DREO | Cool Mist Humidifier
HM420S

USER MANUAL



Thanks for Choosing DREO!

Your support means the world to us.
We hope you enjoy our product as much as we did creating it.

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IMPORTANT SAFETY INSTRUCTIONS

01

READ ALL CAUTIONARY MARKINGS ON THE APPLIANCE AND SAFETY INSTRUCTIONS IN THE USER MANUAL BEFORE USE AND SAVE THESE INSTRUCTIONS



DO NOT touch or hold the mains plug with wet hands.



DO NOT block or cover the nozzle while in operation.



DO NOT let children or pets play with this appliance.

General Safety

1. Children shall not play with the appliance. Cleaning and maintenance shall not be performed by children without supervision.
2. Use the appliance as described in the user manual only. Any other use not recommended in the user manual may cause fire, electrical shock, or personal injury.
3. This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervisicon or instruction concerning use of the appliance by a person responsible for their safety. Children should be supervised to ensure that they do not play with the appliance.

Operation Safety

1. Always place this appliance on a firm, flat and level surface to avoid dropping or tilt.
2. Always place this appliance 2 feet (60 cm) above the floor, 12 inches (30 cm) away from the wall or wooden furniture.
3. DO NOT move this appliance while it is on.
4. DO NOT attempt to repair any parts on this appliance. Doing so will void your warranty. The inside of this appliance contains no user serviceable parts. All servicing should be performed by qualified personnel only.

5. Never leave water in the reservoir when the appliance is not in use.
6. Do not permit the area around the humidifier to become damp cor wet. If dampness occurs, turn the output of the humidifier down.If the humidifier output volume cannot be turned down, use the humidifier intermittently. Do not allow absorbent materials, such as carpeting, curtains, drapes, or tablecloths, to become damp.
7. Do not immerse in water and any other liquids.
8. Do not use the appliance until the base is installed.
9. Do not insert your fingers, pencil and any other objects into the grilles while in operation.
10. Warning: Micro-organisms that may be present in the water or in the environment where the appliance is used or stored, can grow in the water reservoir and be blown in the air causing very serious health risks when the water is not renewed and the tank is not cleaned properly every 3 days.

Electricity Safety

1. Make sure that the voltage of your electricity supply is the same as that indicated on the appliance.
2. Always unplug before cleaning or leaving the appliance unused for a long period of time.Keep your hands dry when plugging/unplugging.
3. To avoid fire hazard, NEVER put the cord under rugs, near heat registers, radiator, stoves or heaters.
4. Do not use this appliance if the cord has been damaged to avoid fire or electric hazard.
5. Keep the cord out of heavy traffic areas and where it will not be tripped over.
6. Do not operate any humidifier with a damaged cord or plug. Discard the appliance or return to an authorized service facility for examination and/or repair.
7. Do not run cord under carpeting. Do not cover cord with throw rugs, runners, or similar coverings. Do not route cord under furniture or appliances. Arrange cord away from traffic area and where it will not be tripped over.
8. WARNING: To reduce the risk of fire or electric shock, do not use this humidifier with any solid-state speed control device.

9. This appliance has a polarized plug (one blade is wider than the other). To reduce the risk of electric shock, this plug is intended to fit in a polarized outlet only one way, If the plug does not fit fully in the outlet, reverse the plug. If it still does not fit, contact a qualified electrician. Do not attempt to defeat this safety feature.

FOR HOUSEHOLD USE ONLY
READ AND SAVE THESE INSTRUCTIONS

Gentle Reminder



Check the appliance regularly and refer to TROUBLESHOOTING or contact our customer support if it shows any of the following signs:

- Power cord or plug is damaged.
- Loud noise, unusual smell or excessive heat.

