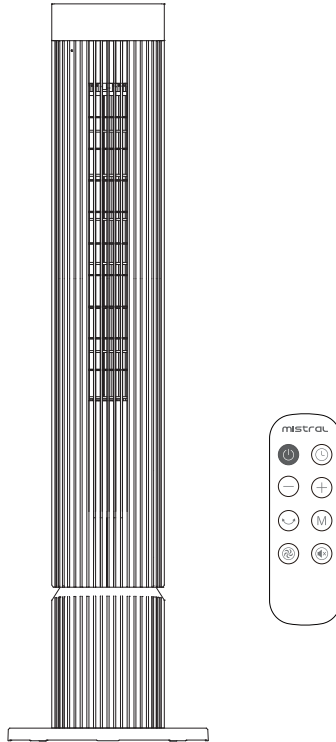


mistral

43" DC Tower Fan With Remote control MFD4389DRW



TOWER FAN

Please read this instruction manual thoroughly before operating and keep it for future reference

IMPORTANT SAFETY INSTRUCTIONS

Warning

- This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capability, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.
- Children should be supervised at all times while appliance in use.
- Children should be supervised to ensure that they do not play with the appliance.
- Remove the packaging and ensure that the appliance is not damaged. In case of doubt, do not use the appliance and contact the manufacturer or product dealer.
- Before connecting this appliance to the power supply, check if the rated voltage indicated on the rating label of this appliance corresponds with the supplied voltage at your home.
- Do not use the appliance if the cord or plug is damaged, if the appliance has malfunctioned, or if it has been dropped or damaged in any way. If the power cord is damaged, it should be replaced by the Service Centre to avoid any hazards.
- Always follow basic safety precautions when using electrical appliances to reduce the risk of fire, electric shock, and/or injury.
- Do not immerse the appliance, power cord, or power plug in water or any other liquid.
- Always unplug the appliance from the outlet when not in use and before cleaning.
- Never unplug the appliance by pulling on the cord.
- Only use accessories that come with the appliance, as other accessories may cause fire, electric shock, or injury.

Tower Fan Safety Instructions

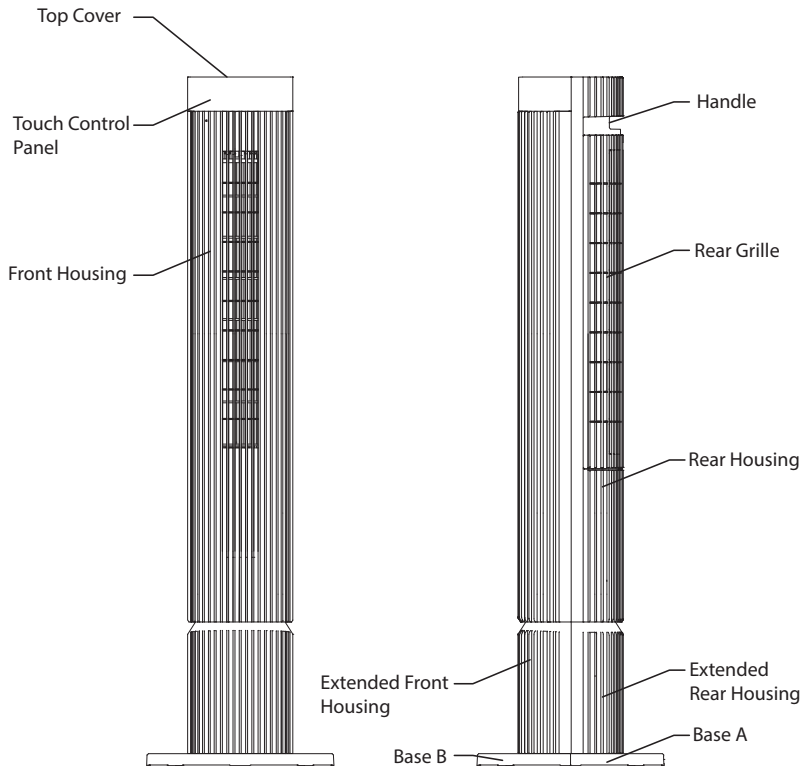
- The appliances must stand upright, it should have a distance of 30 cm from other objects, or any items would stop the oscillation of the appliance. Make sure there are no curtains, table clothes, clothing, curtains, hair, etc. near the appliance. They could be sucked into the opening of the fan, which can lead to damage or injury.
- Do not insert your fingers, pencils, or any other objects into the appliance.
- Do not use the appliance outdoors, or in any place where it can be splashed with oil, water, or any substances. Do not expose the appliance to direct sunlight.
- Please ensure that the appliance is switched off before any maintenance and before removing the guard. Unplug the the plug outlet when moving, not in use, and before cleaning.
- Do not let the appliance touch any hot surfaces.
- Do not operate the fan in the presence of explosive and/or flammable fumes.
- Do not cover the appliance or near flammable or explosive gases to avoid any fire hazard.
- Please make sure that the appliances must be upright at all times, and do not leave it facing down or lying by the side.

