



# UNISYS TECHNOLOGIES

Duct Mount  
Atomizing/Evaporative Humidifier

## DIGI MISTER<sup>®</sup> DM530/DM538 User Manual



If you have any questions about the installation and operation of your humidifier, please contact customer support:

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READ AND SAVE THESE INSTRUCTIONS

## TABLE OF CONTENTS

READ AND SAVE THESE INSTRUCTIONS .....	0
SAFETY DEFINITIONS AND PRECAUTIONS .....	2
SAFETY DEFINITIONS .....	2
SAFETY PRECAUTIONS .....	2
INTRODUCTION .....	3
KNOW YOUR HUMIDIFIER .....	3
PACKAGING CONTENT .....	4
COMPONENTS .....	4
SPECIFICATIONS .....	4
INSTALLATION .....	5
MOUNTING LOCATION .....	5
MOUNTING CUT-OUT .....	6
MOUNT THE HUMIDIFIER .....	7
MAKE CONNECTIONS .....	7
ELECTRICAL WIRE CONNECTION .....	7
HUMIDISTAT CONNECTION .....	9
WATER LINE CONNECTION .....	9
SET UP AND OPERATION .....	10
WATER PRESSURE AND NUMBER OF SPRAY NOZZLES .....	10
HUMIDITY AND HOT AIR TEMPERATURE SETTING .....	13
MAINTENANCE .....	15
WARRANTY .....	18
TROUBLESHOOTING GUIDE .....	19

## SAFETY DEFINITIONS AND PRECAUTIONS

### SAFETY DEFINITIONS

These safety terms identify information you must read.

#### **⚠ CAUTION:**

Indicates a hazardous situation which, if not avoided, could cause bodily injury or property damage.

#### **⚠ WARNING:**

Indicates a hazardous situation which, if not avoided, could result in death or serious injury.

### SAFETY PRECAUTIONS

Make sure you read and understand this manual carefully and completely before installing, using, or working with the Digi-Mister humidifier.

Installation and maintenance should be completed by qualified personnel.

#### **⚠ WARNING: BODY INJURY HAZARD**

Children should not operate this humidifier.

#### **⚠ CAUTION: UV-C LIGHT HAZARD (DM538 ONLY)**

Protect eyes from UV-C light (DM538 Only), disconnect power before servicing.

#### **⚠ WARNING: ELECTROCUTION HAZARD**

Can cause electrical shock or equipment damage. Disconnect HVAC equipment before beginning installation.

## INTRODUCTION

Thank you for selecting the DIGI Mister® DM530/DM538 whole-house humidifier, crafted by Unisys Technologies LLC, for your comfort needs. Our patented humidifier boasts the following exceptional features:


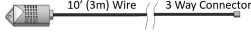








- ✓ **Flexible capability.** By changing the number of nozzles (1 to 5), and hot air temperature, this humidifier can be used for homes and offices of various sizes. It can also work with a variety of different types of furnaces.
- ✓ **Easy installation, operation, and maintenance.** This humidifier only needs a small cut-out on the supply duct for installation. Setting and adjusting parameters are simple. Nozzles can be tested before installation. An observation window enables real-time monitoring of water mist status during operation, and a "swing-out" design facilitates easy maintenance.
- ✓ **Water and electricity saving.** Utilizing normal pipe pressure, water is atomized into a fine mist within the duct, ensuring efficient evaporation without water wastage. This eco-conscious approach guarantees minimal environmental impact and savings on water and electricity.
- ✓ **Neutralize and remove odors (DM538 only).** The DM538 model is equipped with germicidal ultraviolet LED lamps, effectively neutralizing odor-causing bacteria and preventing mold accumulation on nearby evaporator or duct surfaces. Enjoy fresh, clean air free from unpleasant odors.

## KNOW YOUR HUMIDIFIER

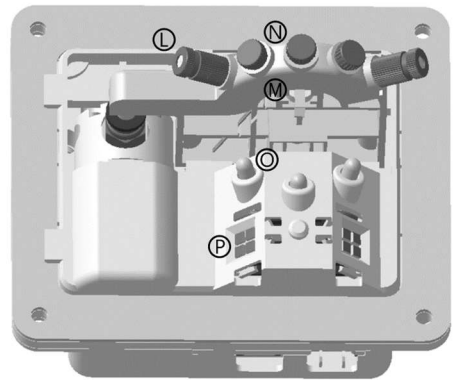
This new humidifier is designed to operate in conjunction with forced-air heating, ventilation, and air conditioning (HVAC) systems in residential homes or office buildings with hot air temperatures ranging from 100°F to 150°F (38°C to 65°C).

When humidity drops below the set level and hot air reaches the pre-set temperature, the control board opens a solenoid valve, releasing atomized water mist into the warm air through spray nozzles. The humidifier is active when both green LEDs above the display windows illuminate. A mini vibration motor runs briefly to facilitate the formation of the fine water mist, which then evaporates and is carried into your home by the furnace hot airflow.

