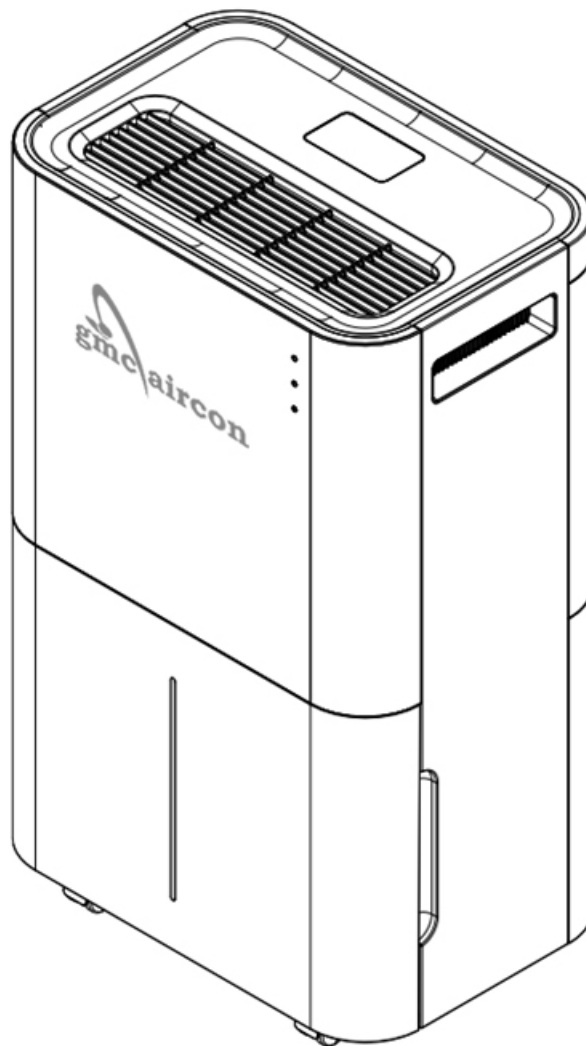




**GMCDHW25**

# **Dehumidifier**

## **Instruction Manual**





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# **IMPORTANT NOTES**

Dear Customer

Your new GMCDHW25- Dehumidifier has been manufactured in a state-of-the-art facility and has passed the strictest quality control procedures. Please read this manual carefully before using your appliance for the first time and then please store this manual in a safe place for future reference.

Thank you again for choosing GMC. If you have any issues at all with your product or any questions then the quickest route for resolution is to please contact us through our website [www.gmcaircon.co.za](http://www.gmcaircon.co.za) or on 012-661-1173. We will be able to resolve any issues that may arise and our technical team is always on hand for assistance. We pride ourselves on 100% customer satisfaction and we trust you will enjoy your new product

Record in the space below the listed information for future reference
Model No .....
Date of Purchase .....
Purchased From .....

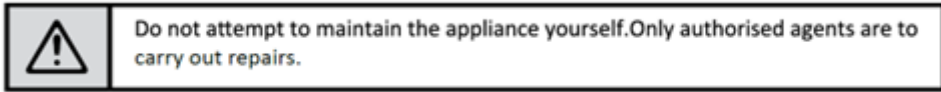
**N:B – Please remove plastic from the HEPA filter before installing in the unit.**

**PLEASE NOTE:** Water drawn will depend on the environment being used. Approximately 25 Litre per day when optimal room temperature of 30°C and 80% Relative humidity. If used in less-than-ideal conditions it will draw water at a slower rate. This is not a product fault.


When first using the dehumidifier, operate the unit continuously for 24hrs, the humidity level can be set within a range of 80% RH (Relative Humidity) in 5% reduce or at CO for continuous operations. NOTE: If CO (Continuous) is selected, the dehumidifier will operate continuously at its maximum dehumidification settings if attached to a hose or drain or until the bucket is full.

For drier air, press the - pad and set to a lower percent value (%). For damper air, press the + pad and set to a higher percent value (%). When you first use the dehumidifier, set the humidity control to 45% or 50%, allow at least 24hrs for the dehumidifier to achieve the desired humidity level. If you still have damper air than desired, set the humidity level to a lower setting or select continuous for maximum dehumidification.

## **SAFETY INFORMATION**



**N:B – Please remove plastic from the HEPA filter before installing in the unit.**

 **Please read this manual carefully and fully understand before operating your dehumidifier.**

### **OPERATIONAL PRECAUTIONS**

- The appliance must have 30cm Clearance around all sides.
- If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.
- Place the appliance on a flat, stable and dry surface and always keep the appliance in an upright position. Operating the appliance in any other position is a hazard.
- Do not place the appliance against a wall or other appliances.
- Do not cover or restrict the air flow inlet or exhaust grills
- Do not use mechanical devices to accelerate the appliances defrosting process.
- Do not place the continuous drainage hose outside when the temperature drops below 1°C
- To avoid circuit overload when using this appliance do not operate another high wattage appliance on the same electrical circuit.
- Always plug the appliance directly into a wall socket. Avoid using an extension lead where possible as they may overheat and cause a risk of an electrical fire.
- Do not operate the appliance with the water tank removed.
- Do not operate the appliance with any safety guards removed
- The appliance shall be disconnected from its power source during maintenance.
- Always operate the unit from a power source of equal voltage, frequency and rating as indicated on the product identification plate.
- Unplug the power cord when cleaning or when not in use.
- Do not operate with wet hands. Prevent water from spilling onto the unit.
- Do not immerse or expose the unit to rain, moisture or any other liquid.
- Do not leave the unit running unattended. Do not tilt or turn over the unit.

