



**GMCDHW12**

# **Dehumidifier**

## **Instruction Manual**



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## IMPORTANT NOTES

Dear Customer

Your new GMCDHW12- 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 .....

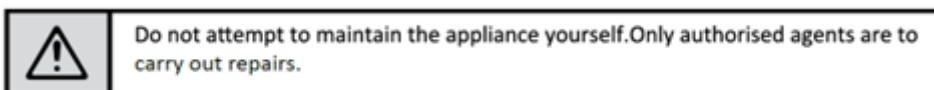
Purchased From .....

**PLEASE NOTE:** Water drawn will depend on the environment being used. Approximately 12 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 or damper air, press the ADJ pad and set to a lower or higher percent value (%). Press once to increase the humidity setting by 5%. The humidity values cycle in the following order: **30% → 35% → 40% → 45% → 50% → 55% → 60% → 65% → 70% → 75% → 80% → 30%** (cycle). 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**



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

### **OPERATIONAL PRECAUTIONS**

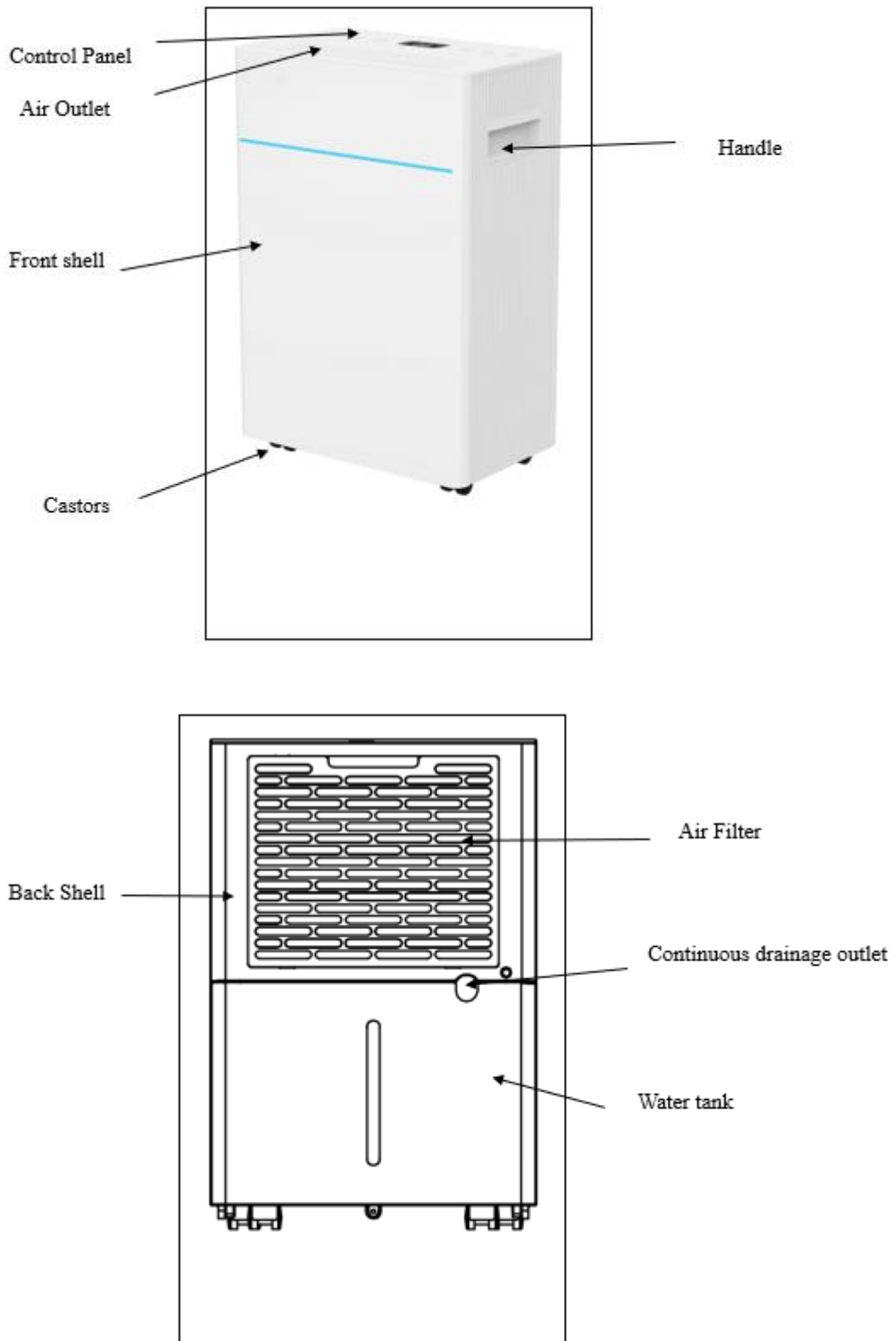
- The appliance must have 30cm Clearance around all sides.
- If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.
- Place the appliance on a flat, stable and dry surface and always keep the appliance in an 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)

