Troubleshooting Your Expert

Expert Series · https://azairscent.com/support/expert/troubleshooting-your-expert-exo/

Try these steps, in order, if your Expert isn't diffusing as expected.

1. Check the batteries

Replace the batteries if they're more than 3–4 months old. Higher intensity levels drain batteries faster.

2. Check the fragrance level

Keep the bottle at least 20% full. Running the diffuser empty can damage the compressor pump.

3. Reset the diffuser

1. Find the pinhole labeled "RESET" on the diffuser.
2. Insert a paperclip or similar object and hold it until you hear a beep, about 3–5 seconds. The diffuser should start diffusing.

4. Clean the diffuser

Run isopropyl alcohol through the system for at least 2–3 minutes. Clean once a month, and before switching fragrances. See How to Program the Expert for step-by-step instructions.

5. Update the app

- Make sure you have the latest version of our app, listed as Phoenicia Essence. See How to Install the Mobile App.
- Log in with the default password **8888**.

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