



DEHUMIDIFIER

TROUBLESHOOTING GUIDE

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GENERAL PERFORMANCE PROBLEM



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DOESN'T WORK

Is the power supply cord unplugged? → Firmly plug the cord into a live outlet with proper voltage.

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Is the indicator light on that signals that the bucket is full? → Empty the bucket. If the bucket is not full, make sure it's fully installed.

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Is the humidity control setting low or in the Off position? → Turn the humidity control switch toward Maximum.

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Is the household fuse blown or circuit breaker tripped? → Replace the fuse or reset the circuit breaker.

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Was there a power outage or did you turn the unit off? → Wait about 2 minutes and then restart, to prevent the overload protector from temporarily shutting off the compressor.

Does this solve your problem?



Yes! Problem solved.



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GENERAL PERFORMANCE PROBLEM



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NOT DRYING AIR ENOUGH

- Is the room temp below 65°F (18°C)? → Increase the room temperature. Dehumidifiers do not work below 65°F (18°C). (Some models operate at temperatures as low as 43°F.)
- Is the air filter clean? → Clean the air filter every 30 days or more often if necessary for good air circulation. Wash the air filter with warm water and a mild detergent. Rinse and dry it.
- Is the humidity setting lower than the room humidity? → Set humidity control lower than the room humidity.
- Is the dehumidifier operating? → Firmly plug the cord into a live outlet with proper voltage. Press the power button. Allow at least 3 to 4 days to maintain the desired dryness.
- Is the humidity setting higher than the room humidity? → Set humidity control lower than the room humidity.
- Is the air flow restricted? → For good air circulation, allow at least 12 inches of space on all sides of the unit. Make sure no walls, curtains, blinds or furniture block the front or back of the dehumidifier.
- Are all doors and windows closed? → Close all doors, windows and other openings to the outside. The humidifier must operate in an enclosed area to be most effective.
- Is the air filter clean? → Clean the air filter every 30 days or more often if necessary for good air circulation. Wash the air filter with warm water and a mild detergent. Rinse and dry it.
- Is the room size larger than the capacity specified in the owner's manual? → Move the unit to a smaller room or use a unit with greater capacity. [You can download your owner's manual here.](#)
- Are controls set as recommended in the owner's manual? → Set the controls. [You can download your owner's manual here.](#)
- Is it humid outside? → The relative humidity outdoors determines how much humidity can be removed indoors. As the indoor air becomes dryer, moist outdoor air pushes indoors. The lowest indoor relative humidity you can expect is 45%.

Does this solve your problem?



Yes! Problem solved.



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GENERAL PERFORMANCE PROBLEM



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RUNS TOO MUCH

Is the air filter clean? → Clean the air filter every 30 days or more often if necessary for good air circulation. Wash the air filter with warm water and a mild detergent. Rinse and dry it.

Are any doors and windows open? → Close all doors, windows and other openings to the outside. The humidifier must operated in an enclosed area to be most effective.

Is the room size larger than the capacity specified in the owner's manual? → Move the unit to a smaller room or use a unit with greater capacity.

If you have a pre-2004 model, is the control set to run continuously? → Change the timer setting to 6-hour or 3-hour reduced time run.

Does this solve your problem?



Yes! Problem solved.



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HAS A BAD ODOR

Is there a bad smell when unit is not running? → Clean the unit at least every 30 days. During prolonged inactivity, dirt and moisture collect on the fins, evaporator and condenser coils, and mold grows.

Are the air filter and coils clean? → Clean the air filter every 30 days or more often if necessary for good air circulation. Wash the air filter with warm water and a mild detergent. Rinse and dry it.

To clean coils, remove screws and lift the casing. Clean coils with a soft brush.

Does the inside of the bucket have an odor? → To prevent mold, remove the bucket and clean it with a mild solution of detergent and water. Every few weeks rinse the inside of the bucket and dry with a soft cotton cloth.

Does this solve your problem?




Yes! Problem solved.



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GENERAL PERFORMANCE PROBLEM

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MAKES NOISE

Is it a vibrating noise? → Reinstall the dehumidifier on a level floor.

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Is the noise from the fan? → Air is moving through the dehumidifier. This is normal.

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Is the dehumidifier close to the walls? → For good air circulation, allow at least 12 inches of space on all sides of the unit. Make sure no walls, curtains, blinds or furniture block the front or back of the dehumidifier.

Does this solve your problem?

