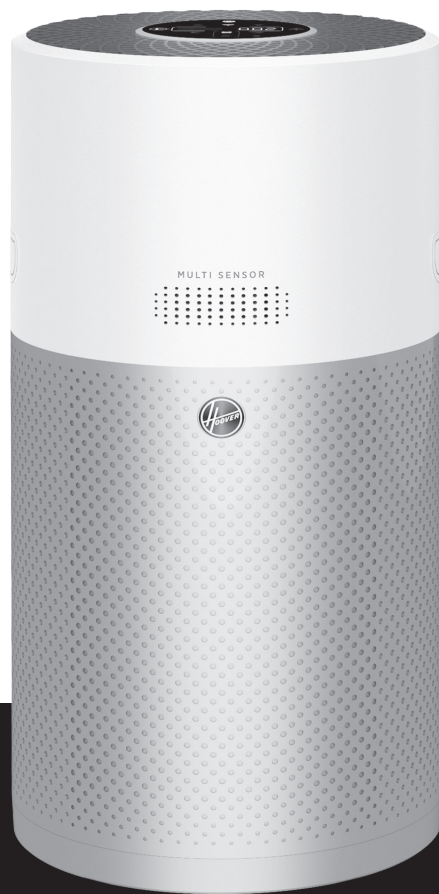




# USER MANUAL



## INSTRUCTIONS FOR SAFE USE

This appliance should only be used for private household use, as described in this user guide. Please ensure that this guide is fully understood before operating the appliance and keep for future reference.

Always switch off and remove the plug from the socket after use, or before cleaning the appliance or any maintenance task.

This appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved. Children shall not play with the appliance.

Cleaning and user maintenance shall not be made by children without supervision.

If the power cord is damaged stop using the appliance immediately. To avoid a safety hazard, an authorised HOOVER service engineer must replace the power cord.

Use only attachments, consumables or spares recommended or supplied by HOOVER.

Do not remove the plug by pulling on the power cord.

Do not continue to use your appliance if it appears faulty.

Place and use the product only on a dry, stable, level horizontal surface, so that tipping over is excluded.

Keep the product dry.

Never tilt or empty the product during operation.

Lay the supply cord so nobody will step on or trip over it.

Do not place the product on hot surfaces, near hot surfaces, near an open fire or in direct sunlight.

Do not let water or any other liquid or flammable detergent enter the appliance to avoid electric shock and/ or a fire hazard.

Do not clean the appliance with water, any other liquid, or a (flammable) detergent to avoid electric shock and/ or a fire hazard.

Do not spray any flammable materials such as insecticides or fragrance around the appliance.

Check if the voltage and ratings indicated on the label of the appliance corresponds to the local power voltage before you connect the appliance.

Do not block the air inlet or air outlet.

This appliance is not a substitute for proper ventilation, regular vacuum cleaning, or use of an extractor hood or fan while cooking.

Do not place anything on top of the appliance.

Do not place the appliance directly below an air conditioner to prevent condensation from dripping onto the appliance.

Make sure all filters are properly installed before you switch on the appliance.

Only use the original HOOVER filters specially intended for this appliance. Do not use any other filters.

Avoid knocking against the appliance (the air inlet and outlet in particular) with hard objects.

Do not insert your fingers or objects into the air outlet or the air inlet to prevent physical injury or malfunctioning of the appliance.

Do not use this appliance when you have used indoor smoke-type insect repellents or in places with oily residues, burning incense, or chemical fumes.

Do not use the appliance near gas appliances, heating devices or fireplaces.

Do not use the appliance in a room with major temperature changes.

To prevent interference, place the appliance at least 2m away from electrical appliances that use airborne radio waves such as TVs, radios, and radio-controlled clocks.

When the appliance is not used for a long time, bacteria may grow on the filters. Check the filters after a long period of disuse. If the filters are very dirty, replace them.

Do not use the appliance in wet surroundings or in surroundings with high ambient temperatures, such as the bathroom, toilet, or kitchen.

The appliance does not remove carbon monoxide (CO) or radon (Rn). It cannot be used as a safety device in case of accidents with combustion processes and hazardous chemicals.

The CO Monitor function is not to be used as, nor implied to be used as a substitute for an EN 50291-1 UL-2034, CSA-6.19 or any other recognized standard certified carbon monoxide alarm where Local or Regional Codes or legislation mandate their use. The CO Monitor function is a supplemental carbon monoxide monitoring device only. Use of this device is at the user's discretion and implies the understanding and acceptance of its limitations to adhere to codes or legislation where applicable.

Do not place the appliance in any of the following locations:

- In a bathroom or other areas where the Alarm may be exposed to water splashes, dripping or condensation (e.g. above an electric kettle).
- Next to or directly above heaters or air conditioning vents, doors, windows, extractor fans or anywhere that it would be affected by draughts.
- Directly above a sink or cooker.
- In an area where the temperature could drop below  $-20^{\circ}\text{C}$  or rise above  $50^{\circ}\text{C}$ .
- In an enclosed space (e.g. in or below a cupboard).
- In a damp or humid area.
- Where it would be obstructed, e.g. by curtains or furniture.
- Where dirt or dust could block the sensor.
- Near paint, thinners, solvent fumes or air fresheners..

If CO alarm is activated, you should open all windows and doors (if safe to do so). Turn off all fuel burning appliances if possible and then evacuate the property leaving the windows and doors open. Get immediate medical help for anyone suffering the effects of carbon monoxide poisoning. Do not re-enter the property until the alarm stops. The alarm will stop once the CO has cleared. Do not use fuel burning appliances again until the CO source has been located and rectified by a qualified technician.

To activate the CO monitor, connect the plug to a socket outlet. The CO Sensor Condition Lamp will display green. When the CO monitor detects unsafe level of CO, the CO alarm will ring loudly and the CO Alert button and O ring lamp will blink in red colour. The alarm will continue to indicate until the detected CO reduces to a safe level.

