



Dehumidifier Troubleshooting Checklist

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



Warning! Before performing routine maintenance or service, verify unit is disconnected from power source. The Surna Dehumidifier contains high pressure refrigerant, high voltage circuitry, and an internal fan. Improper operation could result in serious bodily injury, death 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 above 70°F and relative humidity of 45% or higher. Temperature and relative humidity affect performance. Contact Surna with questions

If steps 1-6 are unsuccessful, contact Surna Technical Support at 303.993.5271 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 and an approved coil cleaner.
9. Check condensate plumbing. P-traps are required – have they been installed? If not, install P-traps on all dehumidifier condensate drains. Condensate drains should be sloped downward to a waste or reclamation system in order to direct the condensate out of the space.

If steps 7-9 are unsuccessful, remove dehumidifier from ceiling and remove top cover.

10. Check temperature controller (Ranco) within the unit; Contact Surna at 303.993.5271 for detailed Ranco troubleshooting instructions. Verify Ranco set point is 32°F.
11. 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 10-11 are unsuccessful, contact Surna at 303.993.5271 for further instructions on testing environmental conditions and/or unit refrigerant charge.