in liquids.
16. Do not plug in the cord with wet hands: electric shock could result.
17. Do not pour water in any openings other than the water tank.
18. This unit is not intended for use without water.
19. Do not move unit after it has been used until unit cools completely.
20. Use both hands when carrying full tank of water.
21. DO NOT block air inlet or outlet. Never place anything over moisture outlet when the unit is running.
22. If a longer cord is necessary an approved extension cord may be used. The electrical rating of the extension cord must be equal to or greater than the rating of this Humidifier (refer to the rating information placed the back of your Humidifier). Care must be taken to arrange the extension cord so that it will not drape over the countertop or tabletop where it can be pulled on by children or accidentally tripped over.

## SAVE THESE INSTRUCTIONS

### POLARIZED PLUG



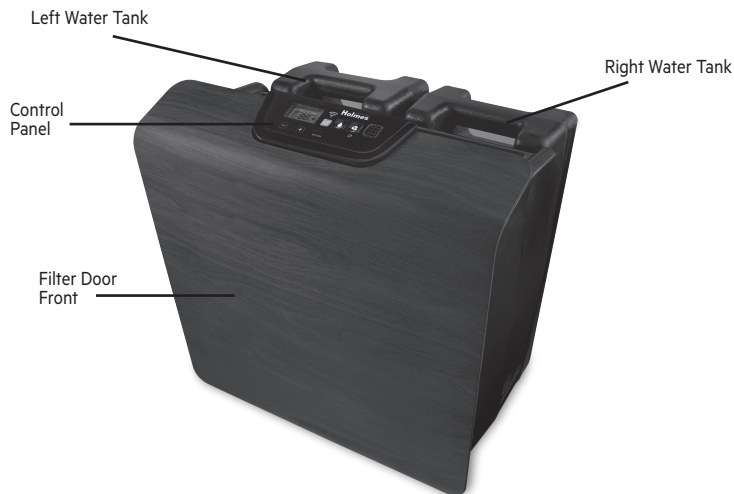
This appliance has a polarized plug (one blade is wider than the other). To reduce the risk of electric shock, this plug is intended to fit in a polarized outlet only one way. If the plug does not fit fully in the outlet, reverse the plug. If it still does not fit, contact a qualified electrician to install the proper outlet.

**DO NOT ATTEMPT TO MODIFY THIS PLUG OR DEFEAT THIS SAFETY FEATURE IN ANY WAY.**

### NOTICES

1. DO NOT allow the Moisture Outlet to directly face the wall. Moisture could cause damage, particularly to wallpaper.
2. NEVER use detergents, gasoline, glass cleaner, furniture polish, paint thinner, or other household solvents to clean any part of your Humidifier.
3. Excessive humidity in a room can cause water condensation on windows and some furniture. If this happens, turn your Humidifier OFF.
4. To prevent damage to surfaces, do not place your Humidifier under overhanging surfaces.
5. Do not use your Humidifier in an area where humidity level is in excess of 60%. The humidity level in your room can be monitored from the unit or from the app.

## HOLMES® SMART HUMIDIFIER COMPONENTS



### Opening the Filter Doors



## HOLMES® SMART HUMIDIFIER COMPONENTS

### Removing the Water Tanks



## PREPARING YOUR HOLMES® SMART HUMIDIFIER FOR USE

- 1 To unpack, remove your Smart Humidifier from box and save box and packaging inserts for easy storage. Remove all pulp mold from around the Smart Humidifier, packing tape from unit surfaces and all plastic bags.
- 2 Filter comes pre-assembled; note how they are assembled inside the front door for future replacement.
- 3 For proper unit performance make sure to place Smart Humidifier on a level surface. To confirm that you are on level ground, when first starting up the unit, open front door and check level line is horizontal with water level in bottom water tray.
- 4 Fill both water tanks and insert into unit.

**NOTE:** Wick filter will be wet, take necessary precautions to protect your flooring when opening the filter door.

- 5 Place Smart Humidifier in open area that is not restrictive of air flow.
- 6 Plug in appliance and you are ready to begin!
- 7 You can start operating the unit manually from the control panel or you can begin set up with the WeMo® App from your smart device.