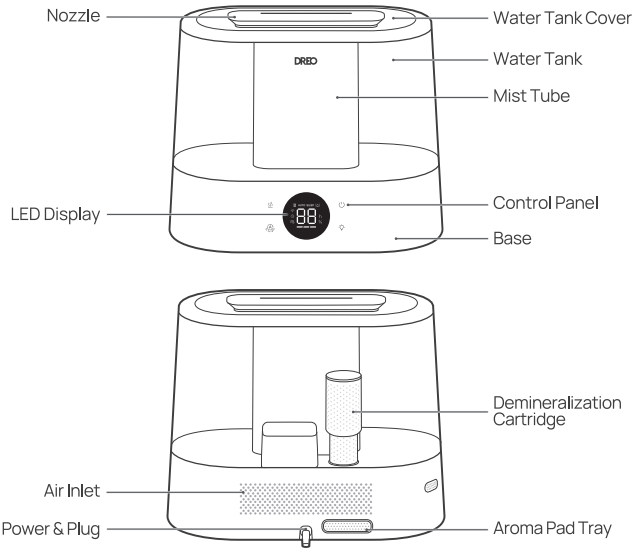
Specifications

Model No.	DR-HHM010S
Input	AC 120V 60Hz
Rated Power	28W
Water Tank Capacity	4L

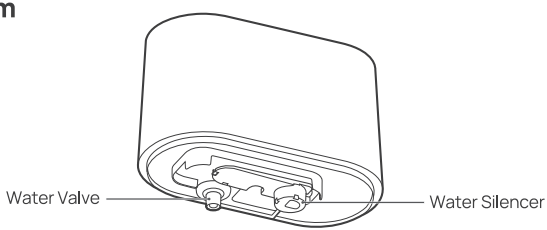
KNOWING YOUR HUMIDIFIER

02

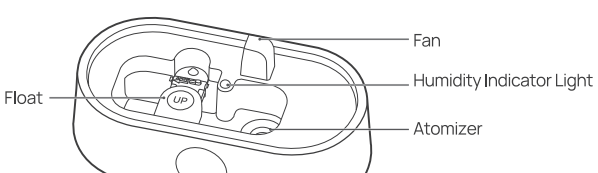
Package Contents



Bottom



Base





User Manual



Aroma Pad



Cleaning Brush

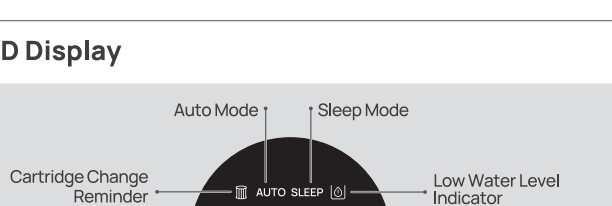


Demineralization Cartridge



Quick Start Guide

LED Display



Note:

- When humidity levels are below 10%, the display will show “LO”.
- When humidity levels are above 90%, the display will show “HI”.
- When the water is low, the Low Water Level Indicator will flash for 5 seconds then the humidifier will switch to standby.
- When receiving Software upgrades, the display will show “UP”, the humidifier can't be operated until the update ends.

Control Panel

Power Button
- Turn the humidifier on/off.
- Long press for 7 seconds to restore WiFi and factory settings.

Manual Mode Button
Switch between Low/Medium/High mist level

Auto Mode Button
-Turn Auto Mode on
-Long press for 5 seconds to enter WiFi settings
-When first activated, the screen will display the target humidity.
-Tap the A button to increase the target humidity by 5% (target humidity range from 30% to 90%.)
-In Auto Mode, mist level is adjusted according to your target humidity.
- Press the Manual Mode Button to exit Auto Mode.

Humidity Indicator Light
- Turn the humidity indicator light on/off.
- You can turn off the beep sounds using the humidity indicator light button or through the DREO app.

Humidity Indicator Light



The humidity indicator light will change according to your room humidity level.

Light Color	Humidity Level
Yellow	≤30%
Green	31% - 60%
Blue	≥61%

CONNECTING TO YOUR HUMIDIFIER

03

Before connecting the appliance to your mobile device, please scan the QR code on the left or go to the app store and search **"DREO"**, then select and download the app.

Look for **"HM420S"** when connecting your new appliance.

Download on the App Store

GET IT ON Google Play

You can use the DREO app to connect your appliance to **Amazon Alexa** or **Google Home.** Please follow the in-app instructions to set up your voice assistant.

NOTE: You must create a DREO account to access voice assistants.

1. Launch DREO and sign in or create account by following in-app instructions.
2. Enable Bluetooth on your mobile device and plug in your appliance.
3. Hold the for 5 seconds to start WiFi connection settings.
   (Tip: The WiFi icon will keep flashing when pairing.)
4. Tap + **Add Device** and select **HM420S.**
5. Follow in-app instructions to complete WiFi connection.
6. You're now ready to control the appliance on your app.
   (Tip: To restart connection settings, hold again for 5 seconds)
   Long press for 7 seconds to unpair WiFi and restore factory settings.

