

H₂EO[®] AIRCARE USER HANDBOOK



Ultrasonic Diffuser for Essential Oils

Congratulations on owning the world's finest Ultrasonic Bowl Diffuser. H2EO's features and benefits offer you the most efficient, economical, and satisfying experience attainable from the diffusion of fine essential oils. H2EO is the only diffuser designed, tested, and backed by full warranty and service in the USA.

Follow these instructions for set-up, use, and maintenance. There are very few service needs with H2EO Diffusers when they are properly cared for. If you experience a problem, please see the Troubleshooting Guide on pages 16 to 21, and on our website. Used as intended, H2EO Diffusers are always repairable and need never end up in a landfill.

Utilizing the latest in ultrasonic technology, the water in the bowl of the Diffuser acts as the "carrier" for the essential oil. Each nano-droplet of water that leaves the bowl as mist is covered with a molecular-thin coating of the essential oil, which rapidly becomes part of your room's atmosphere. Depending on the mist volume and mode setting you choose, a single fill can last for up to eight hours or more. Select your favorite display lights colors from a full spectrum of options. For peaceful sleep, all lights can be turned off while diffusion continues.

Diffuse essential oils day and night. Heighten your sense of well-being and enhance your environment, as you enjoy a healing dose of Nature.

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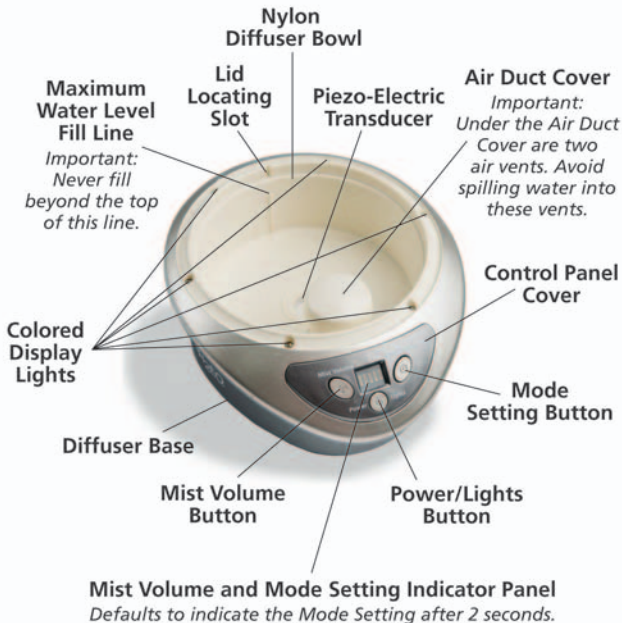
YOUR DIFFUSER PACKAGE

H2EO Diffuser, Diffuser Lid, Two Director Nozzles (be sure to keep one as a spare),
H2EO Power Adapter, User Handbook/Warranty

SPECIFICATIONS

DIFFUSER DIMENSIONS	7 x 6 x 4 ¼ in (175 x 150 x110 mm)
WEIGHT	Diffuser 15.8 oz; Power Adapter 4.4 oz
TRANSFORMER	120–240V AC/24V DC @ 1000mA–24 VA
MAXIMUM WORKING VOLTAGE/CURRENT	24V DC/650mA–15.6 VA
OPERATION FREQUENCY	2.4 MHz
ATOMIZING RATE	1/3 oz to 2 oz (10 to 60 ml) per hour. Rate is extended using intermittent settings (Modes 3, 4 and 5)
WATER DROPLET SIZE	3-5 microns
CAPACITY OF TANK	8 oz (240 ml) of water (maximum fill level is the top of the vertical line in the diffuser bowl)
AUTO WATER LEVEL SHUT-OFF	Electronically activated when little or no water remains

COMPONENTS AND FUNCTIONS



Diffuser Lid



Two Director Nozzles
Be sure to keep one as a spare.



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

ABOUT THE WATER TO USE

WE RECOMMEND USING ANY OF THE FOLLOWING:

- Distilled water
- Demineralized water
- Deionized water
- Sterile water
- Purified bottled water
- R.O. (reverse osmosis) water

Use of unfiltered tap water may cause mineralization build-up which can affect your Diffuser's performance. It is difficult to remove without causing damage and may void your Warranty.



