

L'ORÉAL
PROFESSIONNEL
PARIS

AirLight Pro

Customer Service FAQs and Troubleshooting

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1. Frequently asked questions

1.1. About L'Oréal Professionnel x Zuvi.

L'Oréal Professionnel offers professional beauty expertise by drawing on over 110 years of knowledge and support for the hairdressing sector. The world's historical leading professional brand for hairstylists partners with 1,5million stylists, and through over 300 000 salons. Its complementary broad portfolio is made of complete haircare ranges addressing all hair types, professional coloration & highlights, as well as augmented beauty tech accessories.

Acting under ambitious sustainability commitments following the L'Oréal for the Future program, L'Oréal Professionnel offers through 66 countries around the world the best in terms of science, quality, efficacy, and responsibility. The brand is sold through online & offline channels, (hair salons, retailers and e-commerce). More information on <https://www.lorealprofessionnel.com/int>.

Why is L'Oréal Professionnel launching a hair dryer?

Hair dryers have a central place in the service professionals offer, but also in the energy footprint they consume. While there is a large offer today, no hair dryers combine the performance, care for hair and sustainability we expect.

What is "Zuvi"?

Zuvi is the high-tech partner L'Oréal Professionnel partnered with to create AirLight Pro. Zuvi is a tech start-up created in 2019 by PhD Mingyu Wang – a scientist and engineer owning a personal portfolio of over 500 global patents in in electronics, robotics, and environmental-tech. Inventor of the patented infrared light technology applied to hair dryers, Zuvi, and its first hair dryer 'HALO' won several awards including best innovations according to Time Magazine and the Consumer Electronic Show (CES) in 2022 (and 2024 for AirLight Pro).

1.2. About AirLight Pro

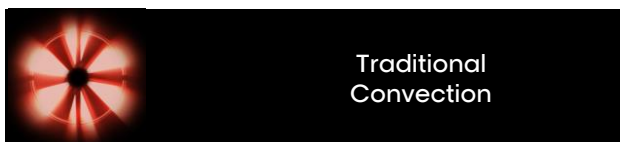
What is the new about the AirLight Pro hair dryer?

AirLight Pro is the first professional hair dryer by L'Oréal Professionnel powered with infrared technology for faster drying, less energy consumption, and no hair damage*. It was co-developed with hair professionals and Zuvi, a tech start-up.

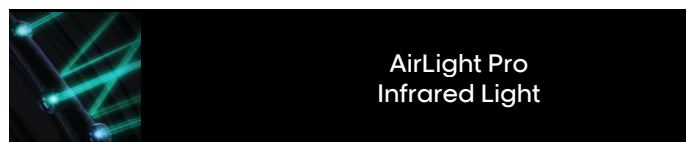
¹Instrumental test, no additional damage vs. naturally dried hair.
²Instrumental test, AirLight Pro compared to AirLight Pro without infrared light.

What is infrared light technology? What's new about it?

Infrared is part of the natural light spectrum and carries heat. We can't see it but can feel in the form of heat. Unlike UV light, its wavelengths are inoffensive to skin or scalp. This form of energy, also called electromagnetism or radiation, is different than other forms of heat like conduction (using direct contact) or convection (using liquid, gas or air to transfer heat indirectly). When it comes to hair, the heat of infrared light is proven to travel faster and more directly than traditional convection hair dryer technology. The result is faster hair drying, reduced energy consumption and less exposure to heat which can create hair damage.



Traditional
Convection



AirLight Pro
Infrared Light

Traditional hair dryers rely **only on convection**. Convection uses hot metallic coils with electric resistance to generate heat.

- It's **indirect** and uses **higher temperatures**, which can be excessive for hair & scalp.
- Up to **85% of energy is wasted** in the air.

AirLight Pro **also uses infrared light technology**. Just like the Sun, infrared light carries heat using electromagnetic waves. It's a different and more efficient form of energy.

- It's **direct** and **travels faster** using light waves.
- Its **100% safe** (infrared is not UV light).
- It **reduces total time hair is exposed to heat**.
- More precise for more control.

Is AirLight Pro using only light to dry hair?

No. AirLight Pro uses an innovative combination of infrared light, air and heat (convection) to dry hair. It is this unique combination that enables it to dry faster, with less energy, and without damage. The infrared light used is also a unique

patented technology using the most powerful kind of infrared light (near infrared light with wavelengths below 2500nm). While AirLight Pro still contains a convection engine, the size of the electric resistance/coils is much smaller than traditional hair dryers, helping to reduce energy consumption.

What is the difference vs. other hair dryers?

AirLight Pro is the only hair dryer using infrared light technology. This is a patented technology unique to AirLight Pro. Other hair dryers usually rely only on convection heat (with hot coils warming air around your head, creating long dry time, more damage and energy waste).

AirLight Pro uses the most powerful kind of infrared light (called 'near infrared light' with wavelengths below 2500 nanometers). The unique technology has also been patented in the USA and China (with patent pending in Europe).

If consumer ask about difference vs. other Zuvi product (called "Halo"): While this product also uses the same patented infrared technology, it's a completely different power and efficacy.

- AirLight Pro was co-developed with pros with power up to 1875 watts (and Halo only goes to 600 watts).
- AirLight Pro offers personalization with custom modes
- AirLight Pro includes LCD screen for better navigation
- AirLight Pro includes a longer cable.

Why is the infrared light blue?

