Viomi Smart Heater FAQs

Q: There is clatter accompanied with a peculiar smell during heating.

A: When the heater turns on, there will be clatter and noise that will disappear when it reaches a certain temperature. The heater is made of aluminum. The aluminum tube will dilate during heating and sustain for approx. 20 mintues. If there is still noises after heating for 20 to 30 mins, please softly tap on plastic holder.

B. There will be a slight smell with the first use of the heater. Please take the heater out of the packaging and dispose of the packaging.

Q: There is an abnormal noise when shaking the heater.

A: It is a normal noise because there is safety switch set for falling protection.

B: The abnormal noise could be caused from foreign matter inside. Please try to take it out by shaking up and down.

Q: The display screen is off

A: The screen will darken after there is no operation in 180 seconds.

B: The screen can be set off by App control.

Q: Can the heater link to the internet? Can it work normally without internet?

A: This heater can be App controlled with the internet connecting for better experience. It can also be controlled by remote control without the Internet.

Q: How to add water into the heater?

A: There is water tank at the right side of exhaust hold of heater. Please add water directly into the tank. Please pay attention to adding purified water instead of tap water.

Q: Why is there is no water mist with the humidify function?

A: With your first use of the humidify function, you need to wait for 10 seconds after water is added to ensure the cotton swab inside is completely wet. Please add water to max. line before every use of the humidify function.

Q: Water tank volume and humidification efficiency? How long can it work for?

A: The Water tank volume is 350ml and humidification efficiency is 50ml/h approx..
The heater can work for 6 to 7 hours.

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