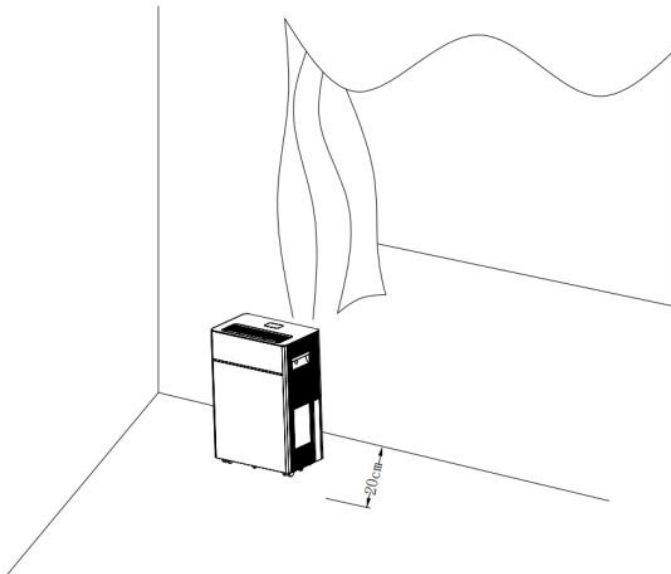
## **PRODUCT OVERVIEW**



## **OPERATING INSTRUCTIONS**

- Place the unit on a firm, level surface in an area with at least 50cm of free space around it to allow for proper air circulation.
- Never install the unit where it could be subject to heat sources such as radiators, heat registers, stoves or other products that produce heat.
- Do not place in an area where oil or water may be splashed
- Do not place in direct sunlight
- Do not place near mechanical vibration or shock
- Do not place near excessive dust
- Do not place on an uneven surface

## **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.

**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 20-25m <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**



### **Stand By Button**

Press the STAND-BY button to turn on the machine. The running indicator light will turn on, the default fan speed will be set to high, and the default humidity setting will be 50%.

When the machine is running, press the power button to turn it off. The running indicator light will turn off and the compressor will stop immediately. The fan will then shut down after a 30-second delay.

### **Mode button**

Press the MODE button to switch between Auto, Continuous Dehumidify. Press once to cycle through the modes. The corresponding indicator light will turn on to show the selected mode.

Hold the MODE button for 3 seconds to activate Sleep mode.

#### ● Auto Mode:

1. When the real-time environmental humidity is equal to or higher than the set humidity plus 3% ( $\geq$  set humidity +3%), the dehumidifier will start its dehumidifying process immediately: the fan will turn on first, and the compressor will start working after a 3-second delay. This 3-second delay is designed to protect the compressor, avoiding frequent start-up damage and extending the service life of the unit. During this period, the fan will pre-circulate the indoor air to ensure the humidity sensor can accurately detect the overall indoor humidity, allowing the compressor to work more efficiently once it is activated.

