

## EcoBreeze Air Purifier – Maintenance, Service & Troubleshooting FAQ

### - Maintenance

#### **How do I clean my air purifier?**

Cleaning is easy! Simply power down and unplug your air purifier, then wipe down the exterior with a soft, damp cloth. Follow with a dry cloth.

#### **How often do I change the filter?**

Your air purifier will let you know when it's time. The green *FILTER* light turns yellow to indicate the filter may need changing soon, and red to indicate it's definitely time. The typical service interval with normal use is approximately 6 months.

#### **How do I change the filter?**

Please visit [www.youtube.com/watch?v=drVQdw6oK6U](http://www.youtube.com/watch?v=drVQdw6oK6U) to view our filter maintenance video.

### - Service

#### **How can I contact customer service?**

Our customer service representatives can be reached 24/7 by calling 800-999-0000. You may also contact them via email at [support@ecobreeze.com](mailto:support@ecobreeze.com).

#### **How do I know if my air purifier is still under warranty?**

You may check your warranty status anytime on our Support site, [www.support.ecobreeze.com](http://www.support.ecobreeze.com), by typing in your air purifier's serial number.

#### **Where can I find the serial number of my air purifier?**

Your air purifier's serial number is located on the bottom of the unit, right below the barcode.

#### **How long do repairs typically take?**

Repairs typically take anywhere from two to three weeks, including return ship time.

### - Troubleshooting

#### **My air purifier is blinking red. What does this mean?**

Your air purifier blinks red to indicate a fan failure. Please reference the "Service" section for more information on getting your unit serviced with our team.

#### **My air purifier has no power. What should I check?**

Ensure your air purifier is plugged into a valid power source, and then press the *POWER* button. If you don't hear the fan circulating, please reference the "Service" section for more information on getting your unit serviced with our team.