

HUMIDIFIER

FREQUENTLY ASKED QUESTIONS

Q: Can I add scents, medication or oils to the water?

A: No medication should ever be added directly into the water. If you would like to use a mentholatum scented inhalant, then you can place it in the medicine cup of a warm mist humidifier or vaporizer. We recommend that no scents or oils to the humidifier as we do not or understand the affects they may have on the humidification process. We have created and tested some scent tablets for the water that are available for purchase.

Q: Can I purchase a reusable filter?

A: We do not have a reusable filter available through www.HolmesProducts.com.

Q: Can I run my unit without a filter?

A: Evaporative Cool Mist humidifier cannot be run without the use of a wick filter. However, ultrasonic and warm mist humidifiers that use a water purification filter can be used without the filter.

Q: Can I use my humidifier in the same room as my air purifier?

A: Yes.

Q: Crack in Tank?

A: Hot water will cause tank to pressurize. Fill tank with cool water.

Q: Does water quality affect filter life?

A: Yes, absolutely. The harder the water, the shorter the filter life. This is because minerals will get trapped in the filter over time and cause the filter to lose its ability to wick.

Q: Film on tank?

A: If mineral deposits collecting on tank, then clean unit following owners guide.

Q: Filter turning brown?

A: If filter needs change, then purchase new filter at your local store or through www.jardenstore.com/FilterFinder.aspx. If short filter life in areas with very hard water, filters will need to be changed more frequently.

Q: How do humidifiers work? What are the types of humidifiers?

A: Vaporizer: Warm Mist humidifier. Typically low output units with very basic features. Warm Mist Humidifier: A more "sophisticated" version of a vaporizer. A warm mist humidifier uses a different type of heating element than a vaporizer and typically has a removable tank. Some warm mist humidifiers are available with water purification filters that make the unit easier to clean. Impeller: A cool mist humidifier that uses centrifugal force to create moisture. These are usually low output units with very basic features. Evaporative Wick Humidifier: Cool mist humidifier that uses a wick filter to produce moisture. Console humidifier: These are the same as evaporative wick humidifiers but are much larger in size. Ultrasonic Humidifier: Frequently referred to as "visible mist" humidifiers, ultrasonics produce cool moisture by creating vibrations in the water that break the water into moist vapor.

Q: How do I choose between a warm moisture and cool moisture humidifier?

A: It's really a matter of preference. The key difference is that warm mist humidifiers add warmth to cold, chilly rooms and allow for the use of inhalants. Cool mist humidifiers offer a cool, refreshing contrast from stuffy indoor air.

Q: How do I clean my cool moisture humidifier?

A: Always turn the unit off and unplug before cleaning. Remove the water tank and wick filter, then empty any excess water from the tank and base. Fill base with Holmes® Cleanse Clean® solution to remove mineral build-up. Soak for 20-30 minutes before thoroughly rinsing the base and re-installing the wick filter.

Q: How do I clean my warm moisture humidifier?

A: Always turn the unit off, allow it to cool and unplug before cleaning. Remove the water tank and empty any excess water from the tank and base. Fill base with Holmes® Cleanse Clean® solution to remove mineral build-up. Soak for 20-30 minutes before thoroughly rinsing the base and heating element with warm water. Clean the tank by adding one teaspoon chlorine to 1 gallon of water. Let soak for 20 minutes, making sure all surfaces are wet. Rinse thoroughly until bleach has been removed and replaced with fresh water.

Q: How do I operate my 1Touch® Humidistat?

A: 1Touch® humidistats can be operated by pushing the mode/off button to select the speed and humidity setting. As you press the 1Touch® button the unit will scroll through the options at each speed. To switch the unit off, simply press the button and hold for 2 seconds.

Q: How do I operate my digital control panel (AccuSet™ thermostat)?