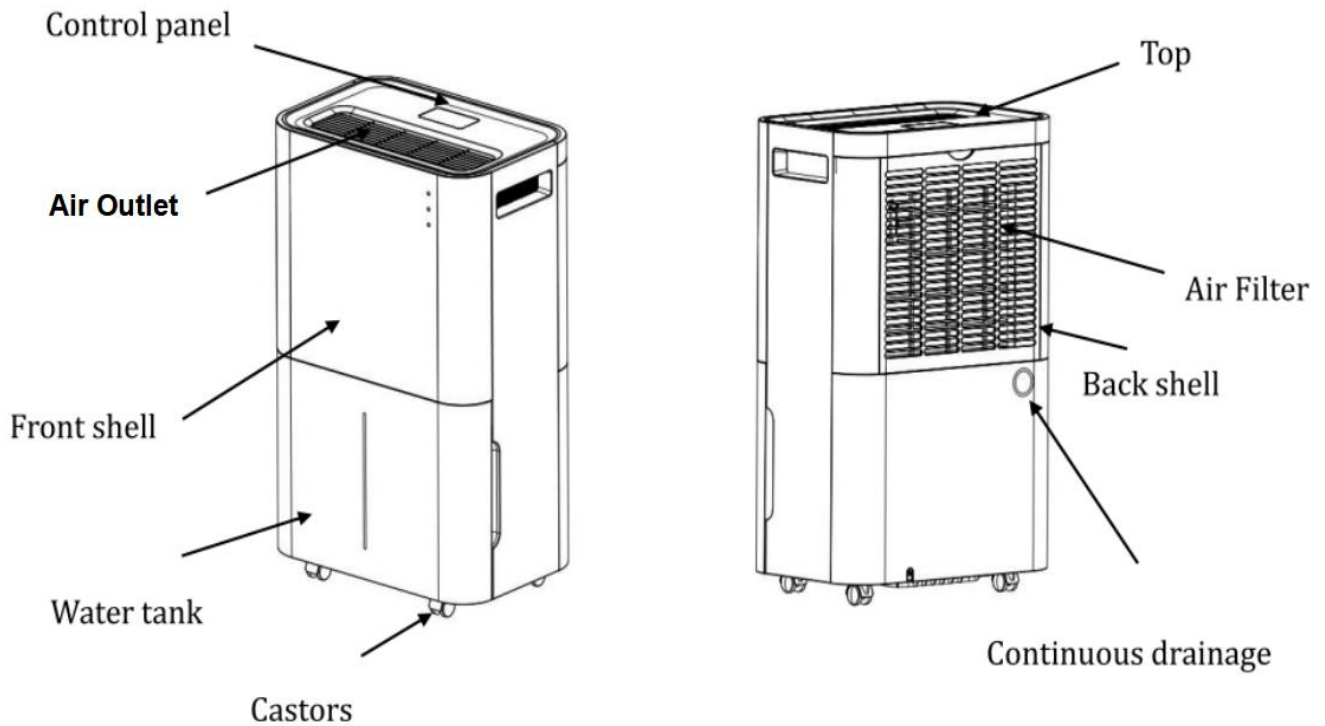
- Do not unplug while the unit is operating.
- Do not unplug by pulling on the power cord.
- Do not put objects on the unit.
- Do not climb or sit on the unit.
- Do not insert fingers or other objects into the air outlet.
- Do not touch the air inlet or the aluminum fins of the unit.
- Do not operate the unit if it is dropped, damaged or showing signs of product malfunction.
- Do not clean the appliance with any chemicals.
- Ensure the unit is far away from fire, inflammable, or explosive objects.
- The unit shall be installed in accordance with national wiring regulations.
- Do not use means to accelerate the defrosting process or to clean, other than those recommended by the manufacture.
- The appliance shall be stored in a room without continuously operation sources (for example: open flames, an operating gas appliance or an operating electric heater).
- The appliance shall be stored so as to prevent mechanical damage from occurring.
- The appliance shall be stored in a well-ventilated area where the room size corresponds to the room area as specified for operation.



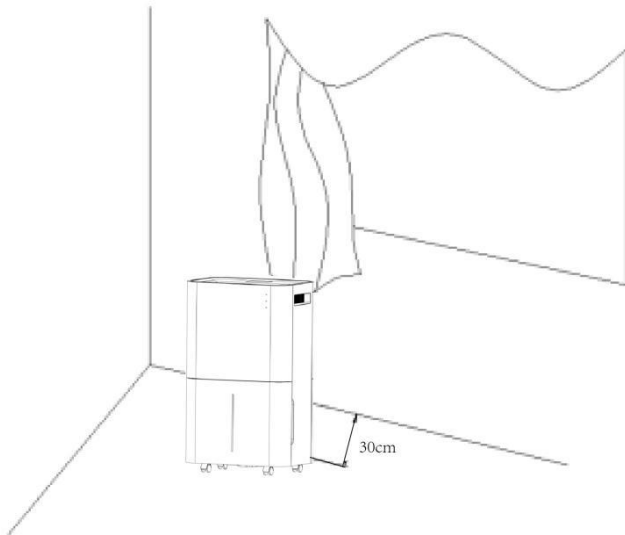
! Servicing shall only be performed as recommended by the equipment manufacturer.

Maintenance and repair requiring the assistance of other skilled personnel shall be carried out by the manufacturer. If you don't understand something or need help, please contact us on 012-661-1173 or [www.gmcaircon.co.za](http://www.gmcaircon.co.za)

## **PARTS/PRODUCT OVERVIEW**



## **INSTALLATION**



Place the unit on a stable, level surface, ensuring there is at least 30 cm of clearance around it to facilitate proper air circulation. The unit should be installed in rooms with a minimum area of 4 m<sup>2</sup>.