## PACKAGING CONTENT

No.	Name	Qty.	Picture
1	DM530/DM538 Humidifier	1	See below
2	Mounting Gasket	1	
3	Humidistat Wire Harness	1	
4	Spray Nozzles	7	
5	Spray Stoppers	5	
6	16-14 AWG Female 1/4"	2	
7	Mounting Screws	7	
8	Wire Clamp	1	
9	Spray Nozzle Tester	1	
10	Nozzle Clean Needle	1	
11	User Manual	1	

## COMPONENTS



A. Observation Window

E. Humidity Display

I. Set/Test Button

M. Vibration Motor

B. Humidity Status LED

F. Air Temp. Display

J. Power Line Connector

N. Spray Stopper

C. Air Temp. Status LED

G. Lock Latch

K. Humidistat Connector

O. White LEDs

D. Push-in Connector

H. Up/Down Buttons

L. Spray Nozzles

P. UVC LEDs (DM538 Only)

## SPECIFICATIONS

Model	DM530/DM538
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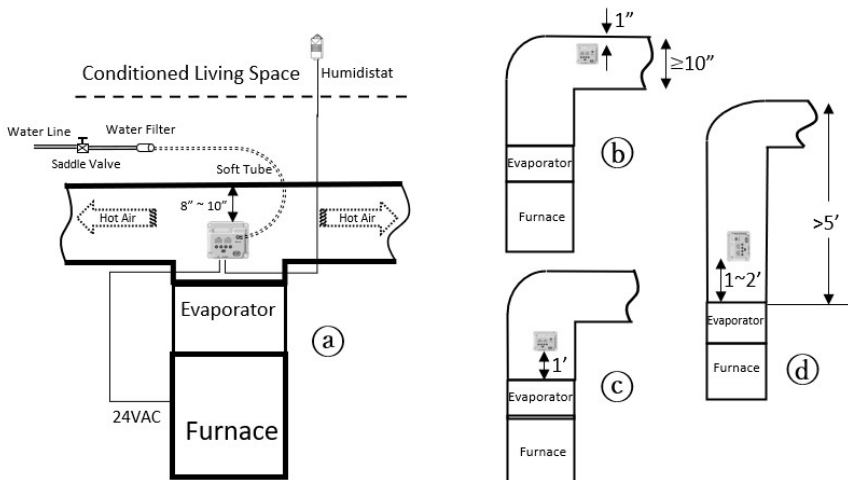
Type of Unit	Atomizing/Evaporative
Install Position	Supply Duct
Power Supply	24 V~, 50/60Hz
Rated Power	DM530: 5.0Watt / DM538: 8.0Watt
Operating Air Temperature	100°F ~ 150°F (38°C ~ 65°C)
Operating Water Pressure	30 psi ~ 60 psi (2.1 bar ~ 4.1 bar)
Water Mist Rate	7 ~ 35Gal./Day (1.1 ~ 5.5 L/h) @ 60 psi
Unit Dimension	5.1 x 4.3 x 4.3 in. (130 x 110 x 110mm)
Duct Cut-Out Size	4 x 3.2 in. (102 x 81mm)
Shipping Weight	1.75 lbs. (0.8 kg)

## INSTALLATION

### MOUNTING LOCATION

There are many different furnace plenum and duct settings. As shown in Fig.1 ① the best mounting location is above the evaporate coil of an AC for a "T"-shaped supply duct. Other possible locations are showed in ② ~ ④. A good location allows installing as many as possible spray nozzles and all the water mist would not reach the duct walls. Please note:

- Ensure that the temperature of the duct surface and hot air at the mounting location do not exceed 150°F or 65°C (error code: E1). Otherwise, it could lead to damage or a reduced lifespan for the humidifiers. For older gas or wood-burning furnaces with high duct temperatures, mount the humidifier away from the burner.
- Allow adequate clearance in front of and above the humidifier so you can easily observe its working condition and perform maintenance and repair.



**Fig. 1 Installation Locations**

**⚠ WARNING: WATER DAMAGE.**

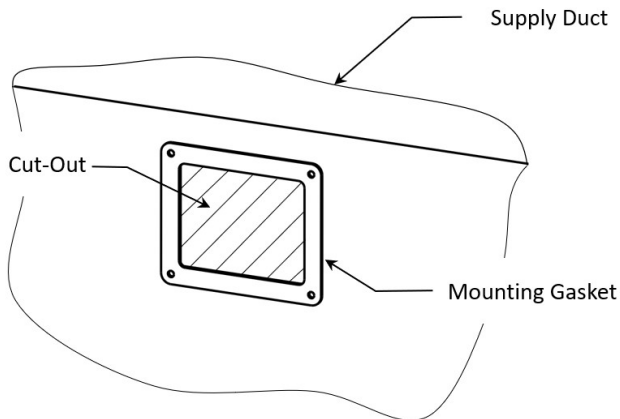
Do not install the humidifier in a location where accidental overflow could result in damage to your home or property. Improper installation or inadequate maintenance may lead to water puddles or dripping inside the plenum or ductwork, potentially causing property damage.