A: The humidistat and speed settings can be operated by pressing the Mode button. To set the humidistat, press Mode until the display says Auto. Then choose your speed setting and then set your desired humidity level. The humidity setting can be increased or decreased by pressing the + or - buttons. Humidity levels can be changed in 5% increments ranging from 30-65%

Q: How do I set a manual humidistat?

A: The humidistat is designed to operate in the 35% to 65% relative humidity range, with the recommended setting being 40-45%. Adjust the humidistat by adjusting the knob clockwise for higher humidity and counterclockwise for lower humidity. When the knob is in the middle position, the humidity setting is 40-45%.

Q: How do I store wick filters?

A: If it is necessary to save the filter, make sure the the filter is completely dry before storing. A filter stored when wet, will grow mold and mildew while in storage.

Q: How does an ultrasonic humidifier work?

A: A slow stream of water is released from the tank by a regulator valve. Then, the water then flows to the transducer, where the water is ultrasonically vibrated into soft, clean visible mist. A quiet fan propels the mist upward and into the air.

Q: How often should humidifiers be cleaned?

A: We recommend cleaning humidifiers weekly, more if it uses hard water. Recommended cleaning products are: Undiluted vinegar, Lime Away, Holmes® Cleanse Clean® Or Bionaire® Clean Away™ Solutions. Vinegar is the weakest of the options and Cleanse Clean®/Clean Away™ solutions are the strongest.

Q: How should I store my humidifier when I am not using it?

A: Clean and dry the humidifier thoroughly as directed in the Owner's manual. Be sure to leave the water reservoir cap off the unit when in storage. If the unit uses any filters, it is best to remove the filter before storing. If the humidifier has a permanent filter it is best to thoroughly clean the filter before it is stored.

Q: Refill/Reset Light Illuminated?

A: If water tank is empty, then refill tank. If unit does not reset after refill, then switch the knob to the reset position. Follow Owner's Guide for Reset instructions. If there is scale buildup in tray, then remove tray and flush out residue. If there is scale buildup on heating element, then remove scale from heating element.

Replacing Wick Filters in Cool Mist Humidifier

- Turn off unit and unplug
- Remove water tank from seat within unit
- One or two plastic knobs turn a quarter of a turn to unlock housing (if applicable) Located under where the tank sits
- Remove housing by lifting straight up to expose base tray and filter(s)
- Discard old filters and replace with new
- Replace housing on base tray and lock
- Fill water tank and replace in unit
- Plug unit in and turn on

Q: Water cloudy?

A: If filter needs to be replaced, then purchase new filter at your local store or through www.jardenstore.com/FilterFinder.aspx. If using warm water to refill tank, then refill tank using cool water.

Q: Water leaks from the tank?

A: If rubber tank ring is missing or improperly placed, then remove tank cap then replace/reposition the ring. If cap not tight enough, then tighten cap.

Q: What features do humidifiers come with?

A: Humidifiers come with a variety of features that are largely dependent on the type of humidifier.

Q: What happens if my humidifier runs out of water?

A: On warm mist units (and most Ultrasonics) the unit will automatically shut off until the unit is refilled.

Q: What is a humidistat and how does it work?

A: A humidistat is like a humidity thermostat. Simply set the humidistat to the humidity level you wish to maintain. The humidifier will then run as needed to maintain the pre-set humidity level. There are three types of humidistats available through the Holmes® Brand: Manual, 1Touch®, and AccuSet™.

Q: What is a wick filter?

A: A wick filter is used in cool mist Humidifiers. The wick filter is used to draw water from the base of the humidifier, which is in turn evaporated. A fan pulls the moisture from the filter to release humidity into the air.

Q: What is a hygrometer?

A: A hygrometer is used to measure the amount of humidity there is in a particular area. Hygrometers can be found at your local hardware store or on this web site

Q: What is Microban® antimicrobial protection?

A: Microban® protection is an Antimicrobial agent that is used to treat the wick filter and the base of the humidifier. Microban® product protection helps inhibit the growth of odor-causing bacteria, mold and mildew.

