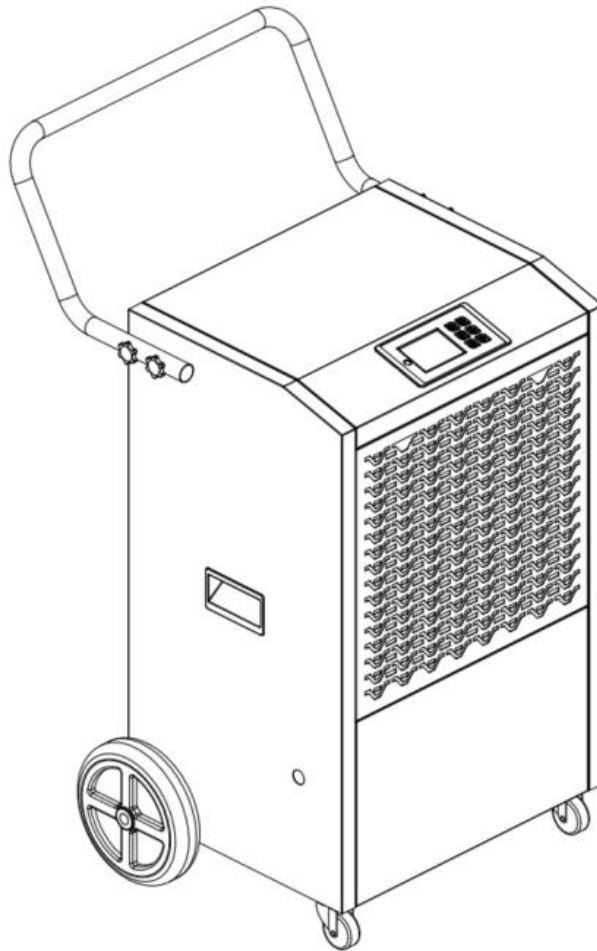


MOISWELL

Commercial Grade Dehumidifier User Manual



Model No.: Explorer VP170, VP240

Email: service@moiswell.com

Please read this User Manual before operating and save for future reference.

Welcome

Thanks for choosing MOISWELL dehumidifier!

MOISWELL is dedicated to keeping people healthy, comfortable and more enjoyable by offering quality dehumidifiers range from dehumidifiers, air purifiers, humidifiers to refrigerators, wine coolers, ice makers, and more. From breathing easier in your office to upgrading your kitchen dehumidifiers, we hope MOISWELL could help you every step of the way.

We do hope you'll enjoy the dehumidifier you purchased from us.

Before plugging in your new dehumidifier, we suggest that you read this user manual as it contains important safety information, operation instructions, troubleshooting, maintenance tips, and warranty information to ensure the reliability and longevity of your dehumidifier.

We also kindly ask you to take a few minutes to register your product at **www.moiswell.com** for more efficient support . Although greatly appreciated, product registration is not required to activate any warranty.

It is our goal that you are always happy with what you bought from us, so please let us know if your buying experience was anything short of excellent.

We're always just an email away

To access customer support, please email to **service@moiswell.com** with your purchase order ID to help us address the problem faster and serve you better.

Thank you again!

BEFORE FIRST USE:

Please leave the dehumidifier standing upright and outside the box for **24 HOURS** before plugging it in.

The dehumidifiers may have been tilted or placed upside down during shipping. Leave the dehumidifier to stand upright for 24 hours so the oil in the compressor can settle from the move, not doing so can affect the performance or lifespan of the dehumidifier.

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SAFETY INFORMATION

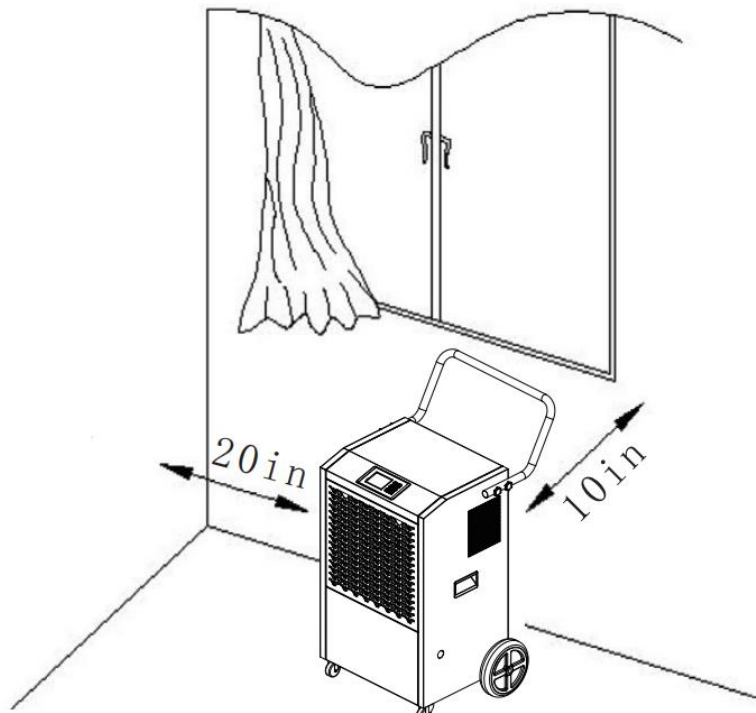


To prevent injury and property damage, the following instructions must be followed when using the dehumidifier.

