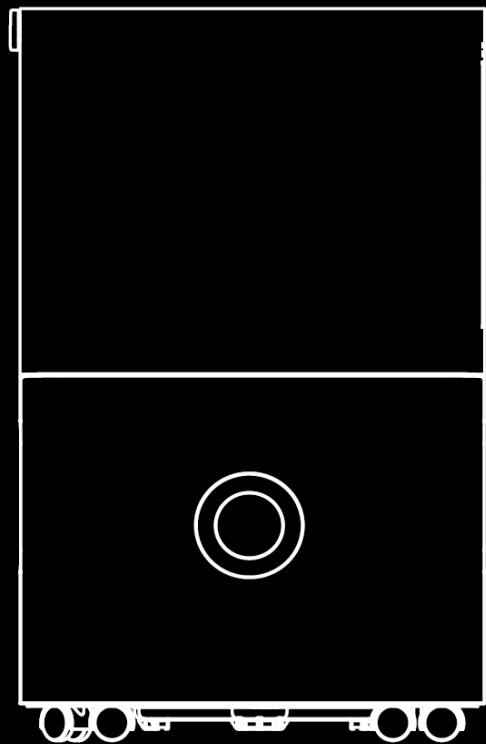# devola

Comfortable living everyday

Instruction Manual

Devola Smart Platinum
WiFi Dehumidifiers 20L/30L

DV20QHWF/ DV30HWF

devola.co.uk

Table of Contents

Safety Warning

For your safety, please read the following contents carefully before using this dehumidifier:

Requirements:
- ◆ Install this dehumidifier in smooth, level place to reduce vibration and noise. **Keep a distance of at least 50cm between appliances and surroundings.**
- ◆ Do not place this dehumidifier in water or other liquids.
- ◆ In order to prevent accidents, please do not use this dehumidifier if wires or other connections are damaged.
- ◆ To stop, reset or clean this dehumidifier, please cut off the power.
- ◆ Please use at the specified voltage.
- ◆ This dehumidifier can only be used indoor, please do not use for other purposes.
- ◆ Please do not place heavy objects on this dehumidifier.
- ◆ Please empty water tank to prevent overflow and spill before restarting this dehumidifier.
- ◆ Please do not incline in case that the spilled water damages this dehumidifier.
- ◆ Please do not place waste rods and hard objects into the dehumidifier in case that error and damage occur.
- ◆ If the supply cord is damaged, it must be replaced by a qualified persons in order to avoid a hazard.
- ◆ In the event of an abnormality (such as a burning smell), turn off the machine and unplug the power cord.
- ◆ The appliance should be installed in accordance with the corresponding national wiring regulations and ensure reliable grounding.

Prohibition:
- ▲ Please do not place this dehumidifier close to heating devices (flame or heaters, etc.).
- ▲ Please do not turn on or turn off this dehumidifier by plugging in or pulling out the plug.
- ▲ Do not use insecticide spray or other flammable substances in the vicinity of this dehumidifier.
- ▲ Do not scratch appearance of this dehumidifier with sharp matters.
- ▲ Do not splash oil or water into this dehumidifier.
- ▲ Do not clean this dehumidifier with water, please wipe it with subhumid soft cloth.
- ▲ Do not wipe this dehumidifier with chemical solvents such as benzene, gasoline and alcohol, etc. If this dehumidifier is indeed dirty, please wipe with neutral detergent.
- ▲ Please do not incline this dehumidifier over 45°or place this dehumidifier upside down.

Frequent enquiries

Q: Why has the dehumidifier stopped working/ won't work?