- The appliances is for household use only. Do not use outdoors or for any commercial or industrial purpose.
- Do not let the children play with parts of the packaging such as plastic bags.
- This fan is designed for tropical climate, do not use in dusty area or in storage areas where acid, alkali or oil are stored.
- Please service/ conduct regular maintenance on the product for optimal use.
- Please discontinue use of the product immediately if the product behaves irregularly and contact the service centre.
- In the event that you dispose of the product, please do so in a safe manner, adhering to safety regulations.

PRODUCT TECHNICAL PARAMETERS

MODEL	RATED VOLTAGE	RATED POWER	AIR VOLUME	MAX AIR FLOW
MFD4389DRW	220-240V~, 50-60Hz	40W	29.54 m ³ / min	4.26 m/s

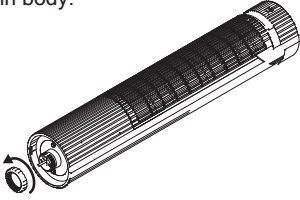
INTRODUCTION OF PARTS



ASSEMBLY GUIDE

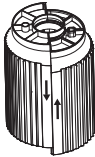
1. Remove the clamping

- Remove the clamping nut from the main body.



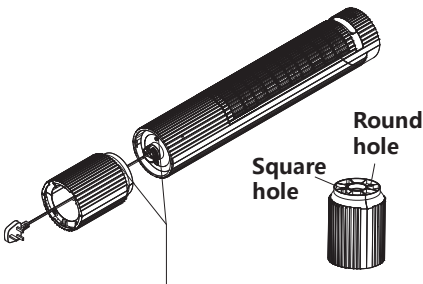
2. Assemble extended front and rear housing

- Assemble the extended front and rear housing into component by sliding them in a staggered manner.



3. Install extension housing component

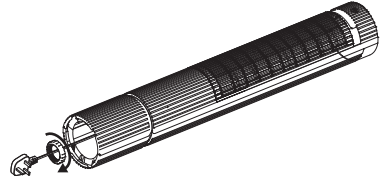
- Install the extension housing component into the main body according to the following picture, and thread the power cord through the extension housing component.



When assembled, square and round holes are aligned with the corresponding shape on the main body.

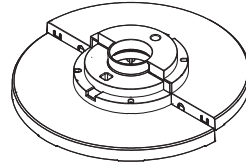
4. Lock the clamping nut

- Thread the power cord through the clamping nut, then lock the clamping nut clockwise.



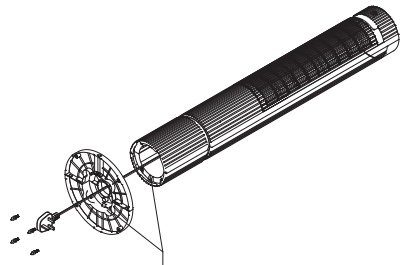
5. Assemble base A and base B

- Assemble the base A and base B into component by sliding them in a staggered manner.



6. Install base component

- Install the base component into the main body according to the following picture, and thread the power cord through the base component.
- Lock 4 screws to fix the base component.



