



Dehumidifier

User Manual

GDN20AZ-A3EBA2A
GDN35BB-A3EBA2A
GDN50BA-A3EBA2D
GDN50BA-A3EBA2F (with water pump)

IMPORTANT: Please read this manual carefully before running this unit, and save it for future reference.



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FOREWORD

Air conditioners, heat pumps and dehumidifiers are products of high value. In order to ensure your lawful rights and interests, if you are not familiar with the installation of this type of appliance, please have a professional install the product for you. This instruction manual is the universal-purpose version for this product manufactured by Gree Canada. The appearance of the unit that you have purchased may differ from the ones seen in this manual, however it does not change the basic guidelines on how to operate this appliance.

To ensure satisfactory operation for many years to come, this manual should be read carefully before using the appliance. After reading, store in a safe place. Please refer to the manual for questions on use or in the event that any irregularities occur.

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Electrical products should be properly disposed.
Please recycle where facilities exist.
Check with your local authority or retailer for recycling.

1. SAFETY INSTRUCTIONS

Read the following safety instructions before installing the unit or doing service work.



This symbol indicates an imminently hazardous situation that, if not avoided, will cause severe personal injury, death, or substantial property damage.



This symbol indicates a potentially hazardous situation that, if not avoided, can cause severe personal injury, death, or substantial property damage.



This symbol indicates a potentially hazardous situation that, if not avoided, will or can cause minor personal injury or property damage.



This is used to communicate installation, operation, maintenance or servicing information that is important but not hazard related.

EXCEPTION CLAUSES

Gree Canada will bear no responsibilities when personal injury or property loss is caused by the following reasons:

- Damage to the product due to improper use or misuse of the appliance.
- Alterations, changes, maintenance or use of the product with other equipment without abiding by the instruction manual of the manufacturer.
- After verification, the defect of the product is found to have been directly caused by corrosive gas.
- After verification, the defects are found have been caused by improper operation during transportation of the product.
- Operations, repairs and maintenance of the unit without abiding by instruction manual or related regulations.
- After verification, the problem or dispute is found to have been caused by the quality specification or performance of parts and components that were produced by other manufacturers.
- Damage to the product due to natural disasters, an environment not suitable for its use, or force majeure.

1. SAFETY INSTRUCTIONS

To reduce the risk of fire, electric shock, or personal injury when using this appliance, follow these basic safety precautions.