**⚠ WARNING: UV-C LIGHT HAZARD (DM538 ONLY).**

Do not install the humidifier where the duct work is not totally closed. Do not install in an area near a vent or other opening through which the UV light is accessible, or completely close/disable them to prevent any potential UV light leakage. Leaking UV light is harmful to both skin and eyes. Avoid both direct and reflected exposure to UV light when the UV-C LEDs are powered on.

**MOUNTING CUT-OUT**

Locate the mounting gasket as a template, tape the template in position (Fig. 2) and trace around the inner square. Remove the template and carefully cut the rectangular opening. Finally, remove sharp edges and burrs.



**Fig. 2 Duct Mounting Cut-Out**

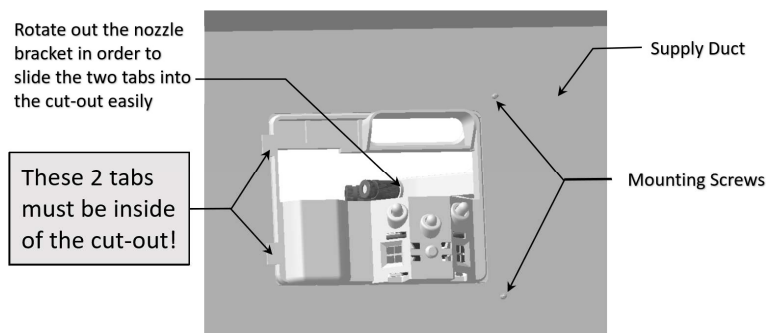
**⚠ CAUTION: SHARP EDGES**

Carefully remove all sharp edges and burrs to prevent damage to the unit and injuring yourself.

## MOUNT THE HUMIDIFIER

Remove the paper on the back side of the gasket and stick it to the position on the duct as shown in Fig. 2, or you can attach the gasket on the back side of the mounting frame of the humidifier.

With the spray nozzle bracket in rotating-out position, push and slide the humidifier unit from left to right into the cut-out opening so that the 2 tabs at the right side of the mounting frame are inside of the opening's edge (see Fig. 3). Fix the humidifier to the duct by using the 4 sheet metal screws provided in the box. Be careful not to strip the screw holes with excessively large torque.



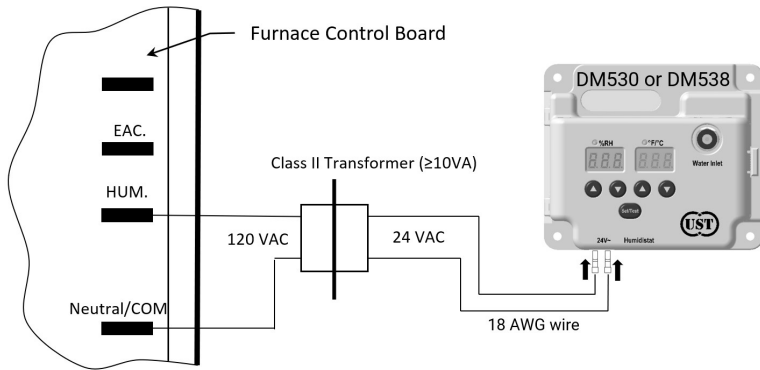
**Fig 3. Inside View of Mounting Cut-Out**

## MAKE CONNECTIONS

### ELECTRICAL WIRE CONNECTION

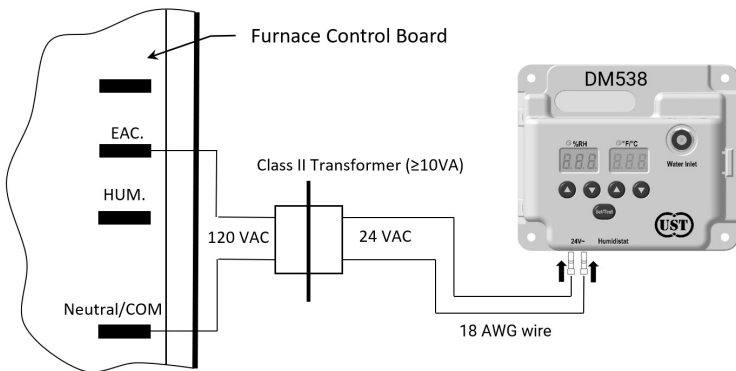
This humidifier is intended to be wired to the 24VAC secondary coil of a class II transformer (not provided in the package) whose primary coil should be connected to the 120V HUM or EAC terminals on a furnace main control board. Do not connect the humidifier directly to a 120VAC power line which will damage the unit instantly. The humidifier should only be powered on when both heater and blower of the furnace are turned on. Don't power the humidifier up permanently through a power outlet other than a furnace control board. To make sure that the humidifier has sufficient electric power, the transformer's power rating should not be lower than 10 VA. Strip about ¼" from 18 AWG wire ends and crimp them with the two female disconnectors provided in the box. Push the disconnectors firmly into the two male spade connectors at the bottom left of the unit. A standard electrical diagram is illustrated in Fig. 4. A class

