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Mypurmist handheld steam inhaler troubleshooting

General efficacy safety is MyPurMist safe for children? Is MyPurMist really bacteria free? Easy to use How to use MyPurMist cost, reimbursement, availability The cost of MyPurMist seems to me high. Why is it so high? Other Remedies - Comparison Warranty What is the warranty on MyPurMist? Troubleshooting cleaning problems Why does myPurMist help? MyPurMist can reduce inflammation and relieve congestion, runny nose, and post-nasal drip by washing away allergens, bacteria and polluting the environment. MyPurMist allows you to take control of your health by give you more control over your symptoms, freedom to breathe and a big night's sleep. What are the advantages of steam? Inhalation of steam is a natural and effective treatment of respiratory diseases and is strongly recommended for the treatment of colds, sinusitis, bronchitis, allergies and allergic asthma. Steam relieves inflammation and overload of the upper respiratory mucous membranes. Is steam/fog different in MyPurMist? Yes. MyPurMist creates a uniquely dark mist of steam based on technology that was previously only available in hospitals. MyPurMist steam is so fine that it is usually not visible to the free eye. This allows it to penetrate deep into the neck, sinuses and lungs providing direct and maximum moisture where you need it (and nowhere else). In addition, MyPurMist has temperature controls that allow you to decide how warm or cool you want your mist to be. What type of symptoms is myPurMist recommended for? MyPurMist relieves sinusitis and congestion; relieves dryness of the mucous membrane; and helps keep nasal passages moist and clean. MyPurMist may provide symptomatic relief for: allergies (rhinitis) (pollen, grass, mildew, Dandruff, Ragweed, Dust Mites) Sinus infections (sinusitis) Colds or flu Allergic asthma Nasal dryness Dry mouth Sinus congestion due to sinus congestion Sinus headaches Nosebleed Cough/buttocks Post-nasal drip Runny nose sneezing nose irritation from working and environmental pollutants and smoke Can I use MyPurMist for my symptoms? MyPurMist may provide symptomatic relief for any of the above symptoms. However, for all other symptoms you can use MyPurMist if you think moisturizing would be helpful for relieving these symptoms. MyPurMist provides the most effective form of humidifier safely and is very easy to use. So if you are looking for humidifier, MyPurMist is likely to be an exceptional choice. What types of allergies are useful with MyPurMist? MyPurMist provides symptomatic relief from allergies due to pollen, mold, grass, ragweed, dandruff (animal allergy) and dust. Why can I use MyPurMist for mold allergies? I thought humidifier is not good for mold allergies? Humidifiers will create moisture throughout the room. The normal recommendation is to make the room approximately 30-40% moist. High causes mold in the room that can make your symptoms worse. However, MyPurMist is focused humidity, so it will provide moisture only where you need it and will not moisturize the room. This in turn will help the inflammation and congestion that you have due to allergies to mold. I'm exposed to working dust, pollen or other irritants - will MyPurMist help me? MyPurMist provides overhead moisturizing and effectively rinses the nasal passage. By quickly removing the irritant from the nasal passage, you will prevent congestion caused by inflammation of the corridors. Using MyPurMist as quickly as possible immediately after exposure to irritants, including dust is the best way to avoid inflammation and overload. Will my sense of sense improve after using MyPurMist? We know that allergies or sinus infections affect the sense of mind. MyPurMist will improve the symptoms of congestion due to allergies and sinus infections, which will also improve the sense of mind. Is MyPurMist safe for kids? Yes. Even if you keep the appliance upside down, no hot water will leak from the appliance. When used as directed by MyPurMist, it is safe and effective for children. Children should always be supervised when using MyPurMist. Do not allow children under 7 years of age to operate the appliance unless they are under direct supervision. Hold the device for the child and let him put his face in a mask in a way that is comfortable. Do not leave your child while using MyPurMist. Is MyPurMist really bacteria free? MyPurMist makes bacteria-free vapors as MyPurFill demineralized water undergoes patented CFV technology, creating a soothing Micromist. So what you inhale is always germ-free water vapor! When MyPurMist rinses itself after use, it occurs above the heater so that no bacteria can grow inside the unit. In tests conducted by an independent testing institute, MyPurMist achieved the same results necessary for sterilization in a hospital setting. I don't have much time – is MyPurMist easy to use? You can have a warm