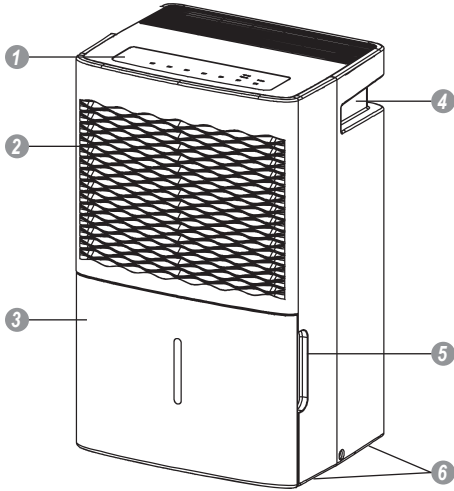


WARNING

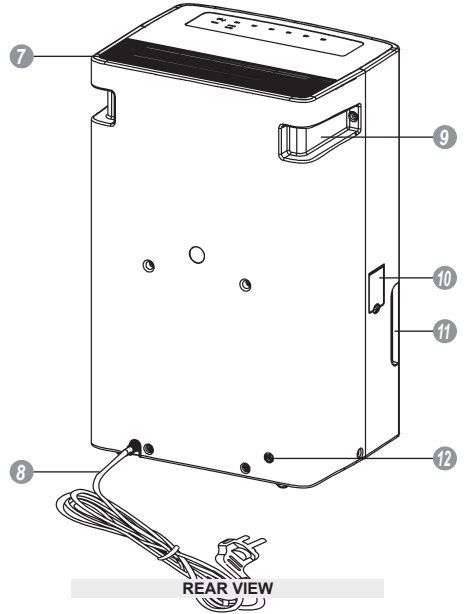


- This appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved.
- Children should not play with the appliance or climb on top of it.
- Cleaning and maintenance should not be made by children without supervision.
- Before using the dehumidifier, please check if the power cord complies with the requirements indicated on the nameplate.
- Before cleaning, please turn the dehumidifier off and disconnect the power cord.
- Make sure the power cord is not pressed by any hard object.
- Do not remove the power plug or move the unit by yanking the cord.
- Do not use any heating appliances near the dehumidifier.
- Do not remove the power plug with wet hands.
- Use a ground power cord and make sure it is well connected to the power socket.
- Do not place the dehumidifier under objects dripping water.
- The dehumidifier has the ability to memorize user settings. Therefore, if the unit is not being used by anyone, it is recommended to turn it off and to disconnect the power cord.
- Do not repair or disassemble the unit yourself.
- If any abnormal situation occurs (e.g.: burnt smell), please disconnect the power immediately and contact your local dealer or a qualified technician.
- This appliance cannot be discarded with domestic wastes. Please check with your local authorities to learn how to safely dispose of the unit.
- Instructions for cord-connected appliances should include manufacturer recommendations regarding the use of cord sets (extension cords). If use of an extension cord is not recommended, the instructions should state this. Recommendations for an extension cord should specify at least the use of a cord set with an equipment-grounding conductor, a grounding type attachment plug, the ampacity and voltage rating of the cord set.
- The appliance should be installed in accordance with national wiring regulations.
- If the power cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified person in order to avoid hazards.
- The fuse is a type T 3.15AH / 250V. The maximal permitted current for the fuse is 3.15A.

2. COMPONENTS OVERVIEW



FRONT VIEW



REAR VIEW

- | | | |
|------------------------------|----------------------------|-----------------------------|
| 1 Control panel | 5 Bucket hand hold (right) | 9 Carrying hand hold (left) |
| 2 Air inlet | 6 Castors | 10 Drain nozzle access |
| 3 Drain bucket | 7 Air outlet | 11 Bucket hand hold (left) |
| 4 Carrying hand hold (right) | 8 Power cord | 12 Pump port (optional) |

3. INSTALLATION GUIDE

3.1. INSTALLATION RECOMMENDATIONS

- This dehumidifier is intended for indoor residential applications only. It should not be used for commercial or industrial applications.
- Place the dehumidifier on a smooth level surface.
- The dehumidifier will have no effect in drying adjacent enclosed area such as closets, pantries, etc.
- Allow at least 46 cm (18 in) of clearance on all sides around the unit.
- Place the dehumidifier in an area where the temperature stays between 5 and 32 °C (41 and 90 °F). The relative humidity should range from 30 to 90 %.
- Close all doors, windows and other outside openings to improve efficiency.
- Please keep the air inlet and outlet of the unit clean and unobstructed.
- Do not use the dehumidifier in a bathroom.
- Avoid placing the appliance in direct sunlight.

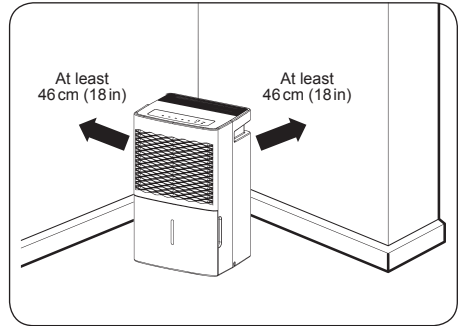


FIG. 1 – Clearance space

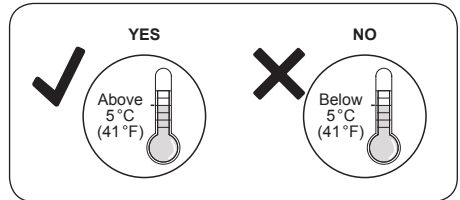


FIG. 2 – Recommended temperature range

3.2. CASTOR INSTALLATION

The castors which you can install to facilitate transport are stored inside the unit's drain bucket. Firmly insert each castor into the holes under the dehumidifier. Do not attempt to roll the appliance over objects, uneven surfaces or carpets. Water may spill out from the drain bucket or the unit may get stuck.

