

USER MANUAL READ AND SAVE THESE IMPORTANT INSTRUCTIONS

> QUESTIONS? SUPPORT HOTLINE 888-333-8218

V E N TA O RIGINAL HUMIDIFIER

## VENTA HUMIDIFIER USER MANUAL

# ORIGINAL HUMIDIFIER MODELS LW15, LW25, LW45 CONTENTS

Important safeguards3
Easy Setup Guide4
Parts List9
Maintenance and Cleaning10
Additional Products11
Additional Information13
Troubleshooting14
FAQ15
Servicing Your Humidifier 17
Warranty20

# IMPORTANT SAFEGUARDS

### WARNING

It is important that you read, fully understand, and observe the following safety precautions and warning. Read these instructions periodically. Careless or improper use of your Venta Humidifier may cause serious or even fatal injury. Keep this User Manual with your humidifier. Be sure anyone using your humidifier understands the information contained in this manual.

- Children should not operate the humidifier.
- Always switch the motor off and unplug the power supply from the AC outlet before filling it with water, adding Venta Water Treatment Additive, Venta Cleaner, Venta Aromatherapy, or before moving/handling the unit.
- Plug into 110-120 V AC outlet only. Do not use your humidifier if the power supply or plug is damaged. Do not replace a damaged power supply or plug. Only Venta may replace the power supply or plug.
- The humidifier can only be operated with the Model No. BI13-240050-CdU power supply (included).
- Do not attempt any repair work. Maintenance or servicing of the Venta Humidifier, other than described in this user manual, should only be done by Venta. Any modification to your humidifier is extremely dangerous and voids your warranty.
- Do not insert any objects into the air intake of the unit. It may damage the fan blades or cause injuries. After the motor is switched off, the fan continues to rotate for a short period of time.
- Do not use or store where it can fall or be pulled into a bathtub, sink, water, or other liquid. Do not reach for a unit that has fallen into water or other liquid. Do not immerse in water or other liquid, even when the unit is unplugged or off. Moisture can cause an electric shock hazard when the unit is again plugged into the AC outlet. Wipe moisture off the unit with a dry cloth. Do not handle the switching power supply or the unit with wet hands.
- Use only genuine Venta Aromatherapy. Using non-Venta Aromatherapy will void the warranty.

### Read and follow separate instructions and Warnings for Venta Water Treatment Additive, Venta Cleaner, and Venta Aromatherapy.

Please contact Venta Air Technologies Inc. at 888-333-8218 or https://www.venta-air.com/en\_us/service/contact/ for additional information.

# EASY SETUP GUIDE

### WELCOME TO THE VENTA COMMUNITY!

Setting up your humidifier is much simpler than you would expect. Just follow these 7 steps and your humidifier will be up-and-running in less than 10 minutes!

### **1. UNPACKING**

First things first, remove bottle(s) of Water Treatment Additive from the corner of your packaging (one sample bottle for LW15/ LW25 models, two sample bottles for LW45 models). Keep these handy as you'll need them in a bit. Unpack your humidifier setting the Styrofoam aside. You may want to return the Styrofoam to the box and keep the box for any future humidifier storage needs.



### 2. OPENING THE HUMIDIFIER

Open the top of your humidifier by releasing the tabs on the control panel and opening the four panels, starting with the non-vented panels.



Lift the motor out of the housing, remove the power cable, and set it aside for a moment.







Inside of one of the panels is a sticker with the serial number on it. Write this number down as you'll need it later!

### 3. EXAMINE YOUR HUMIDIFIER

Check both the upper housing and the motor for any cracks or damages. If both are fine, place the motor back inside its housing, making sure to plug it back in as you do so. Close the upper housing, starting with the vented panels, and clip the tabs. Set the upper housing upside down.



### 4. EXAMINE YOUR HUMIDIFIER (PART 2)





Remove the disc stack(s) from the lower housing and set them aside. Remove the protective cardboard from the upper and lower housings. Check the lower housing and the disc stack(s) for any cracks or damages. If everything is fine, put the disc stack(s) back in the lower housing.

Undo the tie holding the power cord and place the upper housing on the lower housing, guiding the power cord out through the slot provided.



