

Soho.®

User Manual SO-350WUI

PureHome Smart Voice Connect Smart Air Purifier with WiFi + AutoSenseAI + Voice Assist



Perfect for
Large Rooms,
Offices &
Classrooms



"Hey Alexa, turn purifier on."

"Ok, Google, turn on my purifier."
"Alexa, set my purifier speed to high."



Helps Protect
From:



Allergens



Pet Dander



Smoke &
Odours



Bacteria

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Thank you for purchasing the **Soho PureHome Smart Voice Connect Smart Air Purifier with WiFi + AutoSenseAI + Voice Assist**. Our 5-stage purification system detects, captures and extracts 99.97% of harmful, airborne impurities and delivers clean air, silently.

We hope you enjoy the health and wellbeing benefits from pure, crisp air, being circulated through your home. We will refer to the SOHO PureHome Smart Voice Connect Smart Air Purifier with WiFi + AutoSenseAI + Voice Assist as the **SO-350WUI Air Purifier**, the 'appliance' or 'the unit', throughout the remainder of this manual.

IMPORTANT SAFETY AND OPERATION INSTRUCTIONS

PLEASE READ ALL INSTRUCTIONS IN THIS MANUAL CAREFULLY BEFORE YOU USE THE SO-350WUI AND KEEP FOR FUTURE REFERENCE.

FOR YOUR SAFETY, STRICTLY OPERATE THE APPLIANCE IN ACCORDANCE WITH THIS MANUAL.

BEFORE YOU START

1. Please remove and responsibly dispose of all packaging materials from the unit. This includes the plastic packaging covering the filter inside the unit. You must do this before using this appliance for the first time.
2. **DO NOT** use the appliance without the filter.
3. **DO NOT** remove the power supply cord from the power socket by pulling the cord. Grip the plug to remove it from the power socket.
4. **DO NOT** remove the power supply cord and power plug from the power socket with wet hands.
5. If the power supply cord is damaged, please stop using the appliance. Any repairs must be completed by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard. Otherwise, the appliance must be disposed of.
6. Turn off power and unplug this appliance from the power socket before moving the appliance, changing the filter, prior to cleaning, during storms or before long periods of unuse.
7. Connect the appliance to a power outlet in accordance with rating the label. Insert the power adaptor into the socket all the way to the base.
8. This appliance is not intended for use by people (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.
9. Children should be supervised to ensure that they do not play with the appliance.
10. This appliance contains a UV-C emitter. The replacement of the UV-C emitter cannot be undertaken by the user.

11. Unintended use of the appliance or damage to the housing may result in the escape of dangerous UV-C radiation. UV-C radiation may, even in little doses, cause harm to eyes and skin.
12. **DO NOT** operate any appliance that is obviously damaged.
13. Keep the appliance away from fire, heat sources, flammable gas, combustible vapours and corrosive substances.
14. This appliance is intended for household use only and not for commercial or industrial use.
15. **DO NOT** use outdoors. For indoor use only.
16. **DO NOT** immerse the SO-350WUI Air Purifier in water or other liquids.
17. **DO NOT** use the SO-350WUI Air Purifier anywhere that is wet and very humid such as a bathroom.
18. **DO NOT** operate the SO-350WUI Air Purifier's control panel with wet hands.
19. **DO NOT** use the SO-350WUI Air Purifier in greasy environments such as in the kitchen. The product is not intended to filter oil or grease from the air.
20. **DO NOT** sit, stand or place heavy objects on the appliance.
21. **DO NOT** insert fingers or other objects into the air inlets, air outlet and other openings.
22. **STOP** using this appliance if you detect unusual noises or burning odours.
23. **DO NOT** block or cover the air inlets or outlets with laundry, clothes, curtains, etc.
24. **DO NOT** run the power supply cords under your carpet. **DO NOT** cover the cord with throw rugs, runners or similar coverings. Keep the cord away from high-traffic areas so it is less likely to be tripped over.
25. The SO-350WUI Air Purifier can be placed on the floor or on a dry, stable, level surface at least 50cm away from walls, curtains or other appliances.
26. **DO NOT** place the appliance directly below an air conditioner. This will ensure air condensation does not drip into the appliance.
27. **DO NOT** use the appliance after the unit has been dropped or damaged in any manner.
28. Keep the appliance and filters clean.
29. **DO NOT** let the power cord hang over the edge of a bench or table, touch hot surfaces or become tangled.
30. **DO NOT** attempt to repair, replace or modify any electrical or mechanical functions, including the UV-C emitter, of this appliance. The inside of the unit

contains no user serviceable parts.

1. SPECIFICATIONS

Model	Product Dimensions (mm)	Power (W)	Input Voltage	Clean Air Delivery Rate (m ³ /h)	Suggested Room Size (m ²)	Weight (kg)
SO-350WUI	L260 x W260 x H460	30W	220 ~240V ~50Hz	350	90	3.7

2. GETTING TO KNOW YOUR SO-350WUI AIR PURIFIER

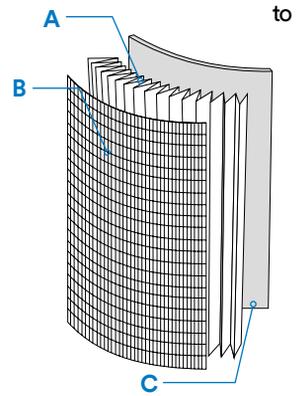
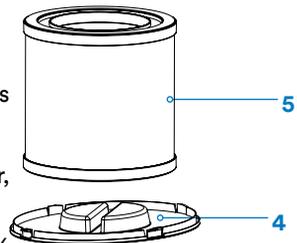
1. Control Panel
2. 360° Air Inlet
3. Air Outlet Grille
4. Filter Cover
5. 3 Stage (3-in-1) Filter



3. FEATURES OF YOUR SO-350WUI AIR PURIFIER

Your SOHO PureHome Connect Smart Purifier improves indoor air quality using a 5-Stage Purification system.

