

DREO

Humidifier HM311S

USER MANUAL



” ”

Thanks for Choosing **DREO!**

Your support means the world to us. We hope you enjoy our product as much as we did creating it.

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IMPORTANT SAFETY INSTRUCTIONS 01



READ ALL CAUTIONARY MARKINGS ON THE APPLIANCE AND SAFETY INSTRUCTIONS IN THE USER MANUAL BEFORE USE.



Do not cover the air inlet and outlet while in operation.



Do not use the humidifier near flammables and combustibles.

General Safety

1. The appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved. Children shall not play with the appliance. Cleaning and user maintenance shall not be made by children without supervision.
2. Use the appliance as described in the user manual only. Any other use not recommended in the user manual may cause fire, electrical shock, or personal injury. Ensure that the humidifier is switched off from the supply mains before removing the guard.

Operation Safety

1. Place the appliance on a flat, dry surface before use.
2. Never leave water in the reservoir when the appliance is not in use.

3. Do not permit the area around the humidifier to become damp or wet. If dampness occurs, turn the output of the humidifier down. If the humidifier output volume cannot be turned down, use the humidifier intermittently. Do not allow absorbent materials, such as carpeting, curtains, drapes, or tablecloths, to become damp.
4. **Do not** immerse in water and any other liquids.
5. **Do not** use the appliance until the base is installed.
6. **Do not** insert your fingers, pencil and any other objects into the grilles while in operation.
7. **Do not** dismantle, repair, or modify. All servicing should be performed by qualified personnel.
8. **Warning:** Micro-organisms that may be present in the water or in the environment where the appliance is used or stored, can grow in the water reservoir and be blown in the air causing very serious health risks when the water is not renewed and the tank is not cleaned properly every 3 days.

Electricity Safety

1. Make sure that the voltage of your electricity supply is the same as that indicated on the appliance.
2. Always unplug before cleaning or leaving the appliance unused for a long period of time. Keep your hands dry when plugging/unplugging.
3. Do not operate any humidifier with a damaged cord or plug. Discard humidifier or return to an authorized service facility for examination and/or repair.
4. Do not run cord under carpeting. Do not cover cord with throw rugs, runners, or similar coverings. Do not route cord under furniture or appliances. Arrange cord away from traffic area and where it will not be tripped over.
5. **WARNING:** To reduce the risk of fire or electric shock, do not use this humidifier with any solid-state speed control device.
6. **WARNING -** If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.

FOR HOUSEHOLD USE ONLY READ AND SAVE THESE INSTRUCTIONS



Correct Disposal of this product

This marking indicates that this product should not be disposed of with other household waste throughout the EU. To prevent possible harm to the environment or human health from uncontrolled waste disposal, recycle it responsibly to promote the sustainable reuse of material resources. To return your used device, please use the return and collection system or contact the retailer where the product was purchased. They can take this product for environmentally safe recycling.

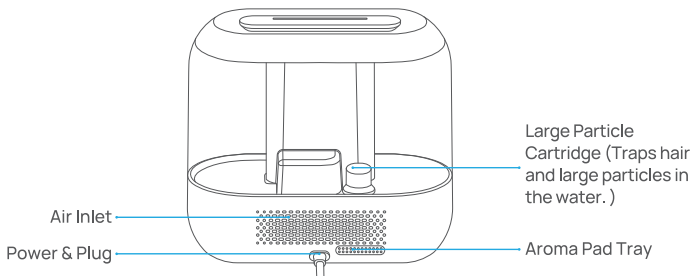
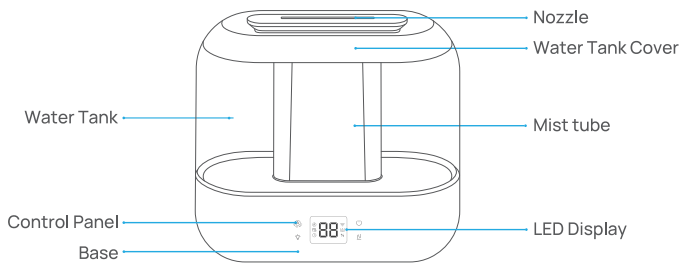
Specifications

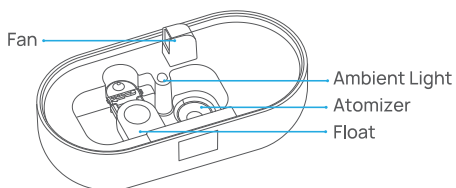
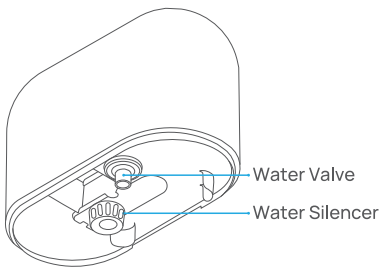
Model No.	DR-HHM001S
Input	AC 220-240V
Rated Power	26W
Water Tank Capacity	4L

