

RENPHO

Smart True HEPA Air Purifier



RP-AP001S USER MANUAL

READ AND SAVE THESE INSTRUCTIONS

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What's Included

Your RENPHO Air Purifier box includes
1 x RENPHO Air Purifier(Filters Pre-Installed)
1 x User Manual

Specifications

Power Supply	AC 120V 60Hz
Rated Power	50 W
Effective Range	≤ 301 ft ² (≤ 28m ²)
Operating Conditions	Temperature: 23°F~108°F(-5°C~42°C)
Noise Level	≤ 54dB
Clean Air Delivery Rate (CADR)	135 CFM (230 m ³ /h)
Standby Power	< 0.5W

FCC CAUTION

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.

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

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.

To satisfy FCC / IC RF exposure requirements, a separation distance of 20 cm or more should be maintained between the antenna of this device and persons during device operation.

To ensure compliance, operations at closer than this distance is not recommended.

The device has been evaluated to meet general RF exposure requirement.

FCC ID: 2AUO3-RPAP001S

Safety Information

IMPORTANT: Please read and comply with all of the instructions and warnings provided in this manual before using the product. Failure to comply with the instructions and warnings provided herein may result in inaccurate results and/or damage to the product itself.

Danger

- **Do not** let water or any other liquid or flammable detergent enter the appliance to avoid electric shock and/or a fire hazard.
- **Do not** clean the appliance with water or any other liquid or a (flammable) detergent to avoid electric shock and/or a fire hazard.

Warning

- Check if the voltage indicated on the bottom of the appliance corresponds to the local mains voltage before you connect the appliance.
- If the mains cord is damaged, you must have it replaced by distributor, or a service center authorized by distributor or similarly qualified persons in order to avoid a hazard.
- **Do not** use the appliance if the plug, the mains cord or the appliance itself is damaged.
- 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 supervision 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.
- **Do not** block the air inlet and outlet, e.g. by placing items on the air outlet or in front of the air inlet.

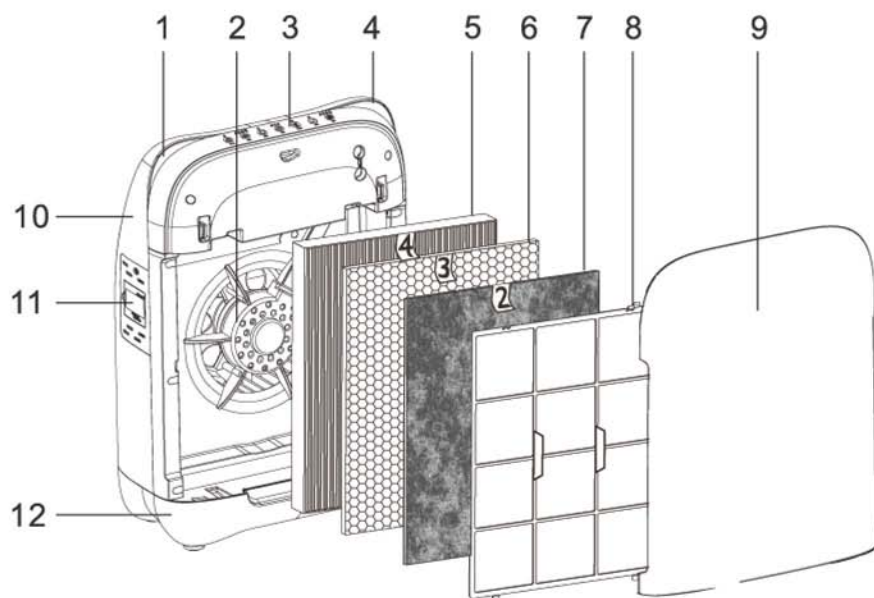
Caution

- This appliance is not a substitute for proper ventilation, regular vacuum cleaning or use of an extractor hood or fan while cooking.
- If the wall socket used to power the appliance has poor connections, the plug of the appliance becomes hot. Make sure you plug the appliance into a properly connected wall socket.
- Always place and use the appliance on a dry, stable, level and horizontal surface.
- Leave at least 40cm free space behind and on both sides of the appliance and leave at least 40cm free space above the appliance.

- **Do not** place anything on top of the appliance and do not sit on the appliance.
- **Do not** place the appliance directly below an air conditioner to prevent condensation from dripping onto the appliance.
- Make sure all filters are properly installed before you switch on the appliance.
- Only use the original filters specially intended for this appliance. Do not use any other filters.
- Avoid knocking against the appliance (the air inlet and outlet in particular) with hard objects.
- Always lift or move the appliance by the handle at the back of the appliance.
- **Do not** insert your fingers or objects into the air outlet.
- **Do not** use this appliance when you have used indoor smoke-type insect repellents or in places with oily residues, burning incense or chemical fumes.
- **Do not** use the appliance near gas appliances, heating devices or fireplaces.
- Always unplug the appliance after use and before you clean it.
- **Do not** use the appliance in a room with major temperature changes, as this may cause condensation inside the appliance.
- The appliance is only intended for household use under normal operating conditions.
- **Do not** use the appliance in wet surroundings or in surroundings with high ambient temperatures, such as the bathroom, toilet or kitchen.
- The appliance does not remove carbon monoxide (CO) or radon (Rn). It cannot be used as a safety device in case of accidents with combustion processes and hazardous chemicals.
- To prevent radio interference, the appliance should be kept at least 2 meters away from any device that uses radio waves.

Product Structure

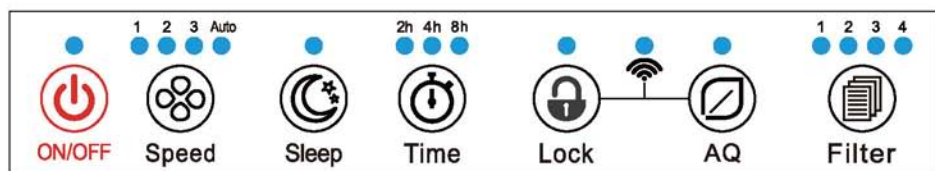
Thank you for purchasing the **RENPHO Air Purifier**. Before using, please read this manual carefully.



- 1. AQ indicator
- 2. Motor
- 3. Control panel
- 4. AQ indicator
- 5. Filter 4: HEPA filter
- 6. Filter 3: Activated carbon filter

- 7. Filter 2: Charcoal filter
- 8. Filter 1: Pre-filter
- 9. Front cover
- 10. Back housing
- 11. Dust sensor
- 12. Base

Control Panel



On/Off Button

- Turns the air purifier on or off.



Fan Speed Button

- Cycles through fan speeds: low, medium, and high.
- The fan speed cannot be changed during Auto or Sleep Modes.



Sleep Mode Button

- Turns Sleep Mode on or off .
(See page 7)



Timer Button

- Sets or cancels a timer .
(See page 7)



Lock Button

- Sets or cancels to lock mode. (See page 7)



AQ (Air Quality Indicator)

- Turns air quality indicator on or off. (See page 7)



Filter Button (Filter replacement indicator)

- Indicates the filters need to be cleaned or replaced (see page 7).

WiFi Indicator

WiFi Indicator Status	
 is off	Air purifier is not configured with the RENPHO Smart app. To configure, see page 11 .
 blinks 2 times per second	Air purifier is in Default Configuration Mode (see page 11).
 blinks 1 time per 3 seconds	Air purifier is in AP Configuration Mode. (see page 15)
 is on and not blinking	Configuration with the RENPHO Smart app is complete.

