Hilife

HAVE QUESTIONS WITH YOUR HUMIDIFIERS?

Enjoy hassle-free replacement: If your Hilife Cool Mist Humidifier is defective or damaged, we will ship you a new one for free.
For fast and knowledgeable service, please contact one of our customer service specialists today!

Contact Hilife Customer Support directly through Amazon for any assistance. We are always here to help.

1. Go to Amazon's product list and select HilifeLtd.
2. Select the Ask a Question button.
3. Write and send your message. We will reply you within 24 hours.
4. Or click the button below.

Ask a Question

service@hilife.com

WARM TIPS:

1. We recommend using distilled water (which contains no minerals or bacteria)
2. Never add essential oils or vapor rubs.
3. Do not cover the nozzle at any time during use.
4. Do not store water in the tank when not in use for a long time.
5. Always turn off and unplug the humidifier from a power outlet before cleaning.
6. Never immerse the base chamber in water, as this may damage the electronic parts inside.
7. We recommend keeping the humidity around 55% RH. If the relative humidity of the room exceeds 65% RH, it is recommended to set at a low mist level setting or turn off the humidifier to avoid excessive humidity.
8. In order to maintain indoor humidity and user comfort, mist will not be turned off when using the auto humidity mode.

How to clean the humidifier?

1. Pour a combination of water and white vinegar into the tank using a ratio of 2 parts water to 1 part vinegar. Start by pouring the water slowly, followed by the vinegar. Close the lid and swish gently in a circular motion. Let the solution soak for 20 minutes.
2. Empty the base and wipe the base with a soft cloth to clean any mineral bulid up. Please pay attention to the electronic parts inside.
3. Use a cotton swab or a soft cleaning brush to remove any dirt in the water tank. Do not use hard utensils to clean.
4. Drain the solution from the water tank. Rinse thoroughly with water until the vinegar smell is gone.
5. Let the water tank air dry. We recommend washing the tank every 2 to 3 weeks and cleaning the base once a week. If you are not using the humidifier for 1 week or longer, do not leave water inside. Please clean it thoroughly and store it in a dry place.