

**MOISWELL**

Explorer V320

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**USER  
MANUAL**



# Welcome

Thanks for choosing MOISWELL dehumidifier!

Moiswell is offering high-quality commercial and industrial dehumidifier for sales including vertical and horizontal orientations. These commercial dehumidifiers reduce humidity levels quickly, being particularly ideal for excess water removal, high-speed construction drying, water damage restoration tasks. With an onboard humidistat, these commercial dehumidifiers will maintain the room humidity level at the setting level, providing effortless humidity control in warehouses, storage areas, manufacturing plants, office buildings, restaurants, bars, sports facilities, locker rooms, indoor pool and spa environments, marine environments, and other areas that are vulnerable to excessive humidity.

We do hope you'll enjoy the dehumidifier you purchased from us. Before plugging in your new dehumidifier, we suggest that you read this user manual as it contains important safety information, operation instructions, troubleshooting, maintenance tips, and warranty information to ensure the reliability and longevity of your dehumidifier.

We also kindly ask you to take a few minutes to register your product at [www.moiswell.com](http://www.moiswell.com) for more efficient support.

It is our goal that you are always happy with what you bought from us, so please let us know if your buying experience was anything short of excellent.

We're always just an email away.

To access customer support, please email to [service@moiswell.com](mailto:service@moiswell.com) with your purchase order ID to help us address the problem faster and serve you better.

Thank you again!



## **BEFORE FIRST USE:**

Please leave the dehumidifier standing upright and outside the box for **24 HOURS** before plugging it in.

The dehumidifiers may have been tilted or placed upside down during shipping. Leave the dehumidifier to stand upright for 24 hours so the oil in the compressor can settle from the move, not doing so can affect the performance or lifespan of the dehumidifier.

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# Safety Awareness

## VERY IMPORTANT!

Please do not install or use your dehumidifier before you have carefully read this manual. Please keep this instruction manual for an eventual product warranty and for future reference.

### Warning

Do not use means to accelerate the defrosting process or to clean, other than those recommended by the manufacturer.

The appliance shall be stored in a room without continuously operating ignition sources (for example: open flames, an operating gas appliance or an operating electric heater.)

Do not pierce or burn.

Be aware the refrigerants may not contain an odour.



### Warning(for R32)

Specific information regarding appliances with R32 refrigerant gas.

- Thoroughly read all of the warnings.
- When defrosting and cleaning the appliance, do not use any tools other than those recommended by the manufacturing company.
- The appliance must be placed in an area without any continuously sources of ignition (for example: open flames, gas or electrical appliances in operation).
- Do not puncture and do not burn.
- R32 is a refrigerant gas that complies with the European directives on the environment. Do not, puncture any part of the refrigerant circuit.
- If the appliance is installed, operated or stored in an unventilated area, the room must be designed to prevent to the accumulation of refrigerant leaks resulting in a risk of fire or explosion due to ignition of the refrigerant caused by electric heaters, stoves, or other sources of ignition.
- The appliance must be stored in such a way as to prevent mechanical failure.
- Individuals who operate or work on the refrigerant circuit must have the appropriate certification issued by an accredited organization that ensures competence in handling refrigerants according to a specific evaluation recognized by associations in the industry.

- Repairs must be performed based on the recommendation from the manufacturing company. Maintenance and repairs that require the assistance of other qualified personnel must be performed under the supervision of an individual specified in the use of flammable refrigerants.
- Ducts connected to an appliance shall not contain a potential ignition source.
- **WARNING-Risk Of Fire. Flammable Refrigerant Used. To Be Repaired Only By Trained Service Personnel. Do Not Puncture Refrigerant Tubing.**
- **WARNING-Risk Of Fire. Dispose Of Properly In Accordance With Federal Or Local Regulations. Flammable Refrigerant Used.**
- **WARNING-Risk Of Fire. Flammable Refrigerant Used. Consult Repair Manual/Owner's Guide Before Attempting To Service This Product. All Safety Precautions Must Be Followed.**
- **WARNING-Risk of Fire due to Flammable Refrigerant Used. Follow Handling Instructions Carefully in Compliance with National Regulations.**

## **Instructions For Repairing Appliances Containing R32**

### **General Instructions**

- Checks to the area Prior to beginning work on systems containing flammable refrigerants, safety checks are necessary to ensure that the risk of ignition is minimised. For repair to the refrigerating system, the following precautions shall be complied with prior to conducting work on the system.
- Ventilated area Ensure that the area is in the open or that it is adequately ventilated before breaking into the system or conducting any hot work. A degree of ventilation shall continue during the period that the work is carried out. The ventilation should safely disperse any released refrigerant and preferably expel it externally into the atmosphere.

