

# AXIOM H2 HW300 & HW600 CELLULAR OPTIMIZER MANUAL



**The Axiom H2 HW300 and HW600 Cellular Optimizers** are state-of-the-art **hydrogen therapy devices** designed to enhance wellness at the cellular level. These machines generate **99.99% pure molecular hydrogen gas** from distilled water via advanced **PEM electrolysis technology**. Hydrogen gas is **the safest therapeutic gas** known to science – it naturally diffuses into the body to help reduce **oxidative stress and inflammation** in a gentle, non-invasive way.

Each model delivers premium performance with **medical-grade components** and **intelligent safety features**.

The HW300 Cellular Optimizer produces approximately **300 mL/min** of pure hydrogen gas, ideal for personal daily use.

The HW600 Cellular Optimizer produces approximately **600 mL/min**, doubling the output for faster, **more intensive therapy sessions** or **multiple users** (such as in **small clinics** or high-demand home settings).

Both models include **accessories** for various therapy modalities – including **inhalation** (nasal cannula), **hydrogen water infusion**, **eye goggle therapy**, and **ear cup therapy** – allowing you to experience hydrogen's benefits in multiple ways.

This manual provides **usage protocols**, **maintenance guidelines**, **safety information**, and **troubleshooting** tips to ensure you get the most from your Axiom H2 device in a safe and effective manner.



# HYDROGEN THERAPY USAGE PROTOCOLS

Using your Axiom H2 device **properly** and **consistently** will maximize its benefits. Below are recommended **hydrogen inhalation protocols** and **tips** for effective therapy:

**Start Slow for New Users:** Inhale the hydrogen gas for **15–30 minutes per session** initially to assess your comfort and tolerance. In the beginning, **shorter sessions** allow your **body to adjust** to hydrogen therapy. Pay attention to **how you feel** during and after the first few uses.

**Breathing Technique:** Breathe **normally** through your nose while using the **nasal cannula**. Every **few minutes**, take a slow, deep breath and hold it briefly before exhaling – this helps **maximize hydrogen uptake** in your lungs. Maintain a relaxed **breathing rhythm**; there is no need to force your breaths. The gas is odorless and subtle, so you may not “**feel**” anything dramatic, but it is still working at the cellular level.

**Gradually Increase Duration:** Over the first 1–2 weeks, you can slowly extend your inhalation sessions to 1–2 hours daily as tolerated. For example, add 15 minutes every few days, observing your body’s response. Many users ultimately use the device for about an hour per day (or in two 30-minute sessions) as part of their routine.

Always **listen to your body** and proceed at a comfortable pace.



**Monitor for Detox Responses:** Hydrogen's antioxidant effects can sometimes induce **mild detoxification symptoms** in new users (such as a slight headache or nausea). *If you experience any discomfort, simply reduce your session length or take a day off*, then build up more slowly. These symptoms, if they occur at all, are usually transient. Ensure you stay **well-hydrated** and **rest** as needed. If symptoms persist or you have concerns, consult a healthcare professional.

**Recommended Routine:** For general wellness, users without chronic conditions often inhale hydrogen **3–5 times per week. Consistency is key** – regular use yields the best results. A typical maintenance schedule might be an **hour-long** session daily (with the HW600) or **1–2 hours** daily (with the HW300), at least several days per week. Adjust the frequency according to your wellness goals or as advised by your physician.

**Adjusted Protocols for HW300 vs. HW600:** Because the HW300 has **half** the flow rate of the HW600, you may compensate by **extending** the session length.

If you own an HW300, consider aiming for roughly **2 hours** of inhalation per day to achieve a similar total hydrogen intake as 1 hour on the HW600.

In practice, both models can deliver significant benefits; the main difference is simply that the HW600 achieves the **same** hydrogen volume in a **shorter time**. You can tailor your daily usage time to match your device's output and your schedule.



## **Hydrogen Water and Other Therapies:**

- In addition to inhalation, you may use your Axiom H2 to produce **hydrogen-rich** water for drinking, or to perform topical therapies using the provided **goggles** and **ear attachments**.
- For **hydrogen water**, attach the diffusion stone/rod to the gas outlet and submerge it in a glass or bottle of drinking water, running the machine for a few minutes to infuse H<sub>2</sub> into the water before consumption.
- **Eye** and **ear therapies** involve directing the hydrogen flow to those areas using the **special attachments**, typically for **10–15 minutes**. While these modalities can be beneficial, inhalation remains the primary method for systemic hydrogen therapy.
- **Always** follow the specific instructions for each accessory, and **never** leave the device unattended during use.

By following these protocols, you can gently introduce hydrogen therapy and then maintain an optimal routine. ***Remember that individual needs may vary.*** Those with specific health conditions should consult with their healthcare provider (and feel free to contact Axiom H2 for guidance) to personalize their hydrogen therapy regimen.