- This dehumidifier may be full of water or water tank is not installed properly, drain the water in water tank, or re-install water tank in correct way.
- At the moment the dehumidifier may be in the "dehumidification mode", the ambient temperature is lower or higher (dehumidification cannot be performed when the ambient temperature is $<5℃$ or $>32℃$).
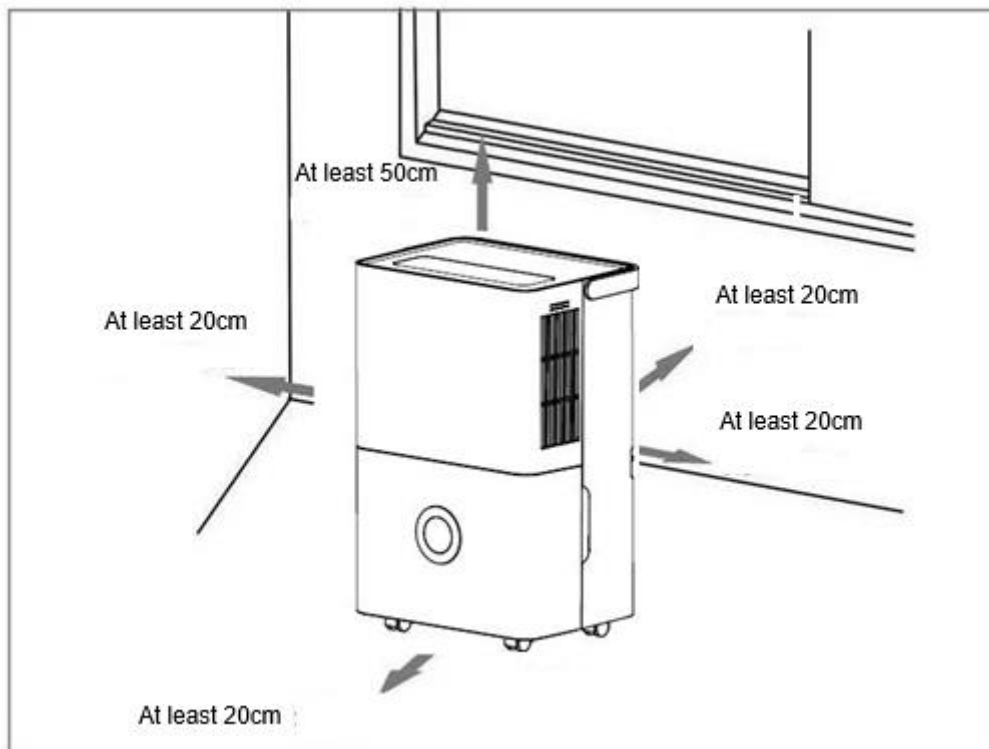
  The ambient temperature for operation of the dehumidifier is 5-32 ℃, and the relative humidity is 30%-80%. The optimal temperature for use is 16-32℃;

Q: Why is hot air blown out from air supply outlet?

- This dehumidifier extracts the air in the room, and the dehumidification unit cools the air, the temperature decreases below the condensation point, the air condenses into water drops, which falls into water tank finally, and the dehumidified air is heated by the temperature returning unit. This can reduce energy consumption and also accelerate dehumidification, therefore, hot air is blown out, and this not a fault.
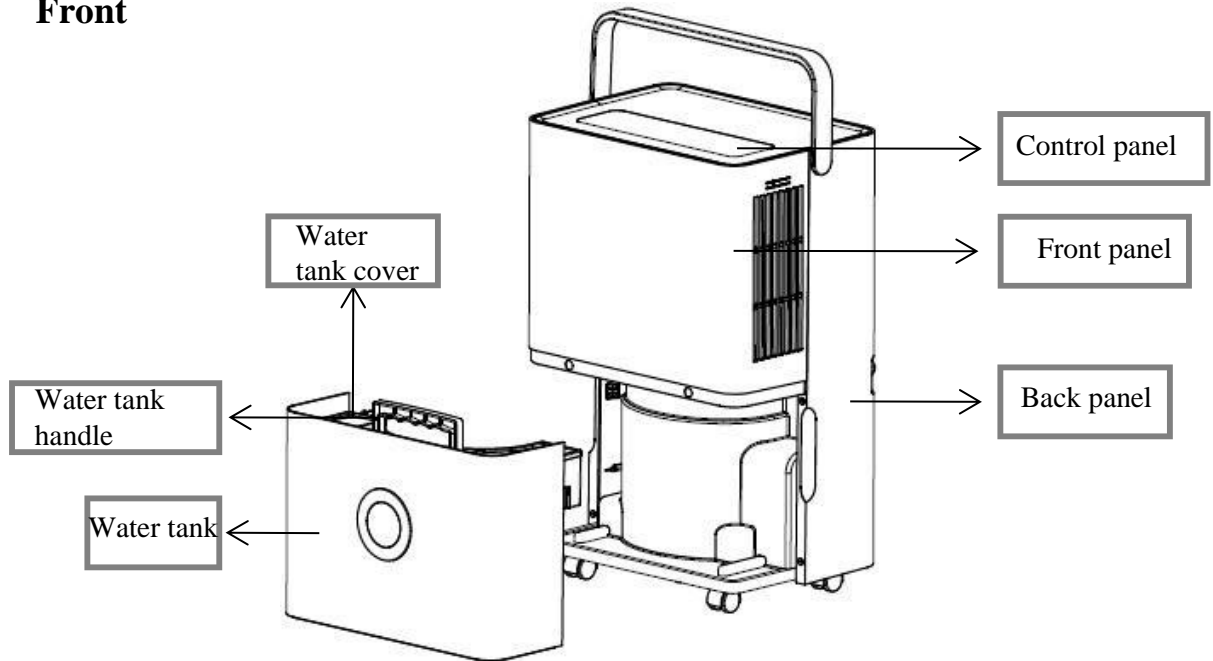
Installation