2. When the real-time environmental humidity drops to or below the set humidity minus 3% ( $\leq$  set humidity -3%), the dehumidifying task is completed. At this point, the compressor will stop working first to avoid unnecessary energy consumption. The fan will continue to operate for an additional 30 seconds before shutting down. This 30-second delay helps to discharge the remaining dehumidified air inside the unit, prevent moisture accumulation in the machine, and also ensures that the humidity sensor can detect the stable indoor humidity after dehumidification, avoiding false starts caused by temporary humidity fluctuations.

● **Continuous Dehumidify Mode:**

In this mode, the machine runs continuously at high fan speed. The fan speed can be adjusted, but the humidity setting cannot be adjusted.

● **Sleep Mode:**

In Sleep Mode, the machine runs continuously at low fan speed. The fan speed cannot be adjusted, and the indicator light will dim.

In Sleep Mode, when the water tank is full, the machine will not sound an alarm. However, the Water Tank Full indicator light (red) will turn on to remind you to empty the water tank.



**Timer button**

Press the **TIMER** button until the timer indicator lights up to activate the hourly timer function. Each press of the “**ADJ**” button increases the set time by **one hour**, within a range of **1 to 24 hours**.

- When the machine is **running**, the timer function can be used to **automatically turn off the machine**.
- When the machine is in **standby mode**, the timer function can be used to **automatically turn on the machine**.

Set the time to “**00**” to cancel the timer function. After the timer function is set, the **timer indicator will automatically turn on**.



### **Fan Speed button**

Press this button to switch the fan speed between high and low. The corresponding indicator light will turn on. The fan speed can be adjusted in Auto Mode and Continuous dehumidify mode.



### **Adjust button**

Press this button to set the **humidity level** or **timer**.

#### **Humidity Adjustment:**

Press once to increase the humidity setting by **5%**. The humidity values cycle in the following order:

**30% → 35% → 40% → 45% → 50% → 55% → 60% → 65% → 70% → 75% → 80% → 30%**  
(cycle).

#### **Timer Adjustment:**

Press once to increase the timer setting by **1 hour**. The timer values cycle in the following order:

**00 → 01 → 02 → 03 → 04 → 05 → 06 → 07 → 08 → 09 → 10 → 11 → 12 → 13 → 14 → 15  
→ 16 → 17 → 18 → 19 → 20 → 21 → 22 → 23 → 24 → 00** (cycle).



### **Child-lock**

Press and hold this button for 3 seconds to activate the child lock function. The child lock indicator light will turn on, and all buttons will be locked and cannot be operated.

Press and hold the button again for 3 seconds to deactivate the child lock. The indicator light will turn off, and the buttons will return to normal operation.

When the child lock function is active, it will be automatically cancelled if the machine is turned off or powered off.

## **WIFI SETUP**

This application allows you to operate the appliance via your home net-work. 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 connected 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 connected directly.

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

Note : Once the appliance has been successfully connected, the WiFi indicator light will turn on. You can now operate the appliance using the app.

Press and hold the Timer button for about 5 seconds to disconnect the appliance. The WiFi indicator light will turn off.

## **FOLLOW BELOW FOR DETAILED INSTRUCTIONS**

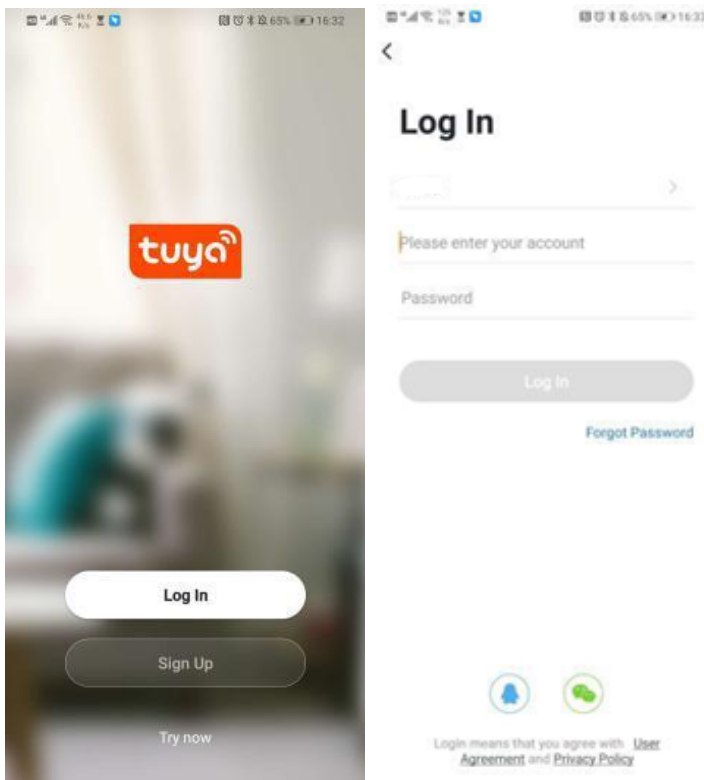
### **1. Download and Install the Tuya Smart Life App:**