# MACHINE MAINTENANCE GUIDELINES

Your HW300/HW600 Cellular Optimizer is engineered for minimal maintenance, but regular care will ensure optimal performance and longevity. Always **turn off** and **unplug** the machine **before** any maintenance or cleaning. Follow these guidelines to keep your device in top condition:

## Water Reservoir Care:

- Keep the water level in the reservoir **between the minimum and maximum** fill marks at all times.
- **Check the water level before** each session.
- If it's near or **below** the minimum line, **add more approved water** (see Water Quality Standards below) until it falls between the markers.
- **Do not overfill** past the maximum line, as overfilling can interfere with proper gas production or cause water leakage.
- **Never** operate the machine with **an empty reservoir**, as this can damage the PEM cell. If the machine will not be used for an extended period, it's a good idea to **turn it off, unplug it, and empty the water reservoir**; allow it to dry to prevent any microbial growth or residue.

## Use Only Proper Water:

- Always use **high-purity distilled water** (or equivalent) in the device.
- This is not only essential for performance (hydrogen output) but also prevents mineral scale buildup inside the machine.
- Machine has sensor inside and will not allow you to run it if water is not clean enough!



- **Do not** add any other **liquids, additives,** or **oils** into the water tank.
- Using unapproved water (like tap water or mineral water) even once can introduce minerals that accumulate on the electrodes/membranes, reducing efficiency and potentially **damaging** the system.
- Refer to the Water Quality Standards section of this manual for details – using the correct water is the **most important** maintenance step you will take each time you operate the device.

### **Cannulas and Accessories:**

- The nasal cannulas, moisture capture cups, and other accessories that come into contact with your breath or fluids should be kept clean for hygiene and performance.
- After each inhalation session, it's recommended to **rinse** the nasal cannula (and the moisture capture chamber attached to it) with clean water and let them air dry.
- **Disinfect or replace cannulas periodically** – for example, a gentle antiseptic rinse or hydrogen peroxide soak every few weeks can keep them sanitary.
- For personal use, replace the cannula every few months or as needed; for multiple users, consider more frequent replacement or dedicated cannulas per person.
- The eye goggles and ear therapy attachments should be **wiped down** with a clean, damp cloth after use, and occasionally sanitized according to the instructions provided with those accessories.
- Ensure all parts are completely dry before storing them.



**Hydrogen Diffusion Rod (for Water Infusion):** If you use the diffusion stone/rod to hydrogenate drinking water, **rinse** it after **each use**, especially if you bubbled hydrogen into mineral-containing water or beverages. Although the rod is in contact only with the gas and the external water, minerals from certain water could deposit on the rod's surface over time. A quick rinse and dry will prevent any buildup in its fine pores. If you notice reduced bubbling efficiency, you can soak the diffusion stone in a **1:1 vinegar-water** solution for **15 minutes**, then rinse thoroughly, to dissolve any mineral deposits.

### **Exterior Cleaning:**

- Keep the machine's **exterior clean** and **dust-free**.
- Wipe the outer surfaces with a soft, damp cloth as needed.
- **Avoid abrasive cleaners** or solvents, and **do not allow water to enter the vents or interior of the device**.
- The touch display can be gently wiped with a microfiber cloth. Keeping the machine clean on the outside helps ensure vents are clear and the device can cool properly during operation.

### **Operating Environment:**

- Place the device on a stable, level surface in a well-ventilated area when in use.
- **Avoid** placing it in **direct sunlight** or near **heat sources**.
- Do not drape anything over the machine, as this could block airflow or cause overheating. The device has built-in sensors and cooling fans to regulate temperature and pressure; providing adequate airflow around it will assist these safety features.





**Routine Checks:** The HW300 and HW600 are largely maintenance-free beyond water and cleaning, but it's wise to **periodically check** for any **unusual noises, vibrations, or indicator lights**. The machine's internal sensors will alert you or shut off the unit if parameters go out of range (for example, if it overheats or if pressure builds abnormally).

If an alarm sounds or an error message appears, refer to the **troubleshooting section** of this manual or **contact customer support (support@axiomh2.com)**. Generally, if you keep the unit filled with pure water and clean the accessories, the internal system should require no special intervention.

By adhering to these maintenance practices, you will help ensure that your hydrogen generator operates safely and efficiently for years to come. Proper maintenance not only preserves the life of the device but also upholds the purity of hydrogen output for your health benefits.

## **Water Quality Standards**

Use **only high-purity water** in your Axiom H2 device. Water quality is critical to the machine's performance and longevity, and using the wrong type of water can cause damage or void your warranty. Please follow these water standards strictly:

**Approved Water Types:** Fill the HW300/HW600 reservoir with Distilled water (preferably medical or laboratory grade distilled), Double-distilled water, or Deuterium-Depleted Water (DDW).