3.3. PRE-USE INSPECTION

Before running the unit, please verify that the float of the drain bucket is properly in place. Follow the steps below.

1. Place your fingers into the hand holds found on both sides of the bucket, then pull toward you to remove it.
2. Check if the float in the bucket is positioned correctly, it may have come off its hinges during transportation. If this is the case, manually fit the float correctly on its hinges.
3. Put the drain bucket back into the unit.

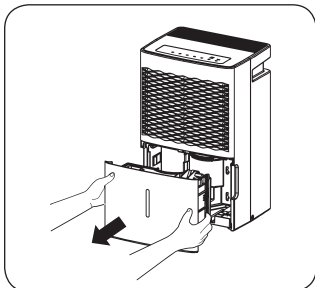


FIG. 3 – Removing the drain bucket

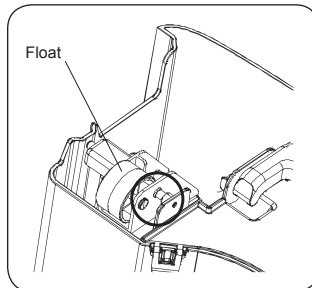


FIG. 4 – Float: Correct position

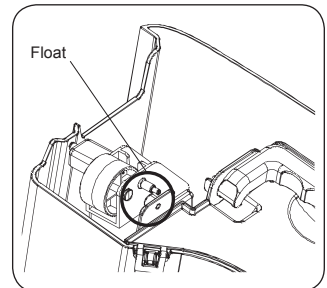
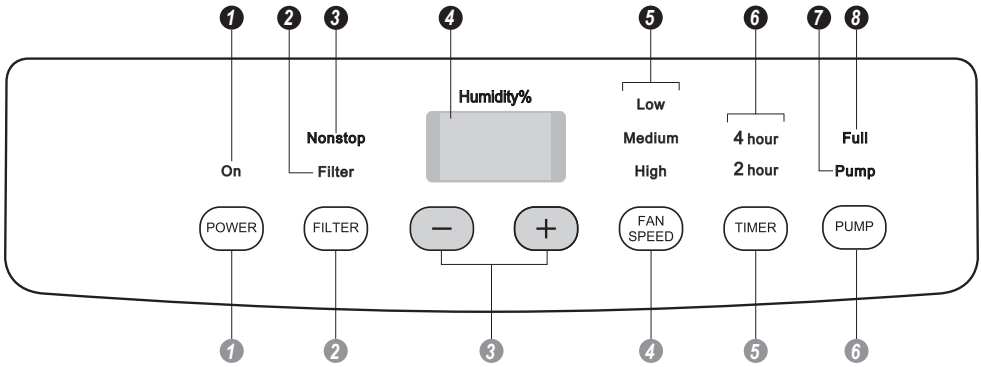


FIG. 5 – Float: Incorrect position

4. OPERATION GUIDE

4.1. CONTROL PANEL OVERVIEW



► Control Panel Indicators

- | | | |
|---------------------|------------------|------------------------|
| 1 Power ON / OFF | 4 Humidity Level | 7 Pump Mode (optional) |
| 2 "Filter" Reminder | 5 Fan Speeds | 8 "Full" Reminder |
| 3 Nonstop Mode | 6 Timer Values | |

► Control Panel Buttons

- | | | |
|-------------------------|-------------------------------|----------------------------|
| 1 Power ON / OFF | 3 Increase (+) / Decrease (-) | 5 Set Timer |
| 2 Filter Reminder Reset | 4 Fan Speed Selection | 6 Pump Function (optional) |

4. OPERATION GUIDE

NOTES:

- The drain bucket must be correctly locked into place for the dehumidifier to work.
- Do not remove the drain bucket while the unit is running.
- Each time you press a button on the control panel, the appliance emits a beep.