Avoid using paint, thinners, solvent fumes, air fresheners, aerosol sprays or chemical cleaners near the appliance. This may affect functioning of CO monitor.

Do not allow small children to press the CO Alert button for 3 seconds as they could be subject to excessive noise when the alarm rings.

Touch [CO Alert] button for 3 seconds to test the CO Alarm function and the alarm will ring loudly for 5 seconds. Test the alarm monthly and after prolonged absence from the building (Eg Holidays). If the alarm fails to ring after touching the [CO Alert] button for 3 seconds, please contact the Hoover customer care centre to arrange a qualified technician to repair the fault.

If the display indicates that the CO sensor is faulty or end of life has been reached, please contact the Hoover customer care centre to arrange a qualified technician to replace the CO sensor. The expected lifetime of the CO sensor is 5 years and must be replaced after this time.

Operating Humidity: 15 – 90% RH

Operating Temperature:  $0^{\circ}\text{C}$  to  $+40^{\circ}\text{C}$

When the detected level of CO reaches a high level, the [CO Alert] button and the [Air Quality LED Ring] blink in red color (2Hz), at the same time, alarm rings loudly (85~110dB(A)) and continuously, the alarm will not stop until the intensity of CO falls back from the alarm level.

Carbon Monoxide affects the body by starving (suffocating) critical organs of oxygen.

When CO is inhaled it attaches to the hemoglobin in the blood that normally carries oxygen throughout the body. CO permanently displaces the ability for oxygen molecules to attach to the hemoglobin, thus reducing oxygen to vital organs. The concentration level and time exposed to CO can vary its effects on the body, but experts agree even low levels of carbon monoxide exposure over prolonged periods can have serious and lasting effects to anyone's overall health.

**WARNING:** THE CO ALARM IS DESIGNED TO PROTECT INDIVIDUALS FROM THE ACUTE EFFECTS OF CARBON MONOXIDE EXPOSURE OR PREVENT THE CHRONIC EFFECTS OF CARBON MONOXIDE EXPOSURE. IT WILL NOT FULLY SAFEGUARD INDIVIDUALS WITH SPECIFIC MEDICAL CONDITIONS. IF IN DOUBT CONSULT A MEDICAL PRACTITIONER.

This appliance should not be used as a substitute for proper installation, use and maintenance of fuel burning appliances including appropriate ventilation and exhaust systems.

The CO monitor mobile and tablet notifications require a functional Wi-Fi connection to operate. They are not a substitute for a third-party emergency monitoring service.

Only use aroma oil recommended or supplied by HOOVER.

Avoid using stand-alone humidifier next to the air purifier when using Diffuser function of H-Essence.

Wipe any spillage of H-Essence immediately. Make sure to clean every corner of the product that had contact with H-Essence.

**HOOVER service:** To ensure the continued safe and efficient operation of this appliance we recommend that any servicing or repairs are only carried out by an authorised HOOVER service engineer.

#### The Environment

This appliance is marked according to the European directive 2011/65/EC on Waste Electrical and Electronic Equipment (WEEE). By ensuring this product is disposed of correctly, you will help prevent potential negative consequences for the environment and human health, which could otherwise be caused by inappropriate waste handling of this product.

The symbol on this appliance indicates that this appliance may not be treated as household waste. Instead it must be handed over to the applicable collection point for the recycling of electrical and electronic equipment. Disposal must be carried out in accordance with local environmental regulations for waste disposal. For more detailed information about treatment, recovery and recycling of this appliance, please contact your local city office, your household and waste disposal service or the shop where you purchased the appliance.



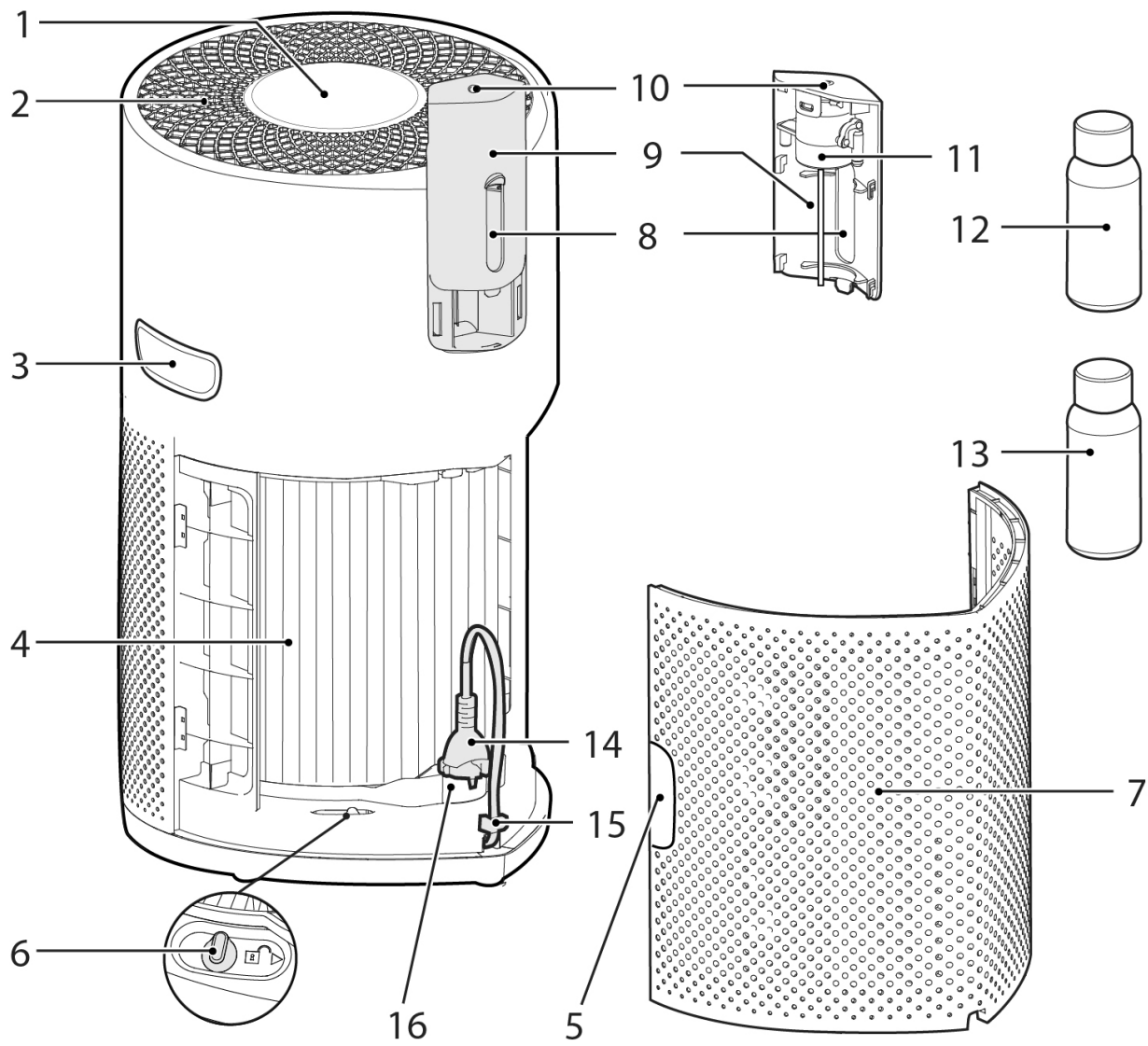
Frequency bands	2400Mhz ~2483.5Mhz
Maximum RF power transmitted in the frequency band	18.9 dBm