It transformer is connected to the 120V HUM terminal on the furnace control board. 24VAC power will be applied to the humidifier whenever both burner and main air blower motor are in operation.



**Fig. 4 Standard Electrical Wiring**

Users of the DM538 humidifier, which has disinfection and purification functions using UVC LEDs, can choose to make the optional connection shown in Fig. 5. The primary side of transformer is connected to the 120V EAC terminal. In this way you can enjoy the benefits of healthy circulating air not only in winter but also in summer seasons. Since the UVC LEDs rely on the air flow for cooling down, the furnace blower motor must be running when the DM538 humidifier is powered on.



**Fig 5. Optional Wiring for DM538 Model**

Users can also power the DIGI MISTER® humidifiers up through a smart thermostat such as NEST or EcoBee if its 24VAC power source is rated above 0.5A. Users can set the humidity very high or unplug the humidity sensor and the smart thermostat takes over the humidity control.

## **⚠ WARNING: ELECTROCUTION HAZARD.**

Improper electrical wiring can cause personal injury or property damage. It is required by local codes that the unit be installed by a qualified HVAC technician or electrician. All wiring must be in accordance with NEC and existing local codes.

### **HUMIDISTAT CONNECTION**

To get an accurate and stable humidity reading, it is recommended that the humidistat is located inside living space within 10 feet of the humidifier unit (see illustration in Fig. 1). The humidistat housing can be fixed on a wall or cabinet. Avoid direct sunshine or areas with abnormal humidity. Push the keyed 3-way female connector into the male connector at the bottom of the humidifier. Please note:

- The sensor wires can be extended if necessary. Make sure that the wires are correctly and securely reconnected.
- The humidistat sensor can be located inside the returning duct if it is difficult to reach the living space.
- In the event of a humidistat sensor failure or unplugged, the humidity reading (blue number on the left) will display the error code 'E0'. Despite this error, the humidifier unit can still operate and begin spraying water mist once the hot air temperature reaches the preset level, bypassing the humidity level check.

### **WATER LINE CONNECTION**

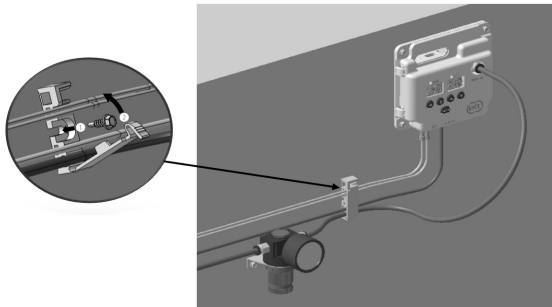
Please refer to the illustrations in Fig. 1 <sup>a</sup> for the water line connection. Install a 1/4" saddle valve (not provided) to a hot or cold-water line, connect an inline water filter (not provided).

A 1/4" outside diameter (O.D.) soft tube, such as a vinyl or thermoplastic polyurethane (TPU) tubing (working pressure > 80psi), must be used to connect the pressure regulator to the humidifier unit. Cut the tube so that it has extra 6" length and make a loop in front of the unit before pushing the end firmly into the push-to-connect fitting at the water inlet.

Install the wire clamp by using the mounting screws provided in the package at left side of the humidifier. Fix the wires and soft tubing as illustrated in Fig. 6. In this way, users can rotate out the spray nozzle bracket of the humidifier easily without stretching or severely bending any wires or tubing. Please note:

- Ensure proper installation by observing the flow direction indicators on the saddle valve and water filter to prevent water leakage, malfunction, or component damage.
- Avoid twisting the soft tube at the water inlet, as this could loosen the connector and cause leaks at the threads.
- Use a high-quality inline water filter to reduce scale and sediment build-up, and nozzle clogs. For households with hard water or high mineral content (>10gpg or >145ppm), should consider using water softener or a reverse osmosis (RO) filtration system.
- Consult local codes for proper plumbing.

After all the water lines are connected, turn the saddle valve on, check all the joints and around the body of humidifier for any water leaks.