4.2. BUTTON FUNCTIONS



POWER ON / OFF

Press this button to turn the dehumidifier *ON* or *OFF*. When turned on, the power indicator on the control panel will light up and the dehumidifier will emit a beep.



INCREASE / DECREASE

Press these keys to adjust the desired humidity level between 35 and 80%. Each press of the "+" or "-" button increases or decreases the humidity level by 5%.



To set the unit to *Nonstop* mode, use the "-" button and decrease the humidity level under 35%. In this mode, the unit will operate continuously using its maximum dehumidification settings stopping only when the drain bucket reaches full capacity (unless a drain hose has been connected to the unit).

Tip: When first using the dehumidifier, set the humidity level to 45% or 50%. Allow at least 24 hours for the dehumidifier to achieve the humidity level. If after that time the air is still damper than desired, set the humidity level to a lower setting or select Nonstop mode for maximum dehumidification.



FAN SPEED SELECTION

Press this button to set the fan speed of the dehumidifier to your desired comfort level. Speeds include: *High*, *Medium* and *Low*. The corresponding indicator will light up for each speed.



SET TIMER

To set a *Switch-Off Timer*, press this button while the unit is running. To set a *Switch-On Timer*, press this button while the unit is turned off.

Press once to set a time value of 2 hours. Press again to set a time value of 4 hours. The corresponding indicator will light up on the control panel. Pressing a third time will reset the time value to zero and the time indicators will turn off.



FILTER REMINDER RESET

After 250 hours of operation, the *Filter* indicator will light up to remind you to clean the filter. After having cleaned it, press this button to turn off the *Filter* indicator and reset the operating hours to zero.



PUMP FUNCTION (models with integrated water pump only)

Hold down this button for 3 seconds to activate the water pump function. The *Pump* mode indicator will light up. When the drain bucket becomes full, the pump will automatically start draining the water away.

Note: A drain hose must be connected to the pump port for this mode.

4.3. OTHER FUNCTIONS AND FEATURES

WARNING ALARM

If the drain bucket is full or not correctly inserted for more than 3 minutes, a buzzer will go off for 10 seconds to remind you to empty the bucket or to properly put it back in the unit.

AUTOMATIC STOP

If the drain bucket is full, removed or not correctly inserted in the unit, or if the ambient humidity is 5% lower than the set humidity, the dehumidifier will automatically stop operating.

MEMORY FUNCTION

This function ensures that user settings are not lost in the event of a power outage. When power is restored, the unit will resume operation using the memorized settings.

AUTOMATIC DEFROSTING

When frost builds up on the evaporator coils, the compressor stops and the fan continues to operate until the frost completely disappears.

"FULL" INDICATOR

This indicates that the drain bucket is currently full, removed or not correctly inserted.

"FILTER" INDICATOR

When the dehumidifier reaches 250 hours of operation, the *Filter* indicator will light up to remind the user to clean the air filter.

5. CARE AND MAINTENANCE

5.1. CLEANING THE APPLIANCE



WARNING



- Before cleaning, turn off the dehumidifier and disconnect the power cord. Failing to do so may lead to electric shock.
- Do not wash the dehumidifier with water, it may lead to electric shock.
- Do not use volatile substances such as thinner or gasoline to clean dehumidifier. Doing so may damage the surface of the casing.

► Cleaning the Casing and Air Vents

- To dust off the casing, use a soft towel. If the case is grimy or greasy, use a mild detergent to clean it.
- Use a dust catcher or brush to clean the air vents.

► Cleaning the Drain Bucket

Every few weeks, clean the drain bucket to prevent growth of mold, mildew and bacteria. Use a soft brush to clean the inside of the bucket, then rinse it.