### **Detection of flammable refrigerants**

- Under no circumstances shall potential sources of ignition be used in the searching for or detection of refrigerant leaks. A halide torch (or any other detector using a naked flame) shall not be used.
- The following leak detection methods are deemed acceptable for all refrigerant systems.
- Electronic leak detectors may be used to detect refrigerant leaks but, in the case of **FLAMMABLE REFRIGERANTS**, the sensitivity may not be adequate, or may need re-calibration. (Detection equipment shall be calibrated in a refrigerant-free area.) Ensure that the detector is not a potential source of ignition and is suitable for the refrigerant used. Leak detection equipment shall be set at a percentage of the LFL of the refrigerant and shall be calibrated to the refrigerant employed, and the appropriate percentage of gas (25 % maximum) is confirmed.

- Leak detection fluids are also suitable for use with most refrigerants but the use of detergents containing chlorine shall be avoided as the chlorine may react with the refrigerant and corrode the copper pipe-work.

### **Note Examples of leak detection fluids are**

- bubble method,
- fluorescent method agents.

If a leak is suspected, all naked flames shall be removed/extinguished. If a leakage of refrigerant is found which requires brazing, all of the refrigerant shall be recovered from the system, or isolated (by means of shut off valves) in a part of the system remote from the leak.

### **General Safety Instruction**

1. The appliance is for indoor use only.
2. Do not use the unit on a socket under repairs or not installed properly
3. Do not use the unit, follow these precautions:
  - A: Near to source of fire.
  - B: An area where oil is likely to splash.
  - C: An area exposed to direct sunlight.
  - D: An area where water is likely to splash.
4. All the air-conditioner sockets must comply with the local electric safety requirements. If necessary, please check it for the requirements.
5. Children should be supervised to ensure that they do not play with the appliance.
6. 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.
7. 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 shall not play with the appliance. Cleaning and user maintenance shall not be made by children without supervision.
8. This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.
9. The appliance shall be installed in accordance with national wiring regulations.

## 10. Recycling



This marking indicates that this product should not be disposed with other household wastes. To prevent possible harm to the environment or human health from uncontrolled waste disposal recycle it responsibly to promote the sustainable reuse of material resources. To return your used device, please use the return and collection systems or contact the retailer where the product was purchased. They can take this product for environmental safe recycling.

11. Contact authorized service technician for repair or maintenance of this unit.
12. Do not pull deform. or modify the power supply cord, or immerse it in water. Pulling or misuse of the power supply cord can result in damage to the unit and cause electrical shock.
13. Compliance with national gas regulations shall be observed.
14. Keep ventilation openings clear of obstruction.
15. Any person who is involved with working on or breaking into a refrigerant circuit should hold a current valid certificate from an industry-accredited assessment authority, which authorizes their competence to handle refrigerants safely in accordance with an industry recognized assessment specification.
16. 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 under the supervision of the person competent in the use of flammable refrigerants.
17. Do not operate or stop the unit by inserting or pulling out Die power plug, it may cause electric shock or fire due to heat generation.
18. Unplug the unit if strange sounds, smell, or smoke comes from it.
19. Install the dehumidifier on flat surface to minimize vibration and or noise.
20. Inspect the power cord before use. Never operate the dehumidifier when the power cord or plug is damaged.
21. Insert the three-prong plug on the power cord into a matching electrically grounded outlet (115V/ 60 Hz, 16 A at least).
22. Do not use an adapter. Never cut off the third prong. Do not use an extension cord.
23. Do not operate the dehumidifier in standing water. Keep motor and wiring dry.
24. Never immerse the dehumidifier into water or other liquids.
25. Do not put the dehumidifier close to heat-generating devices, including flammable or dangerous materials.