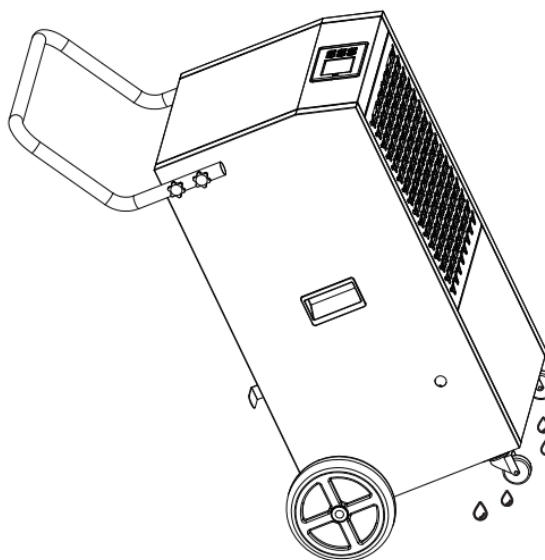
- Install the dehumidifier on flat surface to minimize vibration and or noise.
- Inspect the power cord before use. Never operate the dehumidifier when the power cord or plug is damaged.
- Insert the three-prong plug on the power cord into a matching electrically grounded outlet (120V/ 60 Hz, 13A at least).
- Never cut off the third prong. Do not modify power cord length.
- Do not operate the dehumidifier in standing water. Keep motor and wiring dry.
- Never immerse the dehumidifier into water or other liquids.
- Do not put the dehumidifier close to heat-generating devices, including flammable or dangerous materials.
- Unplug the power supply before cleaning or storing the dehumidifier. Always grasp the plug (not the cord) to unplug.
- Do not put fingers or other items into air inlet or air outlet.
- Never insert any other objects into the dehumidifier body.
- Do not sit, stand or put heavy objects on the dehumidifier.
- Make sure to turn off and unplug the dehumidifier before cleaning.
- Disconnect the power if strange sounds, odors, or smoke come from the dehumidifier.
- Do not operate or turn off the dehumidifier by plugging in or unplugging the dehumidifier. Use the control panel instead.
- When the dehumidifier is used as a clothes dryer, please keep your clothes at least 18 inch away from the air outlet to prevent the water from dripping into the dehumidifier to cause damages.
- This dehumidifier should only be used by adults who have read the manual and understand the operating procedure of the dehumidifier.
- The dehumidifier is not to be used by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction by an adult.
- This dehumidifier is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they

have been given supervision or instruction concerning use of the dehumidifier by a person responsible for their safety.

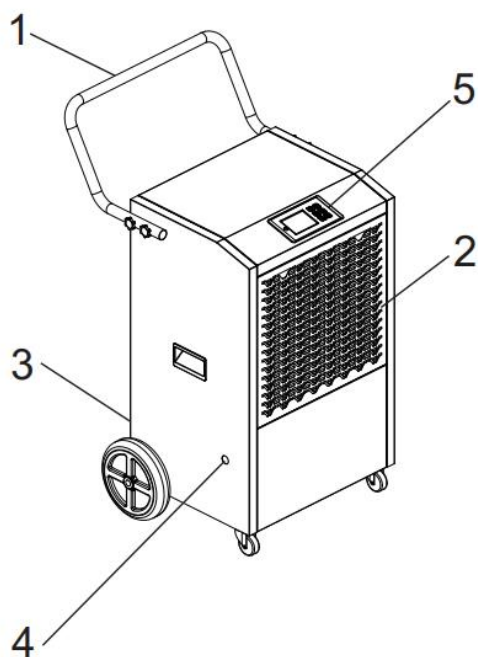
- Children should be supervised to ensure that they do not play with the dehumidifier.
- The minimum distance between the dehumidifier and surrounding objects when using the dehumidifier at least 40 inch.