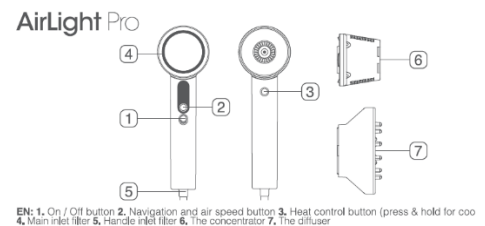
The cyan-blue color comes from the glass optical filter of AirLight Pro. Inspired from the technology used in space telescopes, this filter concentrates energy to project only infrared light. As infrared itself is invisible, the blue color also helps signal to the user that the device is active.

What's the price of AirLight Pro? What does it include?

Price is at the sole discretion of the retailer, and prices may vary by regions and countries. The box include the device, 2 styling nozzles and a free mobile application to customize the device.

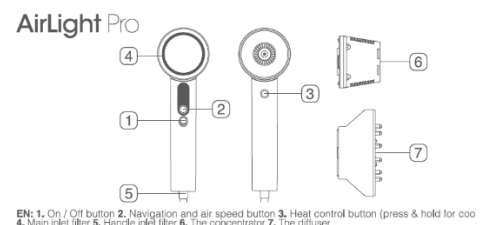
Answer for Pros: Professionals benefit from a preferred price (vs. consumer retail outlet price).

- [2 nozzle accessories](#),
- 1 removable cleanable filter (already mounted),
- A professional-length power cord of (11.5 feet)
- A built-in LCD screen with Bluetooth connectivity ([see app instructions](#)),
- An instruction manual,
- A limited international 2-year warranty, subject to the local legislation at the point of purchase (ex: Spain required 3 years).



Answer for consumers: Price is at the sole discretion of the retailer and may vary by retailer, country or region. Average price for AirLight Pro is around 449€ or 475\$ USD. AirLight Pro comes with:

- [2 nozzle accessories](#),
- 1 removable cleanable filter (already mounted),
- A professional-length power cord of (9 feet),
- A built-in LCD screen with Bluetooth connectivity ([see app instructions](#)),
- An instruction manual,
- A limited international 2-year warranty, subject to the local legislation at the point of purchase (ex: Spain required 3 years).



What are the dimensions and weight of AirLight Pro?

AirLight Pro measurements are the following:

- Box: 14 cm height (5.5 inch), 32cm length (12.6 inch), 14cm depth (5.5 inch).
- Hair Dryer: 265mm height (10.4 inches), 84mm width (3.3inch), 98mm length (3.9 inch).
- Weight of 730 grams (or about 1.6 pounds).

Where can I find AirLight Pro?

AirLight Pro is a professional hair dryer available to hair stylists and sold in some countries for domestic usage. AirLight Pro can be found in the following countries and locations:

AMERICAS

United States of America (available to professionals and consumers): Starting September 2024

For Professionals: L'Oréal Partner Shop, Salon Centric.

For all: Ulta (Dec 2024), Amazon (2025). **Distribution in other retailers to be announced at a further date.**

Canada (available to professionals and consumers): December 2024.

EUROPE

France (available to professionals and consumers): August 2024

For Pros : L'Oréal Partner Shop, Bleu Libellule, La Boutique du Coiffeur.

For consumers: Fnac, Darty, Boulanger, Amazon, Cdiscount

How robust is AirLight Pro? How long will it last?

AirLight Pro engine was tested to last the equivalent of 10 years of professional use.*

The light bulbs last for more than 5000 hours of use. The front light is made out of tempered glass for long-lastingness.

*Corresponding to 2 cumulative hours of use per day, 5 days a week.

Is AirLight Pro covered by a warranty?

AirLight Pro is covered by a minimum international 2-year warranty, subject to the local legislation at the point of purchase (ex: Spain required 3 years). This warranty covers any defects or breakage in normal usage conditions.

Is AirLight Pro a sustainable product? Repairable?

AirLight Pro has been developed following eco-design principles on materials, conception, usage and disposal. Its infrared light technology is proven to dry faster than a traditional convection hair dryer and use less energy. It is also repairable, and its motor and light have tested to last the equivalent of 10 years of professional usage*. L'Oréal Professionnel is committed to a sustainable future, and we keep integrating recycled materials.

*Corresponding to 2 cumulative hours of use per day, 5 days a week.

Where can I find spare parts for AirLight Pro?

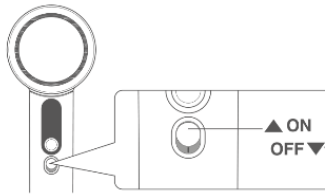
As AirLight Pro is new, spare parts will be available for sale at a later stage, in early 2025.

If client lost parts or wants to get extra parts (nozzle, filter): Complimentary spare parts can be arranged (stock available in limited quantities centrally and at our after-sale partner).

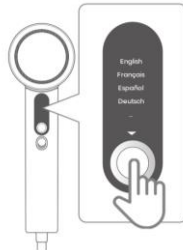
1.3. How to use AirLight Pro?

What to do on first use? Unboxing?

After unboxing, remove the protective covers and plug in the device in an electric outlet. Follow the following instructions on first use. Available in 13 languages (launch version): English, French, Spanish, German, Italian, Portuguese, Greek, Dutch, Swedish, Chinese (simplified), Danish, Finnish, Norwegian.



1- **Power on** by flicking up the main switch.