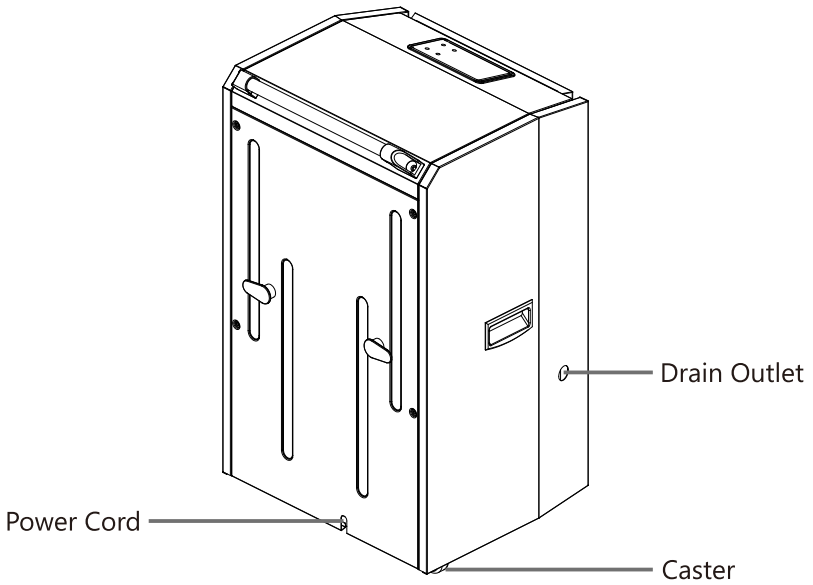
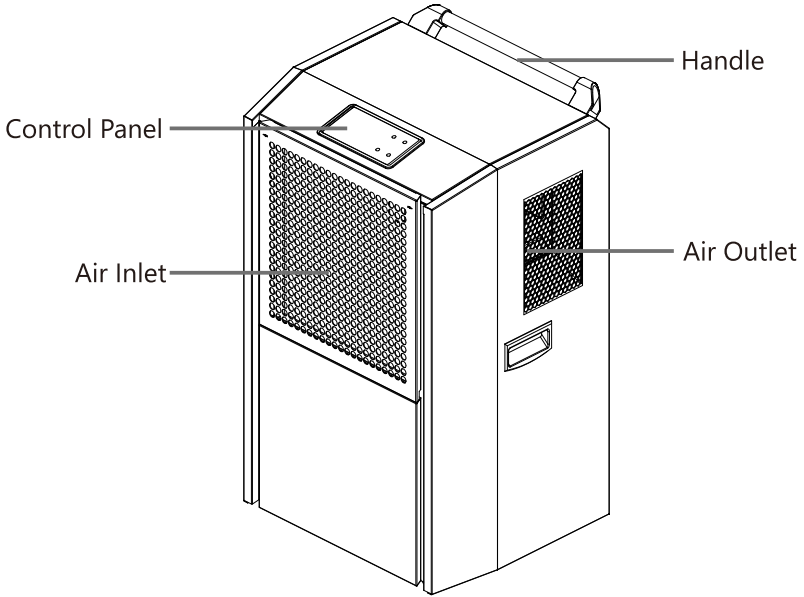
26. Unplug the power supply before cleaning or storing the dehumidifier. Always grasp the plug (not the cord) to unplug.
27. Do not put fingers or other items into air inlet or air outlet.
28. Never insert any other objects into the dehumidifier body.
29. Do not sit, stand or put heavy objects on the dehumidifier.

- If any parts damage, please contact the dealer or a designated repair shop;
- In case of any damage, please turn off the air switch, disconnect the power supply, and contact the dealer or a designated repair shop;
- In any case, the power cord shall be firmly grounded.
- To avoid the possibility of danger, if power cord is damaged, please turn off the air switch and disconnect the power supply. It must be replaced from the dealer or a designated repair shop.