These water types should have near **0 ppm TDS** (Total Dissolved Solids) – in other words, virtually no mineral content. If available, you may also use **deionized or reverse-osmosis purified water**, but only if it's confirmed to be **mineral-free**. **The goal is to use water that leaves no mineral residue when evaporated.** If you are unsure about your water's purity, use a TDS meter to verify it reads **0–1 ppm** or simply stick with store-bought distilled water for peace of mind.

### **Do NOT Use:**

- Tap water, mineral water, spring water, well water, or any water that contains minerals, salts, or additives.
- Never add electrolytes, essential oils, or any substances to the water reservoir.

Impure water will cause mineral scale buildup on the electrolyzer membranes and electrodes inside the machine. **This scaling can drastically reduce hydrogen output and can permanently damage the system.** Even a small amount of tap or mineral water can leave deposits when the water is electrolyzed. For example, calcium, magnesium, and other minerals from tap water will plate onto the PEM membrane, clogging its microscopic pores.

Over time this not only undermines performance but could necessitate costly servicing. Damage caused by mineral buildup is not covered under the warranty, so it is imperative to **use only the recommended pure water.**



### **Water Replacement:**

- In normal use with distilled water, the reservoir water can be reused for multiple sessions, but it should be periodically refreshed.
- We recommend replacing the water at least **once a month** if the device is used **regularly**, or **anytime you notice the water has particles or discoloration**.
- If the device sits unused for a long time (weeks), discard the old water and **refill with fresh distilled water** before next use.
- Always store your distilled water in a **clean, closed container to avoid contamination**.

### **Handling and Filling:**

- Use a **clean funnel** or **pour carefully** when filling the reservoir to avoid spilling water on the unit. Fill the bottle slowly until the water level is between the minimum and maximum lines.
- If you accidentally go over, **pour out the excess until it falls within the recommended range**.
- After filling, securely close any caps or plugs on the reservoir as instructed. This helps maintain the internal pressure balance and purity.
- When emptying the reservoir (for storage or water change), **power off and unplug the machine first**, then open the drain plug or carefully tip out the water as per the device's instructions, taking care not to splash electronics.

Using the correct water is a simple but **crucial** step each time you operate your hydrogen generator. Adhering to these water quality standards will ensure that your device produces ultra-pure hydrogen gas and remains “maintenance-free” internally.



***It also guarantees that you inhale only clean hydrogen without contaminants.***

**Remember:** When in doubt, use **fresh distilled water**. It's a small investment to protect a high-end machine and your health.

## **FLOW RATE AND BREATHING TIPS**

The HW300 and HW600 deliver hydrogen gas at different flow rates, but both are designed to **provide a comfortable, gentle flow for inhalation**. Here are some notes on what to expect from the flow and tips to get the best results from your **breathing sessions**:

**Hydrogen Flow Characteristics:** Unlike oxygen concentrators or other respiratory devices, you may not feel a strong “**blast**” of air when using the Axiom H2. This is normal. Hydrogen gas is very light and is delivered at a controlled, steady rate through the nasal cannula. The flow is subtle by design – even at 600 mL/min, the gas will not tickle the nose much. Do not be concerned if it “doesn't feel like” you are breathing anything; the hydrogen **is indeed flowing**.

- A simple way to confirm operation is to see the tiny bubbles in the humidifier bottle. Or to put tip of your cannula to the glass of water and look if there is bubbling. Rest assured that even without a noticeable sensation, you are inhaling therapeutic hydrogen.



**Breathing Technique for Inhalation:** You do not need to modify your natural breathing drastically to benefit from hydrogen. It's best to breathe normally and calmly through your nose with the cannula in place.

***Avoid fast, shallow panting breaths*** – instead, aim for regular breaths using your diaphragm (your belly should rise gently as you inhale).

Every so often (for example, every 2–3 minutes), take a deep, slow breath: inhale deeply through your nose over ~5 seconds, hold the breath for 1–2 seconds, then exhale slowly. This periodic deep breathing ensures hydrogen reaches deep into the lungs and maximizes gas exchange in the alveoli. It also helps you relax and enhances the therapeutic experience. Between deep breaths, you can continue with a comfortable breathing rhythm. **Tip: Some users find it helpful to close their eyes and focus on breathing, as in meditation, during sessions – this can promote slower breathing and better uptake.**

**Nasal Cannula Use:** Make sure the nasal cannula is properly positioned for optimal flow. **Insert the two prongs gently into your nostrils, with the curved side pointing downward** (toward your lungs), then loop the tubing over your ears and under your chin. Use the sliding adjuster to secure the cannula comfortably under your chin – not too tight, but snug enough that the prongs stay in place even if you move your head. **Breathe primarily through your nose during the session.** If you need to breathe through your mouth occasionally, hydrogen will still reach your lungs (some will travel from nasal passages to the airway), but nose breathing is more efficient for delivery.



