

FAQS

My Humidifier is not working

That's so frustrating! If your humidifier is blinking as if the tank is empty, but it is full and no mist is coming out we're here to help. Fill the tank and leave it turned on for about 5 hours on a hard surface to help reset the unit. If that still doesn't do the trick, reach back out with a video of the issue along with your address. We'll make it right!

Note: placing your unit on a towel, rug, cardboard or carpet will affect its performance so we recommend putting it on a hard surface.

Do you need to use to filtered water in the tank?

Use filtered or distilled water for best performance.

Once the water runs out, does it automatically shut off?

Yes! Auto shut off feature for the win!

Does the humidifier run all night on a full tank?

Yes! Our 3-in-1 Humidifier will run for 12 hours on the highest setting.

I've lost a part to my humidifier, can I get them replaced?

Our Lifetime Warranty covers replacement parts for your Humidifier for free. Please fill out our [help form](#) and with the piece you are missing (numbers are on the attached image) and our team will ship your replacement part out as soon as possible.



What's the best way to clean the Humidifier?

Follow these easy how-to steps:

- Disconnect + Turn Off your humidifier
- Gently remove the base and set aside
- TANK: Fill the tank with [1 cup] of water and add [1 cup] of [bleach/undiluted white vinegar].
- TANK: Screw cap back on and let sit for approximately 20 minutes.
- TANK: After the 20 minutes remove any residue or build-up by gently shaking the mixture back and forth.
- BASE: Pour a [generous amount] of [undiluted white vinegar] into the base of your cool mist humidifier.
- BASE: Let sit for 20 minutes. DO NOT submerge the Base into water.
- BASE: After the 20 minutes remove any residue or build-up by gently scrubbing by using a [soft bristle brush]. DO NOT scrub or scrape the transducer. Rinse thoroughly.
- If there is a leftover [bleach/undiluted white vinegar] smell rinse thoroughly using [1 tbsp] of [hydrogen peroxide] and [1 cup] of water.

- Gently spot clean your 360° Mister and dry all components before placing them back together

Clean your humidifier at least once per week.

If you are going to store your humidifier for any length of time, be sure to thoroughly clean and dry the unit before storing.

If you are using a humidifier after storing it for any length of time, thoroughly clean it before use.

Pro Tip- store your water tank with a napkin inside it to absorb all the moisture

Is the nightlight optional?

100% optional and 100% loved by kids!