Q: What is Teflon® coating?

A: Teflon® coating can be found on warm mist humidifiers. It is the same coating that can be found on many non-stick cooking products. On warm mist humidifiers, minerals from the water often collect on the heating element, the Teflon® coating makes cleaning the humidifier easier.

Q: What is the average filter life of a wick filter? How often should I change my filter? How do I know my filter needs to be changed?

A: We recommend you replace your filter every 4-6 weeks, depending on usage and hardness of water. In some evaporative cool mist humidifiers we have included a Filter Check® indicator that monitors when the filter needs changing.

Q: What is the recommended humidity level?

A: A humidity level between 40 and 50% is recommended. A hygrometer is a measuring device that measures humidity. Hygrometers can be purchased at www.HolmesProducts.com, or your local hardware store.

Q: What's the difference between a vaporizer and humidifier?

A: A vaporizer is simply a type of humidifier. Vaporizers produce warm moisture but are typically lower in output and have very basic features. Warm mist humidifiers slightly cool the mist before it is released into the air.

Q: Where can I find the model number and the manufacturer's date code on my Patton® product?

A: On Patton fans, the manufacturer's date/code number can be found on the back or side of the motor. The date code/model number on Patton heaters and humidifiers can be found on the back or bottom of the product. Please keep in mind, that date codes/model numbers are usually imbedded into plastics and may be hard to read.

The date code should read:

Control#
HBF20-002 0426
HBF20=Model 00=Year 2=Factory 04=Month 26=Day

Q: Why are humidifiers rated by room size?

A: The larger the room, the greater the output that is required to maintain the recommended humidity level. It is simply a matter of efficiency. A 1 gallon output humidifier that tried to humidify a 1000 sq. ft home would never be able to produce enough moisture to maintain the recommended humidity level of 40-50% in such a large area. In order to humidify such a large area the output would need to increase.

Q: Why does my wick filter turn colors?

A: Wick filters help remove the impurities found in general tap water. These impurities cause the filter to change color as they get trapped in the wick. As more and more minerals become trapped more of the filter will change color. Eventually the filter will no longer be operating the humidifier effectively, which means it is time to change the filter.

Q: Why does the box say "runs up to a certain amount of hours on 1 filling"?

A: The box rating typically shows output that the humidifier is CAPABLE of producing in a 24-hour period. The amount of time the unit will run without a refill (run time) depends on the combination of the output and the capacity of the unit. For example: A 4 gallon output humidifier with a 2 gallon tank capacity will run about 12 hours on high before running out of water. The speed the unit is being operated at and the amount of moisture the room needs will also effect run time. This is why the run time is stated as "up to" a certain number of hours.

Q: Why is condensation building on the windows?

A: If there is condensation is building on the windows it means the humidifier is producing too much output for the space it is humidifying. If a humidistat is being used, then you can try lowering the humidistat setting. If not, you may need a lower output humidifier for the desired space.

Q: Why is the water not being used? Mist output minimal to none?

A: If filter has not absorbed water, wait 15 minutes before starting humidifier. If mineral build up in tray, then clean unit as instructed in owner's guide. If filter needs to be replaced, then purchase new filter at your local store or through www.jardenstore.com/FilterFinder.aspx. If humidistat set too low If your unit has a humidistat, it is possible that the humidistat is set below the current room humidity.

Q: Why should I use a humidifier?

A: Humidifiers provide relief from dry indoor air, which causes scratchy throats, dry skin, and bloody noses, helps prevent furniture from cracking and provides a healthy growing environment for plant life.

Q: Little to no water flow, why is this?

