



# Ultrasonic Diffuser for Essential Oils

## USER HANDBOOK



*For a short  
video on how to  
set up and use your  
diffuser, visit:*

**www.  
plantextractsinc.com  
/video.php**



## *Congratulations on purchasing the world's finest ultrasonic bowl diffuser!*

Your new H2EO® Diffuser provides features and benefits optimized to deliver the most satisfying experience attainable from the diffusion of fine essential oils.

The science of ultrasound has been harnessed to deliver micron-sized essential oil droplets so fine that within a moment of leaving the diffuser the cool mist becomes a vapor, incorporated into the atmosphere and spreading evenly throughout the room.

Select the color light display to set the mood for your essential oils adventure. For peaceful sleep, all lights can be turned off while the diffusion of your chosen essential oil continues.

Depending on the mode and volume settings you choose, a single fill can last through the night.

Diffuse our finest grade essential oils and blends morning, noon and night. Enhance your sense of well-being. Set the mood in your environment. Bring balance into the air you breathe.

*We wish you well!*

Plant Extracts International Inc.

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## PARTS LIST

Diffuser, Lid, Two Director Nozzles (one to keep as a spare),  
Power Adapter, User Handbook/Warranty.

## SPECIFICATIONS

DIFFUSER DIMENSIONS	7 x 6 x 4 ¼ in (175 x 150 x110 mm)
TRANSFORMER	120–240V AC/24V DC @ 1000mA–24 VA
MAXIMUM WORKING VOLTAGE/CURRENT	24V DC/650mA–15.6 VA
OPERATION FREQUENCY	1.7 MHz
ATOMIZING RATE	1/3 oz-2 oz (10 to 60 mL) per hour. Rate is extended using intermittent settings (Modes 3, 4 and 5)
DROPLET SIZE	3-5 microns
CAPACITY OF TANK	8 oz (240 mL) of water (to maximum fill level indicated by VERTICAL LINE inside diffuser bowl)
WATER LEVEL SAFETY SHUT-OFF	Activated when water level falls to approximately 2-3 oz. in bowl

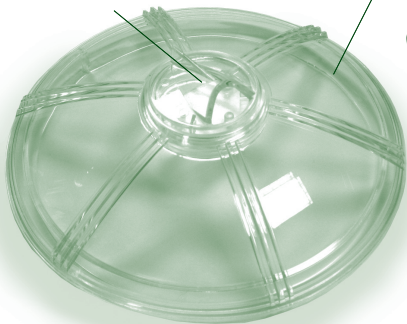
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Director Nozzle  
with Directional Vane

Diffuser Lid

Custom, Lightweight  
Energy-Efficient  
Power Adapter  
(US and EU adapters - style may vary)



Maximum  
Water Level  
Fill Line

Water Level Sensor

Transducer

Air Duct Cover

*Important Caution:  
Under this cover are  
two air vents. Do not  
allow essential oil and  
water to spill into  
these vents.*

Colored  
Display  
Lights

Power  
Light

MODE  
Button

Control Panel

Mist VOLUME  
Output Button

POWER and  
Display  
Lights Button

Mist Volume Output Level and Mode Indicator Panel  
(defaults to indicate Mode after 2 seconds)

## **UNPACKING AND SETTING UP YOUR DIFFUSER**

Remove the diffuser from its box. Lift the lid off the diffuser. Take the director nozzle pack from inside the diffuser bowl. Remove one director nozzle from the pack and place it flat side down in the recessed hole at the top of your diffuser's lid. Store the extra director nozzle to use as a spare.

Remove the power adapter from its box. **DO NOT PLUG THE ADAPTER IN BEFORE YOU HAVE CORRECTLY FILLED THE BOWL WITH WATER.**

**WE STRONGLY RECOMMEND USING ANY OF THE FOLLOWING: DISTILLED; DEMINERALIZED; DEIONIZED; STERILE; PURIFIED BOTTLED WATER; OR R.O. (reverse osmosis) WATER.** Use of untreated tap water may cause a build-up which will affect the performance of the diffuser, is very difficult to remove without causing damage, and may void your warranty.

**IMPORTANT: DO NOT OVERFILL THE DIFFUSER.** Overfilling will result in water and essential oil running down the air tube, which may damage the electronic circuitry of the diffuser and void your warranty.