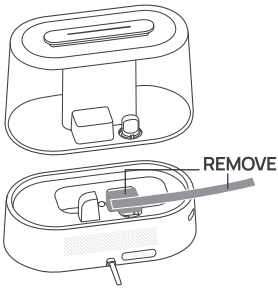
USING YOUR HUMIDIFIER

04

Before Use

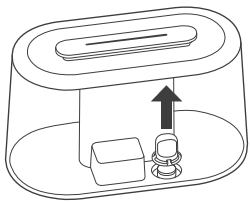
When using your humidifier for the first time, remove the wraps and follow the steps below.

❶



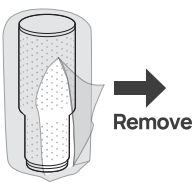
Make sure to remove the label and the cardboard.

❷



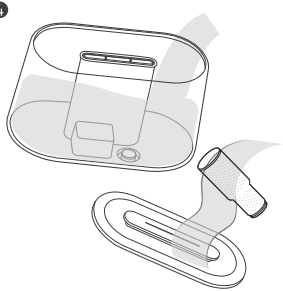
Detach the included cartridge.
Note: Do not remove the water valve below the cartridge.

❸



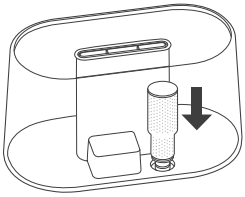
Unbox the demineralization cartridge and remove all the wraps (if included).

❹



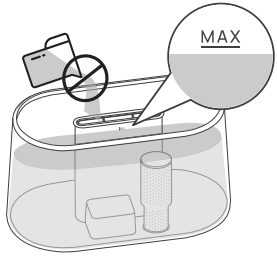
Rinse all parts with water.

❺



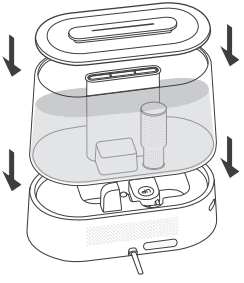
Attach the demineralization cartridge to the tank. If your humidifier doesn't include it, replace back the original cartridge.

❻



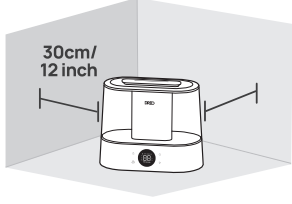
Fill the tank with water, making sure the water doesn't pass the MAX line.

❼



Put the water tank back in place and close the top cover.

❽



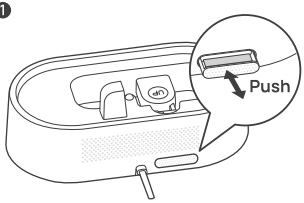
Place the humidifier on a flat, level surface, keeping at least 30 cm/ 12 inch away from walls or any major obstacles.

ATTENTION:

- It is recommended to add purified or distilled water to prevent white powder residue from forming.
- Do not add essential oil into the water tank to avoid damage to the tank.
- Do not place the humidifier on the carpet or floor directly.
- Direct the mist away from walls, furniture and electrical appliances.
- It is recommended to place a water-resistant mat under the humidifier to catch spills and droplets.

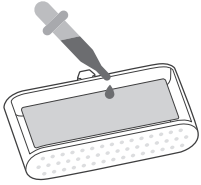
Adding Essential Oil

❶



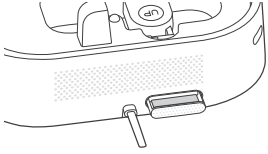
Push to open the aroma pad tray.

❷



Add 5-10 drops of essential oil on the aroma pad.

❸



Put the aroma pad tray back in place.

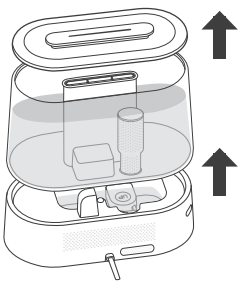
Note:
- Add essential oils on the aroma pad only. Do not add into the water tank or any other places.
- The scent may be soft, this humidifier is not intended to work as an aroma diffuser.
- The scent level cannot be adjusted.
- If the aroma pad becomes too stiff, it needs to be replaced.

