LAP-C541S-WUS

Levoit Eleva 500Z Air Purifier



User Manual

veSync

Download on the App Store

GET IT ON Google Play

Table of Contents

Package Contents	2
Specifications	2
Safety Information	3
Getting to Know Your Smart Air Purifier	5
Controls & Display	7
Setting Up Your Smart Air Purifier	10
VeSync App Setup	12
Using Your Smart Air Purifier	13
VeSync App Functions	15
About the Filter	16
Care & Maintenance	17
Troubleshooting	20
VeSync App Troubleshooting	22
Limited Warranty Information	24
Customer Support	26

Package Contents

1 × Smart Air Purifier
1 × Remote Sensor
1 × Pre-Filter / HEPA Filter (Pre-Installed)
1 × Activated Carbon Filter (Pre-Installed)
1 × USB-C With Power Adapter
1 × Air Purifier Power Adapter
1 × User Manual

Air Purifier Specifications

Model	LAP-C541S-WUS
Power Supply	24V⎓2A
Rated Power	36.5W
Noise Level	22–52dB
Dimensions	11.4 × 11.4 × 21.7 in / 28.9 × 28.9 × 55.0 cm
Weight	12.9 lb / 5.85 kg
Power Adapter	Input: 100-240V~ 50/60Hz, 1.5A Max Output: 24V⎓ 2A
Operating Conditions	Temperature: 14°–104°F / -10°–40°C Humidity: ≤ 85% RH

Note: *To access additional smart functions, download the VeSync app (see page 12).*

Sensor Specifications

Model	LAQ-C411S-WUS
Input	5V⎓1.5A
Rated Power	4.5W
Dimensions	6.5 × 2.25 × 1.02 in / 16.5 × 5.7 × 2.6 cm
Weight	0.2036 kg
Power Adapter	**Model:** ZD010M050150US
	Input: AC 100-240V 50/60Hz
Battery	1950mAh 3.7V Li-ion Battery
Operating Environment	
Product working altitude	0-2000M
Temperature	44.6°F-107.6°F / 7-42°C
Relative Humidity	35-85%RH
Pollution Degree	2
Indoor use	

READ AND SAVE THESE INSTRUCTIONS

Safety Information

To reduce the risk of fire, electric shock, or other injury, follow all instructions and safety guidelines.

GENERAL SAFETY

- **Only** use your air purifier as described in this manual.
- **Do not** use without removing the plastic wrap from the filter. The air purifier will not filter air and may overheat, causing a fire hazard.
- **Do not** use your air purifier outdoors.
- Keep your air purifier away from water, and wet or damp areas. **Never** place in water or liquid.
- **Do not** use in excessively humid areas.
- Keep your air purifier away from heat sources.
- **Do not** use where combustible gases, vapors, metallic dust, aerosol (spray) products, or fumes from industrial oil are present.
- Keep 5 ft / 1.5 m away from where oxygen is being administered.
- Children should be supervised to ensure that they **do not** play with the air purifier.
- **Do not** allow children to play with the plastic packaging. Immediately discard the plastic after unwrapping the filter.
- **Do not** place anything into any opening on the air purifier.
- Children should be supervised to ensure they **do not** insert fingers or objects into the vent openings.
- **Do not** sit or place heavy objects on the air purifier.
- Keep the inside of the air purifier dry. To prevent moisture buildup, avoid placing in rooms with major temperature changes.
- **Always** unplug your air purifier before servicing (such as changing the filter).
- **Do not** use your air purifier if it is damaged or not working correctly, or if the cord or plug is damaged.
  Do not try to repair it yourself. Contact **Customer Support** (see page 26).
- **WARNING:** To reduce the risk of fire or electric shock, **do not** use this air purifier with any solid-state speed controls (such as a dimmer switch).
- Children should not clean or perform maintenance on the air purifier without supervision.

- This air purifier is not to be used by persons (including children) with reduced physical, sensory, or mental capacities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning the use of the appliance by a person responsible for their safety.
- **Not for commercial use. Household use only**.
- This appliance is **only** to be used with the adapter provided with the appliance.
- **WARNING:** To reduce the risk of fire, electric shock, or injury to persons, **do not** use replacement parts that have not been recommended by the manufacturer (e.g. parts made at home using a 3D printer).

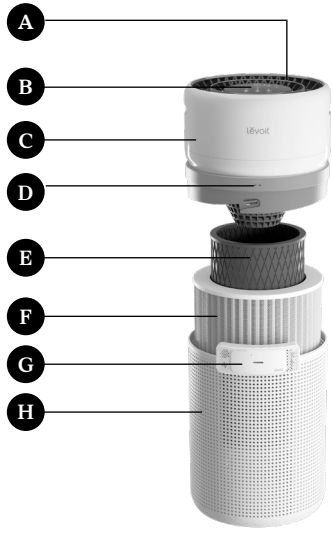
POWER ADAPTER & CORD

- Keep the air purifier near the outlet it is plugged into.
- **Never** place the cord near any heat source.
- **Do not** cover the cord with a rug, carpet, or other covering. **Do not** place the cord under furniture or appliances.
- Keep the cord out of areas where people walk often. Place the cord where it will not be tripped over.
- This air purifier is **only** to be used with the power supply adapter provided with the air purifier.
- If the power adapter cord is damaged, it must be replaced by Vesync (US) Corporation or similarly qualified persons in order to avoid an electric or fire hazard. Please contact **Customer Support** (see page 26).
- This air purifier's power adapter uses standard North American **120V, 60Hz** outlets. If using outside the U.S. or Canada, check for compatibility.
- Unplugging the power adapter will disable remote control of the air purifier and temporarily disconnect the air purifier from VeSync and other third-party apps.