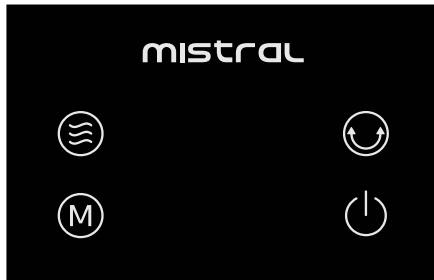
When assembled, wide notch on the base component are aligned with the wide rib on the main body.

REMOTE CONTROL AND TOUCH CONTROL PANEL

Remote Control



Touch Control Panel



Control panel LED display



CONTROLS AND OPERATIONS

How to use

ON/OFF  (The touch control panel and remote control operate in the same way)

- Plug the supply cord to the socket-outlet, then touch this key on the unit or remote control, the fan will begin to operate.
- Press again the ON/OFF to stop the fan operation.

Note

- When powering on for the first time, the fan works in speed 4 by default.
- The last operated function will be stored in its memory except sleep mode and timer.

Modes  (The touch control panel and remote control operate in the same way)

- Touch this key on the unit or remote control to select the desired mode.



- In the modes of turbo, one-key cycle and baby wind, touch air volume key on the unit or presses "+/-" on the remote control, the fan will exit the corresponding mode and enter to nature mode.

Turbo Mode:

- Select the turbo mode, the fan will work at the maximum speed of 12. The LED display shows "PO" and turbo LED indicator illuminates. In turbo mode, the fan can be set to swing or not swing.

One-key Cycle

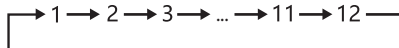
- Select the one-key cycle mode, the fan will work at the maximum speed of 12 and the oscillation function will be activated. And the LED display shows "PO", turbo LED indicator and oscillation indicator illuminates. In one-key cycle mode, operating the oscillation key is invalid.

Baby Wind

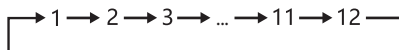
- Select the baby wind mode, the fan will work in order of 3-4-5-4, every speed works 20S. The LED display shows "LO" and baby wind LED indicator illuminates. In baby wind mode, the fan can be set to swing or not swing.

Air Volume

- While the fan is operating, short touch this key on the unit to set the fan speed, the air volume will be changed as shown in the figure below. buzzer and LED display indicate accordingly.



- While the fan is operating, long touch this key on the unit (1.3S) to set the fan speed continuously and quickly, the air volume will be changed as shown in the figure below. Buzzer and LED display indicate accordingly.



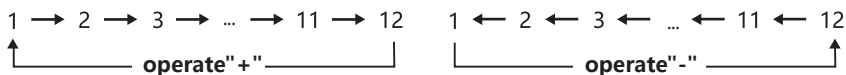
Oscillation (The touch control panel and remote control operate in the same way)

- While the fan is operating, touch this key on the unit or remote control to activate or deactivate the oscillation function. Buzzer and LED display indicate accordingly.

CONTROLS AND OPERATIONS

⊕ ⊖ (Remote Control)

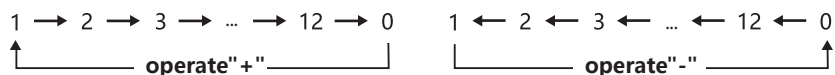
- In the modes of turbo, one-key cycle and baby wind, touch air volume key on the unit or presses "+/-" on the remote control, the fan will exit the corresponding mode and enter to nature mode.
- In the nature mode, press these keys on the remote control to adjust the fan speed, the air volume will be changed as shown in the figure below. Buzzer and LED display indicate accordingly.



Preset & Timer ⌚ (Remote control)

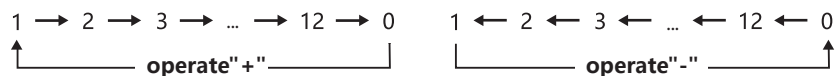
Preset

- When the fan is plugged into the socket-outlet and in standby mode (switched off), press this key on the remote control to activate the preset function, and the preset & timer LED indicator will illuminate.
- Immediately set the preset time by pressing the "+" or "-" keys on the remote control to enter the desired start-up time of fan. The preset time will be changed as shown in the figure below.



Timer

- While the fan is operating, press this key on the remote control to activate the timer function, and the preset & timer LED indicator will illuminate.
- Immediately set the timer by pressing the "+" or "-" keys on the remote control to enter the desired stop time operation of fan. The timer time will be changed as shown in the figure below.



