

# TROUBLESHOOTING- FILTER ACCESSORIES

TROUBLE	PROBABLE CAUSE	SOLUTION
Unit does not turn on.	Water spilled in humidistat.	Drain water from base and allow unit to dry for 15 minutes.
	Circuit breaker has been tripped.	Check circuit breaker.
Mist output minimal to none.	Filter has not absorbed water.	Wait 15 minutes before starting humidifier.
	Mineral buildup in tray.	See Weekly Maintenance under Cleaning and Maintenance Instructions. Regular cleaning is recommended to keep the unit functioning properly.
	Humidistat is set too low.	Raise the level of humidity by adjusting the humidistat (see Operating Instructions).
	Filter needs to be replaced.	Replace your filter (HWF65) by calling 1-800-5-HOLMES, or visit <a href="http://www.holmesproducts.com">www.holmesproducts.com</a> .
Water leaks from tank.	Rubber tank ring is missing or improperly placed.	Remove tank cap then replace or reposition ring.
	Cap not tight enough.	Tighten the cap.
Filter turns brown.	The filter needs to be replaced.	Replace your filter (HWF65) by calling 1-800-5-HOLMES, or visit <a href="http://www.holmesproducts.com">www.holmesproducts.com</a> .
	Short filter life.	In areas with hard water the filter will need to be changed more frequently.
Film on water tank.	Mineral deposits cause film on tank to build up.	See Daily Maintenance under Cleaning and Maintenance instructions. Regular cleaning is recommended to keep the unit functioning properly. To order CleanseClean® (\$1710), call 1-800-5-HOLMES, or visit <a href="http://www.holmesproducts.com">www.holmesproducts.com</a> .
Water in tanks appears cloudy.	Filter needs to be replaced.	Replace your filter (HWF65) by calling 1-800-5-HOLMES, or visit <a href="http://www.holmesproducts.com">www.holmesproducts.com</a> .
	Water tank filled with warm water.	Use cool water to fill the water tank – and only use Holmes® care products recommended in this manual.
Unit cycles on/off.	Humidifier is reacting to room.	Set the AccuSet Plus™ digital Humidistat to a higher or lower desired setting.
Very tight tank cap.	Tank cap over tightened.	Add liquid soap to cap gasket to ease opening.

## REPLACEMENT ACCESSORIES

To order the replacement accessories you can do any of the following:

- Fill out the accessories card found with the product
- Visit your local retailer
- Go to [www.holmesproducts.com](http://www.holmesproducts.com)
- Call consumer service at 1-800-5-HOLMES

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# WARRANTY INFORMATION

## SERVICE INSTRUCTIONS

1. DO NOT attempt to repair or adjust any electrical or mechanical functions on this unit. Doing so will void the Warranty.
2. If you need to exchange the unit, please return it in its original carton, with a sales receipt, to the store where you purchased it. If you are returning the unit more than 30 days after the date of purchase, please see the enclosed Warranty.
3. If you have any questions or comments regarding this unit's operation or believe any repair is necessary, please write to our Consumer Service Department or visit our website at [www.holmesproducts.com](http://www.holmesproducts.com).

THE HOLMES GROUP, INC.  
CONSUMER SERVICE DEPARTMENT  
32B SPUR DRIVE  
EL PASO, TX 79906

For your own records, staple or attach your sales receipt to this manual. Also, please take a moment to write the store name/location and date purchased below.

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

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

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

(STAPLE RECEIPT HERE)