If the cannula causes any discomfort over time, you can use a little saline nasal spray beforehand to keep your nasal passages moist, or take short breaks as needed. Always use a clean cannula and replace it as recommended in the maintenance section for both comfort and hygiene.

**Flow Rate Differences:** As mentioned, HW300 vs. HW600 have different flow outputs (300 vs 600 mL/min). In practical terms, the HW600 will saturate your breathing air with hydrogen more quickly or allow a higher concentration of hydrogen in each breath. However, both flows are below the threshold where hydrogen would be noticeable or uncomfortable – they remain gentle.

***The higher flow of the HW600 can be beneficial if you want shorter sessions or if two people wish to inhale simultaneously*** (using a splitter or two cannulas, if permitted).

***The HW300's flow is*** perfectly adequate ***for one person*** but will simply require a longer inhalation period to deliver the same total volume of H<sub>2</sub>. Keep this in mind as you plan your sessions (refer back to the Usage Protocols for guidance on session length per device).



**Hydrogen Perception and Effects:** You won't typically taste or smell hydrogen gas – it's colorless, odorless, and tasteless. Some users report a slight feeling of alertness or increased calm during inhalation, while others feel no immediate sensation at all. Both reactions are normal.

***The effects of hydrogen are often subtle and internal (improved recovery, clearer mind, better sleep after consistent use, etc.) rather than instantly dramatic.***

Don't be discouraged by a lack of immediate "feeling" – the benefits of H<sub>2</sub> therapy accrue over time with regular use. If you crave a stronger airflow sensation during sessions, be aware that the gentle delivery is intentional; a more forceful flow would not increase therapeutic benefit and could be uncomfortable. For those who desire a more pronounced airflow or higher volumes (for example in a clinical setting or for advanced users), Axiom H2 offers commercial units with higher output rates – however, for the vast majority of users, the HW300 and HW600 provide the ideal balance of efficacy and comfort.

By following these breathing tips and understanding the nature of the hydrogen flow, you can optimize your inhalation sessions. **The key is to relax, breathe deeply at intervals, and use the machine regularly.** Over time, these small details in how you breathe and for how long will help ensure you get the maximum benefit from your Axiom H2 hydrogen therapy device.



# WARRANTY AND SAFETY NOTES

## Warranty Information:

Axiom H2 stands behind the quality of the HW300 and HW600 devices with a warranty that protects your purchase.

The standard **warranty period is one (1) year** from the date of purchase for the original purchaser, covering any defects in materials or workmanship under normal use.

In the unlikely event of a manufacturing defect or malfunction within this period, Axiom H2 will, at its discretion, repair or replace the product free of charge.

To initiate a warranty claim, ***you will need to provide proof of purchase (receipt or order number) and a description of the issue.*** Please contact Axiom H2 customer support (email: [info@axiomh2.com](mailto:info@axiomh2.com)) for instructions on troubleshooting and obtaining warranty service. The device may need to be shipped to an authorized service center for evaluation or repair; if so, the customer support team will guide you through that process.

**Warranty Limitations:** The warranty covers defects or failures that occur during normal intended use and maintenance of the product. **It does not cover damage or problems caused by improper use, abuse, or external events.**



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**This includes, but is not limited to:** *using water that does not meet the specified quality (e.g., **tap or mineral water** causing mineral deposit damage), physical damage from drops or impacts, liquid damage from spills into the device's electronics, attempted **unauthorized repairs or modifications**, use of **incompatible power sources or accessories**, and so on.* Using the machine outside of the operating environmental conditions (for example, **in very high heat, or an extremely dusty or humid environment not recommended for an electronic device**) may also void the warranty. Additionally, **normal wear-and-tear of user-replaceable parts (such as cannulas, diffusion stones, or filters, if any) is not covered;** those items may need periodic replacement at the owner's expense as part of regular maintenance.

**Disclaimer of Implied Warranties:** Except for the one-year express limited warranty stated above, Axiom H2 makes no other warranties, express or implied, regarding the device, including any implied warranties of merchantability or fitness for a particular purpose. Some jurisdictions do not allow limitations on implied warranties, so certain limitations here may not apply to you. In any case, Axiom H2's liability is limited to the purchase price of the product or the repair/replacement of the product under the warranty, and **Axiom H2 shall not be liable for any indirect or consequential damages arising from the use of the device.**



**Warranty Service Procedure:** To obtain service under warranty, promptly notify Axiom H2 at [info@axiomh2.com](mailto:info@axiomh2.com) or through an authorized distributor, providing details of the issue.

