

The background of the top half of the cover is a solid dark blue. Overlaid on this are several concentric, teardrop-shaped outlines in lighter shades of blue, creating a layered, geometric effect.

MOISWELL

Explorer VP190

**USER
MANUAL**

Welcome

Thank you for selecting MOISWELL as your trusted dehumidifier provider!

At MOISWELL, we take pride in offering premium commercial and industrial dehumidifiers, available in both vertical and horizontal orientations. Our dehumidifiers are designed to swiftly reduce humidity levels, making them ideal for a wide range of applications, including excess water removal, rapid construction drying, and water damage restoration. Equipped with an onboard humidistat, these commercial dehumidifiers effortlessly maintain your desired room humidity level. They are perfect for warehouses, storage areas, manufacturing plants, office buildings, restaurants, bars, sports facilities, locker rooms, indoor pools and spas, marine environments, and any space susceptible to excessive humidity.

We sincerely hope that your MOISWELL dehumidifier enhances your environment. Before plugging in your new dehumidifier, we strongly recommend reviewing the comprehensive user manual provided. It contains essential safety guidelines, operational instructions, troubleshooting tips, maintenance recommendations, and warranty details, ensuring the longevity and reliability of your investment.

For a more efficient support experience, please take a moment to register your product on our website at www.moiswell.com. Our commitment is to ensure your utmost satisfaction with your purchase. If, for any reason, your buying experience falls short of excellence, please do not hesitate to let us know. Your feedback is invaluable to us.

We are here to assist you every step of the way. Reach out to our dedicated customer support team via email at service@moiswell.com, providing your purchase order ID for faster and more personalized assistance. Once again, thank you for choosing MOISWELL. We look forward to exceeding your expectations.

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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WARNING for Using R32 Refrigerant:

Transportation, marking and storage for units that employ flammable refrigerants

1. General

The following information is provided for units that employ FLAMMABLE REFRIGERANTS.

2. Transport of equipment containing flammable refrigerants

Attention is drawn to the fact that additional transportation regulations may exist with respect to equipment containing flammable gas. The maximum number of pieces of equipment or the configuration of the equipment permitted to be transported together will be determined by the applicable transport regulations.

3. Marking of equipment using signs

Signs for similar appliances used in a work area are generally addressed by local regulations and give the minimum requirements for the provision of safety and/or health signs for a work location. All required signs are to be maintained and employers should ensure that employees receive suitable and sufficient instruction and training on the meaning of appropriate safety signs and the actions that need to be taken in connection with these signs.

The effectiveness of signs should not be diminished by too many signs being placed together. Any pictograms used should be as simple as possible and contain only essential details.

4. Disposal of equipment using flammable refrigerants

See national regulations.

5. Storage of equipment/appliances

The storage of the appliance should be in accordance with the applicable regulations or instructions, whichever is more stringent.

6. Storage of packed (unsold) equipment

Storage package protection should be constructed in such a way that mechanical damage to the equipment inside the package will not cause a leak of the REFRIGERANT CHARGE. The maximum number of pieces of equipment permitted to be stored together will be determined by local regulations.

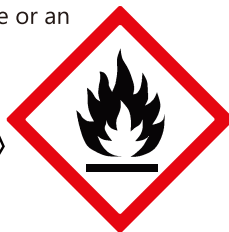
Requirements for operation, service and installation manuals of appliances using flammable refrigerants