## SIX (6) YEAR LIMITED WARRANTY

### SAVE THIS WARRANTY INFORMATION

- A. This Warranty applies only to the original purchaser of this product.
- B. This Warranty applies ONLY to repair or replacement of any supplied or manufactured parts of this product that, upon inspection by The Holmes Group, Inc. authorized personnel, is shown to have failed in normal use due to defects in material or workmanship. The Holmes Group will determine whether to repair or replace the unit. This Warranty does not apply to installation expenses.
- C. Operating this unit under conditions other than those recommended or at voltages other than the voltage indicated on the unit, or attempting to service or modify the unit, will render this WARRANTY VOID.
- D. Unless otherwise proscribed by law, The Holmes Group shall not be liable for any personal injury, property or any incidental or consequential damage of any kind (including water damage) resulting from malfunctions, defects, misuse, improper installation or alteration of this product.
- E. All parts of this product excluding filters, which are covered under separate warranty, are guaranteed for a period of 6 years as follows:
1. Within the first 30 days from date of purchase, the store from which you purchased your product should replace this product if it is defective in material or workmanship (provided the store has in-stock replacement.) If you intend to assert any claim in connection with the product, please follow the instructions in paragraph F.
  2. Within the first seventy two months from date of purchase, The Holmes Group will repair or replace the product if it is defective in material or workmanship, subject to the conditions in paragraph G.
- F. If you have any other problem or claim in connection with this product, please write our Consumer Service Department.
- G. IMPORTANT RETURN INSTRUCTIONS. Your Warranty depends on your following these instructions if you are returning the unit to The Holmes Group, Inc.:
1. Carefully pack the item in its original carton or other suitable box to avoid damage in shipping.
  2. Before packing your unit for return, be sure to enclose:
    - a) Your name, full address with zip code and telephone number
    - b) A dated sales receipt or PROOF OF PURCHASE,
    - c) Your \$7.00 check for return shipping and handling, and
    - d) The model number of the unit and the problem you are having. (Enclose in an envelope and tape directly to the unit before the box is sealed.)
  3. The Holmes Group recommends you ship the package U.P.S. ground service for tracking purposes.
  4. All shipping charges must be prepaid by you.
  5. Mark the outside of your package:

HOLMES  
THE HOLMES GROUP, INC.  
32B SPUR DRIVE  
EL PASO, TX 79906  
SHIPPING AND HANDLING CHARGES: \$7.00 (USD)

This Warranty gives you specific legal rights, and you may have other rights which vary from state to state. The provisions of this Warranty are in addition to, and not a modification of, or subtraction from, the statutory warranties and other rights and remedies contained in any applicable legislation. To the extent that any provision of this Warranty is inconsistent with any applicable law, such provision shall be deemed voided or amended, as necessary, to comply with such law.

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HM1865/1865RC03EM1

Printed in China

# Owner's Guide

FILTER# : HWF65  
FILTER TYPE : WICK FILTER

# Holmes®

Equipped with



Motor

INFO HOT-LINE: If, after reading this owner's guide you have any questions or comments, please call 1-800-5-HOLMES and a Consumer Service Representative will be happy to assist you.

# Cool Mist Humidifier

HM1865  
HM1865RC



PLEASE READ AND SAVE THESE IMPORTANT INSTRUCTIONS

# PLEASE READ AND SAVE THESE IMPORTANT SAFETY INSTRUCTIONS

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.
21. Never place housing under water flow or immerse in liquids.
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 water 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 cools completely.
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 attention when in use.  
Note: If moisture forms on the walls or windows of the room, turn off the humidifier. The room already has plenty of 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 a longer cord. If a longer cord is necessary an approved extension cord may be used. The electrical rating of the extension cord must be equal to or greater than the rating of the humidifier. Care must be taken to arrange the extension cord so that it will not drape over the countertop or tabletop where it can be pulled on 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 minerals and deposits in the water. The resulting moist air is directed back into the room from the top air grill.

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

**NOTE:** A humidity level below 20% can be unhealthy and uncomfortable. The recommended humidity level is between 40%-50%.

## FEATURES - OPERATIONS

### PRE-OPERATING INSTRUCTIONS

1. Be sure the humidifier is switched to OFF and the unit is disconnected from the electrical outlet.
2. Select a location for your humidifier, on a flat surface, about 4" away from the wall. DO NOT place the humidifier on a finished floor or near furniture, which can be damaged by moisture or water. Place on a moisture-resistant surface.

### FILLING THE WATER TANK

1. Remove the tank from the base of the humidifier and bring to the faucet. Turn the tank upside down and twist off the tank cap by turning counter clockwise. Fill tank with cool, fresh tap water. DO NOT fill with warm water as this may cause leaking. Replace the cap on each tank FIRMLY.
2. When full, carry tank to the humidifier and place onto the base. The tank holds 2.25 gallons of water and the base holds 1/4 gallons of water. The tank will immediately begin to empty into base.
3. Plug the power cord into a 120V AC electrical outlet.