- 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

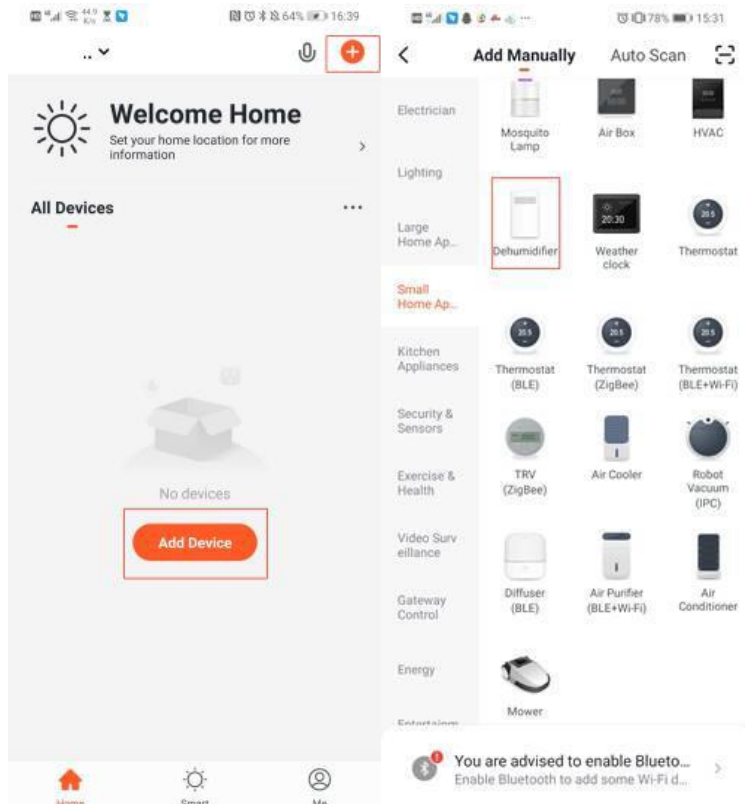
- Switch the unit on/off at the plug. You will hear the unit 'beep' once – This means that the unit is in Standby Mode.
- DO NOT power the unit on – You should see no lights on the unit control panel in standby mode.

