

ROUTINE MAINTENANCE

This product is designed to provide many years of dependable, trouble free operation when properly maintained. Failure to provide periodic check-ups and cleaning can result in excessive operation cost and/or equipment failure. Required routine maintenance consists of coil cleaning, filter cleaning/changing, and condensate drain inspection/cleaning.



WARNING: Before performing any maintenance or service, verify unit is disconnected from power source. Servicing the Surna dehumidifier, with its high pressure refrigerant system, high voltage circuitry, and internal fan, presents a health hazard which could result in death, serious bodily injury, and/or property damage. DO NOT attempt maintenance or repairs unless you are properly trained to do so.

Evaporator and condenser coils can be vacuumed out. To access the evaporator coil, remove set screw and remove filter. Use caution when cleaning the coils. The coil fins are sharp and may cause injury if improperly handled. The coil fins are extremely delicate and can be damaged easily. Damaged coil fins can reduce air flow and negatively affect the performance of the unit. DO NOT use coil cleaner that is designed for outdoor coils, as it may be corrosive. The Surna Dehumidifier comes equipped with an electrostatic filter. If properly maintained, electrostatic filters will provide long lasting filtration. It is recommended to clean the filter every 30 days, at a minimum. Operating the unit with a dirty filter

will reduce dehumidifier capacity and efficiency and may cause the compressor to unnecessarily cycle on and off. DO NOT operate the unit without the filter.

CLEANING THE FILTER

1. Remove filter set screw.
2. Remove filter.
 - a. If the filter is ripped or physically damaged, it should be replaced.
3. Check filter for cleanliness.
 - a. Hold filter up to light source, and check for transparency.
 - i. The more light showing through, the cleaner the filter.
 - ii. If light cannot be seen, the filter needs to be cleaned.
4. The filter can be vacuumed out or washed with water.
 - a. When washing the filter with water, spray water through the filter in the opposite direction of the air flow indicator.
 - b. When vacuuming the filter, ensure that the vacuum is pulling dirt and debris from the filter in the opposite direction of the air flow indicator. This will push dust and debris out of the filter instead of into the filter.
 - c. Airflow is indicated by a directional arrow on the side of the filter.

CLEANING THE FILTER (CONTINUED)

5. Spray the filter with mild detergent (only if washing with water) (optional)
 - a. When done cleaning, it should be possible to see light showing through the filter.
 - b. If it is not possible to clean the filter to the point where light is able to shine through, the filter should be replaced.
6. Let filter air dry for at least 10 minutes. The filter can be used damp, but not dripping wet.
 - a. Ensure drain holes on the filter are facing down for proper drainage and drying.
7. Reinstall the filter with the air flow indicator pointing in, toward the evaporator coil.



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.



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