**Troubleshooting if all the Habitat products in your home are offline**

1. Check your network name and password

If you’ve recently changed your Wi-Fi password, purchased a new router or

modem, or had any of your network settings change, you will need to

update the Wi-Fi information on your Habitat products. Your Habitat

humidifier remembers your Wi-Fi network’s name and password. So if you

recently changed your home network name or password, your Habitat

humidifier won’t be able to connect to the internet and you won't be able

to access or control them with the Habitat app until you update the Wi-Fi

info. To update your Wi-Fi password or connect to a different network,

begin by opening the Habitat app and tapping on Device

menu>Network>Change Wi-Fi Network.

2. Check your Habitat app version

Make sure that you have the latest version of the Habitat app on your

phone or tablet. You can download it for free from the Apple App Store or

Google Play. To make sure you have the newest version, you can uninstall

and reinstall the app.

3. Check if the power is out

Obviously, if you’re at home, you’ll know the power is out. If you’re away,

you may not know that there’s been a power outage. When the power is

out, your home Wi-Fi network will be down, and all of your Habitat

products will be Offline in the Habitat app. Try contacting your local power

company to see if there is an outage in your area.

You’ll have to wait for power to be restored for your Habitat products to

reconnect to the internet.

4. Restart your Wi-Fi equipment

Restarting your router will reset your internet connection. You should also

restart any Wi-Fi range extenders or repeaters that you have.

Here's how to restart your router:

1. Unplug your modem and router power cords. You may have a

combination modem/router, or they may be separate devices. All the lights

on your modem and router should be off.

2. Wait for 30 seconds, then plug your modem and router back in.

3. Your modem and router will restart. Wait a couple of minutes or until you

see steady power and connection lights. You may also see a quickly

flashing data light.

Note: Every router is different. You may need to consult your router’s user

manual for specific instructions on how to restart your router.

5. Internet service provider outages

If your provider is experiencing a service outage, your Habitat products

won’t be able to connect to the internet, even if your Wi-Fi network is up

and running.

Tip: You can make sure you’re not using cellular data with your mobile

device by turning on Airplane Mode and then turning on Wi-Fi.

If you’re not able to connect with another Wi-Fi device, try calling your

internet service provider to see if there’s a local service outage. If so, your

Habitat products will come back online after your provider has resolved the

outage.

If you can connect to the internet with another Wi-Fi device, the problem is

not with your provider. Check the settings on your router to make sure that

it is compatible with Habitat products. These settings may have changed, or

your router may have downloaded a software update.

**XXIX. Troubleshooting**

**No Mist**

1. Make sure that there is more than 10% water in the tank

2. Make sure the cap is not in the pressed down state

3. Wait for the filling animation to complete. The water takes a few seconds to travel from the tank to the reservoir in the base. Turn on the Humidifier from the UI by sliding your finger in the upward direction.

* 1. 4. If the UI starts to flash after completing the filling animation, take the tank off and check if there is water in the reservoir. a. If there is no water in the reservoir, make sure to place the tank correctly so that the valve on the underside of the tank engages completely with the valve on the base. Perform the filling process again.

b. If you find the same problem again, try pressing down on the valve to free up the channel. Sometimes the valve may freeze up when not cleaned for a while. If you still find the same problem, contact customer care.

* + - * 1. c. If there is a little amount of water in the reservoir, place the tank back on the base. If in future, you find the same problem, contact customer care.

5. Check if there is a lot of water in the reservoir such that the float in the reservoir is at the top. If so empty the reservoir and perform the filling process again. If you find the same problem again, contact customer care.

**Display acting strange**

1. Make sure the UI area is dry and there is no water or mist condensing on top of it. Face the directional cap away if possible.

2. Take the tank off the base. Wipe down the contact pins on the base and the tank. Place the tank back on the base, taking care that the pins align correctly.

3. Make sure the water in the tank is close to room temperature. Warm to hot water may tend to throw the touch sensors off (UI and water level sensor).