**Fig. 6 Fix Wires and Soft Tubing**

## SET UP AND OPERATION

### WATER PRESSURE AND NUMBER OF SPRAY NOZZLES

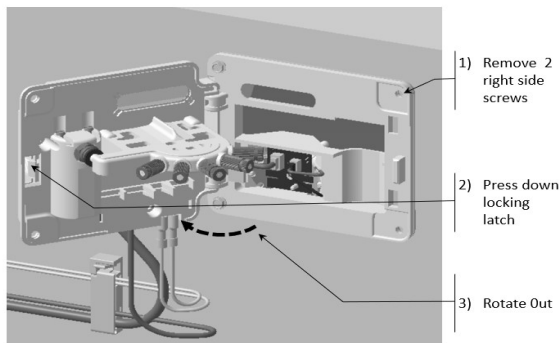
Users of the DIGI MISTER® humidifier can adjust the sprayed water mist in two ways: by adjusting the inlet water pressure and by controlling the number of nozzles in use. Please note:

- Adjust the pressure regulator to keep the water pressure between 30 to 60 psi, not too high and not too low (Pressure for residential water systems is normally 30~60 psi).
- Reducing water pressure decreases the stroke length and the quantity of water mist from each nozzle, improving the chances of full evaporation. Test data suggests that lowering water pressure from 60 to 30 psi shortens mist stroke length by 2–3 inches and reduces mist output by 30%.

- In rural areas where the water pressure fluctuates a lot set the pressure to match or slightly below the lower pressure limit, so that the inlet water pressure will be consistently all the time.
- Do not reduce the water pressure below 30 psi since the water mist cannot be atomized adequately at such low pressure.

The fan-shaped arrangement of five spray nozzles ensures that atomized water mist is dispersed widely and evenly into the duct. This facilitates quick and effective evaporation in the hot air.

Before installation, it's essential to check each nozzle using the provided nozzle tester (see Fig. 10) to make sure it sprays consistently fog-like fine water mist. Users can install between one to five spray nozzles on the humidifier, depending on the size of the plenum or supply ducts. The capacity ranges from 7 gallons per day (one nozzle) to 35 gallons per day (five nozzles) operating at 60 psi.



**Fig. 7 Swing -Out Spray Nozzle Bracket**

To access the nozzles, remove the two mounting screws on the right side of the unit, then press down the locking latch and rotate the spray bracket out, as illustrated in Fig. 7. Nozzles or stoppers can be installed or uninstalled by turning clockwise or counterclockwise with fingers. To avoid damaging the threads, do not use excessive force.

**⚠ WARNING: UV-C LIGHT HAZARD (DM538 ONLY).**

Disconnect the 24VAC power before opening the spray bracket. Leaking UV-C light is potentially harmful to both skin and eyes.

Following three key factors will determine the appropriate water pressure setting and the number of nozzles to be installed. The recommended strategy is to begin with a lower pressure setting and a smaller number of

nozzles. If the water mist can be fully evaporated, gradually increase the pressure or add more nozzles as needed:

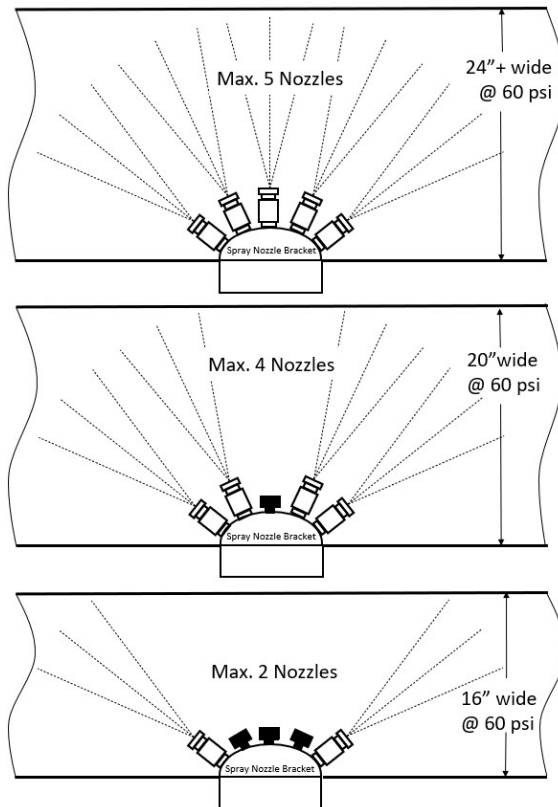
1) Housing or building size

The table below shows the approximate number of nozzles vs. the square feet of the conditioned space as a guide.

Square footage	1000~2000	1500~2500	2000~3000	2500~3500
Spray Nozzles @ 60 psi	1~2	2~3	3~4	4~5

2) Dimensional limitation of the plenum or duct

Fig. 8 displays recommended nozzle arrangements for installation in a horizontal duct (height  $\geq 10''$ ). Restricting the number of nozzles ensures mist evaporates before reaching the duct wall.