Before First Use

The appliance comes with all filters fitted inside, but you have to remove the packaging of the filters before you can use the appliance. Remove all filters, unpack them and place them back into the appliance as described below.

Tip: Place the appliance against a wall for more stability when you remove or insert filters.

Note: Make sure you insert the filters in the correct position.

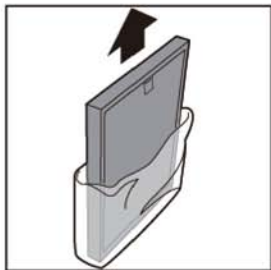
1. Place your fingers in the recesses of the side cover and gently pull the top part of the front cover towards you. Then lift the hooks at the bottom of the cover out of the bottom of the appliance.



2. Remove all the filters from the appliance.

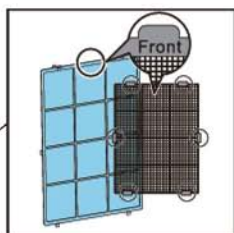
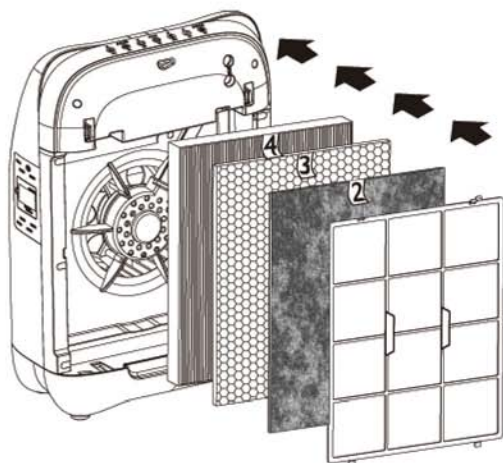


3. Remove all packaging material from the filters.



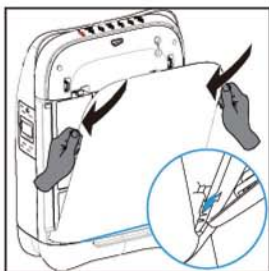
4. Put filter 4(HEPA filter), filter 3(Activated carbon filter), filter 2(Charcoal filter), filter 1(Pre-filter) back into the appliance. For more detail, see section "Filter replacement".

Note: Make sure that the side with the tag is pointing towards you (Filter 4、3、2).



- 1) Make sure that the side with the two projections is pointing towards you.
- 2) Make sure that all hooks are properly attached to the appliance.

5. To reattach the front cover, insert the bottom hooks into the bottom of the appliance first . Then push the front cover against the body of the appliance.



Using the Appliance

1. Put the plug in the wall socket

All lights will turn on once and you hear a beep. Then the lights go out again.

2. Press the on/off button to switch on the appliance.

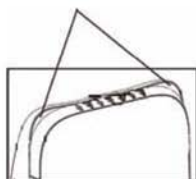
The power  light and FAN SPEED 1 (lowest) light will turn on.

3. AQ(Air Quality)

Built-in air quality sensor can detect air quality, after switching on the appliance, it will show the quality of the air automatically through the different colors.

AQ indicator color	Air quality level
Blue	Good
Yellow	Fair
Red	Bad

AQ indicator



4. Filter replacement lights

The 4 filters:

1. Washable Pre-filter
2. Charcoal filter
3. Activated carbon filter
4. HEPA filter with anti-bacterial peptide

When the light on the filters indicator flashes, it means that corresponding filters need to be cleaned or replaced.



Filter

5. Fan speed adjustment and Auto Mode

The fan speed light indicates at which fan speed the appliance is operating. Press Speed button  to adjust 1~3(refers to **low, medium, high**) fan speed level. Press the Speed button  again to enter Auto mode and the fan speed will be automatically adjust according to AQI level as shown below:

Tips : When the appliance is switched on, the fan speed is at the low level.

AQI indicator Color	Blue	Yellow	Red
Fan Speed	Speed 1	Speed 2	Speed 3

To exit Auto mode, just press the Speed button. The appliance will return to manual control at fan speed 1 and the Auto mode light turns off.

Friendly reminder: **Auto** mode is more convenient, effective, and energy efficient.

6. Setting timer

When the appliance is switched on, press  button to start the timer function.

You can set auto shutoff to **2h**, **4h** or **8h** by pressing the button , after this time, your appliance will switch off automatically.

To cancel the Timer function, just press  button repeatedly until the light turns off.

7. Sleep mode

Using the appliance in Sleep mode makes it operates quietly.

Press  button to activate the sleep mode, press  button again to switch off.

Note: If you want to go back to the Fan Speed mode or Auto mode, simply press the **Speed** or **Auto** button.

8. Keylock mode

- 1) Press  button for 3 seconds to activate Keylock mode to lock all buttons; useful if your house has a young child.
- 2) To cancel keylock mode, just press and hold button  for 3 seconds.

RENPHO Smart App Setup

Note: Due to continuing updates and improvements, the RENPHO Smart app may appear slightly different.

Download APP

1. Search and download "RENPHO Smart" app from Apple App Store / Google Play or scan the QR code below and follow the instruction to download the app.

Note: For iPad download, please choose filters-support-iPhone only.



RENPHO Smart



iOS/Android



2. Open the RENPHO Smart app. To create a new account, tap Register. If you already have an account, tap Login.

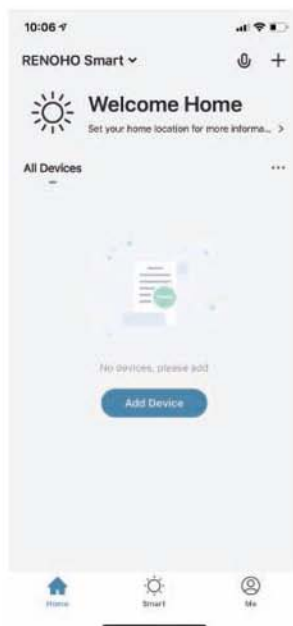
Note: You must create your own RENPHO Smart account to use third-party services and products, such as the Amazon Echo and Google Home. These will not work with the guest account. With a RENPHO Smart account, you can also allow your family and friends to use your air purifier.

Configuration in Default Mode (Recommended)

Set up your air purifier with the RENPHO Smart app.

Note: Make sure your phone is connected to a secure 2.4GHz WiFi network. The air purifier can only be set up on a secure 2.4GHz network.

1. Tap the **Add Device** button to add your air purifier.



2. Tap Air Purifier.



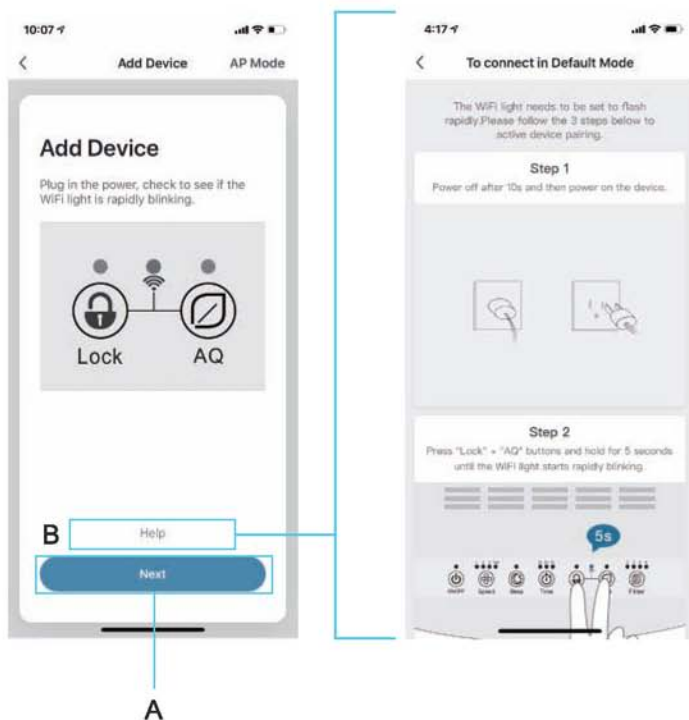
3. Plug in your air purifier.