**Avoid installing the unit** in areas where it may be exposed to the following conditions:

- Contaminants in the air, such as chemicals (e.g., in biltong shops, where vinegar may damage internal components)
- Heat sources, including radiators, heat registers, stoves, or any other heat-producing appliances
- Areas prone to oil or water splashing
- Direct sunlight
- Mechanical vibrations or shocks
- Excessive dust accumulation
- Poor ventilation, such as inside cabinets or bookcases
- Uneven surfaces

Do not install the unit in areas where flammable gases may leak.

## **OPERATING INSTRUCTIONS**

**PLEASE NOTE:** The operating duration depends on the surrounding environment. In drier areas, it may work slower, while in high-humidity conditions, it will draw water faster. The unit's performance is tailored to its environment, and it's been rigorously tested to perform as designed. Factors such as the humidity level, area size, and room temperature will all depend on how long it takes to draw out the correct moisture.

The rate at which water is collected in the tank depends on factors such as room temperature, the size of the room, and the source of humidity. It is a known fact that at low room humidity, the extraction rate is also low. The higher the humidity, the better the result.

If the unit is not drawing water or at a slow rate it's highly likely that the environment it is being used is not humid enough for the product to draw water.

This is not a product fault. If you are unsure or have any questions at all please do not hesitate to get in touch with one of the GMC technical team on 012-661-1173 or [www.gmcaircon.co.za](http://www.gmcaircon.co.za)

The below are normal when operating the dehumidifier.

Operation stops occasionally	The unit is defrosting
Dehumidified volume is small	Dehumidifier volume is less when the room temperature is low, The unit stops operating when the room temperature is below approx. 5°C. The unit stops dehumidifying because the humidity in a room drops to the set humidity in "Normal dehumidifying" mode.
The humidity in a room is still high	The room size may be too large. The recommended room size 20-30m <sup>2</sup> The doors or other windows of the room may be opened and/or closed frequently. The dehumidifier is used together with a kerosene heater which emits vapor.
Bad smell during operation	Smell is emitted from the walls, furniture or other objects.
Sound is produced with in the unit	Circulation of the refrigerant may cause sound until it is stable.
The buzzer sounds	The buzzer sounds when the water tank is full of water.

- Check the device after unpacking for any damages or scratches on it.
- Operate this unit in an ambient temperature from 5°C to 38°C.
- Do not use in the outdoors. This dehumidifier is intended for indoor residential applications only.
- Do not operate in close proximity to walls, curtains, or other objects that may block inlet and outlet.
- Keep the air inlet and outlet free of obstacles.
- Adjusting the wind deflector in the upward direction prior to start up.
- If tipped more than 45°, allow the unit to set upright for at least 24 hours before start up.
- Keep doors and windows close for better energy saving.
- Do not operate or store the unit in direct sunlight or rain.
- It is normal for air outlet to feel warm to touch after continuous operation on hot days.
- Empty the water tank before moving the device.
- Make sure the Water tank is correctly fitted otherwise the unit will not operate properly.
- The dehumidifier starts up in the mode selected when the unit was last used.
- The dehumidifier starts dehumidifying if the room humidity is 3% higher than the selected humidity.
- There is a protective 3-minutes time delay of the compressor. Wait 3 minutes for the dehumidifier to resume dehumidification.

## CONTROL PANEL



### **Power button**

To enter Standby State – turn the machine off and back on at the power socket but DO NOT press the power button the machine, this will enter the machine into ‘Standby State’

In the standby state, press the power button to turn on, the operation indicator lights up and the default fan speed is high, and the default humidity is 60%. In the power-on state, press the power button to turn off, the running indicator light goes off and the compressor stops immediately, and then the fan shut down after 30 seconds delay.



### **Speed**

High wind - low wind cycle, press button once to switch and then the corresponding indicator lights up. In continuously drying mode, sleep mode and defrosting period, the wind speed can not be changed.




### **Mode button**

Press the mode key to switch between automatic ,Continuous and Sleep mode.

**A** Automatic mode: adjustable humidity, adjustable fan speed.

**CNT** Continuous drying mode(laundry mode): Press the Mode Button until the Continuous/Clothes Drying Mode Indicator illuminates. In this mode, the Dehumidifier will run continuously, however the humidity setting cannot be adjusted.And the fan speed can't be adjustable

 Sleep mode : The LED indicators on the Control Panel will gradually dim , fan speed will also automatically switch to low speed. Target humidity is adjustable.



### **Timer button**

Press the timer button to set the 0-24 hour timing function. The interval is 1 hour. Each time you press UP or Down button, the value increased or decrease 1 hours and then the corresponding timing value is displayed on the screen. When the setting value is "00" , the timer function will be cancelled. The indicator will be light off, after the timer is settle down and completed, the timer LED is on during the timing period. After the set time period has ended, the timer LED turns off automatically.

In the running state, set the time to turn off the machine;  
in the standby state, set the time to turn on the machine.



### **Child lock**

Long press the wind speed button for 3 seconds to turn on/off the child-lock function.



### **Sleep**

Press the Mode Button until the Sleep Mode Indicator illuminates. The LED indicators on the Control Panel will gradually dim , fan speed will also automatically switch to low speed. To 'wake' the unit up touch any button on the Control Panel, press the Mode Button again to exit the sleep mode. Fan speed cannot be adjusted in Sleep mode.

## **WIFI SETUP INSTRUCTIONS**

This application allows you to operate the appliance via your home network. A prerequisite is a permanent WIFI connection to your router and the free app **"Smart Life"**.

