

OFFICEMATE

fragrance diffuser product manual



PHOENICIA
essence™

SPECIFICATIONS

Plug and Play

Bluetooth Control

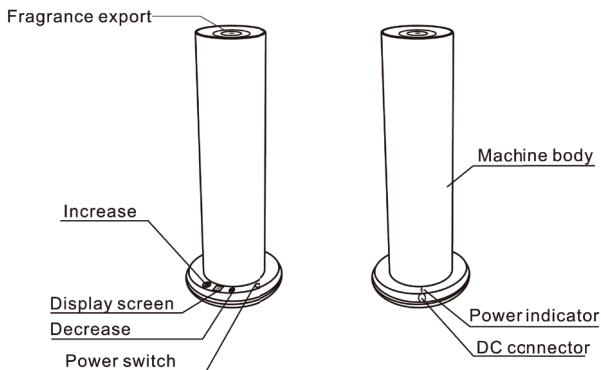
10 Intensity Levels

Product OfficeMate

Size 11" x 4.4"

Volume 4 fl oz

Coverage 304 sf



What's Included

Be sure the packaigina is complete when you first open it. If anvthing is



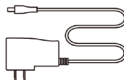
Machine



+



+



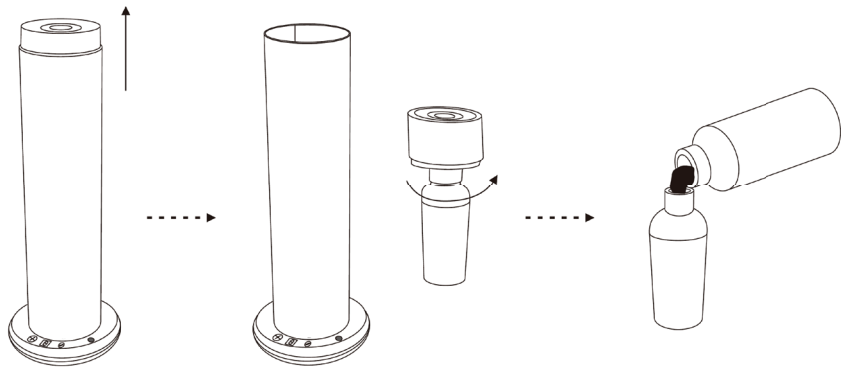
+



Manual

FILL FRAGRANCE

1. Press the top cover to open the machine.
2. Take out the top cover with diffusion head and bottle.
3. Unscrew bottle.




OPERATION



Power ON

Connect with included power adapter, a short “beep” - power-on voice comes out, and the screen will display scent intensity.

Power OFF

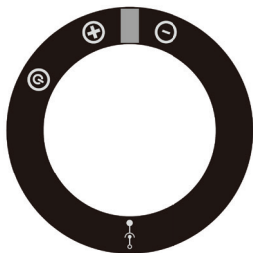
Press  , no display on panel.

Intensity Setting

(9) Intensity levels. Press  to increase intensity, press  to decrease.

Power Indicator

 indicates the direction of the power supply.



HOW TO OPERATE

INTENSITY AND CONSUMPTION

Grade	G1	G2	G3	G4	G5
Working(s)	30s	60s	90s	120s	150s
Stop(s)	270s	240s	210s	180s	150s
Consumption(ml/h)	0.05	0.10	0.15	0.20	0.26
Grade	G6	G7	G8	G9	
Working(s)	180s	210s	240s	270s	
Stop(s)	120s	90s	60s	30s	
Consumption(ml/h)	0.29	0.33	0.37	0.41	



INCREASE GRADE INTENSITY



DECREASE GRADE INTENSITY

NOTES

1. Above data is based on standard test oil.
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 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 minutes
 4. Dispose of alcohol, air out the diffuser head and bottle and replace with fragrance
-

WARNING

1. Please keep the machine vertical. Do not tilt or lay flat or it may cause the oil overflow which will contaminate the equipment circuit. The efficiency of the machine may be affected. Keep out of reach of children.
2. Shall not modify, disassemble or repair the machine. If any failure happens to the machine, please contact our technical personnel.

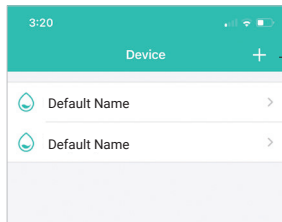


CONNECTING BLUETOOTH

Download the app for more convenience and control.

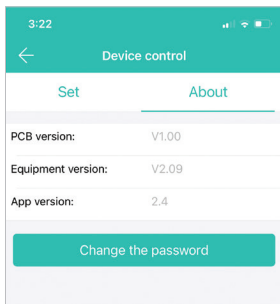


1. Turn on diffuser
2. Open Scent Marketing app on smart device
3. Locate diffuser (default name will appear)
4. Enter default password - 8888
5. Customize your diffuser settings

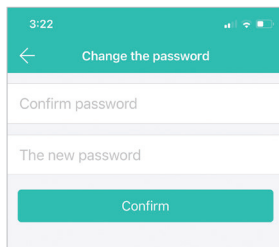


Add new device

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

11:05

Device control Save

Set About

Name:
Diffuser Name

Label:
Entry Way

+ Add custom schedule

05:00 - 08:30 Grade: 3
Every day

09:00 - 12:00 Grade: 4
Every day

— Custom name

— Diffuser location

+ Add custom schedule

— Schedule ON/OFF

11:05

Working period setting Save

The start time The end time

04	59	07	29
05	00	08	30
06	01	09	31

Repeat

Mon Tue Wed

Thur Fri Sat Sun

Grade 3 +

Custom

Work Time(S)	Stop Time(S)
3	60
4	61
5	62

— Set Start/Stop time

— Days of operation

— Select intensity level

— 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

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">• Device is in "pause mode" in between cycles• Faulty pump	<ul style="list-style-type: none">• Wait for diffuser to change to "working mode"• Replace pump*
Diffuser spraying liquid	<ul style="list-style-type: none">• Diffuser core is damaged• Machine is tilted or angled	<ul style="list-style-type: none">• Replace diffuser core*• Make sure device is upright
Can hear device working but fragrance mist is low, not visible and cannot smell fragrance	<ul style="list-style-type: none">• Atomization head is blocked• Diffuser core with straw is missing• Pump is damaged	<ul style="list-style-type: none">• Replace fragrance with alcohol and run through diffuser for 5 min• Replace diffuser core w/ straw*• Replace pump*
Fragrance oil is leaking	<ul style="list-style-type: none">• Fragrance bottle is loose• Diffuser is not vertical• Seal is broken or missing	<ul style="list-style-type: none">• Ensure fragrance bottle is fastened straight and tight• Ensure diffuser is standing upright• Replace seal*
Device emitting loud, unusual noise	<ul style="list-style-type: none">• Air pump is loose• Air pump is damaged	<ul style="list-style-type: none">• Re-tighten the pump• Replace air pump*
No display on screen	<ul style="list-style-type: none">• Loss of power• Faulty power source/plug• Display screen is damaged	<ul style="list-style-type: none">• Make sure power is ON• Try different outlet. Replace plug*• Replace display screen*

*For replacement parts, please contact customerservice@phoeniciaessence.com

PLACEMENT RECOMMENDATIONS

- Choose a location where the fragrance can utilize natural airflow.
- Place your diffuser on a flat surface or shelf, out of the reach of children and pets.
- 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.



fragrances to remember