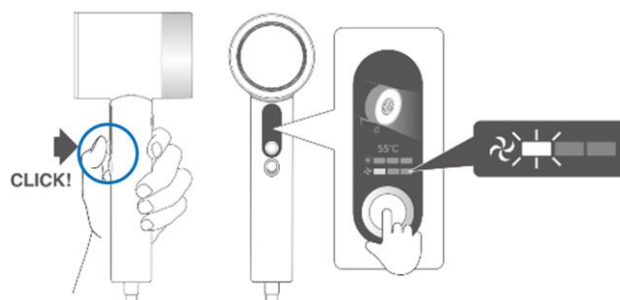
2- **Choose language.** Click on back button to switch language. Hold 3 seconds to confirm.

GO!

3- **Start using!** Device is set with medium heat and maximum windspeed.

How can I adjust windspeed?

To adjust windspeed, press several times on the back-button (below the LCD screen). The device comes with 3 windspeed levels. It can be customized in [custom mode](#).



How can I adjust the temperature?

To adjust temperature, press several times on the front button (side where air and light comes out). It can be customized in the [custom mode](#).



How can I use cool shot (cold air)?

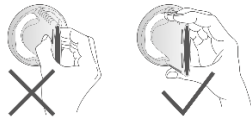
Hold the temperature control at the front button (side where air and light come out).

What are the different nozzles for?

AirLight Pro can be used without nozzles to dry and style hair.

For better precision and professional results, it comes with 2 nozzles that easily clip-on with automatic settings.

THE CONCENTRATOR



What type of hair is it for?

All hair types.

What does it do?

High-definition smoothing and precise styling.

- Concentrates windspeed
- Automatically sets higher temperature (up to 284°C)
- Automatically sets windspeed to higher flow.

When to use it?

- Brushing techniques (with a brush)
- Smoothing techniques (with a brush)
- For precision drying (to avoid fly-aways and frizz)

How to use it?

- Simply clip-on on the front (magnet will help guide it)
- AirLight Pro automatically sets temperature and windspeed.
- For styling tips, see how-to-videos in the app.

Caution – it is normal that this accessory becomes hot while using. Handle with caution and use the rigged edges to remove (edges are designed to cool off faster).

THE DIFFUSER



What type of hair is it for?

Curly and coily hair, or hair styles requiring diffused windspeed.

What does it do?

Preserves natural curl patterns of curly and coily hair.

- Diffuses windspeed in a gentle manner.
- Automatically sets lower temperature (up to 90°C or 195°F)
- Automatically sets lower windspeed.

When to use it?

- For coily hair
- For curly hair
- For styling techniques requiring softer, diffused windspeed.

How to use it?

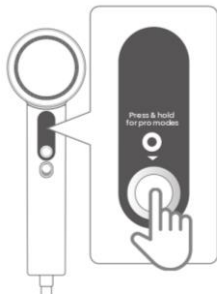
- Simply clip-on on the front (magnet will help guide it)
- AirLight Pro automatically sets temperature and windspeed.
- Cup the hair inside the diffuser or close to coils and curls.
- For styling tips, see how-to-videos in the app.

What is the “Pro mode”?

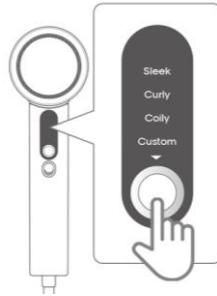
The Pro mode enables to program personalized settings of heat and airflow, or alternatively, use pre-defined settings created by our pros adapted to different hair types or desired looks (colored hair, scalp, fine hair, volume, etc). AirLight Pro comes with 4 different pro modes pre-loaded on the device: Sleek hair, Curly hair, Coily hair, and Custom. These modes can be adjusted or replaced by other mods available on the [AirLight Pro mobile application](#).

To access it, press and hold the button below the LCD screen for 3 seconds.

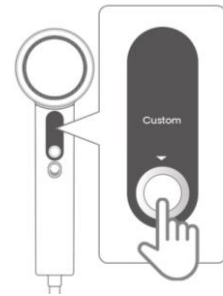
1. **Press & hold** back button to access pro menu.



2. **Select presets pro modes** (sleek, curly, coily)



3. **Or select custom.**



How can I navigate between standard & custom modes (sleek, curly, etc.)?

Press & hold the button below LCD screen to navigate between standard & custom modes (hold button until the charging circle is complete).

Can I travel with AirLight Pro?

You can travel and use AirLight Pro in all countries sharing the same voltage and electrical power outlet (or use a plug adapter alone if the country is using same voltage).

American version (type A) AC 100-127 V:

AirLight pro is compatible with 100-127v power outlets (USA, Canada, Mexico), but also Japan.

Full country list: American Samoa, Anguilla, Antigua & Barbuda, Aruba, Bahamas, Barbados, Belize, Bermuda, Bolivia, British Virgin Islands, Cayman Islands, Columbia, Costa Rica, Cuba, Dominican Republic, Ecuador, El Salvador, Guam, Guatemala, Guyana, Haiti, Honduras, Liberia, Mariana Islands, Marshall Islands, Mexico, Micronesia, Midway Islands, Montserrat, Nicaragua, Palau, Panama, Peru, Philippines, Puerto Rico, Trinidad & Tobago, Turks & Caicos Islands, US Virgin Islands, Venezuela, Wake Island.

Europe version (Europlug type C): AC 220-240 V

AirLight pro is compatible with 220-240v power outlets in continental Europe, parts of Middle East, Africa, South America, Central Asia (India) and former Soviet republics.