1. Install the **"Smart Life"** app. Create a user account.
2. Activate the WIFI function in the settings of your appliance.
3. Place the appliance at a distance of about 5 meters to your router.
4. As long as the power is turned on, the WIFI indicator flashes. After 3 minutes, the status will be canceled if there is no network configuration, and the indicator light is off. If you need to re-connect the WIFI, long press the "timer" button for 5 Second to start the network configuration, the WIFI indicator flashes again.

### **WIFI Connected**

#### **• Method 1**

Connected via Bluetooth

Open the bluetooth of your mobile phone or other device.

When WIFI indicator flashes, open **"Smart Life"** APP, the unit will connect via bluetooth automatically.

#### **• Method 2**

When WIFI indicator flashes, select **"Add Device"**-**"Small Home Appliances"**-**"Dehumidifier"**, and follow the instructions on the display.

Check the status of the WIFI indicator and choose the correct status.

If the WIFI indicator flash rapidly, it can connect directly.

If the WIFI indicator flash slowly, press **"Go to Connect"** to connect the WIFI named **"SmartLife-XXXX"**.

## **FOLLOW BELOW FOR DETAILED INSTRUCTIONS**

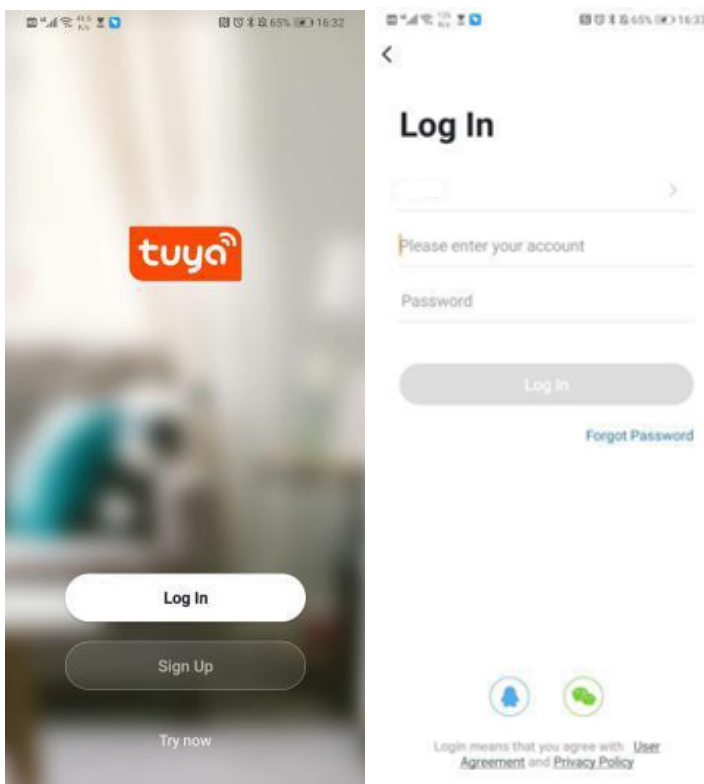
## 1. Download and Install the Tuya Smart Life App:

- Locate and download the "Tuya Smart Life" app from either the Apple App Store or Google Play Store.
- Alternatively, scan the QR code below to access the app.



## 2. Register on the App

- Follow the registration process within the app.



## 3. Enter Standby Mode

- Switch the unit on/off at the plug. You will hear the unit ‘beep’ once – This means

that the unit is in Standby Mode.

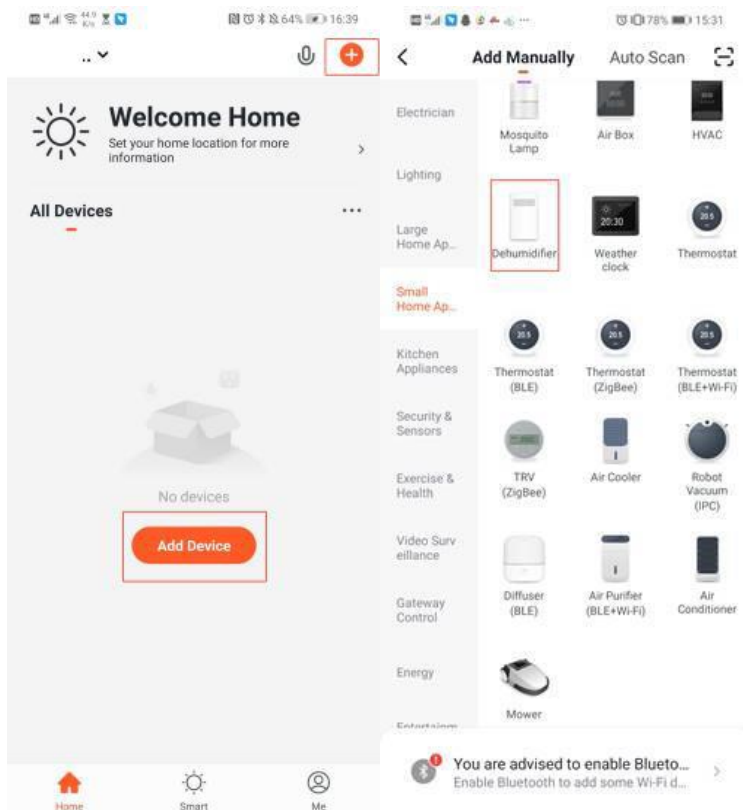
- DO NOT power the unit on – You should see no lights on the unit control panel in standby mode.