Follow these steps to remove the lid of the drain bucket:

1. Position the shaft of the handle so that its particular shape is aligned with the same shaped hole on the handle mount (as shown in Fig. 7). Simultaneously pull on the mounts to free the handle and remove it.
2. Unfasten all 4 clasps holding the lid in place (as shown in Fig. 8) then remove the lid.
3. Once the cleaning is done, put the lid and handle back on. Make sure the float of the drain bucket is still positioned correctly. The side with plastic foam should be under the lid. Do not pull the plastic foam off the float.

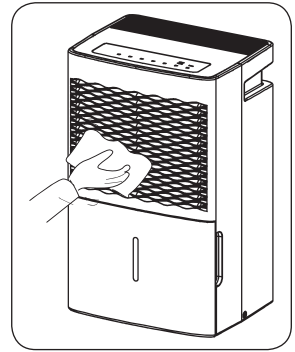


FIG. 6 – Dusting the surface

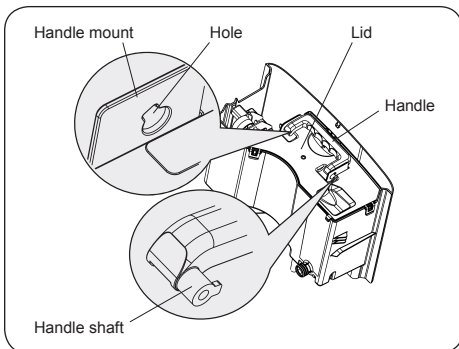


FIG. 7 – Removing the bucket handle

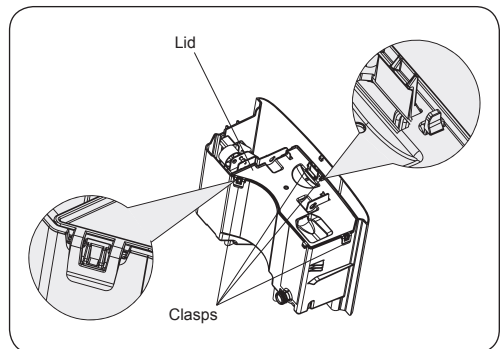


FIG. 8 – Unfastening the clasps

5. CARE AND MAINTENANCE

► Cleaning the Air Filter

The dehumidifier will remind you to clean the air filter when it reaches 250 hours of operation. If the appliance is being used in a very dusty environment, clean the air filter more often.

1. Pull on the clasps keeping the air filter in place, then extract the filter out of the unit.
2. Clean the filter in warm, soapy water.
3. Rinse the filter then let it dry thoroughly before putting it back into the dehumidifier.

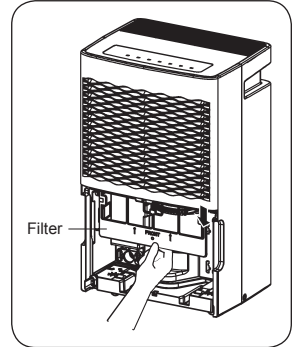


FIG. 9 – Removing the air filter



WARNING



- Do not operate the dehumidifier without the air filter. Doing so might cause the evaporator to catch dust and become clogged, which can lead to poor performances.
- Do not dry the air filter with a heating appliance (hair dryer, radiator, etc.). Doing so may deform or distort the air filter.
- Do not use a dust catcher or brush to clean the air filter. This may damage the filter mesh.

5.2. STORAGE

If you are not planning to use the dehumidifier for an extended period of time, we recommend that you follow these steps in order to maintain the good condition of the unit:

1. Unplug the dehumidifier and wind the power cord around the cord hooks.
2. Clean the unit thoroughly (drain bucket, air filter, drain hose if one was procured, etc.).
3. Tightly wrap the appliance in a plastic bag. Store in a cool, dry place, away from direct sunlight, extreme temperatures, and excessive dust.

5.3. WATER DRAINING

NOTES:

- Do not remove the drain bucket while the unit is running or has just stopped. Doing so may cause water to spill on the floor.
- Do not use a drain hose if you intend on using the drain bucket as the primary method of collecting water. Once a drain hose is connected, the water will no longer drip into the bucket and will instead be evacuated through the hose.