◆ Please drain the water from water tank before operating.
◆ During operation please keep windows and doors short when possible as the unit works best in sealed conditions.
◆ When the dehumidifier is installed, a certain space must be reserved around this dehumidifier, the minimum distance above is 50cm, and the minimum distance in front/rear and left/right is 20cm as required, as shown in figure below.
◆ If a vibration sound is present during operation of this dehumidifier:
It is recommended inserting pads or damping rubber sheets, etc. below this dehumidifier, this can reduce vibration and noise, and can also reduce sinking of wood floor or carpet.
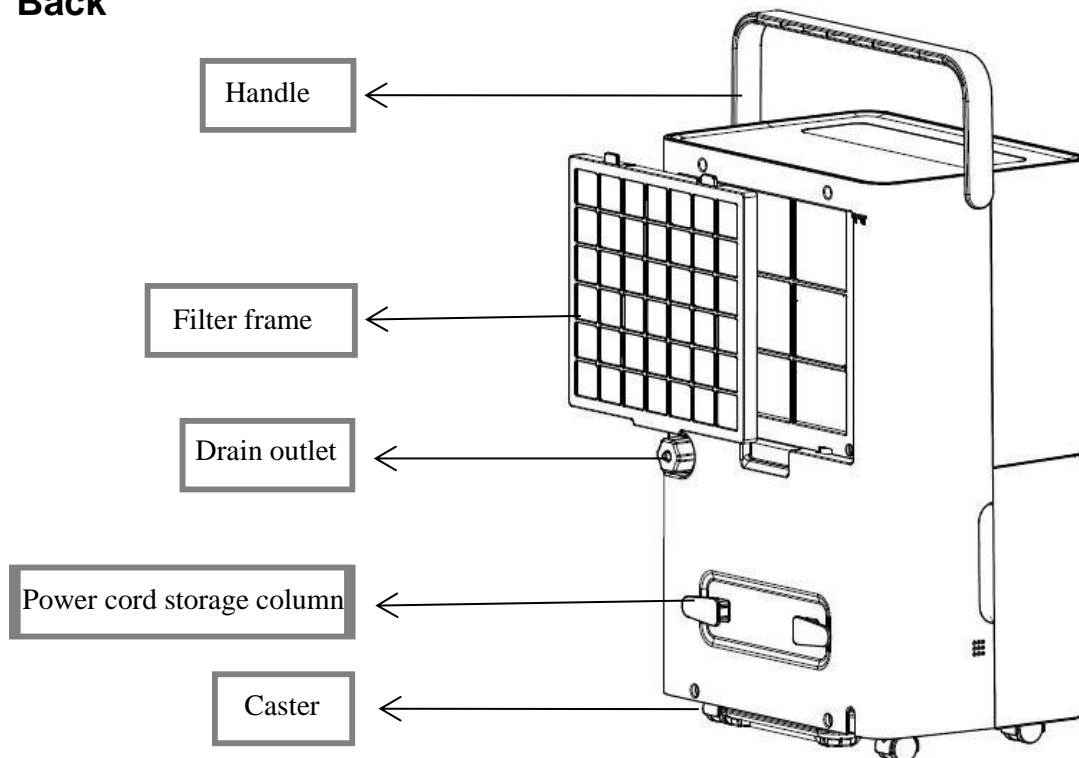
Components