1. A **Pre-Filter (B)** captures larger particles like hair, lint, pet dander and household dust.
2. A **HEPA Filter (A)** captures and reduces up to 99.97% of airborne particles, mould, pollen and other allergens down to 0.3 microns.
3. An **Active Carbon Filter (C)** removes household odours and noxious gases.
4. An **Ioniser** emits anions (negative ions) that serve to attract airborne particulates and cause them to coalesce into larger clusters so that they can easily be filtered.
5. An **Ultraviolet Lamp** irradiates UV-C rays around the fan and disinfects filtered air. Through continuous operation of the purifier, the air is



circularly disinfected.

AIR QUALITY INDICATOR

The purifier uses inbuilt AutoSenseAI technology which detects tiny changes in surrounding air quality. It then adjusts the light colours to indicate the most current status of the air purity.

Light Colour	BLUE	GREEN	RED
Air Quality	Excellent	Good	Poor

AUTO MODE

In **AUTO** mode, the fan speed automatically adjusts according to the air quality sensed in the room.

SLEEP MODE

In **SLEEP** Mode, the purifier operates quietly, and at a lower speed. Lights are switched off.

FILTER CHANGE INDICATOR

The **FILTER CHANGE INDICATOR**  will flash when the filter needs replacement. Once a new filter is installed, the filter counter should be reset by tapping on and holding (long press) both “**TIMER**”  and “**LOCK**”  simultaneously for 5 seconds to reset the filter.

AUTO OFF TIMER

Choose a preset time and start the count down to zero. This is when the SO-350WUI Air Purifier will go into standby mode.

CHILD LOCK

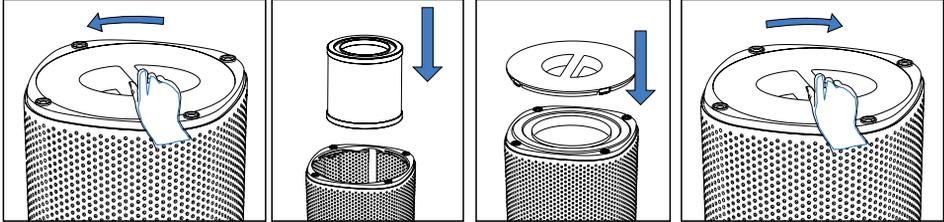
Turn on **CHILD LOCK** mode to stop unintentional change of functions by screen

touch.

4. INITIAL SET UP OF YOUR SO-350WUI AIR PURIFIER

IMPORTANT! WHEN MOVING THE SO-350WUI AIR PURIFIER ALWAYS LIFT YOUR SO-350WUI USING TWO HANDS AND WITH CARE. NEVER DROP THE PURIFIER.

INSTALLING THE FILTER



1. Flip over and twist the filter cover to OPEN.
2. Take out filter, remove it from its packaging.
3. Place the filter and cover back.
4. Align the triangle marks (▼ & ▲) and twist to LOCK the cover.

**After installing the filter for the first time, please refer to “Operating Your SO-350WUI Air Purifier” on page 9 to learn how to reset the filter indicator.*

5. GETTING THE MOST FROM YOUR SO-350WUI AIR PURIFIER



1. Leave enough circulation space of at least 50cm around the unit and 1 metre above the unit
2. Place the SO-350WUI on a stable and level surface.
3. Close your doors and windows.
4. Turn on and run the unit at its maximum speed for at least 30 minutes.

- Open windows regularly for ventilation.

6. CONTROL & FUNCTIONS

1. CHILD LOCK

Turns on Lock function to prevent mis-operation

2. ULTRAVIOLET (UV)

Turns the ultraviolet sterilisation on/off.

3. FAN SPEED

Cycles through Auto, Speed 1 (Low), Speed 2 (Medium), Speed 3 (High), Sleep

4. POWER ON/OFF

Turn the unit ON (Operating Mode) or OFF (Standby Mode).

5. AUTO OFF TIMER

Cycles through 1H-2H-3H-4H-5H-6H-7H-8H-9H-10H-12H-OFF

6. IONISER

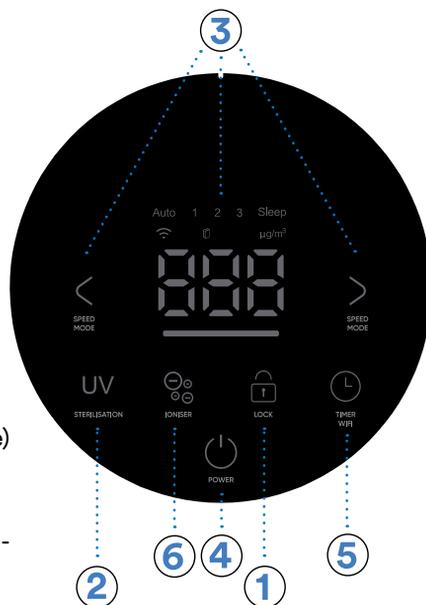
Turns the negative ions (anions) on/off.

1+5. FILTER RESET INDICATOR

 Flashes when the filter should be replaced.

3. WIFI

While in stand by mode, long press “**TIMER**”  button for 5 seconds, and the appliance will enter pairing mode.



7. OPERATING YOUR SO-350WUI AIR PURIFIER

POWER ON/OFF

- Plug the SO-350WUI into an appropriate electrical outlet.
- Tap **POWER** to turn on the SO-350WUI Air Purifier. Tap it again to turn it off after using.
- The air quality indicator will illuminate and may change to a different colour depending on air quality.

PLUGGING THE POWER PLUG

Insert the power plug into a power socket all the way to the base.