Turbo ⌚ (Remote control)

- While the fan is operating in non-turbo mode, press this key to enter turbo mode. The fan will work at the maximum speed of 12. And the LED display shows "PO" and turbo LED indicator illuminates. In turbo mode, the fan can be set to swing or not swing.
- While the fan is operating in turbo mode, press this key to exit turbo mode.

Mute Button 🔇 (Remote control)

- While the fan is operating, press this key to activate or deactivate the "beep" sound.

WIFI OPERATION

Operation

Steps	Items	New Account	Re-install App (Registered Before)
1	Download and Install the App	Yes	Yes
2	Active App	Yes	Yes
3	Registration Account	Yes	No
4	Login	Yes	Yes
5	Add Device to Control	Yes	Registered Device will remain.

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.
- Any Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

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.
 - The distance between user and device should be no less than 20cm.

Module specification and basic information

1. Minimum specifications on a Smart phone:
 - Android 5.0 version or higher
 - IOS 10.0 version or higher

2. Basic parameters for Wi-Fi:

Parameters	Details
Network Frequency	2.400 - 2.500GHz
Standards of WLAN	IEEE 802.11 b/g/n(channels 1-14)

Download and Install the App

- For Android smart phone, open the Google "Play Store" on your smart phone and search "mayer home", download and install the APP.
- For IOS smart phone, open the Apple "App Store" on your smart phone and search "mayer home", download and install the APP.

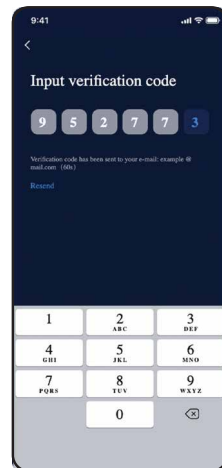
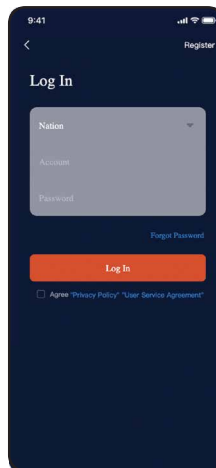


Note

- Please enable the permissions of Storage / Location / Camera / Wi-Fi / Bluetooth for this APP when installing. Otherwise it will have some problems when operating.

Registration

4. Enter your E-mail address.
5. Tap the button "Get Verification Code".
6. Enter the verification code you received from E-mail.
7. Set the Password with 6-20 characters including characters and numbers.
8. Tap "Done".

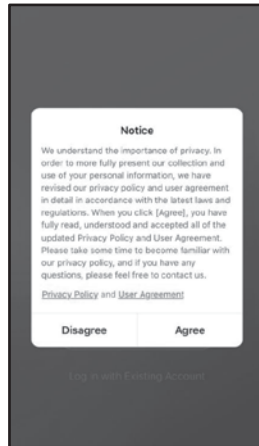
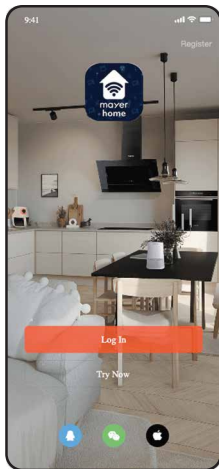


Log in

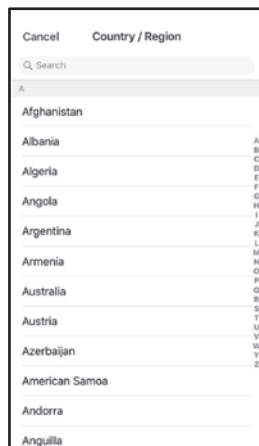
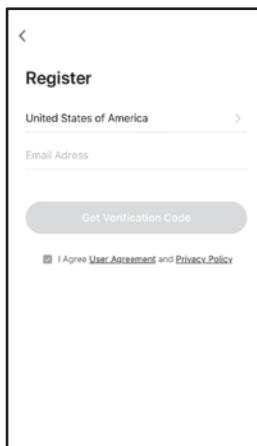
1. If you already have account, tap "Log in with Existing Account".
2. Enter your registered account and password.
3. Tap "Log in" button.