**DO NOT CARRY THE DIFFUSER WITH WATER IN IT.** Bring the water to the diffuser, so that you don't have to carry the diffuser with water in it. This is the most common cause of water damage. To empty the diffuser, bring a bowl or glass to the diffuser and carefully tip the remaining water out of the diffuser. Pour the water out over the back of the diffuser, not over the control panel in front.

**USE ONLY PURE ESSENTIAL OILS FROM A REPUTABLE SOURCE.**

**DO NOT USE VEGETABLE OR MASSAGE OILS OR BLENDS, PERFUMES, OR "FRAGRANCES", WHICH CONTAIN MOSTLY SYNTHETIC CHEMICALS AND CAN HARM YOUR DIFFUSER.**

## READY TO DIFFUSE

1. Carefully pour up to one cupful (8 oz/240mL) of clean, filtered water into your diffuser's bowl. Again, do not overfill! Your maximum water fill line is the top of the VERTICAL LINE on the inside back of the diffuser's bowl.
2. Onto the surface of the water drip 5-10 drops of any pure essential oil, or a blend or combination of pure essential oils. You can control the amount of essential oil diffused by varying the volume output setting and the number of drops you use.
3. Place the lid on your diffuser. Point the Director Nozzle away from diffuser's Control Panel to prevent damage caused by mist.
4. Now plug the adapter output (24 volts DC when powered) into the socket at the back of the diffuser.
5. Then plug the adapter into the AC power outlet.
6. Your diffuser will self-test and reset to "off/ready". Now you are ready to begin diffusing.
7. Press the POWER button (the center button on the Control Panel) to turn your diffuser to "on/ready".
8. Press the VOLUME button (left button) once to begin diffusing at LOW volume output. To diffuse at MEDIUM output, press the Volume button twice. To diffuse at HIGH volume, press the Volume button three times.

**TO TURN YOUR DIFFUSER OFF, PRESS AND HOLD DOWN THE POWER BUTTON FOR 3 SECONDS.** The lights will shut off and diffusion will stop. *Note: on new production models the fan will continue to run for a few seconds to clear remaining mist.*

### **Use no more than 15 drops of essential oil in your diffuser.**

If you use more, chances are all of the essential oil will not diffuse by the time 5-6 oz of water are diffused and the machine turns itself off. If you see oil residue in the remaining 2-3 oz of water, that oil was not diffused and you are using too much oil. This can damage the director nozzle, lid, and the transducer seal in the bottom of the bowl.

## HOW TO USE THE CONTROL PANEL BUTTONS

### **POWER** (center button)

#### **On the Blue Lights Model:**

1. Press POWER button to turn on solid blue display lights.
2. Press POWER button again to turn all lights off (while still diffusing).

### **POWER** (center button)

#### **On the Multi-Colored Lights Model:**

1. Press POWER button once to turn on solid blue display lights.
2. Press again for solid green display lights.
3. Press a third time for solid red display lights.
4. Press a fourth time for display lights that cycle through a multi-color sequence.
5. Press a fifth time to turn all lights off (while still diffusing).

### **VOLUME** (left button)

#### **On Both Models:**

Press to choose from three looped mist output volumes...LOW, MEDIUM and HIGH. LOW will be indicated by the left green bar lit. MEDIUM will be indicated by three green bars lit. HIGH will be indicated by all five green bars lit. After two seconds, the Volume indicator lights default to show you which Mode you are in (even though your diffuser continues diffusing at the volume you chose).

### **MODE** (right button)

#### **On Both Models:**

Press MODE to choose from five different preset timer programs...

1. If you do not touch the MODE button, your diffuser will automatically operate in Mode 1 (you'll know you're in Mode 1 because the left green indicator bar will remain lit). In Mode 1 your diffuser will diffuse continuously until low water level is detected, and it will automatically shut itself off.
2. By pressing the MODE button once, your diffuser is in Mode 2 (second green bar will remain lit). In Mode 2 your diffuser will diffuse continuously for two hours, and then automatically turn itself off.

