KONFOR

Values Your Comfort

SPS-916W

Values Your Comfort

Indoor Air Quality
Clean Fresh Green State of Art

SINCE 1999

KONFOR was established in 1999 and located at the city of home appliances - SHUNDE.

ISO 9001:2008 ISO13485:2003

As the improvement of management and quality, KONFOR has obtained the ISO9001 & ISO13485 QMS certificate.

BSCI & WIPO | MADRID

In recent years with the expansion of the company, we have obtained the BSCI & WIPO|MADRID international trademark approval.

ABOUT US

KONFOR is specialized in researching, developing and producing the air environment appliances , such as ultrasonic humidifier, air purifier and aroma diffuser.

FOSHAN SAMYOO ELECTRONIC CO., LTD established in 1999, is a manufacturer which is specialized in researching, developing and producing various kinds of air environment appliances. Company has been organized well under sophisticated working system by the reliable CEO and all the experienced staffs. It is processing with production developing, manufacturing and also selling. KONFOR, the company is one of the top brands in China and boasts a high reputation. Besides, we are trading globally, dealing with countries in Europe, North America, Middle East and so on.

A professional R&D team is committed to meet diversified demands and standards of worldwide customers, we are making sure that "what we offering" is "what you want". KONFOR, insists principle of "green science and technology, healthy living". We did and we are keeping it by putting in more effort in order to achieve greater success in future. Since that, a lot of customers are satisfied with our continuous innovation of product and service support.

living for you
caring for us

TABLE OF CONTENTS

PACKAGE CONTENTS

1 x SPS-916W Smart Hybrid Ultrasonic Humidifer
1 x User Manual
3 x Aroma Pads (1 Pre-Installed)
1 x Remote Control
1 x 3V CR2025 Battery (Pre-Installed)
1 x Cleaning Brush

SPECIFICATIONS

Power Supply	AC 120V, 60Hz
Rated Power	110W
Water Tank Capacity	1.4 gal (5.5 L)
Humidity Range	30%–80% RH
Max Moisture Output	Cool Mist: 300 mL/h Warm Mist: 500 mL/h
Warm Mist Temperature	104˚F (40˚C)
Effective Range	430–753 ft^2 (40–70 m^2)

SAFETY INFORMATION

To reduce the risk of fire, electric shock, or other injury, follow all instructions and safety guidelines.

General Safety

- **Only** use this humidifier as described in this manual.
- Place the humidifier and cord so that the humidifier will not be knocked over.
- When not in use, turn the machine off and disconnect from power source by removing the plug from the outlet.
- **Do not** overfill the water tank. This may cause electric shock.
- **Do not** use this humidifier in wet environments.
- Keep the humidifier out of reach from children.
- **Do not** open the base or remove the water level sensor for self-servicing.
- **Always** unplug your humidifier before cleaning your humidifier or detaching the water tank from the humidifier base.
- Direct the nozzle so that the mist is at least 40 inches (102 cm) from walls.
- **Only** fill the water tank with clean water. **Never** fill the water tank with any other liquids.
- **Do not** place the humidifier near sources of heat, such as stovetops, ovens, or radiators.
- **Do not** place the humidifier directly on floors, carpets, or rugs.

- **Do not** cover the nozzle while the humidifier is on. Doing so may damage the humidifier. **Do not** immerse the humidifier base, power cord, or plug in water.
- If the humidifier is damaged or is not functioning properly, stop using it and contact **Customer Support** immediately (page 46).

Plug & Cord

- Ensure that the plug fits properly into a polarized socket.
- **Do not** handle the power cord or plug with wet hands. Keep the plug and power cord away from liquids.
- Your humidifier has a polarized plug (one prong is wider than the other), which fits into a polarized outlet only one way. This is a safety feature to reduce the risk of electric shock. If the plug does not fit, reverse the plug. If it still does not fit, **do not** use the plug in that outlet. **Do not** bypass this safety feature.

Not for commercial use. Household use only.

# READ AND SAVE THESE INSTRUCTIONS

GETTING TO KNOW YOUR HUMIDIFIER
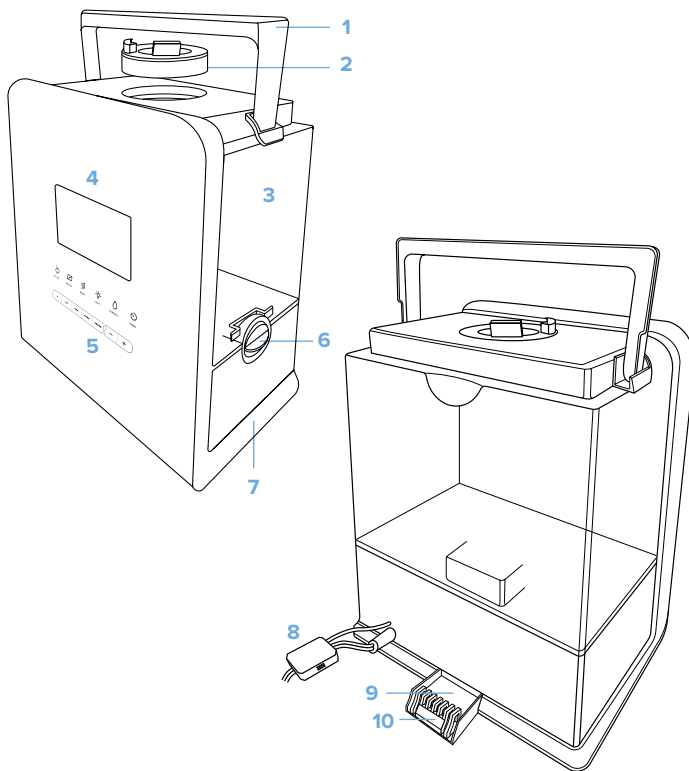
1. Handle
2. Nozzle
3. Water Tank
4. LED Display
5. Control Panel
6. Safety Lock
7. Base
8. Humidity Sensor
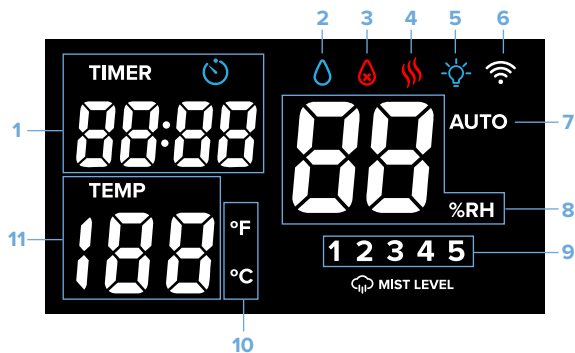9. Aroma Pad
10. Aroma Box
11. Remote

GETTING TO KNOW YOUR HUMIDIFIER (cont.)

12. Water Tank Cap

13. Mist Tube

14. Water Level Sensor

15. Heating Element

16. Inner Chamber

17. Cleaning Brush

18. Night Light

19. Cleaning Brush Storage

20. Air Vent

21. Transducer

22. Power Cord
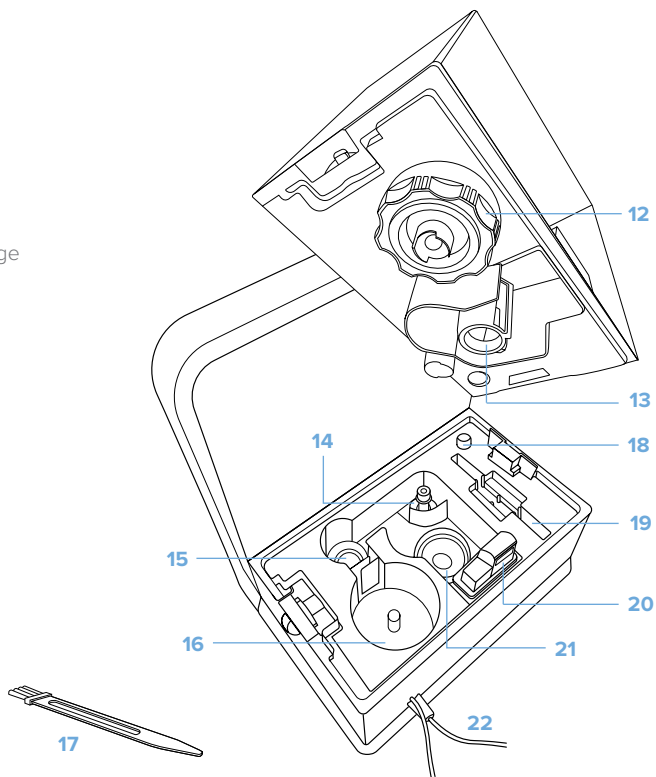
GETTING TO KNOW YOUR HUMIDIFIER (cont.)

LCD Display

1. Timer
2. Mist Icon
3. No Water Indicator
4. Warm Mist Icon
5. Night Light Icon
6. WiFi Icon
7. Auto Mode Indicator
8. Relative Humidity Level (RH)
9. Mist Level Indicator
10. Temperature Unit
11. Ambient Temperature