### OPERATING INSTRUCTIONS

Your humidifier is equipped with a technologically advanced AccuSet Plus™ digital Humidistat. You can set the humidifier to run continuously in manual mode or set the AccuSet Plus™ digital Humidistat to your desired humidity setting. The AccuSet Plus™ digital Humidistat will automatically turn the humidifier ON or OFF, depending on the preset comfort level. The comfort level ranges between 35% and 65% relative humidity.

#### Manual Mode Instructions:

1. Plug the humidifier into a 120V AC electrical outlet.
2. The display will show the current room humidity.
3. To start the unit, push the MODE/OFF button once for the HIGH (3) manual setting.
4. Press the button again for the MEDIUM (2) manual setting and again for LOW (1). After the selection is made, the display will return to show the current room humidity.
5. To stop the unit, press and hold the button for two seconds, or keep pressing the button until the display reads OFF.

#### AccuSet Plus™ HUMIDISTAT INSTRUCTIONS (see Fig. ?)

To take advantage of the AccuSet Plus™ Digital Humidistat, press the MODE/OFF button until the speed is set in either the AUTO HIGH (A3), AUTO MEDIUM (A2) or AUTO LOW (A1) setting. Then adjust the set humidity by using the up and down buttons. Humidity will increase in increments of 5%. When the humidity level is set, the display will return to show the current room humidity. When the room humidity level rises above the set humidity, the humidifier will stop. When the humidity level drops below the set humidity, the humidifier will turn on automatically.

**NOTE:** Allow up to 30 minutes for the filter to fully absorb water and for the unit to produce moisture.

**NOTE:** The AccuSet Plus™ Humidifier has memory. This means that when you turn the unit back on, it will be at the last setting the humidifier was set at.

If you do not plan to use the humidifier for two or more days, make sure any residual water is drained from the water tank, base and wick filter to prevent algae or bacteria growth.

### USING THE PROGRAMMABLE TIMER

AccuSet Plus™ allows the user to program the humidifier to come on at a preset time, or turn off after a set amount of time.

#### Setting the Off Timer:

1. Set the mode and/or humidity you wish the humidifier to run in.
2. While the humidifier is running, press and hold the up and down buttons simultaneously for 2 seconds. The display will flash "00".
3. By pressing the up and down buttons, program the humidifier to turn off up to 16 hours later in increments of 1 hour.
4. After setting the timer, the display will return to show the current room humidity. The timer light will illuminate to show that the timer is activated.
5. After the predetermined length of time has passed, the humidifier will automatically shut off.

#### Setting the On Timer:

1. While the humidifier is off, press and hold the up and down buttons simultaneously for 2 seconds.
2. By pressing the up and down buttons, program the humidifier to turn on up to 16 hours in advance in increments of 1 hour.
3. After the preset length of time has passed, the humidifier will automatically turn on Auto Mode HI at 45% for a preset time of 2 hours.

#### AccuSet Plus™ REMOTE INSTRUCTIONS (For HM1865RC-U only)

1. Insert 2 AAA batteries into back of remote control.
2. Press the Mode/Off button on remote to begin operation.
3. Use the remote to control the same features as the base unit.

**NOTE:** The timer function can only be activated on the base unit. It cannot be activated via the remote control.

**NOTE:** Do not mix new and old batteries. Do not mix alkaline, standard (carbon-Zinc), or rechargeable (nickel-cadmium) batteries.

## CLEANING/MAINTENANCE REPLACING/STORAGE THE FILTER

### REPLACING THE FILTERS

Through normal use, waterborne minerals and sediment become trapped in the wick filter. The harder your water, the greater the amount of minerals in the water, and the more often you will need to change your filter.

You will be able to monitor the life of the filter in your humidifier by checking the FilterCheck® Indicator. When the unit is off, the FilterCheck® Indicator will read in the OFF position. After 60 minutes of use, FilterCheck® Indicator will move from the OFF position and indicate your filter condition. A brand new filter will register in the blue section reading GOOD filter. After frequent use of your humidifier, the FilterCheck® Indicator will let you know when the filters need to be changed, see Figure ?.

When the needle is in the light blue (CHANGE) section, this means the proper amount of moisture is not getting into your air due to the excessive minerals and sediment that have become trapped on your filters. At this point, you should replace your filter. It is important to change your filter as indicated to obtain stated performance level.