SAVE THESE INSTRUCTIONS

Getting to Know Your Smart Air Purifier

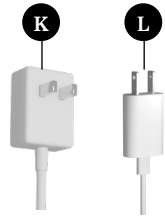
A. Air Outlet
B. Control Panel
C. Housing
D. Power & Charging Port for Remote Sensor
E. Activated Carbon Filter
F. Pre-Filter / HEPA Filter
G. Remote Sensor
H. Air Inlet
I. Air Quality indicator / On / Off button
J. Power Adapter Input
K. Air Purifier Power Adapter
L. USB-C With Power Adapter
M. Anti-Slip Pads

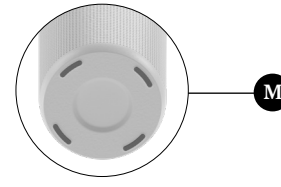


Front



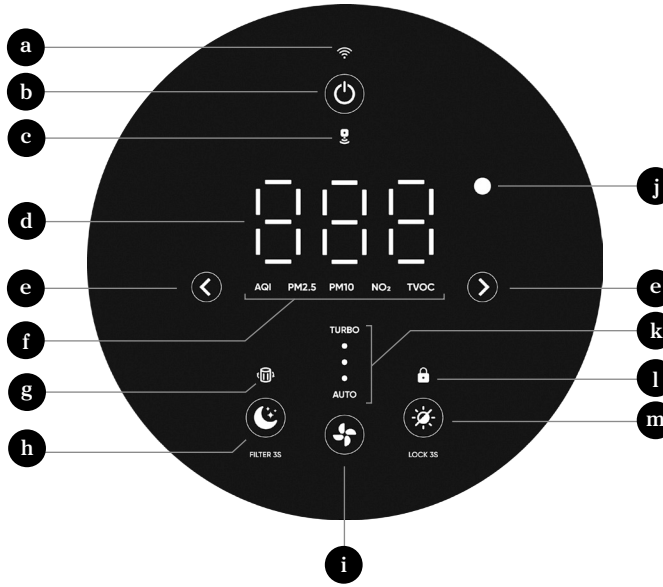
Back





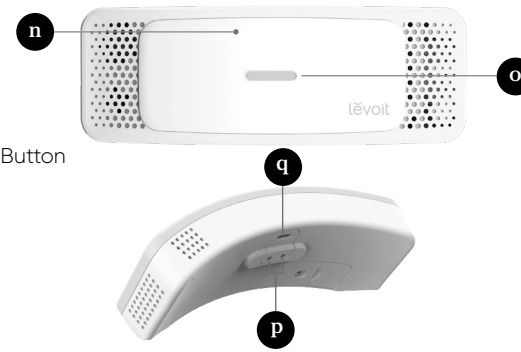
Bottom

CONTROL PANEL



a. Wi-Fi® Indicator
b. On/Off Button
c. Remote Sensor Indicator
d. Air Quality Value
e. Left/Right Toggle Buttons
f. Air Quality Dimensions
g. HEPA Filter Replacement Indicator
h. Sleep Mode Button
i. Fan Speed Button
j. Light Sensor
k. Fan Speed Indicators
l. Display Lock Indicator
m. Display Off/Display Lock Button

REMOTE SENSOR



n. Status Indicator
o. Air Quality Indicator / On / Off Button
p. Snap-and-Charge Pogo Pin
q. Type-C Input

Controls & Display

Note: *You can also use the VeSync app to control these functions, as well as additional app-only features (see page 15).*



On/Off Button

- Turns the air purifier on/off.
- Press and hold for 5 seconds to connect the air purifier to the VeSync app. See the in-app instructions for more information (see page 12).
- Press and hold for 15 seconds to reset the air purifier and disconnect from Wi-Fi® (see page 12).



Left/Right Toggle Buttons

- Cycles through readings: AQI, PM2.5, PM10, NO_2, and TVOC (see page 13).



Sleep Mode Button

- Turns on Sleep Mode (see page 14).
- Press and hold for 3 seconds to reset the HEPA Filter Indicator.



Display Off/Display Lock Button

- Turns the display off (see page 14).
- Tap any button (except ☀) to turn the display back on.
- Press and hold for 3 seconds to turn Display Lock on/off. This prevents current settings from being changed (see page 14).



Fan Speed Button

- Cycles through fan speeds: 1 (low), 2, 3, 4 (Turbo), and Auto Mode (see page 14).
- Press and hold the Speed button and Sensor button for 3 seconds to pair the sensor with the air purifier via Bluetooth.

Note: *Paired by default from the factory.*



Wi-Fi Indicator

- Blinks when connecting to the VeSync app.
- Lights up when connected to the app and is off when disconnected from the app.
- See the VeSync in-app instructions for more information (see page 12).



Remote Sensor Indicator

Blinks when connecting to the remote sensor.

- Lights up when connected to the remote sensor.
- Off when not connected to the remote sensor.



HEPA Filter Replacement Indicator

- Lights up when the filter should be checked (see page 17).
- To reset the HEPA Filter Indicator, press and hold ☾ for 3 seconds. The HEPA Filter Indicator will flash 3 times, then turn off.



Display Lock Indicator

- Lights up when the display is locked.
- Blinks when any other button is tapped to indicate the display is locked.

Remote Sensor
On/Off Button

- Press and hold for 3 seconds to turn on.
- Press and hold for 10 seconds to turn off.
- Press once to turn the indicator light on/off.