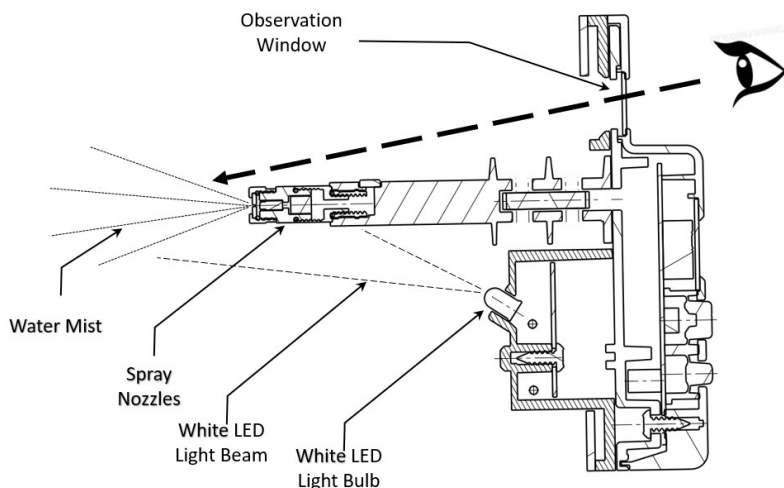


**Fig. 8 Horizontal Duct Width and Number of Nozzles @ 60 psi**

3) Evaporating status of water mist

Water mist evaporation depends on air temperature, water mist hanging time in hot air, and air movement speed, which can vary based on furnace type. Multistage furnaces or heat pumps typically have lower hot air temperature and slower blower speeds, making evaporation more challenging.

Users can monitor water mist status through the observation window as shown in Fig. 9, ensuring fog-like fine mist from each nozzle and evaporation. Check for wet spots or puddles, especially within 2-3 ft downstream from the nozzles. If plenum or duct surfaces remain dry and desired humidity isn't reached, gradually increase water pressure or add nozzles. Users must regularly check for puddles or drips to prevent water damage to the furnace and property.



**Fig. 9 Check Evaporating Status Through the Observation Window**

**⚠ WARNING: UV-C LIGHT HAZARD (DM538 ONLY).**

Do not look at the water mist from locations other than the observation window since UV-C light from DM538 humidifier can cause skin and eye damage.

**HUMIDITY AND HOT AIR TEMPERATURE SETTING**

To turn on the humidifier, adjust the house thermostat to start furnace operation. The humidifier powers up when the main blower circulates air and burner turns on. The display window shows current humidity level

(blue number on the left) and hot air temperature (red number on the right). By default factory settings, the humidifier starts to spray water mist if the relative humidity (RH) below 50% and the hot air temperature above 110°F (43°C). Users can adjust settings based on individual preferences using the following instructions:

- Press the “Set/Test” button once to enter humidity setting mode. A desired humidity value will be shown in the display. Users can press “▲” or “▼” buttons below the humidity display window to change it. After five seconds the room humidity level will reappear on the display and the set value will be saved.
- Press the “Set/Test” button twice to enter hot air temperature setting mode. A pre-set temperature value will be shown in the display window. Press “▲” or “▼” buttons below the window to adjust the value. After five seconds the current hot air temperature will reappear on the display and the set value will be saved.
- Press the “Set/Test” button three times to enter testing mode, activating the solenoid valve and spraying water mist for ten seconds. Press the button again within 10 seconds to stop the test spray and resume normal operation. This feature allows testing of the spray nozzle operation while bypassing humidity and hot air temperature checking.

Additionally, there are two more settings which can help run the humidifier more precisely and conveniently.

- Press the “▲” and “▼” buttons below the humidity window simultaneously to enter humidity value calibration mode. This is useful when the humidity reading is off a little bit from actual humidity. The adjustment value can be -10% to +10% RH.
- Press the “▲” and “▼” buttons below the temperature window simultaneously to switch the temperature unit between Fahrenheit (°F) and Celsius (°C).

All the setting values will be saved in memory permanently until a future change, even when the humidifier is powered off.

The recommended settings of relative humidity levels versus outside air temperature are outlined in the table below. These settings strike a

balance between RH levels optimal for comfort and humidity levels suitable for home protection, while preventing excessive condensation on the windows.