CLEANING AND MAINTENANCE

05

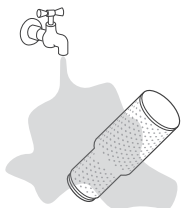
- Always turn off and UNPLUG the humidifier before any cleaning or maintenance.
- Do not clean the main body under running water.
- Do not let water splash into the air outlets.
- Do not use any chemical agents when cleaning the humidifier.
- Store in a cool, dry place and cover it to protect from dust.
- Empty and clean the humidifier before storage. Clean the humidifier before next use.
- Do not overfilling the humidifier due to the potential risk of electric shock.

❶



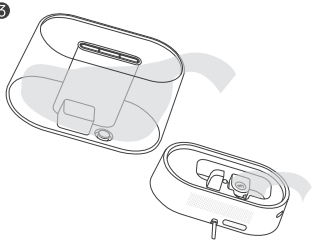
Detach the water tank from the base.

❷



Remove the demineralization cartridge and rinse with water.

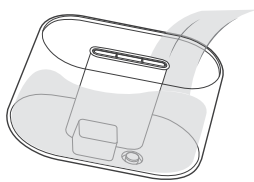
❸



Take out the water tank cover, drain any remaining water from the tank and the base.

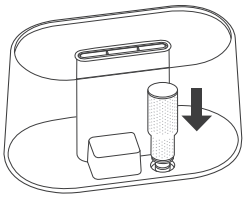
Note: If you've used the warm mist setting, use with caution in case the water is still hot.

❹



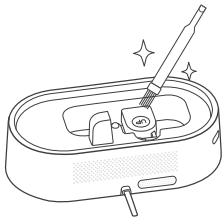
Rinse the tank with warm water.

❺



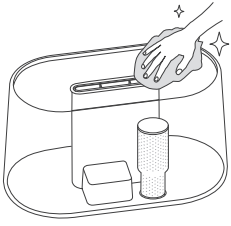
Attach the demineralization cartridge to the water tank.

❻



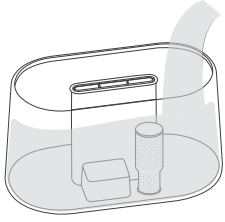
Gently clean the base with a soft cloth or the included cleaning brush.

❼



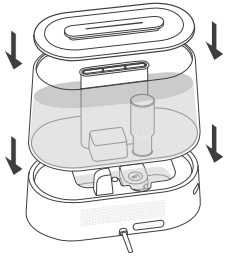
Wipe the tank clean with a soft, damp cloth.

❽



Fill the tank with room temperature water. Do not fill with hot water.

❾

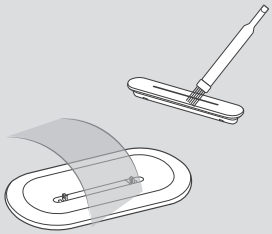


Attach the water tank to the base, replace the top cover.

Descaling

RECOMMENDED ONCE A MONTH

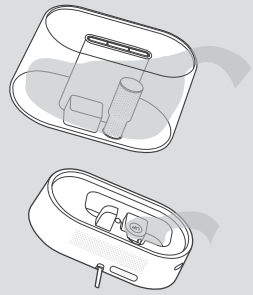
1



Detach the water tank from the base. Take out the water tank cover and rinse it with warm water.

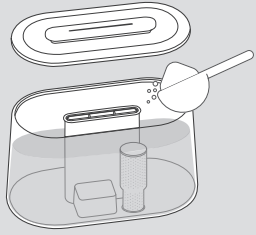
For a thorough cleaning, you may detach the nozzle from the cover and clean it with the included brush.

2



Drain any remaining water from the tank and the base.

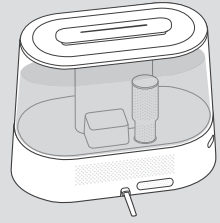
3



Fill the tank with a solution of citric acid and water (one teaspoon of citric acid for each gallon of water). Replace the tank cover and shake around the tank.