AVOID WATER DAMAGE TO THE ELECTRONICS If you follow these directions carefully, you will avoid the most common problem, which is spilling essential oil and water into either the Air Duct Vents, or onto the Control Panel.

- 1. Do not overfill the Diffuser.** Overfilling will result in essential oil and water entering the air vents which are located under the Air Duct Cover. If water spills into these vents, it may damage the electronic circuitry of the Diffuser and void your Warranty.
- 2. When filling, do not carry the Diffuser with water in it.** Bring water to the Diffuser, do not carry the Diffuser with water in it.
- 3. To empty the Diffuser:** Bring a container to the Diffuser, and carefully tip the remaining water out over either side of the Diffuser. Do not pour the water out over the front to avoid spilling onto the Control Panel.
- 4. Important:** Be sure the Vent of the Director Nozzle is directed to either side of the Diffuser. This will prevent mist from entering the Control Panel, or damaging the finish on its Cover.

ABOUT THE ESSENTIAL OILS TO USE



- 1. USE ONLY PURE ESSENTIAL OILS OR ESSENTIAL OIL BLENDS FROM A TRUSTED SOURCE.**
- 2. DO NOT USE: BLENDS CONTAINING VEGETABLE OR MASSAGE OILS; PERFUMES; OR FRAGRANCES (which may contain synthetic chemicals that can harm you and your Diffuser).**
- 3. WE RECOMMEND USING 5-10 DROPS (never more than 15 drops).** If you see essential oil residue in the small amount of water remaining in the bowl, that oil was not diffused, which means that you are using too much essential oil. In addition to wasting your essential oil, this can damage the Director Nozzle, the Lid, and the Transducer in the bottom of the bowl.
- 4. TAKE CARE TO AVOID SPILLING ESSENTIAL OILS.** All essential oils act, to some degree, as solvents on finished surfaces. So be careful to not spill or drip essential oils onto your Diffuser's painted surfaces, or on your furniture.

UNPACKING YOUR DIFFUSER



1. Remove the Diffuser from its box. Place it on a hard, flat, level surface. Do not operate on a carpet, towel, cloth or other soft surface that may restrict airflow to the Fan in your Diffuser's base.
2. Lift the Lid off the Diffuser.
3. Take the Director Nozzle pack from inside the Diffuser Bowl.
4. Remove one Director Nozzle from the pack and place it flat side down in the hole at the top of your Diffuser Lid.
5. Be sure to store the extra Director Nozzle to keep as a spare.
6. Remove the Power Adapter from its box. **DO NOT PLUG THE ADAPTER IN BEFORE YOU HAVE FOLLOWED THE DIRECTIONS TO FILL THE BOWL WITH WATER.** To prevent overheating and burnout, as with any electronic device using water, never plug in the Power Adapter before filling the Diffuser with water (just as you would never plug in a coffee pot without first filling it with water).

SETTING UP YOUR DIFFUSER



1. Carefully pour up to 8 ounces (240 ml) of clean, filtered water into your Diffuser Bowl. **DO NOT OVERFILL!** The maximum water level is the top of the vertical line inside the back of the Bowl.
2. Carefully drip 5-10 drops of pure essential oil, or a combination of pure essential oils, onto the surface of the water. You can control the amount of essential oil diffused by your choice of **LOW, MEDIUM, or HIGH** Mist Volume Settings, and by varying the number of drops you add.
3. Place the Lid on your Diffuser. Point the Director Nozzle away from the Diffuser's Control Panel to prevent damage caused by mist falling onto the Control Panel Buttons.
4. Plug the H2EO 24 volt DC Power Adapter output plug into the socket on the outside back of the Diffuser.
5. Finally, plug the Power Adapter into your AC wall outlet. Now you are ready to begin diffusing.

POWER AND MIST VOLUME SETTINGS



1. Press the Power/Lights Button (the center button on the Control Panel) to turn your diffuser to "on/ready". The Display Lights will come on and your Diffuser is ready to diffuse.