**Never repair or remove plug and or power cord. Any repairs should be completed by qualified electrician or distributor.**

# Parts Identification

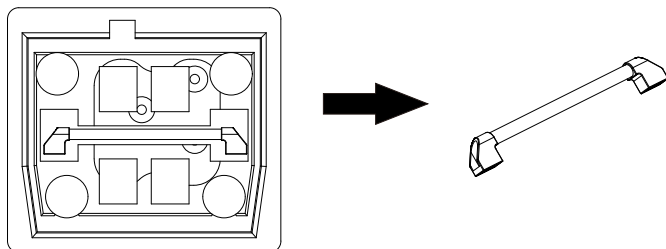


**Note: Do not obstruct the air inlet and/or outlet.**

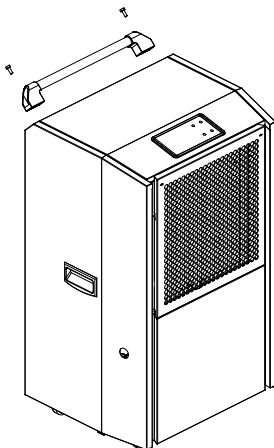
# Operation Instructions

## 1. Install the Handle

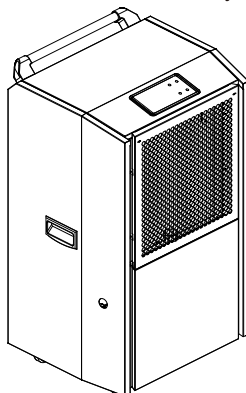
1) Get the handle from the bottom packing foam.



2) Install the handle as illustrated below, please note to align the holes on the handle with the holes on the dehumidifier.



3) Use a screwdriver to tighten the screws until the handle is firmly attached to the dehumidifier.



## 2. Position Your Dehumidifier

For optimal outcomes, use your dehumidifier in a confined space. Shut all entryways and windows. Position it clear of obstructions and avoid anything that could obstruct airflow in or out of the dehumidifier.

**Note:** Place the dehumidifier on a flat surface to minimize vibration or noise.

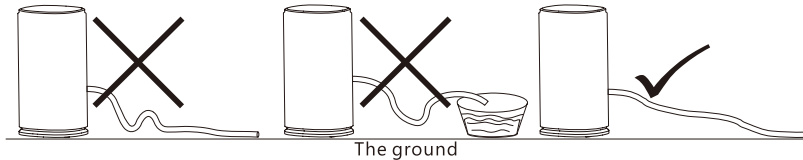
## 3. Set Up the Drainage

- Attach the included drain hose to the drain outlet on the right side of the dehumidifier to ensure smooth drainage.

**NOTE:** Any other hose with an inner diameter of 5/8 inches can be used instead.

- Once you have attached the hose, unwind it and direct the other end of the hose down to a suitable drainage facility such as a bigger external bucket or floor drain. It's crucial to ensure that the drainage facility is situated lower than the drain outlet of the dehumidifier so that gravity can assist in the water flow.

- To avoid any issues with the draining process, make sure that the hose is unobstructed and free of any kinks that might impede the flow of water. This way, the condensation water can be drained smoothly and efficiently, without any hiccups.



## 4. Plug in Electrical Cord

### IMPORTANT

Please let the dehumidifier stand upright for 24 hours before plugging in for the first time. During the shipping process, the dehumidifier may have been subjected to tilting or even placed upside down, which can cause the oil in the compressor to become unsettled. Failure to let the dehumidifier stand upright for the recommended duration can negatively impact its performance or even shorten its lifespan. Hence, kindly make sure to follow this crucial step before using the dehumidifier.

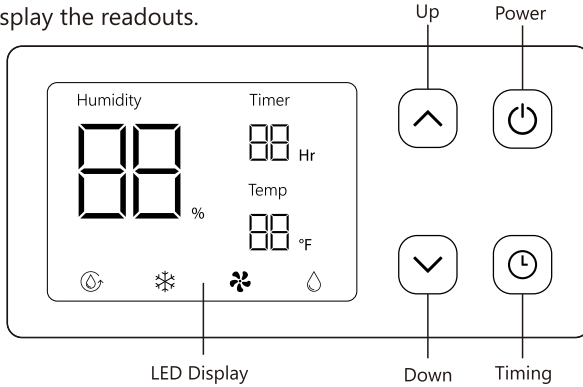
To properly operate the dehumidifier, please plug it into a GFCI-protected 115-volt outlet with a rating of at least 16 amps. Uncoil the power cord and securely connect it to an appropriate outlet.