Front

Control panel	
Front panel	
Back panel	

Water tank cover

Water tank handle

Water tank

Back

Handle

Filter frame

Drain outlet
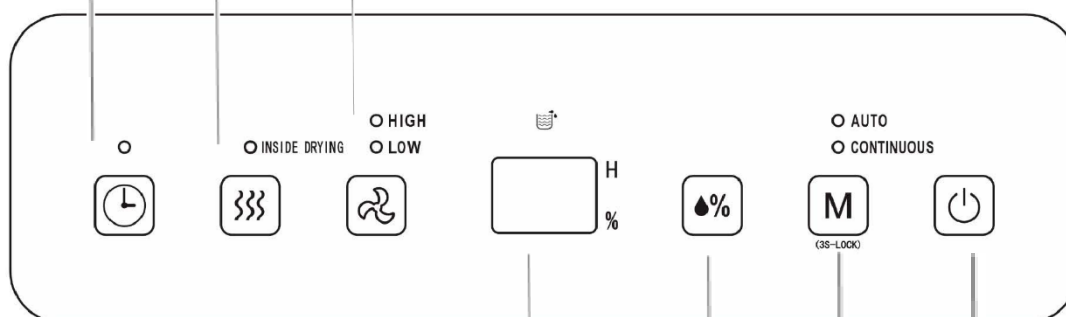
Power cord storage column

Caster

Control panel

Timer
To delay this dehumidifier turning on or off, press this button to activate the 24H Timer. Each time you press the button, it will increase an hour. So, 2 pressed for 2 hours, 3 for 3 hours etc. If you want to cancel timer setup, press twice continuously after setting the timer to a desired hour.

Internal Dry Press this button to start drying procedure in the dehumidifier. This can prevent mold inside the dehumidifier caused by damp. The whole drying procedure needs approximate 1h. Press this key again to cancel the drying function in the dehumidifier, and to recover to running state before starting drying.

Air Speed
In AUTO or CONTINUOUS mode, adjust the fan speed, HIGH and LOW by pressing this button.

○ HIGH   ☐˙   ○ AUTO
○ INSIDE DRYING   ○ LOW   ○ CONTINUOUS

○   ⊕   〣〣〣   ⌇   [ ]H   ◖%   M   ⏻
                                        %   (3S-LOCK)

LCD Display
In AUTO, CONTINUOUS AND DRYING modes, this figure displays room humidity. When it is set in AUTO mode, this figure shows the set humidity; and displays the set time in timer state, % represents percentage of humidity.

Humidity Setting
Once this button is pressed, the humidity is displayed circularly in the range of 30%-35%-40%-45%-50%-55%-60%-65%-70%-75%-80%, and the humidity setting is only valid in AUTO mode.

Mode
During startup or timer startup press this button to select AUTO, CONTINUOUS and DRYING modes, and the indicator lamp corresponding to the selected mode is on.
Hold this button for 3 seconds to activate the Child Lock.
Repeat the process to turn the Child Lock off.

On/off key Press this button to turn on or turn off the dehumidifier.

Operating methods

Description of functions

Setting of timer off
● When the dehumidifier is running, press the [Timer button] to adjust time from 1h to 24h, pressing the key once to increase the setting time by 1h, after the setting time exceeds 24h, the figure returns to 1 to restart cycle.This will then turn the dehumidifier off after this desired set time. After an hour has been selected, if the Timer button is untouched for 5 seconds, the set time is confirmed.

