

DREO | Smart Humidifier

311S (2nd. Gen.)

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.

CONTENTS

01

KNOWING YOUR
APPLIANCE

1-3

02

CONNECTING TO
YOUR APPLIANCE

4

03

USING YOUR
APPLIANCE

5-6

04

CLEANING AND
MAINTENANCE

7-11

05

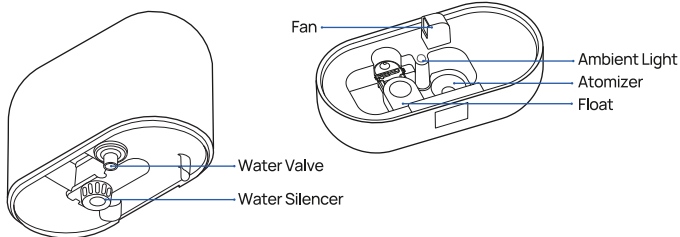
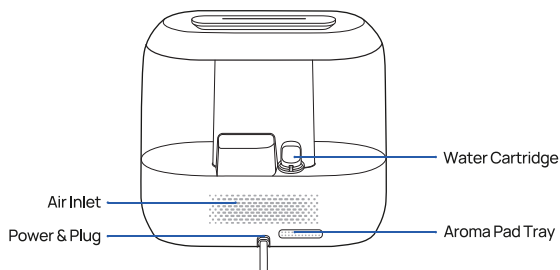
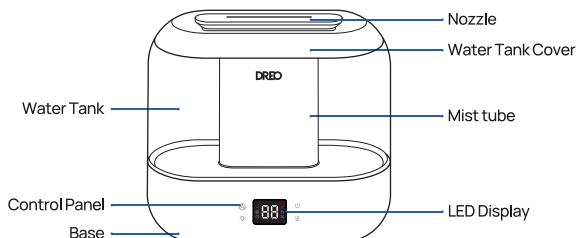
TROUBLESHOOTING

12-13

KNOWING YOUR APPLIANCE

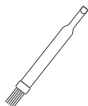
01

Package Contents





User Guide

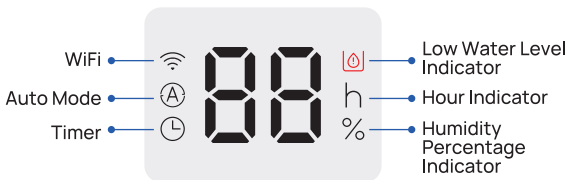


Cleaning Brush



Aroma Pad

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 level is low, the Low Water Level Indicator will flash for 5 seconds, then the appliance will switch to standby.
- When receiving Software upgrades, the display will show "UP", and the appliance can't be operated until the upgrade ends.
- You can activate/deactivate Sleep Mode through the DREO app.

Control Panel



Power

- Turn the appliance on/off.
- Long press for 5 seconds to restore WiFi and factory settings.



Manual Mode

- Switch between Low/Medium/High mist level.



Auto Mode

- Turn Auto Mode on.
- Long press for 3 seconds to enter WiFi settings.
- Tap to increase the target humidity by 5% (30-90% range).
- Press  to exit.



Ambient Light

- Turn on/off ambient, display, and beep sounds.
- Touch any button to wake up the display (auto-off in 5s).
- Long press to change light colors (orange-green-blue-red-purple).
- Long press  and  to adjust brightness.

Humidity Indicator Light



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

Light Color	Humidity Level
Yellow	$\leq 30\%$
Green	31% - 60%
Blue	$\geq 61\%$

CONNECTING TO YOUR APPLIANCE

02



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 “**Smart Humidifier 311S (2nd. Gen.)**” when connecting your new appliance.



You can use the DREO app to connect your appliance to **Amazon Alexa** or **Google Home**. Please follow the in-app instructions 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 an account by following in-app instructions.
- 2 Enable Bluetooth on your mobile device and plug in your appliance.
- 3 Hold  for 3 seconds to start WiFi connection settings.
(Tip: The WiFi icon  will keep flashing when pairing.)
- 4 Tap + **Add Device** and select **Smart Humidifier 311S (2nd. Gen.)**.
- 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  again for 3 seconds)

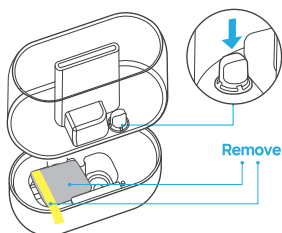
USING YOUR APPLIANCE

03

Before Use

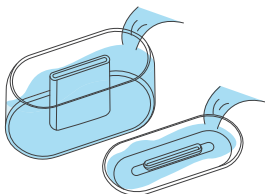
When using your appliance for the first time, remove the wraps and follow the steps below.