This appliance complies with the European Directives 2014/53/EU and 2011/65/EU. To receive a copy of the declaration of conformity, please contact the manufacturer at: [www.candy-group.com](http://www.candy-group.com)

CANDY HOOVER GROUP S.r.l. Via Privata Eden Fumagalli, 20861 Brugherio (MB) Italy

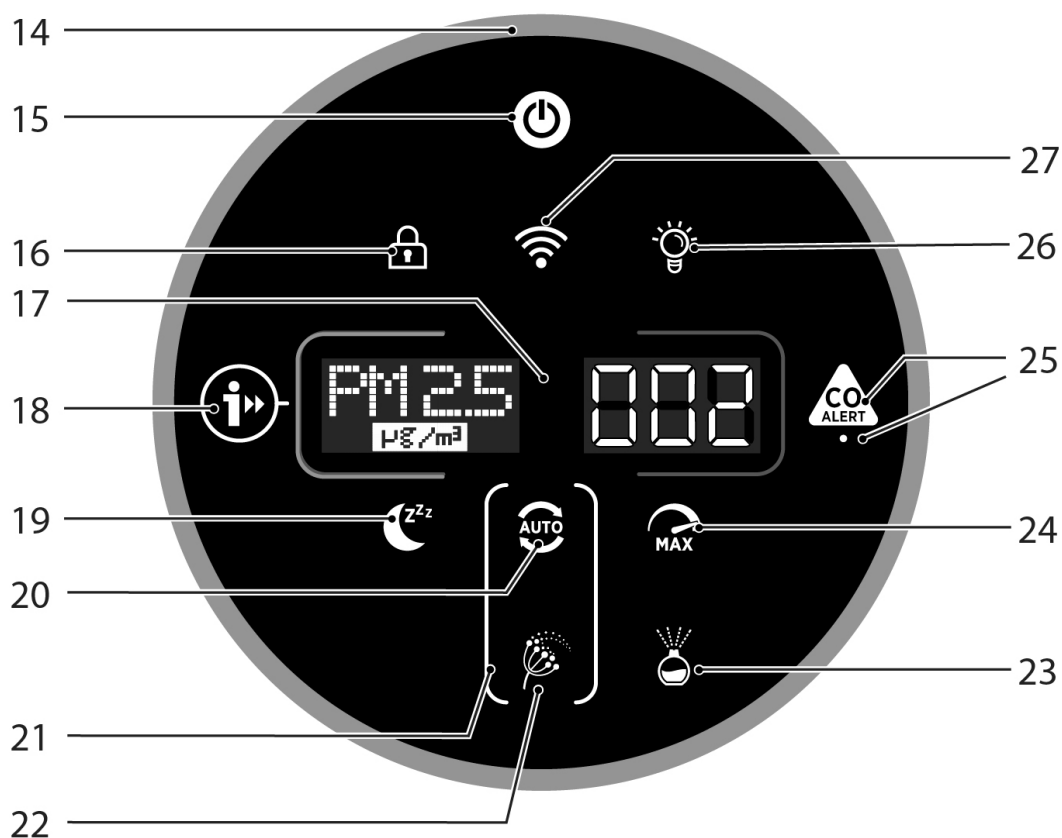
GETTING TO KNOW YOUR H-PURIFIER



1	Control Panel / Display
2	Air Outlet
3	Product Carry Handle
4	Filter Assembly
5	Air Inlet Cover Handle

6	Filter Release Switch
7	Air Inlet Cover
8	Diffuser Window
9	Diffuser Cover
10	Diffuser Outlet
11	Diffuser Unit

12	H-Essence Bottle (Green)
13	H-Biotics Bottle (Brown)
14	Power Cord & Plug
15	Storage Hook
16	Transportation Location



14	Air Quality LED Ring
15	Power Button
16	Child Lock Button
17	Digital Display
18	Information Button

19	Sleep Mode Button
20	Auto Mode Button
21	Pollen Allergy Circle Lamp
22	Pollen Allergy Lamp
23	Diffuser Button

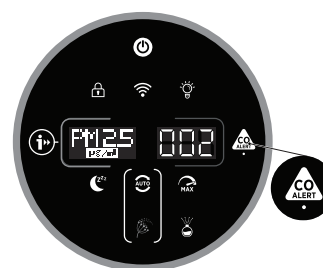
24	Max Mode Button
25	CO Alert Button & LED
26	Light Control Button
27	Wi-Fi Button

**Multi Sensor Monitoring System**

Thanks to the Multi Sensor Monitoring System your product will continuously monitor the indoor air condition in terms of PM10, PM2.5, Volatile Organic Compounds (GAS), and Carbon Monoxide concentration (CO).