FAN SPEED CONTROL

When the unit is on, tap < and > repeatedly to cycle through the adjustable fan modes and speeds.

Cycles through Auto, Speed 1 (Low), Speed 2 (Medium), Speed 3 (High), Sleep.



AUTO MODE

- Tap < and > repeatedly to select AUTO Mode.
- When **AUTO MODE** is enabled, the fan speed is adjusted intelligently according to the air quality.

SLEEP MODE

In **SLEEP MODE**, the purifier operates at a lower speed and quietly. The lighting, UV and ioniser are switched off for quiet sleep.

PM2.5 PARTICLE INDICATOR

The digital number on the control panel indicates the concentration level in $\mu\text{g}/\text{m}^3$ of PM2.5 particles detected by AutoSenseAI technology. The air quality is also visually displayed by indicator lighting.

Light Colour	BLUE	GREEN	RED
Air Quality	Excellent	Good	Poor

UV ON/OFF

Turns the ultraviolet (UV) sterilisation **ON/OFF**.



IONISER

Turns the **IONISER** (anion) **ON/OFF**.



CHILD LOCK

When the unit is on, hold **LOCK** for 3 seconds to turn on or off the lock function.

To turn on or off the **LOCK** function when display is off, tap any function to wake up the display first.



TIMER + LOCK FILTER RESET

Before first use and after a filter replacement, the filter indicator should be reset. To do this press and hold down both **TIMER** ⌚ and **LOCK** 🔒 at the same time for 5 seconds. The filter life is approximately 8 months if used 8 hours daily in an ordinary environment. The filter life may vary depending on frequency of use and operating environment conditions.



FILTER ORDERING CODE: SO-350WUIFILTER

Filter replacements are available at www.sohohome.com.au

AUTO OFF TIMER

1. When the unit is on, tap **TIMER** repeatedly to cycle through 1H -> 2H -> 3H -> 4H -> 5H -> 6H -> 7H -> 8H -> 9H -> 10 -> 11 -> 12H -> Timer OFF. To cancel, tap repeatedly to Timer OFF or turn off the unit. The timer will flash three times to confirm your setting.
2. When time reaches zero, the SO-350WUI Air Purifier will enter standby mode.



WIFI

The  indicator will remain on once the initial network configuration is completed.

The  indicator will flash when the appliance enters the Device Network Pairing Mode.

Refer to “**SOHO LIFE APP SETUP**” on **page 13** for detailed pairing instructions.



8. SOHO LIFE APP SETUP

You can control your purifier with the “**SOHO LIFE**” free App through a WIFI network.

8.1 WHAT YOU NEED TO GET STARTED

	Network Specifications
✓	WiFi: 2.4G Only, IEEE802.11b/g/n Stable 2.4G Wi-Fi network with access to internet Note: 5G WiFi network is not supported
✓	App requirement: iOS 10.0 or Android 5 and above

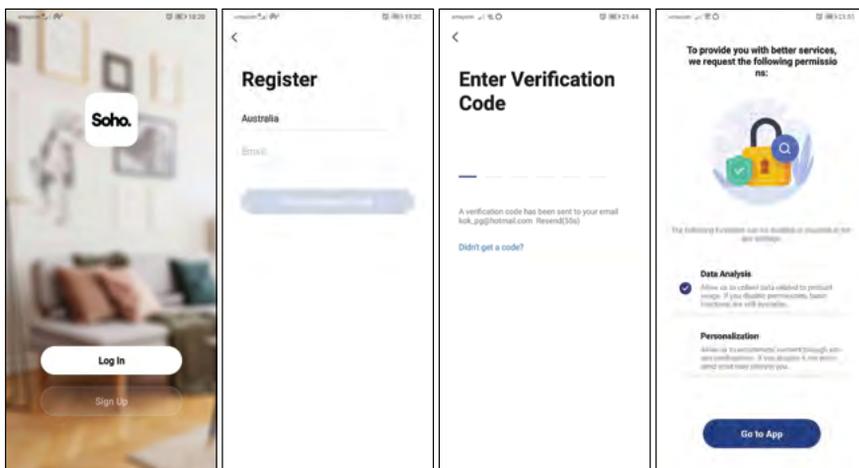
8.2 APP DOWNLOAD

Download the **SOHO LIFE** app from the Apple or Google Play stores by searching ‘**SOHO LIFE**’ or scan the QR code.



8.3 APP ACCOUNT REGISTRATION

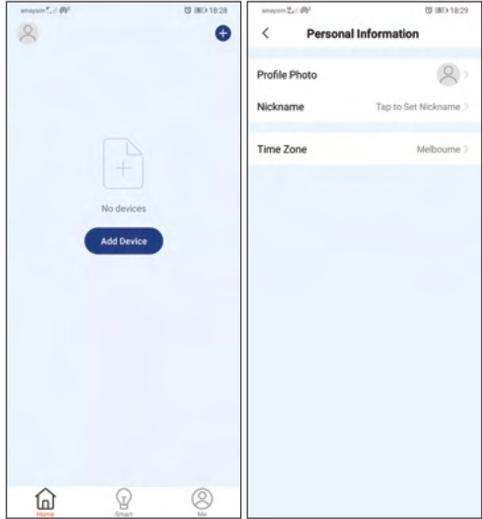
1. To register, select ‘**SIGN UP**’.
2. You must read and agree to the privacy policy to use the App.
3. Then enter your email address.
4. Select ‘**GET VERIFICATION CODE**’ then retrieve the code sent to your email.
5. Next enter the code into the app to create your account and set your password following the prompt.
6. To provide better services to you, you will be asked to provide permissions for ‘**DATA ANALYSIS**’ and ‘**PERSONALISATION**’. Click ‘**GO TO APP**’.



8.4 SETTING 'PERSONAL INFORMATION' ON THE APP

The App allows you to edit your profile photo, nickname and time zone.

