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# HOLMES HM1865P Owner's Manual

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# TROUBLESHOOTING FREQUENTLY ASKED QUESTIONS

TROUBLE	PROBABLE CAUSE	SOLUTION
Unit does not turn on	Not plugged in	Plug in unit
Mist output minimal to none	Filter has not absorbed water	Wait 15 minutes for filter to absorb water
Filter turns brown	Your filter needs to be washed  In areas with particular hard water your filter will need to be cleaned frequently.	Wash your filter (HWF65P/Part Number 7400001000425). Follow cleaning instruction located in manual.  Use CleanseClean™ Solution (S1710), to order call 1-800-546-5637, or visit <a href="http://www.holmesproducts.com">www.holmesproducts.com</a>

## FREQUENTLY ASKED QUESTIONS

QUESTIONS	ANSWER
What are the variables that affect run time?	The estimated run time for this humidifier is based on average room conditions. The actual run time of your humidifier is dependent on numerous variables such as: <ol style="list-style-type: none"> <li>1. Air exchange in the room where the humidifier is placed.</li> <li>2. Room construction where the humidifier is placed.</li> <li>3. Temperature of the room where the humidifier is placed.</li> <li>4. Humidity levels in the room where the humidifier is placed.</li> <li>5. Movement of occupants and the opening and closing of doors in the room where the humidifier is placed.</li> <li>6. Home furnishings in the room where the humidifier is placed.</li> </ol>
How do I remove film on water tank?	See Daily Maintenance instructions. Regular cleaning is recommended.
How can I extend the run time?	<ol style="list-style-type: none"> <li>1. Run your unit on the lowest setting.</li> <li>2. If your unit has electronics, set it to your desired humidity level. The unit will turn on and off, which will extend the run time.</li> <li>3. Fill the tank all the way full, place it on the base, let the water empty into the base until it stops bubbling, then refill the tank full again. This ensures maximum water capacity and will extend run time.</li> </ol>

# REPLACEMENT SERVICE

## STORAGE INSTRUCTIONS

- When not using your humidifier for an extended period:
1. Follow Filter Washing Procedure before storage.
  2. Clean, rinse and thoroughly dry the humidifier before storage. Leaving water in the unit may result in mold.
  3. Place the humidifier in the original carton and store in a dry area.

## REPLACEMENT ACCESSORIES

- To order the replacement accessories you can do any of the following:
- Fill out the accessory card found with the product.
  - Visit your local retailer.
  - Go to [www.holmesproducts.com](http://www.holmesproducts.com)

## SERVICE INSTRUCTIONS

1. DO NOT attempt to repair or adjust any electrical components.
2. If you have any questions regarding this unit's operation, please contact our Customer Service Department.
3. If you need to exchange the unit, please return the unit in its original packaging. If you are returning the unit for a warranty claim, please include the original receipt. If you are returning the unit for a warranty claim, please include the original receipt.
4. If you have any other questions or comments, please contact our Customer Service Department at [www.holmesproducts.com](http://www.holmesproducts.com).

SUNBEAM PRODUCTS, INC.  
303 NELSON AVENUE  
NEOSHO, MO 64850

For your own records, staple or attach your sales receipt to this page and provide name/location and date purchase below.

STORE NAME: \_\_\_\_\_

LOCATION: \_\_\_\_\_

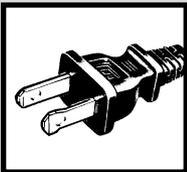
DATE PURCHASED: \_\_\_\_\_

## PLEASE READ AND SAVE THESE IMPORTANT SAFETY INSTRUCTIONS

Thank you for purchasing this Holmes® product. We understand the value of quality and are committed to making superior products that stand the test of time. We trust this product will exceed your expectations of quality and reliability. We hope that you enjoy this product and will consider purchasing another Holmes® product in the future. To see our full product line or if you have any questions or comments about this product, please visit our website at: [www.holmesproducts.com](http://www.holmesproducts.com).