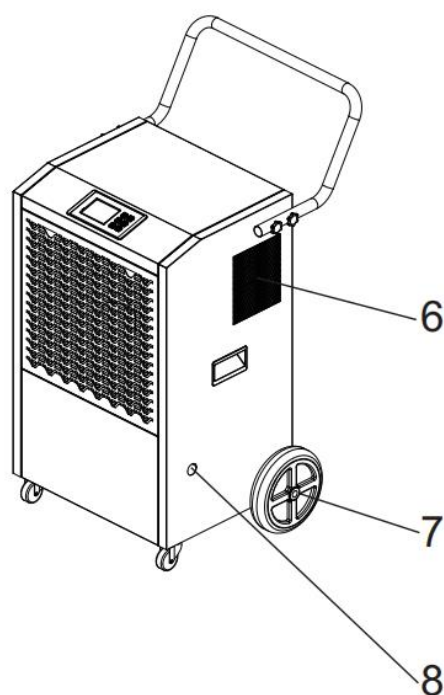
- When the dehumidifier is running, do not tilt the dehumidifier to avoid the water in the pump from overflowing.



PARTS IDENTIFICATION



- 1. Handle
- 2. Air Inlet
- 3. Power Cord
- 4. Pump Drain Outlet



- 5. Control Panel
- 6. Air Outlet
- 7. Wheel
- 8. Gravity Drain Outlet

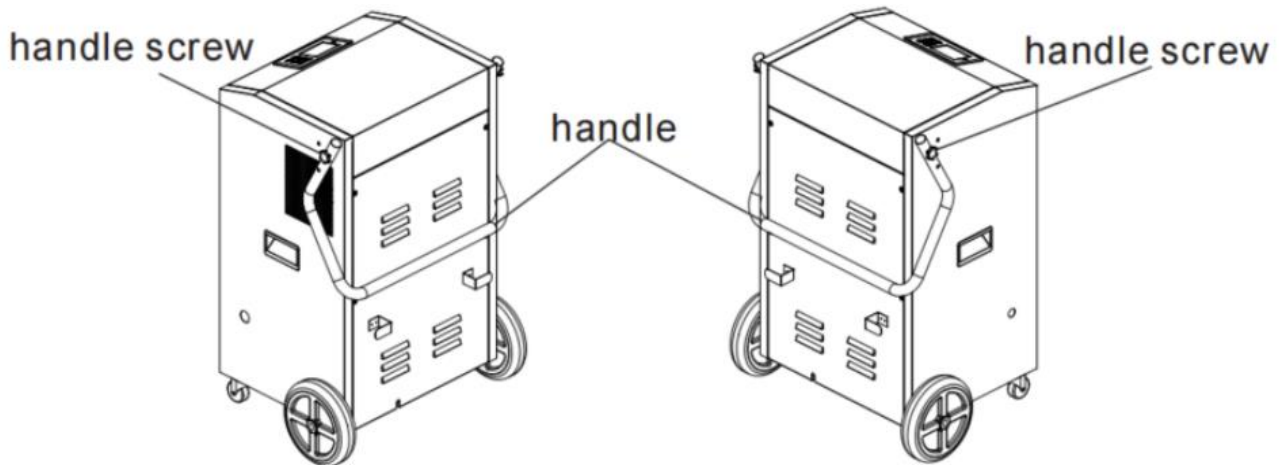
NOTE: DO NOT OBSTRUCT THE AIR INLET OR OUTLET.

NOTE: The technical parameters of this product are subject to the nameplate of the product.