Charging the Sensor

The sensor supports two charging methods:

- Via the air purifier (Pogo Pin contact):
  - Place the sensor into the charging dock on the air purifier. Charging occurs automatically via the built-in Pogo Pin connector.
  - Rated power: 4 W (DC 5 V / 0.8 A)
- Via the included adapter and USB cable:
  - Connect the sensor directly to the supplied adapter using the included USB cable.
  - Rated power: 5 W (DC 5 V / 1 A)

Note:

- *The Remote Sensor is already paired with the purifier upon first use.*
- *Pairing Mode will automatically stop after 60 seconds of inactivity.*
- *While charging, the sensor cannot be turned off.*
- *Use only the supplied adapter and cable, or charge via the designated Pogo Pin dock on the air purifier.*
- *Ensure the metal contacts on the sensor are clean for the best connection.*

Remote Sensor Status Indicator

What are the different lighting displays for charging, connecting, connected, fully charged, connection outside of range, connection failed?

- Solid white light indicates that the sensor is connected to the air purifier and fully charged.
- Solid red light indicates the sensor is disconnected from the air purifier.
- Solid purple-red light indicates poor signal with the air purifier, may lose connection.
- Blinking white light indicates the sensor is pairing with the air purifier.
- Blinking red light indicates low battery.
- Blinking orange light indicates battery is charging.

Air Quality indicator / On / Off button

Sensor on / off; display light on / off; press to connect to pair the device.

- The indicator changes color to display the air quality:
  - Blue: Good
  - Green: Moderate
  - Orange: Bad
  - Red: Very Bad

AQI **Air Quality Index Indicator**

- Lights up when the digital display shows the current AQI (see page 13).

PM10 **PM10 Indicator**

- Lights up when the digital display shows the current PM10 (see page 14).
- **PM10 refers to the detection of coarse particles, such as dust, pollen, and construction debris.**

PM2.5 **PM2.5 Indicator**

- Lights up when the digital display shows the current PM2.5 (see page 14).
- **PM2.5 refers to the detection of fine particles, such as cooking fumes, vehicle emissions, and wildfire smoke.**

NO_2 **NO_2 Indicator**

- Lights up when the digital display shows the current NO_2 (see page 13).
- **NO_2 refers to the detection of nitrogen dioxide, a gas byproduct from stoves and ovens, space heaters, and wood-burning fireplaces.**

TVOC **TVOC Indicator**

- Lights up when the digital display shows the current TVOC (see page 13).
- **TVOC refers to the detection of volatile organic compounds such as fumes from solvents, paints, and chemicals.**

Setting Up Your Smart Air Purifier

OPEN THE AIR PURIFIER

1. Place the air purifier on a flat, stable surface such as the floor.
2. Rotate the top half of the air purifier counterclockwise and remove it from the bottom half. *[Figure 1.1]*



Figure 1.1

INSTALL THE FILTERS

3. Remove the power adapter located inside the carbon filter. *[Figure 1.2]*

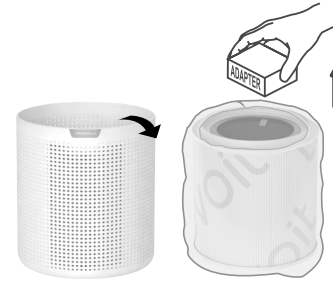


Figure 1.2

4. Remove the filters from the plastic packaging. *[Figure 1.3]*



Figure 1.3

5. Place the top half of the air purifier directly onto the bottom half of the air purifier. Rotate clockwise to secure the filters and both halves in place. *[Figure 2.1]*



Figure 2.1

PLUG IN & TURN ON

6. Insert the power adapter into the back of the air purifier. Plug into an outlet.

7. When using the air purifier, allow at least 15 in / 38 cm of clearance on all sides. Keep away from anything that would block airflow, such as curtains. *[Figure 2.2]*

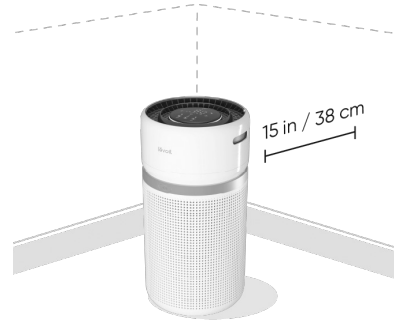


Figure 2.2

VeSync App Setup

Note: *Due to ongoing updates and improvements, the VeSync app may be slightly different than shown in the manual. In case of any differences, follow the in-app instructions.*

1. To download the VeSync app, scan the QR code or search "VeSync" in the Apple App Store® or Google Play Store.



Note:

- *For Android™ users, choose "Allow" to use VeSync.*
- *Refer to the VeSync app for iOS and Android version compatibility. Standard data and messaging rates may apply. Registration is required.*

2. Open the VeSync app. **Log In** or **Sign Up.**

   Note: *You must create your own VeSync account to use third-party services and products. These will not work with a guest account. With a VeSync account, you can also allow your family and friends to control your smart air purifier.*

3. Follow the in-app instructions to set up your smart air purifier.

   Note:

   - *You can use the VeSync app to connect your smart air purifier to Amazon Alexa or Google Assistant™. Follow the in-app instructions to connect VeSync to your voice assistant.*
   - *Your phone must have Location turned on while your phone is connecting to your smart air purifier. This is required to establish the Bluetooth® connection. You can turn Location off after your smart air purifier is finished connecting to the VeSync app.*

WI-FI CONNECTION

- To disconnect Wi-Fi, press and hold ⏻ for 15 seconds until the Wi-Fi indicator turns off. This will restore the smart air purifier's default settings and disconnect it from the VeSync app.
- To reconnect, please follow the instructions in the VeSync app to add a device.

