

# **EXPERT XL1/EXO**

fragrance diffuser product manual



**PHOENICIA**  
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# SPECIFICATIONS

**Battery Powered**

**Bluetooth Control**

**10 Intensity Levels**



Product Expert XL1/Exo

Size 7" x 6.7" x 3"

Volume 6 fl oz

Coverage 304 sf

Power Battery D-Size x4 (not included)  
USB 5V (USB cable not included)

## PARTS INCLUDED



3M tape



mounting bracket



bottle



key



screws



manual

USB port

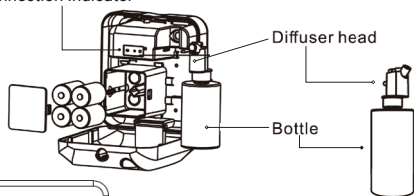
Hanging hole



Key



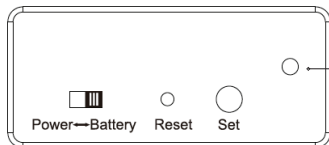
Connection Indicator



Diffuser head

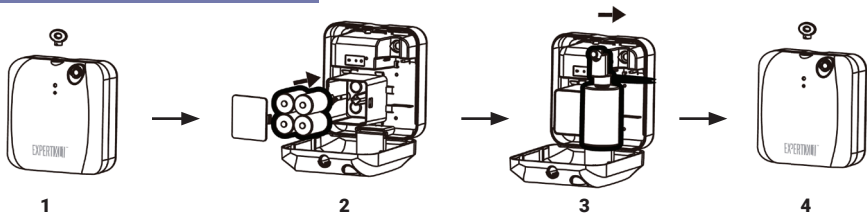
Bottle

Connection Indicator  
(Located on inside of diffuser)

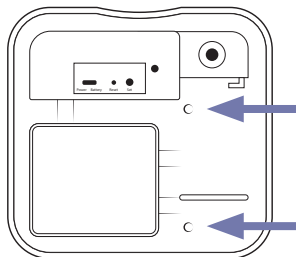


Power → Battery Reset Set

# INSTALLATION



1. Insert key to top of diffuser and twist to **OPEN**. Press fixed button on the top and push forward.
2. Choose "**Power Mode**" or "**Battery Mode**". Plug in USB or insert battery. (If connecting to power for the first time, please wait about 12 minutes to let machine fully charge.)
3. Tightly connect the atomizer head and the fragrance bottle, and install them into the diffuser.
4. Insert key to top of diffuser and twist to **CLOSE** for locking.



Locate circular holes on the inside of the unit and drill the provided screws through the unit into the wall.

We do not recommend using the included mounting bracket.

\*For extra security we recommend using the hardware included to mount your device.

\*\*DO NOT USE 3M TAPE ONLY.

## HOW TO OPERATE



### Bluetooth Indicator

**LIGHT IS ON:** diffuser is connected

**LIGHT IS FLASHING:** diffuser is open for connection

**LIGHT IS OFF:** diffuser is not connected

Once diffuser is connected to app, you can control settings such as schedule, times and intensity.

See section below "Connecting to App"

## CONCENTRATION & CONSUMPTION

Grade	G1	G2	G3	G4	G5
Intervals (min)	15m	13.5m	12m	10.5m	9m
Grade	G6	G7	G8	G9	G10
Intervals (min)	7.5m	6m	4.5m	3m	1.5m

## NOTES

1. The machine diffuses for 5 seconds for each grade.
2. Consumption may differ based on grade and oil.

## CLEANING DIFFUSER

To protect the life of your diffuser and ensure optimal performance, be sure to clean your diffuser **once a month** or when you **refill the bottle with fragrance, change fragrances or you notice the atomization volume goes weak.**

### Steps to Clean:

1. Remove fragrance bottle and diffuser head
2. Unscrew fragrance bottle from diffuser head
3. Fill 15% of the fragrance bottle with isopropyl alcohol, reattach to diffuser and diffuse 5-10 times
4. Dispose of alcohol, air out the diffuser head and bottle and replace with fragrance

## WARNING

1. Please keep the machine vertical. If tilted or laid flat, it may cause the oil overflow. The efficiency of the machine may be affected. Keep out of reach of children.
2. Do not modify, disassemble or repair the machine. If any failure happens to the machine, please contact our technical personnel.
3. When diffuser is first used or hasn't been used for more than 7 days, the control board needs to be reset. Please insert batteries or plug in and wait for 1-2 minutes. The machine will turn back on automatically.

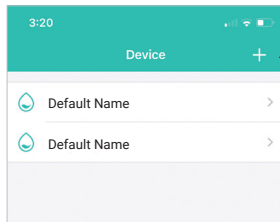


# CONNECTING BLUETOOTH

Download the app for more convenience and control.