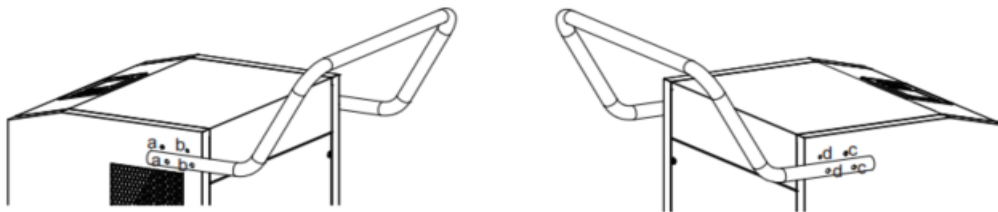
OPERATION INSTRUCTIONS

1. Install the Handle

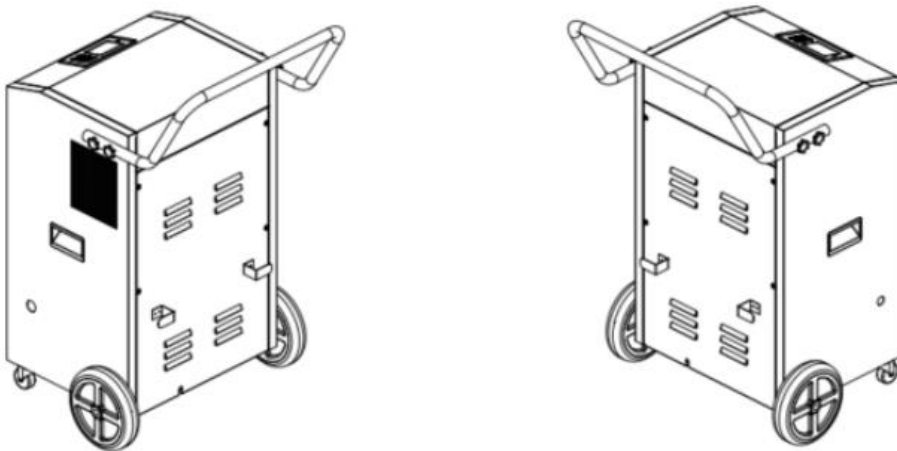
1) Unscrew the pre-installed hand screws on both sides of the handle to take the handle off.



2) Install the handle as illustrated below, please NOTE to align the holes on the handle with the holes on the dehumidifier.



3) Tighten the 4 hand screws securely until the handles secure tightly against the dehumidifier.



2. Position Your Dehumidifier

For best results, operate your dehumidifiers in an enclosed area. Close all doors and windows. Place your dehumidifier away from obstructions, and keep it away from anything that could block airflow into and out of the dehumidifier.

3. Set up the Drainage

This dehumidifier has an internal pump that will automatically drain the condensate out via the long drain hose. Before turning on the dehumidifier, make sure the hose has been connected to the drain outlet properly.

- ① Uncoil the entire hose;
- ② Attach the hose to the drain outlet directly;
- ③ Place the unattached end in a sink, drain, bucket or outdoors – anywhere that water can drain out safely. (Ensure there are no kinks or other obstructions that will stop the water to flow.)

NOTE:


- Ensure that water which runs to outdoors does NOT create a slip hazard.
- If you use a bucket or other container for water collection, check it regularly to prevent overflows.
- The drain hose for the water pump can drain up to 15ft vertically. More than 15ft may cause water back up to the pump resulting in leakage.
- When turning off the dehumidifier, please take the hose out from the water collection container to avoid the water back-flow causes water leakage.
- The dehumidifier won't drain without connecting the drain hose.

4. Plug in Electrical Cord

IMPORTANT

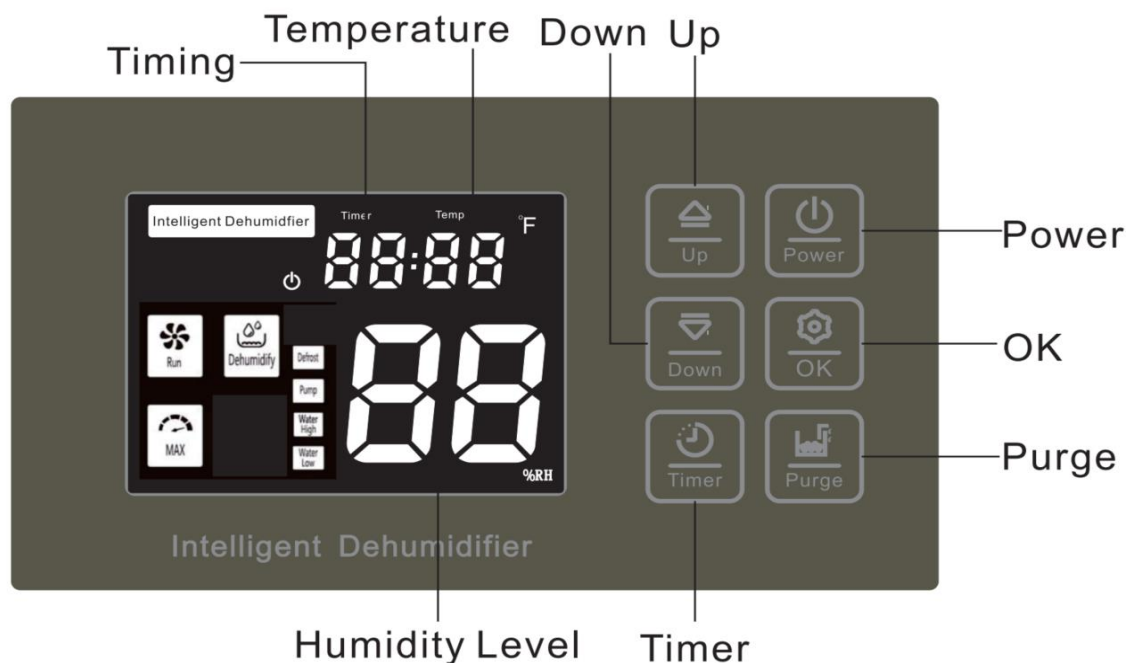
Please let the dehumidifier stand upright for **24 hours** before initial plugging in.