Outside Temperature	Recommended RH Setting
+40° F(+4° C)	45%
+30° F(-1° C)	40%
+20° F(-7° C)	35%
+10° F(-12° C)	30%
0° F(-18° C)	25%
-10° F(-23° C)	20%
-20° F(-29° C)	15%

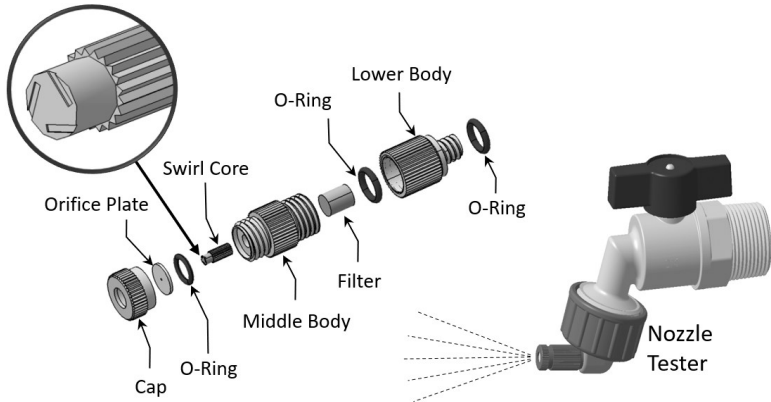
Proper hot air temperature is crucial for water mist evaporation in the plenum or duct. The recommended setting range is 100 to 120°F (38 to 49°C). Higher hot air temperatures could facilitate quick and effective water mist evaporation. However, achieving higher temperatures may prolong the time required, potentially reducing water mist spray time during each heating operation period.

As long as the duct surface and hot air temperature remain below the afore mentioned limit (150°F or 65°C), the humidifier can be mounted close to the heat exchanger, such as directly above the evaporator of an air conditioner, the temperature can be set higher. It's worth noting that the hot air temperature in single-stage furnaces typically exceeds that of multistage furnaces and heat pumps.

## MAINTENANCE

Proper maintenance and cleaning ensure the humidifier provides years of dependable, trouble-free, and efficient service. A critical component is the specially designed spray nozzles, engineered to generate fog-like fine mist even at low water pressure (refer to nozzle assembly and tester in Fig. 10).

Before installation, carefully check all nozzles using the provided nozzle tester, regardless of whether they are new or used. Due to their small components and tiny orifice holes (0.1mm), any contamination, debris, or build-up during production, transportation, or operation could adversely affect their performance.



**Fig. 10 Spray Nozzle Assembly**

Follow these simple steps to check each nozzle:

- Install the nozzle tester on a  $\frac{3}{4}$ " faucet or garden hose
- Tighten a nozzle on the tester by turning it clock-wise
- Turn on the water to check the status of the water mist. Gently tap the tester can help the nozzle to spray atomized fine mist. A back light or flash light can help to see the water mist clearly.
- If the water spray has following symptoms:
  - Abnormally split spray pattern
  - Asymmetric spray pattern
  - Constant solid water stream
  - Absence of water spray

Remove the nozzle cap and the white orifice plate, clean them if any debris or build-up is present. Insert the provided clean needle from back side of the orifice hole, pushing it several times to ensure the hole is smooth and clear. For used and dirty nozzles, disassemble all components, soak in white vinegar or other scale remover product for about 30 minutes and clean them as necessary. Reassemble and test the nozzle again. If the nozzle sprays fine mist with an evenly spread-out pattern consistently, it is ready to be installed on the humidifier.

After installing the tested nozzles on the humidifier, check through the observation window (FIG. 9) to verify that all the nozzles are still spraying

an atomized fine mist. During the winter season, inspect the water inlet pressure and mist status of each nozzle at least weekly, ensuring there are no water puddles or drips inside or outside the plenum or duct.

Please don't use any other type nozzles on the DIGI Mister® humidifiers to avoid poor evaporation or water damage.

At the end of each heating season, it is strongly recommended to perform the following steps:

- 1) Disconnect the 24VAC power from the furnace
- 2) Turn the water saddle valve off
- 3) Remove the water filter from the water line
- 4) Allow the water in the pressure regulator, soft tubing, and humidifier to run out, or blow out using compressed air.
- 5) Replace all spray nozzles by using spray stoppers to seal the spray bracket water way
- 6) If necessary, remove the humidifier and clean the surfaces inside the duct, especially the observation window lens, white LEDs and UVC LEDs.
- 7) Clean and dry all the nozzles and store them in a bag.

The user of DM538 humidifier can keep the electrical connection shown in Fig. 5 so that the unit still has disinfection and purification functions of UVC LEDs during the summer season when the AC is running.

Install a new water filter and fresh tested spray nozzles at the start of each new heating season.

### *Question and Customer Support*

**US and Canada: 1 888 966 8074**

**E-mail: [CustomerSupport@Unisys-Technologies.com](mailto:CustomerSupport@Unisys-Technologies.com)**

**Web Site: [www.Unisys-Technologies.com](http://www.Unisys-Technologies.com)**

## WARRANTY

Unisys Technologies LLC provides a two-year warranty from the purchase date for all new DIGI MISTER® humidifiers bought from us or authorized sellers. This warranty covers defects in material and workmanship under normal, non-commercial use and services. All components are included in this warranty, except expendable items like spray nozzles.

