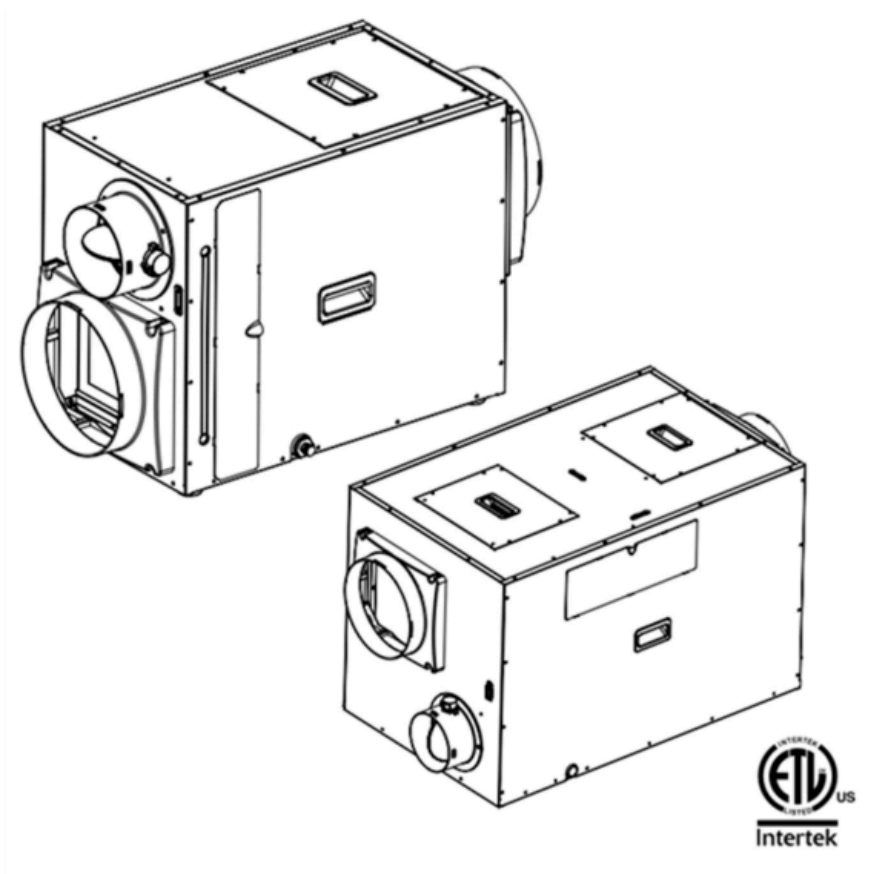




WH100OA, WH120OA, WH150OA & WH200OA Whole Home Dehumidifiers w/Outside Air Integration



Installation and Operation Manual

Read This Manual Carefully Before Proceeding

Innovative Dehumidifier Systems

www.HumidityHappens.com

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Safety Instructions

Please read these instructions carefully and completely before continuing to install and operate this product. Failure to properly install and use this product will void the warranty. Please save these instructions for future reference.

WARNING—Risk Of Fire. Flammable Refrigerant Used. To Be Repaired Only By Trained Service Personnel. Do Not Puncture Refrigerant Tubing.

ADVERTISSEMENT—Risque d'incendie. Inflammable Réfrigérant utilisé. À réparer uniquement Par un personnel de service qualifié. Ne pas Tube de réfrigérant perforant.

WARNING—Risk Of Fire. Dispose of Properly In Accordance With Federal Or Local Regulations. Flammable Refrigerant Used.

ADVERTISSEMENT—Risque d'incendie. Se débarrasser Correctement conforme a la loi fédérales ou Réglementations locales. Inflammable Réfrigérant utilisé.



Caution, risk of fire
Attention, risque d'incendie

Warning: Failure to follow these instructions could result in serious injury or death.

- You **MUST** always unplug or turn off the power to the dehumidifier while installing or servicing the unit.
- You **MUST** connect this dehumidifier using a grounded electrical connection as required for ALL electrical appliances.
- **DO NOT** use a plug adaptor to bypass the ground prong on the plug.
- **DO NOT** use an extension cord with this product.
- **DO NOT** insert any objects or body parts into the inlet or discharge of this product.
- **DO NOT** use excessive amounts of water or other liquids to clean this product. Use **ONLY** a damp cloth to clean the exterior surfaces.
- You **MUST** connect your dehumidifier to a grounded, dedicated electrical connection that is GFCI protected with 15 amp capacity.

Caution: Failure to follow these instructions could result in injury or material property damage.

- This dehumidifier should be installed, maintained and serviced by a qualified technician. IF installed and maintained by the purchaser, that individual assumes ALL responsibility and liability for following ALL instructions in this Installation & Operation Manual.
- This dehumidifier **MUST** be installed in compliance with ALL local, state and national building codes applicable to the location where being installed.
- The drain hose **MUST** be installed to ensure proper flow of condensate to an appropriate drain source.
- **DO NOT** stand, sit or place objects on the dehumidifier.
- This unit is **NOT** designed for swimming pool applications.

Warranty Registration

Your dehumidifier comes with an extensive warranty. See the last page of this manual for complete details.

For future reference, write down the model, serial number and date of purchase. This information is necessary for seeking assistance in the future and can be found on the data label on the side of the unit.

Model Number: _____ **Date of Purchase:** _____

Serial Number: _____

How the Dehumidifier Works

Innovative dehumidifiers can be used in a variety of ways to control the humidity level in your entire home. In the simplest terms, when the humidity level exceeds the set point of the humidity controller, the dehumidifier will energize. The internal fan and compressor will turn on, forcing air to be drawn across the evaporator coil, which is cooler than the dew point of the air, allowing the coil to remove water from the air and exit via the drain. The air is then reheated as it flows across the condenser coil and distributed back into the conditioned space.

Dehumidifier Specifications

Model	WH100OA	WH120OA	WH150OA	WH200OA
Capacity (73°F / 60%)	70 ppd	85 ppd	115 ppd	140 ppd
Power Supply (115V / 60Hz)	5.9A	6.8A	6.5A	8.5A
Integrated Energy Factor (L/kWh)	2.2	2.4	3.4	3.0
Airflow / CFM (Variable Speed, Constant Air)	310	310	385	420

Basic Set-Up - All Applications

1. Place the dehumidifier in an appropriate location.

(NOTE: If the unit has been turned or flipped so that the compressor did not remain upright, wait a minimum of 2 hours after placement to operate the unit.)

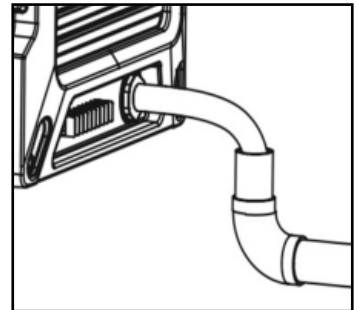
- The unit **MUST** be level after placement.
- The unit **MUST** be placed on a stable and supportive surface. Do not place unit directly on vapor barrier.
- If connecting directly to existing HVAC ducts, position unit so that the connecting ducts do **NOT** exceed 10' maximum from inlet to outlet.
- Place unit within proximity of a dedicated, 15 amp grounded, power supply.

2. Set-up Condensate Drain

- The drain line **MUST** be routed to a suitable drain option per local building code.
- THE DRAIN LINE MUST FOLLOW A CONTINUOUS DOWNWARD SLOPE WITH NO LOOPS OR DIPS.** For proper flow, a minimum downward slope of 1" per 10' of run is required. Support the PVC tubing so that it maintains this continuous downward slope.