Control Panel

1	2	3	4	5	6
ON/OFF	DISPLAY	WARM	LIGHT	HUMIDITY	TIMER

1. Power/VeSync Configuration Button
2. Display Off Button
3. Warm Mist Button
4. Night Light Button
5. Humidity Level Button
6. Timer Button
7. Mist Level Buttons
8. Decrease Button
9. Increase Button

GETTING STARTED

1. Turn the safety lock to the 🔓 position. [*Figure 1.1*]

2. Remove the nozzle cap from the top of the water tank and set aside. [*Figure 1.2*]
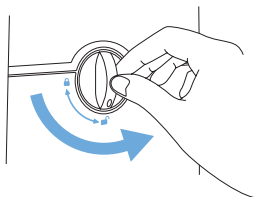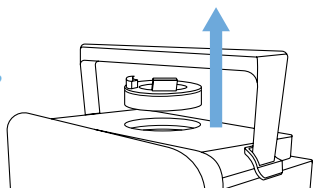
Figure 1.1

Figure 1.2

3. Lift up the handle, then pull up on the handle to remove the water tank from the base. [*Figure 1.3*]

4. Flip the tank over and twist the water tank cap counterclockwise to remove it and set it aside. [*Figure 1.4*]
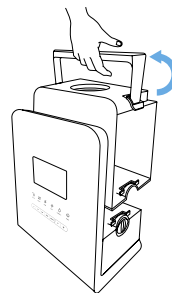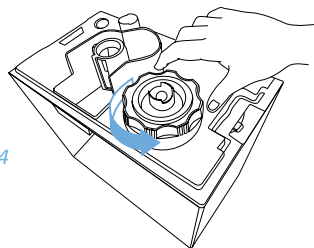
Figure 1.3

Figure 1.4

GETTING STARTED (cont.)

5. Fill the tank with cold or room temperature water. You can see how much water is in the tank by looking into the water tank. The maximum capacity is 1.4 gallons (5.5 L). [*Figure 1.5*]
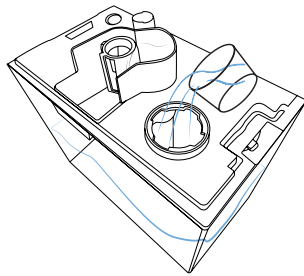
Figure 1.5

NOTE:

• *Fill the water tank with distilled water, at least half full.*

• ***Do not*** *fill the water tank with hot water.*

• ***Do not*** *add water through the nozzles or mist tube.*

6. Replace the cap once you have filled the tank to no greater than the maximum capacity. Twist it clockwise to secure it tightly to the water tank. [*Figure 1.6*]

7. Carefully place the water tank back onto the base, aligning the water tank cap with the inner chamber. [*Figure 1.7*]
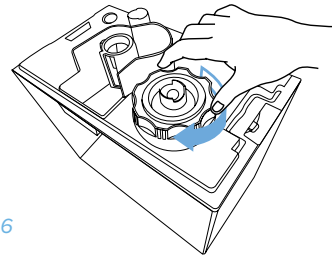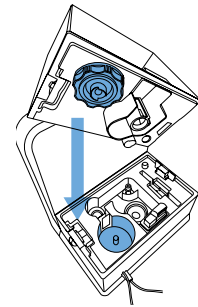
Figure 1.6

Figure 1.7

GETTING STARTED (cont.)

> **NOTE:** Wipe off any excess water on the top and bottom of the base before replacing the water tank.

8. Turn the safety lock to the 🔒 position. [*Figure 1.8*]

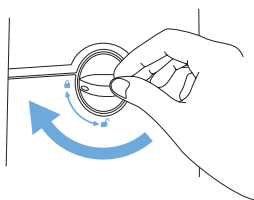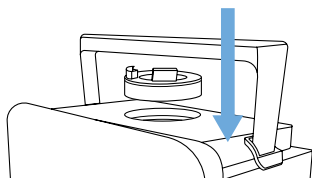9. Replace the nozzle. [*Figure 1.9*]

Figure 1.8

Figure 1.9

OPERATION

General Operation

> **NOTE:** Position the humidifier at least 10 inches (25 cm) away from walls, and direct the nozzles so that the produced mist is at least 40 inches (102 cm) away from walls.

1. Place the humidifier on level, elevated surfaces, such as tables or nightstands. Make sure the room is well-ventilated.

2. Plug in the humidifier. The display icons will light up and turn off.

3. Tap ⏻ once to turn on the humidifier. [*Figure 2.1*] The humidifier will start misting.
    a. If there is no water in the tank, 💧 will light up. Unplug the humidifier and refill the water tank. See **Getting Started** (page 8).
    b. If the last humidity setting is lower than the humidity level of the environment, it will release mist for a few seconds and then stop misting.

3. (*Optional*) Press the mist level controls to change the mist level. [*Figure 2.2*]

4. Press ⏻ to turn off the humidifier.

Figure 2.1

Figure 2.2

OPERATION (cont.)

General Operation (cont.)

NOTE:
- *There are 2 nozzles on the nozzle cap that can rotate 360° to diffuse mist in any direction.*
- *The humidifier will stop misting if the water tank is detached from the base.*
- *If the relative humidity in your room exceeds 68% while operating the humidifier, use the low mist setting or turn off the humidifier.*
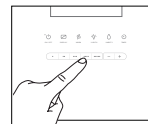- *When turned on, the humidifier has a memory function that will recall and display the last setting used before it was turned off or unplugged. The display will only show if there is water in the tank.*
- *If this is the first use, the default mist setting is mode 4.*

LCD Display

NOTE:
- *The same button controls can be found on the included remote control and the VeSync app.*

Lights up when the water tank needs to be refilled.

Lights up when humidity mode is being changed. Lights dimly when misting.

TIMER Lights when timer is being set. Dims when timer is set and is counting down.

AUTO Lights up when Auto Mode is selected. The humidifier will produce mist as needed to maintain the relative humidity (RH) at a comfortable level.

Ambient Temperature (°F)	Relative Humidity (%RH)
≤ 66.2°F	70%
68°–69.8°F	65%
71.6°–73.4°F	60%
75.2°–77°F	55%
78.8°–80.6°F	50%
82.4°–84.2°F	40%
86°–89.6°F	35%
91.4°–96.8°F	30%
≥ 98.6°F	25%

OPERATION (cont.)

WiFi Indicator Status	
is off	Humidifier is not configured with the VeSync app.
is on	Configuration with the VeSync app is complete.
blinks 1 time per second	Humidifier is in Smart Configuration Mode (see page 15).
blinks 2 times per second	Humidifier is in APN Configuration Mode (see page 20).
blinks 4 times per second	Humidifier has been factory reset (see page 34).
blinks 2 times per 5 seconds	Humidifier cannot connect with router.
blinks 1 time per 5 seconds	Humidifier has connected with router successfully, but the router is not connected to the VeSync server.

TEMP
Shows ambient temperature.

%RH
Shows the humidity percentage.

1 2 3 4 5 MIST LEVEL
Shows the mist level.

Control Panel

ON/OFF
Tap to turn your humidifier on or off.

DISPLAY
Tap to turn display on or off.
- To change the temperature units on the humidifier from °F to °C, press and hold **DISPLAY** for two seconds.

LIGHT
Tap to turn the water tank night light on or off.

OPERATION (cont.)

WARM

Tap to turn warm mist on and off.

CAUTION: The warm mist being produced is 104°F (40°C). Do not place your bare hands, face, or other exposed skin over the nozzle while using the warm mist function.