fog relieving symptoms in 1 second! MyPurMist is a handheld device so you can use it anytime, anywhere – while watching TV, relaxing with a book, at work, or in bed before bed. There is also a self-cleaning mechanism: MyPurMist requires no waiting, no preparation, and no cleaning! Is MyPurMist available as a battery system? Not now. MyPurMist requires an A/C power source. MyPurMist is tested and certified for use with both 110 volts and 220 volts – so you can travel with it anywhere in the world. It is very convenient to use and can be used anytime, anywhere - while watching TV, relaxing with a book, at work or in bed before bed. However, MyPurMist can be used in a car (see below). Can I use MyPurMist in my car? MyPurMist can be used in a car using a 12V to 120V inverter of 100 Watt capacity or higher, there are several products that meet this specification. We successfully tested Bestek 150w dual usb 3.1a. Do not use MyPurMist while driving, just as a passenger. How often and for how long should I use MyPurMist? You can use MyPurMist as often or as long as you like because it is 100% natural. The full water tank provides approximately 20-25 minutes of use. Many patients will use MyPurMist for 10-15 minutes just before bedtime for a more restless sleep. For the most optimal results, we recommend using MyPurMist once in the morning and once before bedtime for 10-15 minutes each. It's best for you to try different durations to see what's most optimal for you. Generally speaking using MyPurMist more often will provide you with consistent humidifier benefits. What's the 30-second rule? When you first use MyPurMist wait 30 seconds for the water to travel up through the chimney device and then turn it on. This ensures that your device works smoothly. For further use, you do not have to wait 30 seconds if water from previous use remains in the appliance. What happens if I forget to turn off MyPurMist? MyPurMist has a timer that turns off the device automatically after the cycle or when the water runs out. When the water tank 100 or the entire cycle is edied, a red light is displayed. The inner fan stays for 10 minutes to dry the product. Do not disconnect the appliance from the air before the drying cycle is complete to prevent accumulation of internal moisture. Why does the fan continue to run after MyPurMist shuts down? The fan continues to run for 10 minutes to dry inside the MyPurMist unit. This keeps the inside of the unit clean. Can I leave the water in the tank if I don't use the entire amount of water? Yes, you can leave the water in the tank. We recommend that you fill the space (shown below) with water in the tank so that you have a full tank before each use. The mist coming out will always be bacteria-free. If you do not plan to use MyPurMist for a long time and want to store it, then please empty the water before storing it. When I set the temperature, I see only 4 of the blue lights, although there are 5 lights. Is there something wrong with my device? There's nothing wrong with your device. MyPurMist has 4 lights for temperature control and 5. What does a red light mean? A red light is an indicator for leaking, or when the timer has to run the entire cycle. However, occasionally the red light can come prematurely. In such cases, it may be necessary to adjust the water level. A steady red light means that the unit has run out of water or is overcrowded and will turn off automatically after automatic drying. A flashing red light means the appliance has been switched on without water. Add MyPurFill water, wait 30 seconds, and turn the unit back on. Do I have to wait for the red light to turn off again? Not. You can fill the tank to the filler point and start a new cycle before the red light turns off. Just make sure that when you're done using MyPurMist, you don't have to disconnect the device and let the fan automatically run for 10 minutes to dry the product. Can I disconnect the device while it's running? Not. It is recommended to let MyPurMist run completely until the fan has stopped and completed its drying cycle. Do I need to put the device in my bag when not in use? You can store the unit in a bag or in a safe place where it won't get damaged. It is best to save the drive with the cap removed. Can I use MyPurMist while lying? Use a product in which you can hold the appliance comfortably. You can lie down at a slight angle (with a pillow or two). How do I make steam warmer / cooler? You can heat the steam by pressing the UP temperature button just below the blue lights. Press the TEMPERATURE DOWN button to make the steam cooler. When all 4 blue lights are lit, you will have the warmest temperatures selected. Temperature range MyPurMist is comfortable 105-115F. After using MyPurMist I still see a little water in the water tank? Is this normal? A small amount of water in the tank after 20-25 min of use is normal. We do not want the unit to dry completely - so we turn off the machine after about 25 minutes of use. There will still be a little water in the tank at this point assuming you have filled the tank to place the filler before you start using MyPurMist. The risk of bacteria is inside the unit and the fan dried this part. Water from the tank will go through the heater the next time you use it and make steam/mist sprouts free. So there is no risk when leaving the water in the tank. Only if you plan not to use MyPurMist for more than a week, then we recommend you empty the tank before you save it away. How much water do I need to put in MyPurMist? 