Alexapure Breeze Troubleshooting

**Problem: The customer just replaced their filters and the filter replacement light is flashing.**

Answer: Whenever you replace your HEPA and Activated Carbon Filters, you will need to reset the counter. You can find the filter reset button below the air quality sensor. It is in-between the vent slats and is yellow. Using a flathead screwdriver or butter knife hold in the reset button down firmly. Press down until you hear a beeping sound.

**Problem: The customer says they can’t turn on the Breeze**

The front panel may not be seated properly. Take it off and reseat it. Make sure the pre-filter tabs are tucked in. Then check all the outlet connections. Another reason it may not be powering on is that the filters need to be replaced. Please make sure the filter replacement light is not flashing and beeping. When you do not replace the filter as the unit requires, the appliance stops operating and becomes locked.

**Problem: The breeze power light is on, but none of the other lights are on.**

The Breeze is in sleep mode. Just tap the mode button and it will come back to life. If this doesn’t work it may need more light to wake up. Ask the customer if they have a flashlight they can turn on and place on top of the light sensor for 30 minutes. If this activates the Breeze from sleep mode it is an indicator that they need to relocate it to a well-lit area.
Problem: The customer doesn’t know how to clean the pre-filter?

Answer:

1. Place your fingers in the recesses of the side panels and gently pull the top part of the front panel towards you. Then lift the hook at the bottom of the panel out of the bottom of the appliance.

2. To remove the pre-filter, grab the two tabs and pull the filter towards you.

3. Wash the pre-filter under running water. Air dry and make sure that the pre-filter is completely dry before putting it back into the unit. If it is still wet, bacteria growth is more likely and may shorten the life of the pre-filter.

4. Alternatively, the pre-filter can be cleaned by removing the dust with a vacuum cleaner or using a soft brush to brush away the dust.

5. Put the pre-filter back into the appliance and attach all side and top hooks.

6. To reattach the front panel, insert the bottom hooks into the bottom of the appliance first. Then push the panel against the body of the unit.

Problem: The air quality light will not go off red

Answer: It is recommended you clean the air quality sensor every 3 months for best performance. When the humidity level in the room is very high, it is possible that condensation develops in the air quality sensor. As a result the air quality indication on the control panel and the air quality light may indicate that the air quality is bad even though it is good. If this is the case, you should clean the air quality sensor or use one of the manual speed settings.

Even if the humidity level is not high you may want to have the customer change the fan speed to a higher setting or auto to see if that solves the problem.

Problem: The air quality light will not go off blue

To test the sensor to see if it’s defective take the Breeze near an open window or door to see if the display changes color. You can also place it near your kitchen when you are cooking. If it doesn’t turn red when particles are passed
through the system, then there is some sort of electrical problem and the unit may need to be replaced.

**Problem: The customer doesn’t know how to clean the air quality sensor.**

Answer. The air quality sensor is located on the side of the unit.

1. Clean the air quality sensor inlet and the air quality sensor outlet with a soft brush.
2. Remove the air quality sensor cover.
3. Clean the air quality sensor, the dust inlet and the dust outlet with a lightly moistened cotton swab. Make sure no fibers from the swab are left behind.
4. Reattach the air quality sensor cover.

**Problem: I cannot reset my Breeze**

Answer: Make sure it is plugged in. You cannot reset the appliance if it is not plugged in and switched on.

**Problem: The customer is misunderstanding the lights on the Breeze**

Lights 1 & 2 have dual functions. They either indicate the fan speed or they indicate that the filters should be replaced or cleaned. When lights 1 & 2 are lit continuously they indicate the current fan speed. When light 1 flashes, you will need to clean the pre-filter. When light 2 flashes, you will need to replace the filter. Sometimes customers get confused about the lights. Walk them through to confirm if they are blinking or continuous. They may think there is a problem when everything is fine.
**Problem: My Breeze is whining or making a loud humming sound.**

The Breeze runs quieter than a whisper at its lowest setting. The loudest it will be at the highest setting is only 23 decibels. You may notice the sound, but it is about the same as a breeze blowing through leafy trees. If the Breeze is loud or making unusual sounds, there is a problem and it needs to be replaced. When this happens, it is usually an indicator that it was damaged during shipping.

**Note: Doing a reset on the system is recommended to troubleshoot most issues in general.**

The reset button is below the air quality sensor. It is in-between the vent slats and is a yellowish color. Using a toothpick, flathead screwdriver or butter knife hold in the reset button. Press down until you hear a beeping sound.