> **NOTE:**
> - *The warm mist function will remain off if the humidifier is not producing mist.*
> - *Allow 15 minutes for the humidifier to warm up before producing warm mist.*

HUMIDITY

You can set the humidity level between 30% and 80%.

a. Tap **HUMIDITY** to turn Auto Mode on and off.

b. To change the humidity level, press and hold **HUMIDITY** until the humidity percentage on the display starts blinking.

 1. Press the **+** button repeatedly to increase humidity. Once it reaches 80%, pressing **+** again will revert humidity to the lowest percentage (30%).

 2. Press the **-** button repeatedly to decrease humidity. Once it reaches 30%, pressing **-** again will revert humidity to the highest percentage (80%).

c. Once the humidity level of the environment reaches the set humidity level, the mist will automatically stop.

d. To cancel the current humidity function, tap **HUMIDITY** repeatedly until "Co" appears on the display, or press and hold **HUMIDITY** for 2 seconds. The humidifier will enter Auto Mode after cancellation.

OPERATION (cont.)

TIMER

You can set a timer between 1 and 12 hours.

a. Tap **TIMER** repeatedly or press and hold to choose a time.

b. When you stop pressing **TIMER**, the display will flash 3 times and the timer will start.

c. Tap **TIMER** repeatedly or press and hold until it shows "-- --" to exit the timer function. The humidifier will automatically power off once the timer is finished.

You can choose between mist levels 1 through 5. You can also use the **+** and **-** buttons to change the mist level.

Humidity Sensor

The humidity sensor on the power cord is a vital component to this appliance. Please note the following tips to ensure that the sensor is functioning properly.

• **Do not** pull on the humidity sensor or the cord.

• **Do not** point the nozzle toward the humidity sensor.

• **Do not** allow excessive moisture to build up inside the sensor. This will result in incorrect relative humidity readings.

• If there is moisture inside the humidity sensor, turn off the humidifier and allow the sensor to completely air dry before resuming use.

• **Do not** use hot air to dry the sensor. Doing so will cause it to malfunction.

Automatic Shut Off

1. The humidifier will automatically turn off and the ⬠ will appear when all of the water in the tank has been diffused. The display will continue showing the ⬠ until more water is added to the water tank. [*Figure 3.1*]
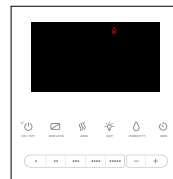
Figure 3.1

VESYNC APP SETUP

NOTE: *Due to continuing updates and improvements, the VeSync app may appear slightly different.*

1. Scan the QR code, or download the VeSync app from the App Store® or Google Play™ Store.

iOS   Android

NOTE: *For Android™ users, choose "Allow" (when prompted) to use VeSync.*

2. Open the VeSync app. Tap **Sign Up** to create a new account.

3. After you've signed up, enter your email and password, then tap **Log In**.

NOTE: *You must create your own VeSync account to use third-party services and products, such as the Amazon® Echo™ and Google Home™. These will not work with the guest account. With a VeSync account, you can also allow your family and friends to use your humidifier.*

Smart Configuration Mode

The standard method to configure your humidifier is Smart Configuration.

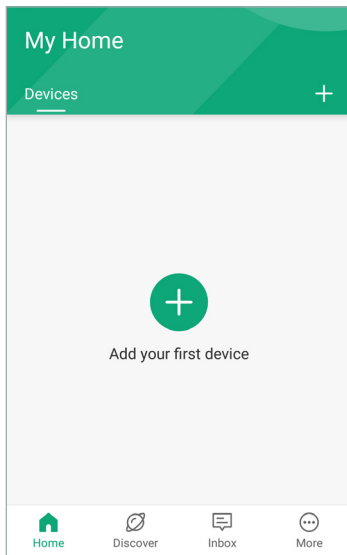1. Connect your phone to a **2.4GHz WiFi** network.

NOTE: *The humidifier can only be set up on a 2.4GHz network.*
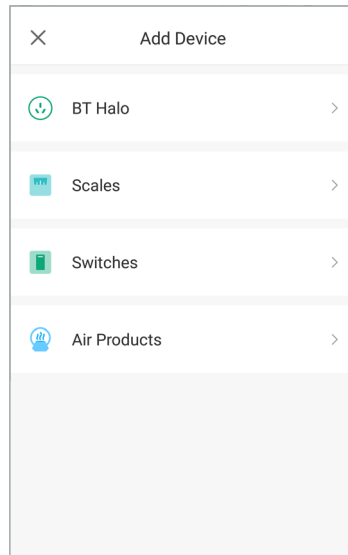
2. Plug in your humidifier and turn it on.

NOTE: *You must fill your water tank at least half full before configuration.*

VESYNC APP SETUP (cont.)

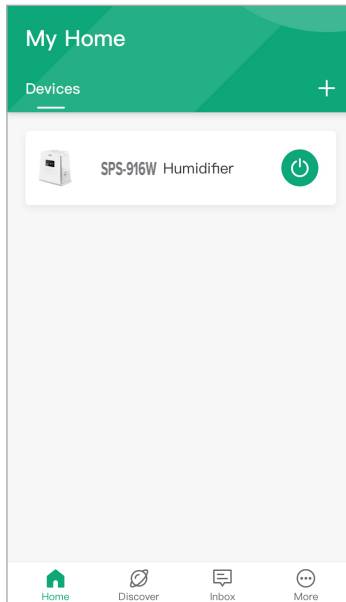**3.** Tap the **+** button to add your device.

4. Tap **Air Products**.

VESYNC APP SETUP (cont.)
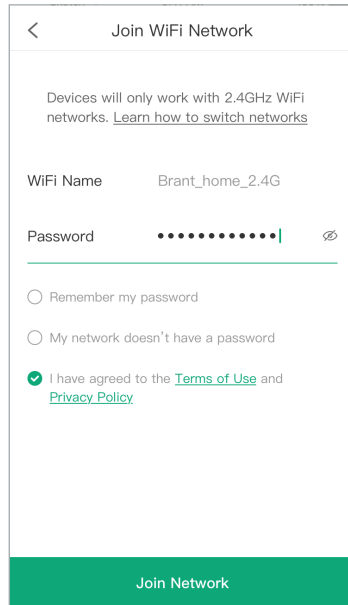
5. Select the **SPS-916W Humidifer SPS-916W** .

6. Tap **Start Setup**.

My Home

Devices +

SPS-916W Humidifier

Home   Discover   Inbox   More
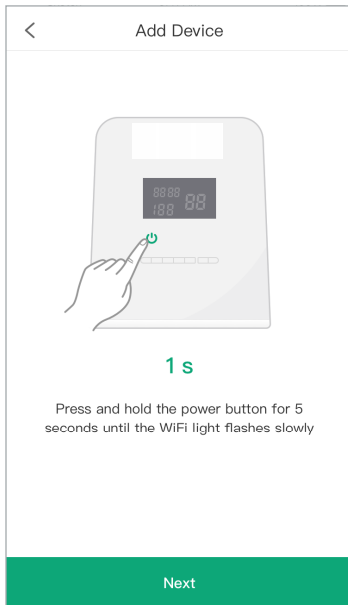

×

Add Device
Power on your device.

APN mode >

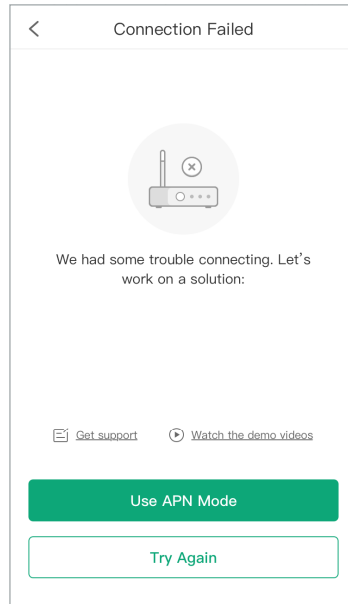Start Setup

VESYNC APP SETUP (cont.)

