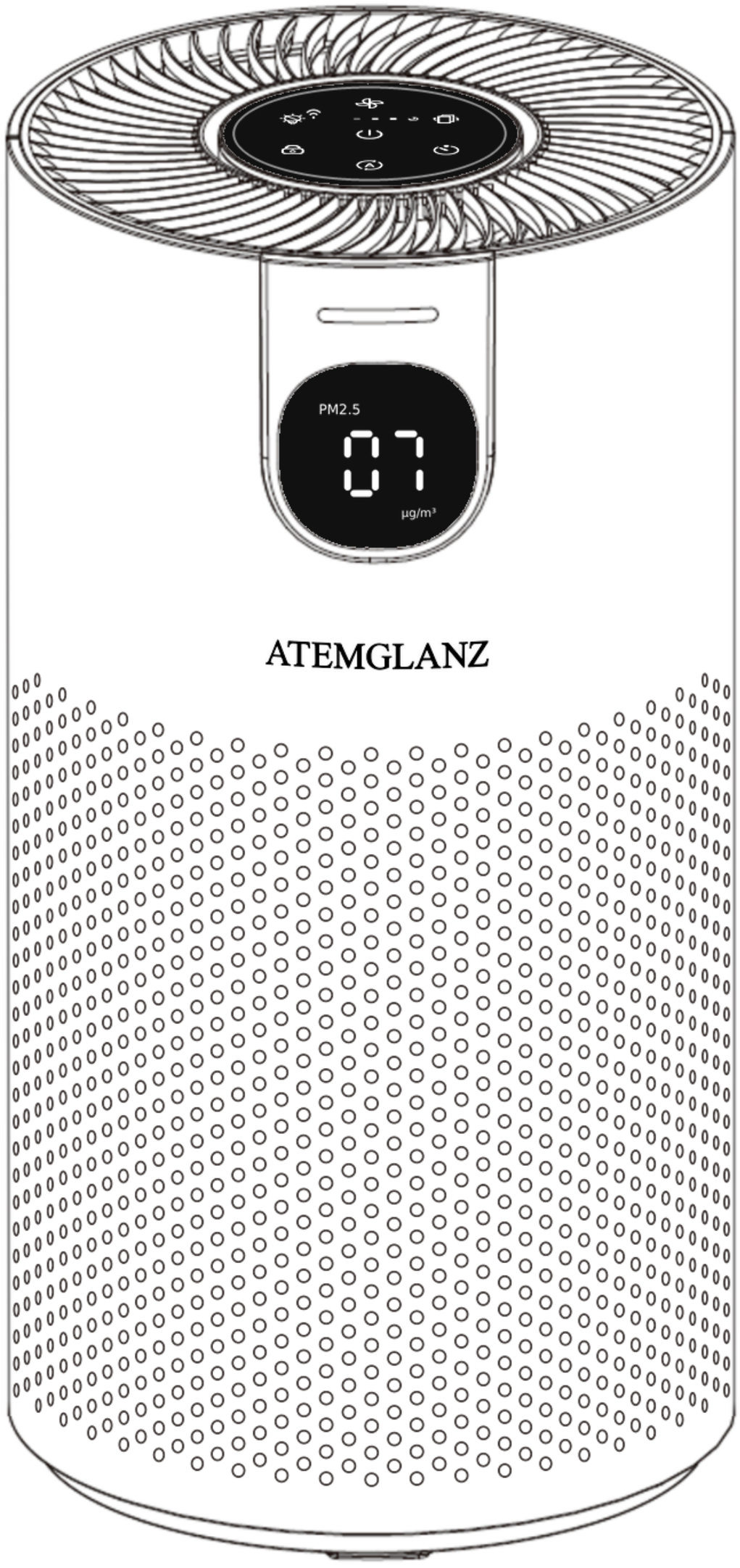
# Air Purifier
# Troubleshooting
## Model: Pura
## EAN: 4270004599954




**Please read the instruction manual carefully and keep it at a safe place for future reference. When the appliance is given to another person the instruction manual should be passed to that person, too.**

# Troubleshooting

The problems that may occur when using the machine are listed below. If you are unable to resolve the problem using the following information, please contact your seller support by email at info@atemglanz.de or directly contact your Amazon seller support.