KNOWING YOUR HUMIDIFIER

02

Package Contents





User Manual



Quick Start Guide



Cleaning Guide

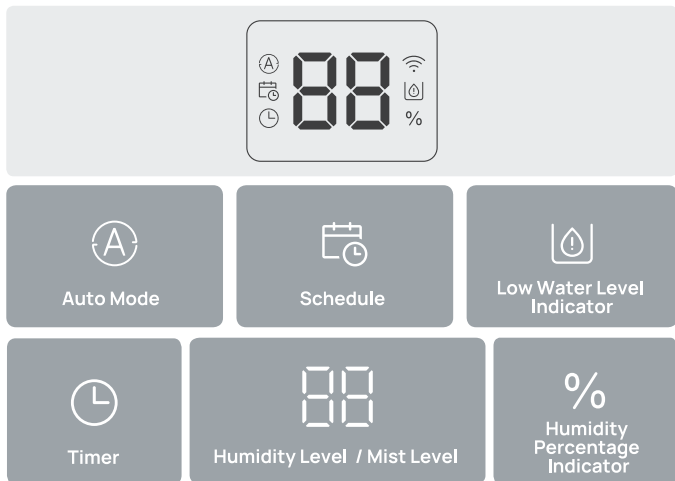


Cleaning Brush



Aroma Pad X2
(1 Pre-Installed)

LED Display



Note:

- When humidity levels are below 10%, the display will show "LO".
- When humidity levels are above 90%, the display will show "HI".
- When the water is low, the Water Tank Level indicator will flash for 5 seconds then the humidifier will switch to standby.
- When receiving Software upgrades, the display will show "UP", the humidifier can't be operated until the update ends.

Control Panel



Power Button

- Turn the humidifier on/off.
- Long press for 10s to restore WiFi and factory settings.



Manual Mode Button

Switch between Low/Medium/High mist level



Auto Mode Button



- Turn Auto Mode on
 - Long press 5s to enter WiFi settings
- When first activated, the screen will display the target humidity.
- Tap the (A) button to increase the target humidity by 5% (target humidity range from 30% to 90%.)
- In Auto Mode, mist level is adjusted according to your target humidity.
- Press the Manual Mode Button to exit Auto Mode.



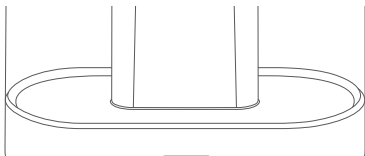
Ambient Light Button

Turn the ambient light on/off

You can turn off the beep sounds using the ambient light button or through the DREO app.

Note: Long press  and  for 5 seconds to turn off/on WiFi connection and enter/exit Low Power Standby Mode.

Humidity Indicator Light



The night light will change according to your room humidity level.

Light Color	Humidity Level
Yellow	≤30%
Green	31% - 60%
Blue	≥61%

Note: Be aware that high humidity levels may encourage the growth of biological organisms in the environment.

CONNECTING TO YOUR HUMIDIFIER HM311S

03



Before connecting the appliance to your mobile device, please scan the QR code on the left or go to the app store and search “**DREO**”, then select and download the app.




Look for “HM311S” when connecting your new humidifier.



You can use the DREO app to connect your smart appliance to **Amazon Alexa** or **Google Home**. Please follow the in-app instruction to set up your voice assistant.

NOTE: You must create a DREO account to access voice assistants.

- 1 Launch DREO and sign in or create account by following in-app instructions.
- 2 Enable Bluetooth on your mobile device and plug in your humidifier.
- 3 Hold the Auto Mode button (A) for 5 seconds to start WiFi connection settings.
(Tip: The WiFi icon  will keep flashing when pairing.)
- 4 Tap **+ Add Device** and select HM311S.
- 5 Follow in-app instructions to complete WiFi connection.
- 6 You're now ready to control the appliance on your app.
(Tip: To restart connection settings, hold the (A) button again for 5 seconds.) Long press 10s the power button (⏻) to unpair WiFi and restore factory settings).

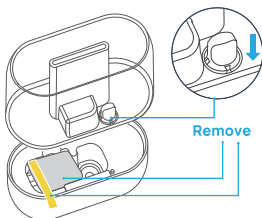
USING YOUR HUMIDIFIER

04

Before Use

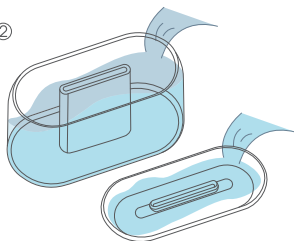
When using your humidifier for the first time, remove the wraps and follow the steps below.