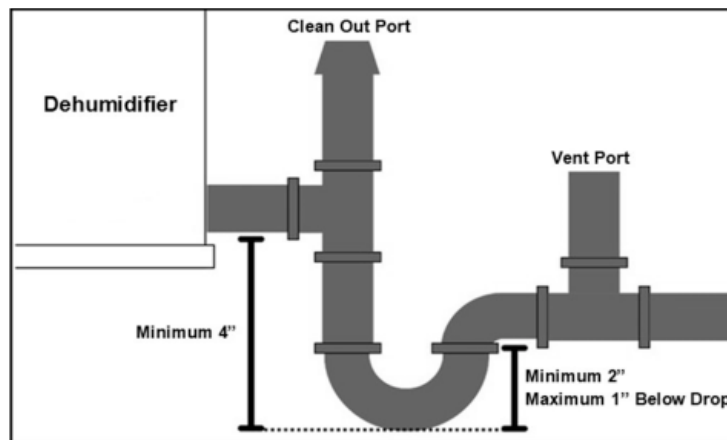
c. **First Option:** Transition vinyl tube to PVC tube.

- Cut a piece of 3/4" OD PVC tube approximately 6" long.
- Attach the 6" piece to a 3/4"-90° elbow then attach the elbow to a 3/4" OD piece of PVC tube to the drain. Keep the length of the PVC tube to the drain as short as possible.
- Insert the open end of the dehumidifier drain tube into the 6" piece of PVC. **DO NOT** extend the tube into the elbow fitting.



d. **Second Option:** Plum complete in 3/4" PVC tubing.

- If you prefer to use PVC with no drain hose, a condensate trap (P-Trap) must be installed to prevent condensate backflow. (See Diagram Below)
- The inlet side of the trap must have a 4" drop with a capped clean-out port.
- The discharge side of the trap must have a minimum 2" rise but not exceed 1" below the drop height. It must also have an open vent port in place.
- Finish the rest of the run to the drain following the proper slope as described above.
- Fill the P-Trap with water once the line is complete.



e. **Third Option:** Install a secondary condensate pump. (Purchased Separately)

- A condensate pump may be required if the dehumidifier is installed in a location below the level of the nearest available drain. This pump would then lift the condensate up into the drain.
- Be sure to **NOT** exceed the maximum height capabilities of the pump you purchase.
- We suggest purchasing a pump with a float safety switch that can be wired to the dehumidifier. See the next section for proper wiring to the dehumidifier.

3. Auxiliary Terminals (See Wiring Diagram)

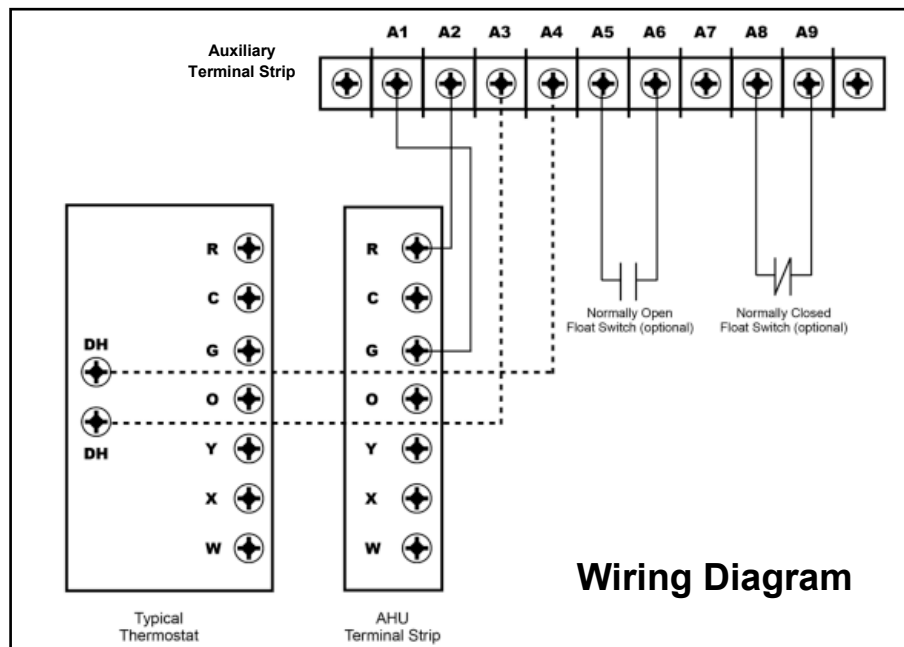
- a. The auxiliary terminals can be used to connect an external condensate pump or float switch.
 - For **Normally Open** accessories: Connect to terminals A5 / A6.
 - For **Normally Closed** accessories: Connect to terminals A8 / A9. (Remove jumper before connecting the accessory.)
 - If the device immediately trips an “E4” error code, try switching connection to the other configuration (i.e. switch from Normally Open to Normally Closed or vice versa). Keep in mind that you will need to unplug the dehumidifier to clear the error code.

4. Connect Remote Control

- a. This dehumidifier is supplied with a remote control that must be connected in order to power up the unit.
 - To connect, plug one end of the supplied Ethernet cable into the back of the remote control and the other end into the socket located in the back of the dehumidifier right above the auxiliary terminal block.
 - Secure the control unit to a solid fixed surface.
 - See the “Using the Remote” section for further instructions.

5. Connecting to the homes HVAC Controller (See Wiring Diagram)

- a. This dehumidifier is set up for automatic detection of external controls. It is not necessary to make any adjustments to the dehumidifier control panel or control board. Once connected to the external controls, the dehumidifier buttons will no longer be active. *NOTE: Check local building codes prior to connecting the dehumidifier to the HVAC system.*
 - Connect the Thermostat Normally Open (DH) leads to terminals A3 / A4. When there is a call for dehumidification, this switch will close and turn the dehumidifier “ON”.
 - When powered “ON”, the “Central Control” icon on the remote will change to white indicating “Central Control” mode is active. The unit will also switch to continuous and light the continuous icon as well as indicate “CC” on the display.
 - When the humidity level is satisfied, the HVAC controller will open the switch between the DH terminals. The dehumidifier will then be in standby mode. At this time, the “Central Control” icon will change to grey and the display will show “_ _”
 - If a power outage occurs, the dehumidifier will return to the state it was in prior to the outage and continue to operate as programmed.
- b. If required, the dehumidifier can turn the HVAC fan “ON” when the dehumidifier is operating. Terminals A1 / A2 are a Normally Open switch, it’s open when the unit is “OFF” or in “Standby” mode and closed when the unit is operating. See the wiring diagram for proper connection. *NOTE: For most installations, the HVAC fan is NOT required if a check damper is installed upstream of the dehumidifier supply connection.*



6. Configure Duct Adaptors

Choose the duct adaptor configuration that best suites your installation. All four dehumidifier models are supplied for horizontal duct connection. They are designed so the supply side (outlet) adaptor can be changed to vertical exit. On the WH150OA & WH200OA models only, the return side (inlet) can be changed to vertical as well.

- a. For models **WH100OA** and **WH120OA**, Figure 1 shows the units as delivered. Figure 2 shows the supply side (outlet) duct adaptor changed to the vertical position. To make this change follow the instructions below.
- Using a Phillips head screw driver, remove the four screws holding the duct grate to the dehumidifier housing (See Figure 3).
 - Using the Phillips head screw driver, remove the eight screws holding the fan assembly to the main housing. Slide the fan assembly out and unplug the two wiring harnesses from the fan.
 - Using the Phillips head screw driver, remove the eight screws holding the top cover panel. Remove the panel and set aside.
 - Feed the wiring harnesses through the opening in the top of the main housing and reconnect them to the main harness. Insert the fan assembly into the opening oriented as shown in Figure 4. Reinstall the eight Phillips head screws to retain the fan assembly.
 - Place the duct grate back on top of the fan assembly and reinstall the four Phillips head screws.
 - Place the top cover over the side opening and install the eight Phillips head screws to retain the cover (See Figure 4). At this time the changeover is complete.