7. Press and hold ⏻ for 5 seconds. The humidifier will beep once, and the WiFi light will blink. Tap **Next**.

8. Type in the information for your home WiFi network, then tap **Join Network**.

Add Device

1 s

Press and hold the power button for 5 seconds until the WiFi light flashes slowly

Next

Join WiFi Network

Devices will only work with 2.4GHz WiFi networks. Learn how to switch networks

WiFi Name   Brant_home_2.4G

Password   • • • • • • • • • • • •

◯ Remember my password

◯ My network doesn't have a password

✓ I have agreed to the Terms of Use and Privacy Policy

Join Network

NOTE: *Your humidifier needs to be turned on before pressing and holding the power button. Press* ⏻ *to turn on.*

VESYNC APP SETUP (cont.)

**9.** Wait for the app to connect. This may take up to 90 seconds.

10. If you can't connect, tap **Get Support**, **Watch the demo videos**, **Use APN Mode**, or **Try Again**. If you choose APN Mode, follow the instructions on page 20.

‹   Connecting

90 s

Attempting to connect. Hang on while we work out some behind–the–scenes technical stuff...

‹   Connection Failed

We had some trouble connecting. Let's work on a solution:

Get support   ▷ Watch the demo videos

Use APN Mode

Try Again
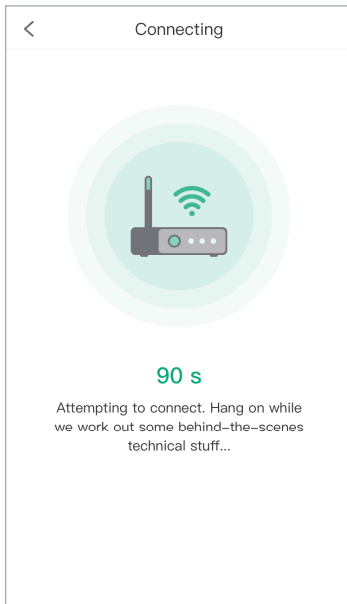
VESYNC APP SETUP (cont.)

11. You've completed setup! Give your humidifier a unique name, or simply use the default name.
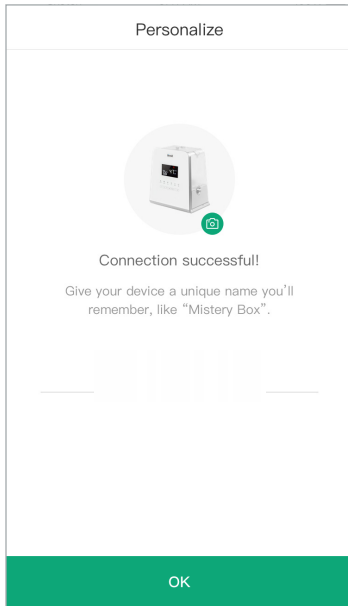
**NOTE:** *You can change the name and picture at any time in "Device Settings".*

APN Mode

An alternate method to configure your humidifier is to use APN Configuration Mode.

> **NOTE:** *You must fill your water tank at least half full before configuration.*

APN Mode uses an access point (appearing in your phone's WiFi networks list) to connect the humidifier to a WiFi network.
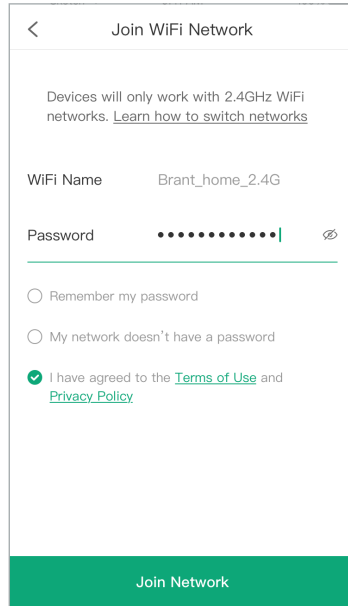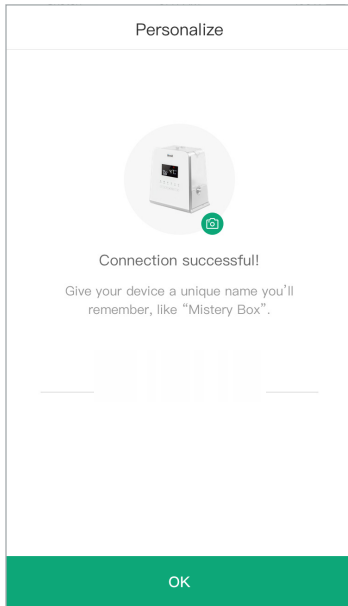
VESYNC APP SETUP (cont.)

1. Either tap **Use APN Mode** from the "Connection Failed" screen or **APN mode >** from the "Add Device" screen.
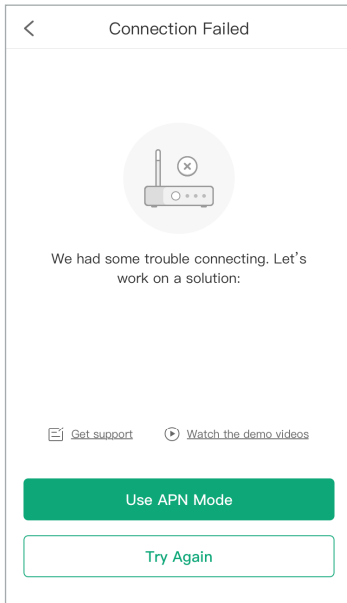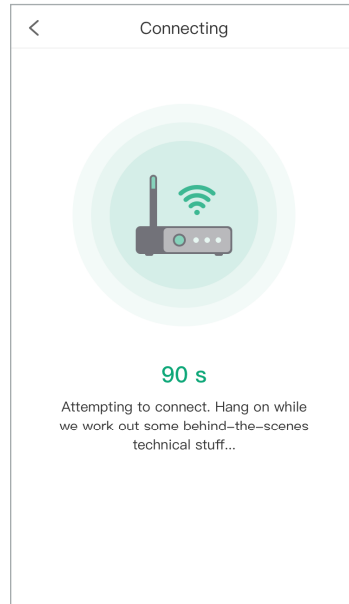
VESYNC APP SETUP (cont.)

2. Press and hold ⏻ for 10 seconds. The humidifier will beep once at 5 seconds (and the WiFi light will blink), and beep a second time at 10 seconds (and the WiFi light will blink faster). Tap **Next**.

3. Type in the information for your home WiFi network, then tap **Join Network**.

Personalize

Connection successful!

Give your device a unique name you'll remember, like "Mistery Box".

OK

< Join WiFi Network

Devices will only work with 2.4GHz WiFi networks. Learn how to switch networks

WiFi Name   Brant_home_2.4G

Password   • • • • • • • • • • • • | ⌀

◯ Remember my password

◯ My network doesn't have a password

✓ I have agreed to the Terms of Use and Privacy Policy

Join Network

NOTE: *Your humidifier needs to be turned on before pressing and holding the power button. Press ⏻ to turn on.*

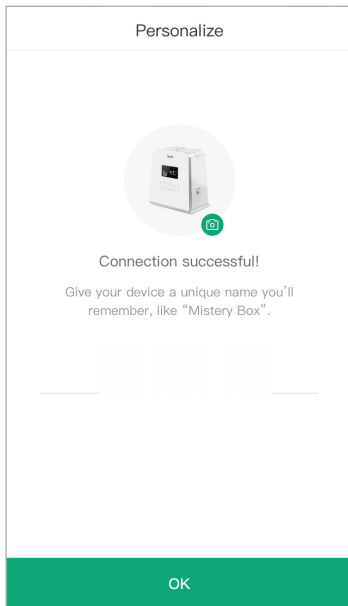# VESYNC APP SETUP (cont.)

4. Follow the instructions to connect directly to the humidifier.

**5.** Wait for the app to connect. This may take up to 90 seconds.

Select the WiFi network that begins with "VeSync_XXX"(under Settings > WiFi)

Set WiFi now

90 s

Attempting to connect. Hang on while we work out some behind—the—scenes technical stuff...
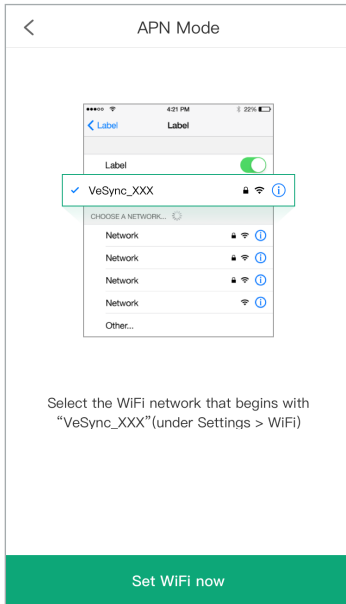
VESYNC APP SETUP (cont.)