Please contact Venta Air Technologies Inc. at 888-333-8218 or info-us@venta-air.com if there is any damage to your unit.

### 5. SET IT UP

Now it's time to set up the humidifier. Find the place where you'd like your humidifier to live, making sure to place it 18-20 inches from any walls or furniture for best results!

Set the humidifier there, but don't yet plug the unit in.







Remove the upper housing from the lower housing and set it aside for a moment. Take the lower housing over to your sink/bathtub/water source and fill it with regular tap water up to the water line. Remember the bottle(s) of Water Treatment Additive? Go grab those and pour them into the water in the lower housing. Once it's filled, carry it back over to the upper housing.

Place the upper housing back onto the lower housing.



### 6. TURN IT ON

Plug the humidifier in, press the power button, set the power setting to the highest level, and enjoy the fresh air! At the highest power setting, the humidifier will need to run continuously for about 7-10 days to properly condition the room it is in. After that, you will notice the full impact of the humidifier upon the air in your home!

### 4. ACTIVATE YOUR WARRANTY

Use the serial number to complete the online registration to activate your 2-year warranty at https://www.venta-air.com/en\_us/service/product-registration/.

### Congratulations! Your humidifier is now fully functioning!

### HELPFUL HINTS

- Dishwashers: The Venta Humidifier's lower housing, disc stack(s), and upper housing (first removing the motor assembly from the upper housing) can go into a dishwasher on the cool or rinse cycle. It is recommended that it not be washed with dishes. The motor assembly cannot be submerged in water or placed in the dishwasher. DO NOT USE detergent, mild soap, bleach, or household cleaners.
- Cleaning of disc stack(s): If a dishwasher isn't an option, cleaning the disc stack(s) can be done by soaking disc stack(s) in hot water with Venta Cleaner or white vinegar for approx. 30 minutes. This will help loosen any buildup of calcium or lime that may have accrued. Always rinse with warm water after cleaning.
- Vinegar and Water Solution: Should be either a 50:50 or 3:1 ratio of white vinegar and water used instead of Venta Cleaner.
- Do not use the appliance in an environment with temperatures consistently over 95 degrees Fahrenheit.

Please contact Venta Air Technologies Inc. at 888-333-8218 or info-us@venta-air.com

# MAIN COMPONENTS



# MAINTENANCE AND CLEANING

### DAILY

fill with fresh tap water. Make sure you don't dump the remaining water in the unit when you fill it, as this water contains the Water Treatment Additive.

### EVERY 10-14 DAYS

Rinse the lower housing and disc stack(s) with warm water. Wipe lower housing and fan blade with a soft cloth. Recharge with the recommended dose of Venta Water Treatment Additive and fresh tap water.

### TWICE A YEAR

Use the Venta Cleaner periodically to thoroughly clean the Venta Humidifier. Or if you prefer, Venta Air Technologies Inc. offers a professional cleaning through our Ultrasonic Cleaning Program for an additional fee. Call us toll-free at 888-333-8218 for details.

### ANYTIME

Add 2-4 capfuls of our specially formulated Venta Aromatherapy.

### TRANSPORTATION

Warning! Always switch off the motor and unplug the power supply from the A/C outlet before moving the Venta Humidifier.

### **CLEANING THE METAL STRIPS**

Scrub the thin metal contact strips that run down the inside of the lower housing unit of any visible deposits or buildup. Use a kitchen scrubbing pad or old toothbrush during the normal cleaning cycle to keep the unit running as designed.



## VENTA WATER TREATMENT ADDITIVE

### APPLICATIONS

Venta Water Treatment Additive (WTA) is designed to maintain hygienic conditions in the lower housing and to keep the evaporation process functioning at the highest level. The use of WTA is recommended for the best performance and efficiency of your Venta Humidifier. Proper usage will prevent the formation of hard calcium deposits. Simply rinse and wipe out any sediment when changing the water. WTA serves three (3) purposes:

- It improves the performance of the humidifier by creating sheeting action on the disc(s) with the effect of increasing the amount of surface area it covers.
- It helps remove calcium and lime buildup.
- It kills bacteria and mold.