### 4. Configure Wi-Fi Settings:

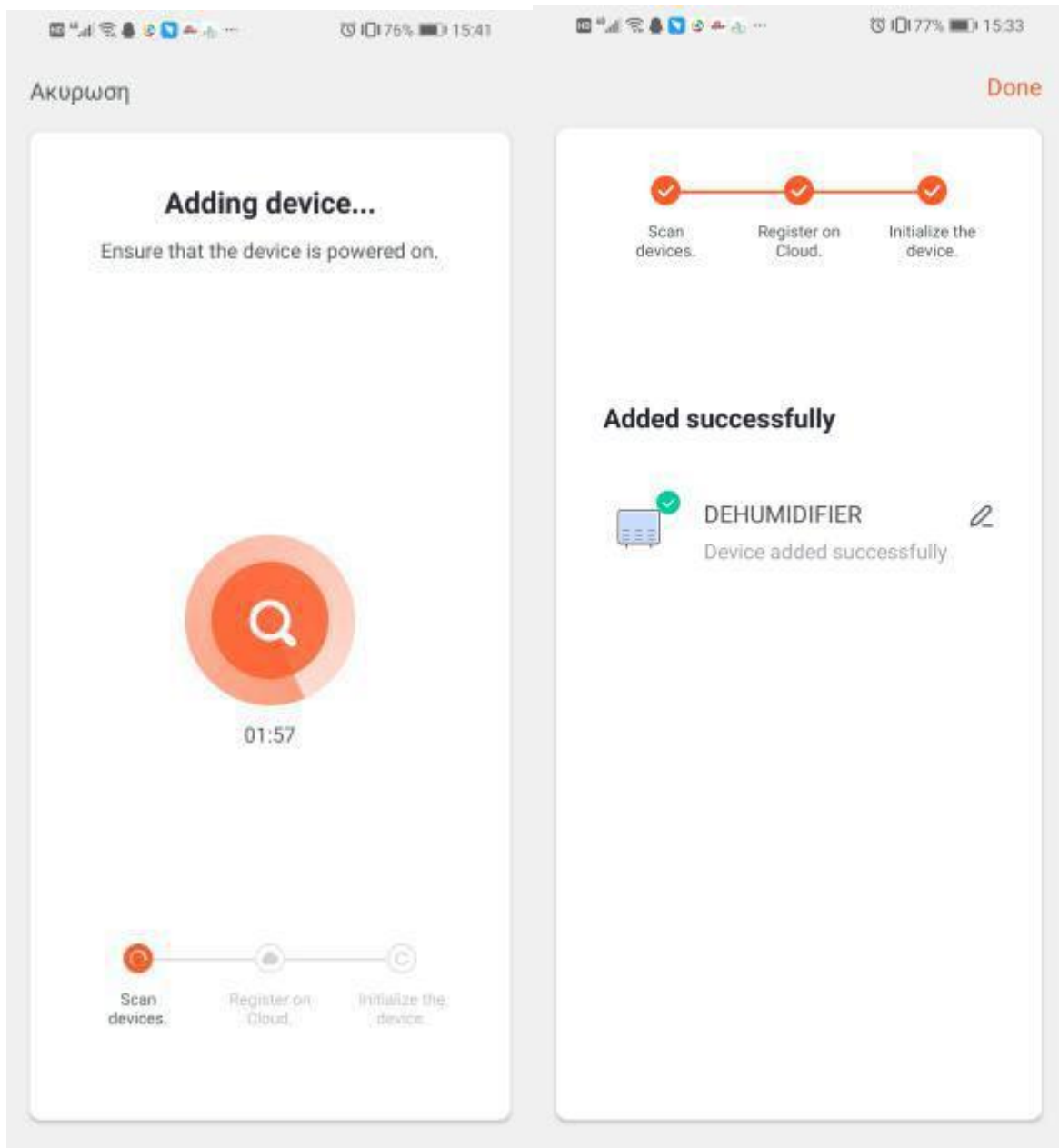
- When the device is in standby mode, press and hold the mode button for 5 – 10 seconds. The buzzer will beep, and the WIFI light will flash quickly, entering configuration mode.
- If the WIFI light is not on, press the mode button for 5 – 10 seconds until the WIFI light flashes quickly (automatic pairing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

## **DRAINAGE AND MAINTENANCE**

There are two ways to remove the collected water produced by the unit:

### **A. Manual Draining:**

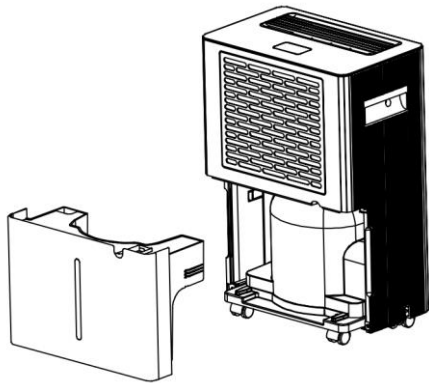
Empty the water tank manually.