Using Your Smart Air Purifier

Note: *Using the VeSync app allows you to control your air purifier remotely and access additional functions and features (see page 15).*

1. Plug in. The air purifier display will flash.
2. Plug in the Remote Sensor's cord and adapter and place it on a flat, stable surface where you want to monitor air quality.

   Note: *It's recommended to place the sensor in the same room as the air purifier and no more than 39 ft / 12 m away.*

3. Optionally, attach it to the front of the air purifier. ***[Figure 3.1]***

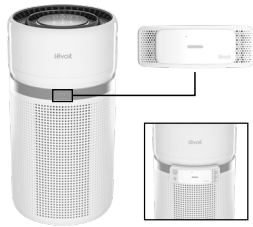


Figure 3.1

4. Tap ⏻ to turn on the air purifier.
5. Tap ✣ to cycle through fan speeds 1 (low), 2, 3, 4 (Turbo), and Auto Mode.
6. After selecting a fan speed or mode, the display will show the current AQI value and **AQI** will light up.

Note:

- *The Remote Sensor is already paired with the air purifier upon first use.*
- *AQI, PM2.5, PM10, NO_2, and TVOC readings will only show on the display **after** the air purifier is connected to the VeSync app.*
- *To effectively clean air, keep windows and doors closed while the air purifier is on.*
- *If the sensor is disconnected, Auto Mode will be unavailable. If the purifier is currently operating in Auto Mode, it will automatically switch to Manual Level 1.*

AQI (AIR QUALITY INDEX)

AQI, or Air Quality Index, is a measurement of your overall air quality represented in a value. Generally, the lower the number, the better your air quality. Your air purifier's Remote Sensor reads the concentration of particles in the air and uses an algorithm to accurately measure AQI.

AQI calculation is based on:

- The concentration of particles detected in the air, including PM1.0, PM2.5, and PM10*.
- The concentration of NO_2 (Nitrogen Dioxide), a gas byproduct, detected in the air from stoves, ovens, and fireplaces.
- The concentration of TVOCs (Total Volatile Organic Compounds) detected in the air, such as fumes from solvents, paints, and chemicals.
- The change in detected particles and TVOCs during purification.

The air quality indicators will change colors according to your air quality:

AQI Value	Indicator Color	Air Quality
0–50	Blue	Good
51–100	Green	Moderate
101–150	Orange	Bad
≥ 151	Red	Very Bad

**Refers to particulate matter (PM) less than or equal to 1, 2.5, or 10 microns (μm) in size (measured by the diameter of the particle). For example, PM2.5 refers to particulate matter that is 2.5 microns or smaller.*

AUTO MODE

Auto Mode uses its Remote Sensor to adjust the fan speed automatically based on air quality. For example, if the air quality is bad, the fan will automatically adjust to level 3.

- Tap until the fan speed indicator is on Auto.
- To exit Auto Mode, tap on the air purifier's display or in the VeSync app.

Air Quality Indicator Chart		
Indicator Color	**Air Quality**	**Auto Mode Fan Speed**
Blue	Good	1
Green	Moderate	2
Orange	Bad	3
Red	Very Bad	4

DISPLAY OFF

Display Off turns off the display lights on the air purifier, including button lights and indicator lights.

1. Tap to turn off the display.
2. Tap any button to temporarily turn the display back on. If you don't tap another button, the display will turn back off after 3 seconds.
3. Tap to turn the display back on. The display will stay on.

MEMORY FUNCTION

When the air purifier is plugged in and turned off, it will remember its previous fan speed, Auto Mode, and Display Lock settings.

When the air purifier is unplugged, it will **only** remember its previous fan speed setting.

SLEEP MODE

Sleep Mode operates quietly by using a fan speed lower than the lowest speed.

- Tap to turn Sleep Mode on.
- Sleep Mode will turn off the display immediately after 3 seconds if no other buttons are tapped.

Note: *When the display is turned off, tap any button to turn the display back on. If you don't tap another button, the display will turn off again after 3 seconds.*

DISPLAY LOCK

When the air purifier is on, you can lock the display to prevent settings from being accidentally changed. Buttons will not respond to being tapped.

1. Press and hold for 3 seconds to lock the display. will light up on the display.

   Note: *If the display is turned off, will flash 3 times to show that the display has been locked, then turn off.*

2. will flash when any other button is tapped to indicate that Display Lock is on.
3. Press and hold again for 3 seconds to unlock the display. will turn off.

STANDBY MODE

The air purifier is in Standby Mode when it is turned off but plugged in.

Note: *In Standby Mode, the Remote Sensor will still detect the surrounding air quality and give you updates in the VeSync app.*

VeSync App Functions

The VeSync app allows you to access additional smart air purifier functions, including those listed below. As the app develops, more features may become available.

REMOTE CONTROL

- Change any air purifier settings through the app, even while Display Lock is on.

AUTO MODE

- Access additional Auto Mode settings.

SCHEDULES

- Create and customize schedules for your air purifier to match your routines.

FILTER REPLACEMENT INFO

- Keep tabs on the remaining filter life by checking the filter life percentage in the app.
- Shop for replacement filters.

AIR QUALITY UPDATES

- View real-time air quality updates in the app.
- See your air quality history for the previous 4 weeks.

MANAGE FILTER LIFE

- Monitor remaining filter life.
- Receive notifications when it's time to check your filter.

About the Filter

The air purifier uses a 3-stage filtration system to purify air. *[Figure 4.1]*

A. Pre-Filter
- Captures large particles such as dust, lint, fibers, hair, and pet fur.

B. HEPA Filter
- Traps at least 99.97% of airborne particles 0.3 microns in size.

C. High-Efficiency Activated Carbon Filter
- Physically removes smoke, odors, and fumes.
- Filters compounds such as benzene, ammonia, sulfur dioxide, nitrogen dioxide, and volatile organic compounds (VOCs).