Registration

1. If you don't have any account please tap button "Register".
2. Read the "Privacy Policy" and tap "Agree".



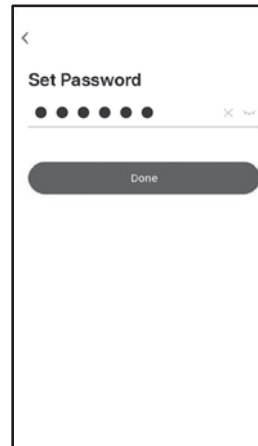
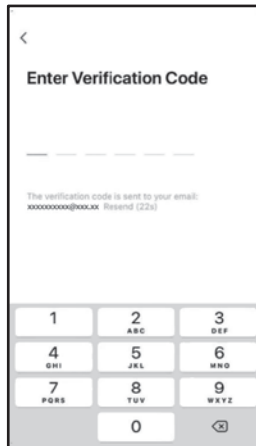
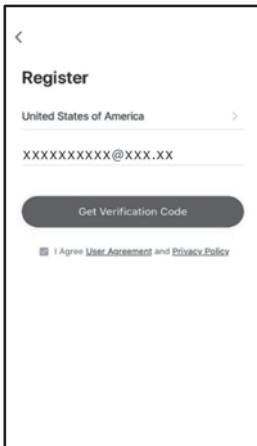
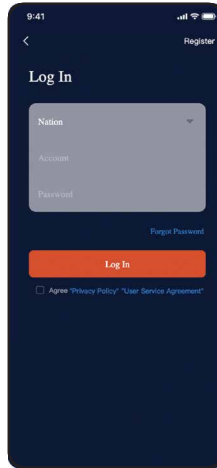
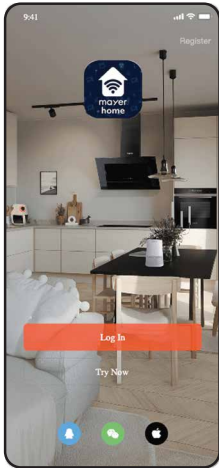
3. Tap ">" and choose the country.
 - Search the country or slide the screen up/down to find and choose the country.



Forgot the password

If you forgot the password or you want to reset the password, operate as below:

1. Tap "Forgot password".
2. Enter your account(E-mail address) and tap button "Get verification code".
3. Enter the verification code received by your E-mail.
4. Set the new password and tap button "Done".



To connect to Alexa

Method 1: Operation in the App that needs to be bound (using mayer home as an example here)

1. Download the Alexa App and register/login to your Amazon account.
2. Open the App that needs to be bound, go to Home - Me - Third-party Voice Services - Alexa.
3. Click "Sign in With Amazon" and the Alexa App will be launched. Click "LINK" to complete the binding.

Method 2: Operation in the Alexa App

1. Download the App that needs to be bound and register/login to your account.
2. Open the Alexa App and click "More" in the lower right corner.
3. Click "Skills & Games" and then click the search button in the upper right corner. Enter the name of the skill you need to bind, using mayer home as an example here.
4. Click the mayer home skill to enter the skill details page (ENABLE TO USE), click "Agree and link", and return to the Alexa App.
5. Click "CLOSE" and then click "DISCOVER DEVICES" to complete the binding.

For more information on how to connect to

Alexa using mayer home app,

Please scan the QR Code

https://support.tuya.com/en/help/_detail/K9psi68xxmmg0



To Connect to Google Home

Method 1: Use Google Home app to start linking

1. Open the Google Home app and tap + in the top left corner of the homepage.
2. Select Set up device > Works with Google.
3. Tap the Search icon in the top right corner of the page, and search by mayer home app name.
4. Tap the searched result and then Continue. The Google Home app will wake up the mayer home app. Tap Agree and link and wait to the end of loading. This way the mayer home app is linked with the Google Assistant.