***Our support team may offer troubleshooting steps to resolve common issues.***

If the problem appears to be a warranty issue, we will provide instructions for returning the unit for repair or replacement.

**Please do not attempt to open or repair the unit yourself, as this will void the warranty and could be hazardous.**

We are committed to ensuring your hydrogen generator operates as intended and will work with you to resolve any problems covered by the warranty in a timely manner.



AXIOM H2

# SAFETY PRECAUTIONS

Your safety is of utmost importance. The Axiom H2 hydrogen generators are built with multiple safety sensors and features, but users must also follow basic precautions when operating the device. Please adhere to the following safety notes to ensure a safe experience:

## **Flammability Caution:**

- Hydrogen gas is flammable at high concentrations. ***Do not use the device near open flames, lit cigarettes, stovetops, or any source of ignition.*** Although the volume of hydrogen produced during therapy is relatively low and it dissipates quickly in open air (well below the flammable threshold in a ventilated room), it is still good practice to keep the environment free of fire or sparks during operation.
- Never smoke while using the hydrogen inhaler.
- Ensure any candles or burners are extinguished in the room.
- In case you are using the device in a small, enclosed space, provide some ventilation (for example, crack open a door or window) to prevent hydrogen from accumulating over very long sessions.
- The device should shut off if it detects any unsafe conditions internally, but user caution is the first line of defense.



### **Electrical Safety:**

- Only use the provided power adapter and cord with the device.
- The HW300/HW600 systems come with an AC power supply that is compatible with 100–240V, 50-60Hz electrical outlets (and region-specific plug attachments or cords as needed).
- Do not attempt to use an unauthorized power supply or substitute, as this can risk electric shock or damage to the electronics.
- Before plugging in, ensure the outlet is in good condition and not overloaded with other high-power appliances.
- Keep the power cord dry; do not touch the plug or cord with wet hands.
- If you need to clean the device or refill water, always turn the power off and unplug the unit first.
- When unplugging, hold the plug (not the cord) to avoid stressing the cable.
- Regularly inspect the power cord for any damage (exposed wires or cracks); if found, stop using the device and contact Axiom H2 for a replacement cord.

### **Operating Position:**

- Place the machine on a stable, flat surface during use, such as a table or countertop.
- Do not balance it on an unstable cart or an inclined surface where it could tip over.
- Tipping could not only spill water but also damage the device or injure the user.



- If you are using the device in bed or on a couch (for example, during a relaxation session), ensure it's on a stable side table rather than directly on soft bedding or cushions which can block ventilation openings.
- Keep the device upright; do not lay it on its side or upside down while it is operating, as this could cause water to flow improperly inside or block the gas output.

### **Ventilation:**

- The device has an internal cooling system and vents for heat dissipation.
- Do not cover or block the ventilation vents on the unit. Blocking vents could cause overheating.
- Likewise, avoid using the device inside a cabinet or enclosed space. Leave at least a few inches of clear space around all sides of the unit for air circulation. The machine may feel warm to the touch after prolonged use – this is normal. It has overheat protection that will automatically shut it off if needed, but keeping it well-ventilated will prevent reaching that point.

### **Carbon Monoxide Sensors:**

- Before you begin a hydrogen session, **ensure that the room you're in doesn't contain a carbon monoxide sensor, as it can sometimes be triggered by hydrogen gas.**
- Alternatively, consider disabling the sensor during your sessions or relocating the machine to a room without one. This precaution ensures a smooth experience without any unexpected interruptions and fire department visits.



### **No Disassembly:**

- Do not disassemble, open, or modify the device in any way. There are no user-serviceable parts inside. The internal hydrogen generation cell and electronics are factory-sealed for safety and performance. **Opening the device not only voids the warranty but could expose you to electrical or chemical hazards.**
- If you suspect a malfunction that cannot be solved through simple troubleshooting, always contact Axiom H2 support for guidance rather than attempting repairs yourself.

### **Use by Children or Individuals Requiring Supervision:**

- This device is intended for adult use. Keep the unit out of reach of young children.
- Hydrogen therapy for minors should only be done under adult supervision (and with medical consultation).
- The small parts (tubing, cannula, etc.) could pose choking hazards, so do not leave those accessories where infants or pets can get them.
- If an individual is unable to remove the cannula on their own (due to physical limitations or unconsciousness), they should not use the device alone – a caretaker should assist and monitor them.
- Never secure a cannula or mask to someone who cannot voluntarily remove it.

### **During Use – Stay Attentive:**

- While hydrogen sessions are typically very safe and often you may relax or even nap, it's good practice to remain at least lightly attentive.