Each time you switch your product on, the Multi Sensor Monitoring system will start analyzing the indoor air and the Air Quality LED Ring will illuminate with different colors representing real time air quality conditions.

Air Quality LED Ring Colour	Indoor Air Quality
GREEN	EXCELLENT
YELLOW	SATISFACTORY
ORANGE	POOR
RED	VERY POOR



**Carbon Monoxide Concentration Monitoring and Alarm**

The H-Purifier will constantly monitor the indoor air for Carbon Monoxide (CO). The product is equipped with an alert system

When the Carbon Monoxide alarm is activated, the AIR Quality LED Ring, Information & CO Alert button will flash red simultaneously and an audible alarm will sound. The alarm will remain in operation until the Carbon Monoxide (CO) concentration has reduced to below 50 ppm unless silenced manually by pressing the CO Alert Button for 3 seconds.

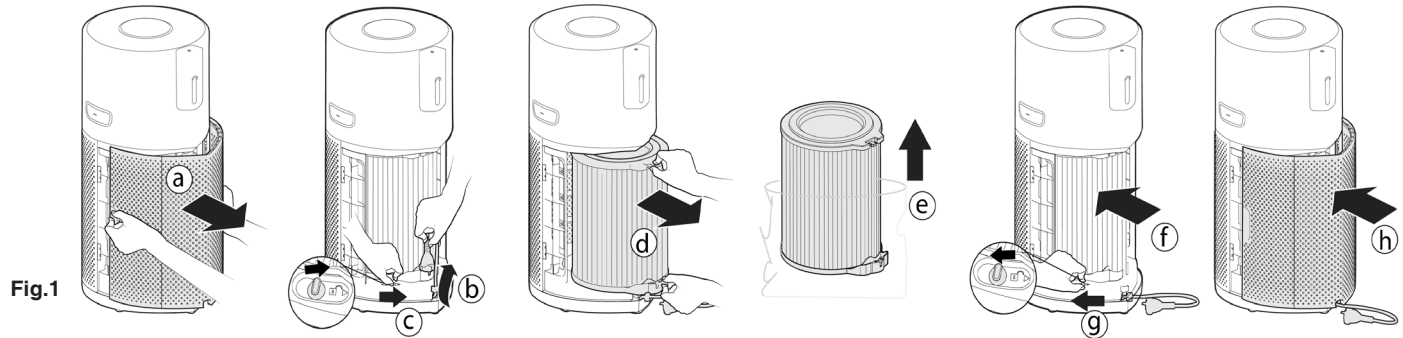
This CO Alert LED shows the working condition of the CO sensor. It appears in green color when the CO sensor is in normal condition, in yellow color when the sensor is malfunctioning or exceeds its working life. You can test if the alarm is working properly by pressing the CO Alert Button for 3 seconds, and a loud buzzer sound will last for 5 seconds if the alarm works properly.

## PREPARING YOUR H-PURIFIER

### 1. Filter Assembly [Fig. 1]

Before using your H-Purifier product you will need to remove the filter from its protective packaging:

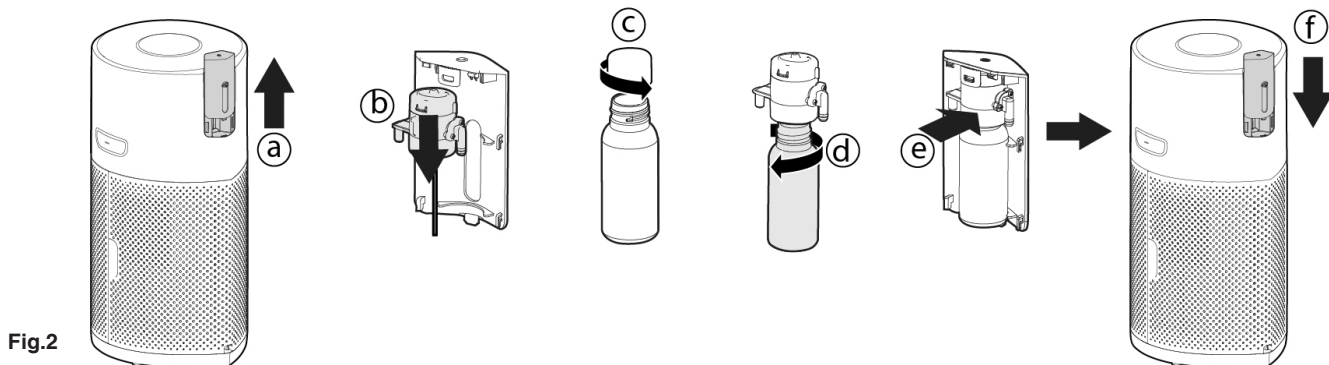
- Remove the Air Inlet Cover from your product, grip the two Air inlet cover handles and pull from the product. [Fig. 1a]
- Remove the plug from the transport location and release the cord from the Storage Hook. [Fig. 1b]
- Unlock the Filter release switch. [Fig. 1c]
- Remove the filter from your product and remove the outer packaging. [Fig. 1d,e]
- Refit the filter into your product. [Fig. 1f]
- Lock the filter release switch. [Fig. 1g]
- Refit the Air Inlet Cover to your product. [Fig. 1h]



### 2. Install the Diffuser Bottle [Fig. 2]

To prepare your H-Purifier product for the Diffuser function:

- Remove the Diffuser Cover from the product. [Fig. 2a]
- Remove the Diffuser Unit from the Diffuser Cover. [Fig. 2b]
- Remove the bottle of H-Essence or H-Biotics from the packaging and remove the cap [Fig. 2c]
- Tightly screw the bottle on the Diffuser unit. [Fig. 2d]
- Refit the Diffuser Unit into the Diffuser Cover. [Fig. 2e]
- Refit the Diffuser Cover into the product. [Fig. 2f]



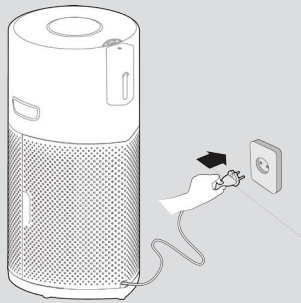


Fig. 3

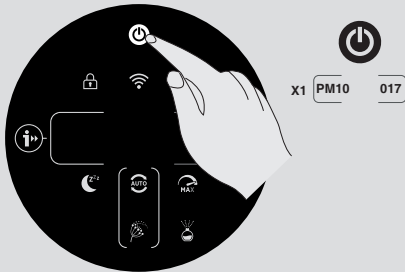


Fig. 4



Fig. 5



Fig. 6

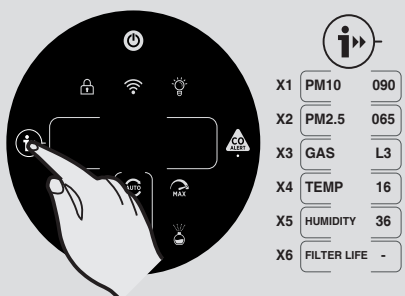


Fig. 7

## USING YOUR H-PURIFIER

### Plug in the Product [Fig. 3]:

Pull out the power cord from the cord reel and plug into a power supply.

All lights on the Control Panel / Display will fully illuminate for approximately 1 second to indicate a successful plug in.

The POWER button will be dimly lit and the CO sensor light will be ON to indicate that the Multi Sensor Monitoring System has started working to monitor the indoor Carbon Monoxide level.

### Switching on the Product [Fig. 4]:

To switch on your product, press the POWER button on the display.

The Air Quality LED Ring will illuminate through all colours in sequence whilst the sensors are analysing the realtime air condition. After a few seconds, the Air Quality LED ring will select the appropriate colour for the air quality at that time.

Your H-Purifier product will immediately enter AUTO MODE and begin to purify the indoor air.

The AUTO MODE button, INFORMATION button, LIGHT CONTROL button and PM10 information on the Display will illuminate.

### The following functions are available via the Display buttons:

Press the Wi-Fi button to turn on/off remote access.

Press the INFORMATION button to see all the monitored data data.

Press the AUTO, MAX or SLEEP buttons to select a purifying mode.

Press the LIGHT CONTROL button to set the brightness of the display lights.

Press the CHILD LOCK button to inactivate all the buttons on the Control Panel / Display.

Press the DIFFUSER button to activate the function

Press the POWER button to switch off the air purifier.

### Pairing to Wi-Fi:

In order to access all the H-Purifiers functions from anywhere, it is suggested to download the hOn App. You will be able to control your product in the most efficient way.

### Instructions:

1. Download the hOn application from the App Store or Google Play [Fig. 5]
2. Open the APP, create an account with your e-mail and a password.
3. Confirm login.
4. Ensure your mobile device is connected to Wi-Fi.
5. Log into the hOn app.
6. Press and hold the Wi-Fi button on the display for 5 seconds, there will an audible beep and the Wi-Fi button will start flashing to indicate it is waiting for a connection. [Fig. 6]
7. Follow the in app instructions to connect your mobile device to your product.
8. When successfully paired, the Wi-Fi button on the product will remain illuminated.
9. To reset the Wi-Fi, press & hold the Wi-Fi button for 5 Secs.

### Wireless Parameters for Pairing

Technology	Wi-Fi	Bluetooth
Standard	IEEE 802.11 b/g/n	Bluetooth v4.2, BR/EDR, BLE
Frequency Band(s) (MHz)	2401 ~ 2483	2402 ~ 2480
Maximum Power (mW)	100	10

### INFORMATION Function [Fig. 7]:

There are 6 different data sets available to monitor:

PM10, PM2.5, GAS, Temperature, Humidity, and Filter Status.

To monitor each value simply press consecutively the INFORMATION button.

By default the display will show the PM10 data, the machine will remember user's last selection and maintain this selection the next time the product is switched on.

The GAS data will show spinning cursor during the initial 3 minutes after product is switched on, while the GAS sensor is performing a calibration cycle.

### More info on PM 2.5, PM 10 and GAS:

PM indicates fine particles (not visible to the human eye) deriving mainly from outdoor pollution such as vehicles and industrial emissions and potentially dangerous to our health in case of prolonged exposure. PM 10 have a size up to 10  $\mu\text{m}$  and are capable of penetrating the upper respiratory tract (nose, trachea, pharynx).

PM 2.5 have a size up to 2.5  $\mu\text{m}$  and, given their small dimension, they can reach our lungs, thus

penetrating deeper into our body.

GAS VOC (volatile organic compounds) are volatile chemical compounds with the ability to evaporate easily in the air at room temperature. Deodorants, detergents, glues, adhesives, cosmetics, formaldehyde are just some of the VOCs that could be present in our homes but potentially harmful to our health in case of prolonged exposure.

#### MODE Functions:

There are 3 available air purifying modes via the display: AUTO MODE, MAX MODE & SLEEP MODE. Auto mode is the default setting for your product when switched on, all modes can be selected manually by pressing the related button on the display.

POLLEN ALLERGY mode can be activated via the hOn APP.

#### AUTO MODE [Fig. 8]:

This is the default mode of your H-Purifier product when first switched on. In Auto Mode, the H-Purifier automatically adjust its fan speed to the actual indoor air quality level to always guarantee an optimal air purification.

This is the recommended setting for your product.