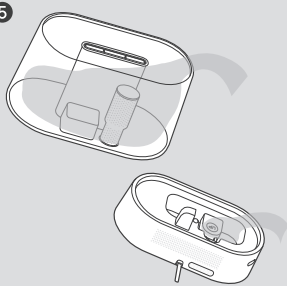
4

15-20min



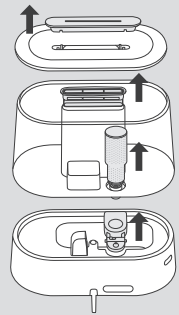
Attach the water tank to the base. Let it sit for 15-20 minutes.

5



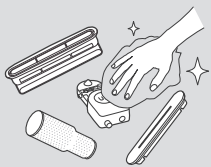
Remove the tank and detach the cover, drain any remaining solution from the tank and the base. Rinse the tank with water.

6



Remove the water silencer, demineralization cartridge, droplet collector, and float.

7

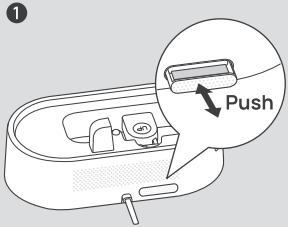


Clean all parts with a soft cloth, you may use the included cleaning brush to remove excess of mineral deposit. Make sure all parts are dry before reassembling your humidifier.

Cleaning the aroma pad tray

RECOMMENDED ONCE A WEEK

1



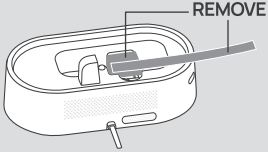
Pull out the aroma pad tray at the back of the base.

2

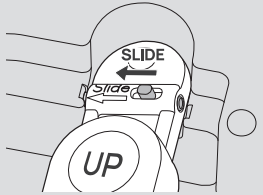


Rinse with water and place back into the base.

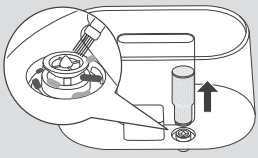
Is Your New Humidifier Leaking?



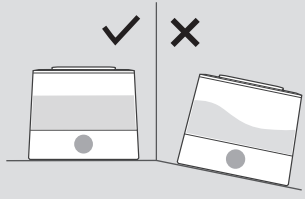
Make sure to remove the label and the cardboard.



Fix the left prong on the bracket, then slide the other prong to secure the float in place.

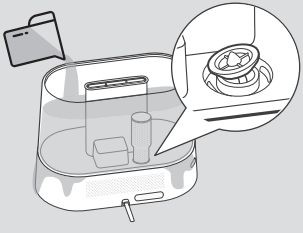


Remove any particles or hair blocking the water valve.

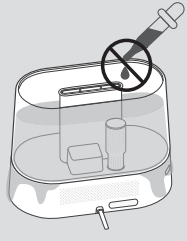


Make sure the humidifier is placed on a flat surface.

Contact Customer Service If...



The water valve is not flat or the tank leaks water when refilling.



Your water tank has leakage due to prolonged use of essential oils.

If your humidifier keeps leaking water, please contact customer support (see page 18).

TROUBLESHOOTING 06

My humidifier does not work.

1. Make sure that the cord is connected to a powered outlet and the mains voltage corresponds with the voltage indicated on the humidifier.
2. The humidifier will shut down automatically in the event of low water.
3. Check if the water tank is installed properly.
4. In Auto Mode, the humidifier will stop adding moisture when it reaches the room humidity target.

My humidifier is not misting.

1. Turn the mist level to a higher setting.
2. The base has too much water. Empty the base and refill the water tank (not the base).
3. Please check whether the air inlet is blocked.
4. Make sure the nozzle is not blocked.
5. Make sure the humidifier is not a flat surface.
6. The water temperature may be too low. Turn the mist level to the highest setting and let it run for a while, then adjust to the desired setting.
7. If the water tank or base have been washed with detergent, rinse thoroughly with clean water to remove any remaining detergent.

There is white dust in the water tank.

You should descale the humidifer regularly. Using purified or distilled water can help prevent the formation of scale.

The mist produces an unpleasant smell.

1. Use purified or distilled water only. It is not recommended to use tap water.
2. Change water regularly to avoid dirty water accumulation.
3. Clean the humidifier and keep it dry for 12 hours with the cover detached.
4. Clean the aroma pad tray, change the aroma pad.