### **B. Continuous Draining:**

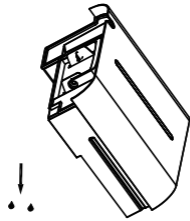
Use gravity to drain the condensate water by attaching a drain hose.

## **EMPTYING THE WATER TANK**

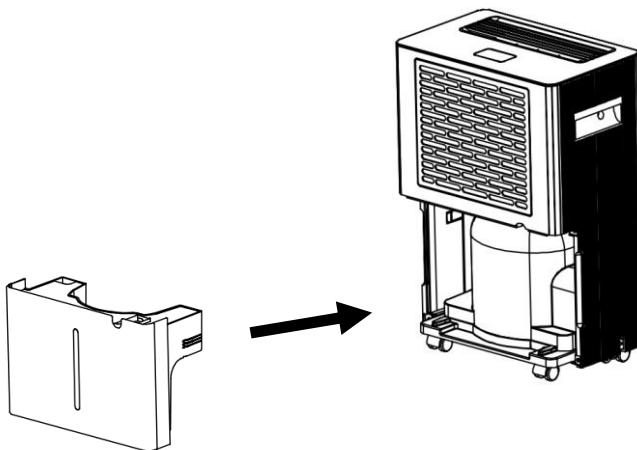
1. The water tank built into the unit will fill up and automatically shut the unit down once it is full. The unit will operate again once the tank is emptied and properly reinstalled.
2. When the tank is full, the machine will beep 5 times, and the “Water Tank Full” indicator light will turn on.
3. Press the POWER button to turn off the unit.
4. Pull the water tank out by sliding it from the body of the dehumidifier.
5. Empty the water into a drain or outside area.
6. Clean the inside and outside of the tank.
7. Replace the empty tank back into the unit properly.
8. Press the POWER button to resume operation.
9. If the Water Full light does not turn off, check that the float is correctly positioned.



1、 Pull out the water tank

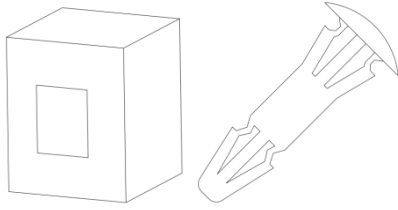


2、 Empty the water tank



3、 Replace the empty tank back into the unit

## Warning!



1、 Do not discard the magnets and plastic rivets in the tank. Otherwise, the dehumidifier cannot be started, or the machine will not automatically stop working when the water tank is full, and the condensed water overflow will damage the floor of the room.

2、 Please make sure to clean the condensed water in the tank and put the tank in the original position

3、 If the water tank is dirty, please rinse it with clean water. Avoid using detergents, steel wire balls, chemical dust removers, diesel, benzene, diluents or other solvents. Otherwise, it can damage the tank and cause leaks

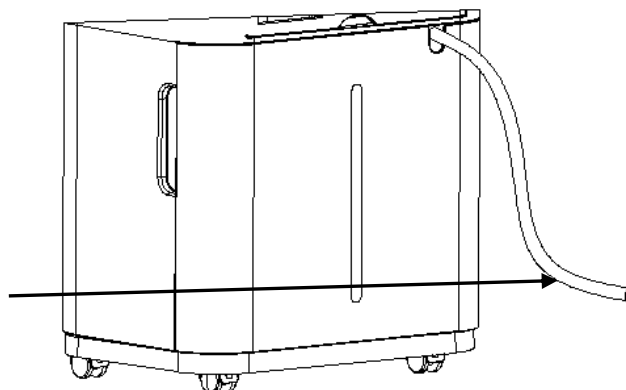
4、 Put the water tank in its original position. Otherwise, the indicator light will always be red and the machine cannot start working again

### Continuous drainage:

1、 Take out the PVC pipe, Straighten the drain pipe

2、 Insert one end of the drain pipe into the drain outlet at the top of the tank and connect the other end to the bathroom, floor drain, outdoor or bucket like container or defined drain area

Drainage pipe





Warning

**Do not block** the drainage outlet or drainage pipe. If blocked, condensed water may overflow and cause water leakage.

**Do not bend the drain pipe.** The height of the drainage pipe should be lower than the drainage outlet.

The drainage pipe must be firmly connected to the drainage outlet.