Full country list: Albania, Algeria, Angola, Argentina, Austria, Azores, Balearic Islands, Bangladesh, Belgium, Bolivia, Bosnia, Brazil, Bulgaria, Burkina Faso, Burundi, Cameroon, Canary Islands, Cape Verde, Central African Republic, Channel Islands, Chile, Comoros, Congo, Croatia, Dem. Rep. of Congo (Zaire), Cote d'Ivoire (Ivory Coast), Cyprus, Denmark, Djibouti, Egypt, El Salvador, Equatorial Guinea, Eritrea, Faeroe Islands, Finland, French Guiana, Gabon, Germany, Gibraltar, Greece, Greenland, Guadeloupe, Guinea, Guinea-Bissau, Hungary, Iceland, India, Indonesia, Iran, Iraq, Isle of Man, Israel, Italy, Kazakhstan, Korea, Kuwait, Laos, Lebanon, Lithuania, Luxembourg, Macedonia, Madagascar, Madeira, Mali, Martinique, Mauritania, Mauritius, Monaco, Montenegro, Morocco, Mozambique, Myanmar, Nepal, Netherlands, Niger, Norway, Oman, Pakistan, Paraguay, Peru, Philippines, Poland, Portugal, Romania, Russia, Rwanda, St. Vincent, Senegal, Serbia, Slovenia, Somalia, Spain, Sudan, Suriname, Sweden, Syria, Thailand, Togo, Tunisia, Turkey, Uruguay, Vietnam, Zambia.

It is possible to use in Switzerland, UK, Ireland with simple plug adapter (without converter).

1.4. About the AirLight Pro app – Available Early September 2024

What is the AirLight Pro app ?

AirLight Pro offers additional features on its app. The app allows the following (in 13 languages).

- Personalize the device with a picture, avatar and name (default comes with L'Oréal Professionnel x Zuvi logo).
- Customize standard modes.
- Customize pro modes.
- Create a new mode.
- Track usage and energy used.
- Access tips and how-to videos.
- Access more advanced settings, set language, update firmware or reset the device.

What type of device is the app compatible with?

- IOS 13.0 and above, including iPadOS 13.0 and above.
- Android 8.0 (Oreo) and above
- Bluetooth 5.0 and above

How to access/get the app?

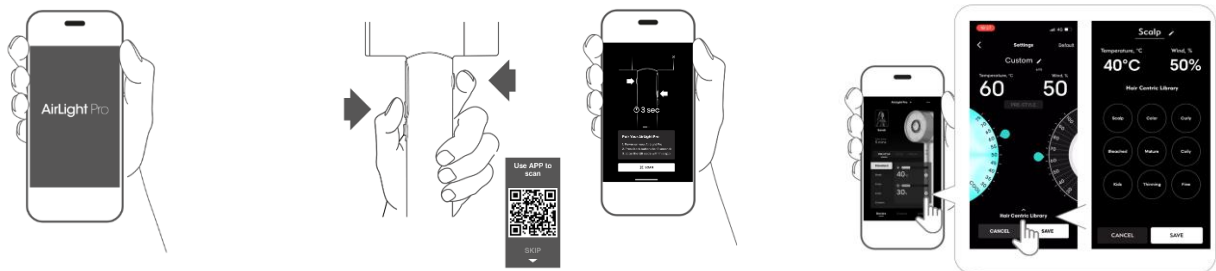
1. Download 'AirLight Pro' in your app store.

You can also get QR code link by selecting 'custom' in the Pro menu (see above).

2. Follow instructions to pair your device.

Click simultaneously on front and back button to get QR Code. Then scan the QR code with your phone or tablet.

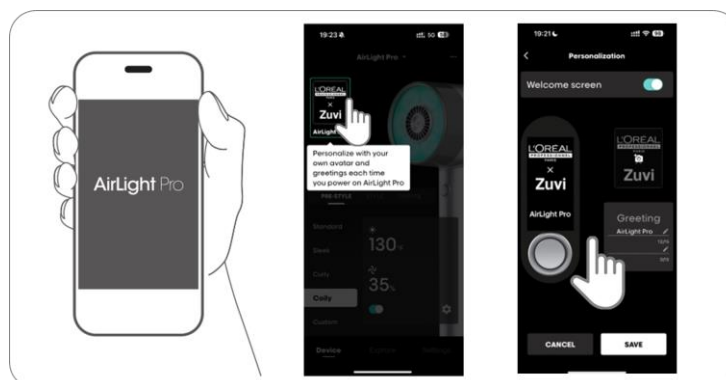
3. Start customizing. On first use, the app includes a tour of the main menus.



How can I customize my device (change main screen name and image)?

To customize the main screen of the device, go in the app and click on the top menu.

Follow instructions to change name and upload different picture or avatar (from your phone or tablet).



How to create your own 'custom' mode?

Custom modes allow to create your own temperature and windspeed settings, and then save it on your device. The custom modes can be created after downloading the 'AirLight Pro' app on your phone or tablet, or via a QR code.

1. **Download 'AirLight Pro' in your app store.**

You can also get QR code link by selecting 'custom' in the Pro menu (see above).
2. **Follow instructions to pair your device.**

Click simultaneously on front and back button to get QR Code. Then scan the QR code with your phone of tablet.
3. **Start customizing. On first use, the app includes a tour of the main menus.**

To customize, click on the wheel on the bottom right to access windspeed and temperature settings.