Water leaks from my humidifier.

1. Make sure the silicone sealing ring around the water outlet valve is secure.
2. Avoid running the humidifier in a room with over 60% relative humidity.
3. Wipe any excess water.
4. Do not shake the humidifier.
5. Make sure to place the humidifier on a flat, level surface.
6. Check the water tank for leaks. If there are leaks, contact Customer Support (see page 18).

DREO CUSTOMER CARE 07

12-MONTH LIMITED WARRANTY

What is Covered

DREO warrants to you that your product will be free from original defects in materials and workmanship for a period of twelve (12) months from the date of your purchase, when you use your product for intended purposes in accordance with this User Manual.

Please retain your proof of purchase. If you do not retain your proof of purchase, your warranty will start two (2) months from the date of manufacture printed on your product label.

What is Not Covered

This limited warranty only applies to the original purchaser of your product and is non-transferable. This warranty is only valid if your product is used in the country in which you originally purchased it. In addition, this warranty will not apply, and DREO will not be liable for any costs, damages, or repairs, in connection with any of the following:

- Accidents or use of your product with inappropriate force;
- Damage or destruction caused by wrong voltage or unstable electric current;
- Normal wear and tear;
- Careless operation or handling, misuse, abuse, neglect, and/or failure to maintain or use your product in accordance with this User Manual;
- Any partially or completely altered, modified and/or dismantled products;
- Reduction in battery discharge time due to battery age or use (as applicable);
- Products with altered or removed serial numbers;
- Clearing any blockages from the product;
- Purchases from retailers and distributors not authorized by DREO to sell this product;
- Defects caused by or resulting from damages from shipping or handling by any third party not authorized by DREO to ship or handle your product; or
- Defects caused by or resulting from repairs, service, improper maintenance, or alteration to your product or any of its components by anyone other than a repair person authorized by DREO.

Any service and customer support that DREO provides to you under this limited warranty will not extend the duration of this limited warranty.

Warranty Limitations and Exclusions

ANY IMPLIED WARRANTIES RELATING TO YOUR PRODUCT, INCLUDING BUT NOT LIMITED TO THE WARRANTY OF MERCHANTABILITY AND THE WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE DURATION OF THE LIMITED WARRANTY SET FORTH ABOVE AND ARE OTHERWISE DISCLAIMED.

THIS LIMITED WARRANTY SHALL BE THE SOLE REMEDY OF THE PURCHASER OR USER OF THE PRODUCT, AND DREO SHALL NOT BE LIABLE FOR AN ALLEGEDLY DEFECTIVE OR DAMAGED PRODUCT EXCEPT TO REPAIR OR REPLACE IT IN ACCORDANCE WITH THIS LIMITED WARRANTY. DREO WILL NOT BE LIABLE FOR SPECIAL, INCIDENTAL, INDIRECT, CONTINGENT, OR CONSEQUENTIAL DAMAGES OR LOSSES OF ANY NATURE THAT YOU MAY INCUR IN CONNECTION WITH YOUR PURCHASE OR USE OF YOUR PRODUCT.

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

Limited Remedies

If your product fails because of an original defect in material and/or workmanship during the warranty period, DREO will repair or replace (in DREO's sole discretion) your product.

To obtain warranty service on your product, contact us at support@dreo.com or at (888) 290-1688 (available from Monday-Friday, 9:00 AM-5:00 PM PST/PDT) for further instructions.

IN THE EVENT OF AN ORIGINAL DEFECT IN MATERIAL AND/OR WORKMANSHIP, TO THE EXTENT PERMITTED BY LAW, THE REMEDIES SET FORTH IMMEDIATELY ABOVE ARE YOUR SOLE AND EXCLUSIVE REMEDIES.

FCC REQUIREMENT

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment. This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:
(1) this device may not cause harmful interference, and
(2) this device must accept any interference received, including interference that may cause undesired operation.

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy, and if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with a minimum distance of 20cm between the radiator & your body. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

Model No.:DR-HHM010S
Rev_1.1_EN

We're Here to Help!

(888) 290-1688 Mon - Fri, 9:00 am-5:00 pm PST/PDT
www.dreo.com
support@dreo.com

www.dreo.com

Looking for help?

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