## DEVICE COMPATIBILITY

We support iOS 7 and above and Android 4.0 and above

## HOW TO DOWNLOAD THE WeMo® APP

### Congratulations!

You're the proud owner of a Holmes® Large Room Smart Humidifier enabled by WeMo®. Controlling the humidity in your home is now easily done from anywhere using your smart device. More convenience... more control.

To get started, all you'll need are:

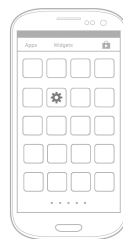
- Holmes® Large Room Smart Humidifier
- Apple smart device using iOS 7 or higher OR Android smart device using version 4.0 or higher
- Wi-Fi® Router and internet connection



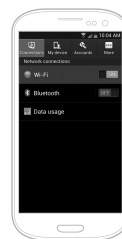
First begin by searching for and installing the free WeMo® App from the Apple App Store, Google Play, or Amazon Apps. Then, launch the App and follow these instructions to connect your device to your new WeMo® Smart Appliance.

## HOW TO SET UP THE WeMo® APP

- 1 Download the free WeMo® App from the Apple App store, Google Play or Amazon App store.
- 2 Plug your Smart Humidifier into an electrical outlet.
- 3 Confirm your Wi-Fi® router is on.
- 4 Make sure your smart device is connected to your home Wi-Fi® network.



- 5 Open your settings menu and select 'Wi-Fi® Network.'



- 6 Your Wi-Fi® network will automatically detect your smart appliance(s). It may take a few moments to detect the WeMo® network. Select the WeMo® labeled Wi-Fi® network for your Smart Humidifier.



- 7 A check mark will appear once you are successfully connected to your Smart Humidifier. You can now exit Settings.



- 8 Open the WeMo® App. The App will look for your connected appliance. When prompted, choose your home network, and enter the network password. Your Smart Humidifier will now appear on the App's main menu. WeMo® Remote Control is now enabled.

**NOTE:** The appliance can still be operated directly from the appliance control panel in case of a router outage. Any pre-programmed schedules will still function in case of a router outage.

**NOTE:** To disable the WeMo® App control, disconnect the power cord. WeMo® connection will automatically be re-enabled when the unit is plugged back in.

**IMPORTANT:** For the best user experience, accept all WeMo® App firmware updates for your device. Your App will require the first update upon initial setup. Occasionally you will receive additional requests for firmware updates with new user features and improvements to the WeMo app. Firmware updates take between 5 and 10 minutes.



## HOW TO USE YOUR HOLMES® SMART HUMIDIFIER WITH THE WeMo® APP



**1** Once your App and your Smart Humidifier are set-up for use, all your connected appliances will appear on your home screen of the WeMo® App. Consider this 'mission control' where you can monitor each of your appliances.



**2** Clicking on the bar containing the product you wish to operate will open the 'drawer' of programming functions. For your Smart Humidifier, this is where you can activate your settings and program schedules.



**3** Clicking on the Target section will allow you to select the humidity you wish your home to reach with the Smart Humidifier running. You will select your desired humidity level ranging from 45% to 60% or option to stay on.

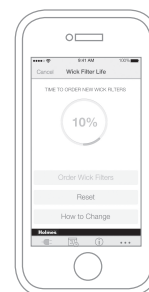


**4** Clicking on Schedule allows you to pre-program when you wish your Smart Humidifier to run and on what setting (High, Med, Low). You will then select the time you want your Smart Humidifier to turn on and when you want your Smart Humidifier to turn off.

## HOW TO USE YOUR HOLMES® SMART HUMIDIFIER WITH THE WeMo® APP



**5** The App will alert you when your water level is low and the tanks need to be filled.



**6** The App will alert you when your wick Filter are nearing the end of life, and when they are expired. You can click on How to Change for instructions regarding how to change your wick Filter.