The dehumidifier needs to be plugged into a properly grounded 120 volt outlet rated for at least 13 amps. Uncoil the power cord and plug it firmly into a suitable outlet.

NOTE: When the dehumidifier has been plugged in, the  icon on the control panel display will

light up.

5. Understand the Control Panel



Power Button: Press this button to turn on/ off the dehumidifier.

OK Button: Press this button to confirm that the operation of setting humidity and/or timer is completed.

Up Button: Press this button to increase the humidity and/or timer.

Down Button: Press this button to decrease the humidity and/or timer.

Timer Button: Press this button to set a timer and check timer status.

Purge Button: Press this button to enable the pump.


Understand the LCD Display


Intelligent Dehumidifier This icon lights up when the dehumidifier has been turned on, and lights off when the dehumidifier has been turned off.


Power Icon This icon lights up when the dehumidifier has been plugged in but not turned on yet.


88 %RH is humidity percentage value. If no operations on the control panel, this number is the humidity readout of the inlet air the dehumidifier detects which is similar to the room

humidity level. When you are pressing the **Up** or **Down** button to set the target humidity percentage value, this digital number will turn to display the previous setting value and keep blinking.


 **Run Icon:** **Run** icon lights up when the fan is running, and lights off when the fan stops running.

 **Dehumidify Icon :** **Dehumidify** icon flickers typically because the compressor has not kicked in. It usually happens ① when the dehumidifier is under the 3-minute compressor delay status; or ② when the dehumidifier is programmed to delay-start (AUTO ON TIMER).



 **MAX Icon:** **Max** Icon lights up when the set humidity value is 10% and the dehumidifier enters into Continuous Mode.

 **Defrost Icon:** **Defrost** icon flashes when the dehumidifier is defrosting. The dehumidifier begins to defrost when the frost has accumulated on the interior of the dehumidifier. When the dehumidifier is defrosting, the fan is running, but the compressor is not. The dehumidifying function will cease until the frost has melted. When defrosting is complete, the Defrost icon will disappear and the dehumidifier begins to dehumidify again automatically.

NOTE: The frequent defrost process indicates that the room temperature is too cold. Therefore, if the room temperature is lower than 60°F, please consider adding heat to promote proper drying.

 **Pump Icon:** The **Pump** icon lights up when the pump is in good condition. Typically, the Pump icon lights up once the dehumidifier is turned on. The Pump icon flashes when the pump is working to drain the condensate out.

6. Turn the Dehumidifier on

Press the **Power** button to turn the dehumidifier on. When the dehumidifier is turned on, the  icon will turn off, and the  icon will turn on.

7. Check the Room Humidity

Check the room humidity readout (**88** %RH) on the control panel.

8. Set a Desired Humidity Percentage Value

Press **Up** or **Down** button repeatedly to set your desired humidity percentage value between 10%-90% in increment of 1%. The digital number that reflects the humidity level will turn to the previous humidity set-point and then flash when changes are being made.

The set humidity value needs to be at least 5% lower than the room humidity readout value. After selecting the target value, press **OK** Button to confirm your setting, or let the setting be registered automatically in 5 seconds.

NOTE:

★ The dehumidifier with a humidistat will stop and start automatically to maintain room humidity level within a range of $\pm 3\%$ of the set point.

For example, if the set humidity is 50%,

- when the inlet humidity level the dehumidifier detects is 47%, 3% lower than the set humidity, the dehumidifier will automatically stop and enter into standby mode where the compressor stops and the **Run** icon as well as the humidity readout number flashes.
- then, when the inlet humidity level the dehumidifier detects raises to 53%, 3% higher than the set humidity, the dehumidifier will automatically restart.

★ If the set humidity value is equal to or higher than the room humidity readout value, the dehumidifier will not start.

★ If the set humidity level is 10%, the dehumidifier will enter Continuous Mode where the dehumidifier will run continuously.

9. Timer Setting

The TIMER function enables you to either delay AUTO-ON or delay AUTO-OFF the dehumidifier in the choice from 1 hour to 24 hours.

• **Setting an AUTO-ON timer:** When the dehumidifier is off, selecting Timer will turn the dehumidifier on in the hours that will be set.

• **Setting an AUTO-OFF timer:** When the dehumidifier is on, selecting Timer will turn the dehumidifier off in the hours that will be set.

NOTE:

• Before entering the AUTO ON TIMER setting, make sure power is being supplied to the dehumidifier.