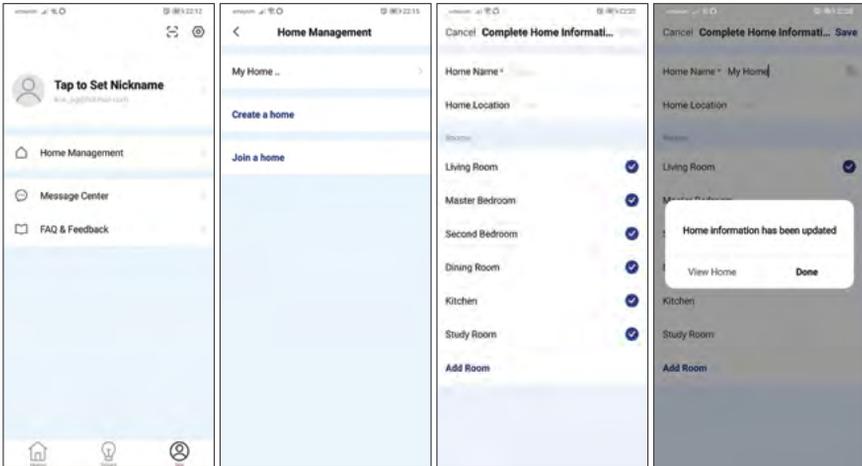
1. Select '**HOME**' on the menu at the bottom of the screen.
2. Click on the 'Avatar' icon at the top left of the screen.
3. Then set your '**PROFILE PHOTO**', '**NICKNAME**' and '**TIME ZONE**'.



8.5 HOME MANAGEMENT CONFIGURATION

To enable extra purifier control options, like adding other users and setting up automated tasks, follow the steps below. You can also set up Home Management later.

1. Select '**ME**' on the menu at the bottom of the screen.
2. Select '**HOME MANAGEMENT**'.
3. Then select '**MY HOME..**' to configure your default home setting.
4. Add a '**HOME NAME**', then set '**HOME LOCATION**'. After this step, you can choose to add or delete the types of '**ROOMS**' for your home setting.
5. Always select '**SAVE**' when you have finished making changes.



8.6 ADD YOUR SO-350WUI AIR PURIFIER TO THE APP

1. Ensure your smartphone is connected to your 2.4GHz WiFi network (this is a specific home network, if you are unsure of the difference, please read the quick explainer below).
2. Plug the SO-350WUI power plug into power socket. Turn on power at the power socket and your PureHome Connect Smart Purifier will go into standby mode. Please note, you won't be able to pair your SO-350WUI Air Purifier to the SOHO Life app once you have press the POWER button on touch panel and the purifier enters the Operation Mode. You need to pair it while it still in Standby Mode. You can tell the unit is in standby because the wifi signal will flicker. The  indicator on the control panel should start flashing quickly indicating the device is in pairing mode. If it does not, tap and hold the **WIFI** button (located on the control panel) for 5 seconds until you hear a beep sound and see the  indicator start flashing.

QUICK EXPLAINER:

- Modern home routers typically provide two WiFi networks (5GHz and 2.4GHz). These separate networks will NOT always be named clearly, especially if you have re-named your home WiFi network.
- For your SO-350WUI PureHome Connect Smart Purifier to work, you will need to pair it to the 2.4GHz WiFi network, which has a greater range and a stronger and more reliable signal. If you are unsure which of your WiFi networks is 2.4GHz, please clarify with your network provider.
- Please turn ON the bluetooth on your mobile device. Bluetooth is only used to enable easy connection to the purifier. After they are connected to WiFi, Bluetooth is not required. .

3. To pair your purifier to your app, please ensure the **WIFI** and **BLUETOOTH** is enabled on your smartphone.

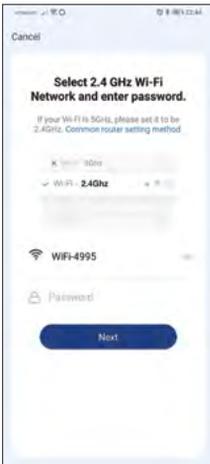




- 4. Select **'HOME'** on the menu at the bottom of the screen. Then click **'+'** on the top right of the screen to add a new device.



- 5. Tap **'AUTO SCAN'**, then wait for your smartphone to find devices. Click **'NEXT'**



- 6. Choose a 2.4GHz WiFi network and enter the password for the network. Click **'NEXT'**.
Your WiFi network name will be displayed. If your 2.4GHz WiFi network name is not displayed, please leave the App, connect your Smartphone to the 2.4GHz network, then return to the App and enter the WiFi password and select confirm. You can also enter the network name manually if it is not displayed. Please refer to **"QUICK EXPLAINER:"** on **page 15** if this is not clear. If you are still having trouble finding your 2.4GHz WiFi signal, please contact your internet provider.



7. Once the device has been found, click **'DONE'**. You may choose to edit your purifier name before clicking **'DONE'**.

For example, you can rename your SO-350WUI as "Purifier".

IF NO DEVICE IS FOUND AND PAIRING PROCESS FAILS, FOLLOW BELOW STEPS AND REPEAT FROM STEP 1 OF SECTION 8.6.

1. Place the SO-350WUI Air Purifier in close proximity to the WiFi router
2. Confirm Wi-Fi network is 2.4GHz. If unsure, clarify with your network provider.
3. Confirm Wi-Fi password is correct and the same Wi-Fi network is used on your smartphone
4. Confirm the SO-350WUI Air Purifier is powered, with all functions turned off (in standby mode) and WIFI indicator is rapidly blinking (in pairing mode).
5. Check your Wi-Fi has working internet connection.
6. If the Auto Scan pairing mode does not work, please contact Soho customer Service.