- Do not operate the machine when you are in a situation where you cannot check on it occasionally.
- If you choose to use the device in “sleep mode” or while resting, ensure that the cannula is positioned safely (not kinked or blocking your airway) and that the machine is on a stable surface.
- **Many users doze off during inhalation sessions** – this is fine as hydrogen has no narcotic effect – but set yourself up safely (e.g., in a recliner or bed with the machine nearby on a table) and do not use the device overnight unless you have verified its sleep mode timer.

### **Medical Conditions & Medication:**

- If you have any serious medical conditions (especially lung conditions, severe asthma, COPD, etc.), or if you are on medications that affect breathing or metabolism, **consult your healthcare provider before using the hydrogen inhalation device.** While hydrogen therapy is generally considered safe and has no known contraindications, it's prudent to get medical advice in context of your overall health situation.
- Similarly, if you are pregnant or nursing, seek medical guidance before beginning hydrogen therapy. Hydrogen has been studied for various health benefits, but individual circumstances can vary.



### **Stop Use If Unwell:**

- If at any point during an inhalation session you feel dizzy, lightheaded, or experience discomfort beyond mild detox symptoms, stop the session immediately. Turn off the machine and remove the cannula. Breathe fresh air. In most cases, this is just a sign to reduce your session length next time.
- If a problem persists or is severe (for example, difficulty breathing unrelated to a pre-existing condition), seek medical attention. Always err on the side of caution and put your well-being first.
- Hydrogen therapy should be relaxing and beneficial – it should never make you feel acutely unwell.

### **General Awareness:**

- Treat the device as you would other electrical medical appliances.
- Do not use it in wet environments (like near a running shower or outdoors in rain).
- Avoid spilling water on the unit; if you do, unplug it immediately and dry off external moisture.

By following the above safety notes, you will create a secure environment for your hydrogen therapy sessions. **The Axiom H2 devices are designed with many automatic safety controls, but responsible usage is essential.** If you have any questions about operating the device safely, please contact Axiom H2 customer support for clarification before proceeding.





# TROUBLESHOOTING AND COMMON QUESTIONS

In this section, we address some common issues and questions users might encounter while using the HW300/HW600, along with simple troubleshooting steps. If your concern isn't listed or the suggested solution doesn't resolve the problem, please reach out to our support team for further assistance.

## **Device does not turn on:**

- If your unit isn't powering up at all (no lights or sound), first make sure the power adapter is firmly connected to the device and plugged into a live electrical outlet.
- Check that any power switch on the back or side of the unit is in the "ON" position.
- If using a surge protector or power strip, verify that it is switched on and functioning.
- Try plugging the device directly into a wall socket if not already.
- For new units, ensure you have removed any transit plugs or packing materials from the power inlet. If the machine still does not turn on, and you've verified the outlet works with another device, there may be an electrical issue – do not attempt to open the unit.
- Contact Axiom H2 support for guidance. (It's rare for a new device to be DOA, but if so we will arrange prompt repair or replacement under warranty.)



### **No hydrogen flow or very weak output:**

- If you suspect the machine is not producing hydrogen (for instance, you see no bubbles in the humidifier or you cannot hear the unit operating), check the water level in the reservoir.
- The device will not generate hydrogen if the water level is too low (below the minimum mark). Refill the water with distilled water to the proper level and restart the device.
- Make sure all tubing connections (to the cannula or diffuser) are secure and not kinked.
- If your model has a humidifier bottle or water trap in-line (side cassettes), ensure that it is filled appropriately (if required) and that its cap is tightened so no gas is escaping from it. - **This is the most common issue our customers have.** Contact us at [info@axiomh2.com](mailto:info@axiomh2.com) if you need a video of the setup.

### **Listen for fan or pump sounds:**

- A gentle humming sound is normal when the device is on.
- If you hear the machine working but still get no flow, inspect the cannula tubing for blockages or bends.
- Try using a fresh cannula if you suspect the tubing might be clogged or damaged.
- If after these steps there is still no discernible output, turn off the machine and contact support, as there could be an internal issue (though this is uncommon, especially if the machine was previously working).



## **I don't feel anything when inhaling – is it working?:**

- This is a very common question, especially for first-time users. Feeling little to no airflow is normal with these devices. The hydrogen gas output is steady but subtle.
- Unlike breathing from an oxygen tank or a CPAP machine, hydrogen therapy doesn't force air into you; it simply enriches the air you breathe.
- One way to reassure yourself is to observe the device's indicators: if the operation light is on and you can see bubbling in the water reservoir or humidifier, then hydrogen is being produced.
- You can also gently pinch the cannula tube for a second and feel the slight pressure build-up, then release – you may feel a faint puff when you do that, indicating flow.
- **The benefits of the hydrogen are not dependent on you feeling the airflow.** As long as the machine is running properly and you are breathing through your nose, you are receiving the hydrogen.
- **If you desire a more noticeable sensation, remember that our design prioritizes comfort and safety:** a “strong breeze” is not necessary for effective therapy.
- Over time, most users get used to the subtlety of the flow. If you have concerns that the machine truly isn't producing gas, see the previous troubleshooting point for confirming hydrogen production.