► METHOD 1 – Manual Draining

1. Place your fingers into the hand holds found on both sides of the bucket, then pull toward you to remove it.

Note: Remove the bucket slowly to prevent water spillage.

5. CARE AND MAINTENANCE

2. Carry the bucket to a sink or floor drain. Keeping a hold of the handle and placing a hand under the bucket and then leaning the container forward, empty the water content.
3. Put the drain bucket back in the dehumidifier.

► METHOD 2 – Gravity Draining Using a Hose

The drain hose is not provided, therefore the user must purchase one. The hose thread should have an outer diameter of 27 mm (1 1/16 in) and a pitch of 11.5 TPI.

1. Remove the drain bucket.
2. Thread the drain hose onto the nozzle and make sure it is secure.
3. Put the bucket back in the unit. Make sure the drain hose goes through the bucket's drain hole and is going downward. Lead the hose to a floor drain, then cover the hole with a lid. Note that drain hose should not be pressed, otherwise the water may not be able to properly drain out. Before disconnecting the drain hose from the unit, be sure to place a receptacle to collect water that may drip from the nozzle.

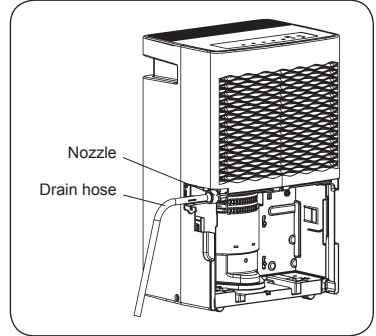


FIG. 10 – Draining the condensed water

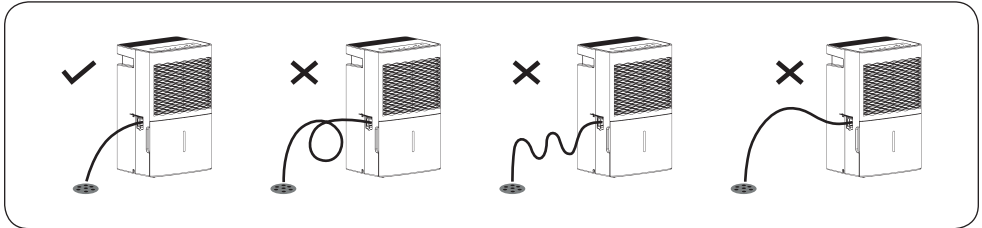


FIG. 11 – Correct usage of the the drain hose

► METHOD 3 – Pump Draining (for models with pump only)

1. While pressing down on the plastic collar of the pump port, pull out the water stopper.
2. Insert the drain hose into the pump port.
3. Lead the other end of the hose to a floor drain, a water container, or out a basement window to the outdoors.

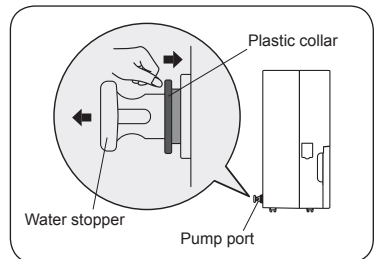


FIG. 12 – Removing the water stopper

NOTES:

- If using the pump draining method, the unit must be set to run in *Pump* mode. Please refer to the **Operation Guide: Button Functions** section of this instruction manual for more information.
- The maximum distance and elevation at which the drain hose can extend from the unit is 5 meters. Exceeding this distance may damage the pump or cause leaks.

6. TROUBLESHOOTING

6.1. COMMON ISSUES

If your appliance appears defective, please check the possible explanations for your situation in the table below, it may be that a simple solution can help solve the problem. If the problem persists, contact your local dealer or a qualified technician.