2. Press the Mist Volume Button (left button) **once to begin diffusing at LOW Mist Volume.** To diffuse at MEDIUM Mist Volume, press the Mist Volume button a second time. To diffuse at HIGH Mist Volume, press the Mist Volume button a third time. If you continue pressing the Mist Volume Button, the Diffuser will cycle through LOW, MEDIUM, and HIGH Mist Volume Settings, and you can stop on the one you wish to use. LOW will be indicated by only the left green bar lit; MEDIUM by three green bars lit; HIGH by all five green bars lit.



IMPORTANT: After you've chosen your Mist Volume Setting, the green bar lights will default after two seconds to show only one bar lit. This does not mean your Diffuser has gone back to Low Mist Volume. It defaults to show you in which Mode Setting your Diffuser is set.

To see which Mist Volume Setting you are in, you can cycle through them by pressing the Mist Volume Button. Your Diffuser will continue diffusing at the setting you chose, even though after two seconds it will again default to only one bar lit, again indicating the Mode Setting in which it is set.



MODE SETTINGS

THERE ARE FIVE PRE-PROGRAMMED, TIMED MODE SETTINGS.

1. Mode 1 - If you do not touch the Mode Setting Button, your Diffuser will automatically operate in Mode 1. In Mode 1 your Diffuser will diffuse continuously until it reaches low water level and shuts off. In Mode 1, the left green bar will be lit. Most people generally choose to diffuse in Mode 1.

2. Mode 2 - If you press the Mode Setting Button once, your Diffuser will go into Mode 2. In Mode 2 it will diffuse continuously for two hours, and shut off. In Mode 2, the green bar second from the left will be lit.

3. Mode 3 - If you press the Mode Setting Button a second time, your Diffuser will go to Mode 3. In Mode 3 it will diffuse intermittently – on for 3 seconds, rest for 40 seconds – until low water level is reached and shut off. In Mode 3, the middle green bar will be lit.

4. Mode 4 - If you press the Mode Setting Button a third time, your diffuser will go into Mode 4. In Mode 4 it will diffuse intermittently – on for 15 seconds, then rest for 50 seconds – until low water level is reached and shuts off. In Mode 4, the fourth green bar from the left will be lit.

5. Mode 5 - If you press the Mode Setting button a fourth time, your diffuser will go into Mode 5. In Mode 5 it will diffuse intermittently – on for 30 minutes, then rest for 15 minutes – until low water level is reached and shuts off. In Mode 5, the green bar on the far right will be lit.

If you keep pressing the Mode Setting Button, the Diffuser will continue to cycle through Modes 1-5 until you stop on the Mode you wish to use.

CHOOSING YOUR DISPLAY LIGHTS COLORS



1. When you press the Power/Lights Button, the Colored Display Lights will turn on and cycle through many different colors.

2. You can diffuse while cycling continues, or you can press the Power/Lights Button a second time to hold on the color you choose.

3. If you press the Power/Lights Button a third time, the Display Lights will return to cycling through the colors.

4. Press the Button a fourth time, and the Display Lights will turn off while diffusion continues.

If you diffuse with the Display Lights on, they will remain on after the Diffuser shuts itself off. If you want the Display Lights to be off after the Diffuser stops diffusing, press the Power/Lights Button at any time during operation to turn them off.

TO COMPLETELY TURN YOUR DIFFUSER OFF - PRESS AND HOLD DOWN THE POWER/LIGHTS BUTTON FOR 3 SECONDS. The Display Lights will shut off and diffusion will stop. **You will hear the fan continue to run for several seconds to clear residual mist; this is normal during shutdown.**

CLEANING YOUR DIFFUSER



1. At least once a week, wipe the Diffuser Bowl with an alcohol wipe, a soft, damp cloth, or a facial tissue. Use a Q-tip or a small, soft brush to gently clean hard to reach places.
2. Some essential oils may contain small amounts of natural plant waxes or resins. These may build up over time unless removed by occasional cleaning.
3. Some essential oils, for example, clove oil and cinnamon bark oil, may cause permanent discoloration of the bowl; however, this does not affect diffusion.
4. Look to make sure the Fan located in the base of your Diffuser is free of dust and hair and is able to rotate. Pet owners may find that occasional gentle vacuuming of the Fan area will keep it clean and the Fan Blades free to rotate.
5. Occasionally clean your Diffuser by filling the Bowl with up to 8 ounces of water and adding a few drops of a mild dish detergent or vinegar. Run the Diffuser for a few minutes. Empty the Bowl, and carefully rinse with clean water. Gently wipe the Bowl and refill with water. Add your essential oil and enjoy.
6. Never use abrasives or chemical cleaners in the Bowl or especially on the white ceramic Transducer in the bottom of the Bowl.