### **Water is sputtering into the cannula (water in the tubing):**

- If you notice water droplets coming through the tubing or cannula, or hear a gurgling in the line, the moisture separator might be full or there may be condensation.
- First, turn off the machine to avoid any water being drawn into the output.
- Check the humidifier bottle or moisture capture cup that's connected in-line with the cannula – if it's overly full of water, empty it to the recommended level.
- Ensure the device is on a flat surface; tilting can cause water to flow where it shouldn't.
- Also check that you have not overfilled the main water reservoir past the max line. In very cool environments, warm moist hydrogen gas can condense in the cannula; if this happens, simply drain the cannula by disconnecting it and letting any water drip out, or replace it with a dry one.
- Once everything is back in place, you can resume operation.
- A small amount of condensation is not dangerous, but inhaling water is unpleasant, so it's best to address this issue.

### **Unusual smell or discoloration in water:**

- Pure hydrogen gas should be odorless, and using pure water should result in no smell.
- If you detect any unusual odor coming from the gas output or the machine, or see that the water in the reservoir has turned yellowish or has particles, it could indicate contamination.



- This often happens if non-distilled water was used, or if something fell into the water. Immediately turn off and unplug the device.
- Empty the water reservoir completely and inspect it.
- Rinse the tank with clean distilled water; you may also gently wipe it with a lint-free cloth.
- Refill with fresh distilled water.
- Run the machine for a short period and see if the smell dissipates. If an odor persists, it might be from internal components overheating or another issue – stop using the device and contact support for further advice.
- Do not continue running a machine that emits a burnt or chemical smell; while rare, it's important to rule out any electrical fault.
- If the water has mineral deposits (a white crust or scaling visible), then non-pure water was likely used previously – in such cases, you might need a deep cleaning service.
- **Prevent this by always following our Water Quality Standards.**

**Device shows an error code or alarm:**

- The HW series devices have built-in safety alarms. If the machine beeps or an error code is displayed, refer to the **product-specific error code chart if provided in your full user manual or quick-start guide.**



- Common triggers could be low water level, overheating, or service reminders.
- For instance, a continuous beep might indicate the water is below minimum – resolving that is as easy as adding distilled water and restarting.
- Overheat protection might trigger if the device has been running for an exceptionally long time or vents were blocked; in that case, turn it off and let it cool for 15-20 minutes, ensure vents are clear, then use again. ***If the error persists, there may be a need for professional servicing.***
- Note down what the display shows and contact Axiom H2 with that information. ***Do not ignore persistent alarms – they are there to ensure your safety and the device's integrity.***

### **Using the machine in different countries (voltage concerns):**

- The HW300 and HW600 are designed for worldwide use. They come with a universal power adapter that automatically handles 110-120V and 220-240V AC inputs.
- If you are traveling or have relocated, you can safely use the device on a 230V European outlet provided you use the correct plug adapter or the included international cord.
- ***There is no manual voltage switch to change – the conversion is automatic through the power supply.***
- If the machine does not turn on in a new location, double-check that the fuse (if the unit has a user-accessible fuse) did not blow during transit or that the outlet itself is working.



- For UK/EU use, the package should include a suitable power cord or plug adapter; if not, you may use a high-quality adapter.
- Always ensure the adapter is rated for the device's wattage.
- If you have any doubt, contact us to obtain the proper cord for your region. (Also remember, as noted in Safety Precautions, **to never use a cheap or uncertified voltage converter** – our adapter is built to handle the conversion safely.)

### **Hydrogen session recommendations (recap of usage):**

- Users often ask, “How long should I inhale per day to get results?” As covered in Usage Protocols, a general guideline is about 1 hour per day with the HW600, or 2 hours with the HW300 to achieve a robust daily dose of hydrogen.
- However, even 15-30 minutes has benefits, and more time can be split into multiple shorter sessions if preferred.
- It's better to use the machine consistently (daily or almost daily) rather than occasionally doing very long sessions. If you are a new user, start with shorter sessions and ramp up as you become accustomed.
- If you have been using the machine for a while and feel comfortable, you can certainly do longer sessions (some users do 2+ hours a day with the HW600 for chronic issues, for example), but it's always wise to have breaks and stay hydrated.
- The body will expel any excess hydrogen it doesn't need, so there's no toxicity concern with longer inhalation per se, but most benefits are achieved within the first couple of hours of breathing enriched air.