SITUATION	POSSIBLE DIAGNOSIS
The dehumidifier is not operating and controls cannot be set.	<ul style="list-style-type: none"> ▪ The unit may be located in an area where temperature is higher than 32 °C (90 °F) or below 5 °C (41 °F). ▪ The drain bucket may be full.
There is a sudden sharp rise in noise level while the unit is running.	<ul style="list-style-type: none"> ▪ Noise level increases whenever the compressor is started during dehumidification. ▪ The power supply may be inadequate. ▪ If placed on an uneven surface, the unit might make more noise than usual.
The unit has little to no effect in reducing ambient humidity.	<ul style="list-style-type: none"> ▪ The area intended to be dried may be too large for the capacity of the dehumidifier. Make sure you are using a unit of adequate capacity for the size of the room. ▪ Doors may have been left opened. ▪ There might be some other appliance producing vapor in the room. ▪ The ambient temperature may be too low. ▪ The humidity level may have been improperly set. ▪ If the unit is running in a room where the ambient temperature is ranging from 5 to 15 °C (41 to 59 °F), the dehumidifier will automatically start defrosting mode. The compressor will stop for a brief period of time (the fan will be operating at <i>High</i> speed). When the unit finishes defrosting, it will resume normal operation. Dehumidification does not occur during defrosting.
When first started, the air blown out by the unit has a strange odor.	The heat exchanger warming up the first time might burn dust and other residues resting on the coils which may give the air an odd smell.
The unit is very noisy.	The unit can be noisier than normal if placed on a wooden floor.
A sound of flowing water can be heard coming from the unit.	The sound might be caused by the cycling of the refrigerant inside the dehumidifier.

► Water Draining Issues

PROBLEM	POSSIBLE CAUSES	POSSIBLE SOLUTIONS
There is still water dripping into the drain bucket despite the fact that there is a drain hose installed.	The drain hose may have become loosen from the drain nozzle	Make sure the drain hose is firmly threaded on the drain nozzle.
	The drain hose may have become clogged by some object.	Clear the blocking object from the drain hose.
	The drain hose may not have been correctly installed or according to specifications.	Remove the drain hose, then reinstall it making sure to follow the steps found in this manual.

TROUBLESHOOTING

► Operation Failure

PROBLEM	POSSIBLE CAUSES	POSSIBLE SOLUTIONS
The power indicator does not light up when power is turned on.	Power might not be supplied properly or the power plug might not be inserted into the socket correctly.	<ul style="list-style-type: none"> ▪ Is there a power outage? If so, wait for the power to be restored. ▪ If not, check if the power circuit or socket is damaged. ▪ Check if the power plug has loosen from the power socket. ▪ Check if the power cord is damaged.
	The fuse may have been blown.	Replace the fuse.
The "Bucket Full" indicator is lit up and the unit is not working.	The drain bucket may not have been properly inserted in the unit.	Put the drain bucket back correctly in the unit.
	The drain bucket may be full.	Empty the drain bucket then put it back in the unit.
	The drain bucket might have been removed.	Put the drain bucket back in the unit.
The unit can be powered on, but dehumidification never starts.	The humidity level might have been set too high.	If you want the air to be drier, lower the humidity level so the unit can start its dehumidification function.

► Inefficient Dehumidification

PROBLEM	POSSIBLE CAUSES	POSSIBLE SOLUTIONS
The unit offers poor dehumidification performances.	There might be objects blocking the air inlet and outlet.	Make sure there are no curtains or furniture that could be obstructing the air vents.
	The air filter may be dusty, obstructed or clogged.	Clean the air filter.
	Doors and windows may have been left opened.	Make sure all doors, windows and other openings to the outside are closed.
	The ambient temperature may be too low.	Warm temperature is good for dehumidification. Low temperatures significantly reduce the efficiency of the unit. Place the dehumidifier in a room where the ambient temperature stays above 5 °C (41 °F).