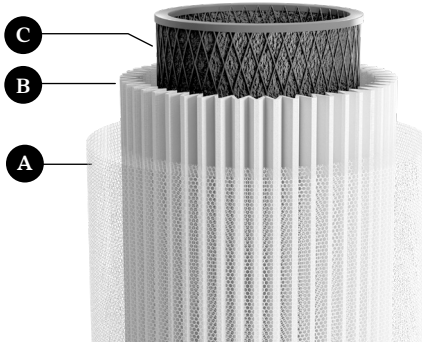


Figure 4.1

HUMIDITY

Moisture may damage the filter. This air purifier should be used in an area with a humidity level of 85% RH or below. If you use the air purifier in excessively humid areas, the surface of the filter may become moldy.

Note: *Water or moisture will allow mold to grow. To solve a mold problem, get rid of the source of the moisture and clean up the mold.*

ESSENTIAL OILS

Do not add essential oils to the air purifier or filter. The filter will become damaged by the oil and will eventually release an unpleasant smell. **Do not** use diffusers near the air purifier.

Care & Maintenance

CLEANING

1. Unplug before cleaning.
2. Wipe the outside of the air purifier with a soft, dry cloth. If necessary, wipe the housing with a damp cloth, then immediately dry. *[Figure 5.1]*



Figure 5.1

3. Vacuum the inside of the air purifier.

Note: ***Do not*** *clean with abrasive chemicals or flammable cleaning agents.*

CHECK FILTER LIFE

will light up as a reminder to check the HEPA Filter. Depending on how often you use the air purifier, the indicator could turn on after 18–24 months. You may not need to change your HEPA Filter yet, but you should check it when lights up.

Note: *will* ***not*** *light up if the Activated Carbon Filter needs to be checked.*

When your air purifier is connected to the VeSync app, you can view the remaining filter life for the HEPA Filter and the Activated Carbon Filter, as well as receive notifications when it's time to check them.

Note: *The VeSync app uses a scientific algorithm to determine your filter life based on air quality, amount of use, and other factors.*

RESETTING THE HEPA FILTER INDICATOR

You can reset the HEPA Filter Indicator 2 ways:

Smart Reset & Authentication (Recommended)

It is recommended to use the VeSync app to reset the HEPA Filter Indicator and authenticate your new Genuine Levoit filter to unlock advanced filter management features. Follow the steps to reset the indicator:

1. Scan the filter's QR code or enter the filter's serial number located at the top of the filter. *[Figure 5.2]*



Figure 5.2

2. The HEPA Filter Indicator will automatically reset, and the filter life will show 100% in the app.

Manual Reset

Use the control panel to manually reset the HEPA Filter Indicator. When reset manually, the air purifier will automatically check to confirm if a new filter has been installed. Follow the steps to reset the indicator:

A. lights up red.

1. Replace the filter (see page 19) and turn on the air purifier.
2. Press and hold for 3 seconds. will turn off.
3. The air purifier will check for the filter change. Once confirmed, the reset will be complete.

B. The filter is changed before lights up.

1. Replace the filter (see page 19) and turn on the air purifier.
2. Press and hold for 3 seconds. will flash then turn off.
3. The air purifier will check for the filter change. Once confirmed, the reset will be complete.

Note: *You can still authenticate your filter after manually resetting the HEPA Filter Indicator.*

GENUINE FILTER VERIFICATION

When you authenticate your Genuine Levoit filter (see **Smart Reset & Authentication**, page 17), the VeSync app will display the filter life from 0–100% based on actual usage and the air quality sensor's data.

Note: *When using a third-party filter, the app will **only** display the filter reset date and the number of days since the last reset. Accurate filter life monitoring and purification performance data will not be available.*

CLEANING THE PRE-FILTER

The Pre-Filter should be cleaned every 2–4 weeks to increase efficiency and extend the life of your filter. You can set a reminder in the VeSync app to clean the pre-filter every 2, 3, or 4 weeks. Clean the pre-filter using a soft brush or vacuum hose to remove hair, dust, and large particles. **Do not** clean the filter with water or other liquids.

Note: *Avoid scrubbing, scraping, or vigorously brushing the pre-filter. **Do not** use abrasive cleaning materials.*

Filter	When to Clean	How to Clean	When to Replace
Pre-Filter	Every 2–4 weeks	Use a soft brush or vacuum hose	18–24 months
HEPA Filter	**Do not** clean		
Activated Carbon Filter	**Do not** clean		4–6 months

WHEN SHOULD I REPLACE THE FILTERS?

The Pre-Filter / HEPA Filter should be replaced every 18–24 months. The Activated Carbon Filter should be replaced every 4–6 months. You may need to replace your filter earlier or later depending on how often you use your air purifier. Using your air purifier in an environment with relatively high pollution may mean you will need to replace the filter more often, even if the HEPA Filter Indicator is off.

You may need to replace your HEPA filter if you notice:

- Decreased airflow from the top of the air purifier.
- Increased noise when the air purifier is on.
- The filter is visibly dusty or discolored.

You may need to replace your Activated Carbon Filter if you notice:

- The air purifier does not effectively filter certain odors anymore.
- Unusual odors coming from the air outlet.

Note:

- *To maintain the performance of your air purifier, **only** use Genuine Levoit filters. For more information, contact **Customer Support** (see page 26).*
- *Remember to reset the HEPA Filter Indicator after replacing the filter (see page 17).*

REPLACING THE FILTER

1. Unplug the air purifier, then rotate the top half of the air purifier counterclockwise and remove it from the bottom half (see **Setting Up Your Smart Air Purifier**, page 10).
2. Remove the old filters.