**Note:** When the dehumidifier is first plugged into AC power, the control panel display will light up for a second, which is part of the dehumidifier's self-diagnosis procedure and no action is required. This indicates that the dehumidifier is functioning correctly and ready to operate effectively. You will still need to press the POWER button to turn the dehumidifier on.

If not been operated for over 50 seconds, the control panel will become dim until pressed buttons again.

## 5. Understand the Control Panel

The control panel of the dehumidifier features a user-friendly interface with 4 buttons and an LED screen. Press the POWER Button to turn the dehumidifier on. After turning on the dehumidifier, the LED screen will display the readouts.



is humidity percentage value. If no operations on the control panel, this number is the humidity readout of the inlet air the dehumidifier detects which is similar to the current room humidity level. When you are pressing the or button to set the target humidity percentage value, this digital number will turn to display the previous setting value and keep blinking.

is the temperature readout of the inlet air the dehumidifier detects which is similar to the current room temperature.

illuminates when the timer function is enabled and disappears when the timer function is disabled.


**Fan Icon:** It illuminates when the fan is running and disappears when the compressor stops running.

**Water Droplet Icon:** It illuminates when the compressor is running and disappears when the compressor stops running.


### Note:

In the following cases, it is normal if the water droplet icon disappears which means the compressor stops or does not kick in.

- The humidity set-point is NOT at least 5% lower than the room humidity readout value (in this case, please double-check your setting);
- The room humidity level has reached the set-point, so the dehumidifier automatically stops running;
- The dehumidifier was just turned on and may take a few seconds for the compressor to kick in;
- The dehumidifier was restarted in a brief moment, the compressor is under delay protection status.

 **Defrosting icon:** It illuminates when the dehumidifier detects frost on the interior. During defrosting, the fan operates while the compressor does not, and the defrost icon flashes until the frost melts. The dehumidifier will automatically begin to dehumidify and the “Defrost” icon will disappear once the defrosting process is complete.

**Note:** Frequent defrosting indicates that the room temperature is too low. It is recommended to add heat when the room temperature is lower than 60°F for proper drying.

 **CONTINUOUS MODE:** This icon illuminates when the humidity set point is 10%, which means the dehumidifier will dehumidifying continuously.

**Power Button:** Press to turn the dehumidifier on and off.

**Up and Down Buttons:** Press to increase or decrease the set-point of humidity level.



**Timer Button:** Press to check the settings, and set AUTO on/off timer.

## 6. General Operation Instructions

### (1) Turn on the dehumidifier

Press the Power Button to turn on the dehumidifier.

### (2) Set a desired humidity percentage

First of all, read the current room humidity readout on the left of the display and remember that value. Then, press the  or  down button to adjust the humidity set-point in increments of 1%. The set humidity value needs to be at least 5% lower than the current room humidity readout value.

**Note:** The humidity set-point is between 10% and 98%. A humidity setting between 40% and 60% is recommended for optimal comfort. Last, after selecting your target value, wait for 5 seconds for the setting to register automatically. This will ensure that your desired humidity level is set and maintained. Then, the dehumidifier will automatically stop and restart to maintain the room humidity level within a range of  $\pm 3\%$  of the set point. For instance, if the set humidity is 50%, the dehumidifier automatically stops when the room humidity reaches 47% and then automatically restarts when the room humidity rises back to 53% or higher.

### (3) Turn the dehumidifier off

Press the Power Button to turn off the dehumidifier.

**Note:** To protect the compressor, the fan will continue to operate for 30 seconds after the dehumidifier shut off. Use the power button to stop the dehumidifier rather than forcibly by disconnecting the power cord.



## 7. Timer Setting

It enables you to either delay the auto-on or auto-off function of the dehumidifier from 1 to 24 hours.