**Do not submerge** the end of the drainage pipe in water; otherwise, it may cause an air lock in the pipe. This may prevent the water from flowing smoothly and result in water leakage.

## **MAINTENANCE**

Note: Before cleaning or maintaining the machine, make sure to turn off the unit and unplug the power cord to avoid electric shock.

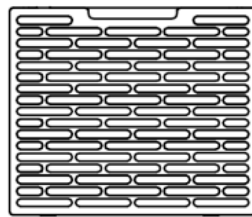
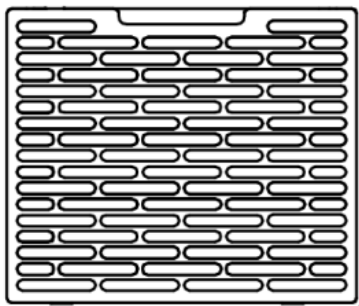
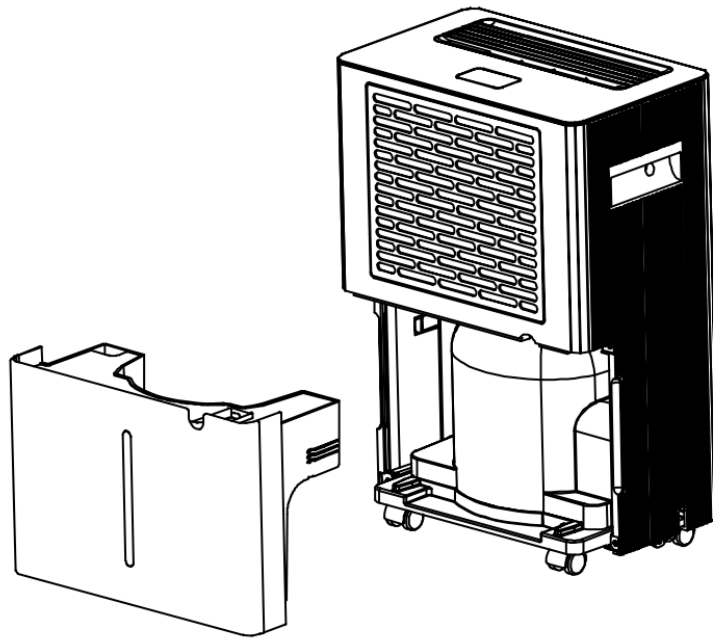
### **CLEANING THE AIR FILTER (Every Two Weeks)**

Dust collects on the filter and restricts airflow. Restricted airflow reduces the efficiency of the system, and if the filter becomes blocked, it may cause damage to the unit.

The air filter requires regular cleaning. The filter is removable for easy cleaning.

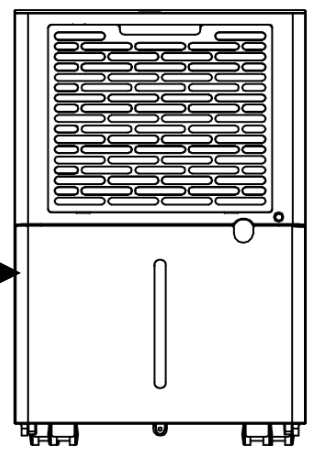
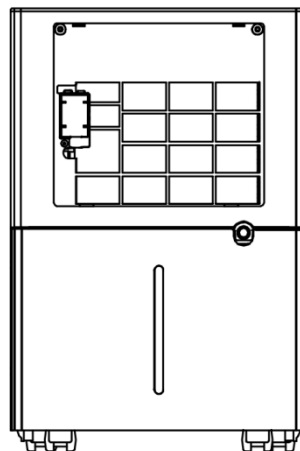
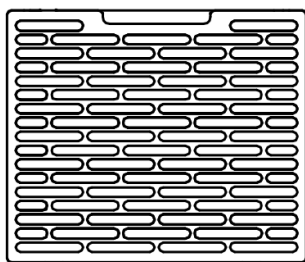
Do not operate the unit without the air filter, as the evaporator may become contaminated.