①



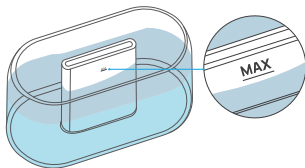
Make sure the cartridge is installed correctly and the label and the cardboard have been removed.

②



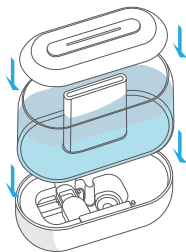
Detach the cover and water tank from the humidifier and clean thoroughly.

③

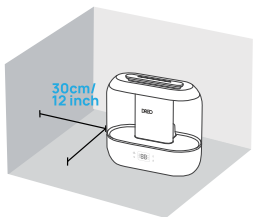


Fill the tank with water, making sure the water doesn't pass the MAX line.

④



Put the water tank back in place and close the top cover.





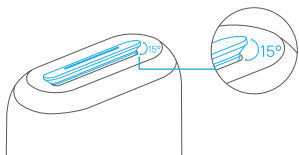
- ⑤ Place the humidifier on a flat, level surface, keeping at least 30 cm / 12 inch away from walls or any major obstacles.

ATTENTION:

- It is recommended to add purified or distilled water to prevent white powder residue from forming.
- Do not add essential oil into the water tank to avoid damage to the tank.
- Do not place the humidifier on the carpet or floor directly.
- Direct the mist away from walls, furniture and electrical appliances.
- It is recommended to place a water-resistant mat under the humidifier to catch spills and droplets.

General Operations

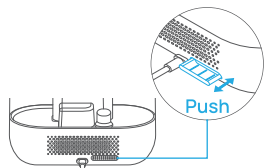
- ① Plug the humidifier into an electrical outlet.
- ② Touch  to turn on/off the humidifier.
- ③ Touch  to choose your desired setting:
- ④ Adjust the direction of the mist. You can rotate the nozzle front or backwards up to 15°.



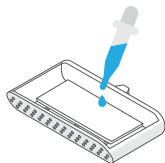
Note:

When the water is low, the water tank indicator will **flash red** for 5 seconds, then the humidifier will switch to standby.

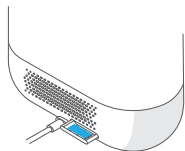
Adding Essential Oil



① Push to open the aroma pad tray.



② Add 5-10 drops of essential oil on the aroma pad.



③ Put the aroma pad tray back in place.

Note:

- Add essential oils on the aroma pad only. Do not add into the water tank or any other places.
- The scent may be soft, this humidifier is not intended to work as an aroma diffuser.
- The scent level cannot be adjusted.
- If the aroma pad becomes too stiff, it needs to be replaced.

CLEANING AND MAINTENANCE

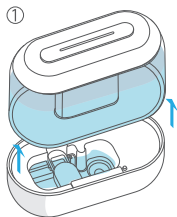
05



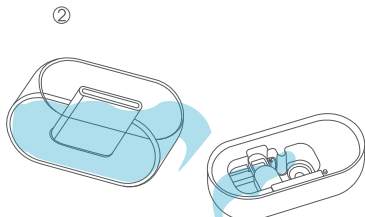
- Always turn off and UNPLUG the humidifier before any cleaning or maintenance.
- Do not clean the main body under running water.
- Do not let water splash into the air outlets.
- Do not use any chemical agents when cleaning the humidifier.
- Store in a cool, dry place and cover it to protect from dust.
- Empty and clean the humidifier before storage. Clean the humidifier before next use.
- Do not overfilling the humidifier due to the potential risk of electric shock.

Filling & Refilling

Empty the tank and refill every third day. Before refilling, clean it with fresh tap water or cleaning agents if required by the manufacturer. Remove any scale, deposits, or film that has formed on the sides of the tank or on interior surfaces, and wipe all surfaces dry.



① Detach the water tank from the base.



② Take out the water tank cover, drain any remaining water from the tank and the base.

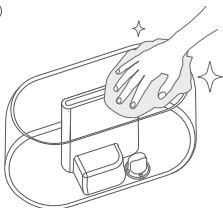


③ Rinse the tank with warm water.



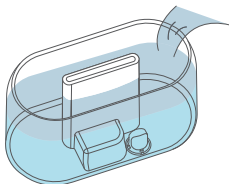
④ Gently clean the base with a soft cloth or the included cleaning brush.