 **Yes! Problem solved.**

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WATER PROBLEM

WATER ON THE FLOOR

Is the bucket installed completely? → Install the bucket all the way into the unit. On some models, the bucket should be installed on the hangers of the drain pan. See the section on removing and emptying the water bucket in your owner's manual. [You can download your owner's manual here.](#)

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Did you remove the bucket while the unit was operating? → No action is required, other than drying the floor. It is normal for water to drip from the coils if the unit ran recently.

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Is the bucket drain hose connection loose? → Make sure the drain hose is connected properly and check whether there is a leak at the hose connection.

.....

Is the drain hose kinked or clogged? → Straighten the drain hose so it lies flat from the dehumidifier to the drain.

Does this solve your problem?

 **Yes! Problem solved.**

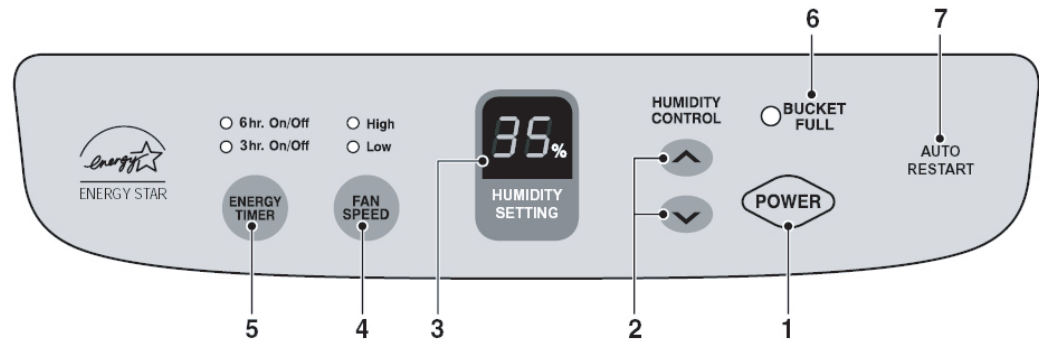
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CONTROL PANEL OPERATION



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ELECTRONIC PANEL



1. POWER key

Pressing this key once turns the dehumidifier on and pressing it again turns the dehumidifier off.

2. HUMIDITY CONTROL keys

Press to select the desired humidity setting.

· ^: Used to raise the desired humidity setting.

· v: Used to lower the desired humidity setting.

· The desired humidity can be selected within a range of 35% to 70% Relative Humidity in increments of 5%.

· If you press the v key once again at 35% Relative Humidity, continuous "On" mode is selected and "On" appears in the display window. In "On" mode the unit operates continuously, regardless of humidity conditions.

3. HUMIDITY SETTING display

Displays the selected humidity setting.

4. FAN SPEED key

Press to set the fan speed as "High" or "Low".

· Pressing this key changes the fan speed from High → Low → High.

· The selected fan speed is indicated by indicator lights marked "High" and "Low".

5. ENERGY TIMER key

Press to select timed operation cycle.

· Pressing this key selects either the 3 or 6 hour timer mode. The Timer indicator light will shift from 3 hour On/Off to 6 hour On/Off. The unit will run for either 3 or 6 hours, and then shut off completely for 3 or 6 hours. The cycle repeats until you change the setting. To turn off the ENERGY TIMER function, press key until indicator lights are both "Off".

· If ENERGY TIMER function is not selected, unit operates until desired humidity setting is reached.

6. BUCKET FULL Indicator

This light glows when the bucket is full and needs to be emptied. It also glows when the bucket is not properly positioned. When bucket full indicator light glows, the compressor and fan will turn "OFF".

7. AUTO RESTART

The Auto Restart function automatically restarts your dehumidifier once power is restored. The fan will immediately begin to run for approximately 2 minutes, and the unit will operate at the previous humidity setting. After two minutes, the compressor may also start based on the humidity conditions in the room. Once the target humidity setting is reached, the fan and compressor will shut off.

Does this solve your problem?



Yes! Problem solved.



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CONTROL PANEL OPERATION



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MANUAL PANEL



The control panel contains an Auto Shut-Off indicator, a Fan Speed and a Humidity Control.

Auto Shut Off--- This light glows when the bucket fills or is missing.

Fan Speed --- This switch controls the speed of the airflow.

Humidity Control--- This knob controls the moisture in the room.

Does this solve your problem?



Yes! Problem solved.



No. I need Service.

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