SUMMARY OF OPERATION AND SAFETY INSTRUCTIONS

- 1.** Read all operating instructions thoroughly. If you have questions, call us at 877-999-4236 or email info@plantextractsinc.com.
- 2.** To prevent overheating and burnout, never plug in the Power Adapter before filling the Diffuser with water (just as you would never plug in a coffee pot before filling it with water).
- 3.** Only use the H2EO[®] Power Adapter supplied with your Diffuser. To avoid sparking, always plug the Power Adapter into the Diffuser BEFORE you plug it into your wall outlet.
- 4.** DO NOT OVERFILL. DO NOT MOVE THE DIFFUSER WITH WATER IN IT. ESSENTIAL OIL/WATER SPILLAGE IS THE MAIN CAUSE OF ELECTRONIC DAMAGE TO THE DIFFUSER AND IS NOT COVERED UNDER WARRANTY.
- 5.** Use only pure essential oils from a trusted source. Don't use vegetable or massage oils; perfumes; or fragrances (which may contain synthetic chemicals and can harm you and your Diffuser).
- 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 Power Adapter from your wall outlet. Wait a minute, then plug the Adapter back in. Press the Power/Lights Button. In most cases, this "re-boot" will solve the problem.
- 9.** Do not attempt to disassemble the Diffuser. There are no user-serviceable parts, and taking the Diffuser apart will void your Warranty.
- 10.** Clean your Diffuser with alcohol wipes or a soft, damp cloth. Do not use abrasive cleaners or sharp objects.
- 11.** The Diffuser automatically shuts off when there is little or no water remaining in the Bowl.
- 12.** Only use your Diffuser indoors. Keep it safely away from young children and pets.

SAFE USE OF ESSENTIAL OILS



1. Consider diffusion and inhalation as the most safe, efficient, and economical ways to enjoy essential oils and essential oil blends.
2. Use only pure essential oils or blends from a reputable source.
3. Avoid contact with eyes and mucous membranes.
4. Do not use undiluted essential oils on the skin.
5. For external and aromatic use only.
6. Do not take essential oils orally.
7. Keep all essential oils out of the reach of children.
8. Consult a qualified professional regarding questions involving children, pets, pregnancy, medical conditions, and medications.
9. The use of essential oils should not be viewed as a substitute for professional care. If any health problem arises, seek medical advice.

10. Test for sensitivities. Discontinue use if any adverse reactions occur, such as dry skin, skin reddening, or itchiness.

11. Store essential oils and blends safely, in a cool, dark place, with bottles upright and securely capped.

12. SUGGESTED LEVELS OF USE FOR ESSENTIAL OILS AND ESSENTIAL OIL BLENDS:

In a Diffuser add 5 to 10 drops; for massage dilute 2% essential oil in a quality carrier oil.

TROUBLESHOOTING GUIDE

Problems are usually the result of inadvertent water/essential oil spillage into the electronics of the Diffuser. The main causes for this are: overfilling the Diffuser; moving or bumping it with water in the bowl; diffusing with the Director Nozzle broken, upside down, or missing; or positioning the Director Nozzle so that mist falls onto the Diffuser's Control Panel. Any resulting damage can be resolved through replacement of the damaged component.

We work hard to keep our customers happily diffusing, and to keep their Diffusers out of landfills. Every Diffuser serviced is tested for 24 hours to assure that it is being returned in perfect working condition. When a Diffuser comes to us, whether for service covered by Warranty or Non-Warranty Service, we automatically renew the One-Year Full Warranty as of the date of repair. That helps you know that your investment in your H2EO Diffuser is a good one. It is always our goal to help people continue enjoying their Diffusers.

PROBLEM #1: DIFFUSER DOES NOT TURN ON AT ALL WHEN PLUGGED IN (no lights come on, or lights flicker and turn off).

