



## Common Questions About The Luma Comfort EC45S Tower Evaporative Cooler

The Luma Comfort EC45S Tower Evaporative Cooler brings moisture and cooling comfort to dry environments. Its portable size and rolling casters make it easy to move this swamp cooler from room to room, while the three distinct airflow settings let you control the environment for maximum comfort. This device is ideal for use in small rooms, such as your bedroom or study, and it also makes a great addition to homes or apartments in dry, arid climates.

If you are experiencing issues with your Luma Comfort EC45S Tower Evaporative Cooler, there are a few quick things you can do to troubleshoot the device. Use this guide to help resolve any issues, and if you still have difficulties with the cooler, we encourage you to call customer support for further assistance.

### **1. Luma Comfort EC45S Doesn't Turn On**

In the event that your evaporative cooler won't turn on at all, check the dust filter cover first. The dust filter cover includes a prong that engages the power button when pushed in all of the way. This prong is located at the top of the filter cover. Push it gently to make sure that it is in place. When the power button is engaged, you will hear a beeping noise letting you know the unit is powered on.

#### **Steps to troubleshoot:**

- Remove the dust filter cover
- Locate the prong on the top of the dust filter cover
- Replace the filter cover and ensure the prong is pushed all the way into the power button slot/hole
- You will hear a beeping noise if the power button is engaged

### **2. EC45S Tower Evaporative Cooler Isn't Circulating Air Or EC45S Swamp Cooler Isn't Cooling At All**

If your swamp cooler is powered on but isn't circulating air, there may be an issue with the placement of the water tank. Check to make sure it is locked into the back of the unit, and then attempt again to turn the cooler back on.

#### **Steps to troubleshoot:**

- Turn off the unit
- Open the water tank at the bottom, back of the unit
- Open the water tank and close it again
- Ensure it closes completely and is not sticking out on any side



### 3. EC45S Swamp Cooler Isn't Cooling At All

You may find that your swamp cooler is powered on and circulating air, but it isn't cooling at all. In this case, you'll want to check the cooling tank first to determine if there is enough water inside.

#### **Steps to troubleshoot:**

- Turn off the unit
- Remove the water tank
- Fill the tank as needed
- Wait a few moments for the cooling pad to become fully saturated with water (this allows the device to begin cooling again)
- Be sure to press the COOLER/HUMIDIFER button to ensure proper operation.

### 4. EC45S Evaporative Cooler's Vents Have Water Coming Out of Them

Should you find that the EC45S Tower Evaporative Cooler has water coming out of the vents, you'll want to power off the unit and remove the cooling pad.

#### **Steps to troubleshoot:**

- Turn off the unit
- Remove the dust filter cover to reveal the cooling pad
- Remove the cooling pad
- Rinse the cooling pad with water
- Allow the cooling pad to dry completely before placing it back in the cooler.
- Clean up any excess water around the unit to ensure safety when you turn the unit back on again.

If these solutions don't work, or if you have any concerns that aren't address in this guide, we invite you to call customer support. We can help to walk you through additional steps you can take to get your Luma Comfort EC45S Tower Evaporative Cooler working again, so you can enjoy cool, refreshing air in your home.