4. If the problem still persists, contact customer care.

**Water level sensor problems**

* 1. 1. Water level showing up as 0 or 100 incorrectly or Water level showing up as higher or lower than actual a) Take the tank off the base. Wipe down the contact pins on the base and the tank. Place the tank back on the base, taking care that the pins align correctly.
  2. b) Sometimes when the Wi-fi connection is slow, the app information may take some time to update. Please wait a few seconds to check if the water level updates on the app.
  3. c) If problem still persists, empty the tank and place it on the base. Go to the Device Settings on the app and Calibrate the tank. Follow the instructions in the app to perform this operation correctly.
  4. d) If the water level is still incorrect, contact customer care.

**Water Leaks**

If you notice water around the product:

1. Make sure it is not the mist condensing into water. If the mist output is heavy and seems to be condensing to form water puddles, back off the mist level and/or increase the fan speed to a level more suited to your current habitat.

2. If you find a pool of water forming on the lid of the cap, this may happen in certain environmental conditions when the mist and fan levels are at the highest. Back off the mist and/or fan levels for a more refined experience.

3. If you notice water leaking out through the spout in the base after you fill the tank while it was on the base, make sure the cap was in the pressed down position. If not, water may eventually leak down the vent tube into the reservoir, causing excess water in the reservoir to overflow. If this problem still persists, make sure the rubber seals on the vent tube mouth are seated completely.

4. If you find water leaking through the fan screen under the base, there is a chance that water has entered the base through the fan vent. This may sometimes happen if the base unit is tilted over while there is still water in the reservoir. This may affect the RH sensor temporarily. RH readings will return back to normal after a while. It is advised to unplug the device and wait for the vent and screen to dry completely before resuming operation.

5. Make sure the machine wasn’t moved before you noticed the water. Sometimes movement of the machine with water in the tank or reservoir may cause water to spill out.

6. If you find any other kinds of water leaks, make sure to unplug the device and contact customer care.

**LED patterns:**

* Breathing – slow blinking
* Blinking
* Flashing – fast blinking

**States of humidifier:**

* When it is breathing Cyan, humidifier is happily connected to the Internet. When the Status LED is in the process of connecting to the cloud, it will rapidly blink cyan. You often see this mode when you first connect to a network, after it has just blinked green.
* If Status LED is blinking Magenta, it is currently loading an app or updating its firmware. This state is triggered by a firmware update.
* If Status LED is blinking green, it is trying to connect to Wi-Fi. When humidifier is connected to Wi-Fi but not to the cloud, it will be breathing green.
* When Status LED is in Listening Mode, it is waiting for Bluetooth connection to start provisioning process. Status LED should be blinking blue. Once Bluetooth connection has been established, this should change to breathing blue.
* If the Wi-Fi module is not connected to a network, Status LED will be breathing White. Status LED is breathing white during initial setup just after humidifier has been plugged into power.
* Blinking red indicates various errors.

**What to do if Habitat is offline?**

1. Troubleshooting if one Habitat product in your home is offline

Check if your phone is connected to the internet

Reset the device by unplugging and restarting. Wait for a couple of minutes to let the machine complete setup steps.

2. Troubleshooting if all the Habitat products in your home are offline 1. Check your network name and password

If you’ve recently changed your Wi-Fi password, purchased a new router or modem, or had any of your network settings change, you will need to update the Wi-Fi information on your Habitat products. Your Habitat humidifier remembers your Wi-Fi network’s name and password. So, if you recently changed your home network name or password, your Habitat humidifier won’t be able to connect to the internet and you won't be able to access or control them with the Habitat app until you update the Wi-Fi info. To update your Wi-Fi password or connect to a different network, begin by opening the Habitat app and tapping on Device menu>Network>Change Wi-Fi Network. 2. Check your Habitat app version Make sure that you have the latest version of the Habitat app on your phone or tablet. You can download it for free from the Apple App Store or Google Play. To make sure you have the newest version, you can uninstall and reinstall the app. 3. Check if the power is out Obviously, if you’re at home, you’ll know the power is out. If you’re away, you may not know that there’s been a power outage. When the power is out, your home Wi-Fi network will be down, and all of your Habitat products will be Offline in the Habitat app. Try contacting your local power company to see if there is an outage in your area. You’ll have to wait for power to be restored for your Habitat products to reconnect to the internet. 4. Restart your Wi-Fi equipment Restarting your router will reset your internet connection. You should also restart any Wi-Fi range extenders or repeaters that you have.

If the above steps do not solve the problem, please contact customer care.

