

Quest Dual 105: #4032270
Quest Dual 155: #4031490
Quest Dual 155 - 50hz: #4037400-XX
Quest Dual 165: #4037410
Quest Dual 205: #4033060
Quest Dual 225: #4035400

TROUBLESHOOTING STEPS:

1. Turn the humidity controller dial (on unit) all the way to the most **Humid** (counter-clockwise) setting or your wall mount controller to the "off" position - **Did the unit shut off?**
2. Put the rocker switch into dehumidastat mode
3. Let the unit sit off for 30 min. to an hour.
4. ***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.
5. 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.



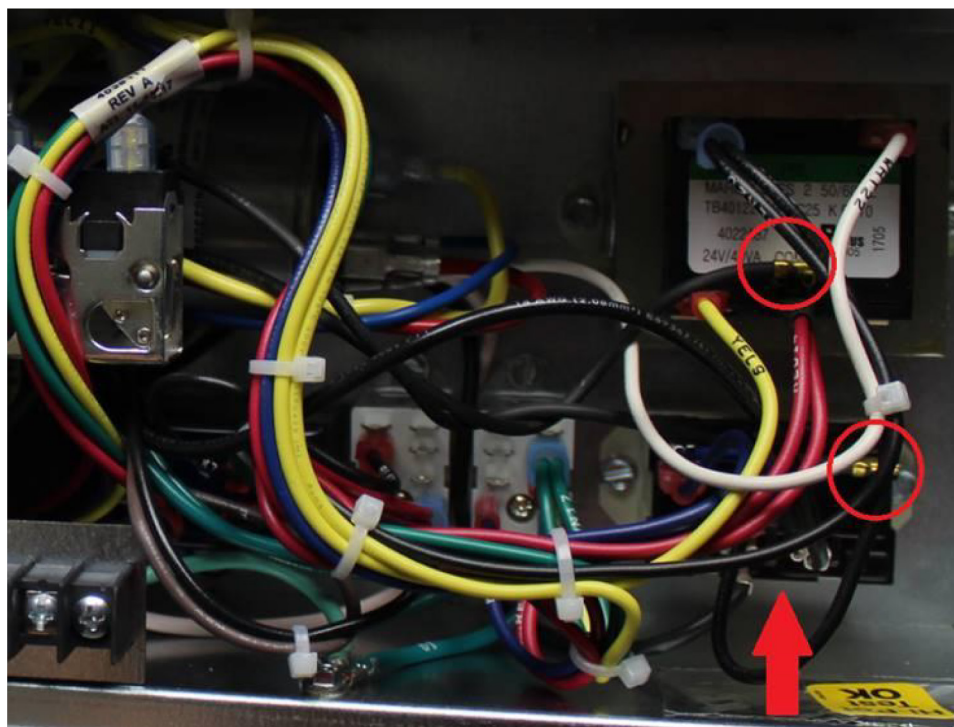
6. With the humidity controller (on the unit) still set to the most **Humid** setting, plug the dehumidifier back in. The fan on the unit should start and blow air. **Is the fan running?**
7. With the fan still running, slowly turn the humidity controller (on the unit) toward the **Drier** setting. At some point 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 dehumidifier cabinet just left of the humidity controller. **Do you hear this buzzing/humming noise or feel that extra vibration for the compressor?**
8. 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 discharge air

side of the unit - **Does the discharge air feel warmer than ambient temp?**

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.***)

ON THE UNITS THAT THE COMPRESSORS DO NOT COME ON:

This is likely a bad defrost thermostat. When the 24v and Dehum terminals are connected the button on the relay should suck in. See Red Arrow. If not see black wires with gold flag terminals. See red circles. Cut the wires and connect together to bypass (this will connect the transformer and relay together). This will get the compressor to run. If your temp is above 70F and humidity is above 50% the unit will run like this with no issue. If not the unit can freeze up but you would just have to turn the unit off for a few hours per day until the parts get to you.



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