Method 2: Use mayer home app to start linking

1. If the mobile phone has the Google Home app installed, open the mayer home app and tap Me on the tab bar.
2. In the Third-Party Voice Services section, select Google Assistant > Link with Google Assistant to wake up the Google Home app.
3. Tap Continue to return to the mayer home app
4. Tap Agree and link to access the Google Home app. This way the mayer home app is linked with the Google Assistant.

For more information on how to connect to Google Home using mayer home app,


Please scan the QR Code or refer to the following link:


<https://developer.tuya.com/en/docs/iot/googlehomeguide?id=K9j6yqpeqzzgp>




Set up your air circulator



- Choose from the options available to allow for easy pairing and use. Bluetooth connection has also been activated for this appliance, which will aid in the pairing process, providing a higher success rate when pairing.
1. Ensure the mobile device is connected to a home Wi-Fi network.
 2. The air circulator must be on standby mode.

Once on standby, the “” symbol will flash fast on the display panel. The air circulator is now ready to connect.

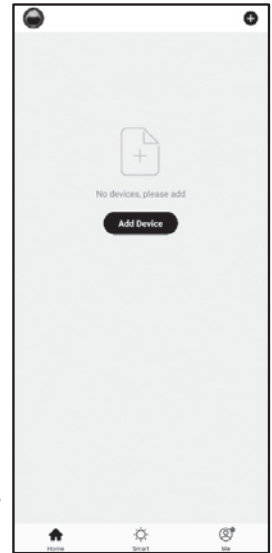
3. Log into your Mayer Home app account and stay on the “Home” page. To add the air circulator to the list, touch ‘Add Device’ or the “” symbol found in the top right-hand corner of the screen.

Follow the prompts in the app.

4. If the connection is successful, the air circulator will appear in the main page of the app and the “” symbol light on the air circulator will illuminate.

If connection is unsuccessful, touch and hold the “” button for 5 seconds until the “” symbol is flashing slowly. Follow the prompts in the app to connect in a different mode.

5. After the device is powered on, long press the On/Off button for 3 seconds to enter the distribution network, and the WIFI light blinks.
6. If the device is not connected within 3 minutes, it will exit the distribution network state and you need to press and hold the button again to enter the distribution network and reconnect the device.



WIFI TROUBLESHOOTING

Troubleshooting Guide for Amazon Alexa and Google Home / Assistant

Problem	Analysis of Cause
Why is Amazon Alexa or Google Home/Assistant not responding to my voice commands.	Check the internet connection.
	Restart your device & mobile phone.
	Restart your modem and router.
	Make sure your Amazon Alexa or Google-enabled device or mobile phone is in Wi-Fi range.
	When you are giving a command to Amazon Alexa or Google Home/Assistant make sure you are clear and there is no unwanted noise in the background.
	While the voice assistant is always on in the background, only an activation phrase will allow for the voice assistant to start. registering the commands being relayed. The activation phrase depends on the application being used; For Amazon Alexa, use "Alexa", while "OK Google" is for Google Home/Assistant.
	Ensure your voice is clear and distinct to allow the assistant to accurately record and process the command.
Ask direct questions. Refer to the commands list for recommended commands.	

VOICE ASSISTANTS

The mayer home comes with the added features of voice assistance, allowing you to control your air circulator using your voice by linking your mayer home app with Amazon Alexa and Google Home/Assistant.

To link your mayer home app account with either Amazon Alexa or Google Home / Assistant, refer to under Me > Third-Party Voices Services > View more ways to link.

Important

- The recommended voice commands to operate the appliance's functions differ between Amazon Alexa and Google Home/Assistant as listed. Variations of these commands may also be recognised, however, if a command fails, check against the recommended voice command.

Note

- To control the air circulator using the Amazon Alexa or Google Home/Assistant app, the air circulator must be plugged in to an active power outlet and on standby mode.

Voice Control with Amazon Alexa or Google Home / Assistant

- Before you can voice control your mayer home with Amazon Alexa or Google Home / Assistant, you need to link the mayer home account to the Amazon Alexa or Google Home / Assistant app as per instructions.