Switch off the unit and remove air filter;



Rinse under a running water or using the vacuum to clean the dust

Reassemble the air filter



## **SPECIFICATIONS**

<b>Model Number</b>	<b>GMCDHW12</b>
Air Circulation	90 m <sup>3</sup> /HR
Auto-stop function	Yes
Capacity	Approximately 12 Litre per day when optimal room temperature of 30°C and 80% Relative humidity
Color	White
Coverage Area	20-25m <sup>2</sup>
Decibel Rating	38 (dB)
Material	ABS
Minimum working environment	Temperature: 5°C
Optimum working environment	Temperature: 30°C Humidity: 80%
Power Supply	220V-240V~ (50Hz)
Packed Dimensions	31.5cm(L) X 19.6cm(W) X 44.3cm(H)
Unpacked Dimensions	27cm(L) X 17cm(W) X 40.5cm(H)
Voltage and power	220-240V/50HZ
Water Tank Capacity	1.6L
Weight (Packed)	8.8KG
Weight (Unpacked)	7.8KG

## **FEATURES**

- 12L/Day Moisture Extraction
- 24-Hour Timer
- Adjustable Fan Speeds
- Air/Dust Filtration
- Auto Restart After Power Failure
- Automatic Bucket Full Shut-Off
- Automatic Defrost System
- Carry Handle for Easy Mobility
- Child Lock Safety Feature
- Compressor Protection System
- Continuous Drainage Option
- Dry Clothes Mode (Continuous Mode)
- Easy-Remove Water Tank
- Energy Efficient Operation
- External Drain Hose Connection
- Intelligent Humidity Control
- LED Display & Touch Controls
- Low Noise Operation  $\leq 38\text{dB(A)}$
- Portable Compact Design
- Sleep Mode
- Smart Humidity Memory
- Smart WiFi Control via App
- Suitable for Rooms up to  $25\text{m}^2$
- Washable Air Filter
- 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)

TROUBLESHOOTING		
SYMPTOM	INSPECTION	SOLUTION
The unit is not operating.	✓ Check the power connection in securely.	➤ Insert the power cord securely into the wall Outlet.
	✓ Check if the water level indicator lights up?	➤ Empty the water tank and reinstall correctly.
	✓ Check the room temperature.	➤ The range of operating temperature is 5-35°C.
There is little of formation condensate.	✓ Check if the air filter the air filter clogged by dust	➤ Clean the air filter
	✓ Check if the air inlet or air outlet obstructed	➤ Remove the obstruction from the air inlet or air outlet
	✓ Check if the room temperature is below 20°C.	➤ This is normal. Machine will defrost in low temperature environment.
	✓ Set humidity level is higher than current Humidity value.	➤ Set the humidity level below current humidity value.
Water Leakage	✓ Overflow while moving the unit.	➤ Empty the water tank before transport.
	✓ Check if the drain hose is kinked or bends.	➤ Straighten the hose to avoid a trap existing.
Excessive Noise	✓ Check if the unit is securely positioned.	➤ Place the unit on horizontal and firm ground.
	✓ Check if any loose, vibrating parts.	➤ Secure and tight the parts.
	✓ Noise sounds like water flowing.	➤ Noise comes from flowing refrigerant. This is normal.
Error code	E2 ✓ Humidity sensor dampened or failure.	➤ To clean or replace the humidity sensor.
	CL ✓ Display when Room temperature is below 5°C	➤ Normal. The compressor and fan will stop working under this condition
	CH ✓ Display when Room temperature is above 35°C	➤ Normal. The compressor and fan will stop working under this condition
	LO ✓ Display when Room relative humidity is bellow 20%RH.	➤ Normal. The compressor and fan will stop working under this condition
	HI ✓ Display when Room relative humidity is above 90%RH.	➤ Normal. The compressor and the fan will keep running under this condition

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 20-25m <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)**

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**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:** .....