**Troubleshooting DriEaz 2800i and 3500i Dehumidifiers**

**Control Pad Error Messages:**

***If an error message appears – unplug the unit then plug it back in, if the error code clears no further action is needed, if the error code reappears follow the steps below.***

1. ER 1 – Voltage Error, check AC power for suitable voltage and amperage or use another outlet. If the power supply is correct, the control panel may require replacement – contact Service Center
2. ER 2 – Electric Control Panel Error, the control panel may need to be replaced – contact Service Center
3. ER 3 – Unit in defrost too long, check defrost sensor and cable for proper connections or damage – sensor assembly may need replacement – contact Service Center
4. ER 4 Defrost or Outlet Sensor Connect Error – check defrost sensor for proper connection, check for sensor cable damage – sensor assembly may need replacement – contact Service Center

or

1. ER 5 Sensor Connection on BD – check the temperature/RH sensor connections
2. ER 6 – the high voltage board may need replacing – contact Service Center
3. ER 7 – Incorrect DIP switch settings or firmware version for the specific model – contact Service Center
4. ER8 – Button Stuck on Control panel – press each membrane button and check for proper operation. Membrane overlay may require replacement – contact Service Center
5. ER9 – Pump blocked, disconnect drain hose and blow out with compressed air, inspect and clean pump check valve and pump basin

**Unit does not operate**

1. Check that the unit is plugged in and that the circuit is supplying power – use another outlet if needed,
2. Check and reset circuit breakers.

**Unit is operating but is not dry**

1. Not enough time to dry – allow more time
2. Poor air movement in room – increase air movement with air movers
3. Excessive moist air infiltration – close doors and windows etc

**Unit continuously in defrost mode**

1. Room temperature too low – increase room temperature

**Pump does not function**

1. Stuck float valve – clean float valve shaft.
2. Wiring connection to pump is loose or damaged – repair or replace wiring
3. Pump is damaged or defective – replace pump

**Unit is leaking water**

1. Drain hose is kinked, disconnected or damaged – inspect for kinks or damage and repair or replace as needed
2. Wiring connection to pump is loose or damaged – repair or replace wiring
3. Defrost tray is cracked or plugged – clean or replace as needed.
4. Pump reservoir is clogged or cracked – inspect and repair or replace as needed.
5. Pump is damaged or defective – repair or replace as needed.
6. Leaks when moving unit – purge unit before moving

**Unit collects too little water**

1. Room air is dry – check humidity with hydrometer.
2. Room temperature is too low – increase room temperature
3. Filters and or coils are dirty – clean or replace filters, clean coils as needed.