4. Check Light Status.

The WiFi indicator light should be rapidly blinking blue (2 blink per second), indicating that your air purifier is in default configuration mode.

A. If the LED indicator light is rapidly blinking, tap Next.

B. If the LED indicator light is not rapidly blinking, tap Help; Press "Lock" + "AQ" buttons and hold for 5 seconds until the WiFi light starts rapidly blinking.(2 blink per second). Then tap OK.



5. Follow the in-app instructions to connect to WiFi.



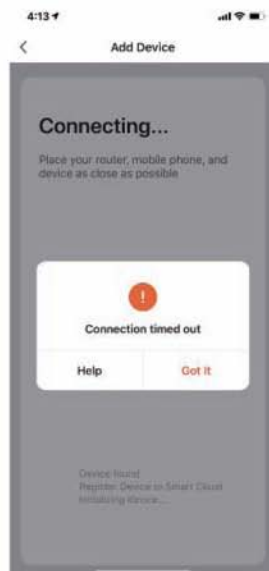
6. Wait for the app to connect. This may take up to 90 seconds.



7. You've completed setup! Give your air purifier a unique name, or simply use the default name.



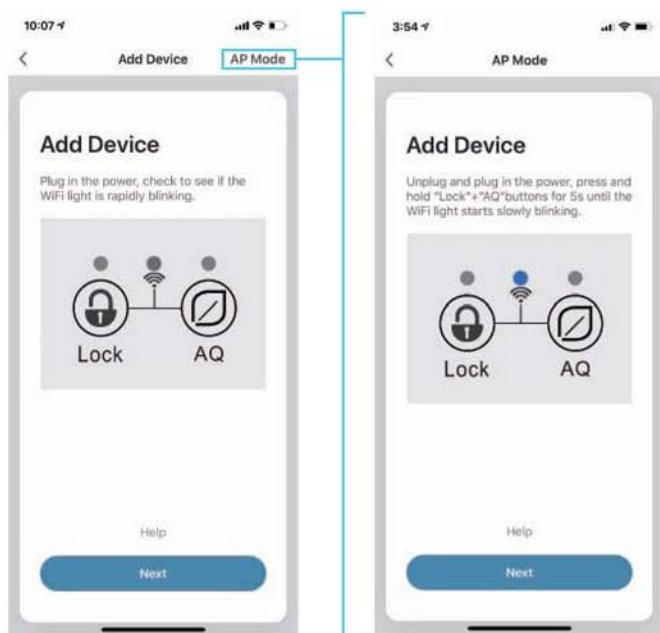
8. If you can't connect, try Again in **AP configuration mode**.



Configuration in AP Mode

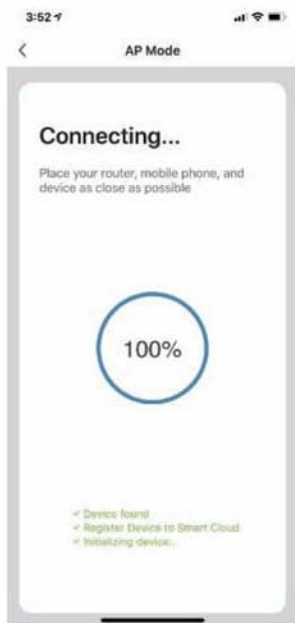
If Default Configuration Mode fails to connect your Air Purifier to your WiFi, you can use AP (Access Point) Mode. You can choose this mode at the beginning of setup.

1. Power off after 10s and then power on the device.
2. Tap the Add Device button, then tap AP Mode.
3. Check to see if the WiFi light is slowly blinking (1 time every 3s). And tap Next.



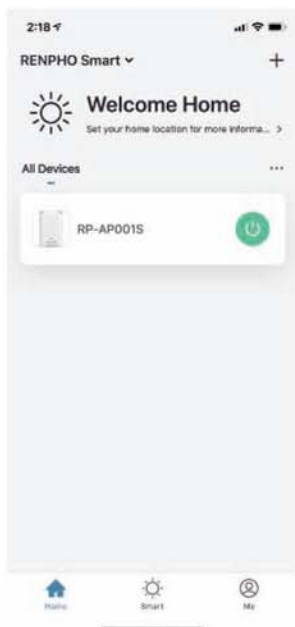
4.Follow the in-app instructions to connect to WiFi.

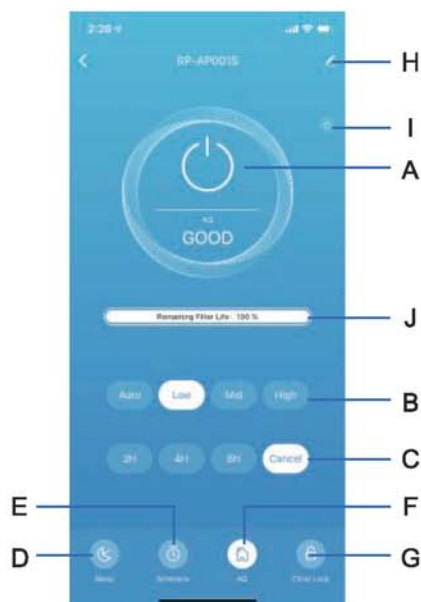




Using the App

From the “**My Home**” screen, tap  to turn the air purifier on and off.

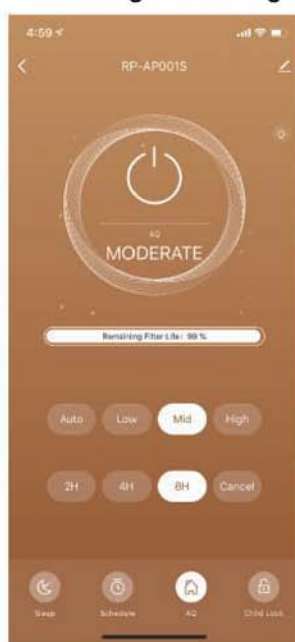




- A. Tap to turn the air purifier on or off.
- B. Tap Low, Mid, High or Auto to select the fan speed.
- C. Tap to set or cancel a timer.
- D. Tap Sleep to turn Sleep Mode on or off.
- E. Tap Schedule to create or cancel a schedule (see page 19).
- F. Tap AQ to turn the Air Quality Indicator on or off .
- G. Tap Child Lock to set or cancel the lock mode.
- H. Tap to see Device Settings (see page 22).
- I. Display the Air Quality Indicator is on.
- J. Tap Remaining Filter Life to see filter options and details (see page 20).