⑤



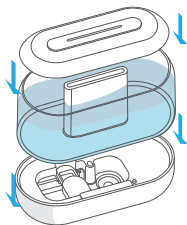
Wipe the tank clean with a soft, damp cloth.

⑥



Fill the tank with room temperature water. Do not fill with hot water.

⑦

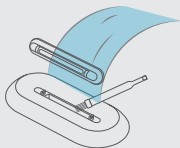


Attach the water tank to the base, replace the top cover.

Descaling

RECOMMENDED ONCE A MONTH

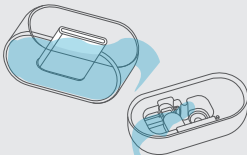
①



Detach the water tank from the base. Take out the water tank cover and rinse it with warm water.

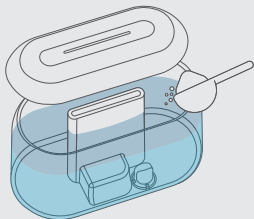
For a throughout cleaning, you may detach the nozzle from the cover and clean it with the included brush.

②



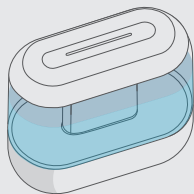
Drain any remaining water from the tank and the base.

③



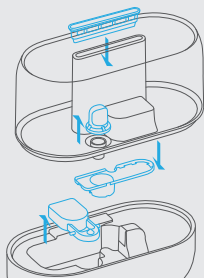
Fill the tank with a solution of bleach and water (one teaspoon of bleach for each gallon of water.). Replace the tank cover and shake around the tank.

④



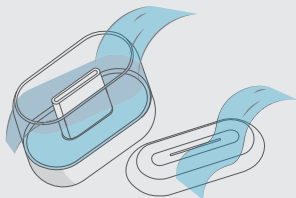
Attach the water tank to the base. Let it sit for 15-20 minutes.

⑤



Remove the water silencer, water cartridge, droplet collector, and float.

⑥



Remove the tank and detach the cover, drain any remaining solution from the tank and the base. Rinse the tank with water until the bleach smell is gone.

⑦

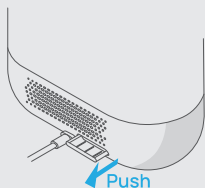


Clean the base with a soft cloth, you may use the included cleaning brush to remove excess of mineral deposit. Make sure all parts are dry before reassembling your humidifier.

Cleaning the aroma pad tray

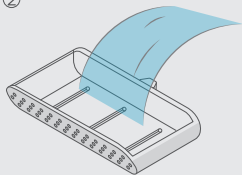
RECOMMENDED ONCE A WEEK

①



Push to open the aroma pad tray at the back of the base to pull it out.

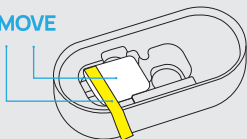
②



Rinse with water and place back into the base.

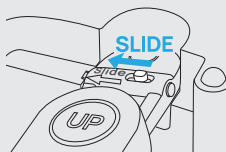
Is Your New Humidifier Leaking?

REMOVE

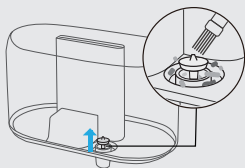


Make sure to remove the label and the cardboard.

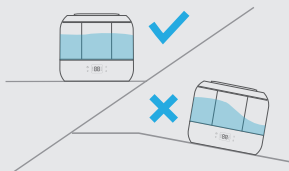
SLIDE



fix the left prong on the bracket, then slide the other prong to secure the float in place.

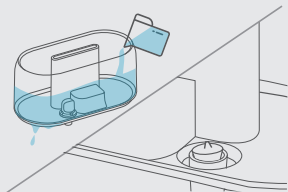


Remove any particles or hair blocking the water valve.



Make sure the humidifier is placed on a flat surface.

Contact Customer Service If...



The water valve is not flat or the tank leaks water when refilling.



Your water tank has leakage due to prolonged use of essential oils.

If your humidifier keeps leaking water, please contact customer support (see page 20).

My humidifier does not work.

1. Make sure that the cord is connected to a powered outlet and the mains voltage corresponds with the voltage indicated on the humidifier.
2. The humidifier will shut down automatically in the event of low water.
3. Check the water tank is installed properly.

My humidifier is not misting.

1. Turn the mist level to a higher setting.
2. The base has too much water. Empty the base and refill the water tank (not the base).
3. Please check whether the air inlet is blocked.
4. Make sure the nozzle is not blocked.
5. Make sure the humidifier is not a flat surface.
6. The water temperature may be too low. Turn the mist level to the highest setting and let it run for a while, then adjust to the desired setting.
7. If the water tank or base have been washed with detergent, rinse thoroughly with clean water to remove any remaining detergent.