3. By pressing the MODE button twice, your diffuser is in Mode 3 (third green bar will remain lit). In Mode 3 your diffuser will diffuse intermittently: on for 3 seconds, then rest for 40 seconds, until low water level is reached, and it will automatically shut itself off.
4. By pressing the MODE button three times, your diffuser is in Mode 4 (fourth green bar will remain lit). In Mode 4 your diffuser will diffuse intermittently: on for 15 seconds, then rest for 50 seconds, until low water level is reached, and it will automatically turn itself off.
5. Pressing the Mode button a fourth time puts your diffuser in Mode 5 (fifth green bar from the left will remain lit). In Mode 5 your diffuser will diffuse for 30 minutes, then rest for 15 minutes, until low water level is reached, and it will automatically turn itself off.

*Note: With display lights selected, the lights will stay on even after low water level is reached and the diffuser shuts itself off. To have display lights off after diffuser stops, select the display lights off option at any time during operation.*

## **CLEANING YOUR DIFFUSER**

Some essential oils may contain small amounts of natural plant waxes or resins. These may build up over time in the bowl unless removed by occasional cleaning.

Some essential oils, for example clove oil and cinnamon bark oil, may cause discoloration of the bowl (this does not affect diffusion).

At least once per week empty the diffuser bowl and wipe it out with an alcohol wipe, or a soft, damp cloth or facial tissue.

**DO NOT** use abrasives or chemical cleaners in the bowl or on the transducer in the bottom of the bowl.

Periodically, fill the bowl with 8 oz (240 mL) of clean pure water, and add a few drops of a mild dish detergent or vinegar. Run the diffuser for a few minutes, empty the bowl and rinse with pure water. Empty again and refill to operating level. Add your pure essential oil and enjoy!



## CAREFUL OPERATION AND SAFETY INSTRUCTIONS

1. Please watch the video and read the operating instructions thoroughly. If in doubt, contact us at [info@plantextractsinc.com](mailto:info@plantextractsinc.com). We will be happy to offer you assistance.
2. Only use the H2EO<sup>®</sup> power adapter supplied with this diffuser.
3. Never plug in the adapter before filling the diffuser to the correct level with water.
4. **DO NOT OVERFILL WITH WATER. DO NOT MOVE THE DIFFUSER WITH WATER IN IT. OVERFILLING AND CARRYING WITH WATER IN IT MAY BLOCK THE AIRWAY AND DAMAGE THE DIFFUSER.**
5. Use only pure essential oils from a reputable source. **DO NOT** use vegetable or massage oils, perfumes, or “fragrances” - which contain mostly synthetic chemicals.
6. Operate the diffuser on a hard, flat, level surface. Do not operate on a carpet, towel, cloth or other soft surface that may restrict air flow to the fan in your diffuser’s base.
7. Unplug and empty the diffuser before moving it.
8. Should a fault arise (lights flash, diffuser does not work correctly), unplug the diffuser, wait for a minute, plug adapter back in, and press the POWER button. In most cases, this “re-boot” will solve the problem automatically.
9. Do not attempt to disassemble the diffuser – there are no user-serviceable parts inside.
10. Clean your diffuser with alcohol wipes or a soft, damp cloth. Do not use abrasive cleaners or sharp objects.
11. The diffuser automatically stops when the water level is low. Refill and restart to resume. Sometimes users don’t realize that the low water level has been reached and they believe their diffuser is not working. So check to make sure you have sufficient water for your diffuser to operate.
12. Only use your diffuser indoors. Keep it safely away from young children and animals.

## **TROUBLESHOOTING – Situations and Solutions**

### **When switched on, diffuser does not operate:**

- Check that there is water in the bowl and that the water level is correct.
- Check that you are using the correct power adapter.
- Check that the power adapter is securely plugged into the wall socket.
- Check that the power supply is securely plugged into the socket at the back of the diffuser.
- Users often unknowingly get water inside the diffuser through overfilling, bumping or moving the diffuser while full, or operating with the director nozzle upside down, broken, or missing altogether. After enough water and essential oil enter the diffuser it will quit working. Before sending it in for service, try this: empty the diffuser, unplug it, and let it sit for a day or two to "dry out". Then refill and try it again. Often the moisture will evaporate and the diffuser will again work, saving you the expense and inconvenience of sending it in for service. However, if this does happen to you, please try to be more careful, as water and essential oils inside the diffuser will over time cause it harm.

