Important Product Information

Expert Series · https://azairscent.com/support/expert/important-product-information/

Mounting, maintenance, battery, and app information for Expert Series diffusers.

Mounting

- Remove the backplate before mounting, and don’t use it.
- Hang the unit directly on the wall with the included screws.
- Don’t use sticky tape.
- See the Expert mounting video for step-by-step instructions.

Maintenance

Every 30 days, and whenever you switch fragrances, run isopropyl alcohol through the unit to keep the lines clear. Clogged lines reduce how much and how long the unit sprays. For step-by-step instructions, see How to Program the Expert.

Batteries

- Expert units use 4 D batteries, which aren’t included.
- Use high-quality brands, such as Duracell or Energizer.
- Change the batteries every 3–4 months, depending on hours of operation.
- Running at levels 1–3, which you can set in the app, extends battery life up to 5 months.

App login and time zone

1. Download our app, listed as Phoenicia Essence, from the Apple App Store or Google Play.
2. Log in with the default password **8888**. Your diffuser syncs to the correct time zone automatically.
3. Watch the Expert programming video to get started.

Related articles

- Troubleshooting Your Expert
- How to Install the Mobile App

Need help? Email customerservice@azairscent.com.