Unisys Technologies LLC will repair or replace this product or any parts of the product to be defective during the warranty periods. Replacement will be made with a new or remanufactured product or component. If the product is no longer available, replacement may be made with a similar product of equal or greater value.

Please submit it online at [www.unisys-technologies.com/product-warranty](http://www.unisys-technologies.com/product-warranty) to activate your warranty. Also keep the original sales receipt of an authorized seller by Unisys Technologies LLC, as dated proof of purchase is required to obtain the warranty. This warranty is valid for the original purchaser from the date of initial retail purchase and is not transferable. In no event shall liability exceed the purchase price paid by the purchaser of the product. Under no circumstances shall there be liability for any loss direct, indirect, incidental, or consequential damage arising out of, or in connection with the use of this product.

We are not responsible for damages from the use of water softeners or treatments, chemicals, or descaling materials. This warranty does not cover parts installed by unlicensed HVAC or electrical contractors. This warranty does not cover parts damaged as a result of misuse, abuse, use on improper voltage or current, or any use other than its intended use, accident, or from improper operation, maintenance, installation, modification, or adjustments. Further, the warranty does not cover acts of God, such as fire, flood, hurricanes, or tornadoes.

UNISYS TECHNOLOGIES LLC SHALL NOT, UNDER ANY CIRCUMSTANCES BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES (INCLUDING, BUT NOT LIMITED TO, LOSS OF PROFITS, REVENUE OR BUSINESS) OR DAMAGE OR INJURY TO PERSONS OR PROPERTY IN ANY WAY RELATED TO THE MANUFACTURER OR THE USE OF ITS PRODUCTS. The exclusion applies regardless of whether such damages are sought based on breach of warranty, breach of contract, negligence, strict liability in tort, or any other theory, even if Unisys Technologies LLC has notice of the possibility of such damage.

Some states, provinces, or jurisdictions do not allow the exclusion or limitation of incidental or consequential damages or limitations on how long an implied warranty lasts, so the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights, and you may also have other rights that vary from state to state.

## TROUBLESHOOTING GUIDE

<i><b>Symptom</b></i>	<i><b>Possible Cause</b></i>	<i><b>Recommended Action</b></i>
Error Code: E0 (Blue number on the left)	Loose connections of the humidity sensor	Check humidity sensor connector for loose connection or broken wires
	The humidity sensor is defective	Inspect the sensor housing, wires and connector for possible damage. Contact customer service for help.
	The humidity sensor is unplugged intentionally	When use a smart thermostat (NEST or EcoBee) to power up the humidifier, no humidity sensor is required.
Error Code: E1 (Red number on the right)	Hot air temperature exceeds 150°F (65°C) at the mounting location.	Relocate the humidifier far away from the burner, make sure the highest temperature is below the temperature limit.
		Otherwise, the humidifier will be damaged quickly and the warranty will be voided.
Both displays show "888" or "----" after powered up	The humidifier is underpowered, meaning the input voltage is far below 24V AC, or the transformer power rating is below 10VA.	Use a multimeter check the input voltage. It must be about 24V AC, or use a transformer with at least 10VA wattage.
Wet spot or water puddles in the duct	Nozzle sprays solid water stream or abnormal spray pattern which hits duct wall.	Clean and check the nozzle by using nozzle tester before install on the humidifier.
	Nozzle is too close to the wall even it sprays fine water mist.	Remove the nozzle which is too close to the wall. Reduce the water pressure in order to decrease the mist stroke.
No water mist sprayed even when humidity and hot air temperature reach the preset point	No water at the humidifier inlet.  Solenoid valve doesn't open.	Turn on the saddle valve
		Check water pressure at the pressure regulator. Contact customer service for help.
Water leaking at the front of the humidifier	Loose connection of the push-in connector at the water inlet.	Push the soft tube all the way into the connector to secure the connection
	The push-in connector is loose from the solenoid valve.	Disconnect the soft tube, use a 10mm socket to tighten the connector.
Water leaking at the inside of the humidifier	Loose nozzles or stoppers.	Open the nozzle bracket, check and tighten the loosen nozzles and stoppers
	Water leak from the ultrasonic welding on the nozzle bracket.	Make sure that the water pressure is below 60 psi and contact customer service for help.
	Solenoid valve doesn't close completely	Contact customer service for help.
Weak or no light inside the observation window	The white LEDs are partially or completely covered by scale and sediment build-up.	Remove the scale and sediment build-up on the white LEDs and UVC LEDs.
	Lose connections of the connectors on the LED board.	Check or reconnect the two small connectors on the LED board.
	White LEDs burned out or no power to the LED board.	Contact customer service for help.
Nozzles are clogged frequently	Low water quality or very high hardness of the water	Use a good quality inline water filter
		Consider use water softener or reverse osmosis (RO) system if the water hardness is above 10gpg or 145ppm.