

## 250 PPD DEHUMIDIFIER TROUBLESHOOTING

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 (21°C) 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. Air should be felt being pulled through the evaporator coil and pushed out of 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.

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

10. Check internal temperature controller (Ranco) within the unit; contact Surna for detailed Ranco troubleshooting instructions. Verify the Ranco set point is 32°F (0°C).
11. Check temperature probe. Verify the probe is fully inserted into the evaporator coil for accurate temperature readings. If installed correctly, the temperature probe should not be visible.

If steps 10-11 are unsuccessful, contact Surna for further instructions on testing environmental conditions and/or unit refrigerant charge.