Note: ***Do not*** *use water or liquids to clean the air purifier.*

3. Clean out any remaining dust or hair inside the air purifier using a vacuum hose.
4. Remove the plastic packaging from the new filter.
   a. **When replacing the HEPA Filter:** Transfer the existing activated carbon filter into the new HEPA Filter. Be sure to authenticate your Genuine Levoit Filter in the VeSync app (see **Resetting the HEPA Filter Indicator,** page 17).
   b. **When replacing the Activated Carbon Filter:** Place the new filter inside the existing HEPA filter.
5. Place the filter assembly into the bottom half of the air purifier.
6. Place the top half of the air purifier directly back onto the bottom half of the air purifier. Rotate clockwise to secure both halves in place.
7. Plug in and turn on the air purifier. Reset the HEPA Filter Indicator (see page 18).

RECONNECTING THE REMOTE SENSOR

If you need to reconnect your Remote Sensor to the air purifier, follow these steps:

1. Make sure the air purifier is turned on.
2. Press and hold the Remote Sensor's **On/Off Button** for 3 seconds to turn it on.
3. Press and hold the Speed button and Sensor button for 3 seconds to pair the sensor with the air purifier via Bluetooth.
4. Follow the in-app instructions to complete setup (see page 12).

STORAGE

If not using the air purifier for an extended period of time, wrap both the air purifier and the filter in plastic packaging and store in a dry place to avoid moisture damage.

Troubleshooting

Problem	Possible Solution
The air purifier will not turn on or respond to button controls.	Plug in the air purifier.
	Check to see if the power adapter is damaged. If so, stop using the air purifier and contact **Customer Support** (see page 26).
	Plug the air purifier into a different outlet.
	The air purifier may be malfunctioning. Contact **Customer Support** (see page 26).
Airflow is significantly reduced.	Make sure the filter is removed from its packaging and properly installed (see page 10).
	Tap to increase the fan speed.
	Leave at least 15 in / 38 cm of clearance to allow air to pass through the air inlets on the sides.
	The pre-filter may be clogged by large particles, such as hair or lint, blocking air flow. Clean the pre-filter (see page 18).
	Replace the filter (see page 19).
The air purifier makes an unusual noise while the fan is on.	Make sure the filter is properly installed with plastic packaging removed (see page 10).
	Make sure the air purifier is operating on a hard, flat, level surface.
	Replace the filter (see page 19).
	The air purifier may be damaged, or a foreign object may be inside. Stop using the air purifier and contact **Customer Support** (see page 26). **Do not** try to repair the air purifier.
Poor air purification quality.	Tap to increase the fan speed.
	Make sure no objects are blocking the front, sides, or top of the air purifier (the inlet or outlet).
	Make sure the filter is removed from its packaging and properly installed (see page 10).
	Close doors and windows while using the air purifier.
	Replace the filter (see page 19).

Troubleshooting (cont.)

Problem	Possible Solution
Strange smell coming from the air purifier.	Clean the filter or replace the filter if necessary.
	Contact **Customer Support** (see page 26).
	Make sure not to use your air purifier in an area with high humidity or while diffusing essential oils.
Air Quality Indicators always stay red.	If you're using an ultrasonic humidifier near the air purifier, the mist may affect the accuracy of the dust sensor. The dust sensor will detect the large mist particles, and the Air Quality Indicator may turn red. Avoid using an ultrasonic humidifier near the air purifier, or avoid using Auto Mode.
Air purifier randomly turns off.	The air purifier is malfunctioning. Stop using the air purifier and contact **Customer Support** (see page 26).
is still on after replacing the filter.	Reset the Check Filter Indicator (see page 17).
has not turned on after 18–24 months.	is a reminder for you to check the HEPA filter and will light up based on how much the air purifier has been used, as well as other factors (see page 17). If you don't use your air purifier often, will take longer to turn on.
turned on before 18–24 months.	is a reminder for you to check the HEPA filter and will light up based on how much the air purifier has been used, as well as other factors (see page 17). If you run your air purifier frequently, will turn on sooner.

If your problem is not listed, please contact **Customer Support** (see page 26).

VeSync App Troubleshooting

My smart air purifier isn't connecting to the VeSync app.

- Make sure your phone has Bluetooth® turned on and is not currently connected to another Bluetooth device.
- During the setup process, you must be on a secure 2.4GHz Wi-Fi network. Confirm that the network is working correctly.
- Make sure the Wi-Fi password you entered is correct.
  - There should be no spaces at the beginning or end of the password.
  - Test the password by connecting a different electronic device to the router.
  - If you're manually typing in the SSID and password, double check that both are entered correctly.
- Try moving your air purifier closer to the router. Your phone should be as close as possible to your air purifier.
- Your router may need to be at a higher location, away from obstructions.
- Make sure your air purifier and router are away from appliances (such as microwave ovens, refrigerators, electronic devices, etc.) to avoid signal interference.
- If you're using a VPN, make sure it's turned off while setting up your air purifier.
- Disable portal authentication for your Wi-Fi network. If portal authentication is enabled, the air purifier will not be able to access your Wi-Fi network, and setup will fail.

Note: *Portal authentication means that you need to sign in to your Wi-Fi network through a web page before you can use the Internet.*

My smart air purifier is offline.