| Problem | Possible solution |
|---|---|
| The filter indicator flashes for a long time. | You ignored the filter change warning. When the filter warning light started flashing, you did not change the filter in time. You must change the filter and press and hold the filter reset button for 3 seconds. After resetting, the warning light will go out. |
| There is no air at the air outlet. | The product is not connected to the power supply. Please plug the power cord into the wall outlet to turn on the product. |
| The product has been in use for a long time, but the air quality has not improved significantly. | Certain filters may not be included with the product. Please ensure that the filters are installed correctly and in the correct order. Start with the innermost filter: multifunction filter, then base. The humidity in the room is too high, causing condensation to form. Please do not place the product in areas with high humidity, such as bathrooms or toilets. The barrier around the product may impair its cleaning performance (see notes). The room in which the product is located is too large. The maximum applicable room size for this product is 80 m². For intensive cleaning with noticeably faster results, we recommend using it in rooms up to 50 m². |
| The display almost always shows low values. | This is normal in clean indoor air. Coarse dust is hardly detected as PM2.5. Sensor test: blow out a candle about 1 m from the device. The value should rise clearly shortly afterwards. If it does not, please contact us at info@atemglanz.de. |
| The smell in the air is difficult to remove. | Automatic mode responds only to fine dust (PM2.5), not to odors. For odors, increase the fan speed manually. After use near cigarette smoke, frying or similar, the filter itself may smell after a few weeks or months. In this case, replace the multifunction filter and ventilate regularly. |

**Calculation of the Applicable Room Area**

The CADR value (Clean Air Delivery Rate) indicates how much cleaned air the device delivers per hour. This model achieves 250 m³/h. Air changes per hour = CADR ÷ (room area × room height). Examples at a room height of 2.5 m:

20 m²: 250 ÷ (20 × 2.5) = 5 air changes per hour, very intensive cleaning

50 m²: 250 ÷ (50 × 2.5) = 2 air changes per hour, intensive cleaning

80 m²: 250 ÷ (80 × 2.5) = 1.25 air changes per hour, maximum room area

Which room size is suitable depends entirely on your requirements: the more air changes per hour, the faster and more thoroughly the air is cleaned, e.g. for allergy sufferers.

# Troubleshooting app and WLAN

| Problem | Cause | Solution |
|---|---|---|
| Pairing mode does not start. | The device is switched on. Pairing only starts in standby mode. | Press the on/off button so that the device is switched off (standby mode, plug stays in the socket). Then press and hold the TIMER button for 3 seconds. |
| Device is not found in the app. | Pairing mode not active or BT on the smartphone off. | Enable BT. Start pairing mode. Keep the smartphone close to the device. |
| Network indicator goes out during setup. | Pairing not completed within 3 minutes. | Restart pairing mode. Complete the setup within 3 minutes. |
| Connection to the WLAN fails. | 5 GHz WLAN selected, 2.4 GHz switched off on the router or wrong password. | Select the 2.4 GHz WLAN and check the password. The device only uses 2.4 GHz because it reaches further and passes through walls better than 5 GHz. Many routers in Germany (e.g. FRITZ!Box, Telekom Speedport) broadcast 2.4 and 5 GHz under one shared WLAN name and assign the band automatically: 5 GHz to the smartphone, 2.4 GHz to the air purifier. This is normal. If pairing still fails, switch on 2.4 GHz in the router or temporarily give the 2.4 GHz WLAN its own name (FRITZ!Box: WLAN > Wireless network, Speedport: speedport.ip > WLAN). |
| Connection still not possible. | Pairing failed. | Switch the device off (standby mode). Press and hold the TIMER button for 3 seconds until a beep sounds and the network indicator flashes rapidly. Enable the WLAN and BT on the smartphone. Add the device in the Smart Life app and follow the instructions. |
| Device offline in the app. | Router off, no internet connection or device out of range. | Check the router and internet connection. Place the device closer to the router. Repeat pairing if necessary. |
| Device offline in the app after a power failure. | Connection not restored after the power interruption. | Remove the device in the app (see “Removing the device from the app”). Start pairing mode and set up the device again. |

If you cannot resolve the problem, please contact info@atemglanz.de.