You can also select from a library of modes at the bottom of the screen, save under a new name, etc.



What is the "hair mode library"?

In addition to custom setting, the app offer additional pre-sets for temperature and airflow. The app includes about 12 modes developed with pros (and each of them can be customized once selected).

Mode	Pre-style	With Contentrator	With Diffuser
Sleek	75°C heat / 167°F 100% wind	150°C heat / 300°F 100% wind	n/a
Curly	75°C / 167°F 60% wind	140°C heat / 280°F 100% wind	80°C heat / 176°F 80% wind
Coily	30°C / 86°F 30% wind	140°C heat / 280°F 100% wind	90°C heat / 194°F 50% wind
Bleached	75°C / 167°F 60% wind	130°C heat / 266°F 80% wind	90°C heat / 194°F 50% wind
Colored	75°C / 167°F 80% wind	110°C heat / 230°F 100% wind	90°C heat / 194°F 50% wind
Scalp	35°C heat / 95°F 35% wind	45°C heat / 113°F 40% wind	35°C heat / 95°F 35% wind
Damaged	50°C / 122°F 60% wind	70°C heat / 158°F 60% wind	50°C heat / 122°F 50% wind
Thinning	50°C / 122°F 60% wind	60°C heat / 140°F 35% wind	50°C heat / 122°F 60% wind
Kids	40°C / 104°F 60% wind	40°C heat / 104°F 60% wind	40°C heat / 104°F 50% wind
Volume	70°C / 158°F 70% wind	100°C / 212°F 85% wind	80°C heat / 176°F 70% wind
Greys	60°C / 140°F 50% wind	70°C / 158°F 50% wind	70°C heat / 158°F 50% wind
Thick	80°C heat 100% wind	90°C heat 70% wind	80°C heat / 176°F 50% wind

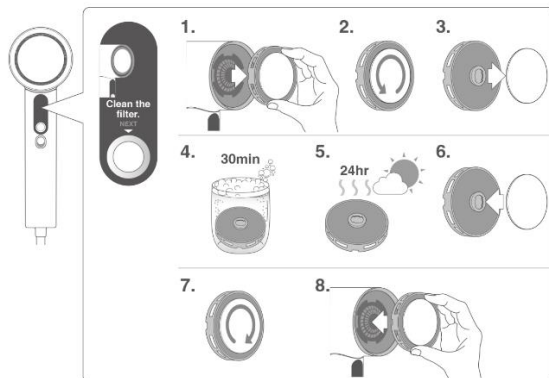
1.5. How to clean and care my AirLight Pro?

How often to clean the filter?

The hairdryer has smart filter cleaning alerts the use when cleaning is required. Once filter condition is critical, device will stop working automatically to avoid motor damage and cleaning must be completed to resume usage. This built-in feature ensures that there is no component overheating that can lead to defect or reduced durability.

The required cleaning frequency may vary depending on the environment (air quality/dust/particles such as hairsprays).

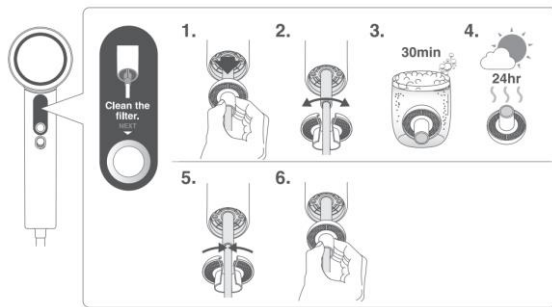
Main filter



Ensure device is turned off and unplugged when cleaning device or changing filter.

1. Pull on the cylinder at the back of AirLight Pro
2. Turning counterclockwise to remove the plastic cover.
3. Remove the cover.
4. Rinse under water and soak in soapy water. Rinse.
5. Let dry.
6. Put back plastic cover.
7. Turn cover clockwise to lock it.
8. Insert filter assembly at the back of AirLight Pro.

Bottom filter



Ensure device is turned off and unplugged when cleaning device or changing filter.

1. Pull on the lower rubber part.
2. Free filter from cable.
3. Rinse under water and soak in soapy water. Rinse.
4. Let dry.
5. Wrap filter around cable.
6. Push into position.

Note : The filter might be more difficult to remove when the device is new. To facilitate the removal, avoid pinching too tightly the cable (the filter needs to slide on the cable).



How to clean the front light? LCD Screen?

Turn off the hair dryer, unplug it and let it cool. Clean the surface of the device with lint-free cloth (slightly humid if needed) to remove fingerprints and other stains. Avoid using abrasive or corrosive cleaning products. Ensure device is turned off and unplugged when cleaning device or changing the filter.

1.6. Safety & health

Is AirLight Pro safe?

As any other L'Oréal product, AirLight Pro was fully tested for safety and complies with all the local regulations where it is sold or distributed. However, as any form of heat, caution should be taken.

The infrared light technology is also safe for hair and scalp (infrared wavelengths are inoffensive if instructions are followed). The filter glass blocks any UV lights and blocks the glaring visible lights to protect your skin and eyes.

The heat is very hot, will I burn myself or clients?