### **No diffusion, or lower than usual:**

- Check for correct water level.
- Check that the fan inlet is not obstructed, and that the air flow is not restricted. Only operate the diffuser on a level, hard surface.
- Check to see if the water level sensor is stuck...it should be free to float to the top of the sensor post.
- Check to see if the transducer is clean; NEVER use abrasive cleaning agents or sharp objects – just remove any oil or wax with a soft moistened cloth.
- Re-check Volume Mist Output setting.
- Check that the lid and director nozzle are securely fitted.
- Turn power off, unplug, wait a minute, re-plug and restart the diffuser.

### **Water in diffuser is hot, level is high:**

- Diffuser has been overfilled. Turn off and unplug diffuser, empty and allow it to cool down. Refill and restart. If diffuser will not restart, it has been damaged by the overfilling and must be repaired.

*Note: Warranty does not cover misuse.*

### **Water in diffuser is hot, level is normal:**

- Fan air intake is restricted. Remove towel or cloth from under diffuser.
- Hair or other object is caught in fan blades. Remove and ensure that the blades turn freely.
- Turn off and unplug diffuser,

allow it to cool down. Refill and restart. If diffuser will not restart, it has been damaged by the overfilling and must be repaired.

*Note: Warranty does not cover misuse.*

### **Lights flash, diffuser will not start:**

- Unit has developed a malfunction or has detected a fault. Unplug, refill if necessary, reconnect and turn the diffuser on again. If it will not restart, your diffuser may require inspection by qualified service personnel.

## **H2EO<sup>®</sup> PRODUCT WARRANTY**

Plant Extracts International Inc., subject to the exclusions noted below, warrants its H2EO<sup>®</sup> AirCare Ultrasonic Diffuser Product to be free from defects in materials and workmanship under normal consumer usage for a period of 12 calendar months from the date of purchase. Warranty is transferable with provision of original purchase receipt.

*This warranty does not cover:*

1. Defects or damage resulting from use of the diffuser in other than its normal and customary manner;
2. Defects or damage from misuse, accident, or neglect;
3. Defects or damage from use of other than distilled, demineralized, deionized, or purified bottled water;
4. Defects or damage from use of impure or adulterated essential oils, or blends containing vegetable or massage oils, or synthetic carrier oils;
5. Defects or damage from improper testing, operation, maintenance, installation, adjustment, or any alteration or modification of any kind;
6. Breakage or damage caused by use of other than the specified mains supply voltage (120/240 VAC country-specific), or use of other than the as-supplied power adapter;
7. Diffusers disassembled or repaired by other than Plant Extracts International Inc. so as to adversely affect performance or prevent adequate inspection, verification, and testing to verify any warranty claim;
8. Diffusers with labels removed or illegible serial numbers;

9. Defects or damage due to overfilling or spilling;
10. Marring such as scratches on any plastic surfaces and externally exposed parts resulting from normal use; and/or
11. Damage resulting from normal wear and tear.

This warranty is the Buyer's exclusive remedy, and applies to new diffusers purchased from Plant Extracts International Inc., or its approved distributors and resellers.

**Keep your purchase invoice in case you should need repair, warranty service, or purchase of spare parts.** Before sending your diffuser in for service, try all the troubleshooting tips on pages 10-11. Be sure to unplug and empty your diffuser and let it sit for a day or two. In many cases this will allow minor EO/water spillage inside the machine to dry out. Try it again and if it still does not diffuse, send the diffuser *AND* adapter, lid and nozzle to Plant Extracts International Inc. (PEI). For best service, print and complete the Service Request Form on our website at: [www.plantextractsinc.com/sales\\_service.php](http://www.plantextractsinc.com/sales_service.php) and include it with your diffuser. We must know your name, address, diffuser problem, email and telephone number to contact you when we have inspected your diffuser.

**Warranty Claim** Determination of the origin of any fault is the sole responsibility of PEI. Repair or full replacement is at the sole discretion of PEI. Shipping cost to PEI is the responsibility of the owner. On service for a manufacturing fault, the diffuser will be shipped back to the customer at PEI's expense.

**Non-Warranty Repair** Damage to the diffuser or power adapter will be assessed by PEI, and an invoice for repair and return shipping will be issued. Upon acceptance and payment of the invoice, the serviced diffuser will be returned to the owner. Non-warranty repair costs of shipping to and from PEI are the owner's responsibility.

**After-Sale Service and Spare Parts** (director nozzles, lids and power adapters) are available through [www.plantextractsinc.com](http://www.plantextractsinc.com)



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