Supported Settings	Voice Command (Alexa)	Voice Command (Google Home)
Power	"turn on the <device name>."	"OK Google, turn on <device name>."
	"turn off the <device name>."	"OK Google, turn off <device name>."
Mode	"set the mode to Turbo/Natural/Baby/Cycle"	"set the <device name> to Turbo/Natural/Baby/Cycle"
	"set the mode on the <device name> to Turbo/Natural/Baby/Cycle"	"set mode on <device name> to Turbo/Natural/Baby/Cycle"
Fan Speed	"set the <device name> Fan Speed to (1-12)"	"set the <device name> to (1-12)"
	"set the Fan Speed on the <device name> to maximum"	"set <device name> Fan Speed to (1-12)"
	"decrease the Fan Speed on the <device name> by (1-12)"	
	"what's the <device name> Fan Speed?"	
	"turn up the <device name> Fan Speed"	
Horizontal Swing (Oscillation)	"turn on horizontal swing/Oscillation/Left Right"	"activate horizontal swing /oscillation/left right for the <device name>"
	"turn off horizontal swing/Oscillation/Left Right"	"cancel horizontal swing /oscillation/left right for the <device name>"
	"turn on horizontal swing/Oscillation/Left Right on <device name>"	
	"turn off horizontal swing/Oscillation/Left Right on <device name>"	
Count Down (Timer)	"set the count down to 1 hour / 2 hour / 3 hour / 4 hour / 5 hour / 6 hour / 7 hour / 8 hour / 9 hour / 10 hour / 11 hour / 12 hour / cancel / off / stop"	"set the <device name> to 1 hour / 2 hour / 3 hour / 4 hour / 5 hour / 6 hour / 7 hour / 8 hour / 9 hour / 10 hour / 11 hour / 12 hour / cancel"
	"set the count down on the <device name> to 1 hour / 2 hour / 3 hour / 4 hour / 5 hour / 6 hour / 7 hour / 8 hour / 9 hour / 10 hour / 11 hour / 12 hour / cancel / off / stop"	"set Count Down/Timer set on <device name> to 1 hour / 2 hour / 3 hour / 4 hour / 5 hour / 6 hour / 7 hour / 8 hour / 9 hour / 10 hour / 11 hour / 12 hour / cancel"

Beep Sound	"turn on Beep Sound"	"activate Beep Sound for the <device name>"
	"turn on Beep Sound"	"activate Beep Sound for the <device name>"
	"turn on Beep Sound on <device name>"	
	"turn off Beep Sound on <device name>"	

TIPS for Amazon Alexa and Google Home/Assistants

- Configure your Amazon Alexa or Google Home/Assistant compatible devices with the "Amazon Alexa" or "Google Home/Assistant" app if using, or simply download onto your phone.
- You will find your device listed as the Mistral product name in your mayer home app account. Tap on the device in the app to rename your device for more convenient voice commands, e.g. "Circulator Living Room" or give it a name, e.g. "Kenny".
- Training your voice assistant - Voice Match - Teach your assistant to recognise your voice. This isn't training it to understand English, but rather to recognise your voice as belonging to you. You can do this by going to the Settings menu in the voice assistant app on your phone.
- Routines - Amazon Alexa and Google Home/Assistant allow you to combine multiple actions in one voice command, to create a Routine, tap on the 'Routines' option via settings and follow the steps.
- Ensure the primary language is set to English (United States) for all apps.

WIFI RESTORE FACTORY SETTINGS (APP delete the device)

1. When the fan device is normally connected to the WIFI and can be controlled by the APP, the WIFI light is steady on.
2. Open the APP control interface and click the  icon in the upper right corner. Then click "Remove device", select "Unbind and clear data", and then click "OK" to finish restoring factory Settings.

Remote Control

- Be sure to direct the remote control toward the receiver rightly.
- Use the remote control within 5 meters from the receiver. If the remote control is not directed towards the receiver, the effectiveness will be reduced.
- Do not place any obstacle between the receiver and remote control.
- If the fan place in a room having high power machine working, the remote control may not function properly.
- Please treat your remote control with care. Knocking or dropping it will reduce its reliability.

Remove battery from remote control before storage.

Warning

- The battery is hazardous and is to be kept away from children (whether the battery is new or used).
- The battery can cause severe or fatal injuries in 2 hours or less if it is swallowed or placed inside any part of the body.
- Medical attention should be sought immediately if it is suspected the battery has been swallowed or placed inside any part of the body.