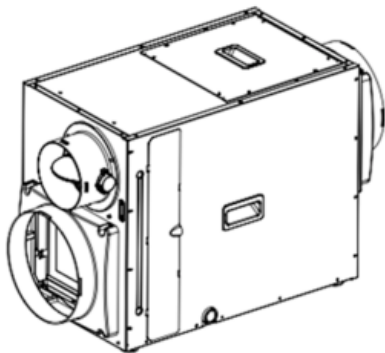


Figure 1

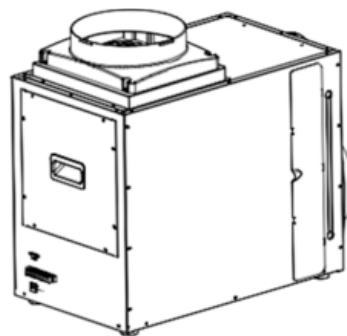


Figure 2

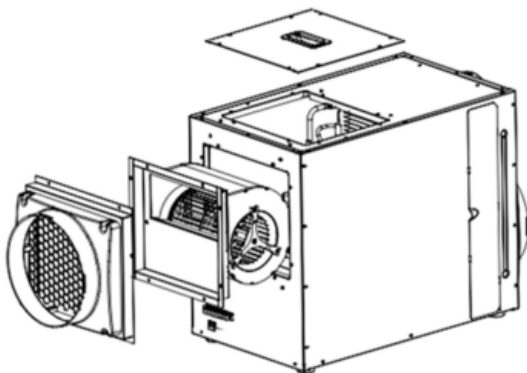


Figure 3

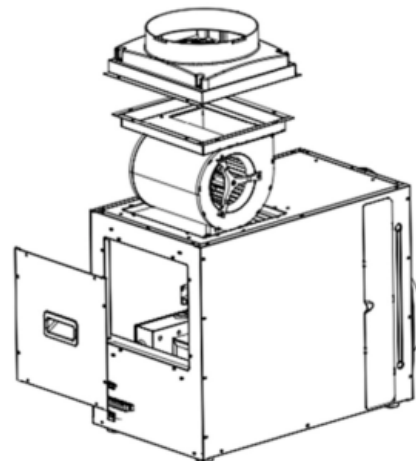


Figure 4

- b. For models **WH1500A** and **WH2000A**, Figure 5 shows the units as delivered. Figure 6 shows the supply side (outlet) and return side (inlet) duct adaptors changed to the vertical position. Figure 7 shows only the return side (inlet) duct adaptor changed to the vertical position. Figure 8 shows only the supply side (outlet) duct adaptor changed to the vertical position. To make either one of these changes follow the instructions below.

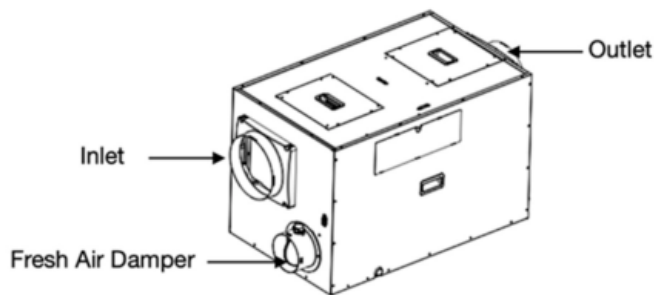


Figure 5

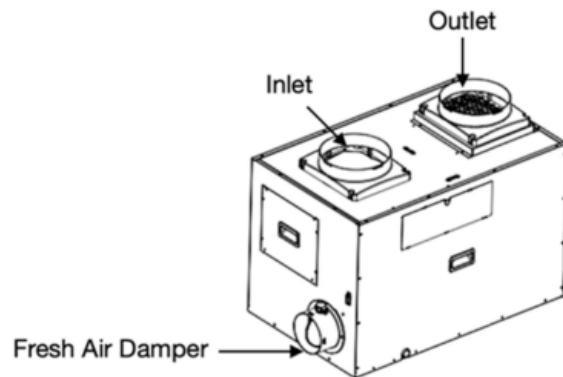


Figure 6

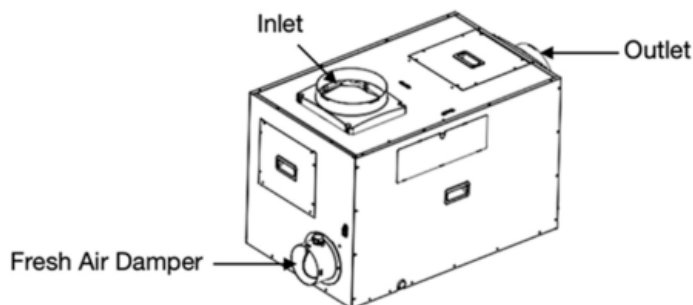


Figure 7

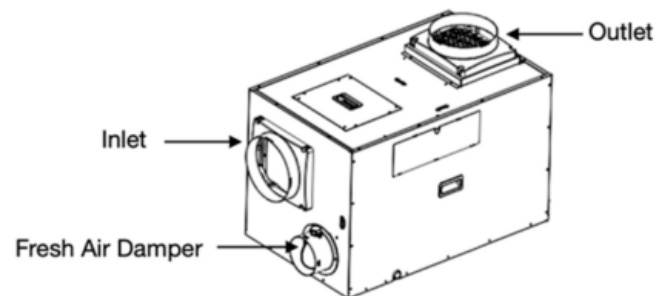


Figure 8

- To move the return side (inlet) duct, use a Phillips head screw driver to remove the screws holding the duct adaptor to the dehumidifier housing (See Figure 9).
- Using the Phillips head screw driver, remove the screws holding the cover to the top of main housing and set it aside.
- Place the duct adaptor over the opening in the top of the main housing, using the Phillips head screw driver, reinstall the screws to retain the adaptor (See Figure 10). Make sure the adaptor is oriented correctly so there are NO gaps.
- Place the top cover over the side opening and install the Phillips head screws to retain the cover. At this time the change over is complete.

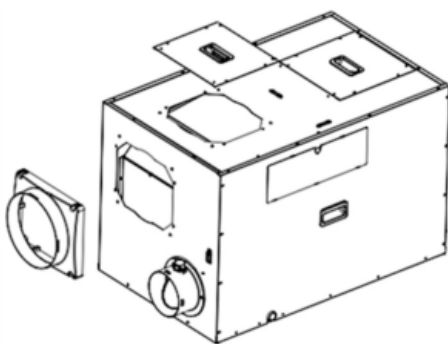


Figure 9

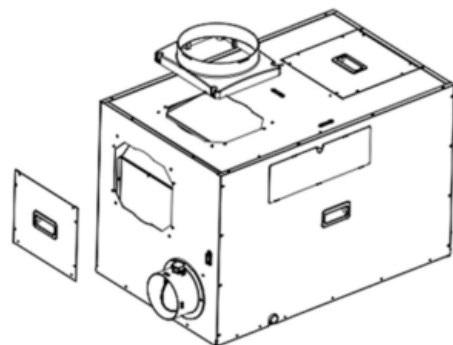


Figure 10

- To move the supply side (outlet) duct, use a Phillips head screw driver to remove the four screws holding the duct grate to the dehumidifier housing (See Figure 11).
- Using the Phillips head screw driver, remove the eight screws holding the fan assembly to the main housing. Slide the fan assembly out and unplug the two wiring harnesses from the fan.
- Using the Phillips head screw driver, remove the eight screws holding the top cover panel. Remove the panel and set aside.
- Feed the wiring harnesses through the opening in the top of the main housing and reconnect them to the main harness. Insert the fan assembly into the opening oriented as shown in Figure 12. Reinstall the eight Phillips head screws to retain the fan assembly.
- Place the duct grate back on top of the fan assembly and reinstall the four Phillips head screws.
- Place the top cover over the side opening and install the eight Phillips head screws to retain the cover. At this time the change over is complete.