- Make sure the air purifier is plugged in and has power, then refresh the VeSync menu by swiping down on the screen.
- Make sure your router is connected to the internet and your phone's network connection is working.
- Delete the offline air purifier from the VeSync app. Swipe left (iOS®) or press and hold (Android™), then tap **Delete**. Reconfigure the air purifier with the VeSync app.

Note: *Power outages, internet outages, or changing Wi-Fi routers may cause your air purifier to go offline.*

If your problem is not listed, please contact **Customer Support** (see page 26).

Federal Communications Commission Interference Statement – Part 15

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference, and
2. This device must accept any interference received, including interference that may cause undesired operation.

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

FCC Caution: Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

FCC Radiation Exposure Statement

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. End users must follow the specific operating instructions for satisfying RF exposure compliance. To maintain compliance with FCC RF exposure compliance requirements, please follow operation instructions as documented in this manual. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter. This equipment should be installed and operated with a minimum distance of 20 cm between the radiator and your body. The availability of some specific channels and/or operational frequency bands are country dependent and are firmware programmed at the factory to match the intended destination. The firmware setting is not accessible by the end user.

FCC SDOC Supplier's Declaration Of Conformity

Vesync (US) Corporation hereby declares that this equipment is in compliance with FCC requirements. The declaration of conformity can be found at www.vesync.com/legal/compliance/fcc

ENERGY STAR

The energy efficiency of this ENERGY STAR certified model is based on the Integrated Energy Factor (IEF), a ratio between the model's PM2.5 CADR and its energy consumption, in terms of CADR/Watt.

Limited Warranty Information

Product Name	Levoit Eleva 500Z Air Purifier
Model	LAP-C541S-WUS
For your own reference, we strongly recommend that you record your order ID and date of purchase.	
Date of Purchase	
Order ID	

Levoit Limited Product Warranty

Register your products at https://warranty.levoit.com/warranty to stay up to date with important product information such as product updates, limited warranties, usage and maintenance recommendations, and notifications concerning safety warnings or product recalls. Registration is not required to claim your limited warranty.

Two (2) Year Limited Consumer Product Warranty

Vesync (US) Corporation ("Vesync") warrants that the product shall be free from defects in material and workmanship for a period of 2 years from the date of original purchase ("Limited Warranty Period"), provided the product was used in accordance with its use and care instructions (e.g., in the intended environment and under normal circumstances).

California Residents Only

The Warranty Period begins on the original date of delivery or pick-up.

Your Limited Warranty Benefits

During the Limited Warranty Period and subject to this limited Warranty Policy, Vesync will, in its sole and exclusive discretion, either (i) refund the purchase price if the purchase was made directly from the online Levoit store, (ii) repair any defects in material or workmanship, (iii) replace the product with another product of equal or greater value, or (iv) provide store credit in the amount of the purchase price.

Who is Covered?

This limited warranty extends only to the original consumer purchaser of the product and is not transferable to any subsequent owner of the product, regardless of whether the product transferred ownership during the specified term of the limited warranty. The original consumer purchaser must provide verification of the defect or malfunction and proof of the date of purchase to claim the Limited Warranty Benefits.

Be Aware of Unauthorized Dealers or Sellers

This limited warranty does not extend to products purchased from unauthorized dealers or sellers. Vesync's limited warranty only extends to products purchased from authorized dealers or sellers that are subject to Vesync's quality controls and have agreed to follow its quality controls. Please be aware, products purchased from an unauthorized website or dealer may be counterfeit, used, defective, or may not be designed for use in your country. You can protect yourself and your products by making sure you only purchase from Vesync or its authorized dealers.

If you have any questions about a specific seller, or if you think you may have purchased your product from an unauthorized seller, please contact our Customer Support Team via support.levoit.com.

What's Not Covered?

- Normal wear and tear, including parts that might wear out over time (e.g., batteries, filters, cleaning brushs, essential oil pads, etc.).
- If the proof-of-purchase has been altered in any way or is made illegible.
- If the model number, serial number or production date code on the product has been altered, removed or made illegible.
- If the product has been modified from its original condition.
- If the product has not been used in accordance with directions and instructions in the user manual.

Limited Warranty Information (cont.)

- Damages caused by connecting peripherals, additional equipment or accessories other than those recommended in the user manual.
- Damages or defects caused by accident, abuse, misuse, or improper or inadequate maintenance.
- Damages or defects caused by service or repair of the product performed by an unauthorized service provider or by anyone other than Vesync.
- Damages or defects occurring during commercial use, rental use, or any use for which the product is not intended.
- If the unit has been damaged, including but not limited to damage by animals, lightning, abnormal voltage, fire, natural disaster, transportation, dishwasher, or water (unless the user manual expressly states that the product is dishwasher-safe).
- Incidental and consequential damages.
- Damages or defects exceeding the cost of the product.

Claiming Your Limited Warranty Service in 5 Simple Steps:

1. Make sure your product is within the specified limited warranty period.
2. Make sure you have a copy of the invoice and order ID or proof-of-purchase.
3. Make sure you have your product. **DO NOT** dispose of your product before contacting us.
4. Contact our Customer Support Team via support.levoit.com.
5. Once our Customer Support Team has approved your request, please return the product with a copy of the invoice and order ID.

Sole and Exclusive Remedy

THE FOREGOING LIMITED WARRANTY CONSTITUTES VESYNC'S EXCLUSIVE LIABILITY, AND YOUR SOLE AND EXCLUSIVE REMEDY, FOR ANY BREACH OF ANY WARRANTY OR OTHER NONCONFORMITY OF THE PRODUCT COVERED BY THIS LIMITED PRODUCT WARRANTY STATEMENT. THIS LIMITED WARRANTY IS EXCLUSIVE, AND IN LIEU OF ALL OTHER WARRANTIES. NO EMPLOYEE OF VESYNC OR ANY OTHER PARTY IS AUTHORIZED TO MAKE ANY WARRANTY IN ADDITION TO THE LIMITED WARRANTY IN THIS LIMITED PRODUCT WARRANTY STATEMENT.