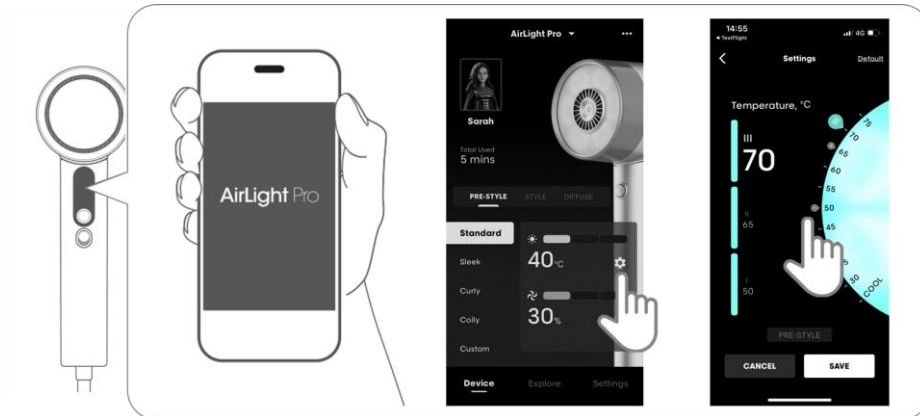
The device heat can be adjusted with the front button ([see how to adjust temperature](#))

Infrared light is safe for consumer usage if used under normal conditions. However, as any form of heat, caution should be taken. If too hot, try lowering the heat level using the front button (side where air and light comes out).

It is also possible to customize the 3 standard levels of heat [using the App](#) (or create a separate mode).

Once in the settings, simply move the cursors corresponding to the 3 levels.

Please note: If standard modes are changed, it won't be possible to go back unless you reset the device.



I looked straight at the light. Is it safe for my eyes?

Just like the Sun, it is OK to see light, but we don't recommend staring directly at it for a prolonged time. As any form of heat, direct contact with eyes is not a recommended usage. The filter glass blocks any UV lights and blocks the glaring visible lights to protect your skin and eyes. Use as directed. In case of discomfort, pain or injury, stop using the device and contact your local clinic or doctor.

Is the light safe for women who are pregnant or breastfeeding?

Yes. The filter glass blocks any UV lights and blocks the glaring visible lights to protect your skin and eyes. As any other L'Oréal product, AirLight Pro was fully tested for safety and complies with all the local regulations where it is sold or distributed. However, as any form of heat, caution should be taken.

Where can I find the serial number?

The serial number can be found on the box, the tag stucked on the cable, or inside the back filter.

What are the certifications of AirLight Pro ?

AirLight Pro follows all local regulations and mandatory certification where it is sold and distributed.
Details of certifications are as follows:

Exigences essentielles des normes européennes harmonisées suivantes *The essential provisions of the following harmonized standards*

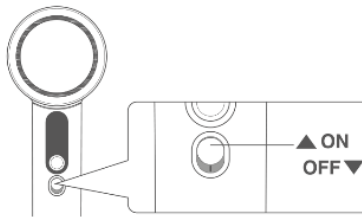
EN 60335-1:2012 + AC:2014 + A11:2014 + A13:2017 + A1:2019 + A14:2019 + A2:2019 +A15:2021
EN 60335-2-23:2003 + A1:2008 + A11:2010 +AC:2012 +A2:2015 & EN 62233:2008
EN 62479:2010
EN 50663: 2017
EN 50364:2010
EN 301 489-1 V2.2.3
EN 301 489-3 V2.3.2
EN 301 489-17 V3.2.4
EN IEC 55014-1: 2021
EN IEC 55014-2: 2021
EN IEC 61000-3-2: 2019+A1: 2021
EN 61000-3-3:2013+A1:2019+A2:2021
EN 300 328 V2.2.2
EN 300 330 V2.1.1
EN 60335-1:2012 + AC:2014 + A11:2014 + A13:2017 + A1:2019 + A14:2019 + A2:2019 +A15:2021
EN 60335-2-23:2003 + A1:2008 + A11:2010 +AC:2012 +A2:2015
EN 62233:2008 Article 3.1 a) of Radio Equipment Directive (2014/53/EU)

2. Troubleshooting

2.1. Device does not work.

Device does not turn on (No light, no windspeed, no sound).

- Check the plug or power cord for any signs of damage.
- Verify that power cord is well inserted into the power socket.
- Turn on the device by switching the main control on the back.
- Confirm the device matches the operating region. Voltage can be found under the front of the device:
 1. AC 220-240 V → Only for EU/UK/India version.
 2. AC 100-127 V → Only for US/Can version (and Japan). For this version, try a short pressure on the red 'reset button' on the plug.

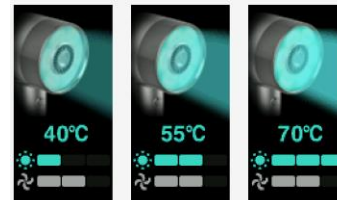
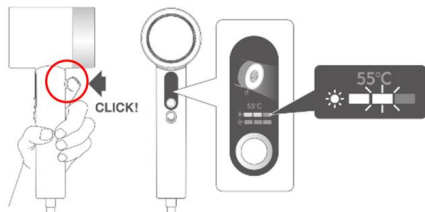


- Ensure the power socket where the device is plugged is working (and try another socket to verify).
- If none of these above steps work, device might have potential defect (start return process).

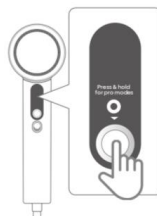
Air is cold / Air is not hot enough / No light coming out.

Your device might be on lowest temperature, COOL mode or the front button is stuck , or there is a malfunction.