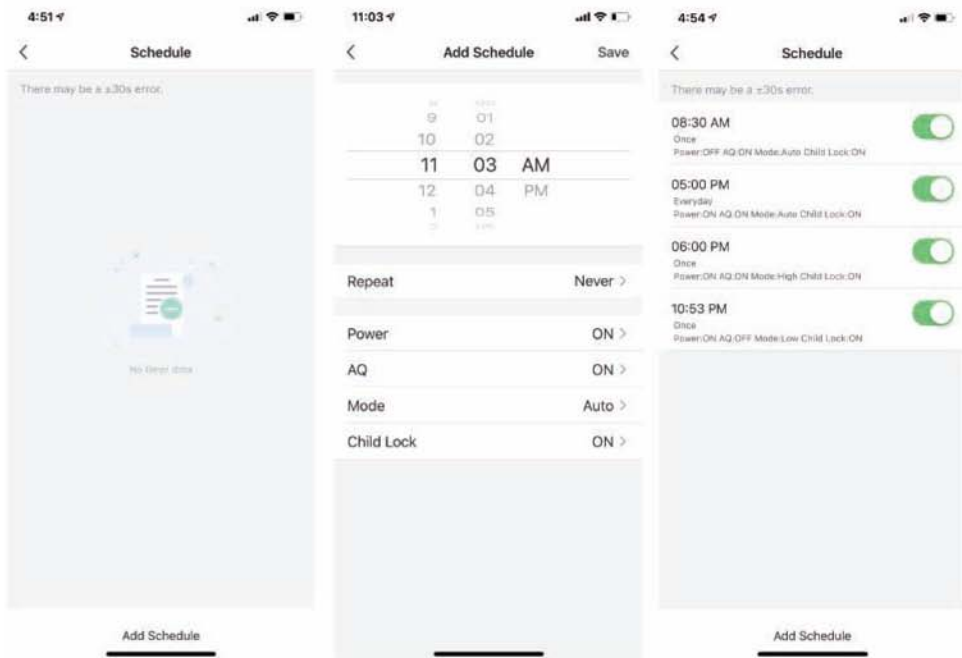
Air Quality Indicator

The color of the main screen will change according to the air quality.

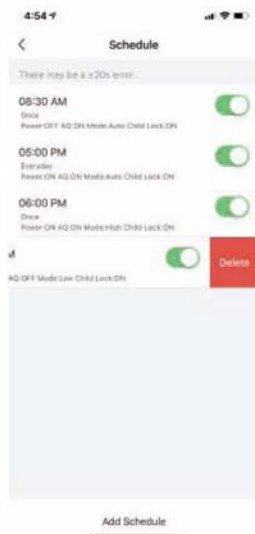


Schedules

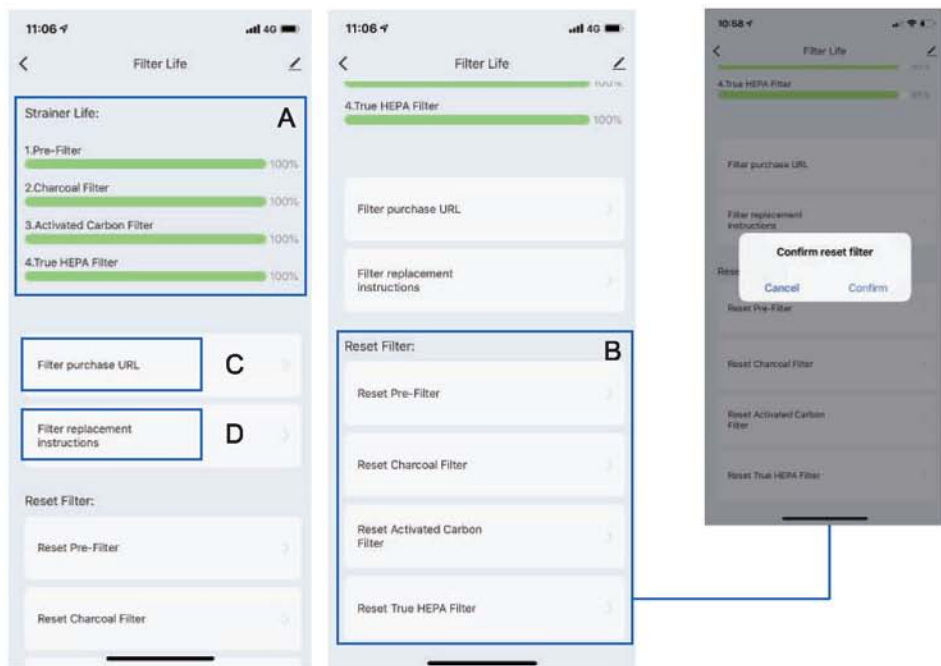
1. Tap Schedule. Then, tap Add Schedule to set a time options ,whether to display on or off and the mode details.



2. To delete a schedule, swipe left and tap **Delete**.



Remaining Filter Life

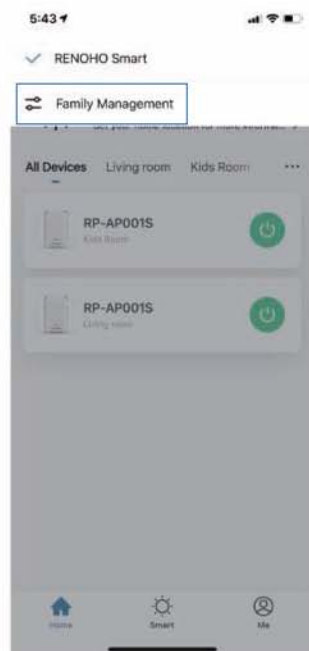
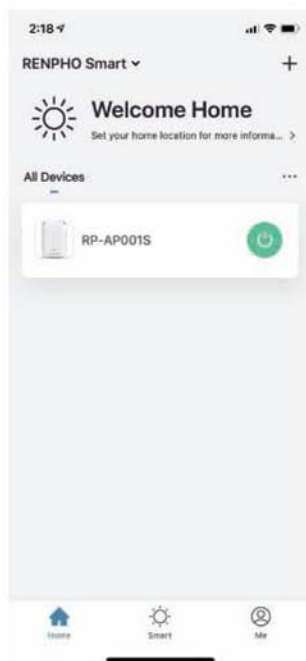


- View different filters remaining life individually to clean or replace the appropriate filter.
- Once replaced, tap **Reset Filter** appropriately.
- If you need a new filter, tap **Filter Purchase URL** to see buying options.
- Tap **Filter replacement instructions** to see the filter installation video.

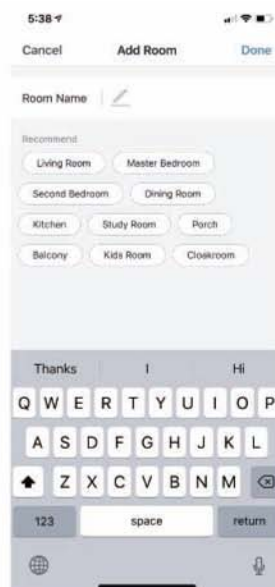
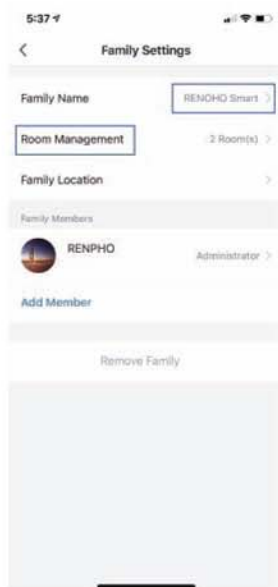
Family Management

If you have different air purifiers for different rooms, add more rooms in your home to control them individually.

1. Tap **My Home** in the upper left corner to enter the **Family Management**.



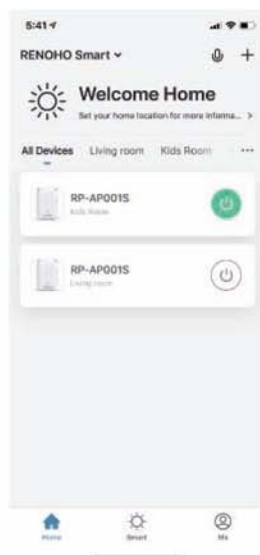
2. Tap **Room Management** to add more rooms.