#### DIRECTIONS

Fill lower housing with water daily. Approximately every 10-14 days (depending on individual air and water quality) add a dose of WTA. The lower housing should be periodically rinsed and cleaned approximately every 10-14 days. One dose of WTA is 3.5 fl. oz. which is equal to one black marking on the left side of the label.

### CAUTION! KEEP OUT OF REACH OF CHILDREN

EMERGENCY FIRST AID TREATMENT: Contains Quaternary Ammonium Chlorides. Eye and skin irritant. In the event of contact with eyes flush thoroughly with water. In the event of skin contact, rinse with water. Harmful if swallowed. Do not induce vomiting. Seek medical attention. Venta WTA is recommended for use with the Venta Humidifier only. Shelf life when stored in a cool location away from sunlight: 30 months. After opening, use within 12 months. WTA is not suitable for ultrasonic, heat vaporizing, or atomizing-type vaporizer humidifiers. Not suitable for models with Hygiene Disc.

CONTAINS: Water, wetting agents, softening agents, and preservatives.

#### WARNING!

Venta WTA is not intended to be used with detergents, cleaning agents, or other chemicals. This will deactivate the additive. In cases when all water has evaporated, Venta WTA remains in the lower housing – it does not evaporate (like salt in sea water). Simply add more tap water and the WTA will activate. Venta Air Technologies Inc. is not responsible for damages caused by noncompliance with above directions and warnings.

To purchase products directly from Venta please shop online at https://www.venta-air.com/en\_us/products/ or call toll-free 888-333-8218. You can also contact us by email: info-us@venta-air.com

# VENTA CLEANER

### USE EVERY SIX MONTHS OR MORE FREQUENTLY IF NEEDED.

- 1. For thorough cleaning, fill the lower housing with water before adding the entire contents of the bottle. Run the appliance on the lowest setting for approximately two hours.
- 2. Empty lower housing and rinse disc stack(s) and lower housing with warm water.
- 3. Fill lower housing with water and add one dose of WTA.

### CAUTION! KEEP OUT OF REACH OF CHILDREN

EMERGENCY FIRST AID TREATMENT: In the event of contact with eyes flush thoroughly with water. In the event of skin contact, rinse with water. Contains: Water and citric acid.

### WARNING!

Venta Cleaner is recommended for use with the Venta Humidifier and Venta Airwashers only. Shelf life when stored in a cool location away from sunlight: 30 months. After opening, use within 12 months. Venta Cleaner is not suitable for ultrasonic, heat vaporizing, or atomizing-type vaporizer humidifiers.Venta Cleaner is not intended to be used with detergents, cleaning agents, or other chemicals. Venta Air Technologies, Inc. is not responsible for damages caused by noncompliance with above directions and warnings.

## VENTA AROMATHERAPY

Distinctive aromatherapy blends are specially formulated for your Venta Humidifier and are water-soluble. Not suitable for models with Hygiene Disc.

#### DIRECTIONS

Add 2-4 capfuls of aromatherapy oil directly to the water in the lower housing. Effectiveness: Depending on room size, about 2-4 hours.

### CAUTION! KEEP OUT OF REACH OF CHILDREN

Combustible: Keep away from flame and heat.

**Eye and skin irritant:** Avoid contact with eyes, skin, and clothing. Prolonged contact with skin may cause an allergic reaction.

Do not ingest.

**First aid treatment:** If in eyes, immediately flush eyes with water and seek medical attention. If on skin, wash with soap and water. If swallowed,

**Do not** induce vomiting. Rinse mouth with water and call a physician or poison control center immediately.

Contains: Fragrance oils. Wash hands after handling.

# ADDITIONAL INFORMATION

Technical data	LW15	LW25	LW45
Colors	black, white		
For rooms up to	300 sq.ft.	430 sq.ft.	600 sq.ft.
Water hygiene	Water Treatment Additive		
Power levels	2	3	3
Noise level (level 1-3)	22/32 dBA	24/34/44 dBA	24/35/45 dBA
<b>Power consumption</b> (level 1-3)	3 / 4 Watt	3 / 5 / 8 Watt	3 / 5 / 8 Watt
Mains voltage	100-240 V 50-60 Hz	100-240 V 50-60 Hz	100-240 V 50-60 Hz
Water capacity (max.)	1.1 gallons	1.5 gallons	2.2 gallons
Dimensions	10.2×11×12.2 in	11.8×11.8×13 in	17.7×11.8×13 in
Weight	6.6 lb.	8.4 lb.	12.8 lb.
Warranty	2 years	2 years	2 years

Extremely low power consumption. Listed square feet are based on 8-foot ceilings.

