

aera®

Aera Touch & Aera Mini



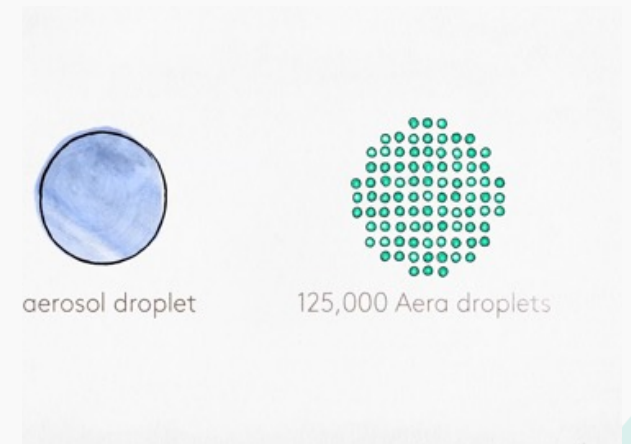
Informational Sheets

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Aera Technology

Aera converts liquid fragrance compounds into tiny droplets which in turn burst into billions of fragrance molecules, called Microdroplets, to blend with ambient air. Aera is the only diffuser with Microdroplet Technology which creates a cleaner, safer and more immersive scent experience. This process forces the release of all fragrance ingredients at once so that the fragrance can be experienced in its entirety - with base, middle, and top notes. This is important because traditional methods of diffusion release fragrance ingredients serially in the order of their volatility, preventing your ability to sense the whole fragrance at once and causing the scent effect to change in character over time. The result is an exquisite, hypoallergenic scent effect which is dependable, livable, and uniform throughout the room. The scent will smell the same on day 60 as on day 1. Scent strengths on both diffusers are fully adjustable to precisely match the size and conditions of the room.

Aera is easily adjustable to control the scent strength depending on the size of your space and personal preference. And with Aera Smart, fragrances can even be programmed to play automatically on a schedule!



Diffusers



Aera Diffuser
For medium to large-sized rooms.