3. Add more air purifier devices in your RENPHO Smart app. (See page 12).



4. Now you can control any air purifier in your home from anywhere.

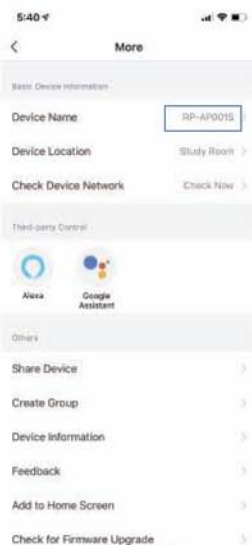


Device Settings

Tap  in the upper right corner to enter the device settings page.



To change any setting, tap on any of the text, icons, or symbols on the right side of the screen. For example, tap the air purifier name to change the name.

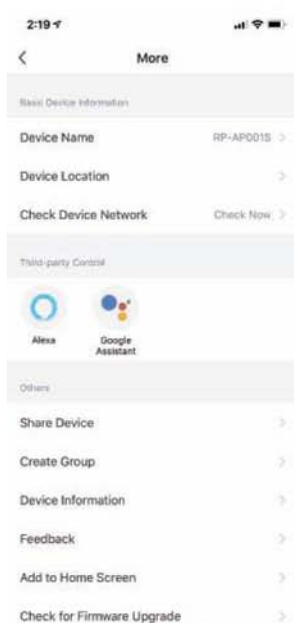


Share Devices

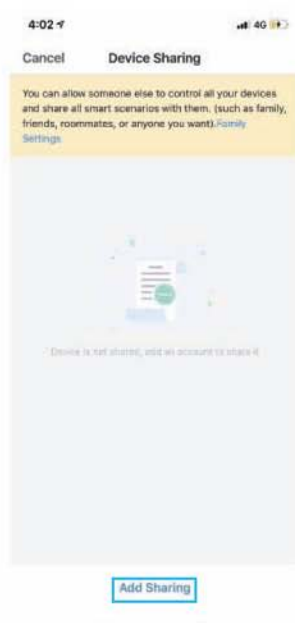
You can allow someone else to control your air purifier (such as family, friends, roommates, or anyone you choose).

Note: People who you share your air purifier with cannot edit or delete any of your device settings.

1. Tap Share Device.



2. Tap Add Sharing.



3. Type in the email of the user you want to share control of your air purifier with. The user must also have a RENPHO Smart account. Then tap **Done** in the upper right corner.



4. Swipe left and tap **Delete** to remove people who you have shared your air purifier with. These people will no longer be able to control your purifier.

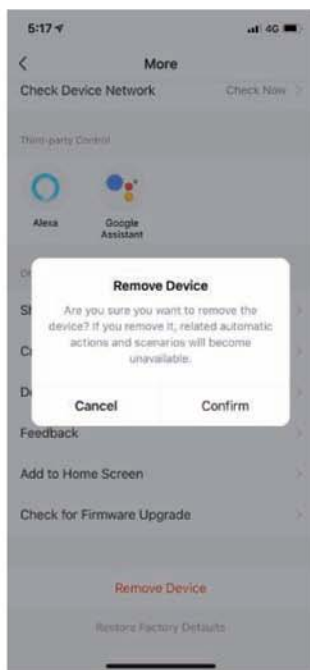


Delete and Reset Your Air Purifier

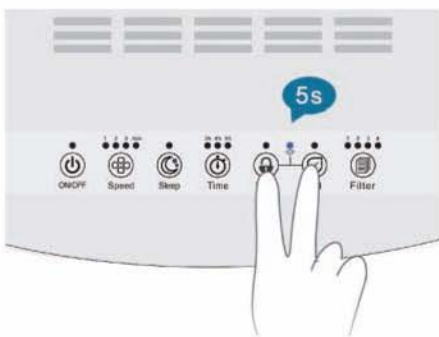
Deleting and resetting your air purifier can help you troubleshoot any issues you may have, including if your air purifier has gone offline.

Note: Hard resetting the purifier will erase all of your custom settings and restore the default settings.

1. Delete the air purifier from the RENPHO Smart app.



2. Press "Lock" + "AQ" buttons and hold for 5 seconds until the WiFi light starts blinking. Then the air purifier has been reset and deleted from the RENPHO Smart app.



Connect with Alexa



works with
amazon alexa

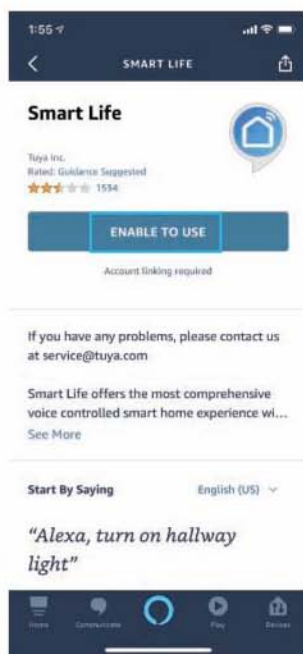
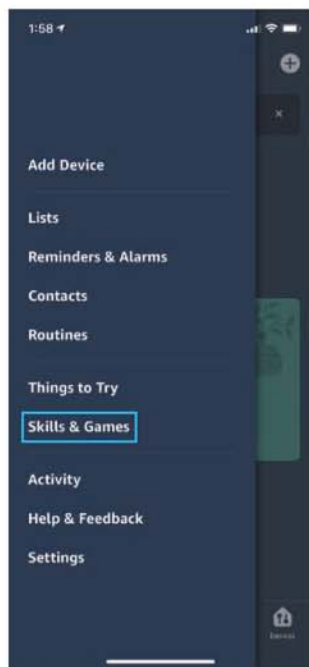
Control this product with your voice
through select Alexa devices.

Note: You must create a RENPHO Smart account to connect with Alexa.

Step 1: Open your Alexa app, tap the menu icon, and go to the Skill section.

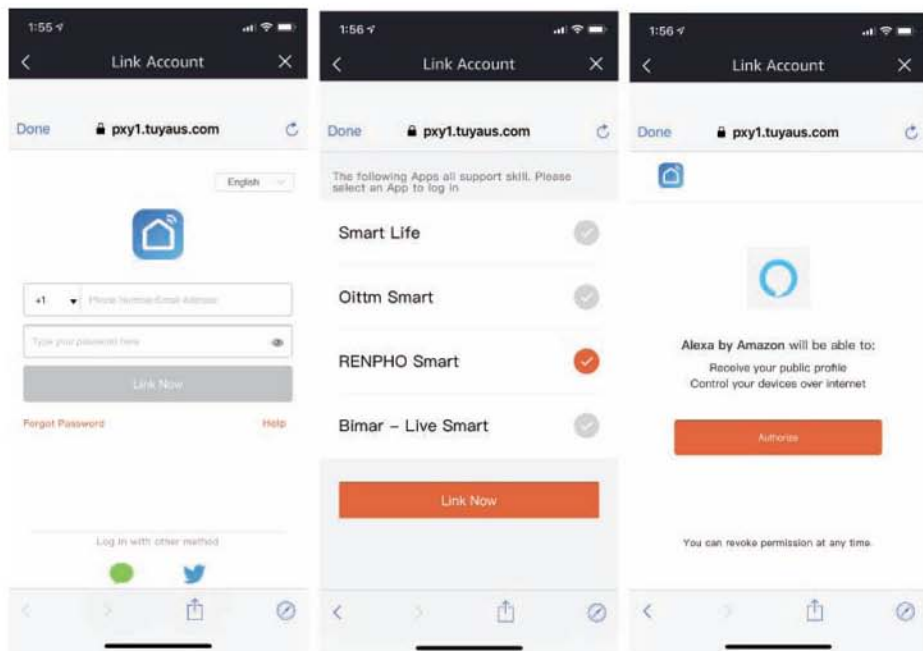
Step 2: Search for Smart Life.