There is white dust in the water tank.

You should descale the humidifier regularly. Using purified or distilled water can help prevent the formation of scale.

The mist produces an unpleasant smell.

1. Use purified or distilled water only. It is not recommended to use tap water.
2. Change water regularly to avoid dirty water accumulation.
3. Clean the humidifier and keep it dry for 12 hours with the cover detached.
4. Clean the aroma pad tray, change the aroma pad.

Water leaks from my humidifier.

1. Make sure the silicone sealing ring around the water outlet valve is secure.
2. Avoid running the humidifier in a room with over 60% relative humidity.
3. Wipe any excess water.
4. Do not shake the humidifier.
5. Make sure to place the humidifier on a flat, level surface.
6. Check the water tank for leaks. If there are leaks, contact Customer Support (see page 20).

If your problem is not listed or still persists, contact our Customer Support (**see page 20**).

24-MONTH LIMITED WARRANTY

What is Covered

DREO warrants to you that your product will be free from original defects in materials and workmanship for a period of twenty four (24) months from the date of your purchase, when you use your product for intended purposes in accordance with this User Manual.

Please retain your proof of purchase. If you do not retain your proof of purchase, your warranty will start two (2) months from the date of manufacture printed on your product label.

What is Not Covered

This limited warranty only applies to the original purchaser of your product and is non-transferable. This warranty is only valid if your product is used in the country in which you originally purchased it. In addition, this warranty will not apply, and DREO will not be liable for any costs, damages, or repairs, in connection with any of the following:

- Accidents or use of your product with inappropriate force;
- Damage or destruction caused by wrong voltage or unstable electric current;
- Normal wear and tear;
- Careless operation or handling, misuse, abuse, neglect, and/or failure to maintain or use your product in accordance with this User Manual;
- Any partially or completely altered, modified and/or dismantled products;
- Reduction in battery discharge time due to battery age or use (as applicable);
- Products with altered or removed serial numbers;
- Clearing any blockages from the product;
- Purchases from retailers and distributors not authorized by DREO to sell this product;
- Defects caused by or resulting from damages from shipping or handling by any third party not authorized by DREO to ship or handle your product; or
- Defects caused by or resulting from repairs, service, improper maintenance, or alteration to your product or any of its components by anyone other than a repair person authorized by DREO.

Any service and customer support that DREO provides to you under this limited warranty will not extend the duration of this limited warranty.

Warranty Limitations and Exclusions

ANY IMPLIED WARRANTIES RELATING TO YOUR PRODUCT, INCLUDING BUT NOT LIMITED TO THE WARRANTY OF MERCHANTABILITY AND THE WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE DURATION OF THE LIMITED WARRANTY SET FORTH ABOVE AND ARE OTHERWISE DISCLAIMED.

THIS LIMITED WARRANTY SHALL BE THE SOLE REMEDY OF THE PURCHASER OR USER OF THE PRODUCT, AND DREO SHALL NOT BE LIABLE FOR AN ALLEGEDLY DEFECTIVE OR DAMAGED PRODUCT EXCEPT TO REPAIR OR REPLACE IT IN ACCORDANCE WITH THIS LIMITED WARRANTY. DREO WILL NOT BE LIABLE FOR SPECIAL, INCIDENTAL, INDIRECT, CONTINGENT, OR CONSEQUENTIAL DAMAGES OR LOSSES OF ANY NATURE THAT YOU MAY INCUR IN CONNECTION WITH YOUR PURCHASE OR USE OF YOUR PRODUCT.

Some jurisdictions do not allow limitations on how long an implied warranty lasts or the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you. This limited warranty gives you specific legal rights, and you also may have other rights which vary from jurisdiction to jurisdiction.

Limited Remedies

If your product fails because of an original defect in material and/or workmanship during the warranty period, DREO will repair or replace (in DREO's sole discretion) your product.

To obtain warranty service on your product, contact us at uk-support@dreo.com for further instructions.

IN THE EVENT OF AN ORIGINAL DEFECT IN MATERIAL AND/OR WORKMANSHIP, TO THE EXTENT PERMITTED BY LAW, THE REMEDIES SET FORTH IMMEDIATELY ABOVE ARE YOUR SOLE AND EXCLUSIVE REMEDIES.

Model No.: DR-HHM001S
Rev_1.4_UK

We're Here to Help!



uk-support@dreo.com



www.dreo.com



Shenzhen Hesung Innovation Technology Co., LTD



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MADE IN CHINA



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Looking for help?

Contact us to get expert support.



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