6. You've completed setup! Give your humidifier a unique name, or simply use the default name.

Personalize

Connection successful!

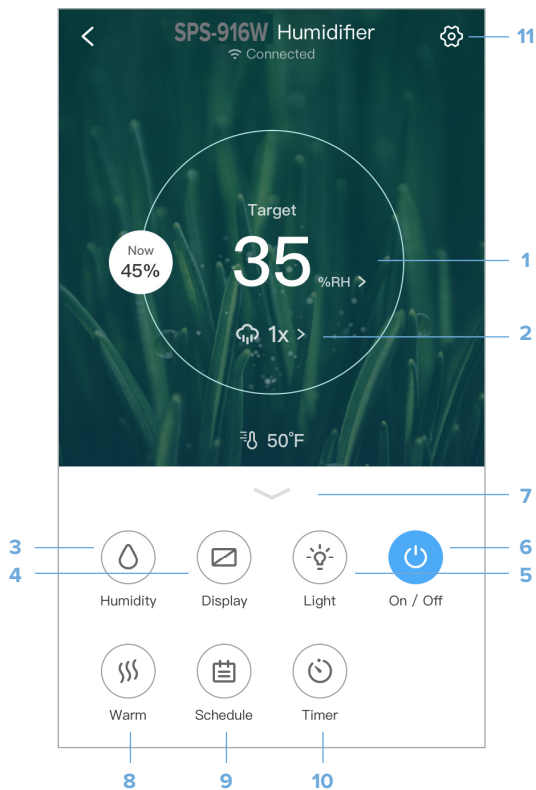Give your device a unique name you'll remember, like "Mistery Box".

OK

NOTE: You can change the name and picture at any time in "Device Settings".

USING THE APP

- From the "My Home" screen, tap on the humidifier name to view device options and details.

- You can also tap ⏻ to turn the humidifier on and off.

My Home

Devices ＋

SPS-916W Humidifier

Home   Discover   Inbox   More
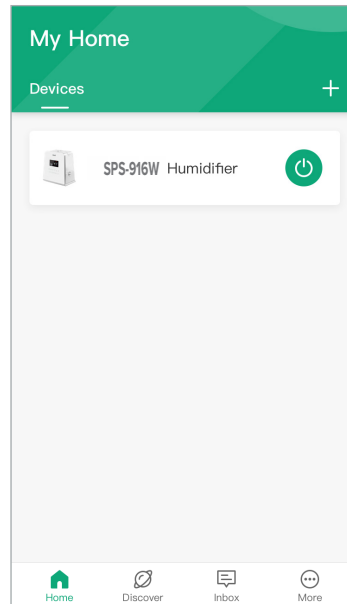
USING THE APP (cont.)

1. Tap $35_{\%RH}$, to change the target humidity.

2. Tap 🌫 1x ❯ to select mist level.

3. Tap 💧 to select humidity setting (see page 13).

4. Tap ▱ to turn the humidifier's display on or off.

5. Tap 💡 to turn the night light on or off.

6. Tap ⏻ to turn the humidifier on or off.

7. Tap ﹀ to collapse the selection.

8. Tap 〰 to turn the warm mist on or off.

9. Tap 📅 to create or cancel a schedule.

10. Tap ⏱ to set or cancel the timer.

11. Tap ⚙ to see Device Settings (see page 30).

USING THE APP (cont.)

Humidity Levels

Tap 💧 and select **Auto** to turn on Auto Mode and **Off** to turn off the humidity function.

Tap **Manual** to set the humidity level manually. The humidity percentage will be displayed. Tap on it to change.
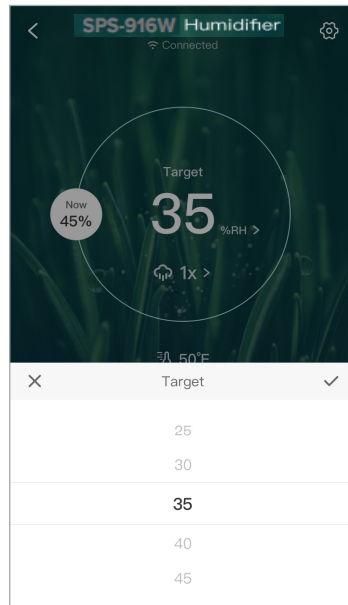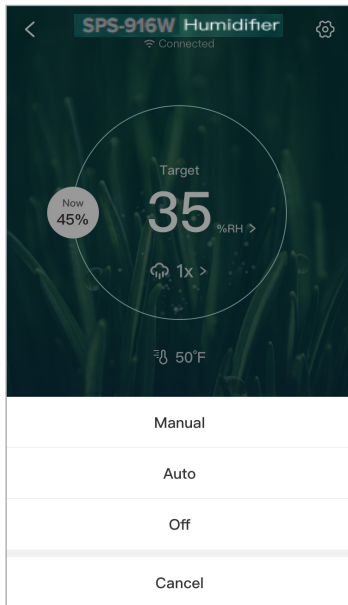
USING THE APP (cont.)

Mist Levels

Tap 🌧️ **1x** ❯ to change the mist level.
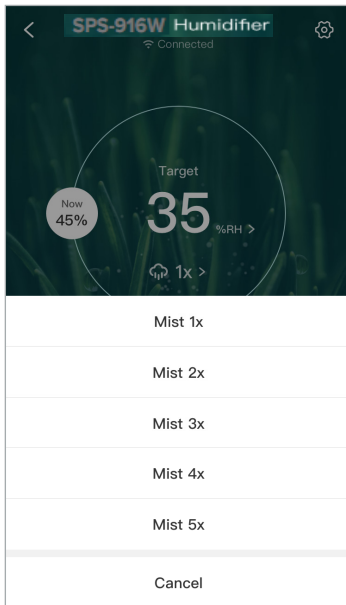
Schedules

1. Tap 📅 . Then, tap **Start** to set a start time, and tap **End** to set an end time.
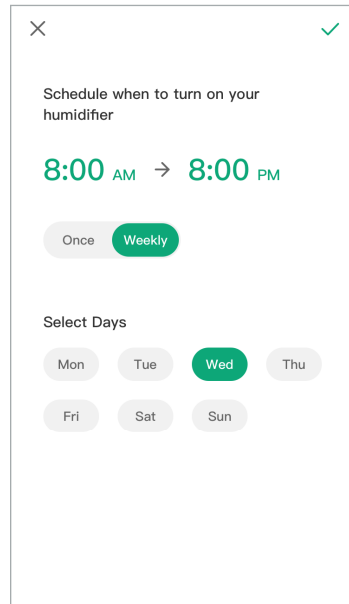
USING THE APP (cont.)

2. Set a time for the schedule to start or end. Tap ✓ when you are done.

3. Tap ✓ to save and close the schedule.
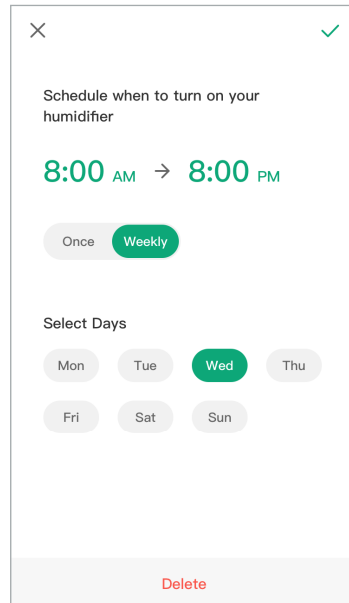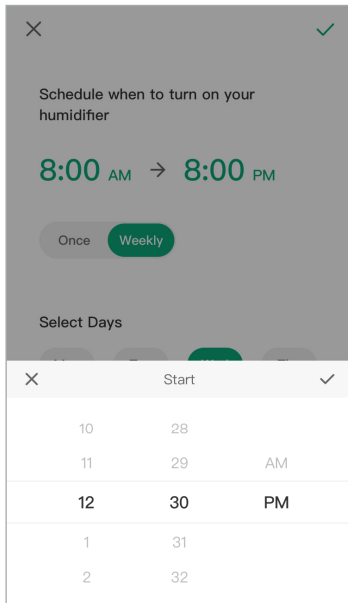
USING THE APP (cont.)