Step 3: Tap to enable skill.



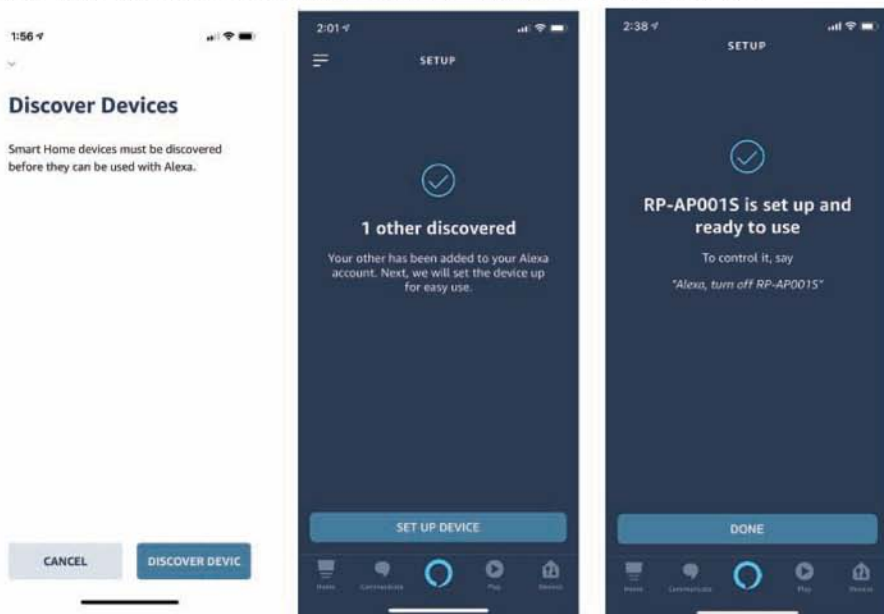
Step 4: Enter your RENPHO Smart account information and choose **RENPHO Smart** to link the skill.

Step 5: Tap **Authorize** to connect to Alexa.

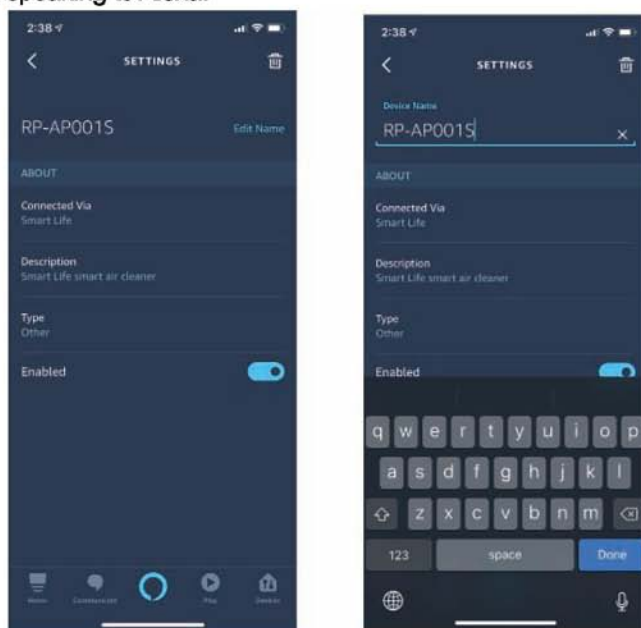


Step 6: Tap **Discover Devices**. Alexa will search for your RENPHO Smart devices.

Step 7: Your enabled devices should appear on your Smart Home page.



Step 8: Set a unique name for your device to help with voice control. Use the name when speaking to Alexa.



Connect with Google Home



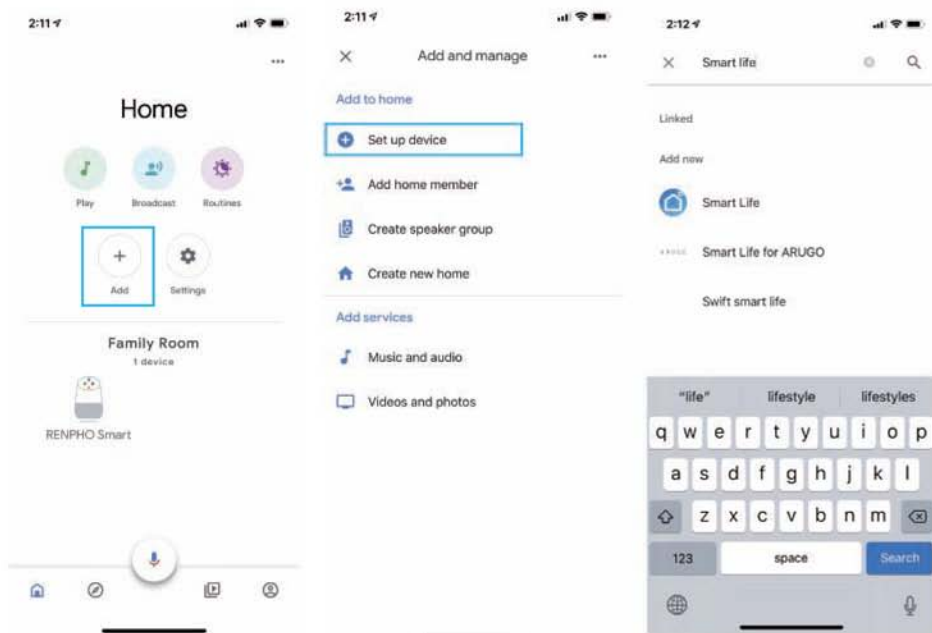
works with
Google Assistant

Control this product with your voice
through Google Home.

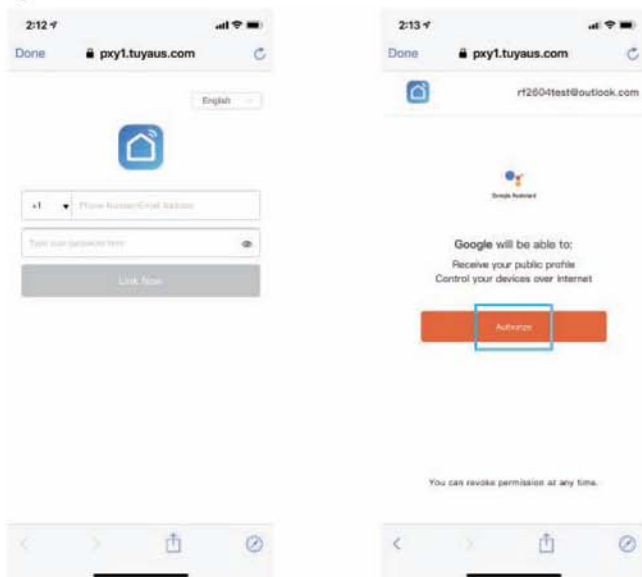
Note: You must create a RENPHO Smart account to connect with Google Home.

Step 1: Launch the Google Home app and tap in the menu icon, then go to Home Control.

Step 2: Tap "+" to all new devices. And Search for Smart Life.

