

# TROUBLESHOOTING

If the product does not function properly or does not function at all, check the following before calling for service.

Problem	Possible Cause	Solutions
The product is not running.	<ul style="list-style-type: none"> <li>- Power plug not inserted correctly.</li> <li>- Power outage.</li> <li>- Water bucket not installed properly.</li> <li>- Bucket Full light is on.</li> <li>- Auto Defrost light is on.</li> <li>- Set humidity level is higher than room humidity level.</li> </ul>	<ul style="list-style-type: none"> <li>- Insert the power plug.</li> <li>- Check other appliances.</li> <li>- Install the water bucket correctly.</li> <li>- Empty the water bucket.</li> <li>- Press the Power button when Auto Defrost ends.</li> <li>- Set the desired humidity level below the current humidity level of the room.</li> </ul>
There is little dehumidification.	<ul style="list-style-type: none"> <li>- Room temperature or humidity level is too low.</li> <li>- Air inlet or outlet is blocked.</li> </ul>	<ul style="list-style-type: none"> <li>- Check the target humidity.</li> <li>- It is normal for less dehumidification to take place in the winter and in dry areas.</li> <li>- Remove the obstruction.</li> <li>- Clean the filter.</li> </ul>
Humidity does not seem to decrease much even though the product is running.	<ul style="list-style-type: none"> <li>- Door or window is open.</li> <li>- Room is too large for capacity of dehumidifier.</li> <li>- Product is placed near a steam-producing appliance.</li> </ul>	<ul style="list-style-type: none"> <li>- Close the door/window.</li> <li>- Use the dehumidifier in an adequately sized room.</li> <li>- Do not use the dehumidifier near appliances which produce steam.</li> </ul>
The displayed humidity level is incorrect.	<ul style="list-style-type: none"> <li>- The air intake and exhaust of the dehumidifier are obstructed.</li> <li>- The dehumidifier is placed too far from the humid area.</li> </ul>	<ul style="list-style-type: none"> <li>- Keep the dehumidifier away from walls or other large obstructions.</li> <li>- The dehumidifier's display shows the humidity level in its current position, which may be different from the level in other positions.</li> </ul>
Water is dripping from within the product when water bucket is removed.	<ul style="list-style-type: none"> <li>- Water bucket was removed while the product was in operation.</li> </ul>	<ul style="list-style-type: none"> <li>- Turn off the product before removing the water bucket.</li> <li>- Clean off any drips with a soft cloth.</li> </ul>

Call for service immediately in the following situations.

1. Power cord is too hot or damaged.
2. The product continues to operate when the water bucket is full, overflowing the bucket.