



TROUBLESHOOTING YOUR IW25-5

Dear Valued Customer,

If your IW25-5 Dehumidifier is not operating properly, please follow the troubleshooting guidelines below.

SYMPTOM	CAUSE	SOLUTION
Display is blank	Poor Connection	Verify that both ends of the power cord are plugged in
	Power Outage	Reset Power
Loud noise	Machine is not level	Reposition unit so it is level
	Filter jammed	Replace filter
	Machine not supported by blocking	Blocking is required
	Unit not installed with 4 screws or poor quality screws	Unit MUST be installed with 4 well-fitting screws
	Machine is touching/rubbing an unrelated item	Isolate items to eliminate noise/vibration
Flashing Red Light	Warning that filter must be cleaned/replaced within 14 days	Clean/replace filter and push the cover's reset button or unit will shut off in 14 days
Unit shuts off after red light stops flashing	Filter must be cleaned/replaced and internal timer reactivated	Clean/replace filter; remove entire cover, push to reset the black timer button and on button
No airflow	Filter is dirty	Clean or replace the filter
	Air inlet or outlet is blocked	Clear the blockage
Error code: E1	Humidity sensor or communication error	Check that the sensor wire is connected at both ends; if no visible issues, the sensor may be faulty and must be replaced
Error code: E4	Problem with pump	Verify that the pump is properly installed and functioning; if so, unplug the unit for 2 minutes, then restart
Error code: LO	Room temperature is below 33°F	Increase the room temperature to within operating range (above 33°F); if error still displays, check sensor
Error Code: HI	Room temperature is above 105°F	Decrease the room temperature to within operating range (below 105°F); if error still displays, check sensor

Your satisfaction is important to us! If these solutions do not address your concern, please call 910-579-3348 and ask to speak with one of our product specialists.

Remove Moisture | Help Improve IAQ
It's That Simple.

CONNECT WITH US

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