4. To delete a schedule, swipe left on the schedule and tap 🗑 , or tap on a schedule and then tap **Delete** at the bottom of the screen.
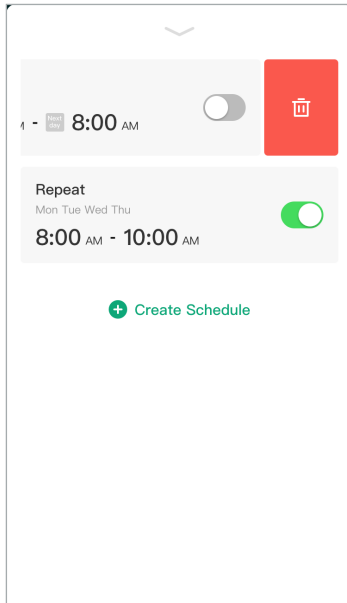
Timer

Tap ↻ , select the amount of time you want to run the humidifier for, and tap ✓ . The humidifier will stop misting when the timer ends.
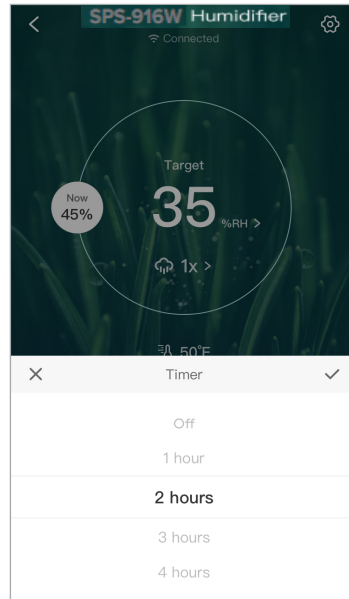
USING THE APP (cont.)

Device Settings

To change any setting, tap on any of the text, icons, or **>** symbols on the right side of the screen. For example, tap the humidifier name to change it.

‹	Device Settings	
Device Name	Levoit 550 Humidifier	›
Icon		›
Allow Notifications		
Temperature Unit	°F	›
Share Device		›
Upgrade Firmware	v1.93	›
	Delete Device	
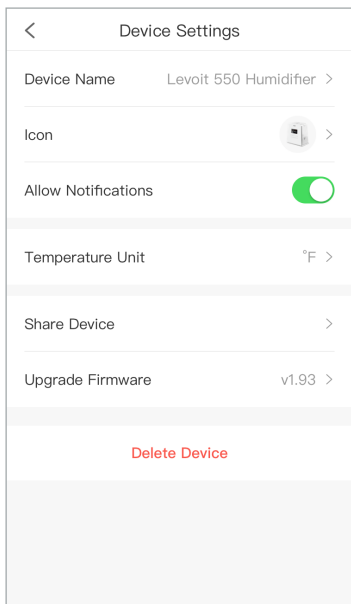
Share Device

You can allow someone else to control your humidifier (such as family, friends, roommates, or anyone you choose).

> **NOTE:** People who you share your humidifier with cannot edit or delete any of your device settings.

USING THE APP (cont.)

1. Tap **Share Device**.

2. Tap **Invite Users**, or tap the **+** icon in the upper right corner.

Device Settings

Device Name	Levoit 550 Humidifier >
Icon	>
Allow Notifications	⬤
Temperature Unit	°F >
Share Device	>
Upgrade Firmware	v1.93 >

Delete Device

Share Device +

Share your device with your favorite people
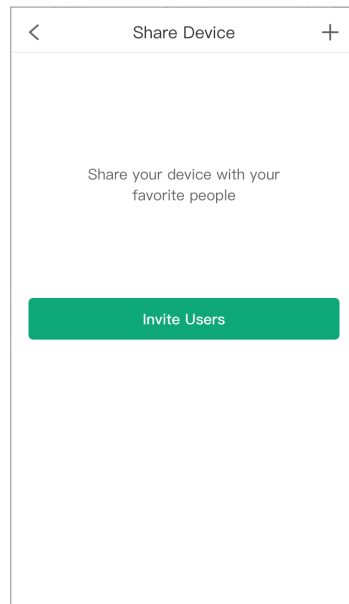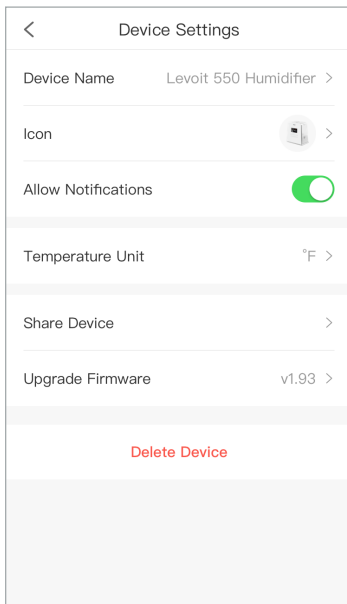
Invite Users

USING THE APP (cont.)

3. Type in the email of the user you want to share your humidifier with. The user must also have a VeSync account. Tap **Invite** in the upper right corner.

4. Tap 🗑 to remove people who you have shared your humidifier with. These people will no longer be able to control your humidifier.

‹	Share Device	Invite

Enter an email address

‹	Share Device	+

Share your device with your favorite people

Alvin8866
530349219@qq.com   🗑
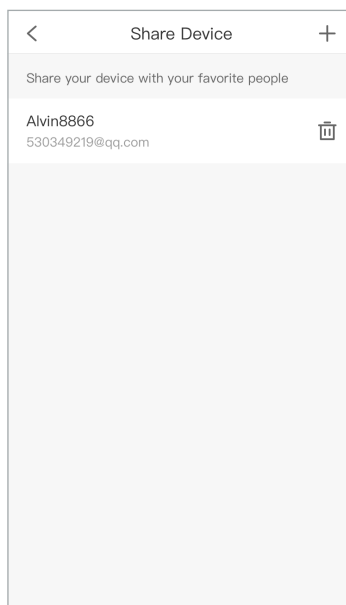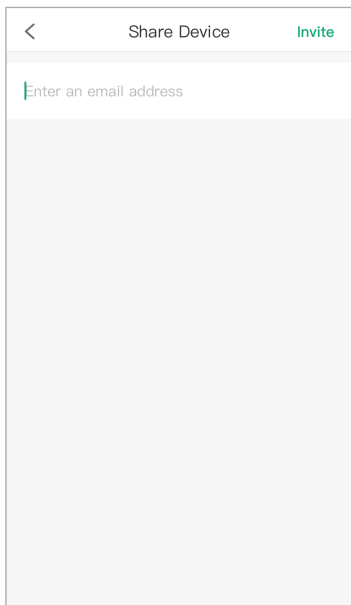
USING THE APP (cont.)

Firmware Updates

- To keep your humidifier up to date with the latest improvements and fixes, you should always upgrade the firmware when updates are available.

- The red dot lets you know that there is a new firmware version available.
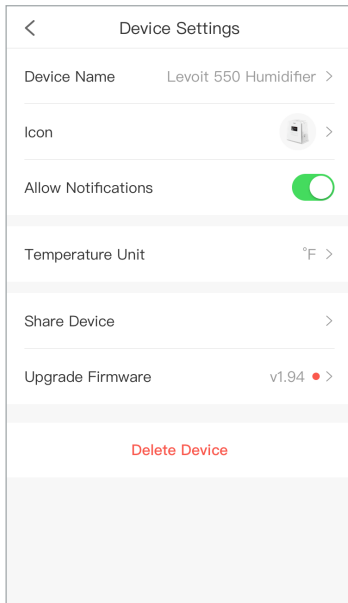
USING THE APP (cont.)

Deleting Your Humidifier

You can delete your humidifier from the VeSync app from "Device Settings" (see page 30). Tap **Delete Device**. This option is located at the bottom of the screen.

You can also delete your humidifier from the "My Home" screen in the VeSync app.

- **iOS**™: Swipe left on the humidifier's name to delete.

- **Android**™: Press and hold for 2 seconds on the humidifier's name to delete.