1. Check to see that your Diffuser is correctly filled with water.
2. Check to make certain that you are using the as-supplied H2EO Power Adapter, and that it is securely plugged into the Diffuser and into your wall outlet. Try a second wall outlet to

make sure that a faulty outlet is not the problem. If your wall outlet has a wall switch, make certain it is turned on. If using a power strip, make sure the power strip is turned on.

3. After these checks, if no lights turn on when plugged in and powered on, the Power Adapter may be faulty, or the Diffuser may have sustained electrical damage from essential oil/water residue inside the Diffuser. Unplug and empty the Diffuser, then allow it to sit for two to three days to dry out. Often the moisture will evaporate and the Diffuser will begin to work again, saving you the expense and inconvenience of sending it in for service.

4. If after these steps, refilling with water, plugging it in, and pressing the Power/Lights Button, the Display Lights still do not come on, it will be necessary to send your Diffuser in for evaluation.

PROBLEM #2: THE DISPLAY LIGHTS COME ON, BUT THERE IS NO MIST WHEN YOU PRESS THE MIST VOLUME BUTTON.

1. Refill the Diffuser to the top of the Water Level Fill Line, then try to turn the Diffuser on again.

2. If still not diffusing, the Diffuser may have sustained electrical damage from essential oil/water residue inside the Diffuser. Unplug and empty the Diffuser, then allow it to sit for two to three days to dry out. Often the moisture will evaporate and the Diffuser will begin to work again, saving you the expense and inconvenience of sending it in for service.

3. If after these steps, there is still no mist, it will be necessary to send your Diffuser in for evaluation.

PROBLEM #3: THE DIFFUSER RUNS, BUT THERE IS LESS MIST THAN USUAL, OR NO MIST COMING OUT, OR THE FAN SEEMS LOUDER.

1. Very low atmospheric humidity can give the appearance of low mist generation.
2. Check to ensure that you are using the as-supplied H2EO Power Adapter that came with the Diffuser. If your H2EO Adapter has been misplaced, we recommend purchasing a new one. Diffusers run using non-H2EO adapters are not covered under our Warranty.
3. Empty the Diffuser and check to make sure that: the Fan inlet on the base of the Diffuser is not obstructed by hair or debris; the air flow is not restricted; and the Fan Blades are free to rotate. Make sure that the Diffuser is operating on a hard, level surface. Note any air vents, air intakes, fans, or open windows near the Diffuser that may be causing the mist to dissipate, making it less noticeable.
4. If the Fan seems to be operating normally, check to see if the white ceramic Transducer on the bottom of the Diffuser Bowl is clean. To clean, use a soft, damp cloth, paper towel, or Q-tip to remove any oil or wax that may have built up.
5. If none of these steps help, the Diffuser may have sustained electrical damage from essential oil/water residue inside the Diffuser. Unplug and empty the Diffuser, then allow it to sit for two to three days to dry out. Often the moisture will evaporate and the Diffuser will begin to work again, saving you the expense and inconvenience of sending it in for service.
6. If after these steps, there is still no mist generated, it will be necessary to send your Diffuser in for evaluation.

PROBLEM #4: DIFFUSER SEEMS TO BE GETTING HOT. THE WATER LEVEL DOES NOT APPEAR TO BE GOING DOWN, AND THERE IS NO MIST COMING OUT.

1. Immediately turn off and unplug your Diffuser.
2. The air flow is blocked by either overfilling the Diffuser so that essential oil and water have spilled into the Air Duct Vents and onto the electronics; or by running the Diffuser on a non-hard surface so that the Fan can't operate freely.
3. Check to ensure that you are using the as-supplied H2EO Power Adapter that came with the Diffuser. If your H2EO Power Adapter has been misplaced, we recommend purchasing a new one. Diffusers run with non-H2EO adapters are not covered under our Warranty.
4. Empty the Diffuser and check to make sure that: the Fan inlet on the base of the Diffuser is not obstructed by hair or debris; the air flow is not restricted; and the Fan Blades are free to rotate. Make sure that the Diffuser is operating on a hard, level surface.
5. If none of these steps help, the Diffuser may have sustained electrical damage from essential oil/water residue inside the Diffuser. Unplug and empty the Diffuser, then allow it to sit for two to three days to dry out. Often the moisture will evaporate and the Diffuser will begin to work again, saving you the expense and inconvenience of sending it in for service.
6. If these steps do not help, it will be necessary to send your Diffuser in for evaluation.