1 oz MyPurFill demineralized or distilled water is all you need for a whole cycle of gentle soothing steam. MyPurFill comes in a comfortable 12 ounce bottle, making it easy to pour a small amount of water in the water tank. Can I use water other than MyPurFill Demineralized Water? We recommend using MyPurFill Demineralized Water, which is available in a comfortable 12 oz. Bottles. MyPurMist only uses 1 oz. water generate approximately 25 minutes of very fine soothing steam – so the cost of using MyPurFill is less than 10 cents for average daily use. However, distilled water is a type of purified water that is suitable for use in mypurmist. Do not use drinking or bottled water as they have minerals that almost immediately damage the CPV technology used to generate fine steam. This will render the device inoperable after several uses (and will void the warranty). Can I add other ingredients like physioline, eucalyptus oil or other aromatherapies? Not. The saline solution and many essential oils contain minerals that will damage the appliance and empty the warranty. The cost of MyPurMist seems high to me. Why is it so high? For typical use of 10-15 minutes a day, MyPurMist costs less than 25 cents per day. If you have multiple family members using MyPurMist, then this price is even lower. This is lower than the cost of OTC medications, nasal irrigation, or even the cost of buying and operating humidifiers. Why is MyPurMist better than other options? MyPurMist is completely natural and easy to use. It starts providing steam the moment you turn it on and its small size allows you to use it anytime, anywhere - while watching TV, relaxing with a book, at work or in bed before bed. There is no preparation, no waiting or cleaning. Plus, it is bacteria free and safe for kids! Does MyPurMist work as a humidifier? Not. While the humidifier room adds moisture to the room by releasing mist into the air, MyPurMist provides warm, direct humidification of cavities that thins mucus so you can breathe easier and in comfort. Or inhale by mouth to soothe warm mist in the throat to soothe coughing or other respiratory conditions. Most humidifiers must be cleaned regularly and steam humidifiers always have dangerous scalding of hot water. MyPurMist on the other hand does not have boiling water and is 100% germ bacteria free. Can you compare the use of MyPurMist versus nasal irrigation (neti-pot)? Nasal irrigation is very unpleasant and many users also experience a gag reflex. Expels mucus and is only useful for nasal passage. MyPurMist on the other hand is very soothing and melts mucus while keeping nasal passages moist and clean. In addition, the patented technology allows mist to penetrate deep into the sinuses, throat and lungs. MyPurMist is easy to operate, is instantly ready whenever you are – requires no waiting, no preparation and no cleaning. It is also 100% germ-free and cheaper per year of use. I currently use neti-pot (nasal irrigation) – will MyPurMist let me stop using it? Many MyPurMist users have told us that they are able to reduce, and in some cases stop, the use of neti-pot or nasal irrigation. MyPurMist is very soothing and comfortable. With regular use, you will be able to breathe easier and sleep better. Over time, you will be able to determine how to adjust other therapies, including reducing the need for sinus drugs. Can you compare the use of MyPurMist versus other steam inhalers like Vicks or Mabis? MyPurMist is the only safe access to steam. Other steam inhalers create boiling water, which makes them As a result, used on stable surfaces such as a kitchen table and for adults only. Finally, steam generated may be too hot or too cold to make it uncomfortable and produce unstable particle sizes (too large). MyPurMist on the other hand does not have boiling water, is 100% bacteria free, and pocket money can be used anytime, anywhere. In addition, the patented technology allows mist to penetrate deep into the sinuses, throat and lungs. MyPurMist is easy to operate, is instantly ready whenever you are – requires no waiting, no preparation and no cleaning. Will MyPurMist help reduce my drug use? Medicines may leave you drowsy or have side effects. Many MyPurMist users have told us that they are able to reduce and in some cases stop using other therapies to relieve symptoms. MyPurMist is a natural, soothing