

Dear Customer,

Thank you for contacting Therma-Stor regarding the issue that you are having with your Quest Dual dehumidifier. Here are some simple troubleshooting steps that you can perform on your own. Based on your findings, we may be able to determine the root cause of the issue.

TROUBLESHOOTING STEPS:

1. Turn the humidity controller dial (on unit) all the way to the most **Humid** setting or your wall mount controller to the "off" position - **Did the unit shut off?**
2. Let the unit sit off for 30 min. to an hour.
3. ***UNPLUG THE DEHUMIDIFIER*** - If using a wall mount controller, disconnect **ALL** of the low voltage wires from the dehumidifier terminal strip by using a Phillips screw driver to loosen set screws and remove wires. ***NOTE: MAKE SURE YOU TAKE NOTE OF WHAT COLOR WIRES GO TO WHICH TERMINALS BEFORE REMOVING*** If **NOT** using wall mount controller, proceed to step #4.
4. Using a small piece of wire, strip the ends of the wire and install between the **24V** and **FAN** connection on the dehumidifier terminal strip (example photo below). Tighten the set screws on these two terminals to secure the wire.



5. With the humidity controller (on the unit) still set to the most **Humid** setting, plug the dehumidifier back in. The fan on the unit should start and blow air. **Is the fan running?**
6. With the fan still running, slowly turn the humidity controller (on the unit) to the **Driest** setting. **After the internal 3-4 minute time delay is satisfied**, the compressor inside the dehumidifier should start. When the compressor starts, it will produce a steady buzzing/humming noise and continue to make this noise. You can also feel more vibration on the top dehumidifier cabinet near where the exhaust exits the dehumidifier. **Do you hear this buzzing/humming noise or feel that extra vibration for the compressor?**
7. If compressor is running and continues to run, after about 5-10 minutes you should feel a slight increase in air temperature being discharged out of the rear of the unit(opposite the filter side) - **Does the discharge air feel warmer than ambient**

temp?

8. For troubleshooting purposes **only** please remove the filter(s) on the front of the dehumidifier, Behind the filter(s) is the evaporator coil. **Does the evaporator coil feel cold to the touch?** Please reinstall the filter(s)
9. If so, depending on your environmental conditions (temp/Rh%), you should see some water production out of the hose within 30 minutes or so. **(*Note: If the temp is 55 degrees or below in area and relative humidity is low, the dehumidifier will produce little to no water.*)**

Have Questions? Contact the Quest service department at **877-420-1330** or **service@questclimate.com**