

Warranty and Troubleshooting Guide

Issue	Check Steps	Outcomes
1 or more UV Indicator lights are out	<p>Replace UV bulb(s) with known working UV Bulb(s) and see if the issue persists.</p> <p>Alternatively swap bulb locations if only one indicator light is out.</p>	If known working bulb(s) resolved the issue, dispose of bad bulb(s) and keep replacement bulb(s) in the air system.
		If known good bulb(s) did not resolve the issue, check to confirm if the bulb is actually turning on or not.
		This can be checked by removing the EnviroKlenz Air Cartridge from the air system and then briefly running the system to see if you can see the glow from the UV bulbs inside the system.
		<p>CAUTION: do not look directly at operational UV bulbs.</p> <p>Contact Timilon Technical Support if you are unable to resolve the issue with known functioning UV bulb(s).</p>
Air system is not turning on.	Source of power and air system door switch	Verify the air system is properly plugged in to an active outlet.
		Make sure the air system plug is properly connected to the air system.
		Check to ensure the back door of the system is on and the safety switch is being activated by the door being correctly installed.
		Contact Timilon Technical Support if you are unable to resolve the issue.
Air system is making an atypical or loud noise	Check for physical obstructions or determine source of sound	Briefly run the air system to determine the source of the sound. Does it sound like a physical item is hitting or moving around? Does it sound like air movement? Does it sound like the blower is hitting something as it moves? Does it have an electrical sound to it?
		Does the air system make the noise with the UV feature on, off, or both?
		Contact Timilon Technical Support with the findings and next steps.
Air system has suffered some physical damage to the exterior of the device and not sure if this has impacted performance or functionality	Take images of damage and a short video if the device running	Contact Timilon Technical Support with the findings and next steps.
Air system seems to have an odor after a period of normal functionality	This may be an indicator that it is time to change one of the filters	Change the filters and run on low for 24 hours. If the odor still is there contact Timilon Technical Support.

CALL: 239-330-9650 and ask for the SUPPORT TEAM.

EMAIL: support@timilon.com

ONLINE: <https://enviroklenzairpurifiers.com/warranty/>