#### 4. Configure Wi-Fi Settings:

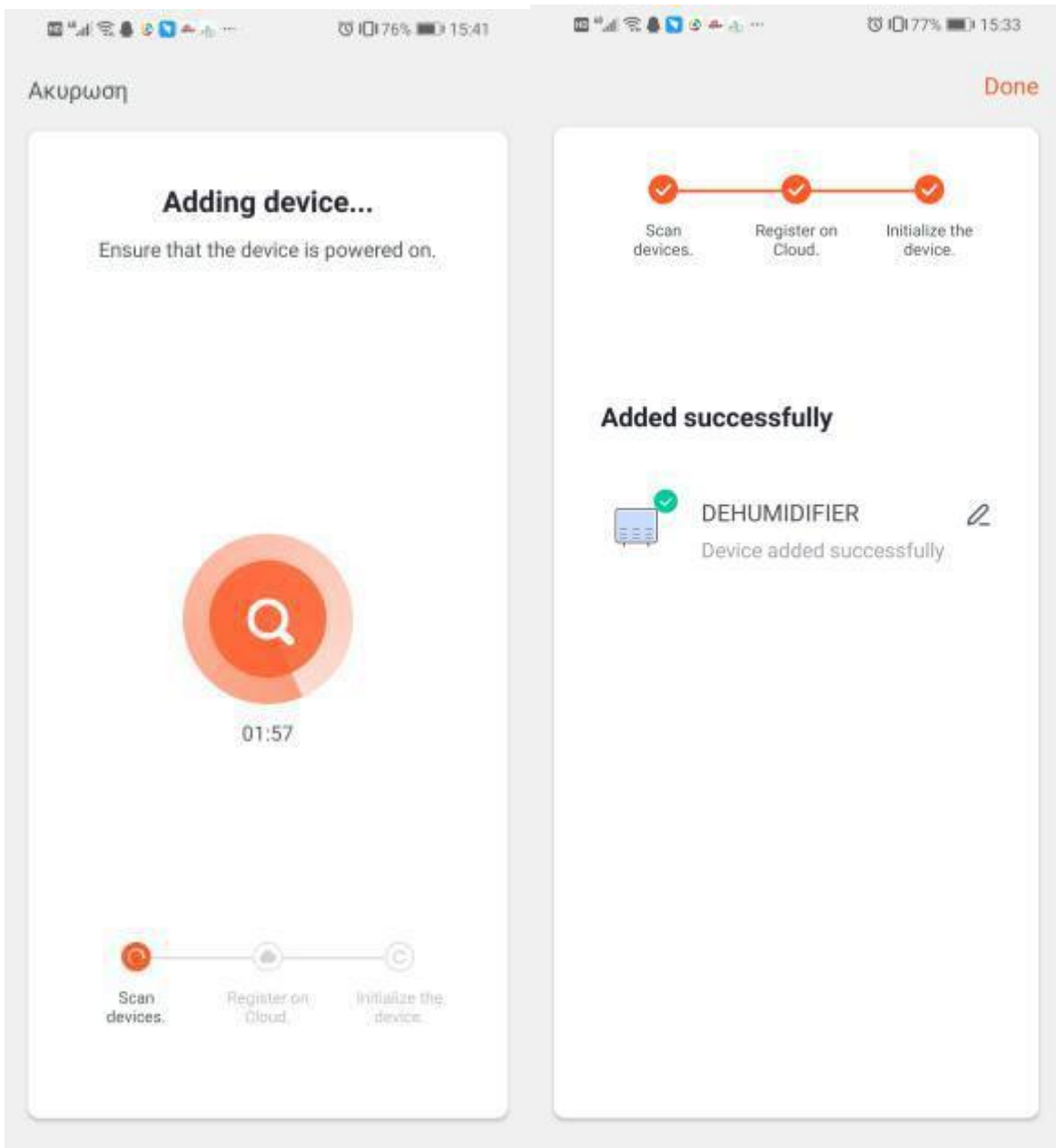
- When the device is in standby mode, press and hold the timer button for 5 – 10 seconds. The buzzer will beep, and the WIFI light will flash quickly, entering configuration mode.
- If the WIFI light is not on, press the mode button for 5 – 10 seconds until the WIFI light flashes quickly (automatic pairing mode after powering on).

#### 5. Add Device on the App:

- Once the WIFI light is flashing quickly, add the device on the app.
- On the app page, select "small appliance" in the device bar, then choose the dehumidifier.



- Follow the WIFI pairing prompts. Successful pairing results in a steady WIFI light; if unsuccessful, repeat the steps.



## 6. Operate the Product through the App

- After successful configuration, use the app to operate the dehumidifier.



## 7. Reconfiguration for Network Changes:

- In case of network changes, reconfigure the device (refer to steps three, four, and five).

## 8. Share the Device with Family

- For a successfully configured product, click the upper right corner of the app, select "Share Device," and share with family members (note: all family members need to be registered on the APP)

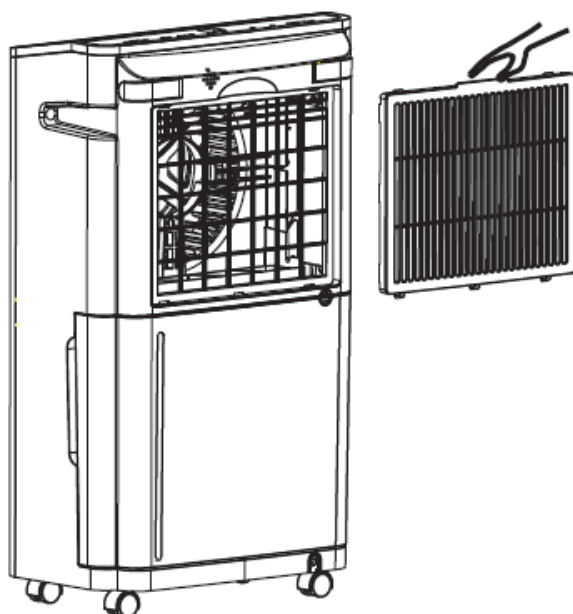
<b>TROUBLE SHOOTING of WIFI CONNECTION</b>	
Network connection failed	Solution
Network connection timeout	1.Check if you select the WIFI named "SmartLife-XXXX". 2.Turn off the machine and unplug the power code and plug in after 10 seconds, enter the App to connect again.
WIFI indicator off	Long press the "Timer"button or Turn off the machine and unplug the power code and plug in after 10 seconds.
WIFI hotspot disappear and the WIFI light flash	Turn off the machine and unplug the power cord and plug in after 10 seconds, enter the App to connect again.