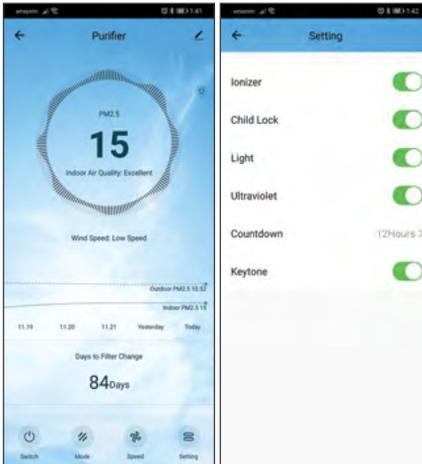


8. Click on your new device. Enter the device control page, to operate the SO-350WUI Air Purifier.

9. OPERATION

9.1 SETTING OPTIONS

1. **SWITCH:** Tap to turn the SO-350WUI Air Purifier on and off.
2. **MODE:** Tap to switch between Auto, Sleep or Manual mode of operation.
3. **SPEED:** Tap to change purifier fan to Low Speed, Medium Speed or High Speed.
4. **SETTINGS:** Tap to access more setting options.
 - **IONISER:** Tap sliding button on the right to toggle Negative Ion function On or Off.
 - **CHILD LOCK:** Tap sliding button on the right to toggle the screen-locked function On or Off.
 - **LIGHT:** Tap sliding button on the right to toggle the Panel Light function On or Off.
 - **ULTRAVIOLET (UV):** Tap sliding button on the right to toggle UV sterilising function On or Off.
 - **COUNTDOWN:** Tap on the right to set auto off time delay to 1 Hr, 2 Hr, 3 Hr, 4 Hr, 5 Hr, 6 Hr, 7 Hr, 8 Hr, 9 Hr, 10 Hr, 11, Hr, 12 Hr and OFF.
 - **KEYTONE:** Tap sliding button on the right to toggle the device touch panel sound ON or OFF.

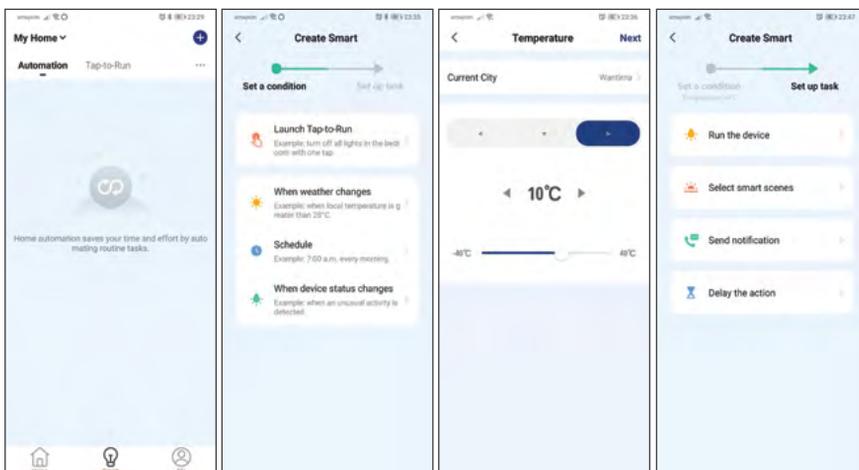


10. AUTOMATION

There are various ways you can enhance your smart product experience. Automation lets you control your SO-350WUI Air Purifier based on other conditions such as:

- Weather changes (example: when local temperature is greater than 28°C)
- Schedule (example: 7:00am every morning)
- The operation of another device

To activate the Automation function, follow these steps:



From the home screen, perform the following actions

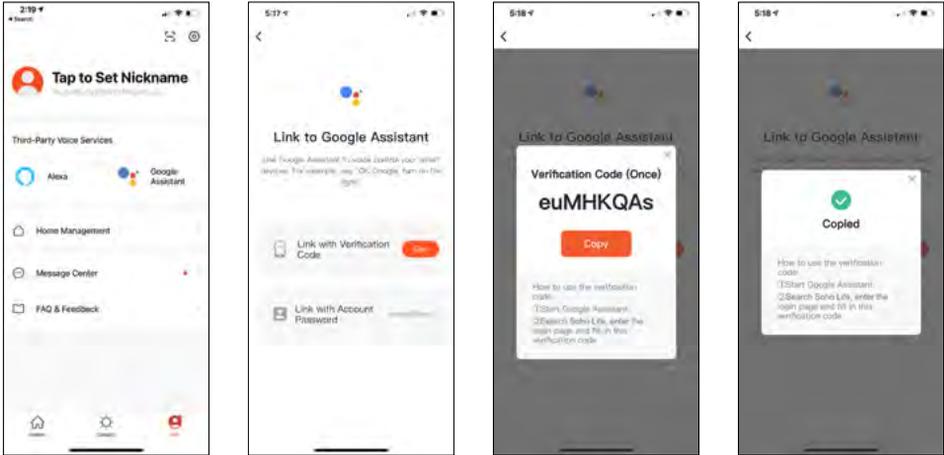
1. Select **'SMART'** on the menu at the bottom of the screen.
2. Add an automation routine, select **'+'** (circled at the top right of the screen).
3. Select an automation action. In this example, we will select **'WHEN WEATHER CHANGES'**.
4. Select a specific weather condition, so we will select **'TEMPERATURE'**.
5. Select the trigger condition and set the trigger temperature then click **'NEXT'**.
6. Select the action to be performed, we will select **'RUN THE DEVICE'** for this example.
7. Select the device you want to control.