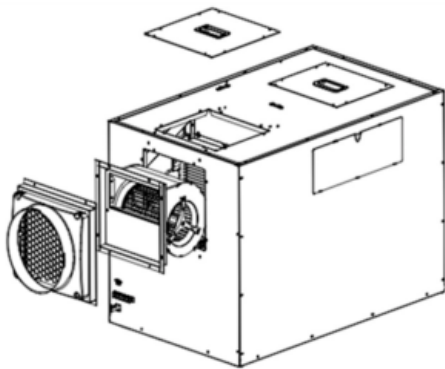


Figure 11

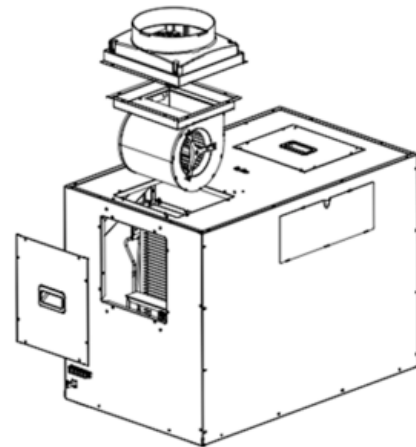


Figure 12

7. Connect Unit to Power Source

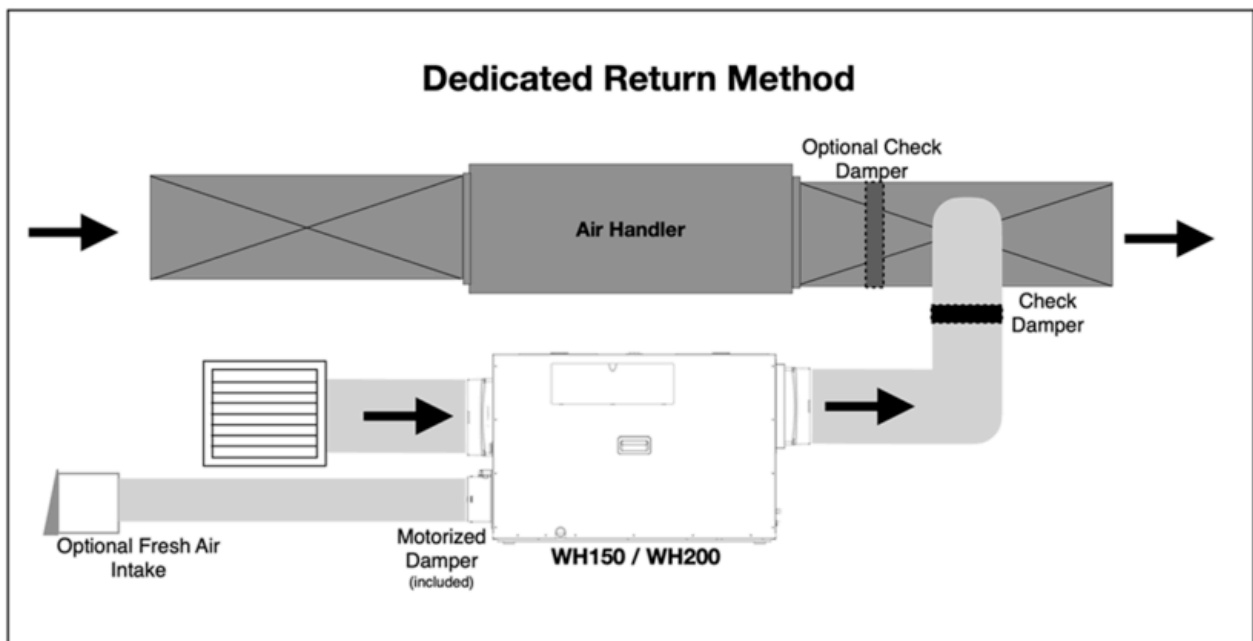
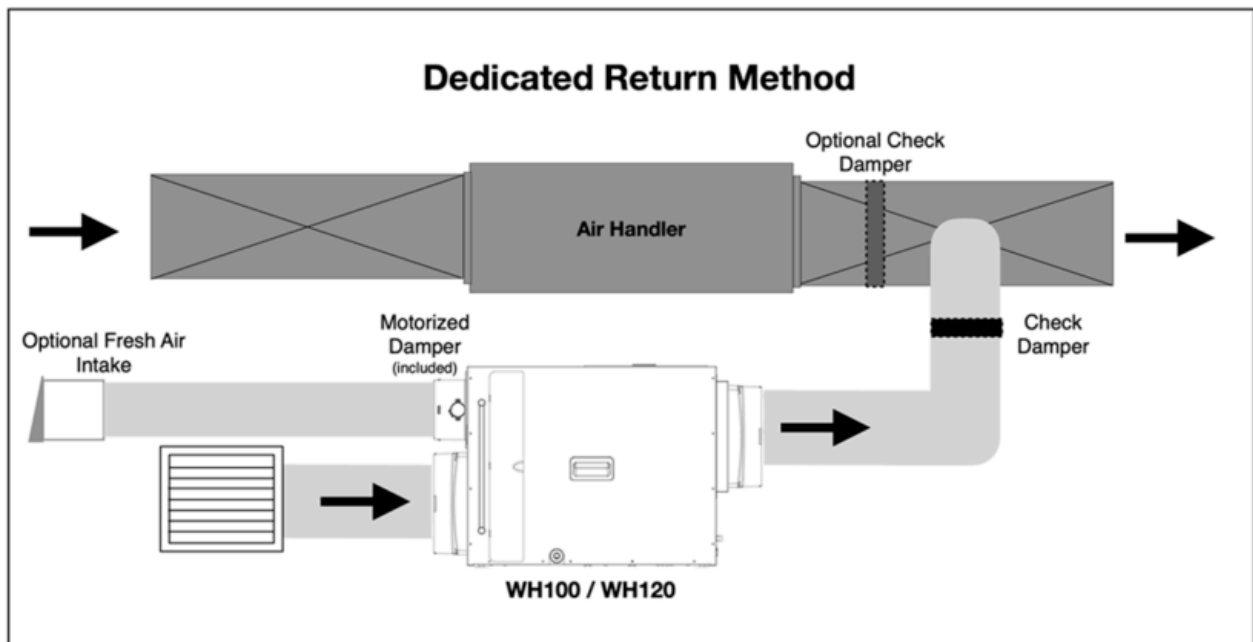
- This dehumidifier must be connected to a dedicated 15 amp, GFCI supported outlet. Follow local building codes for proper installation.
- Plug the unit into the outlet and finish the installation. Reference the "Using the Remote" section for starting and setting the unit.

HVAC Connection Options

IMPORTANT: For ALL of the connection options, total length of duct from inlet to outlet is NOT to exceed 10'.