### **Can two people use the machine at the same time?**

- The HW600 has a higher output that might support two users simultaneously by splitting the flow, though at a reduced flow per person.
- The machine has two separate output ports, so if two people want to inhale at the same time, they can simply connect a cannula to each port.
- This setup can be useful for, say, couples who want to have a session together, but note that each person then gets half the normal flow, so it may be advisable to extend the session time accordingly.
- The HW300's output is generally best for one person at a time; splitting it would reduce the flow to ~150 mL/min each, which while still providing some hydrogen, might be less optimal.
- If two-person use is a frequent need, the HW600 or a commercial unit is recommended.
- Both users should follow the same safety guidelines (no smoking, etc.) and be seated comfortably to avoid pulling the tubing.





# MAINTENANCE AND CLEANING QUESTIONS:

## **How much maintenance do these machines require?**

- As described in the Maintenance Guidelines, the devices are low-maintenance.
- The key things are: keep the water pure and topped up, and clean/replace user-contact parts like cannulas periodically.
- There is no need for frequent internal servicing or electrode cleaning as long as you stick to the proper water. You might hear a brief self-cleaning or purging cycle when the machine turns off – that's normal and helps keep the system clean internally.
- If you ever notice a drop in performance (less hydrogen output) and you have been using correct water, contact support – do not attempt to open the unit to clean anything inside.
- Usually, performance issues are either water-related or user-fixable by the troubleshooting steps given.

## **Do I need to change filters?**

- The machine does not have any internal filters that need regular replacement, but it does include a resin filter, which should be changed after approximately 1,000 hours of use.
- The machine will display a specific error code when it's time to replace it.



- This resin filter is designed to trap external dust and particles, helping keep the inside of the machine clean and sterile over time. It does not filter water — its role is to protect internal components from environmental contamination.
- We provide replacement resin filters free of charge with your machine.
- If you have one of our newer models, we will send you a short instructional video to guide you through the replacement process — it can be done easily at home.
- For older units, where the resin filter compartment is not accessible from the bottom, the machine will need to be sent back to us for replacement. In that case, we cover the return shipping costs.

If you have a question or issue not covered above or need additional assistance, we are here to help. You can reach our customer support through the live chat on our website or via email at [info@axiomh2.com](mailto:info@axiomh2.com). We aim to respond promptly and get you back to enjoying the benefits of your Axiom H2 device as quickly as possible. Your safety and satisfaction are our top priorities.



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# DISCLAIMER

## **Not Medical Advice:**

- The Axiom H2 HW300 and HW600 devices are wellness instruments designed to support general health and research into the benefits of molecular hydrogen.
- They are not medical devices and are not intended to diagnose, treat, cure, or prevent any disease.
- The information provided in this manual (and any accompanying literature or digital resources) is for educational and guidance purposes on the use of the product.
- It should not be considered medical advice. Always consult with a qualified healthcare professional regarding any symptoms, medical conditions, or health programs.
- If you have specific health goals or conditions, a medical professional can advise how hydrogen therapy might fit into your overall care plan.

## **Regulatory Status:**

- These devices have not been evaluated or approved by the U.S. Food and Drug Administration (FDA) or other national medical device regulators for any medical claims.
- Hydrogen inhalation therapy is an emerging field, and while research suggests potential health benefits, it is offered here as a wellness modality.
- Results can vary from person to person, and no outcome is guaranteed by Axiom H2.
- We make no explicit or implied claims that using this product will produce specific medical effects.



### **User Responsibility:**

- By using the Axiom H2 device, the user acknowledges and accepts that they are doing so at their own discretion and risk.
- It is the user's responsibility to operate the machine as instructed, maintain it properly, and adhere to safety guidelines.
- Axiom H2 LLC and its distributors or affiliates shall not be liable for any unintended consequences, injuries, or damages resulting from the misuse of the device or from ignoring the instructions and warnings provided.
- In no event shall Axiom H2 be responsible for incidental or consequential damages arising from use or inability to use the product.

### **Warranty and Legal Limitations:**

- The rights and remedies outlined in the Warranty section are the exclusive warranty provided by Axiom H2.
- Aside from that, no other warranties exist.
- Some jurisdictions do not allow the exclusion of certain warranties or limitations of liability, so some of the above limitations may not apply to you.
- Refer to your local laws for your rights.
- This disclaimer does not limit any consumer protections you may have under those laws; it simply clarifies the scope of our representation of the product.



**By reading this manual and using the HW300 or HW600, you signify that you understand and agree to the terms of this disclaimer.**

**Always use common sense and caution when engaging in any wellness routine.**

**We encourage you to stay informed and work with healthcare professionals as needed on your journey to better health.**

**Axiom H2 is committed to providing you with a high-quality tool and accurate information, and we thank you for placing your trust in our brand.**

**Enjoy the benefits of hydrogen therapy safely and responsibly.**

## **HAVE QUESTIONS?**

Reach out at [info@axiomh2.com](mailto:info@axiomh2.com)



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