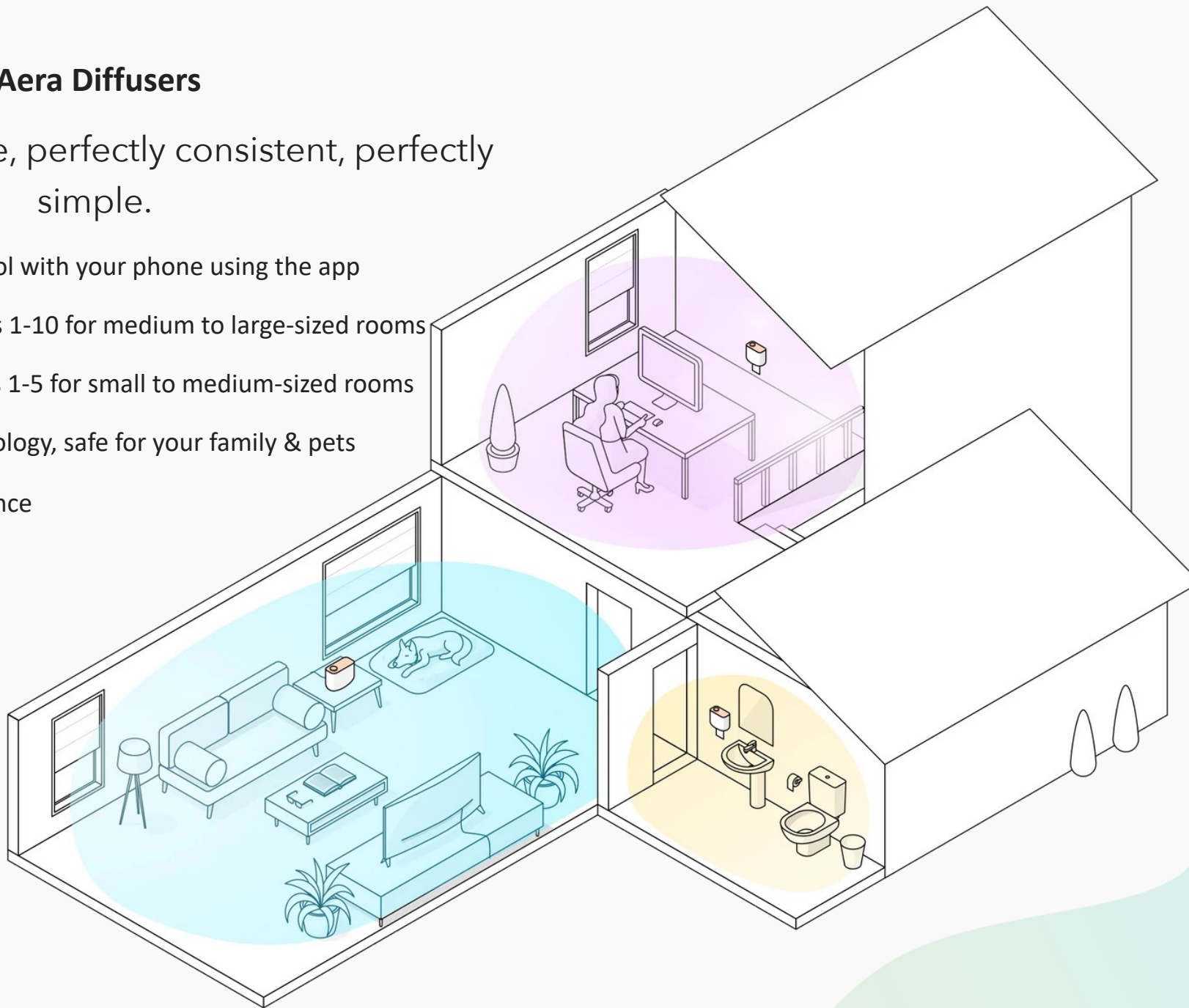


Aera Mini Diffuser
For small to medium-sized rooms.

Aera Diffusers

Perfectly noticeable, perfectly consistent, perfectly simple.

- Create schedules and control with your phone using the app
- Aera has adjustable settings 1-10 for medium to large-sized rooms
- Mini has adjustable settings 1-5 for small to medium-sized rooms
- Hypoallergenic scent technology, safe for your family & pets
- No-fade, long lasting fragrance



FAQs

- **How big of a room will Aera scent?**

Aera uses the airflow in a room to evenly circulate super tiny scent molecules. How large an area will vary depending on ceiling height, whether there are partitions or other impediments to air circulation, and the natural airflow in a room. But in general, placed correctly, one Aera will scent a room with an open floor plan and average ceiling height of 12 feet between 500-1000 sq. ft. One Aera Mini will scent a small space with an open floor plan and average ceiling height of 12 feet between 200-400 sq. ft.

- **How long do capsules last?**

At a mid-strength setting (5 on Aera and 3 on Aera Mini) playing 10 hours a day, on average, capsules last approximately 60 days. Fragrances may vary and days may vary based on how many hours they are scheduled to play each day. The best way to conserve fragrance and make capsules last is to make sure your Aera or Aera Mini is connected and scheduled to turn off when you are away at work or at night when you are asleep.

- **Is Aera battery operated?**

Aera's powerful Microdroplet Technology requires a power outlet for both diffusers. The full size Aera diffuser comes with a handy 6ft standard power cord and the Aera Mini plugs in directly to any *upright* wall outlet for easy plug and play use. *Aera Mini will not operate when plugged in sideways, which may cause leakage from the capsule.

- **Is Aera safe for family and pets?**

Yes. When used as directed, Aera's scent effect is hypoallergenic, free of harmful VOCs and leaves no residue on surfaces. As pet owners ourselves, we take the safety of our fragrances very seriously when it comes to our furry and feathered friends.

- **Is Aera eco-friendly?**

Yes, Aera is the eco-friendliest air freshener on the market. Unlike aerosols, Aera uses no propellants and produces no harmful volatile organic compounds (VOCs). Unlike make air fresheners, Aera uses no ethanol or similar solvents to enhance the evaporation of fragrance chemicals. Aera's signature fragrances also opt for safe synthetics whenever natural ingredients cannot be sustainably sourced, protecting endangered species like sandalwood and avoiding the harvesting of wildlife.

Aera Quick Start Guide

Let's Start Scenting!