WARNING

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

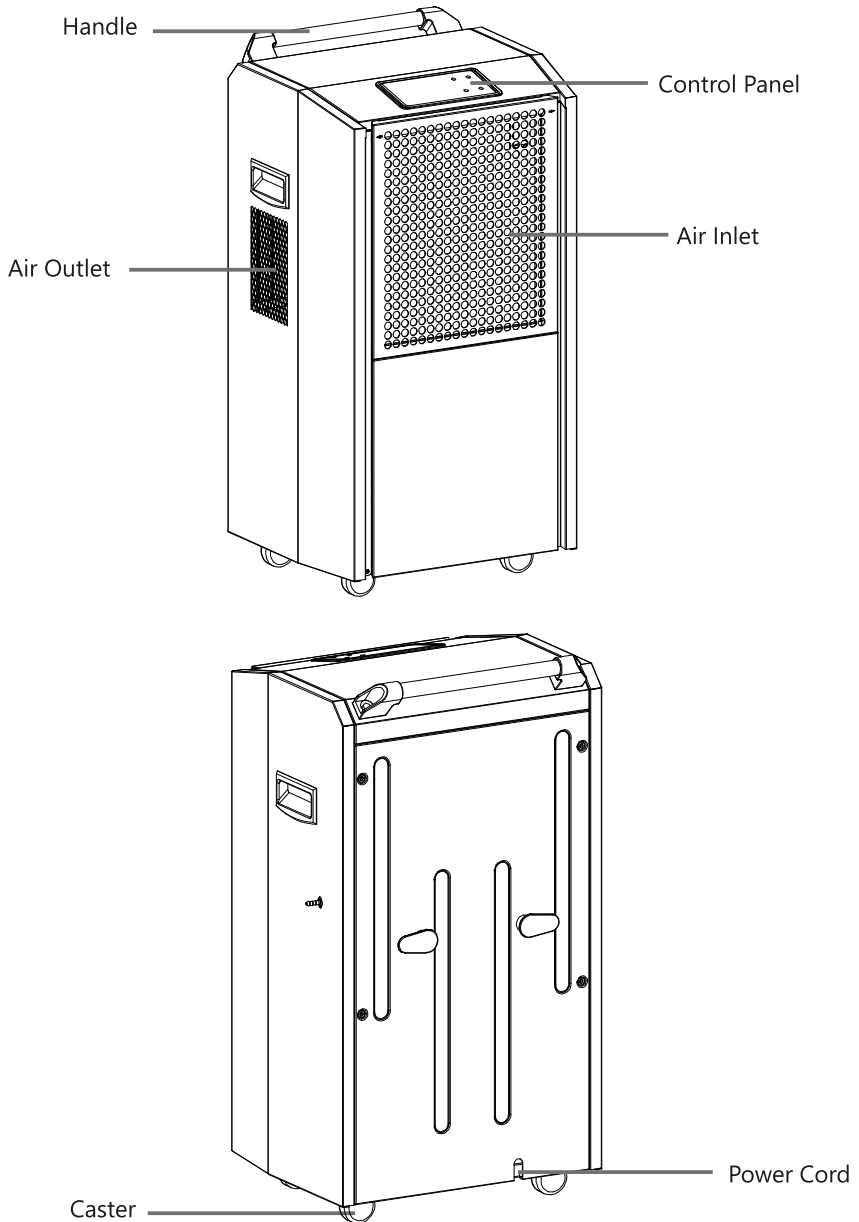
The appliance shall be stored in a room without continuously operating ignition sources (for example: open flames, an operating gas appliance or an operating electric heater. Do not pierce or burn.

Be aware that refrigerants may not contain an odour.



**Refrigerant
Safety Group
A2L**

Parts Identification



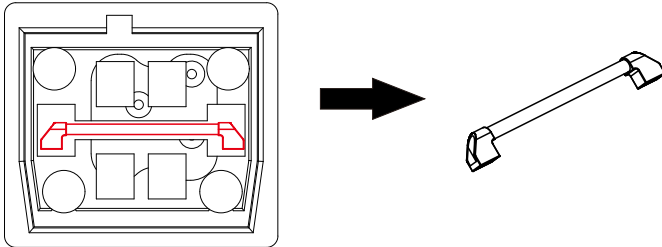
Note: Do not obstruct the air inlet and/or outlet.

Operation Instructions

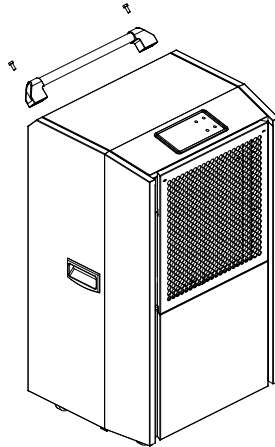
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1. Install the Handle

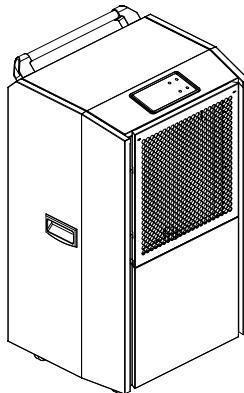
1) Get the handle from the bottom packing foam.



