

Electric diffusers

After switching on my device, I notice that there is no, or little, mist. What should I do?

- 1) Check that the power cable is properly plugged in and that the diffuser is on.
- 2) The solution used is not suitable for the device. Only Maison Berger Paris ready-to-use solutions guarantee the proper operation of our diffusers.
- 3) If your diffuser flashes 5 times when switched on, this informs you that there is an insufficient amount of perfume in the reservoir. To solve this, just add the required amount in the receptacle.
- 4) Ensure that the quantity of perfume does not exceed the maximum level in the reservoir, which is 80 ml. Otherwise, empty out any excess.
- 5) Check that nothing is contaminating the ultra-sound plate. If there is, clean it with a soft cloth.
- 6) Inspect the mist output and the slot which may be blocked and remove any obstructions.
- 7) Check that diffusion was not stopped using the remote control (diffusion off button pressed down).

The mist stopped while my device was working. Why is this?

If your diffuser flashes 5 times when switched on, this informs you that there is an insufficient amount of perfume in the reservoir. To solve this, just add the required amount in the receptacle.

When my diffuser switches off, after using the full amount of perfume solution, I notice that there is still a little bit of perfume in the diffuser reservoir, is this normal?

It is normal for there to be a small amount of perfume residue after each use.

- 1) If you want to use the same perfume in your diffuser, fill it up again to 80 ml.
- 2) If you want to change the perfume, discard the remaining perfume and clean the reservoir with a soft cloth before filling it up again with the perfume refills for Maison Berger Paris electric diffuser.

Why isn't the remote control working?

Ensure that the plastic strip has been removed.

The battery may be dead; replace it with a CR2025 battery.

It is also possible that the electric diffuser is not detecting the remote control, therefore be careful to point the remote control at the diffuser and to be no more than 3 metres away.

I noticed sparks when plugging in the electric diffuser, why is this?

You must have plugged in the power cable before connecting it to the electric diffuser.

However, the power cable must be connected to the diffuser before being connected to the electrical supply. It is essential to do things in this order to avoid any malfunctioning.

The diffuser is not turning on.

- 1) Check that the power cable is properly plugged in.
- 2) Make sure that the on/off button on the remote control or under the diffuser is properly pressed down.

There is foam in the Maison Berger Paris ready-to-use solution, is this normal?

If the solution is shaken, it is normal for there to be foam. Let the solution rest before use.

For any other malfunction, please contact the customer service.**Is my electric diffuser under warranty?**

There is a two-year warranty for the electrical part; this does not include the outer part. This depends on you using your electric diffuser according to the instructions and only with perfume refills for the Maison Berger Paris electric diffuser. For any complaints, please provide proof of purchase and contact your point of sale or the Maison Berger Paris customer service, which can be contacted on +33 (0)2 32 96 22 00 or by e-mail: contact@maisonberger.fr. Refunds can only be made with the prior consent of Maison Berger Paris.

Tips & hints to ensure your diffuser works properly:

- Only use electric diffuser refills from Maison Berger Paris. Using any other solution may clog your electric diffuser prematurely.
- Never put water, perfume or essential oils in your diffuser. Maison Berger Paris perfume solutions are ready-to-use; adding water may cause limescale to build up and affect your diffuser.