1



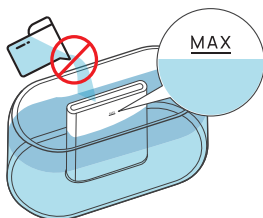
Remove the label and cardboard. Then make sure the cartridge is installed correctly by pushing it down.

2



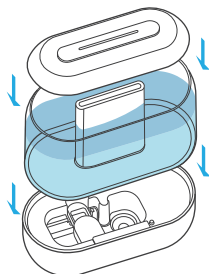
Detach the cover and water tank from the humidifier and clean thoroughly.

3



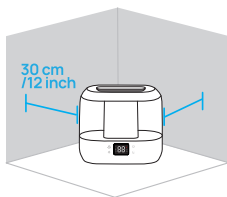
Fill the tank with water. Make sure the water doesn't pass the MAX line. Note: DO NOT add water into the mist tube.

4



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

5



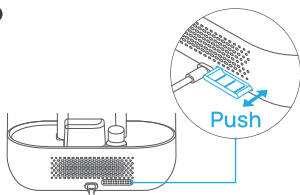
Place the appliance on a flat, level surface.

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 appliance 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 appliance to catch spills and droplets.

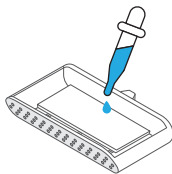
Adding Essential Oil

1



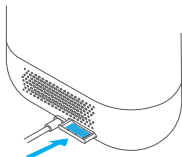
Push to open the aroma pad tray.

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 in the water tank or any other place.
- The scent may be soft. This appliance 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

04

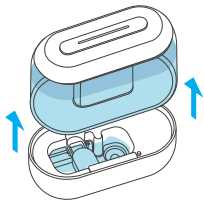
Scan the QR code to see the cleaning and installation guide:



- Always turn off and UNPLUG the appliance 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 agent when cleaning the appliance.
- Store in a cool, dry place and cover it to protect it from dust.
- Empty and clean the appliance before storage. Clean the appliance before next use.
- Do not overfill the appliance due to the potential risk of electric shock.

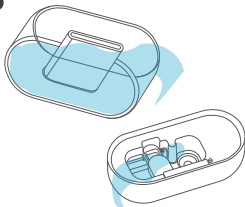
Cleaning

1



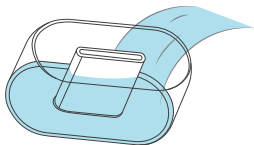
Detach the water tank from the base.

2



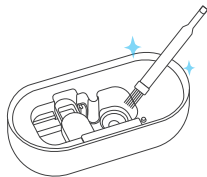
Take out the water tank cover, drain any remaining water from the tank and the base.

3



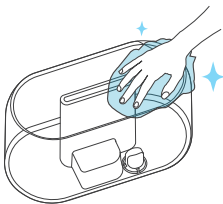
Rinse the tank with warm water.

4



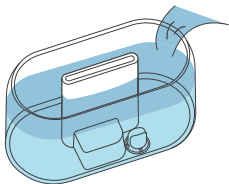
Gently clean the base with a soft cloth or the included cleaning brush.

5



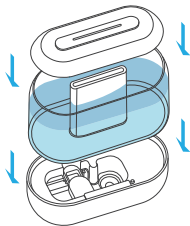
Wipe the tank clean with a soft, damp cloth.

6



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

7

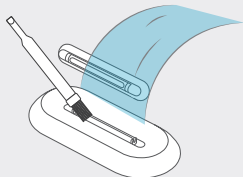


Attach the water tank to the base, replace the top cover.

Descaling

RECOMMENDED ONCE A MONTH

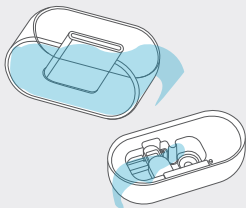
1



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

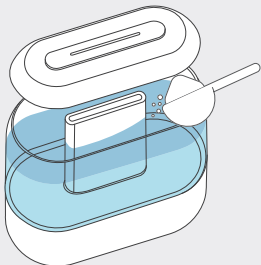
For a thorough cleaning, you may detach the nozzle from the cover and clean it with the included brush.