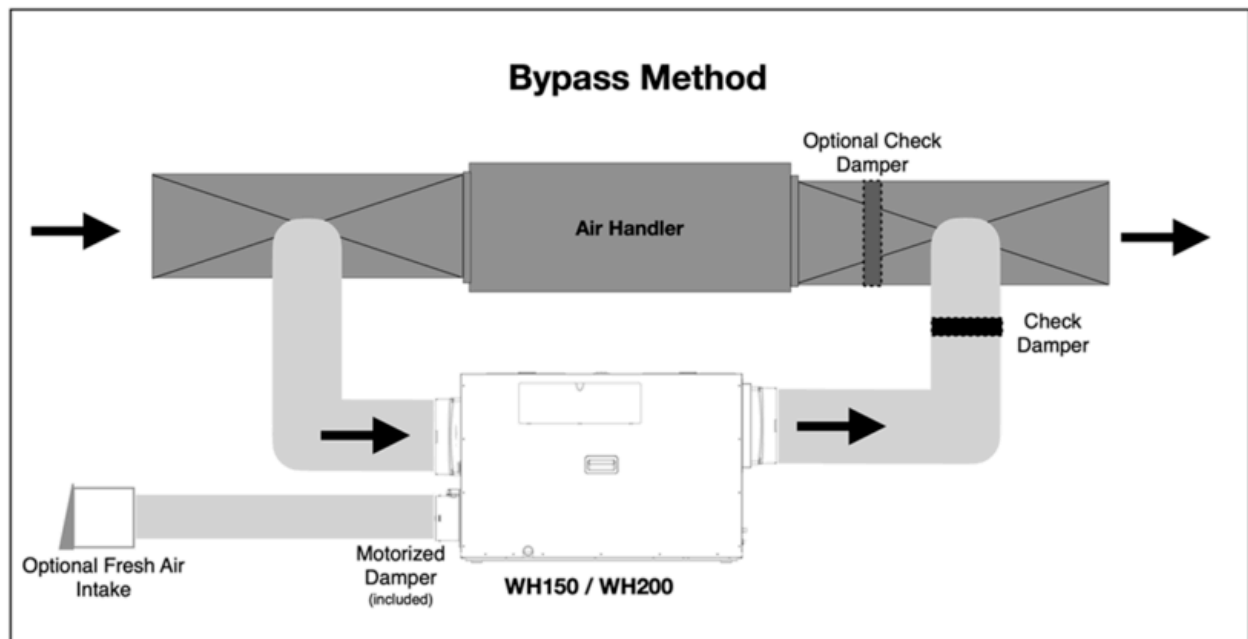
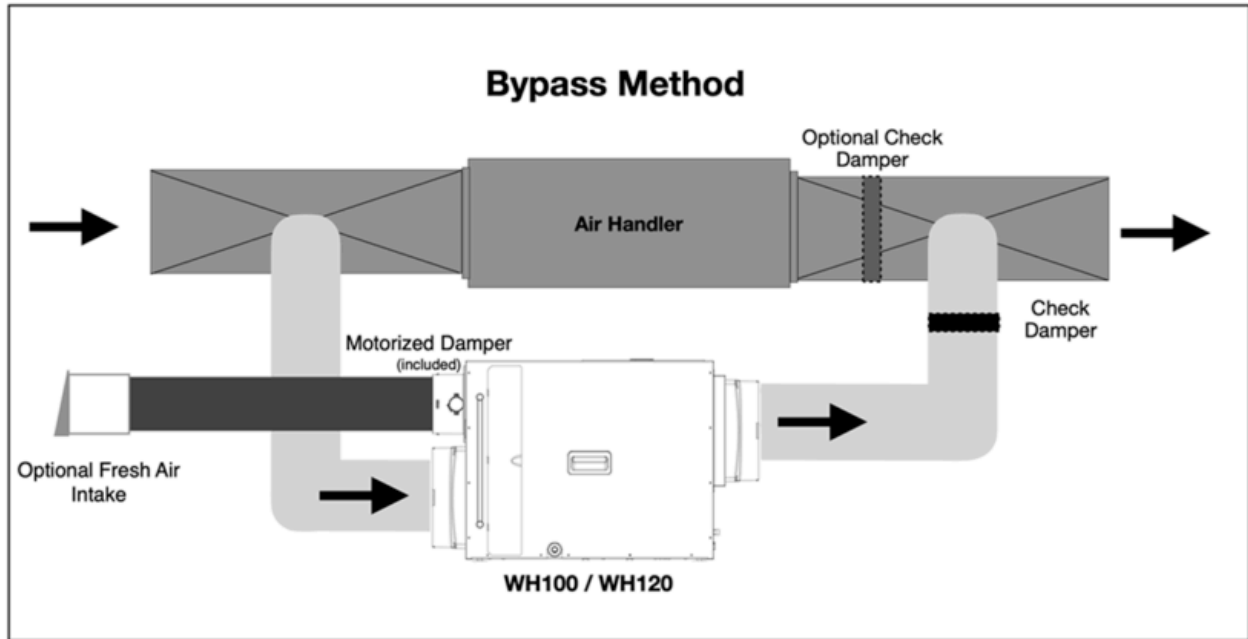
1. Dedicated Return Option

- a. In this installation, the dehumidifier will have a dedicated return side duct. The supply side duct from the dehumidifier will be connected to either the supply side or return side duct for the air handler.
 - A check damper should be installed in the dehumidifiers supply duct to prevent backflow.
 - The air handler fan should be set-up to run when the dehumidifier is running or a damper added in the air handlers duct as shown. See section 5b for proper wiring.



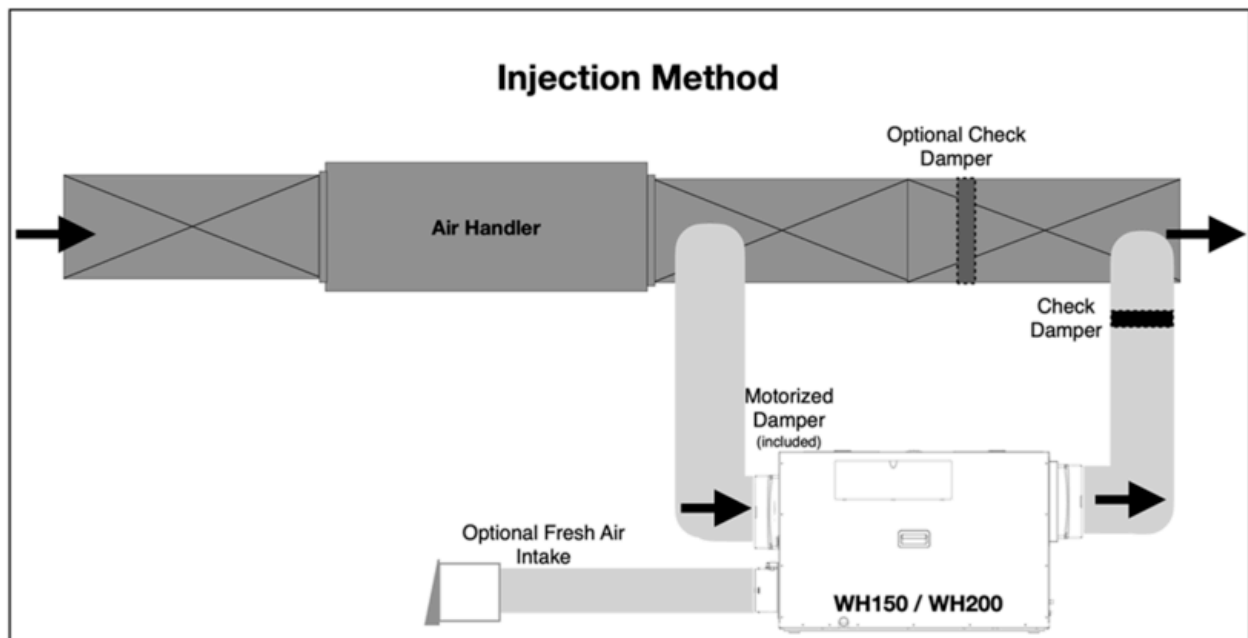
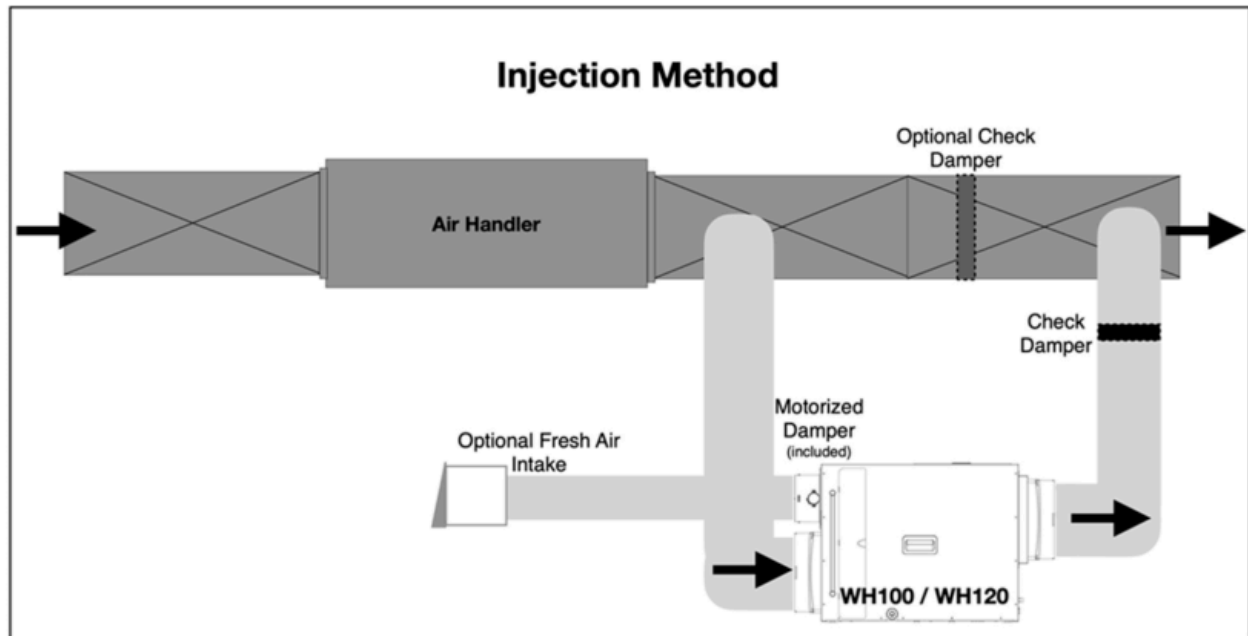
2. Bypass Option

- a. In this installation, some air bypasses the air handler to be conditioned by the dehumidifier.
- Connect the dehumidifier's return side duct to the return side duct of the air handler and the supply side duct to the supply side duct of the air handler.
 - A check damper should be installed in the dehumidifier's supply duct to prevent backflow.
 - The air handler fan should be set-up to run when the dehumidifier is running or a damper added in the air handler's duct as shown. See section 5b for proper wiring.