- For the AUTO ON setting, please turn on the dehumidifier to select a desired humidity level. Otherwise, the humidity maintained will be the same as the previous setting.
- You can only set AUTO ON timer when the dehumidifier is off or set AUTO OFF timer when the dehumidifier is on, but not be able to set both AUTO ON and AUTO OFF timer at the same time.
- The TIMER will ONLY function one time instead of cycling the dehumidifier on or off indefinitely.
- The TIMER function will be disabled when the dehumidifier has been powered on/off manually.
- Set the timer as 00, the timer function will not be activated.

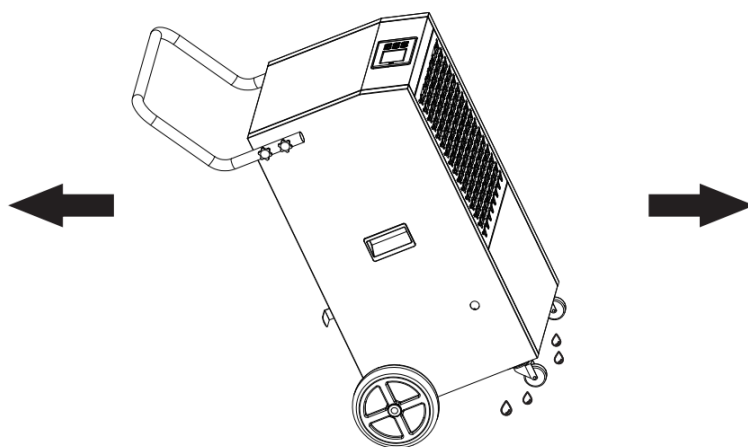
10. Drain the Condensation out

During operation, the pump will automatically pump the condensation out via the drain hose when the pump reservoir is full. No manual intervention!


Before moving the dehumidifier, press the **Purge** button to empty the pump reservoir to avoid water spillage.

The Pump icon will blink when the pump is draining. The pump will stop working automatically in 40 seconds and the Pump icon will stop blinking when the pump reservoir is almost empty.

NOTE: Please press **Purge** button to empty the inbuilt reservoir first to avoid water leakage while moving the dehumidifier.



11. Turn the Dehumidifier off

Press the **Power** button to turn the dehumidifier off. When the dehumidifier is turned off, the  icon turns on, and the **Intelligent Dehumidifier** icon turns off.

NOTE: To protect the compressor, the fan will continue to operate for 5 seconds after the dehumidifier has shut off. So please do not disconnect the power cord to force the dehumidifier to stop. Always use the **Power** button.

Smart Functions

(1) 3 Minutes Compressor Delay Mechanism

To avoid any damage to the dehumidifier, the dehumidifier will not start operation following a complete cycle until after 3 minutes. Operation will automatically start after 3 minutes. In other word, if you turn the dehumidifier off and then restart it immediately, the compressor will not kick in until 3 minutes later. During this period, you can see the RUNNING icon flashing on the LCD screen until the compressor kicks in.

(2) Auto Defrost

When the frost builds up on the evaporator coils, the compressor will cycle off and the fan will continue to run until the frost disappears. When the dehumidifier is defrosting, you can see the DEFROST icon light up on the LCD screen.

(3) Auto Drainage

Thanks to the built-in pump, the dehumidifier will drain the condensation water automatically.

(4) Auto-Restart

If the dehumidifier shuts off unexpectedly due to power outage, the dehumidifier will restart with the previous function settings automatically when the power resumes.

(5) Temperature Protection Function

When the room temperature is higher than 113°F , the dehumidifier will automatically enter into HIGH-TEMPERATURE PROTECTION SYSTEM where the LCD screen displays an "-H" message and the compressor stops.

When the room temperature is lower than 40°F , the dehumidifier will automatically enter into LOW-TEMPERATURE PROTECTION SYSTEM where the LCD screen displays an "-L" message and the dehumidifier stops working.

NOTE: When you see -H or -L message under normal circumstances, please contact the customer service at service@moiswell.com to get technical support.