ADDITIONAL APP FUNCTIONS

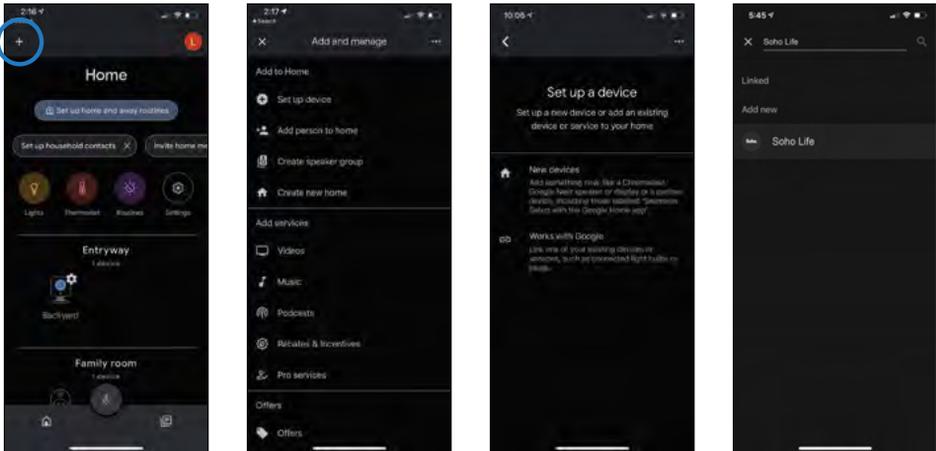
Additional App functions are described in **'FAQ & FEEDBACK'** section, and via the **'ME'** menu in the App.

11. GOOGLE HOME INTEGRATION

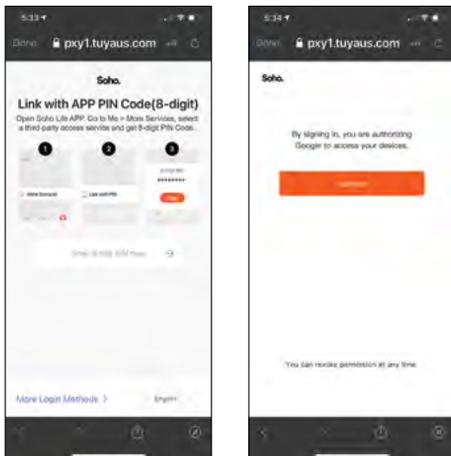
1. The SOHO Life app features Verification Code linking for quick and easy integration with Google Assistant. Simply select **'Me'** menu in the app, select **'Google Assistant'**, select **'Get'** to load your Verification Code, then select **'Copy'**.



2. Open the Google Home app, select **'+'**, then select **'Set up device'** on the next menu, then **'Works with Google'** on the following menu. Then tap the search icon at the top right corner of the screen and search for **'SOHO Life'** and select it.



3. Finally, paste the Verification Code then select **'Authorise'** on the next screen



Google Assistant will find your device(s) then select the ones you want to link. Confirm the home location for the device(s) and select the room where the device(s) are located.

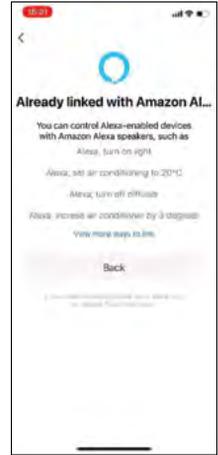
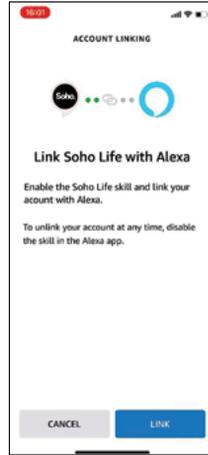
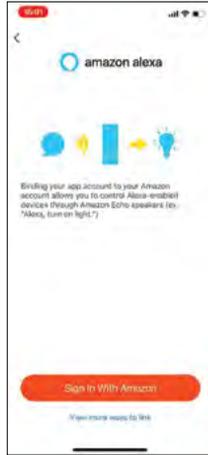
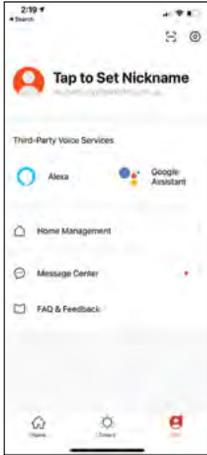
Now you can control your Air Purifier with Google Assistant and use voice commands.

Some example commands follow - or try your own variations! Remember whatever you named the Air Purifier as in the SOHO Life App will also be their Google Assistant name

Ok Google, turn on Purifier!	Ok Google, turn off Purifier!
Ok Google, turn on anion for purifier	Ok Google, turn off anion for purifier
Ok Google, turn on UV on purifier	Ok Google, turn off UV on purifier
Ok Google, turn on child lock on purifier	Ok Google, turn off child lock on purifier
Ok Google, set the purifier speed to low	Ok Google, set the purifier speed to mid
Ok Google, set the purifier speed to high	Ok Google, increase/decrease the purifier speed
Ok Google, set the purifier mode to auto	Ok Google, set the purifier mode to sleep
Ok Google, set the purifier mode to manual	Ok Google, turn on light on purifier

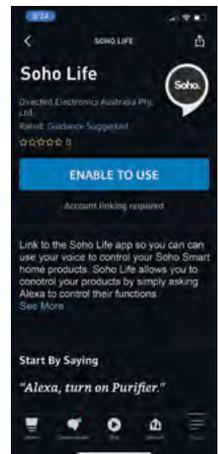
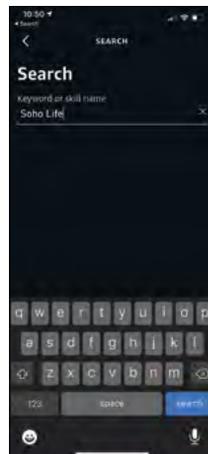
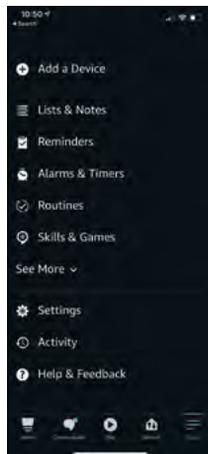
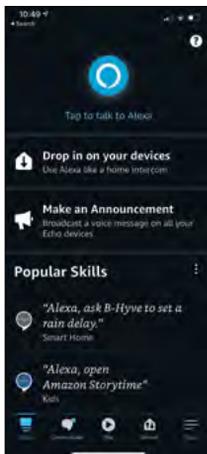
12. AMAZON ALEXA INTEGRATION

