

MISTBOX | PRODUCT END-OF-LIFE NOTICE

Mistbox is discontinuing all Mistbox products effective immediately.

Support:

All support services have been discontinued and are no longer available.

Purchasing New Devices:

The official Mistbox online store will remain active and new Mistbox Gen II products will be available for purchase at a discounted price until stocks are liquidated. **These products are being sold on an as-is basis with no warranties expressed or implied.**

Mistbox online store (Gen II purchases) - mistbox.com

Purchasing Accessories:

Accessories and parts have been transferred to a third party surplus reseller, and will be available while stocks last. The vendor details can be found below.

Note: The third party reseller is not affiliated with Mistbox; all enquiries regarding accessories and parts should be directed to the resale vendor.

Link to third party reseller's online store - [ebay.com/usr/mistbox-surplus](https://www.ebay.com/usr/mistbox-surplus)

Third party reseller contact email - mistbox.surplus@gmail.com

FAQ and support articles - help.mistbox.com

Frequently Asked Questions

How do I know if my mistbox is working correctly?

Your mistbox is running correctly if you get a blinking blue light and mist on the mist test for 30 seconds.

Mist Test:

MAKE SURE YOUR AC UNIT IS OFF and water on. Press and hold the middle button for about 6-7 seconds then release. There should be a blinking blue light and mist when you release the button and it should last for about 30 seconds and then stop.

If the test is not working then most likely you will need a replacement battery.

<https://www.ebay.com/usr/mistbox-surplus>

How will my mistbox know when to mist if it is not connected to the mistbox server anymore?

Each control unit has onboard sensors that measure the outdoor temperature to know when to start cycling the mist on and off.

Why is my mistbox misting nonstop?

Your device should never be misting when the ac unit is not running. If it is misting nonstop the valve inside the device is stuck open which is most likely caused by a dead battery.

My spray nozzles are not spraying correctly

For the nozzles, you can take a fine needle (like for sewing) and poke it in and out to try free the Piston. (You can also try this while it's misting). If that doesn't work you can try soak it in vinegar and baking soda. If you are not able to get them working properly doing this, you can buy new ones at

<https://www.ebay.com/usr/mistbox-surplus>.

My filter is leaking

The recommended pressure is 50-60psi, but will operate as low as 30ish. Anything 70+ may have issues.

To remove the filter, install the supply tubing and pull from the tubing while pressing on the release button.

Winter storage

The mistbox main control unit really only needs to be removed if there are freezing conditions. The other equipment such as spray bars and wind turbine can be left installed. However, you will want to remove the battery anytime that you will not be using your ac unit for an extended period of time. If you do decide to take the device off, store it in room temperature with the battery out.

Installation

Helpful water supply line and splitter links:

1. Many of our customers pick up a [hose splitter](#) so they can continue to use their faucet for other things.
2. Mistbox comes with an 8 ft water supply lead. If you don't have a faucet nearby, here's a [supply line extension](#) option on Amazon.
3. If you're installing multiple Mistbox units near one another, [this splitter](#) helps make for a cleaner setup. It's a quality option, but isn't UV tolerant, so we recommend wrapping it in duct tape if it will be in direct sunlight.

Here is a direct link to the installation flow:

<https://www.mistbox.com/installation>

Select your style AC to watch video-guided instructions tailored to your setup.

How do I know my Mistbox is working properly after installation?

Mistbox is operating correctly if it mists during hot parts of the day when the AC kicks on.

When should I expect it to mist?

Mistbox makes a decision to mist based on whether the AC is running or not and climate conditions like temperature and humidity. When your AC turns on, Mistbox wakes up and checks weather data. If the temperature is high enough and humidity low enough, it will mist.

Does it mist the whole time the AC is running?

Mistbox does not always run the entire time your AC is on. The mist may turn on and off during an AC cycle to create the most savings using the least amount of water.

How to best position the Mistbox wind turbine on your AC grille

Placing your Mistbox wind turbine correctly is an essential step in the installation process.

The wind turbine will likely spin wherever you place it on the AC grille, but slight shifts in placement can cause dramatic differences in power generation.

Identify your AC type below to see the instructions for correctly positioning your Mistbox wind turbine.

If your AC has a flat grille

Place the Mistbox close to the edge of the AC grille, so that it aligns with the inner edge of the AC unit.

Second, ensure the wind turbine is centered along a flat edge of the AC unit.

If your AC has a rounded grille

Place the Mistbox wind turbine on the flat part of the grille, slightly hanging over the edge if needed so that it aligns with the inner edge of the AC unit.

Second, ensure the wind turbine is centered along a flat edge of the AC unit.

If your AC has a diagonal grille

In this case, simply position the wind turbine on the side of your AC where you'll mount the Mistbox control unit, in the center of the grille.

How do I adjust the tubing length?

To shorten excess tubing, simply push it into the mistbars.

Release tubing as needed by holding down the grey ring at the connection and pulling.

How to install mistbars when you can't clip them into the AC panels

Our mistbars are designed to clip-in to AC panel openings. For some AC styles, the clips are unable to be easily installed.

We include several zip ties in your Mistbox shipment, which can be used to create loops that the mistbars can clip-in to.

First loop a pre-bent zip tie through the panel openings.

Do this twice, ensuring they will line up correctly with the mistbar clips before closing the zip tie.

Once they're placed correctly, close the zip tie loosely and clip the mistbar into the loops.

After the mistbar is mounted, tighten the zip ties.

Repeat this for each mistbar around the AC.

How do I remove the mounting clips from the mistbars?

In some installation scenarios, you may need to adjust the position of the mounting clips on the mistbars, or remove the clips altogether.

Firmly pull the clips from the mistbars in order to remove them, and simply snap them back on as needed.

How do I connect the water supply lead to a garden hose?

If the provided 8-foot water lead is not long enough to reach your faucet, we recommend ordering a longer water line at checkout. You can also use a garden hose to extend the reach of the provided 8-foot water lead.

To do this, simply connect the 8-foot water lead to a garden hose as shown, and connect the garden hose to your faucet.

How do I secure the water supply line to the AC unit?

If you would like to create a neat path for your water supply line, simply secure it to your AC unit using zip ties, as shown in the video.

Does Mistbox run the entire time my AC is on?

Mistbox does not run the entire time your AC is on. We optimize its misting patterns to create the most savings using the least amount of water.

It seems like water is leaking from the valve at the end of the last mistbar. Is this normal?

The valve installed at the end of the last mistbar is designed to purge water from the manifold. You may see a small stream of water ejected from this valve at the start and end of each misting cycle. If the valve appears to be leaking, or spraying a continuous stream of water, please use the troubleshooting bot to help solve the issue.

How to perform a misting test

To ensure your water supply is setup correctly and to see your Mistbox spraying mist, press the middle button once, release, then press it again and hold for 5 to 10 slow seconds.

Your Mistbox light will flash blue and the mistbars will spray mist for 30 seconds once initiated.

Note: We do not recommend performing a misting test if your battery is low.

How to unclog a Mistbox spray nozzle

If you notice water spraying in a straight line rather than a fan of mist, the nozzle may be partially clogged.

To fix this, take a fine sewing needle and poke it in and out of the nozzle. (You can try this while it's misting). You can also remove the nozzle and soak it in vinegar and baking soda.

Removing water filter cartridge

The Filter cartridge has an extremely tight seal that makes it difficult to remove without the water supply line inserted. With the water supply line fully inserted into the bottom, push the right WATER button under the magnetic cover while pulling down on the tubing.