- **Try doing a short press on the FRONT button** (on the opposite side of the LCD screen). Verify what client sees on the display (bars should be changing at each click). If there are no bars on the LCD screen, client might be in a pro mode.



- If there are no bars on the LCD screen, client might be in a pro mode. In this case, press for 3 seconds on the BACK button (below LCD screen) to come back to the standard mode.



- If air is still cold, device might have potential defect (start return process).

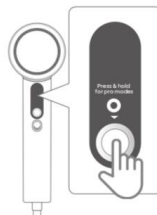
Little to no air is coming out.

There might be a filter blockage, or the hair dryer is in a low airflow setting (standard or pro mode)

- Try doing a short press on **BACK button** (below the LCD screen). Verify what client sees on the display (bars should be changing at each click). If there are no bars on the LCD screen, client might be in a pro mode.



- If client is in PRO mode, press for 3 seconds on the back button (below LCD screen). Try again previous step.



- Try to clean both filters.
- If the issue is not yet resolved, device might have potential defect (start return process).

The LCD screen is not working.

- Switch the device [ON/OFF button](#) again.
- If not working, device might have potential defect (start return process).

Abnormal noise.

- Is this your first use? AirLight Pro has a distinct high pitch noise due to the high-speed motor and design.
- Try using a [lower windspeed setting](#).
- If this is not your first use and you noticed the noise has changed recently, try to [clean the filter](#)

There is an odd smell / burning odor.

- Turn off the device and unplug it.
- Check if there if filter is dirty or clogged (at the back and at the bottom, near bottom of the handle).
- [Clean the filter](#).
- If filter is clean and the odor persists, stop using. The device potentially has a damage or defect (start return process).

The handle overheats and it is too hot.

- Turn off the device and unplug it.
- Clean the handle filter
- Let it cool down by turning off for 10 min and continue using it.
- If issue persists, turn the device off and unplug. Device potentially has a defect (start return process).

Power supply is intermittent.

This can be caused by unstable electric input or a defect in the cable.

1. Turn off the device and unplug it.
2. Check the plug or power cord for any signs of damage.
3. Ensure the power socket where the device is plugged is working (and try another socket to verify).
4. Plug in the device again and check the socket is well inserted. Try to power on the device again.
5. If none of these above steps work, device might have potential defect (start return process).

Nozzle is not recognized by the hair dryer.

This might be caused either by a broken nozzle, broken sensor – or the device settings have been changed.

1. Verify what client sees on the LCD screen. Image should change when connecting a nozzle.
2. Check if the nozzle is damaged physically.
3. Try a different nozzle. If another nozzle works, the other nozzle might be broken (if dropped)
6. If the other nozzle does not work, device might have potential defect (start return process)..

2.2. The device displays an error message.



Code	Legend	Cause	Solution
1	Motor drive overcurrent	Product problem, motor abnormality	This breakage is usually covered by the warranty, but an investigation is necessary. Return the product to customer service for inquiry.
2 and 3	Abnormal engine speed.		
4	Abnormal engine power.		
6	Overheating of the device.		
7	Abnormal voltage or voltage.	The electrical grid of the environment where the product is used is unstable or the product is not used in the corresponding country (difference between 110V and 220V versions).	Make sure the product is used in the country where it was purchased. Try a different electrical outlet.
8	Abnormal AC frequency.		
10	Poor internal contact.	Internal connection problem related to abnormal shock or product anomaly. The product is covered by the warranty if the cause is a manufacturing defect or premature failure of components under normal use and maintenance. The product is not covered by the warranty if the problem is caused by an abnormal shock (accident, negligence), improper maintenance (clogged filter), or improper use (water, wrong voltage, etc.).	Referral of the product to L'Oréal customer service for investigation.
11	Overheating (ESC component).	The air inlet is insufficient or the air outlet is blocked, causing the internal components of the device to be too hot. This can be caused by the filter of the handle being blocked.	Clean the bottom filter (under the handle). If the problem is not resolved after cleaning and drying the filter, return it to L'Oréal customer service for a full inspection.
12	Engine start failure.	Product problem related to abnormal shock or product anomaly (covered by warranty).	Investigation needed to confirm if the device and the damage is covered by the warranty.
13	Overheating (NTC component).	The air inlet is insufficient or the air outlet is blocked, causing the internal components of the device to be too hot. This can be caused by the filter of the handle being blocked.	Clean the bottom filter (under handle). If the problem is not resolved after cleaning and drying the filter, return it to L'Oréal customer service for a full inspection.

14	Overheating (air outlet).	The rear (main) filter may be clogged, resulting in reduced air intake and internal overheating. The filter needs cleaning. If the defect does not improve after cleaning the filter, there may be an internal abnormality or damage.	Clean the filter to see if there is any improvement. If cleaning the filter does not resolve the issue, return it for repair. If the problem is not resolved after cleaning and drying the filter, return it to L'Oréal customer service for a full inspection.
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2.3. Device is broken, damaged or damaged.

I dropped and broke nozzle/accessories. Is it covered by warranty?

AirLight Pro nozzle is made of a sturdy material and was tested to resist several drops. Damage to the nozzle is unlikely to happen but it is still covered by the limited 2-year warranty if used under normal usage. Cracks or damage resulting from excessive use or accidents are not covered by the warranty. Spare parts will become available early 2025.

If client lost parts or wants to get extra parts (nozzle, filter): Complimentary spare parts can be arranged (stock available in limited quantities centrally and at our after-sale partner).