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. Setting up the Drainage System

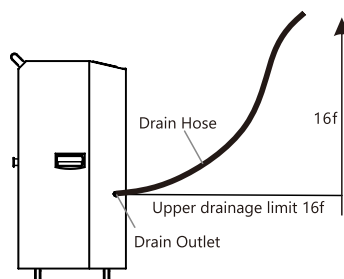
3.1 The dehumidifier comes equipped with an internal pump for drainage, specially designed to handle upward drainage needs.

Note: To prevent any leakage, please ensure the drainage height does not exceed a distance of more than 16.4 feet from the drainage outlet.

3.2 Please connect the provided drain hose to the outlet for secure and effective drainage.

Note: If an alternative drainage hose(inner diameter is 0.197 inches) is used, please ensure it is compatible with the drainage outlet to avoid any risk of leakage.

3.3 During the drainage process, please keep the hose unobstructed and free from twists or kinks. This will enable the smooth removal of condensate water.



4. Plug in Electrical Cord

IMPORTANT

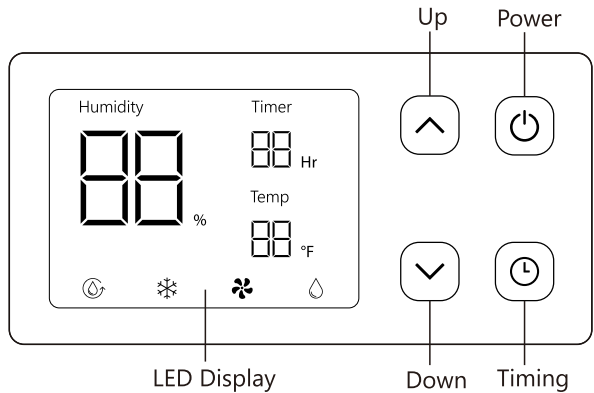
Please let the dehumidifier stand upright for **24 hours** before plugging in for the first time. During the shipping process, the dehumidifier may have been subjected to tilting or even placed upside down, which can cause the oil in the compressor to become unsettled. Failure to let the dehumidifier 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.



^{Humidity}
88% 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.

^{Temp}
88°F is the temperature readout of the inlet air the dehumidifier detects which is similar to the current room temperature.

^{Timer}
88Hr 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.

- A. The humidity set-point is NOT at least 5% lower than the room humidity readout value (in this case, please double-check your setting);
- B. The room humidity level has reached the set-point, so the dehumidifier automatically stops running;

- C. The dehumidifier was just turned on and may take a few seconds for the compressor to kick in;
D. 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.

Hold  for 5s to drain pump.

(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.
- After selecting your target value, wait for 5 seconds for the setting to register automatically, which 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 with in a range of +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  ^{Timer} 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.

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

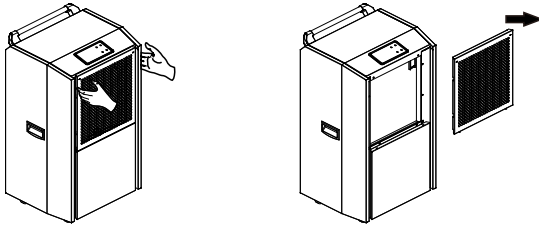
To clean the dehumidifier body, use a soft damp cloth. Do not submerge or pour water on the dehumidifier or control panel, as water can damage the electronic components. Avoid using chemical solvents such as benzene, alcohol, gasoline, or heavy-duty cleaners, as they can damage or deform the surface.

(2) Cleaning the Air Filter

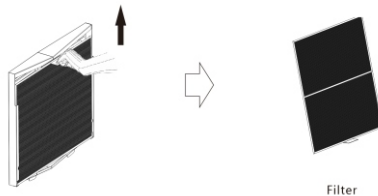
The air filter requires regular cleaning to maintain the dehumidifier's performance. Clean the air filter every 2 weeks, or more frequently if there's a significant amount of dander or fur in the air.

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.

Problem	Possible Cause	Solution
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	The dehumidifier works normally, which means this problem does not affect the function of this dehumidifier.
		Repair and replace the humidity sensor.

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, and we will do our best to resolve it for you.

Website

www.moiswell.com

Email

service@moiswell.com



Dehumidify Like a Pro with Moiswell !