and convenient way to alleviate your symptoms. MyPurMist comes with a one-year warranty covering any problems related to the manufacturer's defect resulting from daily use of the product. The warranty does not cover damage caused by the use of water other than distilled or demineralized water (we recommend using MyPurFill liquid only) or otherwise not as instructed in the instructions for use. If there is a claim, we will replace the product free of charge for the customer. Please contact us at 65-6848 5125 or 65-6848 5126 for any inquiry. How do I clean MyPurMist? It is recommended to wipe the outside of the product with a dry cloth before storing it. If the outside of your MyPurMist gets dirty, use a warm damp cloth soaked in soapy water to gently wipe the outside of the appliance. Do not water MyPurMist. To prevent the spread of bacteria, wipe masks with warm soapy water and dry them before storing. We recommend that anyone who uses MyPurMist have their own mask. Be sure to drain all the water from your MyPurMist and wait until it has passed the automatic drying cycle before storing it. This helps prevent the growth of mold on the inside of the unit. Do I need to clean MyPurMist after each use? Your MyPurMist cleans itself for you! Just be sure to let the fan run until it turns off after each use until the inside of the unit turns dry. Can I put the unit under running water to wash it? Not. Do not die in water or running water at any time. Can I wash the mask in the dishwasher? Not. Your latex-free medical grade mask should only be hand washed with warm water and soap. Please note that demineralized/distilled water should not be filled to the top, but only to the bottom of the spout – only to the point where you can see it coming into the spout (see below for filler lines). That's enough water for the entire cycle. FIRST USE OR AFTER STORAGE (WITHOUT WATER IN THE WATER TANK):- Pour demineralized (distilled) water into the filling. Wait 30 seconds and After the cycle, do not empty the tray water left over unless you plan to store the appliance after further use:- Pour in demineralized (distilled) water until you turn on the appliance immediately. After the cycle, do not empty the water tank left over until you plan to store the device MyPurMist has two primary operating indicators. RED LIGHT: A steady red light is an indicator of water outside or when the timer runs the entire cycle. However, occasionally the red light can come prematurely. In such cases, it may be necessary to adjust the water level (add or decrease to the filling line above). A flashing red light means that you will need to wait 30 seconds for the unit to return (cooling down). This is the highest light. BLUE LIGHT: 4 blue lights are indicators of the selected temperature and switching on the unit. While red and blue lights are indicators of normal operation, they can also be traffic indicators (see below). What happens if MyPurMist doesn't work? If your MyPurMist system does not work, please contact us at csr@mypurmist.sg for the fastest service. Or call us at 65-6848 5125 or 65-6848 5126 for any inquiry. I pressed the power button and nothing happened. What should I do? Make sure that the power cord is correctly plugged into the white power box at one end and that it is in the work outlet at the other end. Do you see the green light on the power box? If so, the device should work. If this is still not the case, please contact us at csr@mypurmist.sg for the fastest service. Or call us at 65-6848 5125 or 65-6848 5126 for any inquiry. Premature red light: I turn on the unit and it goes to the red light immediately, or goes red, even if there is water in the tank? A stable red light is an indicator for drying out water or when the timer runs the entire cycle. However, occasionally the red light can come prematurely. In such cases, it may be necessary to adjust the water level (add or decrease to the filling line above). The water level should only be at the bottom of the spout (see above). Too much water can also cause the unit to go red – do not oversched. Step 1: Add or empty MyPurFill water, wait 30 seconds, and turn the unit back on. Step 2: If the red light persists, unplug the device and reconnect it. Step 3: If it still goes red, even if you have water in the tank at the correct level wait 30 seconds (because there is an automatic timer preventing you from turning back on immediately) and then press ON. You don't have to wait for the fan to stop (which is 10 min) before trying to turn it on again. If it still continues to red, please contact us at the csr@mypurmist.sg for the fastest service. Or call us at 65-6848 5125 or 65-6848 5126 for any inquiry. What does it mean when all the blue lights are flashing? This means that MyPurMist is not working. please contact us fastest service. Or call us at 65-6848 5125 or 65-6848 5126 for any inquiry. Query.

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