Setting of timer on
● When the dehumidifier is in standby state, the method for adjustment of setting time by the [Timer key] is the same as timer off. After the setting is completed, if the Timer button is untouched for 5 seconds, the set time is confirmed. When the timer is in use the Timer button should be illuminated, and the set time is displayed on control panel.

AUTO mode
● Select AUTO dehumidification, if the room humidity is higher than the set humidity or is between +5% or -5% of the set humidity , the compressor will starts and the fan will run at the set speed. If the room humidity is lower than the set humidity by -5%, then the compressor will stop but the fan will run at the set speed. The default set humidity value is 50%.

CONTINUOUS mode
● Select CONTINUOUS dehumidification to keep the dehumidifier operating no matter what low the relative humidity in the room is. The compressor starts, the fan runs at high speed in default, and the air speed can be regulated via the air speed button.

Internal Drying
◆ Press the Internal Drying button to start drying in the dehumidifier. The whole drying procedure needs approximately 1h:
1. The dehumidifier starts at HIGH air speed continuously for 30min
2. The dehumidifier turns to run at LOW air speed and lasts for 20min;
◆ How to stop:
1. Press the button again to cancel drying in dehumidifier, and return to the running state before start of drying.
2. Press the Power button to stop drying in dehumidifier and return to the standby state.
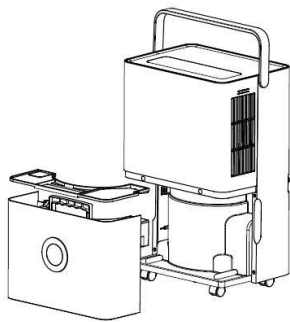
Child lock function
Hold the Mode button for 3 seconds to enable and then the same again to disable this feature. All keys on the operation panel will then be disabled while Child Lock is activated.
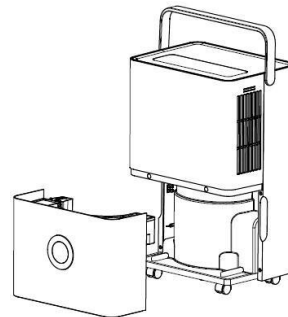
Drainage

1. Use of Water Tank

When the water tank is full of water, the full water icon on LCD flashes (the compressor, fan and negative ion will stop running), the **BUZZER** signals 10 times to alert the user to empty the tank.

◆ Place both hands respectively at the side of the back cover, gently remove the water tank,

turn the water tank handle upright, remove the water tank cover, and pour the water out.

◆ Close the tank cover, and rotate the water tank handle down, then put the water tank gently and put it back in the right place to restart dehumidifier.
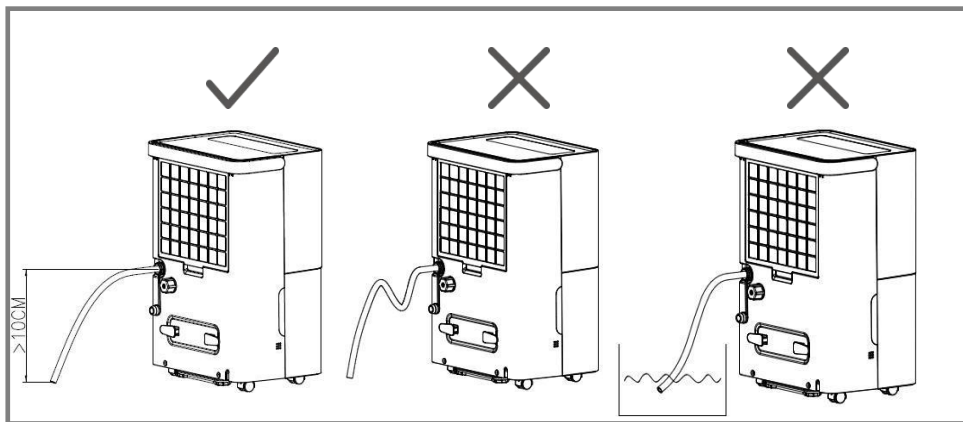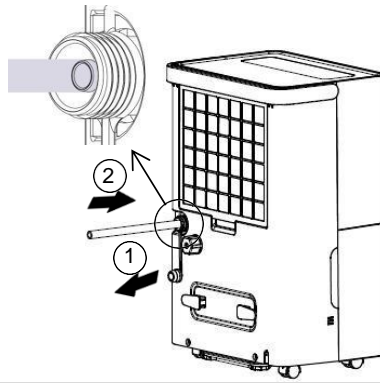