2



Drain any remaining water from the tank and the base.

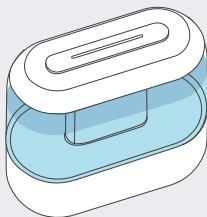
3



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.

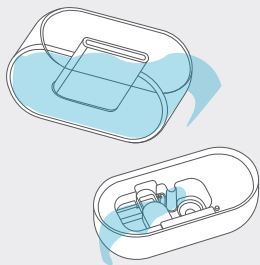
4

15-20min



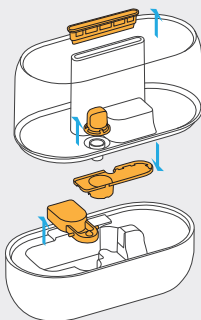
Attach the water tank to the base. Let it sit for 15-20 minutes.

5



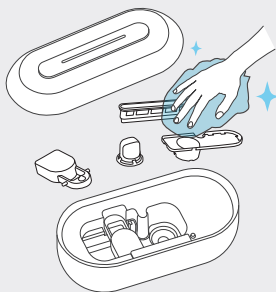
Remove the tank and detach the cover, drain any remaining solution from the tank and the base. Rinse the tank with water until the bleach smell is gone.

6



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

7

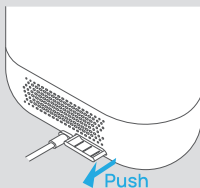


Clean all parts with a soft cloth, you may use the included cleaning brush to remove excess mineral deposit. Make sure all parts are dry before reassembling your humidifier.

Cleaning the Aroma Pad Tray

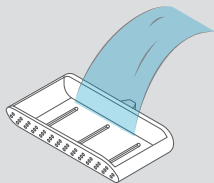
RECOMMENDED ONCE A WEEK

1



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

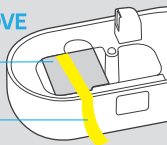
2



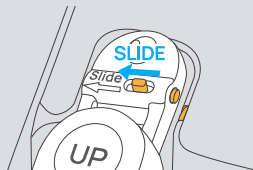
Rinse with water and place back into the base.

Is Your New Appliance Leaking?

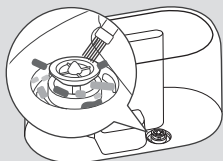
REMOVE



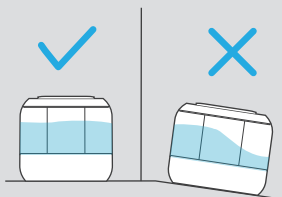
Make sure to remove the label and the cardboard.



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

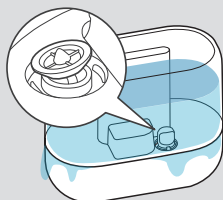


Remove any particles or hair blocking the water valve.

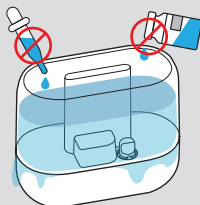


Make sure the appliance is placed on a flat surface.

Contact Customer Service If...



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



The water tank has leakage due to prolonged use of essential oils or liquid medication.

If your appliance still leaks water, please contact customer support.

My appliance 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 appliance.
2. The appliance will shut down automatically in the event of low water.
3. Check if the water tank is installed properly.
4. In Auto Mode, the appliance will stop adding moisture when it reaches the room humidity target.

My appliance 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 appliance is placed on 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 it to the desired setting.
7. If the water tank or base has been washed with detergent, rinse thoroughly with clean water to remove any remaining detergent.

There is white dust in the water tank.

Descale the appliance 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 appliance and keep it dry for 12 hours with the cover detached.
4. Clean the aroma pad tray and change the aroma pad.

Water leaks from my appliance.

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

If your problem is not listed or still persists, please contact our Customer Support.

Model No.: DR-HHM021S
Rev_EN_1.0

Reach out to us, it's easy!

 (888) 290-1688 (Mon - Fri, 9:00 am-5:00 pm PST/PDT)

 support@dreco.com

 www.dreco.com

www.dreo.com

Reach out to us, it's easy!

Contact us to get expert support.



support@dreo.com



[\(888\) 290-1688](tel:(888)290-1688)



www.dreo.com

Mon - Fri, 9:00 am-5:00 pm PST/PDT