3. Injection Option

- a. In this installation, both sides of the dehumidifier are connected to the same side of the air handler duct (either the supply or return side).
- You will need to install a damper on the dehumidifiers supply side duct to prevent backflow.
 - The air handler fan should be set-up to run when the dehumidifier is running or a damper added in the air handlers duct as shown. See section 5b for proper wiring.



Using the Remote



1. Initial Start-up

- a. Before turning the unit on please review the diagram above to familiarize yourself with the controller.
- b. IF you are using the homes HVAC controller to control the dehumidifier, press the POWER button to energize the unit. The “Central Control Mode” icon will change to white, the “Continuous Mode” icon will come on and the display will read “ _ _ ” No further action is required, you can now control the operation of the dehumidifier from the homes HVAC control.
- c. IF you will be controlling the dehumidifier with the supplied controller, please study the following pages to familiarize yourself with the features and functions of the unit and how to set and use them.
 - For initial start-up and basic function, press the POWER button to energize the unit. The control will light up and default to Relative Humidity mode (%RH) and display the real time detected humidity.
 - The controllers are set at the factory to 50% RH. If you would like to change that setting, press the SETTINGS button. This will display the current set point. Press the SETTINGS button again to change the set point. This button will increase the setting until it reaches its maximum setting then return to the lowest setting to cycle through again. If no further adjustments are made within 3 seconds, the display will revert to real time humidity of the space.

2. Button Functions

- a.  **Power**
 - This button is used to power the dehumidifier ON and OFF.
- b.  **Menu**
 - This button is used to select the “Fresh Air” or “GPP” (Grains Per Pound) functions. Each press of the button will toggle back and forth between these functions. Each icon will change to blue when selected.

c. **Settings**

- This button is used to select your desired humidity set point.
- It's also used with the Menu button to Activate or Deactivate the “Fresh Air” and “GPP” functions.

d. **Menu + Settings**

- Press the Menu button to toggle back and forth between the “Fresh Air” and “GPP” functions. The corresponding icon will turn blue when selected.
- Once you have selected a function, press the Settings button to Activate or Deactivate it.

e. **Fan Speed**

- Press this button to toggle the fan speed from low speed to high speed setting.

f. **Timer**

- This button is used to set a timer for automatic shutdown. The timer ranges from 1 to 24 hours.

g. **Settings + Timer**

- Press and hold the Settings button and Timer button simultaneously for 3 seconds, the remote will display the detected coil temperature on the screen.

h. **Fan Speed + Timer**

- Press and hold the Fan Speed button and Timer button simultaneously to activate the Child Lock mode. The Child Lock icon will turn white.
- Press and hold the same buttons for 3 seconds to deactivate the Child Lock.

3. Icons on the Display

a. **Fresh Air Mode**

- This icon indicates the status of the “Fresh Air” mode.

b. **GPP Mode (Grains Per Pound)**

- This icon indicates the status of the “GPP” mode.

c. **Central Control Mode**

- This icon indicates whether an outside control is connected. The icon is “White” when the unit detects outside controls.

d. **Continuous Mode**

- This icon comes on only when the unit is set to run continuously or when outside controls are connected and that control calls for dehumidification.

e. **Dehumidification Mode**

- This icon comes on when the dehumidifier is switched “ON”.

f. **Defrost Mode**

- This icon comes on when the dehumidifier switches to defrost cycle.

g. **Fan Speed**

- This icon indicates whether the fan is set to “LOW” or “HIGH” speed.

h. **Draining**

- This icon comes on only when an optional condensate pump is connected to the dehumidifier.

i. **Timer**

- This icon indicates when the Timer function is active.

j. **Child Lock**

- This icon indicates when the Child Lock feature has been activated. IMPORTANT: When the Child Lock is active, all functions will be locked and not accessible.

3. Setting Remote Control Modes

NOTE: These units have an Auto Restart feature. If the dehumidifier unexpectedly loses power, it will automatically resume operation in the same mode and status it was in prior to the outage. All settings are retained.

These units also have a three minute protection function to protect the compressor. So, the machine will not start running until three minutes after power is restored to the unit.

a. Central Control Mode

The dehumidifier will automatically enter Central Control mode when it detects a signal at the A3 and A4 terminals. Once connected to the external controls, the dehumidifier buttons will no longer be active. If needed, you can press the power button to turn "OFF" the dehumidifier and exit Central Control mode.

- When powered "ON", the "Central Control" icon on the remote will change to white indicating "Central Control" mode is active. The unit will also switch to continuous and light the continuous icon as well as indicate on the display.
- When the humidity level is satisfied, the HVAC controller will open the switch between the DH terminals. The dehumidifier will then be in standby mode. At this time, the "Central Control" icon will change to grey and the display will show " _ _ "

b. Relative Humidity Mode (%RH)

The Control will default to Relative Humidity mode (%RH) with the set point at 50% when powered on for the first time. %RH will display to the right of the reading. When not changing the set point, the readout displays real time humidity of the space. The min/max setting range for these units is 35%-90%RH.

- To change the set point, press the "Settings" button once, this will cause the display to flash.
- While the display is flashing, press the "Settings" button again to increase the set point. Each button press will increase the setting by 1%. Holding the "Setting" button down will speed up the adjustment. The setting only increases. Once it reaches 90% it will go back to 35% and cycle through the settings again.
- Once the desired setting is reached release the button. If no further adjustments are made within 3 seconds, the display will revert back to real time humidity of the space and setting is complete.

c. GPP Mode (Grains Per Pound) also known as (Dew point Control)

This mode is only recommended for special applications. Please reach out to technical support if you have any questions. The setting range is 25-200 gr/lb in 5 gr/lb increments.

- To access the GPP function, press the "Menu" button to select the GPP icon. When selected it will turn blue.
- Press the "Setting" button to activate or deactivate the GPP mode. The icon will be white when active and grey when deactivated. When active, "gr/lb" will appear next to the current reading on the display. Deactivating this function will revert the controller back to %RH.
- To change the set point, press the "Settings" button once, this will cause the display to flash.
- While the display is flashing, press the "Settings" button again to increase the set point. Each button press will increase the setting by 5 gr/lb. Holding the "Setting" button down will speed up the adjustment. The setting only increases. Once it reaches 200 it will change to "CO" for Continuous Operation and then go back to 25 and cycle through the settings again.
- Once the desired setting is reached release the button. If no further adjustments are made within 3 seconds, the display will revert back to real time reading of the space and setting is complete.

d. Continuous Operation Mode

This mode is to allow the machine to run continuously without regard to the relative humidity of the space it's in.

