

TROUBLE SHOOTING

1. Functioning Temp. $41^{\circ}\text{F} \leq \text{Ambient Temp.} \leq 95^{\circ}\text{F}$

When the ambient temp is lower or higher than the functioning temp, the dehumidifier stops functioning. When $41^{\circ}\text{F} \leq \text{Ambient temp.} \leq 61^{\circ}\text{F}$, the compressor automatically defrosts at intervals; during defrosting, the compressor stops and the fan keeps running.

2. Before Calling for Service

Before contacting the customer service, please review the following troubleshooting list that includes common problems that are not the result of a defect in workmanship or materials.

Problem	Possible Cause	Solution
Appliance not operating	Power cord not connected properly.	Insert the power cord securely into the wall outlet.
	Water tank is full.	Empty the water tank and re-install it properly.
	Ambient Temperature too high/low (protection mechanism triggered).	Make sure the machine is under proper temperature ($41^{\circ}\text{F} \sim 95^{\circ}\text{F}$).
Humidity Level not dropping	Air filter clogged by dust.	Clean the air filter as instructed.
	Air inlet or outlet obstructed.	Remove the obstruction from the air inlet or outlet.
	Ambient temperature is below 68°F .	This is normal. Appliance will automatically defrost in low-temperature environment.
Water Leakage	The set humidity level is higher than the ambient humidity level.	Set the humidity level below the ambient humidity level.
	Overflow happened while moving the appliance. Drain hose is kinked, bent, or blocked.	Empty the water tank before transporting. Straighten the hose or remove the obstruction from the hose.
Excessive Noise	Machine tilted or being upside down.	Place the appliance on horizontal and firm ground.
	Some components became loose and are vibrating.	Secure and tighten the loose components.
	Noise sounds like water flowing.	This is normal. Such noise comes from the unit's flowing refrigerant.
Error code	E2 Humidity sensor problem	Change the sensor.
	LO Ambient humidity $< 20\%$	
	CH Ambient temperature $> 95^{\circ}\text{F}$	
	CL Ambient temperature $< 41^{\circ}\text{F}$	The dehumidifier turns off for self-protection.
	HI Ambient humidity $> 90\%$	The dehumidifier keeps operating.

Warning:

If the Water Tank Full indicator is always on, there may be a malfunction in the machine. Please seek technical support from professionals. If anything unexpected happens, please turn off and unplug the machine immediately, and seek technical support from certified electrical engineers.