### **AUTOMATIC SHUT-OFF**

The appliance has an automatic shut-off feature that is indicated by the low water Indicator illuminating in the form of a red triangle.

The appliance will shut off automatically if:	What to do:
There is not enough water in the lower housing.	Switch-off appliance, disconnect power supply, top off with water, and start opera-tion again with Power Button.
The upper housing has been opened.	Close top cover again by pressing on the external ends of the latches. Switch the appliance on and off with Power Button.
The upper housing is not installed or is not properly fitted to the lower housing.	Place top cover onto lower container. Switch the appliance on and off with Power Button.

# TROUBLESHOOTING

Problem	Possible causes	What to do
Appliance does not function	<ol> <li>Power supply not connected.</li> <li>Cable connector not plugged in and latched into drive unit.</li> </ol>	<ol> <li>Connect switching power supply to main socket, switch on appliance.</li> <li>Plug main cable connec- tor into drive unit until it latches.</li> </ol>
Motor does not start and the red triangle lights up when lower unit is full of water	The thin metal contact strips that run down the inside of the lower hous- ing unit have a buildup of mineral deposits.	<ol> <li>Clean metal strips.</li> <li>Wipe dry (see also "Main- tenance and Cleaning").</li> </ol>
Clicking noise	<ol> <li>Mineral deposit con- tamination.</li> <li>Rubber coupling is not inserted all the way into the gear.</li> </ol>	<ol> <li>Clean black gear prongs with toothbrush.</li> <li>Remove gear and reinsert securely.</li> <li>Call Customer Service: 888-333-8218</li> </ol>
Wetness around the appliance	Water has overflowed in between the double mold-ings of the lower housing.	Turn the empty lower hous- ing upside down to dry. Allow 24 hours to dry.
Disc stack(s) not turning	The rubber coupling is not securely inserted into the gear.	Check that the rubber cou- pling is properly inserted into the bottom of the gear.

# FREQUENTLY ASKED QUESTIONS

### HOW DOES THE VENTA HUMIDIFIER HUMIDIFY?

The Venta Humidifier operates by the process of cold evaporation, so you will not see any residue, vapors, or mists. The disc stack(s) rotates in the water creating a surface area of over 45 sq. ft. (LW45). When dry air meets the surface area of the disc stack(s), the water evaporates and is sent out into the room. By using the cold evaporation process, any excess humidity can be virtually ruled out.

## WHAT LEVEL OF HUMIDITY CAN BE EXPECTED AND HOW OFTEN SHOULD THE LOWER HOUSING BE FILLED?

Under ideal conditions, a humidity level of 40-60 % can be expected. Some factors affecting humidity level are heating/cooling, home insulation, layout of the home, air circulation, and the amount of water in the appliance. For severely dry areas or during the first days of use, you may notice the water evaporates more quickly, and/or a lower humidity level will be reached. The water level of the lower housing should be checked and topped off daily.

### WHEN IS THE BEST TIME TO RUN THE VENTA HUMIDIFIER?

Always! The Venta Humidifier is designed to be a year-round, 24/7 product. Because we wanted it to run year-round, we made the power consumption as minimal as possible. For the best results, your humidifier should never be turned off or stored for long periods of time.

### WHERE IS THE BEST PLACE FOR THE VENTA HUMIDIFIER?

If possible, the Venta Humidifier should be placed in the center of the room, or along a wall away from windows and a heat source. When using your Venta Humidifier for multiple rooms (larger model Venta Humidifiers) it should be placed centrally between rooms. Allow 18-20 inches above and on either side of the Venta Humidifier to allow air circulation.