A: Is the cap on the tank correctly and is the tank securely in place? Is the projection in the base of the humidifier that presses the lever to allow water to flow in tact? If the above is correct and water is not releasing into the base - Is the tank cap too tight? To check this, take the cap off of the tank and pour a small amount of water out into your sink. When you place the tank cap back on the unit, make sure it does not tighten it as much as you did previously. When the tank is placed back on the unit, does it release any water? Did you recently change the filters? Did you pre-soak them before starting the humidifier?

Q: Water is overflowing out of my unit, why?

A: Is the gasket on the tank cap in tact and not dried out? Do the tank or tank cap have any cracks in them? Does the base of the unit have cracks or damaged areas? If appropriate for the situation, up sell a replacement part to the customer.

Q: My unit is creating white dust, why is this?

A: Do you have hard water? This is just minerals from the water that are turned in to dust and put into the air. This is common for Ultrasonic units, and we recommend using Water Treatment and Distilled Water to reduce or prevent the dust.

Q: My unit will not produce mist, what is wrong?

A: (Warm Mist) Did you recently refill the tank? Did the refill light go off? If not, the unit needs to be reset. Simply unplug the unit and let it sit for 5 minutes. When you plug it back in, does the refill light go out? Did you leave the unit on for up to 45 minutes to see if it would produce mist?

(Cool Mist) Cool mist units do not have a visible mist. Is the water level decreasing in the tank? Is the fan running in your unit?

Q: Out of box, unit will not turn on

A: Is the unit plugged into a functioning power outlet? Have you tried plugging it into a different outlet? Did you press the power button to turn the unit on?

Q: Stops during use

A: Are you using the humidistat to regulate the humidity level in your room? This will cause the unit to shut off when it reaches the desired humidity level. Does the unit turn back on when it gets below the set humidity level?

Q: My unit is cycling

A: Are you using the humidistat to regulate the humidity level in your room? If yes, then this is completely normal. As the humidity level changes in the room, it will cycle to maintain a constant level of desired humidity. Is the unit on an inter wall? Is there any kind of draft, such as a door opening or closing, a draft from a window, or a fan blowing? Any draft can cause the humidity level to fluctuate and can cause the unit to cycle.

Q: My unit has poor run time, what is causing this?

A: If the customer purchases a unit that states it will run for 24/36 hours without refilling, this is true, but it does take some time to build up to that complete run time. Is the humidity level in your room low? If yes, the room humidity level needs to be close to the desired level for the unit to run for the stated 24/36 hours. What size of room are you using the unit in? If the room size is larger than the unit is designed to be used in, the tank will need to be refilled more often. After you placed the full tank on the unit and it emptied into the base until it stopped bubbling, did you refill the reservoir? This ensures maximum water capacity and will extend the run time. Are you running the humidifier on low or high? The unit will have the longest run time on the low setting.

Q: My filter check is not registering properly

A: Did you allow the humidifier to run continuously for 60 minutes to allow the FilterCheck monitor to register properly?

Q: My humidistat is not registering properly

A: If the humidistat is constantly registering at 21% - The humidity in your room is at or below 21%. To fix this, simply continue to run the humidifier until the humidity level is up to the desired percentage. If the humidistat is constantly registering 90% The humidity level in your room is at or above 90%. To correct this problem, stop operating the humidifier until the humidity level is in a more desired range.

Q: What is the filter washing procedure?

A:

1. The water tray should be cleaned when you clean the filter. The water tray is a convenient way to carry the filter to prevent dripping.
2. Mix 1 gallon warm tap water with 1 teaspoon concentrated antibacterial liquid dish washing soap.
3. Fully submerge filter in soap solution for 15-20 minutes.
4. Dunk filter in soap solution several times then gently press to release the soapy water. Be sure not to wring, pull or scrub filter as this will degrade the filter.
5. Run under cool tap water until there is no soap remaining. Some discoloration may still be visible, this is normal and does not affect performance.
6. Gently shake or press the filter to remove excess water.
7. The filter can be put directly into the humidifier while still damp if it is to be used right away, or allow filter to dry completely if humidifier is to be stored.