

Maintenance

Clean the dehumidifier and pre-filter regularly to maintain maximum performance and efficiency and to prolong the unit's life. Be sure to always unplug the dehumidifier from the power outlet before cleaning.

Cleaning the Unit

Use a soft dry cloth to wipe the body clean. If necessary, use lukewarm water to dampen a cloth to clean the unit. Use a soft bristle brush and vacuum cleaner to clean between the air intake and exhaust vents.

Never use abrasive chemicals, volatile substances, gasoline, detergents, chemically treated cloths, or other cleaning solvents that may damage the cabinet exterior.

Never spray water directly on the unit.

Cleaning the Pre-filter

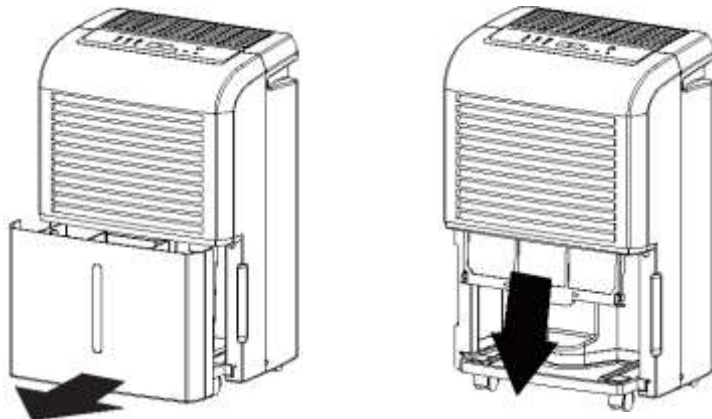
Clean the pre-filter periodically to prolong the unit's life, and keep the unit running efficiently. Lint, dust, and dirt can clog the unit and reduce its performance and effectiveness. If the unit is used in a dusty environment you may need to clean the pre-filter on a weekly basis.



Important: On a regular basis it is required that the pre-filter be inspected for buildup of lint, dust, and other materials. A clogged pre-filter can restrict proper airflow and cause undue strain on the mechanical components of your dehumidifier resulting in reduced performance and shorter product lifespan.

To clean the pre-filter, follow the steps below:

1. Power off the unit. Remove the water bucket and then remove the pre-filter as shown below.



2. Use a vacuum cleaner or tap the pre-filter lightly to remove loose dust and dirt, then rinse it thoroughly under lukewarm running water (below 104°F). You may use a mild soap and water solution if needed. Allow the pre-filter to air dry in a cool and shaded place. Dry the pre-filter thoroughly before reinstalling it.
3. Reinsert the pre-filter.



Note: Do not put the filter in a dishwasher.



Warning: Never operate the unit without the pre-filter.

Cleaning the Water Bucket

Wash the water bucket frequently to prevent the growth of bacteria, mildew, and mold.

To clean the water bucket, follow the steps below:

1. Remove the water bucket from the unit.
2. Wash the bucket with clean water and a mild detergent. Rinse the bucket thoroughly.
3. Install the water bucket.



Note: Do not put the water bucket in a dishwasher.

Preparation for Storage

If you are not going to be using the unit for an extended period of time, follow the instructions below before storing your unit:

1. Turn the unit off, unplug it, and wait 24 hours before emptying the water bucket to allow for excess moisture to drain into the bucket.
2. Drain all water from the water tank.
3. Clean the air filter, water tank, and unit.
4. Unplug and carefully wind the power cord.
5. Cover the unit with a plastic bag.
6. Store the unit in an upright position in a dry, well-ventilated place.

Auto-Defrost

When the unit is operated in temperatures below 54°F the surface of the evaporator may accumulate a layer of frost which will reduce the efficiency and effectiveness of the dehumidifier. When this occurs, the unit will automatically activate its auto-defrost feature. The time required to complete the auto-defrost cycle varies and is dependent on the ambient temperature and relative humidity of the operating environment. The auto-defrost indicator located on the control panel will light up when the auto-defrost feature is running.