- To change to Continuous Operation (CO), press the "Settings" button once, this will cause the display to flash.
- While the display is flashing, press the "Settings" button again to increase the set point. Each button press will increase the setting by 1%. Holding the "Setting" button down will speed up the adjustment. Once it reaches 90% press the button one more time to change to "CO".
- Once the setting is reached release the button. If no further adjustments are made within 3 seconds, the display will revert back to real time humidity of the space and the Continuous Operation icon will appear on the display. Setting is complete.

e. Fresh Air Mode

When Fresh Air mode is on, it will automatically control the opening and closing of the fresh air damper. It will only open the damper when the dehumidifier is running and the intake air is within the set temperature limits. A low limit of 35°F and high limit of 95°F is preset in the controller and can be adjusted within that range.

- To access the Fresh Air mode, press the "Menu" button to select the Fresh Air icon. When selected it will turn blue.
- Press the "Setting" button to activate or deactivate the Fresh Air mode. The icon will be white when active and grey when deactivated.
- To change the High and Low temperature limits, press and hold the "Menu" button until the settings screen appears. High limit will be highlighted and can be adjusted. Press the "Settings" button to scroll through the settings. The High limit range is 80°F-95°F. Once your High limit is set, press the "Menu" button once to highlight the Low limit field and adjust your setting. Press the "Settings" button to scroll through the settings. The Low limit range is 35°F-50°F. Once your limits are set, press and hold the "Menu" button until controller changes back to the home screen.

f. Timer

This mode allows the operator to set a timed shut down of the dehumidifier. This can be set from "0" to "24" hours in "1" hour increments. When set, it will run the unit for the specified amount of time then shut the dehumidifier down until the operator restarts the unit.

- To set and start the Timer, press the "Timer" button once, this will change the Timer icon to blue. Press the button a second time to turn the Timer "ON", the icon will change to white and a timer will appear in the lower right side of the display.
- Continue pressing the "Timer" button to increase the timer. Each button press will increase the timer by "1" hour increments. Holding the "Timer" button down will speed up the adjustment. The setting only increases. Once it reaches "24" hours it will go back to "0" and cycle through the settings again.
- Once the desired setting is reached release the button. If no further adjustments are made within 3 seconds, the timer will be set.
- To shut off the Timer, press the "Timer" button once to select the Timer. The Timer icon will turn blue. Press the button a second time to access the setting function, the icon will change to white and a timer will start flashing.
- Continue pressing the "Timer" button to increase the timer past "24" hours and back to "0".
- Once the timer reaches "0" release the button. If no further adjustments are made within 3 seconds, the timer will be shut off.

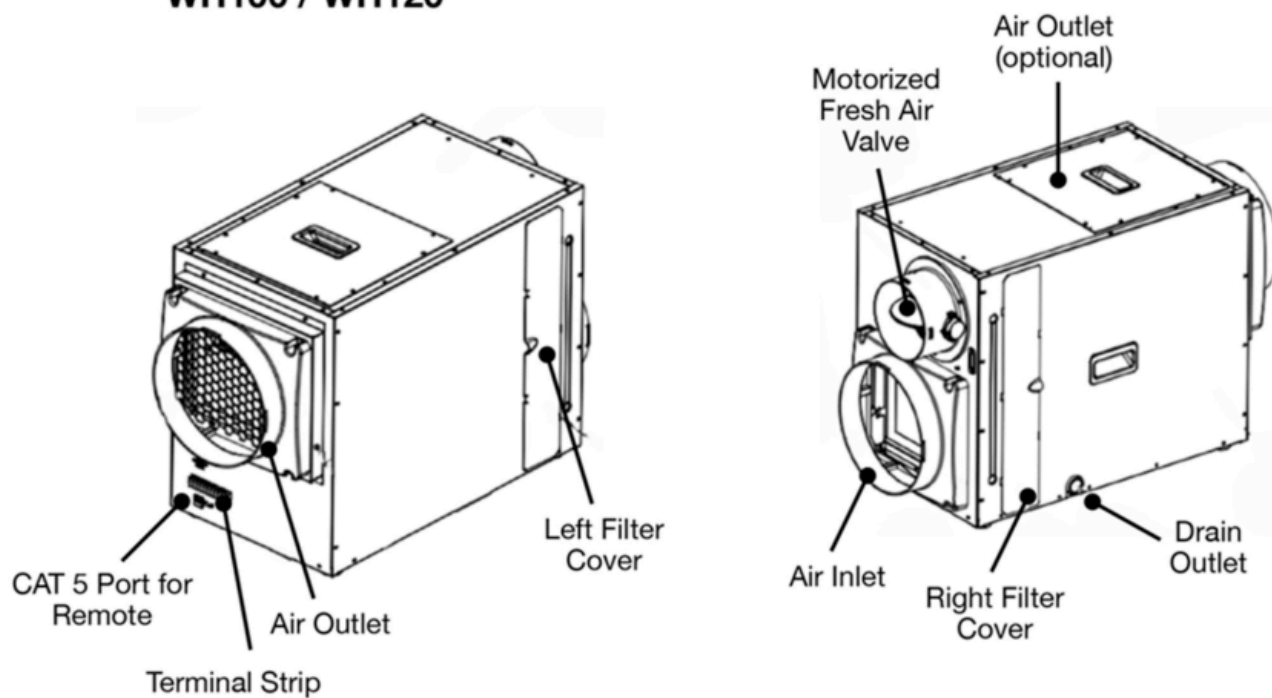
g. Child Lock

This mode is to Lock the remote so no settings can be accidentally changed. While in Child Lock mode, all buttons are disabled and any press of a button will cause a buzzer to sound.

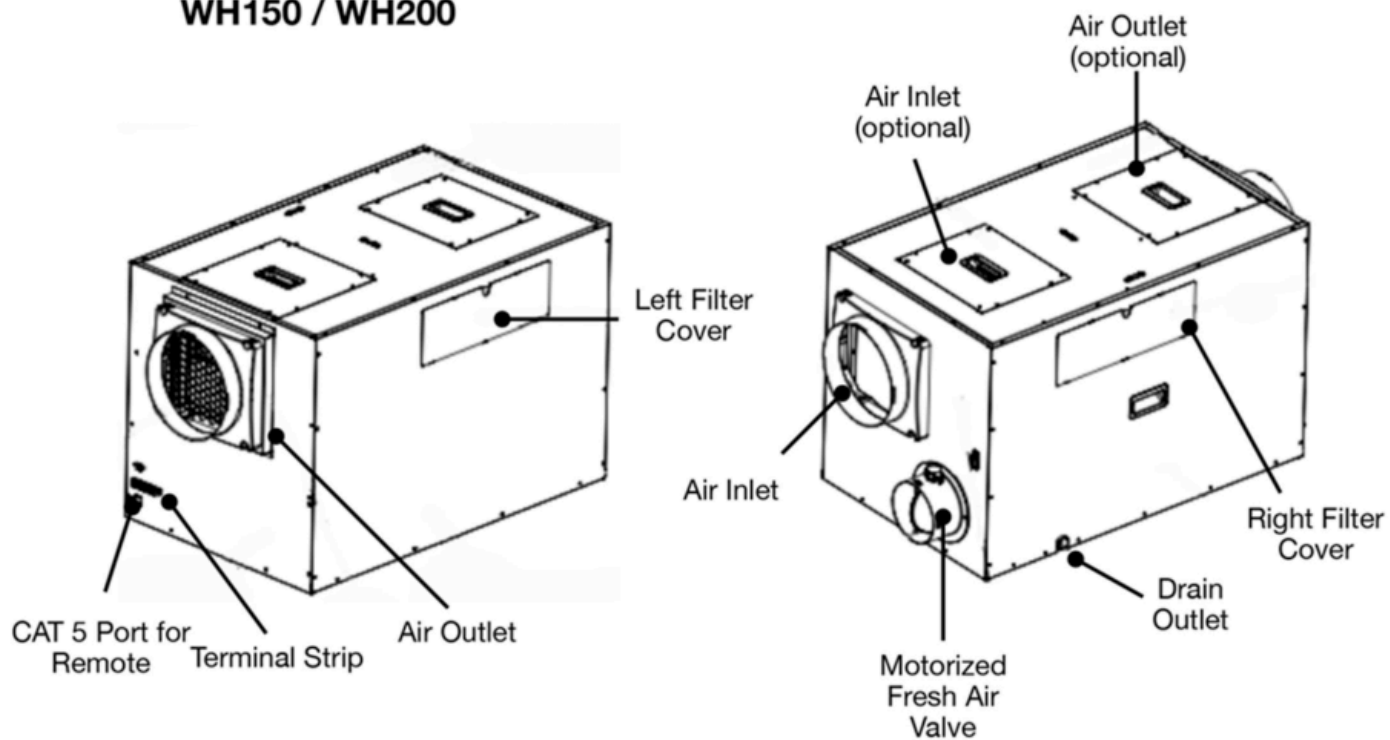
- To set the Child Lock, press the Fan Speed and Timer buttons simultaneously for 3 seconds. The Child Lock icon will change from grey to white.
- To remove the Child Lock, press the Fan Speed and Timer buttons simultaneously for 3 seconds. The Child Lock icon will change from white to grey.