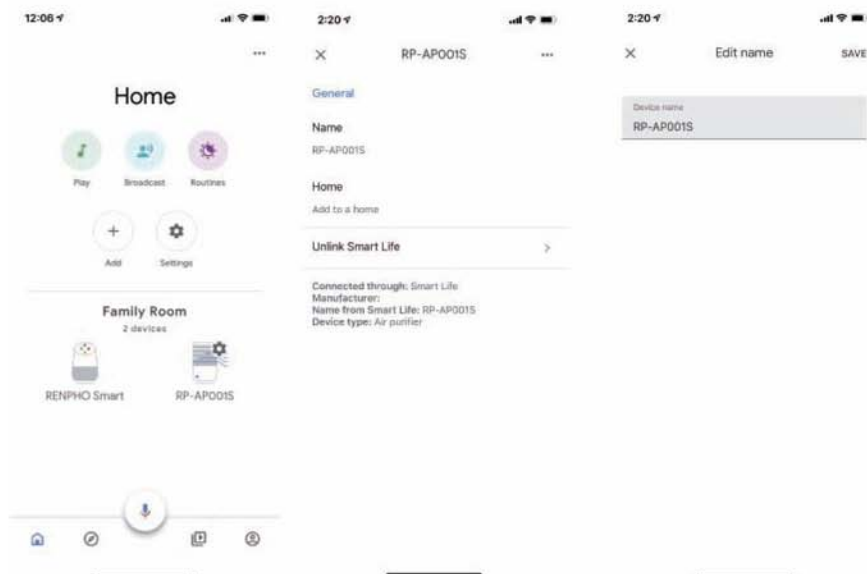


Step 3: Enter your RENPHO Smart account information and tap Authorize to connect to Google Home.



Step 4: Your enabled devices should appear on your Smart Home page.

Step 5: Set a unique name for your device to help with voice control. Use the name when speaking to Google Home.



Cleaning

- Always unplug the appliance before you clean it.
- Never immerse the appliance in water or any other liquid.
- Never use aggressive or flammable cleaning agents such as bleach or alcohol to clean any part of the appliance.
- Only the pre-filter is washable. All other filters are NOT washable.

1. Body of the appliance

Regularly clean the inside and outside of the body to prevent dust from collecting on the inside and outside.

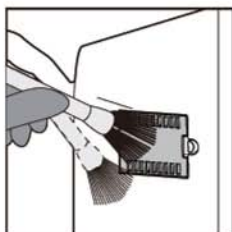
- 1) Wipe away dust with a soft dry cloth from the body of the appliance.
- 2) Clean the air inlet and the air outlet with a soft dry cloth.

2. Air quality sensor

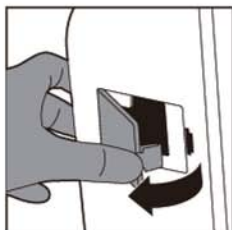
Clean the air quality sensor every 2 months for optimal functioning of the appliance. Clean it more frequently if you use the appliance in a dusty environment.

Note: When the humidity level in the room is very high, it is possible that condensation develops on the air quality sensor. As a result, the Air Quality light on the control panel and the air quality indicator may show that the air quality is bad even though the air quality is good. In this case you have to clean the air quality sensor or use one of the manual speed settings.

- 1) Clean the air quality sensor inlet and outlet with a soft brush.

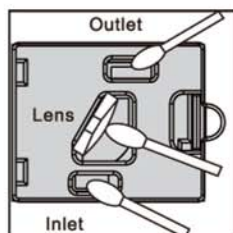


- 2) Remove the air quality sensor cover.

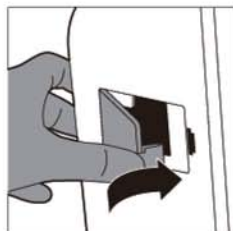


3) Clean the air quality sensor , the dust inlet and the dust outlet with a lightly moistened cotton swab.

4) Dry them with a dry cotton swab.



5) Reattach the air quality sensor cover.



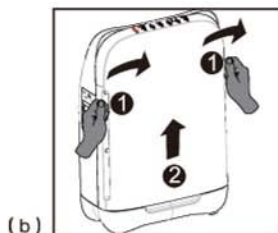
3. Pre-filter

Note: Filter light 1  flashes: Filter 1(pre-filter) needs to be cleaned. We suggest cleaning the pre-filter once a month. Normally, light 1 flashes after running a month.

1) Switch off the appliance and unplug. (a)



2) Place your fingers in the recesses of the side cover and gently pull the top part of the front cover towards you. Then lift the hooks at the bottom of the cover out of the bottom of the appliance. (b)



3) To remove the pre-filter, grab the two projections at the top and pull the filter towards you. (c)

4) Wash the pre-filter under a running tap. If the pre-filter is very dirty, use a soft brush to brush away the dust. (d)

Tip: Alternatively, you can clean the pre-filter by removing the dust with a vacuum cleaner.

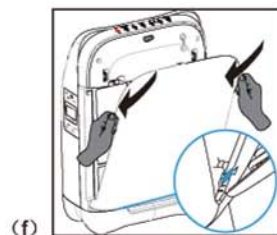
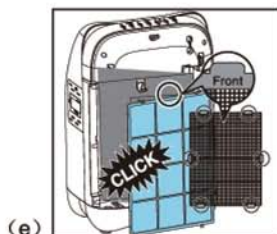
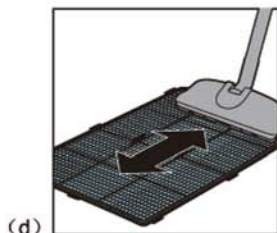
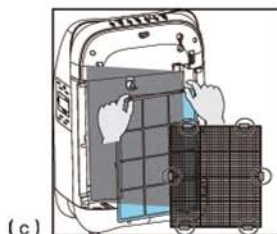
5) Air-dry the pre-filter away the dust. (d)

Note: Make sure that the pre-filter is completely dry. If it is still wet, bacteria may multiply in it and shorten the lifespan of the pre-filter.

6) Put the pre-filter back into the appliance. Attach all hooks properly to the appliance. (e)

Note: Make sure that the side with the two projections is pointing towards you. You also can find word "Front".

7) To reattach the front cover, insert the bottom hooks into the bottom of the appliance first. Then push the front cover against the body of the appliance. (f)



Filter Replacement

When one of the filters is almost full and has to be cleaned or replaced, the appropriate filter replacement light starts to flash.

Filter light 2  flashes: Filter 2(Charcoal filter) needs to be replaced. We suggest replacing the charcoal filter every 6 months. Normally, light 2 flashes after running 6 months.

Filter light 3  flashes: Filter 3(activated carbon filter) needs to be replaced. We suggest replacing the activated carbon filter every 6 months. Normally, light 3 flashes after running 6 months.

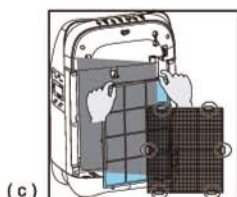
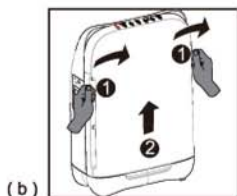
Filter light 4  flashes: Filter 4(HEPA filter) needs to be replaced. We suggest replacing the HEPA filter every 6 months. Normally, light 4 flashes after running 6 months.

Note: The filters' lifetime is based on your house air quality and usage time (assuming 24h being on). The suggested replacement period is just for your reference. Using the appliance in a humid environment will reduce the lifetime of activated carbon filter and HEPA filter.

