



*Superior Design & Craftsmanship*

**Vigilant**  
**Reliance Series Display Cabinet**  
**Owner's Manual**



**Models: 1000, 1500, and 2000**



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# **RELIANCE SERIES CIGAR HUMIDOR DISPLAY CABINET Owner's Manual**

Congratulations! You've purchased one of the finest, most accurate cigar storage and display cabinets available today. Your Vigilant humidor will not only protect your investment in cigars; it will season them and maintain them in perfect condition for years to come. In fact, the heirloom quality of this handcrafted piece and its state-of-the-art electronic humidification system are a perfect combination for home or retail use.

Please read this entire manual before plugging in and operating your cigar cabinet. By following these instructions, you will not only ensure the proper operation of your humidor; you also will guarantee the preservation of your fine cigar collection.

If you have any questions regarding the operation or maintenance of your cigar cabinet that we may have overlooked, please contact us, as Vigilant is committed to your complete satisfaction.

## **PARTS LIST**

Set of Keys  
Humidification System and Owner's Manual  
Humidification Wicking Filter  
Optional Light  
Optional Bin(s)  
Warranty Registration Card  
Accessories Order Form

Save all packing materials and sales receipt.  
Vigilant products should be shipped in their original boxes.

## **IMPORTANT!**

**DO NOT PLUG IN YOUR CIGAR CABINET UNTIL ALL PACKING MATERIALS HAVE BEEN REMOVED AND YOU HAVE CAREFULLY READ THESE INSTRUCTIONS.**

1. Examine your cabinet carefully after unpacking for any damage that may have occurred during shipping.
2. Remove all packing material from the reservoir area. To do this, open the hinged wood cover. Check to be certain that the wick is sitting upright in the slot closest to the float switch. The larger front section is for filling the water tray only.

3. Find a suitable location for your cabinet that is away from any source of heat or other climate control devices. Placement in front of or close to items such as radiators, heating elements, air conditioning ducts or direct sunlight will prevent the system from working properly.
4. As with any fine piece of furniture, direct sunlight will alter the finish over time and could cause damage to the cigars being stored inside.
5. Before you begin to operate your humidor, please open the door for at least 3 hours. This will allow the cabinet to acclimate to the room's environment.

## **OPERATING YOUR CIGAR DISPLAY CABINET FOR THE FIRST TIME**

1. Locate the transformer, remove the packaging and unwind the cord. Locate the power jack hole on the underside of your cabinet. From the front it will be in the back left corner. Be sure that it is plugged in completely. **It is recommended to use a surge protector or a GFI outlet to plug your unit into to avoid damage that could occur during an electrical storm or power surge. Never move your cabinet when you have water in the water tray. Doing so will cause the electronics to short out when water spills in the cabinet.**
2. Lift the hinged trap door panel to reveal the water tray. Double check that your wicking filter is inserted properly in its designated location. To hold the trap door open, you can use the white thumb tab located on the side panel the trap door is located on just below the drawer.
3. Fill the water reservoir through the rectangular opening in the front of the water tray. You can fit about 3.5 quarts of water in the water tray. Be sure not to overfill the water tray as the electronics will short out if put in contact with water. We recommend using only distilled water. Never pour water on your electronics. Close the trap door once the water tray is filled.
4. Your cabinet is now ready for operation. Simply plug your humidor into a surge protector that is attached to a grounded outlet, close the door and drawer and your electronics will turn on and the cabinet can be seasoned.
5. There are two different options for the electronics in your humidor. Please go to the appropriate section on how to set the humidity. Your cabinet settings can be found under the "Analog Humidity Control Settings" section, or the optional "Digital Humidity Control Settings" section.

## **ANALOG HUMIDITY CONTROL SETTINGS**

Your Vigilant cigar cabinet comes with an analog system for humidity control which consists of an independent hygrometer and humidistat working together to provide a storage environment that is accurate up to 5%.

1. You will notice that your humidity reading is displayed on your hygrometer prior to you plugging the cabinet in. This is because the hygrometer is battery powered. The fan will function once the cabinet is plugged in. The fan is controlled by the humidistat and is adjusted by the black knob.
2. You will notice a dial by the hygrometer that can be turned clockwise toward high or counterclockwise for low. Once the cabinet is plugged in, turn the knob counterclockwise to low. Slowly turn the knob clockwise until you hear a click and the fan will turn on. The humidity level shown on the display will be the level of humidity in your cabinet just prior to the click and fan turning on.
3. Once the fan is running, continue to turn the knob clockwise a little at a time and shut the door. Once the fan shuts off, look at the reading on the hygrometer. If it is still too low, continue to adjust a little higher. If the humidity level is too high, adjust down.
4. Continue to adjust the level until you reach your desired humidity level. Please note that if the humidity level is higher than desired, it could take up to 10 days or more for the reading to drop depending on the ambient conditions around the cabinet. Typically it takes 36-48 hours to season your cabinet.