1. The SOHO Life app features cross app Account linking for quick and easy integration with Amazon Alexa. Simply select **'Me'** menu in the app, select **'Alexa'**, select **'Sign in With Amazon'**, select **'Link'**. Now you have completed the Amazon Alexa link.

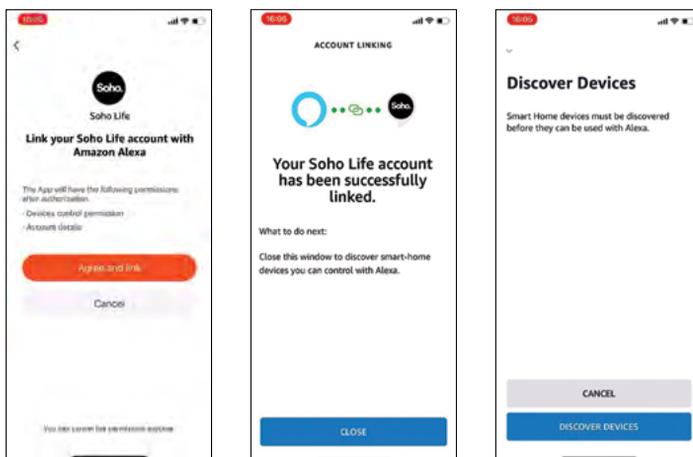


You can also quickly integrate with Amazon Alexa using the alternative way described below.

2. Open your Amazon Alexa app and from the home menu, select **'More.'** Then select **'Skills & Games'** then using the search tool at the top right corner of the screen, enter **'Soho Life'** to search for the SOHO Life App. After you select **'Soho Life'**, select **'Enable to Use'** on the next screen.



Select **'Agree and link'**. Once your Soho Life account is linked to Alexa, select **'Close'** on the following page then select **'Discover Devices'**.



IMPORTANT: Open Amazon Alexa app, select **'More'**. Then select **'Settings'**. Then select **'Alexa App Settings'**. Then tap to chose **'English Australia'** as the language, so that the Alexa voice commands work correctly.

3. Paste the Verification Code then select **'Authorise'** on the next screen. Once your SOHO Life account is linked to Alexa, select **'CLOSE'** on the following page then **'DISCOVER DEVICES.'**

Alexa, turn on Purifier!	Alexa, turn off Purifier!
Alexa, turn on ionizer on purifier	Alexa, turn off ionizer on purifier
Alexa, turn on ultraviolet on purifier	Alexa, turn off ultraviolet on purifier
Alexa, turn on child lock on purifier	Alexa, turn off child lock on purifier
Alexa, turn on light on the purifier	Alexa, set purifier to manual
Alexa, set purifier to auto	Alexa, set purifier to sleep
Alexa, set purifier speed to low	Alexa, set purifier speed to medium
Alexa, set purifier speed to high	

13. CLEANING & MAINTENANCE

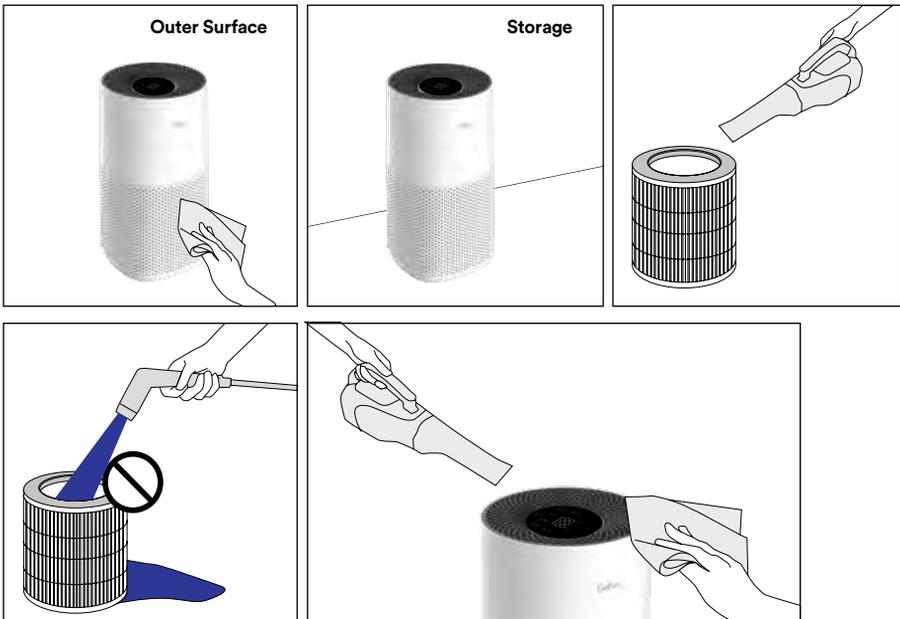
WARNING!