Broken front glass / mirror

If you observe major cracks on the plastics, or cracks/damage on the optical filter glass, stop using the hair dryer and contact after sales service for further support.



Scratches.

Minor cracks have no impact on the functionality. If device is scratched when first unboxed, this might be due to transport and client might be eligible to return (subject to verifications).



Black rubber/seal coming out from mirror (front)

Stop using the hair dryer, power off and unplug. Device potentially has a defect (start return process).



Filter is deformed, damaged or has bumps.

Back filter can become deformed due to excessive shocks/drops. There is no impact on usage & you can continue using the hairdryer. Filter can also be changed, and spare parts will become available early 2025.

My device is new, but filter looks dirty, is it normal?

The filter may seem 'fuzzy' due to the unique fiber structure inside the filter. This fiber material has been selected to effectively filter dust as well as hairspray chemicals.

2.4. Connectivity or app related issues

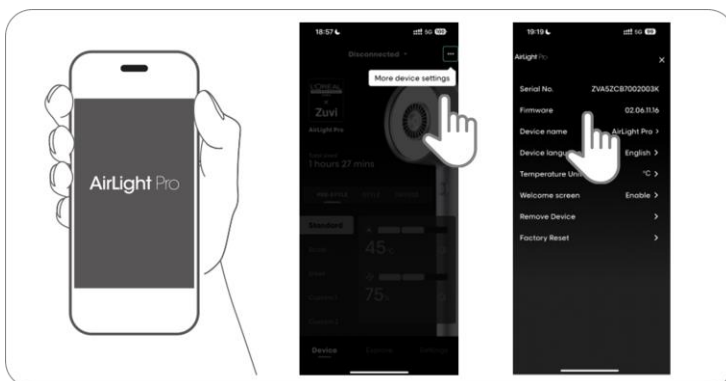
Cannot pair device / Bluetooth pairing failed.

This might be due to faulty installation of the app, blocked access to Bluetooth or camera, or due to the device being connected to another phone or tablet. Proceed accordingly:

- Try deleting the app and re-installing again. [See instructions here.](#)
- Make sure you accept access to 'Bluetooth' and camera to flash the QR code.
- If device does not pair or connect, ensure no other phone or tablet is already connected (close the app on the other devices or move away from the other devices).
- If issue persists, device potentially has a defect (start return process).

How to update my app?

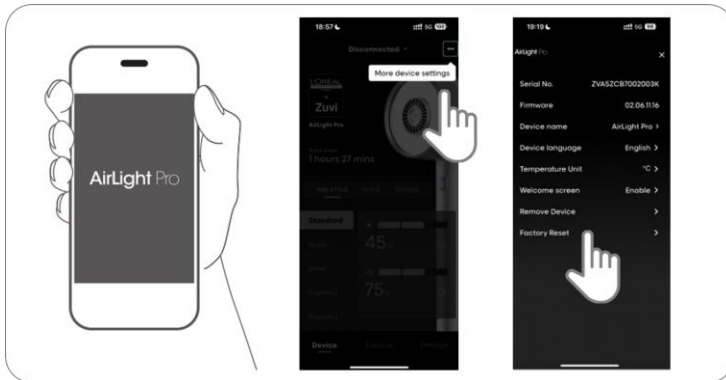
In the app, click on 'more device setting' / 'Firmware'. If a new version is available, you will be prompted to download.



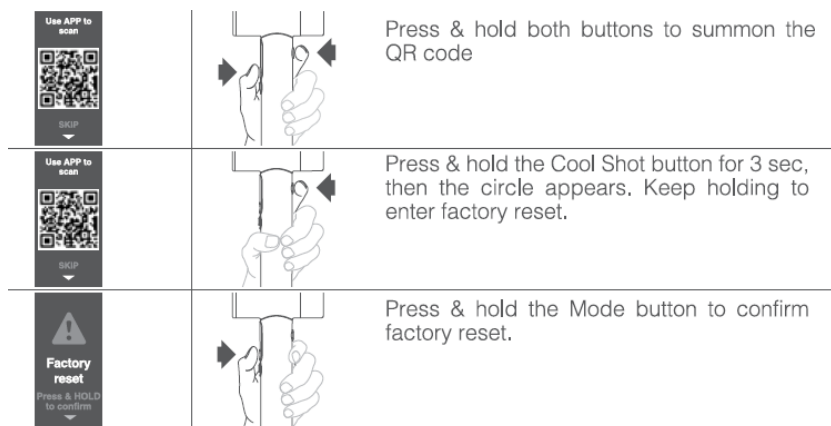
How to reset device or restore factory settings – WITH APP?

In the app, click on 'more device setting' / 'Firmware'. Click on 'Factory Reset'.

Please note: Once factory reset is selected, all customized settings (name, picture) and custom modes will be erased.



How to reset device or restore factory settings – WITHOUT APP?



I selected the wrong language, how can I change the language on my hairdryer?

If you have the AirLight Pro app installed, go to the home page, click (...) on upper right corner and select 'factory reset'. Reinitialize the device & select the correct language. You can also reset the device manually with the [following procedure](#).

I cannot save the customized setting (connection failed message).

- Try to close the app, turn off the hairdryer & re-connect again to the app.
- Try deleting the app and re-installing again. [See instructions here](#).

App crashes.

- Try to close the app, turn off the hairdryer & restart the app.
- Ensure that app and firmware are up to date. [See instructions on how to update](#).