Disclaimer of Limited Warranties

TO THE FULLEST EXTENT PROVIDED BY APPLICABLE LAW, EXCEPT AS WARRANTED IN THIS LIMITED PRODUCT WARRANTY POLICY, VESYNC PROVIDES THE PRODUCTS YOU PURCHASE FROM VESYNC "AS IS" AND VESYNC HEREBY DISCLAIMS ALL WARRANTIES OF ANY KIND, WHETHER EXPRESS OR IMPLIED, STATUTORY, OR OTHERWISE, INCLUDING BUT NOT LIMITED TO ANY WARRANTIES OF MERCHANTABILITY, NON-INFRINGEMENT, AND FITNESS FOR A PARTICULAR PURPOSE.

Limitations of Liability

TO THE FULLEST EXTENT PROVIDED BY APPLICABLE LAW, IN NO EVENT WILL VESYNC, ITS AFFILIATES, OR THEIR LICENSORS, SERVICE PROVIDERS, EMPLOYEES, AGENTS, OFFICERS, OR DIRECTORS BE LIABLE FOR:

(a) DAMAGES OF ANY KIND ARISING OUT OF OR IN CONNECTION WITH PRODUCTS PURCHASED FROM VESYNC IN EXCESS OF THE PURCHASE PRICE PAID BY THE PURCHASER FOR SUCH PRODUCTS, OR

(b) INDIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL, OR PUNITIVE DAMAGES EVEN IF VESYNC OR ONE OF ITS SUPPLIERS HAS BEEN ADVISED OF THE POSSIBILITY OR LIKELIHOOD OF SUCH DAMAGES;

AND REGARDLESS OF WHETHER CAUSED BY TORT (INCLUDING NEGLIGENCE), BREACH OF CONTRACT, OR OTHERWISE. OUR LIABILITY SHALL UNDER NO CIRCUMSTANCES EXCEED THE ACTUAL AMOUNT PAID BY YOU FOR THE DEFECTIVE PRODUCT, NOR SHALL WE UNDER ANY CIRCUMSTANCES BE LIABLE FOR ANY CONSEQUENTIAL, INCIDENTAL, SPECIAL OR PUNITIVE DAMAGES OR LOSSES, WHETHER DIRECT OR INDIRECT.

EXCEPT AS COVERED BY THIS LIMITED

PRODUCT WARRANTY STATEMENT, VESYNC SHALL NOT BE LIABLE FOR COSTS ASSOCIATED WITH THE REPLACEMENT OR REPAIR OF PRODUCTS PURCHASED FROM IT, INCLUDING, BUT NOT LIMITED TO, LABOR, INSTALLATION, OR OTHER COSTS INCURRED BY THE USER AND, IN PARTICULAR, ANY COSTS RELATING TO THE REMOVAL OR REPLACEMENT OF ANY PRODUCT.

Other Rights You May Have

SOME JURISDICTIONS DO NOT ALLOW FOR: (1) EXCLUSION OF IMPLIED WARRANTIES; (2) LIMITATION ON THE DURATION OF IMPLIED WARRANTIES; AND/OR (3) EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES; SO THE DISCLAIMERS IN THIS POLICY MAY NOT APPLY TO YOU. IN THESE JURISDICTIONS YOU HAVE ONLY THE IMPLIED WARRANTIES THAT ARE EXPRESSLY REQUIRED TO BE PROVIDED IN ACCORDANCE WITH APPLICABLE LAW. THE LIMITATIONS OF WARRANTIES, LIABILITY, AND REMEDIES APPLY TO THE MAXIMUM EXTENT PERMITTED BY LAW.

ALTHOUGH THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, YOU MAY HAVE OTHER RIGHTS IN YOUR JURISDICTION. THIS STATEMENT OF LIMITED WARRANTY IS SUBJECT TO APPLICABLE LAWS THAT APPLY TO YOU AND THE PRODUCT. PLEASE REVIEW THE LAWS IN YOUR JURISDICTION TO UNDERSTAND YOUR RIGHTS FULLY.

Changes To This Policy

We may change the terms and availability of this limited warranty at our discretion, but any changes will not be retroactive.

This warranty is made by:

Vesync (US) Corporation

1775 Flight Way, Suite 150

Tustin, CA 92782

USA

Customer Support

If you have any questions or concerns about your new product, please contact our Customer Support Team.

Vesync (US) Corporation
1775 Flight Way, Suite 150
Tustin, CA 92782
USA

Website: support.levoit.com
Phone: 1-888-726-8520

SUPPORT HOURS

Mon–Fri, 9:00 am–5:00 pm PST/PDT

**Please have your order invoice PDF or screenshot(s) ready before contacting Customer Support.*

Attributions

Apple App Store® is a trademark of Apple Inc.

Google, Android, and Google Play are trademarks of Google LLC.

Wi-Fi® is a registered trademark of Wi-Fi Alliance®.

Amazon, Alexa and all related logos are trademarks of Amazon.com, Inc. or its affiliates.

iOS is a registered trademark of Cisco Systems, Inc. and/or its affiliates in the United States and certain other countries.

The Bluetooth® word mark and logos are registered trademarks owned by Bluetooth SIG, Inc. and any use of such marks by VESYNC (SINGAPORE) PTE. LTD. is under license. Other trademarks and trade names are those of their respective owners.

Notes


lĕvoit
by VeSync