

## VESSEL AROMA DIFFUSER

### The poise of Vessel

The first thing they notice isn't the scent, it's the presence.

The air feels different, quieter somehow. The moment stretches, softens, and the space takes on a calm that lingers long after. There's a rhythm that unfolds: slow breaths, unhurried thoughts, a sense of being exactly where one needs to be. Time feels patient again.

In European modern art and design, the conical forms represent a balance between form and purpose, which symbolizes ascent and aspiration pointing upward towards above creating its centerpiece.

It's in this experience that calm takes form — not loud or fleeting, but steady and certain. The **Vessel** doesn't fill the room; it completes it, turning atmosphere into emotion and presence into peace.

### OPERATION INSTRUCTION

- I. Rotate the atomizing nozzle to detach it to the diffuser.
- II. Unscrew the nozzle head from the canister to fill with the preferred scent.
- III. Securely tighten the nozzle head and canister.
- IV. Attach it back by turning it clockwise.
- V. Tap the power button (I) to turn on the diffuser.
- VI. Tap once the (I) button to change intensity mode.
  - LOW MODE (Green)  
Mist for 15 seconds, pause for 200 seconds and then repeat.
  - MID MODE (Yellow-Green)  
Mist for 15 seconds, pause for 100 seconds and then repeat.
  - HIGH MODE (Red)  
Mist for 15 seconds, pause for 60 seconds and then repeat.
- VII. Long tap the (I) button to activate or deactivate the Bluetooth mode.
- VIII. Low Battery Indicator: The red indicator light will blink five times (5×) and then shut off.
- IX. Charging Indicator: During charging, the green light shows a slow breathing effect.
- X. Fully Charged: When charging is complete, the green light will remain steadily lit.

### PRECAUTIONS

① Do not use overloaded power sockets, damaged power cords, or adapters, as this may pose a safety risk. If any issues are found, please replace them promptly to prevent fire hazards.

- ② Do not attempt to modify, disassemble, or repair the aroma diffuser if you are not a qualified technician, as this may cause damage. If the diffuser is malfunctioning, ensure it is being used properly according to the instructions or refer to the troubleshooting guide. For unresolved issues, please contact our customer service team for assistance.
- ③ When adding aroma oil, avoid dripping it directly into the diffuser. Never invert or tilt the diffuser during use. If transporting the diffuser, ensure it is cleaned and secured beforehand (refer to the Diffuser Maintenance section) to prevent oil leakage and damage.
- ④ Regularly check and clean the diffuser to maintain its optimal performance.
- ⑤ Before disposing of the diffuser, remove the battery. Ensure the diffuser is powered off before removing the battery, and dispose of the battery safely.

### **Quality Assurance**

hiessēnce guarantees customers that all products produced by the company are official and authentic items that come with legitimate brand after-sales service. (Please note that products purchased directly from unauthorized channels may not be eligible for any service support of the company.)

### **After-Sales Service**

If you encounter any issues with the product, our online customer service is always open for consultation and assistance to better resolve your concerns, you may see contact details through our website [hiessence.co](http://hiessence.co) and reach us there.

## **WARRANTY AND RETURN POLICY**

### **1-Year Warranty Service: Free Maintenance**

hiessēnce products are covered by a one (1) year warranty from the date of purchase. During the warranty period, hardware issues not caused by human error are eligible for free repair. If the damage is due to user error, repair fees will apply, and the customer will be responsible for round-trip shipping costs.

The following conditions are not covered under the free warranty service:

1. Quality issues caused by user error or external factors.
2. Unauthorized repairs or disassembly.
3. Product malfunctions resulting from failure to follow the operating instructions.

To ensure prompt and comprehensive after-sales service in case of quality issues, and to protect your rights, we recommend keeping the packaging and accessories for the entire warranty period for your convenience.

### **7-Day Return and Exchange Policy**

Our store strictly implements a 7-day return and exchange policy. Due to the nature of our products, we are unable to process refunds. However, we stand by the quality of our offerings and are happy to help resolve any concerns.

To qualify for this service, the product must remain in its original packaging and plastic with the original seal and all accompanying items intact and undamaged. The customer will be responsible for round-trip shipping costs.

1. The unit's original packaging should be unopened.
2. Consumable products that cannot be returned to their original condition once opened, affecting resale value will not be included in the Return & Exchange policy.
2. Products that show signs of use (e.g., scratches, wear, or damage) will be denied of Return & Exchange.
3. Reports of external product issues, such as packaging damage, deformation, or missing accessories, made more than seven days after receipt will be denied.
4. Failure to return promotional kits or gifts included with the product. In such cases, the cost of the kits/gifts will be deducted from the exchange.