What you'll need: ⌚ 5 minutes ✂ Matches

Step 1: Installation

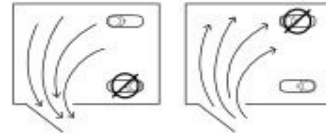
Diffuser Placement

Aera creates scented air which circulates with the natural airflow in a room. Where Aera is placed can make a big difference in how well the fragrance covers a space.

Choose a spot in the room that's within reach of an electrical outlet and light a match.

Blow it out watch the smoke to see which direction it goes. It should move towards the area you want scented. If it doesn't, try another spot and repeat.

Tip: Doors often dictate how air flows in a room. Keep that in mind when testing and placing.



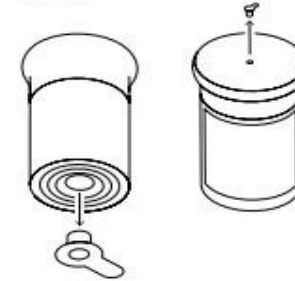
Once you've picked the perfect spot, plug in your diffuser and it will power on automatically.



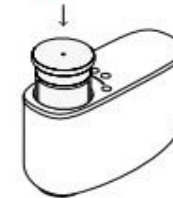
Step 2: Operation

Capsules

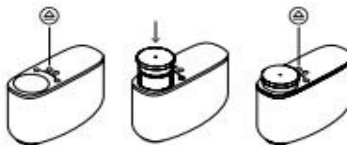
Holding the capsule upright, **FIRST** remove the bottom plug, then the top plug.



For Aera Smart: insert the capsule into the diffuser opening and press it down a quarter inch or so. It will automatically lower and play.

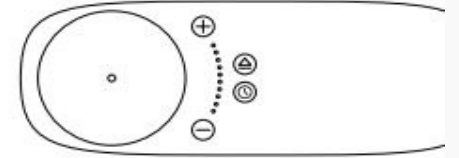


For Aera Touch: press ⊕ eject to raise the capsule tray. Insert the capsule and press down a quarter inch. Press ⊕ eject again to lower and play.



Step 3: Operation

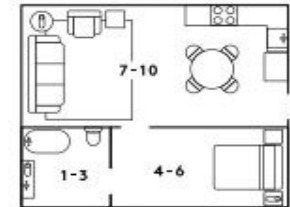
Diffuser Controls



- ⏻ Power:** Turn diffuser on/off. (Located on back by plug.)
- ⊕ Eject:** Ejects the capsule.
- ⊕ Plus:** Increases strength.
- ⊖ Minus:** Decreases strength.
- ⌚ Session:** Starts session. Press multiple times to toggle settings between 2, 4, or 8 hours (See page 26).

Strength Setting: We recommend starting at level 5 and gradually raising or lowering until it's just how you like it (See page 23).

Recommended Strength by Room:



Aera Smart users: download the AeraForHome app to operate remotely, set schedules and more.



Aera Mini Quick Start Guide

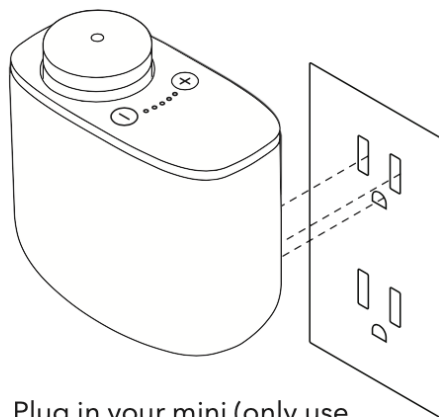
Quick Start Guide

Let's Start Scenting!

Step 1: Installation Placement

Aera uses the natural airflow in a room to circulate scented air. Therefore, consider open doors and/or windows in your small space when choosing which outlet to plug in your Aera Mini. These often dictate how air flows in a room.

Once you've picked a suitable outlet in your small space, choose a fragrance to play.



Plug in your mini (only use an upright outlet!) and it will power on automatically.

Step 2: Operation Capsules

Open the AeraForHome app and scan the QR code on the capsule when prompted.



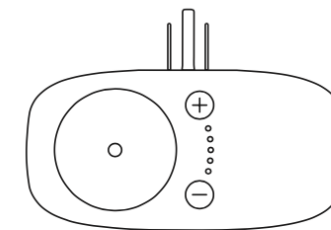
Holding the capsule upright, FIRST remove the bottom plug, then the top plug.