## **FILTER INSTALLATION**

N:B: The HEPA filter is covered with a plastic wrap for protection during shipping.

1. PLEASE REMOVE THE PLASTIC COVERING ON THE HEPA FILTER

2. **Remove the Back Panel:** Unclip the plastic housing to access the internal components.

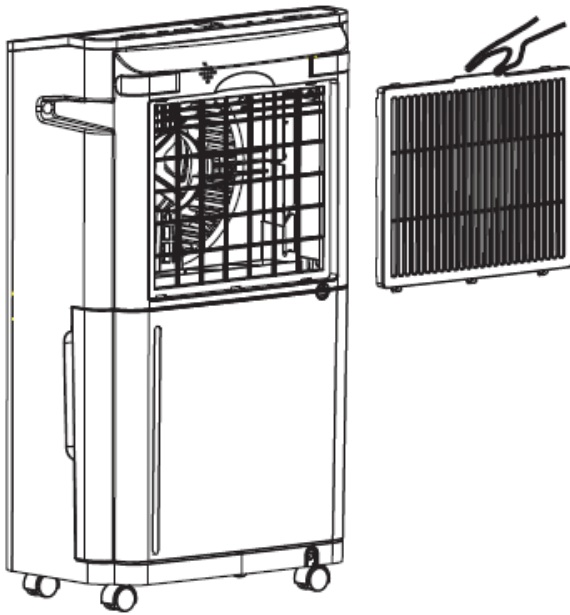


3. **Insert the Filter:** Place the HEPA filter into its designated slot within the unit.

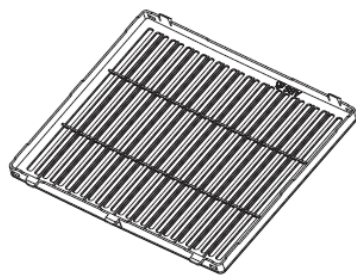
4. **Reattach the Back Panel:** Reposition the plastic housing and secure it by clipping it back into place.

## **FILTER REPLACEMENTS**

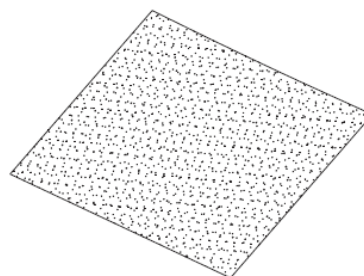
1. Remove the inlet frame from the back cover.



2. Take the HEPA filter out of the polyethylene bag and place it onto the inlet frame. Then, install the filter holder onto the inlet frame ( this step is only for new HEPA Filter installations)



Inlet frame  
Washable pre-filter



H E P A filter

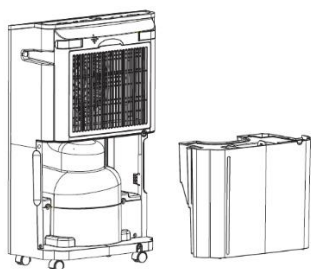
N.B. If the unit is not set up properly, the back cover cannot be attached.

## **WATER TANK INSTRUCTIONS**

- When the tank is full the “Water Full” light will turn on.
- Press the POWER button to turn off the unit.
- Pull on the water tank and simply slide it out of the body of the dehumidifier.
- Empty the water into an area with a drain or an outside drainage area.
- Clean the inside of the tank as well as the outside.
- Replace the empty tank back into the unit.
- Press the POWER button to resume operating.
- If the Water Full light does not extinguish, check that the float is correctly in place.

### **Installation Instructions**

Your dehumidifier will not operate when the water tank is full or not set properly.



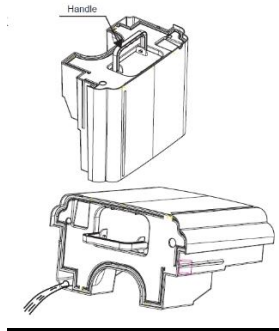
#### 1. How to remove:

Gently draw the water tank toward you by holding the concave part of the tank.

#### 2. How to set:

Push the tank horizontally and gently; the handle will lie down by itself.

## Emptying the Water Tank



1. Remove the water tank from the dehumidifier.
2. Hold the tank by the handle and carry it gently.
3. Tilt the tank in the direction as shown and slowly empty the water out of the tank.
4. Set the tank back in the dehumidifier.

### **Note** ←

After the dehumidifying operation, water is collected in the water tank. When the tank is full, the dehumidifier stops operating automatically, and the buzzer sounds. If the tank is taken out during the operation, the buzzer will sound for 20 seconds.

## **MAINTENANCE**

Proper maintenance and care are essential for ensuring optimal performance and longevity of your dehumidifier. Regularly clean the filters, inspect for any debris, and follow the recommended maintenance schedule outlined in this manual. By adhering to these guidelines, you'll enhance the efficiency and lifespan of your equipment, providing you with reliable and effective operation for years to come.



### **Warning**

To avoid the risk of electric shock, never connect and disconnect the plug with your hands wet.