-Set AUTO-ON: When the dehumidifier is off, press the Timer button to set a desired time it begins to work.

-Set the dehumidifier AUTO-OFF: When the dehumidifier is on, press the Timer button to set a desired time it shuts off.

### Set the TIMER by the Below Steps

1. Press the Timer Button and the Timer icon and value  lights up and flashes.
2. Adjust the timer setting by pressing the Timer button repeatedly to change the delay timer at 1-hour increments, up to 24 hours.
3. After selecting the target time period, just wait for about 5 seconds to let the setting register automatically.
4. The digital readout will count down the remaining time until the dehumidifier either starts or stops.
5. To disable the timer function, manually turn the dehumidifier on/off, or set the timer to .

### NOTE:

- Before entering the AUTO ON TIMER setting, ensure that power is being supplied to the dehumidifier.
- For the AUTO ON setting, please turn on the dehumidifier to select a desired humidity level. Otherwise, it will be the same as the previous setting.
- Set AUTO ON timer only when the dehumidifier is off or set AUTO OFF timer when the dehumidifier is on, but not be able to set both AUTO ON and AUTO OFF timer at the same time.
- The AUTO ON/OFF function won't be cycling.
- The TIMER function will be disabled when the dehumidifier was powered on/off manually.
- Set the timer as , the timer function will not be activated.

## 8. Smart Functions

### (1) 3 Minutes Compressor Protection Mechanism

It prevents the dehumidifier from starting immediately after a complete cycle to avoid any potential damage. The compressor will start automatically after a 3-minute delay. During this time, the Fan icon is illuminating continuously on the LED screen and until the compressor kicks in, the water droplets icon illuminates. That's to say, if the dehumidifier was turned off and then restarted immediately, the compressor will not kick in until 3 minutes later.

### (2) Auto Defrost

The compressor cycles off when frost builds up on the evaporator coils and the fan will continue to run until the frost disappears. Meanwhile, the DEFROST icon will light up on the LED screen during the defrosting process.

### **(3) Auto-Restart**

If the dehumidifier shuts off unexpectedly due to power outage, the dehumidifier will restart with the previous function settings automatically when the power resumes.

### **(4) Temperature Protection Function**

When the room temperature is higher than 113°F, the dehumidifier will automatically enter into HIGH-TEMPERATURE PROTECTION SYSTEM while the LCD screen displays "HH" and the dehumidifier stops running.

When the room temperature is lower than 40°F, the dehumidifier will automatically enter into LOW-TEMPERATURE PROTECTION SYSTEM while the LCD screen displays "LL" and the dehumidifier stops running.

**Note:** If "HH" or "LL" appears under normal circumstances, please contact the customer service team at [service@moiswell.com](mailto:service@moiswell.com) for technical.

# Maintenance



Ensure the dehumidifier is turned OFF and the plug is removed from the power socket before cleaning or maintenance is carried out.

## (1) Cleaning the Dehumidifier

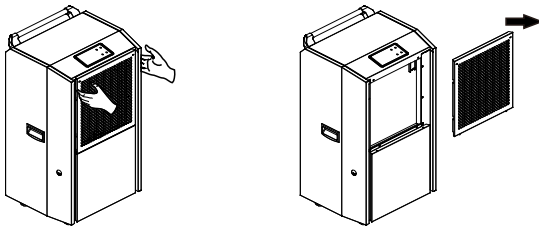
To clean the dehumidifier body, use a soft damp cloth. Do not submerge or pour water on the dehumidifier or control panel, as water can damage the electronic components. Avoid using chemical solvents such as benzene, alcohol, gasoline, or heavy-duty cleaners, as they can damage or deform the surface.

## (2) Cleaning the Air Filter

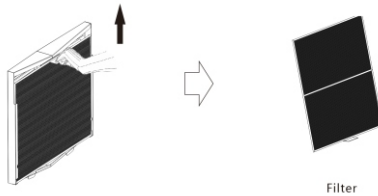
The air filter requires regular cleaning to maintain the dehumidifier's performance. Clean the air filter every 2 weeks, or more frequently if there's a significant amount of dander or fur in the air.