## WILL OPENING OUTSIDE DOORS AND WINDOWS AFFECT THE EFFICIENCY OF THE VENTA HUMIDIFIER?

The appliance works best in closed rooms to maintain a consistent level of humidity. Just as windows and doors are closed when air conditioning is running, doors between rooms may be left open to allow for air circulation.

### IS IT NECESSARY TO USE THE VENTA WATER TREATMENT ADDITIVE?

The Water Treatment Additive helps prevent mineral deposits from becoming difficult to remove so that any sediment can be rinsed out. In addition, the WTA helps improve the efficiency of the Venta Humidifier by allowing the water to sheet on the disc stack(s) instead of "beading" up, allowing maximum use of every square inch of the disc stack(s). The WTA also helps prevent odors and improves the performance of the Venta Humidifier. Not suitable for models with Hygiene Disc.

### WHAT HAPPENS IF THE WATER EVAPORATES AND THE APPLIANCE CONTINUES TO RUN?

First and foremost, the Venta Humidifier is only humidifying when water is in the appliance. However, the WTA holds dirt and dust particles down on the bottom of the lower housing. The LW15/25/45 will shut off automatically as soon as there is insufficient water in the lower housing.

### SHOULD MORE WATER TREATMENT ADDITIVE BE ADDED WHEN THE AP-PLIANCE HAS RUN DRY?

No, because the ingredients of the WTA do not evaporate. Simply add fresh water to reactivate the WTA. One dose will help keep the Venta Humidifier from scaling up with mineral deposits for 10-14 days.

## WHAT HAPPENS WHEN THE VENTA HUMIDIFIER HAS NOT BEEN RUN FOR AN EXTENDED PERIOD OF TIME?

Simply give the appliance a general cleaning with the Venta Cleaner before using it again. Tip: Use of the Venta Cleaner is recommended before storing the appliance for an extended period of time to remove any mineral deposits that can harden over time. Or take advantage of Venta Air Technologies' Ultrasonic Cleaning service. Call us toll-free at 888-333-8218 for details.

### MY VENTA HUMIDIFIER APPEARS TO NOT BE HUMIDIFYING MY ROOM AS DESIRED

Our goal is to achieve 100% customer satisfaction. Initial product performance is largely based on room size and the overall humidity level of the contents of the room. Dry furnishings (textiles, leather, wood, books, etc.) will require a longer period to absorb moisture until their humidity level is increased to a satisfactory level. Therefore, we highly recommend that you consider this when evaluat-ing the performance of your product. Dry rooms can take up to ten days of continu-ous humidification to achieve an optimal humidity level. It's important that you are adding water to your unit regularly. In the event that you are dissatisfied with the performance of your product, please call us for additional tips on how to maximize the performance of your humidifier.

Did we not answer your question? Contact us at info-us@venta-air.com or call toll-free 888-333-8218.

# SERVICING YOUR HUMIDIFIER

### **CLEANING THE GEAR**

DO NOT submerge the gear in water. To clean any buildup of calcium or lime from the gear "teeth," brush with a soft-bristled brush. The gear teeth should be pointed toward the floor while brushing, otherwise deposits will fall into the gear and cause it to malfunction.

### **REMOVAL OF THE GEAR AND COUPLING**

- 1. Switch the unit off.
- **2.** Unplug the power cord from the outlet.
- **3.** Remove the motor from the upper housing.
- **4.** Remove the coupling from the gear by pushing the coupling down toward the fan and away from the gear
- **5.** Pivot turn the gear 90 degrees so that it is laying on its side.
- Gently pull one of the two motor assembly arms approximately 1/8 of an inch away from the gear and remove the gear from the motor assembly.
- **7.** Remove the locking ring from the center shaft of the fan by prying it up using a small screwdriver.



Fig 4. ... Push the coupling down ...



Fig 5. ... turn the gear 90 degrees ...



Fig 6. ... gently pull one of the motor assembly arm 1/8 inch ...



Fig 7. Remove the locking ring ... prying it up using a small screwdriver ...

### **REPLACING THE GEAR AND COUPLING**

A. Place the rubber coupling into the locking ring so the rubber feet from the coupling hang below the ring. When placing the coupling and ring on the center shaft of the fan, the rubber feet should line up with the notch marks on the fan. Snap the ring and coupling into place.

