



# Dehumidifier Troubleshooting Checklist

Prior to calling Surna technical support, follow these troubleshooting steps. While steps 1-6 may be handled by anyone with basic knowledge of the dehumidifier set up, steps 7-12 should be handled by a trained technician. To avoid voiding the warranty, please call Surna at 303.993.5271 x127 before having a technician perform work.



Warning! Before performing routine maintenance or servicing, verify unit is disconnected from power source. Servicing the Surna Dehumidifier with its high pressure refrigerant system, high voltage circuitry and internal fan presents a health hazard which could result in death, serious bodily injury, and/or property damage.

## Customer

1. Verify that unit is plugged in and GFCI is not tripped.
2. Verify power to outlet is on.
3. Ensure circuit breaker has not tripped.
4. Verify toggle switch located on the dehumidifier is in the "on" position. (Fan will constantly run even if the toggle switch is in the "off" position.)
5. Verify that filter and evaporator coil are clean. (The filter should be cleaned every 30 days.)
6. Verify the Humidistat is set to "on."

NOTE: The Surna Dehumidifier is intended to operate in temperatures between 74-86°F and relative humidity of 40% or higher.

NOTE: Temperatures and relative humidity levels at the canopy level may differ from the ceiling environment (Dehumidifier Mounting Position). In this case, it is recommended to implement a form of air mixing or air destratification fans.

If steps 1-6 are unsuccessful, contact Surna Technical Support at 303.993.5271 x127 before calling a technician.

## Technician

7. Check airflow conditions of unit. Is air being pulled through the evaporator coil and pushed out the condenser coil?
8. Check that filter and evaporator coil on the unit are clean. If not, clean these items with water.
9. Check condensate plumbing. P-traps are recommended – have they been installed? If not, installation of P-traps on all dehumidifier condensate drains is recommended. Condensate drains should be sloped downward to a waste or reclamation system in order to direct the condensate out of the space.
10. Check placement angle of dehumidifier unit. Unit should be angled 5 degrees towards condensate drains. If the angle is out of spec, correcting the slope is recommended.

If steps 7-10 are unsuccessful, remove dehumidifier from ceiling and remove top cover.

11. Check temperature controller (Ranco) within the unit, contact Surna at 303.993.5271 x127 for detailed Ranco troubleshooting instructions, if needed. Verify the Ranco set point is 32°F.
12. Check temperature probe. Verify the probe is fully inserted into evaporator coil for accurate temperature readings. If installed correctly, the temperature probe should not be visible.

If steps 11-12 are unsuccessful, contact Surna at 303.993.5271 x127 for further instructions on testing environmental conditions and/or unit refrigerant charge.