6. TROUBLESHOOTING

6.2. MALFUNCTION CODES

CODE	MALFUNCTION	UNIT STATUS	POSSIBLE CAUSES
F1	AMBIENT TEMPERATURE SENSOR	<ul style="list-style-type: none"> ▪ The compressor and fan have stopped working. ▪ Buttons are unresponsive. 	<ul style="list-style-type: none"> ▪ The ambient temperature sensor is loosened or is poorly connected to the terminal of the display board. ▪ Some element of the display board may have been put upside down which may be causing a short circuit. ▪ The ambient temperature sensor is damaged. ▪ The display board is damaged.
F2	EVAPORATOR TEMPERATURE SENSOR		<ul style="list-style-type: none"> ▪ The temperature sensor on the evaporator is loosened or is poorly connected to the terminal of the display board. ▪ Some element of the display board may have been put upside down which may be causing a short circuit. ▪ The temperature sensor on the evaporator is damaged. ▪ The display board is damaged.
F5	DISCHARGE TEMPERATURE SENSOR		<ul style="list-style-type: none"> ▪ The wiring between the discharge temperature sensor and the controller is loosened or poorly connected. ▪ There is a short circuit due to the tripping of parts on the controller. ▪ The discharge temperature sensor is damaged. ▪ The display board is damaged.
L1	HUMIDITY SENSOR		<ul style="list-style-type: none"> ▪ The humidity sensor is short-circuited. ▪ The humidity sensor is damaged. ▪ The display board is damaged.
E4	COMPRESSOR HIGH TEMPERATURE DISCHARGE PROTECTION		<ul style="list-style-type: none"> ▪ The compressor has stopped working.
F0	REFRIGERANT LEAKING PROTECTION	<ul style="list-style-type: none"> ▪ The fan stops shortly after (approximately 30 seconds). 	<ul style="list-style-type: none"> ▪ The refrigerant is leaking. ▪ The system is blocked.
H3	HIGH TEMPERATURE AND OVERLOAD PROTECTION		<ul style="list-style-type: none"> ▪ The ambient conditions are not suitable for operation. ▪ The evaporator and condenser are clogged with filth. ▪ The system is failing.
E0	PUMP MALFUNCTION	<ul style="list-style-type: none"> ▪ The compressor, pump and fan stop immediately. 	

7. WARRANTY

LIMITED WARRANTY

This product is covered by a warranty against defects in materials and workmanship, if used for the applications specified in this manual, for a period of **ONE (1) year** from the date of original purchase in Canada.

Note: The compressor is covered by a 5-year limited warranty.

During the warranty period, if the product fails under normal use, Gree Canada will, at its option, either repair the unit or replace it, free of charge, within a reasonable period of time after the product is returned. As a condition to any warranty service obligation, the customer must present this warranty certificate along with the proof of purchase.

THIS WARRANTY DOES NOT COVER...

- Damage, accidental or otherwise, to the appliance that is not caused by materials or workmanship defect.
- Damage caused by misuse, tampering or failure to follow the operating and maintenance instructions provided in this manual.
- Damage to the finish of the unit enclosure or to other outer features caused by wear.
- The filters.
- Damage caused by repairs or modifications to the appliance made by any person not duly authorized by Gree Canada.
- Insurance and freight costs for the warranty service.

ALL IMPLIED WARRANTIES, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY, ARE LIMITED TO A **ONE (1) YEAR** PERIOD COVERED BY THIS EXPRESS LIMITED WARRANTY. GREE CANADA DISCLAIMS ANY LIABILITY FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES AND, IN NO EVENT SHALL GREE CANADA LIABILITY EXCEED THE RETAIL VALUE OF THE APPLIANCE FOR BREACH OF ANY WRITTEN OR IMPLIED WARRANTY WITH RESPECT TO THIS PRODUCT.

Keep this manual along with your proof of purchase in a safe place for future reference. You must provide proof of purchase for warranty service.

Enter the following information about your product; it will help you upon getting assistance or service, if you ever need it. You will have to provide the model and serial numbers of the appliance. These informations are detailed on the rating plate of the unit.

Dealer name : _____

Address : _____

Model number : _____

Serial number : _____

Date of purchase : _____