Prohibit wet hand



### **Caution**

Turn off the unit and disconnect the power plug before cleaning or other routine maintenance



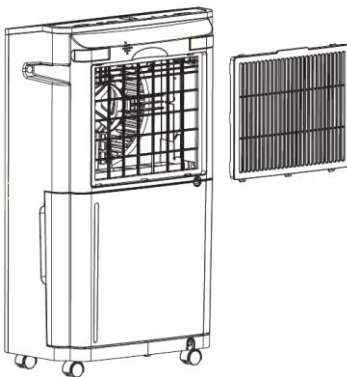
Do not remove the float lever from the water tank.



Prohibit

## **Air Intake Cleaning (Every 2 weeks)**

The dehumidifying capacity will be lowered when the air clean filter gets clogged.



To clean the filters:

1. Remove the back cover from the unit and take out the filter holder.
2. Remove the air clean filter and the back filter.
3. Pull the back cover toward you to detach it from the unit and remove the side filter.
4. To dislodge dust from these filters, use a vacuum cleaner or pat them lightly.
5. If the filters are significantly fouled, wash them in water with a neutral detergent, rinse well, and leave them until dry.
6. Pat the air clean filter to dislodge dust from it.

Note: HEPA filters need to be replaced approximately every 4500 hours of usage.

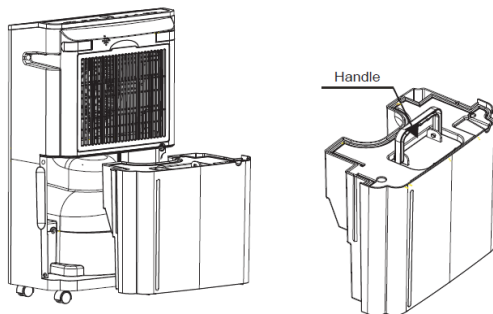
## **Housing Cleaning**

### **1. Housing**



1. To avoid malfunction or abnormal sounds, keep the unit upright.
2. Wipe the dehumidifier with a dry and soft cloth.
3. For removing heavy dirt, wipe it with a cloth wrung tightly. (Never use a wet cloth for cleaning the controls.)
4. To prevent deformation or cracking, do not use benzine, thinner, or liquid cleaners.
5. Chemical cloths may cause a change in color or damage to the unit

### **2. Water Tank Cleaning**



Important: The Water Tank Cover is detachable for cleaning purposes only.

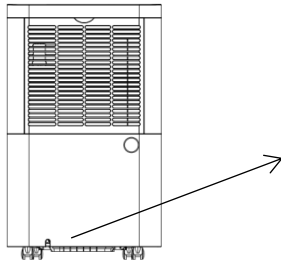
1. Turn off the dehumidifier and unplug it before removing the water tank.
2. Remove the water tank:
3. Wash the inside of the tank with water (Do not scratch).
4. Do not remove the float from the water tank.
5. Never use strong chemicals, oil-based products, detergents, chemically treated cloths, or other cleaning solutions, as these could damage the water tank.

## **CONTINUOUS DRAINAGE INSTRUCTIONS**

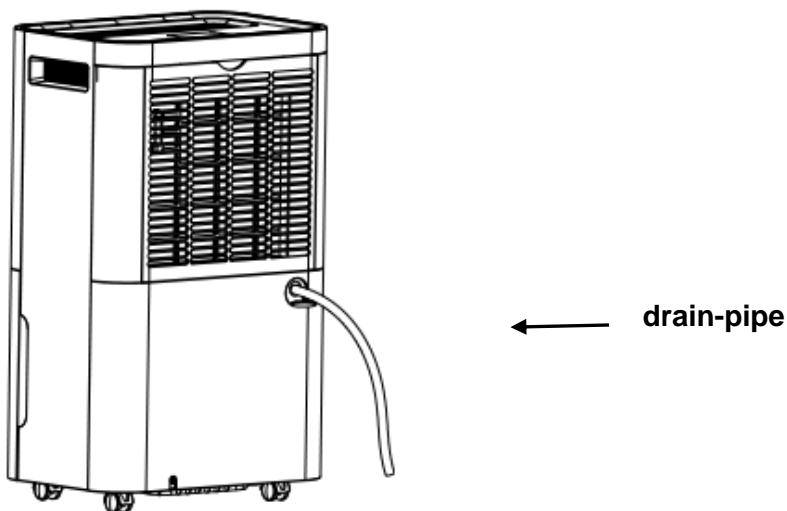
For continuous operation or unattended dehumidification, please connect the attached drain hose to the unit. Condensate water can be automatically flow into a bucket or drain by gravity.

- Set the unit in a horizontal surface and stable position.
- Switch off the unit before operating.

Remove the plug of the water outlet opening, and keep it in safe area.



- Securely and properly connect the drain hose and make sure it is not kinked and clear of obstruction.
- Place the outlet of hose over a drain or bucket and ensure that water could freely flow out of the unit.
- Do not submerge the end of hose into water; otherwise it can cause "Air Lock" in the hose. As the negative pressure of condensate drain pan is large, tilt the drain hose downward toward the floor. It is appropriate that the degree of inclination should exceed 20 degrees. Straighten the hose to avoid a trap existing in the hose.



