

# IN ESSENCE® 360

## The Next Generation of Diffusers

### FREQUENTLY ASKED QUESTIONS

#### Why won't my diffuser switch on even with water in it?

It is important to use the correct amount of water. The In Essence 360 Diffuser has a 100 ml water capacity. If there is too much water or too little water (under 20 ml) the diffuser will not switch on. Check that the vessel of the diffuser is holding 100mls of water and then switch on the diffuser.

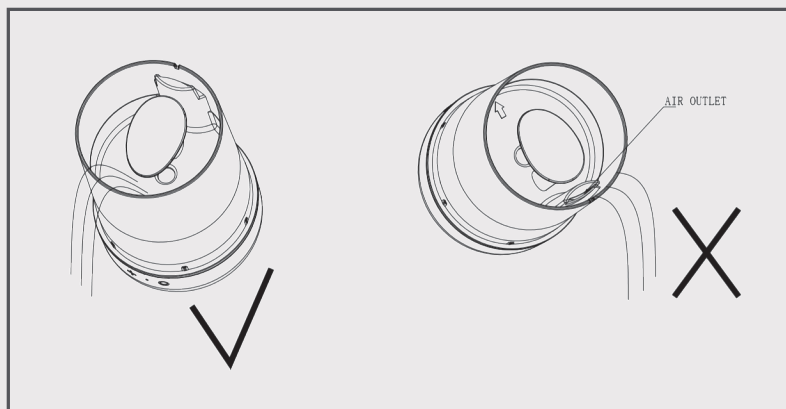
Please check if the diffuser requires further charging whilst on the portable setting.

The base of the 360 Diffuser unit itself should be kept on a clean surface at all times. Any dust or dirt that might be caught in between the air inlet will interfere with the dispersion of the mist.

#### How do I safely add water to my diffuser each time I use it?

It is crucial to always add and remove water from the In Essence 360 Diffuser on the opposite side to the air outlet. The air outlet must remain free of water as this is the area that establishes the incredible 360 degree effect of mist dispersion. Please see image below detailing where to always add / remove water.

If water is spilled into the air outlet, this will result in water getting into the internal mechanics and will damage the diffuser and prevent it from functioning. If a small amount of water accidentally spills into the diffuser air outlet please unplug and turn the power off immediately and let the diffuser body (without top lid) air dry for more than 24 hours before turning it back on.



#### The In Essence 360 Diffuser only ran for a few hours. Why is this?

The In Essence 360 Diffuser will run for 4 hours fully charged in a completely wireless and portable mode. To use the 360 Diffuser for a longer period of time, return the diffuser to the base to enjoy it for up to 8-10 hours of intermittent use whilst charging.

#### I can't seem to put the cover on the water tank of my In Essence 360 Diffuser properly?

The logo that appears towards the top of the cover of your 360 Diffuser must line up with the two front control buttons. Once you have centred the logo you can push down gently and the cover will be secure. To remove, simply lift.

## **How do I know my battery is charging as it should be?**

The 360 Diffuser uses a lithium battery. Battery life is the amount of time a battery runs for before it needs to be recharged. Battery lifespan is the amount of time a battery lasts until it needs to be replaced. It's important to maximise battery performance and help extend battery lifespan. For example, keep your In Essence 360 Diffuser at low charge if you are storing it away and it's not in use for longer periods of time. It is important to avoid using your In Essence 360 Diffuser in extremely hot areas or leaving your diffuser in hot environments, including direct sun exposure, for extended periods of time.

## **My In Essence 360 Diffuser doesn't seem to be charging. How do I tell?**

If the diffuser is not charging it is important to check that the charging plate is connected to power. With the power switched off at the outlet, ensure that the power cord is connected. Once you are satisfied that the power cord is connected it is imperative that the cord is then connected firmly to the plate. Once all points have been reconnected turn the power on. You will now see an illuminated light at the front.

## **Can I use my In Essence 360 Diffuser in any room of the house because it's portable?**

Whilst the In Essence 360 Diffuser is completely portable, it's important to follow our general guidelines for diffusing Pure Essential Oils. Be sure to always follow our guidelines for diffusing around babies, children and pets. This information can be found on our website. Always use your diffuser in a well ventilated room. Do not use the diffuser close to the edge of a pool or bathtub. The In Essence 360 Diffuser is not a waterproof device and is not recommended for outdoor use.

## **Can I use my In Essence 360 Diffuser as a nebuliser or vaporiser?**

The In Essence 360 Diffuser is designed to enjoy the therapeutic benefits of In Essence 100% Pure Essential Oils. Some vapour will be present as this is the nature of diffusing water which adds an element of moisture to the air. We cannot guarantee a particular level of humidity that can be generated from using a diffuser. We do not manufacture medical grade devices. It is important to speak to your health professional for further recommendations if you are looking to purchase a medical device.

## **Can I plug the USB cord into my own adapters, laptops and computers?**

The 360 Diffuser USB cord should only be used with the 360 Diffuser adapter provided in the box. When connecting the USB cord to your laptop, computers, other electronic goods and other branded adapters, it will prevent the diffuser from working properly and safely.

## **Is it normal if I see minor water droplets and condensation on the mist outlet and nearby surfaces of the 360 Diffuser?**

The 360 Diffuser has been tested at ambient temperature and standard humidity for mist condensation. Sometimes, at low room temperatures and humid environments, the mist may condense quicker than usual and form water droplets. This is completely normal and therefore safe.

## **How do I maintain and clean my In Essence 360 Diffuser?**

A mild detergent is suitable for cleaning the internal vessel as well as the outside of the 360 Diffuser. Please do not immerse the diffuser in water to clean.