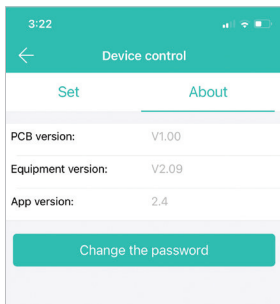


1. Turn on diffuser
2. Open Scent Marketing app on smart device
3. Locate diffuser (default name will appear)
4. Enter default password - 8888
5. Customize your diffuser settings

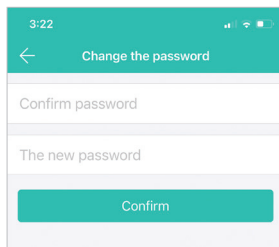


Add new device

To change default password (8888) to custom password, navigate to the ABOUT tab.



Customize Password



# CONNECTING BLUETOOTH

Custom schedule allows you to program multiple start/stop times, intensity levels, and days of operation

The image displays two screenshots from a mobile application used for configuring a diffuser's custom schedule.

**Left Screenshot: 'Set' screen**

- Name:** Diffuser Name (Custom name)
- Label:** Entry Way (Diffuser location)
- Buttons:** A green '+' button to 'Add custom schedule' and a toggle switch to 'Schedule ON/OFF'.
- Custom Schedules:**
  - 05:00 - 08:30 Grade: 3 (Every day)
  - 09:00 - 12:00 Grade: 4 (Every day)

**Right Screenshot: 'Working period setting' screen**

- Time Selection:** A grid to 'Set Start/Stop time' with columns for 'The start time' and 'The end time'. The selected times are 05:00 and 08:30.
- Repeat:** Buttons for 'Mon', 'Tue', 'Wed', 'Thur', 'Fri', 'Sat', and 'Sun' to specify 'Days of operation'.
- Intensity:** A checked 'Grade' option with a value of 3 and a '+' button to 'Select intensity level'.
- Custom Settings:** A 'Custom' option with 'Work Time(S)' and 'Stop Time(S)' fields. The selected values are 3 and 60. A note indicates this is a 'Custom setting to adjust the amount of secs the device diffuses and the amount of secs it pauses.'

For any questions about connecting your diffuser through bluetooth,  
please contact [customerservice@phoeniciaessence.com](mailto:customerservice@phoeniciaessence.com)

# TROUBLESHOOTING

For optimal performance and to avoid any clogging of your diffuser, only use essential oil blends from Phoenicia Essence or Arizona Air-Scent. These fragrances have been carefully developed specifically for our diffusers. Failure to do so may cause damage to your machine.

Always ensure your diffuser is kept in an upright position. Tilting of diffuser may cause oil to leak onto surface.

PROBLEM	POSSIBLE CAUSE	SOLUTION
Device not diffusing	<ul style="list-style-type: none"><li>• Device is in "pause mode" in between cycles</li><li>• Faulty pump</li></ul>	<ul style="list-style-type: none"><li>• Wait for diffuser to change to "working mode"</li><li>• Replace pump*</li></ul>
Device does not turn on	<ul style="list-style-type: none"><li>• Dead batteries</li><li>• Faulty power source</li></ul>	<ul style="list-style-type: none"><li>• Replace (4) size D batteries</li><li>• Check power source</li></ul>
Can hear device working but fragrance mist is low, not visible and cannot smell fragrance	<ul style="list-style-type: none"><li>• Diffuser core is clogged</li><li>• Device is in "pause mode" in between cycles</li><li>• Damaged or loose gasket</li><li>• Loose tube</li></ul>	<ul style="list-style-type: none"><li>• Replace fragrance with alcohol and through diffuser for 5 min</li><li>• If that does not work, replace diffuser core*</li><li>• Wait for diffuser to change to "working mode"</li><li>• Replace damaged gasket*</li><li>• Tighten tubing</li></ul>
Fragrance oil is leaking	<ul style="list-style-type: none"><li>• Fragrance bottle is loose</li><li>• Diffuser is not vertical</li></ul>	<ul style="list-style-type: none"><li>• Ensure fragrance bottle is fastened straight and tight</li><li>• Ensure diffuser is standing upright</li></ul>
Device emitting loud, unusual noise	<ul style="list-style-type: none"><li>• Air pump is loose</li><li>• Air pump is damaged</li></ul>	<ul style="list-style-type: none"><li>• Re-tighten the pump</li><li>• Replace air pump*</li></ul>

\*For replacement parts, please contact [customerservice@phoeniciaessence.com](mailto:customerservice@phoeniciaessence.com)



## PLACEMENT RECOMMENDATIONS

- Choose a location where the fragrance can utilize natural airflow.
- Mount your diffuser at least 6.5 ft - 7 ft up the wall, out of the reach of children and pets using the recommended hardware provided.
- It is best to place away from air vents for optimal performance.
- For larger rooms, place your diffuser in a centralized location for more even fragrance diffusion.
- Smaller rooms will require less output and diffusers can be placed in a convenient location.
- Keep the diffuser in an open area. **Do not** place directly behind furniture or anything that can block the flow of fragrance.



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fragrances to remember