PROBLEM #5: SOMETIMES THERE IS A SPARK WHEN I PLUG THE POWER ADAPTER INTO THE DIFFUSER.

1. There may be an inductive spark if the Power Adapter is plugged into the Diffuser after it has already been plugged into the wall outlet. To avoid this, always plug the Power Adapter into the back of the Diffuser first, and then into the outlet. To unplug, remove the Power Adapter from the outlet first, then from the back of the Diffuser.
2. Check to ensure that you are using the H2EO Power Adapter that came with the Diffuser. If your H2EO Power Adapter has been misplaced, we recommend purchasing a new one. Operating your Diffuser with an adapter other than the as-supplied H2EO 24 volt DC Adapter can harm your Diffuser, and void its Warranty.
3. Sparking should not occur if the correct order of connection is observed.

Over time, plugging the diffuser in with the Power Adapter already in the wall may cause damage to the internal components of the Diffuser.

Even if following the correct order, a small amount of sparking at the wall outlet or socket can be considered normal. Any electrical appliance that presents any kind of a resistive or inductive load may cause sparking at the wall outlet or socket. However, if plugging into the wall causes excessive sparking, that could indicate that your socket or wall outlet is faulty, and should be checked by a qualified person.

DO YOU STILL NEED HELP?

If you still need help after trying these troubleshooting suggestions:

- 1. Call us at 877-999-H2EO (4236) Monday through Friday 10am-4pm Central Time.**
- 2. Email us at info@plantextractsinc.com.**
- 3. Send your Diffuser to us for evaluation.**

Print and fill out the top portion of the downloadable H2EO SERVICE REQUEST FORM found at www.plantextractsinc.com.

Send to:

Plant Extracts International Inc.

Attn: H2EO Service

600 11th Avenue South

Hopkins MN 55343-7840

Be sure to include your Diffuser, H2EO Power Adapter, Lid, and Director Nozzle. We will contact you when we have received and evaluated your Diffuser.

Warranty Claim Determination of the origin of any fault is the sole responsibility of Plant Extracts International Inc. (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 evaluated by PEI. We will contact you with the evaluation, and the cost of repair and return shipping. Upon acceptance and payment, the serviced Diffuser will be returned to the owner. Non-Warranty repair costs of shipping to and from PEI are the owner's responsibility.

WARRANTY AND NON-WARRANTY REPAIR SERVICE

Learn more at www.plantextractsinc.com.

Here you will find: the H2EO Service Request Form; Replacement Power Adapters, Lids, and Director Nozzles; Warranty and Service information; and the downloadable H2EO User Handbook.

Before sending your Diffuser in for service, be sure to unplug and empty it. Let your Diffuser sit for a day or two. In many cases this will allow minor essential oil/water spillage inside the machine to dry out.

If it still does not diffuse, download and complete our H2EO Service Request Form. Send it with your Diffuser, and be sure to include your H2EO Power Adapter, Lid, and Nozzle to:

Plant Extracts International, 600 11th Ave S, Hopkins MN 55343.

Warranty Claim Determination of the origin of any fault is the sole responsibility of Plant Extracts International Inc. (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.

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H2EO® FULL WARRANTY

Plant Extracts International Inc. (PEI), subject to the exclusions noted below, warrants its H2EO® AirCare Ultrasonic Diffuser to be free from defects in materials and workmanship under normal consumer usage for a period of one year from the date of purchase. This Warranty is transferable with original invoice.

This Warranty does not cover:

1. Defects or damage resulting from use of the Diffuser in other than its intended 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 H2EO Power Adapter;
7. Diffusers disassembled or repaired by other than Plant Extracts International 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;
11. Damage resulting from normal wear and tear.

This Warranty is the Buyer's exclusive remedy and applies to new Diffusers purchased from PEI or its approved distributors and resellers.



www.plantextractsinc.com

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