**NOTE:** To disable WeMo® App control, disconnect the power cord. WeMo® connection will automatically be re-enabled when the unit is plugged back in. It may take up to 90 seconds for the unit to reconnect to the wifi network. The appliance can still be operated directly from the appliance control panel in case of a router outage. Any preprogrammed schedules will still function in case of a router outage.

## HOW TO USE YOUR HOLMES® SMART HUMIDIFIER WITHOUT THE WeMo® APP

### Control Panel



- A.** LCD Display/Humidity Level Display
- B.** Humidistat Mode Button
- C.** Wi-Fi® Connectivity Status Display
- D.** Wi-Fi® Restore button
- E.** Fan Speed Settings
- F.** Humidity Control Buttons

### Digital Humidistat Control

Your humidifier is equipped with a digital humidistat that allows you to set your humidifier to your desired comfort level by pressing the **Humidistat Mode** button. To preset a precise comfort level, press the **+/-** buttons to adjust the humidity level ranging from **40% to 60%**. The LCD Display will show the selected humidity level blinking for 5 seconds and then change back to show the room humidity.

## MAINTENANCE OF YOUR HOLMES® SMART HUMIDIFIER

### Water Tanks

This Smart Humidifier has two 1.87-gallon water tanks, one on each side of the back of unit. During operation the Smart Humidifiers' right tank will empty before the left tank starts emptying.

### Removing Water Tanks From Unit

- 1 Unplug the unit from its electrical outlet before removing the water tanks.
- 2 Tanks are located on the back of the unit. Remove tank slowly by pulling upwards pull up the copy to connect the sentences out of appliance. Repeat for tank on other side of unit.
- 3 Once tank is removed, it can be filled through blue side tank cap. **Do not remove the bottom black plunger assembly. This is a permanent fixture on the tank.**
- 4 Once the tank is filled, be sure the tank cap gasket is seated properly and the cap is screwed on all of the way, if not tank cap will leak. Avoid cross-threading by properly seating the cap onto the opening before tightening.



## MAINTENANCE OF YOUR HOLMES® SMART HUMIDIFIER

### Placing The Water Tanks Back Into Unit

- 1 Grabbing the tank handle, gently slide tank downwards into the plunger assembly on the back of the Smart Humidifier to properly set into unit.
- 2 Repeat this to replace the tank on the other side of the unit.

### Water Notes

If you have hard water or high mineral content, this will reduce the life of your filter, so it is recommended that you use a water treatment to the water in the tank. For more information visit [www.holmesproducts.com](http://www.holmesproducts.com) or call 1-800-546-5637.

### Low Water Indicator

- Your Smart Humidifier has a float switch as an indicator when the water is low and the tanks need to be filled. When triggered, the unit's indicator will light alerting you that the tanks need to be filled.
- The WeMo® App will also alert you when the water is low and the tanks need to be filled.
- After the unit has indicated low water, it will run for 1 hour and then automatically turn off. ADD WATER will flash indicating this event. The unit will resume operation only after water has been filled.

## HOW EVAPORATIVE COOL MIST WORKS

Your Holmes® Smart Humidifier draws air through the Air Intake Grill area. The fan draws the water through the moisture laden wick filter. This process reduces the water droplet to a size so small that it is not visible to the naked eye. This process is an effective means of adding moisture to your dry air home.

### How do I know my Smart Humidifier is working?

With use you will see the water levels go down in the tanks. The ambient humidity settings will show you that this water is being dispersed into your home.

**NOTE:** A humidity level below 20% can be unhealthy and uncomfortable. The recommended humidity level is between 40%-50%.

## HOW TO CLEAN YOUR HOLMES® SMART HUMIDIFIER

Your Smart Humidifier should be cleaned regularly to prevent the growth of mold, mildew, fungi, and bacteria. These organisms can thrive in standing water that is left inside your Smart Humidifier for more than a couple of days. It is best to empty and refill your Smart Humidifier on a daily basis, or keep your Smart Humidifier running throughout the day to avoid having standing water from sitting in your Smart Humidifier. Regular cleaning is also recommended at least once every 1-2 weeks.

