

Trouble Shooting Guide

1. Error Codes

Number	Error Code	Name of The Fault
1	Ec	Display information transmission abnormal

When "Ec" error occurs, the control panel becomes unresponsive and the dehumidifier stops working. To resolve this issue:

- Press any button to clear the alarm.
- Turn off the dehumidifier and unplug it to inspect for any obstructions.
- Wait for 10 minutes before restarting the dehumidifier.

If the ERROR message does not disappear after the restart, immediately contact MOISWELL customer service at service@moiswell.com.

2. Trouble Shooting Chart

The below chart will help you solve common problems that may occur. If the problem you come across can not be fixed after troubleshooting or the problem is not listed in the below troubleshooting chart, please contact MOISWELL customer service to obtain professional support.

Problem	Possible Cause	Solution
Dehumidifier does not operate	No power to dehumidifier	Plug it into a working outlet
	Not turned on	Turn the dehumidifier on
	Has not set it properly	Make sure the set humidity level is at least 3% lower than the inlet humidity reading.
	Error code displays	Contact customer service
Dehumidifier collects little water	Too low humidity level	Try again until the humidity level exceeds 40%.
	Insufficient working time	Allow more working time
	Filter is blocked	Clean filter
	Air Inlet or Outlet is blocked	Clear the obstructions
	Low room temperature	Heat up the room
	Condensate hose is blocked	Check hose for restrictions
Dehumidifier operating, but room not dry	Doors and windows are open	Seal room from external areas
Abnormal Noise	The dehumidifier has not been placed properly	Place the dehumidifier in a horizontal position
	Filter is blocked	Clean filter
Humidity always shows "10%RH" (there is a big difference from the actual humidity)	Humidity sensor failure	Set the target humidity percentage value at 10RH%, the dehumidifier works normally, which means this failure does not affect the function of this dehumidifier.
		Repair and replace the humidity sensor.
Humidity always shows "99%RH" (there is a big difference from the actual humidity)	Water on the surface of the humidity sensor	Please let the dehumidifier work for a period of time, the humidity reading will get normal after the water on the surface of the humidity sensor is evaporated.
	Humidity sensor failure	The dehumidifier works normally, which means this problem does not affect the function of this dehumidifier.
		Repair and replace the humidity sensor.

Note: It is normal that the dehumidifier pulls warm air out.