

## TROUBLE SHOOTING

### Problem observed: **ERROR LIGHT IS ILLUMINATED**

#### A. Red light comes on the instant you turn on the power switch.

1) **1<sup>st</sup> Cause:** The safety switch on the pump is triggered if the float switch is defective and the pump overflows. This will break the circuit and illuminate the red error light.

**Action:** First, check the pump functions by pressing the purge switch to hear if the pump is operating. Second, pull the pump from the unit.

To remove pump:

1. Tilt the unit 45 degrees and remove the seven screws on the bottom of the unit with a Phillips screwdriver. Slide the pump out. (*Note: If there is water currently in the pump tilting the unit will cause a leak*)

Unscrew the top cover of the pump. Check to see if the safety float switch is not stuck by moving the float switch with your finger.

- a. If the float switch is not stuck and pump is operational then the problem is a Low Pressure Fault. In this case, return the unit to the factory for repair.
- b. If the pump is not working, replace the pump with a replacement obtained from Dry Air Technology.

2) **2<sup>nd</sup> Cause:** The unit is cold or was stored in a cold location (45 degrees or lower) before operation causing a false trigger. The colder the refrigerant gas, the lower the pressure. The unit will shut down 30 seconds to 1 minute after being turned on.

**Action:** Allow about 15 minutes for the unit to adjust to room temperature before turning it on.

#### B. Error light turns on after the unit has started running.

**Caused by:** Low Pressure Fault. Low Pressure Fault occurs when there is a leak in the system because which causes refrigerant to escape or to lose its charge.

**Action:** Call 888.755.9236 for instructions on returning the unit to the factory.

There are two float switches: Primary and Safety (insert picture)

### Problem observed: **UNIT IS LEAKING**

a. Make sure to purge pump before moving unit. Be sure to properly purge remaining water in the pump after each use. Please keep in mind that coils may still be cold at the end of each use. Allow 15 minutes for the unit to adjust to room temperature and press the purge switch. If the condensate pump had not been properly purged after the last use, or if the unit had been removed from the previous job site before the coils had returned to room temperature, the condensate pump may begin to pump water immediately when the unit is plugged in.

b. Faulty pump switch-First, check the pump functions by pressing the purge switch to hear if the pump is operating. Second, pull the pump from the unit. To remove pump:

1. Tilt the unit 45 degrees and remove the seven screws on the bottom of the unit with a Phillips screwdriver. Slide the pump out. (*Note: If there is water currently in the pump tilting the unit will cause a leak*)
2. Unscrew the top cover of the pump. Check to see if the safety float switch is not stuck by moving the float switch with your finger. If the float switch is not stuck and pump is not operational return the unit to the factory for repair.

- c. Defective pump. If the pump is not working, replace the pump with replacement obtained from Dry Air Technology.
- d. Clogged drain hoses
- e. Clogged or cracked drip tray

**Problem observed: UNIT NOT DRAWING WATER**

- a. Make sure that hoses are in their proper places (see attached drawing).
- b. Allow the unit to work for more than 2 hours. Water may be building up in the pump reservoir but has not reached a level high enough to activate the float switch.
- c. Check the humidity and temperature of the internal and external environment. If room temperature is hot, coils will condense water but not frost.
- d. Unit may be low on refrigerant
- e. Leak in coils.
- f. Clogged cap tube

**Problem observed: FAN NOT RUNNING WHEN UNIT IS ON.**

Action: Blower needs to be replaced.

**PUMP NOT WORKING**

Need instructions on getting to heat exchanger for maintenance.

Filters

**OPERATING INSTRUCTIONS**

**IMPORTANT! The power switch must be in the “OFF” position before it is plugged.** The error light will illuminate if the switch is in the “ON” position before it is plugged in the wall because the safety circuit has not been initialized.