Insert the capsule into the diffuser and press down slightly until it rests firmly on the bottom of the opening.

To change fragrances, gently pull up on the capsule top.

Step 3: Operation Controls



⊕ **Plus Button:** Increases the scent strength setting.

⊖ **Minus Button:** Decreases the scent strength setting. (To power off without removing from the wall, press until no lights show.)

Strength Setting

We recommend starting at level 3 and gradually raising or lowering until it's how you like. (See page 11)

Use the AeraForHome app to operate remotely, set schedules and more.

WHERE CAN I PLACE AERA?

The airflow in a room and where the Aera diffuser is placed can have a significant impact on your scenting experience. There are many variables that affect airflow such as windows, doors, and heating or cooling vents. The best location for Aera is where it takes advantage of your room's natural airflow. Follow these steps to find the ideal spot:

1. Stand near the location you'd like to place your Aera diffuser.
2. Light a candle or match for a moment then blow it out.
3. Note the direction that the smoke travels.
4. Does the smoke move towards the area you want to scent? Great. If not, choose another location and test again.

Note: *Air flow will change if windows and doors are opened.*

TIP: Try different locations and scent levels until you are happy with the scent coverage. Give Aera a little time to equalize the scent after any change in location or scent level.

General Guidelines:

Please consider the following when choosing a location for your Aera.

- Wherever you decide to place your Aera diffuser, make sure it cannot be tipped over. This may cause some fragrance liquid to leak.
- Keep your diffuser out of reach of children.
- Avoid getting fragrance liquid on wood or delicate surfaces.
- If you want your Aera diffuser to be discreet, it can be located behind or under pieces of furniture, provided there is about ten inches (25cm) of space above the diffuser and plenty of air circulation.
- The location of Aera **MUST NOT** be near an HVAC return grill, exhaust fan/vent, or open door or window through which air is leaving the space you wish to scent. Remember, you want Aera to work with the natural air circulation, not against it.

Diffuser Troubleshooting

Diffuser is Loud

The Aera will release a soft hum when releasing scent. This sound can be amplified if the diffuser is sitting on a very hard surface like marble or glass.

Diffuser Has Recently Become Noisy:

Ask if they have recently moved the diffuser or changed the capsule. Either can affect the sound produced. If they have recently changed the capsule, ask them to put the old capsule back in if they still have it to test the sound to see if the capsule is the problem. If they have not done either and it's just getting progressively louder, this is likely a sign of the pump starting to wear out inside the unit.

Diffuser Test for general "device is not working" inquiries- (for Mini, exclude question 2)

1. Could you describe for us the light pattern your diffuser is displaying while it's powered on?

Steady blue/white lights: Proceed to next question.
All flashing on/off: pump issue. Reset, replace unit.
Scrolling red lights: lift issue. Reset, replace unit.
1/2, 9/10 lights blinking: WiFi issue. Check WiFi connection.

2. If you press the eject button, does the capsule lift up?

Yes: Proceed to next question.
No: lift issue. Reset, replace unit.

3. Remove the capsule, and give it a light, gentle "wiggle." Are you hearing or feeling liquid moving around inside?

Yes: Proceed to next question.
No: Capsule is empty.

4. Please re-insert the capsule. Do you hear the diffuser start to hum?

Yes: Proceed to next question.
No: pump issue. Reset, replace unit.

5. While the diffuser is humming, press a finger over the hole in the top of the capsule and hold it there for a moment. Once you release, do you feel or hear any pressurized air escaping?

Yes: device is working fine. Try resetting unit, replace capsule.
No: disconnected tube. Reset, replace unit.

Capsule Troubleshooting

Capsule arrived leaking/plugs not inserted

Recommended solution: Replace capsule.

Capsule plug tore when removing

Recommend removing with a small pair of tweezers, but if unable to remove, push the rest of the plug into the capsule. It will not affect capsule life.

Capsule ran out too fast

Fragrances last 400-800 hours at setting 3. Educate the customer on best practices. If the fragrance lasted within the expected time frame, let customer know that they will be able to noticeably extend the life of the capsule by turning the diffuser off overnight or any hours they don't tend to be home.

Thank you!

Aera Customer Care

8am-7pm Mon-Sun

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