B. With the gear laying on its side, place it between the motor housing arms that suspend it above the fan.

C. While placing the palms of your hands against the motor assembly arms, apply slight pressure, and pivot the gear to the upright position. Check that the locking knob is properly seated in the support arm.

D. Insert the rubber coupling into the bottom of the gear and push it up into the gear until it fits tight. On models with a small white pin, first insert the pin through the rubber coupling and then push both up into the gear until it fits tight. Check that this is properly seated by spinning the fan with your hand. The teeth in the gear should slowly move in and out.



A.... Place the rubber coupling into the locking ring ...



B.... place it between the motor housing arms...



Fig D. ... and push it up into the gear until it fits tight ... models with a small white pin, first insert the pin through the rubber coupling and then push both up into the gear until it fits.

# ADDITIONAL SERVICE OPTIONS

If you prefer Venta to handle your concern, warranty repair, or if you wish to utilize the Ultrasonic Cleaning service for your Venta Humidifier for an additional fee, please call our customer support department toll-free at 888-333-8218 to obtain a Return Merchandise Authorization (RMA) number and to make payment.

Carefully package the product in its original packaging and attach the provided shipping label. Venta Air Technologies, Inc. is not responsible for damages to products shipped with inadequate packaging.

## ULTRASONIC CLEANING

- This optional service removes the buildup of dirt, lime, and calcium that may have accrued over time. We will replace the gear box and rubber coupling. The result is a clean, sanitized Venta Humidifier that will continue to humidify and cleanse your air. This is an optional service offered by Venta, as the cost of roundtrip shipping and the cleaning of your Humidifier unit is already factored into the price.
- Using adequate packing material, pack the unit inside a suitable shipping box.
- We will email you a prepaid mailing label. You can then print out the label on your home printer or we can mail you a prepaid label using UPS.
- Drop the package off at any licensed UPS facility or you can have your shipment picked up from your home or office by scheduling your pickup online at ups.com or by calling 1-800-PICK-UPS (1-800-742-5877).

## TWO-YEAR LIMITED WARRANTY

### CALL VENTA CUSTOMER SUPPORT TO TROUBLESHOOT ANY ISSUES, BEFORE ATTEMPTING TO RETURN THE PRODUCT TO RETAILER.

If you have any questions regarding this warranty, please call 888-333-8218 or write to:

#### Venta Air Technologies Inc.

US Headquarters 1111 North Plaza Drive, Suite 715 Schaumburg, IL 60173

For product registration please submit online at https://www.venta-air.com/en\_us/service/product-registration/.

Venta warrants that for a 2 years from the date of purchase, this product will be free from defects in material and workmanship. Venta, at its option, will repair or replace this product or any mechanical parts of the product to be defective during the warranty period. Replacement will be made with a new or re-manufactured product or component. If the product is no longer available, replacement may be made with a similar product of equal or greater value. This is your exclusive warranty. This warranty is valid for the original retail purchaser from the date of the initial retail purchase and is not transferable. **Please submit online at https://www.venta-air.com/en\_us/ service/product-registration/ to activate your warranty. Also keep the original sales receipt, as proof of purchase is required to process warranty claims.** 

This warranty does not cover normal wear of parts or damage resulting from any of the following: Negligent use or misuse of the product, use on improper voltage or current, use contrary to the operating instructions, disassembly, repair, or alteration by anyone other than Venta Air Technologies Inc. Further, the warranty does not cover Acts of God, such as fire, flood, hurricanes, or tornadoes.

Venta shall not be liable for any incidental or consequential damages caused by the breach of any express or implied warranty. Except to the extent prohibited by applicable law, any implied warranty of merchantability, or fitness for a particular purpose is limited in duration to the duration of the above warranty. Some states, provinces, or jurisdictions do not allow the exclusion or limitation of incidental or consequential damages or limitations on how long an implied warranty lasts, so the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights, and you may also have other rights that vary from state to state.

#### Customer Support:

Venta Air Technologies Inc., US Headquarters 1111 North Plaza Drive Suite 715 Toll Free: 1-888-333-8218 www.venta-air.com/en\_us e-mail: info-us@venta-air.com

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