Prior to performing any unit maintenance, remove tanks and empty water from the tanks. Run your Smart Humidifier for approximately 1 hour on Medium Setting or higher to dry out wick filter and bottom tray. Then, unplug unit and perform maintenance per the next sections.

## HOW TO CLEAN YOUR HOLMES® SMART HUMIDIFIER

### Cleaning the Tanks

When tanks are empty, you can clean the tanks through the side tank cap. Simply use a long, bottle-type cleaning brush. For any mineral build-up that collects in the tanks, use a one-to-one vinegar-to-water solution to clean. Do not remove the bottom tank cap, this is a permanent fixture on the tank. Carefully clean the plunger assembly at the bottom of the unit by wiping with damp cloth.

### Cleaning the Front Door

Front door should be wiped down with a damp cloth when filter is removed to remove any dust or residue that has accumulated.

### Cleaning the Tray

When the filter is being replaced, also clean out the bottom tray. Wipe the tray clean and dry with a cloth or paper towel. Be sure to thoroughly clean around all corners of the tray. Also clean off the float and the float housing. You can use a one-to-one vinegar-to-water ratio to clean off any mineral build-up on the tray, float or float housing. Proper cleaning prolongs the life and improves the performance of your Smart Humidifier by preventing mold, mildew, fungi or bacteria build-up in the tray.

### Prevention of Mineral Build-up

One way to prevent minerals from building up in the tray and tanks is to clean the tanks and tray regularly, avoid standing water and change wick filter regularly. You can also prevent mineral build-up by using our Bacteriostat and Water Treatment liquid. To order these products visit [www.holmesproducts.com](http://www.holmesproducts.com)

## HOW TO REPLACE THE FILTER

When the life of the wick filter has expired, you should empty the water tanks and then run your Smart Humidifier for 1 hour to fully dry out the water from the water tray. You will need to perform the standard maintenance at the time you replace the filter. If your filter is damaged or unusable, you will need to insert the new filter, run the unit for 1 hour and then clean the tray. This will ensure that all water is removed from the tray for proper cleaning. You will be alerted by the App and/or unit when the filter is at the end of its useful life.

### To Remove and Replace the Filter

There is one filter in this unit - inside the front door. It can be removed by opening the front door.

**NOTE:** If the drying process above was not followed, the wicks will be wet, so take precaution to protect your surfaces from excess water that may drip from the filter.

- 1 Open the front door to access the filter
- 2 Take off the filter support cap and discard the old filter.
- 3 Insert a new filter by placing the filter back onto the humidifier base and replace the filter support cap on top of the filter. Ensure that the filter is seated correctly and can come in contact with water.
- 4 Reinsert card board filter retainer then close front door properly.



## HOW TO REPLACE THE FILTER

### Where to Buy Replacement Filter

From the filter life area within the WeMo app, you can easily order Filter online. Visit [holmesproducts.com](http://holmesproducts.com) or call 1-800-546-5637 to order new Filter. Reference filter item number # HWF75.

### RESET Filter Life

Your Filter will require to be replaced approximately every 6 weeks. Both the App and the unit will have indicators to remind you when it is time to replace the Filter. Upon replacement, you will need to RESET the filter life reminder. This can be done within the main drawer of the WeMo® Smart Humidifier App by pressing the filter life tile and a window will open that will allow you to select RESET. If you would like to RESET the filter life reminder on the physical Smart Humidifier, ensure the unit is powered ON then simply PRESS and HOLD both the Humidity Setting button and the Fan Speed button comma for 5 seconds, the Replace Filter light will blink 5x. The filter change reminder on the unit and the App will then reset.

## HOW TO STORE YOUR HOLMES® SMART HUMIDIFIER

If your Smart Humidifier will not be in use for two days or more, follow these instructions.

- 1 Remove tanks and empty water. Run your Smart Humidifier for approximately 1 hour on Medium Setting or higher to dry out wick filter and bottom tray, then, unplug unit. DO NOT leave any water inside the base or tray.
- 2 Clean your Smart Humidifier as per instructions in the How to Clean Your Smart Humidifier section.
- 3 Remove the tank cap. Do not store with the tank cap in place. Ensure the unit and the wick filter are completely dry prior to storage.
- 4 If storing for long periods of time, we recommend, that you place the Smart Humidifier in the original carton and store in a cool, dry place. Ensure the unit and the wick filter are completely dry prior to storage.
- 5 Order your replacement filter for next year's use.