In AUTO mode, after 30 minutes of excellent air quality, your product will enter an **ECO** mode by pausing the purifying function, the Multi Sensor Monitoring System will continue to analyse the indoor air and automatically switch on the purifying function when required.

#### MAX MODE [Fig. 9]:

Press the MAX button on the display to activate air purifying at maximum power setting. To exit MAX mode simply select AUTO mode or SLEEP mode.

#### SLEEP MODE [Fig. 10]:

Press the SLEEP mode button to activate air purifying at the lowest silent power setting. The SLEEP mode button will be dimly lit and all other display lights will be off. This can be modified by pressing the LIGHT CONTROL button.

#### POLLEN ALLERGY MODE: [Fig. 11]

The Pollen Allergy mode can only be activated via the hOn APP. You will first be required to activate and register a profile in the app, in order to create your Pollen Allergy Profile.

The Pollen Allergy mode works only when AUTO MODE is selected. [Fig. 11c]

In Pollen Allergy mode, the appliance continuously receives real time data from the APP about the monitored pollen concentration outdoor, and works automatically to maximize pollen capturing performance.

Once pollens are captured, they are inactivated to help alleviate allergic symptoms.

When Pollen Allergy mode is activated in the App, there are 2 possible notification lamps on the product display:

- The Pollen Allergy Lamp is **WHITE [Fig. 11a]**: The appliance and the App are monitoring the presence of pollens outdoor and there is no risk.
- The Pollen Allergy Lamp turns **YELLOW [Fig. 11b]** and the Pollen Allergy Circle lamp is **WHITE [Fig. 11a]**: The appliance and the APP have detected risk.

If the product is manually put into SLEEP mode or MAX mode whilst Pollen Allergy mode is activated, the Pollen Allergy mode will stop.

#### LIGHT CONTROL Function: [Fig. 12]

There are 3 settings available for the display lighting, On, Dim & Off.

To adjust the brightness of the display lighting simply press the LIGHTING button on the display to cycle through the 3 available options. ON is the default setting.

If OFF is selected, any other button will need to be pressed twice to activate, after one press, the lights will become DIM, on second press the action will be activated.

#### CHILD LOCK Function: [Fig. 13]

Press and hold the CHILD LOCK button for 3 seconds to activate, an audible sound will be heard when it has been activated and the CHILD LOCK button will remain illuminated. No other buttons will work when activated.

To exit, simply press and hold the CHILD LOCK button for 3 seconds, an audible sound will be heard confirm it is off and the button will no longer be illuminated.

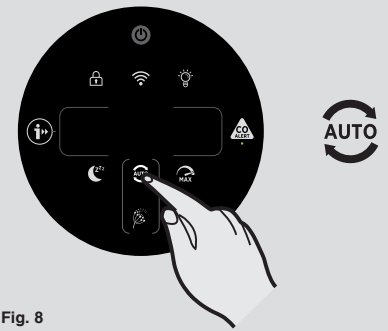


Fig. 8

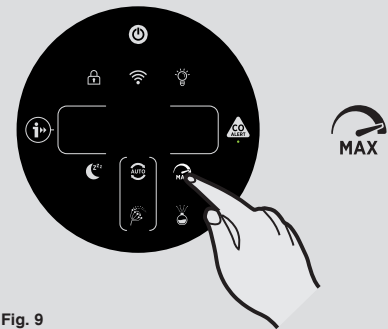


Fig. 9



Fig. 10

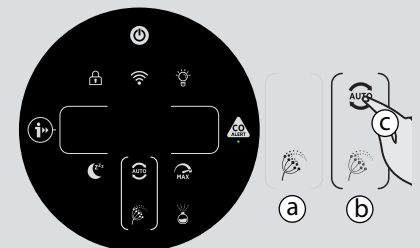


Fig. 11

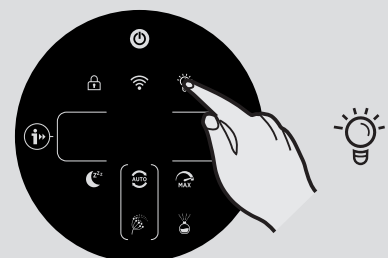


Fig. 12

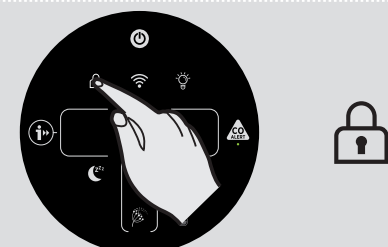


Fig. 13

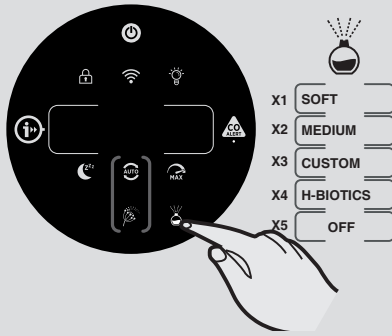


Fig. 14

#### Diffuser Function :[Fig. 14]

The diffuser spreads into the air of the room H-Essence or H-Biotics. H-Essence is the Hoover collection of essential oils to release into the air enjoyable fragrances.

**H-Biotics** is a natural blend based on probiotics that keeps the room bio-hygenized by inhibiting the growth of microorganisms such as bacteria or microbes.

There are 4 different settings for the DIFFUSER function, SOFT, MEDIUM, CUSTOM & H-BIOTICS. To activate this function simply press the Diffuser button on the Display, the default setting for this function is SOFT, to select any of the other settings simply consecutively press the button to change to the desired selection. The button will illuminate white when switched on.

It is recommended to use SOFT & MEDIUM settings for H-Essence.

Custom setting can be created within the hOn app for your H-Essence.