## DIGITAL HUMIDITY CONTROL SETTINGS

If your cigar cabinet is equipped with the optional Guardian digital humidity control system, the system has been pre-set to 67% relative humidity, and operates on a range (hysteresis) of approximately 2%. This means that your system will operate between 66% and 68% as set.

The cabinet's control system is fully automatic. The only control feature you will need to be familiar with is the set point adjustment. Your system should be run at the pre-set level with cigars in the cabinet for at least two weeks prior to adjusting the humidity. If an adjustment is made, it should be no more than 2% increments to prevent the fill of the cigar from expanding faster than the wrapper which would crack the wrapper of the cigar.

Humidity levels and readings higher than 70% may cause the cigars to become soft and moldy. Loading the cabinet with moist cigars may temporarily bring the relative humidity above the set point range.

The digital display will indicate the actual humidity level inside the cabinet. To adjust the set point follow these simple steps.

1. Press the scroll button on the far left and the display will flash SP which means set point.
2. Press either the UP or DOWN arrows to adjust the number displayed until you reach the desired number.
3. Press the button with 3 horizontal lines on the far right to accept the set point. The readout will then jump back to reading the humidity level.

## MAINTENANCE

1. Your Vigilant cigar cabinet is more than just a cigar humidor; it is a fine piece of handcrafted furniture. Regularly dust the exterior of the cabinet by spraying a soft cloth and a product like Endust. Please do not spray your cabinet with furniture polish, as the polish will eventually build up and dull the beautiful hand-finish on the cabinet.
2. When the red LED indicator light is on, it is time to fill the water tray with distilled water. Frequency of filling will depend on ambient conditions.
3. You will find a trap door on the inside of your cabinet. Lifting up this panel will provide access to the water tray. Pour distilled water in the large front cutout of the water tray until the red LED light goes out. **DO NOT overfill the water tray, or pour water on any of the electronics.**
4. Be sure to keep boxes free from the fan in the back as well as the front grommet holes. Failure to do so could cause issues with humidity levels.

**Never move the cabinet when water is in the water tray.  
Never pick the cabinet up by its top.**

## CLEANING THE RESERVOIR AND WICK

As both the reservoir and wick are constantly exposed to moisture, and the wick is exposed to dirt and other airborne particles, they must be cleaned periodically. It is recommended that you check the water and reservoir at least once every three months.

1. Be sure to unplug your cabinet prior to cleaning the reservoir and wick.
2. Lift the trap door and secure in position with the lever on the sidewall of the cabinet. You will need to remove all water from the water tray and remove the wicking filter.
3. Once the trap door is opened and secured with the clip, unplug the float switch. If there is any remaining water in the water tray, it can be removed with a sponge.

4. The reservoir can then be removed from the cabinet for cleaning. You can open the reservoir by the 2 clips on the side of the box. Rinse thoroughly with warm water and dish soap. **DO NOT USE BLEACH.** The wicking filter can be rinsed and used again. If the wicking filter does not wash clean, it should be replaced. It is recommended to replace the wicking filter every 3-4 months.
5. Put the reservoir back in its place and reconnect the float switch wire. Once wicking filter is back in place, lower trap door while making sure no wires are in the way.
6. You can now plug your cabinet back in.

**IF WATER IS SPILLED WHILE REFILLING THE RESERVOIR,  
DO NOT PLUG YOUR CABINET BACK IN UNTIL IT IS COMPLETELY DRY.  
PLUGGING THE CABINET IN BEFORE IT IS DRY COULD CAUSE FAILURE  
OF THE CONTROLLER AND OTHER ELECTRONIC COMPONENTS**

## **ANSWERS TO TROUBLESHOOTING QUESTIONS**

**Q: Why does my cabinet seem to not be getting up to set point?**

**A:** The cabinet if new will take up to 48 hours before it is seasoned. The water tray may be empty and need to be filled. The wicking filter may be clogged and need to be replaced. Or, there is an airflow obstruction and something is covering the fan or the front grommet holes. Be sure to check your set point.

**Q: Why is the humidity in my cabinet so high?**

**A:** Check your humidity set point to be sure that it is not set too high. If the unit is placed by a window or other source of heat, passive humidity will cause the RH level to rise in the cabinet. The cabinet does not dehumidify, so ambient RH will also have some effect.

**Q: Why is my fan running constantly and not raising the humidity?**

**A:** Make sure that your wicking filter is clean, no boxes are stacked over the fan, and there is at least a 2" gap open in the back of the cabinet for proper air flow. If that isn't the problem, make sure that the cabinet is out of direct sunlight, and the door on the cabinet is closed all the way. Place your hand over the RH sensor, located either inside on the back wall or below the drawer on the back side of the brace bar. Cover your sensor with your hand and see if the RH readout rises. If none of these work, please call customer service.

**Q: How often should I change my wicking filters?**

**A:** It is recommended every 3-4 months. Just keep an eye on your RH level and what the filter looks like. If it very dirty and can't be rinsed, it is time to replace it.

