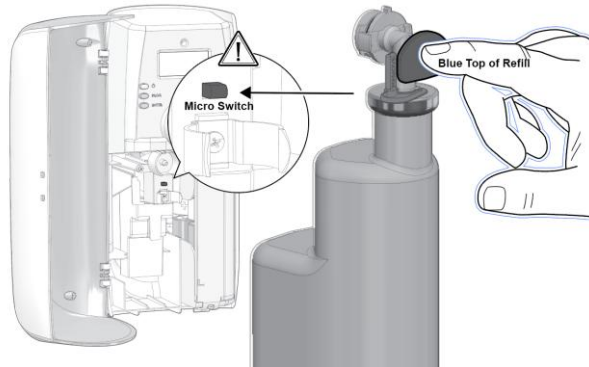


- Dispenser will not switch on:

- Have the batteries been installed in the correct orientation?
- Has a refill been installed? Dispenser will not turn on until refill is inserted.
- Has the Dispenser Micro Switch been activated. Press the blue top of the refill, until a beep is heard to activate the Micro Switch.



- Dispenser will not “Prime” / “Spray”:

- Has the prime cycle been allowed to fully complete?
 - The very first prime cycle can take up to 5 minutes and must be allowed to finish without removing the refill. After this subsequent primes will only take 2 to 3 minutes.
 - If the refill is removed before the prime cycle has finished, the cycle will start from the beginning on the next prime attempt.
- Has the refill been correctly installed?
 - The refill should be installed by pressing on the blue top molding until an audible beep is heard.
- Has the black rubber seal of the refill been pierced when installing?
 - If after a prime and multiple test spray attempts the dispenser has still not sprayed, remove the refill, and carefully use a pen or equivalent to pierce the refill black rubber seal, re-insert into the dispenser and allow to prime.
- Has the refill red plug been removed?
 - Make sure the red plug from the refill is removed.
- When the screen displays “COLd” the dispenser will not work until it reaches 14 °C (57.2 °F).

- The dispenser must be mounted vertically on the wall before priming.
- Do not prime the unit if it is laying on a surface. Refill should only be placed in wall-mounted units.
- **Dispenser Fluid Tray has excess liquid:**
 - During day-to-day operation, the fluid tray may collect a small amount of fragrance oil. If this is less than 20 mm (0.8 inches) of liquid per refill, it is within the specification of the dispenser and should be emptied each time the refill is changed.
 - Check the operating temperature. If equal or below 12 °C / 53.6 °F, it is too cold for the unit to be properly operating, and should not be used in this environment. If the fluid tray is collecting larger amounts of fluid this may be down to an operating temperature outside the recommended range.
 - Batteries install are not the recommended for a high drain device. Vectair only certifies Energizer Industrial or Duracell Procell batteries.
- **Dispenser does not spray during set hours:**
 - If the unit is set on a “programme” spray cycle, has the correct time been set?
 - 1** Press the power button . Press PROG button.
Unit is in default settings (Default 6 refills per year).

REFILLS PER YEAR
6

▲
▼

Adjust Option:
12, 8, **6**, 4

ENTER
 - 2** Set the day of week (Default Mo).

Mo Tu We Th Fr Sa Su
Mo

▲
▼

Adjust Option:
Mo, Tu, We, Th, Fr, Sa, Su

ENTER
 - 3** Set Time Now - 24Hr Clock (Default 08:00).

TIME NOW
08:00

▲
▼

Adjust Option:
00 - 23

ENTER

TIME NOW
08:00

▲
▼

Adjust Option:
10 Minutes
00, 10, 20, 30, 40, 50

ENTER

TIME NOW
08:00

▲
▼

Adjust Option:
Single Minutes
0, 1, 2, 3, 4, 5, 6, 7, 8, 9

ENTER
 - Only Energizer Industrial or Duracell Procell Intense batteries are approved for use in the device.

- Dispenser does not remember the last programme set:
 - If the dispenser has been left without batteries/with dead batteries for more than three weeks, it may need to be reprogrammed.
- Dispenser batteries run out after less than 4 months:
 - Only Energizer Industrial or Duracell Procell Intense batteries are approved for use in the device.
- Dispenser battery life 4-6 months with a 30-day setting.
 - Recommended batteries:
 - Energizer Industrial EN95 D (LR20).
 - Rayovac Fusion D (LR20) 813FUS.
 - Procell Intense D (LR20) PX1300
 - Panasonic Powerline D (LR20AD)
 - Varta Max Tech Power D (LR20)
- Fragrance performance is not as expected:
 - Narrow the hours of operation for the unit. If presently set to a "quick" setting, consider adjusting to a custom programme during hours and days of operation for this space. This will allow the unit to spray at a higher frequency, dispensing more product into the air.
 - Consider changing fragrances to a more intense fragrance. A subtle fragrance may not be best suited for this space.
 - Add another Vibe Pro dispenser to the space. If you have already programmed the unit to the hours of operation for this space, the space may be large enough for a second Vibe Pro dispenser. This can be especially true with spaces with very tall ceilings.
 - Has the unit been installed in the optimum location for the room.
 - Avoid direct airflow towards the dispenser (air-conditioning units, etc.)
 - Does the room have a lot of ventilation, open windows, air extraction systems etc.? If so, the fragrance will not have time to build before it is displaced and may need to be set to dispense more frequently.

VIBE PRO® – TROUBLESHOOTING GUIDE

Date Published: 15/10/2025

Version Number: 3



- Video demonstrations of dispenser programming:
<https://youtu.be/y7b5-DkuadE?si=HGKdUDF-7xV5GFZ4>