## FREQUENTLY ASKED QUESTIONS

### **What does the WeMo® Holmes® Smart Humidifier look like in the list of available networks?**

The SSID of the device is WeMo.HumidifierB.XYZ, where XYZ is the last 3 characters of your product's serial number. In some cases, the SSID might be too long to fit on screen and will be shortened and listed as "wemo humidifier..."

### **Why am I not seeing the WeMo® Holmes® Smart Humidifier in my list of available networks?**

If the Smart Humidifier is plugged in, it should appear. Sometimes it can take a minute or so for the Smart Humidifier and your router to find each other. Wait 90 seconds or so. If the network doesn't appear, unplug the unit and then plug in again, and give it another 90 seconds.

### **Do I need to be near WeMo® Holmes® Smart Humidifier when I perform setup?**

Until the device is up and running it's best to have the smart device running the WeMo® App and the Smart Humidifier close to each other. For best results be in the same room.

### **I've completed setup, so why won't my WeMo® Holmes® Smart Humidifier App connect?**

Sometimes the WeMo® App forgets and connects to your home network instead of the WeMo® enabled device's network. Open Settings/Wi-Fi® connectivity, manually connect to WeMo® Holmes® Smart Humidifier and relaunch the App.

### **How do I turn on the Remote Access capability?**

Launch the WeMo® App, Select 'More' from the bottom right hand side of the screen. Click the 'Remote Access' tile at top of list, Click 'Enable Remote Access.'

### **Does WeMo® Holmes® Smart Humidifier require an Internet connection to work?**

WeMo® devices work with your router to create their own wireless networks. You need a router to setup WeMo® and for day-to-day usage. As long as your router is on and the device is connected to the network your WeMo® Holmes® Smart Humidifier you will have full functionality. Internet connection is only needed if you want to use a smartphone or tablet to access the device from outside the local network.

## FREQUENTLY ASKED QUESTIONS

### **Where can I find the MAC address for my WeMo® Holmes® Smart Humidifier?**

The MAC or Device MAC address is printed on a label on the back of the Smart Humidifier.

### **Is WeMo® Holmes® Smart Humidifier compatible with my tablet?**

The WeMo® App is designed for smartphones (iPhone and Android). It will work on iOS and Android tablets, and will be a replication of the phone experience. iPad users: be sure to select "Search for iPhone apps" to find it in the App Store.

### **How do I fill the tanks on my WeMo® Holmes® Smart Humidifier?**

To remove the water tanks from your Smart Humidifier, remove the two tanks from the back of the humidifier and bring each tank to the faucet. Turn the tank upside down and twist off the large tank cap by turning counter-clockwise. Fill each tank with cool, fresh tap water. Replace the cap on each tank FIRMLY. Once the tank is full, avoid cross-threading by properly seating the cap onto the opening before tightening, if not tank cap will leak.

To place the water tanks back into your Smart Humidifier. When full, carry each tank to the humidifier and place back to the unit (use both hands when carrying each tank). Each tank holds 1.87 Gallons of water. When the water stops emptying, remove the tanks and refill each again. Replace the tanks onto the humidifier housing. The WATER LIMITING feature on the tank cap will prevent the tanks from overflowing.

### **How do I change the Filter on my WeMo® Holmes® Smart Humidifier?**

When the life of the filter has expired, you should remove the water tanks from the unit and run your Smart Humidifier for 1 hour on the Medium Setting or higher to fully dry out the unit. This will ensure that all water is removed from the bottom tray. You will be alerted by your Smart Humidifier and the App when the filter is at the end of its useful life.

There is one Filter in this unit - inside the front door. It can be removed by opening the front door. Take off the filter support cap and discard the old filter.