**Q: How do I set my setpoint?**

**A:** To check the set point on the RH controller, press the far left scroll key (oval in shape). The display should flash between SP and a number. This number is the set point. It should be set at 70. If this is not the case, while the display is still flashing, press the up or down arrow accordingly until it reaches 70. Once that is done press the far right = button and it should stop flashing and begin to read the current RH level. Your RH set point is now set.

**Please note:** If you see anything other than SP and a number such as Cntl, or letters you don't understand, call Customer Service. This tells us that the programming has been unlocked, and we will need to double check all parameters and relock the controller.

**Q: My humidor is plugged into the wall, but nothing is on. What should I do?**

**A:** First check that there is power going to the outlet that it is plugged into. If the surge protector or GFI outlet tripped, it may just need a reset. Next, check that the power cord is still plugged into the bottom of the cabinet. (Be sure to remove water and water tray prior to moving cabinet). If it is none of these, call customer service.

**FOR CUSTOMER SERVICE QUESTIONS,  
PLEASE CALL 1-888-812-4427 EXT. 405**

## Guarantee

### Vigilant's 30-Day Unconditional Product Guarantee

Vigilant's philosophy has always been to manufacture the highest quality crafted products. We believe that our products achieve a level of satisfaction for our customers that no other product can. Of course we want you, our customer, to be the final judge of this. For your protection, we have a 100% unconditional guarantee on our standard products.\*

If for any reason you are not satisfied with your Vigilant purchase within the first 30 days of receiving it, return it to Vigilant in original condition and original packaging and be issued a full refund, less inbound and outbound freight. If you prefer, you may request a replacement product instead of a refund. We don't want you to have a Vigilant product that you are not proud to own.

*\*Standard products covered under this guarantee do not include: custom designed or fabricated cabinetry or racking manufactured with custom woods and/or finishes; pre-hung entry doors; or custom-designed components or cabinets.*

## Warranty

### Vigilant Limited Two-Year Electronics Warranty

Upon registering your product with Vigilant, your Vigilant electronics are covered under our limited two-year warranty. All Vigilant electronic products are guaranteed to be free from defects in materials and/or workmanship for up to two years from date of purchase. Vigilant, at its sole discretion, may repair or replace defective components or products within this two-year period.

Any and all component(s) determined to be defective by Vigilant, must be returned at the owner's expense to Vigilant along with a copy of the original sales receipt.

### Conditions to Vigilant's Two-Year Electronics Warranty

Vigilant will not be held responsible for damage incurred during a product's return as a result of improper packaging. It is strongly suggested that all original packaging material from Vigilant be retained for returns. Vigilant will not be held responsible for any damage to property that results from the failure of a Vigilant product or product component.

Vigilant's warranty does not pertain to any customer-applied finishes, or any damage caused by neglect, abuse, misuse, improper operation, or unforeseen circumstances.

Vigilant's warranty is considered null and void if the online warranty registration is not completed within 60 days of receipt of your product.

Vigilant's warranty is non-transferable, and is valid for the original owner only.

Please contact Vigilant at 888-812-4427 if you have any questions about your warranty.

Vigilant is a reseller for many fine products within the industry. Products that are resold by Vigilant carry the original manufacturer's warranty.

## Vigilant Limited Lifetime Wood Products Warranty

Upon registering your warranty with Vigilant, your Vigilant wood products are covered under our limited lifetime warranty.

All Vigilant wood products are guaranteed to be free from defects in materials and/or workmanship under normal use for the life of the product under original ownership. Vigilant may, at its sole discretion, repair or replace a defective component or product free of charge.

Any and all component(s) determined to be defective by Vigilant, must be returned at the owner's expense to Vigilant along with a copy of the original sales receipt.

This warranty applies only to Vigilant standard wood products. Electronic components are not covered by this warranty.

### Conditions to Vigilant's Limited Lifetime Warranty

Vigilant will not be held responsible for damage incurred during a product's return as a result of improper packaging. It is strongly suggested that all original packaging material from Vigilant be retained for returns.

Vigilant will not be held responsible for any damage to property that results from the failure of a Vigilant product or product component.

Vigilant's warranty does not pertain to any customer-applied finishes, or any damage caused by neglect, abuse, misuse, improper operation, or acts of God.

Vigilant's warranty is considered null and void if submittal of your [warranty registration](#) online is not completed within 60 days from receipt of your product.

Vigilant's warranty is non-transferable, and is valid for the original owner only.

Please contact Vigilant at 888-812-4427 if you have any questions about your warranty.

Vigilant is a reseller for many fine products within the industry. Products that are resold by Vigilant carry the original manufacturer's warranty.

### Wood Color Disclaimer

The photos of our wood finish options on our website and in printed catalogs are to be used for general reference of color and are not exact representations of the specific wood species and finishes used on our products. We cannot guarantee that your final product will be an exact match to the colors represented on our website or in printed materials. It is recommended that you request a sample of the finished wood from us for review and approval.

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