

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	The filter has absorbed minerals	Replace your filter (HWF23) by calling 1-800-5-HOLMES, or visit www.holmesproducts.com

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"> Air exchange in the room where the humidifier is placed. Room construction of the room where the humidifier is placed. Temperature of the room where the humidifier is placed. Humidity levels in the room where the humidifier is placed. Movement of occupants and the opening and closing of doors in the room where the humidifier is placed. House furnishings in the room where the humidifier is placed.
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"> Run your unit on the lowest setting. 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. 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 wastes maximum water capacity and will extend run time.

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:

- Read all instructions before using the appliance.
- To avoid fire or shock hazard, plug the appliance directly into a 120V AC electrical outlet.
- Keep the cord out of heavy traffic areas. To avoid fire hazard, NEVER put the cord under rugs or near heat registers.
- 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.
- NEVER place humidifier in an area where it is accessible to children. NEVER use humidifier in a sleep room, particularly where a child may be sleeping, resting, or playing (a sleep room may result in excessive humidity).
- 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.
- Never place anything over moisture outlet when the unit is running.
- NEVER drop or insert any object into any openings.
- 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.
- 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.

- DO NOT use outdoors.
- 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.
- DO NOT allow the Moisture Outlet to directly face the wall. Moisture could cause damage, particularly to wall paper.
- Humidifier should be unplugged when not in use.
- 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.
- 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.
- NEVER use detergents, gasoline, glass cleaner, furniture polish, paint thinner, or other household solvents to clean any part of the humidifier.
- Excessive humidity in a room can cause water condensation on windows and some furniture. If this happens, turn the humidifier OFF.
- 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.
- 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 PRODUCT IS EQUIPPED WITH A POLARIZED 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

REPLACEMENT ACCESSORIES

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
- Call consumer service at 1-800-5-HOLMES

SERVICE INSTRUCTIONS

- DO NOT attempt to repair or adjust any electrical or mechanical functions on this unit. Doing so will void the Warranty.
- 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.
- 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.

THE HOLMES GROUP, INC.
CONSUMER SERVICE DEPARTMENT
328 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)

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WARRANTY INFORMATION

ONE (1) YEAR LIMITED WARRANTY

SAVE THIS WARRANTY INFORMATION

- This Warranty applies ONLY to the original purchaser of this product.
- 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.
- 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.
- 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 resulting from malfunctions, defects, misuse, improper installation or alteration of this product.
- All parts of this product excluding filters, which are covered under separate warranty, are guaranteed for a period of 1 year as follows:
 - 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.
 - Within the first twelve 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.
- If you have any other problem or claim in connection with this product, please write our Consumer Service Department.
- IMPORTANT RETURN INSTRUCTIONS:** Your Warranty depends on your following these instructions if you are returning the unit to The Holmes Group, Inc.:
 - Carefully pack the item in its original carton or other suitable box to avoid damage in shipping.
 - Before packing your unit for return, be sure to enclose:
 - Your name, full address with zip code and telephone number
 - A dated sales receipt or PROOF OF PURCHASE.
 - Your \$7.00 check for return shipping and handling, and
 - 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.)

The Holmes Group recommends you ship the package U.P.S. ground service for tracking purposes.

All shipping charges must be prepaid by you.

Mark the outside of your package:

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

HM1200-02-01-01

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Printed in China

PLEASE READ AND SAVE THESE IMPORTANT SAFETY INSTRUCTIONS

- Never place heating under water flow or immersion in liquid.
 - Do not plug in the cord with wet hands; electric shock could result.
 - Do not pour water in any openings other than the water tank.
 - To prevent damage to surfaces, do not place humidifier under overhanging surfaces.
 - NEVER operate unit without water in the tank.
 - Do not move unit after it has been used until unit cools completely.
 - Use both hands when carrying full tank of water.
- 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.

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 table top 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-locks 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%.

PRE-OPERATING INSTRUCTIONS

- Be sure the power knob is in the OFF position and the humidifier is disconnected from the electrical outlet.
- Select a location for your humidifier on a flat surface, about 4' away from the wall. Do not place your humidifier on furniture; a floor location that will not be damaged by moisture is best.
- Remove the water tank by holding the carry handle and lifting straight upward (see Figure 2).

FEATURES - OPERATIONS

FILLING THE WATER TANK

NOTE: This humidifier holds about 1 gallon of water in the tank and humidifier base. The humidifier will produce up to 1 gallon of moisture over a 24-Hour period, depending on the room humidity and temperature.

- Be sure the humidifier is disconnected from the electrical outlet.
- Remove the water tank from the base by holding the carry handle and lifting straight up (see Figure 2).
- Test off the tank cap located on the bottom of the tank by turning counter clockwise and fill the water tank with cool, fresh water. Do not fill with warm water as this may cause heating.
- After filling the tank, replace the tank cap by firmly turning clockwise and then replace the water tank on the base. The tank will immediately begin to empty into the base.
- Plug the power cord into a 120V AC electrical outlet.

