



## **Dehumidifiers' Common Phenomenon and Troubleshooting Manual**



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**Restoration & Moisture & Ventilation**



**Dehumidifiers' Common Phenomenon  
and Troubleshooting Manual**



**Welcome to** Alorair company. Alorair focuses mainly on inner air quality solutions with quite professional dehumidifiers' LGR technology, SLGR technology, super efficient air mover and air scrubber. As the staff train file and customers after-sale instruction, Dehumidifiers' Common Phenomenon and Troubleshooting manual aims to bring a serial of expertise suggestions in facing with confused dehumidifier operation errors.

**This manual contains three parts:**

- 1).Dehumidifiers' Common Phenomenon and Troubleshooting**
- 2). Error codes**
- 3). FAQ**

**Please refer to according contents for your reference needs.**



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# Dehumidifiers' Common Phenomenon and Troubleshooting

In case of dehumidifier failure, please immediately cut off the power and unplug the power plug from the socket, check the following items:

Fault	Reasons	Troubleshooting
Unit doesn't work	Power failure or socket without electricity	Check the power
	Internal wiring loose	Check the wiring and insert it well
	Insert the plug properly	Power plug is not good
	Power grid voltage is too low(power voltage is lower than rated voltage by 20%)	Wait for power grid voltage becomes normal
	Buttons fault on the operating panel	Change the operation board
	Overheating of system temperature, protective stop	Change the motor and restart
	Temperature is controlled, stop as automatic control, "operation"illuminates	It will automatically start working when environmental humidity is higher than set
Fan operates while compressor doesn't operate	Compressor start up, capacitor failure	Change the capacitor
	Compressor internal protection action (compressor overload)	Troubleshooting, press the power button again or contact the after-sale service
	Leakage, low voltage makes compressor burnt	Change compressor
	Strong panels have fault	Change strong panels
	The unit defrosts, "frost" illuminates	Wait until defrosting finishes
Fan doesn't operate	Change capacitor	Fan capacitor failure
	Waiting for the motor temperature drops and restarts	The motor temperature rises too high, a protective stop
	Change motor	Motor damage
	Change strong panels	Strong panels have fault
Automatic defrosting doesn't operate	Temperature sensor damage or off-line problem	Change temperature sensor or pick up a good connection
Motor speed low capacity leads to less	Fan's capacitor reduction or damage	Change motor capacitor
Small amount of water removal	Indoor temperature and humidity is too low	Stop use the unit
	There are more than two dehumidifiers running at the same time inside the room	It is recommended to use just one dehumidifier or adjust the dehumidifier location
	Filter is dirty, inlet and outlet is blocked	Clean filter or remove block items
	Part of refrigerants has leakage	Perfuse refrigerants again
Noise of compressor	Built -in technology of compressor is not good	Change compressor

Frequent starting of unit	Humidity sensor failure	Replace the humidity sensor
	The humidity sensor is influenced by the moisture from evaporator	Adjust the position of the sensor to the right position to avoid interference
	Humidity sensor or wire short circuit	Replace the humidity sensor
Running for a long time still can not meet the "dehumidifying" effect	Whether the doors and windows closed	Close doors and windows
	Interior space is too big	Adjust the space or increase dehumidifiers
	If there is a water vapor sources inside the room	Close the steam source
	Dehumidifier water removal capacity is too small	Replace a dehumidifier with big water removal capacity
Unit is noisy	Wind turbines shaking balance is not good	Change the wind turbines
	Piping resonance occurs when meets any other parts	Adjust the piping
	Dehumidifier placement isn't correct	Place the dehumidifier horizontally
Water leakage	Repetitive defrosting in the cold day makes ice not melt in the water outlet, leads to outlet blocking.	Please shutdown for a period of time, resolve the ice and make fluent water
	Drainpipe is clogged	Clean the drainpipe
	Installation of drainpipe is not correct	Install the drainpipe correctly
	Water basin is cracked	Change the water basin
Compressor doesn't work	Wiring is not correctly connected leads to compressor blocking	Rearrange the wiring connection
	3 minutes of protection time to restart will cause shut down with compressor power rising up.	Wait for 5 minutes after shutdown and restart the unit.
	Internal short circuit of compressor leads to detonation cylinder	Change compressor
Evaporator surface freeze	Cold heat exchanger has leak source, cause refrigerant leakage	Change cold heat exchanger
	Throttle pipe blocking	Change throttle pipe
Evaporator local refrigeration	Not enough refrigerant	Pour refrigerant into the unit
	Throttle pipe blocking	Change throttle pipe
The evaporator does not refrigerate	Refrigerant leakage	Change cold heat exchanger
	Exhaust pipe is blocked during welding.	Change cold heat exchanger
Water pump with small amount of drain water, pumping head is not enough	Open mouth of soft water joint is too small	Change the water joint or make the open mouth big
	Water pump has internal limescale blockage	Wash the water pump
	Water pipe ties off or been squeezed	Adjust water pipe of change water pipe
	Power grid voltage is too low(power voltage is lower than rated voltage by 20%)	Wait for power grid voltage becomes normal
	Permanent magnet aging or defectiveness of pump motor	Change motor
Wrong indicator color	Install the wrong indicator	Change operation board