### Follow the below steps to take the filter out

• **To remove the grill:** Hold the top part of both sides of the inlet grill and then pull upward to take the grill out, as illustrated below.



• **To remove the air filter:** Grasp the filter tab and pull it obliquely up to take out the entire filter, as illustrated below.



## (3) When Not Using the Dehumidifier for Long Periods of Time

- Wait for one day after turning off the dehumidifier to allow it to drain completely.
- Clean the dehumidifier and air filter thoroughly, ensuring that the dehumidifier is dry before storing it.
- Wrap the cord and hose and bundle them up to keep them safe.
- Cover the dehumidifier with a plastic bag.
- Store the dehumidifier upright in a dry, well-ventilated place.

# Trouble Shooting Guide

## 1. Trouble shooting Chart

Below chart will help you solve common problems may occur. If the problem coming across can not be fixed after troubleshooting or not being listed in the below troubleshooting chart, please contact **MOISWELL** customer service to get professional support at [service@moiswell.com](mailto:service@moiswell.com).

<b>Problem</b>	<b>Possible Cause</b>	<b>Solution</b>
Dehumidifier does not operate	No power to dehumidifier	Plug it into a working outlet
	Not turned on	Turn the dehumidifier on
	Has not set it properly	Make sure the set humidity level is at 3% lower than the inlet humidity reading
	Error code displays	Contact customer service
Dehumidifier collects little water	Too low humidity level	Try again until the humidity level exceeds 40%
	Insufficient working time	Allow more working time
	Filter is blocked	Clean filter
	Air Inlet or Outlet is blocked	Clear the obstructions
	Low ambient temperature	Heat up the room
	Condensate hose is blocked	Check hose for restrictions
dehumidifier operating, but room not dry	Doors and windows are open	Seal room from external areas
Abnormal Noise	The dehumidifier has not been placed properly	Place the dehumidifier in a horizontal position
	Filter is blocked	Clean filter

Problem	Possible Cause	Solution
Humidity reading remains at 10RH%, ( far from the actual room humidity)	Humidity sensor failure	Set the target humidity percentage value at 10RH%, the dehumidifier works normally, which means this failure does not affect the function of this dehumidifier.
		Repair and replace the humidity sensor.
Humidity reading remains at "99%RH" (far from the actual room humidity)	Water on the surface of the humidity sensor	Please let the dehumidifier work for a period of time, the humidity reading will get normal after the water on the surface of the humidity sensor is evaporated.
	Humidity sensor failure	<p>The dehumidifier works normally, which means this problem does not affect the function of this dehumidifier.</p> <p>Repair and replace the humidity sensor.</p>

Note: It is normal that the dehumidifier pulls warm air out.

# WARRANTY

MOISWELL warrants to the original purchaser that this MOISWELL product is free from manufacturing defects in material or workmanship for the limited warranty period of:

## **2 Years Full Warranty (1 year standard + 1 year with registration)**

This warranty starts from the date of purchase and covers all parts and labor to repair or replace any part of the product that proves to be defective in materials or workmanship.

## **5 Years Limited Warranty on Refrigeration System**

MOISWELL warrants the refrigeration system, including compressor, condenser and evaporator, that prove to be defective in materials or workmanship, for 5 years from the date of purchase, the labor and shipping fee will be not included after the above full warranty.

The warranty does not apply where damage is caused by other factors, including without limitation:

- normal wear and tear
- abuse, mishandling, accident, or failure to follow operating instructions;
- exposure to liquid or infiltration of foreign particles;
- servicing or modifications of the product other than by MOISWELL.

This limited warranty is valid only on products purchased from the manufacturer or MOISWELL authorized dealer and operated, installed, and maintained according to the instructions included in this user guide or furnished with the product.

These are our general terms for warranty service, but we always urge our customers to reach out to us with any issue, regardless of warranty terms. If you have an issue with a MOISWELL product, please contact us at [service@moiswell.com](mailto:service@moiswell.com), and we will do our best to resolve it for you.

### **Website**

[www.moiswell.com](http://www.moiswell.com)

### **Email**

[service@moiswell.com](mailto:service@moiswell.com)





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