## FREQUENTLY ASKED QUESTIONS

To replace the filter you will insert a new filter and replace the filter support cap on top of the filter. Place the filter back onto the humidifier base. Ensure that the filter is seated correctly and can come in contact with water.

Visit [holmesproducts.com/wemo](http://holmesproducts.com/wemo) to order new Filter and other accessories.

### **How long will the Smart Humidifier run before I need to fill the tanks?**

Your Smart Humidifier's run time is dependant upon your usage pattern. As an approximation, your Smart Humidifier can run up to 36 hours on Low without needing to refill the tanks.

### **What type of water should I use in my Smart Humidifier?**

Always fill your Smart Humidifier with tap water unless your water supply is known to be high in mineral content. If your tap water is high in mineral content, to extend the life of the filter and support optimal performance, distilled or filtered water should be used.

### **How do I choose which setting to put my Smart Humidifier on?**

Various environmental conditions and geographical locations impact the humidity level in your home. Optimal room humidity is 40%-50%. Both the App and the unit will display current ambient humidity level. The setting you choose will also determine how much output your Smart Humidifier will produce. Lower settings will produce less output than higher settings. For quiet operation, run on lower fan speed settings.

### **What is the optimum humidity level that my house should be at?**

A humidity level below 20% can be unhealthy and uncomfortable. The recommended humidity level is between 40%-50%.

## FREQUENTLY ASKED QUESTIONS

### **Why does the Smart Humidifier make so much noise?**

The operation of a Smart Humidifier produces a fan like noise. Note the lower fan speed will produce a lower noise, but also a lower level of humidity output. There are several ways to reduce the noise, including making sure the Filter are installed correctly, all doors on the unit are fully closed, and keeping the bottom tray clean before filling the tanks. Make sure the unit does not vibrate against the floor, wall or nearby object.

### **Why is my Smart Humidifier fan cycling?**

You have set the humidistat to a predesired level. Your room has achieved the desired level, therefore your Smart Humidifier fan cycles off. The Smart Humidifier will cycle on again once the humidity level has lowered.

### **What is Cool Mist Evaporative Humidification?**

Your Holmes® Smart Cool Mist Evaporative Humidifier draws air through the air intake grill areas. The fan draws the water through the moisture laden wick Filter. This process reduces the water droplet size so small that it is not visible to the naked eye. This process is an effective means of adding moisture to your dry air home.

There are several ways to tell that your Smart Humidifier is working. First, with use you will see the water levels go down in the tanks. Secondly, the ambient humidity reading will show you that this water is being dispersed into your home.

## TROUBLESHOOTING

Restore Button on Control Panel restores the Smart Humidifier to its factory settings. This is only required when your WiFi® router changes. You do not need to restore your humidifier when you get a new smartphone if your router remains the same.

### To Restore

- ❶ Unplug the unit. Press and hold the “RESTORE” button, located on the front of the control panel of the Smart Humidifier.
- ❷ While holding the Restore Button, plug the unit in and hold button for 10 seconds. You will see a fast amber light blink. You can then release the restore button here. Then you will see a green light blink – this means WeMo® is rebooting.
- ❸ The green light will then begin to alternate between green and amber blinking.
- ❹ “WeMo® Smart Humidifier” App will show in settings on your device. When the Smart Humidifier is connected the Wi-Fi® connectivity symbol on the unit will be solid green.

**NOTE:** Restore Button on Control Panel restores the Smart Humidifier to its factory settings. This is required when changing routers, internet service providers or used during troubleshooting.

## TROUBLESHOOTING

Water on Floor/Leaks:	Smart Humidifier was moved	This unit must be empty prior to moving to a new location.
	Unit is not level	Select an even surfaced floor to place your Smart Humidifier on. Check the floor level indicator line inside the water tray.
Reduced Performance	Your wick Filter may have reached their useful life.	Some water conditions, air quality and above average usage patterns may reduce the life of your filter and results in ineffective wicking of the water through the filter.
	Filter and/or filter door not installed properly	Open filter door and remove with filter. When placing back in unit, be sure to put filter on INSIDE LIP of bottom tray and the door on the outside of the lip of bottom tray. See details in How to Replace the Filter section on page 14.
	Too low of settings selected	Try increasing the fan speed and the humidity setting.
Reduced humidity	The units air intake grill located at the bottom of unit may be blocked.	Ensure area is clear by setting humidifier on a hard floor to prevent air restrictions.