When using electrical appliances, basic safety precautions should always be followed to reduce the risk of fire, electric shock, and injury to persons, including the following:

1. Read all instructions before using the appliance.
2. To avoid fire or shock hazard, plug the appliance directly into a 120V AC electrical outlet.
3. Keep the cord out of heavy traffic areas. To avoid fire hazard, NEVER put the cord under rugs or near heat registers.
4. DO NOT place humidifier near heat sources such as stoves, radiators, and heaters. DO locate your humidifier on an inside wall near an electrical outlet. The humidifier should be at least 4" away from the wall for best results.
5. NEVER place humidifier in an area where it is accessible to children. NEVER use humidifier in a closed room, particularly where a child may be sleeping, resting, or playing (a closed room may result in excessive humidity).
6. **WARNING:** Do not attempt to refill humidifier without first unplugging the unit from its electrical outlet. Failure to heed this warning may cause personal injury. Be sure to unplug the unit by pulling on the plug and not the cord.
7. Never place anything over moisture outlet when the unit is running.
8. NEVER drop or insert any object into any openings.
9. DO NOT operate any appliance with a damaged cord or plug, after the appliance malfunctions, or if it has been dropped or damaged in any manner. Return appliance to manufacturer for examination, electrical or mechanical adjustment, or repair.
10. Use appliance only for intended household use as described in this manual. Any other use not recommended by the manufacturer may cause fire, electric shock, or injury to persons. The use of attachments not recommended or sold by the manufacturer may cause hazards.
11. DO NOT use outdoors.
12. Always place humidifier on a firm, flat, level surface. A waterproof mat or pad is recommended for use under the humidifier. NEVER place it on a rug or carpet, or on a finished floor that may be damaged by exposure to water or moisture.
13. DO NOT allow the Moisture Outlet to directly face the wall. Moisture could cause damage, particularly to wall paper.
14. Humidifier should be unplugged when not in use.
15. NEVER tilt, move, or attempt to empty unit while it is operating. Shut off and unplug before removing the water tank and moving the unit.
16. This humidifier requires daily and weekly maintenance to operate appropriately. Refer to daily and weekly cleaning procedures. Use only cleaners and additives recommended by the manufacturer.
17. NEVER use detergents, gasoline, glass cleaner, furniture polish, paint thinner, or other household solvents to clean any part of the humidifier.
18. Excessive humidity in a room can cause water condensation on windows and some furniture. If this happens, turn the humidifier OFF.
19. Do not use humidifier in an area where humidity level is in excess of 50%. Use a hygrometer, available at your local retailer or through the manufacturer, to measure the humidity.
20. DO NOT attempt to repair or adjust any electrical or mechanical functions on this unit. Doing so will void your warranty. The inside of the unit contains no user serviceable parts. All servicing should be performed by qualified personnel only.



**THIS APPLIANCE HAS A POLARIZED PLUG (one blade is wider than the other). To reduce the risk of electric shock, this plug is intended to fit in a polarized outlet only one way. If the plug does not fit fully in the outlet, reverse the plug. If it still does not fit, contact a qualified electrician to install the proper outlet.**

**DO NOT ATTEMPT TO MODIFY THIS PLUG OR DEFEAT THIS SAFETY FEATURE IN ANY WAY.**

## FEATURE

21. Never place housing under water flow or immersed.
22. Do not plug in the cord with wet hands: electric shock could result.
23. Do not pour water in any openings other than the tank.
24. To prevent damage to surfaces, do not place humidifier under overhanging surfaces.
25. NEVER operate unit without water in the tank.
26. Do not move unit after it has been used until unit is completely dry.
27. Use both hands when carrying full tank of water.

## PLEASE READ AND SAVE THESE IMPORTANT SAFETY INSTRUCTIONS

### CONSUMER SAFETY INFORMATION

**NOTE:** This is an electrical appliance and requires proper installation when in use.

**NOTE:** If moisture forms on the walls or windows in a room, turn off the humidifier. The room already has high humidity and additional moisture may cause damage.

**NOTE:** DO NOT block air inlet or outlet.

### CORD AND PLUG INSTALLATION SAFETY INSTRUCTIONS

The length of cord used on this appliance was selected to reduce the hazards of becoming tangled in, or tripping over the cord. If a longer cord is necessary an approved extension cord may be used. The electrical rating of the extension cord should be equal to or greater than the rating of the humidifier. Care should be taken to arrange the extension cord so that it will not hang over the countertop or tabletop where it can be pulled down by children or accidentally tripped over.

### HOW COOL MIST WORKS

Your Holmes® Cool Mist humidifier draws dry air through the rear air intake grill area. This air is then passed through a moisture-laden wick filter, which retains the mineral deposits in the water. The resulting moist air is directed into the room from the top air grill.

**NOTE:** This humidification system provides a cool mist. It is normal not to see the mist.