Resetting Your Humidifier

Resetting your humidifier can help you troubleshoot any issues you may have, including if your humidifier has gone offline.

> **NOTE:** Factory resetting the humidifier will erase all of your custom settings and restore the factory default settings.

1. Delete your humidifier from the VeSync app.
2. Press and hold ⏻ for 15 seconds or longer.
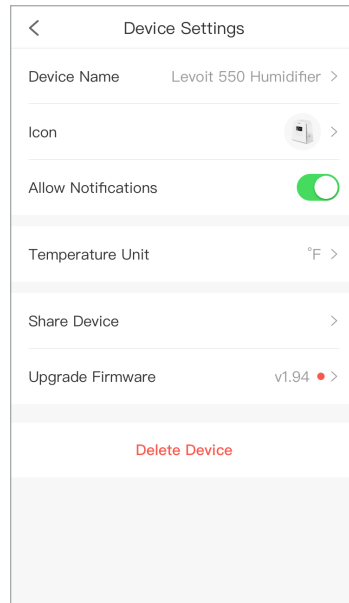
USING THE APP (cont.)

- After 5 seconds, the WiFi indicator light will blink slowly (1 time per second). The humidifier will beep once.

- After 10 seconds, the WiFi indicator light will blink faster (2 times per second). The humidifier will beep again.

- After 15 seconds, the WiFi indicator light will blink even faster (4 times per second). The humidifier will beep again. The WiFi indicator light will blink rapidly 10 times, and the humidifier will turn off.

‹   Levoit 550 Humidifier   ⚙
        Disconnected

Your device is offline.

Please make sure:
• Your device is on
• Your WiFi network is 2.4GHz
• Your router is connected to the Internet
• Others are not using your device

Try plugging in your device again. If you're still having trouble, reset the device

Return to Devices

Contact Online Support

‹   Reset Device

1 s

Press and hold the power button for 15 seconds until the LED light flashes rapidly

Continue

USING THE AROMA BOX

Your new humidifier can also be used as an aroma diffuser to provide added comfort in your home.

1. Turn off and unplug the humidifier.

2. Locate the aroma box at the back of the base. [Figure 4.1]
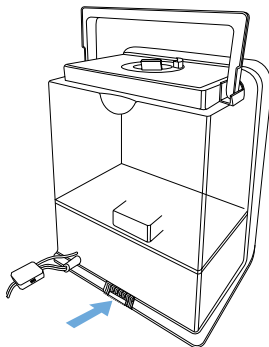
3. Push the aroma box to release it from the base, then pull it out. [Figures 4.2 & 4.3]

4. Add 2-3 drops of essential oil on the aroma pad. [Figure 4.4]

Figure 4.1
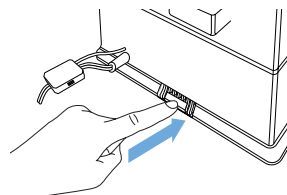
Figure 4.2

Figure 4.3
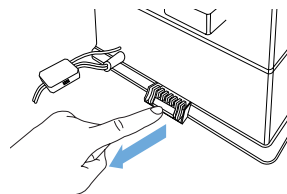
Figure 4.4
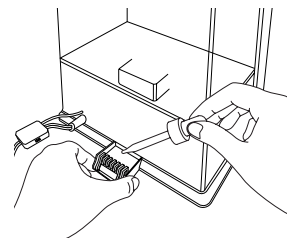
USING THE AROMA BOX (cont.)

5. Replace the aroma box. Fill the water tank with water and place it back on the base (see **Getting Started**, page 8).

6. Plug in and turn on the humidifier.

> **NOTE:**
> • *You can also add medicated vaporizing steam liquid to the aroma pad.*
> • *The aroma pad can be cleaned and reused after diffusing essential oils (see **Cleaning the Aroma Pad**, page 39).*

PREVENTING WATER LEAKS

If not placed properly, the water tank on your humidifier may leak.

1. Make sure the silicone ring around the water tank cap is secured at all times. [*Figure 5.1*]

2. Twist and secure the cap tightly onto the water tank. [*Figure 5.2*]

> **NOTE:** *A small gap between the cap and the tank is normal.*
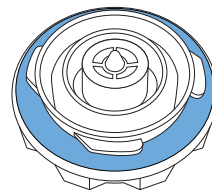
Figure 5.1
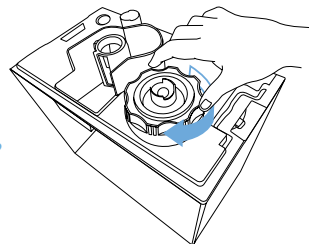
Figure 5.2

PREVENTING WATER LEAKS (cont.)

3. Before moving the humidifier, remove the tank from the base and empty any excess water from the inner chamber. [*Figure 5.3*]

4. Wipe off any excess water on the top and bottom of the base.

5. **Do not** shake the humidifier or place it on an inclined surface. Make sure to place the humidifier on a flat, level surface. [*Figure 5.4*]

Figure 5.3
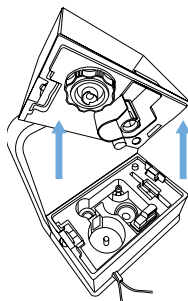
Figure 5.4

KEEPING THINGS CLEAN

CAUTION:

• Always make sure the humidifier is unplugged from any power source when cleaning.

• The water in the inner chamber near the transducer may still be warm after turning off the humidifier. Use caution when pouring out the water.

General Cleaning

1. Unplug the humidifier.

2. Remove the nozzle from the water tank. Rinse the nozzle and the cover under clean, running water. Set it aside to air dry.

3. Unlock the water tank, remove it from the base, and pour out any excess water in the inner chamber. Fill the tank with 2 cups of distilled white vinegar and 2 cups of water. Replace the cap and gently shake to coat all sides of the water tank.

4. Fill the inner chamber with 1 cup of distilled vinegar.

5. Allow the vinegar to soak inside both the water tank and inner chamber for 30 minutes.

KEEPING THINGS CLEAN (cont.)

6. Use the included cleaning brush to remove any scale buildup inside the water tank or in the inner chamber. [*Figure 6.1*]

7. Pour out the vinegar from both parts of the humidifier and thoroughly rinse with warm water.

8. Dry all parts with a clean, dry cloth. Make sure all parts of the humidifier are completely dry before reassembling or storing.
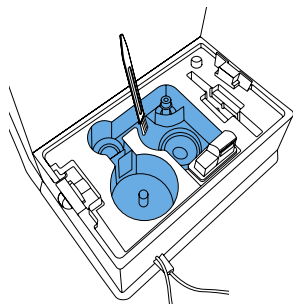
Figure 6.1

Cleaning the Aroma Pad

1. Press the aroma box to release it from the base, then pull it out.

2. Remove the aroma pad from the aroma box.

3. Rinse the pad under warm, running water.

4. Dry with a clean cloth and place it back into the aroma box.

> **NOTE: Do not** *pour liquid cleaners or detergents into the aroma pad and box.*

Disinfecting the Humidifier

Disinfect the water tank before or after storing the humidifier for long periods of time. You should also disinfect if there is any mold buildup inside the water tank.

1. Clean the water tank (see **General Cleaning**, page 38).

2. Fill the water tank with 1 teaspoon of bleach along with 1 gallon of clean water. Reseal the water tank, then gently shake the water tank to ensure all of the sides are coated with the mixture.

3. Add ¼ teaspoon of bleach along with 1 cup of clean water into the base.

KEEPING THINGS CLEAN (cont.)

4. Allow the solutions in both parts to sit for 30 minutes.

5. Pour out the mixtures from both the water tank and base. Rinse both parts thoroughly under clean, running water.

6. Allow the water tank and base to completely air dry before reassembling the humidifier.

> **NOTE:**
>
> • **Always** wear gloves to protect your hands while using bleach.
>
> • A 3% hydrogen peroxide solution may also be used to disinfect the humidifier.
>
> • **Do not** use the humidifier immediately after disinfecting. This may be a health hazard.

