Carrier

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All Air Purifiers

Symptom	Check	Solution
The air purifier does not turn on when pressing the *Power* button.	Is there a power outage?	Confirm the power is on in your home, then try the *Power* button again.
	Is the air purifier plugged in?	Make sure the plug is fully pushed into the outlet, then try the *Power* button again.
	Is the power outlet working?	Attempt to plug the air purifier into a different power outlet, then try the *Power* button again.
The filter replacement indicator is still on after replacing the filter.	Did you press the *Sleep/Clock* and *Auto* buttons simultaneously for a least five seconds after replacing the filter and powering up the unit?	Press the *Sleep/Clock* and *Auto* buttons simultaneously for at least five seconds, until the air purifier makes a "ding" sound.
The air purifier is producing a strange smell.	Locate the origin of the strange smell by checking that there is no plastic bag on the filter and by checking the dust or deodorizing filter. Make sure that no visible build-up has occurred on any of the filters.	Remove the plastic bag if it is still on the filter. Periodically vacuum the outside of the pre-filter to prolong its lifetime and avoid substance build-up. If the filter indicator light is on, replace the filter.
The air purifier is producing a strange sound.	Was the plastic bag removed from the filter before turning on the air purifier?	When setting up the air purifier for the first time or replacing the filter, be sure to remove the plastic protective wrapping from the filter.
The air purifier control panel is not responding.	Is the control lock turned on?	If the control panel lock is engaged, turn off this safety feature by pressing the *LED* and *Down* buttons simultaneously for more than three seconds.
The color on the top of the air purifier is orange or red.	Check the fan speed setting on your air purifier. Too low a fan speed can cause an orange or red indicator light.	Red and orange colors are indicating that the particulate and/or VOC sensor is reading elevated levels of pollutants. If your device is in auto mode, the fan speed will increase to draw more air into the air purifier.

	Symptom	Check	Solution
Smart Air Purifiers	The app says I entered incorrect Wi-Fi® credentials.	Make sure you have entered the correct Wi-Fi password. If your wireless device has a *Caps Lock* function, make sure it is turned off.	Re-enter the password and double check all spellings, capitalizations and special characters.
	The air purifier will not connect to Bluetooth®.	Make sure you are close to the air purifier with the wireless device you are trying to connect.	Move closer to the air purifier to be in better range for pairing.
		Make sure you receive a pairing code on the mobile app.	After you confirm the pairing code on the app, press the *LED/Wi-Fi* button on the air purifier to complete the pairing process. You will hear a "beep" and see *YES* on the air purifier screen.
		Do you have Bluetooth enabled on your wireless device?	Open your settings and turn on Bluetooth pairing.
	The air purifier will not connect to Wi-Fi.	Check your router settings to ensure you are up-to-date with the latest version.	Make sure your router and wireless device are both updated to the most recent software.
		Check the distance between your air purifier and your router.	Move your air purifier closer to your router to avoid distance issues or interference with other smart devices.
		Does your router block certain smart devices?	Double check your router settings to make sure you can connect additional smart devices.
		Check the router settings for a 2.4 Ghz connection.	Carrier RMAM and RMAP products are supported by 2.4 GHz Wi-Fi.
	Unable to setup the air purifier.	Confirm you have followed each step of the on-screen and printed setup instructions.	If you are still having trouble setting up your air purifier and have tried the above troubleshooting steps, reset the air purifier and try again. 1. Turn off the air purifier but leave it plugged into the power outlet. 2. Press and hold the *up arrow, down arrow*, *Auto* and *Power* buttons simultaneously on the air purifier until you hear a "beep". 3. On your wireless device, go to Settings, then go to Bluetooth. Look for a device listed as "Carrier_#####" (the five numbers will be specific to your air purifier model). Press the info icon to "forget the device". 4. Restart the setup process
	The Carrier Home app is running slowly and taking a long time to load information.	Make sure you have the latest version of the Carrier Home app.	Log into your app store and download the latest version of the mobile app.

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