When Using H-Biotics, the setting **MUST** be set to H-Biotics. Once user activates H-Biotics using the APP, this will give an alert of "ACTIVATE H-BIOTICS" after 120 hours to ensure the H-biotics usage of every 5 days

**The Diffuser function can only be used in AUTO & MAX modes and cannot be used in SLEEP mode.**

**When activating Diffuser function in AUTO mode, the main fan will work with a specific speed to help to spread the H-Essence or the H-Biotics to the room.**

Setting	Pump On	Pump Off	Cycle
SOFT	10 secs	300 secs	Shutdown after 6 Hours
MEDIUM	90 secs	120 secs	Shutdown after 6 Hours
CUSTOM	User Defined	User Defined	Shutdown after 6 Hours
H-BIOTICS	120 secs	120 secs	Shutdown after 6 Hours

To switch off the function, press the diffuser button until the button light switches off.

After each use of the Diffuser function, use a dry soft cloth to clean any residue from the product surfaces.

To change the bottle in the diffuser unit, see 'Maintaining your H-Purifier' section.

## MAINTAINING YOUR H-PURIFIER

**IMPORTANT: ALWAYS UNPLUG YOUR APPLIANCE FROM THE POWER SUPPLY WHEN PERFORMING MAINTENANCE TASKS.**

### FILTER CLEANING / REPLACEMENT

Your H-Purifier will monitor the condition of your filter. A **CLEAN FILTER OR REPLACE FILTER** alert will appear on the left side of the display and Flash indicating action is required to clean or change the filter.

#### Cleaning / Replacing the Filter: [Fig. 15]

- Remove the Air Inlet Cover from your product. [Fig. 15a]
- Unlock the Filter release switch. [Fig. 15b]
- Remove the filter from your product. [Fig. 15c]
- Use a Vacuum Cleaner to clean the external mesh on the Filter Assembly or Replace with a NEW filter. [Fig. 15d]
- Re-Fit the Filter assembly into the product. [Fig. 15e]
- Lock the filter release switch. [Fig. 15f]
- Refit the Air Inlet Cover to your product. [Fig. 15g]
- Plug in your appliance to the power supply and switch on. [Fig. 4]
- Press the INFORMATION button and follow the instructions to reset the Filter Clean function by holding the button for 3 secs, an audible alert will be heard to indicate a successful reset. [Fig. 7]

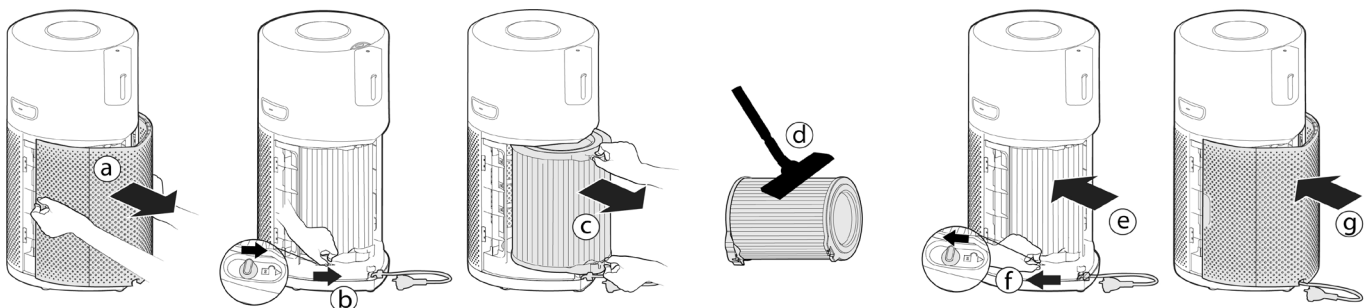


Fig.15

### DIFFUSER MAINTENANCE.

After each use of the Diffuser function, use a dry soft cloth to clean any residue from the product surfaces.

#### Diffuser Bottle Replacement:[Fig. 16]

The volume of liquid remaining in the bottle can be checked through the Diffuser Window, when required the bottle should be replaced.

- Remove the diffuser cover from the product. [Fig. 16a]
- Remove the Diffuser Unit & Bottle from the diffuser cover. [Fig. 16b]
- Unscrew & remove the empty bottle and discard. [Fig. 16c]
- Remove the new bottle of H-Essence or H-Biotics from the packaging and remove the cap. [Fig. 16d]
- Tightly screw the new bottle on to the diffuser unit. [Fig. 16e]
- Refit the diffuser unit into the diffuser cover. [Fig. 16f]
- Refit the Diffuser cover into the H-Purifier. [Fig. 16g]

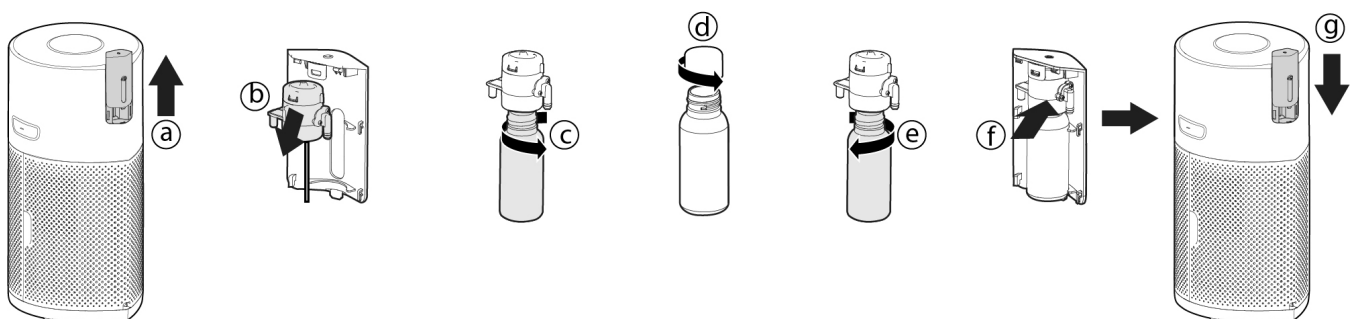


Fig.16

## STORAGE OF YOUR H-PURIFIER

1. Switch off the Air Purifier and unplug the socket.
2. Clean all internal & external surfaces of the Air Purifier and the external mesh of the Filter.
3. Remove the bottle from the diffuser. Refit the original cap onto the bottle and store it to protect from direct light. Clean the surfaces of diffuser unit and Diffuser Cover. Make sure there is no residual of H-Essence on any surface of the Air Purifier.
4. Ensure all components are dry.
5. Remove the Air Inlet Cover [Fig. 17a] and Reel in the power cord by pulling on the cord [Fig. 17b] and fit the cord into the storage hook and fit the plug into the transport location. [Fig. 17c,d] Refit the air inlet cover [Fig. 17e]
6. Store the Air Purifier in a cool dry place.