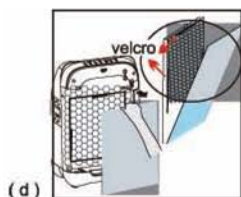
1. How to replace the Charcoal filter, Activated carbon filter and HEPA filter?

Tip: Place the appliance against a wall for more stability when you remove or insert filters.

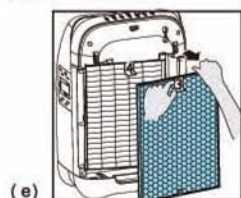
- 1) Switch off the appliance and unplug it. (a)
- 2) Place your fingers in the recesses of the side cover and gently pull the top part of the front cover towards you. Then lift the hooks at the bottom of the cover out of the bottom of the appliance. (b)
- 3) To remove filter 1 (pre-filter), grab the two projections at the top and pull the filter towards you. (c)



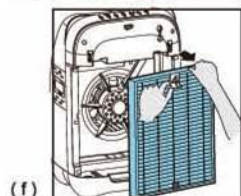
4) To remove the filter 2 (charcoal filter) which is fixed by velcro with filter 3, just tear it off and replace the new charcoal filter. (d)



5) To remove the filter 3 (activated carbon filter), grab its tag and pull it towards you, then replace the new activated carbon filter. (e)

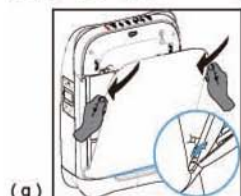


6) To remove the filter 4 (HEPA filter), grab its tag and pull it towards you, then replace the new HEPA filter. (f)



Note: For more detail on the sequence to put filters back into the appliance, please refer to the drawing on page -- "product structure".

7) To reattach the front cover, insert the bottom hooks into the bottom of the appliance first, then push the front cover against the body of the appliance. (g)



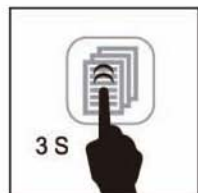
8) Put the plug in the wall socket and switch on the appliance again. (h)



2. Reset Filter's lifetime

After replacing the filters, when you switch on the appliance, the replace filter light will still flash. You need to reset the filter's lifetime sensor, so that the appliance can calculate the filters' lifetime.

Press the  button. The light will turn on but not flash, meaning you choose this filter No. to reset, Press and hold  button for 3 seconds, the light of the filter will turn off completing the reset.



3. Filter Replacement Force Mode

If you use the appliance in an environment with more pollution, you can replace these filters even if the light  does not flash. The filter replacing method is the same.

To force reset the filter 's lifetime:

- 1) Power plugged and turn off the appliance, press and hold  for 5 seconds and the filters light  will flash.

Filter

Note: Press  button or simply not press anything for 60 seconds and the appliance will exit the Filter replacement force mode.

- 2) Press  button repeatedly to choose the appropriate filter. The chosen filter light will stop flashing. Press and hold  button for 3 seconds and the filter light turn off and the complete the reset.
- 3) You can repeat step 2 to turn off other filters lights to complete all filters' reset.

Troubleshooting

This chapter summarizes the most common problems you could encounter with the appliance. If you are unable to solve the problem with the information below, contact us directly via e-mail at: support@renpho.com or phone: 1(844)417-0149.

Problem	Possible cause	Possible solution
The appliance doesn't work	Back cover cannot be fastened in place	Remove the back cover and re-install it
	Power plug is not connected to a power supply.	Unplug and then plug the power in again.
	The machine does not turn on	Plug in the power and turn on the machine again.
Outlet airflow significantly reduced	Filter's plastic packaging hasn't been removed	Filter's plastic packaging should be removed before use.
	Air quality is good, and the Auto mode has been activated.	To exit the Auto mode by pressing the speed button; the appliance will revert to manual control and the Auto mode light will turn off.
	Night mode automatically starts and the LED indicator turns off. Meanwhile the fan speed and noise is also reduced.	Manually select your preferred fan speed.
	The Pre-filter is dirty.	Clean the Pre-filter.
	The filters haven't be replaced	Replace the filter(s).
	Not enough clearance and space for ventilation	Make sure the rear and sides of the device has 40cm of clearance.
Fan speed can't adjust automatically	Air quality sensor becomes damp or the indoor temperature is too high, which causes condensation to form on sensor surface.	Keep the air quality sensor clean and dry.
Poor performance or not enough purification capacity	The room coverage exceeds applicable area.	Use the air purifier in a room with applicable area.
	Air inlet or outlet of the machine is blocked.	Remove blocking object.
Too noisy	Filter's plastic packaging hasn't been removed	Filter's plastic packaging should be removed before use.
Air quality indicator color unchanged	The air quality sensor is dirty.	Clean the air quality sensor.
	Indoor air ventilation is poor.	Open the window and improve air ventilation.
After replacing filter, the filter replacement indicator still flashing	Filter's lifetime not reset correctly	Check the manual instructions for "Reset Filter's lifetime".

RENPHO Smart APP Troubleshooting

Problem	Possible solution
Why can't I connect my air purifier to my WiFi network?	• During the setup process, you must be on a secure 2.4 GHz WiFi network. • Make sure the WiFi password you entered is correct.
How do I change my WiFi network to a 2.4 GHz WiFi network?	• Most dual-band routers support both 2.4G and 5G networks. Select the WiFi name that does not end in "_5G". • If your phone is attempting to connect to the 5G network, try "forgetting" or temporarily disabling the 5G network. If you are unsure, or if the 2.4G and 5G networks do not have separate names, please contact your internet service provider.
I already have another smart appliance connected to the RENPHO Smart app, but my smart air purifier won't connect.	Close and relaunch the RENPHO Smart app. Reset the air purifier by pressing "Lock" + "AQ" buttons and holding for 5 seconds until the WiFi light starts blinking.
My air purifier is offline.	1. Make sure your router is connected to the internet, and your phone's network connection is working properly. 2. Delete the offline air purifier from the RENPHO Smart app. 3. Reset the air purifier by pressing "Lock" + "AQ" buttons and holding for 5 seconds until the WiFi light starts blinking. 4. Reconfigure your air purifier with the RENPHO Smart app. Note: Power outages, internet outages, or changing WiFi routers may cause your air purifier to go offline.

Warranty Information

RENPHO provides 1-Year warranty for all products to be of the highest quality in material, craftsmanship, and service, effective starting from the date of purchase.

Terms & Policy

RENPHO will replace any product found to be defective due to manufacturer flaws based on eligibility. Refunds are available within the first 30 days of purchase. Refunds are only available to the original purchaser of the product. This warranty only to personal use and does not extend to any product that has been used for commercial, rental, or any other use in which the product is not intended for. There are no warranties other than the warranties expressly set forth with each product.

This warranty is non-transferable. RENPHO is not responsible in any way for any damages, losses or inconveniences caused by equipment failure or by user negligence, abuse, or use noncompliant with the user manual or any additional safety, use, or warnings included in the product packaging and manual.

This warranty does not apply to the following:

- Damage due to abuse, accident, alteration, misuse, tampering or vandalism.
- Improper or inadequate maintenance.
- Damage in return transit.

RENPHO assumes no liability for damage caused by the use of the product other than for its intended use or as instructed in the user manual.

Defective Products & Returns

Should your product prove defective within the specified warranty period, please contact Customer Support via support@renpho.com with your order number.

JOICOM CORPORATION

165 E. Freedom Ave., Anaheim,
California, 92801, United States

Email: support@renpho.com

Tel: 1-844-417-0149

Web: www.renpho.com

Support Hours

Monday - Friday: 9:00 am - 4:30 pm PST

*Please have your order number ready
before contacting customer support.