Note: Do not operate this dehumidifier in temperatures below 41°F.

Energy Saving Guide

Read and follow the guide below to get the best performance and efficiency from your portable dehumidifier:

- Do not cover the air outlet (exhaust) while in use.
- Do not place the unit in front of curtains or drapes to ensure they do not obstruct the air intake.
- Keep curtains, blinds, or drapes closed during the sunniest part of the day.
- Close all windows and doors.
- Indoor relative humidity should ideally be kept between 35 and 60 percent depending on the ambient temperature.
- Make sure the unit is on a level surface.
- To prolong the compressor's life, please wait at least 3 minutes before turning the unit back on after shutting it off.
- Inspect and keep the pre-filter clean by cleaning it regularly.
- Perform routine maintenance.

Troubleshooting

Follow the troubleshooting guide below to resolve common issues.

Issue	Possible Cause	Solution
My dehumidifier does not dry the air.	There is insufficient time to dry.	Run the unit for a longer period of time.
	The air intake or exhaust vents are blocked.	Make sure there are no towels, curtains, or furniture blocking the front or back of the unit.
	The humidity control may not be set low enough.	Lower the desired humidity setting.
	There are open windows or doors.	Close all windows and doors.
	The room temperature is too low (below 41°F).	Increase the room temperature.
	There is a kerosene heater or other device giving off water vapor in the room.	Remove any device producing water vapor.
Frost appears on the coils.	This is normal behavior.	The dehumidifier has an auto-defrost feature.
My dehumidifier is not functioning at all.	The unit is not receiving power.	Make sure the unit is plugged in.
	There is insufficient power.	Move the unit to another outlet. Check your circuit breaker. (Refer to the rating label on the back of the unit to determine the Amperage draw.)
	The water bucket is full.	Drain the water bucket and restart the unit.
	The water bucket is not in the proper position.	Remove the bucket and reinsert it.
	The control panel is not functioning.	If no indicator lights turn on, contact customer service.
My dehumidifier is making a loud noise.	The air filter is clogged.	Clean the air filter.
	A foreign object has jammed the fan.	Shut off the unit and remove the object from the fan.
	The floor below the unit is uneven.	Move the unit to a level surface.
My dehumidifier is making a continuous metallic knocking or ping-pong sound.	The unit may have been shipped on its side.	Shut off the unit. Let the unit sit on a level surface for at least 24 hours and restart.
	The compressor is damaged.	Contact customer service.

Issue	Possible Cause	Solution
My dehumidifier is leaking.	A drain hose has been attached and is loose.	Secure the drain hose. Route your drain hose to a floor drain or other suitable drainage port.
	The water bucket is cracked.	Contact customer service.
My dehumidifier runs for a little while and then it trips the power cord or the circuit breaker.	The dehumidifier may be plugged into an outlet that cannot supply the correct amount of electrical current.	Contact an electrician if the unit works in a different room or on a different circuit.
The control panel lights blink randomly.	The unit may have a faulty control panel.	Restart the unit, and if the issue persists, contact customer service.
The unit has an “E1” Error.	This is a temperature sensor error.	Restart the unit, and if the issue persists, contact customer service.
The unit has an “E2” Error.	This is a defrost sensor error.	Restart the unit, and if the issue persists, contact customer service.
The unit has an “E3” Error.	This is a humidity sensor error.	Restart the unit, and if the issue persists, contact customer service.
The unit has a “LO” Error.	The current room temperature is below 32°F.	Make sure the ambient temperature is suitable for the unit (41°F – 95°F). If the ambient temperature is suitable, please contact customer service.
The unit has a “HI” error.	The current room temperature is above 122°F.	Make sure the ambient temperature is suitable for the unit (41°F – 95°F). If the ambient temperature is suitable, please contact customer service.