REPLACING THE REMOTE CONTROL BATTERY

1. Squeeze the tab with your thumb inward while using your index finger to pull and slide the battery compartment out.

2. Replace the battery with a new one.

3. Push the compartment back in until you hear a click.

TROUBLESHOOTING

Problem	Cause	Solution
No mist is coming out of the nozzle.	Humidifier is not plugged in.	Plug the humidifier into a powered electrical outlet.
	Humidifier is not turned on.	Press ⏻ to turn on the humidifier.
	No water in the tank.	Add at least 2 cups of clean water into the water tank.
	Water level is low.	
Humidifier produces an unusual smell.	Humidifier is new.	Remove the water cap, and place the water tank in a cool, dry place for 12 hours.
	Residual smell from diffusing essential oil on the aroma pad.	Remove the aroma pad, rinse it under clean water, and allow it to dry.
	Water is dirty, or water has been in the tank for a long time.	Clean the humidifier (see **General Cleaning**, page 38).
Humidifier makes a loud or unusual noise.	Water tank does not fit properly.	Turn off and unplug the humidifier, then align the water tank cap with its matching opening in the inner chamber. Turn the safety lock to the 🔒 position.
	Water level is low.	Add at least 2 cups of clean water into the water tank.
	Humidifier is not level.	Place the humidifier on a flat, level surface.
	Humidifier is malfunctioning.	Turn off and unplug the humidifier and discontinue use. Contact **Customer Support** (page 46).
Mist is coming out from the base.	Water tank is not positioned correctly.	Turn off and unplug the humidifier, then align the water tank cap with its respective opening in the inner chamber. Turn the safety lock to the 🔒 position.
White dust appears around the humidifier after operation.	Water being used has a high mineral content.	Use distilled water to fill the humidifier.
	Humidifier was not properly cleaned after last use.	Clean the humidifier (see **General Cleaning**, page 38). Remember to clean the water tank at least once a month.

TROUBLESHOOTING (cont.)

Problem	Cause	Solution
Puddle of water forms below the base.	Mist setting is too high.	Switch the humidifier to a lower mist setting.
	Room is not well-ventilated.	Open a window to ensure proper airflow for your humidifier, or move the humidifier to a more well-ventilated room.
	Water tank is not positioned correctly.	Turn off and unplug the humidifier, then align the water tank cap with its respective opening in the inner chamber. Turn the safety lock to the 🔒 position.
	Excess water has spilled while filling the water tank or replacing the water tank back onto the base.	Wipe off excess water from the top and bottom of the base before replacing the water tank.
	Humidifier base is leaking.	Unplug the humidifier immediately and discontinue use. See **Preventing Water Leaks** (page 37) before resuming use. If your humidifier continues to leak, contact **Customer Support** (page 46).
The mist being produced is not warm after pressing ∭ .	The humidifier is heating up to produce warm mist. It will take about 15 minutes after pressing ∭ for the humidifier to heat up.	Please wait for 15 minutes. Use caution when using the warm mist function. The mist being produced is 104°F (40°C).
	Humidifier has malfunctioned.	Contact **Customer Support** (page 46).
Incorrect humidity level is displayed.	Room is larger than the effective range of the humidifier.	Move the humidifier to a room that is within the effective range of 430–753 ft^2 (40–70 m^2).
	Relative humidity in the room is too high.	If the relative humidity in the room is over 68%, set the humidifier to the lowest mist setting or turn off the humidifier.
	Moisture has built up inside of the humidity sensor.	Turn off the humidifier and allow the humidity sensor to completely air dry before resuming use.
	The nozzle is facing the direction of the humidity sensor.	Turn the nozzle so that it is facing away from the humidity sensor.
	Humidity sensor is broken or defective.	Contact **Customer Support** (page 46).

TROUBLESHOOTING (cont.)

Remote control does not work.	Remote control is out of range from the humidifier.	Use the remote control within 16 feet (5 m) of the humidifier.
	Batteries need to be changed.	Replace the batteries (see **Replacing the Remote Control Battery**, page 40).
	Remote is defective.	Contact **Customer Support** (page 46).

If your problem is not listed, please contact **Customer Support** (page 46).

VESYNC APP TROUBLESHOOTING

Problem	Solution
Why isn't my humidifier connecting?	• During the setup process, you must be on a 2.4GHz WiFi network. • Make sure the WiFi password you entered is correct.
How do I change my WiFi network to a 2.4GHz WiFi network?	• Most dual-band routers support both 2.4G and 5G networks. Select the WiFi name that **does not** end in "_5G". • If your phone is attempting to connect to the 5G network, try "forgetting" or temporarily disabling the 5G network. • If you are unsure, or if the 2.4G and 5G networks do not have separate names, please contact your internet service provider.
I already have another smart appliance connected. Why won't this humidifier connect?	• Close and relaunch the VeSync app. • Reset the humidifier. • Use APN Mode to set up the humidifier (see page 20).
I'm using APN Mode, but can't find the "VeSync" access point.	• Press and hold the power button on the humidifier for 10-14 seconds to trigger APN Mode. The "VeSync" access point will appear in your list of available WiFi connections. • During APN Mode, the WiFi indicator on the humidifier will blink. You will have 5 minutes to pair the humidifier with your phone.
My humidifier is offline.	• First, delete the offline humidifier from the VeSync app. • Reset the humidifier by pressing and holding the power button for more than 15 seconds. The WiFi indicator will rapidly blink 10 times and turn off. • Once the humidifier has been deleted and reset, reconfigure your humidifier with the VeSync app. **NOTE:** *Power outages or changing WiFi routers may cause your humidifier to go offline.*

If your problem is not listed, please contact **Customer Support** (page 46).

WARRANTY INFORMATION

Product Name	Smart Hybrid Ultrasonic Humidifier
Model Number	SPS-916W
Default Warranty Period	1 year
For your own reference, we strongly recommend that you record your order number and date of purchase.	
Date of Purchase	
Order Number	

TERMS & POLICY

Levoit warrants all products to be of the highest quality in material, craftsmanship, and service, effective from the date of purchase to the end of the warranty period.

Levoit will replace any product found to be defective due to manufacturer flaws based on eligibility. Refunds are available within the first 30 days of purchase. Refunds are only available to the original purchaser of the product. This warranty extends only to personal use and does not extend to any product that has been used for commercial, rental, or any other use in which the product is not intended for. There are no warranties other than the warranties expressly set forth with each product.

This warranty is non-transferrable. Levoit is not responsible in any way for any damages, losses, or inconveniences caused by equipment failure by user negligence, abuse, or use noncompliant with the user manual or any additional safety, use, or warnings included in the product packaging and manual.

This warranty does not apply to the following:
- Damage due to abuse, accident, alteration, misuse, tampering or vandalism.
- Improper or inadequate maintenance.
- Damage in return transit.
- Unsupervised use by children under 18 years of age.

Levoit and its subsidiaries assume no liability for damage caused by the use of the product other than for its intended use or as instructed in the user manual. Some states do not allow this exclusion or limitation of incidental or consequential losses so the foregoing disclaimer may not apply to you. This warranty gives you specific legal rights and you may also have other rights which may vary from state to state.

ALL EXPRESSED AND IMPLIED WARRANTIES, INCLUDING THE WARRANTY OF MERCHANTABILITY, ARE LIMITED TO THE PERIOD OF THE LIMITED WARRANTY.

Additional 1-Year Warranty
You can extend your 1-year warranty by an additional year. Log onto **www.levoit.com/warranty** and enter your order number (for example, from Amazon or Houzz) to register your new product for the extended warranty.

If you are unable to provide the order number for your product, please type a short note in the order number field along with the date you received your product.

Defective Products & Returns
If your product proves defective within the specified warranty period, please contact Customer Support via **support@levoit.com** with your order number. **DO NOT** dispose of your product before contacting us. Once Customer Support has approved your request, please return the unit with a copy of the invoice or your order number.

CUSTOMER SUPPORT

If you encounter any issues or have any questions regarding your new product, feel free to contact our helpful Customer Support Team. Your satisfaction is our goal!

Customer Support

Foshan Samyoo Electronic Co.,Ltd

No.2, 6th East Road , Jiangcun Industrial Zone, Leliu, Shunde, Foshan, Guangdong, China 528322

FCC STATEMENT :

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:
(1) This device may not cause harmful interference, and
(2) This device must accept any interference received, including interference that may cause undesired operation.
Warning: Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

Reorient or relocate the receiving antenna.
Increase the separation between the equipment and receiver.
Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
Consult the dealer or an experienced radio/TV technician for help.

FCC Radiation Exposure Statement:
This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.