1. ALWAYS MAKE SURE THE SO-350WUI AIR PURIFIER IS TURNED OFF AND UNPLUGGED BEFORE CLEANING.

2. DO NOT stick any foreign objects or your fingers inside of the unit.

3. Never immerse in water or allow water to drip into the motor housing.

1. We recommend you clean your purifier and filter once every two weeks. Clean filter with a vacuum cleaner. Make sure the SO-350WUI Air Purifier is switched off and disconnected from the power outlet and allow all parts to cool before cleaning or storing.
2. For storage, leave the unit covered to protect it from dust. Store the unit in a cool, dry location.
3. Clean the pre-filter when particulate matter are visible or excessive noises are heard.
4. **DO NOT** use cloth with hard texture to wipe as it will cause surface damage.
5. **DO NOT** wash the filter or use cleaning powder, alkaline detergent thinner, bleaching agent, alcohol, gasoline and other solvents to clean the appliance body.
6. Vacuum up dust with a vacuum cleaner or wipe it with a cloth.



FILTER ORDERING CODE: SO-350WUIFILTER

14. TROUBLESHOOTING

If you encounter any problems with your Air Purifier, some possible solutions are listed below. If you are unable to solve the problem according to following information, please contact customer care.

PROBLEM	POSSIBLE SOLUTION
The filter indicator light flickers, but doesn't disappear	<ul style="list-style-type: none"> You have neglected the prompt to replace filter. When the  light flickers, you should replace the filter. After new filter has been installed, reset the indicator following the "Installing the Filter" on page 8 instructions and the indicator light will turn off.
The air outlet has no air	<ul style="list-style-type: none"> The appliance is not powered. Check that power plug is fully inserted into power socket and switch on the supply power.
The air purifier has been on for a long time, but there hasn't been much improvement in air quality.	<ul style="list-style-type: none"> Ensure that filter has been properly installed. The indoor humidity could be too high and has formed condensation. Do not operate product in high humidity environment such as bathroom and toilet. Ensure there is no barrier surrounding the appliance. The room area is too large for the purification power. Refer to the recommended area.
The sound is too loud	<ul style="list-style-type: none"> Before operation, check, unwrap and remove filter from its packaging.
There is dirt in the air which is hard to remove	<ul style="list-style-type: none"> Perform maintenance cleaning on the filter regularly. If the air quality has not improved, replace the filter.
The smell in the air is hard to remove	<ul style="list-style-type: none"> If the appliance has been in a high-use area where there is strong cigarette smoke or odour, please replace the filter. Ventilate the room frequently.

15. WARRANTY TERMS & CONDITIONS

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

This warranty is provided in addition to your rights under the Australian Consumer Law. Directed Electronics Australia Pty Ltd (Directed Electronics) warrants that this product is free from defects in material and workmanship for a period of 12 months from the date of purchase or for the period stated on the packaging. This warranty is only valid where you have used the product in accordance with any recommendations or instructions provided by Directed Electronics.

This warranty excludes defects resulting from alterations of the product, accident, misuse, abuse or neglect. In order to claim the warranty, you must return the product to the retailer from which it was purchased or if that retailer is part of a National network, a store within that chain, along with satisfactory proof of purchase. The retailer will then return the goods to Directed Electronics.

Directed Electronics will repair, replace or refurbish the product at its discretion. The retailer will contact you when the product is ready for collection. All costs involved in claiming this warranty, including the cost of the retailer sending the product to Directed Electronics, will be borne by you.

Email: service@sohohome.com.au

Phone: +61 03 8331 4800

16. INDEMNITY

You agree to defend, indemnify and hold harmless Soho from and against any and all claims, proceedings, injuries, liabilities, losses, costs and expenses (including reasonable legal fees), including but not limited to, claims alleging negligence, invasion of privacy, copyright infringement and/or trademark infringement against Soho services, relating to or arising out of your breach of any provision of these terms, your misuse of the Soho services, or your unauthorized modification or alteration of products or software.

17. WARRANTY DISCLAIMER

Soho has a limited warranty whereby Soho warrants to you and only to you that Soho products will be free from defects in materials and workmanship for one (1) year from the date of your purchase of the Soho products (unless a longer warranty period is required by law).

The specifics of this Soho limited warranty are at <https://www.sohohome.com.au/warranty>

Soho also assumes no responsibility for and shall not be liable for any damages caused by misuse of the product or failure to follow the instructions provided.

Other than the above product warranty for the Soho products, Soho and its suppliers disclaim all warranties of any kind, whether express, implied, or statutory, regarding the Soho equipment. Including any implied warranty of title, merchantability, fitness for a particular purpose, or non infringement of third party rights. Because some jurisdictions do not permit the exclusion of implied warranties, the last sentence of this section may not apply to you. Soho hereby further expressly disclaims all liability for any claims for service failures that are due to normal product wear, product misuse, abuse, product modification, improper product selection or your non-compliance with any and all applicable federal, state or local laws. This warranty and warranty disclaimer give you specific legal rights, and you may have other rights that vary by state, province, or country. Other than as permitted by law, Soho does not exclude, limit or suspend other rights you have, including those that may arise from the nonconformity of a sales contract. For a full understanding of your rights you should consult the laws of your state, province, or country. For our Australian customers: please note that this warranty is in addition to any statutory rights in Australia in relation to your goods which, pursuant to the Australian Consumer Law, cannot be excluded.

18. LIMITATIONS & LIABILITY

Soho liability for damages, especially for breach of duty or obligation, delay in performance, non-performance, or malperformance shall be precluded, except when these are due to negligent breaches of any significant contractual duty or obligation on the part of Soho. Any liability for negligence is limited to direct losses usually and typically foreseeable in such case. Should the claim for damages be based on wilful or grossly negligent breach of contractual duty or obligation on the part of Soho, the preclusion and limitation of liability mentioned in the preceding sentences will not apply. The preceding preclusion and limitation of liability will also not apply to claims for damages arising out of loss of life, bodily injury or health impacts for which Soho may be liable, or for non-contractual liability.

Some states and countries do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. Additionally, this provision is not intended to limit Soho's liability in the event of Soho's wilful or intentional misconduct.

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