Attention: when the water tank is full of water, please empty it. Before putting the water tank into the dehumidifier, please confirm whether the floater rotates flexibly or not, and then push it in position with both hands.

2. Continuous drainage

If you do not want to drain water in the water tank frequently, you can connect a drainage pipe (with inner diameter 9mm) on the back of this dehumidifier to drain water.

◆ Locate the drain outlet at the back, unscrew the drain cover, and pull out the water plug.
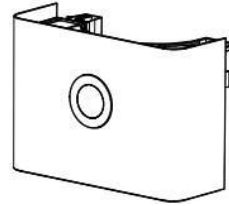
◆ Connect the 9mm drainage pipe to the drain outlet.

Attention: The external water pipe must not be too long (the recommended length is less than 0.6 meters). The height of the end of the water pipe must be more than 10cm lower than the height of the water outlet. The water pipe must be kept smooth, otherwise the water may not be drained normally.
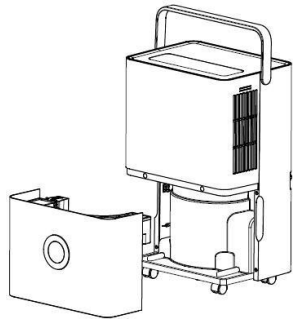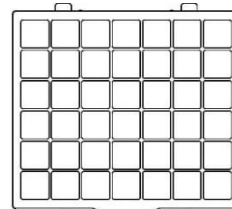
Maintenance

◆ Please clean the water tank and its cover with soft cloth dipped in cold or warm water at regular time to prevent mould inside the dehumidifier.

◆ Wipe the surface of the dehumidifier slightly with wet cloth, and do not use detergent or abrasive in case the plastic surface is damaged.

◆ Clean the filter and the frame at lease once per two weeks simply with cold or warm water, do not use chemical solvents or hot water.

Troubleshooting

If the following problems occur to the dehumidifier, the following solutions can be adopted.

Symptoms	Possible reasons	Solutions
The dehumidifier does not run	Is the power plug connected?	Insert power plug into socket.
	Is the water tank full of water? (the water tank is full of water or is placed at incorrect position)	Drain water from the water tank, and then install the water tank again.
	The ambient temperature is lower than 5℃ or higher than 32℃	Not a fault. Please use within the correct operating temperature.
The dehumidification function is not effective	Is the room temperature or humidity too low?	In dry season the dehumidification ability will reduce.
	Are the air outlet and inlet blocked?	Clean up the objects blocking the air outlet and inlet.
Air is not blown out	Is the air filter net blocked?	Clean the air filter net according to the above method.
Noise is abnormal during operation	Is the dehumidifier placed improperly so that it is inclined or unstable?	Please place the dehumidifier in smooth place.
	Is the air filter net blocked?	Clean the air filter net according to the above method.
	There is "tittering" sound	The flowing sound of refrigerant, which is a normal phenomenon.
Water leaks	Connection of drainage pipe becomes loose	Fasten drainage pipe.
	Drainage system is blocked	Remove obstacles and straighten out water pipe.
Frosting occurs	The ambient temperature is low, and it is in the state waiting for defrost.	It is a normal phenomenon, and the dehumidifier has the automatic defrosting function.

Display code	Cause
FL	The water tank is full
E1	The coil sensor detects anomaly
E2	The room temperature sensor detects anomaly
P1	The unit is in the defrosting state,normal
CL	The unit is in the internal drying state,normal
LC	Child lock funtcion starts

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