## **SPECIFICATIONS**

<b>Model Number</b>	<b>GMCDHW25</b>
Auto-stop function	Yes
Air Circulation	180m <sup>3</sup>
Capacity	Approximately 25 Litre per day when optimal room temperature of 30°C and 80% Relative humidity
Color	White
Coverage Area	40m <sup>2</sup>
Control Type	Touch Panel
Decibel Rating	<45DBa
Minimum working environment	Temperature: 5°C
Optimum working environment	Temperature: 30°C Humidity: 80%
Power Supply	220V-240V~ (50Hz)
Packed Dimensions	411mm(L) X 300mm (W) X 638mm (H)
Product Dimensions	350mm(L) X 235mm (W) X 578mm (H)
Rated Input Power	370W
Water Tank Capacity	4.0L
Weight (Packed)	15.5KG
Weight (Unpacked)	14 KG

## **FEATURES**

- 24Hr Timer
- Air Purifier
- Automatic Humidistat Control
- Auto Restart
- Automatic Bucket Full Shut-Off
- Automatic Swing Function
- Child Lock Mode
- Continuous Drainage
- Continuous dehumidifying mode
- Defrost Function
- Dry Clothes Mode
- External Drain Connect
- Fan Speed Control
- HEPA Filter
- Humidity Monitor shows current air humidity
- Laundry Mode
- LED display and Electronic Controls
- Low Noise  $\leq 42\text{dB(A)}$
- Normal Dehumidifying Mode
- Removable water tank for easy filling and cleaning.
- Sleep Mode
- Strong Dehumidifying Mode
- Timer
- WIFI – Enabled
- Water-full indicator

## **TROUBLESHOOTING**

The rate at which water is collected in the tank depends on factors such as room temperature, the size of the room, and the source of humidity. It is a known fact that at low humidity, the extraction rate is also low. The higher the humidity, the better the result.

If the unit is not drawing water or at a slow rate it's highly likely that the environment it is being used is not humid enough for the product to draw water.

This is not a product fault. If you are unsure or have any questions at all please do not hesitate to get in touch with one of the GMC technical team on 012-661-1173 or [www.gmcaircon.co.za](http://www.gmcaircon.co.za)

<b>Problem</b>	<b>Possible Cause</b>	<b>Solution</b>
Not working	No power supply	Connect to a functioning outlet and switch on
	Water Full Indication Flashes	Drain water tank and reset it, or re-position the water tank to right place
	Room temperature < 5°C, or > 38 °C	Self-Protection designed to protect the unit. Can not work under such temperature
Bad functioning	Is the air filter clogged?	Clean the air filter as instructed
	Is the intake duct or discharge duct obstructed?	Remove the obstruction from the discharge duct or intake duct.
No air intake	Is the filter clogged?	Wash the filter
Loud noise when running	Is the machine put in the plat place?	Put the machine on the plat ground
	Is the filter clogged?	Wash the filter
E2	Humidity sensor problem	Change a sensor
LO	Environmental humidity is below 20%	The dehumidifier shuts down for self-protection
HI	Environmental humidity is above 90%	
CL	Low temperature protection, the environmental temperature < 5°C	
CH	High temperature protection, the environmental temperature > 38°C	

Please note that the following below are normal operational procedures for the dehumidifier

Operation stops occasionally	The unit is defrosting
Dehumidified volume is small	Dehumidifier volume is less when the room temperature is low, The unit stops operating when the room temperature is below approx. 5°C. The unit stops dehumidifying because the humidity in a room drops to the set humidity in "Normal dehumidifying" mode.
The humidity in a room is still high	The room size may be too large. The recommended room size is 20-30m <sup>2</sup> The doors or other windows of the room may be opened and/or closed frequently. The dehumidifier is used together with a kerosene heater which emits vapor.
Bad smell during operation	Smell is emitted from the walls, furniture or other objects.
Sound is produced with in the unit	Circulation of the refrigerant may cause sound until it is stable.
The buzzer sounds	The buzzer sounds when the water tank is full of water.

## **DECOMMISSIONING**

Long-term storage - If you will not be using the unit for an extended period of time (more than a few weeks) it is best to clean the unit and dry it out completely.

Please store the unit per the following steps:

1. Press power button to switch off and unplug the unit.
2. Drain the remaining water from the unit and dry out the water tank.
3. Clean the filter and let the filter dry completely in a shaded area, do not expose the filter to direct sunlight
4. Wrap the cord down the side of the unit and place the end within the dry water tank. There are slots for the cord down the side of the tank.
5. Re-install the filter at its position.
6. The unit must be kept in upright position when in storage.
7. Store the machine in a ventilated, dry, non-corrosive gas environment in a safe indoor location.

## **SERVICE AND WARRANTY**

GMC Airconditioning PTY (Ltd) was established in 1995 and is one of South Africa's leading cooling and heating companies. We pride ourselves on 100% customer satisfaction and have the highest online rating of all heating and cooling companies in South Africa. We will strive to ensure you are 100% satisfied with your product.

In the rare case of encountering any issues with your product or would like some support please contact us directly on 012-661-1173 or [www.gmcaircon.co.za](http://www.gmcaircon.co.za) as this will allow us to react quickly to your request. If you have bought this product from one of our partner platforms, then contacting us directly will allow us to resolve the issue for you in a timelier fashion. We are here to help you and ensure you are 100% satisfied.

Please read this instruction manual carefully before setting up or using this product. If you believe this product to be suffering from a manufacturing fault, or if you have any inquiries about this product, please contact our customer support.

### **CUSTOMER SUPPORT**

#### **GMC Airconditioning PTY (Ltd)**

**35 Sarel Baard Crescent**

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**0046**

**Telephone:** +27 (12) 661-1173

**Website:** [www.gmcaircon.co.za](http://www.gmcaircon.co.za)

**Email:** [info@gmcaircon.com](mailto:info@gmcaircon.com)

When contacting our customer support, please have the information below available. All warranty requests must be accompanied by a proof of purchase, which is a copy of the original receipt.

**Model:** .....

**Date of purchase:** .....

**Purchased from:** .....