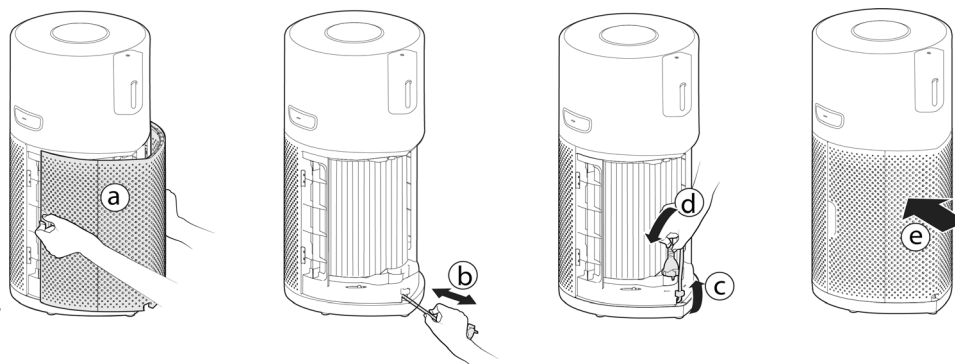


Fig.17

## ALERTS & SOLUTIONS

The following codes may appear during use. [Fig. 18]



Fig.18

Error Description	Error Description		Error Solution
	Alert on product Control Panel / Display	Alert on APP	
Outer Layer's Filter cleaning Alert	Alert of "CLEAN FILTER" blinks on display	Filter cleaning Alert	1.Follow the instructions in I/M to clean the Outer Layer's Filter. 2.Reset the alert.
Filter replacement Alert	Alert of "REPLACE FILTER" blinks on display	Filter replacement Alert	1.Follow the guidance in I/M to replace the filter. 2.Reset the alert.
Filter not present or filter has not been locked	Alert of "FILTER MISSING" blinks on display	Filter not present or filter has not been locked	1.If filter is not present, put it back. 2.If filter is in position, check whether the Filter Tab has been switched to LOCK status.
Dust sensor malfunctioning: no signal from sensor or output voltage exceeds the limit value	/	Dust sensor malfunctioning: no signal from sensor or output voltage exceeds the limit value	Dust sensor failure or dust sensor wire has not been connected well, please call service center to fix.
Motor no speed	/	Motor no speed feedback	Motor failure or motor wire has not been connected well, please call service center to fix.
CO sensor malfunctioning	CO sensor status lamp is on in yellow	CO sensor malfunctioning	Alert: need call service.

**ATTENTION:** If any of these failures persist, contact your local Hoover representative. DO NOT try to disassemble the H-Purifier by yourself.

## TROUBLESHOOTING

The following is a list of commonly encountered problems and solutions.  
If any of these problems persist contact your local Hoover representative.

The Fan does not work (Control Panel / Display Lights on)	<ul style="list-style-type: none"> <li>• Check the alert showing on the display or in the app.</li> <li>• Check if there are any obstructions in the fan.</li> <li>• Check if the H-Purifier is switched on.</li> <li>• Check if the filter is incorrectly installed.</li> <li>• Check if the H-Purifier is in a completely upright vertical position and not leaning.</li> </ul>
The Fan does not work (Control Panel / Display Lights off)	<ul style="list-style-type: none"> <li>• Check if the H-Purifier is plugged in and switched on.</li> <li>• Check if there are any obstructions in the fan.</li> </ul>
No Lights on Control Panel / Display (Fan Working)	<ul style="list-style-type: none"> <li>• Check if the lights have not been switched off by pressing the Light Control button on the control Panel / Display.</li> </ul>
Buttons on the control panel / Display do not operate	<ul style="list-style-type: none"> <li>• Check if Child lock has been activated by pressing and holding the Child Lock Button for 3 secs.</li> </ul>
Air Flow is Weak	<ul style="list-style-type: none"> <li>• Check if the protective packaging has been removed from the filter.</li> <li>• Check if there are any obstructions in the Air Intake Cover or Air outlet.</li> <li>• Check the Filter status on the Control Panel / Display or in App for clean or replace warning.</li> <li>• Check if the H-Purifier is in sleep mode. The fan operates on reduced power in this mode.</li> </ul>
Air Purifier is operating loudly	<ul style="list-style-type: none"> <li>• Check if there are any obstructions in the Air Outlet or the fan.</li> <li>• Check if the H-Purifier is running in MAX mode, the air flow is at maximum power in this mode.</li> </ul>
Air Purifier makes a loud buzzer sound all of a sudden.	<ul style="list-style-type: none"> <li>• The testing function of CO Alert button is activated by mis-operation. The sound will automatically stop after 5 seconds.</li> </ul>

## IMPORTANT INFORMATION

### Hoover Spares and Consumables

Always replace parts with genuine Hoover spares. These are available from your local Hoover dealer or direct from Hoover. When ordering parts always quote your model number.

### Quality

Hoover's factories have been independently assessed for quality. Our products are made using a quality system which meets the requirements of ISO 9001.

### Your Guarantee

The guarantee conditions for this appliance are as defined by our representative in the country in which it is sold. Details regarding these conditions can be obtained from the dealer from whom the appliance was purchased. The bill of sale or receipt must be produced when making any claim under the terms of this guarantee.

Subject to change without notice.