TECHNICAL SPECIFICATIONS

MODEL	Explorer VP170	Explorer VP240
POWER SOURCE	115V~60HZ	115V~60HZ
RATED POWER	1200W	1300W
RATED CURRENT	10.5A	11.3A
INPUT POWER (65°F , RH60%)	650W	700W
INPUT CURRENT(65°F , RH60%)	5.9A	6.1A
MOISTURE REMOVAL(65°F , RH60%)	55PTS/Day	76PTS/Day
MOISTURE REMOVAL(80°F , RH60%)	84PTS/Day	116PTS/Day
MOISTURE REMOVAL(86°F , RH80%)	140PTS/Day	197PTS/Day
MOISTURE REMOVAL(95°F , RH90%)	170PTS/Day	240PTS/Day
MOTOR FLA	0.7A	1.2A
MOTOR COMPRESSOR	RLA: 6.25A LRA: 39A	RLA: 9.4A LRA: 47A
REFRIGERANT	R410a: 480g	R410a: 650g
MAXIMUM ALLOWABLE PRESSURE	5.5MPa (800PSIG)	5.5MPa (800PSIG)
HIGH PRESSURE	4.0MPa (580PSIG)	4.0MPa (580PSIG)
LOW PRESSURE	1.7MPa (247PSIG)	1.7MPa (247PSIG)
DIMENSIONS	15.75*15.56*27.56 inch	18.50*15.94*31.69 inch
WEIGHT	88 lbs	103 lbs

This dehumidifier is designed to operate with a working environment between 41°F (5°C) and 95°F (35°C). This dehumidifier may not work properly when the room temperature is less than 41°F (5°C) or higher than 95°F (35°C).

MAINTENANCE



Ensure the dehumidifier is turned OFF and the plug is removed from the power socket before cleaning or maintenance is carried out.

(1) Cleaning the Dehumidifier

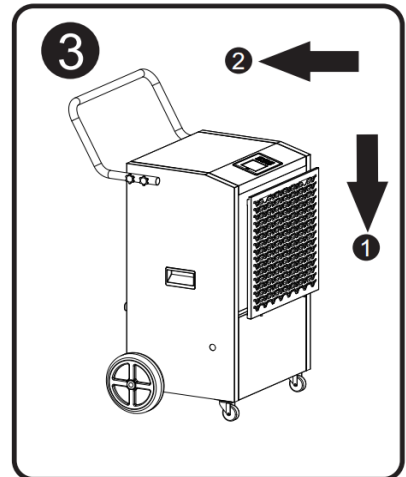
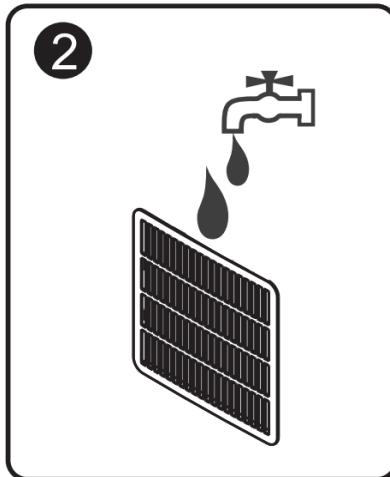
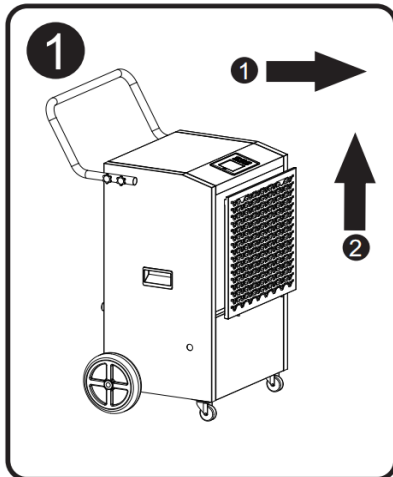
Clean the dehumidifier housing with a soft damp cloth. Do not submerge or place water on the dehumidifier or control panel. Water may damage the electronic components of the dehumidifier. Do not use chemical solvents such as benzene, alcohol, gasoline or other heavy-duty cleaners. The surface may become damaged or deformed.

(2) Cleaning the Air Filter

The working performance of the dehumidifier will be greatly reduced if the filter becomes blocked. The air filter should be cleaned approximately every 2 weeks and may require more frequent cleaning if there is significant dander or fur in the air. The air filter is located behind the inlet grill.

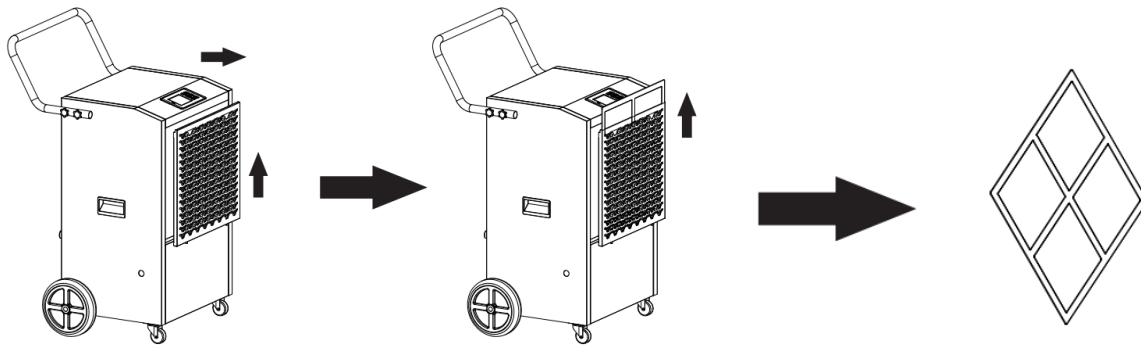
Follow the steps below to take the filter out:

- **To remove the grill:** Hold the top part in the middle of grill and then pull the grill out, as illustrated below.