Water pump outlet leakage	Card racks plasticity becomes bad and unable to flip to the right place	Change the card racks of water outlet
	Water joint is not in the right place	Re-install the card racks
Water pump noise	Enameled wire rubber and wind turbines scratches	Remove the turnout
	Motor spindle friction	Change water pump motor
Water pump doesn't drain water	Power line and plug are not well connected	Connect them right
	Main board relay failure without power	Change the main board
Water pump frequent start or high water level alarm	Switch of float is too sensitive	Change the float
Can't turn the unit off	Main board relay failure	Change the main board
Display dashboard messy code, poor display, strangled button	Parts failure of display dashboard	Change operation board
The machine works when defrosting	Main board relay failure as long time pickup	Change the main board

## FAQ about Alorair Dehumidifier

### About the product operation:

#### Q:How do dehumidifiers work?

A:Dehumidifiers extract moisture from air and place it into a cool and heat exchanger which can first transform the air to vapor by heating. And then make vapor condense on the condensing tube. At last, the condensate water is take away by the draining duct.

#### Q:What should I do with the loud noise when the unit functions?

A: Firstly, make sure the unit is functioning on the flat and firm ground. Secondly, check the filter mesh to make sure it is not jammed. If the filter mesh is jammed, please take it out and clean.

#### Q:My dehumidifier doesn't work,what can I do?

A: 1) Check the temperature range and make sure the plug has been inserted rightly.  
 2) Once receive the goods, customers must log in [www.alorair.com](http://www.alorair.com) to fill out the warranty registration form and submit to AlorAir company. We will receive your purchasing and installation information and save it.  
 3) If warranty service is necessary, customers must contact Alorair Tech Support by [sales@alorair.com](mailto:sales@alorair.com) or local technical service phone to receive a Return Authorization (RA number). Once an RA has been issued, customers should bring the unit to a certified repair center. AlorAir will arrange the shipping to bring the unit back to the Alorair warehouse (at the expense of the customers) if customers are not available.

#### Q:I'm getting some kind of readout code on my control panel. Where can I find a list of error codes?

A: Error codes can be found from the owners' manual. It's also available at [www.alorair.com](http://www.alorair.com) under Support & Services--Manual & Pictures.

### About the product service:

#### Q:What is the service life of the AlorAir dehumidifier?

A: The unit's service life can be 8 years or more in many other cases.

#### Q: What safety certifications (CE, ETL, CSA, etc) do AlorAir products carry?

A: Some of our models carry the ETL, CE and Energy Star certification.

#### Q:Where can I find manual for my AlorAir equipment?

A: You can find printable manual on our website. If you are unable to download it, contact the AlorAir Service Department at 888-990-7469 or send an e-mail to AlorAir by [sales@alorair.com](mailto:sales@alorair.com). We can fax or email you a replacement at no charge.

## Q:Are there any critical points for dehumidifier storage in winter?

A: Before storing dehumidifiers in winter, make sure all the water is drained out from the unit. Additionally, make sure that water in drain tube has been drained out to prevent cracking. The units are not weatherized, so they can't be placed outside.

## Q:Where can I get the parts for my dehumidifier?

A: You can find the part you need by looking through the AlorAir Parts List on our website. If you need assistance, you can give us a call at 888-990-7469 or send an e-mail to AlorAir by sales@alorair.com. To purchase parts please contact your closest AlorAir distributor.

## Q: Where can I get my AlorAir product serviced?

A: Most often your unit can be serviced by a certified HVAC technician; You should refer to www.alorair.com under Support & Services--Warranty Registration--Product Warranty Downloads to know the steps. If you still don't know how to do, please send an e-mail to sales@alorair.com.

## Q:What is AlorAir's return policy?

A: Please refer to AlorAir's return policy at website www.alorair.com-Support & Services--Returns.

## Q:How should I ship my equipment?

A: We only ship the larger units (Pro, Ultra, Elite) by freight on a pallet so they don't get damaged.

## Error Code of Alorair Dehumidifiers

Error Codes	cause	Solution
Error code:E1	Humidity Sensor or communication error	Check sensor cable is properly connected. Replace the Sensor
Error code:E3	Temp Sensor or communication error	Check sensor cable is properly connected. Replace the Sensor
Error code: E4	Pump detected high water in reservoir	Check for clogged drain lines Check pump working properly Service Pump, Replace Pump
Error code: L0	Unit is sensing room temperature below 33°F.	Increase room temperature Check Sensor Check Sensor Cable
Error code: HI	Unit is sensing room temperature above 100°F.	Decrease Room Temp Check Sensor Check Sensor Cable
Error code:E1,L0,HI	Shows E1, L0,HI at the same time indicated a bad connection, cable or sensor	Check Cable connection Replace Cable Replace Sensor

## Quick Self-repair Suggestions

Within the whole warranty period,small problems can be fixed by yourself easily. It is not essential to bring the unit back to Alorair or certified repair center,please refer to the maintenance manual by yourself to fix those problems. Also you can enter [www.alorair.com](http://www.alorair.com) to watch maintenance video in the VIDEO module.

If you need more help, please send email to [sales@alorair.com](mailto:sales@alorair.com).