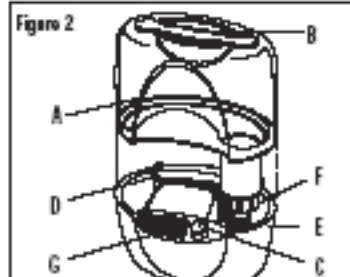
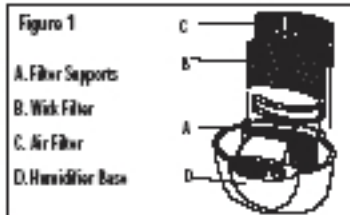
OPERATING INSTRUCTIONS

- Turn the power knob to the desired setting (H), (L) or (OFF).
- When the desired humidity level is reached the humidity control can be set to a lower setting to reduce the humidification rate.

NOTE: Allow up to 30 minutes for the filter to fully absorb water and the unit to produce the maximum moisture output.
- When the water tank is empty and the water in the base is almost empty, you need to refill the tank. The fan will continue to run to help dry the humidifier. Turn the Power Knob to the "OFF" Position and unplug the unit. Please follow the Daily Cleaning instructions before refilling the water tank.
- Refill the tank as directed in the Pre-Operating Instructions. 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.

Control Panel Symbols

- = OFF
- = H
- = L



- A. Water Tank
- B. Carry Handle
- C. 2-Speed Humidity Control/Power Knob
- D. Filter Support
- E. Humidifier Base
- F. Tank Cap
- G. Moisture Outlet

Holmes®

Owner's Guide

HM1200

INFO BOXLINE: If, after reading this copy, you have any questions or concerns, please call 1-800-5-HOLMES and a Customer Service Representative will be happy to assist you.

FILTER # : HWF23/HPE2
FILTER TYPE : WICK



Cool Mist Humidifier

PLEASE READ AND SAVE THESE IMPORTANT INSTRUCTIONS

CLEANING/MAINTENANCE STORAGE INSTRUCTIONS

REPLACING THE FILTER

Through normal use, waterborne minerals and sediment become trapped in the wick filter. The longer your water, the greater the amount of minerals in the water, and the more often you will need to change your filter. In general, a brown filter indicates a need to replace the wick filter. To replace the wick filter, follow the below steps.

- Repeat steps 1-3 above.
- Remove the water tank and lift filter support to access the base tray.
- Discard the old wick filter and follow weekly cleaning instructions.
- Insert a new wick filter into the filter support in the base.
- Replace the tank.
- Repeat Operating Instruction steps.

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

The air filter can be removed from the unit and rinsed. You can obtain a new filter by calling 1-800-5-HOLMES or by visiting your nearest retailer. This humidifier takes the HWF23 replacement wick filter and HPE2 replacement air filter.

CLEANING AND MAINTENANCE INSTRUCTIONS

Humidifiers provide comfort by adding moisture to dry indoor air. To get the most benefit from the humidifier and avoid product failure, follow all maintenance instructions carefully. If the recommended care and maintenance guidelines are not followed, micro-organisms may be able to grow in the water within the humidifier.

Daily Maintenance

- Before cleaning, set the power knob to the OFF position and unplug the unit from the electrical outlet.
- Lift off the tank. Remove both filters and place in sink or tub as the wick filter will release water when not in the humidifier.
- Drain and rinse the base and tank thoroughly to remove any sediment and dirt. Wipe clean and dry

with a clean soft cloth or paper towel. (DO NOT use metal cleaning steels or abrasive cleaners)

- Put the filters back in the filter supports, then refill the tank with cool tap water as instructed in filling the water tank instructions.

Weekly Maintenance

- Remove scale:
- Repeat steps 1-3 above.
 - Clean the base by partially filling the base with one 8-oz cup of undiluted white vinegar, or by using Cleanse Clean™ (Model S1710) by The Holmes Group. Let solution stand 20 minutes, clean all interior surfaces with a soft brush.
 - Dispense a cloth with undiluted white vinegar and wipe out entire base to remove scale.
 - Rinse with clean warm water to remove scale and the white vinegar solution before beginning to disinfest the tank.

Disinfect tank:

- Fill tank with 1/2 teaspoon of chlorine bleach and 1/2 gallon of water.
- Let the solution stand for 20 minutes, soaking every five minutes. Wipe all surfaces.
- Empty the tank after 20 minutes, and rinse well with water until the bleach smell is gone. Dry with a clean cloth or paper towel.
- Refill the water tank with cool water; replace the water tank. Repeat ALL Operating Instructions.

STORAGE INSTRUCTIONS

If your humidifier will not be in use for two days or more, or at the end of the season follow these instructions.

- Clean and dry the humidifier thoroughly as per the Weekly Maintenance instructions.
- Let the humidifier dry completely before storing. Do not store with water inside the base.
- Do not store with the tank cap in place.
- Throw away the wick filter. Do not store with wick filter in place.
- Store in a cool dry location.