Follow the steps below to clean the filter:

- Use a vacuum cleaner to remove dirt from the surface of the filter, or rinse the filter with warm water and mild detergent and place it in a cool place to dry it thoroughly. Do not use sun exposure or other high-temperature heating methods to dry the filter, which will deform it.



- Insert the filter into the air inlet grill and put the air inlet grill back on the dehumidifier.

NOTE: DO NOT operate the dehumidifier without a filter because dirt and lint will clog it, reducing performance.

(3) When Not Using Dehumidifier for Long Periods of Time

- Wait for 1 day after turning off the dehumidifier to complete drain.
- Press the **Purge** Button to drain out the water that accumulates at the bottom of the pump.
(The recommendation is to operate 2-3 times).
- Clean the dehumidifier and air filter. Ensure the whole dehumidifier is clean and dry.
- Wrap the cord and the hose and bundle them to keep safe.
- Cover the dehumidifier with a plastic bag.
- Store the dehumidifier upright in a dry, well-ventilated place.

TROUBLE SHOOTING GUIDE

The below chart will help you solve common problems that may occur. If the problem you come across can not be fixed after troubleshooting or the problem is not listed in the below troubleshooting chart, please contact MOISWELL customer service to obtain professional support at service@moiswell.com.

Problem	Possible Cause	Solution
Dehumidifier does not operate	No power to dehumidifier	Plug it into a working outlet
	Not turned on	Turn the dehumidifier on
	Error code displays	Contact customer service
Dehumidifier collects little water	Insufficient working time	Allow more working time
	Filter is blocked	Clean filter
	Air Inlet or Outlet is blocked	Clear the obstructions
	Room temperature is low	Heat up the room
	Condensate hose is blocked	Check hose for restrictions
Dehumidifier operating, but room not dry	Doors and windows are open	Seal room from external areas
	Insufficient working time	Allow more working time
Abnormal Noise	The dehumidifier has not been placed properly.	Place the dehumidifier in a horizontal position
	Filter is blocked	Clean filter

NOTE: It is normal that the dehumidifier pulls warm air out.

ERROR CODES

Display error codes	E1	Replace the temperature and humidity sensor
	E2	Replace the temperature sensor
	E3	Exclude the abnormal water level in the water tank and ensure that the WF interface is connected
	E4	Replace the temperature and humidity sensor
	E5	Eliminate the abnormality of the display panel connection line, and ensure that the DISPLAY interface is connected
	E6	Eliminate the abnormality of the display panel connection line, and ensure that the DISPLAY interface is connected
	-H	Non-faulty, the dehumidifier will automatically resume to operate after the temperature drops
	-L	Non-faulty, the dehumidifier will automatically resume to operate after the temperature rises

NOTE: If the problems persist, please turn off and unplug the dehumidifier, and contact MOISWELL customer service: service@moiswell.com

※**Special NOTE:**

When E1, E2 and E4 fault alarm, the dehumidifier can operate normally, but it cannot be controlled intelligently. The dehumidifier will automatically resume to operate after the fault is eliminated.

WARRANTY

This warranty starts from the date of purchase. MOISWELL warrants to the original purchaser that this MOISWELL product is free from manufacturing defects in material or workmanship for the limited warranty period of:

One (1) year unit and parts. This includes the shipments charges for replacement parts or unit.

Two (2) years parts. This not includes the shipments charges for replacement parts.

Five (5) years parts on Refrigeration System ONLY (Compressor, Condenser and evaporator), transportation cost, not included.

The warranty does not apply where damage is caused by other factors, including without limitation:

- (a) normal wear and tear;
- (b) abuse mishandling accident, or failure to follow operating instructions;
- (c) exposure to liquid or infiltration of foreign particles;
- (d) servicing or modifications of the product other than by MOISWELL.

This limited warranty is valid only on products purchased from the manufacturer or MOISWELL authorized dealer and operated installed, and maintained according to the instructions included in this user guide or furnished with the product.

These are our general terms for warranty service, but we always urge our customers to reach out to us with any issue, regardless of warranty terms. If you have an issue with a MOISWELL product, please contact us at service@moiswell.com, and we will do our best to resolve it for you.

Email

service@moiswell.com

Website

www.moiswell.com