Unit Diagrams

WH100 / WH120



WH150 / WH200



Maintenance

WARNING: Always disconnect the dehumidifier from any power source prior to performing any maintenance or repairs.

1. Cleaning the Exterior

- a. Use **ONLY** a soft, damp cloth to clean the exterior of the unit. **DO NOT** use soap or solvents.

2. Coil Maintenance

- a. At least once per year, spray the coils with an approved coil cleaner. The coil cleaner should be a self-rinsing, foaming cleaner such as WEB® Coil Cleaner.

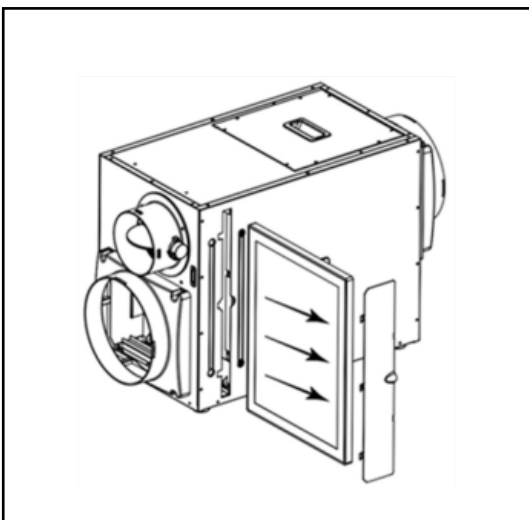
3. Cleaning the Drain Tray

- a. Mix either a 16 ounce solution of vinegar and water (4 ounces of vinegar to 12 ounces of water) or bleach and water (1 ounce of bleach to 15 ounces of water).
- b. Remove the filter from the dehumidifier so you have access to the drain tray.
- c. Pour the cleaning solution directly into the drain tray at the base of the coils. If any cleaning solution gets on the coils. Flush with water.
- d. Allow the solution to sit for 15 minutes.
- e. After sitting, pour at least 32 ounces of clean water into the tray to flush out the drain line.
- f. When finished, reinstall the filter and restart the dehumidifier.

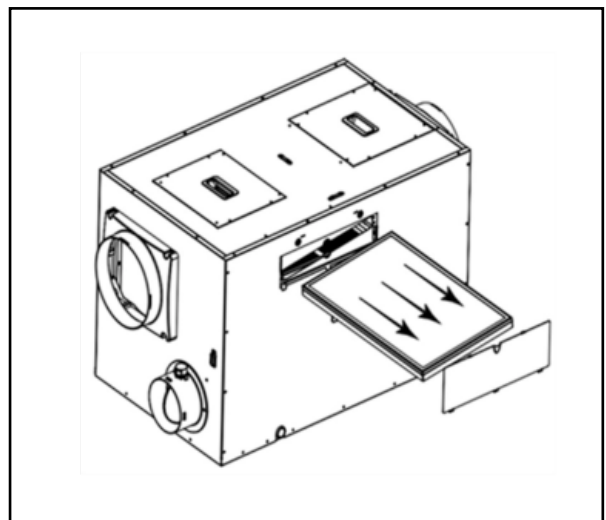
4. Filter Maintenance

- a. These units are supplied with a cleanable filter(s). We recommend checking the filter(s) at least every 6 months and cleaning when necessary.
- b. To inspect the filter(s), open the filter door from one side and slide the filter out of the unit (See diagram below for your specific model). The WH100OA & WH120OA have one filter while the WH150OA & WH200OA have two.
- c. To clean the filter, either use a vacuum cleaner to vacuum off excess dirt and debris or wash it off with warm water. **DO NOT** use any soap or solvents.
- d. If the filter is vacuumed, it can be returned to the unit. If the filter is washed, let the filter air dry completely before reinstalling.

WH100OA / WH120OA



WH150OA / WH200OA



Troubleshooting

Symptom	Cause	Solution
Display is Blank	Poor Connection	Verify that remote control is plugged into unit
	Power Outage	Reset power
No Airflow	Filter is Dirty	Clean the filter
	Air Inlet or Outlet is Blocked	Clear the blockage
Error Code: E1	Humidity Sensor or Communication Error	Check to ensure that the sensor wire is connected at both ends. if no issues are visible, the sensor may be faulty.
Error Code: E4	Problem with Terminals	Verify that float switch and/or external pump is plugged in and working properly
	Overflow Alarm	Check the float switch in the drain pan
		Check if the drain line is twisted or kinked
Error Code: LO	Room Temperature is below 35.6°F	Increase the room temperature so it is within operating range (above 35.6°F). If error still displays, check sensor.
Error Code: HI	Room Temperature is above 102.2°F	Decrease the room temperature so it is within operating range (below 102.2°F). If error still displays, check the sensor
Tripped GFCI Outlet or Breaker	Not a Dedicated Circuit	Identify all sources connected to outlet and confirm source of trip. If it is dehumidifier, contact technical support. If not, move dehumidifier to dedicated circuit for future use.
	Defective GFCI Outlet	Replace Outlet
	Dirt, Dust, or Moisture on Outlet	Clean or Replace Outlet, as necessary
	Lightning or External Electrical Surge	Reset or Replace Breaker/GFCI, as necessary
	Possible Dehumidifier Issue	If none of above options work, contact technical support



5 Year Warranty

Innovative Dehumidifier Systems warrants the equipment to be free from defects in workmanship and materials for a period of 60 months after shipment. This warranty is limited, however, to the repair or replacement of defective equipment at the manufacturer's discretion. If it is necessary to return unit for service, customer is solely responsible for proper packaging and transportation costs to and from the service center. Customer must initiate warranty process by contacting IDS. Do not send any component or product back to IDS without a Return Material Authorization.

This limited warranty does not apply to any part or component that is damaged in transit or when handling, during installation, has been subject to misuse, has not been installed, operated or serviced according to the Seller's instructions, or has been operated beyond the seller's – rated capacity or has been altered in any way. Routine maintenance is not covered by this warranty. Lack of proper maintenance voids this warranty.

This warranty does not cover corrosion, freezing or acts of nature – flooding, fire, water damage, power surges, and hurricane or storm damage.

Seller's liability is limited to replacement of defective parts or components and does not include any cost of labor (including, but not limited to, labor to remove and/or reinstall any defective part), refrigerant or piping. Customer may elect to have unit fixed locally with prior authorization in which case required replacement parts will be sent to customer at customer's expense.

IDS shall not be responsible for loss of use of any product, loss of time, inconvenience, or damage to other equipment, or any other indirect or consequential damage with respect to property whether as a result of breach of warranty, neglect, or otherwise.

THE WARRANTIES AND LIABILITIES SET FORTH ARE IN LIEU OF ALL OTHER WARRANTIES EXPRESSED OR IMPLIED, IN LAW OR IN FACT, INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR PARTICULAR PURPOSE. IDS total liability, regardless of nature of claim shall not exceed original purchase price of the product. If a product or component is replaced while under warranty, the applicable warranty period shall not be extended beyond the original warranty time period.

The foregoing shall constitute the total liability of seller in the case of defective performance of all or any of the equipment or services provided to Buyer. Buyer agrees to accept and hereby accepts the foregoing as the sole and exclusive remedy for any breach or alleged breach of warranty by Seller.