## WHEN CONTACTING US FOR CUSTOMER SUPPORT

1-800-546-5637 or visit our website at [www.holmesproducts.com/wemo](http://www.holmesproducts.com/wemo)

Please collect the following information before reporting problems:

- Router make and model
- ISP – Internet Service Provider
- Smart Device Type and Operating System
- Approximate distance of router from hardware
- Model number and/or UPC code of your Smart Appliance
- Other devices in the home using Wi-Fi® connectivity
- The steps to reproduce the error, noting which network the Smart device is on
- Issue observed
- Expected outcome

## 3 YEAR LIMITED WARRANTY

Sunbeam Products, Inc. doing business as Jarden Consumer Solutions or if in Canada, Sunbeam Corporation (Canada) Limited doing business as Jarden Consumer Solutions (collectively “JCS”) warrants that for a period of three years from the date of purchase, this product will be free from defects in material and workmanship. JCS, at its option, will repair or replace this product or any component of the product found to be defective during the warranty period. Replacement will be made with a new or remanufactured product or component. If the product is no longer available, replacement may be made with a similar product of equal or greater value. This is your exclusive warranty. Do NOT attempt to repair or adjust any electrical or mechanical functions on this product. Doing so will void this warranty.

This warranty is valid for the original retail purchaser from the date of initial retail purchase and is not transferable. Keep the original sales receipt. Proof of purchase is required to obtain warranty performance. JCS dealers, service centers, or retail stores selling JCS products do not have the right to alter, modify or any way change the terms and conditions of this warranty.

This warranty does not cover normal wear of parts or damage resulting from any of the following: negligent use or misuse of the product, use on improper voltage or current, use contrary to the operating instructions, disassembly, repair or alteration by anyone other than JCS or an authorized JCS service center. Further, the warranty does not cover: Acts of God, such as fire, flood, hurricanes and tornadoes.

### What are the limits on JCS's Liability?

JCS shall not be liable for any incidental or consequential damages caused by the breach of any express, implied or statutory warranty or condition.

Except to the extent prohibited by applicable law, any implied warranty or condition of merchantability or fitness for a particular purpose is limited in duration to the duration of the above warranty.

JCS disclaims all other warranties, conditions or representations, express, implied, statutory or otherwise.

JCS shall not be liable for any damages of any kind resulting from the purchase, use or misuse of, or inability to use the product including incidental, special, consequential or similar damages or loss of profits, or for any breach of contract, fundamental or otherwise, or for any claim brought against purchaser by any other party.

Some provinces, states or jurisdictions do not allow the exclusion or limitation of incidental or consequential damages or limitations on how long an implied warranty lasts, so the above limitations or exclusion may not apply to you.

This warranty gives you specific legal rights, and you may also have other rights that vary from province to province, state to state or jurisdiction to jurisdiction.

### How to Obtain Warranty Service

#### In the U.S.A.

If you have any questions regarding this warranty or would like to obtain warranty service, please call 1-800-546-5637 and a convenient service center address will be provided to you.

#### In Canada

If you have any questions regarding this warranty or would like to obtain warranty service, please call 1-800-546-5637 and a convenient service center address will be provided to you.

In the U.S.A., this warranty is offered by Sunbeam Products, Inc. doing business Jarden Consumer Solutions located in Boca Raton, Florida 33431. In Canada, this warranty is offered by Sunbeam Corporation (Canada) Limited doing business as Jarden Consumer Solutions, located at 20 B Hereford Street, Brampton, Ontario L6Y 0M1. If you have any other problem or claim in connection with this product, please write our Consumer Service Department.

**PLEASE DO NOT RETURN THIS PRODUCT TO ANY OF THESE ADDRESSES OR TO THE PLACE OF PURCHASE.**