To replace the filter, follow the steps below: (see Fig. ?)

1. Turn the unit off and disconnect from the electrical outlet.
2. Remove the tank and main housing to access the base tray.
3. Remove wick and discard.
4. Follow the weekly cleaning instructions.
5. Insert new filter.
6. Repeat Operating Instructions steps.

It will take about 30 minutes for the humidifier to reach maximum output.

You can purchase replacement filters (Model HWF65) by calling 1-800-5-HOLMES or by visiting [www.holmesproducts.com](http://www.holmesproducts.com). Please refer to the Replacement Accessories section at the end of this manual for the appropriate filter and solutions for this humidifier. It is recommended that a replacement filter is purchased for uninterrupted use.

### CLEANING AND MAINTENANCE INSTRUCTIONS

Humidifiers provide comfort by adding moisture to dry, heated indoor air. To benefit most from the humidifier and avoid product misuse, follow all instructions carefully. Please note that this is an electrical appliance and requires attention when in use.

In addition, if you do not follow the recommended care and maintenance guidelines, micro-organisms may be able to grow in the water within the water tank. You must routinely follow the cleaning procedures that follow in order to ensure proper, efficient operation of your humidifier. Proper maintenance and cleaning is essential to the continued performance of your unit and the avoidance of algae or bacteria build-up.

### DAILY MAINTENANCE

1. Be sure the unit is OFF and is disconnected from the electrical outlet.
2. Remove the housing and the tank from the humidifier and place in sink or tub.
3. Carry the base of the unit to the sink, remove the wick, place in sink, drain any remaining water and rinse thoroughly to remove any sediment or dirt. Wipe clean, and dry with a clean cloth or paper towel.
4. Drain the water from the tank into the sink and rinse tank thoroughly. Wipe clean, and dry with a clean cloth or paper towel.
5. Put filter back in, replace the housing, then refill tank with cool tap water as instructed earlier in the Filling Instructions. DO NOT overfill.
6. Follow Operating Instructions.

### WEEKLY MAINTENANCE

To Remove Scale:

1. Repeat steps 1-4 above.
2. Clean the base by partially filling the base with one 8-oz cups of undiluted white vinegar, or by using CleanseClean® (Model S1710) by the manufacturer. Leave this solution in the base for 20 minutes, while cleaning the all interior surfaces with a soft brush. Remove base scale by wiping the base with a cloth dampened with undiluted white vinegar.
3. Rinse with clean warm water to remove the cleaning solution before disinfecting the tank.

#### To Disinfect Humidifier Base and Tank:

1. Fill humidifier base with 1/4 gallon of water and 1/2 teaspoon of chlorine bleach.
2. Fill the tank 1/2 full with water and 1/2 teaspoon of chlorine bleach.
3. Let the solution stand for 20 minutes, swishing every few minutes. Wet all surfaces.
4. Carefully empty the base and tank after 20 minutes, and rinse with water until you cannot detect any bleach smell. Dry with a clean cloth or paper towel.
5. Check the FilterCheck® Indicator to see if it is time to replace the filter. Depending on water hardness in your area, it may be necessary to change the filter every 1-2 months. Reinsert the wick filter into the base.
6. Refill the water tank as directed with cool tap water, replace the humidifier housing, and turn the unit on.

### STORAGE INSTRUCTIONS

When not using your humidifier for an extended period of time:

1. Dispose of the filters. DO NOT leave in unit.
2. Clean, rinse and thoroughly dry the humidifier as directed in weekly maintenance. DO NOT leave any water in the unit when storing. Leaving water in the unit may render the unit inoperable for the following season.
3. Place the humidifier in the original carton and store in a cool, dry place.
4. Order your replacement filter for next year's use.



THIS PRODUCT IS EQUIPPED WITH A POLARIZED AC (Alternating Current) PLUG (a plug having one blade wider than the other). This plug will fit into the power outlet only one way. If the plug does not fit fully into the outlet, reverse the plug. If it still does not fit, contact qualified personnel to install the proper outlet.

DO NOT DEFEAT THE SAFETY PURPOSE OF THIS POLARIZED PLUG IN ANY WAY