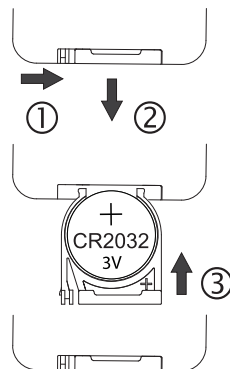


Battery Installation

- The remote control uses a (CR2032 3V) lithium battery.
- Turn the rear of the remote control towards you.
- Press towards the direction of arrow 1, then pull out the battery holder in the direction of arrow 2.
- Place the battery correctly in the battery holder.
- Insert the battery holder with the battery in the remote control nit with the direction of arrow 3.

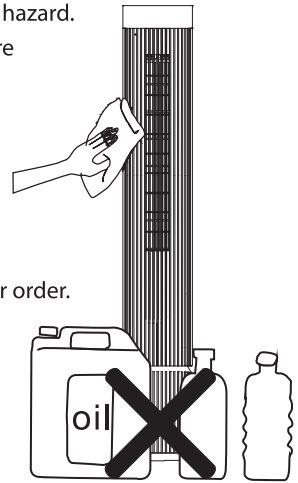
Note:

- If the remote control unit is not functioning, please check if the battery is inserted correctly.



CLEANING AND MAINTENANCE

- Follow the instructions as stated in this cleaning and maintenance guideline.
- Clean and maintain the fan regularly to avoid deterioration and damage.
- Only external cleaning on the fan should be applied.
- Use ordinary cleaning compound and medium such as mild soap and clean water.
- Never use alcohol, Benzene, or any chemical in cleaning to avoid discoloration.
- Do not immerse the unit in water or any liquid, it may cause hazard to the user such as electric shock.
- Before assembly or disassembly of the fan, make sure that all switches are turned-off and unplugged from the power supply to avoid hazard.
- Ensure that the fan is switched off from the supply mains before removing the fan guard.
- To remove the front fan guard, loosen the screw located at the bottom part of the fan guard.
- Use a soft damp cloth with soapy water in cleaning, then wipe it with a dry and clean cloth.
- After cleaning, make sure to dry before re-assembling all parts and be cautious in putting back together the parts in its proper order.
- Do not use the fan if not properly assembled.
- In storing the fan, please follow its original packing order to keep the fan properly stored.
- Store the fan in a cool and dry place.



TROUBLESHOOTING

Problem	Points to Inspect
The fan blade does not rotate when switched on.	Check if the supply cord is properly connected to the supply.
	Check if there is an object that obstructs the centrifugal blade from rotating.
	Check if the rear cover is attached properly onto the fan body.
There is abnormal sound inside when operating the fan.	Check the fan blade if it is properly inserted to the rotor shaft of the motor.
	Check if there are burrs or damage on the fan blade causing it touch or hit the fan enclosure.
The remote control is not functioning.	Check if the battery is placed correctly or needs to be replaced.

Warning: Repair should be done by authorized service personnel only. If the supply cord is damaged, it must be replaced by the manufacturer or its service agent in order to avoid hazard.



Disposal

The product must not be disposed of via normal household waste after its service life, but must be taken to a collection station for recycling of electrical and electronic devices. The symbol on the product, the operating instructions or the packaging indicates such disposal procedures. The materials recyclable in accordance with their respective symbol. By means of re-use, material recycling or any other form of recycling old appliances, you are making an important contribution to the protection of our environment.



Keep the original packaging in a safe place so that you may use it in the event that transportation or shipping of the product becomes necessary.

Warranty & Customer Service

SCAN FOR



e-Warranty

e-Warranty Registration at www.mayer.sg

MAYER MARKETING PTE LTD

Customer Service Hotline: 6542-8383 (Mon - Fri 9:00am to 5:00 pm)

Service Centre Operating Hours:

Mon - Fri: 9:00am to 5:00pm

Sat: 9:00am to 12:00pm

Closed on Sunday & Public Holidays

71 Ubi Crescent, #06-02, Excalibur Centre, Singapore 408571.

For more information on warranty policy, please visit:
<https://mayer.sg/pages/warranty-return-and-exchange-policy>